Purpose & Session Goals

- Definitions
  - Performance Measurement
  - Evaluation

- What are the Questions?

- Results & Reports
Definitions

**Performance Measurement**
- On-going
- Recent
- Accomplishments
- Progress toward pre-established goals
- Types of measures:
  - Process
  - Outputs
  - Outcomes

**Evaluation**
- Periodic
- Multi - year
- Attribution
- Achievement in larger context
- Types of Evaluation:
  - Implementation
  - Outcome
  - Impact
  - Cost Benefit
Performance Measurement Questions

- How many more (respite hours) will we get for an extra $50 million?

- How many care givers were able to...
  - Have 10 hours of respite
  - Continue care giving with respite care?

- How did the care givers rate the quality of service?

- Was efficiency increased?
Processes for Performance Measurement

- Identify what to measure
- Define terms
- Collect data
- Set Targets
- Review for consistency
- Analyze
- Report
- Repeat
Performance Data Sources

- AoA data collections
  - State Program Report (NAPIS)
  - Caregiver data
- American Communities Survey

Resource: [www.data.aoa.gov](http://www.data.aoa.gov) Select AGID

Other data sources you know?
### Performance Reporting Example
#### National Family Caregiver Program Outcomes and Outputs

<table>
<thead>
<tr>
<th>Measure</th>
<th>Most Recent Result</th>
<th>FY 2010 Target</th>
<th>FY 2011 Target</th>
<th>FY 2011 +/- FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2.6 Reduce the percent of caregivers who report difficulty in getting services (Outcome)</strong></td>
<td>FY 2009: 24.6% (Target Exceeded)</td>
<td>30%</td>
<td>30%</td>
<td>Maintain</td>
</tr>
<tr>
<td><strong>2.9a: 90% of NFCSP clients rate services good to excellent. (Outcome)</strong></td>
<td>FY 2009: 95.4% (Target Exceeded)</td>
<td>90%</td>
<td>90%</td>
<td>Maintain</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Most Recent Result</th>
<th>FY 2010 Projection</th>
<th>FY 2011 Projection</th>
<th>FY 2011 +/- FY 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3.1 Increase the number of caregivers served</strong></td>
<td>FY 2008: 675,243 (Target not met)</td>
<td>650,000</td>
<td>755,000</td>
<td>+195,000</td>
</tr>
<tr>
<td><strong>Output I: Caregiver access assistance units of service (Output)</strong></td>
<td>FY 2008: 1,300,000</td>
<td>1.2 M</td>
<td>1.6 M</td>
<td>+ 400,000</td>
</tr>
<tr>
<td><strong>Output K: Caregivers receiving respite care services (Output)</strong></td>
<td>FY 2008: 75,687</td>
<td>74,000</td>
<td>92,000</td>
<td>+ 18,000</td>
</tr>
</tbody>
</table>
Evaluation Questions

- Is Mrs. Smith, the caregiver, better off for having received respite care?
- Is Mrs. Jones, the care recipient, better off for Mrs. Smith getting respite care?

- How much respite care is enough?
- Did Mrs. Jones stay at home longer because of respite care?
Evaluation Process
General Framework

- **Design**
  - Logic Model, Literature Review, Technical Advisory Group
  - Overall framework, Detailed Methods
  - Data Collection Tools

- **Implementation**
  - Clearance processes
  - Collect data
  - Process and Analyze
  - Write reports

- **Disseminate**
Design of NFCSP Evaluation

- Comprehensive: Network & Individual level

  - **Network Level:**
    - 50 State Survey
    - Survey a sample of Area Agencies on Aging
    - Survey a sample of Local service providers

- What does the program look like?

- How has the program changed?

- Integration with pre-existing Caregiver Programs

- Implementation Models – 5 Services
Design of NFCSP Evaluation

- **Individual Level Data**
  - Longitudinal Study
  - Comparison Group

- Effect of each services

- Effect of overall Program

- Effect on Community Living of Care Receiver
Next Steps

- Lifespan Respite Performance Measures

- What to measure?

- Who is it for?
  - For Budget Justification
  - For Internal Management

- What are the data sources?
Thank You!

Valerie Cook,

Office of Performance & Evaluation

Administration on Aging

Valerie.Cook@aoa.hhs.gov