

14th National Survey of Older Americans Act Participants (NSOAAP)

Kickoff Webinar
April 26, 2019



Welcome & Introductions

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Westat:

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NSOAAP: Introductory Remarks

- Annual survey demonstrates:
 - Clients satisfied with OAA programs
 - OAA programs help clients remain at home
- Importance:
 - Required to collect data for accountability & performance measurements
 - Results provide feedback for program staff

Thank You

Thank you for your past, current and future participation in...

- National Survey of Older American Act Participants (NSOAAP)
- Evaluations
 - National Family Caregiver Support Program
 - Nutrition Services Program
 - Title VI Tribal Grants Program
 - Long Term Care Ombudsman Program

Today's Agenda

- Welcome & Introductory Remarks
- Background of NSOAAP
- Data examples
- Process/procedures
- Redesign of Survey Instrument
- Q & A

NSOAAP – Overview

- The National Survey of Older Americans Act Participants (or NSOAAP) is:
 - An annual collection of surveys conducted by the Administration on Aging
 - Administered as a telephone survey to a random sample of OAA service recipients
- Primary purpose is to provide the aging network with outcome information that demonstrates the effect of services and illustrates client-reported quality of service
- Service recipient demographics, health, and wellbeing indicators are also collected

NSOAAP has 6 Service Specific Surveys

1. Home Delivered Meals
2. Congregate Meals
3. Transportation
4. Homemaker
5. Case Management
6. Caregiver (National Family Caregiver Support Program, caregivers surveyed)

NSOAAP – Purpose

- Provide outcome information to the aging network, that demonstrate the effect of services and illustrate client reported quality of service
- Examine the extent to which the goals of the OAA are met
- Inform program design
 - Understanding program and service trends
 - Informing technical assistance for the aging network
- Support agency budget requests to Congress

Using the NSOAAP Results for Budget Justification to Congress

- 55 % of seniors using transportation services rely on them for the majority of their trips to doctors' offices, pharmacies, meal sites, and other critical daily activities that help them to remain in the community

Using the NSOAAP Results for Budget Justification to Congress (cont'd)

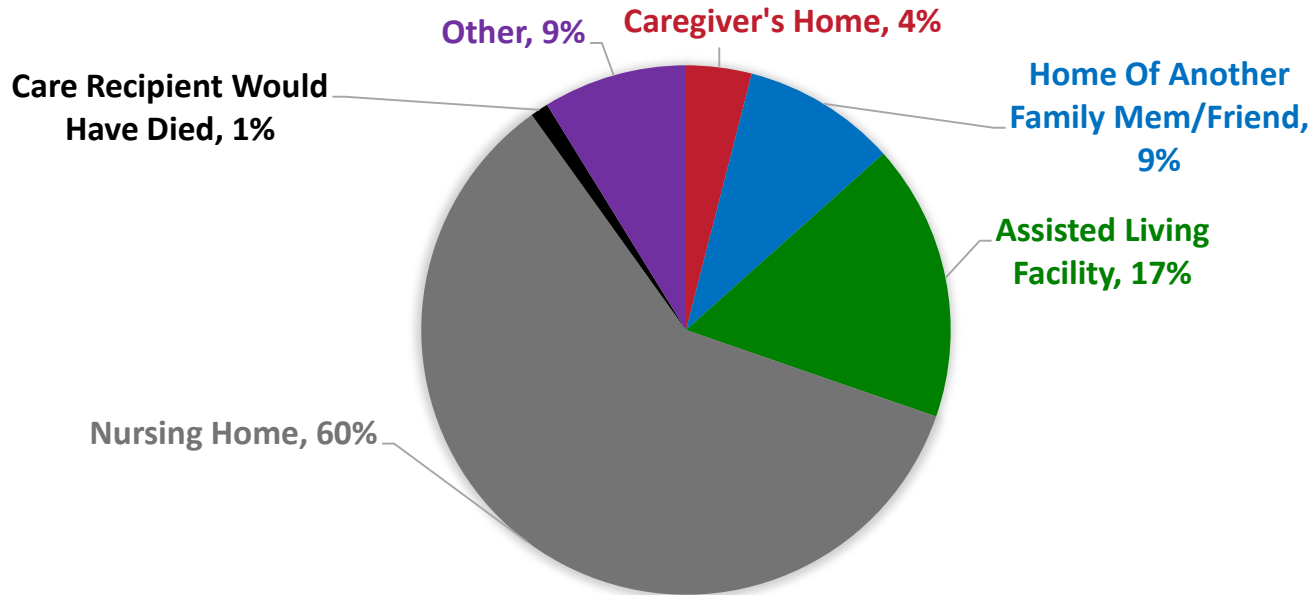
Question asked of family caregivers:

- In your judgement, if the services that you and the care recipient have received had not been available, would the care recipient be able to continue to live in the same residence?

Yes=59% No=41%*

*Results from the 2017 NSOAAP

Using the NSOAAP Results for Budget Justification to Congress (cont'd)



**Where would care recipient live if caregiver did not receive caregiver services?
(Results from the 2017 NSOAAP)***

***Only answered by caregivers who reported "no" to the previous question**

Access to Data and Information

- AoA Program Evaluations and Other Reports
 - <https://www.acl.gov/programs/program-evaluations-and-reports>
- NSOAAP Research Briefs
 - <https://agid.acl.gov/Resources/DataSources/>
- AGID (ACL data web portal)
 - <https://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.



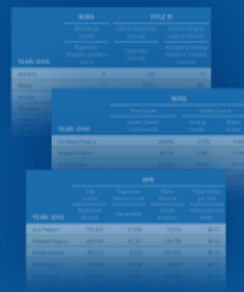
Data-at-a-Glance

Quick estimates in map, chart, or tabular form



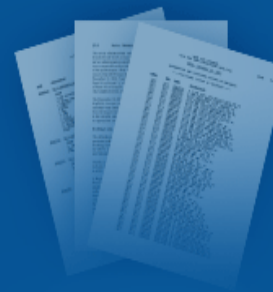
State Profiles

State-level summaries and comparisons



Custom Tables

Detailed multi-year tables



Data Files

Download data files and documentation

National Survey of OAA Participants

Years Data Elements Stratifiers Geography Results

Available Filters

Select an individual year for your table:

- 2003
- 2004
- 2005
- 2008
- 2009
- 2011
- 2012
- 2013
- 2014
- 2015
- 2016
- 2017

Previous

Clear

Save

Next

Clear All

Your Selections

◀ Please make a selection.

National Survey of OAA Participants

Years Data Elements Stratifiers Geography Results

Available Filters

Select an individual topic for your table:

- ▶ Caregiver
- ▶ Home Delivered Meals
- ▶ Congregate Meals
- ▶ Homemaker
 - ▶ Experience with homemaker service
 - ▶ Rating of homemaker service
 - ▶ Other Services the Client Received
 - ▶ Satisfaction with all services client received
 - How Recipient Rates Group Of Services Received? (SVCRATE) ⓘ
 - Do Services Help Recipient Live Independently? (SVCIND) ⓘ
 - Do Services Help Recipient Feel More Secure? (SVCSECUR) ⓘ
 - Do Services Help Recipient Care For Self? (SVCSELF) ⓘ
 - Does Recipient Have Better Idea How To Get Help? (SVCIDEA) ⓘ
 - People Who Give Services Are Courteous (SVCCURT) ⓘ
 - People Who Give Services Do Things Supposed To Do (SVCSUPOS) ⓘ
 - ▶ Receive other types of assistance?
 - ▶ Family Caregiver Support
 - ▶ Health-Related Quality of Life
 - ▶ Social functioning

- Previous
- Clear
- Save
- Next
- Clear All

Your Selections

Years
2017 ✕

National Survey of OAA Participants

Years Data Elements Stratifiers Geography Results

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

2017 ✕

Data Elements

Do Services Help Recipient Live Independently? (SVCIND) ✕

Do Services Help Recipient Feel More Secure? (SVCSECUR) ✕

Do Services Help Recipient Care For Self? (SVCSELFC) ✕

National Survey of OAA Participants

Years Data Elements Stratifiers Geography **Results**

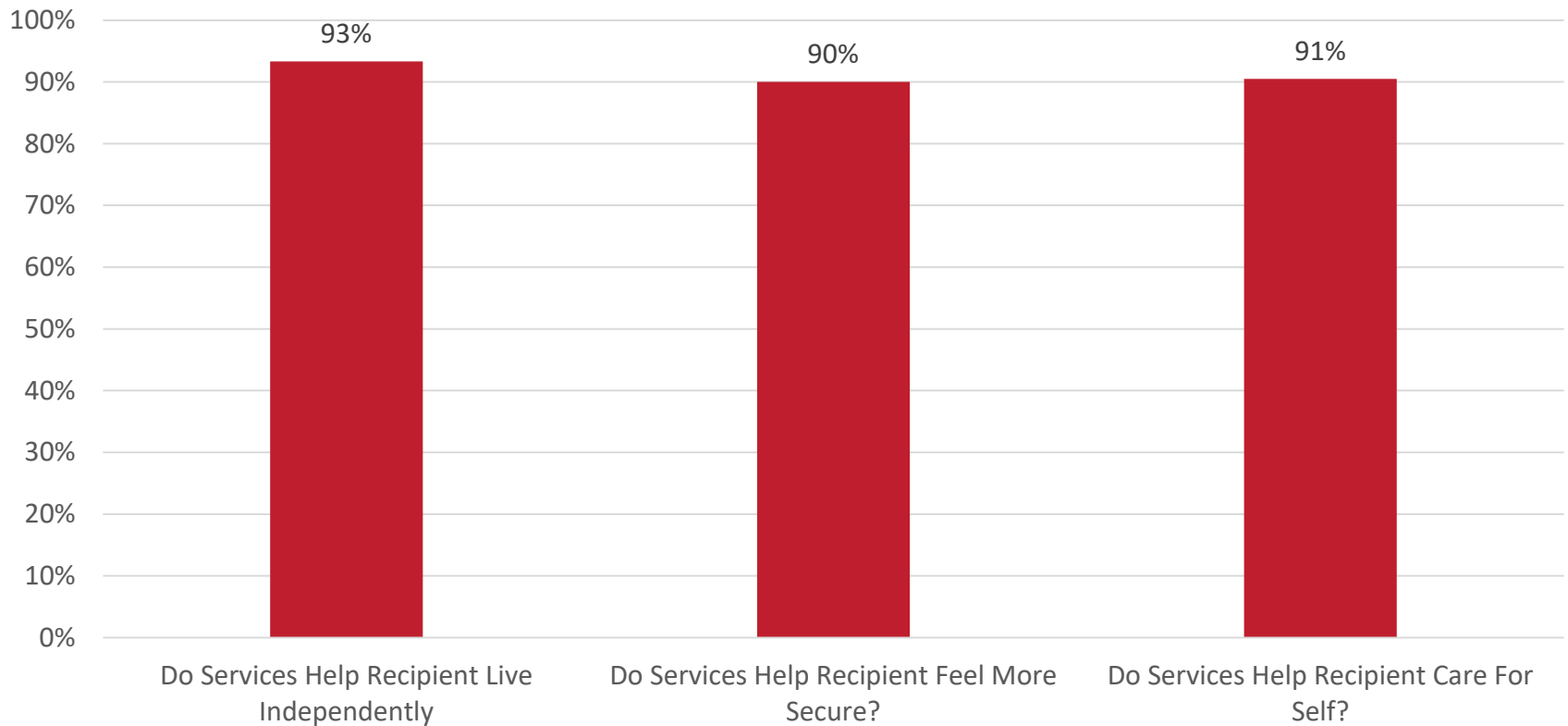
[View an alternative view](#)

Hide Missing Responses Show Missing Responses

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
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Live Independently?	Yes	389	149,836	3,292.32	93.3 %
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Live Independently?	No	46	10,816	2,889.02	6.7 %
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Live Independently?	Total	435	160,652	2,317.73	100.0 %
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Feel More Secure?	Yes	392	144,192	3,408.55	90.0 %
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Feel More Secure?	No	39	16,026	3,475.75	10.0 %
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Feel More Secure?	Total	431	160,217	2,429.31	100.0 %
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Care For Self?	Yes	371	144,001	3,531.09	90.5 %
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Care For Self?	No	59	15,164	2,833.83	9.5 %
2017	Homemaker	No Stratifier	All	Do Services Help Recipient Care For Self?	Total	430	159,165	2,691.12	100.0 %

2017 NSOAAP Data Example: Homemaker Satisfaction



National Survey of OAA Participants... how does it work?

629 AAAs/Single PSA States

350 AAAs/Single PSA States selected

**Selected AAAs/Single PSA States Provide
Client Lists (Case Mgmt, Congregate, Home-Delivered
Meals, Homemaker, Transportation, Caregiver)**

20,000+ Sampled OAA Clients

6,000 Interviewed OAA Clients

2019 Data Collection: What You Can Expect

- **NSOAAP**

- What will be asked of **States: IT support**
- What will be asked of **AAAs:**
 - **Client lists**
- Dates:
 - **May 10th** for initial client lists
 - **June 4th** begin telephone interviews with clients

SUAs that Assist with Client Lists

Alabama

Colorado*

Connecticut*

Florida

Georgia

Idaho

Indiana

Iowa (NEIBA)*

Louisiana*

Kansas

Kentucky

Massachusetts

Mississippi*

Missouri (IDS)*

Montana

New Jersey

North Carolina

Oklahoma

Oregon

Pennsylvania

South Carolina*

Texas*

Washington

West Virginia*

* Received client list prior to webinar.

Common Concerns from AAAs

- Shortage of staff/staff does not have time
- Our AAA is picked every year!
- Privacy concerns
- Providers won't release client phone numbers
- County govt./providers won't let seniors take surveys
- Concerns regarding telemarketing fraud
- AAA does not get local/state results; nothing in it for us

Solutions

- Step-by-step instructions for generating client lists reduces staff time
- Westat sends client letters for AAAs & handles calls from clients who opt-out
- AAAs can inform providers about survey and which clients were selected
- Interviewers sensitive to needs of older adults

Client Tracking Software Support

- **Innovative Data Systems (MO & IL)**
- **WellSky/SAMS**
- **PeerPlace**
- **RTZ GetCare**
- **CareAccess-Sourcewise (CA)**
- **AIM/Sabre** (OK, SC SUAs have generated lists)

ACL's View Regarding Client Privacy

- “Ownership” of client data
- **HIPAA Privacy Rule does not apply** to these data collections because ACL is not collecting “individually identifiable health information”
- **Data is aggregated**--no PII; no AAA or provider names; no states and no zip codes are provided to ACL or outside of Westat's survey team;
 - **SSNs are never collected**
- Once respondents have been contacted, **all PII is deleted**

Redesign of the NSOAAP Survey Instrument

Presented by Beth Rabinovich, Westat



designed by  freepik.com

Redesign of the NSOAAP Survey Instrument

Redesign of the NSOAAP – Phase I

- Purpose: redesign caregiver, home delivered meals, and congregate meals modules
 - Expert panel
 - Reviewed survey instrument
 - Recommended new modules - **Falls** (NHATS), **Life Changes** – reasons for contacting AAA, **Social Integration** (UCLA), and USDA **Food Security** questions
 - Cognitive testing
 - 9 home delivered meals clients, 9 congregate meals clients, and 9 caregivers

Redesign of the NSOAAP Survey Instrument

Redesign of the NSOAAP – Phase II

- Cognitive testing -- included new modules in the cognitive testing protocols
 - Case management
 - Homemaker
 - Transportation

Redesign - Results

- **All modules –**
 - Added new questions on falls, life changes, USDA food security questions, and social integration (because cognitive testing respondents had no problems interpreting the meaning of the questions as intended).
- **Life changes**
 - Revised the question to make it more direct regarding why respondents initially contacted AAA.
- **Congregate and home delivered meals**
 - Removed questions about food intake.
 - Added new questions (cognitive testing respondents had no problems interpreting them)

New Addition - USDA Food Security Questions

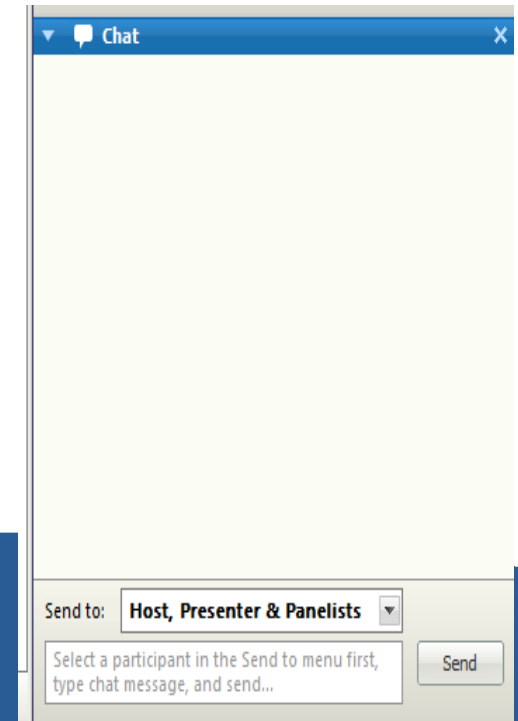
- **“The food I bought just didn’t last, and I didn’t have money to get more. Was that often, some times, or never true in the last 12 months?”**
- **“I couldn’t afford to eat balanced meals. Was that often, sometimes, or never true for you in the last 12 months?”**
- **“In the last 12 months since last (name of current month), did you ever cut the size of your meals or skip meals because there wasn’t enough money for food?” Yes/No**

New Addition – Reason for Seeking Services

- What was going on in your life that led you to seek services?
 - ILLNESS
 - ILLNESS OF A PERSON CLOSE TO YOU
 - DEATH OF A SPOUSE
 - PROBLEMS WITH MOBILITY
 - COULD NO LONGER TAKE CARE OF MYSELF
 - COULD NO LONGER TAKE CARE OF MY HOME

Questions Received from Online Chat

- Date range for client service lists
- Lack of security using email
- Instructions for PeerPlace, other software
- Will the AL, FL, NE, and PA SUAs be generating the list of randomly selected consumers?



Please Participate in 2019


- ACL relies on National Survey data each year for its annual budget requests and performance measurements
- ACL/AoA utilize the data to improve programs
- Westat will work with you to accommodate your schedule and client list issues

Thank you!

Please contact us for more information:


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