

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-XXXX
Expiration Date: XX/XX/XXXX

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.

Case Examples - 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 Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
Case Example	Provides information regarding two to three cases during the reporting period.	Multiple (2 to 3)	Composite data element subsuming element numbers S1 to S6	N/A (not a coded element)	Selection of case examples is 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
S1	Facility or Setting Type	Facility/setting type for the case (reference C3)	Single per Complaint Example	Alphanumeric Code	See C4.	Provide two to three case examples. Select one example from a nursing facility, and one from a residential care community facility; a third example is optional.
S2	Description Narrative	Narrative of the problem	Single per Complaint Example	Alphanumeric	N/A (not a coded element)	Maximum length of 3,400 characters (about 500 words).

S3	Complaint Type	See CD3 for complaint definition	Single per Complaint Example	Alphanumeric code	<i>See CD3 and Table 2</i>	Select the complaint code associated to the case example
S4	Complaint Example Verification	See CD6 for verified definition	Single per Complaint Example	Numeric Code	<i>See CD6.</i>	
S5	Complaint Example Disposition	See CD 7 for definitions of Partially or fully resolved, Withdrawn; No action needed	Single per Complaint Example	Numeric Code	<i>See CD7.</i>	
S6	Complaint Example Disposition Narrative	Narrative of the resolution	Single per Complaint Example	Alphanumeric String	N/A (not a coded element)	Maximum length of 3,400 characters (about 500 words).

Systems Issues

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
System Issue	Provides information on priority long-term services supports or care issues the program identified and addressed during the reporting period.	Multiple (1 to 3)	Composite data element subsuming element numbers S7 to S13	N/A (not a coded element)	One to three System Issues should be submitted

Elements included for each systems issues:

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S7	System Issue Topic	Provides information on priority long-term care issues the program identified and addressed during the reporting period	Single per System Issue	Alphanumeric Code; Alphanumeric String	SI01 = Abuse, Neglect, Exploitation SI02 = Access to Information SI03 = Admission, Transfer, Discharge, Eviction SI04 = Autonomy, Choice SI05 = Financial, Property SI06 = Care SI07 = Activities and Social Services SI08 = Dietary SI09 = Environment SI10 = Policies, Procedures SI11 = Complaints about an Outside Agency SI12 = System/Others (non-facility)	If SI13 is selected, write a brief description

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
					S13 = Other (text)	
S8	System Issue Problem Narrative	Description of the issue/problem	Single per System Issue	Alphanumeric String	N/A (not a coded element)	Maximum length of 3,400 characters (about 500 words).
S9	System Issue Barriers Narrative	Description of the barriers for the issue	Single per System Issue	Alphanumeric String	N/A (not a coded element)	Maximum length of 3,400 characters (about 500 words).
S10	System Issue Status	Status of the issue	Single per System Issue	Numeric Code	1 = Newly identified in this reporting year. 2 = Ongoing issue from last fiscal year 3 = Fully or Partially Resolved	
S11	System Issue Affected Setting	Setting type affected by the issue	Multiple	List of Numeric Codes	1 = Nursing Facility 2 = Residential Care Community 3 = Not specific to a setting	One or more affected setting codes is associated with each of the 1 to 3 System Issues submitted.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S12	System Issue Resolution Strategies	Resolution strategies applied to resolve the reported systems issues	Multiple	List of Numeric Codes; Alphanumeric String	<p>1 = Provided information to public or private agency</p> <p>2 = Provided Information to legislator or legislative staff</p> <p>3 = Recommended changes to laws, regulations, policies or actions including through written or oral testimony to a legislative committee, or as part of a public hearing or comment period</p> <p>4 = Provided leadership or participated on a task force</p> <p>5 = Provided information to the media (examples include: interview, editorial opinion, press release, press conference, etc.)</p> <p>6 = Provided educational forums; facilitated public comment on laws, regulations, policies or actions</p> <p>7 = Developed and disseminated information (examples include report or issue brief, social media, newsletter, and other educational material.)</p> <p>8 = Legal action where an Ombudsman program initiates legal action</p>	<p>Multiple System Issue Resolution Strategy codes may be provided for each System Issue.</p> <p>If 10 "Other" is specified write a brief description</p>

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
					9 = Conducted LTC facility corporate wide strategy including providing information or recommendations to corporate leadership 10 = Other (Text)	
S13	System Issue Resolution Narrative	Narrative description of strategies toward resolution during fiscal year. If a policy, regulatory, legislative or other outcome was achieved include in the narrative.	Single per System Issue	Alphanumeric String	N/A (not a coded element)	Maximum length of 3,400 characters (about 500 words).

Organization Location Elements

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting tips
S14	Location of Office of State Long-Term Care Ombudsman	Specify the organizational location of the Office of the State Long-Term Care Ombudsman	Single	Numeric Code	<p>1 = State Unit on Aging, means the agency designated under section 305(a)(1) of the OAA</p> <p>2 = Inside state government other agency</p> <p>3 = Inside state government, stand-alone agency – the only program is the Long-Term Care Ombudsman Program</p> <p>4 = Outside state government within a non-profit agency – private agency with 501(c)(3) status</p> <p>5 = Outside state government in a stand-alone non-profit agency with 501(c)(3) status – the only program is the Long-Term Care Ombudsman Program.</p>	Location as of last day of federal fiscal year (September 30.)

Local Ombudsman Entities

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	Required	Quantifier	Type	Codes and Values	Examples and Reporting Tips
Local Ombudsman Entities	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.	Yes	Multiple	Composite data element subsuming element numbers S15, S16	N/A (not a coded element)	Allow multiple selections to identify multiple locations.

Elements included for each Local Ombudsman Entity:

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S15	Location of Local Ombudsman Entities	Identifies where the local Ombudsman entities are organizationally housed	Single per Local Ombudsman Entities Group	Numeric Code; Alphanumeric String	<p>1 = Area agency on aging (AAA) 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.</p> <p>2 = Social services non-profit agency, with 501(c)(3) status, other than AAA</p> <p>3 = Legal services provider</p> <p>4 = Stand-alone local Ombudsman entity - a non-profit agency with 501(c)(3) status – the only program is the local Ombudsman entity</p>	If 6, "Other" is selected write a brief description.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
					5 = Regional representative of State Ombudsman program – an employee of the State Ombudsman program serving a specific geographic region. 6 = Other (Text)	
S16	Number of Local Ombudsman Entities	Number of local Ombudsman entities for the location.	Single per Local Ombudsman Entities Group	Numeric (integer)	N/A (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.) Whole number.

Staff/Volunteer Data Elements

This is an aggregated count of staff that work full-time and part-time for the Ombudsman program. Each staff person who works full-time on the program is counted as one 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.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S17	Total Number of Office of State Ombudsman Staff	Total Office of State Ombudsman staff	Single	Numeric (integer)	N/A (not a coded element)	Count as of last day of federal fiscal year • Whole number
S18	Total Number of Full Time Equivalent (FTE) Office of State	The total number of regular straight-time hours (i.e., not	Single	Numeric (decimal)	N/A (not a coded element)	• Number as of last day of federal fiscal year • Decimal non-negative number

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
	Ombudsman Staff	including overtime or holiday hours) worked by employees of the state Office divided by the number of compensable hours applicable to the fiscal year (GAO)				
S19	Total Number of State Volunteer Representatives of the Office	Total number of state level volunteer representatives of the Office designated to address complaints	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> • Count as of last day of federal fiscal year • Whole number
S20	Total Number of Hours Donated by State Level Volunteers representatives of the Office	Number of volunteer hours donated by designated volunteer representatives of the Office reporting to the State Office	Single	Numeric (decimal)	N/A (not a coded element)	<ul style="list-style-type: none"> • Decimal number

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S21	Other Volunteers, not representative of the Office	Number of other type (not representative of the Office) state level volunteers,	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> Count as of last day of federal fiscal year Whole number
S22	Total Number of Local Ombudsman Entity employees/representatives of the Office	Total number of local Ombudsman entity employees/representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> Count as of last day of federal fiscal year Whole number
S23	Total Number FTE's of Local Ombudsman Entity employee/representative of the Office	Total number of Full Time Equivalent local Ombudsman entity employees who are representatives of the Office	Single	Numeric (decimal)	N/A (not a coded element)	<ul style="list-style-type: none"> Number as of last day of federal fiscal year Decimal non-negative number
S24	Total Number Local Volunteer Ombudsmen Representatives	Number of local level volunteer designated representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> Count as of last day of federal fiscal year Whole number
S25	Total Number of Hours Donated by Local Level	Number of volunteer hours donated by designated	Single	Numeric (decimal)	N/A (not a coded element)	<ul style="list-style-type: none"> Decimal number

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Examples and Reporting Tips
	Volunteers	volunteer representatives of the Office				
S26	Total Number of Other Type Local Volunteers	Number of other type (not representatives of the Office) local level volunteers.	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> • Count as of last day of federal fiscal year • Whole number

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 requiring that an Ombudsman or representative of the Office perform conflicting activities, in an organization that (see codes and values 1-14 below)	Multiple	Composite data element subsuming element numbers S27, S28 and S29	N/A (not a coded element)	<ul style="list-style-type: none"> • Allow multiple selections to identify multiple conflicts of interest.

Elements included for each conflict of interest:

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
S27	Conflict of Interest Type	Type of conflict that exists	Single per Conflict of Interest	Numeric Code; Alphanumeric String	<p>1 = Certifies or licenses Long-Term Care facilities</p> <p>2 = an association (or an affiliate of such an association) of long-term care facilities, or of any other residential facilities for older individuals;</p> <p>3 = Ownership, investment interest, receives grants or donations</p> <p>4 = Governing board</p> <p>5 = provides long-term care services, including programs carried out under a Medicaid waiver approved under section 1115 of the Social Security Act (42 U.S.C. 1315) or under subsection (b) or (c) of section 1915 of the Social Security Act (42 U.S.C. 1396n), or under a Medicaid State plan amendment under subsection (i), (j), or (k) of section 1915 of the Social Security Act (42 U.S.C. 1396n);</p> <p>6 = provides long-term care case management</p> <p>7 = sets rates for long-term care services;</p> <p>8 = Adult Protective Services</p> <p>9 = responsible for eligibility determinations for the Medicaid program carried out under title XIX of the Social Security Act (42 U.S.C.</p>	<ul style="list-style-type: none"> • If 13 "Other" is specified, briefly describe these conflicts. • If 14 (None) is specified, no other Conflict of Interest data should be specified. <p>Indicate which, if any conflicts of interest were identified; the organizational location of the conflict and a narrative description of the remedy. 45CFR 1324.21(a)</p>

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Examples and Reporting Tips
					1396 et seq.); 10 = conducts preadmission screening for placements in facilities 11 = Admission or discharge decision maker 12 = Guardianship or similar service 13 = Other (Text) 14 = None	
S28	Conflict of Interest Location	Location of the conflict of interest	Single per Conflict of Interest	Numeric Code	1 = State 2 = Local 3 = Both State and Local	<ul style="list-style-type: none"> • If 14 (None) is specified for S27, should not be included.
S29	Conflict of Interest Remedy	Description of remedy used to remove the conflict of interest	Single per Conflict of Interest	Alphanumeric String	N/A (not a coded element)	<ul style="list-style-type: none"> • If 14 (None) is specified for S27, should not be included. • Maximum length of 3,400 characters (about 500 words).

Funds Expended Data Elements

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Business Rules
	Funds Expended	Expenditure means charges made by a non-Federal entity to a project or				<p>Do not include amounts which were budgeted or obligated but not expended.</p> <p>Only include funds which were expended on</p>

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Business Rules
		program for which a Federal award was received.				ombudsman activities authorized under Section 712. Provide other funding, by source, as specified in the appropriate sections:
S30	Federal - OAA Title VII, Chapter 2, Ombudsman	Dollar amount expended from OAA Title VII, Chapter 2 (Ombudsman)	Single	Numeric (decimal)	N/A (not a coded element)	• In dollars (\$)
S31	Federal - OAA Title VII, Chapter 3	Dollar amount expended OAA Title VII, Chapter 3 (Elder Abuse Prevention)	Single	Numeric (decimal)	N/A (not a coded element)	• In dollars (\$)
S32	OAA Title III Provided at State Level	Dollar amount expended OAA Title III – State level	Single	Numeric (decimal)	N/A (not a coded element)	• In dollars (\$)
S33	OAA Title III Provided at AAA Level	Dollar amount expended OAA Title III, local AAA level	Single	Numeric (decimal)	N/A (not a coded element)	• In dollars (\$)
S34	Other Federal	Total dollar amount expended	Single	Numeric (decimal)	N/A (not a coded element)	• In dollars (\$)

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Business Rules
		from all other federal sources, not OAA				
S35	Identification of Other Federal Sources	Specification of types of federal sources, non-OAA	Multiple	List of Numeric Codes	1 = Medicaid Administrative Claiming 2 = Other Medicaid) 3 = Social Services Block Grant 4 = Community Services Block grant 5 = Senior Medicare Patrol 6 = Victims of Crime Act Funds 99 = Other	<ul style="list-style-type: none"> Allow for multiple selections to identify multiple sources.
S36	Funds Expended - State General Funds	Total funds expended from state government sources or from grants, donations, etc. at the state level	Single	Numeric (decimal)	N/A (not a coded element)	<ul style="list-style-type: none"> In dollars (\$)

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Business Rules
S37	Identify other sources at the state level	Specify other state funds expended	Multiple	List of Numeric Codes; Alphanumeric String	1 = State bed fee or tax 2 = Civil Monetary Penalties 3 = Private funds – foundation grants, etc. 4 = Other state sources of funds (Text)	<ul style="list-style-type: none"> • Allow for multiple selections to identify multiple sources. • If 4 is specified, “Other state sources of funds” string should be included for listing these sources.
S38	Local Funds Expended	Total funds expended by local programs	Single	Numeric (decimal)	N/A (not a coded element)	<ul style="list-style-type: none"> • In dollars (\$)
S39	Identification of Local Fund Sources	Identifies local funding sources Total funds expended from local sources from grants, donations, etc. at the local level	Multiple	List of Numeric Codes; Alphanumeric String	1 = Local government 2 = Private grants/funds 3 = Other state funding obtained at local (but not statewide) level 4 = Other federal funding obtained at local (but not statewide) level 5 = Other (Text)	<ul style="list-style-type: none"> • Allow for multiple selections to identify multiple sources. • If 5 is specified, “Other” string should be included for listing these sources.
S40	All Funds Expended	Grand total dollars expended from all sources	Single	Numeric (decimal)	N/A (not a coded element)	<ul style="list-style-type: none"> • In dollars (\$)

Facility data

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	Business Rules
S41	Number of Licensed Nursing Facilities	Total number of nursing facilities within the state.	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> Count on last day of federal fiscal year. Whole number.
S42	Total Nursing Facility Resident Capacity	Number of beds for which the facilities are licensed, which is the total number of beds in all nursing facilities.	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> Count on last day of federal fiscal year Whole number.
S43	Number of Residential Care Communities	Total number of residential care community facilities within the state.	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> Count on last day of federal fiscal year Whole number.

Element Number	Data Element	Element Definition	Quantifier	Type	Codes and Values	Business Rules
S44	Total Residential Care Community Resident Capacity	Number of beds for which the facilities are licensed, certified or registered, which is the total number of beds in all residential care communities.	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> Count on last day of federal fiscal year Whole number.

Composite Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
Residential Care Community Type	Provides information regarding each type of Residential Care Community	Multiple	Composite data element subsuming element numbers S45, S46, and S47	N/A (not a coded element)	Indicate the name of the type of facilities which are licensed, (registered, listed, certified, or otherwise regulated) and the state's definition for these facilities, and capacity range (i.e. minimum and maximum number of beds permitted by the license or other regulatory designation).

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
S45	Residential Care Community Type Name	License, registration or certification type of the residential care community	Single per Residential Care Community Type	Alphanumeric String	N/A (not a coded element)	Unlicensed homes are not required to be reported. If a state chooses to report this, it can be included in their facility count (total residential care community setting). If unlicensed facilities are served indicate as a "facility name" as unlicensed a brief narrative may be included in the definition section (S46)
S46	Residential Care Community Type Definition	State definition of a residential care community facility	Single per Residential Care Community Type	Alphanumeric String	N/A (not a coded element)	If a state chooses to report this, write "unlicensed" in S45; a brief description of the unlicensed residential care community in S46; and if known the resident capacity in S47; if unknown or not appropriate write N/A.
S47	Residential Care Community Type Capacity Range	Minimum and maximum number of beds permitted by the license or other regulatory designation	Single per Residential Care Community Type	Alphanumeric String	N/A (not a coded element)	

Ombudsman Program Activities

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
S48	Number of 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 (integer)	N/A (not a coded element)	Whole number If a state has various levels of training based on volunteer or paid status, select the minimum number of training hours that allows an individual to perform the duties as a representative of the Office.
S49	Number of Training Hours Required to Maintain Certification	Total hours required annually to maintain certification status	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S50	Total Number of New Individuals Completing Certification Training	Number of individuals (paid or volunteer) newly completing certification training within the federal fiscal year.	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S51	Training Sessions for Nursing Facility Staff	Number of sessions provided by representatives of the Office to nursing facility staff	Single	Numeric (integer)	N/A (not a coded element)	<ul style="list-style-type: none"> Whole number Training may be in person, or web-based and typically includes an agenda and learning outcome(s). If the Ombudsman program is presenting to a large group of multiple types of facility staff, make a decision as to which facility type to select based on majority in attendance. If training is web-based or on-

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
						line/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.
S52	Training Sessions for Residential Care Community Staff	Number of sessions provided by representatives of the Office to nursing facility staff	Single	Numeric (integer)	N/A (not a coded element)	Whole number
	Information and Assistance	Providing information about issues impacting residents (e.g., resident rights, care issues, services) about and/or providing assistance in accessing 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.				
S53	Information and Assistance to Nursing Facility Staff	Number of instances provided by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S54	Information and Assistance to Residential Care Community Staff	Number of instances provided by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
S55	Information and Assistance to Individuals	Total number of information and assistance instances to individuals provided by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S56	Total Number of Nursing Facilities that Received One or More Visits	Total number of nursing facilities that received at least one visit during the reporting year regardless of the purpose of the visit.	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S57	Total number of nursing facility visits	Total number of nursing facility visits no matter the purpose of visit (complaint or non-complaint related) by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S58	Total Number of nursing facilities that received routine access	Total number of nursing facilities visited, not in response to a complaint, in all four quarters by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S59	Total Number of Residential Care Communities that received one or more visits	Number of residential care community facilities that received at least one visit by Ombudsman program regardless of the purpose of the visit.	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S60	Total Number of Residential Care Community visits	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 (integer)	N/A (not a coded element)	Whole number
S61	Total number of Residential	Total number of residential care community facilities visited, not	Single	Numeric	N/A (not a	Whole number

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
	Care Community Facilities that received routine access	in response to a complaint, in all four quarters by representatives of the Office		(integer)	coded element)	
S62	Total Participation in Nursing Facility Survey	Number of instances of survey activity by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number Include participation in both standard surveys (or similar in residential care) and complaint surveys, including but not limited to pre-survey information to surveyors, sharing complaint summary reports, and participation in exit conferences
S63	Total Participation in Residential Care Community Facility Survey	Number of instances of survey activity by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S64	Resident Council Participation - Nursing Facilities	Number of instances of attendance at resident councils – nursing facilities by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number Includes meeting with council leadership.
S65	Resident Council Participation - Residential Care Community Facilities	Number of instances of attendance at resident councils – residential care community by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S66	Family Council Participation -	Number of instances of attendance at family councils –	Single	Numeric	N/A (not a	Whole number

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
	Nursing Facilities	nursing facilities by representatives of the Office		(integer)	coded element)	Includes meeting with council leadership
S67	Family Council Participation - Residential Care Community Facilities	Number of instances of attendance at family councils – residential care community facilities by representatives of the Office	Single	Numeric (integer)	N/A (not a coded element)	Whole number
S68	Community Education	Number of instances of community education outreach sessions by Ombudsman program	Single	Numeric (integer)	N/A (not a coded element)	Whole number This includes attendance at health fairs, community events, general presentations, etc. If education is web-based or on-line/on-demand the Ombudsman program must have a way to count the number of individuals who completed the session in order to report in NORS. Newsletters, blogs and other forms of media do not count as community education.
S69	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	1 = Area agency on aging programs 2 = Aging and disability resource centers 3 = Adult protective services programs	Whole number Report any leadership activities and/or state/local-level 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 agencies or programs

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
					<p>4 = Protection and advocacy systems</p> <p>5 = Facility and long-term care provider licensure and certification programs</p> <p>6 = The State Medicaid fraud control unit</p> <p>7 = Victim assistance programs</p> <p>8 = State and local law enforcement agencies</p> <p>9 = Courts of competent jurisdiction</p> <p>10 = The State legal assistance developer and legal assistance programs</p> <p>11 = Centers for Independent Living</p>	<p>with coordination activities.</p> <ul style="list-style-type: none"> • If 12 (None) is specified, no other State-Level Coordination Activities data should be specified

Element Number	Data Element	Element Description	Quantifier	Type	Codes and Values	Business Rules
					12 = Other 13 = None	