

National Association of Area Agencies on Aging 2007 Aging Network Survey



CONSUMER DIRECTED SERVICES



Scripps Gerontology Center

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Background

With a grant from the Administration on Aging (AoA), the National Association of Area Agencies on Aging (n4a) partnered with Scripps Gerontology Center to conduct the 2007 Aging Network Survey of all Area Agencies on Aging and Title VI Native American programs in the nation. The survey was designed to assess AAA and Title VI involvement in services and programs consistent with AoA's Choices for Independence. As part of the 2006 reauthorization of the Older Americans Act (OAA), this initiative seeks to modernize the current long-term care system using the following principles:

- Enabling consumers to remain in their own homes through the provision of home and community-based long-term care;
- Empowering consumers to stay active and healthy through disease prevention and health promotion services;
- Streamlining access to home and community-based services; and
- Enhancing organizational capacity of the aging network for home and community-based long-term care systems.

Structured around these principles, the survey was launched in June of 2007 to all AAAs (Title VI programs received the survey at a later date). Data collection concluded in December of 2007 with over 80% of AAAs responding.

Findings

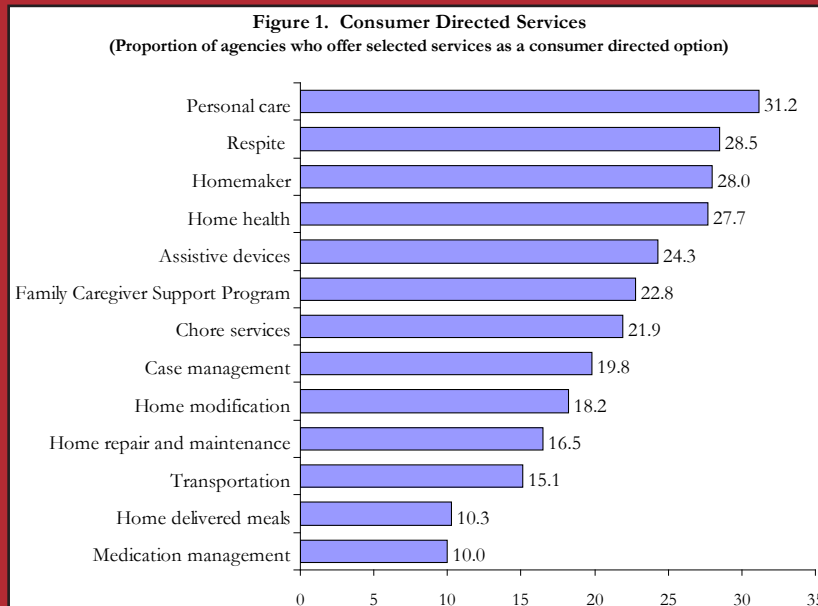
Inherent to the principle of 'enabling consumers to remain in their own homes' is providing services with a consumer directed option. Consumer/self directed services and programs allow clients to choose, manage, and dismiss their workers. This research brief provides key findings from the survey as they relate to providing services and programs that are consumer directed. Participants were asked to identify which services they provide, either directly or through contract, and whether those services were provided with OAA funding and/or other funding. Participants were also asked to identify if the service was provided as a consumer directed option. Almost half of the agencies provided some services as a consumer directed option. Of those who did (48%), the average number of consumer directed services was 4.4. The most commonly provided consumer-directed services include personal care, respite, homemaker, home health and assistive devices. Table 1 shows the proportion of AAAs who offer selected services with funding from OAA and from other funding sources. The last column of the table shows answers to the question: Of those who offer the service, what proportion offer it as a consumer-directed option. Figure 1 diagrams the proportion of agencies who offer selected services as a consumer directed option.

Table 1

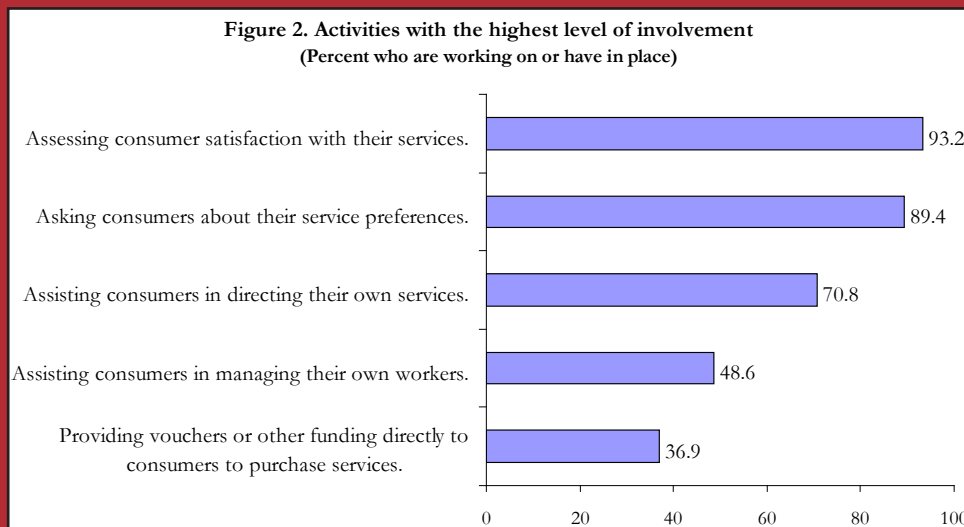
Service	% AAAs via OAA	% AAAs via Other Funding	% of AAAs Offering Consumer Direction
Assistive devices	32.2	50.2	24.3
Case management	57.4	64.1	19.8
Chore services	42.8	43.6	21.9
Family Caregiver Support Program	95.1	34.8	22.8
Home delivered meals	97.7	62.5	10.3
Home health	31.4	36.3	27.7
Homemaker	66.8	61.5	28.0
Home modification	35.2	53.7	18.2
Home repair and maintenance	37.1	49.4	16.5
Medication management	76.6	36.1	10.0
Personal care	54.3	64.8	31.2
Respite	82.8	61.7	28.5
Transportation	84.0	66.0	15.1

n4a Aging Network Survey

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Throughout the survey, participants were asked to rate their level of progress on a set of questions related to the Choices for Independence principles. Related to 'Enabling Consumers to Remain in their Own Homes,' participants were asked to rate their progress on five items associated with providing consumer directed programs and services. Responses included: have this in place, have made progress, plan to work on this but have not begun, would like to work on this but cannot, or do not plan to work on this. Figure 2 shows the consumer directed activities with the highest level of involvement of AAAs. In addition, close to 60% (58.5) of agencies have made progress or have in place the inclusion of consumer/self-direction in their area plan and close to half (48%) of agencies identified consumer/self-direction as a training and technical assistance topic that would be most useful to their organization.



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