

ACL/AoA National Survey of Older Americans Act Participants

Instructions for AAA/SUA Access to the Website

To safeguard private, personally identifiable client contact information and to improve communication, we have created a secure website for the ACL/AoA National Survey of Older Americans Act Participants. State Units on Aging and Area Agencies on Aging will be able to submit electronic files containing confidential client data to Westat via the AoA National Survey web site. Included in the notification packet sent to each SUA and AAA is a separate card with the unique SUA-ID# or AAA-ID # and secure password assigned to your agency that will enable your staff to electronically upload data to the web site.

The web site was written in Active Server Pages (ASP), HTML, and JavaScript and uses the industry-standard TLS (Transport Layer Security) 1.1/2 encryption for secure data submissions. When files containing client data are uploaded to the website, they are automatically stored in a secure database. The database containing the client data is not accessible via the Internet; it resides on a server inside the Westat firewall. Only Westat Data Collection Program staff members have access to the master survey database.

This document describes how to access the AoA National Survey Web Site: www.aosurvey.org. You will use this web site to upload your client lists and client contact information and to retrieve sampling results (the list of clients selected to participate in the survey), as well as to download additional instructions and forms.

Step 1: Go to www.aosurvey.org. You will automatically be redirected to <https://aosurvey.org/default.asp>. The Welcome page is available to the general public and can be accessed by any of your clients and their families who wish to know more information about the AoA National Survey.

 **National Survey of Older Americans Act Participants**

References and Links

- [Frequently Asked Questions \(FAQs\)](#)
- [Instructions for AAA Access to Website](#)
- [Results of Prior National Surveys of OAA Participants](#)
- [Administration on Aging](#)
- [Contact Us](#)


Administration for Community Living


Administration on Aging

Welcome to the National Survey of Older Americans Act Participants

The Administration for Community Living (ACL) oversees Administration on Aging (AoA) programs and conducts the **National Survey of Older Americans Act (OAA) Participants**. This is a national sample survey of programs on aging funded by Title III of the Older Americans Act. The purpose of this survey is to provide ACL/AoA with an effective method for collecting data on Title III programs. The results of this study help ACL/AoA meet its accountability requirements to the President. The results also demonstrate to Congress how well programs are achieving their legislative goals.

312 Area Agencies on Aging (AAAs) have been randomly selected to participate in this study. A small sample of clients from each participating AAA will be randomly selected to complete a telephone survey about services they received during the past year. The services being evaluated include: Case Management, Congregate Meals, Family Caregiver Support, Home-Delivered Meals, Homemaker, and Transportation.

Westat is the research firm that is conducting this study for AoA. Westat will conduct confidential telephone interviews with clients selected for the study. All responses will be confidential and anonymous. The results will not identify any individuals, agencies, or providers.

If you represent a State Unit or AAA selected to participate in the the National Survey of OAA Participants, please click on the **Login to Upload Data** button on the left side of the screen to access detailed instructions and forms or to upload data.

For help, contact AoA National Survey Help Center: 888-204-0046 (toll-free); AoASurvey@westat.com

Step 2: Login to upload data or download instructions and forms.

To login to the secure part of the website, click on **Login to Upload Data**.

National Survey of Older Americans Act Participants

References and Links

- [Frequently Asked Questions \(FAQs\)](#)
- [Instructions for AAA Access to Website](#)
- [Results of Prior National Surveys of OAA Participants](#)
- [Administration on Aging](#)
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Login to Upload Data

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Step 3: At the AAA/SUA Login page, enter your AAA-ID or SUA-ID number and password and click, “Submit.”

National Survey of Older Americans Act Participants

References and Links

- [Home](#)
- [Frequently Asked Questions \(FAQs\)](#)
- [Instructions for Area Agencies on Aging](#)
- [Results of Prior National Surveys of OAA Participants](#)
- [Administration on Aging](#)
- [Contact Us](#)

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AAA/SUA Login

Enter Login and Password

AAA/SUA ID:

Password:

Submit

For help, contact AoA National Survey Help Center: 888-204-0046 (toll-free); AoASurvey@westat.com

Step 4: Upload Client Data; Download Instructions and Forms


This screen is only accessible to SUAs and AAAs that have logged in with their SUA-ID# or AAA-ID# and password. There are two major components to this page:

1. On the left-side of the web page are copies of instructions and forms that you can download.



The screenshot displays the web interface for the National Survey of Older Americans Act Participants. On the left, a sidebar titled "Instructions and Forms for AAAs" contains links for "Log Out", "Instructions:", and "Forms:". The "Instructions" section includes links for "Instructions for Creating Client Lists (PDF)", "Generating Client Lists: Instructions for AIM Users in Virginia (PDF)", "Generating Client Lists: Instructions for SAMS Users (PDF)", and "Generating Client Lists: Instructions for RTZ GetCare Users (PDF)". The "Forms" section includes links for "Sampled Clients Contact Information (Excel)", "Sample Letter for Clients Selected to be Interviewed (Word)", and "Sample Letter for Clients Selected to be Interviewed—Spanish Version (Word)". Below this is contact information for AOA National Survey and logos for ACL and AOA. A large green arrow points to this sidebar. The main content area is titled "Upload Files" and includes an "Upload Information" section with a "File Type:" dropdown menu, a "Contact Name:" field, an "Email Address:" field, a "File to Upload:" field with a "Choose File" button, and a "Comment:" field. An "Upload" button is located at the bottom of the "Upload Information" section. Below the "Upload" button is a link for "Download Sampling Results from Westat".

2. On the right-side of the web page, you can upload your client lists, client contact information, and AAA letterhead and signature.
 - a. To upload a file, select **File Type** and check one of the appropriate six options.
 - b. Please fill in the **Contact Name** and **Email Address**.
 - c. To upload a specific file, click **Browse**. A window will open which says, **Choose File to Upload**. Scroll to the folder location to select the file or files you want to upload.

 **National Survey of Older Americans Act Participants**

Instructions and Forms for AAAs

[Log Out](#)

Instructions:


- [Instructions for Creating Client Lists \(PDF\)](#)
- [Generating Client Lists: Instructions for AIM Users in Virginia \(PDF\)](#)
- [Generating Client Lists: Instructions for SAMH Users \(PDF\)](#)
- [Generating Client Lists: Instructions for RTZ GetCare Users \(PDF\)](#)

Forms:

- [Sampled Clients Contact Information \(Excel\)](#)
- [Sample Letter for Clients Selected to be Interviewed \(Word\)](#)
- [Sample Letter for Clients Selected to be Interviewed—Spanish Version \(Word\)](#)

For additional help, contact us:
AoA National Survey
c/o Westat
1600 Research Blvd.
Rockville, MD 20850
Toll-free Phone: 888-204-0046
Toll-free Fax: 888-475-9739
Email: AoASurvey@westat.com


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Upload Files

Upload Information

File Type:

- Client List - Client IDs Only
- Client List with Contact/Demographic Information
- Contact/Demographic Information for Selected Clients
- Updated Client Information and/or Clients Not Wishing to Participate
- AAA Letterhead
- AAA Director's Signature

Contact Name:

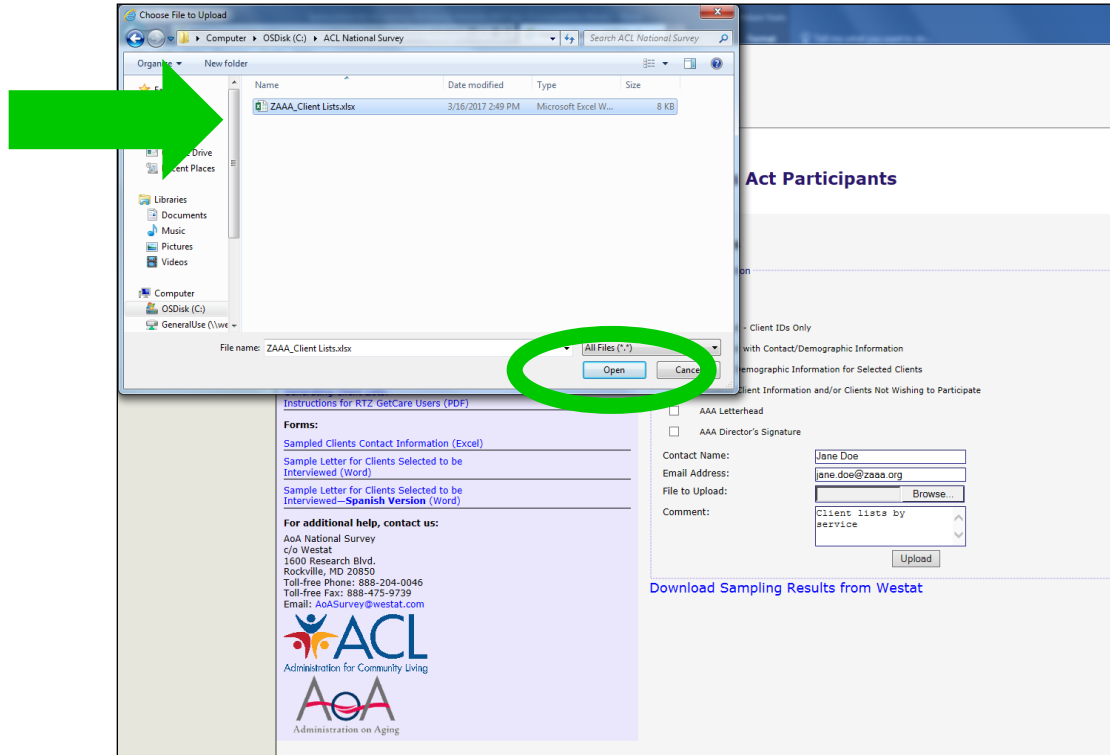
Email Address:

File to Upload:


Comment:

[Download Sampling Results from Westat](#)

- d. Click on the specific file that you want to upload, and your choice will be highlighted in blue. When you are satisfied that you have selected the correct file, click **Open**.



- e. The file that you have selected and opened will appear in the box **File to Upload**.
- f. If you wish to include any comments, please enter them in the **Comment** box.
- g. Click **Upload** and your data will automatically be received by Westat. **PLEASE NOTE: You can only upload one file at a time. For multiple files, you will have to repeat this process for each separate file.**

 **National Survey of Older Americans Act Participants**

Instructions and Forms for AAAs

[Log Out](#)

Instructions:


- [Instructions for Creating Client Lists \(PDF\)](#)
- [Generating Client Lists: Instructions for AIM Users in Virginia \(PDF\)](#)
- [Generating Client Lists: Instructions for SAMS Users \(PDF\)](#)
- [Generating Client Lists: Instructions for RTZ GetCare Users \(PDF\)](#)


Forms:

- [Sampled Clients Contact Information \(Excel\)](#)
- [Sample Letter for Clients Selected to be Interviewed \(Word\)](#)
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Upload Files

Upload Information

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- Client List with Contact/Demographic Information
- Contact/Demographic Information for Selected Clients
- Updated Client Information and/or Clients Not Wishing to Participate
- AAA Letterhead
- AAA Director's Signature

Contact Name:

Email Address:

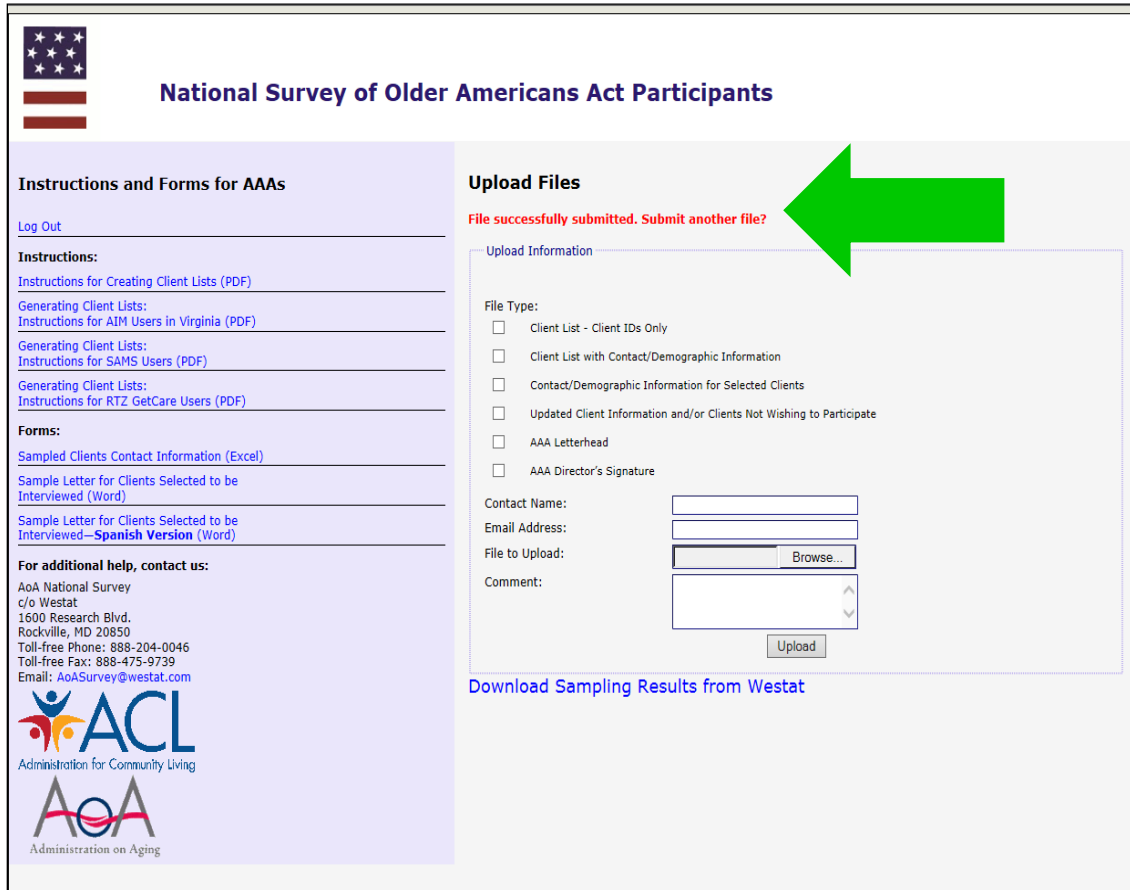
File to Upload:


Comment:

[Download Sampling Results from Westat](#)

- h. When the file has been uploaded, you will see a message in red which says,

Files successfully submitted. Select another file?



 **National Survey of Older Americans Act Participants**

Instructions and Forms for AAAs

[Log Out](#)

Instructions:

[Instructions for Creating Client Lists \(PDF\)](#)

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[Generating Client Lists: Instructions for SAMS Users \(PDF\)](#)

[Generating Client Lists: Instructions for RTZ GetCare Users \(PDF\)](#)

Forms:


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[Sample Letter for Clients Selected to be Interviewed \(Word\)](#)

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Upload Files

File successfully submitted. Submit another file?

Upload Information

File Type:

- Client List - Client IDs Only
- Client List with Contact/Demographic Information
- Contact/Demographic Information for Selected Clients
- Updated Client Information and/or Clients Not Wishing to Participate
- AAA Letterhead
- AAA Director's Signature

Contact Name:

Email Address:

File to Upload:

Comment:

[Download Sampling Results from Westat](#)

Step 5: Download sampling results.

If the original client lists that you submitted to Westat contained contact information for all of your clients, Westat will use this information to fill out the Sampled Clients Contact Information form for the clients randomly selected during the sampling procedure. Westat will upload the completed or partially-completed Sampled Clients Contact Information form to your password-protected portion of the website, so that you can download it to your agency's computer system. We will let you know if additional information is needed on the form.

1. To download the sampling results provided on a completed or partially-completed Sampled Clients Contact Information form, log into the secure portion of the website using your AAA-ID and password (see **Step 2**).
2. On the right-side of the screen, under the Upload Files box, click on the hyperlink that says, **Download Sampling Results from Westat**.

National Survey of Older Americans Act Participants

Instructions and Forms for AAAs

Log Out

Instructions:

- [Instructions for Creating Client Lists \(PDF\)](#)
- [Generating Client Lists: Instructions for ATM Users in Virginia \(PDF\)](#)
- [Generating Client Lists: Instructions for SAMS Users \(PDF\)](#)
- [Generating Client Lists: Instructions for RTZ GetCare Users \(PDF\)](#)

Forms:

- [Sampled Clients Contact Information \(Excel\)](#)
- [Sample Letter for Clients Selected to be Interviewed \(Word\)](#)
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Upload Files

Upload Information

File Type:

- Client List - Client IDs Only
- Client List with Contact/Demographic Information
- Contact/Demographic Information for Selected Clients
- Updated Client Information and/or Clients Not Wishing to Participate
- AAA Letterhead
- AAA Director's Signature

Contact Name:

Email Address:

File to Upload: No file chosen

Comment:

[Download Sampling Results from Westat](#)

3. A new page will open which displays **Agency Uploaded Files**. The file that Westat has uploaded for your agency has been named for your AAA and is displayed in blue font in the box under the heading that says **File Name**.

- Click on the file name displayed in blue font to open and download the file.

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Instructions and Forms for AAAs

Log Out

Instructions:

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Agency Uploaded Files

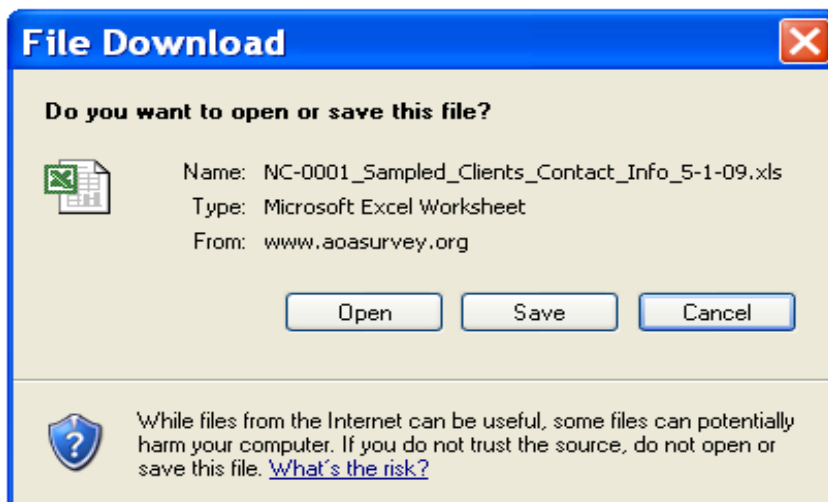
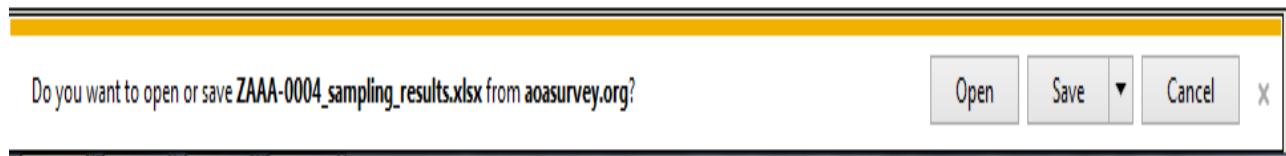
<-- Back to Upload File Screen

Date Uploaded	File Name	Comment
3/17/2017	ZAAA-0004_sampling_results.xlsx	List of clients selected for survey

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- You will see a **File Download** dialogue box. Save the file to your computer.



6. The Sampled Clients Contact Information form will show you which clients have been randomly selected for the telephone survey. If your Westat Survey Specialist has asked you for additional information on these clients, please fill in the missing information and resave your file to your computer.
7. When you have completed filling in the missing information, please upload your completed Sampled Clients Contact Information form to the website (see **Step 4-2**) and select **Client Info** for **File Type**.

Step 6: Log out when you have finished uploading files or downloading sampling results, instructions, and forms.

If at any time you need help with the AoA National Survey website, please contact the AoA National Survey Help Center at 888-204-0062 or by email at AoASurvey@westat.com.