

**Study of the Network on Aging's Service Providers
Pre-site Visit Questionnaire for AAA Directors
October 2009**

As you know, Westat is conducting a study of provider networks in 10 states for the Administration on Aging. _____ is one of the states and we are conducting site visits to your AAA and two others in your state. The selection of AAAs for site visits is based on the objective of obtaining information on a broad spectrum of service delivery models. The visit will include an interview with _____ and other AAA staff may contribute to the interview. We will also be talking to selected providers about their roles and responsibilities.

To prepare for the site visit, we would like to learn more about your AAA and the clients you serve. We would appreciate your completing the attached questionnaire by _____ and returning it to us by email to _____. The responses that you provide will supply some useful background information about your AAA and serve as a jumping off point for the on-site interviews. If you should have questions about the study, please don't hesitate to call Jennifer Klocinski at AoA _____. For questions about completing the pre-site visit questionnaire, please contact Jessica Grzymkowski at Westat _____.

Please complete the following information:

Respondent's Name: _____
 Role in the AAA: _____
 Date: _____

A. Descriptive Information about the AAA and Service Area

1. _____ Name of Agency
2. What type of agency is the AAA? Check one response.
 - a. Non-profit
 - b. For-profit
 - c. Local government
 - d. Other
 Please specify _____
3. What type of geographic area does your AAA cover? Check "yes" or "no" for each response option.

	<u>Yes</u>	<u>No</u>
a. Suburban	<input type="checkbox"/>	<input type="checkbox"/>
b. Urban	<input type="checkbox"/>	<input type="checkbox"/>
c. Rural	<input type="checkbox"/>	<input type="checkbox"/>
4. What is the ethnic/racial composition of the 60+ population in your county/area?
 - a. American Indian or Alaskan Native _____%
 - b. Asian _____%

- c. Black or African-American _____%
 - d. White/Caucasian _____%
 - e. Native Hawaiian/Other Pacific Islander _____%
 - f. Other Race _____%
- Please specify _____

5. What groups does your AAA serve? Check “yes” or “no” for each response option.

Yes No

a. Persons 60+ only

b. developmental disabilities

c. Please specify _____ Other

6. How many clients (OAA and others) does your AAA serve?
_____ total number of clients

7. How many OAA clients does your organization serve?
_____ number of OAA clients

8. What is your annual budget?
_____ Annual budget

9. What is your annual budget for OAA services?
_____ Annual budget for OAA services

10. What is the total number of staff?
_____ Total FTEs

B. Types and Organizational Structures of Provider Agencies

The purpose of this section is to obtain some basic information about your providers. During the site visit, we will talk in more detail about the different types of providers that serve your clients.

1. Below, please enter the total number of providers per service by type of providers as of _____. If a provider delivers more than one service, count it for each service provided. If the AAA provides the service, please note it in the appropriate box.

a. _____ Service – **Outreach:** Information & Referral; Case Management

Stand-alone agency.....

Agency that is part of an umbrella organization.....

An individual who provides a service (e.g., an attorney).....

Cash and Counseling/Consumer Directed.....

Total

AAA Provides the Service Yes No

b. _____ Service – **Nutrition:** Congregate meals; Home delivered meals

Stand-alone agency.....

Agency that is part of an umbrella organization.....

An individual who provides a service (e.g., an attorney).....

Cash and Counseling/Consumer Directed.....

Total

AAA Provides the Service Yes No

c. _____ Service – **Care:** Homemaker; Chore; Personal Care; Adult Day Care; Respite care for caregivers

Stand-alone agency.....

Agency that is part of an umbrella organization.....

An individual who provides a service (e.g., an attorney).....

Cash and Counseling/Consumer Directed.....

Total

AAA Provides the Service Yes No

d. _____ Service – **Transportation:** Transportation; Assisted Transportation

Stand-alone agency.....

Agency that is part of an umbrella organization.....

An individual who provides a service (e.g., an attorney).....

Cash and Counseling/Consumer Directed.....

Total

AAA Provides the Service Yes No

e. **Service – Legal Assistance**

Stand-alone agency

Agency that is part of an umbrella organization

An individual who provides a service (e.g., an attorney)

Cash and Counseling/Consumer Directed

Total

AAA Provides the Service Yes No

f. **Service – TOTAL**

Stand-alone agency

Agency that is part of an umbrella organization

An individual who provides a service (e.g., an attorney)

Cash and Counseling/Consumer Directed

Total

AAA Provides the Service Yes No

*Other categories could be Health promotion/disease prevention

2. How many unduplicated providers of OAA client services does the AAA have a formal relationship regardless of the services offered?
 _____ Number of unduplicated OAA providers
3. What is the number of service providers that also act as Medicaid providers?
 _____ Number of Medicaid providers
4. What is the number of services providers that also act as Medicare providers?
 _____ Number of Medicare providers

C. Providers' Contributions to Achieving Program Goals

1. We are interested in learning about how providers may work alongside of the AAA to achieve program goals through fundraising, outreach, targeting, and program development. In the table below, for each type of service listed, please check the areas or activities in which providers contribute. During the site visit interview, we will talk in greater detail about provider activities in these areas.

a. Service – **Outreach:** Information & Referral; Case

Management

- Fundraising.....
- Outreach
- Targeting
- Program Development.....
- Match
- Other ways in which providers contribute.....

b. Service – **Nutrition:** Congregate meals; Home

delivered meals

- Fundraising.....
- Outreach
- Targeting
- Program Development.....
- Match
- Other ways in which providers contribute.....

C. Service – **Care:** Homemaker; Chore; Personal Care;

Adult Day Care; Respite care for caregivers

- Fundraising.....
- Outreach
- Targeting
- Program Development.....
- Match
- Other ways in which providers contribute.....

d. Service – **Transportation:** Transportation; Assisted

Transportation

- Fundraising.....
- Outreach
- Targeting
- Program Development.....
- Match
- Other ways in which providers contribute.....

e. Service – **Legal Assistance**

Fundraising.....
Outreach
Targeting
Program Development.....
Match
Other ways in which providers contribute.....

f.

Service – **TOTAL**

Fundraising.....
Outreach
Targeting
Program Development.....
Match
Other ways in which providers contribute.....

D. Arrangements for Provision of Services

This section is on types of mechanisms you use to work with service providers. We are interested in whether providers compete with one another to provide the same sets of services and the typical length of contracts, cooperative agreements and other mechanisms for working with providers.

1. What mechanisms does the AAA use to work with provider agencies?

- | | <u>Yes</u> | <u>No</u> |
|---------------------------|--------------------------|--------------------------|
| a. Grants | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Cooperative agreements | <input type="checkbox"/> | <input type="checkbox"/> |
| c. MOUs | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Contracts | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Other | <input type="checkbox"/> | <input type="checkbox"/> |

2. What factors are considered in selecting providers? Please check "yes" or "no" for each response option.

- | | <u>Yes</u> | <u>No</u> |
|-----------------------------|--------------------------|--------------------------|
| a. Total cost | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Cost per unit of service | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Other | <input type="checkbox"/> | <input type="checkbox"/> |
- Please specify _____

3. What is the length of the typical arrangement for service provision?

- 1 year or less
- 2 years
- 3 years
- More than 3 years

4. Overall, on a scale of one-to-ten, how stable or dynamic has your service provider been over the past 2 years?

- 1 – Not dynamic at all
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 – Extremely dynamic

E. Consumer-Directed Care

This section is on consumer-directed care. Consumer-directed care is predicated on the belief that consumers should have a choice in who provides care for them and what services they need. There are several models of consumer-directed care. In one model, the care recipient and/or her caregiver is able to choose, hire, supervise, and pay for services. The consumer receives a specific amount of money (usually) on a monthly basis to cover the fees for such care. In the other model, the consumer works closely with a case manager in determining the type of care needed and the specific provider that will deliver the service.

1. Does your AAA have a consumer-directed care option?

Yes

No [GO TO END]

1a. If yes, what year did the consumer-directed care begin?

_____ Year

THANK YOU VERY MUCH FOR RESPONDING TO THE PRE-SITE VISIT QUESTIONNAIRE. WE LOOK FORWARD TO MEETING YOU DURING THE SITE VISIT TO YOUR AAA.

PLEASE EMAIL YOUR COMPLETED QUESTIONNAIRE TO [NAME] AT [EMAIL ADDRESS].