



effective management and evaluation

promoting effective management and ensuring quality of OAA programs

EFFECTIVENESS OF OAA SERVICES

AoA has sponsored the Performance Outcome Measures Project (POMP) to develop and field test outcome measures. Agencies all across the country have worked together to develop measures in such areas as nutrition, transportation, information and assistance, and caregiver support. Data presented here were generated by the state and area agencies collaborating on the project. Although they are pilot test data and should not be considered nationally representative, we are seeing encouraging results.

The pilot surveys show encouraging results in the areas of nutrition, transportation, and information and assistance.

NUTRITION

- Seventy-seven percent of new Home-Delivered Meal clients surveyed were at high nutritional risk, while 37 percent of

the new clients for congregate meals were at high nutritional risk.

TRANSPORTATION

- Eighty-two percent of transportation clients rated the service as very good or better.
- Ninety percent reported that they felt safe and that the drivers were always polite.
- More than one in five transportation clients reported that they use the service for all or nearly all of their trips.

INFORMATION AND ASSISTANCE

- Ninety-five percent of information and assistance clients surveyed reported their call was answered quickly.
- Eighty percent of the individuals interviewed said they would recommend the service to their friends.
- Ninety-four percent of the clients who left messages had their call returned the same day.





FAMILY CAREGIVER SUPPORT

An important element of performance outcome measurement is AoA's intent to measure the performance for the National Family Caregiver Support Program. As part of POMP, we have initiated testing of consumer assessment measures of individuals who care for disabled older Americans with the caregiver support services that are available to them. The early pilot surveys promise to identify the caregivers, their satisfaction with services to them and the elderly they serve, and the burden associated with care.

POMP CAREGIVER SURVEY RESULTS

The chart on the right displays early POMP pilot survey results gleaned from data collected at local sites in Arizona, Florida, Georgia, Hawaii, Indiana, and Ohio.

POMP Caregiver Survey Results

Older people served by the caregivers surveyed **were** receiving a significant level of services from the Network:

- Case management 88.5%
- Home health 66%
- Homemaker 49%
- Respite care 35%

Caregivers expressed satisfaction with services to elders:

- Very satisfied 67%
- Services helped a lot 84%

The caregivers expressed interest in a variety of services as their "most desired" services:

- Help line 43%
- Tax break 32-33%
- Housekeeping 28%
- Transportation 24%
- Respite care 23%
- Help with personal care 23%



FY 2002 financial report

The AoA budget totaled approximately \$1.2 billion in fiscal year (FY) 2002, an increase of almost +\$96 million (+8.7%) over the prior year. Over the last five years, the AoA budget has increased by almost +\$330 million, a compound annual growth rate of approximately +8.3%.

Of the FY 2002 total, \$1.1 billion provided formula grants to states to support a wide range of home and community-based services, including supportive services, caregiver services, nutrition, health promotion, and elder rights activities. Another \$31 million provided grants to Indian Tribe and Native Hawaiian organizations for nutrition and supportive services, including caregiver services.

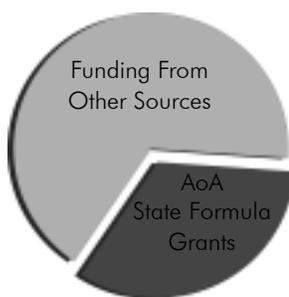
Approximately \$61 million in discretionary grants supported projects that provide information and technical assistance to older Americans and the National Aging Services Network, which develop new and innovative approaches to meeting the needs of older persons. AoA also utilized \$18 million for program support, which paid for the salaries of approximately 120 federal staff and other administrative expenses.

The Network successfully leverages federal funding (which on average constitutes only a third of the total funding expended) to build coordinated service systems at the state and local level.

In FY 2001, the most recent year for which data are available, states

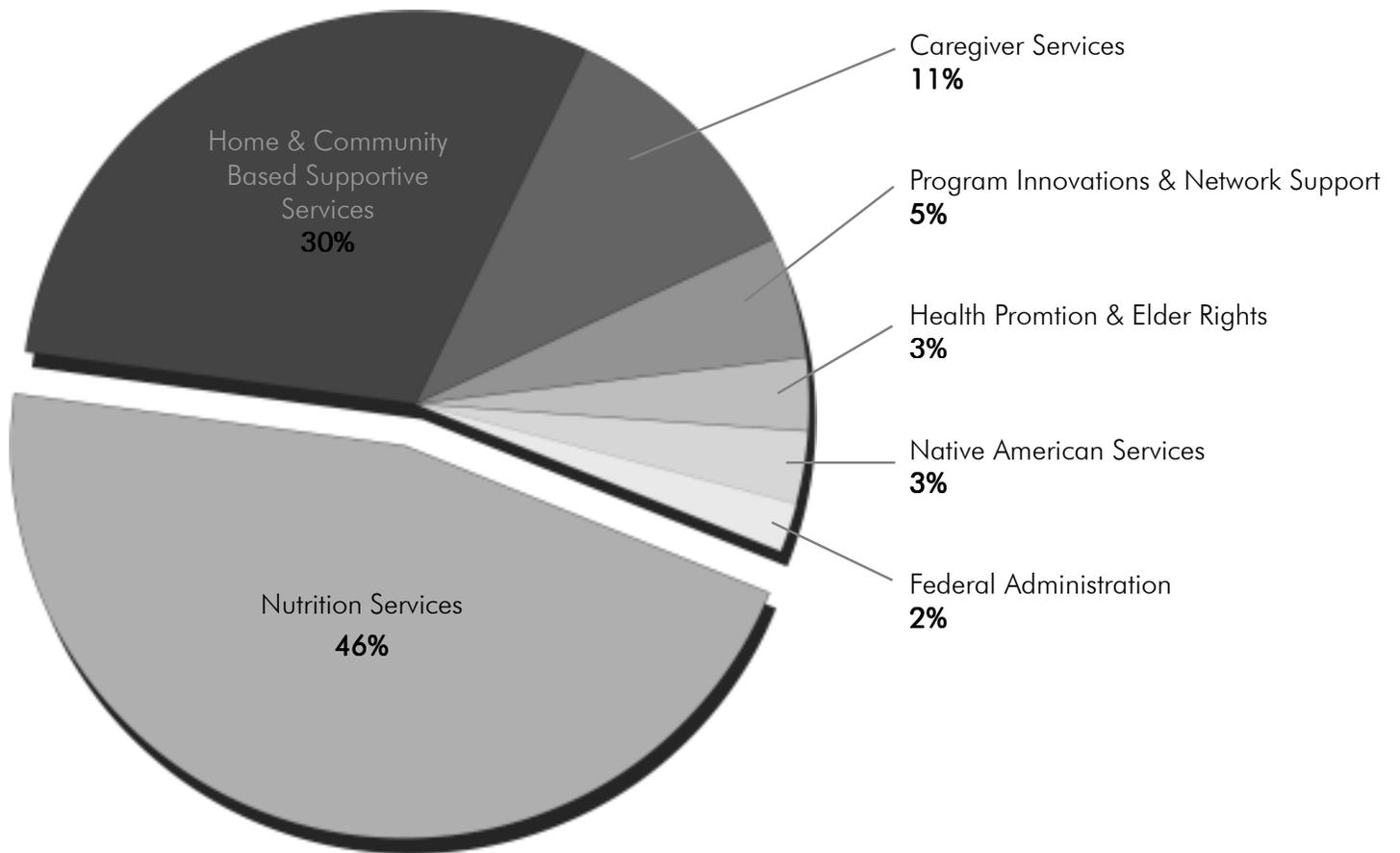
and local communities leveraged an additional \$2 from other sources for every \$1 of federal funding; for intensive in-home services, the ratio was \$3 to \$1. Funds are flexible and states and communities can tailor their programs to address the needs of consumers at the local level.

AoA is committed to being a good steward of taxpayer resources and to ensuring accountability in the use of its resources. Although not required to do so by the Chief Financial Officers Act, we subjected our financial statements to audits in both FY 2000 and FY 2001 (as part of a three-year cycle, no audit was planned for FY 2002). In both years, we received a clean opinion and no material weaknesses were identified. These two measurable elements are principal components of the President's Management Agenda objectives for financial performance. Starting in FY 2003, AoA will participate in the HHS-wide "top-down" audit rather than conduct its own individual audit.





FY 2002 BUDGET



FY 2002-FY 2003 BUDGET

(Dollars in thousands)

Program	FY 2002 Enacted	FY 2003 Enacted	FY 2003 +/- FY 2002
Home & Community-Based Supportive Services	\$356,981	\$355,673	\$(1,308)
National Family Caregiver Support Program	141,492	155,234	13,742
Congregate Meals	390,000	384,592	(5,408)
Home-Delivered Meals	176,500	180,985	4,485
Nutrition Services Incentive Program /1	149,670	148,697	(973)
Preventive Health Services	21,123	21,919	796
Program Innovations	38,257	40,258	2,001
Aging Network Support Activities	2,379	2,364	(15)
Grants to Indian Tribes	25,722	27,495	1,773
Vulnerable Older Americans	17,681	18,559	878
Alzheimer's Disease	11,483	13,412	1,929
Program Administration	18,053	17,869	(184)
Total, Discretionary BA	\$1,349,341	\$1,367,057	\$17,716
Senior Medicare Patrols (HCFAC) /2	2,000	3,250	1,250
Total, Program Level	\$1,351,341	\$1,370,307	\$18,966
FTE	120	120	-

NOTE: For FY 2003, a rescission of 0.65% is taken from each budget line item.

1/ FY 2002 shown comparably to FY 2003.

