

Administration for Community Living/Administration on Aging- Office of Long-Term Care Ombudsman Programs

National Ombudsman Reporting System (NORS)
Table 3: State Program Information

OMB Control Number 0985-0005
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State Program Data Elements

States will submit a wide range of elements describing their statewide Ombudsman program grouped into a range of categories. Each of these sets of elements is presented in the subsections below.

Part A-Complaint Example

States will submit complaint example data that provide narrative description and disposition information regarding two to three closed complaints during the reporting period.

Composite Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
Complaint Example	Provides information regarding two to three complaints during the reporting period.	Multiple	Composite data element subsuming element numbers S01-S06	Not Applicable (NA) (not a coded element)	Selection of complaint examples is at the State Ombudsman’s discretion.

Elements included for each case example:

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-01	Facility or Setting	Type of Facility or setting for the complaint.	Single per complaint example	Alphanumeric	See Table 1, CA-04	Select one example from a nursing facility, and one from a residential care community facility. A third example is optional.
S-02	Description	Narrative of the problem.	Single per complaint example	Alphanumeric	NA (not a coded element)	Maximum length of 3,400 characters (about 500 words).
S-03	Complaint code	See Table 1, CD 03 for complaint definition.	Single per complaint example	Alphanumeric	See Table 1, CD 04 and Table 2	Select the complaint code associated with each complaint example.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-04	Verification	See Table 1, CD 06 for verified definition.	Single per complaint example	Numeric	See Table 1, CD 07.	Select the verification code associated with each complaint example.
S-05	Disposition	See Table 1, CD 07 for definitions of: Partially or fully resolved; Withdrawn; or No action needed.	Single per complaint example	Numeric	See Table 1, CD 08.	Select the disposition code associated with each complaint example.
S-06	Description	Narrative of the resolution.	Single per complaint example	Alphanumeric string	NA (not a coded element)	Maximum length of 3,400 characters (about 500 words).

Part B: Systems Issues Data Elements

Describe up to three priority long-term care, services or supports issues identified by the Ombudsman and the leadership and advocacy activities the Office employed to address these priority issues.

Composite Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
Systems Issue	Provides information on priority long-term care systemic issues the program identified and addressed during the reporting period.	Multiple (1 to 3)	Composite data including element numbers S-07 to S-13	NA (not a coded element)	Describe at least two and up to three priority long-term care systems issues identified by the Ombudsman. Describe the leadership and advocacy activities the Office used to address these systems issues.

Elements included for each systems issue:

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-07	Systems Issue	Provides information on priority long-term care issues the program identified and addressed during the reporting period.	Single per systems issue	Alphanumeric code	A- Abuse, Gross Neglect, Exploitation B-Access to Information C-Admission, Transfer, Discharge, Eviction D-Autonomy, Choice, Rights E-Financial, Property F-Care G-Activities, Community Integration and Social Services H- Dietary I-Environment J-Facility Policies, Procedures and Practices K-Complaints about an Outside Agency (non-facility) L-System: Others (non-facility) O-Other issue not identified in A-L	

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-07.1	Systems issue not associated with codes A-L	Provides information on a priority long-term care issue the program identified and addressed during the reporting period not associated with categories A-L.	Single per systems issue		NA	Provide a brief description of the issue not associated with codes A-L (500 characters.)
S-08	Problem description	Description of the issue or problem.	Single per System Issue	Alphanumeric String	NA (not a coded element)	Maximum length of 3,400 characters (about 500 words).
S-09	Barriers description	Description of the barriers for the issue.	Single per System Issue	Alphanumeric String	NA (not a coded element)	Maximum length of 3,400 characters (about 500 words).
S-10	Status	Status of the issue.	Single per System Issue	Numeric Code	01-Newly identified in this reporting year and not fully resolved. 02-Ongoing issue from last fiscal year. 03-Fully or Partially Resolved including issues that are newly reported or an ongoing issue from last year.	Use code 02, if the Office is still working to resolve this issue.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-11	Setting	Setting affected by the issue.	Multiple	List of Numeric Codes	01- Nursing Facility 02-Residential Care Community 03-Not specific to a setting	<p>Select codes for every facility or setting type that is associated with this systems issue.</p> <p>Examples of systems issues not specific to a setting may include: legislative budget; emergency preparation and response; advance care planning that is not facility specific; guardianship; etc.</p>

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-12	Resolution Strategies	Strategies applied to resolve the reported systems issues.	Multiple	List of Numeric Codes Alphanumeric String	<p>01-Provided information to public or private agency</p> <p>02-Provided Information to legislator or legislative staff</p> <p>03-Recommended changes to laws, regulations, policies or actions through written or oral testimony.</p> <p>04-Provided leadership or participated on a task force</p> <p>05-Provided information to the media.</p> <p>06-Provided educational forums; facilitated public comment on laws, regulations, policies or actions</p> <p>07-Developed and disseminated information.</p> <p>08-Legal action where an Ombudsman program initiates legal action</p> <p>09- Engaged in LTC facility corporate wide strategy including providing information or recommendations to corporate leadership</p>	<p>A systems issue may have multiple Resolution Strategy codes.</p> <p>Use 03 for providing written or oral testimony to a legislative committee or providing testimony at a public hearing or during a comment period.</p> <p>For 04, a task force includes a state or local committee.</p> <p>Use 05 for interviews with media, editorial opinions, press releases, press conferences, etc.</p> <p>Use 07 for reports or issue briefs, social media, newsletters, and other educational material.</p>
S-12.1	Other resolution strategy description	Strategy employed but not included in codes 01-09.			99-Other	Provide a brief description of the strategy (500 characters).

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-13	Resolution description	Narrative description of resolution strategies used during fiscal year.	Single per System Issue	Alpha-numeric String	NA (not a coded element)	<p>Maximum length of 3,400 characters (about 500 words).</p> <p>Include any policy, regulatory, legislative or other outcomes that were achieved.</p>

Part C: Organization Structure Data Elements

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting tips
S-14	Organizational structure	Organizational location of Office of the State Long-Term Care Ombudsman.	Single	Numeric Code	01-State Unit on Aging 02-Inside state government 03-Stand-alone agency inside state government 04-Within a private, non-profit agency 05-Stand-alone private, non-profit agency.	Use the location as of last day of federal fiscal year (September 30.) 01-State Unit on Aging, means the agency designated under section 305(a)(1) of the OAA 02-Inside state government, not in State Unit on Aging, such as Housing Department, Commerce, Treasury, etc. 03-Inside state government, in a stand-alone agency where the only program is the Office of Long-Term Care Ombudsman. 04-Outside state government within a private, non-profit agency with 501(c)(3) status 05-Outside state government in a stand-alone private, non-profit agency with 501(c)(3) status where the only program is the Long-Term Care Ombudsman Program.

Local Ombudsman Entity Data Elements

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.

Composite Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
Organizational structure	Organizational location of local Ombudsman entities.	Multiple	Composite data element including element numbers S15, S16	NA (not a coded element)	A local ombudsman entity is an entity designated under section 712(a)(5)(A) to carry out the duties described in section 712(a)(5)(B) with respect to a planning and service area or other sub-state area.

Elements included for each Local Ombudsman Entity:

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-15	Organizational location of local Ombudsman entities	Identifies the agency in which a local Ombudsman entity is located.	One per local Ombudsman entity group	Numeric Code Alphanumeric String	01-Area agency on aging (AAA) 02-Non-profit agency, with 501(c)(3) status 03-Legal services provider 04-Stand-alone non-profit agency 98-There are no local Ombudsman entities 99-Other	Use 01 for an entity located in an area agency on aging designated under section 305(a)(2)(A) of the Older Americans Act or a State agency performing the functions of an area agency on aging under section 305(b)(5) of the OAA. Use 02 for an entity located within a private, non-profit with 501(c)(3) status, other than AAA Use 03 for an entity located in a Legal services provider Use 04 for a stand-alone private, non-profit agency with 501(c)(3) status, where the only program is

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
						the local Ombudsman entity.
S-15.1	Description of other type	Entity description not identified in 01-04.				Provide a brief description (500 characters) of the type of agency or organization in which the local ombudsman entity is located.
S-16	Number of Entities	Number of local Ombudsman entities for the location.	One per local Ombudsman entity group	Numeric	NA (not a coded element)	For the location specified (S15), provide the associated number of local Ombudsman entities as of last day of federal fiscal year (September 30.)

Part D: Staff and Volunteer Data Elements

This is a total count of all staff and volunteers. Staff count includes those who work full-time and part-time for the Ombudsman program as of the last day of the fiscal year (September 30.) Each staff person who works full-time on the program is counted as one full-time equivalent (FTE.) If, however, an employee works only part-time, the FTE for that employee would reflect the percent of time dedicated to the Ombudsman program up to two decimal places – .25, .50, .75, for example. Each program can determine what constitutes full time, i.e. 40 hours per week, 37.5 hours, etc. All staff counts are as of September 30 and volunteer counts include volunteers who were program representatives at any time during the fiscal year.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-17	Staff in Office of State LTCO	Total number of Office of State Ombudsman employees.	Single	Numeric	NA (not a coded element)	The number of employees (both full-time and part-time) of the Office of the State Ombudsman who are representatives of the Office, trained to investigate and resolve complaints and perform other functions of the State Long-Term Care Ombudsman Program. Whole number
S-18	Full-time equivalent in Office of state LTCO	Total number of FTE's of the Office of state LTCO.	Single	Numeric	NA (not a coded element)	FTEs are calculated by converting the weekly work hours of employees into a ratio. For example, a person who works full-time and 100% of the time with the Ombudsman Program counts as 1 FTE. A person who works full-time, but only 50% of the time with the Ombudsman Program counts as .5 FTE, and similarly, a person who works 10 hours a week and 100% of the time with the Ombudsman Program counts as .25 FTE. May not be a whole number. For example: 2.5, 5.75, etc. is acceptable Do not include overtime or holiday hours.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-19	State level volunteer representatives	Total number of state level volunteers designated as representatives of the Office.	Single	Numeric	NA (not a coded element)	Report the number of volunteers who serve in the capacity as representatives of the Office, trained to investigate and resolve complaints and perform other functions of the State Long-Term Care Ombudsman Program as described in 45 CFR 1324.19. It must be a whole number
S-20	Hours donated by state level volunteer representatives	Total number of volunteer hours donated by volunteer representatives of the Office.	Single	Numeric	N/A (not a coded element)	Report hours for those volunteers who report directly to the state Office. Includes all time donated, such as, training, travel, phone calls and documentation. May not be a whole number. For example: 52.5, 60.75, etc. is acceptable.
S-21	Other state level volunteers	Total number of other type of volunteers who are not representatives of the Office.	Single	Numeric	N/A (not a coded element)	Examples of other volunteers may include: volunteers who serve on a program advisory or governing board; assist with fund raising; provide other in-kind services such as accounting or strategic planning, etc. It must be a whole number.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-22	Staff in local Ombudsman entity	Total number of local Ombudsman entity employees designated as representatives of the Office.	Single	Numeric	NA (not a coded element)	<p>The number of employees (both full-time and part-time) of local ombudsman entities who are representatives of the Office, trained to investigate and resolve complaints and perform other functions of the State Long-Term Care Ombudsman Program as described in 45 CFR 1324.19.</p> <p>If no staff select – “no staff” or enter zero.</p> <p>It must be a whole number</p>
S-23	Full-time equivalent in local Ombudsman entity	Total number of FTE's at the local Ombudsman entity.	Single	Numeric	NA (not a coded element)	<p>FTEs are calculated by converting the weekly work hours of employees into a ratio. For example, a person who works full-time and 100% of the time with the Ombudsman Program counts as 1 FTE. A person who works full-time, but only 50% of the time with the Ombudsman Program counts as .5 FTE, and similarly, a person who works 10 hours a week and 100% of the time with the Ombudsman Program counts as .25 FTE.</p> <p>May not be a whole number. For example: 2.5, 5.75, etc.is acceptable.</p>

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-24	Local level volunteer representatives of the Office	Total number of local level volunteers designated as representatives of the Office.	Single	Numeric	NA (not a coded element)	Report the number of volunteers who serve in the capacity as representatives of the Office, trained to investigate and resolve complaints and perform other functions of the State Long-Term Care Ombudsman Program as described in 45 CFR 1324.19. It must be a whole number
S-25	Hours donated by local volunteer representatives	Total number of volunteer hours donated by designated volunteer representatives of the Office.	Single	Numeric	NA (not a coded element)	Report hours for those volunteers who report directly to the local Ombudsman entity. Includes all time donated, such as, training, travel, phone calls and documentation. May not be a whole number For example: 42.5, 65.75, etc. is acceptable.
S-26	Other local volunteers	Total number of other volunteers who are not representatives of the Office.	Single	Numeric	NA (not a coded element)	Examples of other volunteers may include: volunteers who serve on a program advisory or governing board; assist with fund raising; provide other in-kind services such as accounting or strategic planning, etc. This must be a whole number.

Part E: Conflict of Interest Data Elements

Composite Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
Conflict of Interest	Organizational conflicts of interest include, but are not limited to, placement of the Office, or local entity, or requiring that an Ombudsman or representative of the Office perform conflicting activities, in an organization that provides services and supports as described in codes and values 01-15 and 99 (other conflict that may impact the effectiveness and credibility of the work of the program.)	Multiple	Composite data element subsuming element numbers S-27, S-28 and S-29	NA (not a coded element)	If the same conflicts exist among several entities and the same remedy was used to address the conflicts then describe the remedy and type of entity once. For example: State Ombudsman program X has 15 local Ombudsman entities that are housed at Area Agencies on Aging that provide Medicaid assessment and case management on behalf of the State Medicaid agency. The Ombudsman can describe the steps and remedy one time and indicate that it applies to all 15 AAA's.

Elements included for each conflict of interest:

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-27	Conflict of Interest Type	Type of conflict that exists as described in 45 CFR 1324.21(a).	Single per Conflict of Interest	Numeric Code Alphanumeric String	01-Licenses, surveys or Certifies LTC facilities 02-Licenses, surveys or certifies LTC services 03- An association (or an affiliate) of LTC facilities 04-Has ownership, investment interest, receives grants or donations from LTC facility 05-Has governing board, ownership, investment or employment interest in LTC facility 06-Provides LTC to residents 07-Provides LTC coordination or case management for residents 08-Provides LTC services, including Medicaid/waivers 09-Sets reimbursement rates for LTC facilities 10-Sets reimbursement rates for LTC services 11-Provides adult protective services 12-Responsible for eligibility determinations for Medicaid or public benefits 13-Conducts preadmission screening 14-Makes decisions on admissions or discharges 15-Provides guardianship, fiduciary, or surrogate decision making services 98-None 99-Other	If 98 (None) is specified, no other Conflict of Interest data should be specified. Indicate which, if any conflicts of interest were identified; the organizational location of the conflict and a narrative description of the remedy.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-27.1	Other	Narrative of other type of conflict not identified in items 1-15.				Provide a description of the conflict (500 characters).
S-28	Conflict of Interest Location	Organizational location of the conflict of interest.	Single per Conflict of Interest	Numeric Code	01-State 02-Local 03- Both State and Local	
S-29	Conflict of Interest Remedy	Description of remedy used to remove the conflict of interest.	Single per Conflict of Interest	Alphanumeric String	NA (not a coded element)	Maximum length of 3,400 characters (about 500 words). Provide a remedy description for each conflict of interest.

Part F: Funds Expended Data Elements

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
	Funds Expended	Expenditure means charges made by a non-Federal entity to a project or program for which a Federal award was received.				Only include funds which were expended on Ombudsman program activities authorized under Section 712. Reporting of expenditures must be consistent with other financial reporting requirements. Do not include “in-kind” resources. These are not “funds expended.”
S-30	Older Americans Act (OAA) - Title VII, Chapter 2	Dollar amount expended from Older American’s Act (OAA) Title VII, Chapter 2 (Ombudsman.)	Single	Numeric (decimal)	NA (not a coded element)	In dollars (\$) and cents.
S-31	OAA -Title VII, Chapter 3	Dollar amount expended OAA Title VII, Chapter 3 (Elder Abuse Prevention.)	Single	Numeric (decimal)	NA (not a coded element)	In dollars (\$) and cents.
S-32	OAA Title III state level	Dollar amount expended OAA Title III – State level.	Single	Numeric (decimal)	NA (not a coded element)	In dollars (\$) and cents.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-33	OAA Title III local level	Dollar amount of OAA Title III, funds expended to support the Ombudsman program at the local level.	Single	Numeric (decimal)	NA (not a coded element)	In dollars (\$) and cents. Report funds expended by a local Ombudsman entity. Report funds expended for purposes of providing local Ombudsman services (not by a local Ombudsman entity.) For example the state Office provides local services directly to a tri-county region of the state, the Tri-County AAA provides OAA Title III funds to the state Office for purposes of supporting Ombudsman services at the tri-county planning and service area.
S-34	Other Federal	Total dollar amount expended from all other federal sources, not OAA.	Single	Numeric (decimal)	NA (not a coded element)	In dollars (\$) and cents.
S-35	Identification of Other Federal Sources	Indicate the types of federal sources not from the OAA.	Multiple	Numeric Code	01-Medicaid Administrative Claiming 02-Other Medicaid 03-Social Services Block Grant or Community Services Block Grant 04-Community Development Block Grant 05-Senior Medicare Patrol 06-Victims of Crime Act Funds	Identify all federal sources.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-35.1	Other Federal Sources, Other Description	Other source not described in 01-06.	Single, per other sources		99-Other federal sources of funds	Provide a brief description (up to 500 characters) of a federal funding source expended but not identified in codes 01-06.
S-36	State funds	Total funds expended from state government sources or from grants, donations, etc. at the state level.	Single	Numeric (decimal)	NA (not a coded element)	In dollars (\$) and cents.
S-37	Identification of other sources - state level	Specification of other state funds expended.	Multiple	Numeric Code;; Alphanumeric String	01-State general funds (appropriated by the legislature) 02-State fee or tax 03-Civil Monetary Penalties 04-Private funds – foundation grants, etc.	Select all sources that apply.
S-37.1	Other state level sources	Other source not described in 01-04.	Single, per other sources		99-Other state sources of funds (Text)	Provide a brief description (up to 500 characters) of a state funding source expended but not identified in codes 01-04.
S-38	Local funds expended	Total funds expended by local programs	Single	Numeric (decimal)	NA (not a coded element)	In dollars (\$) and cents.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-39	Identification of funds expended at the local level	Total funds expended from local sources from grants, donations, etc. at the local level.	Multiple	Numeric Code; Alphanumeric String	01-Local government 02-Private grants/funds 03-Other state funds expended at local (but not statewide) level 04-Other federal funding obtained at local (but not statewide) level	Select all sources that apply.
S-39.1	Other local funds expended	Other source not described in 01-04.			99-Other (Text)	If 99 other is used, write a brief description (500 characters).
S-40	All Funds Expended	Grand total dollars expended from all sources.	Single	Numeric (decimal)	NA (not a coded element)	In dollars (\$) and cents.

Part G: Facility Data Elements

Report for both nursing facilities and residential care communities, in the appropriate section, the number of facilities which were licensed, (or registered, listed, certified, or otherwise regulated) by a state during the reporting period and the resident capacity (number of beds) of those facilities.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-41	Number of nursing facilities	Total number of nursing facilities within the state.	Single	Numeric	NA (not a coded element)	Count on last day of federal fiscal year. It must be a whole number.
S-42	Total nursing facility resident capacity	Number of beds for which the facilities are licensed.	Single	Numeric	NA (not a coded element)	Count on last day of federal fiscal year. It must be a whole number.
S-43	Number of residential care communities	Total number of residential care communities within the state.	Single	Numeric	NA (not a coded element)	Count on last day of federal fiscal year. It must be a whole number.
S-44	Total residential care community resident capacity	Number of beds for which the facilities are licensed, certified or registered.	Single	Numeric	NA (not a coded element)	Count on last day of federal fiscal year. It must be a whole number.

Composite Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
Residential Care Community Type	Provide information regarding each type of Residential Care Community.	Multiple	Composite data element subsuming element numbers S45, S46, and S47	NA (not a coded element)	Indicate the name of each type of Residential Care Community that is licensed, registered, listed, certified, or otherwise regulated by the state and the state's definition for each type. Include the total number of beds licensed, registered, listed or certified using this definition. Indicate the minimum and maximum number of beds permitted by the license or other regulatory designation for each type of facility.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-45	Residential care community name	License, registration or License, registration or certification name of the residential care community.	Single per Residential Care Community	Alphanumeric String	NA (not a coded element)	Reporting the number of unregulated or unlicensed Residential Care Communities is optional (not required.) If the state chooses to report, write "unregulated" as the Residential Care Community name (500 characters).

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-46	Residential care community definition	State definition of a residential care community facility.	Single per Residential Care Community Type	Alphanumeric String	NA (not a coded element)	<p>Provide a brief description of the state's definition of residential care community.</p> <p>Include a brief description of the unregulated Residential Care Community, if identified.</p> <p>Maximum length of 3,400 characters (about 500 words).</p>
S-47	Residential care community capacity range	Minimum number of beds permitted by the license or other regulatory designation.	Single per Residential Care Community Type	Alphanumeric String	NA (not a coded element)	If known, include the minimum capacity (minimum number of beds allowed by licensed type). If capacity is not known then select no minimum. If there is no maximum or no minimum select that option.
S-47.1	Residential care community capacity range	Maximum number of beds permitted by the license or other regulatory designation.	Single per Residential Care Community Type			If known, include the maximum capacity (maximum number of beds allowed by license type). If capacity is not known then select no maximum. If there is no maximum or no minimum select that option.

Part H: Ombudsman Program Activity Data Elements

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-48	Certification training hours	Total hours of training required for an individual (paid or volunteer) to achieve certification which allows an individual to be eligible for designation as a representative of the Office of State LTC Ombudsman.	Single	Numeric	NA (not a coded element)	If a state has various levels of training based on volunteer or paid status, select the minimum number of training hours required to perform the duties as a representative of the Office. It must be a whole number.
S-49	Continuing education	Annual number of hours of in-service training required for all representatives of the Office.	Single	Numeric	NA (not a coded element)	If a state has various levels of continuing education requirements based on volunteer or paid status, select the minimum number of continuing education hours required to maintain ability to perform the duties as a representative of the Office. It must be a whole number.
S-50	Number of individuals completing certification training	Total number of individuals (paid or volunteer) completing certification training within the federal fiscal year.	Single	Numeric	NA (not a coded element)	Report number of individuals who completed training even if they have not started fulfilling the duties of a representative of the Office. It must be a whole number.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-51	Training sessions: nursing facility staff	Number of sessions provided by representatives of the Office to nursing facility staff.	Single	Numeric	NA (not a coded element)	<p>Training may be in person, or web-based and typically includes an agenda and learning outcome(s).</p> <p>If the Ombudsman program is presenting to a large group that includes multiple types of facility staff, decide which staff type to select based on majority in attendance. If training is web-based, on-line or on-demand the Ombudsman program must have a way to count the number of individuals who completed a training session in order to report in NORS.</p> <p>It must be a whole number</p>
S-52	Training sessions: residential care community staff	Number of sessions provided by representatives of the Office to residential care community staff.	Single	Numeric	NA (not a coded element)	<p>Training may be in person, or web-based and typically includes an agenda and learning outcome(s).</p> <p>If the Ombudsman program is presenting to a large group that includes multiple types of facility staff, decide which staff type to select based on majority in attendance. If training is web-based, on-line or on-demand the Ombudsman program must have a way to count the number of individuals who completed a training session in order to report in NORS.</p> <p>It must be a whole number.</p>

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
	Information and Assistance	Providing information about issues impacting residents (e.g., resident rights, care issues, services) and/or providing assistance to access services without opening a case and working to resolve a complaint.				Information and assistance may be provided through various means, including but not limited to telephone, by written correspondence such as e-mail, or in person.
S-53	Information and assistance: nursing facility staff	Number of instances provided by representatives of the Office.	Single	Numeric	NA (not a coded element)	It must be a whole number.
S-54	Information and assistance: residential care community staff	Number of instances provided by representatives of the Office.	Single	Numeric	NA (not a coded element)	It must be a whole number.
S-55	Information and assistance to Individuals	Total number of information and assistance instances to individuals provided by representatives of the Office.	Single	Numeric	NA (not a coded element)	It must be a whole number.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-56	Facilities visited: nursing facility	Total number of nursing facilities that received at least one visit by a representative of the Office during the reporting year, regardless of the purpose of the visit.	Single	Numeric	NA (not a coded element)	This is a count of the number of facilities that received a visit. For example 350 of the 350 nursing facilities in State A had at least one visit, regardless of purpose. It must be a whole number.
S-57	Number of visits: nursing facility	Total number of nursing facility visits no matter the purpose of visit (complaint or non-complaint related) by representatives of the Office.	Single	Numeric	NA (not a coded element)	This is a count of the total number of visits; for example, there were 1500 visits made to the 350 nursing facilities in State A (both complaint and non-complaint.) It must be a whole number.
S-58	Routine access: nursing facility	Total number of nursing facilities visited, not in response to a complaint, in all four quarters by representatives of the Office.	Single	Numeric	NA(not a coded element)	This count demonstrates routine access. For example, of the 350 nursing facilities in State A, 150 had a visit each quarter, not in response to a complaint. It must be a whole number.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-59	Facilities visited: residential care community	Total number of residential care communities that received at least one visit by a representative of the Office during the reporting year, regardless of the purpose of the visit.	Single	Numeric	NA (not a coded element)	This is a count of the number of facilities that received at least one visit. For example 700 of the 2000 residential care communities in State B had at least one visit during the reporting year, regardless of purpose. It must be a whole number.
S-60	Number of visits: residential care community	Total number of residential care community facility visits no matter the purpose of visit (complaint or non-complaint related) by representatives of the Office.	Single	Numeric	NA (not a coded element)	This is a count of the total number of visits; for example, there were 1400 visits made to the 700 residential care communities in State B (both complaint and non-complaint.) It must be a whole number.
S-61	Routine access: residential care community	Total number of residential care community facilities visited, not in response to a complaint, in all four quarters by representatives of the Office.	Single	Numeric	NA (not a coded element)	This count demonstrates routine access. For example, of the 2000 residential care communities in State B, 200 had a visit each quarter, not in response to a complaint. It must be a whole number.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-62	Facility survey participation: nursing facility	Total number of instances of survey activity by representatives of the Office.	Single	Numeric	NA (not a coded element)	<p>Include participation in both standard surveys and complaint surveys. Survey participation includes but is not limited to pre-survey information to surveyors, sharing complaint summary reports, participation in exit conferences and informal dispute resolution.</p> <p>It must be a whole number.</p>
S-63	Facility survey participation: residential care community	Total number of instances of survey activity by representatives of the Office.	Single	Numeric	NA (not a coded element)	<p>Include participation in both standard surveys and complaint surveys, (or similar state surveys or inspections conducted in Residential Care Communities.) Survey participation includes but is not limited to pre-survey information to surveyors, sharing complaint summary reports, participation in exit conferences and informal dispute resolution.</p> <p>It must be a whole number.</p>
S-64	Resident council participation: nursing facility	Total number of instances of attendance at resident councils, including meeting with council leadership and training of resident councils or resident groups at nursing facilities by representatives of the Office.	Single	Numeric	NA (not a coded element)	<p>Use S-55 to count technical support, consultations and providing resource information, for information and assistance that was not offered during a council meeting.</p> <p>It must be a whole number whole number.</p>

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-65	Resident council participation: residential care community	Total number of instances of attendance at resident councils, including meeting with council leadership and training of resident councils or resident groups at residential care community facilities by representatives of the Office.	Single	Numeric	NA(not a coded element)	Use S-55 to count technical support, consultations and providing resource information, for information and assistance that was not offered during a council meeting. It must be a whole number.
S-66	Family council participation: nursing facilities	Total number of instances of attendance at family councils, including meeting with council leadership and training of family councils or family groups at nursing facilities by representatives of the Office.	Single	Numeric	NA (not a coded element)	Use S-55 to count technical support, consultations and providing resource information, for information and assistance that was not offered during a council meeting. It must be a whole number.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-67	Family council participation: residential care community	Total number of instances of attendance at family councils, including meeting with council leadership and training of family councils or family groups at residential care community facilities by representatives of the Office.	Single	Numeric	NA (not a coded element)	Use S-55 to count technical support, consultations and providing resource information, for information and assistance that was not offered during a council meeting.
S-68	Community Education	Total number of instances of community education outreach sessions by Ombudsman program.	Single	Numeric	N/A (not a coded element)	Use for attendance at health fairs, community events, presentations, etc. If education is web-based or on-demand the program must have a way to count the number of individuals who completed the session to report in NORS. Newsletters and other forms of media that impart information about long-term care or the Ombudsman program may be counted as community education. It must be a whole number.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-69	State and local level coordination activities	Identifies the list of agencies/programs that have state or local level coordination activities led by the Ombudsman program.	Multiple	List of Numeric Codes	01-Area agency on aging programs 02-Aging and disability resource centers 03-Adult protective services programs 04-Protection and advocacy systems 05-Facility and long-term care provider licensure and certification programs 06-The State Medicaid fraud control unit 07-Victim assistance programs 08-State and local law enforcement agencies 09-Courts of competent jurisdiction 10-The State legal assistance developer and legal assistance programs 11-Centers for Independent Living 98-None	Report any leadership activities and/or state/local-level coordination, where the State Ombudsman provides state-level coordination, and support for appropriate local Ombudsman entity coordination, between the Ombudsman program and other entities with responsibilities relevant to the health, safety, well-being or rights of residents of long-term care facilities Select one or more agency or program. Optional narrative up to 5000 words.

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S-69.1	Other state and local activities.	Description of state and local level coordination organization not listed in 01-11.			99- Other (text)	Provide a brief description of the organization (500 characters.)

