

**Older Americans Act**

**Title III State Performance Report**

**and Older Americans Act Performance System**

**Frequently Asked Questions**

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### Introduction

The [Administration for Community Living (ACL)](https://acl.gov/) created this [***Frequently Asked Questions (FAQs***)](https://oaaps.acl.gov/welcome) to address common questions regarding the Older Americans Act (OAA) [**Title III New State Performance Report** (New SPR, OMB Approval Number 0985-0072)](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=SPR) and the [Older Americans Act Performance System (OAAPS)](https://oaaps.acl.gov/welcome). ACL will periodically update this document. If you have questions that are not included in this FAQs or in the [resource documents](https://oaaps.acl.gov/Resources/refMaterials), email the OAAPS Help Desk at [ACL-OAAPS-PILOT@icf.com](mailto:ACL-OAAPS-PILOT@icf.com).

### Points of Contact

#### For OAA Title III New SPR or OAAPS questions and feedback:

Email the OAAPS Help Desk: [ACL-OAAPS-PILOT@icf.gov](mailto:ACL-OAAPS-PILOT@icf.gov)

#### For OAAPS Help Desk feedback:

Email: [Jennifer.Tillery@acl.hhs.gov](mailto:Jennifer.Tillery@acl.hhs.gov)

### Key Dates

The [Upcoming Events](https://oaaps.acl.gov/Resources/events) section of [OAAPS](https://oaaps.acl.gov/welcome) includes key dates, and times for upcoming events.

* **October 1, 2021 through September 30, 2022 (Federal Fiscal Year (FFY) 2022):** States collect the New SPR data using the new reporting requirements.
* **January 31, 2023:** Title III State grantees will submit FFY 2022 OAA Title III SPR data into [OAAPS](https://oaaps.acl.gov/welcome).

### Trainings and Newsletters

The target audience for OAA Title III trainings and resources are grantees, including SUA directors, program managers, and data staff. SUAs are welcome to forward invitations to stakeholders including AAAs, OAA technical staff, OAA program staff, software vendors, and key aging network providers.

### Title III Resources

ACL created a variety of resources, including guides, recorded trainings, and technical documents, which are available on OAAPS under the [Resources section](https://oaaps.acl.gov/Resources/refMaterials).

### Testing OAAPS Submissions and Functionalities

ACL encourages States, Territories, AAAs, software vendors and potential OAAPS users to test their data and/or reporting systems with both the OAAPS Title III [Exploratory](https://www.oaaps-pilot.acl.gov/app/welcome) and [Production](https://oaaps.acl.gov/) sites. Users should become familiar with the resources, navigational options, and reporting requirements.

### OAAPS Access and Navigation

#### How can I access OAAPS?

Linkto theOAAPS [Production site](https://oaaps.acl.gov/welcome)**:** <https://oaaps.acl.gov/welcome>

Link to theOAAPS [Exploratory site](https://www.oaaps-pilot.acl.gov/app/welcome)***:*** <https://www.oaaps-pilot.acl.gov/app/welcome>

#### What is the difference between the OAAPS Title III Production site and the OAAPS Exploratory site?

The [OAAPS Production site](https://oaaps.acl.gov/welcome) is where users submit SPR data and the [Exploratory site](https://www.oaaps-pilot.acl.gov/app/welcome) is designed for testing. The OAAPS Exploratory site is available indefinitely.

#### What browser should I use to access OAAPS?

The best browsers to access [OAAPS](https://oaaps.acl.gov/welcome) are Google Chrome, Mozilla Firefox, or Safari. Some features may not be supported in other browsers.

#### How do I set up an OAAPS account?

Contact the OAAPS State Administrator who can provide AAAs and other staff with an OAAPS account. Email the [OAAPS Help Desk](mailto:acl-oaaps-pilot@icf.com) if you are unsure about how to contact your State Administrator. For detailed information, review the [**Quick Reference Guide: User Management: Title III SPR on OAAPS**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=UserGuide), [Guides section](https://oaaps.acl.gov/Resources/refMaterials).

#### What should I do if I forget my OAAPS password?

If you forgot your password, go to the “Forgot password” link on the public-facing [OAAPS](https://oaaps.acl.gov/welcome) page. The “Forgot password” link is in the upper right-hand corner, next to the “Sign in” button.

#### How do I disable my OAAPS account?

OAAPS State Administrators can request to have accounts disabled (for example, if a staff member retires).

#### If I am a OAAPS State Administrator, how do I designate a new State Administrator?

State Administrators need to contact the [OAAPS HelpDesk](mailto:acl-oaaps-pilot@icf.com) to replace or update a State Administrator account.

#### How many users can an OAAPS State Administrator create?

[OAAPS](https://oaaps.acl.gov/welcome) allows one State Administrator per State, with no restrictions on the number of users associated with each State. Each OAAPS Title III user has different roles and functions. There are four main user types in Title III OAAPS:

* ACL
* SUA with AAA Reporting
* SUA without AAA Reporting
* AAA

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### Technical Guidance

#### What is the Title III State Performance Report (SPR)?

The [**Title III State Performance Report (SPR)**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=SPR)(OMB Approval Number 0985-0072) summarizes OAA data collection requirements.

#### Where can I find a list of data elements, code values, services, and related terms?

The [**Title III State Performance Report Appendix A Definitions**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=AppendixA) document provides full definitions for data elements, code values, services, and related terms along with links to additional resources. The [**Title III State Performance Report Annotated**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=Annotated) is similar to the crosswalk but it is annotated with color-coding and comments to describe data elements.

#### How can I distinguish the new Title III data elements?

The [**Title III State Performance Report Crosswalk**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=Crosswalk)maps and aligns the previous and revised SPR data elements on the same row and includes a column detailing if the data element is new, the same, removed, changed, or system generated.

#### What resource can I use as a visual of the Title III State Performance Report?

The [**Title III State Performance Report Export**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=Export) is the layout of the New SPR when exported. The export is formatted in alignment with OAAPS and includes the ACL Reference for each cell.

#### What resource can I use to guide me through uploading data into OAAPS?

The [**OAAPS Title III Upload Template Guide**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=SPRTemplateGuide) describes how to use the Upload Template to upload the SPR.

#### What are the benefits of OAAPS Title III?

The Title III [OAAPS](https://www.oaaps-pilot.acl.gov/app/welcome) has several benefits, including:

* Enhanced security features
* Compliance with Section 508 of the Rehabilitation Act to ensure electronic and information technology is accessible to people with all levels of ability
* System-generated variables
* System-generated variance calculations
* Reduced reporting burden
* Real-time data error flagging
* Streamlined data submission process

### Data Entry, Validation, and Data Submission

#### How can I enter data into OAAPS?

Data can be entered manually, by uploading a data file, or by manual and by uploading.

#### What format is required for data uploaded into OAAPS?

The data must be in a CSV, XLSX, or XML file format.

#### Where can I locate the specific steps to enter data into OAAPS?

The [**OAAPS Title III Data Entry and Submission**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=SubmitQuickRefGuide) resource provides a summary of the specific steps to enter data into [OAAPS](https://oaaps.acl.gov/welcome).

#### What data must be validated?

All data must be validated before it can be submitted.

#### What validation rules does OAAPS require?

[OAAPS](https://oaaps.acl.gov/welcome) Title III has Format and Business Rule validation*.* Format rule validation ensures data is complete and consistent with the data format required by OAAPS. For example: some values must be a whole number greater than or equal to zero. Business rules are quality or validity checks built into OAAPS. They may be based on policy requirements, mathematical rules, or logic rules. For example, data in one field is compared to data in a total field to ensure correctness.

#### Where can I find a full list of each cell that includes Format or Business Rule validation?

The [**OAAPS Title III State Performance Report Data Validation Check**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=ValidationQuickRefGuide)contains all data validation checks within OAAPS. It includes business rules implemented to improve data quality and checks to verify data within a section as well as across sections. The checks are organized by section and resemble the data based on the layout in [OAAPS](https://oaaps.acl.gov/welcome).

#### Can States/Territories view their AAAs’ reports prior to the AAA submitting the report?

Yes, States/Territories can view their AAAs’ reports prior to submission.

#### Can the AAAs view their State’s report prior to submission?

No, the AAAs cannot view their State’s report prior to submission. AAAs can only view their data and not the data of other AAAs or the State.

#### Does OAAPS timeout after inactivity? If so, how much time is allowed?

Yes, as a security measure, the page will timeout after 15 minutes of inactivity***.***

#### If an error message is incorrect, is there a way to stop the warning from appearing?

No, but you can proceed with data submission.

#### If you “overwrite” data and meant to “merge” (or vice versa), is there any way to go back?

No. You can download previously uploaded documents and re-upload them, for manual entry. To be safe, download documents to be uploaded and download an additional version once a merge has been completed.

#### What do you suggest for agencies that prefer to do a half-year check on their data?

You can enter and validate data at any point. Reports are available at any time for a half or full year’s data analysis. This can be done as often as needed. Once you enter and validate the data, navigate to the “Data Submissions” overview tab, and select “Export All Data.”

#### Can the upload template be uploaded in parts/sections instead of the full template, as long as the columns and rows are formatted in the same way as the original template?

Yes, the upload template can be used for any subset of the full template.

#### Does the upload template require a specific order?

No.

#### Is there a status page for the upload page, to confirm it was successful?

Yes.

#### Can an AAA manually un-submit a report?

Yes, if the report is not “In Review” or “Approved" status, AAAs can use the "Pull back for corrections" functionality to revert a submitted report.

#### If I overwrite data, will the system blank out fields that are Null in the file even if the existing report has data for those fields?

Yes, those fields should be removed from the upload file if the intention is to ignore them in the current upload.

#### Will the OAAPS Title III SPR export be split into tabs for each module?

Yes, the New SPR data export has tabs for each module.

#### Is there a way to save an original report and a report in which manual changes were made so we know where we started before changes were made?

Yes, users can export data to help them track different versions of a report. As you progress through the system, you can also download your data. Each time you complete an upload of data, it will be saved.

#### What format does OAAPS use to export data?

Excel format.

#### What happens if two users are entering data in the same section at the same time? What data is saved?

The last user to save the data has their data saved which overwrites the data from the first user.

#### What happens when I upload datasets that do not completely overlap and select merge?

The fields that are in both datasets will be merged according to their data type, e.g., numbers will be summed. The fields that are unique to each dataset will be uploaded as new data and will not impact each other.

#### I uploaded data and now have updates. Will my old data be overwritten when I upload a new file?

When uploading the new data file, you will be prompted with the option to overwrite data or merge data.

### Analysis Reports, Roll-up Reports, and Variance Explanations

#### What options do I have to analyze data submitted into OAAPS?

OAAPS users can manually analyze data by downloading or printing the full SPR report. They can also select the Analysis Reports which provides a series of reports to help examine data.

#### How do I access the full list of Analysis Reports?

The **OAAPS Title III Analysis Reports** contains a detailed list of the analysis reports available. You can print these reports or export to a PDF file.

#### How often can data be revised or updated?

Data can be updated until it is submitted to ACL for review. OAAPS users are encouraged to download and save an export of the data submitted for recordkeeping purposes.

#### What is a roll-up report functionality?

The roll-up report functionality is a feature for State-level users to create a single consolidated SPR submission from the filings of multiple AAAs for one fiscal year. When rolling up reports, the agency report date ranges must match the State level roll-up report. Reports can be created by clicking on “Generate new State-level roll-up” on the data submissions page.

#### Is the variance explanation entered by AAAs combined in the State roll-up?

No. Variance at the AAA level does not mean that there will be variance for that data element at the State level. The explanation from one AAA may not be comprehensive enough to explain State-level variation, States will need to create variance explanations summarizing the full State level data set.

#### Can States create roll-up reports of AAA data?

Yes, States can roll up AAA data after AAAs submit the data. If only some AAAs submit data, States can still generate a partial roll-up report for submission to ACL. Additionally, once all AAAs submit data, States can generate a full roll-up report.

#### When a State creates multiple roll-up reports, does it overwrite previous reports?

Yes.

#### What is a variance? When is a variance explanation required?

A variance is a measure of how data points differ from one year to the next. A variance explanation is required if a data element for a service/category increases or decreases by 10% or more from the previous reporting period.

#### What information needs to be included in a variance explanation?

A variance explanation should clearly explain the changes from the previous reporting period and how those changes impact the service/category. The explanation should be brief but detail how the change impacted the people served, units of services, and expenditures.

#### Can a State return the data to the AAA and make comments stating what needs to be addressed?

Yes, a State can provide comments in the “Return Comments” section on specific sections when sending the data back to the AAA.

#### Can AAAs generate their own Analysis Reports?

Yes, enabled AAAs can generate Analysis Reports in OAAPS. The subset of the SPR that has been enabled for the AAAs will determine what will display in the Analysis Reports.

#### Can State and AAAs generate more than one Analysis Report for a single year?

Yes, State and AAA users can generate multiple Analysis Reports in the [Exploratory Testing site](https://www.oaaps-pilot.acl.gov/).

#### Can we generate multiple SPR reports for the same FFY?

Yes, via the [OAAPS Exploratory site](https://www.oaaps-pilot.acl.gov/app/welcome).

#### Can State/Territory and AAAs create more than one SPR for a single year (i.e., one in progress and one that is not validated or certified)?

#### No, State/Territory and AAA users cannot create more than one SPR in a single FFY. State/Territory and AAA users can upload other versions of their SPR into the [OAAPS Exploratory](https://www.oaaps-pilot.acl.gov/app/welcome) site as different years of data. They can then generate analysis reports to compare the “years” (i.e., different versions of their SPRs).

#### Can AAAs create their own SPRs?

Yes, enabled AAAs can create their own SPRs. The specific subset of the SPR that are enabled for the AAAs is determined by the State when submitting the Data Submission Responsibility form in [OAAPS](https://oaaps.acl.gov/welcome) for the FFY.

#### Why does my upload file keep failing?

There are two main reasons for an upload file failure:

1. The template does not match the approved OAAPS template.
2. The data contains data format errors.

### Service and Demographic Questions

#### How do we report race and ethnicity in OAAPS?

Race and ethnicity are reported separately. For sections that ask to report race and ethnicity, report both consumer characteristics as well as minority status. When reporting minority status, choose “Minority” or “Not Minority.” If a consumer’s race, ethnicity, or minority status is missing, [OAAPS](https://oaaps.acl.gov/welcome) allows you to select either “Race Missing”, “Ethnicity Missing” or “Minority Status Missing.”

#### Where do we count multiple race categories for an individual?

The total number of people served by race is not an unduplicated count. If a person identifies with more than one race, each identified race should be documented.

#### Where should we put people who are identified as “other” race?

For clients that identify with race categories not reflected in the New SPR race categories (for example, “other”), grantees will determine how to map those to the New SPR categories. In this example, grantees may choose to map “other” to “race missing” rather than assuming a specific race as long as it is consistent across the State/Territory.

#### Does the calculation for race add/subtract to ensure proper totals, provided that multiple races are possible?

No, [OAAPS](https://oaaps.acl.gov/welcome) allows for the selection of more than one race category, this data element will not produce an unduplicated count of the population of interest.

#### What are the changes to gender in the New SPR?

The New SPR adds an “other” category to gender. States/Territories report each person receiving registered services as male, female, other, or gender missing.

#### How do you report age in the New SPR/OAAPS?

As reflected in [**Title III SPR Appendix A Definitions**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=AppendixA), grantees should continue to report age based on the person’s age at the end of the FFY.

#### What are the non-registered services for Older Adults in OAAPS?

Title III-B/C/D (Older Adults) non-registered services are as follows: Transportation, Nutrition Education, Information and Assistance, Health Promotion: Evidence-Based, and Health Promotion: Non-Evidence-Based.

#### What are the non-registered services for the National Family Caregiver Services Program (NFCSP)?

Title III-E (NFCSP) non-registered services are as follows: Support Groups, Assistance: Information and Assistance, and Information Services.

#### Where would “outreach” provided by the NFCSP be reported in OAAPS?

The NFCSP provides grants to fund various supports for family and informal caregivers. If the program includes group outreach, it should be reported under Information Services (Caregiver). If the program is reaching out to an individual, it should be reported under Information and Assistance.

### Cleared and Deleting Data

1. **If I leave any of the fields on the upload template in the "Value" column blank, will it overwrite existing data in OAAPS?**

No. If any fields in the "Value" column are blank (aka: null), [OAAPS](https://oaaps.acl.gov/welcome) will ignore that field during the upload process. This means it will not change any of the data existing in OAAPS at the time of upload regardless of if the "Merge" or "Overwrite" option is selected.

1. **What if I put "0's" (zeroes) in all the fields under the "Value" Column on the upload template and choose the "Overwrite" option during the upload process?**

If only the fields that require numbers contain a "0" (zero) and the overwrite option is selected during the upload, those fields would be updated to "0" (zero) in [OAAPS](https://oaaps.acl.gov/welcome). If every field contains a "0" (zero), the file will be rejected based on format errors because some fields require text and if those fields have a value of "0" (zero), it will trigger an error preventing the data from being uploaded.

1. **How would I clear all data in the OAAPS Exploratory Testing site? Is there a way to reset the data all at once?**

Currently, there is not an option within OAAPS to clear all the data in the OAAPS Exploratory Testing site. If you need to reset or start over in OAAPS, such as needing to switch from AAA data entry to only State level entry or any combination, a request can be made to the Help Desk. Users can manually delete data or upload a template which contains zeroes in the numeric fields, though users would need to manually delete Other/Supplemental Services as well text-based fields.

1. **What if we do not provide a particular service, do we still need to enter something in those fields?**

Yes. If a particular service is not provided, then it would be appropriate to enter a value of "0" (zero) for the fields associated with that service. If something is not entered, then during the validation process within [OAAPS](https://oaaps.acl.gov/welcome) the user will be presented with errors identifying the fields that cannot be left blank.

1. **What if we are missing data related to a particular service, what should we enter?**

Users should make every effort to identify why the data is missing and recapture it if possible. Certain missing data may cause validation errors which in turn would prevent users from completing submission through the [OAAPS](https://oaaps.acl.gov/welcome) interface.

1. **We provide multiple "Other Services" across the State, but I only see two sets of fields to enter Other Services, how do I enter more than 2 using the upload template?**

The upload template can be modified to accommodate as many Other Services as needed. Please refer to the [**OAAPS Title III Upload Template Guide**](https://oaaps.acl.gov/api/upload/download?title=III&downloadType=SPRTemplateGuide) for instructions on modifying the upload template to accommodate as many Other Services as needed. The same modification rules apply to "Supplemental Services" as well.

**Version Control**

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| --- | --- | --- |
| **Version** | **Date published** | **Changes from previous version** |
| 1 | 12/12/2019 | Original version. |
| 2 | 8/26/2020 | Added 20 Q&As. |
| 3 | 12/12/2020 | Added 22 Q&As, revised 6 Q&As. |
| 4 | 1/31/2021 | Added 16 Q&As, revised 9 Q&As. |
| 4.1 | 3/19/2021 | Revised Q&As regarding Respite Voucher in the Aging Network Profile section. |
| 5.0 | 3/31/2021 | Added 68 Q&As, revised 9 Q&As, deleted 2 Q&As. |
| 6.0 | 6/30/2021 | Added 90 Q&As, revised 5 Q&As, deleted 5 Q&As. |
| 7.0 | 10/31/2021 | Revised and updated the FAQs to provide information only on frequently asked questions or concerns for both OAAPS [Exploratory](https://www.oaaps-pilot.acl.gov/) and [Production](https://oaaps.acl.gov/welcome) sites. |