

 COMMONWEALTH OF PENNSYLVANIA DEPARTMENT OF AGING Harrisburg, PA. 17101	PENNSYLVANIA DEPARTMENT OF AGING	
	1. File Number: APD # 02-10-01	2. Disposition: Read in conjunction with APD#98-10-01. Replaces reporting requirements in Attachment 1 of APD# 98-10-01
	3. Issuance Date: August 14, 2002	4. Effective Date: July 1, 2002
	5. Program Area: Ombudsman	
6. Origin: Office of the State LTC Ombudsman		7. Contact: LTC Ombudsman Office (717) 783-7247

AGING PROGRAM DIRECTIVE

SUBJECT: **IMPLEMENTATION OF OMBUDS MANAGER**

TO: COUNTY COMMISSIONERS
CHAIRPERSONS, NON-PROFIT AAA GOVERNING BOARDS

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AREA AGENCIES ON AGING
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PA COUNCIL ON AGING
DPW, OFFICE OF PROGRAM DEVELOPMENT AND SUPPORT
CO. COMMISSIONERS ASSOC. OF PENNA.
COMPTROLLER

FROM: _____

LORI GERHARD
ACTING SECRETARY
DEPARTMENT OF AGING

PURPOSE: The purpose of this Directive is to amend APD #98-10-01 by replacing prior reporting requirements, forms and instructions with implementation of electronic submission of reports through the Ombuds Manager Program.

BACKGROUND: The Office of the State Long Term Care Ombudsman is required by state and federal law to prepare an annual report on Ombudsman Program activities. A subsequent 1992 amendment to the Older American's Act directed the Administration on Aging to improve program reporting that resulted in the National Ombudsman Reporting System's implementation in FY 1996. To enable the State Ombudsman's Office to comply with federal reporting requirements, the Pennsylvania Ombudsman Reporting System (PORS) was implemented effective July 1, 1996.

During FY 2000-2001, the Office of the State Ombudsman researched various reporting programs to enhance timeliness, efficiency, and effectiveness of reporting through electronic submission of required data. The Ombuds Manager program with a successful track record in other State Ombudsman programs and approved by AoA has been selected as Pennsylvania's new reporting system. Ombuds Manager allows for client/case data recording at the AAA and/or subcontractor level; for electronic submission of local and state reports previously submitted in hard copy, i.e., PORS and NORS; and satisfies required confidentiality standards. Ombuds Manager satisfies all state and federal reporting requirements, thus eliminating all paper reporting.

Ombuds Manager was purchased in January 2002, and training of appropriate AAA staff and subcontractors was completed by May 2002. Follow-up trainings have occurred and will continue as needed at regional ombudsman network meetings.

CONTENT:

Ombuds Manager Program

The Department of Aging, by amending this Aging Program Directive, implements the Ombuds Manager Program effective 7/1/02. The system shall operate as follows:

1. All AAA's and subcontractors have received the Ombuds Manager Program and training in its use and installation.
2. Implementation date is 7/1/02 with first electronic submission of ombudsman data and activities due by 8/31/02.

SUBMISSION:

Exporting Data – same reporting time frames apply that were used for PORS. AAA's shall export data on ombudsman cases and activities for each month by the last day of the following month. For example, July 2002 data shall be transmitted to the Department by August 31, 2002. Each AAA shall name the export file OMBMGXX.MDB. Please note: X's are the AAA PSA's number so that Erie, as an example, is OMBMG01.MDB. The file is then placed in the AAA's AS/400 folder to the Department.

Subcontractors use the same export file name as the AAA to export data to the AAA.