

How Should We Measure Area Agency on Aging (AAA) Success?

Recommendations

Create a AAA working group to establish metrics of success

States should include AAAs in efforts to reimagine metrics for success when restructuring aging services (e.g. California's Hub and Spokes model).

Balance standardization and flexibility

AAAs, states, and the Administration for Community Living (ACL) should develop baseline standards for success while promoting the community-specific flexibility that became essential during the COVID-19 pandemic.

Allocate financial and technical support

AAAs need more funding, staff, and technical assistance, especially if they will be expected to measure additional indicators of success and client outcomes.

Needs Identified



Technical Assistance

Participants want their State Units on Aging and the ACL to provide templates and other assistance to help measure outcomes.



Funding

"We should be measuring health outcomes... but we can't do that without funding."
– AAA participant



More Staff

"Our staffing remains stagnant, yet our work is growing exponentially."
– AAA participant

Indicators of Success

AAAs, State Units on Aging, and other Aging Network experts from across the country shared their ideas about how we should—and should not—assess AAA performance. Participants agreed on several indicators that are **impactful, feasible, and measurable**, including:



Enhance service accessibility by creating multiple ways to get in touch with AAAs using email, websites, phone, fax, and offices.



Improve physical accessibility of AAA offices and other buildings.



Assess client satisfaction using surveys and interviews.

For the full list of indicators, view the full report at bit.ly/AAASuccess2022