OLDER AMERICANS ACT PERFORMANCE SYSTEM (OAAPS) REPORTING

Variance Analysis Guidance

December 9, 2020
Agenda

- Greetings from ACL

- National Ombudsman Reporting System (NORS) Check-In and OAAPS Readiness session review

- Variance Analysis Guidance resource

- Variance analysis and explanations

- Q&A

- Closing remarks
Questions? Use the Q&A or Chat box.

**Question & Answer**

The Q&A window allows you to ask questions to the host and panelists. They can either reply back to you via text in the Q&A window or answer your question live.

1. Click Q&A to open the Q&A window.
2. Type your question into the Q&A box. Click Send.

**Chat**

The in-meeting chat allows you to send chat messages to and send a message to the host, panelists, and attendees (if permitted).

1. Click Chat to open the in-meeting chat.
2. The chat will appear on the right side of your Zoom window if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen as needed.
3. To change who you are chatting with, click the drop down beside To:
4. Type your message and press Enter.
Louise Ryan
National Ombudsman Program Coordinator
Administration on Aging /Administration for Community Living
Conflict of Interest (COI)

- COI narratives from the Ombudsman Reporting Tool (ORT) were not cross-walked to OAAPS.
- Resubmit all past COIs, even those remedied.
- You can access past COI reports in the ORT.
- FFY2020 NORS report should include all past and current organizational COIs and remedies.
- Do not submit individual COIs.
NORS Check-In and OAAPS Readiness Session Q&A

Automation:

• After submission ACL will review your report, the variances and the variance justification.
• ACL will then either review or return the report.
• If returned OAAPS will send an e-mail to notify you to read the review comments in OAAPS.
• States must respond to the comments and make corrections in OAAPS as appropriate.
• All correspondence is logged in OAAPS.
• Once all corrections are final the report will be approved.
NORS Check-In and OAAPS Readiness Session Q&A

Need Technical Assistance?

- **Programmatic Assistance** – email Maria Greene, mgreene@theconsumervoice.org, (770) 668-6366, or Katie, ckokhler@theconsumervoice.org (SLTCO-webpage access).

- **Technical Issues** – related to access, testing input and data file uploads, use the “Contact Us” link on the OAAPS home page.
Timing of NORS Fiscal Management Responsibilities

December
✓ Work through a rough draft of funds expended with fiscal staff.

January
✓ Report final funds expended.

July-August
✓ Certification of Long-Term Care Ombudsman Program Expenditures.

Refer to Part F of the OAAPS Submission: NORS Table 3 Guidance for fiscal management routine details.
Part F: Funds Expended Resources

- Part F: Funds Expended Fillable Form
- NORS Table 3 Guide Part F: Funds Expended
- NORS Table 3 Part F: Funds Expended Data Elements
QUESTIONS
Poll Question

Have you uploaded a data file to OAAPS?

Choose one answer:
• Yes. I am so ready to get this report done.
• No, but tech support is working on it.
• When is this due?
OAAPS Reporting: Variance Analysis Guidance

Unlike the Ombudsman Reporting Tool (ORT), the Older Americans Act Performance System (OAAPS) includes an “Explanation of Variances” section that requires a review of data variances and explanation of the variances prior to submitting your report to the Administration for Community Living (ACL). This Variance Analysis Guidance shares tips, resource materials, OAAPS references, and examples to assist State Long-Term Care Ombudsmen (Ombudsmen) in explaining data variances in OAAPS. The goal of this guide is to assist Ombudsmen in submitting a comprehensive report that demonstrates that they have completed a thorough evaluation of data variances and provided explanations of data variances identified in OAAPS.

Key Points

- Once data is validated, the report must be checked for variances and identified variances must be explained.
- Variances are calculated for the current reporting cycle for a data field that is +/- 10% compared to the same data field in the previous reporting cycle for all components except for “number of volunteer representatives of the Office” which has a +/- 25% variance threshold.
- Variances are generated by OAAPS and your responses to variances will be submitted through OAAPS. You are less likely to receive a call or email from an ACL reviewer inquiring about variances as correspondence regarding variances will occur within OAAPS.
- Where a variance is identified, you may check the box for “no significant factors” if it is appropriate to do so. Use the option of “no significant factors” judiciously. ACL reviewers may still request explanations if they need more information or clarification even if you have checked that there are “no significant factors.”
- ACL has performed a crosswalk of the National Ombudsman Reporting System (NORS) data from prior years, and, as applicable, from the Ombudsman Reporting Tool (ORT) and the crosswalk is pre-loaded into OAAPS.

Tips

- Variance explanations are to be complete, accurate, and internally consistent.
- Explanations should be clear and plausible. Explain the Why and What that may account for variances.
- Review Section 4.2.3 Step 3: Identify/Explain Variances (starting on page 97) of the Long-Term Care Ombudsman Program Title VII User Guide that explains how Ombudsmen identify and explain variances.
- Read Section 4.3.2.2 Review State’s Variances (starting on page 111) of the Long-Term Care Ombudsman Program Title VII User Guide to become familiar with what ACL considers while reviewing your variance explanations.
- Review the Quick Reference Guide: Analysis Reports Detailed Descriptions: Title VII for descriptions of predefined Analysis Reports that help users review and compare data at the state, regional, and national level.
- Within each component, there may be more than one data field requiring a variance explanation. In your narrative, identify each variance separately and provide an explanation for each. If the explanation is the same for more than one data field where a variance explanation is required, you can refer to the other explanation without repeating it.

Key Points

- Once data is validated, the report must be checked for variances and identified variances must be explained.

- Variances are generated by OAAPS and your responses to variances will be submitted through OAAPS.

- Variance for all components is +/- 10%.

- If it is appropriate to do so, you may check the box for “no significant factors.”

- NORS data from prior years was crosswalked from the ORT and preloaded into OAAPS.
Tips

Variance Explanations are to be:

- Complete
- Accurate
- Internally consistent
- Clear and plausible
- Explain the **Why** and **What**
Tips

Read

- Long-Term Care Ombudsman Program Title VII User Guide
  - Section 4.2.3 Step 3: Identify/Explain Variances (starting on page 97)
  - Section 4.3.2.2 Review State’s Variances (starting on page 111)
- Quick Reference Guide: Analysis Reports Detailed Descriptions: Title VII

Remember

- Identify each variance separately and provide an explanation for each.
- If the explanation is the same for more than one data field where a variance explanation is required, you can refer to the other explanation without repeating it.
Potential Contributing Factors for Variances

- Routine access to facilities – COVID-19
- Data errors in previous year’s report
- Data entry issues
- Closure of facilities
- Staffing and volunteer changes
- Changes in funding for the program
- Changes in program goals
Welcome!

WELCOME TO OAAPS

Access to this site is restricted to authorized Older Americans Act (OAA) Title III, VI, and VII grantees and sub-grantees. Final datasets can be viewed at: AGing, Independence, and Disability (AGID) Program Data Portal.
Variance Analysis
Variance Analysis – Validate All Data
# Variance Analysis – Explanation of Variances

## Explanation of Variances - Cases and Complaints

<table>
<thead>
<tr>
<th>Facility or setting</th>
<th>2018</th>
<th>2019</th>
<th>% Variance</th>
<th>No significant factors identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Facilities</td>
<td>1,756</td>
<td>371</td>
<td>-78.9%</td>
<td>[ ]</td>
</tr>
<tr>
<td>Residential Care Community</td>
<td>599</td>
<td>202</td>
<td>-66.3%</td>
<td>[ ]</td>
</tr>
<tr>
<td>Setting other than Nursing Facility or Residential Care Community</td>
<td>1</td>
<td>9</td>
<td>800.0%</td>
<td>[ ]</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>2,356</td>
<td>582</td>
<td>-75.3%</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

**Please provide an explanation for each difference highlighted**

During March 2020 the president declared a national emergency due to the COVID-19 pandemic. CMS issues regulations not allowing nursing facilities to have visitors including LTCO. In our state the RCCs followed the same protocol for visitors as nursing facilities. For the months of March - May, 2020, the LTCOP received fewer complaints. However, we did have an increase in information and assistance calls. Beginning in June the

Mark as complete
## Variance Analysis – Program Activities

### Explanation of Variances - Program Activities

<table>
<thead>
<tr>
<th>Data Field</th>
<th>2018</th>
<th>2019</th>
<th>% Variance</th>
<th>No significant factors identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Certification training hours</td>
<td>N/A</td>
<td>40</td>
<td>N/A</td>
<td>No significant variances</td>
</tr>
<tr>
<td>Training hours required to maintain certification</td>
<td>N/A</td>
<td>16</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Number of new individuals completing certification training</td>
<td>N/A</td>
<td>20</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

Please provide an explanation for each difference highlighted

Mark as complete

0 of 3400 characters

- **Ombudsman Program Activities**
  - Variance Explanations Provided

- **Ombudsman Program Activities - Nursing Facilities**
  - Variance Explanations Provided

- **Ombudsman Program Activities - Residential Care Community**
  - Variance Explanations Provided
## Helpful Tools - Analysis Reports

### Analysis Reports

All reports are created in Microsoft Excel.

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activity Analysis Report</td>
<td>Includes the breakdown of activity data for a range of two to five years.</td>
</tr>
<tr>
<td>Complaint Analysis by Complainant Type</td>
<td>Includes the breakdown of all 59 complaint codes by complainant type.</td>
</tr>
<tr>
<td>Complaint Analysis by Complaint Code Report</td>
<td>Includes the breakdown of verification, resolution and referral data for all 59 complaint codes by facility setting.</td>
</tr>
<tr>
<td>Multi-Year Complaint Trend</td>
<td>The Multi-Year Complaint Trend Report shows trends in data across a two to five year range. The report shows trends in cases, complaint categories and codes, complaint disposition and complaint verification in all settings.</td>
</tr>
<tr>
<td>Table A - Selected Information: State and Region</td>
<td>A summary of all numeric state data presented by state and region which allows programs to compare amongst states and regions.</td>
</tr>
<tr>
<td>Two-Year Comparison Report</td>
<td>The Two Year Comparison Report compares Ombudsman program data between two fiscal years. The report includes actual reported data, the percentage difference between the two years and identifies and highlights variances at 10 or 25 percent.</td>
</tr>
<tr>
<td>Legacy Reports</td>
<td></td>
</tr>
<tr>
<td>OCL Legacy Reports</td>
<td></td>
</tr>
</tbody>
</table>
Variance Analysis – Cases and Complaints

- Variance analysis for Cases and Complaints identifies significant variances in:
  - Cases by Facility or setting
  - Complaints by Complainant Type
  - Complaints by Complaint Group
  - Complaints by Verification Type
  - Complaints by Disposition
Variance Analysis – Cases and complaints

• **Tips**

  • FFY2020 is the first year in which revised NORS coding will apply. Run reports in your software to check the accuracy of coding of cases and complaints, data entry errors, etc.

  • If you have a new software program, review for any issues regarding accuracy of data entries, merger of data from old software, automated reports, etc.

  • Explain the **Why** and **What** that may account for variances.
## Cases by Facility or Setting

### Variance Explanation – Example 1

### Table: Cases by Facility or Setting

<table>
<thead>
<tr>
<th>Facility or setting</th>
<th>2018</th>
<th>2019</th>
<th>% Variance</th>
<th>No significant factors identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Facilities</td>
<td>1,756</td>
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<td></td>
</tr>
<tr>
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<td>202</td>
<td>-66.3%</td>
<td></td>
</tr>
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<td>Setting other than Nursing Facility or Residential Care Community</td>
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<td>9</td>
<td>800.0%</td>
<td></td>
</tr>
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<td>Total</td>
<td>2,356</td>
<td>582</td>
<td>-75.3%</td>
<td></td>
</tr>
</tbody>
</table>

**Please provide an explanation for each difference highlighted**

Our state created an Ombudsman program for individuals with intellectual disabilities during FFY 2019 reporting period. As of FFY 2020, the SLTCO program is no longer responsible for providing Ombudsman services in the facilities licensed to provide residential care to individuals with intellectual disabilities. For this reason, our number of facilities served dropped from 100 to zero which lead to the decrease in complaints.

Note: Narrative language in the screenshots may vary slightly from the Variance Analysis Guidance resource.
Please provide an explanation for each difference highlighted

Our state created an Ombudsman program for individuals with intellectual disabilities during FFY 2019 reporting period. As of FFY 2020, the SLTCO program is no longer responsible for providing Ombudsman services in the facilities licensed to provide residential care to individuals with intellectual disabilities. For this reason, our number of facilities served dropped from 100 to zero which lead to the decrease in complaints.
### Complainant Type

#### Variance Explanation – Example 2

<table>
<thead>
<tr>
<th>Complainant Type</th>
<th>2018</th>
<th>2019</th>
<th>% Variance</th>
<th>No significant factors identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident</td>
<td>1,043</td>
<td>110</td>
<td>-89.5%</td>
<td></td>
</tr>
<tr>
<td>Resident representative, friend, family</td>
<td>531</td>
<td>95</td>
<td>-82.1%</td>
<td></td>
</tr>
<tr>
<td>Ombudsman program</td>
<td>293</td>
<td>30</td>
<td>-89.8%</td>
<td></td>
</tr>
<tr>
<td>Facility staff</td>
<td>278</td>
<td>291</td>
<td>4.7%</td>
<td></td>
</tr>
<tr>
<td>Representative of other agency or program or organization</td>
<td>93</td>
<td>35</td>
<td>-62.4%</td>
<td></td>
</tr>
<tr>
<td>Concerned person</td>
<td>12</td>
<td>0</td>
<td>-100.0%</td>
<td></td>
</tr>
<tr>
<td>Resident or family council</td>
<td>N/A</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Unknown</td>
<td>106</td>
<td>21</td>
<td>-80.2%</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>2,356</td>
<td>582</td>
<td>-75.3%</td>
<td></td>
</tr>
</tbody>
</table>

Please provide an explanation for each difference highlighted:

In prior years, representatives over reported the Ombudsman program as the complainant because they thought it was quicker and less taxing on the residents. In FFY 2020 representatives were retrained on appropriate complainant coding. Therefore, FFY2020 data shows an increase in residents as the complainant and fewer numbers of Ombudsman program as the identified complainant.
Please provide an explanation for each difference highlighted

In prior years, representatives over reported the Ombudsman program as the complainant because they thought it was quicker and less taxing on the residents. In FFY 2020 representatives were retrained on appropriate complainant coding. Therefore, FFY2020 data shows an increase in residents as the complainant and fewer numbers of Ombudsman program as the identified complainant.

Mark as complete
Variance Analysis – Organizational Structure

Variance analysis for Organizational Structure identifies significant variances in:

- State Office Organizational Structure
- Local Ombudsman Entities Organizational Structure

Tips:

- Was there a change in local Ombudsmen entities?
- Review contract agreements for LTCOP entities for the past fiscal year.
## Organizational Structure

### Variance Explanation – Example 3

<table>
<thead>
<tr>
<th>Local Ombudsman Entities</th>
<th>2018</th>
<th>2019</th>
<th>% Variance</th>
<th>No significant factors identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Area agency on aging (AAA)</td>
<td>2</td>
<td>0</td>
<td>-100.0%</td>
<td>✔️</td>
</tr>
<tr>
<td>Social services non-profit agency, with 501(c)(3) status, other than AAA</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Legal services provider</td>
<td>0</td>
<td>0</td>
<td>0.0%</td>
<td></td>
</tr>
<tr>
<td>Stand-alone local Ombudsman entity</td>
<td>4</td>
<td>0</td>
<td>-100.0%</td>
<td>✔️</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>16</td>
<td>100.0%</td>
<td>✔️</td>
</tr>
</tbody>
</table>

Please provide an explanation for each difference highlighted.
Organizational Structure – Local Ombudsman Entities

Variance Explanation - Example 3

For states choosing to operate a decentralized model using local Ombudsman entities, specify the type of agency and the number of local Ombudsman entities located in each type.

- Area agency on aging (AAA): 10
- Non-profit agency, with 501(c)(3) status: 2
- Legal services provider: 4
- Stand-alone non-profit agency: 4

Total number of entities: 16

Other locations

Add another location not listed above
Organizational Structure

Variance Explanation – Example 3
Variance Analysis – Staff and Volunteers

- Variance analysis for Staff and Volunteers identifies significant variances in the following for both the Office of the State Ombudsman and local Ombudsman entities:
  - Total staff
  - Total full-time equivalent (FTE)
  - Total volunteer representatives
  - Total hours donated by volunteer representatives
  - Total other volunteers (not representatives)
Variance Analysis – Staff and Volunteers

Tips:

• Number of employees must be a whole number.

• Full Time Equivalents (FTEs) are calculated by converting the weekly work hours of employees into a ratio.
Variance Analysis – Staff and Volunteers

Tips:

• FTE count may not be a whole number.

• A person who works:
  • 100% of the time counts as 1 FTE.
  • 50% of the time with LTCOP counts as .5 FTE.
  • 10 hours a week with LTCOP counts as .25 FTE.
### Staff and Volunteers

#### Variance Explanation - Example 4

#### Explanation of Variances - Staff and Volunteers

<table>
<thead>
<tr>
<th>Data Field</th>
<th>2018</th>
<th>2019</th>
<th>% Variance</th>
<th>No significant factors identified</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Staff</td>
<td>N/A</td>
<td>6</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Total full-time equivalent (FTE)</td>
<td>6</td>
<td>4.50</td>
<td>-25.0%</td>
<td></td>
</tr>
<tr>
<td>Total state volunteer representatives</td>
<td>1</td>
<td>0</td>
<td>-100.0%</td>
<td>✔️</td>
</tr>
<tr>
<td>Total hours donated by state volunteers</td>
<td>8</td>
<td>0</td>
<td>-100.0%</td>
<td>✔️</td>
</tr>
<tr>
<td>Total other volunteers (not representatives)</td>
<td>7</td>
<td>0</td>
<td>-100.0%</td>
<td></td>
</tr>
</tbody>
</table>

Please provide an explanation for each difference highlighted:

The variance of a 25% decrease for Office of Ombudsman Staff FTE is due to turnover, and position vacancies that were not filled by the close of the fiscal year (September 30). The variance of 100% for total of other volunteers (not representatives) was due to the lost of seven volunteers who were unable to volunteer during the COVID-19 pandemic and have since resigned their volunteer positions.
Variance Analysis – Funds Expended

- Variance analysis for Funds Expended identifies significant variances in funds expended from:
  - Older Americans Act (OAA) Sources
  - Additional Federal Sources
  - State Sources
  - Additional Local Sources
  - Total of Funds Expended
Variance Analysis – Funds Expended

Tips:

• Review funds expended data with fiscal staff.
• Review expended funds against budgeted funds.
• Check for transposed numbers.
• Explain the **Why** and **What** that may account for variances.
In March 2020, the President, and our Governor, declared emergencies due to the COVID-19 pandemic. CARES Act funding was appropriated for state Long-Term Care Ombudsman programs. Our state’s allocation was $99,000. In accordance with state policy, the program spent the CARES Act funds before the Older Americans Act (OAA) Title VII Chapter 2 Funds, resulting in carrying over Title VII, Chapter 2 funds to the next fiscal year. This accounts for the 38% decrease in Title VII, Chapter 2 funds expended.

“Other Federal” funds increased due to CARES Act funds, which were expended on PPE supplies and training for representatives, and technology equipment to accommodate more tele-consults with residents.
Funds Expended

Variance Explanations - Example 5 - continued

• **State Funds expended** - Due to the COVID-19 pandemic our Governor and Legislature appropriated additional one-time funding for the SLTCO program. Our allocation was $50,000, which accounts for the increased expenditure of state funds. The state funds were spent on laptops allowing representatives to work from home.

• **Other Local Sources** - A local program lost 20% of local funding due to the sunset of a time-limited tax for social services programs in one large urban county. This accounts for a decrease in our funds expended from local sources.

• **All funds expended** - The CARES Act and state public health emergency funds resulted in increased spending compared to the previous fiscal year.
Variance Analysis – Facility

Variance analysis for facilities identifies significant variances in:

- The total number of facilities.
- The total resident capacity for both nursing facilities and residential care communities.

Tips:

- Work with the licensing and certification agency in advance so they understand what facility data is needed.
- Determine an agreed upon date that the reports will be provided each year, as appropriate.
- Integrate facility information into the Ombudsman program software. Develop routine practices to update facility and capacity count in the Ombudsman program software.
Facility
Variance Explanation - Example 6

Residential Care Communities Resident Capacity:

The agency responsible for licensing RCCs had an outdated, ineffective facility database. Providers can take beds “off-line” at any time and the database did not accurately track resident capacity. Our program relied on their data and did not know until this federal fiscal year that the number and capacity of RCCs reported in previous NORS submissions were not accurate. The agency has new software and the RCC report for number of facilities and resident capacity is now accurate as of September 30th.
Variance Analysis – Program Activities

• For FFY 2020, variance analysis for program activities identifies significant variances in:
  • Information and assistance to individuals
  • Community education
  • Nursing facilities and residential care communities that received routine access.

Tip:
• In FFY 2020, OAAPS has not calculated a variance for many activities. In OAAPS, the variance for these activities is “N/A.” New NORS data collection on facility specific activities will occur in FFY 2021.
Program Activities

Variance Explanations - Example 7

- **Information and assistance to individuals.** Instances of providing information and assistance (I&A) to individuals increased significantly in FFY 2020 due to the COVID-19 pandemic. Representatives provided more I&A by phone, video calls, and e-mail due to in-person visit restrictions and requests for information from residents and family members.

- **Community education.** The number of community education events decreased because fewer events were held due to restrictions placed on the number of people attending in-person gatherings due to the COVID-19 pandemic.
Program Activities

Variance Explanations - Example 7 - continued

• **Routine access - Nursing facilities.** The number of nursing facilities that received routine access were significantly reduced due to the COVID-19 pandemic. Beginning March 2020, representatives were not allowed to conduct in-person visits.

• **Routine access - Residential care communities** – The number of residential care communities that received routine access were significantly reduced due to the COVID-19 pandemic. Beginning March 2020, representatives were not allowed to conduct in-person visits.
QUESTIONS
RESOURCES
Important Dates

Now – December 31, 2020
State LTCO access OAAPS, review the technical assistance resources, and practice submitting reports. Collect case - complaint data in the appropriate file report.

January 2021 Submit federal fiscal year 2020 data in OAAPS for the first time.
NORS/OAAPS Resources

- NORS Instructions, Training, and Materials
  https://ltcombudsman.org/omb_support/nors

- NORS Frequently Asked Questions
  https://ltcombudsman.org/omb_support/nors-faqs

- NORS/OAAPS (SLTCO webpage)
  https://ltcombudsman.org/state_home/state_supp ort/NORS

- Documenting Activities During COVID-19 FAQs
  https://ltcombudsman.org/omb_support/nors-faqs/documenting

NORS/OAAPS: COVID-19

What is OAAPS?
OAAPS is the title number you act as Performance Systems (NORS) reporting the State Long Term Care Ombudsman's program data to the annual national Medicaid Long Term Care OMBD report.

What Uses OAAPS?
State and Title IV-A programs that provide Older Americans Act (OAAS) services will use OAAPS. The OAAPS refers to the various OAAPs programs by their Title II. All state, local, or state and local organizations, the State Long Term Care Ombudsman or their designee will use OAAPS to submit the state annual national Medicaid Long Term Care OMBD report.

How Do I Access OAAPS?
You may log in at https://ltcombudsman.org/omb_support/nors-faqs#documenting. There is an access page where you can click on the link to access the OAAPS. You will need to enter your login name and password to access the OAAPS.

In Data Entry the Same in OAAPS as OMB?
No. The way your OAAPS differs from the OMB is that your data and complaint data must be uploaded in data files. There is no option to manually enter data into records. States will have the option of uploading signatures program(s) and reporting in the software. Otherwise you will manually enter this data.

When Do I Submit Our NORS Report in OAAPS?
States will submit Federal Fiscal Year (FFY) data to the OMB in the first time in January each year.

How Can I Prepare for Using OAAPS?
OAAPS is available now for users to explore and become familiar with the contents and workflow. As a user, you can read the instructions for the OAAPS reporting to understand the requirements for the OAAPS.

What Do I Contact for OAAPS Technical Assistance?
OAAPS is the title number you act as Performance Systems (NORS) reporting the State Long Term Care Ombudsman's program data to the annual national Medicaid Long Term Care OMBD report.

Who Do I Contact for Programmatic Technical Assistance?
OAAPS is the title number you act as Performance Systems (NORS) reporting the State Long Term Care Ombudsman's program data to the annual national Medicaid Long Term Care OMBD report.

Who Do I Contact for Questions about the OAAPS Reporting Tool?
For questions about the OAAPS reporting tool, go to https://ltcombudsman.org/omb_support/nors-faqs/documenting

NORS FAQs: COVID-19

- Due to isolation restrictions related to COVID-19, I am not visiting residents inside long-term care facilities. However, I am visiting residents outside the facility or providing virtual visits. I am also providing virtual services to residents.

- NORS Frequently Asked Questions
  https://ltcombudsman.org/omb_support/nors-faqs#documenting

- Documenting Activities During COVID-19 FAQs
  https://ltcombudsman.org/omb_support/nors-faqs/documenting

- NORS/OAAPS (SLTCO webpage)
  https://ltcombudsman.org/state_home/state_supp ort/NORS

- NORS Instructions, Training, and Materials
  https://ltcombudsman.org/omb_support/nors

- NORS Frequently Asked Questions
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Need Technical Assistance?

For access to OAAPS contact:
Louise Ryan, National Ombudsman Program Coordinator, AoA/ACL
louise.ryan@acl.hhs.gov

For programmatic assistance: Contact Maria,
mgreene@theconsumervoice.org, (770) 668-6366,
or Katie, ckohler@theconsumervoice.org (SLTCO-webpage access).

For assistance with any technical difficulties related to access, testing of input and data file uploads, use the “Contact Us” link on the OAAPS home page.
Summary

- Greetings from ACL
- *National Ombudsman Reporting System (NORS) Check-In and OAAPS Readiness* session review
- Variance Analysis Guidance resource
- Variance analysis and explanations
- Q&A
- Closing remarks
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Connect with us:

www.ltcombudsman.org
ombudcenter@theconsumervoice.org

The National LTC Ombudsman Resource Center

@LTCombudcenter

Get our app! Search for "LTC Ombudsman Resource Center" in the Apple Store or Google Play

This project was supported, in part, by grant number 90OMRC0001-01-00, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.