OAAPS Highlights: What You Need to Know Now

The National Long-Term Care Ombudsman Resource Center

What is OAAPS?

OAAPS is the Older Americans Act Performance System. OAAPS replaced the Ombudsman Reporting Tool (ORT). The State Long-Term Care Ombudsman or their designee will use OAAPS to submit the state annual National Ombudsman Reporting System (NORS) report.

Who Uses OAAPS?

State and tribal programs who provide Older Americans Act (OAA) services will use OAAPS. The OAAPS refers to the various OAA programs by their title in the Older Americans Act, thus the Ombudsman Program is referred to as Title VII. You may find Title VII resources on the OAAPS resource page. The Administration for Community Living (ACL) will use OAAPS to monitor performance data and collect information from state LTC Ombudsman programs as required by the Older Americans Act and Ombudsman program regulation.

How Do I Access OAAPS?

You may access OAAPS at https://oaaps.acl.gov/app/welcome. There is a new, required process for administrative users to verify credentials using a program called "Okta." All state Ombudsmen are assigned as a state Administrator User and receive an initial Okta invitation. Once signed up through Okta, the user can go directly to OAAPS and bypass Okta. ACL recommends that programs have another state Administrative User. An Administrative User can add state level users and set the level of access. To establish an Administrative User account contact Louise Ryan, Louise.Ryan@acl.hhs.gov.

When Do I Submit Our NORS Report in OAAPS?

States submit Federal Fiscal Year (FFY) data. FFY begins October 1st of one year and ends September 30th of the next year. NORS data is submitted into OAAPS each January.

How Can I Prepare for Using OAAPS?

OAAPS is available for users to explore anytime. ACL strongly encourages Ombudsman programs to practice submitting a report. Review the reference materials for Title VII that include a user guide, seven quick reference guides, and three recorded webinar trainings. Reference materials are available on this page and training webinars are available here. Review the technical documents and practice uploading data files by using the sample data files available on this page.

Who Do I Contact for OAAPS Technical Assistance?

ACL and ICF, the OAAPS developer, provide system-related technical assistance (e.g., issues uploading a file). You can receive technical assistance by using the "Contact Us" link on the bottom of the OAAPS home page to reach the help desk.

Who Do I Contact for Programmatic Technical Assistance?

The Lewin Group, an ACL contractor, subcontracts with ACL's grantee the National Ombudsman Resource Center (NORC), to provide programmatic technical assistance. Click here for NORS training materials, recorded webinars, guides, and FAQs. For assistance contact ombudcenter@theconsumervoice.org.

Who Do I Contact for Questions about the Ombudsman Reporting Tool (ORT)?

For questions about the ORT or past NORS reports, go to https://www.napisdata.us/ort2 or contact Louise Ryan.

Revised September 2021