



**The National Long-Term Care
Ombudsman Resource Center**

Technical Assistance (TA) Talk

National Ombudsman Reporting System (NORS) Overview and Reminders
September 29, 2021

Welcome!

NEW Technical Assistance (TA) Talks

- Informal, quarterly calls on specific topics.
- Hosted on Zoom and livestreamed on Facebook
- Opportunities to learn from your peers and receive technical assistance
- Ideas for topics? Email ombudcenter@theconsumervoice.org



NEW Certificates of Participation

- Assist representatives in achieving their annual in-service training/continuing education.
- Must participate in live Zoom training for at least 30 minutes.
- Certificate will include name, training details, and amount of time on webinar.
- FAQs - https://ltcombudsman.org/omb_support/training/certificates



About Today's Talk...

- Please do not unmute your line unless you raise your hand and we call on you.
- You can only ask questions via audio or chat on Zoom, not via the Facebook livestream.
- You can submit questions in the chat at anytime and we will try to address them during the discussion.
- Please complete the evaluation using the link provided in chat and the closing slide after the call.



Agenda

- Basics and Important Dates
- Resources
 - National Ombudsman Resource Center (NORC)
 - AGing, Independence, and Disability (AGID) Program Data Portal
- Assistance
- NORS updates
- Discussion and Questions
- Contact Information

NORS - BASICS AND IMPORTANT DATES

National Ombudsman Reporting System (NORS)

Basics

- NORS is the uniform data collection and reporting system required for use by all State Long-Term Care Ombudsman programs.
- NORS was developed based on reporting requirements in the Older Americans Act and provides a way for programs to capture and report core program activities.
- NORC has a 4-part NORS training series available for initial and on-going training. Training covers basic principles, complaint coding, and reporting other program activities. Materials include PDFs, PPTs, and an online course.

How is NORS Data Used and Where Is It?



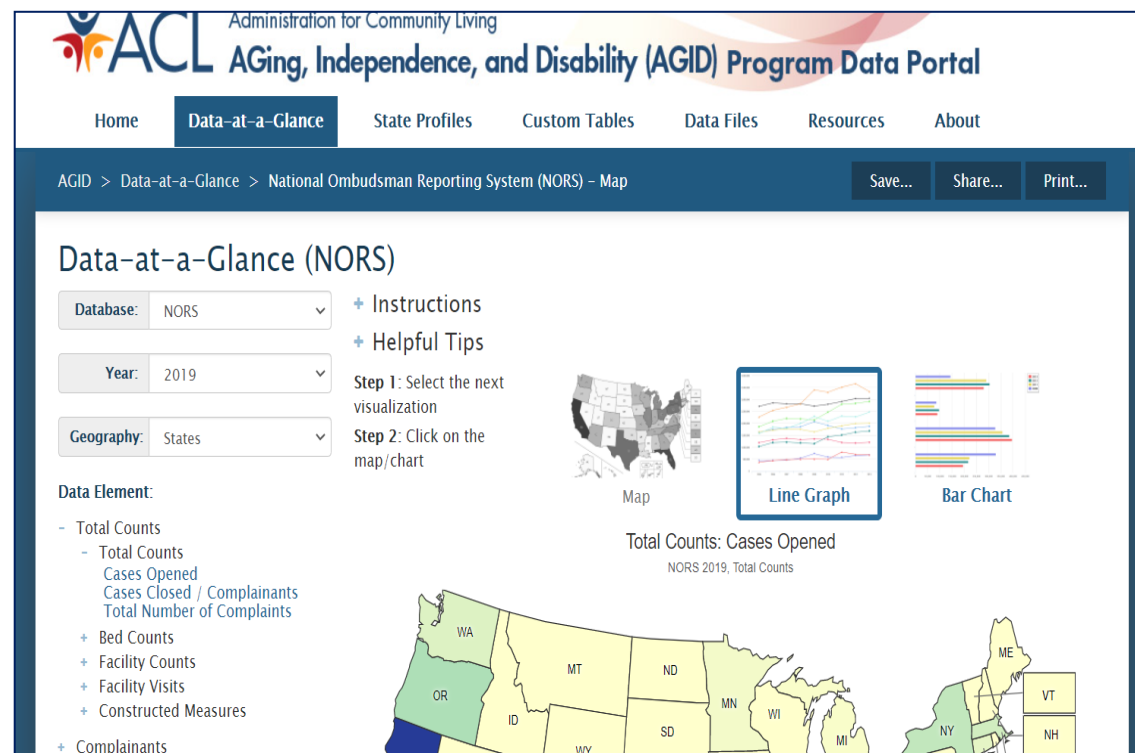
Budget justification



To inform policy at the federal, state, and local level.



Respond to media inquiries.



AGID -

<https://agid.acl.gov/Default.aspx>

NORC -

https://ltcombudsman.org/omb_support/nors/nors-data

Important Dates

- The Federal Fiscal Year begins Oct. 1st of one year and ends Sept. 30th of the next year. October 1, 2021 will be the beginning of FFY2022. NORS data is reported annually based on the federal fiscal year and not a state fiscal year.
- The Office of the State LTCO program reports the previous FFY NORS data during the month of January each year.
- Follow your state's guidance on timely submissions of data into the software system, case closure timeframes, and regular review of data trends.

RESOURCES

National Ombudsman Resource Center (NORC)

NORS Resources

- **NORS Instructions, Training, and Materials**

https://ltcombudsman.org/omb_support/nors

- **NORS Frequently Asked Questions**

https://ltcombudsman.org/omb_support/nors/nors-faqs

- **On-line Training for NORS**

<https://consumervoice.mrooms.net/>

- **Documenting Activities During COVID-19 FAQs**

https://ltcombudsman.org/omb_support/nors/nors-faqs#documenting

NORS Online Training Course

Introduction to the NORS Online Training Course

Introduction to the NORS Online Training Course



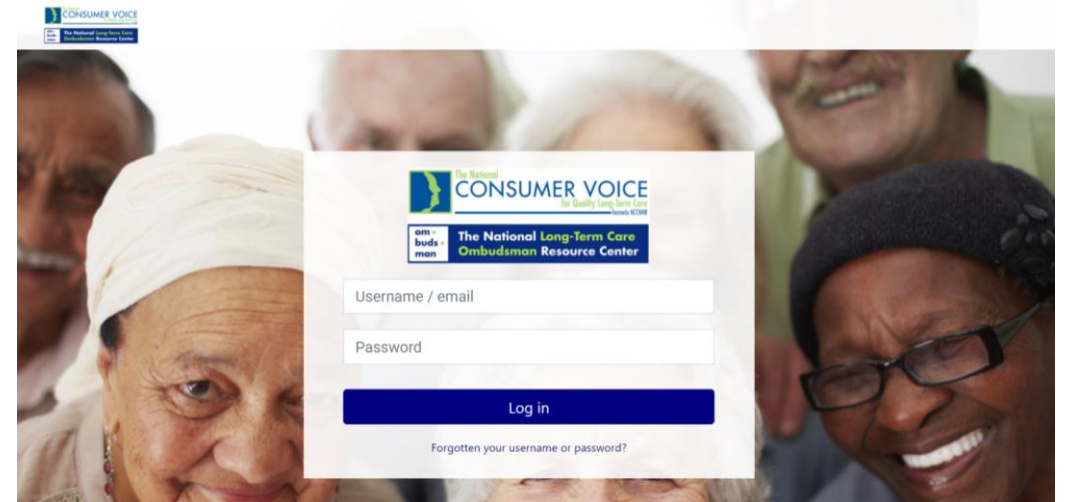
Achieving quality long-term care through online learning.

- Watch on YouTube**
- Learning anywhere, for anyone**
Courses are available for consumers, representatives of Long-Term Care Ombudsman programs, advocates,
- Continuing Education**
Equipping Long-Term Care Ombudsman programs, consumers, and family members for effective advocacy



https://ltcombudsman.org/omb_support/nors/nors-training

Online Training Center



CONSUMER VOICE
The National Long-Term Care Ombudsman Resource Center

Username / email

Password

Log in

Forgotten your username or password?

<https://consumervoice.mrooms.net/login/index.php>

NORS Consistency and Data Management

Checklist to Improve NORS Consistency

https://ltombudsman.org/uploads/files/support/Preparation_Tasks.pdf

Data Management Guide

Resource:

https://ltombudsman.org/uploads/files/support/NORS_Data_Management_Guide_-_FINAL.pdf

Webinar Recording:

https://ltombudsman.org/omb_support/nors/state-ombudsman-nors-training

Long-Term Care Ombudsman Program Checklist to Improve NORS Consistency



NORS Training and Materials – The tasks, links to materials, and tips below are for State Ombudsmen, state staff, and representatives of the Office to assist with ensuring National Ombudsman Reporting System (NORS) consistency.

Task	Materials	Tips
<ul style="list-style-type: none"> Read the NORS training materials provided by NORC, take the quizzes, and review quiz answers. Instead of, or in addition to, reading the NORS materials and taking the quizzes take the interactive, online NORS Training Course. 	<p>NORS four-part training materials https://ltombudsman.org/omb_support/nors/nors-training</p> <p>Watch the introduction to the NORS Online Training Course https://youtu.be/4W42CbtFaSo and log-in or create an account on this page to take the course https://consumervoice.mrooms.net/</p>	<ul style="list-style-type: none"> NOTE: A few quiz questions and answers were revised in September 2019 due to feedback from webinar attendees, so please check the website to make sure you are using the most recent version. Individuals that complete the NORS online training course can print out/save quiz results to share with their supervisor to show they took the course and/or earn in-service/continuing education credit.
<ul style="list-style-type: none"> Review the Administration for Community Living (ACL) NORS Tables 	<p>Table 1: NORS Parts A, B, and C – Case and complaint codes, values and definitions https://ltombudsman.org/uploads/files/support/NORS_Table_1_Case_Levele_04-30-2021-1.pdf</p> <p>Table 2: Complaint codes and definitions https://ltombudsman.org/uploads/files/support/NORS_Table_2_Complaint_Code_04-30-2021-1.pdf</p> <p>Table 3: State Program Information https://ltombudsman.org/uploads/files/support/NORS_Table_3_Program_Information_04-30-2021-1.pdf</p>	<ul style="list-style-type: none"> Keep print and/or digital copies of the tables available as a reference for documenting activities and complaints.
<ul style="list-style-type: none"> Listen to the five NORS training webinars 	<p>NORS Training Webinar series recordings, slides, and materials https://ltombudsman.org/omb_support/nors/nors-training#webinar</p>	<ul style="list-style-type: none"> The webinars are 1.5 hours long. It may be best to listen to one per day. Even if you participated in the webinars before it would be helpful to review the materials, take the quizzes, and listen to the webinars again.

National Ombudsman Reporting System (NORS) Data Management Guide



The Data Management Guide describes the tasks, resource materials, examples and tips, and responsibilities of the State Long-Term Care Ombudsman (ombudsman) and representatives of the Office of the State Long-Term Care Ombudsman (representatives). The Ombudsman is responsible for managing the program's policies and procedures, management of data, budgeting and contracting, training, and designation of representatives (paid and unpaid). Ombudsmen are also responsible for independently developing and providing final approval of an annual report through the annual submission of NORS data into the Administration for Community Living's (ACL) approved software, the Older Americans Act Performance System (OAAPS.) This Guide outlines a few OAAPS related tasks. More detailed information about OAAPS reporting will be provided in the forthcoming Title VII Table 3 User Guide and training. Some of the responsibilities for representatives identified below may only apply to those that are local Ombudsman entity (LOE), some may apply to all paid representatives. Data management includes collection and documentation of all the complaints, and activities of all representatives, including volunteers.

The Guide provides examples of types of data reports for each aspect of a data management plan in order to support your Office's ability to collect, analyze, and report on your program's data. It is not intended to be exhaustive for every NORS data element. The "examples and tips" below are not meant to be state policies and procedures may vary; however, they are intended to be considerations to assist states in ensuring data timeliness, accuracy, consistency, and accuracy. As you develop a data management plan be sure to allow for time and resources to ensure that your data management software can accommodate the following:

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Task	Resource Materials	Examples and Tips	State Ombudsman Responsibilities	Representative Responsibilities
<ul style="list-style-type: none"> Review the Data Management Plan. Review the Data Management Plan, timeliness, accuracy, consistency, and 	<p>LTCOP Code of Federal Regulations</p> <p>Book The Data Management Association Functional Framework</p> <p>Blog Your Guide to Data Quality Management</p> <p>Visit the NORS/OAAPS page on the State Ombudsman website for</p>	<p>At a minimum, the plan should include:</p> <ol style="list-style-type: none"> 1) data timeliness, 2) data completeness, 3) data consistency, and 4) data accuracy. <p>The Office's policies and procedures complies with the Ombudsman program's code of federal regulations (45 CFR 1324).</p> <p>The Data Management Plan aligns with the Office's policies and procedures.</p>	<ul style="list-style-type: none"> Review Office policies that correlate with data timeliness, completeness, consistency, and accuracy. Learn and use your program's data collection software and reporting capacity. Ensure that state Office staff, including the state Ombudsman has a process for entering their data (cases, complaints, activities, etc.) 	<ul style="list-style-type: none"> Participate in creating, reviewing, or updating Office's data management plan. Data entry in accordance with NORS Tables 1-3.

Need NORRS Technical Assistance?

For NORRS technical assistance:

First contact your state Ombudsman or their designee. If it is decided that your question needs further review, contact the National Ombudsman Resource Center (NORC).

Contact any of the following:

Ombudcenter@theconsumervoice.org

Carol Scott, cscott@theconsumervoice.org

Maria Greene, mgreene@theconsumervoice.org

ACL REMARKS AND UPDATES

Minor Change to NORs

ACL recently published a response to the Federal Register request for comments for any changes to NORs. ACL indicated the following:

- Addition of an Infection Control data element
- Additional clarification language to the ACL NORs Tables I, II, and III

DISCUSSION AND QUESTIONS

Contact Information

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The National **Long-Term Care** **Ombudsman** Resource Center

Connect with us:

www.ltcombudsman.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 900MRC0002-01-00, 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.



Your input matters!

Please complete the evaluation by copying/pasting the link from the chat box or writing this link into your url -

<https://www.surveymonkey.com/r/ta-talk-nors>