

National Family Caregiver Support Program (NFCSP) Process Evaluation

2015 HCBS Conference

Agenda

- NFCSP (Title III-E) Background
- NFCSP Evaluation Goals and Survey Topics
- NFCSP Evaluation Methodology
- State Unit on Aging (SUA) and Area Agency on Aging (AAA) Survey Highlights – Preliminary Results
 - Development and Administration
 - Targeting of Special Populations, Prioritization and Wait Listing
 - Assessments
 - Respite and Supplemental Services
 - Program Challenges
- Next Steps

NFCSP (Title III-E) Background

- Founded in 2000 as part of the Older Americans Act reauthorization
- Federal investment in supporting caregivers who provide care and assistance to aging adults and grandparents raising grandchildren
- Leveraging resources to support individuals who prefer to age in their own homes and communities – as opposed to institutional settings – through lower-cost, non-medical services and supports

NFCSP Evaluation Objectives




1. Provide information to support program planning, including an analysis of program operations;
2. Develop information about program efficiency and costs; and,
3. Gauge program effectiveness in assessing community and client needs, targeting and prioritizing, and providing services to family caregivers.

Wide Range of Survey Topics

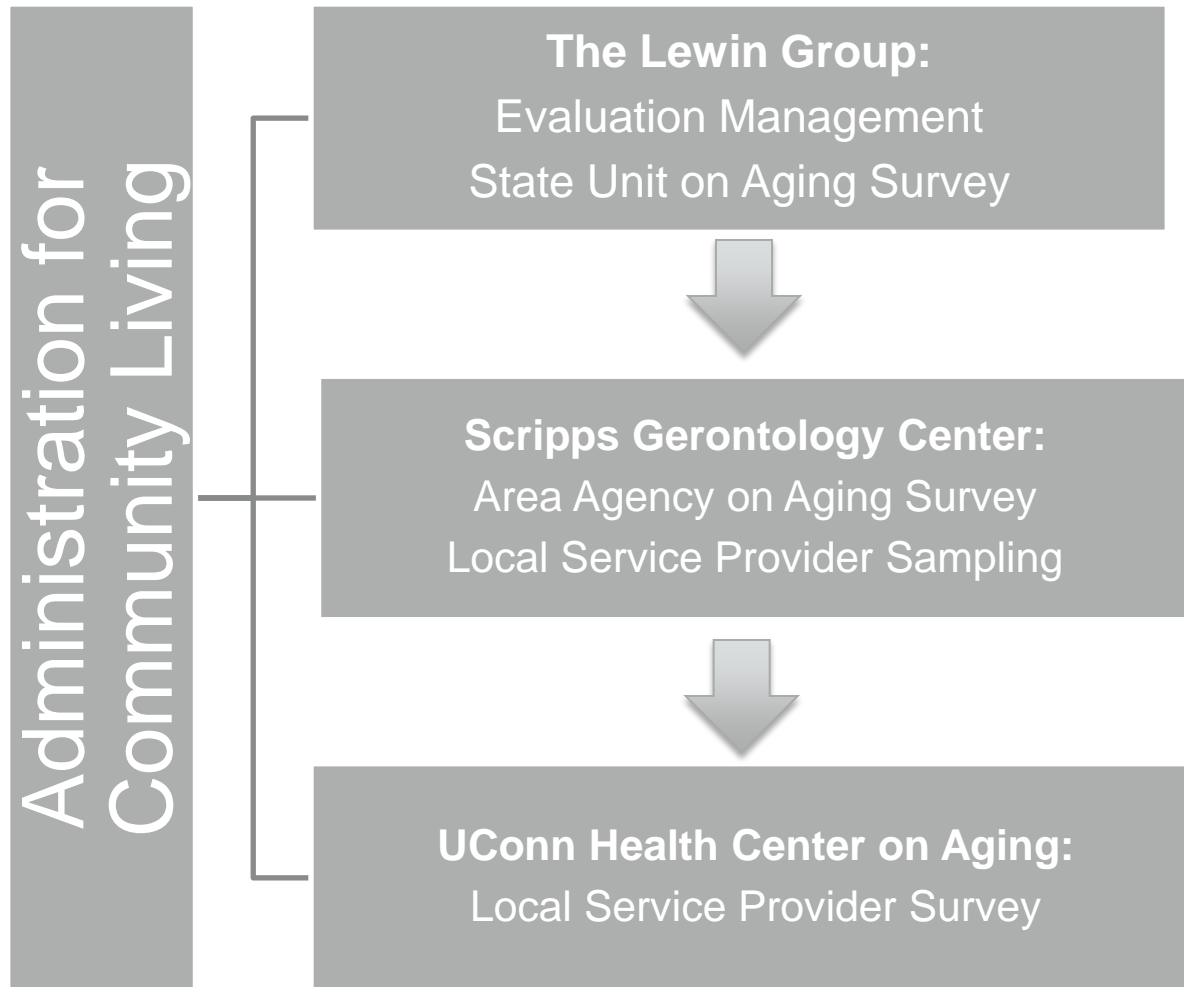
- Staff and volunteer training
- Caregiver intake, screening and assessments*
- Referrals
- Additional service information (e.g., training/education, access assistance)
- Self-directed care / consumer direction
- Caregiver outcome measurement*
- Program quality assurance
- Program partnerships
- Detailed information on non-OAA caregiver programs
- Funding Sources
- Community Needs Assessments*
- Monitoring and Evaluation*

* Examples of state documents & tools gathered & available from ACL

NFCSP Process Evaluation Team

Contractor	Description
	<p>The Lewin Group is a premier national health and human services consulting firm with more than 40 years of experience in delivering objective analyses and strategic counsel. Lewin was awarded both process evaluation contracts for the NFCSP (Title III-E) evaluation. Lewin has experience conducting large-scale program evaluations and disseminating best practices, and understands the diversity within the caregiver population (e.g., low-income older relatives caring for children with developmental delays), the complexity of their needs, and the variation in how supports are delivered.</p>
	<p>Scripps Gerontology Center supports the interests of older adults, families and an aging society and serves students, faculty, professionals, agencies, and professional organizations in the field of aging. Research efforts include generating, organizing, and disseminating high quality multidisciplinary aging related knowledge that will make a difference in the lives of older adults. Service activities include, but are not limited to, leadership in the profession, technical assistance and service to the community, planners, providers, policy makers, and other professionals. Scripps regularly fields surveys of AAAs through a contract with n4a funded by ACL.</p>
	<p>UConn Health Center on Aging is dedicated to improving the lives of older adults through clinical care, teaching, and research. Their multidisciplinary faculty includes social and behavioral scientists conducting community- and population-based health outcome studies, all committed to increasing our knowledge of the aging process and to the discovery of strategies for the promotion of quality of life in older adults. UConn Health Center on Aging staff conduct research to determine the effectiveness of policies and programs involving older adults, people with disabilities, their families, and their service providers at the state and national level.</p>

NFCSP Process Evaluation Roles



National Family Caregiver Support Program – Process Evaluation

METHODOLOGY

SUA Survey: Methodology

- Survey Development and Outreach:
 - Developed a comprehensive internet survey to address ACL needs
 - Covered a range of topics
 - Tested by SUA volunteers
- Data Collection:
 - Census of 54 SUAs that operate an NFCSP
 - Fielded from January 22 – May 30 2015
 - Achieved 100% response rate – Thank You!!

AAA Survey Methodology

- Survey Development and Outreach:
 - Comprehensive internet survey developed to address ACL needs
 - Covered similarly wide range of topics
- Data Collection
 - Census of AAAs
 - Survey fielded January 22-July 2 2015
 - Achieved 71% response rate!

Local Service Provider (LSP Survey)

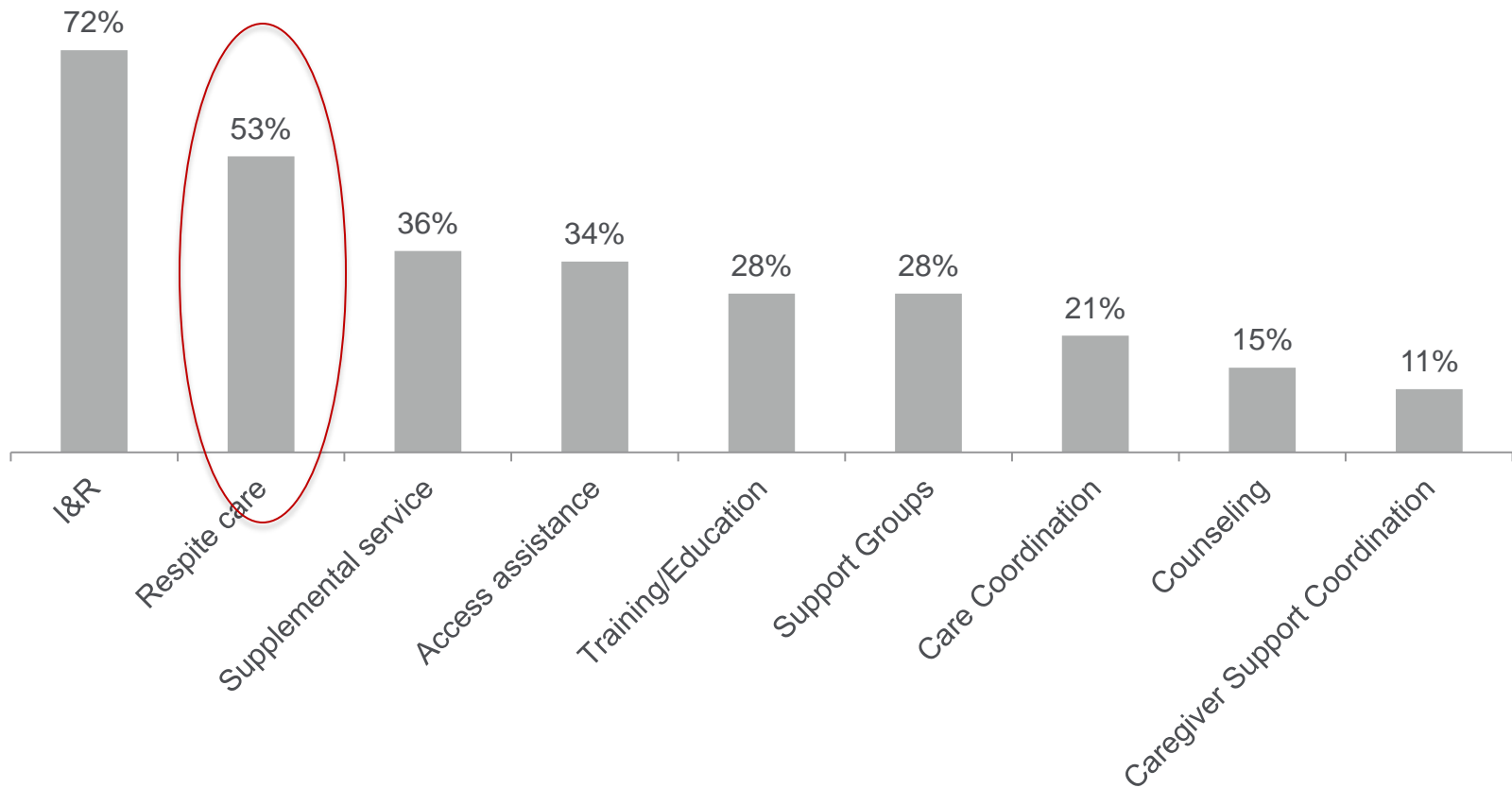
- Survey Development and Outreach:
 - Comprehensive internet survey developed to address ACL needs
 - Covers similarly wide range of topics
 - Conducting outreach through email and phone calls
- Sampling and Data Collection:
 - Sample of 275 AAAs + 10 single-PSA states that completed AAA survey
 - Stratified by budget and geographic area served
 - AAAs provide list of all LSPs providing training or respite
 - 1125 LSPs randomly selected from the lists

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State Unit on Aging (SUA) Survey

Prior to NFCSP

Prior to the establishment of NFCSP in your SUA, which of the following services did your SUA offer to caregivers? (n=53)

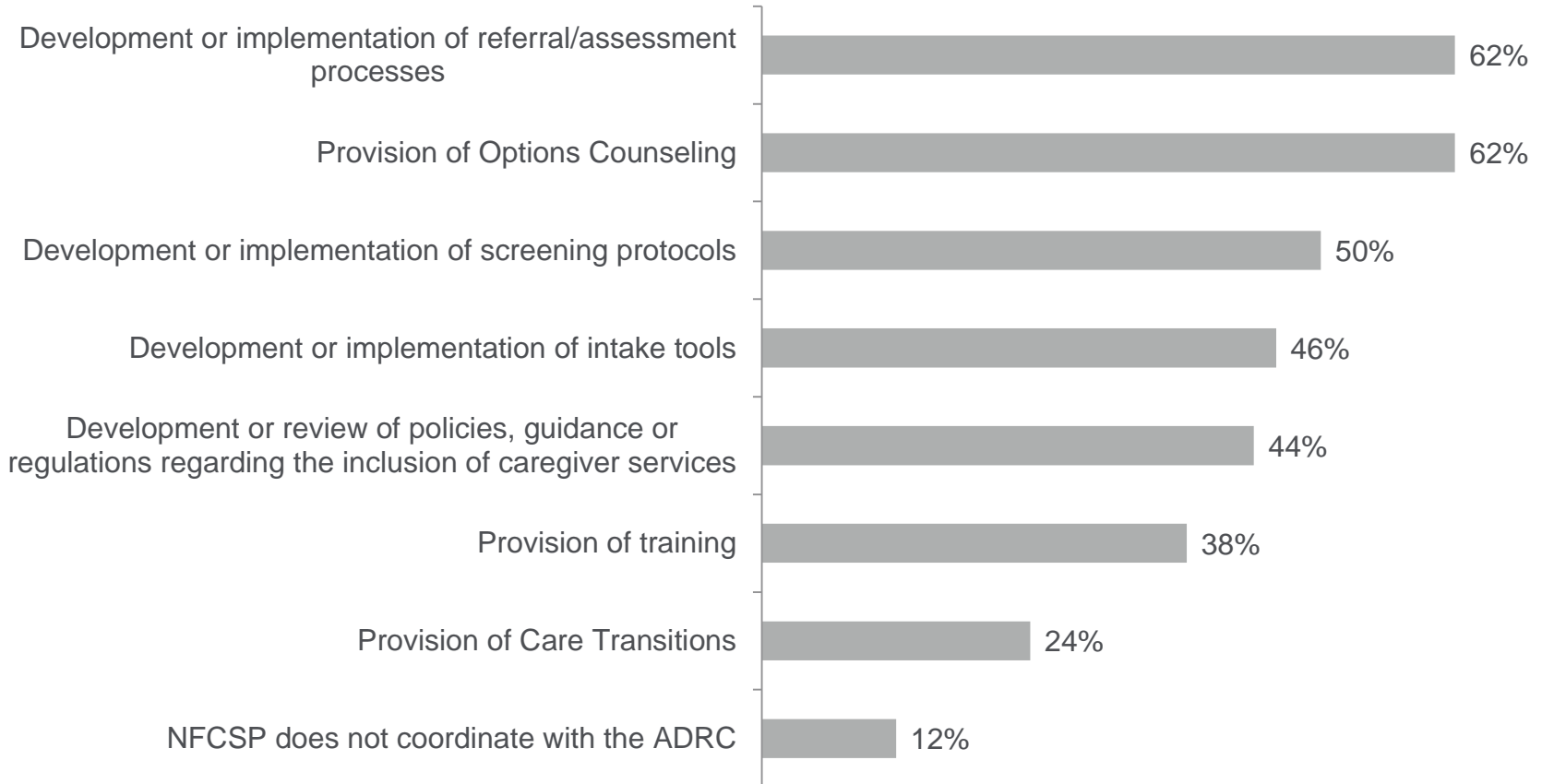


SUA Survey: NFCSP Development

- Over two-thirds (n=34; 68%) of respondents reported that the NFCSP resulted in the creation of standardized eligibility criteria for caregiver services

SUA Survey: Aging and Disability Resource Center (ADRC) Coordination

Has the NFCSP coordinated with ADRCs in any of the following ways? (n=50)

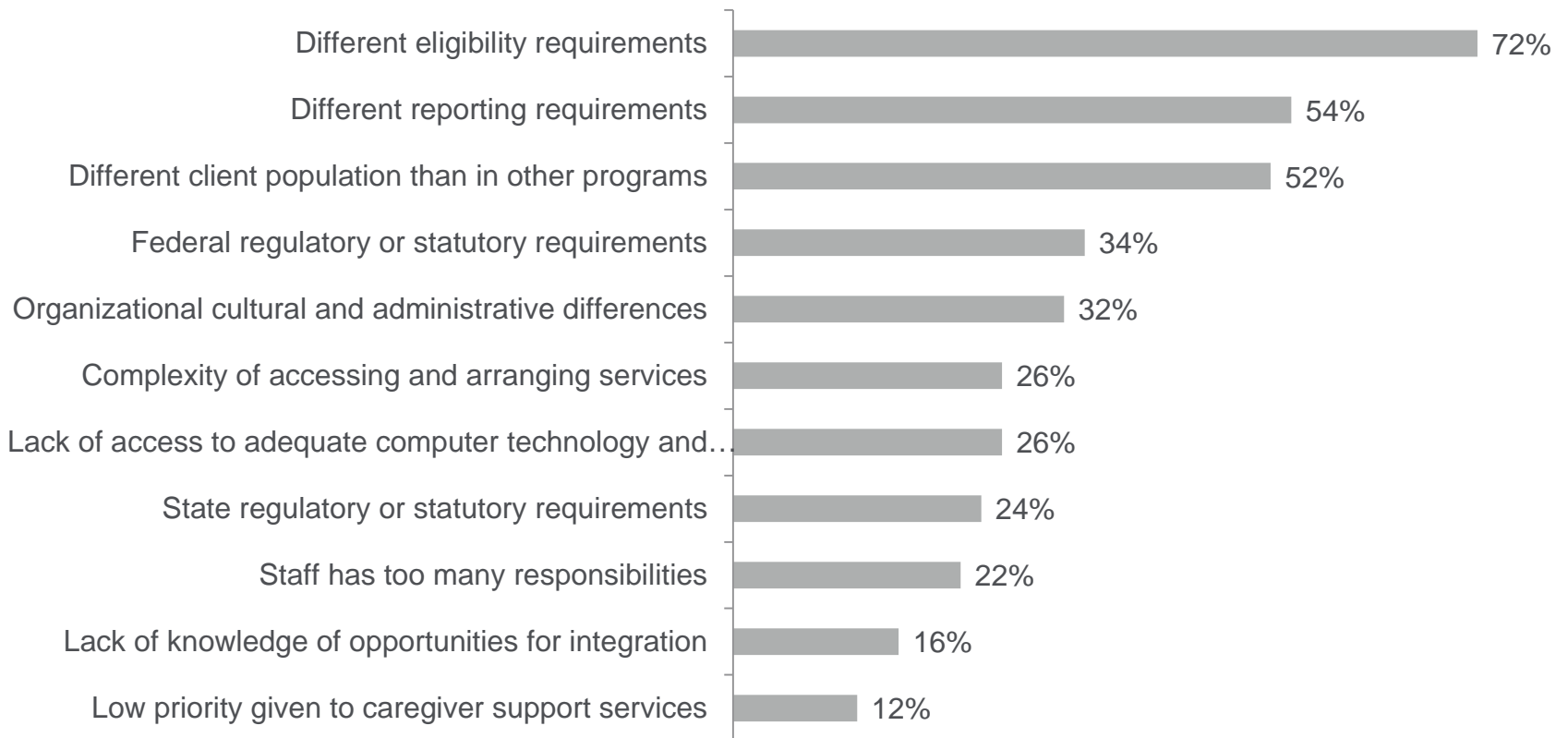


SUA Survey: Caregiver Programs and HCBS Integration

- 31% of responding SUAs said there has been an effort at the state level to use the same caregiver and care recipient assessment tools across all HCBS programs (n=16)

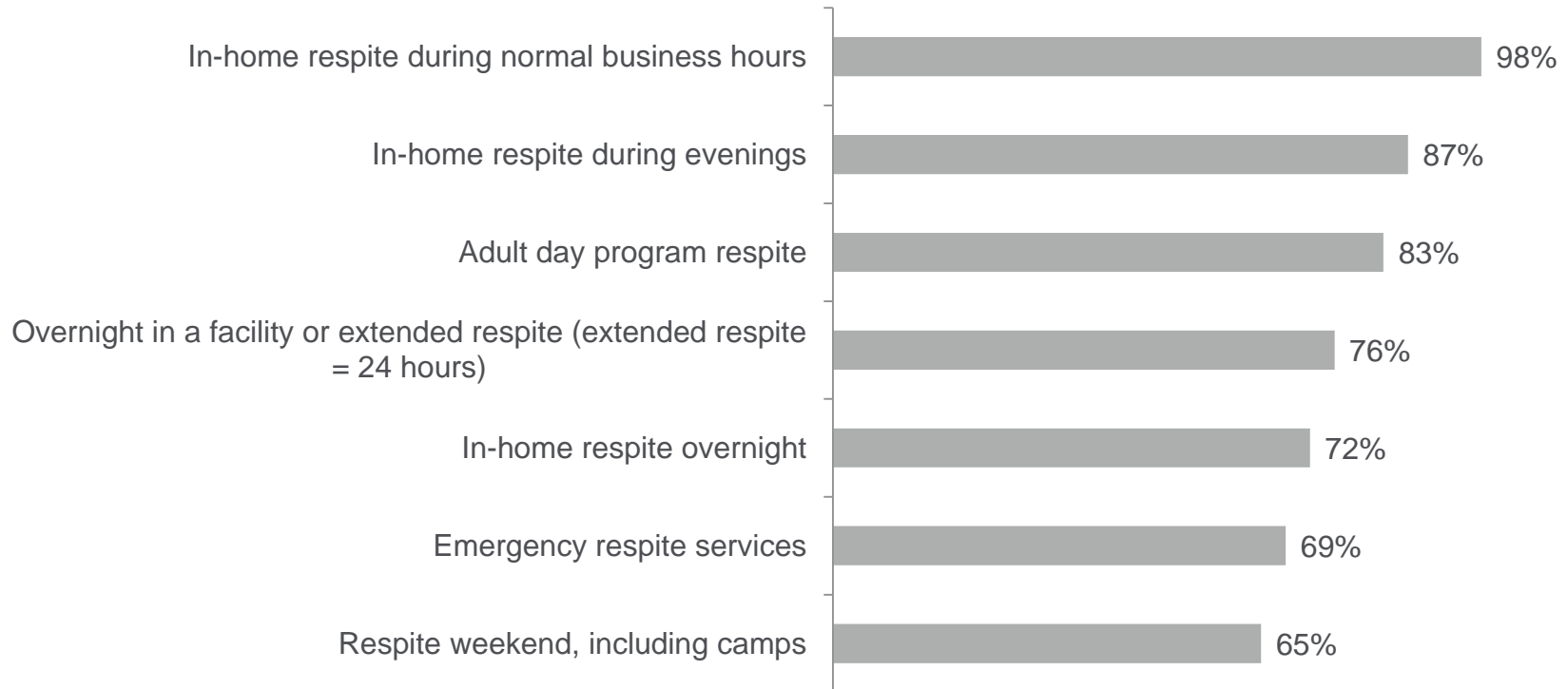
SUA Survey: Barriers limiting integration of NFCSP with other HCBS programs

What are the major barriers limiting/preventing integration of NFCSP with other home and community-based programs in your state? (n=50)



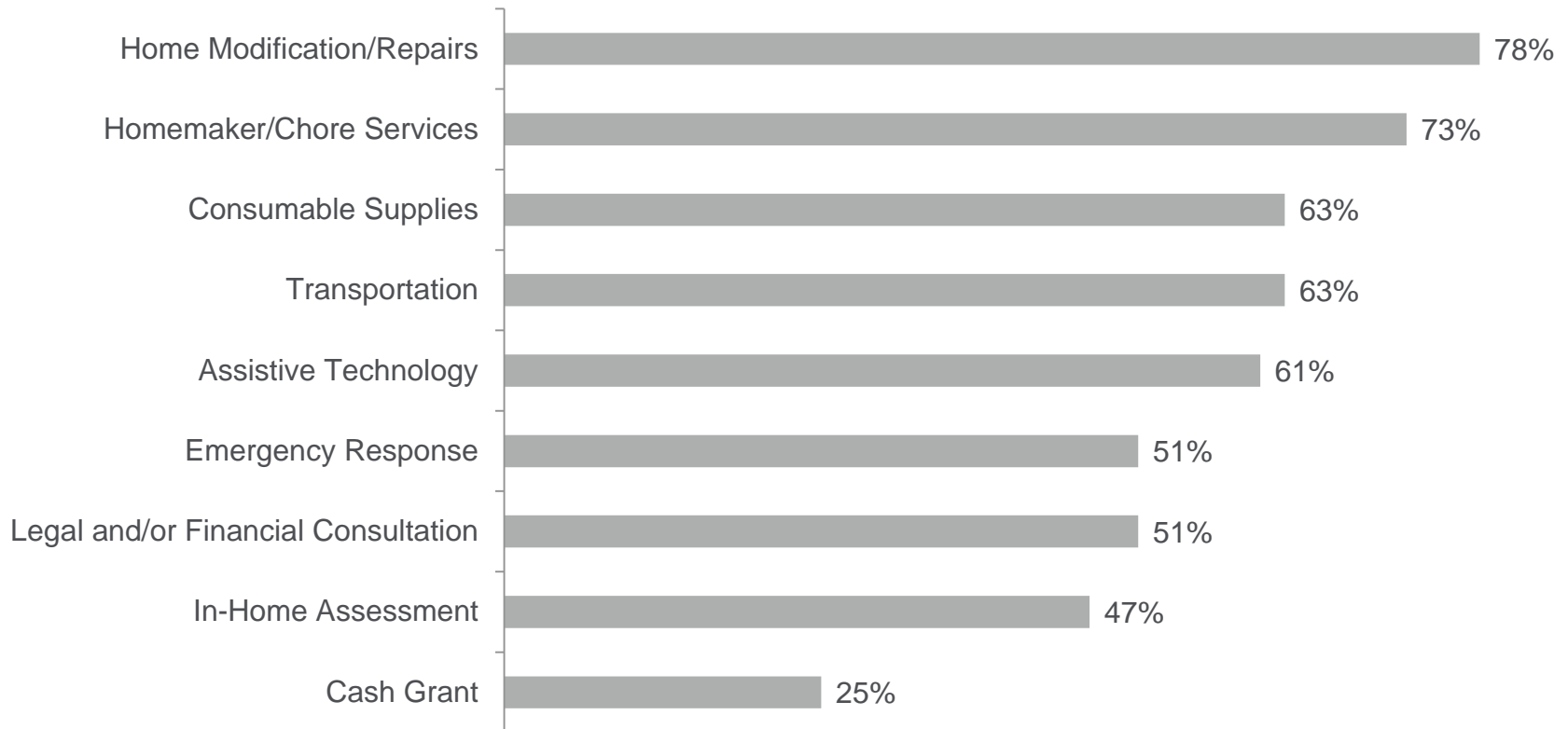
SUA Survey: Respite Services

Please check all of the following services that your family caregiver support program provides specifically to family caregivers (directly through the AAA or local service providers) regarding respite services. (n=54)



SUA Survey: Supplemental Services

Please check all of the following services that your family caregiver support program provides specifically to family caregivers (directly through the AAA or local service providers) regarding supplemental services. (n=51)



SUA Survey: Family Caregiver Program Challenges

- Significant issues over the next year
 - Increasing demand from a growing population
 - Limited or decreased funding
 - Provider availability in rural areas

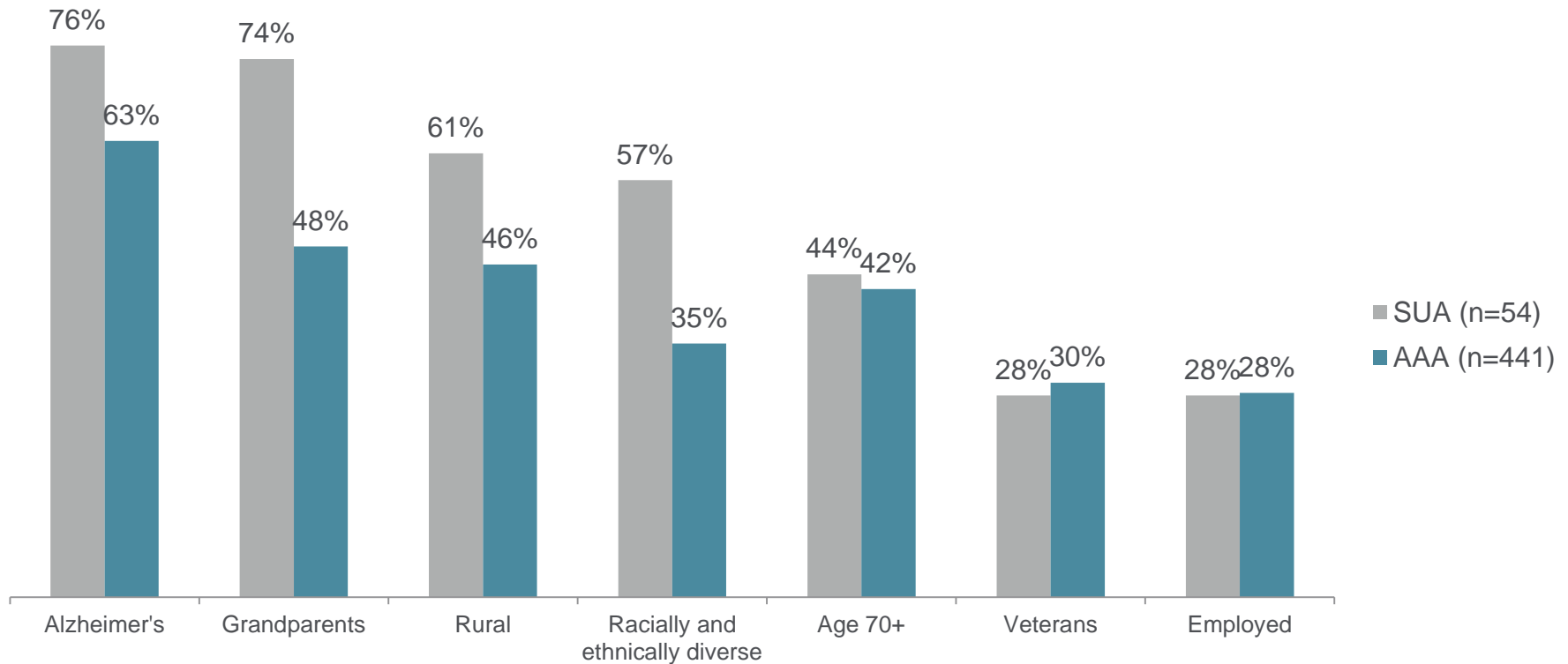
- Significant issues over the next three to five years
 - Same as above
 - Shortage of caregivers
 - Increasing costs of providing services
 - Increasing complexity of care needs for an aging population
 - AAA staffing shortages

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State Unit on Aging (SUA) and Area Agency on Aging (AAA) Surveys

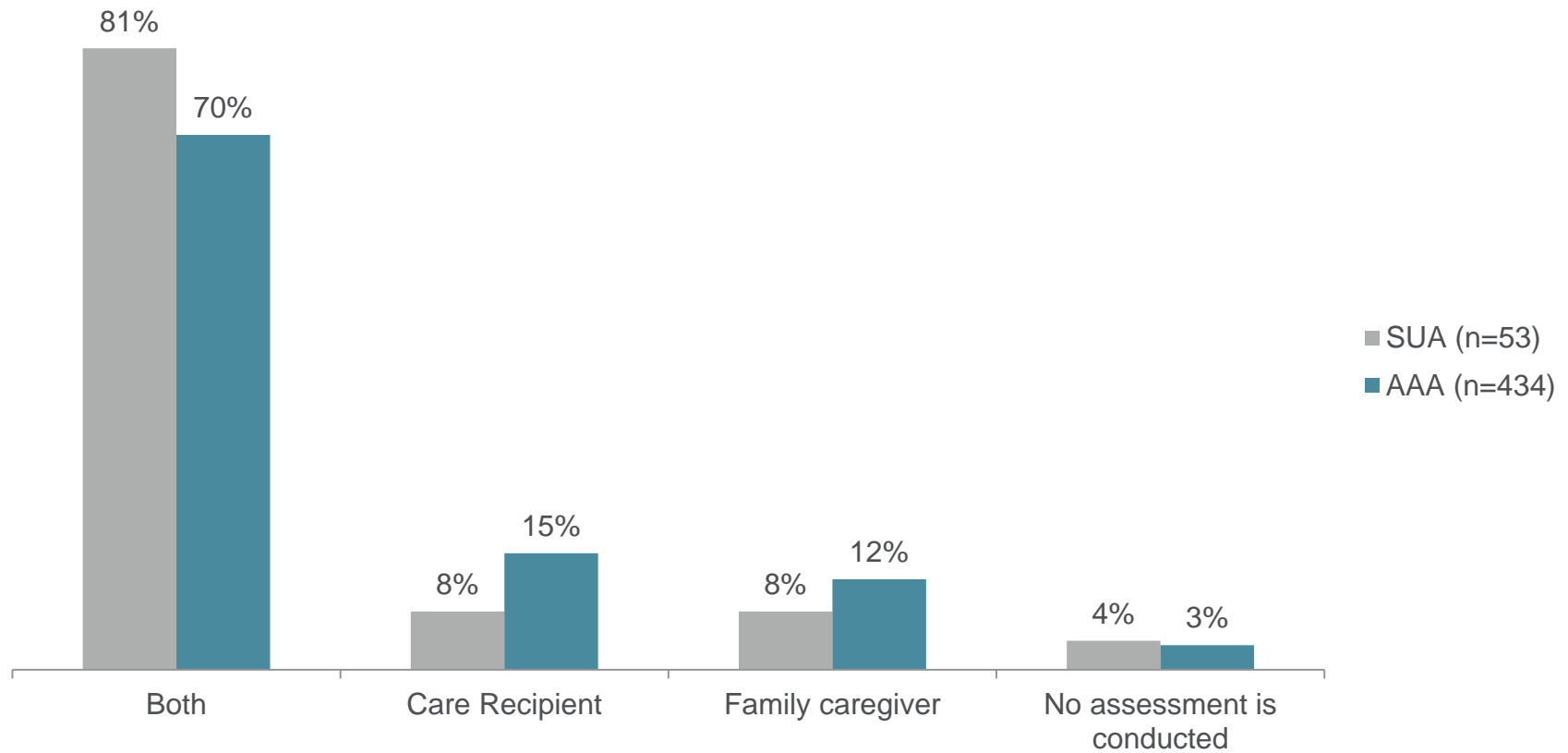
SUA and AAA Survey: Special Groups of Caregivers Served

Since program implementation, which special populations of caregivers, if any, has your program made a specific effort to serve?



SUA and AAA Surveys: Caregiver Assessment

In your caregiver support program, who is assessed?

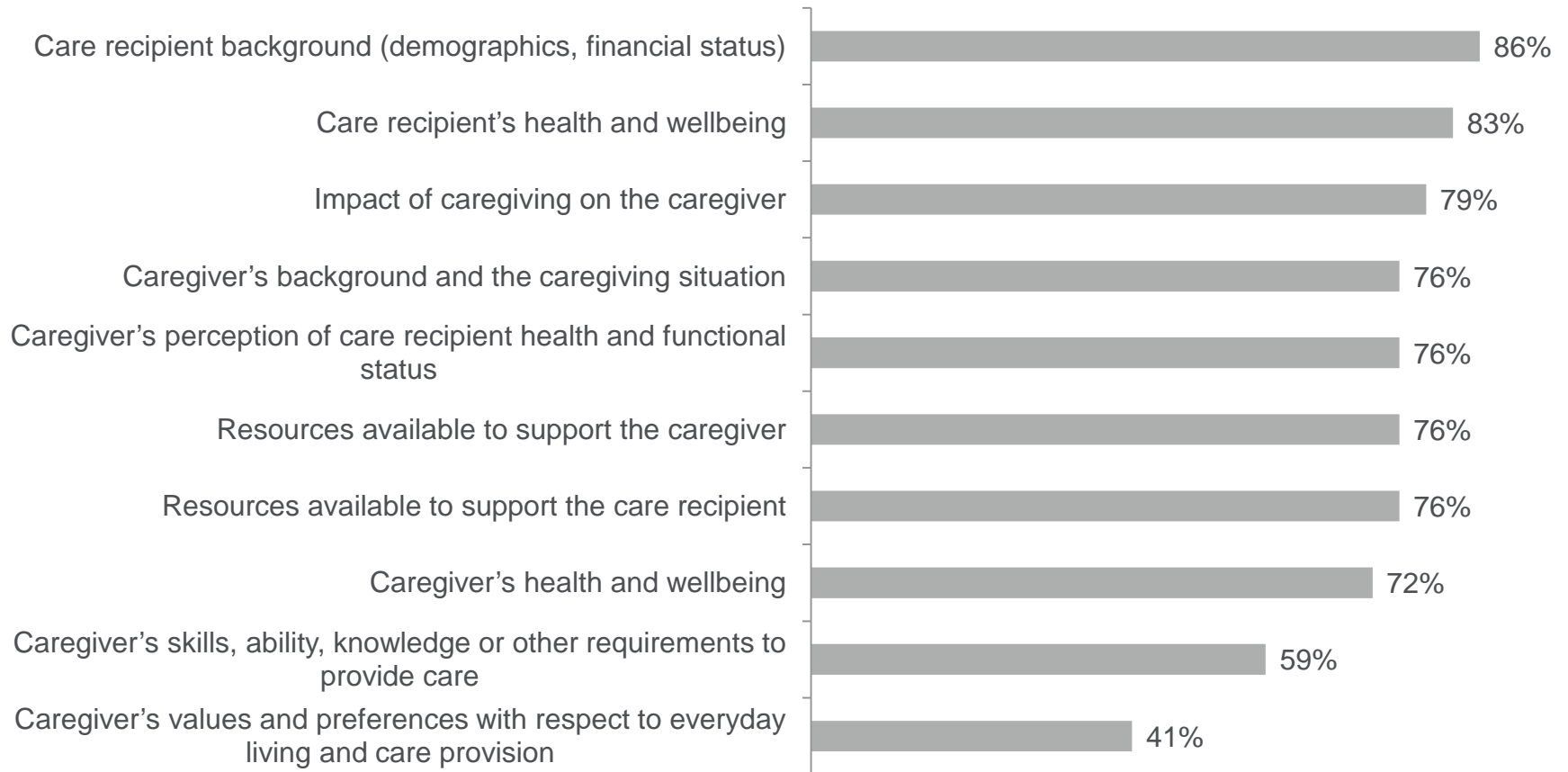


SUA and AAA Surveys: Caregiver Assessment

- 57% of SUAs reported having a statewide standardized caregiver assessment (n=29)
- 71% of AAAs use a standardized assessment tool (n=298)

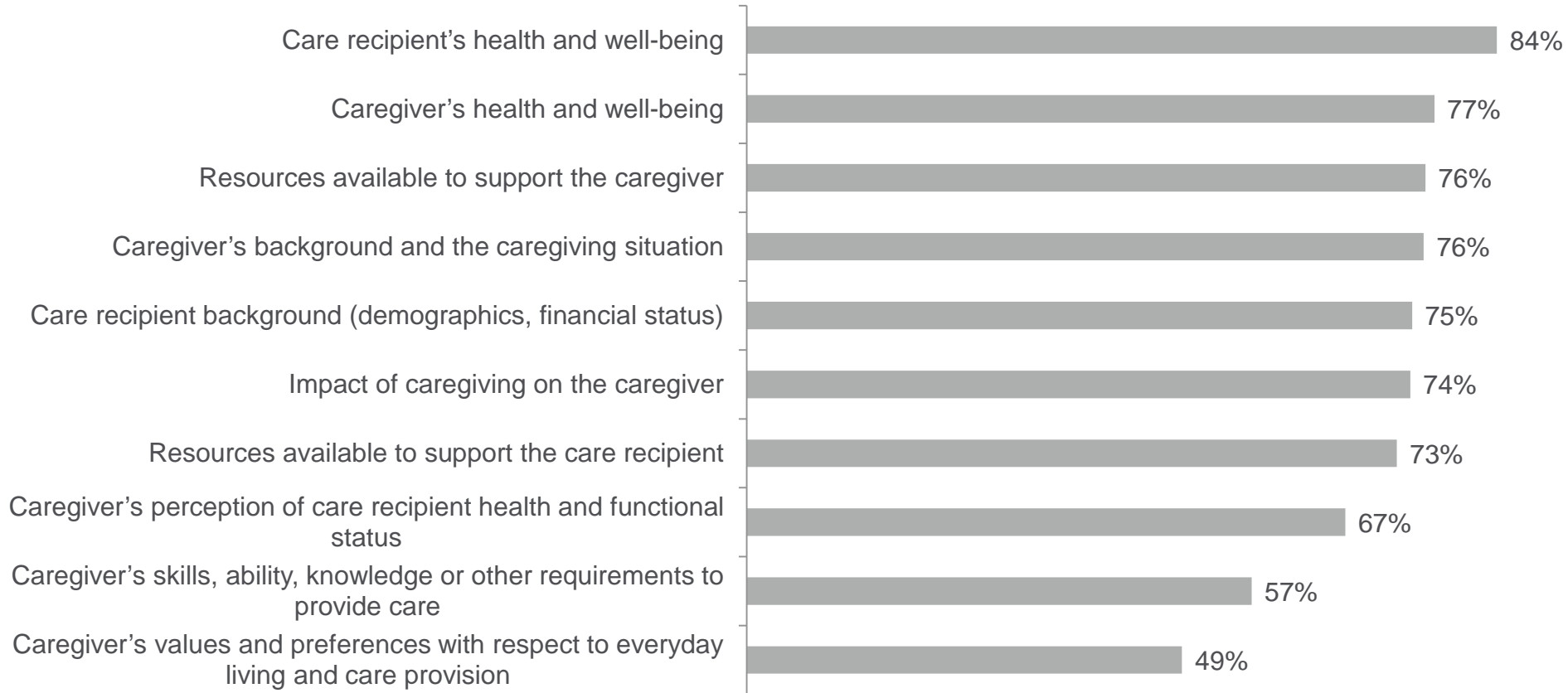
SUA Survey: Caregiver Assessment Domains

Which of the following domains are included in your standardized caregiver assessment? (n=29)



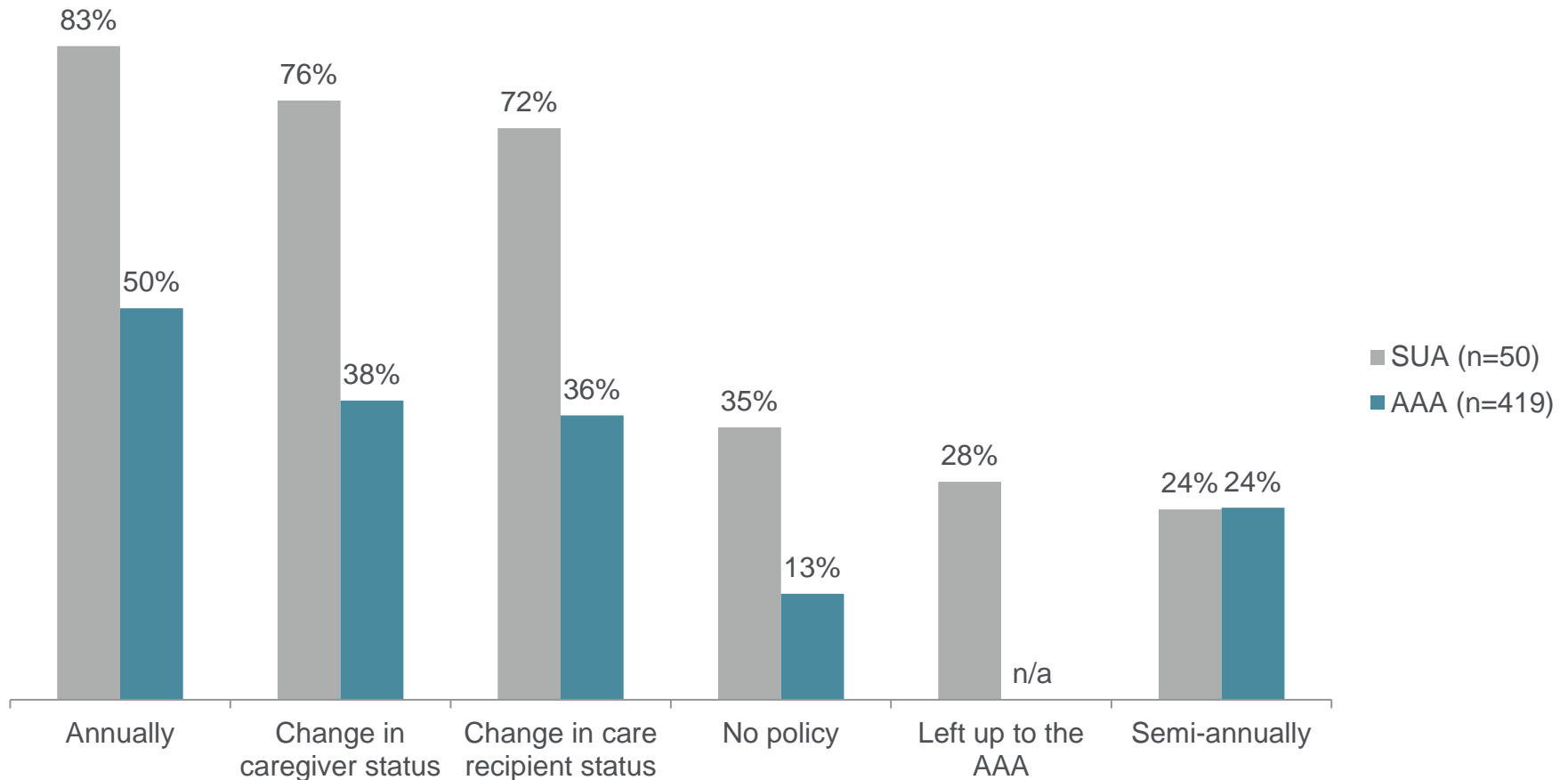
AAA Survey: Caregiver Assessment Domains

Which of the following areas are included in your AAA's standardized caregiver assessment? (n=410)



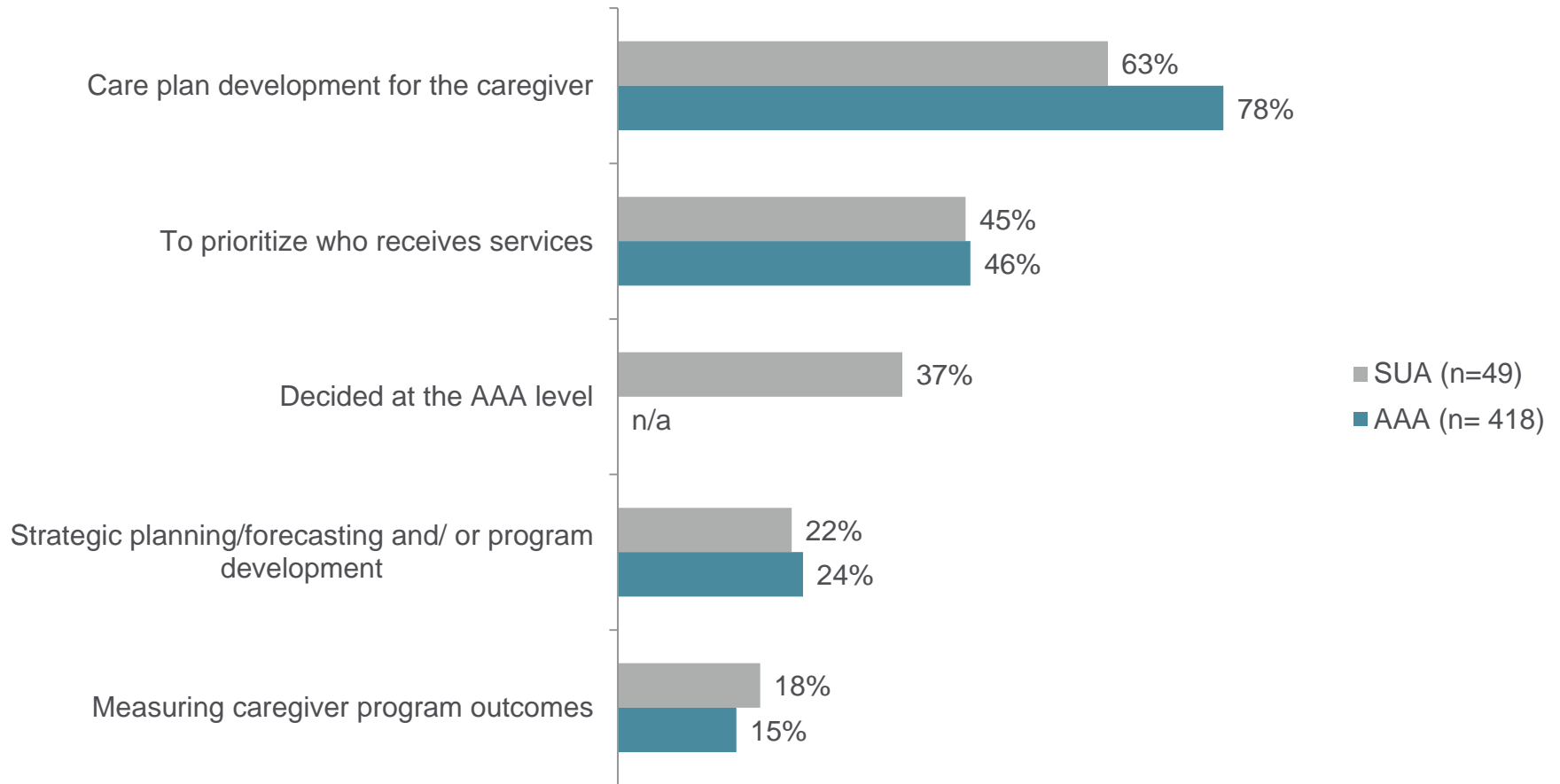
SUA and AAA Surveys: Caregiver Reassessment Frequency

What is your [SUA's/AAA's] policy on the frequency of conducting family caregiver reassessments for services?



SUA and AAA Survey: Caregiver Assessment Data Use

What is the policy for how the caregiver assessments and reassessments are used?



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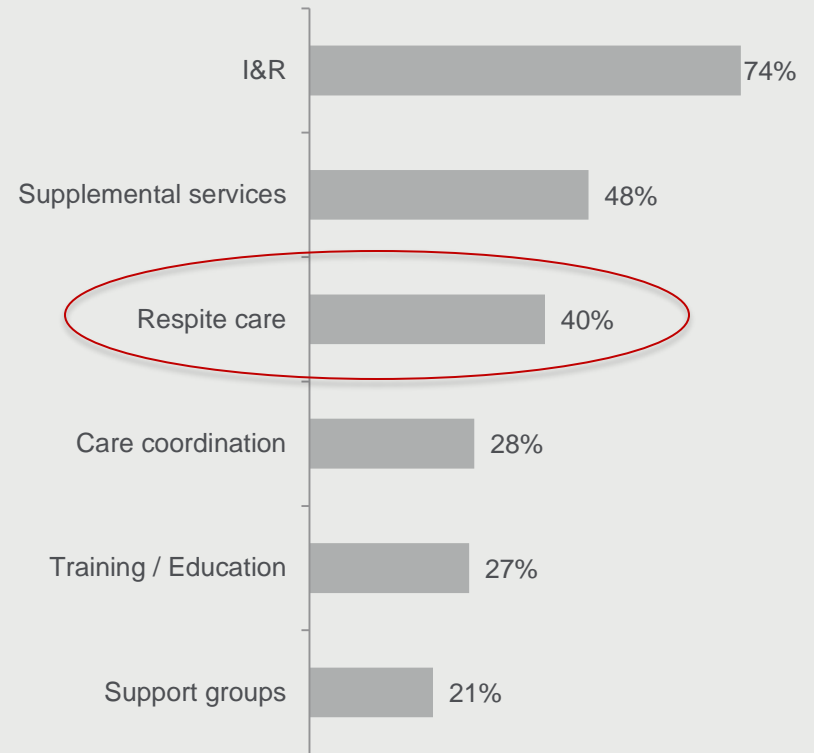
Area Agency on Aging (AAA) Survey

AAA Survey: Prior to NFCSP

Prior to NFCSP:

- 27% had caregiver programs (n=120)
- 20% with paid program manager established position 2000 or earlier (n=72)
- 51% didn't have policy for caregivers as clients (n=226)

Top Services Prior to NFCSP (n=438)



AAA Survey: NFCSP Implementation

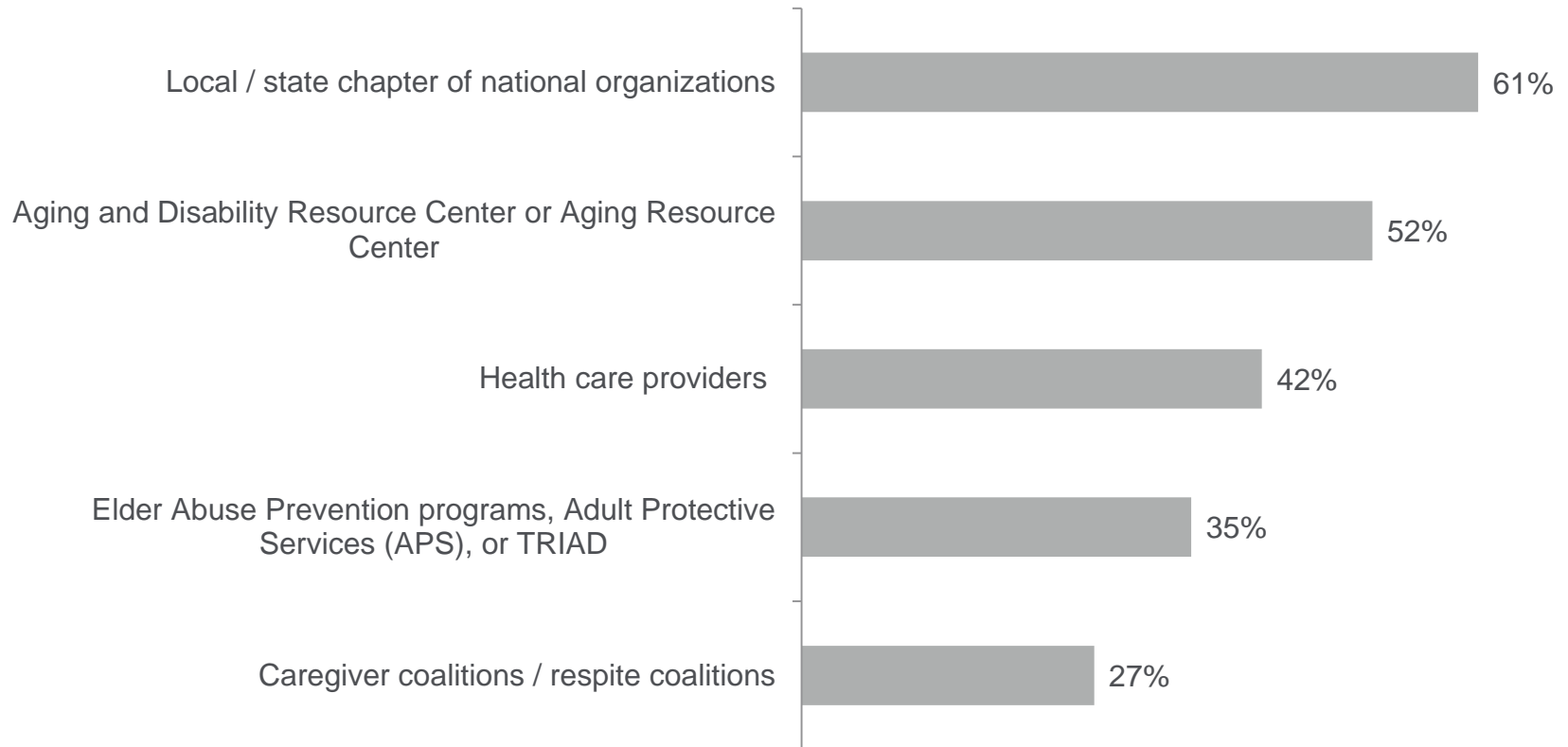
- The NFCSP impacted caregiver services provided by AAAs.
 - 80% provided new services (n=351)
 - 75% increased numbers served (n=330)
 - 68% increased amount of service (n=297)

AAA Survey: NFCSP Implementation

- 88% of AAAs have policies or standardized eligibility criteria that defines caregivers as clients (n=392)
- 71% of caregivers being served by AAA NFCSPs are also eligible to receive caregiver support from other state- and locally-funded programs, such as state respite programs (n=312)

AAA Survey: Important Partners in Caregiving

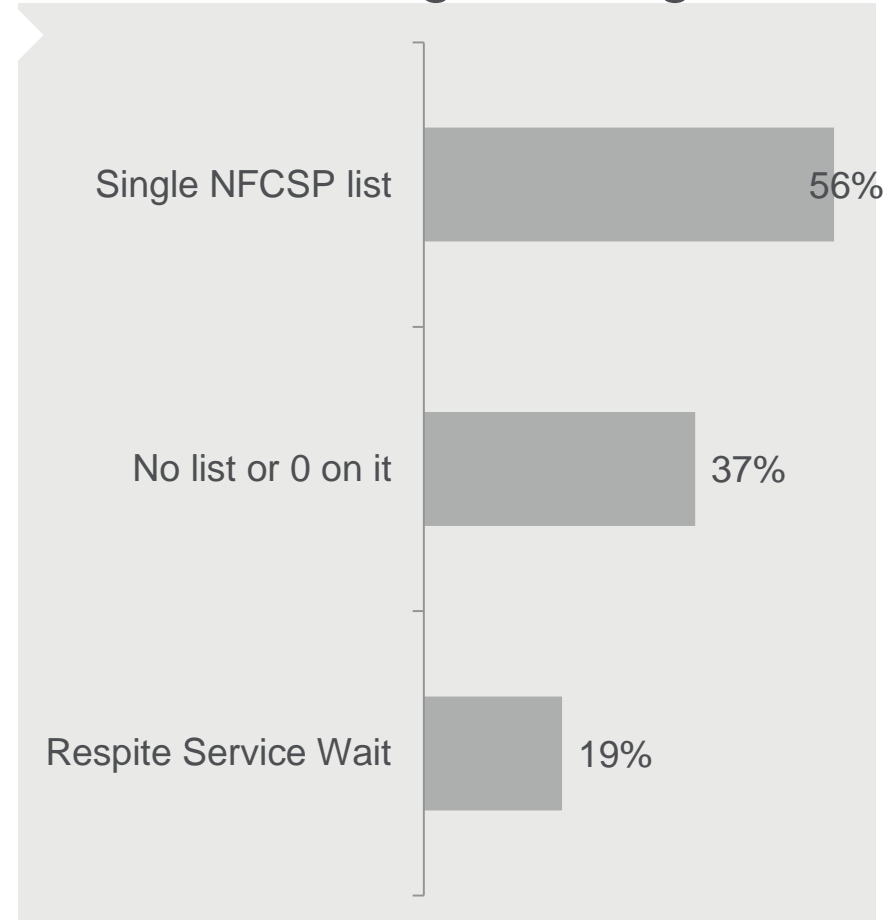
Please mark up to three of your most important partners specifically for administering program (n=408)



AAA Survey: Waiting Lists

- 40% of AAAs currently have waiting lists for NFCSP services (n=174)
- 84% reported about waiting list policies and practices (n=364)
- Many AAAs are unfamiliar with the waiting times

How are waiting lists organized?

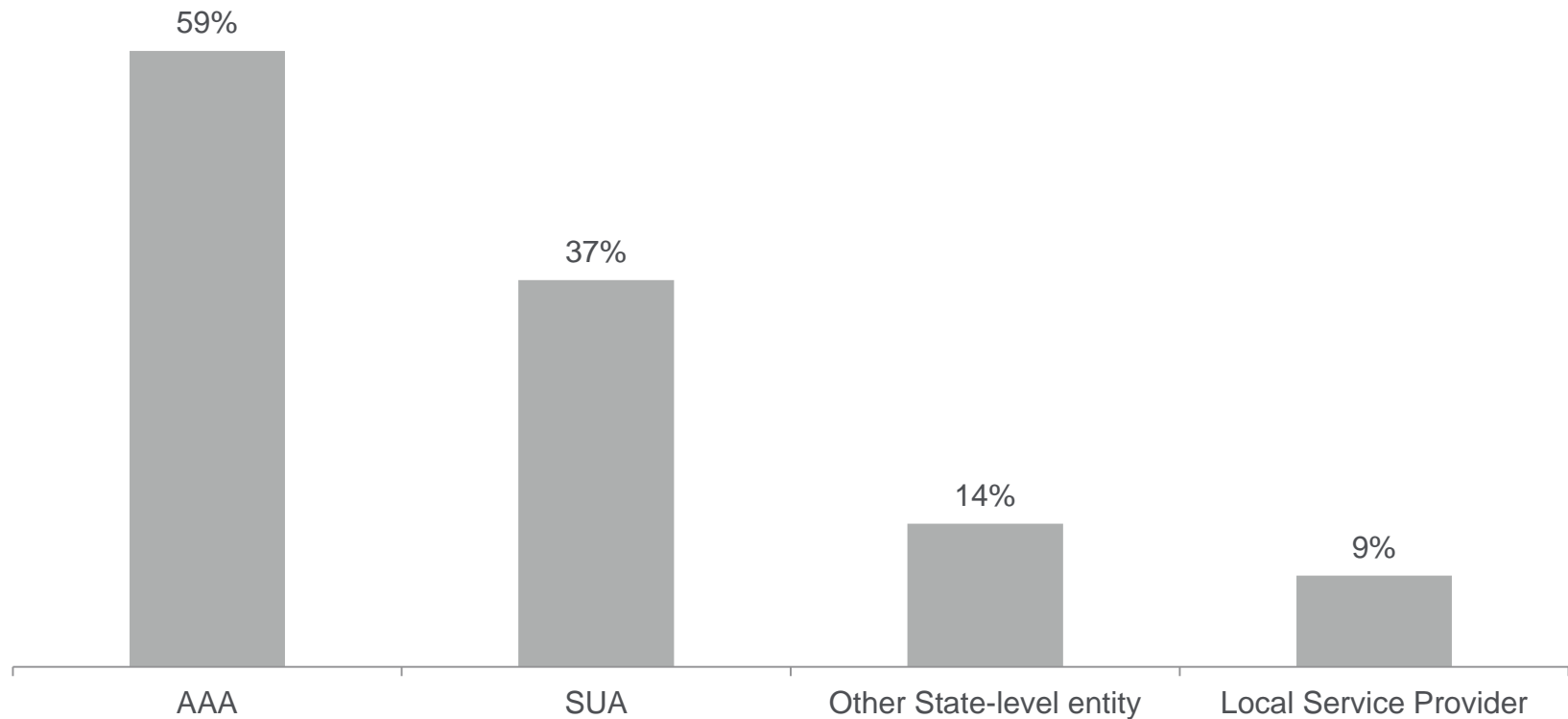


AAA Survey: Service Caps

- Three-quarters of AAAs (74%) have service caps (n=318)
 - 37% of these AAAs apply service caps to all NFCSP services (n=113)
- 37% of all AAAs use yearly caps for at least some services (n=160)
- 36% of all AAAs vary the limit depending on service (n=155)
- 61% of AAAs that have a policy for service caps indicate that they set that policy (n=190)

AAA Survey: Establishing Service Priority

Who established this [NFCSP service] prioritization mechanism? (n=362)

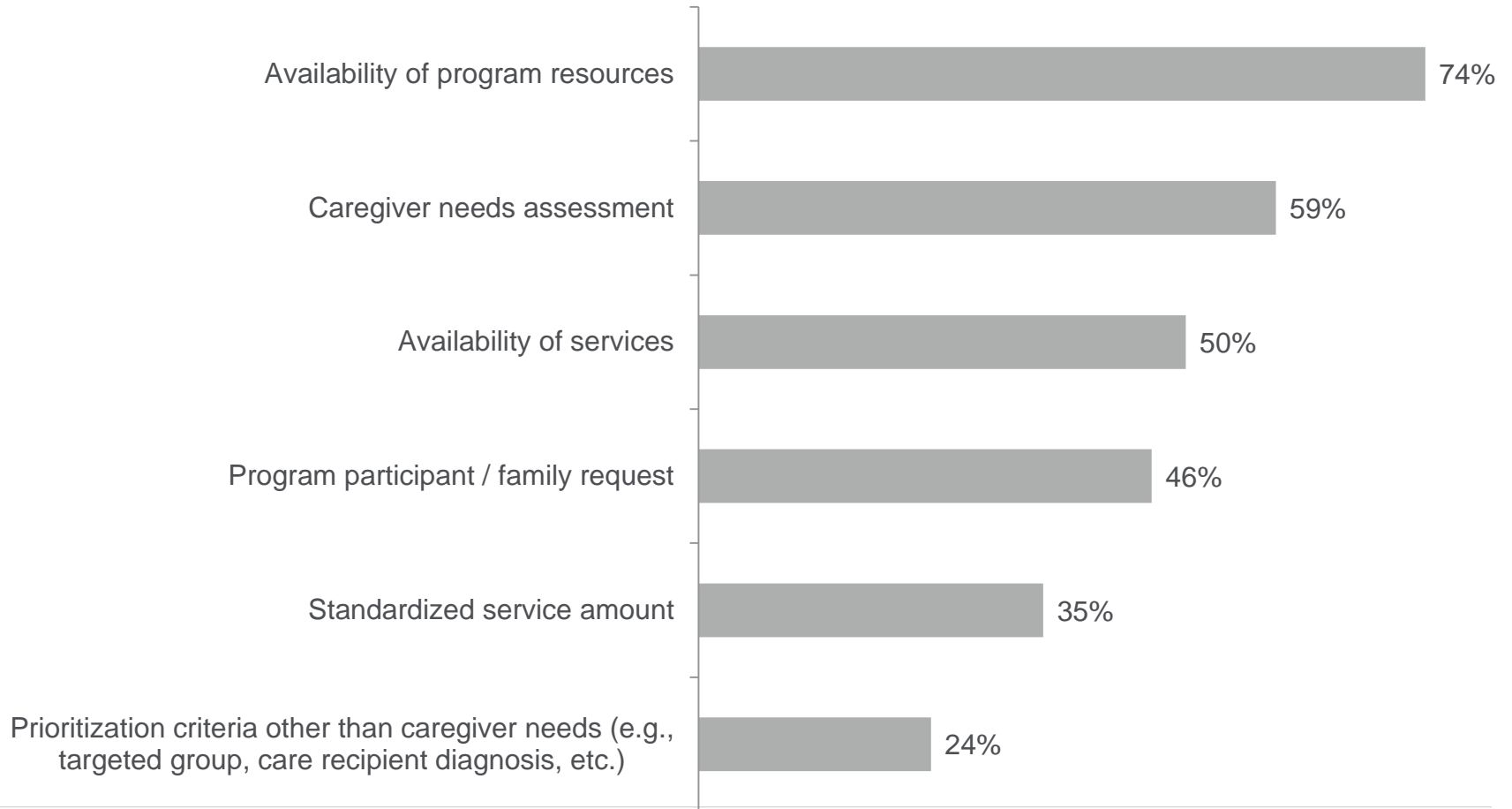


AAA Survey: Criteria used for Service Priority

Top 3 Service Priority Criteria for Caregivers	Top 3 Service Priority Criteria for Care Recipients
Lack of informal/family support	ADL/IADL impairment minimum
Low income	Alzheimer's diagnosis
Mental Health / Emotional Status	Low income

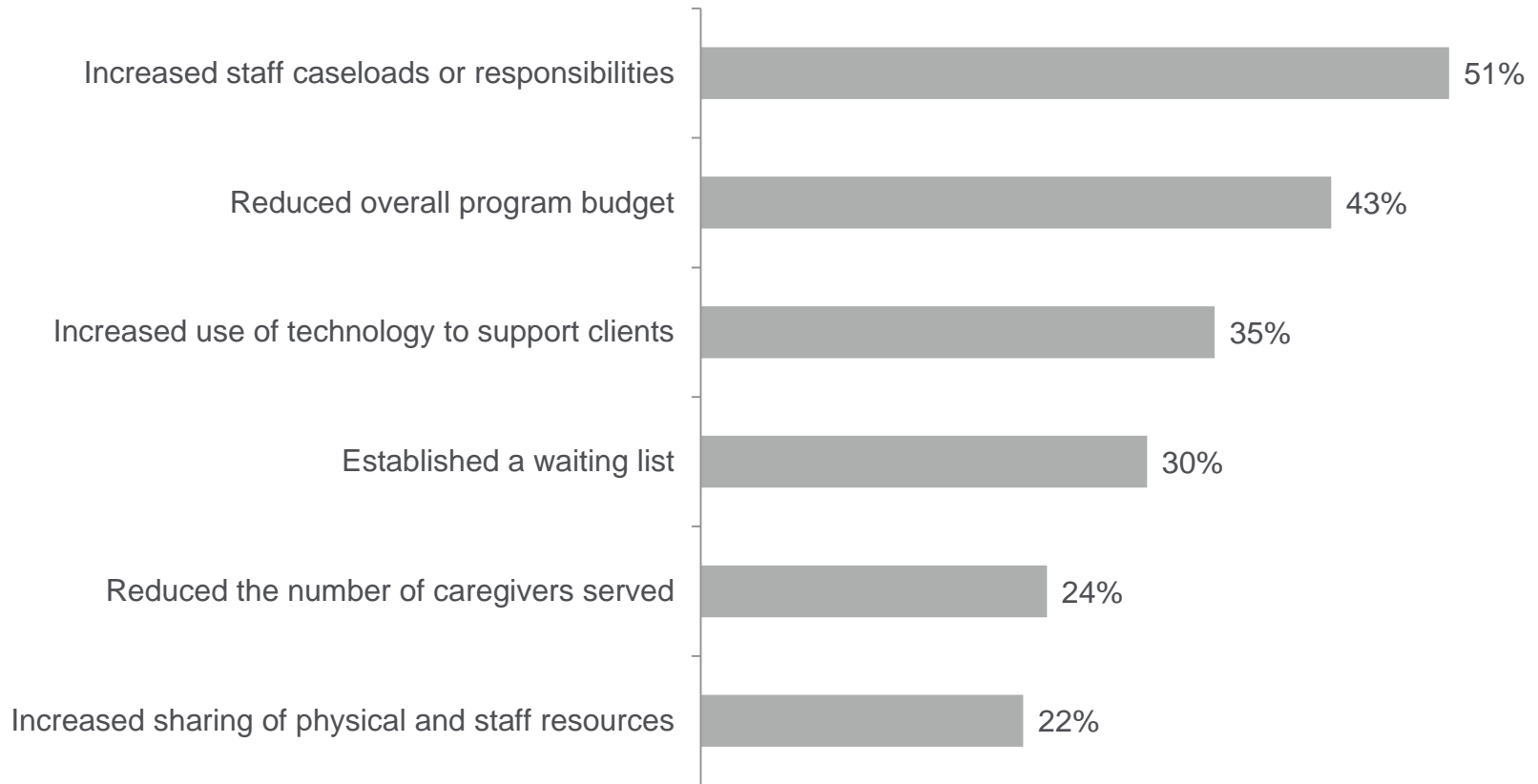
AAA Survey: Service Plan Development

How is the type and amount of caregiver service determined? (n=433)



AAA Survey: NFCSP Changes in the last 3 years

In the last 3 years, has your AAA experienced any of the following changes to the NFCSP? (n=439)



NFCSP (Title III-E) Process Evaluation Highlights

- NFCSP was a catalyst for focusing resources on caregiver support
- Movement toward standardized assessment tools
- Respite is a key NFCSP service

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Next Steps

Participate in the LSP Survey!

- If you're a AAA, please respond to the request for lists.
- If you're a AAA who provided lists, please endorse with LSPs.
- If you're an LSP and were contacted, please reply to the survey!
- For more information, please contact:
 - Julie Robison
 - jrobison@uchc.edu
 - 860-679-4278

Next Steps

- Conduct Local Service Provider (LSP) Survey
- Data Cleaning and Analysis
- Final Report
 - Background
 - Methodology
 - Results
 - SUA results
 - AAA results
 - LSP results
 - Combined survey results

Questions and Contact Information

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