Using Survey Data to Describe OAA Participants

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Office of Performance and Evaluation, ACL
2017 National Home and Community Based Services (HCBS) Conference
Wednesday August 30, 2017
Agenda

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

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Sample Size (2016)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homemaker</td>
<td>473</td>
</tr>
<tr>
<td>Case Management</td>
<td>397</td>
</tr>
<tr>
<td>Transportation</td>
<td>821</td>
</tr>
<tr>
<td>Home-Delivered Nutrition</td>
<td>868</td>
</tr>
<tr>
<td>Congregate Nutrition</td>
<td>814</td>
</tr>
<tr>
<td>Caregiver</td>
<td>1,709</td>
</tr>
</tbody>
</table>

- 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
  – 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.
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.
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? (CSCONEC)
    - 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? (CSINVLV)
    - 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 (CSETRR)
    - How Long Recipient Received Case Management Services? (CSHOWLG)
    - Did Case Manager Develop Care Plan? (CSVCPLN)
    - Did Recipient Get A Copy Of The Plan? (CCOPY)
    - Is Recipient Able To Select Services Received? (CSELVSC)
    - Is Recipient Able To Select Service Provider? (CSSLPPRV)

Your Selections
- Years
  - 2015
# National Survey of OAA Participants

<table>
<thead>
<tr>
<th>Years</th>
<th>Data Elements</th>
<th>Stratifiers</th>
<th>Geography</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>No Stratifier</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Available Filters

Select the stratifiers to include in your table:

- No Stratifier

## 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? (CSININVOLV)
- 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? (CSELFNSVC)
- Is Recipient Able To Select Service Provider? (CSSELFPRV)
### National Survey of OAA Participants

#### Years

<table>
<thead>
<tr>
<th>Year</th>
<th>Service</th>
<th>Stratifier</th>
<th>Stratifier Value</th>
<th>Questionnaire Question</th>
<th>Response</th>
<th>Survey Responses</th>
<th>Weighted Count</th>
<th>Count</th>
<th>Standard Error</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Return Phone Calls Timely</td>
<td>Yes</td>
<td>337</td>
<td>303,576</td>
<td>18,215.92</td>
<td>88.7 %</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Return Phone Calls Timely</td>
<td>No</td>
<td>30</td>
<td>34,903</td>
<td>8,455.60</td>
<td>10.3 %</td>
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<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Return Phone Calls Timely</td>
<td>Total</td>
<td>367</td>
<td>338,479</td>
<td>15,414.83</td>
<td>100.0 %</td>
<td></td>
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<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Explain Services So Recipient Understands</td>
<td>Yes</td>
<td>384</td>
<td>369,864</td>
<td>8,235.97</td>
<td>94.5 %</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Explain Services So Recipient Understands</td>
<td>No</td>
<td>22</td>
<td>21,594</td>
<td>5,506.70</td>
<td>95.5 %</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Explain Services So Recipient Understands</td>
<td>Total</td>
<td>406</td>
<td>391,459</td>
<td>6,305.00</td>
<td>100.0 %</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Treat Recipient W/Respect?</td>
<td>Yes</td>
<td>397</td>
<td>383,462</td>
<td>6,195.00</td>
<td>99.4 %</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Treat Recipient W/Respect?</td>
<td>No</td>
<td>8</td>
<td>2,253</td>
<td>1,292.82</td>
<td>0.6 %</td>
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<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Treat Recipient W/Respect?</td>
<td>Total</td>
<td>405</td>
<td>385,714</td>
<td>6,835.27</td>
<td>100.0 %</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Involve Recipient Plan Services?</td>
<td>Yes</td>
<td>355</td>
<td>345,880</td>
<td>9,534.51</td>
<td>89.0 %</td>
<td></td>
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<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Involve Recipient Plan Services?</td>
<td>No</td>
<td>45</td>
<td>42,673</td>
<td>10,440.45</td>
<td>11.0 %</td>
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</tr>
<tr>
<td>2015</td>
<td>Case Management</td>
<td>No Stratifier</td>
<td>All</td>
<td>Does Case Manager Involve Recipient Plan Services?</td>
<td>Total</td>
<td>401</td>
<td>388,553</td>
<td>6,241.14</td>
<td>100.0 %</td>
<td></td>
</tr>
</tbody>
</table>

Note: The table shows the results of the National OAA Participants Survey, detailing various aspects of service delivery, including the percentage of cases where certain actions were performed.
2016: Case Management Quality

- Case manager returns your phone calls in a timely manner: 90.9%
- Case manager explains your services in a way that you can understand: 92.9%
- Case manager treats you with respect: 98.7%
- Case manager involves you in discussing and planning for your services: 89.2%
- Case manager does a good job setting up care for you: 92.3%
- Get a copy of the plan: 85.0%
- Able to select services you receive: 81.5%
- Able to select own service provider: 62.8%
2016 NSOAAP Data Highlights

Preliminary!!

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

- Homemaker: 80.9%
- Case Management: 70.5%
- Transportation: 80.9%
- Home-delivered Nutrition: 66.7%
- Congregate Nutrition: 67.4%
- Caregiver: 74.0%
2016 Demographics: All Services

More than High School Education

Homemaker: 38.3%
Case Management: 35.6%
Transportation: 44.2%
Home-delivered Nutrition: 38.8%
Congregate Nutrition: 54.4%
Caregiver: 70.9%
2011 and 2016: National Survey of Older Americans Act Participants

More than High School Education

- Homemaker: 33.2% (2011), 38.3% (2016)
- Case Management: 42.9% (2011), 35.6% (2016)
- Transportation: 36.8% (2011), 44.2% (2016)
- Home-delivered Nutrition: 35.0% (2011), 38.8% (2016)
- Congregate Nutrition: 48.6% (2011), 54.4% (2016)
- Caregiver: 64.6% (2011), 70.9% (2016)
2016 Demographics: All Services

Annual Household Income Below $20,000

- Homemaker: 79.3%
- Case Management: 68.6%
- Transportation: 67.3%
- Home-delivered Nutrition: 70.6%
- Congregate Nutrition: 46.1%
- Caregiver: 17.7%
2011 and 2016 Demographics: All Services

Annual Household Income Below $20,000

- Homemaker: 85.6% (2011), 79.3% (2016)
- Case Management: 74.3% (2011), 68.6% (2016)
- Transportation: 70.8% (2011), 67.3% (2016)
- Home-delivered Nutrition: 72.7% (2011), 70.6% (2016)
- Congregate Nutrition: 44.8% (2011), 46.1% (2016)
- Caregiver: 24.9% (2011), 17.7% (2016)

2011 2016
2016 Demographics: Selected Services

Age Categories

<table>
<thead>
<tr>
<th></th>
<th>Homemaker</th>
<th>Case Management</th>
<th>Transportation</th>
</tr>
</thead>
<tbody>
<tr>
<td>60-64</td>
<td>6.6%</td>
<td>35.4%</td>
<td>37.1%</td>
</tr>
<tr>
<td>65-74</td>
<td>25.7%</td>
<td>32.3%</td>
<td>33.2%</td>
</tr>
<tr>
<td>75-84</td>
<td>32.3%</td>
<td>36.6%</td>
<td>24.3%</td>
</tr>
<tr>
<td>85+</td>
<td>33.0%</td>
<td>33.0%</td>
<td>9.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6.1%</td>
<td>6.1%</td>
<td>9.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>24.3%</td>
<td>19.9%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>36.6%</td>
<td>9.8%</td>
</tr>
<tr>
<td></td>
<td></td>
<td>35.4%</td>
<td>6.1%</td>
</tr>
</tbody>
</table>
2016 Demographics: Selected Services

### Age Categories*

<table>
<thead>
<tr>
<th>Age Category</th>
<th>Home-delivered Nutrition</th>
<th>Congregate Nutrition</th>
<th>Caregiver</th>
</tr>
</thead>
<tbody>
<tr>
<td>60-64</td>
<td>9.9%</td>
<td>29.7%</td>
<td>13.8%</td>
</tr>
<tr>
<td>65-74</td>
<td>29.7%</td>
<td>30.7%</td>
<td>15.7%</td>
</tr>
<tr>
<td>75-84</td>
<td>30.7%</td>
<td>38.2%</td>
<td>22.5%</td>
</tr>
<tr>
<td>85+</td>
<td>29.7%</td>
<td>39.9%</td>
<td>18.7%</td>
</tr>
<tr>
<td>60-64</td>
<td></td>
<td></td>
<td>5.1%</td>
</tr>
<tr>
<td>65-74</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>75-84</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>85+</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2016 Demographics: All Services

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

- Homemaker: 79.9%
- Case Management: 53.9%
- Transportation: 62.1%
- Home-delivered Nutrition: 59.4%
- Congregate Nutrition: 47.4%
- Caregiver: 25.6%
2016 Quality Measures: All Services

People who give services are courteous (% agree)

- Caregiver: 97.9%
- Congregate Nutrition: 98.5%
- Home-delivered Nutrition: 98.9%
- Transportation: 98.5%
- Case Management: 98.7%
- Homemaker: 99.0%
2016 Quality Measures: All Services

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

- Homemaker: 93.3%
- Case Management: 91.0%
- Transportation: 95.5%
- Home-delivered Nutrition: 89.0%
- Congregate Nutrition: 91.2%
- Caregiver: 93.4%
Overall, how would you rate the group of services received? (good, very good, excellent)

- Homemaker: 94.5%
- Case Management: 92.2%
- Transportation: 95.9%
- Home-delivered Nutrition: 88.6%
- Congregate Nutrition: 94.2%
- Caregiver: 86.6%
2016 Quality Measures: Selected Services

Would you recommend this service to a friend? (yes)*

- Homemaker: 96.7%
- Transportation: 96.6%
- Home-delivered Nutrition: 95.0%
- Congregate Nutrition: 95.9%

* Question not asked of case management or caregiver clients.
2016 Health and well-being Measures: All Services

3+ ADL Limitations

- Homemaker: 27.8%
- Case Management: 48.3%
- Transportation: 14.5%
- Home-delivered Nutrition: 28.5%
- Congregate Nutrition: 7.5%
- Caregiver*: 67.5%

* Question is about care recipient of caregiver clients.
2011 and 2016 Health and well-being Measures: All Services

3+ ADL Limitations

<table>
<thead>
<tr>
<th>Service</th>
<th>2011</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homemaker</td>
<td>31.1%</td>
<td>27.8%</td>
</tr>
<tr>
<td>Case Management</td>
<td>37.6%</td>
<td>48.3%</td>
</tr>
<tr>
<td>Transportation</td>
<td>14.7%</td>
<td>14.5%</td>
</tr>
<tr>
<td>Home-delivered Nutrition</td>
<td>28.7%</td>
<td>28.5%</td>
</tr>
<tr>
<td>Congregate Nutrition</td>
<td>8.6%</td>
<td>7.5%</td>
</tr>
<tr>
<td>Caregiver*</td>
<td>70.3%</td>
<td>67.5%</td>
</tr>
</tbody>
</table>

* 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)*

- Homemaker: 21.0%
- Case Management: 26.2%
- Transportation: 43.2%
- Home-delivered Nutrition: 22.4%
- Congregate Nutrition: 60.5%

*Question not asked of caregiver clients.
Homemaker
2016 Demographics: Homemaker

Education

- Less Than High School Diploma: 27%
- High School Diploma Or GED: 35%
- Some College (Business/Vocational/Technical): 6%
- Bachelor's Degree: 5%
- Some Post-Graduate Work/Advanced Degree: 6%
2016 Demographics: Homemaker

Household Income

- $5,000 or less: 5.5%
- $5,001-$10,000: 8.5%
- $10,001-$15,000: 4.4%
- $15,001-$20,000: 4.4%
- $20,001-$25,000: 2.8%
- $25,001-$30,000: 0.5%
- $30,001-$35,000: 0.0%
- $35,001-$40,000: 0.8%
- $40,001-$50,000: 0.5%
- Above $50,000: 0.8%
2016 Demographics: Homemaker

Age

- 35% 85+ years
- 26% 65-74 years
- 32% 60-64 years
- 7% 75-84 years

Legend:
- 60-64 years
- 65-74 years
- 75-84 years
- 85+ years
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

- 0 Medical Conditions: 21%
- 1-3 Medical Conditions: 12%
- 4-6 Medical Conditions: 26%
- 7-9 Medical Conditions: 41%
- 10+ Medical Conditions: 0%
2016 Health and well-being: Homemaker

Number of Prescription Medications

- 0 Prescription Medications: 38%
- 1-4 Prescription Medications: 27%
- 5-8 Prescription Medications: 22%
- 9-12 Prescription Medications: 10%
- 13+ Prescription Medications: 3%
2016 Health and well-being: Homemaker

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

- About Enough: 22%
- Too Much: 2%
- Would Like To Be Doing More: 76%
Case Management
2016 Demographics: Case Management

Education

- Less Than High School Diploma: 25%
- High School Diploma Or GED: 40%
- Some College (Business/Vocational/Techni): 25%
- Bachelor's Degree: 6%
- Some Post-Graduate Work/Advanced Degree: 4%
2016 Demographics: Case Management

**Household Income**

- ABove $50,000: 4.5%
- $40,001-$50,000: 3.0%
- $35,001-$40,000: 2.2%
- $30,001-$35,000: 2.7%
- $25,001-$30,000: 7.6%
- $20,001-$25,000: 11.4%
- $15,001-$20,000: 25.6%
- $10,001-$15,000: 17.4%
- $5,001-$10,000: 18.7%
- $5,000 or less: 6.9%

Income ranges are: $5,000 or less, $5,001-$10,000, $10,001-$15,000, $15,001-$20,000, $20,001-$25,000, $25,001-$30,000, $30,001-$35,000, $35,001-$40,000, $40,001-$50,000, and above $50,000.
2016 Demographics: Case Management

- 60-64 years: 37%
- 65-74 years: 33%
- 75-84 years: 24%
- 85+ years: 6%
### 2016 Quality: Case Management

<table>
<thead>
<tr>
<th>Service</th>
<th>% Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case manager returns your phone calls in a timely manner</td>
<td>90.9%</td>
</tr>
<tr>
<td>Case manager explains your services in a way that you can understand</td>
<td>92.9%</td>
</tr>
<tr>
<td>Case manager treats you with respect</td>
<td>98.7%</td>
</tr>
<tr>
<td>Case manager involves you in discussing and planning for your services</td>
<td>89.2%</td>
</tr>
<tr>
<td>Case manager does a good job setting up care for you</td>
<td>92.3%</td>
</tr>
<tr>
<td>Get a copy of the plan</td>
<td>85.0%</td>
</tr>
<tr>
<td>Able to select services you receive</td>
<td>81.5%</td>
</tr>
<tr>
<td>Able to select own service provider</td>
<td>62.8%</td>
</tr>
</tbody>
</table>

- Case manager returns your phone calls in a timely manner
- Case manager explains your services in a way that you can understand
- Case manager treats you with respect
- Case manager involves you in discussing and planning for your services
- Case manager does a good job setting up care for you
- Get a copy of the plan
- Able to select services you receive
- Able to select own service provider
2016 Health and well-being: Case Management

Number of Medical Conditions

- 0 Medical Conditions: 40%
- 1-3 Medical Conditions: 21%
- 4-6 Medical Conditions: 32%
- 7-9 Medical Conditions: 6%
- 10+ Medical Conditions: 1%

Legend:
- Light Blue: 0 Medical Conditions
- Brown: 1-3 Medical Conditions
- Green: 4-6 Medical Conditions
- Purple: 7-9 Medical Conditions
- Light Cyan: 10+ Medical Conditions
2016 Health and well-being: Case Management

Number of Prescription Medications

- 0 Prescription Medications: 9%
- 1-4 Prescription Medications: 24%
- 5-8 Prescription Medications: 21%
- 9-12 Prescription Medications: 44%
- 13+ Prescription Medications: 2%
Regarding your present social activities, do you feel that you are doing....?

- 73% Would Like To Be Doing More
- 25% About Enough
- 2% Too Much
Transportation
2016 Demographics: Transportation

Education

- Less Than High School Diploma: 34%
- High School Diploma Or GED: 27%
- Some College (Business/Vocational/Techni): 10%
- Bachelor's Degree: 7%
- Some Post-Graduate Work/Advanced Degree: 10%
2016 Demographics: Transportation

Household Income

- ABOVE $50,000: 4.2%
- $40,001-$50,000: 3.1%
- $35,001-$40,000: 3.9%
- $30,001-$35,000: 4.4%
- $25,001-$30,000: 4.7%
- $20,001-$25,000: 12.8%
- $15,001-$20,000: 17.0%
- $10,001-$15,000: 26.5%
- $5,001-$10,000: 16.9%
- $5,000 or less: 6.5%
2016 Demographics: Transportation

- 60-64 years: 20%
- 65-74 years: 37%
- 75-84 years: 33%
- 85+ years: 10%
2016 Quality: Transportation

<table>
<thead>
<tr>
<th>Feature</th>
<th>% usually or always</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drivers pick you up when they are supposed to</td>
<td>92.8%</td>
</tr>
<tr>
<td>Drivers are polite</td>
<td>98.2%</td>
</tr>
<tr>
<td>Vehicles are easy to get into and out of</td>
<td>90.7%</td>
</tr>
<tr>
<td>Vehicles are comfortable</td>
<td>92.2%</td>
</tr>
<tr>
<td>You arrive at your destination on time</td>
<td>94.0%</td>
</tr>
<tr>
<td>You get to the places you want or need to go</td>
<td>93.6%</td>
</tr>
<tr>
<td>You get rides at the times and on the days you need them</td>
<td>90.1%</td>
</tr>
</tbody>
</table>
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

- 0 Medical Conditions: 32%
- 1-3 Medical Conditions: 15%
- 4-6 Medical Conditions: 10%
- 7-9 Medical Conditions: 42%
- 10+ Medical Conditions: 1%
2016 Health and well-being: Transportation

Number of Prescription Medications

- 0 Prescription Medications: 40%
- 1-4 Prescription Medications: 34%
- 5-8 Prescription Medications: 13%
- 9-12 Prescription Medications: 7%
- 13+ Prescription Medications: 6%
Regarding your present social activities, do you feel that you are doing....?

- 53% Would Like To Be Doing More
- 44% About Enough
- 3% Too Much
Home-delivered Nutrition
Demographics: Home-delivered Nutrition

**Education**

- **Less Than High School Diploma**: 27%
- **High School Diploma Or GED**: 34%
- **Some College (Business/Vocational/Technical)**: 6%
- **Bachelor's Degree**: 7%
- **Some Post-Graduate Work/Advanced Degree**: 26%
Demographics: Home-delivered Nutrition

Household Income

- ABOVE $50,000: 4.1%
- $40,001-$50,000: 1.1%
- $35,001-$40,000: 1.5%
- $30,001-$35,000: 2.4%
- $25,001-$30,000: 4.0%
- $20,001-$25,000: 15.4%
- $15,001-$20,000: 18.0%
- $10,001-$15,000: 26.8%
- $5,001-$10,000: 18.6%
- $5,000 or less: 8.0%
Demographics: Home-delivered Nutrition

Age

- 60-64 years: 30%
- 65-74 years: 30%
- 75-84 years: 30%
- 85+ years: 10%
2016 Quality: Home-delivered Nutrition

% usually to always

- Overall, satisfied with the way the food tastes: 69.5%
- Overall, satisfied with the variety of foods: 74.5%
- Meal delivered is on time: 91.9%

% yes

- You like the meals that you get at the lunch program: 93.6%
2016 Quality: Home-delivered Nutrition

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

- Amount or quantity of food decreased: 32.9%
- Quality of the food declined: 18.0%
- Lunch program provided less often: 0.3%
- Fewer lunches provided or fewer persons served: 2.8%
- Fewer food choices offered: 12.8%
- Packaging of meals changed: 4.4%
- More cold meals (or frozen) provided: 2.1%
- Fewer celebration (holiday or birthday) meals provided: 0.0%
- Fewer condiments provided: 0.3%
- Less coffee or tea provided: 0.0%
- Quality improved: 39.4%
2016 Health and well-Being: Home-delivered Nutrition

Number of Medical Conditions

- 0 Medical Conditions: 2%
- 1-3 Medical Conditions: 13%
- 4-6 Medical Conditions: 33%
- 7-9 Medical Conditions: 32%
- 10+ Medical Conditions: 20%

Legend:
- Blue: 0 Medical Conditions
- Red: 1-3 Medical Conditions
- Green: 4-6 Medical Conditions
- Purple: 7-9 Medical Conditions
- Teal: 10+ Medical Conditions
2016 Health and well-Being: Home-delivered Nutrition

Number of Prescription Medications

- 0 Prescription Medications: 31%
- 1-4 Prescription Medications: 37%
- 5-8 Prescription Medications: 8%
- 9-12 Prescription Medications: 5%
- 13+ Prescription Medications: 19%
2016 Health and well-Being: Home-delivered Nutrition

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

- About Enough: 32%
- Too Much: 2%
- Would Like To Be Doing More: 66%
Congregate Nutrition
2016 Demographics: Congregate Nutrition

Education

- Less Than High School Diploma: 15%
- High School Diploma Or GED: 33%
- Some College (Business/Vocational/Techni): 30%
- Bachelor's Degree: 9%
- Some Post-Graduate Work/Advanced Degree: 13%
2016 Demographics: Congregate Nutrition

Household Income

- Above $50,000: 16.2%
- $40,001-$50,000: 4.9%
- $35,001-$40,000: 5.3%
- $30,001-$35,000: 5.6%
- $25,001-$30,000: 11.2%
- $20,001-$25,000: 12.1%
- $15,001-$20,000: 13.0%
- $10,001-$15,000: 13.6%
- $5,001-$10,000: 13.2%
- $5,000 or less: 4.9%
2016 Demographics: Congregate Nutrition

Age

- 60-64 years: 8%
- 65-74 years: 38%
- 75-84 years: 40%
- 85+ years: 14%
2016 Quality: Congregate Nutrition

% usually to always

<table>
<thead>
<tr>
<th>%</th>
<th>Overall, satisfied with the way the food tastes</th>
<th>Overall, satisfied with the variety of foods</th>
</tr>
</thead>
<tbody>
<tr>
<td>80.2%</td>
<td><img src="image1" alt="Graph showing 80.2% satisfaction with the way the food tastes." /></td>
<td></td>
</tr>
<tr>
<td>80.5%</td>
<td><img src="image2" alt="Graph showing 80.5% satisfaction with the variety of foods." /></td>
<td></td>
</tr>
</tbody>
</table>

% yes

<table>
<thead>
<tr>
<th>%</th>
<th>You like the meals that you get at the lunch program</th>
</tr>
</thead>
<tbody>
<tr>
<td>94.5%</td>
<td><img src="image3" alt="Graph showing 94.5% satisfaction with the meals at the lunch program." /></td>
</tr>
</tbody>
</table>
2016 Quality: Congregate Nutrition

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

- Amount or quantity of food decreased: 25.7%
- Quality of the food declined: 34.4%
- Lunch program provided less often: 0.2%
- Fewer lunches provided or fewer persons served: 0.9%
- Fewer food choices offered: 4.3%
- Packaging of meals changed: 0.7%
- More cold meals (or frozen) provided: 5.6%
- Fewer celebration (holiday or birthday) meals provided: 2.0%
- Fewer condiments provided: 3.8%
- Less coffee or tea provided: 0.3%
- Quality improved: 44.0%
2016 Health and well-being: Congregate Nutrition

Number of Medical Conditions

- 0 Medical Conditions: 39%
- 1-3 Medical Conditions: 25%
- 4-6 Medical Conditions: 28%
- 7-9 Medical Conditions: 5%
- 10+ Medical Conditions: 3%
2016 Health and well-being: Congregate Nutrition

Number of Prescription Medications

- 0 Prescription Medications: 9%
- 1-4 Prescription Medications: 4%
- 5-8 Prescription Medications: 9%
- 9-12 Prescription Medications: 27%
- 13+ Prescription Medications: 51%
Regarding your present social activities, do you feel that you are doing....?

- About Enough: 55%
- Too Much: 4%
- Would Like To Be Doing More: 41%
Caregiver
2016 Demographics: Caregiver

Education

- Less Than High School Diploma: 6%
- High School Diploma Or GED: 23%
- Some College (Business/Vocational/Techni): 18%
- Bachelor's Degree: 14%
- Some Post-Graduate Work/Advanced Degree: 39%
2016 Demographics: Caregiver

Household Income

- Above $50,000: 35.7%
- $40,001-$50,000: 9.0%
- $35,001-$40,000: 8.1%
- $30,001-$35,000: 8.2%
- $25,001-$30,000: 11.5%
- $20,001-$25,000: 10.0%
- $15,001-$20,000: 8.0%
- $10,001-$15,000: 5.1%
- $5,001-$10,000: 2.3%
- $5,000 or less: 2.0%

Income Categories:
- $5,000 or less
- $5,001-$10,000
- $10,001-$15,000
- $15,001-$20,000
- $20,001-$25,000
- $25,001-$30,000
- $30,001-$35,000
- $35,001-$40,000
- $40,001-$50,000
- Above $50,000
2016 Demographics: Caregiver

Age
- 18-34 years: 26%
- 35-59 years: 33%
- 60-64 years: 16%
- 65-74 years: 19%
- 75-84 years: 5%
- 85+ years: 1%
Overall, how would you rate the caregiver support services that have been provided?

- Excellent: 40%
- Very Good: 35%
- Good: 18%
- Fair: 5%
- Poor: 2%
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...

- Have more time for personal activities? 61.0%
- Feel less stress? 74.3%
- Find it easier to care for the care recipient? 83.2%
## 2016 Health and well-being: Caregiver

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

<table>
<thead>
<tr>
<th>Difficulty</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Financial Burden</td>
<td>12.0%</td>
</tr>
<tr>
<td>Not Enough Time For Self</td>
<td>14.0%</td>
</tr>
<tr>
<td>Not Enough Time For Family</td>
<td>7.0%</td>
</tr>
<tr>
<td>Interferes With Your Work</td>
<td>1.9%</td>
</tr>
<tr>
<td>Affects Your Family Relationships</td>
<td>5.6%</td>
</tr>
<tr>
<td>Interferes With Your Privacy</td>
<td>1.1%</td>
</tr>
<tr>
<td>Conflicts With Your Social Life</td>
<td>6.7%</td>
</tr>
<tr>
<td>Creates Stress</td>
<td>21.1%</td>
</tr>
<tr>
<td>None</td>
<td>9.0%</td>
</tr>
<tr>
<td>All Of The Above</td>
<td>19.9%</td>
</tr>
<tr>
<td>Something Else</td>
<td>1.7%</td>
</tr>
</tbody>
</table>
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

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