



# Using Survey Data to Describe OAA Participants

Heather Menne, PhD


Office of Performance and Evaluation, ACL

2017 National Home and Community Based Services (HCBS) Conference  
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# Agenda

- Background on the *National Survey of Older Americans Act Participants* (NSOAAP)
  - Access to Data and Visualization
  - 2016 Data Highlights
- 

# Background

- 2016 was the 11<sup>th</sup> NSOAAP
- Six Surveys: nationally representative samples of people who receive specific OAA Title III services (total N = 6,000)

Service	Sample Size (2016)
Homemaker	473
Case Management	397
Transportation	821
Home-Delivered Nutrition	868
Congregate Nutrition	814
Caregiver	1,709

- Annual telephone survey (conducted by Westat interviewers)

## Background cont'd

- Its primary purpose is to provide ACL and the aging network with outcome information that demonstrate the effect of services and illustrate client reported quality of service
- Service recipient demographics, health and well-being indicators are also collected

# Multiple Domains

- Service-specific and Cross-cutting
  - Length of time and frequency of service use
  - Ratings of service quality (specific components and overall quality)
  - Perceived benefits
  - Receipt of other services and their quality
  - Demographics, social and physical function

# Access to Data and Information

- AoA Program Evaluations and Other Reports
  - <https://www.acl.gov/programs/program-evaluations-and-reports>
  - Ongoing Studies:
    - Performance of Older Americans Act Programs (includes NSOAAP Research Briefs)
    - Evaluation of Title III-C Elderly Nutrition Services Program
    - Caregiver Outcomes Evaluation Study of the NFCSP
- AGing Integrated Database (AGID) website, on-line query system
  - [www.agid.acl.gov](http://www.agid.acl.gov)



## Administration on Aging: AGing Integrated Database (AGID)

The AGing Integrated Database (AGID) is an on-line query system based on ACL-related data files and surveys, and includes population characteristics from the Census Bureau for comparison purposes. The four options or paths through AGID provide different levels of focus and aggregation of the data - from individual data elements within Data-at-a-Glance to full database access within Data Files.

Before you begin your query, please review AGID's Resources section with an "About AGID" overview, instructional videos, descriptions of data sources, and frequently asked questions (FAQs). Even experienced AGID users may find the Resources videos and documentation helpful. At any time, you may select from one of the four options below and follow the system prompts. If you need additional assistance, please complete an AGID Support request from the link found at the bottom left of every AGID screen.



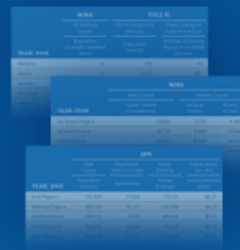
### Data-at-a-Glance

Quick estimates in map, chart, or tabular form



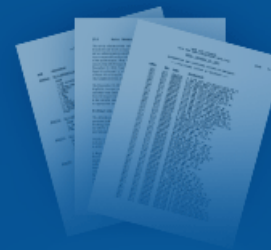
### State Profiles

State-level summaries and comparisons



### Custom Tables

Detailed multi-year tables



### Data Files

Download data files and documentation

## What's New

### State Program Performance Report (SPR) Proposed Revisions for comment

The Administration for Community Living is making available for public comment the draft State Program

## Resources

[About AGID](#)[Release Notes](#)

# National Survey of OAA Participants

## Available Filters

Select an individual year for your table:

- 2003
- 2004
- 2005
- 2008
- 2009
- 2011
- 2012
- 2013
- 2014
- 2015



## Your Selections

◀ *Please make a selection.*

- [Previous](#)
- [Clear](#)
- [Save](#)
- [Next](#)
- [Clear All](#)



# National Survey of OAA Participants

## Available Filters

Select an individual topic for your table:

- ▷  Caregiver
- ▷  Home Delivered Meals
- ▷  Congregate Meals
- ▷  Homemaker
- ▷  Transportation
- ▶  Case Management
  - ▶  Experience with case management service
    - When Was Last Time Received Case Management Services? (CSDAYS) ⓘ
    - Does Recipient Know How To Contact Case Manager? (CSCONT) ⓘ
    - Does Case Manager Return Phone Calls Timely (CSFONEC) ⓘ
    - Does Case Manager Explain Services So Recipient Understands (CSEXPLN) ⓘ
    - Recipient and Case Manager Decide Together On Services? (CSNEEDS) ⓘ
    - Does Case Manager Treat Recipient W/Respect? (CSRESPT) ⓘ
    - Does Case Manager Involve Recipient Plan Services? (CSINVOLV) ⓘ
    - Does Case Manager Do Good Job Set Up Care? (CSCARE) ⓘ
    - Does Case Manager Help Recipient Get New Services? (CSGTMOR) ⓘ
    - Has Recipient's Situation Improved W/Services Case Manager (CSBETTR) ⓘ
    - How Long Recipient Received Case Management Services? (CSHOWLG) ⓘ
    - Did Case Manager Develop Care Plan? (CSSVCPLN) ⓘ
    - Did Recipient Get A Copy Of The Plan? (CCOPY) ⓘ
    - Is Recipient Able To Select Services Received? (CELSVC) ⓘ
    - Is Recipient Able To Select Service Provider? (CSELPRV) ⓘ

## Your Selections

- Previous
- Clear
- Save
- Next
- Clear All

### Years

2015 ✕

# National Survey of OAA Participants

## Available Filters

Select the stratifiers to include in your table:

- No Stratifier
- No Stratifier
- ▷  Geographic
- ▷  Demographic
- ▷  Physical Functioning

- Previous
- Clear
- Save
- Next
- Clear All

? Click on the pointer ▶ to expand and make selections.

## Your Selections

### Years

2015 ✕

### Data Elements

- Does Case Manager Return Phone Calls Timely (CSFONEC) ✕
- Does Case Manager Explain Services So Recipient Understands (CSEXPLN) ✕
- Does Case Manager Treat Recipient W/Respect? (CSRESPT) ✕
- Does Case Manager Involve Recipient Plan Services? (CSINVOLV) ✕
- Does Case Manager Do Good Job Set Up Care? (CSCARE) ✕
- Did Recipient Get A Copy Of The Plan? (CCOPY) ✕
- Is Recipient Able To Select Services Received? (CELSVC) ✕
- Is Recipient Able To Select Service Provider? (CSELPRV) ✕



Save...

Help...

Share...

Print...

# National Survey of OAA Participants

[View an alternative version of the results.](#)

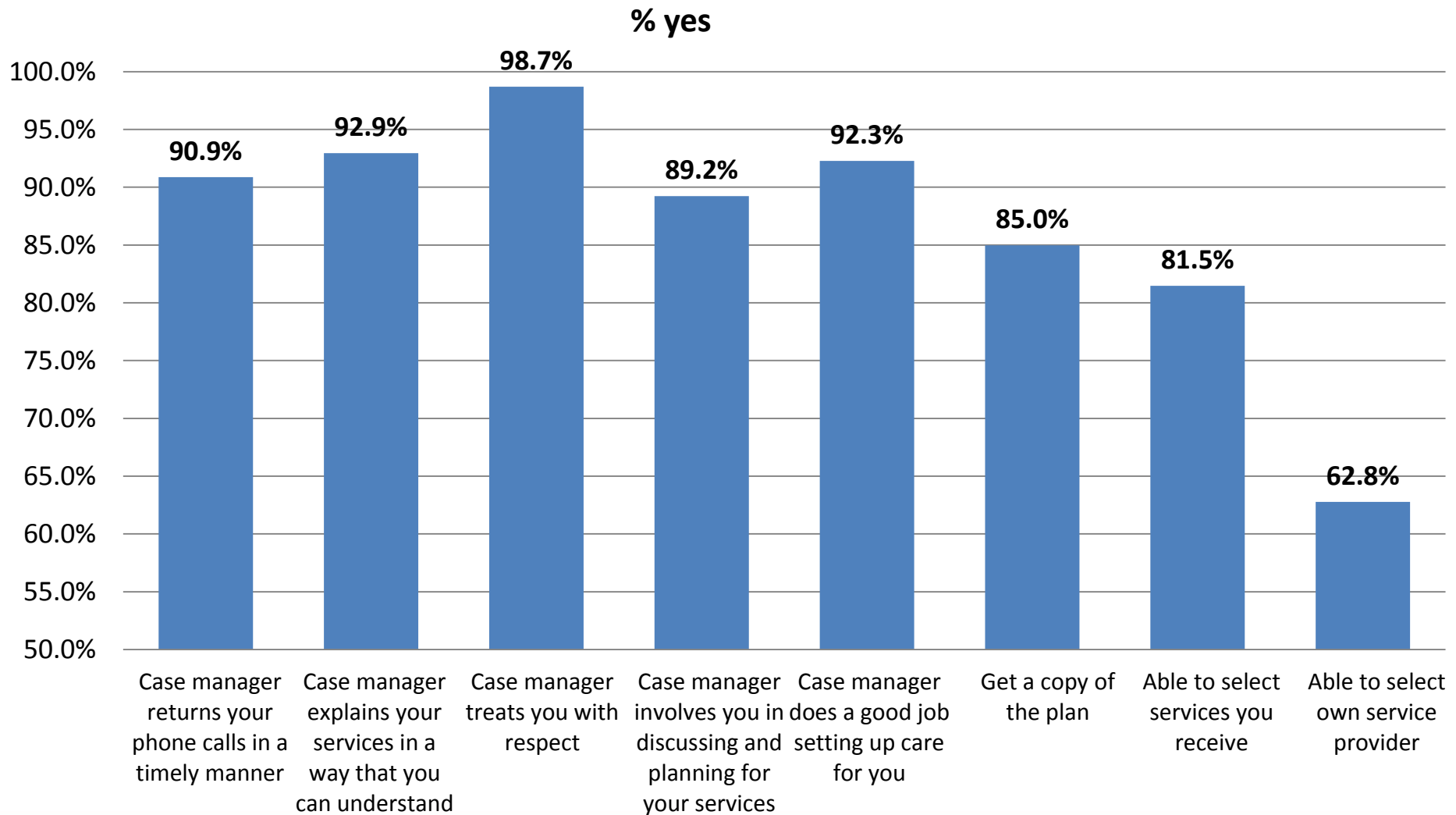
Hide Missing Responses    Show Missing Responses

Restore Defaults

Drag a column header and drop it here to group by that column

Year	Service	Stratifier	Stratifier Value	Questionnaire Question	Response	Survey Responses	Weighted Count	Count	Standard Error	Percent
2015	Case Management	No Stratifier	All	Does Case Manager Return Phone Calls Timely	Yes	337	303,576	18,215.30	89.7 %	
2015	Case Management	No Stratifier	All	Does Case Manager Return Phone Calls Timely	No	30	34,903	8,455.60	10.3 %	
2015	Case Management	No Stratifier	All	Does Case Manager Return Phone Calls Timely	Total	367	338,479	15,414.83	100.0 %	
2015	Case Management	No Stratifier	All	Does Case Manager Explain Services So Recipient Understands	Yes	384	369,864	8,253.97	94.5 %	
2015	Case Management	No Stratifier	All	Does Case Manager Explain Services So Recipient Understands	No	22	21,594	6,506.76	5.5 %	
2015	Case Management	No Stratifier	All	Does Case Manager Explain Services So Recipient Understands	Total	406	391,459	15,811.73	100.0 %	
2015	Case Management	No Stratifier	All	Does Case Manager Treat Recipient W/Respect?	Yes	397	383,462	6,405.00	99.4 %	
2015	Case Management	No Stratifier	All	Does Case Manager Treat Recipient W/Respect?	No	8	2,253	1,292.82	0.6 %	
2015	Case Management	No Stratifier	All	Does Case Manager Treat Recipient W/Respect?	Total	405	385,714	6,635.27	100.0 %	
2015	Case Management	No Stratifier	All	Does Case Manager Involve Recipient Plan Services?	Yes	356	345,880	9,534.51	89.0 %	
2015	Case Management	No Stratifier	All	Does Case Manager Involve Recipient Plan Services?	No	45	42,673	10,440.45	11.0 %	
2015	Case Management	No Stratifier	All	Does Case Manager Involve Recipient Plan Services?	Total	401	388,553	6,241.14	100.0 %	

# 2016: Case Management Quality



# 2016 NSOAAP Data Highlights

Preliminary!!

- These are highlights and the data will be publically available soon at:

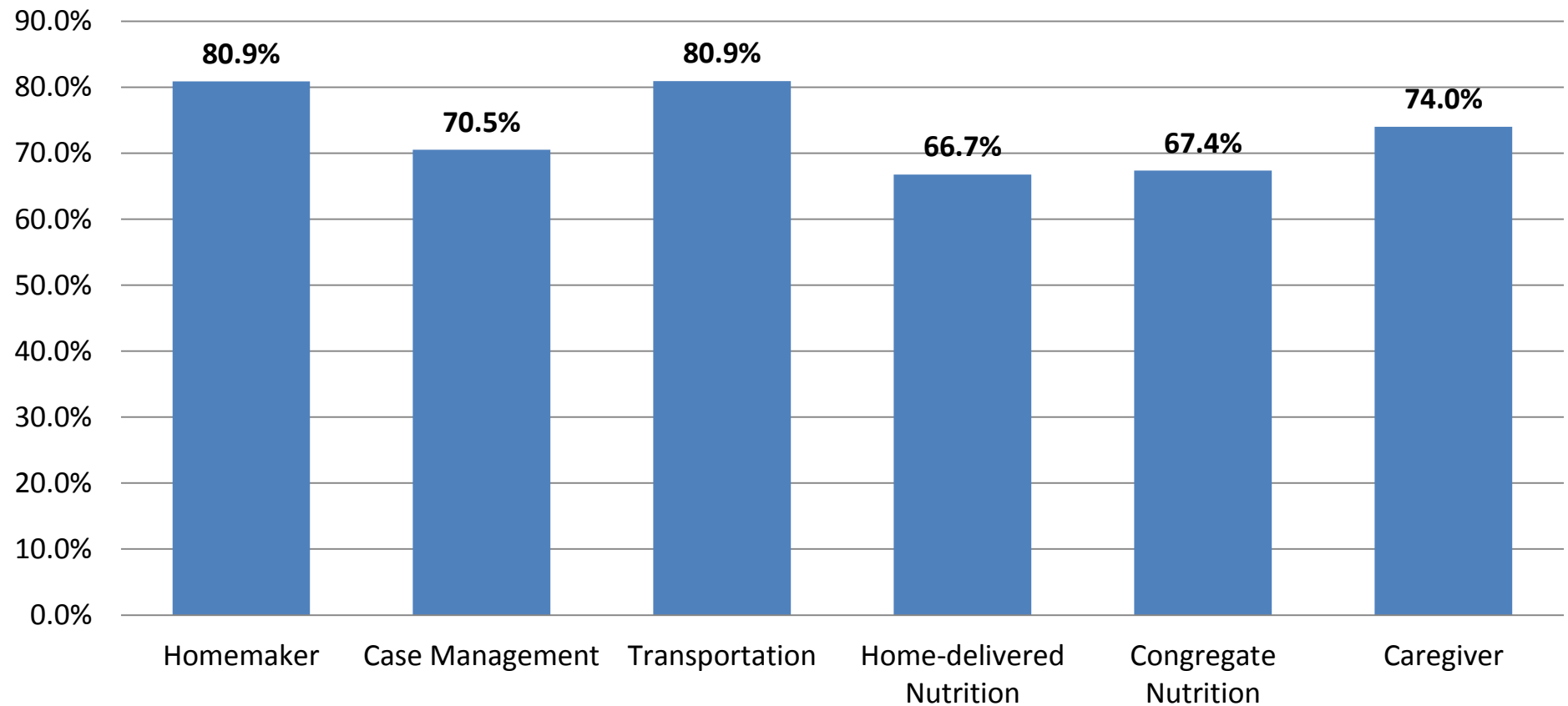
[www.agid.acl.gov](http://www.agid.acl.gov)

# 2016 NSOAAP Data Highlights

- Outline
  - All services
    - Demographic characteristics
    - Quality measures
    - Health and well-being measures
  - Service Specific
    - Demographic characteristic detail
    - Quality measures
    - Health and well-being measures

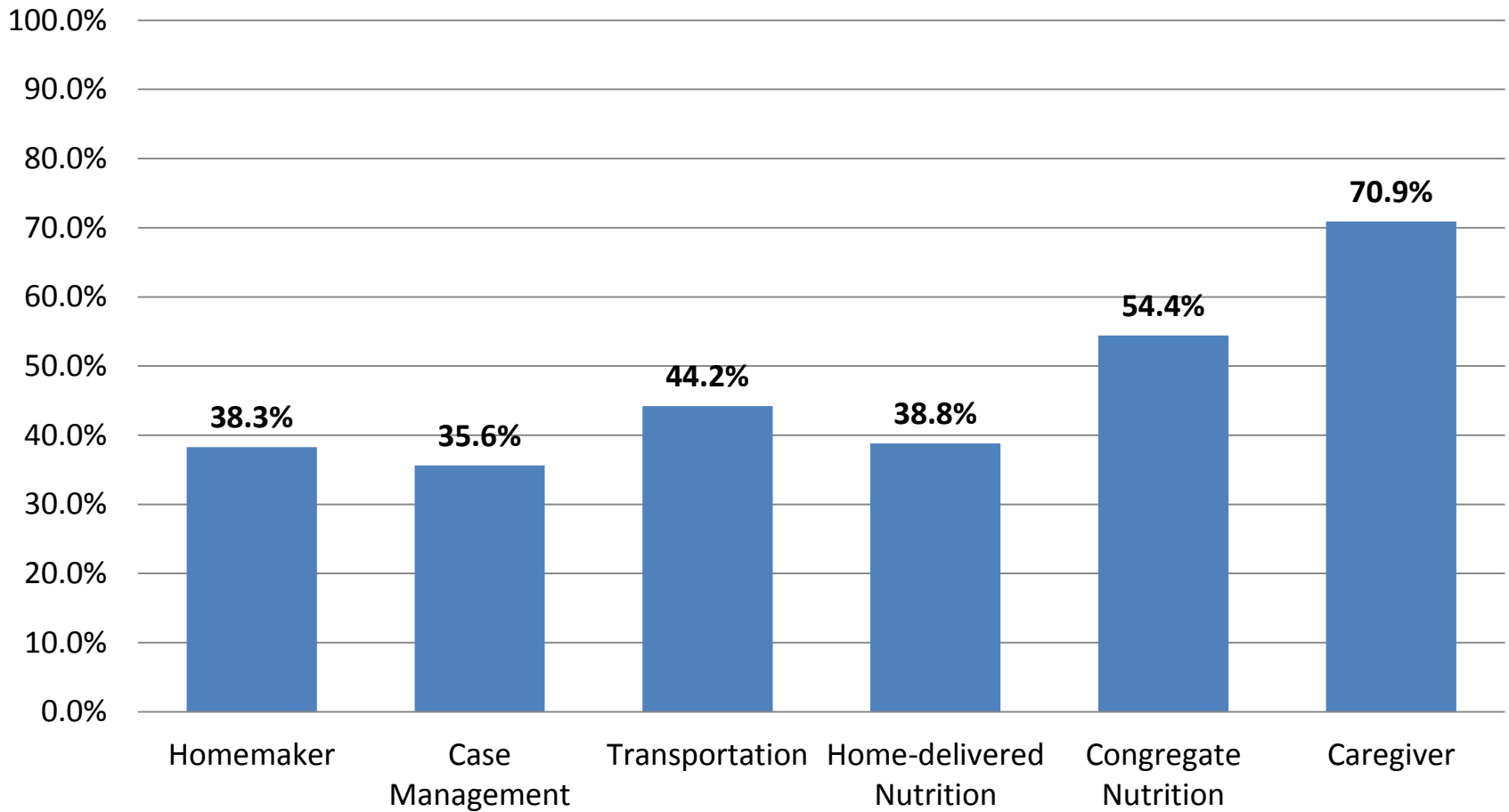
# 2016 Demographics: All Services

## Female



# 2016 Demographics: All Services

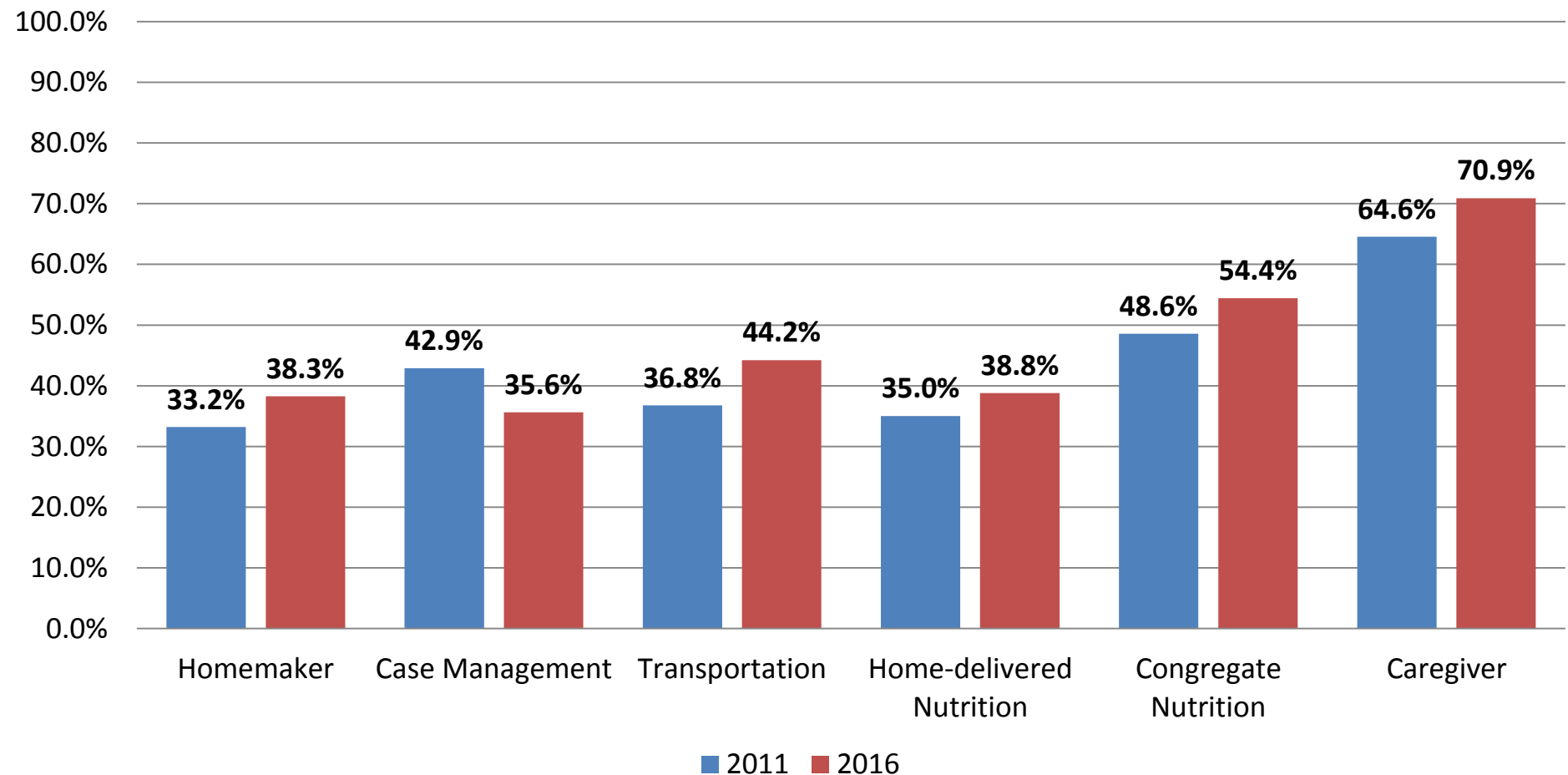
## More than High School Education





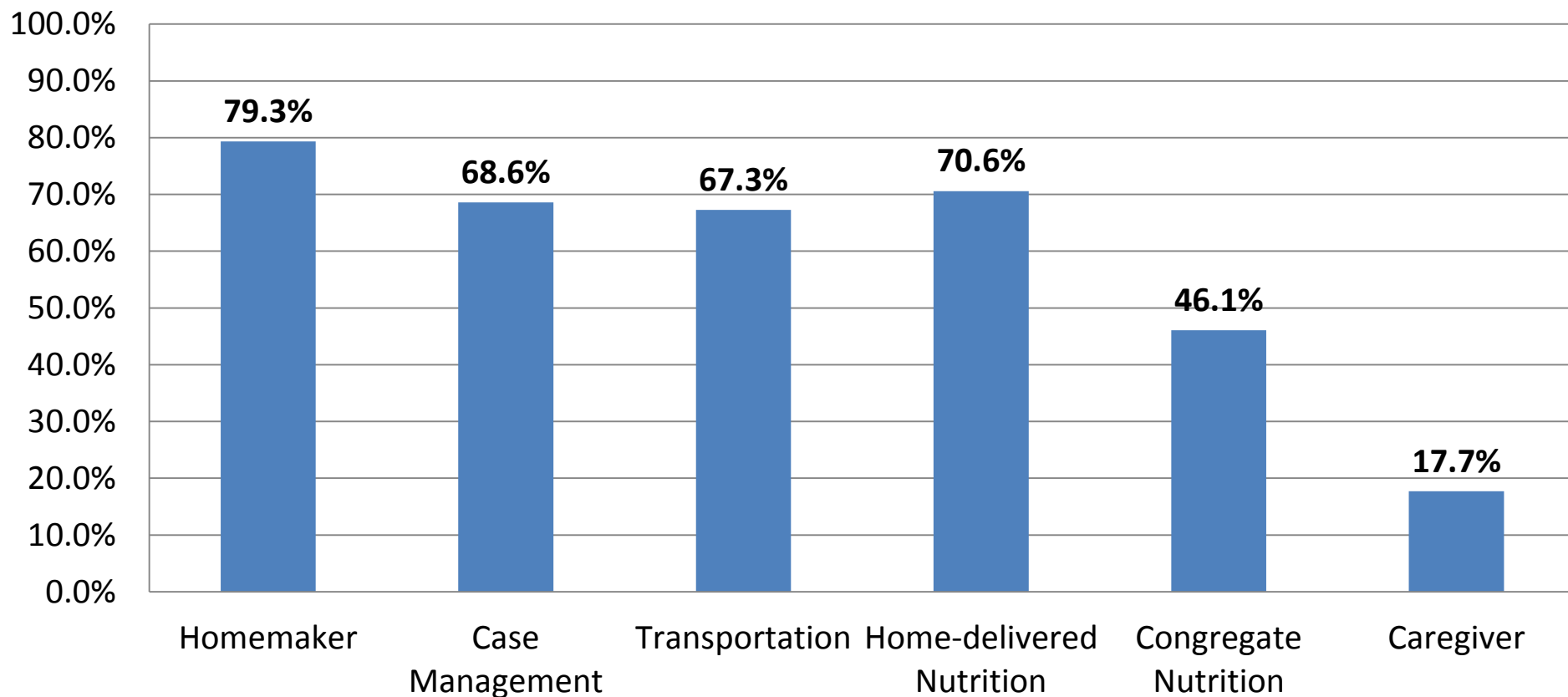
# 2011 and 2016: National Survey of Older Americans Act Participants

## More than High School Education



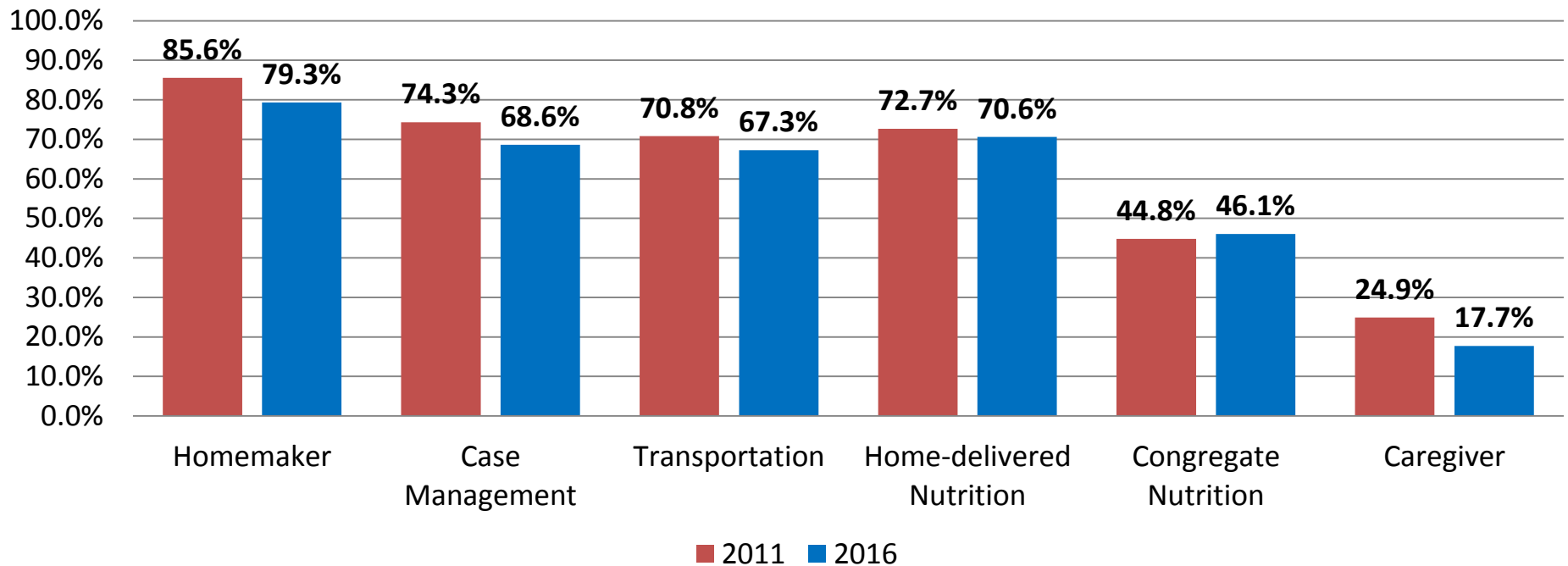
# 2016 Demographics: All Services

## Annual Household Income Below \$20,000



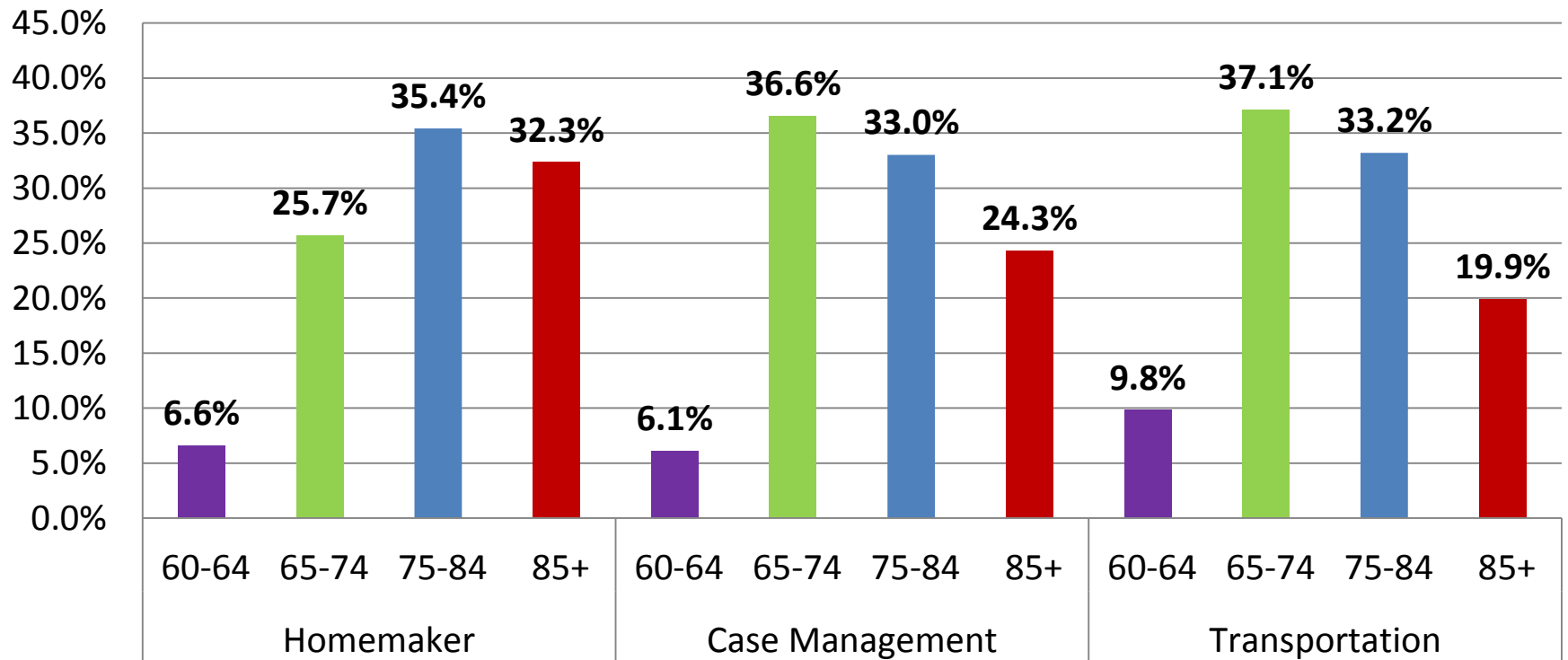
# 2011 and 2016 Demographics: All Services

## Annual Household Income Below \$20,000



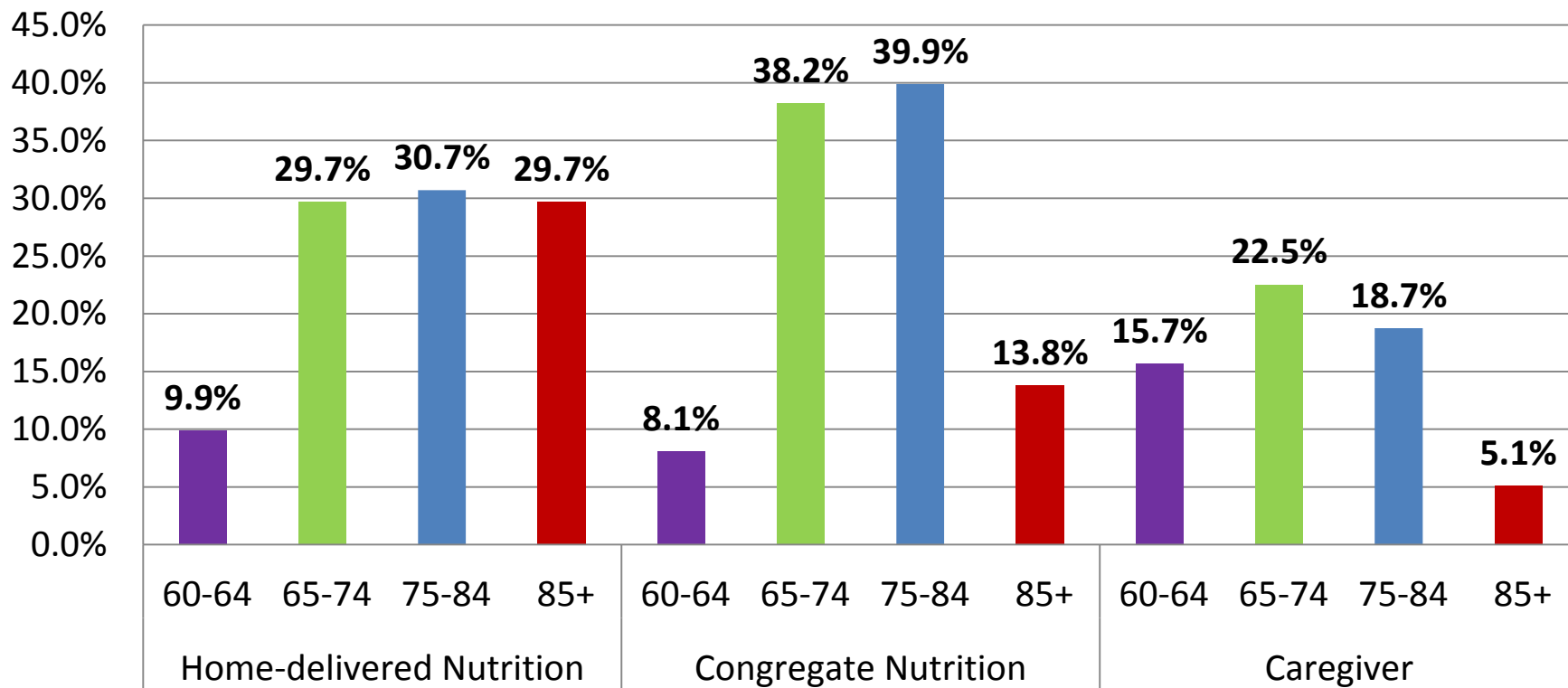
# 2016 Demographics: Selected Services

## Age Categories



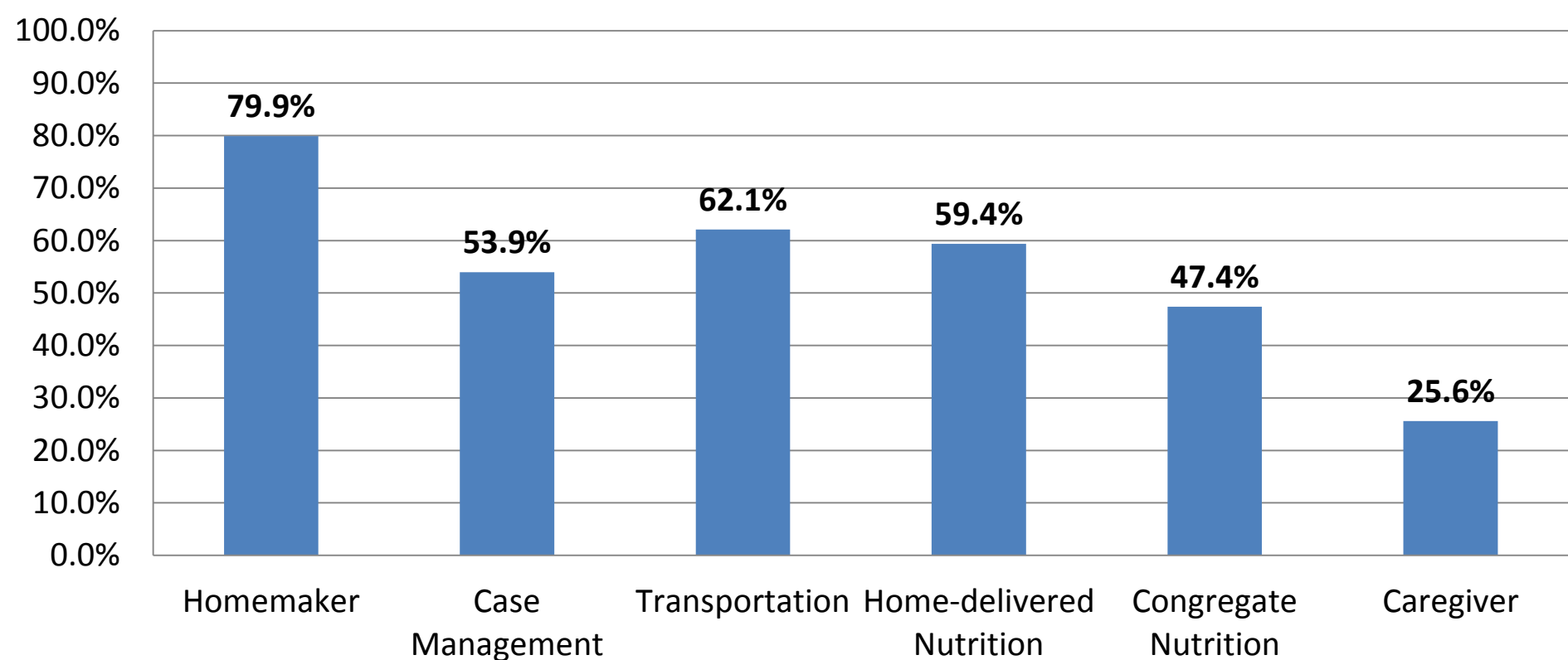
# 2016 Demographics: Selected Services

## Age Categories\*



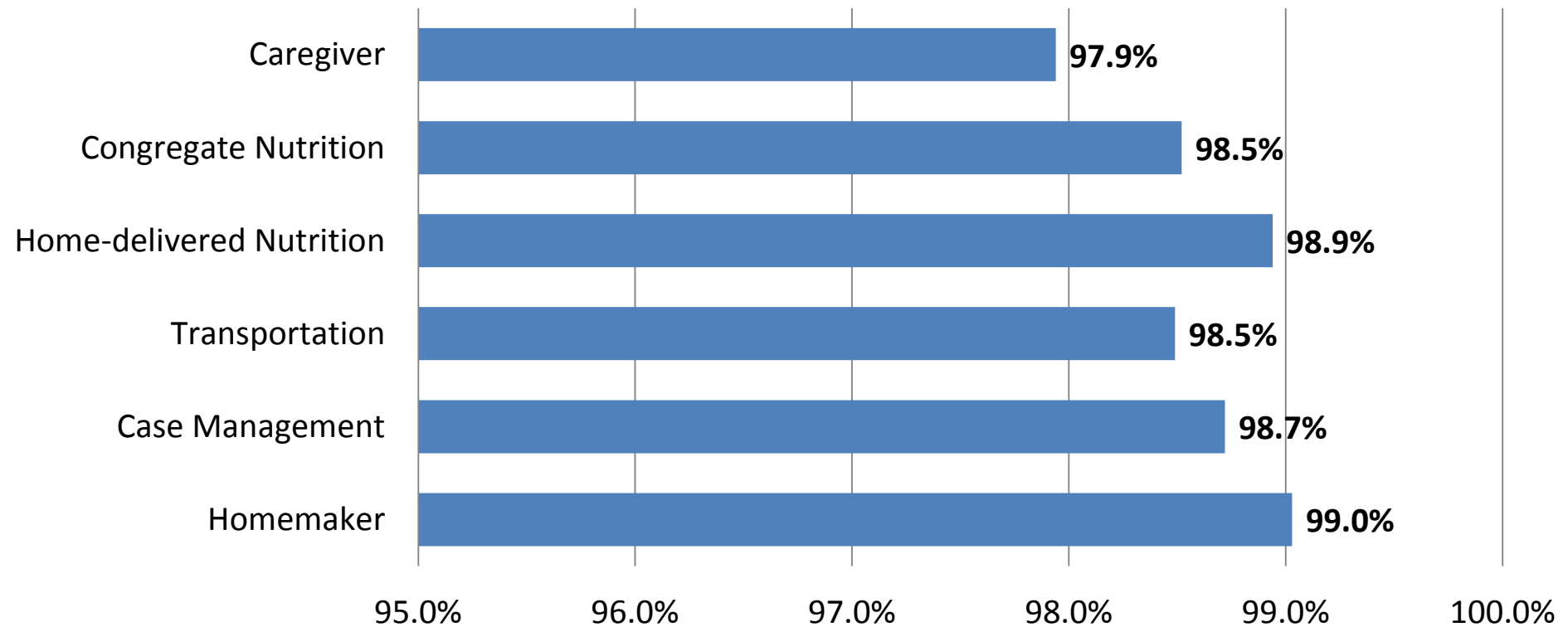
# 2016 Demographics: All Services

**Does anyone else live with you?  
(% no)/ Live Alone**



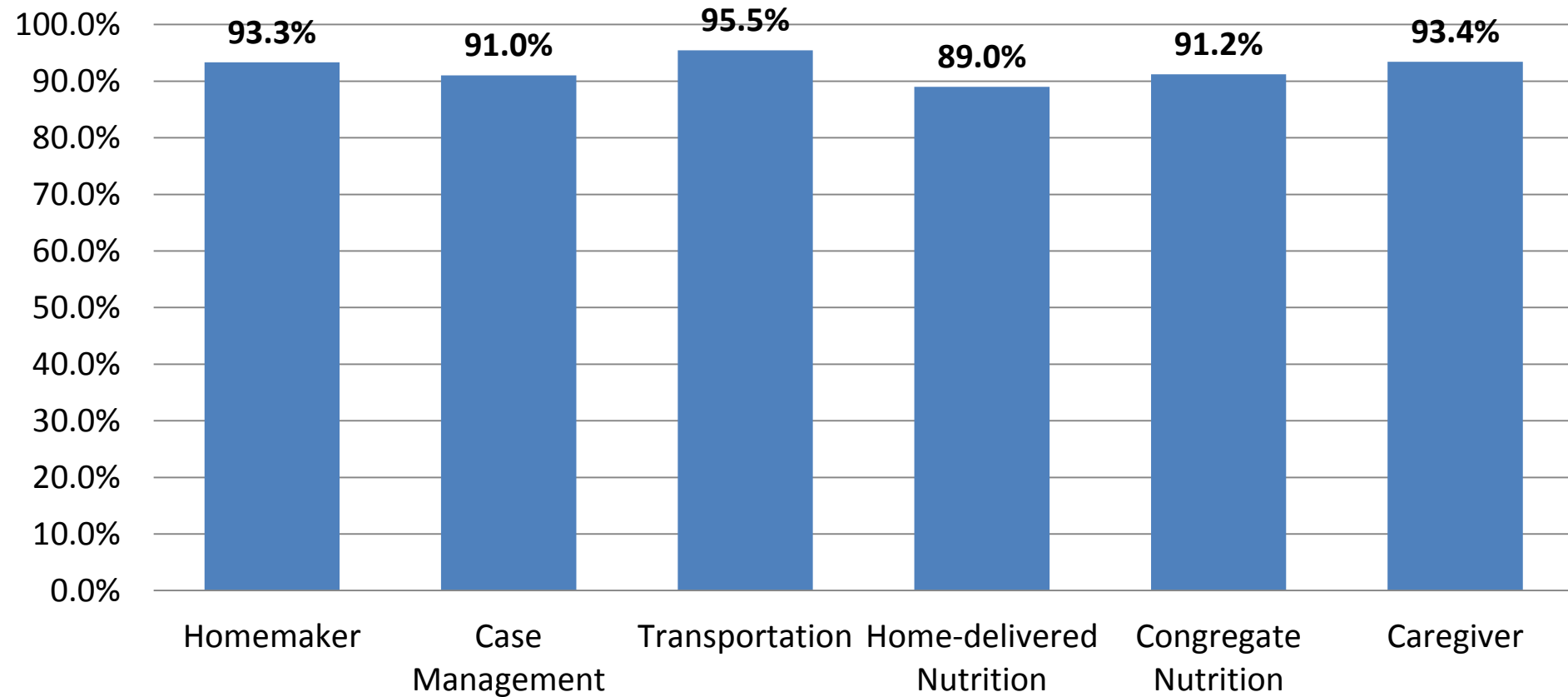
# 2016 Quality Measures: All Services

**People who give services are courteous  
(% agree)**



# 2016 Quality Measures: All Services

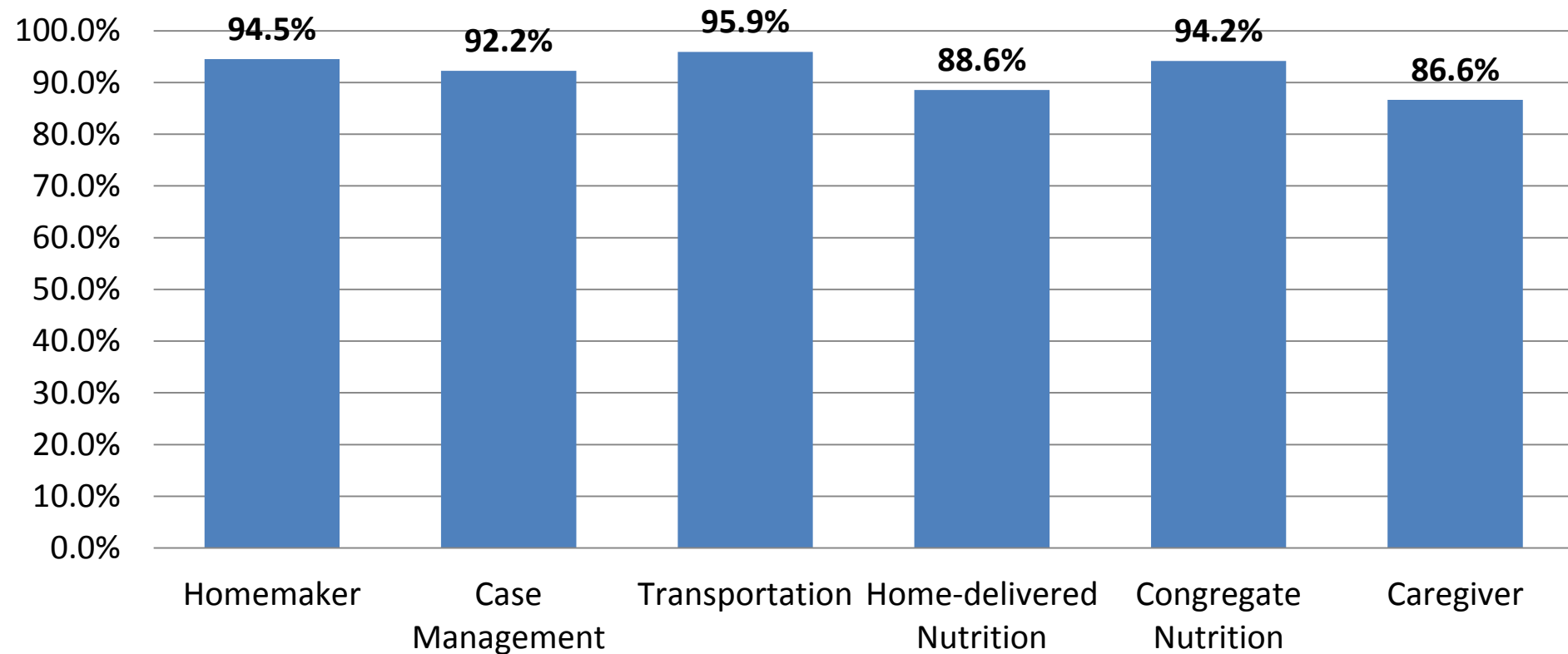
How would you rate...? (good, very good, excellent)



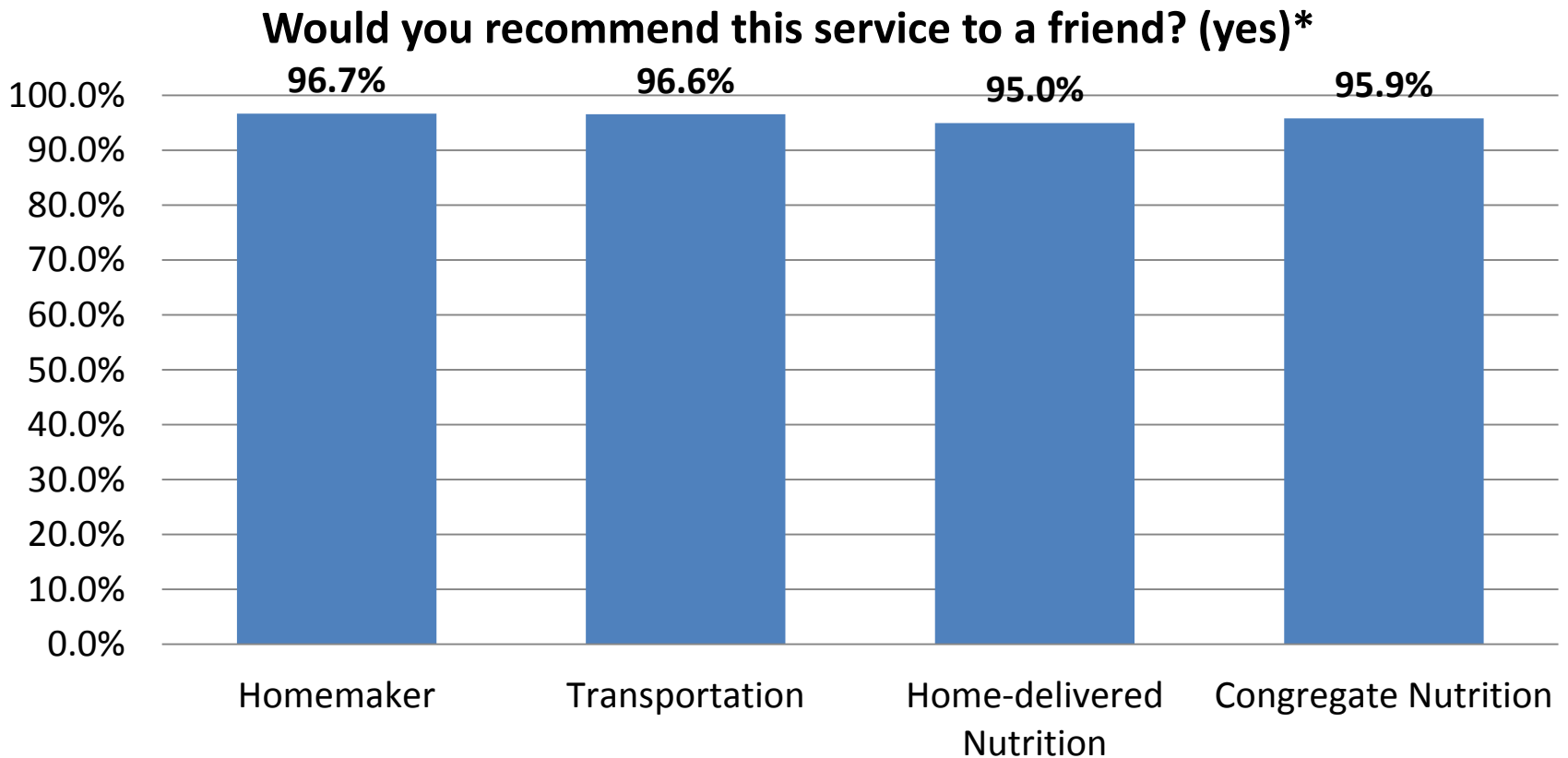


# 2016 Quality Measures: All Services

**Overall, how would you rate the group of services received? (good, very good, excellent)**



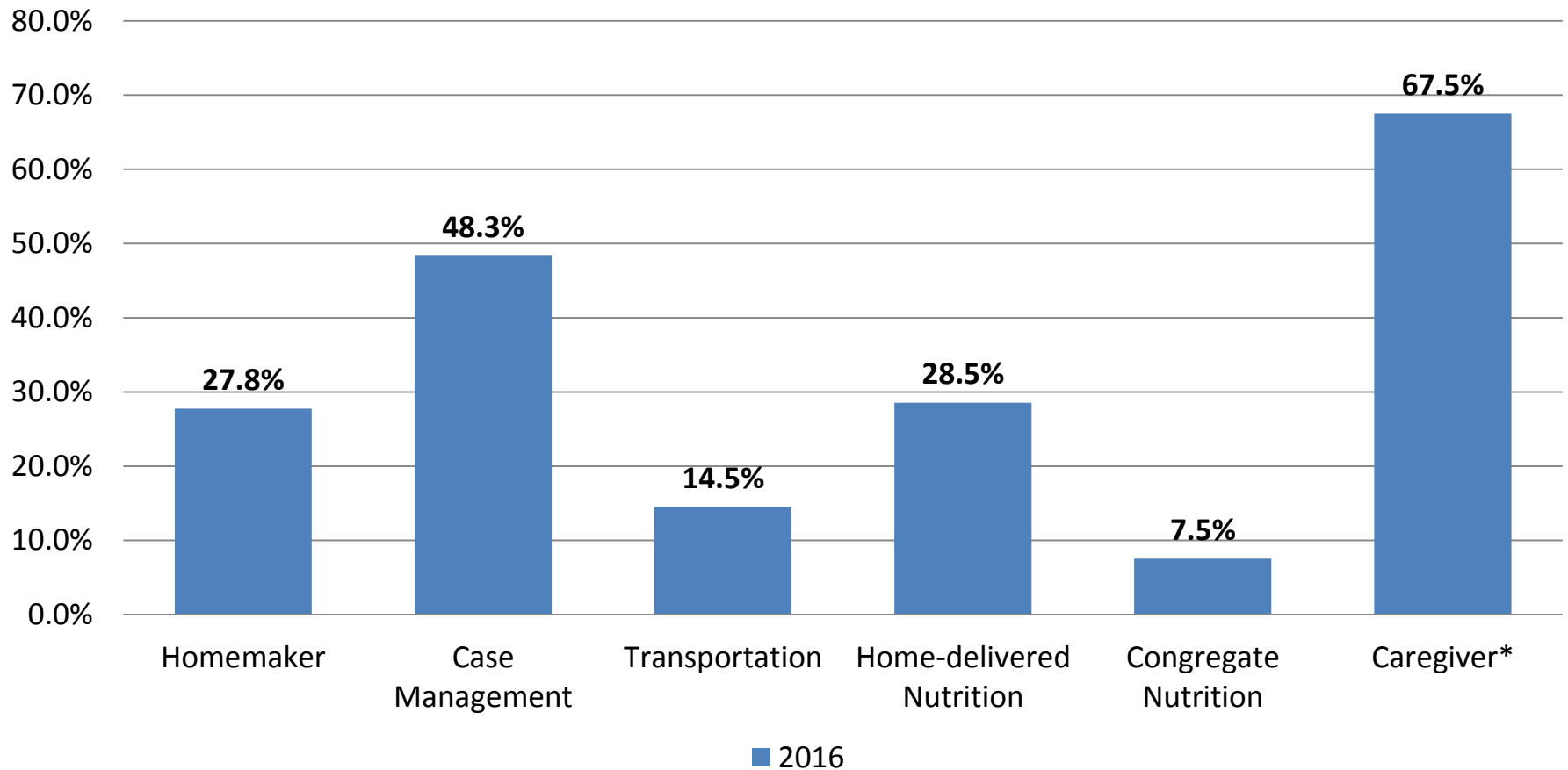
# 2016 Quality Measures: Selected Services



\* Question not asked of case management or caregiver clients.

# 2016 Health and well-being Measures: All Services

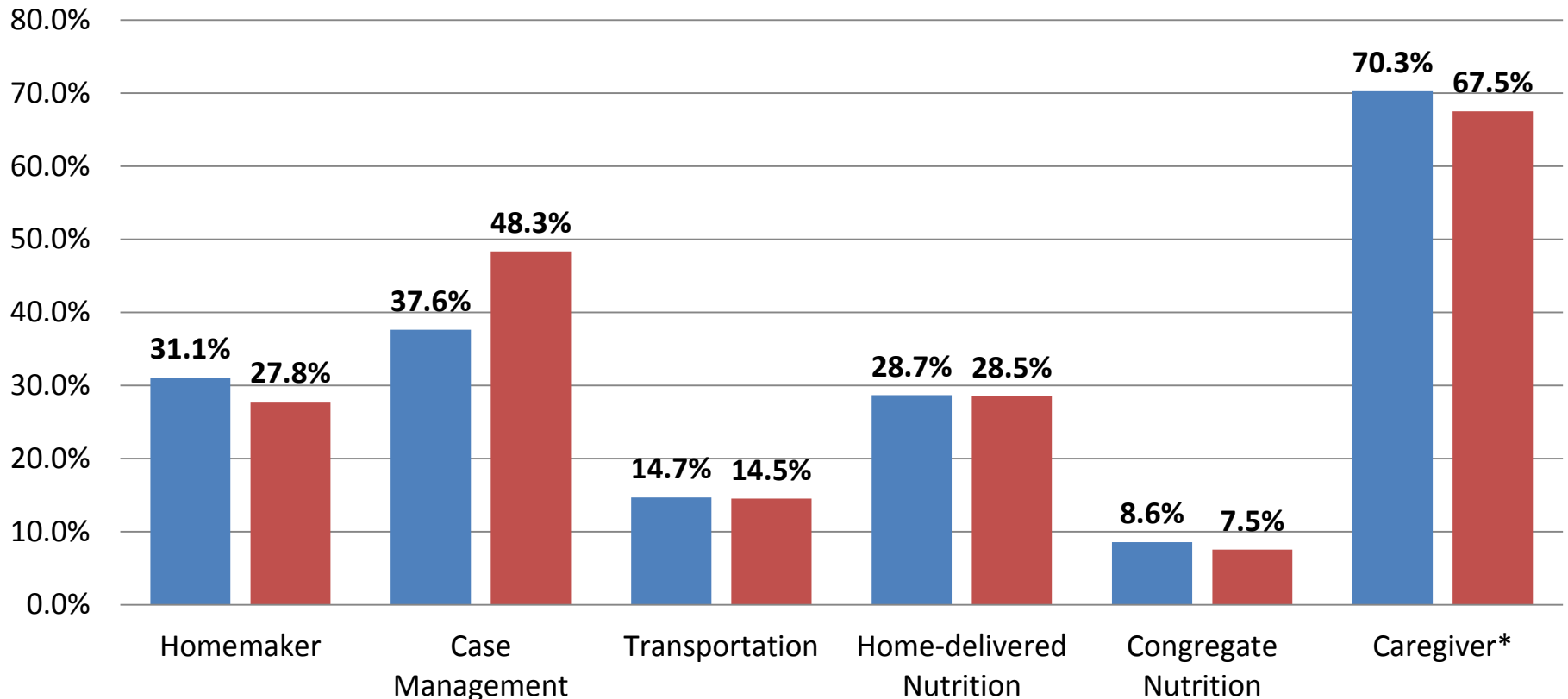
## 3+ ADL Limitations



\* Question is about care recipient of caregiver clients.

# 2011 and 2016 Health and well-being Measures: All Services

## 3+ ADL Limitations

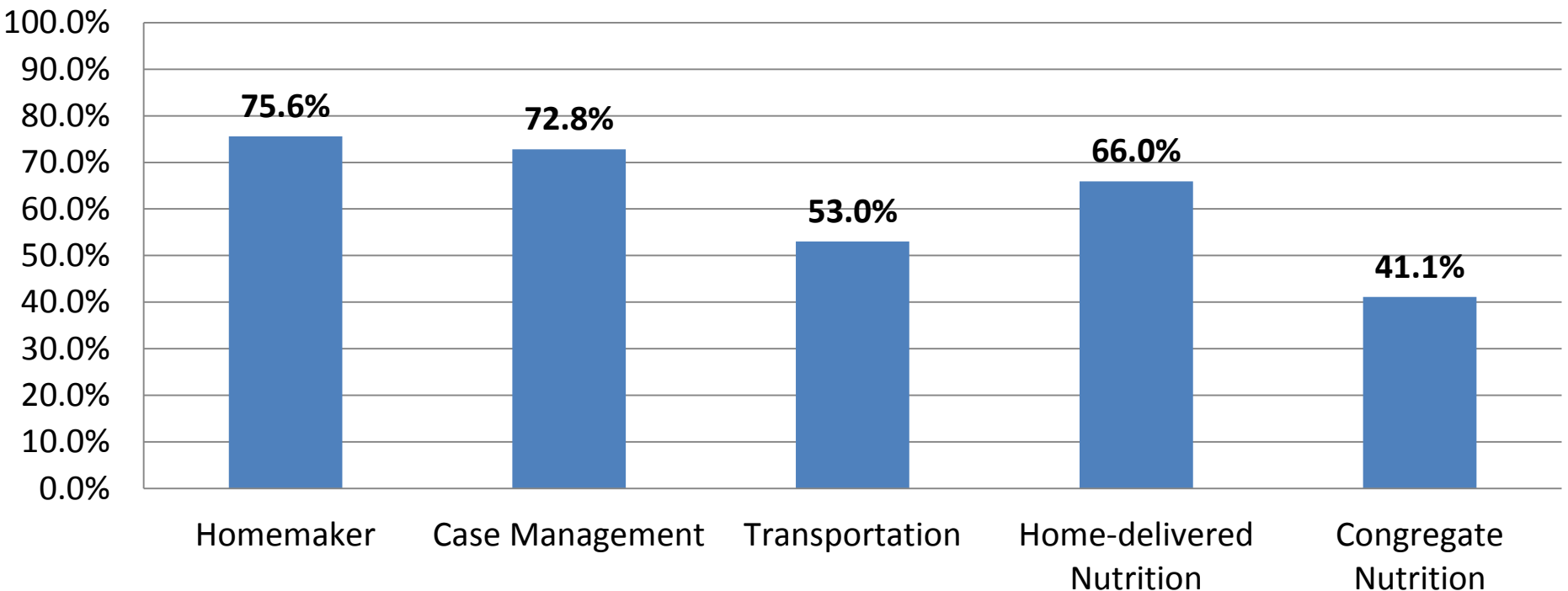


■ 2011 ■ 2016

\* Question is about care recipient of caregiver clients.

# 2016 Health and well-being Measures: Selected Services

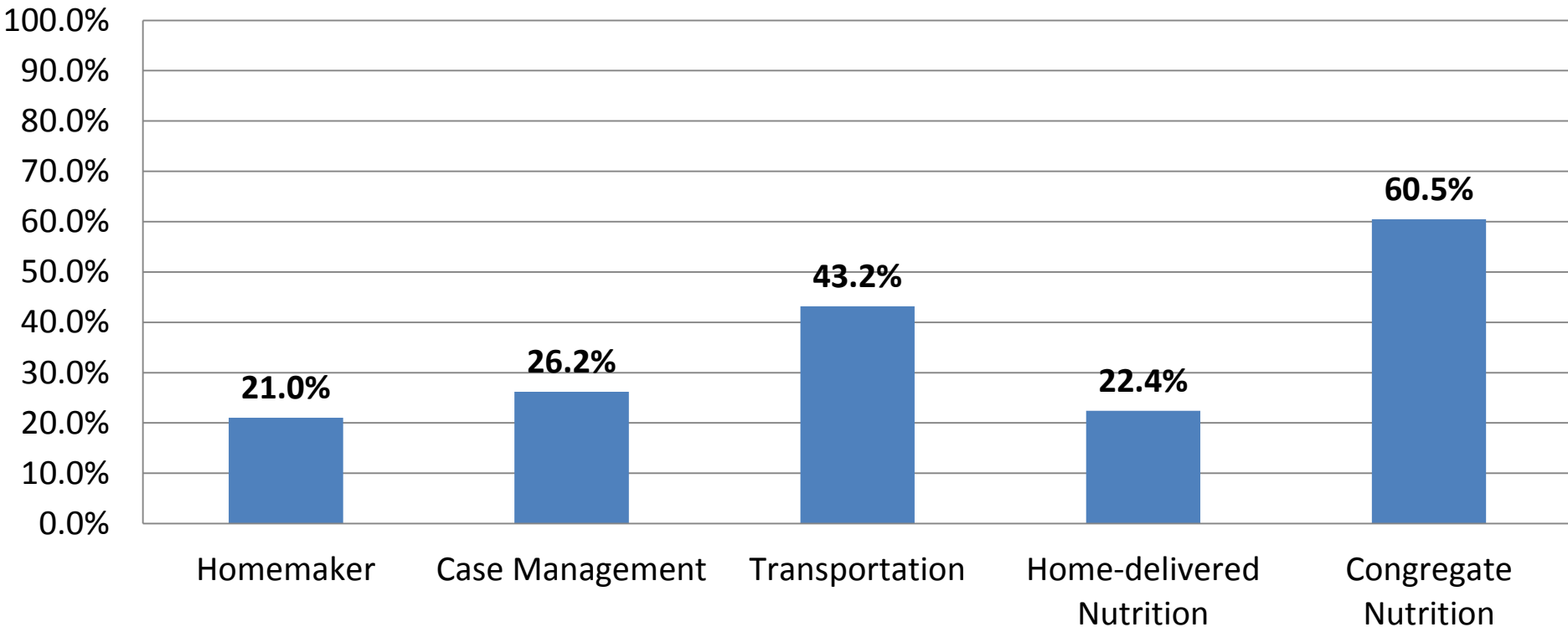
Regarding your present social activities, do you feel that you would like to be doing more?\*



\*Question not asked of caregiver clients.

# 2016 Health and well-being Measures: Selected Services

**Have your social opportunities increased since you became involved with these services? (% yes)\***



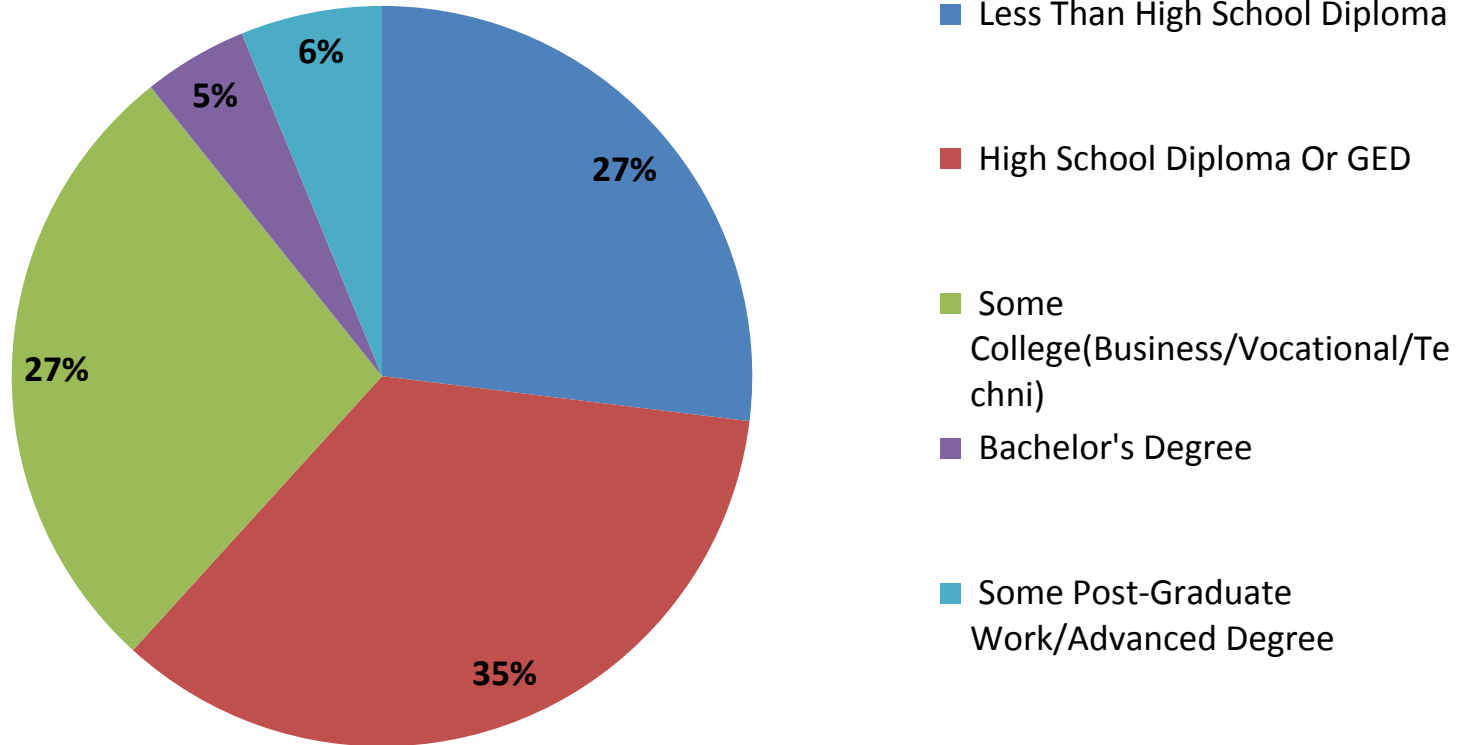
\*Question not asked of caregiver clients.



Homemaker

# 2016 Demographics: Homemaker

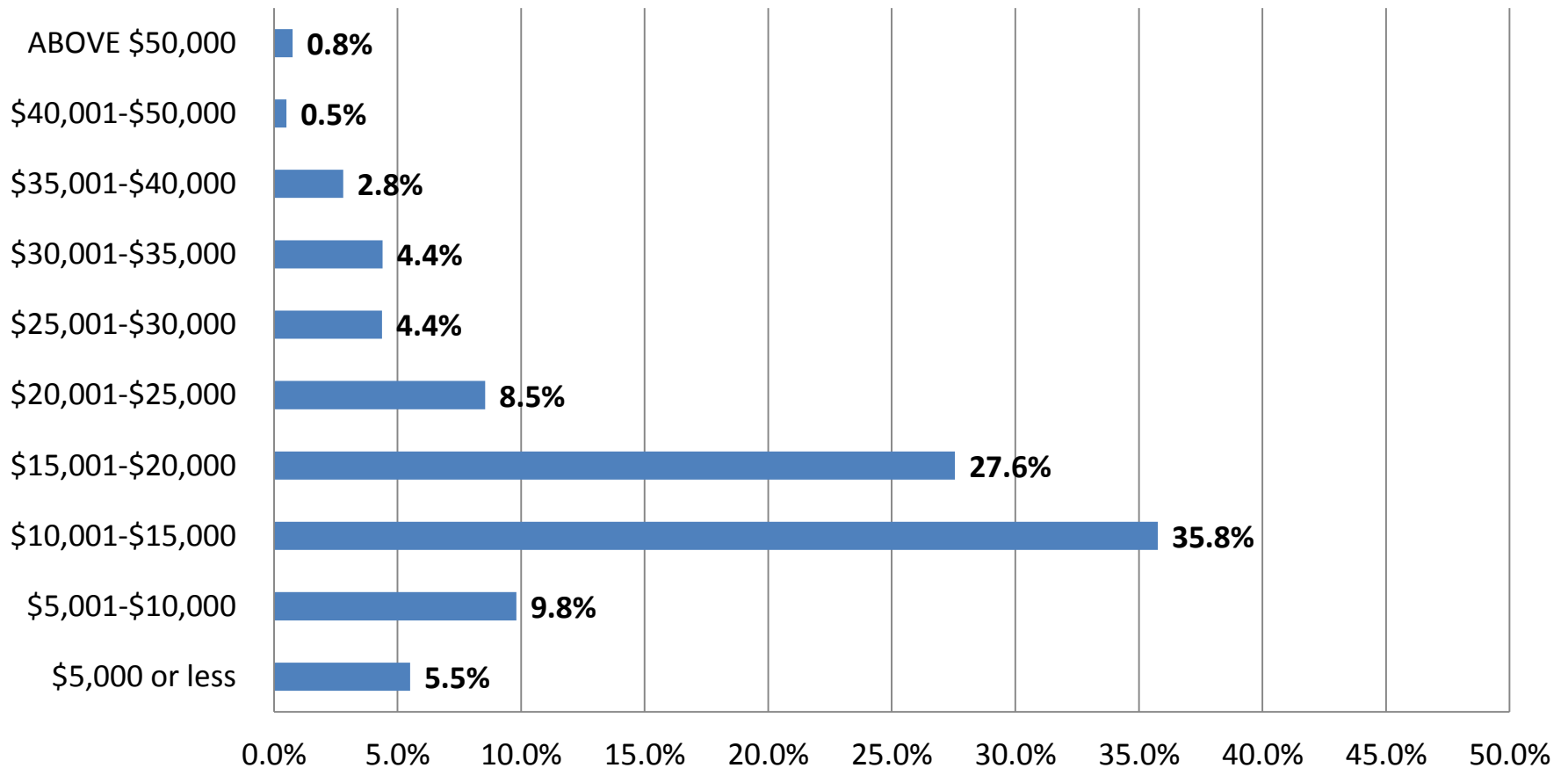
## Education





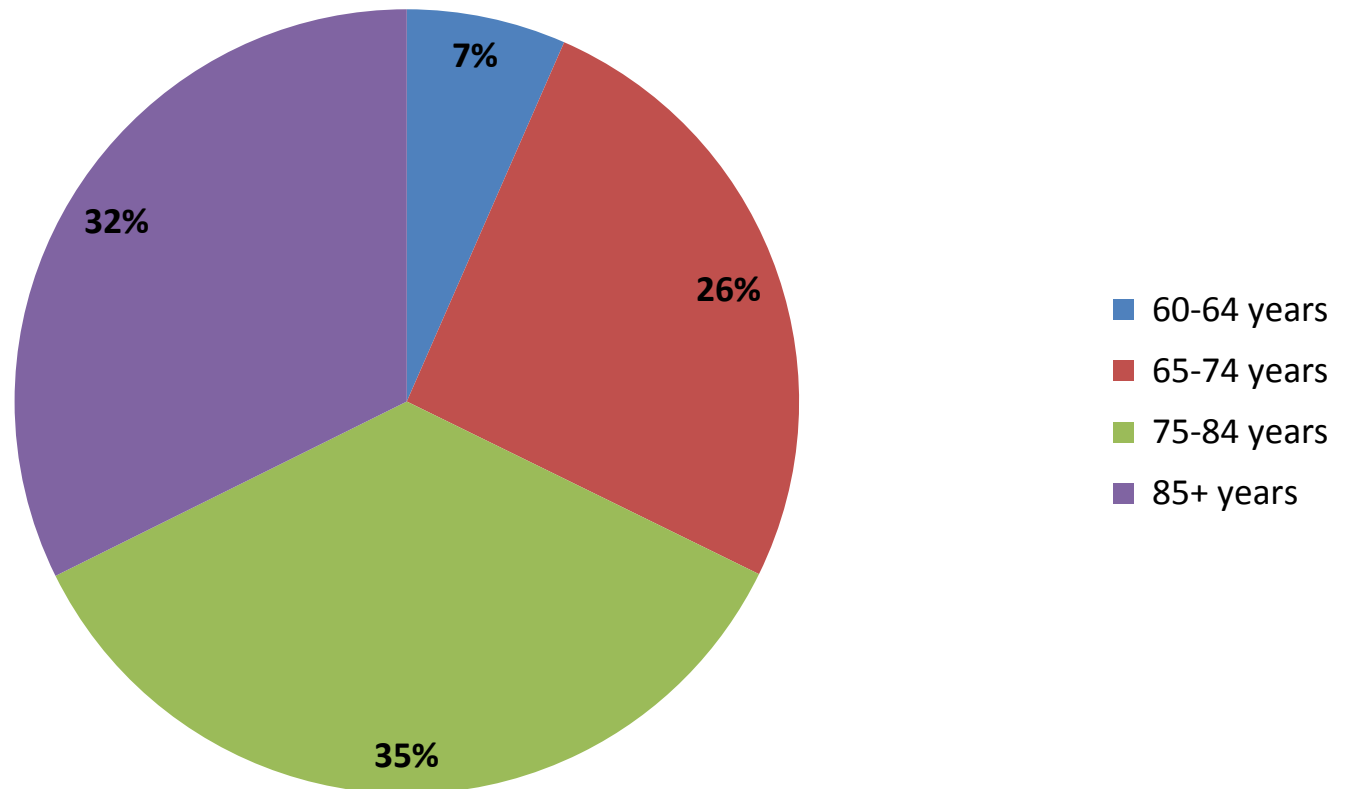
# 2016 Demographics: Homemaker

## Household Income



# 2016 Demographics: Homemaker

Age



## 2016 Quality: Homemaker

Does your **Homemaker** do things the way you want them done?

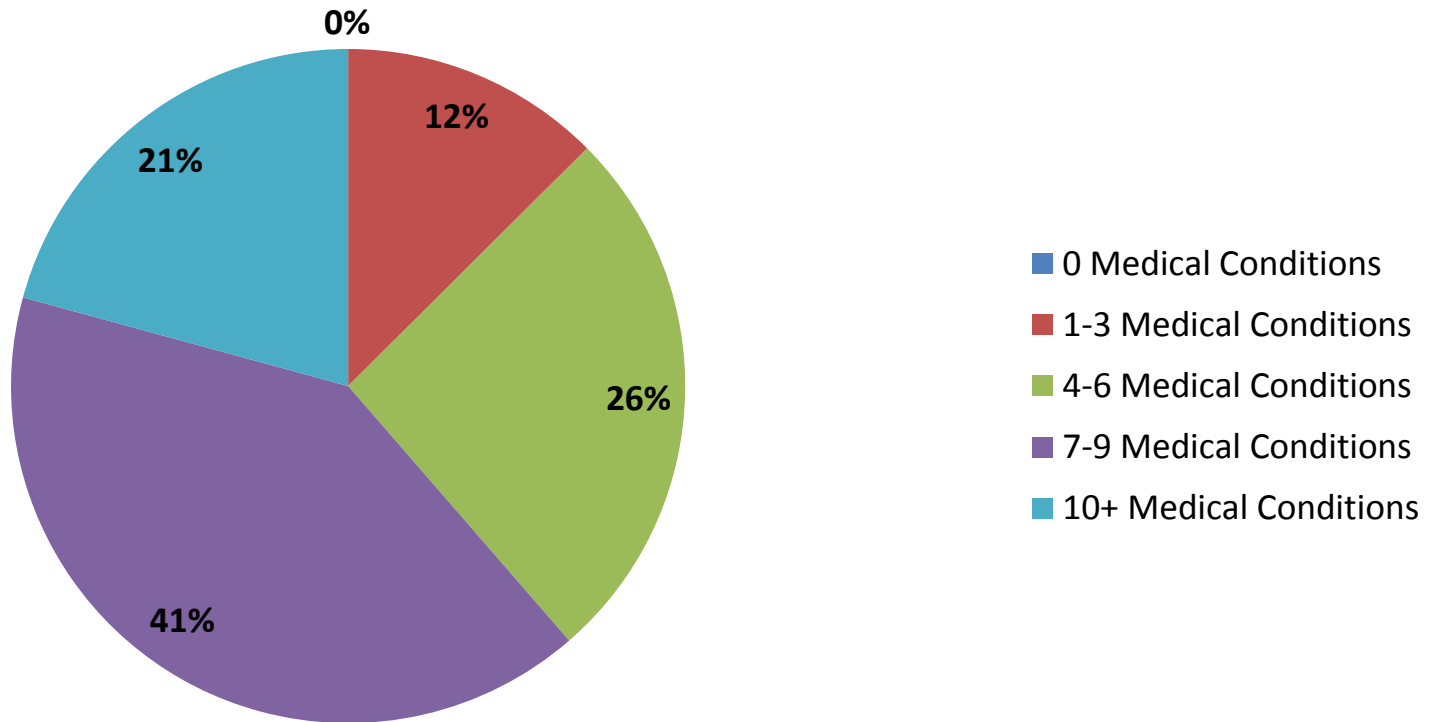
- 91.6% yes

Does your **Homemaker** do what you ask them to?

- 96.5% yes

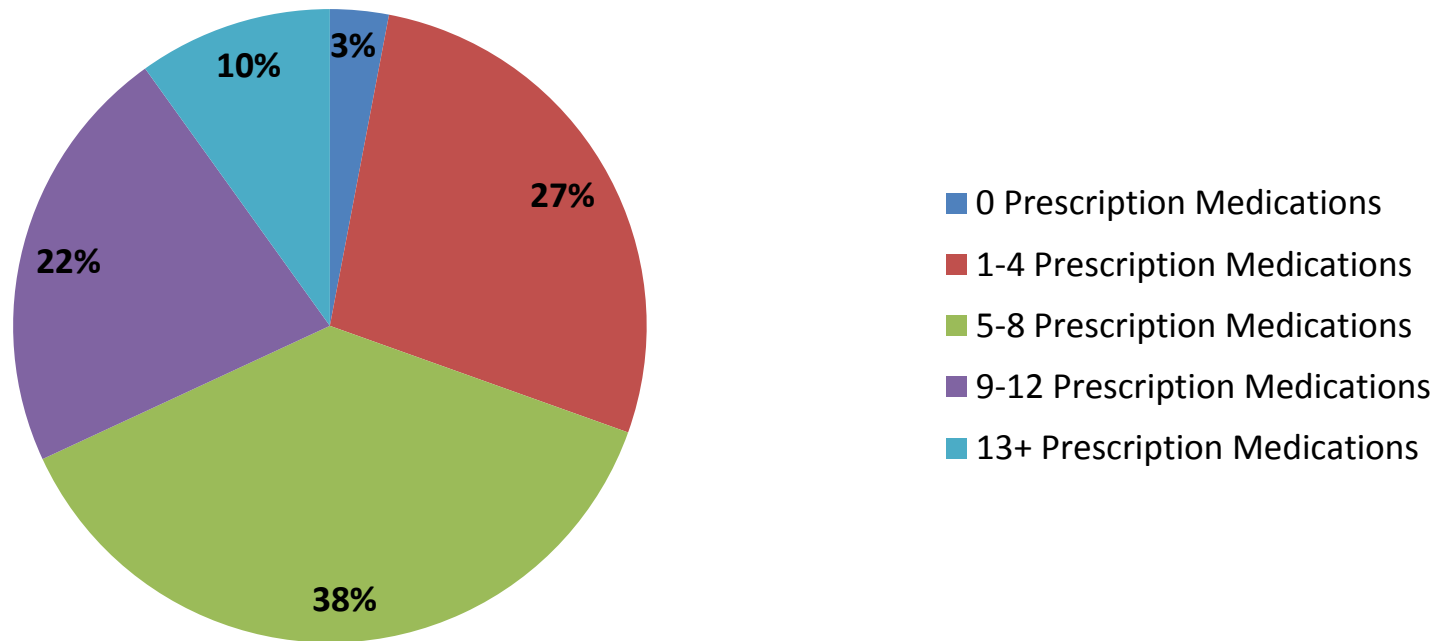
# 2016 Health and well-being: Homemaker

Number of Medical Conditions



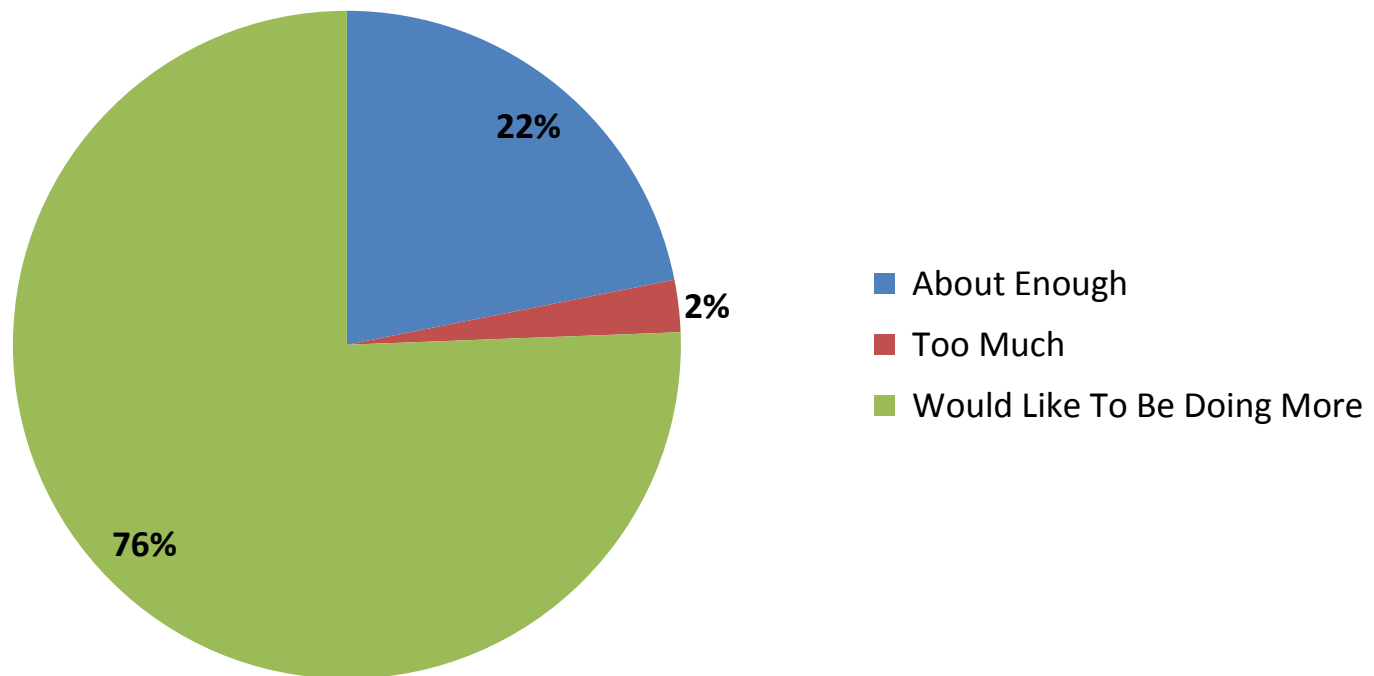
# 2016 Health and well-being: Homemaker

**Number of Prescription Medications**



# 2016 Health and well-being: Homemaker

Regarding your present social activities, do you feel that you are doing....?

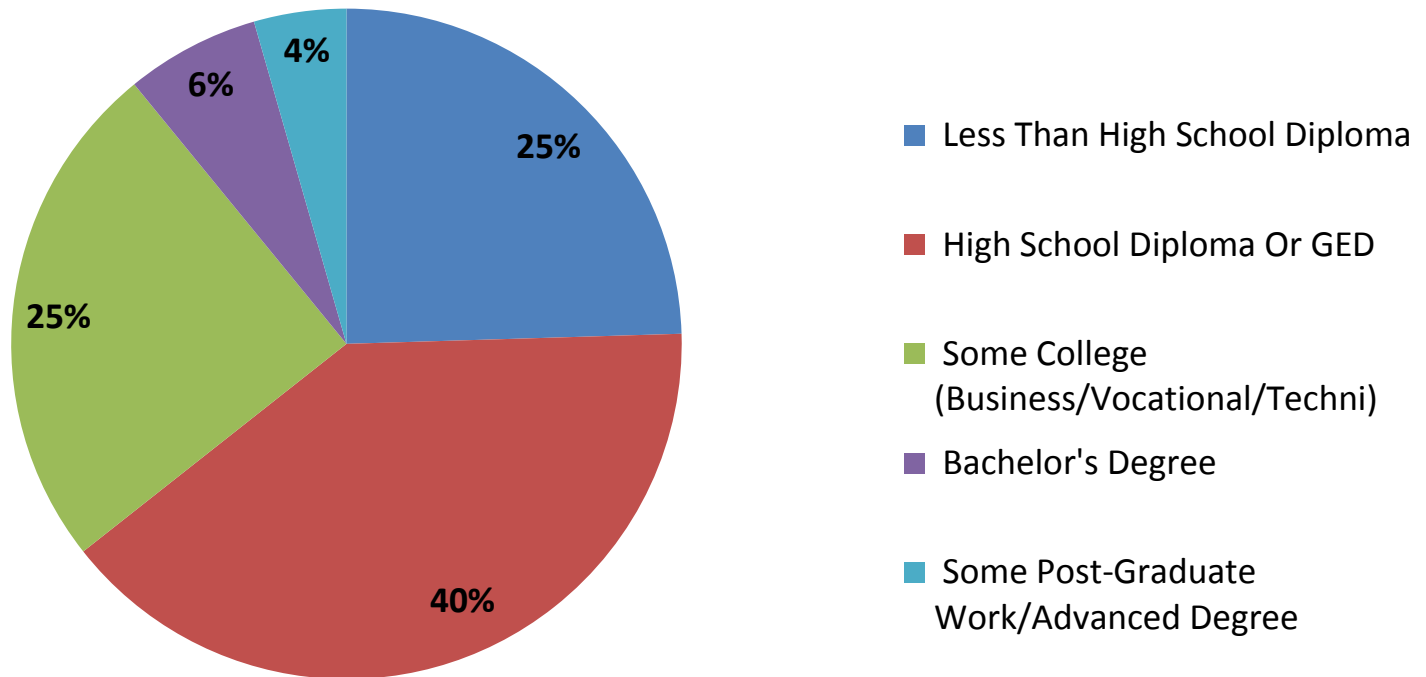




# Case Management

# 2016 Demographics: Case Management

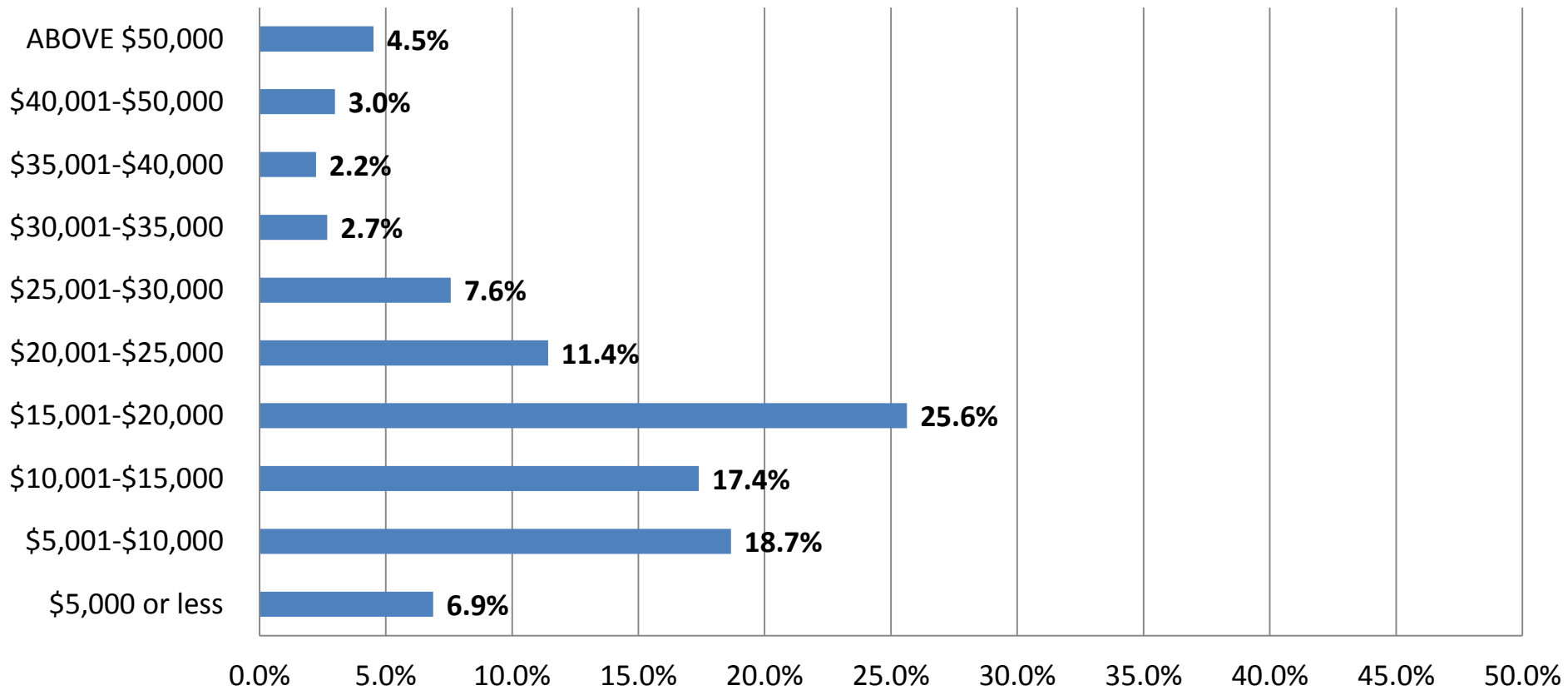
## Education





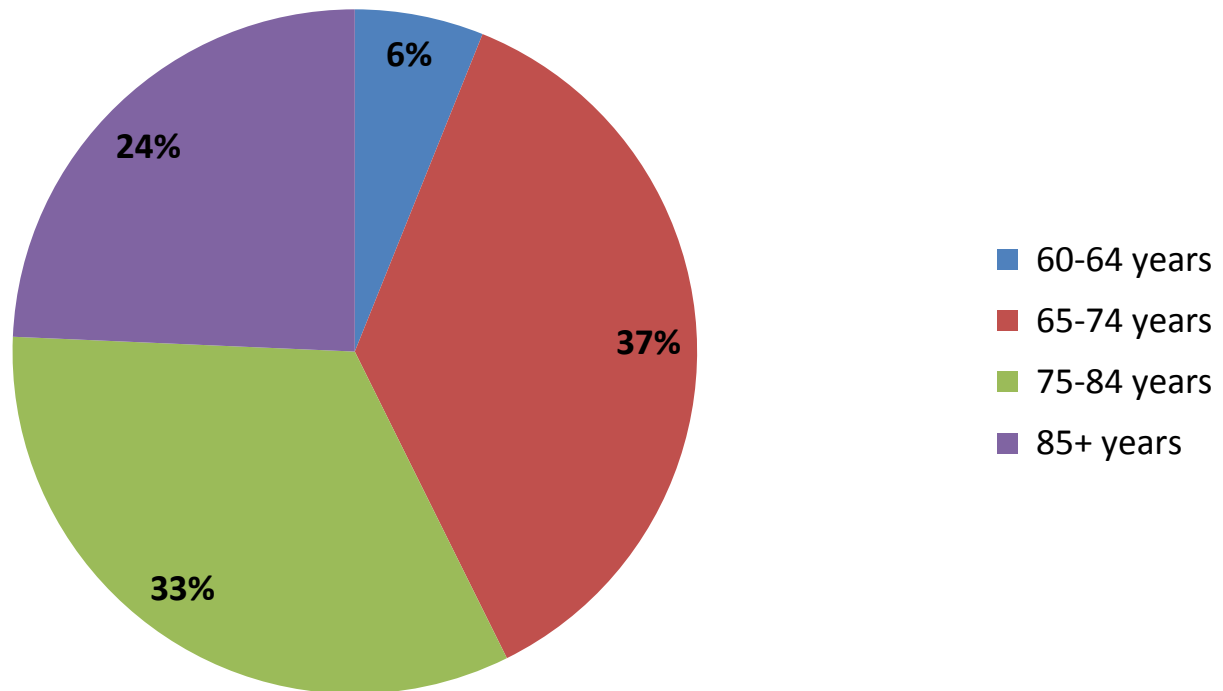
# 2016 Demographics: Case Management

## Household Income



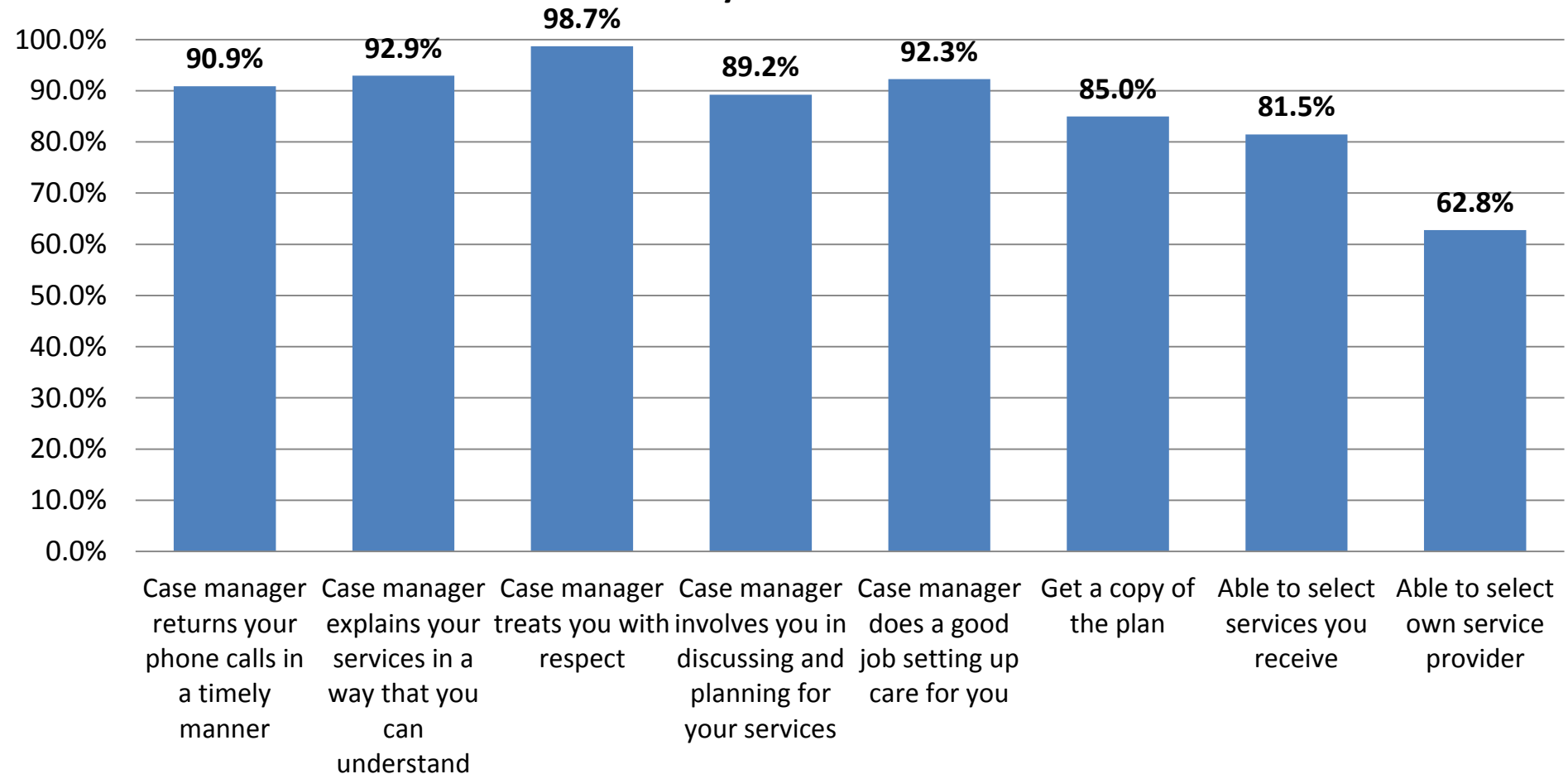
# 2016 Demographics: Case Management

Age



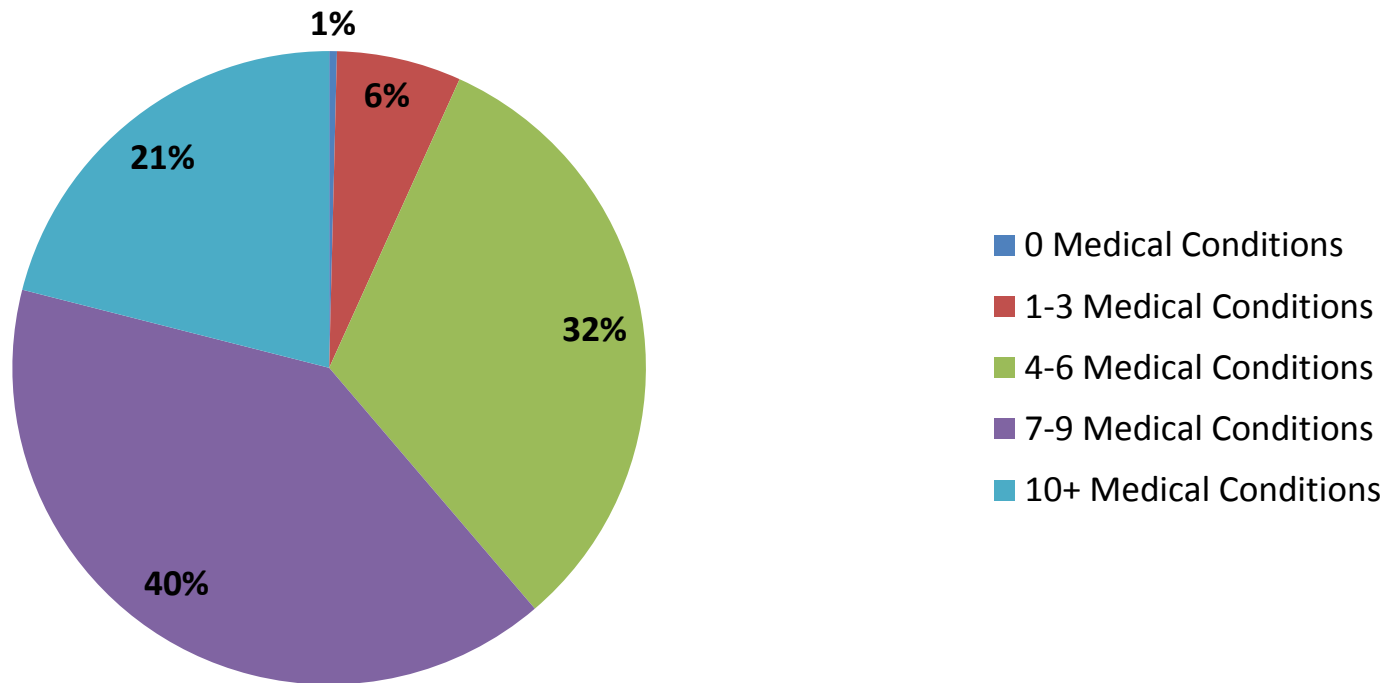
# 2016 Quality: Case Management

% yes



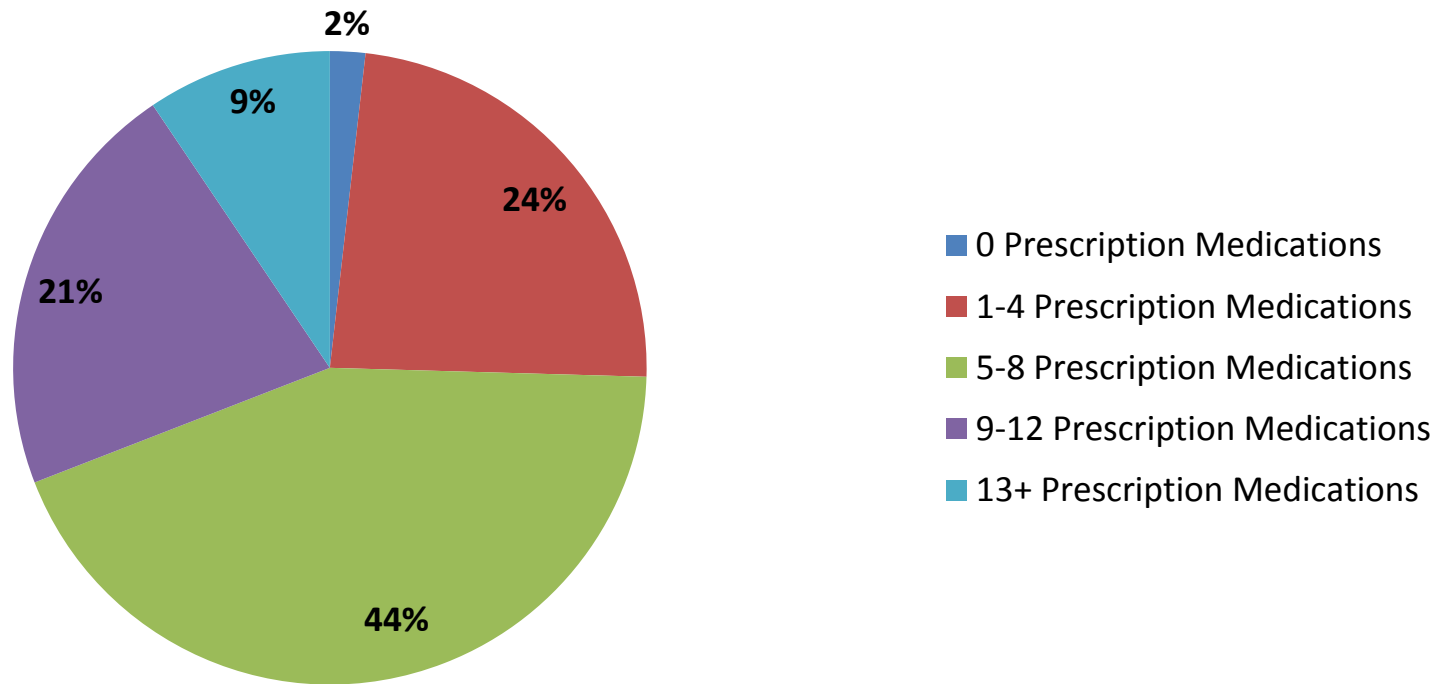
# 2016 Health and well-being: Case Management

Number of Medical Conditions



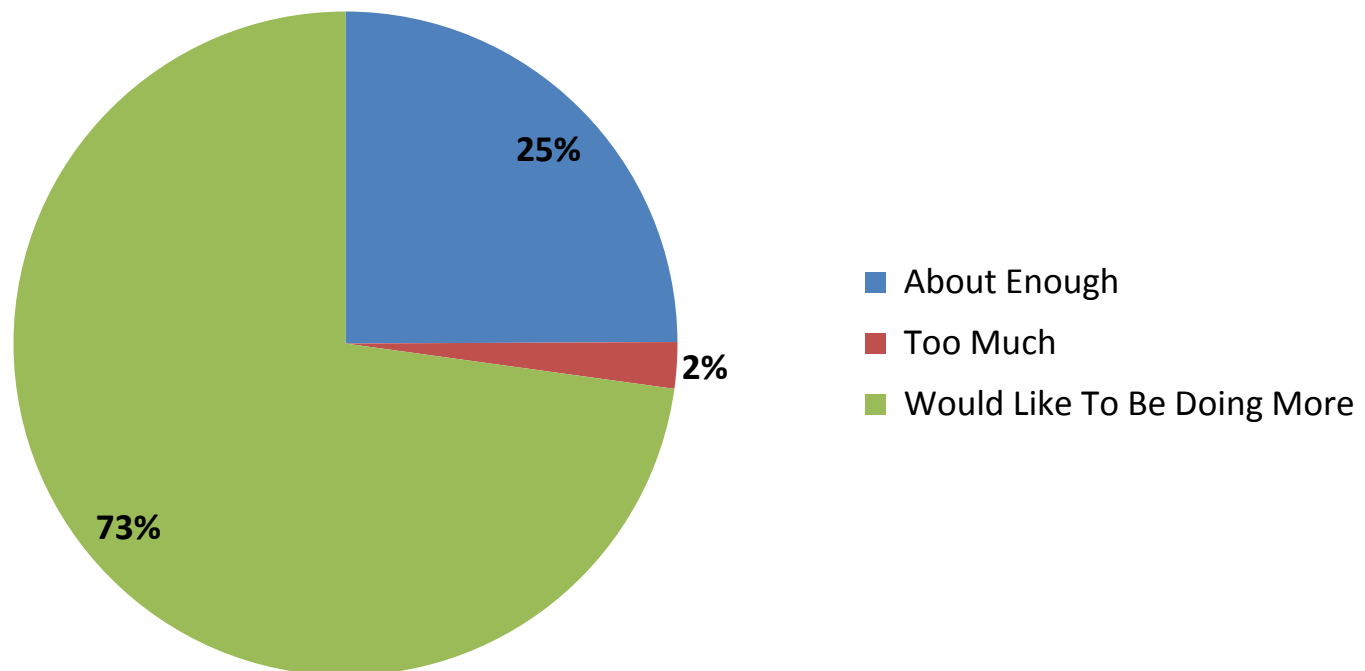
# 2016 Health and well-being: Case Management

Number of Prescription Medications



# 2016 Health and well-being: Case Management

Regarding your present social activities, do you feel that you are doing....?

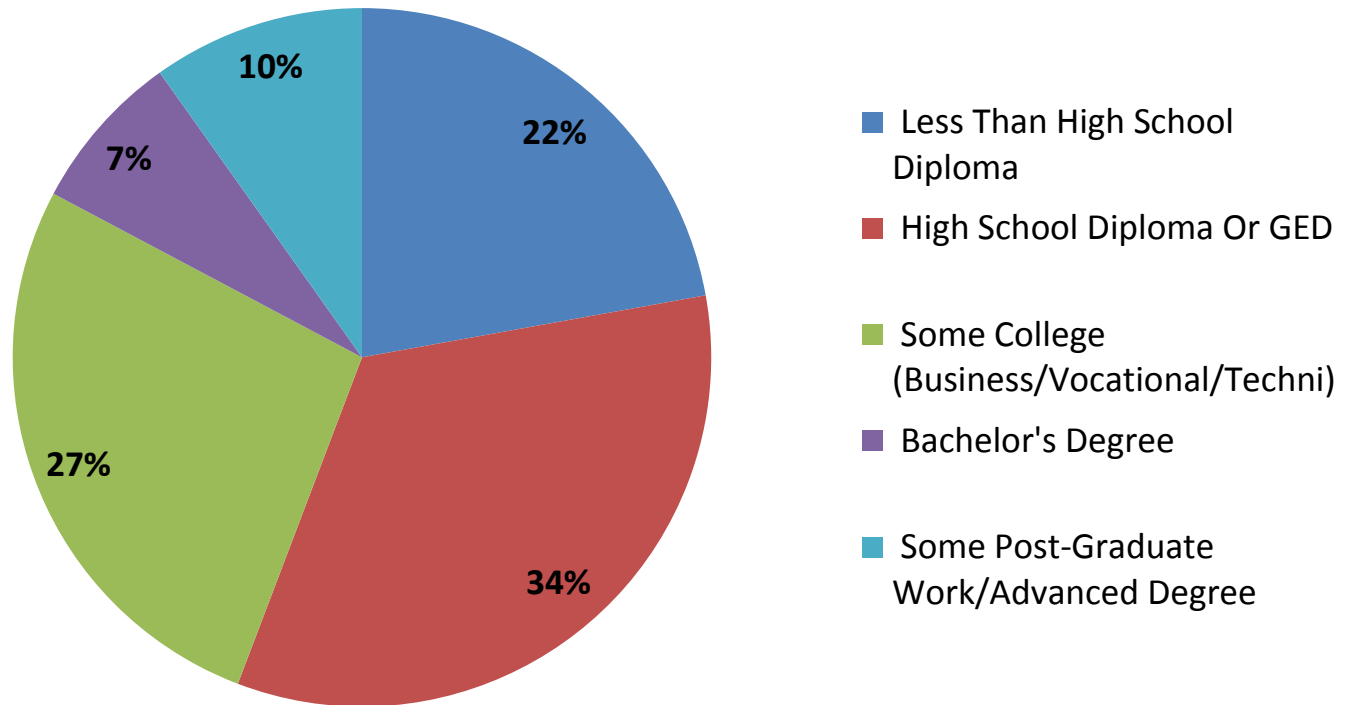




# Transportation

# 2016 Demographics: Transportation

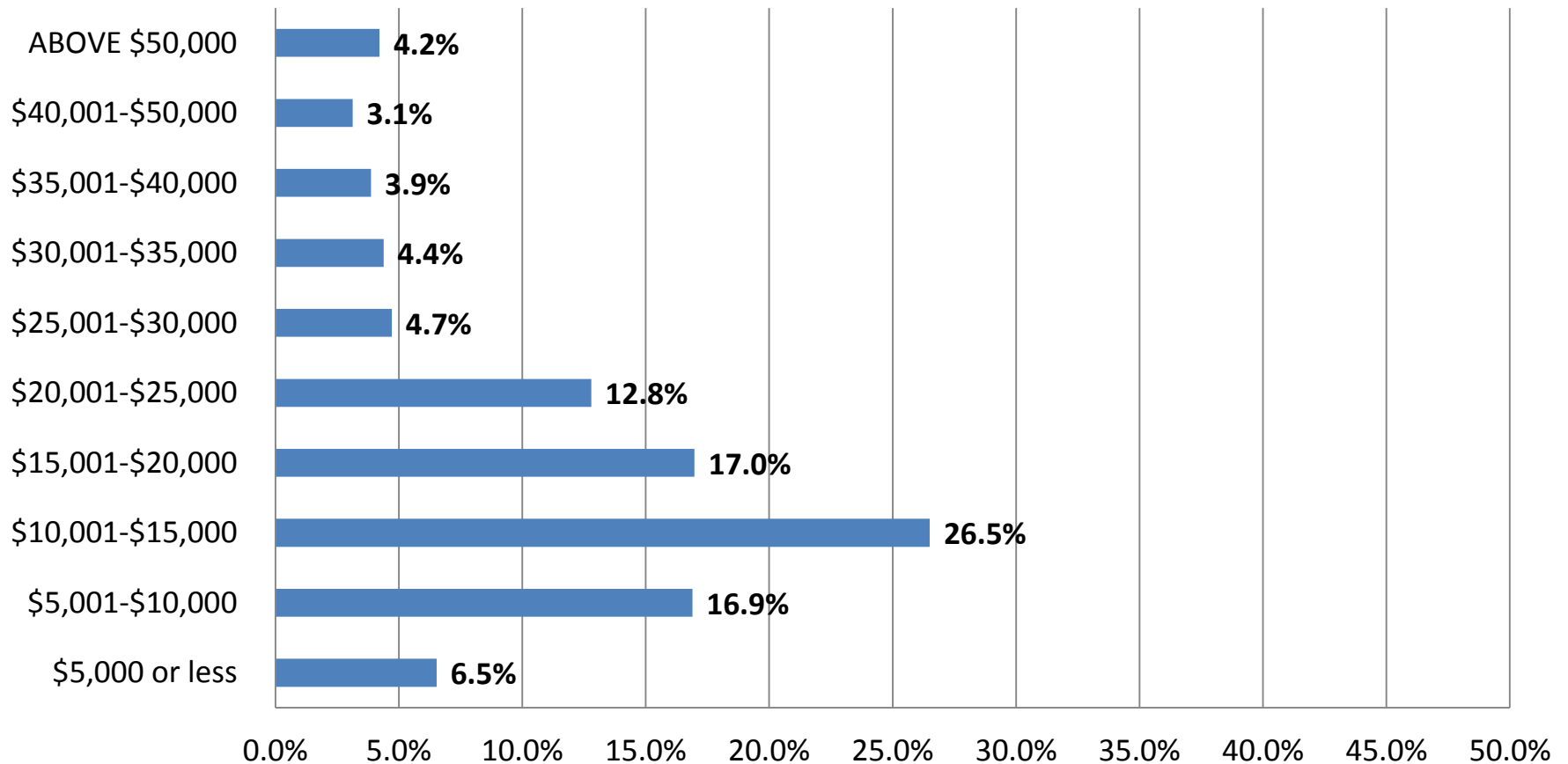
## Education





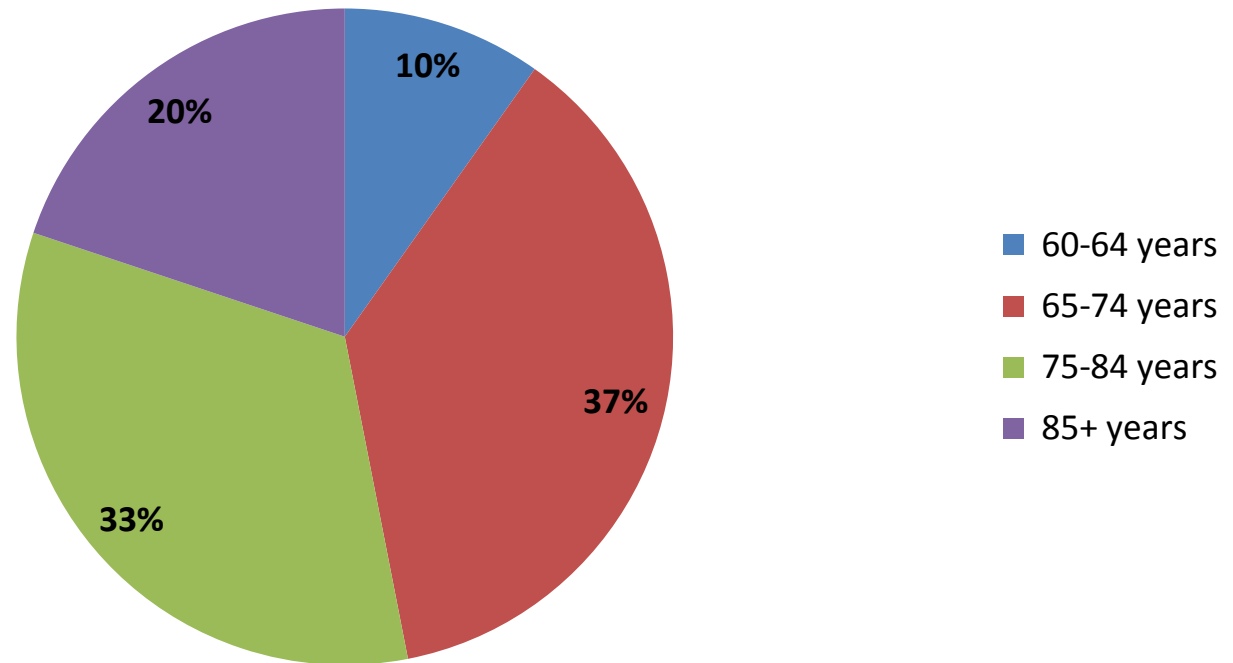
# 2016 Demographics: Transportation

## Household Income



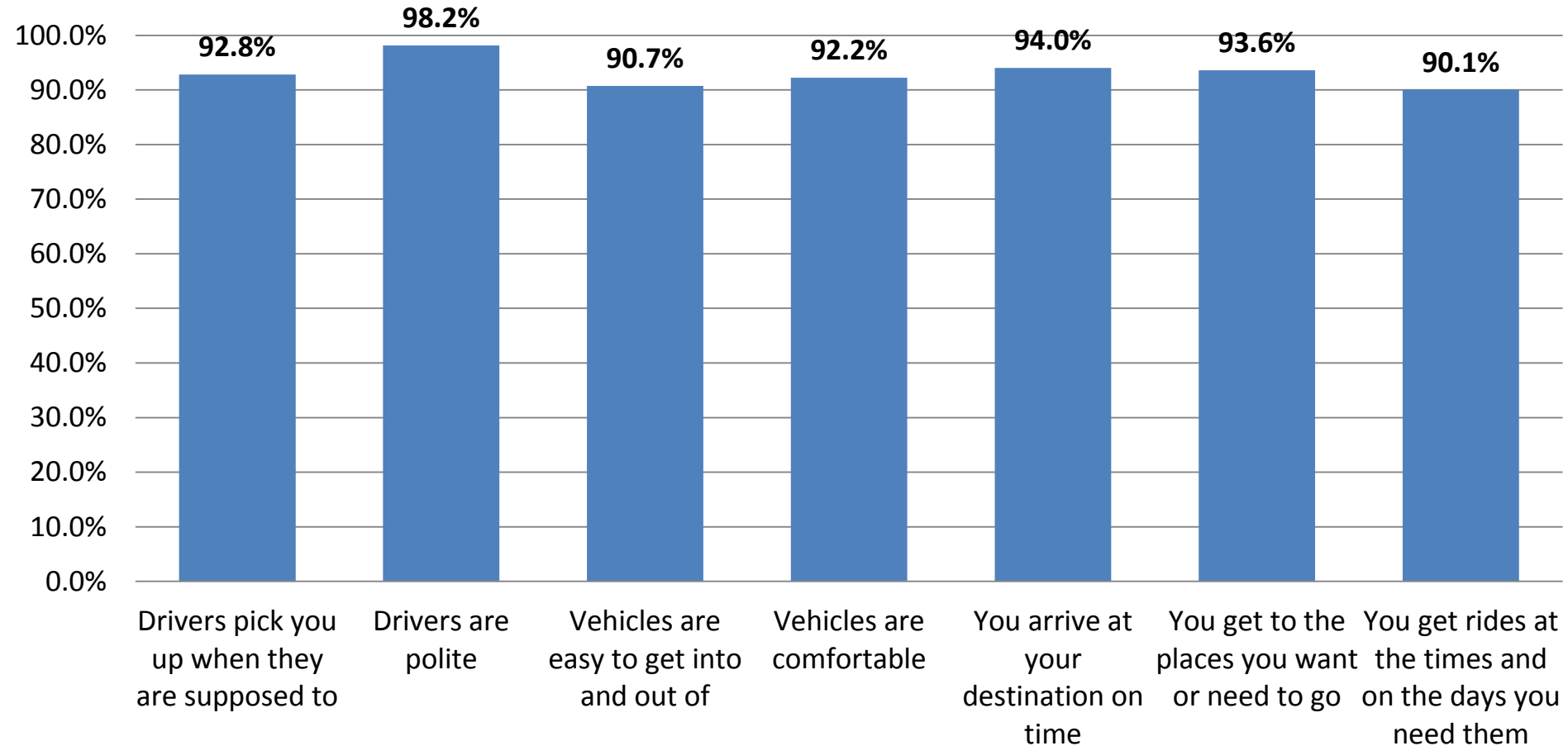
# 2016 Demographics: Transportation

Age



# 2016 Quality: Transportation

% usually or always



## 2016 Quality: Transportation

Does the driver or aide help you get into or out of your home?

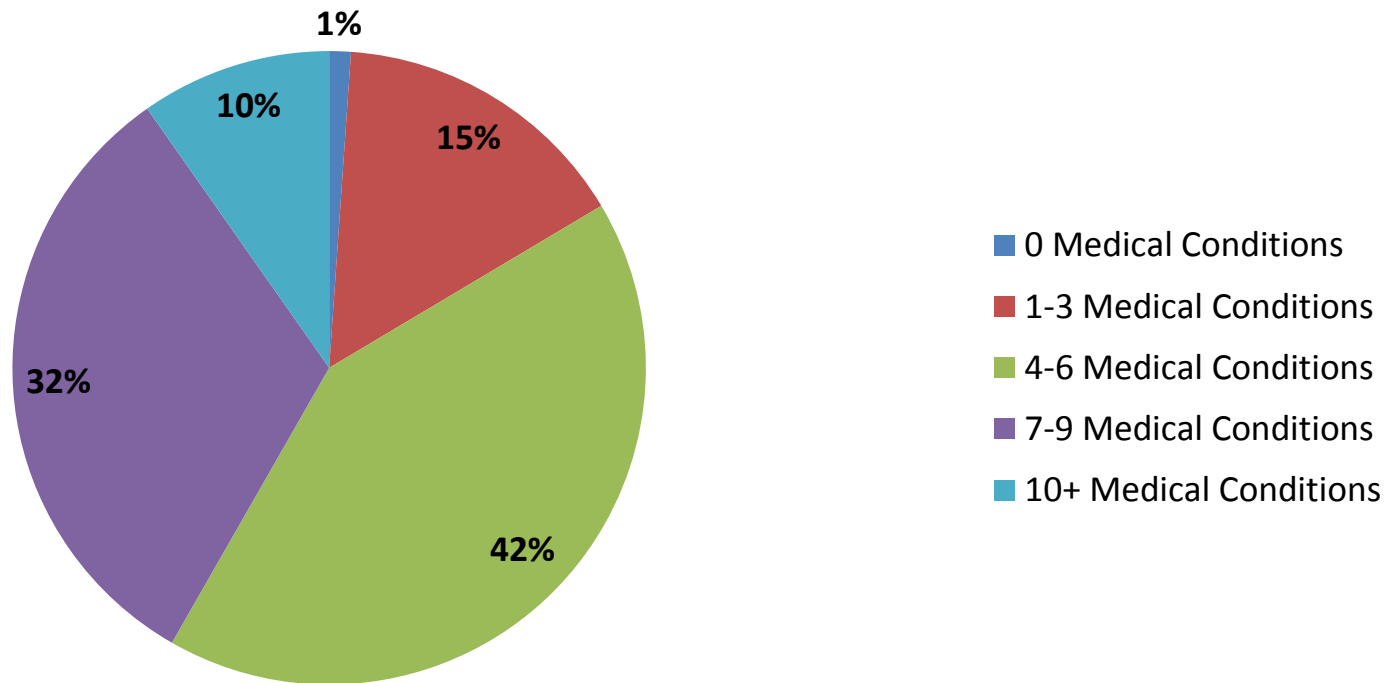
- 72.5% yes of those who need help (14.6%)

Does the driver or aide help you get into or out of the van or bus?

- 89.1% yes of those who need help (29.7%)

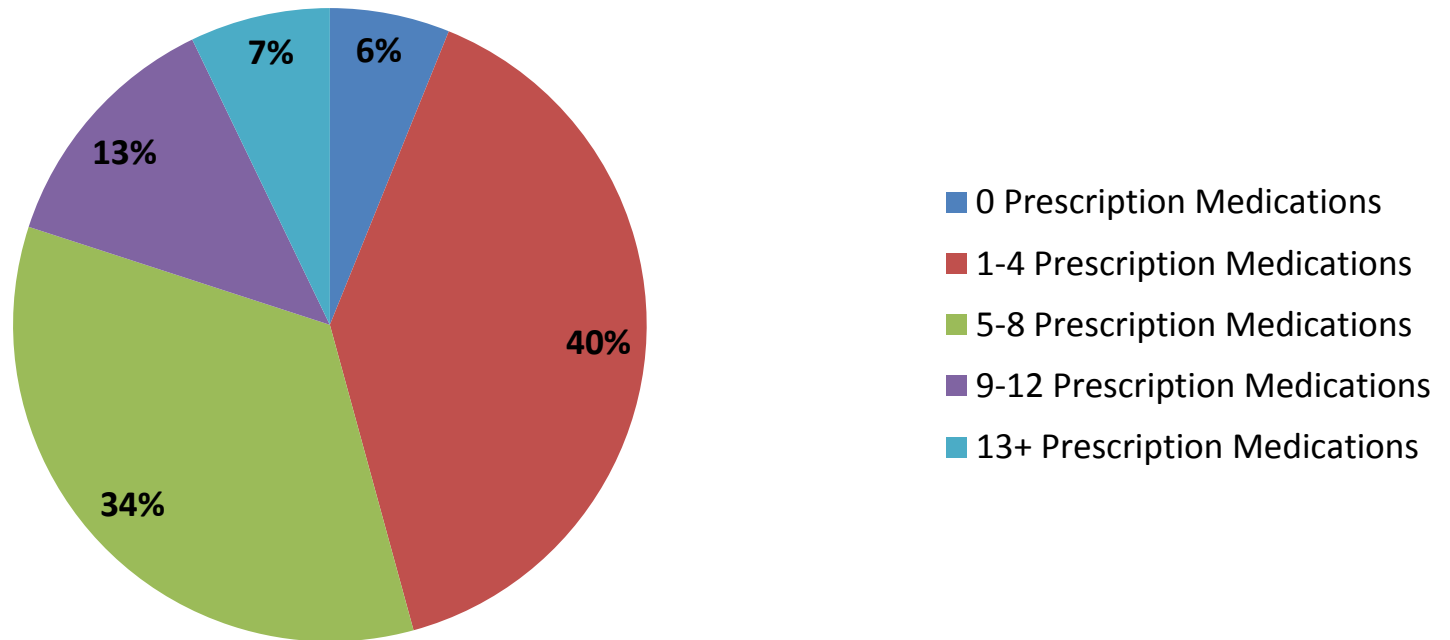
# 2016 Health and well-being: Transportation

Number of Medical Conditions



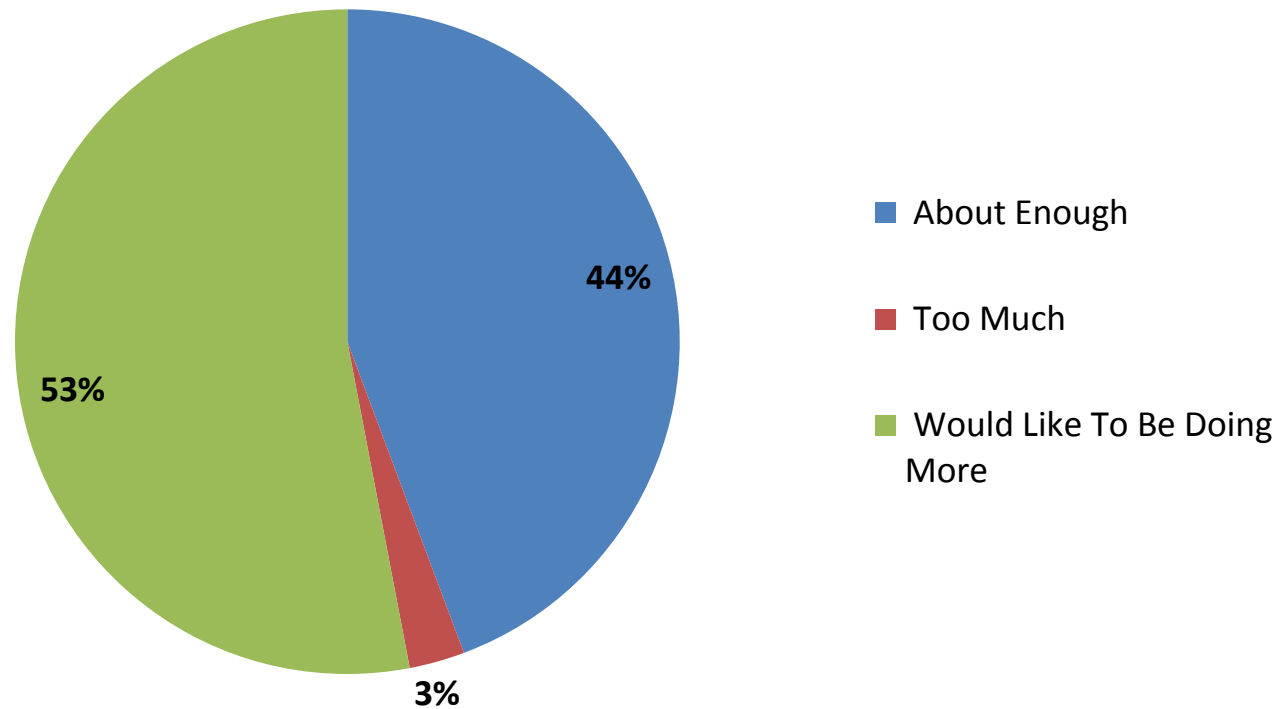
# 2016 Health and well-being: Transportation

**Number of Prescription Medications**



# 2016 Health and well-being: Transportation

Regarding your present social activities, do you feel that you are doing....?



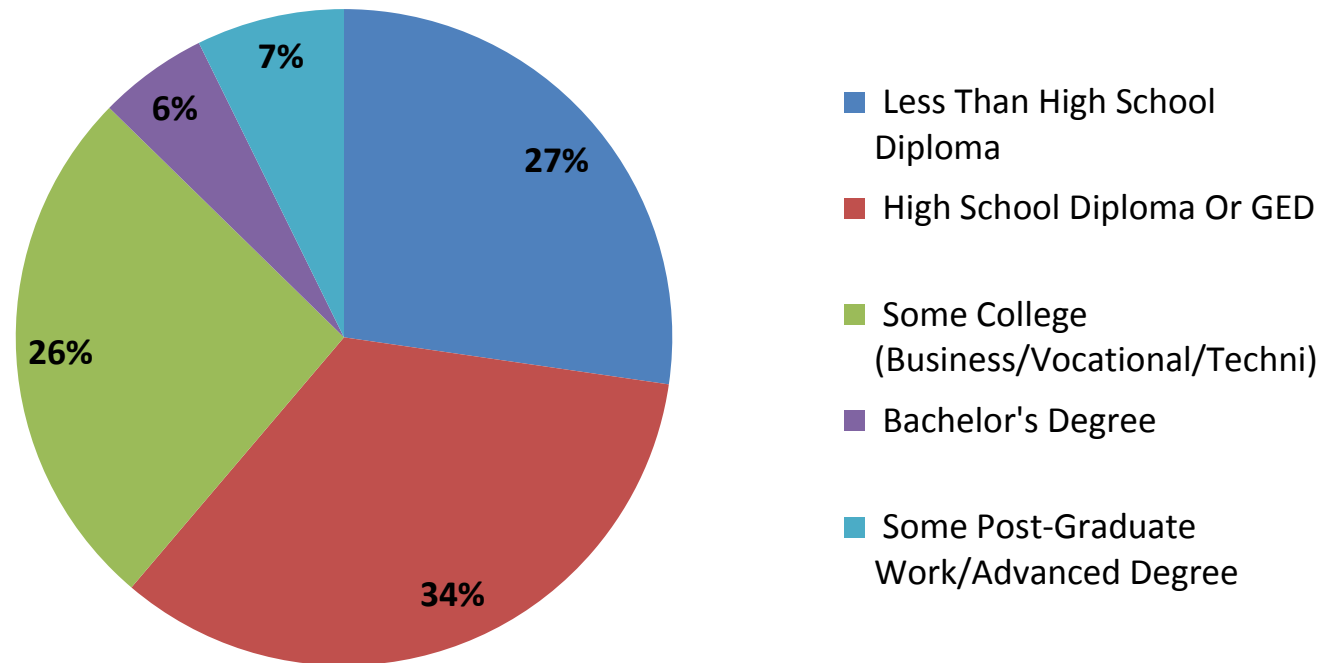


# Home-delivered Nutrition



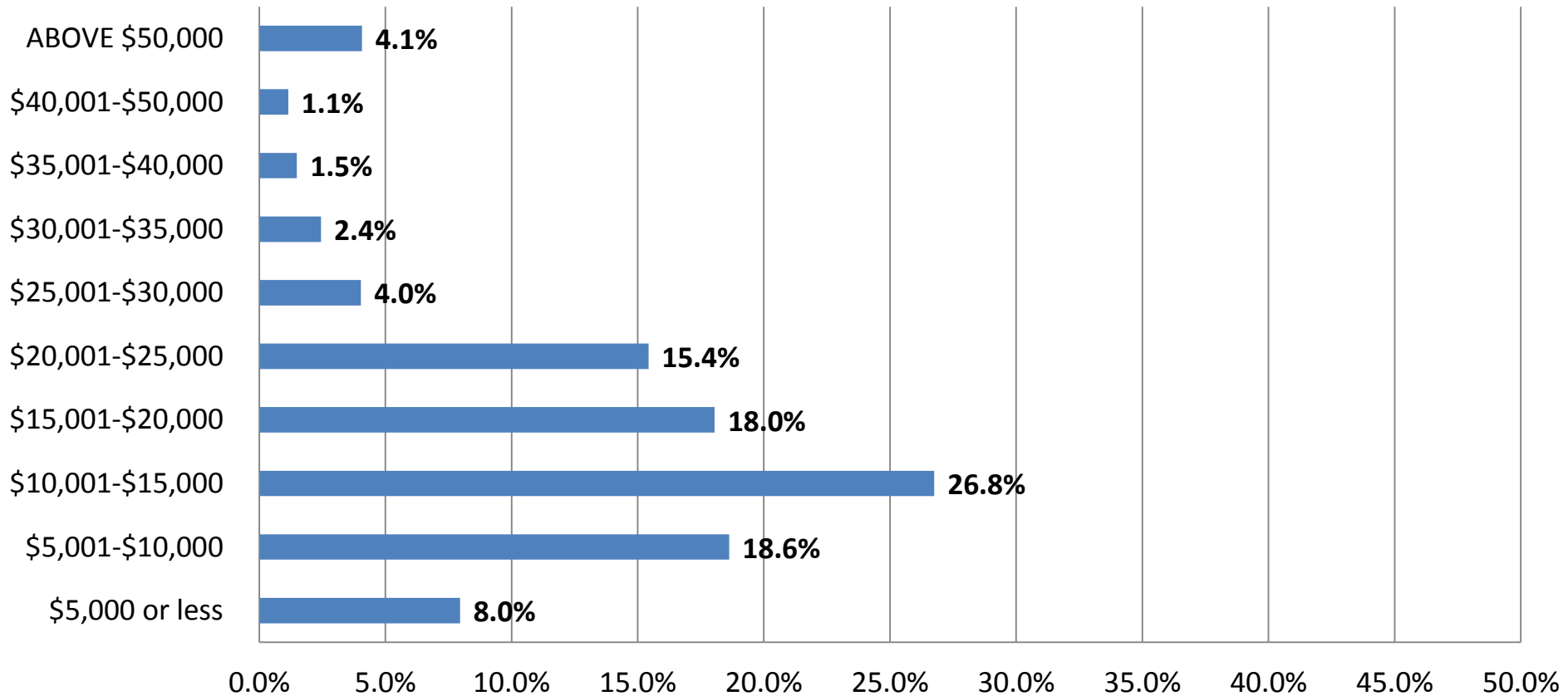
# Demographics: Home-delivered Nutrition

## Education



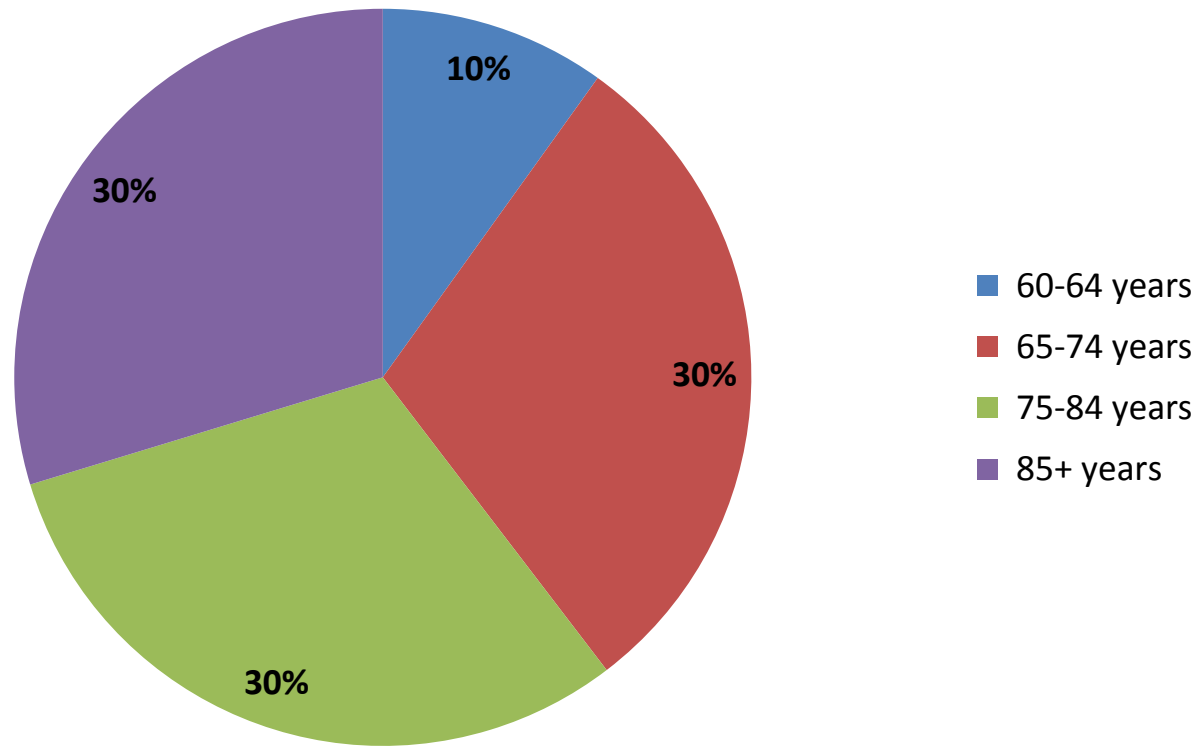
# Demographics: Home-delivered Nutrition

## Household Income



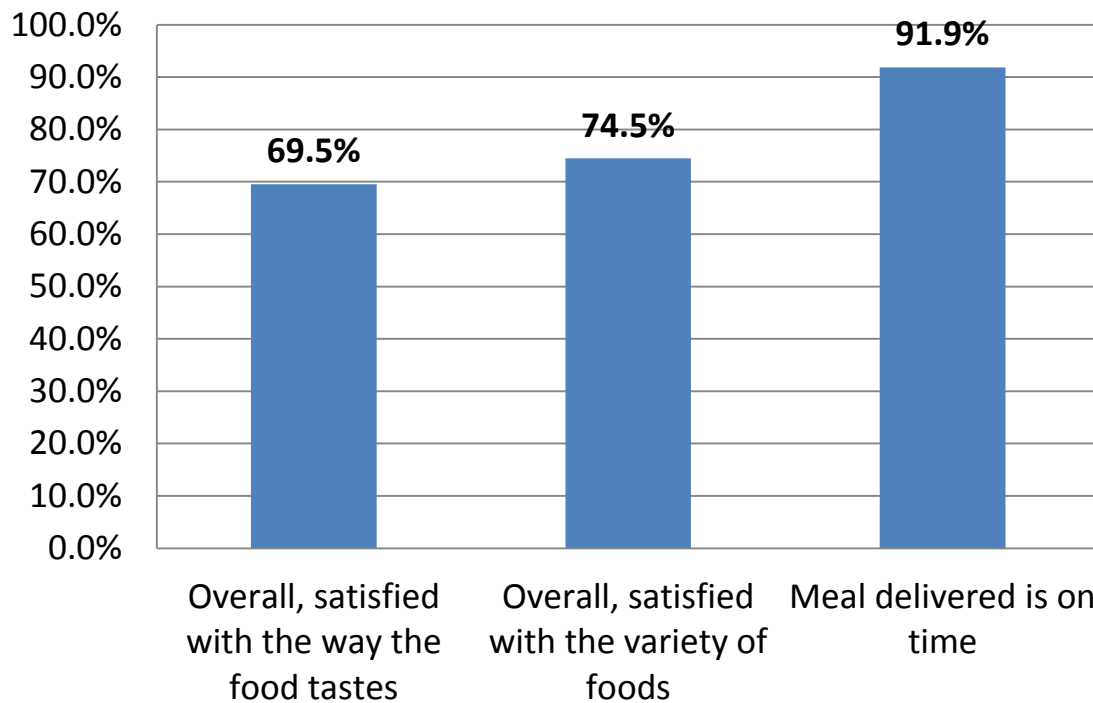
# Demographics: Home-delivered Nutrition

Age

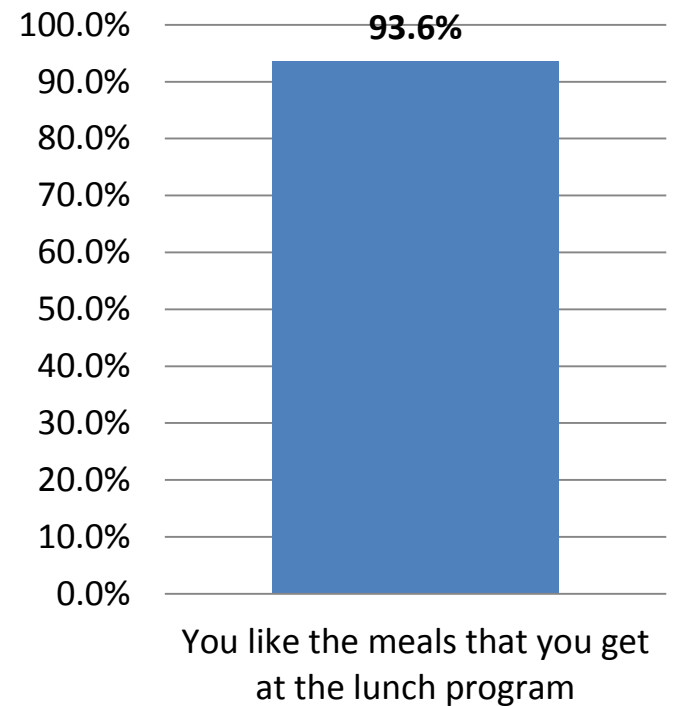


# 2016 Quality: Home-delivered Nutrition

**% usually to always**

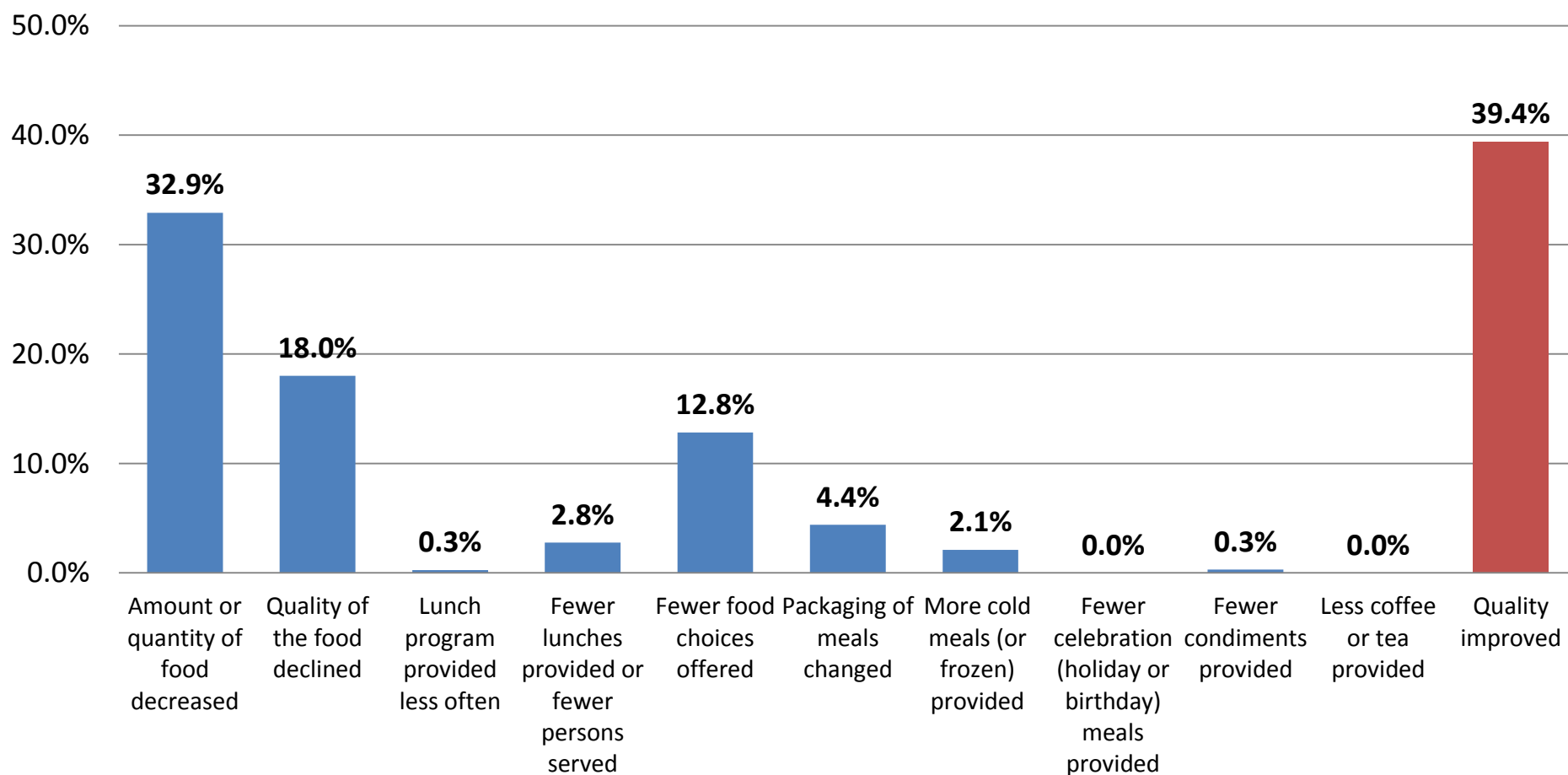


**% yes**



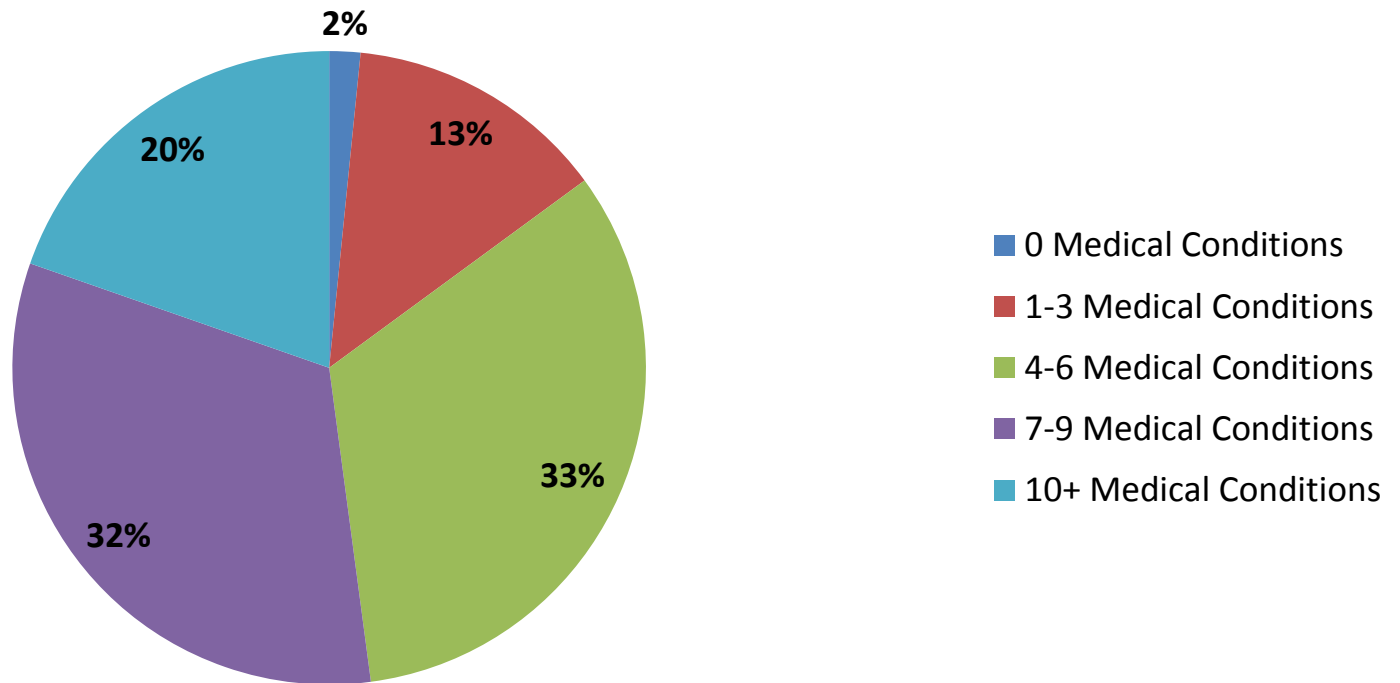
# 2016 Quality: Home-delivered Nutrition

**% yes program change type  
(for 24.9% who reported any change)**



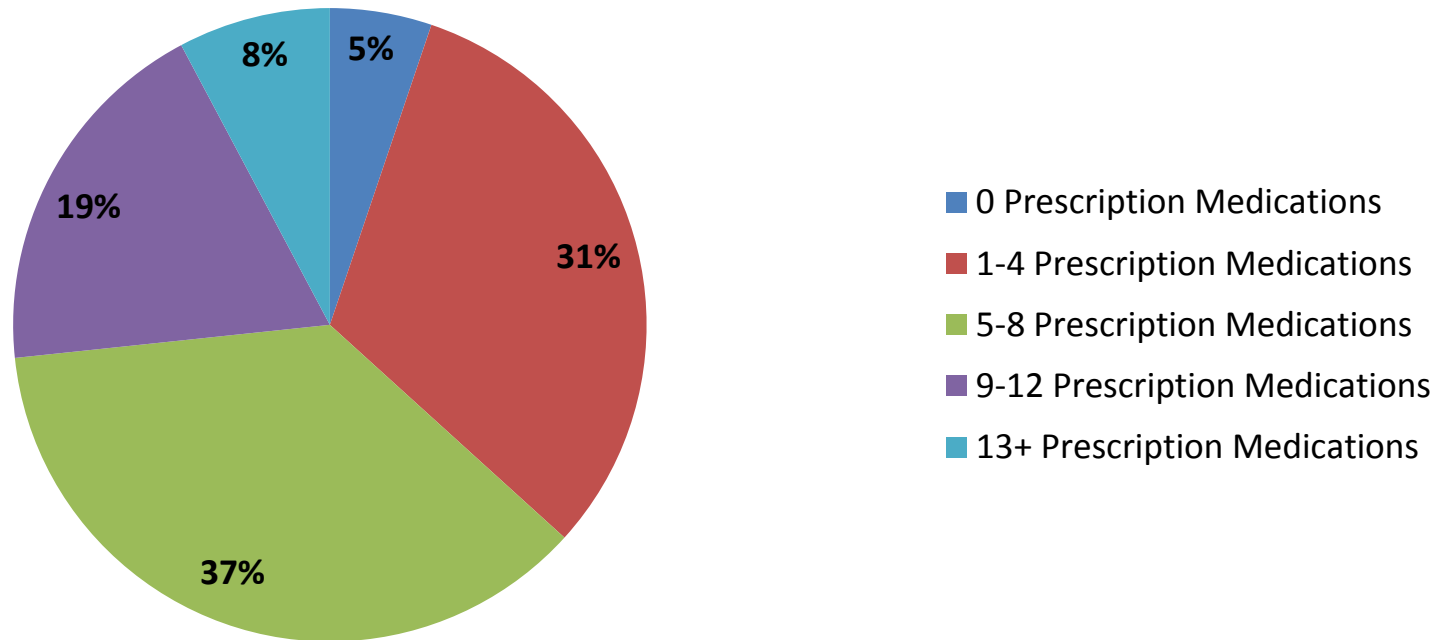
# 2016 Health and well-Being: Home-delivered Nutrition

Number of Medical Conditions



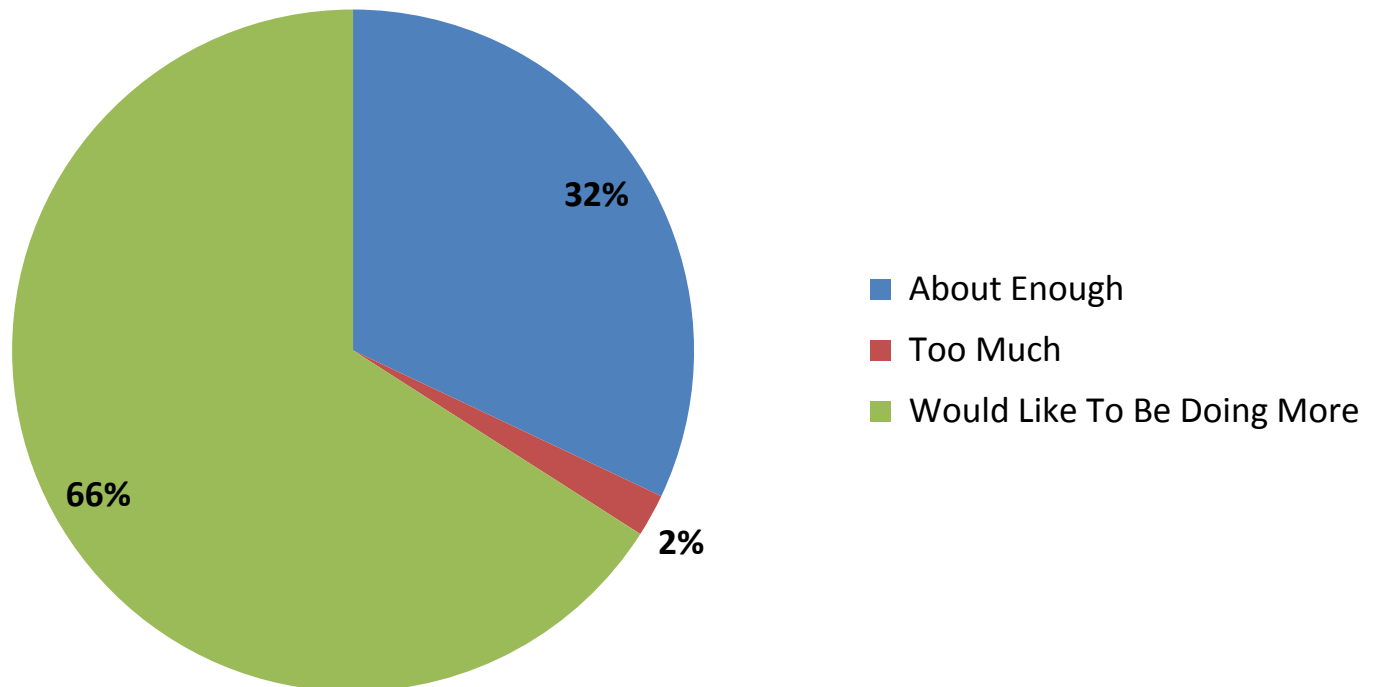
# 2016 Health and well-Being: Home-delivered Nutrition

**Number of Prescription Medications**



# 2016 Health and well-Being: Home-delivered Nutrition

Regarding your present social activities, do you feel that you are doing....?



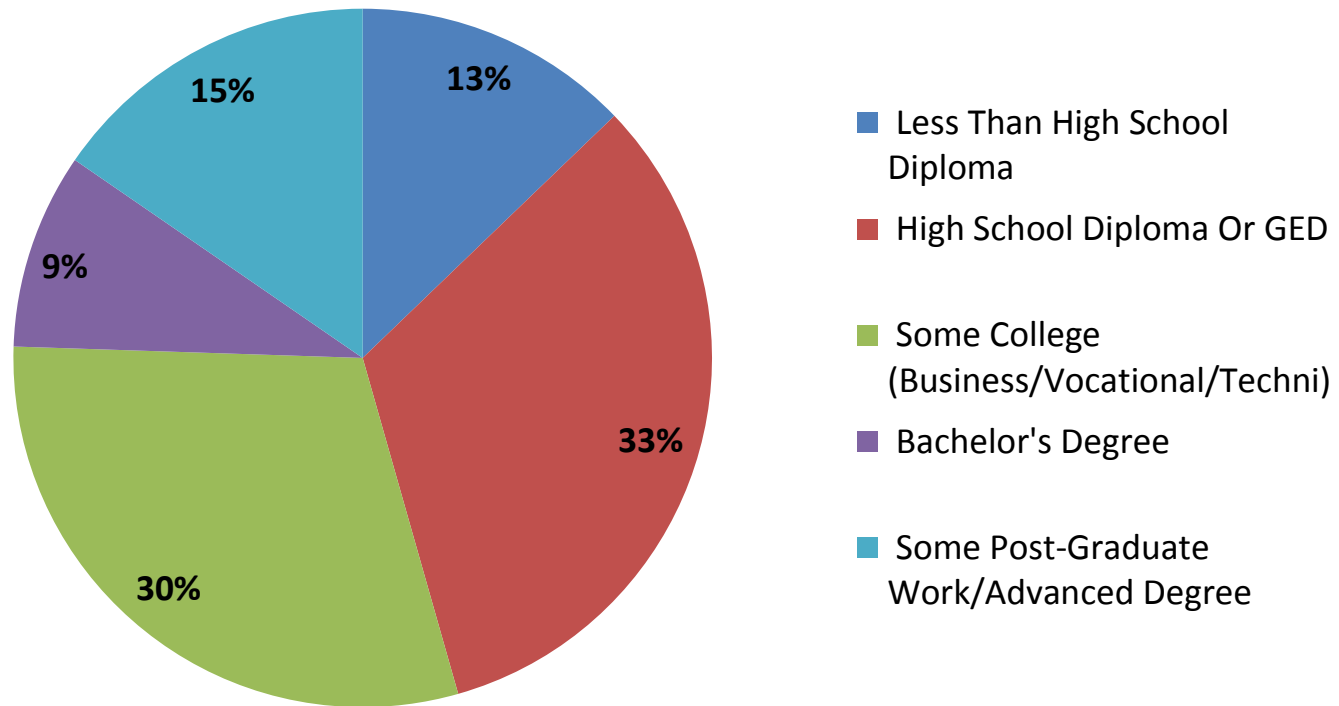




# Congregate Nutrition

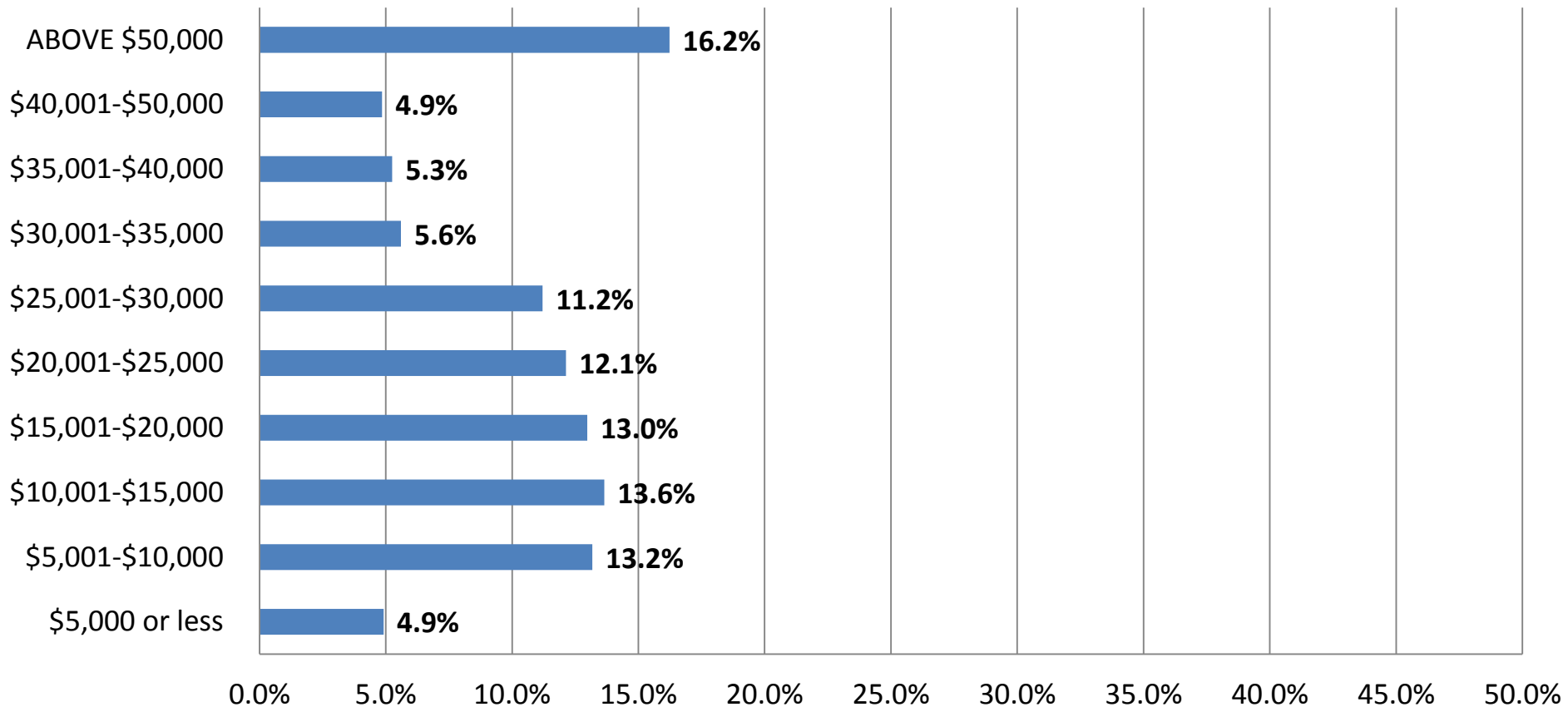
# 2016 Demographics: Congregate Nutrition

## Education



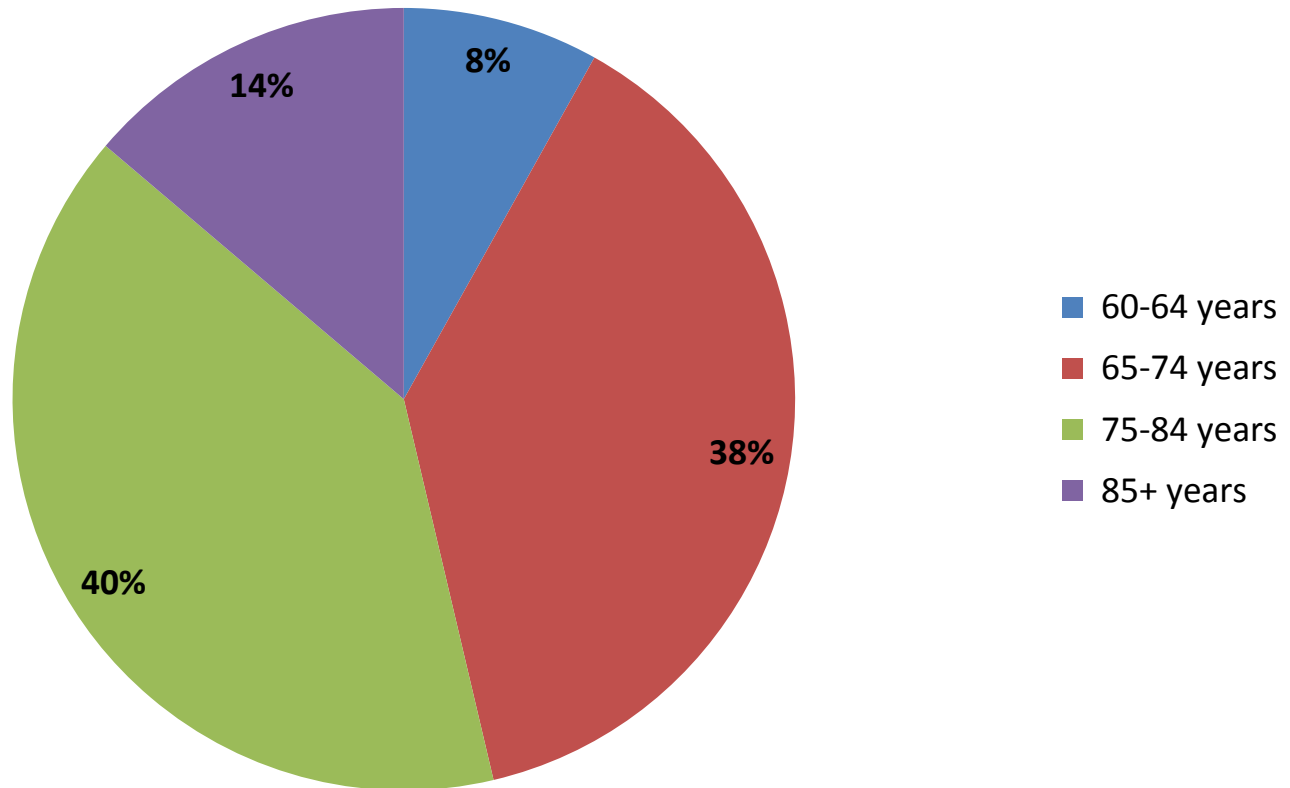
# 2016 Demographics: Congregate Nutrition

## Household Income



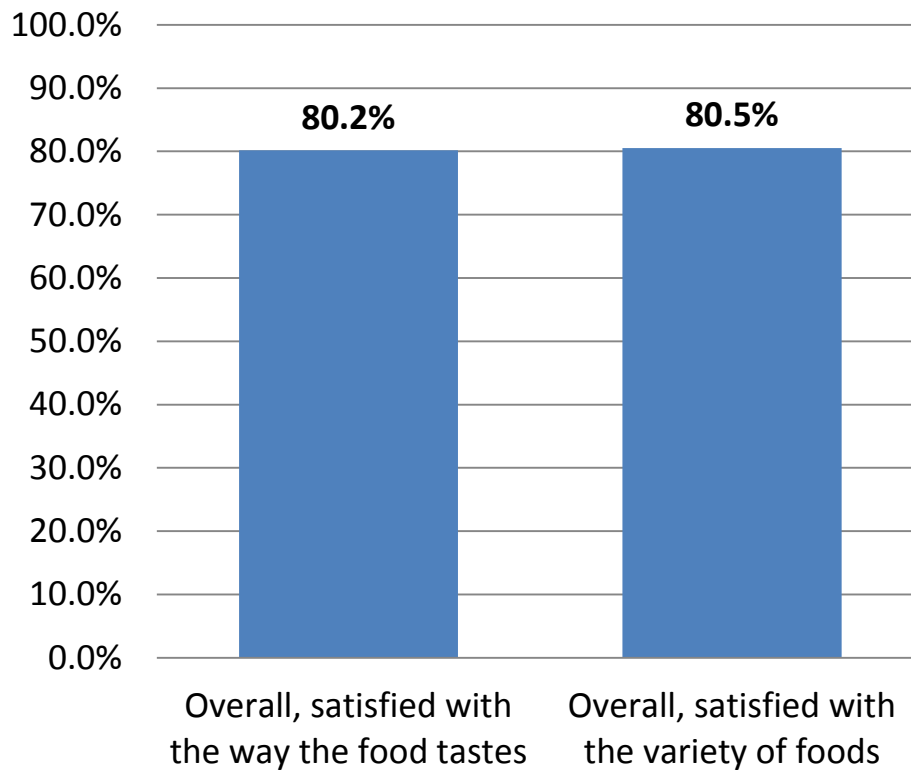
# 2016 Demographics: Congregate Nutrition

Age

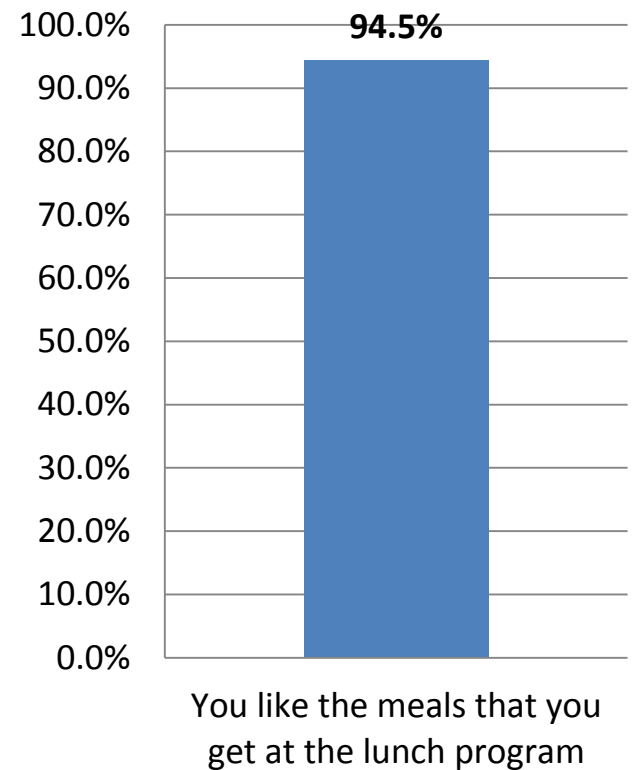


# 2016 Quality: Congregate Nutrition

**% usually to always**

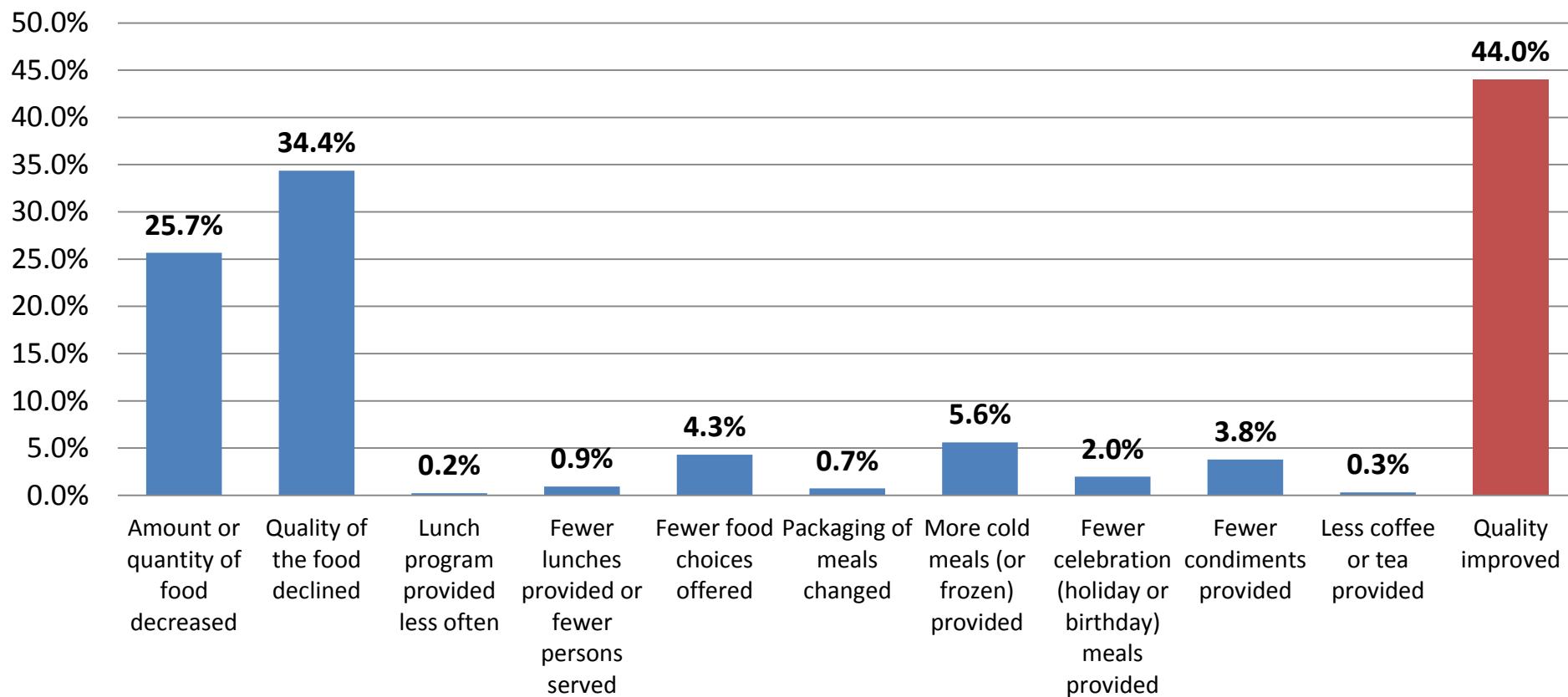


**% yes**



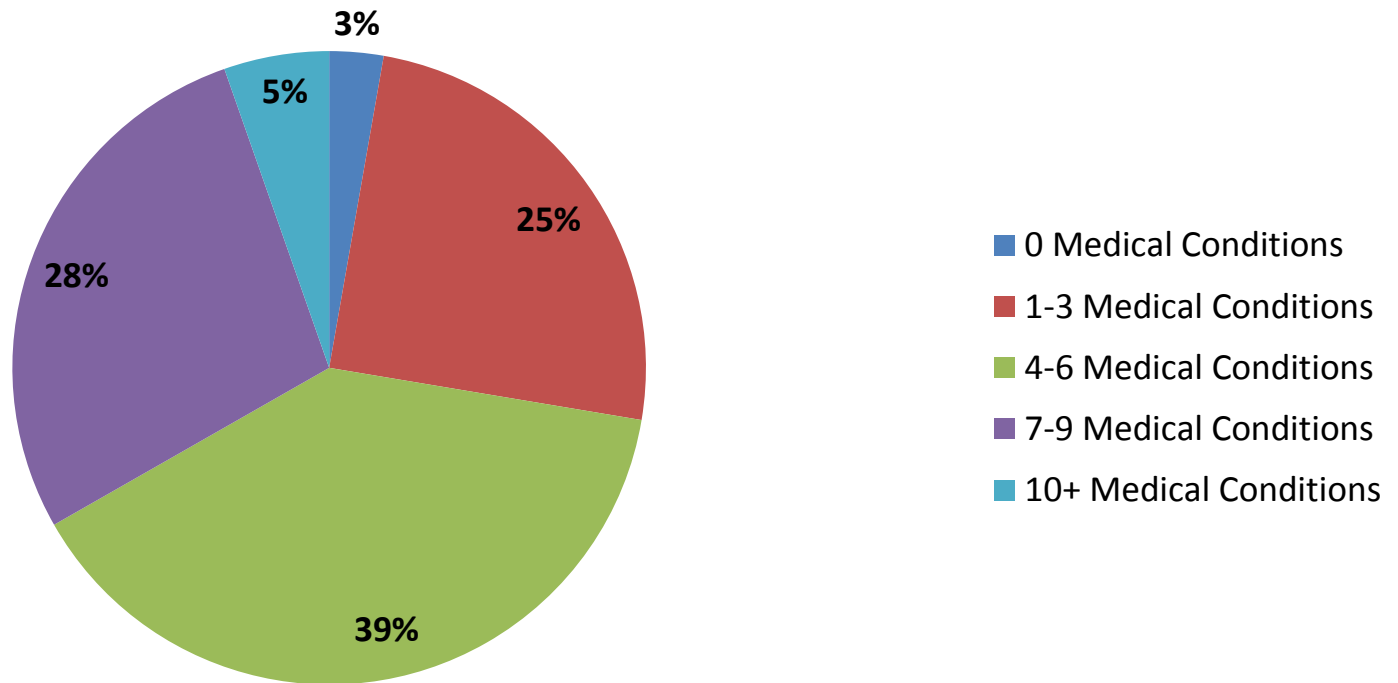
# 2016 Quality: Congregate Nutrition

**% yes program change type  
(for 24.7% who reported any change)**



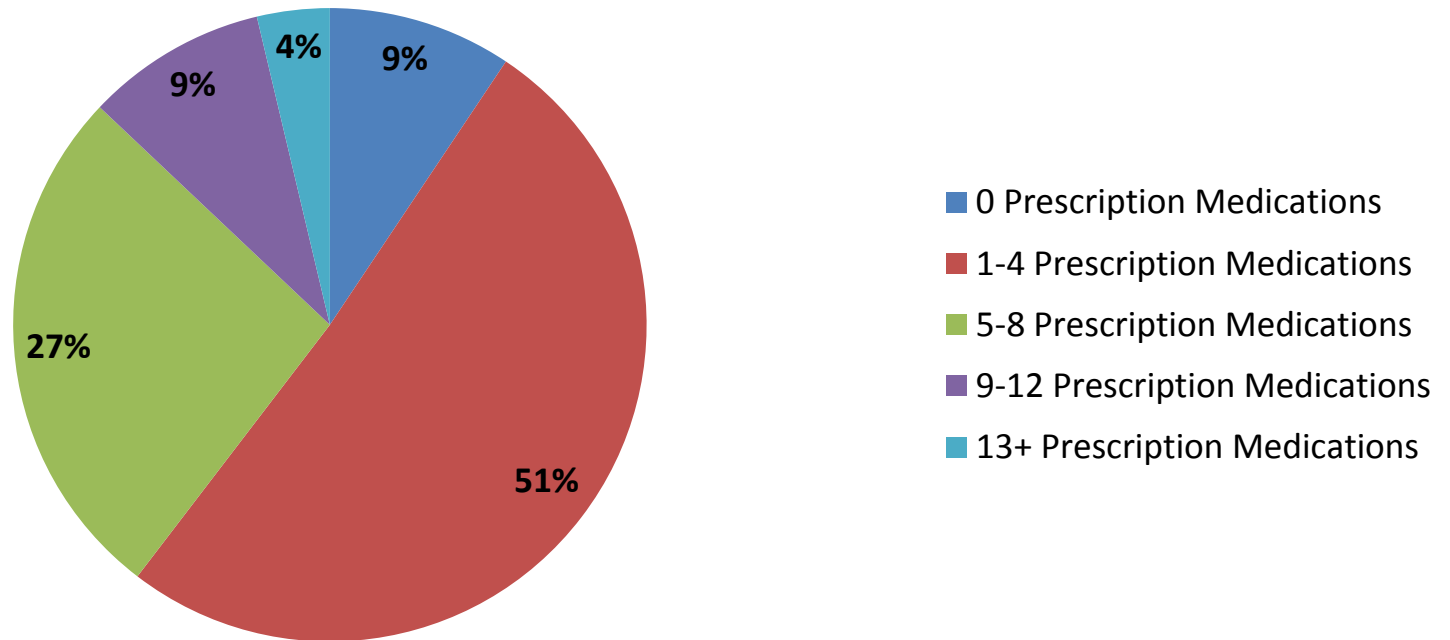
# 2016 Health and well-being: Congregate Nutrition

Number of Medical Conditions



# 2016 Health and well-being: Congregate Nutrition

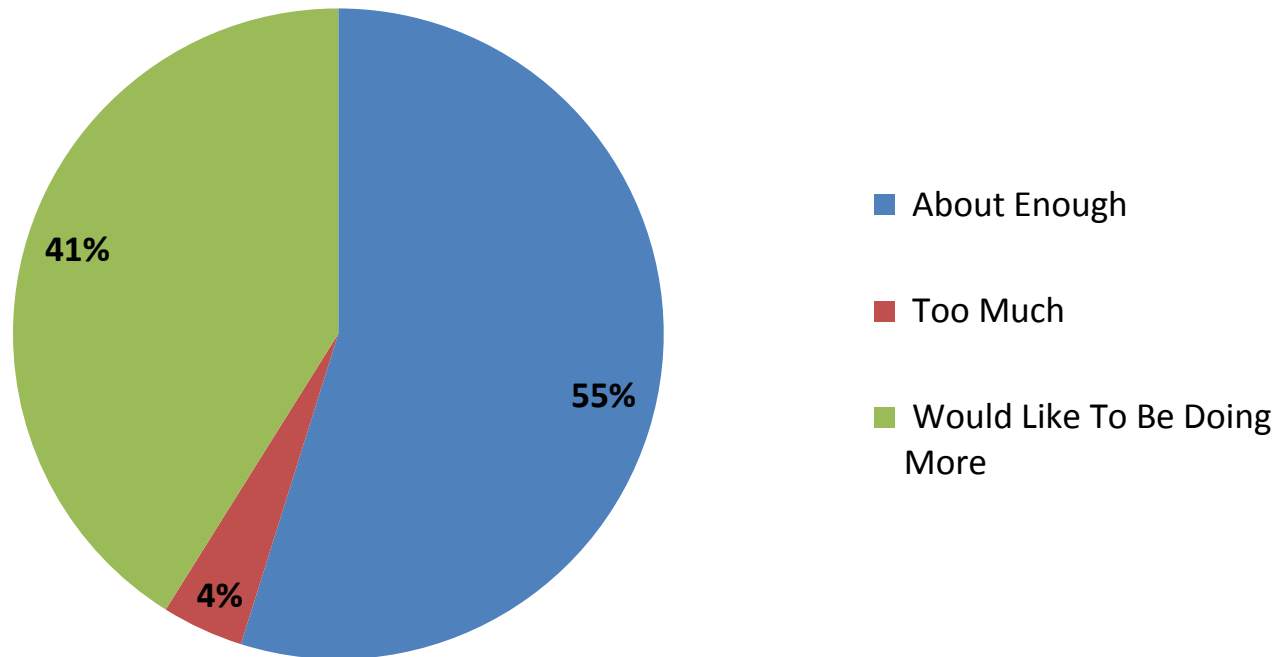
Number of Prescription Medications





# 2016 Health and well-being: Congregate Nutrition

Regarding your present social activities, do you feel that you are doing....?

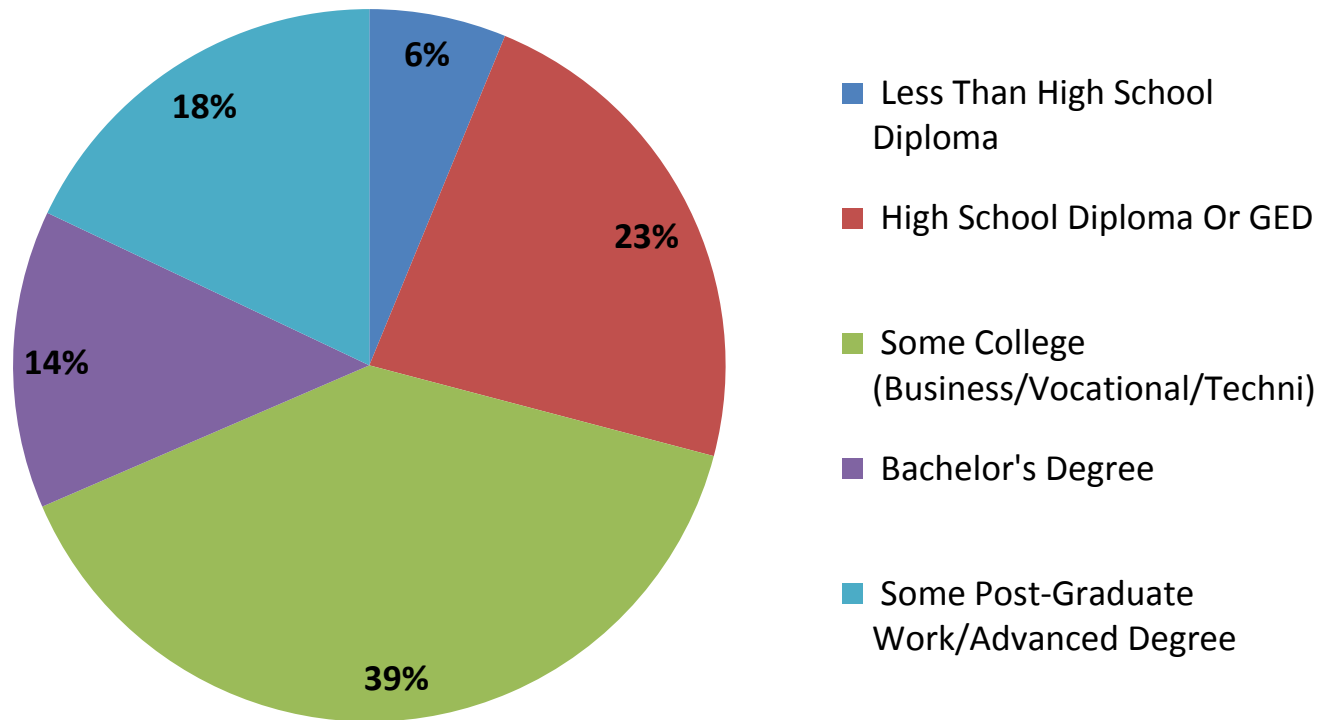




Caregiver

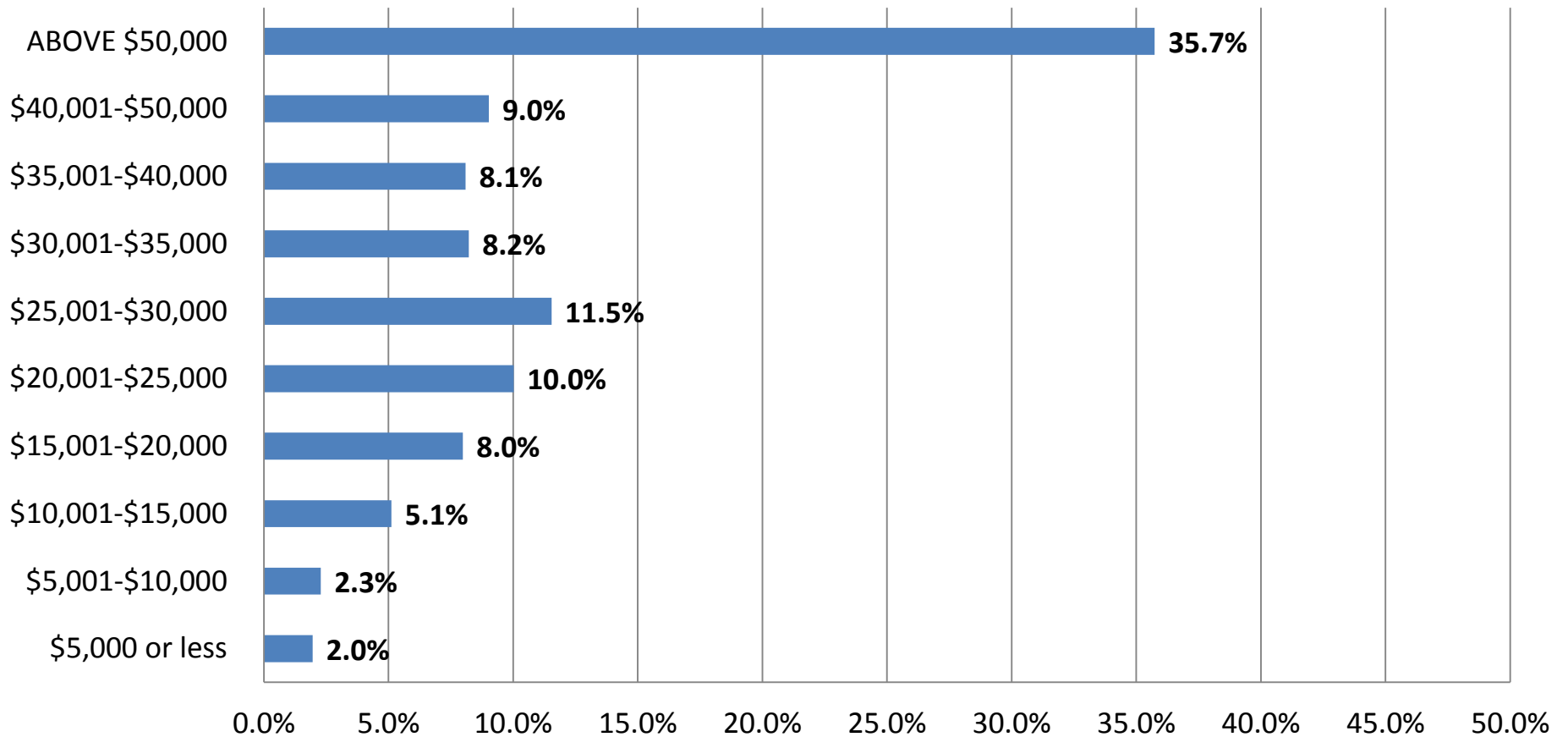
# 2016 Demographics: Caregiver

## Education

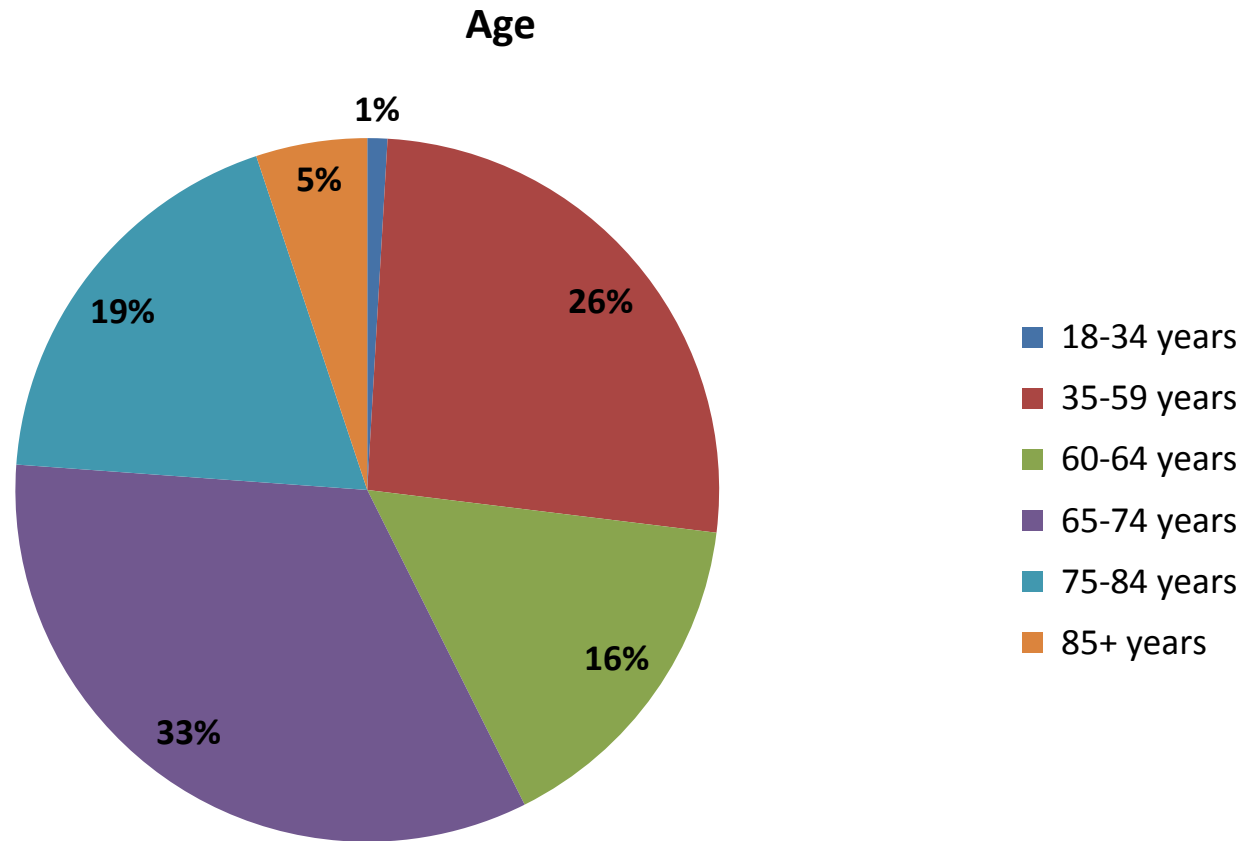


# 2016 Demographics: Caregiver

## Household Income

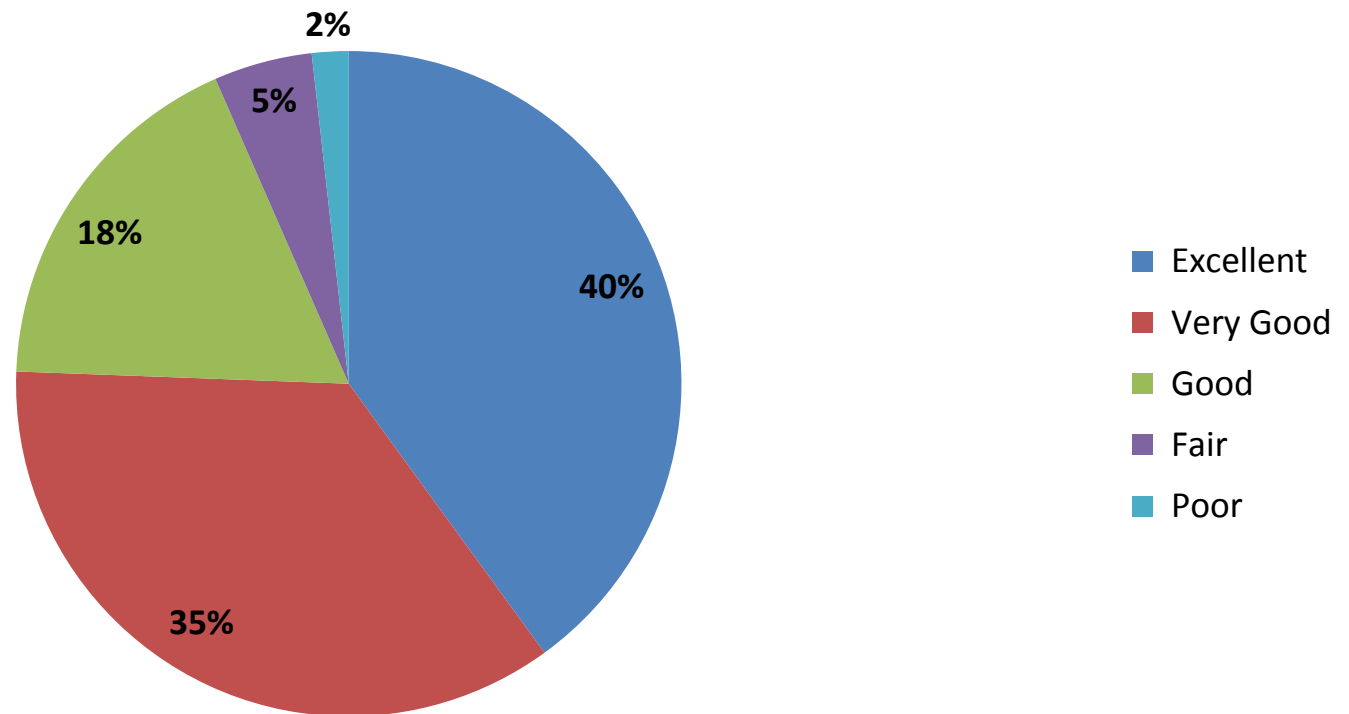


# 2016 Demographics: Caregiver



# 2016 Quality: Caregiver

Overall, how would you rate the caregiver support services that have been provided?



## 2016 Quality: Caregiver

Have the caregiver support services helped you deal with the difficulties that result from caregiving?

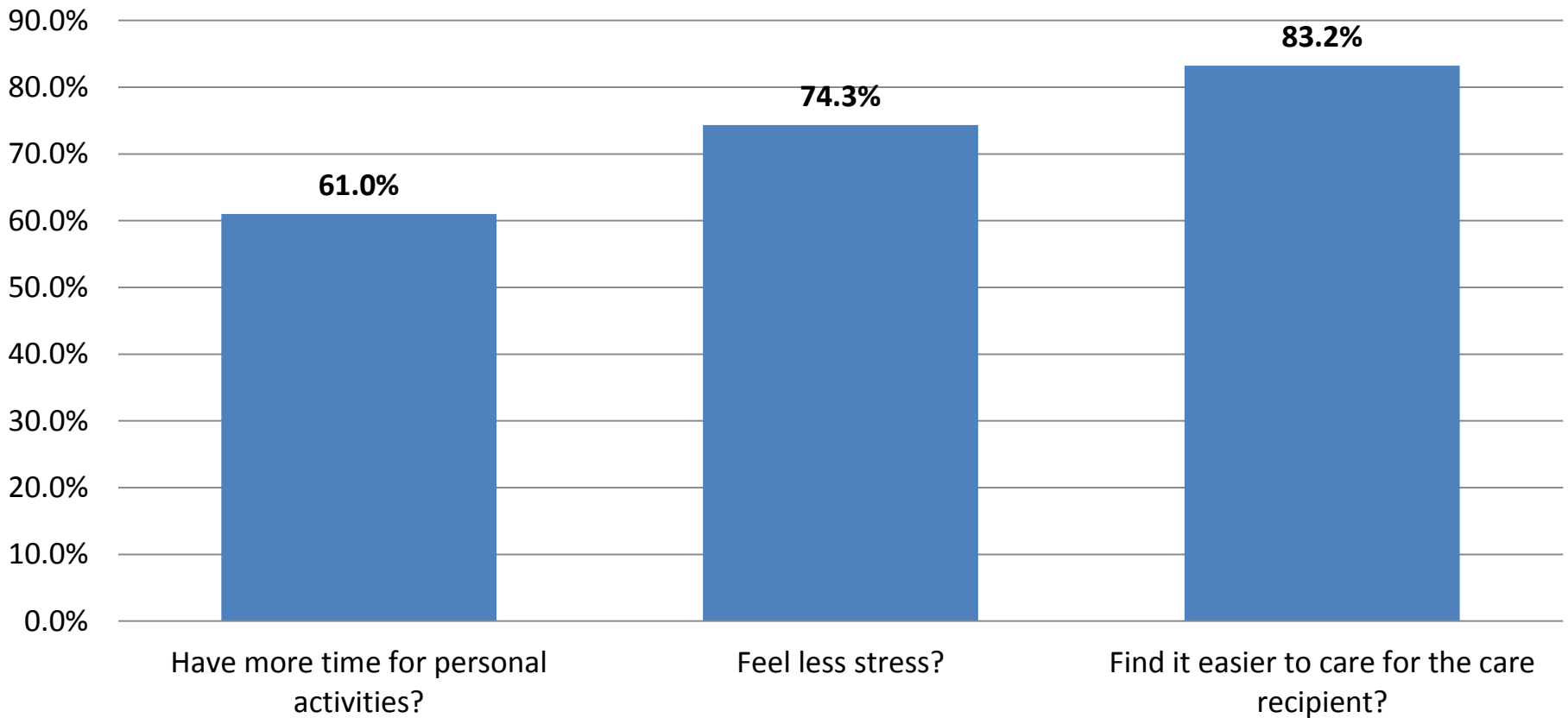
- 70.7% yes

Have these caregiver services enabled you to provide care for the care recipient for a longer time than would have been possible without these services?

- 76.8% yes

# 2016 Health and well-being: Caregiver

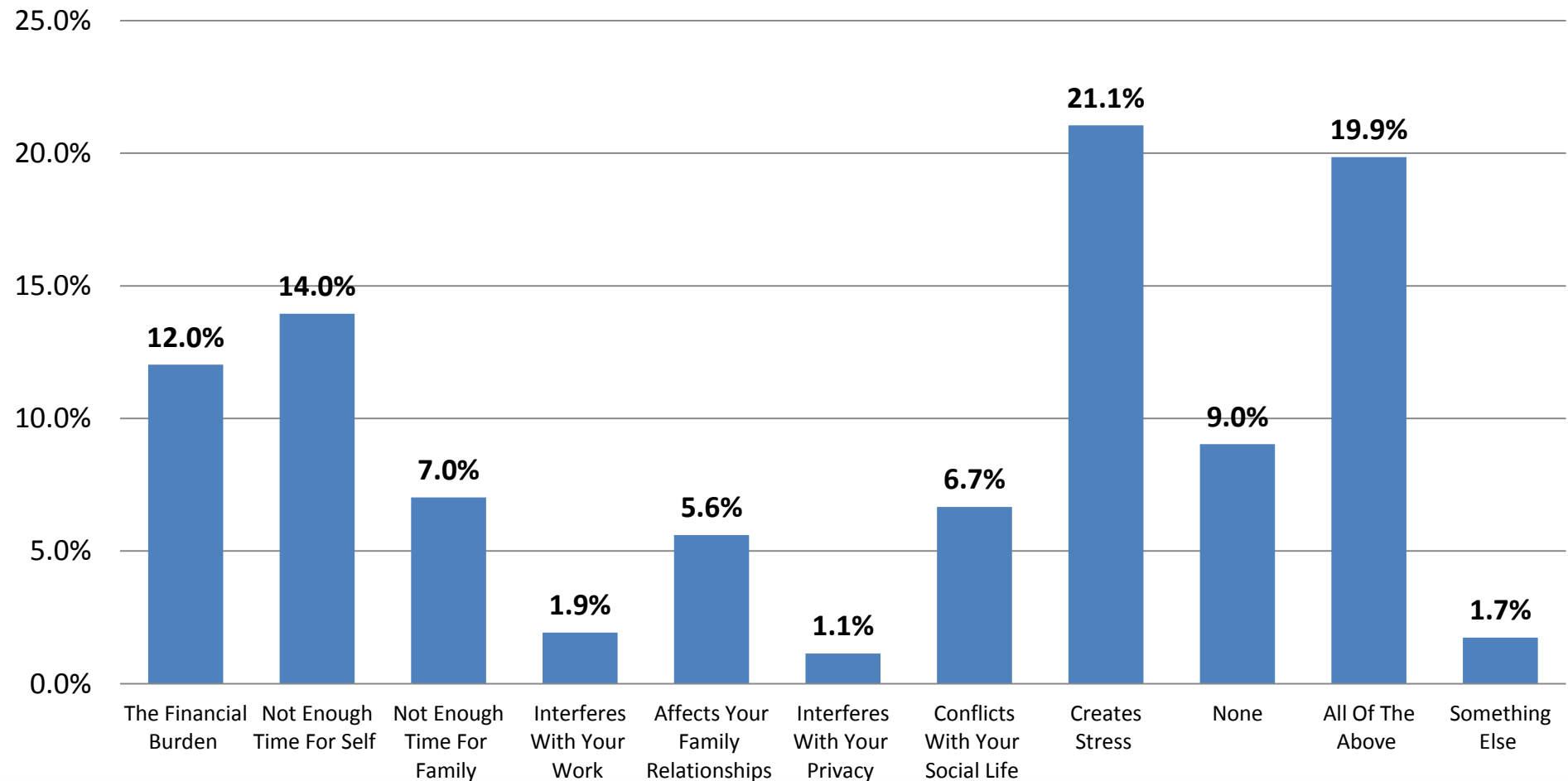
As a result of the caregiver services you have received, do you..





# 2016 Health and well-being: Caregiver

What is the biggest difficulty you have faced in caring for the care recipient?



## In Conclusion

- The U.S. population is aging rapidly, and the aging population is becoming more and more diverse in a number of ways.
- Having access to information about those clients served by the Older Americans Act can:
  - inform us about the effect of services; and
  - illustrate client-reported quality of those services.



# Contact Information

Heather Menne, PhD

[heather.menne@acl.hhs.gov](mailto:heather.menne@acl.hhs.gov)

(202) 795-7733

