

# SYSTEM SERVICE DEVELOPMENT SURVEY

Version: March 8, 2000

[ Note: To be completed by Directors of Area Agencies on Aging ]

## SERVICE PROGRAMS

1. How many service programs do you have?
2. In the last 12 months, how many of your service programs have ...  
had major increases in the numbers of persons served?  
had significant increases in funding?
3. In the last 12 months, how many new service programs has this AAA started?  
What are those programs?

## PROGRAM SUPPORT

4. In the last 12 months, has the support of the AAA from local elected officials improved?  
IF YES: How?
5. In the last 12 months, has the support of the AAA from the local community improved?  
IF YES: How?
6. In the last 12 months, has the support of the AAA from the State Unit on Aging improved?  
IF YES: How?

## NEEDS AND SERVICES

7. Do you create annually updated written assessments of the needs for specific services in your PSA?
8. Which service gaps have been filled in the last 12 months?
9. In the last 12 months, have you created any new collaborations or partnerships with other service providers?
10. What are the major strengths of the service system for older persons in this PSA?
11. Which portions of the service system for older persons in this PSA need the greatest improvement?
12. What are your agency's plans to help make those improvements?

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13. What efforts have you taken to improve the quality of services in the past 12 months?
14. What initiatives have you undertaken to improve the ways in which your services meet consumer preferences in the last 12 months?
15. Have you conducted any research to evaluate the effectiveness of your programs in the last 12 months?  
IF YES: Please describe.

## LEVERAGING FUNDS

16. What is the ratio of Older Americans dollars (AoA plus SUA) to the total AAA budget?

## ACCOMPLISHMENTS

17. Has the coordination between providers, funders, and administrators of programs serving older persons in this PSA improved in the last 12 months?  
IF YES: How?
18. In the last 12 months, what is this AAA's greatest accomplishment? It's second greatest accomplishment?

## ASSESSMENT AND EVALUATION

19. What was this AAA's overall level of accomplishment in capacity building, innovation, and creativity during the last 12 months? Would you say that it was excellent, good, fair, or poor?
20. What factors influenced this level of accomplishment?
21. What help do you need to make the AAA's programs more effective?
22. Are older persons in your PSA demonstrably better off now than at this same time last year?

IF YES:            In what ways are they better off?  
                      How did this happen?  
                      How do you know that they are better off?  
                      What role has the AAA played in this improvement?

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AAA Name: \_\_\_\_\_ Date: \_\_\_\_\_