Administration for Community Living
Title III New State Performance Report (SPR) and Older Americans Act Performance System (OAAPS) Launch Webinar

Laura House, PhD, MSW
New Title III SPR/ OAAPS Lead
ACL Office of Performance and Evaluation
December 19, 2019
Today’s Agenda

• Welcome
• Introductions
• Brief Remarks
  – Edwin Walker, Deputy Assistant Secretary for Aging
  – Scott Cory, CIO, Director, Office of Information and Resource Management
  – Susan Jenkins, Director, Officer of Performance and Evaluation
• Background
• Updates of Key Support Team Updates
  – Michael Sippel, ICF
  – Kristina Rerucha, Lewin
Today’s Agenda (continued)

• OAAPS System Demo
• OAAPS Pilot User Experiences
• OAAPS Logistics
  – Logging Into the System
  – Resources
  – Technical Assistance
  – Timeline
  – Communication
  – Preparation Checklist
• Questions and Answers
• Contact Information
• Closeout Remarks
Older Americans Act Performance System (OAAPS)

TITLE III NEW SPR/OAAPS EXPLORATORY TESTING SITE IS LIVE!
OAAPS – A Brand New System!

- Replacing the SRT
- Feedback from the pilot testing was largely positive:
  - “Streamlined”
  - “Intuitive”
  - “Easy-to-use”
  - “Visually appealing”
Collaboration and Support

• **OAAPS is the product of successful collaboration:**
  – Title III grantees who gave their invaluable input on design
  – Pilot testers who donated their time
  – Individuals who engaged in discussion and continuous improvement efforts
  – Title III Vendors
  – System Developer, ICF
  – ACL Team
Introducing the
Title III New SPR/OAAPS Support Team

Administration for Community Living (ACL)

ICF – System Developer and Technical Assistance

The Lewin Group – Technical Assistance
ICF – System Developer

• Developed the OAAPS system, and converted several years of legacy data
• Conducted rigorous system testing to ensure functionality, compliance with Section 508
• Conducted two pilots with active Title III stakeholders
  – Ensured functionality matched requirements
  – Built in requested enhancements
• Developed robust Training Materials
  – User Guides, Quick Reference Guides, Webinars, Technical Documentation
• Providing technical assistance on the OAAPS system
Lewin – Technical Assistance Contractor

• Provide technical assistance, in close collaboration with ACL, regarding the New Title III SPR data elements and programmatic issues

• Train grantees on the Title III New SPR/OAAPS
  – Webinar series on changes to data elements
  – Quick reference guides
  – Short how-to videos
  – Additional training during key conferences

• Support ACL in Online Learning Environment development
Lewin will start providing technical assistance in January 2020

January 2020:
Webinar 1 - ACL’s Vision for OAA Data Collection and Reporting

March 2020:
Webinar 3 – Data Changes to Title III C and Title III E Data Elements

June 2020:
Webinar 5 – Business Operations

August 2020:
Advancing States Conference Presentation

February 2020:
Webinar 2 – Data Changes to Title III B Data Elements

April 2020:
Webinar 4 – Data Changes to Title III D Data Elements

July 2020:
n4a Conference Presentation

September 2020:
Webinar 6 – Business Case Check-In
Title III New SPR/Older Americans Act Performance System (OAAPS) Logistics

OAAPS SYSTEM DEMO
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 Integrated Database (AGID).

About the Older Americans Act (OAA)

The OAA authorizes an array of services through a national network of state and local agencies on aging and American Indian, Alaska Native and Native Hawaiian organizations. OAA programs help older adults remain at home for as long as possible, promote the rights of older individuals, and advocate for individuals who live in long-term care facilities.

About the Administration for Community Living (ACL)

ACL’s programs support people with disabilities, older adults, families and caregivers to live independently, with equal opportunities to earn a living, go to school, choose where to live, and make decisions about their lives. In addition, ACL invests in research, innovation and education to improve the quality and availability of these services, and advocates for older adults and people with disabilities. More information is available at: ACL.GOV.
## Reference Materials

### Title III & Title VII (Ch. 3 & 4) User Guide: Administration for Community Living (ACL) Reporting

This guide provides information and instructions on the OAAPS system, including: user management, data reporting and submission, data review, and analysis reports.

- **Format/Size**: pdf/124KB
- **Audience**: All Users
- **Last update**: 09-30-2019

### Quick Reference Guide: System Overview: Title III SPR

This quick reference guide provides a summary of the OAAPS system and main navigation.

- **Format/Size**: pdf/197KB
- **Audience**: All Users
- **Last update**: 09-30-2019

### Quick Reference Guide: User Management: Title III SPR

This quick reference guide provides a high-level look at each user’s profile settings and the administrative controls some users will have.

- **Format/Size**: pdf/182KB
- **Audience**: All Users
- **Last update**: 09-30-2019
South Dakota Office of Adult Services & Aging

<table>
<thead>
<tr>
<th>FFY 2019 Reporting Status</th>
<th>Last Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPR Submitted</td>
<td>12/12/2019 at 11:28 AM by <a href="mailto:ken.aaa@acilitlesmvp.icfcloud.com">ken.aaa@acilitlesmvp.icfcloud.com</a></td>
</tr>
<tr>
<td>NSIP Submitted</td>
<td>12/12/2019 at 11:26 AM by <a href="mailto:ken.aaa@acilitlesmvp.icfcloud.com">ken.aaa@acilitlesmvp.icfcloud.com</a></td>
</tr>
</tbody>
</table>

View status history

Recent System Updates

Reporting Calendar

Upcoming Events
Data Submissions

Current Reporting

Overview

Manage Uploads
Aging Network Profile
Older Adults
Caregivers of Older Adults
Older Relative Caregivers
Expenditures Overview
NSIP Qualified Meals

Overview

+ SPR Data Overall reporting status: In Progress

+ NSIP Data Overall reporting status: In Progress

Variance Analysis

Explanation of Variances
Analysis Reports

**ANALYSIS REPORTS**

All reports are created in Microsoft Excel.

- **Client Characteristics Report**
  - This report provides data on the percentage of persons served with each level of ADL, ADL Limitation, and the Nutrition Risk Score for each applicable service for a single fiscal year.

- **Missing Data Report**
  - This report provides data on the number and percentage of data that are missing for each of the demographic and consumer characteristics variables (e.g., age). The data are presented by service for one fiscal year.

- **Nutrition Services Incentive Program Report**
  - This report has two tabs. The tabs provide data on NSIP submission status, the number of NSIP meals by program, and a 2-year comparison of NSIP data by program, by state.

- **Persons Served and Service Units by State**
  - This report consists of two tabs, one tab for the number of persons served by service and service cluster and the other tab for service units by service.

- **Persons, Units and Expenditures Report**
  - This report consists of three tabs: an expenditure per service unit analysis, an expenditure per person analysis, and a service unit per person analysis. Each is by service comparing two fiscal years.

- **Title III-E Report**
  - This report provides OAA Title III-E expenditure data for the Caregivers of Older Adults program and the Older Relative Caregivers program. The percentage of Title III-E spending for Older Relative Caregivers is calculated. The data are by state for one fiscal year.

- **Title VII Expenditures Report**
  - This report is a 2-year comparison by state of the Title VII Ch 3 expenditures, other expenditures, and total expenditures for elder abuse prevention along with the percent change.

- **Two-Year Comparison Report**
  - This report provides a 2-year comparison of the number of persons served, units of service and expenditure data with percent change for all services for one or more states in aggregate. Separate tabs are provided for older adults services and both caregiver programs.
## User Management

**Manage Users**
- View User
- Add New User

**View Users**

### Showing Filters

**Displaying 3 users**

<table>
<thead>
<tr>
<th>First Name</th>
<th>Last Name</th>
<th>Level</th>
<th>Organization</th>
<th>Title Affiliation - Role</th>
<th>Email</th>
<th>Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erin</td>
<td>Frank</td>
<td>State</td>
<td>GA</td>
<td>Title III - User Admin, Data Entry</td>
<td>erin.dataentry@acltitles...</td>
<td>Active</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Title VII - Data Entry, User Admin</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

17
Profile

ACL OAAPS | Older Americans Act Performance System

PROFILE

State Assignment
Please select the states to be used as the default setting for the Dashboard summary display and Data Submissions filter.

Show me

© All states - National level
OAAPS PILOT USER EXPERIENCES

• Positive Feedback
  – Visually appealing
  – Simple, intuitive process
  – Easy to understand
  – Easy to navigate
• Recommendations
  – Initial issues with logging in
  – Update reference documents
  – Clarification on variance explanations
  – Instruction on using upload templates
Activating an OAAPS Account

• You will receive an invitation email from invites@microsoft.com
  – Check your spam folder
• Activate your OAAPS account
• Make sure to document your username and password
Logging Into OAAPS

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 Integrated Database (AGID).

About the Older Americans Act (OAA)

The OAA authorizes an array of services through a national network of state and local agencies on aging, and American Indian, Alaska Native and Native Hawaiian organizations. OAA programs help older adults remain at home for as long as possible, promote the rights of older individuals, and advocate for individuals who live in long-term care facilities.

About the Administration for Community Living (ACL)

ACL’s programs support people with disabilities, older adults, families and caregivers to live independently, with equal opportunities to earn a living, go to school, choose where to live, and make decisions about their lives. In addition, ACL invests in research, innovation and education to improve the quality and availability of these services, and advocates for older adults and people with disabilities. More information is available at: ACL.GOV.
Resources Available To You

• Launch Materials:
  – OAAPS Launch Welcome Guide
  – 10 Quick Facts About Title III New SPR/OAAPS
  – Title III New SPR/OAAPS Key Dates
  – Frequently Asked Questions (FAQs)
  – Title III New SPR/OAAPS Messaging Handout
  – Who Do I Ask?
  – Bookmarks
Resources Available To You (continued)

• Other Resources Available on OAAPS
  – User Guide
  – Quick Reference Guides
  – Pre-Recorded Webinars
  – Short How-To Videos
  – Reference Materials
  – Frequently Asked Questions (FAQs)

• Resources Available on AGID (AGing, Independence, and Disability Program Data Data Portal):
  https://agid.acl.gov/Resources/OAA_SPR.aspx
AGID Resources

• ACL’s data website, AGID (AGing, Independence, and Disability Program Data Portal): https://agid.acl.gov/Resources/OAA_SPR.aspx

• This website contains the technical documents and resources and we plan to update and post new materials.
The new webpage on AGID includes new and up-to-date documentation for the Title III New SPR/OAAPS.

The link to the new SPR and Title III OAAPS resources via AGID: https://agid.acl.gov/Resources/OAA_SPR.aspx
Requesting Technical Assistance and Submitting Feedback for OAAPS

- **ACL-OAAPS-PILOT@icf.com**
Requesting Technical Assistance and Feedback for the Current SPR/SRT

For technical assistance questions regarding the current SPR and SRT, please contact WellSky at:

Phone: (800) 318-7260, Option #4,
Email: customersupport@WellSky.com

For general questions, please contact the Current SPR Lead:
Jennifer Tillery
Jennifer.Tillery@acl.hhs.gov

28
December 2019: The New Title III OAAPS/SPR will be open to all Title III state grantee users for exploratory testing only.

(Please note that all Title III state users must report the current FY2019 data in the current State Reporting Tool (SRT)/State Program Report (SPR).)
OAAPS Timeline (continued)

- December 2019-September 2021: Title III state grantees will have the chance to explore and become familiar with the Title III New OAAPS/SPR.

System-related, programmatic, and new SPR data-related technical assistance will be available to state users during this period.
October 2021-September 2022 (FY2022): Grantees will collect Title III New SPR data using the new SPR form.

January 2023: Grantees will officially submit FY2022 Performance data into the new OAAPS system for the first time.
Communication Plan

• Bimonthly call with the State grantees
  – Next meeting in February 2020
• Regular calls with Aging Network partner organizations
• Regular calls with technology vendors
• Periodic updates and announcements to other stakeholders (i.e. legal assistance providers and vendors)
• Visibility at key conferences with stakeholders
  - n4a conference - August
  - HCBS conference - September
  - National Aging and Law Conference - November
Preparation Checklist

• Activate your account and explore OAAPS
• Review technical documentation on the OAAPS Resources and AGID
  – Upload template
  – Data element definitions
• Review the User Guide, videos, and other materials in the OAAPS Resources
• Review the OAAPS reporting timeline
• Check with your vendor to see if your system is on schedule
• Place calendar holds for the OAAPS webinar schedule
Questions?
Contact Information:
For information on the new SPR or Title III OAAPS resources access AGID at https://agid.acl.gov/Resources/OAA_SPR.aspx or OAAPS at https://www.oaaps-pilot.acl.gov/app/Resources/landingResources/ref
For Title III New SPR/OAAPS Questions, contact Laura House, Lead Laura.House@acl.hhs.gov:

For Title III New SPR/OAAPS technical assistance requests, contact:
OAAPS Help Desk
ACL-OAAPS-PILOT@acl.hhs.gov

For Title III New SPR/OAAPS immediate technical assistance needs, contact:
Lan Marshall, ACL
Lan.Marshall@acl.hhs.gov

For current SPR/SRT questions, contact Jennifer Tillery, Lead:
Jennifer.Tillery@acl.hhs.gov

For current SPR/SRT technical assistance requests, contact:
WellSky: (800) 318-7260, Option #4; customersupport@WellSky.com
Administration for Community Living
THANK YOU FOR ATTENDING TODAY’S WEBINAR
Laura House, PhD, MSW
ACL Office of Performance and Evaluation