

## National Survey of Older Americans Act Participants

The Administration of Community Living's [National Survey of Older Americans Act Participants](#) (NSOAAP) is a cross-sectional, annual survey of clients who receive services funded by Title III of the Older Americans Act (OAA). The information from the NSOAAP helps ACL's Administration on Aging and the aging network measure use of the services, assess client perceptions about the helpfulness of the programs, report to Congress, and evaluate the need for improvement or enhancement of the services. Researchers can use the data to understand the interplay between clients' service use, health conditions, difficulties with ADLs, demographics, and well-being.

The NSOAAP collects responses from up to 6,000 older Americans across the nation who receive services from the following six OAA programs aimed at assisting older Americans to continue to live independently in their communities:

1. Transportation
2. Congregate Meals
3. Home-delivered Meals
4. Case Management
5. Homemaker Services
6. National Family Caregiver Support Program

The survey uses a two-stage sampling approach so that clients from all regions of the United States are represented. In the first stage, slightly less than half of the nation's Area Agencies on Aging (AAAs) are systematically selected to participate in the survey. After these AAAs provide their client lists, the second stage incorporates a random selection of clients per service from each AAA.

Prior to 2023, the 1<sup>st</sup> thru 16<sup>th</sup> NSOAAPs were conducted with telephone interviews only. In 2023, the 17<sup>th</sup> NSOAAP data collection process added the use of mailed paper surveys and a web-based survey (for caregivers only) to reduce respondent burden, improve the NSOAAP's completion rates, and better maintain full representativeness of clients. The switch to a sequential, multi-mode data collection design increased the survey's completion rate by 8.8 percentage points, from a rate of 20.5% in 2022 to a rate of 29.3% in 2023.

Westat, the NSOAAP contractor, keeps all responses confidential and anonymous. The NSOAAP datasets and reports exclude client identifiers such as name, contact information, address, date of birth, AAA, or service provider.

Table 1 provides the NSOAAP respondent volume and the results of three essential service-specific questions from the survey.

**Table 1. 2023 (17<sup>th</sup>) NSOAAP: Client Volume and Results of Three Essential Items**

Service	Unweighted # of Clients	Weighted # of Clients	Mean Rating of Service Lower is better*	Would Recommend Service (Percent Yes)	Helps me to continue to live Independently (Percent Yes)
Home-delivered Meals	1,151	1,474,385	2.3	94.4%	90.9%
Congregate Meals	1,343	1,070,014	2.3	96.1%	75.0%
Homemaker	444	109,302	2.1	93.6%	97.8%
Transportation	869	142,287	1.7	96.5%	92.5%
Case Management	352	392,383	1.9	NA**	91.3%
Caregiver	1,592	139,994	2.2	93.5%	75.0% ***
<b>TOTAL</b>	<b>5,751</b>	<b>3,328,366</b>			

\* 5= poor; 4= fair, 3= good; 2= very good; 1= excellent

\*\* NA = Not asked

\*\*\* For the caregiver survey, 75% of caregivers answered YES to the following question: “Have these caregiver services enabled you to provide care for the care receiver for a longer time than would have been possible without these services?”

One of the basic tenets of the Older Americans Act is prioritizing people who have the greatest economic and social needs. Table 2 below displays the characteristics of the clients who responded to the 17<sup>th</sup> NSOAAP.

**Table 2. 2023 NSOAAP Select Client Characteristics**

Service	Mean Age in Years	% in Rural Area	% with household income ≤ \$30K*	Mean # of ADLs**	% Live Alone ***
Home-delivered Meals	78.4	18.5	73.9	1.7	58.9
Congregate Meals	76.5	21.6	60.7	0.6	57.1
Homemaker	81.5	14.5	89.0	1.8	79.9
Transportation	76.5	13.7	78.0	1.2	67.5
Case Management	78.3	16.7	81.6	2.3	71.7
Caregiver	69.2	14.6	31.5	---	40.0

\* The median income of older people aged 65+ living in their community in 2022 was \$29,740. Source: [2023 Profile of Older Americans \(acl.gov\)](https://www.acl.gov/2023-profile-of-older-americans)

\*\* Count of difficulties among 6 Activities of Daily Living (ADLs): bed/chair transfer, bathing, dressing, walking, eating (feeding self), or toileting.

\*\*\* 28% of older people aged 65+ living in their community live alone. Source: 2023 Profile of Older Americans (acl.gov)