

National Surveys of Older Americans Act, Title III Service Recipients (POMP)

Background

The Government Performance and Results Act (GPRA) requires Federal agencies to use performance measurement, particularly outcome measurement, to improve the performance of Federal programs. Further, the Office of Management and Budget has introduced the Program Assessment Rating Tool (PART), which they use to evaluate the performance of Federal programs. The PART places additional emphasis on assessing program performance through outcome measurement.

National Surveys

For the past four years, AoA has been conducting national, annual surveys of recipients of select Title III) for the purpose of obtaining performance outcome measurement information that is used in AoA's GPRA plan and PART assessment. The survey instruments focus on consumer assessment of service quality and consumer-reported outcomes. The instruments also measure special needs characteristics of the people who receive services such as physical and social functioning.

The First National Pilot Survey was conducted in FY 2002-2003 with sample surveys of recipients of home-delivered, meals, congregate meals, transportation services, homemaker services, information and referral/assistance and caregivers of select OAA service recipients. The targeted sample size per service was 480. **The first survey demonstrated the feasibility of using national surveys for performance measurement and produced positive results as follows: services provided by the National Aging Services Network 1) are highly rated by recipients; 2) are effectively targeted to vulnerable populations and individuals who need the service; and 3) provide assistance to individuals and caregivers which is instrumental in allowing older persons to maintain their independence and avoid premature nursing home placement. Highlights are at www.gpra.net under the reports section.**

The Second National Pilot Survey was conducted in FY 2004 and included recipients of the services included in the first survey plus caregivers receiving services under the National Family Caregiver Support Program (NFCSP). The targeted sample size per service was 720. The results of the second national survey confirmed the results of the first national survey as follows: **services provided by the National Aging Services Network 1) are highly rated by recipients; 2) are effectively targeted to vulnerable populations and individuals who need the service; and 3) provide assistance to individuals and caregivers which is instrumental in allowing older persons to maintain their independence and avoid premature nursing home placement. For the First National Survey, these findings applied only to services received by the elderly. The Second National Survey confirmed these original findings and expanded them to the NFCSP as well. Highlights, frequency tables and a description of the methodology for the Second National Survey can be found at www.gpra.net.**

The Third National Survey was conducted in FY 2005 and included recipients of home-delivered meals; transportation and NFCSP services. Sample sizes for the home-delivered meals and transportation surveys were increased to 2,500 and caregivers to 1,000. This will permit subgroup analysis. Data analysis is currently underway.

The Fourth National Survey is under development.