



AOA PERSPECTIVES ON PERFORMANCE OUTCOME DATA

**SENIOR MEDICARE PATROL
CONFERENCE**

September 18, 2002



TODAY'S ISSUES



- ◆ **THE IMPETUS BEHIND PROGRAM
OUTCOME MEASURES**
- ◆ **WHAT OUTCOME AND PROGRAM
DATA MEAN TO AOA**
- ◆ **AOA DATA INITIATIVES**

GPRRA, The Law

- ◆ **The Public and the Congress: What We Get from Federal Programs?**
- ◆ **Annual Plans and Reports with Quantifiable Measures of Results Produced by Programs**
- ◆ **Mix of Outcome, Output, Process and Other Measures That Compare Plans and Results**

Other Influences

- ◆ **General Accounting Office –High Expectations and Annual Assessments**
- ◆ **Office of Management and Budget—Rigorous Program Assessments and Budget Linkage**
- ◆ **Department of Health and Human Services—Consistent “One HHS Goals” and Accountability of Program Leaders**



AOA APPROACH

- NETWORK ACCOUNTABILITY STORY
- KNOW WHO WE ARE
- KNOW WHO NEEDS US
- KNOW WHO WE SERVE
- KNOW WHAT WE DO
- KNOW WHAT IT COSTS
- KNOW WHAT RESULTS WE PRODUCE

WHO WE ARE

◆ AGENCIES

- ◆ 56 STATE UNITS—236 TRIBES—655
AREA AGENCIES

◆ PROVIDERS

- ◆ 29,000 PROVIDERS—10,000 SENIOR
CENTERS—OVER 6,000 FOCAL POINTS

◆ VOLUNTEERS

- ◆ 500,000 VOLUNTEERS—40% OF AREA
AGENCY STAFF—90% OF OMBUDSMEN

WHO WE SERVE

- ◆ 7 MILLION ELDERLY 60 AND OVER
- ◆ 15% OF ALL ELDERLY
- ◆ 3 MILLION RELY ON NETWORK FOR INTENSIVE SERVICES
- ◆ THE VULNERABLE
 - ◆ 2 MILLION POOR
 - ◆ 1 MILLION MINORITIES
 - ◆ 2.3 MILLION RURAL RESIDENTS
- ◆ 250,000 CAREGIVERS



WHAT WE DO

◆ HELP PREVENT INSTITUTIONALIZATION

- ◆ 40 MILLION RIDES
- ◆ 11 MILLION HOURS OF PERSONAL CARE
- ◆ 10 MILLION HOURS OF HOMEMAKER SERVICES
- ◆ 250,000 CAREGIVERS

◆ HELP PREVENT DEPRESSION AND LOSS OF HEALTH

- ◆ SERVING 1.7 MILLION IN SENIOR CENTERS
- ◆ 300 MILLION MEALS
- ◆ 2.5 MILLION HOURS OF NUTRITION EDUCATION AND COUNSELING

WE PRODUCE RESULTS (1)

◆ WE TARGET SERVICES

- ◆ 10% POOR ELDERERS—30% POOR CLIENTS**
- ◆ 24% RURAL ELDERERS—34% RURAL CLIENTS**
- ◆ 16% MINORITY ELDERERS—19% MINORITY CLIENTS**

◆ WE LEVERAGE FUNDING

- ◆ 200% RETURN ON INVESTMENT OVERALL**
- ◆ 300% RETURN ON INVESTMENT FOR IN-HOME SERVICES**

WE PRODUCE RESULTS (2)

◆ WE MEET CLIENT NEEDS

- ◆ 20% OF USERS RELY TOTALLY ON TRANSPORTATION SERVICES**
- ◆ 75% OF CAREGIVERS SAY SERVICES HELP THEM CARE FOR ELDERLY FAMILY MEMBERS LONGER**
- ◆ 77% OF NEW HOME-DELIVERED MEALS CLIENTS ARE AT HIGH NUTRITIONAL RISK**
- ◆ 95% OF INFORMATION SEEKERS SAID THEIR CALLS WERE ANSWERED QUICKLY**

AOA'S DATA INITIATIVES

- ✦ CONTINUE DEVELOPING NEW OUTCOME MEASURES
- ✦ SIX NATIONAL SURVEYS—THIS YEAR AND NEXT
- ✦ STATE-WIDE SURVEYS THROUGH NEW COOPERATIVE AGREEMENTS
- ✦ REVISE ANNUAL STATE REPORTS