

Next State Plan Needs Assessment: NCI-AD

NCI-AD Survey: March Update

- As of Friday, March 20:
 - **172 completed interviews (29% of the 577 needed)**
- VCU reports a challenge with individuals not realizing they are receiving OAA services
- DARS is working with VCU to:
 - Pull new data from PeerPlace for a newer/updated survey sample (happening this week)
 - Update the Engagement Letters (sent to VCU & posted in the portal)
 - Includes a reference to "Meals on Wheels" in addition to "home delivered meals"

VCU Making Contact

- The timing is: NOW
- VCU is making phone calls to the selected AAAs

If VCU Makes Contact	If VCU Cannot Make Contact
• Upon contact, VCU will try to schedule and complete the survey by phone with the AAA clients • AAA clients can pick the date and time that works best with their schedules • AAA clients can have someone they know with them during the survey if they want	• VCU will leave a voicemail • VCU calls 3 times before marking the AAA client as non-responsive and moving on to another AAA client in the sample

Successes:

VCU Activities

- VCU reports OAA sampling is underway and going well
- There has been a higher response rate for OAA participants compared to Medicaid

- Promotional materials are helping and much appreciated by the surveyors!

Engagement with AAAs & DARS

- DARS is receiving a few calls per month from mostly interested participants asking about completing the survey
- A few unmet needs have been identified, and AAAs have been very responsive to VCU on those – thank you!

Challenges:

- Majority of calls are resulting in no response or a decline to participate
- Other challenges include:
 - Some individuals may not realize they are receiving OAA services
 - Potential for cognitive impairment and living alone
 - Hearing loss/hard of hearing

Promotional Materials:

<https://sharepoint.wwrc.net/VDaproviders/SitePages/Home.aspx>



Preparing & Making Contact:

How AAAs can help at this stage: (all forms can be found on the DARS AAA Provider's Portal)

- Let your AAA staff and volunteers know about the NCI-AD survey
- Post the NCI-AD survey flyer in your AAA offices, congregate meal sites, senior centers, and adult day centers
- Print and include the ½ page flyer in home delivered meals
- Post information about the surveys on social media