



# ACL Evaluation of the National Family Care Giver Support Program (NFCSP)

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# What is Evaluation?



- Systematic and objective
- Conducted periodically or as needed
- Assessment of how well a program is working
- Helps decision-makers determine if timely adjustments are needed to improve program design/implementation

# Program Evaluation

Evaluations of our aging programs serve three major purposes:

1. **Program assessment**—verifying, documenting, and quantifying program activities and their effects
2. **Program improvement**—finding out where a program may be failing or need improvement
3. **Strategic management**—providing information that can help an agency or organization make decisions about how resources should be applied in the future to better serve its mission or goals

## ACL Evaluations:

- Meet federal mandate
- Demonstrate program capacity
- Document program accomplishments
- Identify ways to improve management of limited organizational resources
- Justify current funding or support request for additional funds



# National Family Caregiver Support Program (NFCSP) Goals

- **Provide coordinated support** to assist family and informal caregivers to care for their loved ones at home
- **Support caregivers** dealing with emotional, physical and financial tolls of caregiving
- **Reduce caregiver stress, depression, and anxiety** to enable caregivers to continue providing care longer, thereby avoiding or delaying the need for costly institutional care

# National Family Caregiver Support Program (NFCSP) Services Funded by Title III-E

1. **Information** to caregivers about available services
2. **Access assistance** to help caregivers gain access to services
3. **Counseling/Caregiver training**
4. **Respite care**
5. **Supplemental services** (limited)

## **NFCSP Evaluation in Two Phases**

**How has the NFCSP been implemented at state/local levels, given funding, staffing, and other differences?**

### *NFCSP Process Evaluation*

*2012-2015 contract with The Lewin Group (Scripps Gerontology Center and Univ. Conn Health Center)*

**To what extent does the NFCSP support family caregivers? Do NFCSP caregiver experiences differ from non-NFCSP caregivers?**

### *NFCSP Outcome Evaluation*

*2014-2017 contract with Westat*

# NFCSP Process Evaluation Questions

1. How does the program meet its goals at all levels?
2. How does NFCSP contribute to LTC efficiency through integration/coordination with LTC systems?
3. What types of program implementation are more successful, for whom and under what circumstances?



# NFCSP Process Evaluation

| WEB-BASED SURVEY           | TOPICS   | ESTIMATED TIME |
|----------------------------|--|----------------|
| All SUAs<br>(n=56)         | Program history & integration; state policies, processes, and priorities; monitoring & evaluation; quality assurance; systems development; program funding and resources; staffing/training                            | 90 minutes     |
| All AAAs<br>(n=618)        | Range of services; program history & integration; community needs assessment approach; AAA policies, processes, and priorities; staffing/training; funding & resources; program participation; local service providers | 120 minutes    |
| Sample of LSPs<br>(n=1000) | Services; staff/volunteer counts and hours; wait lists; assessments; clients served; financing; quality assurance & use of consumer satisfaction assessments   | 20 minutes     |

# NFCSP Evaluation – AAA Survey Update

## Since mid-January 2015:

- 118 AAAs completed the NFCSP survey
- 36 AAAs started the NFCSP survey



## In mid-March 2015, ACL will call non-respondents to:

- ask again/offer assistance for NFCSP survey participation
- thank for prior ADRC, ENSP evaluation participation

## In April, 200 AAAs will be randomly selected & asked to:

- provide list of LSPs from which sample of five LSPs will be selected and asked to complete a 20-minute survey

# Instructions provided with the AAA Survey

**AAA Survey** April 17, 2014

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**Before You Begin/SURVEY Introduction Page—Initial Screen of Web Version**

Thank you for taking the time to complete this very important survey on caregiving. The information you provide is an essential part of ACL's first national evaluation of the Title III-C National Family Caregiver Support Program (NFCSP). Area Agencies on Aging (AAAs) play a vital role in providing programs and services to caregivers in their local areas. It is the goal of this survey to:

- ▶ Obtain a broad understanding of the services AAAs provide to caregivers
- ▶ Understand the variety of ways caregiver programs are implemented by AAAs nationwide
- ▶ Examine the features of caregiver programs such as consumer directed, caregiver assessments and respite management

You will also be asked for information about your service providers. That information will assist us in selecting AAAs from whom local service providers will also be surveyed.

Your responses to this survey will provide important information to document the scope, effectiveness and impact of caregiver programs in your community.

The survey asks a few questions about the characteristics of your caregiver programs and your AAA. Before you begin it may be helpful to gather the following information about your area agency completed fiscal year:

Before you begin, you may want to gather the following information that will be asked for in the survey:

- ▶ Number of contracted providers that provided NFCSP services in total
- ▶ Number of providers that provide each type of NFCSP service.
- ▶ Number of full-time equivalent employees working on the NFCSP
- ▶ Number of unskilled caregivers served by the NFCSP (Title III-C) services
- ▶ Number of unskilled caregivers that receive:
  - Training, counseling & support services in caregiver stressor problem-solving services
  - Respite services
  - Caregiver supplements
- ▶ Number of unskilled grandmothers or other relatives 55 and over caring for children
- ▶ Total number of unskilled volunteers on the NFCSP
- ▶ Total number of volunteer hours on the NFCSP
- ▶ Your AAA's total operating budget for last completed fiscal year
- ▶ Your AAA's total operating budget for QAA NFCSP

The information you provide will

4:45 / 7:46

[http://www.aoa.acl.gov/Program\\_Results/Program\\_Evaluation.aspx](http://www.aoa.acl.gov/Program_Results/Program_Evaluation.aspx)

# Example of a NFCSP Evaluation

## Summary of Results for AAAs

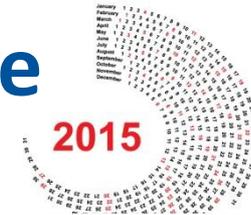
| NFCSP SURVEY QUESTION   | YOUR AAA  | ALL AAAs  |
|---|---|---|
| <b>In your PSA, is there a waiting list for any OAA NFCSP service?</b>  | Yes<br>No   | % Yes<br>% No   |
| <b>In your caregiver support program, who is assessed?</b>  | Care Recipient<br>Family caregiver<br>Both<br>No assessment is conducted                          | % Care Recipient<br>% Family caregiver<br>% Both<br>% No assessment is conducted                          |
| <b>Does your NFCSP program have a policy that limits or caps the amount or cost of service an individual may receive?</b> | Yes, annual limit<br>Yes, lifetime limit<br>Limits vary by service<br>No limits on service amount | % Yes, annual limit<br>% Yes, lifetime limit<br>% Limits vary by service<br>% No limits on service amount |

# NFCSP Outcome Evaluation Focus

## Do NFCSP program participants:

- deal better with emotional, physical and financial tolls of caregiving than non-NFCSP caregivers?
- have less depression, anxiety, and stress attributable to their caregiving than non-NFCSP caregivers?
- report providing care longer than non-NFCSP caregivers, which may avoid or delay the need for costly institutional care for care recipients?

# NFCSP Evaluation Timeline



| PROCESS EVALUATION  | OUTCOME EVALUATION  |
|---|---|
| FY 2013-2014: Development of surveys<br>Pilot Testing   |   |
| FY 2014-2015: Public review of study/surveys<br>OMB approval of study to<br>conduct SUA/AAA surveys           |   |
| FY 2015: Conduct surveys of all SUAs &<br>AAAs + survey sample of LSPs<br>Complete analysis/report (Oct 2015) | FY 2015-2016: Request OMB approval to<br>conduct NFCSP and comparison caregiver<br>surveys at baseline, 6-month, 12-month |
|   | FY 2016-2017: Conduct surveys<br>Complete analysis/report<br>(Sep 2017)   |

# With your help, the NFCSP Program Evaluation will:



- Document how the program has developed across states and communities
- Identify operational similarities and differences
- Provide information to support program planning at national as well as local levels
- Develop information about program efficiency when coordinating with similar programs

# NFCSP Process Evaluation Contacts

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*For AAA survey-specific questions:*

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**THANK YOU FOR YOUR PARTICIPATION!**