

## **Performance Outcome Measurement Project (POMP)**

*AoA, in concert with State and local partners, uses performance measurement tools of GPRA to improve services. The [results.aoa.gov](http://results.aoa.gov) website is designed to provide program results and evaluation information.*

### **Lead agency:**

Administration on Aging  
One Massachusetts Avenue, NW  
Washington, DC 20001

### **Agency Mission:**

The mission of the Administration on Aging (AoA) is to help elderly individuals maintain their dignity and independence in their homes and communities for as long as possible. AoA does this by serving as the Federal agency responsible for advancing the concerns and interests of older people, and by working with and through a nationwide network of 29,000 community-based organizations, known as the Aging Services Network, to promote the development of comprehensive and coordinated systems of care at the community-level that respond to the needs and preferences of older people and their family caregivers.

### **Principal investigator:**

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### **Partner agency:**

Current participants in the both Standard and Advanced POMP include Arizona, Florida, Georgia, Iowa, Massachusetts, New York, North Carolina, Ohio and Rhode Island.

Past participants include Alabama, California, Delaware, Hawaii, Indiana, Illinois, Maryland, Oklahoma, South Carolina and Virginia.

### **General Description:**

The Government Performance and Results Act (GPRA) requires Federal agencies to use performance measurement, particularly outcome measurement, to improve the performance of Federal programs. Further, the Office of Management and Budget

(OMB) has introduced the Program Assessment Rating Tool (PART), which they use to evaluate the performance of Federal programs. The PART places additional emphasis on assessing program performance through outcome measurement. Results from POMP projects have been instrumental in improving AoA's PART scores.

POMP is a multi-agency collaboration involving AoA, state and local Agencies on Aging, a technical assistance contractor and consultants. POMP helps State and Area Agencies on Aging (AAAs) assess their own program performance, while assisting AoA to meet the accountability provisions of GPRA and OMB program assessment requirements. Over the past nine years, AoA has sponsored the Standard POMP project for the Older Americans Act (OAA), Title III programs. This project with State Units on Aging (SUAs) and AAAs has produced a core set of performance measurement instruments. The instruments have been developed to obtain consumer-reported outcomes and quality assessment for critical OAA services. The instruments also measure special needs characteristics of the people who receive services such as physical and social functioning. Other measurement tools address the adequacy and benefit of services that support family caregivers. Performance measurement tools developed under POMP can be located at [www.grpa.net](http://www.grpa.net). Work on Standard POMP is nearing completion. Final validity/reliability testing the POMP surveys will be completed by December 2008.

In fiscal year 2004, AoA determined that while consumer assessment will continue to be an important component of program performance measurement, it was time for the POMP project to begin the process of evolving into a more sophisticated performance measurement system to assess program impacts in relation to costs. AoA collaborated with the grantees and technical assistance contractors to develop performance impact measures called "Advanced POMP." The first Advanced POMP competition occurred in 2004. The first year of Advanced POMP was a planning year. Grantees developed a statement of the project's overarching goals as follows:

- Goal 1: Demonstrate Cost Savings or Cost Avoidance Attributed to OAA programs;
- Goal 2: Demonstrate Efficiency of OAA programs; and
- Goal 3: Demonstrate Effectiveness of OAA programs.

The grantees are working on statistical models predicting nursing home delay or diversion, the analysis of emergency room and hospital utilization data compared for OAA and non-OAA clients, and the effectiveness of senior centers or congregate meals programs in terms of improved nutrition, health, and social and emotional well-being. These projects are scheduled to be completed in September 2009. However, preliminary findings are very promising. Nursing home predictor modeling for four States has consistently shown that receipt of additional types of service yields increased time living in the community and a comparison of Medicaid home-delivered meal clients and non-clients shows fewer hospital admissions and emergency room visits for those older people receiving home-delivered meals.

AoA is currently launching a new project, the Next Generation: POMP, which will commence as a two-year planning and development grant. This project will establish the framework for Next Generation: POMP and will include as follows:

- The development and preparation of the toolkit “POMP TO GO,” along with the redesigned POMP website, will provide user friendly performance measurement survey tools for the network and “POMP TO GO” will provide a protocol to be used for the future dissemination of more sophisticated POMP methodologies.
- The development of longitudinal survey instruments. The Standard POMP surveys will serve as a starting point but extensive developmental work is needed to identify performance data likely to show meaningful change over time.
- The review of the synthesis of nursing home predictors identified in Advanced POMP and the development of a specific strategy for cross-validating the “generic” model.
- The identification of key variables across earlier POMP surveys for consistency and development of an analytical protocol for testing the predictive value of survey items.

***Excellence:*** What makes this project exceptional?

The POMP projects are exceptional because they represent a true collaborative effort between AoA, State Agencies on Aging and AAAs. The projects have successfully evolved over the years and the performance measurement capability throughout the Aging Network has also evolved. The results of the project are useful at all levels of the Aging Network. At the national level, the projects have enabled AoA to demonstrate program performance excellence.

**Standard POMP:** The following areas have been studied under POMP:

1. Case Management
2. Congregate Nutrition Program
3. Homemaker Service
4. Home Delivered Nutrition Program
5. Information and Assistance Assessment
6. Senior Centers
7. Transportation Service
8. Family Caregiver Support
9. Providers

In addition, survey instruments were designed to document client characteristics. These include physical functioning, social functioning, emotional well-being, and demographic information.

A website, [www.gpra.net](http://www.gpra.net), was established to show the POMP activities and surveys, which include consumer reported outcomes and consumer assessment of service quality.

Consumer assessment surveys developed under POMP have enabled AoA and our State and AAA partners to demonstrate that services provided by the National Aging Services Network:

- Are highly rated by recipients.
- Are effectively targeted to vulnerable individuals and those who need services.
- Provide assistance to individuals and caregivers that is instrumental in allowing older persons to maintain their independence and avoid premature nursing home placement.

Advanced POMP: The grantees are working on statistical models predicting nursing home diversions, the analysis of emergency room and hospital utilization data compared for the OAA and non-OAA clients, and the effectiveness of senior centers or congregate meals programs in terms of improved nutrition, health, and social and emotional well-being. Preliminary results are all positive. Nursing home predictor modeling for four States has consistently shown that receipt of additional types of service yields increased time living in the community and a comparison of Medicaid home-delivered meal clients and non-clients shows fewer hospital admissions and emergency room visits for those older people receiving home-delivered meals.

Next Generation: POMP: Building on the earlier results of the POMP demonstrations, AoA is launching a new project entitled “Next Generation: POMP.” The first phase of this project is developmental and will encompass the development and preparation of the “POMP TO GO” generic toolkit, the development of longitudinal performance measurement survey instruments, the development of a specific strategy to cross-validate the “generic” nursing home predictor model under development in Advanced POMP, and the identification of key variables from Standard POMP surveys that are predictors of nursing home placement.

***Significance:*** How is this research relevant to older persons, populations and/or an aging society?

Demonstrating the effectiveness of OAA services at the Federal, State and AAA level is of paramount importance during this time of fiscal constraints. The POMP is relevant to older persons, populations and/or an aging society because AoA works with the States and AAAs to document the benefits of OAA services. The results of POMP are then used to improve program management and leverage additional funding thereby improving services provided to older persons.

***Effectiveness:*** What is the impact and/or application of this research to older persons?

AoA's annual performance measurement surveys demonstrate that services provided by the Aging network are highly rated by recipients, effectively targeted to vulnerable populations and individuals, and provide assistance to individuals and caregivers that help older persons maintain their independence and remain in the community. Over the years, the Grantees have used the POMP project to leverage funding and improve program performance and management which benefits older persons.

POMP documents the high quality of services provided under the OAA. For example, consumer ratings obtained from the AoA's annual performance measurement surveys consistently show high (over 90%) customer quality ratings of key OAA services, such as home delivered meals, transportation, and family caregiver support services.

In addition, the results of POMP are used to directly benefit older persons as demonstrated by the following examples:

- Improve program performance and management. North Carolina expanded information collected, enhanced advocacy, and improved program management. New York used the transportation survey to improve service and provide in-service training for dispatchers, and used the nutrition survey to demonstrate that home delivered meals represent a substantial portion of elderly persons' daily food intake, resulting in a meal site, scheduled to be shut down, remaining open.
- Leverage funding. During the 2006 legislative session, South Carolina used results of Advanced POMP with partners to obtain \$2.9 million supplemental appropriation. This is the first new money that the SUA has been able to obtain in ten years. New York used POMP nutrition survey results to illustrate the impact of the Home Delivered Meal program on clients. As a result, additional funding from the county legislature was added in order to provide another Home Delivered Meal route in one AAA. Another New York AAA used POMP nutrition survey results to justify the need for an increase in county funds. With the increase in funding, the AAA did not have to create a waiting list for meals.

***Innovativeness:*** Why is this research exciting or newsworthy?

The POMP is exciting and newsworthy because POMP is a true Federal/State/AAA partnership where the results are used effectively at all levels of the Aging Network. At the national level, AoA uses POMP to conduct national surveys using the POMP instruments. AoA uses the results of our national surveys to establish and report on performance measures that are included in the annual GPRA plan, the strategic plan and the PART assessment. The improvement in AoA's performance measurement capacity has resulted in improved PART assessments. In the 2007 PART assessment, AoA received a rating of "Effective," the highest possible rating, and AoA was cited in the OMB Director's memo for exemplary performance.

At the State level, POMP results are used in various ways (e.g. developing performance measures in State plans and budgets, improving information systems, developing high

risk assessment tools, developing provider “scorecards,” and justifying budget requests). At the AAA level, the results are used to improve program management, justify budgets, leverage funding from other sources, and justify the maintenance or expansion of OAA programs/services.