



## **Data Collection and Analysis**

in support of the

## **State Plan on Aging**

and

## **Community Care Services Program Waiver Renewal**

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# Purpose

- Provide representative public input to the State Plan on Aging and CCSP waiver renewal



# Methods

- Telephone surveys
  - Rural and urban Georgians age 55 and older
  - Current CCSP clients
- In-person interviews
  - Assisted living and personal care home residents
- All protocols approved by the GSU Institutional Review Board



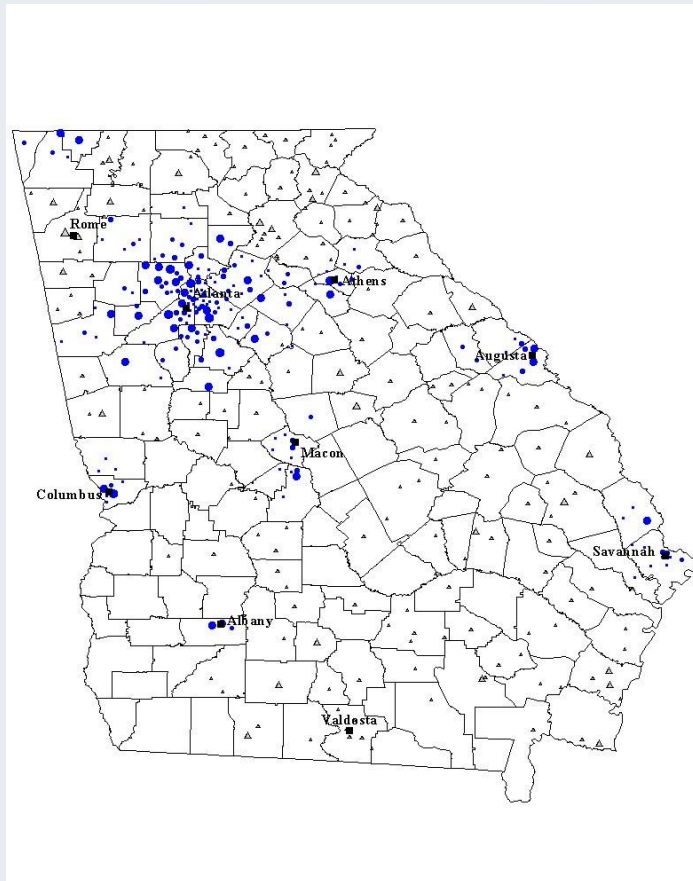
# State Plan on Aging



# Overview

- 22 questions: Likert-scale, yes/no, and open-ended
- Sample of 5,000 urban and 5,000 rural Georgians age 55 and older
- All potential respondents contacted at least once
- 412 urban and 403 rural respondents
- 10% response rate and 37% cooperation rate

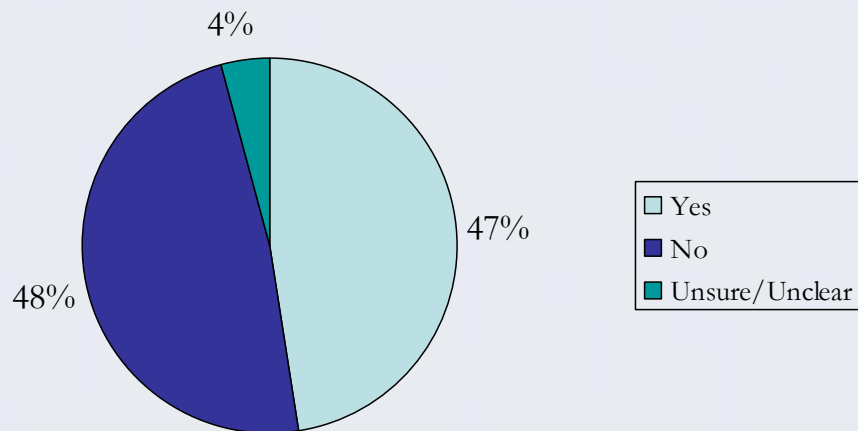
# Respondent Location





# Question 1

- If you had a future need for information about long-term care services and resources would you know who to contact?





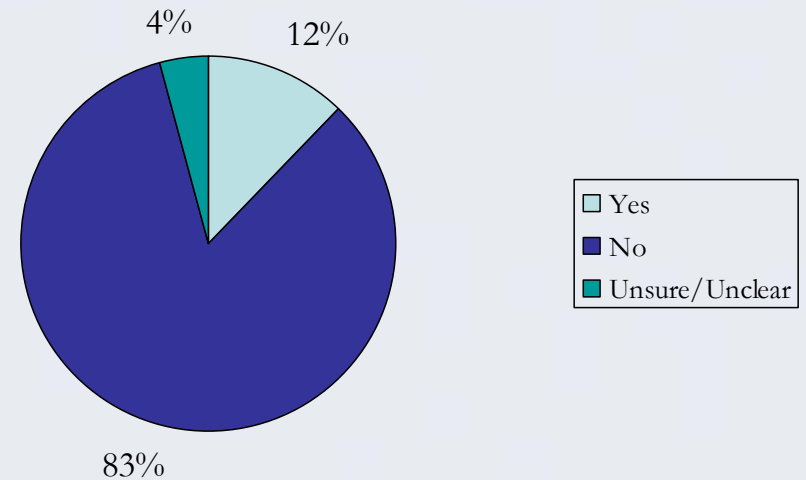
# Question 1a

- Who would you contact?
  - Insurance provider: 24%
  - Medical provider: 16%
  - Nursing home/assisted living: 10%
  - Family member: 9%



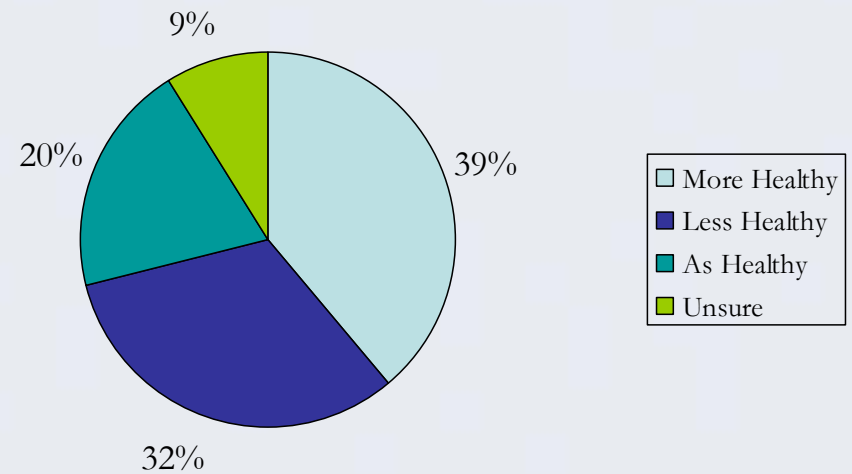
# Question 2

- Are you aware of the broad range of services offered by the statewide Aging Network?



# Question 3

- Compared to others your age, would you say you are ...





# Question 4

- What do you think you will need to improve or maintain your health and wellness in the future?
  - Diet/exercise: 29%
  - Access to care: 18%
  - Financial assistance: 11%
  - “I don’t know”: 10%
  - “Keep doing what I’m doing”: 10%



# Question 5

- If you were unable to care for yourself in the future, what would you do?
  - Rely on family members: 54%
  - Go into a nursing home/assisted living: 30%
  - “I don’t know”: 9%

# Question 6: In the future, do you plan to have:

	Yes	No	Already Have
LTC Insurance	18%	66%	16%
A Pension	25%	40%	35%
A Will	41%	18%	41%
An Advance Directive*	23%	65%	12%
Life Insurance	34%	19%	48%
Retirement Savings	33%	31%	36%
A Reverse Mortgage	3%	96%	0%
Supplemental Health Insurance*	36%	34%	30%

# Question 7: Do you provide care for any of the following:

	Yes	No
Older Adults (60+)	19%	81%
Adults with Disability (18-59)	7%	93%
Children with Disability (under 18)	2%	98%
Children of Other Relatives (under 18)	5%	95%





# Question 8

- What kind of assistance, if any, would you need to continue to provide this care?
  - Current support and benefits are sufficient: 24%
  - Financial assistance: 21%
  - In-home help: 18%
  - Access to medical care/help: 7%



# Question 9

- If you or someone you knew was the victim of abuse, neglect, or exploitation, where would you go to get help?
  - Law enforcement: 61%
  - DFCS: 13%
  - “I don’t know”: 9%



# Question 10

- In planning for the future, what types of services or assistance might you want?
  - “I don’t know”: 19%
  - In-home help: 16%
  - Current plans are sufficient: 13%
  - Access to medical care: 9%
  - Transportation services: 9%



# Question 11

- Do you expect your annual income in retirement will be more or less than \$29,400 (in today's dollars)?
  - More: 39%
  - Less: 48%
  - Don't know: 8%
  - No answer: 6%



# Summary

- Opportunities for greater “brand recognition” of the Aging Network
- Opportunities for education around LTC insurance and reverse mortgages as potential financial resources
- Not many urban/rural differences in responses



# Community Care Services Program Waiver Renewal



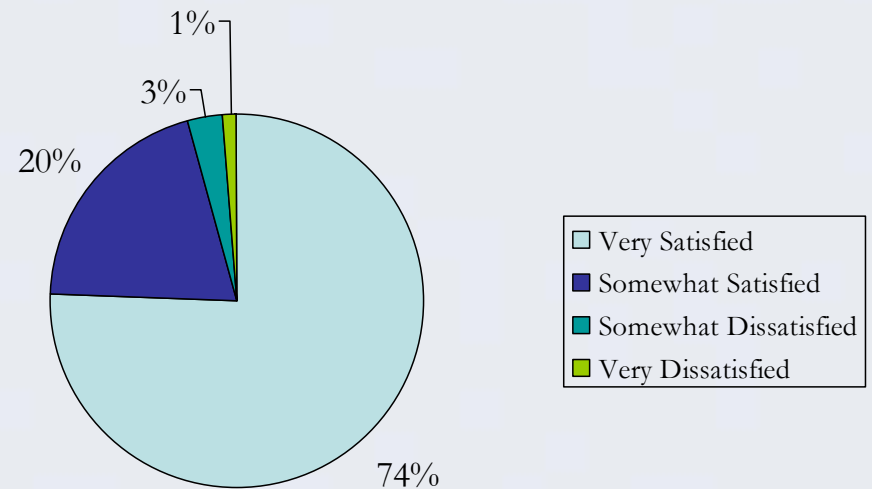


# Overview

- 15 questions: Likert-scale, yes/no, and open-ended
- Sample of all CCSP clients with a valid phone number
- All potential respondents contacted at least once – two asked not to be contacted
- 3,041 respondents yielding significant response rates at the AAA level
- 44% response rate and 75% cooperation rate

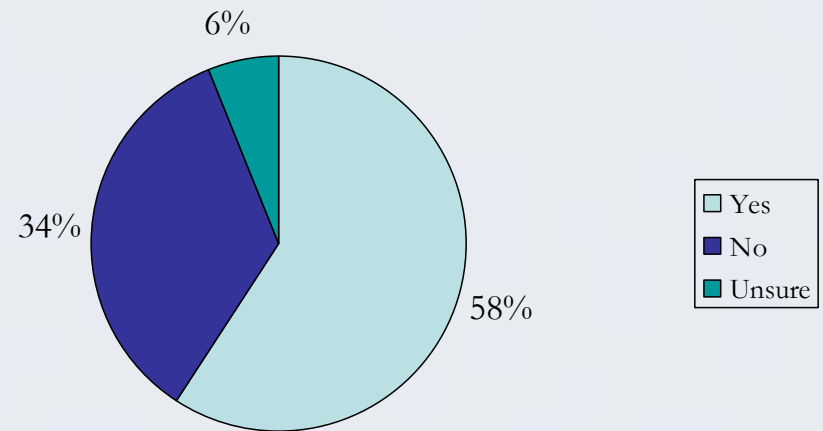
# Question 1

- How satisfied are you with your CCSP services?



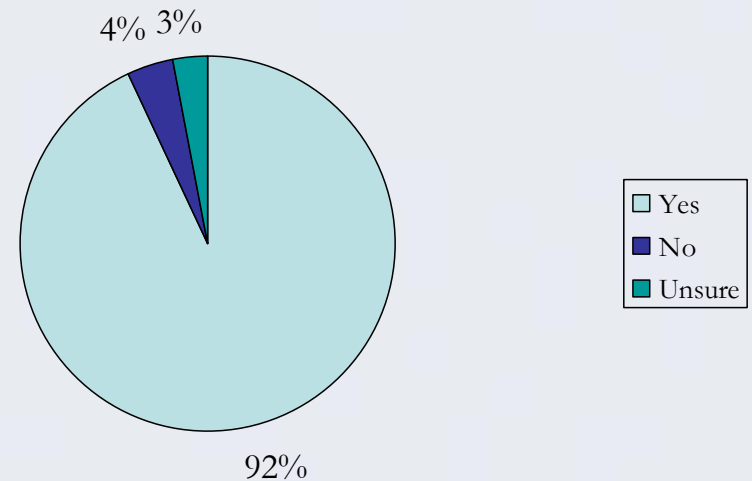
# Question 2

- Do you know who your CCSP Care Coordinator is?



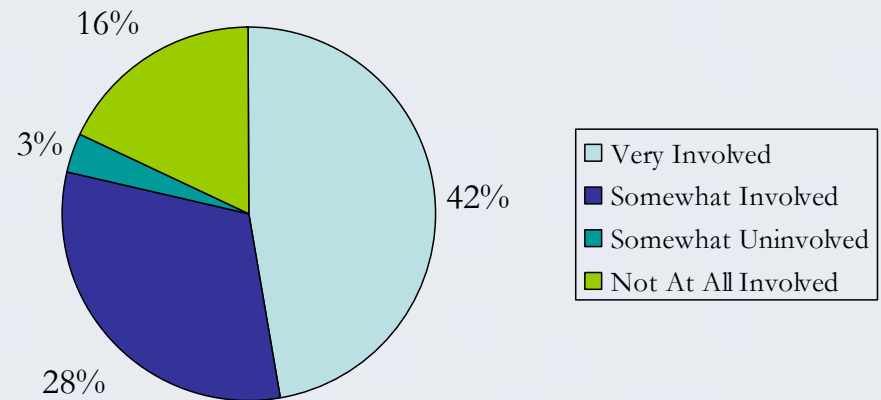
# Question 2a

- Does your CCSP Care Coordinator help you get what you need when you need it?



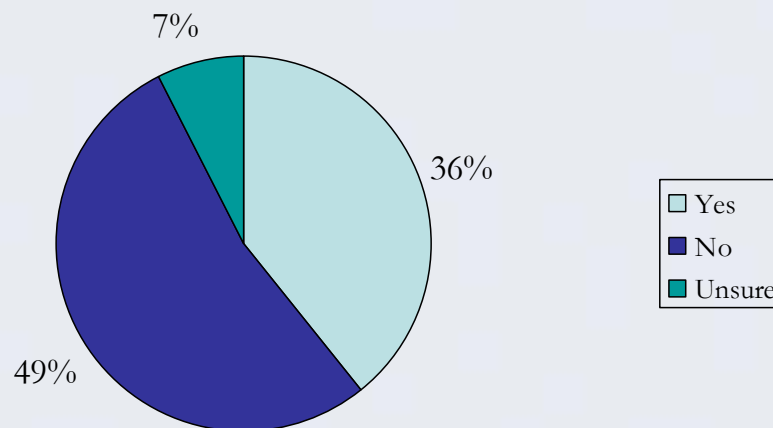
# Question 3

- How involved are you in planning your CCSP services?



# Question 4

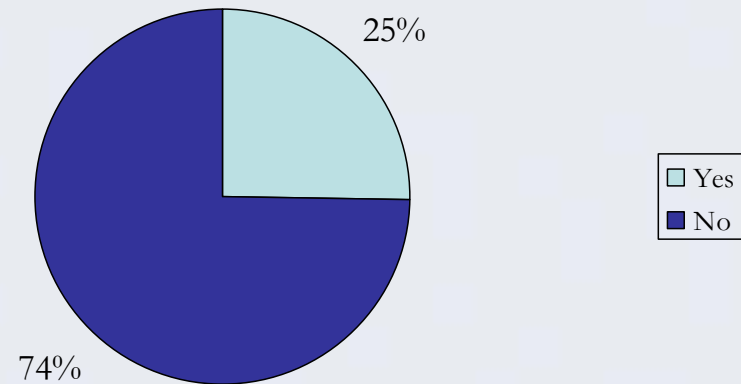
- Would you like to be more involved in planning your CCSP services?





# Question 5

- Is there anything else you need help with?



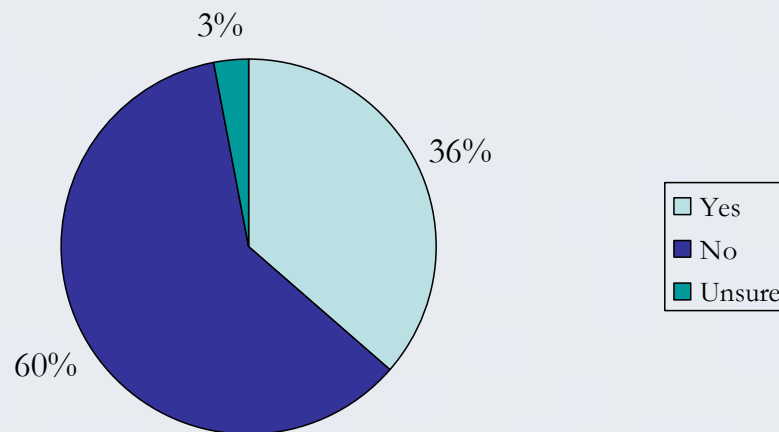


# Question 5a

- Can you tell me about that?
  - Durable medical equipment: 17%
  - Expanded in-home health: 17%
  - More hours with aides: 16%
  - Transportation services: 11%
  - Financial assistance: 9%
  - Medical care: 8%
  - Home modifications: 6%
  - Improved quality of CCSP services: 6%

# Question 6

- Is there anything you want to do outside your home that you don't do now?



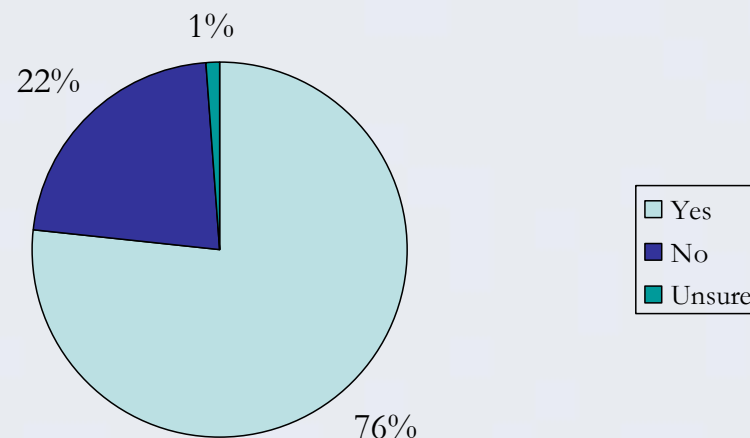


# Question 6a

- What would you like to do?
  - Work in the yard/be outside: 19%
  - Be engaged in activities: 18%
  - Run errands/go shopping: 17%
  - “Just get out of the house”: 16%
  - Go to church: 7%

# Question 7

- Do any of your family members or friends regularly help you with the things you need?





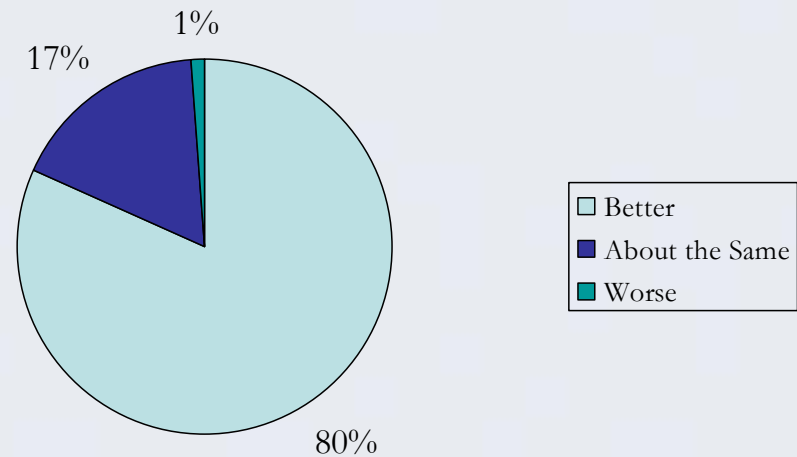
# Question 7a

- Who helps you the most?
  - Family
  - Home help aides
  - Friend
  - Medical provider



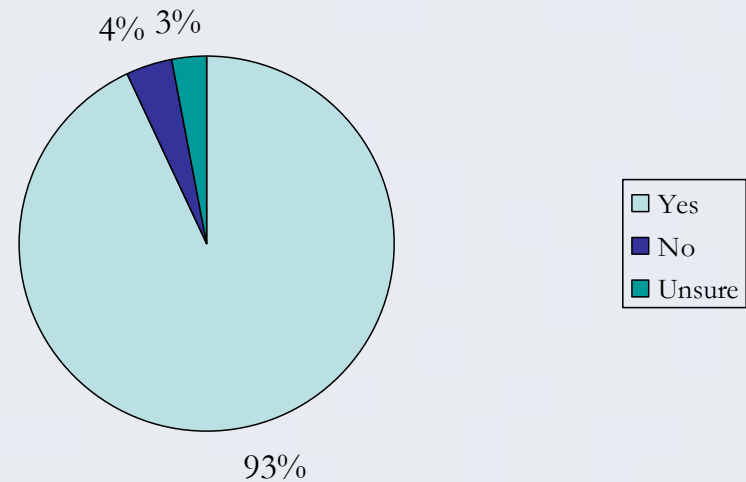
# Question 8

- Would you say the help you receive from the CCSP has made your life...



# Question 9

- Would you recommend the CCSP to your family and friends?





# Good experiences with aides...

*“She goes beyond the call. She stands up for me and solves the problems and she advocates for me, she is a good one... I am just very happy to be situated to where I get help and I am glad I am hooked up on this program. I would have to be in a nursing home, but now I get to live a normal life.”*



# And not so good...

*“We were with [one agency] and they were worthless. I had some aides leave my husband alone ... So I called [CCSP] and then they put me with [a different agency]. They are kind and caring - I have seen such a difference in the two agencies.”*



# Summary

- Respondents across AAA regions are very pleased with the CCSP
- Not much response difference across AAA regions
- Most get additional help with what they need, and family helps the most
- Most believe the CCSP program has improved their lives, and most would recommend it



# Personal Care Home Interviews





# Overview

- One-on-one interviews
- 24 Personal Care Home residents
- Six facilities
- Responses are not representative

# Familiarity With and Use of Services Provided by the AAA

- More affluent residents in larger facilities
  - Did not know of or use ELAP
  - Expressed interest in learning more about GeorgiaCares
  - Most familiar with LTC Ombudsman (through notification)
  - Did not use many services prior to being a resident



# Familiarity With and Use of Services Provided by the AAA

- Less affluent residents in smaller facilities
  - Five had used services
  - They are most familiar with LTC Ombudsman



# Unmet Needs

- More affluent residents in larger facilities
  - Transportation services
- Less affluent residents in smaller facilities
  - Transportation services
  - Dentures
  - Problems with allowance



# Summary

- Residents of larger facilities, perhaps due to greater financial resources, are largely unfamiliar with AAA services
- Less affluent residents are more familiar with services
- Transportation is a common unmet need