

## **Recognition of Excellence in Aging Research Submission Form**

### **AoA Performance Measurement**

*AoA, in concert with State and local partners, uses performance measurement tools of GPRA to improve services. The [results.aoa.gov](http://results.aoa.gov) website is designed to provide program results and evaluation information.*

#### **Lead government department/agency conducting, sponsoring or administering the research:**

Administration on Aging

#### **Mission of department/agency:**

The mission of the Administration on Aging (AoA) is to help elderly individuals maintain their dignity and independence in their homes and communities for as long as possible. AoA does this by serving as the Federal agency responsible for advancing the concerns and interests of older people, and by working with and through a nationwide network of 29,000 community-based organizations, known as the Aging Services Network, to promote the development of comprehensive and coordinated systems of care at the community-level that respond to the needs and preferences of older people and their family caregivers.

#### **Name, title, mailing address, email address, and phone number of principal investigator(s)/lead researcher(s) for the research project:**

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#### **Partner agencies or organizations that participated in the research project:**

Office of Management and Budget, U.S. Department of Health and Human Services.

#### **General Description:**

For over ten years, AoA has developed, tested and implemented performance measurement indicators that measure the effectiveness of the Older Americans Act (OAA) program. AoA performance measurement indicators are required under the Government Performance and Results Act (GPRA), which requires federal agencies to

establish standards measuring their performance and effectiveness. The AoA indicators are described in an Online Performance Appendix which can be found on the website [results.aoa.gov](http://results.aoa.gov).

Since enacted in 1993, AoA has accepted GPRA as an opportunity to document each year the results that are produced through the programs we administer under the authority of the OAA. It is the intent and commitment of AoA, in concert with State and local program partners, to use the performance measurement tools of GPRA to continuously improve OAA programs and services for the elderly. The results are included in AoA's annual budget request to Congress.

The Online Performance Appendix is part of AoA's annual budget request which provides detailed performance information. Fiscal year 2009 represents the fourth year that AoA aggregated all budget line items into a single GPRA program, AoA's Aging Services Program, for purposes of performance measurement. AoA program activities have a fundamental common purpose reflecting the primary legislative intent of the OAA: to make community-based services available to elders who are at risk of losing their independence, to prevent disease and disability through community-based activities, and to support the efforts of family caregivers. It is intended that States, Tribal organizations and communities actively participate in funding community-based services and develop the capacity to support the home and community-based service needs of elderly individuals with particular attention to low-income, frail and isolated older individuals.

These fundamental objectives led AoA to focus on three measurement areas to assess program activities through performance measurement:

1. Improving efficiency;
2. Improving client outcomes; and
3. Effectively targeting to vulnerable elderly populations.

Each of these measures represents several activities across the Aging Services Program budget and progress toward achievement of the outcome is tracked using number indicators.

The website [results.aoa.gov](http://results.aoa.gov) was developed by AoA to measure program performance results. It includes:

- Annual reports on indicators of performance measures of the OAA program;
- Performance Outcome Measurement Projects which develop and test new and established performance outcome measures at the state and sub-state levels;
- Reports of National Surveys of OAA Participants;
- OAA program performance information reported by the states under the State Program Report and the National Ombudsman Reporting System;
- AoA compiled statistics on the older population; and
- A series of past, current, and planned program evaluations and related studies.

These program evaluations and related reports ensure that the most relevant data are available to policy makers, demonstrate the value of programs to taxpayers, and track results. AoA strives to evaluate programs in an integrated manner combining process, outcome, impact and cost-benefit analysis of evaluation activities. This site provides links to reports and results from these evaluation efforts.

***Excellence***      What makes this project exceptional?

AoA's Aging Services Program received an "Effective" rating – the highest rating -- from the Office of Management and Budget in the 2007 Program Assessment Rating Tool (PART) rating process for its clear purpose, good management, strong performance measures, and positive evaluations. The review found that AoA efficiently provides home and community-based services while maintaining high service quality. AoA continues to enhance program evaluation activities to improve program management.

***Significance***      How is this research relevant to older persons, populations and/or an aging society?

In concert with State and local program partners, AoA uses the performance measurement tools of GPRA to demonstrate the effectiveness of OAA programs and services for the elderly. AoA's three performance measurement categories of program efficiency, client outcomes, and effectively targeting to vulnerable elderly populations contribute to measuring of the success of the national aging services network. The States have mirrored these measures to gauge their impact and improve performance.

***Effectiveness***      What is the impact and/or application of this research to older persons?

The impact of AoA's Performance Measurement for older persons is that it has achieved the primary legislative intent of the OAA: to make community-based services available to elders who are at risk of losing their independence, to prevent disease and disability through community-based activities, and to support the efforts of family caregivers.

***Innovativeness***      Why is this research exciting or newsworthy?

The Performance Measurement enables the Executive branch, Congress, and decision makers to appreciate the value of the Aging Services programs. AoA's performance data shows that the national aging services network is providing high quality services to the most vulnerable older adults and doing so in a very efficient and cost-effective manner. Consumers believe these services contribute in an essential way to maintaining their independence, and they report a high level of quality for those services.