

AoA National Survey

2002

Selecting Respondents for the Survey

- Two Step Process
- Select 150 AAAs
- Select respondents from those AAAs

Steps in Recruiting AAAs

- AoA sent each SUA and AAA a letter in May 2002
- Westat called all SUAs to get total annual budgets for each AAA in their state
- Westat selected 150 AAAs based on size (defined as total annual budget)

Steps in Recruiting AAAs

- Sent selected AAAs packet via Fedex asking for their cooperation in selecting respondents for the study (end of July 2002)
- Waited one or two days and called each selected AAA

What AAAs Needed to Do

- Make a numbered list of clients receiving each service:
 - New Home Delivered Meals (clients receiving meals for 30 days or less)
 - Existing Home Delivered Meals (clients receiving meals for over 30 days)
 - Congregate Meals

What AAAs Needed to Do

- Home care

- Transportation

- Information and Assistance

- We gave AAAs specific days and times to record calls

- One time slot was either Monday or Friday AM or PM

- Other time slot was Tuesday, Wednesday, or Thursday AM or PM

What AAAs Needed to Do

- AAAs were to number the lists of clients for each service
- Then they called Westat
- Westat randomly selected clients from each list for the survey
- Number selected per service depended on the size of the AAA--7-25

What AAAs Needed to Do

- For all Home Delivered Meals and Home care clients, we asked for a Caregiver name as well
- We gave AAAs paper forms as well as electronic forms to record selected clients for each service

What AAAs Needed to Do

- Once AAA gave us the lists, we asked them to send a letter that we developed to the selected respondents. We asked them to put the letter on their letterhead.
- Letters were mailed 10/15/2002.

Total Recruited

■ As of COB 12/6/2002 (the last day we were accepting lists):

–Lists from 130 AAAs (86.7%)

–About 6000 Names

Obstacles

- Not all Home Delivered Meals and Home care clients had caregivers
- Of the almost 6000:
 - 7 Caregivers' care recipients were deceased
 - 24 Care recipients who were deceased
 - 16 Caregivers refused
 - 224 Clients refused
 - Almost 200 respondents had no phone numbers--they are going to tracing
 - 3 Caregivers had no phones-They are also going to tracing

Obstacles for AAAs

- No database to get numbered lists
- Too many providers to call for numbers of clients
- Confidentiality
 - Some AAAs called clients and asked permission to give names to Westat
 - Some AAAs wrote to their clients and asked permission to release names. These AAAs usually used a version of the letter we had developed.
- Did not offer service

CATI

■ CATI means:

Computer
Assisted
Telephone
Interviewing

Advantages of CATI

- Makes contact procedures easy
- 7 Questionnaires times 130 AAAs plus modules would be confusing on paper
- Developed a screen that the interviewers see before they make the call to the respondent. It has the respondent name, AAA name, type of service, type of interview (self, proxy, interpreter) plus caregiver name if applicable.

Advantages to CATI

- Interviewers don't need to know skip patterns
- CATI does not allow a question to be skipped
- Can enter comments, other/specify response and responses to open-ended questions
- Data goes into database without separate data entry

STEPS for Developing a CATI Questionnaire

- Reformat questionnaires
- Insert programmer notes
- Takes 6-8 weeks to program and test

Training

- Held Saturday 11/23 and Sunday 11/24/2002
- In Frederick, MD TRC
- Started interviewing Monday, 11/25/2002

Training

16 hours

Interactives

Role plays

Sensitivity training

Get to see the questionnaire “come alive.”

Households

- Grouped interviews for caregivers and respondents receiving home delivered meals or home care
- Prevents unnecessary calls into the household
- Makes it easier to contact both people

Households

- 2/3 of care recipients live with their caregiver
- We ask to speak to the second person as soon as the first interview is completed

Times of Calls

- Monday through Friday--9AM to 8:30PM
(Respondent's time)
- Saturday, 10AM to 6PM and Sunday, 2PM
to 8:30PM (Respondent's Time)
- So, we do call days, evenings, weekends
- Closed after 3PM the day before
Thanksgiving. We will not call Christmas
Eve, Christmas Day and New Year's Day.
Close early New Year's Eve.

Completed interviews as of
Monday, 12/9/2002

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