What is OAAPS?
OAAPS is the Older Americans Act Performance System. OAAPS is replacing 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 were assigned as a state Administrator User and received an 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, Ombudsman Program Specialist, Louise.Ryan@acl.hhs.gov.

Is Data Entry the Same in OAAPS as ORT?
No. The main way the OAAPS differs from the ORT is that case and complaint data must be uploaded as data files. There is no option to manually enter cases and complaints. States will have the option of uploading numeric program activity data in a file labeled “All Other Data” or may manually enter this data.

When Do I Submit Our NORS Report in OAAPS?
States will submit Federal Fiscal Year (FFY) 2020 data in the OAAPS for the first time in January 2021.

How Can I Prepare for Using OAAPS?
OAAPS is available now for users to explore and become familiar with in advance of reporting in January 2021. 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 system developer, will provide system-related technical assistance (e.g., issues uploading a file). You can receive technical assistance by contacting OAAPSHelpdesk@acl.hhs.gov.

Who Do I Contact for Programmatic Technical Assistance?
ACL and The Lewin Group, subcontract with the National Ombudsman Resource Center (NORC), for programmatic technical assistance. Click here for NORS training materials, recorded webinars, guides, and FAQs. NORC will also provide training and support for state Ombudsmen regarding OAAPS. For assistance contact ombudcenter@theconsumervoice.org.

Who Do I Contact for Questions about the Ombudsman Reporting Tool (ORT)?
For questions about the ORT or the FY 2019 NORS Report, go to https://www.napisdata.us/ort2 or contact Louise Ryan, Ombudsman Program Specialist.