

# **CHAPTER 2**

## **Organization of the Manual**

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The purpose of the manual is to be a reference guide for local and State AAA agencies participating in the POMP III project for the Administration on Aging. This manual contains sections on sample design, using the questionnaires, how to set up and conduct data collection, and how to analyze the data. The chapters are ordered in a chronological manner consistent with the steps in setting up and carrying out a local survey.

#### 2.1 The Chapters

Chapters 1 and 2 are introductory chapters. In Chapter 3, we discuss the performance measures. Chapter 4 describes the importance of service data in order to improve the quality of the services that an AAA provides.

The survey process begins with the selection of the sample for the administering of the survey instruments. Chapter 5 provides a general discussion of the importance of the sample design, drawing a sample, and how samples are cost effective in collecting service data. An example of the survey instruments for all of the service areas are provided in Appendix A. Also Appendix A explains how the survey instruments should be used. A fairly detailed discussion of data collection techniques and the conversion of non-responses to the survey is described in Chapter 6. Chapter 7 discusses data entry. After the data is collected, it needs to be analyzed and program results will be produced. The results of the local data collection can also be compared to State or national data sets as described in Chapter 8. Chapter 9 discusses the process and considerations in preparing your report on the results for your local audience.

#### 2.2 How the Manual Can be Used at the Local Level

This manual can be used as both a guidebook and a reference at the local level. The manual describes best practice survey procedures and can be used as a guidebook for a local agency setting up a data collection system for their own survey. It can also be used by a local AAA to specify the best survey procedures to be used by a contractor (if one is conducting the survey for the AAA). The handbook can also be used as a reference by the local agency on checking to see if their data collection procedures follow best practices.