National Family Caregiver Support Program (NFCSP) Process Evaluation

Aging Network Webinar
Agenda

• NFCSP (Title III-E) Background

• NFCSP Evaluation Goals and Survey Topics

• NFCSP Evaluation Methodology

• State Unit on Aging (SUA), Area Agency on Aging (AAA) and Local Service Provider (LSP) Survey Highlights
  – 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,

3. Assess program effectiveness in determining community and client needs, targeting and prioritizing, and providing services to family caregivers.

Final process evaluation report is expected to be released in Summer 2016.
NFCSP Webinar Housekeeping Items

• All attendees are in “listen only” mode

• Please input questions into the chat box or the Q&A

• We will compile your questions after the webinar and send responses to all attendees
NFCSP Process Evaluation Team

LEWIN GROUP

MIAMI UNIVERSITY
Scripps Gerontology Center

UCONN HEALTH
CENTER ON AGING

LEWIN GROUP

Administration for Community Living
NFCSP Process Evaluation Roles

Administration for Community Living

- The Lewin Group:
  - Evaluation Management
  - State Unit on Aging Survey
- Scripps Gerontology Center:
  - Area Agency on Aging Survey
  - Local Service Provider Sampling
- UConn Health Center on Aging:
  - Local Service Provider Survey
National Family Caregiver Support Program – Process Evaluation

Methodology
Survey Methodology

- Survey Development and Outreach:
  - Developed a comprehensive internet survey to address ACL needs
  - Covered a range of topics

<table>
<thead>
<tr>
<th>Survey</th>
<th>Sampled</th>
<th>Dates</th>
<th>Response rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUA</td>
<td>All 54</td>
<td>Jan-May 2015</td>
<td>100%</td>
</tr>
<tr>
<td>AAA</td>
<td>All 619</td>
<td>Jan-July 2015</td>
<td>73%</td>
</tr>
<tr>
<td>LSP</td>
<td>579 sampled from all responding AAAs</td>
<td>Aug-Dec 2015</td>
<td>68%</td>
</tr>
</tbody>
</table>
National Family Caregiver Support Program – Process Evaluation

Remarkable Findings
Remarkable Findings: SUA Survey

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

- I&R: 72%
- Respite care: 53%
- Supplemental service: 36%
- Access assistance: 34%
- Training/Education: 28%
- Support Groups: 28%
- Care Coordination: 21%
- Counseling: 15%
- Caregiver Support Coordination: 11%
Remarkable Findings: SUA Survey

SUA Changes in Service Offerings Before and After Enactment of the OAA NFCSP in 2000 (n=54)

- Information (I&R) before and after
- Respite services before and after
- Training & Education before and after
- Support groups before and after
- Caregiver counseling before and after
Remarkable Findings: SUA Survey

- Over two-thirds (68%) of SUA respondents reported that the NFCSP resulted in the creation of standardized eligibility criteria for caregiver services
Did your AAA have a caregiver program (a set of services specifically for caregivers) prior to the enactment of the OAA NFCSP in 2000? (n=446)
Remarkable Findings: AAA Survey

Changes in Service Offerings Before and After Enactment of the OAA NFCSP in 2000 for AAAs (n=446)

- Information (I&R)
- Respite services
- Training & Education
- Support groups
- Caregiver counseling

Legend:
- Before - No Prior program
- After - No prior program
- Before - All AAAs
- After - All AAAs
Are you aware of organizations or individuals in your PSA that provide caregiver services such as respite, counseling and support, information and assistance or supplemental services with funds other than the OAA/NFCSP? (n=408)
National Family Caregiver Support Program – Process Evaluation

State Unit on Aging (SUA) Survey
SUA Survey: Partnerships

- Nine are working with other State agencies to implement NFCSP
  - Four are working with departments of health services
  - Three are working with departments of social services
  - Three are working with Medicaid departments
  - Two are coordinating and collaborating with departments of family services, especially for services to grandparents caring for grandchildren

- Other partners include Lifespan Respite, State Councils on Developmental Disabilities, university extension services, Veterans Affairs, mental health departments, and Centers for Independent Living
SUA Survey: 
Aging and Disability Resource Center (ADRC) Coordination

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

- Development or implementation of referral/assessment processes: 62%
- Provision of Options Counseling: 62%
- Development or implementation of screening protocols: 50%
- Development or implementation of intake tools: 46%
- Development or review of policies, guidance or regulations regarding the inclusion of caregiver services: 44%
- Provision of training: 38%
- Provision of Care Transitions: 24%
- NFCSP does not coordinate with the ADRC: 12%
SUA Survey: Barriers limiting integration of NFCSP with other HCBS programs

- 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

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

- Different eligibility requirements: 72%
- Different reporting requirements: 54%
- Different client population than in other programs: 52%
- Federal regulatory or statutory requirements: 34%
- Organizational cultural and administrative differences: 32%
- Complexity of accessing and arranging services: 26%
- Lack of access to adequate computer technology and...: 26%
- State regulatory or statutory requirements: 24%
- Staff has too many responsibilities: 22%
- Lack of knowledge of opportunities for integration: 16%
- Low priority given to caregiver support services: 12%
SUA Survey: Selection of Special Training Topics

- 52% of SUAs reported specific training about program data collection and reporting
- 44% reported training on Alzheimer’s disease or a related disorder
- 43% reported training focused on caregiver assessment
- 30% of SUAs reported training about grandparents raising grandchildren
- 26% reported this focused on caregiver health and well-being
## SUA Survey: NFCSP Target Populations

Since program implementation, which special populations of caregivers, if any, has your program made a specific effort to serve? (n=54)

<table>
<thead>
<tr>
<th>Population Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Caregivers of persons with Alzheimer's disease or a related disorder with neurological and organic brain dysfunction</td>
<td>84%</td>
</tr>
<tr>
<td>Grandparents raising grandchildren and other relative caregivers</td>
<td>82%</td>
</tr>
<tr>
<td>Rural caregivers</td>
<td>67%</td>
</tr>
<tr>
<td>Racially and ethnically diverse caregivers</td>
<td>63%</td>
</tr>
<tr>
<td>Caregivers, Older (age 70+)</td>
<td>49%</td>
</tr>
<tr>
<td>Employed family caregivers</td>
<td>31%</td>
</tr>
<tr>
<td>Caregivers of veterans</td>
<td>31%</td>
</tr>
<tr>
<td>Caregivers, Younger (age 18-25)</td>
<td>14%</td>
</tr>
</tbody>
</table>
### SUA Survey: NFCSP Targeting Activities

Since program implementation began, which of the following activities has your program undertaken to address those special populations of caregivers? (n=46)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeted marketing and outreach campaigns</td>
<td>70%</td>
</tr>
<tr>
<td>Translated or adapted materials in languages other than English</td>
<td>54%</td>
</tr>
<tr>
<td>Hired staff or obtained volunteers with specialized knowledge of skills working with special populations of caregivers</td>
<td>41%</td>
</tr>
<tr>
<td>Developed partnerships with VA systems</td>
<td>37%</td>
</tr>
<tr>
<td>Developed services to meet specialized needs (e.g., mobile adult day services and mobile I&amp;R units for rural caregivers)</td>
<td>35%</td>
</tr>
<tr>
<td>Produced culturally specific and appropriate materials</td>
<td>33%</td>
</tr>
<tr>
<td>Developed partnerships with schools</td>
<td>26%</td>
</tr>
<tr>
<td>Developed partnerships with employers</td>
<td>20%</td>
</tr>
</tbody>
</table>
SUA Survey: Criteria for Determining NFCSP Service Priority

44 SUAs reported using criteria for service prioritization

- 68% indicated a diagnosis of Alzheimer’s disease or a related disorder with neurological and organic brain dysfunction
- 57% indicated an ADL or IADL impairment minimum or both
- 50% indicated low income level
SUA Survey: Standardized Processes for Caregiver Assessments

- Most SUAs (59%) reported a standardized process for assessing caregiver needs
  - 70% of these SUAs reported using this process for all family caregiver program clients, and the remaining 30% reported only using the process for specific services
- 41% of SUAs reported not having a standardized process for assessing caregivers
## SUA Survey: NFCSP Caregiver Assessment Domains

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

<table>
<thead>
<tr>
<th>Domain</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care recipient background (demographics, financial status)</td>
<td>86%</td>
</tr>
<tr>
<td>Care recipient’s health and well-being (functional and cognitive status)</td>
<td>83%</td>
</tr>
<tr>
<td>Impact of caregiving on the caregiver</td>
<td>79%</td>
</tr>
<tr>
<td>Resources available to support the care recipient</td>
<td>76%</td>
</tr>
<tr>
<td>Resources available to support the caregiver</td>
<td>76%</td>
</tr>
<tr>
<td>Caregiver’s perception of care recipient health and functional status</td>
<td>76%</td>
</tr>
<tr>
<td>Caregiver’s background and the caregiving situation</td>
<td>76%</td>
</tr>
<tr>
<td>Caregiver’s health and well-being</td>
<td>72%</td>
</tr>
<tr>
<td>Caregiver’s skills, ability, knowledge or other requirements to provide care</td>
<td>59%</td>
</tr>
<tr>
<td>Caregiver’s values and preferences with respect to everyday living and care provision</td>
<td>41%</td>
</tr>
</tbody>
</table>
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)

- In-home respite during normal business hours: 98%
- In-home respite during evenings: 87%
- Adult day program respite: 83%
- Overnight in a facility or extended respite (extended respite = 24 hours): 76%
- In-home respite overnight: 72%
- Emergency respite services: 69%
- Respite weekend, including camps: 65%
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 counseling, education and training. (n=53)

- Support Groups: 98%
- Training on various aspects related to caregiving: 93%
- Individual Counseling: 85%
- Family Consultation, Counseling, Meetings: 68%
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)

- Home Modification/Repairs: 78%
- Homemaker/Chore Services: 73%
- Consumable Supplies: 63%
- Transportation: 63%
- Assistive Technology: 61%
- Emergency Response: 51%
- Legal and/or Financial Consultation: 51%
- In-Home Assessment: 47%
- Cash Grant: 25%
SUA Survey: Supplemental Services for Grandparents Raising Grandchildren

Responses were more diverse than those for caregivers of older adults but covered many of the same responses

- Material supplies were the most common responses including: school supplies (8) and children’s clothing (5)
- Home modifications (3) and material aid (7) were also common responses
- Respite (6) was the most common non-goods based services
SUA Survey: Monitoring Program Performance

Does your SUA assess client satisfaction? (n=44)

- Yes, AAA assesses client satisfaction: 59%
- Yes, SUA assesses client satisfaction: 27%
- No entity assesses client satisfaction: 14%
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
Area Agency on Aging (AAA) Survey
AAA Survey: Governance

Which of the following best describes the governance of your AAA? (n=453)

- Independent Not-For-Profit: 40%
- City/County Govt.: 30%
- Council of governments or regional planning and development agency: 24%
- Other: 6%
AAA Survey: Areas Served

Which of the following best describes the area served by your organization? (n=457)

- Rural: 41%
- Urban, Suburban & Rural: 20%
- Urban & Rural: 17%
- Urban and/or Suburban: 13%
- Suburban & Rural: 5%
- Remote & Frontier: 3%
Please mark up to three of your most important partners specifically for administering program (n=409)

- Local / state chapter of national organizations: 61%
- Aging and Disability Resource Center or Aging Resource Center: 52%
- Health care providers: 42%
- Elder Abuse Prevention programs, Adult Protective Services (APS), or TRIAD: 35%
- Caregiver coalitions / respite coalitions: 27%
AAA Survey: Caregiver Program Employees

- Most (82.7%) have a dedicated caregiver program manager.
- Most (85.4%) say that position includes other duties or focus areas.

### FTEs by AAA Budget Size

<table>
<thead>
<tr>
<th>AAA Size</th>
<th>Mean</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>&gt; $5.7 million</td>
<td>4.3</td>
<td>.05-60</td>
</tr>
<tr>
<td>$2.2-5.7 million</td>
<td>1.9</td>
<td>.04-13</td>
</tr>
<tr>
<td>&lt; $2.2 million</td>
<td>1.7</td>
<td>.1-9.3</td>
</tr>
</tbody>
</table>
AAA Survey: Prior to NFCSP

Prior to NFCSP:

- 28% had caregiver programs
- 20% with paid program manager established position 2000 or earlier
- 51% didn’t have policy for caregivers as clients

Top Services Prior to NFCSP (n=438)

- I&R: 74%
- Supplemental services: 49%
- Respite care: 41%
- Care coordination: 29%
- Training / Education: 28%
- Support groups: 22%
AAA Survey: NFCSP Services in AAAs

NFCSP Services Offered by AAAs (n=448)

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information (I&amp;R)</td>
<td>98%</td>
</tr>
<tr>
<td>Respite</td>
<td>97%</td>
</tr>
<tr>
<td>Access assistance</td>
<td>93%</td>
</tr>
<tr>
<td>Training &amp; Education</td>
<td>86%</td>
</tr>
<tr>
<td>Caregiver Counseling</td>
<td>78%</td>
</tr>
<tr>
<td>Support groups</td>
<td>68%</td>
</tr>
</tbody>
</table>
AAA Survey: NFCSP Implementation

- 88% of AAAs have policies or standardized eligibility criteria that defines caregivers as clients

- 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
Since program implementation, which special populations of caregivers, if any, has your program made a specific effort to serve? (n=443)

- Caregivers of persons with Alzheimer’s disease or a related disorder: 63%
- Grandparents raising grandchildren and other relative caregivers: 49%
- Rural caregivers: 46%
- Older Caregivers (age 70+): 43%
- Racially and ethnically diverse caregivers: 35%
- Caregivers of veterans: 29%
- Employed family caregivers: 28%
- Younger Caregivers (under age 25): 7%
### AAA Survey: Domains of Standardized Assessment

**Which of the following areas are included in your AAA’s individual-level needs assessment? (n=411)**

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care recipient’s health and well-being</td>
<td>84%</td>
</tr>
<tr>
<td>Caregiver’s health and well-being</td>
<td>77%</td>
</tr>
<tr>
<td>Resources available to support the caregiver</td>
<td>76%</td>
</tr>
<tr>
<td>Caregiver’s background and the caregiving situation</td>
<td>76%</td>
</tr>
<tr>
<td>Care recipient background</td>
<td>75%</td>
</tr>
<tr>
<td>Impact of caregiving on the caregiver</td>
<td>75%</td>
</tr>
<tr>
<td>Resources available to support the care recipient</td>
<td>73%</td>
</tr>
<tr>
<td>Caregiver’s perception of care recipient health and functional status</td>
<td>67%</td>
</tr>
<tr>
<td>Caregiver’s skills, ability, knowledge or other requirements to provide care</td>
<td>56%</td>
</tr>
<tr>
<td>Caregiver’s values and preferences with respect to everyday living and care provision</td>
<td>49%</td>
</tr>
</tbody>
</table>
AAA Survey: Caregiver Service Requests

What are the types of services or information most frequently requested on the part of caregivers? (n=434)

- Respite care (institutional, in-home, day services): 75%
- Federal / State financial assistance programs: 27%
- Home health care: 26%
- General information about caregiving: 26%
- Emotional support: 24%
- Care coordination: 20%
AAA Survey: Type of Respite Services Provided

What respite services are provided to support caregivers, either directly by your AAA or contracted by a grant or contract with a provider? (n=441)

- In-home respite during normal business hours: 95%
- In-home respite during evenings: 71%
- Day program respite: 68%
- In-home respite overnight: 52%
- Overnight in a facility or extended respite (extended respite = 24 hours): 47%
- Emergency respite services: 42%
- Respite weekend, including camps: 42%
AAA Survey: Unmet Respite Needs

- Half (52%) of AAAs meet respite needs “sometimes”

- Four in ten (41%) meet “all” or “most of the time”

Which of the following are common reasons caregiver respite needs are unmet? (n=42)

- Funding: 87%
- Not enough providers: 25%
- Lack of trained providers: 18%
- Caregiver transportation: 17%
You indicated that you measure caregiver program outcomes. Which of the following outcomes do you measure? (n=64)

- Monitor caregiver burden: 75%
- Extent of caregiver load/demand: 61%
- Emotional/mental health: 56%
- Monitor caregiver depression: 53%
- Physical health: 50%
- Balance among caregiving, work, or other life domains: 47%
- Financial/employment: 34%
AAA Survey: Quality of Programs – Assessing Program Outcomes

Does your AAA use any of the following strategies to assess program outcomes related to NFCSP service receipt? (n=429)

- Satisfaction survey of program participants: 75%
- Feedback mechanism (e.g. complaint mechanism, comment box / card): 39%
- Changes in caregiver assessments over time: 25%
- Monitor client ADL / IADL functioning: 24%
- AAA does not conduct program participants assessment of NFCSP services: 11%
AAA Survey: Service Caps

• Three-quarters of AAAs (74.4%) have service caps
  – 37% of AAAs apply service caps to all NFCSP services

• 37% of all AAAs use yearly caps for at least some services

• 36% of all AAAs vary the limit depending on service

• 61% of AAAs that have a policy for service caps indicate that they set that policy
### AAA Survey: Criteria used for Service Priority

<table>
<thead>
<tr>
<th>Top 3 Service Priority Criteria for Caregivers</th>
<th>Top 3 Service Priority Criteria for Care Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lack of informal/family support</td>
<td>ADL/IADL impairment minimum</td>
</tr>
<tr>
<td>Low income</td>
<td>Alzheimer’s diagnosis</td>
</tr>
<tr>
<td>Mental Health / Emotional Status</td>
<td>Low income</td>
</tr>
</tbody>
</table>
### 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=440)

<table>
<thead>
<tr>
<th>Change to NFCSP</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased staff caseloads or responsibilities</td>
<td>51%</td>
</tr>
<tr>
<td>Reduced overall program budget</td>
<td>43%</td>
</tr>
<tr>
<td>Increased use of technology to support clients</td>
<td>35%</td>
</tr>
<tr>
<td>Established a waiting list</td>
<td>30%</td>
</tr>
<tr>
<td>Reduced the number of caregivers served</td>
<td>24%</td>
</tr>
<tr>
<td>Increased sharing of physical and staff resources</td>
<td>22%</td>
</tr>
</tbody>
</table>
AAA Survey: Areas for Improvement

- Increased direction & standardization on:
  - Forms, assessments, service definitions
- Increased flexibility on:
  - Designating funds and services
  - Hours of service or types of service
  - Eligibility
- Coordination/communication within state
- Streamlining reporting and administration
- Development of outreach materials
- Other: sliding scale fees, coordination with state HCBS, unnecessary intrusive questions, and incentivizing providers to recommend NFCSP
Local Service Provider (LSP) Survey
LSP Survey Findings

How long has your organization been in operation? (n=389)

- More than 20 years, 64%
- 11 to 20 years, 19%
- 6 to 10 years, 10%
- 1 to 5 years, 8%
- Less than 1 year, 0%
LSP Survey: Serving Caregiver Clients

How long has your organization been serving NFCSP caregiver clients? (n=387)

- Less than 1 year, 3%
- 1 to 5 years, 18%
- More than 10 years, 59%
- 6 to 10 years, 21%
LSP Survey: Employees

How many full time equivalent employees? (n=341)

- 6-15, 27%
- 16 - 50, 22%
- <= 5, 30%
- 51 - 100, 11%
- >100, 10%
Which of the following services do you provide to NFCSP caregiver clients? (n=393)

- Respite care: 79%
- Information & Referral: 69%
- Training/Education: 51%
- Support Groups: 45%
- Case Management: 43%
- Counseling: 42%
- Supplemental services: 32%
- Don’t know: 2%
### LSP Survey: NFCSP respite care provided

What kind of respite care does your organization provide? (n=311)

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-home respite during normal business hours</td>
<td>80%</td>
</tr>
<tr>
<td>In-home respite during evenings</td>
<td>56%</td>
</tr>
<tr>
<td>Adult day program respite</td>
<td>44%</td>
</tr>
<tr>
<td>In-home respite overnight</td>
<td>33%</td>
</tr>
<tr>
<td>Emergency respite services</td>
<td>22%</td>
</tr>
<tr>
<td>Respite weekend, including camps</td>
<td>22%</td>
</tr>
<tr>
<td>Overnight in a facility or extended respite</td>
<td>21%</td>
</tr>
<tr>
<td>(extended respite = 24 hours)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>6%</td>
</tr>
</tbody>
</table>
LSP Survey: Use of evidence-based caregiver programs

Which of the following evidence-based caregiving training/education interventions does your organization provide to NFCSP caregiver clients? (n=202)

- Powerful Tools for Caregivers: 33%
- None: 31%
- Other: 21%
- Savvy Caregiver: 7%
- REACH II Interventions: 6%
- COPE for Cancer Caregivers: 0.5%
- Coordinated system of care intervention: 0.5%
- STAR-C Intervention: 0.5%
### LSP Survey: Assist with transitions of care

Does your program support caregivers with care transitions of their loved ones between any of the following settings? (n=393)

<table>
<thead>
<tr>
<th>Option</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital discharge to home</td>
<td>50%</td>
</tr>
<tr>
<td>Nursing home or assisted living discharge to the community</td>
<td>42%</td>
</tr>
<tr>
<td>Placement of the care recipient into a nursing facility or assisted living</td>
<td>40%</td>
</tr>
<tr>
<td>None of the above</td>
<td>34%</td>
</tr>
<tr>
<td>Hospital discharge to nursing home or assisted living</td>
<td>29%</td>
</tr>
</tbody>
</table>
LSP Survey: Accepting Caregiver Clients

How often does your organization NOT accept an NFCSP caregiver client? (n=366)

- Never, 45%
- Hardly ever, 41%
- Some of the time, 12%
- All or most of the time, 2%
## LSP Survey: Reasons for not accepting a client

Which of the following are common reasons your organization ever cannot accept a client? (n=201)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client has more needs than you can meet</td>
<td>42%</td>
</tr>
<tr>
<td>Other (ineligible, lack of funding…)</td>
<td>31%</td>
</tr>
<tr>
<td>Not enough workers</td>
<td>28%</td>
</tr>
<tr>
<td>Client lives out of range of your transportation services</td>
<td>25%</td>
</tr>
<tr>
<td>Safety concerns for workers</td>
<td>25%</td>
</tr>
<tr>
<td>Lack of bilingual workers</td>
<td>6%</td>
</tr>
<tr>
<td>Transportation for workers</td>
<td>4%</td>
</tr>
</tbody>
</table>
LSP Survey: Challenges

• LSP recruitment slow: required substantial personal follow-up
• Many LSPs don’t know their contract money is from the NFCSP (in contrast with nutrition program)
• Many LSPs do not consider themselves to be providing caregiver services: believe they serve only care recipients
  – Confusion with other evaluations or surveys
  – Don’t want to share or cannot access financial information
  – Cannot produce information
• Don’t have staff or time to complete
  – Reduction in funds → fewer personnel
  – Busy schedules
  – Other evaluations take precedence, e.g. state or AAA
National Family Caregiver Support Program – Process Evaluation

Discussion
NFCSP Process Evaluation Results Discussion

• NFCSP was a catalyst for supports and services designed specifically for caregivers.

• The Aging Network deploys NFCSP staff to properly serve caregivers through hiring managers devoted to this program and routinely training staff on caregiver topics.

• Special caregiver populations are being targeted to address their needs.

• AAAs are engaging in critical partnerships to implement their NFCSP.
NFCSP Process Evaluation Results Discussion

- The Aging Network is moving toward standardized caregiver assessment; however, there is room for growth.

- Wait lists data was not widely reported by SUAs and AAAs. At the local level, LSPs report low rates of inability to accept NFCSP clients.

- Respite is a critical caregiver service.

- The Aging Network is engaged in regular program monitoring.

- There are opportunities to integrate the NFCSP with other HCBS programs.
NFCSP Process Evaluation Recommendations

• Ongoing NFCSP Communications Across the Aging Network

• Suggestions for Further Research

• Caregiver Assessment and Outcomes

• Funding for the NFCSP
NFCSP Process Evaluation: Poll

• How do you think the evaluation results present the NFCSP (Title III-E) program?
  – Very Positively
  – Positively
  – Neither positively or negatively
  – Negatively
  – Very negatively
NFCSP Process Evaluation Research Team

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