Characteristics and Service Utilization Patterns of Maryland Adult Services Customers

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Introduction

The Office of Adult Services (OAS) of the Community Services Administration, Maryland Department of Human Resources operates a variety of programs which serve the needs of adults with disabilities as well as those who are elderly and/or vulnerable. Although the OAS assists approximately 30,000 state residents each year through Maryland s 24 local departments of social services, there is little published information about who receives services, what services they receive and for how long. This lack of information presents a formidable challenge to both policy makers and program managers in developing and managing OAS programs.

This report presents an analysis of the characteristics and service use patterns (including OAS programs, Temporary Cash Assistance, and Food Stamps) of individuals who received services from OAS in Maryland at some point during Fiscal Year 2001. The Family Welfare Research and Training Group at the School of Social Work, University of Maryland-Baltimore conducted a study of the services provided by OAS at the request of the Community Services Administration (CSA) and Family Investment Administration (FIA) of the Maryland Department of Human Resources. Taken together the data richly describe the diversity among OAS customers and indicate how the OAS population overlaps with the population served by FIA programs.

Background

Before presenting the results of the study, it is important to consider the context in which it takes place. The following paragraphs present a review of literature and statistics on the U.S. elderly and disabled adult populations.

Size and Vulnerability of the Elderly Population

In 1999, 34.5 million Americans were at least 65 years old (Administration on Aging, 2000). In that year alone, 2.0 million turned 65, producing a net increase of approximately 200,000 elderly individuals for the year or 558 per day.

While the U.S. population has been "aging" (i.e. increasing median age and increasing proportions of the population age 65 and older) for as long as statistics have been collected, the older population is expected to grow significantly in the next few decades (Siegel, 1996). Much of the expected increase results from the "baby boom" cohorts, the large numbers of children born between 1946 and 1964, reaching old age. In general, a moderate increase (about 17%) in the elderly population is expected until 2010, followed by a rapid increase (approximately 75%) until 2030, and returning to a moderate increase after 2030. By 2030, there will be twice as many older persons (approximately 70 million) as there are today. While those 65 years of age and older represented approximately 13% of the population in 2000, they will be about 20% of the population by 2030 (Administration on Aging, 2000).

Projections of growth among the oldest old, those age 85 and older, have raised the greatest concerns (Siegel, 1996). Between 1995 and 2010 expected growth among this population is 56%, compared with 13% for the population age 65 to 84. The percent of the population over age 84 could reach 4.6% by 2050, compared to 1.4% in 1995.

Anticipated trends are similar for all racial/ethnic groups, although expected rates are higher among African-Americans, Asians and Hispanics, producing a change in the racial composition of the elderly population over the next 50 years (Siegel, 1996). For example, Hispanics are expected to represent 17.0% of the elderly population in 2050, compared to 4.5% in 1995. Similarly, the proportion of elderly within the Hispanic population is expected to increase from 6% to 14% during this period.

Most elderly, especially the older aged, are women. This trend where women are in the majority results largely from gender differences in mortality and is expected to continue over the next few decades.

Maryland has already witnessed a significant increase in its population of older persons. In 1999, 11.5% of Maryland residents were over the age of 64. This is a 15.3% increase since 1990.

The aging of the population has significant implications for a variety of social institutions including education, the family, business, and government. The elderly dependency ratio which is the number of persons age 65 and older for every 100 persons age 18 to 64 is expected to increase from 20.9% in the late 1990s to 36.0% by 2030 (Siegel, 1996). Historically, children have been the predominant group of dependent or non-working household members. While 22.3% of men and 14.7% of women age 65 to 74 continue to participate in the labor force, it is expected that by 2010 the majority of "dependents" will be elderly.

As people age, they generally require more special services in areas such as health, recreation, housing, nutrition, and transportation. Moreover, the older population is more likely to participate in various entitlement programs and to require formal and informal care. A number of factors affect the elderly s need for special services and participation in programs, including

marital status, children, living arrangements, household status, education, labor force participation and economic dependency, and income and poverty (Siegel, 1996).

The majority of elderly men (about 71%), but only a minority of elderly women (about one-third) are currently married and living with their spouses. However, these rates decline with age such that only three-fifths of men and one-fifth of women age 75 and older live with their spouses. Among those 85 years and older, 51% of men and 14% of women are married.

After spouses, children are the next most important potential source of support. Approximately 85% of elderly white women have at least one child. However, a substantial proportion of the elderly live alone and solitary living increases with advancing age. In 1990, 31% of all elderly lived alone, and four-fifths of those who lived alone were women.

On average, poverty rates among the elderly compare favorably to those of the rest of the population (U. S. Bureau of the Census, 1996). However, there is pronounced economic disparity within the elderly population. Women, African-Americans, persons living alone, very elderly persons, and those living in rural areas are most likely to live in poverty (Siegel, 1993). Early projections of income to 2030, compared with 1990 figures, indicated rising income among the elderly and lower rates of poverty (Rivlin, Wiener, Hanley, and Spence, 1988; Zedlewski, Barnes, Burt, McBride, and Meyer, 1989). Approximately one in ten elderly Maryland residents lives below poverty (Administration on Aging, 2000).

As individuals age they may experience health problems which interfere with their ability to care for themselves. Half of those 75 years and older, as well as 30% of those 65 to 74 report being limited by chronic health conditions (Administration on Aging, 2000). While most older persons with disabilities live in the community, roughly 10% are unable to complete basic personal activities (such as getting out of bed or getting dressed) without help (Feder et al., 2000;

Johnson and Sasso, 2001). An additional 11% have difficulty performing these basic activities unaided. African-American elderly report poor health almost twice as often as Caucasians and other minorities.

It is difficult to project the health of the growing elderly population because of potential changes in a number of influencing factors such as lifestyle and behavior patterns, as well as medical diagnoses and treatment. Kunkel and Applebaum (1992) project that the number of disabled persons at all levels of disability will grow rapidly at least until 2040. The number of those severely or moderately disabled is estimated to more than triple from 1986 to 2040.

Prevalence of Disabilities among the Non-Elderly Adult Population

In contrast to information about the elderly population, statistics on the prevalence of disabilities among the non-elderly adult population are much more difficult to obtain and, at times, to interpret. Much of the difficulty arises from the fact that there is no standard definition of disability. Some definitions rely on the respondents reports of health quality while others focus specifically on limitations in functional areas such as work, mobility, and activities of daily living. With these definitional issues in mind, it is still useful to examine the literature on the prevalence, correlates, and trends of disability among the adult population.

Data from the 1997 Survey of Income and Program Participation (SIPP), reveal that approximately 20% of Americans have some kind of disability (defined as difficulty performing certain functions (e.g., seeing, hearing, talking), performing activities of daily living or with certain social roles). One in ten has a severe disability where he/she needs an assistive device or help from another person to perform basic activities (U. S. Bureau of the Census, 1997). Among those receiving Supplemental Security Income (SSI), 56% are between the ages of 18 and 64 (Social Security Administration, 2000).

Disability rates are higher among members of racial or ethnic minority groups. One-third of African Americans and 28% of Hispanics age 55 to 64 have a severe disability, compared to 20% of Caucasians.

The 1990 Census indicates that about one in ten Marylanders (9.7%), age 16 to 64 have a work disability, mobility limitation, or self-care limitation (U.S. Bureau of the Census, 2002). Disability rates increase with age. The rate among 16 to 34 year olds is 6.5%, while for 35 to 54 year olds it is 10.1%. One in five Marylanders age 55 to 64 (20.3%) report a work disability, mobility limitation, or self-care limitation.

Almost half of those with a disability (46.7%) live with a spouse. An additional 11% live alone and few (0.8%) live in group settings.

Given that health limitations or disabilities often interfere with employment, it is not surprising that poverty rates are higher among disabled Marylanders than among the general population. Seven percent of Marylanders age 16 to 64 have incomes below the poverty level. In contrast, almost one in five disabled residents (17%) have incomes below the poverty line.

The Present Study

The literature reviewed in the previous sections indicates that, given projected demographic trends in the next few decades, policy makers and program managers will likely need to serve a growing population, with perhaps changing needs. In order to begin the process of setting goals and designing future programs, it is important to assess what services are being provided presently and to whom. This report provides a beginning look at the current context of OAS programs.

Two types of information are presented within this report. First, a summary of the characteristics and service utilization patterns of Adult Service recipients (during Fiscal Year

2001) in general is provided. Second, program-specific findings are summarized for each of five major programs within Adult Services: In-Home Aide Services; Adult Protective Services; Social Services to Adults; Project Home/CARE, and TEMHA.[1] The next chapter describes the study methods. It is followed by the two findings chapters.

[1]OAS also provides services under two other programs: Information & Referral and Environmental Emergencies.

Method

Sample

All analyses and findings described herein are based on a Fiscal Year 2001 (FY2001) data file developed by the Maryland Department of Human Resources (DHR) from its automated client information data system. This data file, as originally received by the study authors, contained a total of 46,622 records. Each record represented one FY2001 "service episode", a period of time during which an individual received services from OAS. Thus, each record represents one individual receiving one type of OAS service at a particular point in time. Service episodes may have begun before or during FY2001. Similarly, a record may indicate by the closing date that services also ended in FY2001 or continued after that point.

At the request of OAS, this study focused on five major programs: In-Home Aide Services; Adult Protective Services; Social Services to Adults; Project Home/CARE; and TEMHA. Of the original 46,622 records in the data file, 7,227 were removed because they were not for one of the five programs; 39,395 records remained. An additional 200 records were removed because of suspected data problems associated with the date of birth and 64 records were excluded because they were exact duplicates.

The final data file contained 39,131 records, representing 24,473 unique individuals. Many individuals (n = 10,283) appeared in the original data file more than once due to more than one episode of service receipt during FY2001.

Data

The data file provided by OAS included information about: 1) district office from which services were received; 2) service type (or program code); 3) customer race; 4) customer gender; 5) customer date of birth; 6) service begin date (or application date); 7) service end date (or closing date); and 8) household size. Additional information on customers receipt of Temporary Cash Assistance (TCA) and Food Stamps were extracted by the authors from DHR s Client Information System (CIS), in order to provide estimates of the overlap between OAS and FIA populations.

Analyses

The following findings chapters present descriptive statistics (including frequency distributions and measures of central tendency) on the characteristics and service receipt patterns of FY2001 OAS customers.

Findings: Adult Services in General

Of the 24,473 unique individuals, who received Adult Services at some point in FY2001, 58.0% (n = 14,190) had just one service episode or received just one service type. As Table 1 illustrates, the vast majority (95.7%; n = 23,413) of those who received adult services had three or fewer spells of adult service participation.

Table 1. Number of Episodes of Adult Services - FY2001 Data

Number of Spells	Number of Individuals	Percent
1	14,190	58.0
2	7,333	30.0
3	1,890	7.7
4 or more	1,060	4.3

Jurisdictional Patterns

Table 2, following, displays the number and percent of FY2001 adult service records and adult service recipients by jurisdiction. For comparison purposes, the fourth and fifth columns display data on the two general populations whom OAS serves: elderly adults (those over age 64) and disabled adults (estimated by the number of SSI recipients age 18 to 64). The sixth column displays each jurisdiction s share of the entire statewide population.

Over one in four (28.3%, n = 6,932) FY 2001 adult service recipients resided within Baltimore City. Montgomery (12.9%, n = 3,169) and Baltimore (12.0%, n = 2,942) counties together accounted for approximately one in four service recipients. Not surprisingly, these are the same three subdivisions with the highest percentages of elderly Maryland residents (18.4%,

Baltimore City; 16.3%, Montgomery County; and 14.4%, Baltimore County). Baltimore City has the highest percentage of SSI recipients age 18 to 64 (39.6%) and Baltimore County is second with 12.1%.

Queen Anne s (0.5%), Kent (0.7%), Garrett (0.7%), and Howard (0.8%) counties have the lowest shares of the statewide adult service recipient caseload. The proportions of the state elderly and non-elderly SSI populations residing in Kent and Queen Anne s are similar. However, Howard county s shares of the statewide elderly (3.1%) and non-elderly SSI (1.5%) populations are considerably higher than its share of the adult services caseload.

Five other jurisdictions also have proportions of the OAS statewide caseload that are inconsistent with their shares of the general population. The percentage of FY2001 adult service recipients residing in Charles (2.5%), Dorchester (1.6%), St. Mary s (2.4%) and Washington (5.4%) counties is higher than would be expected given their respective shares of the elderly and non-elderly SSI populations. In contrast, Harford s (1.3%) share of the statewide OAS caseload is smaller than its share of the elderly (3.7%) and non-elderly SSI (2.5%) populations.

Table 2. Jurisdictional Distribution of Adult Service Recipients and Elderly and Disabled Maryland Residents.

Jurisdiction	Percent of Adult Services Records	Percent of Adult Services Individuals	Percent of Maryland Population over age 65	Percent of Marylanders Age 18 to 64 Receiving SSI Payments (12/00)	Percent of Maryland Total Population
Allegany	3.2% (1,234)	2.4% (596)	2.2% (13,412)	2.4% (1,209)	1.4% (74,930)
Anne Arundel	6.9% (2,703)	8.0% (1,962)	8.2% (48,966)	5.6% (2,813)	9.2% (489,656)
Baltimore City	25.1% (9,811)	28.3% (6,932)	18.4% (110,127)	39.6% (19,825)	14.2% (754,292)
Baltimore County	15.4% (6,007)	12.0% (2,942)	14.4% (85,952)	12.1% (6,026)	12.3% (651,154)
Calvert	1.5% (572)	1.5% (361)	1.1% (6,636)	0.8% (394)	1.4% (74,563)
Caroline	1.2% (463)	1.0% (253)	0.7% (4,019)	0.8% (390)	0.6% (29,772)
Carroll	1.5% (604)	1.4% (335)	2.7% (16,297)	1.5% (730)	2.8% (150,897)
Cecil	1.4% (540)	1.3% (320)	1.5% (9,025)	1.5% (755)	1.6% (85,951)
Charles	2.7% (1,052)	2.5% (600)	1.6% (9,403)	1.6% (794)	2.3% (120,546)
Dorchester	1.6% (634)	1.6% (390)	0.9% (5,429)	0.9% (426)	0.6% (30,674)
Frederick	2.4% (932)	2.1% (525)	3.1% (18,747)	1.7% (851)	3.7% (195,277)
Garrett	0.8% (296)	0.7% (168)	0.7% (4,447)	0.9% (453)	0.6% (29,846)
Harford	1.1% (448)	1.3% (321)	3.7% (22,077)	2.5% (1,253)	4.1% (218,590)
Howard	0.6% (250)	0.8% (201)	3.1% (18,588)	1.5% (737)	4.7% (247,842)
Kent	0.6% (248)	0.7% (177)	0.6% (3,705)	0.4% (186)	0.4% (19,197)
Montgomery	12.6% (4,935)	12.9% (3,169)	16.3% (97,814)	7.3% (3,657)	16.5% (873,341)
Prince George s	8.4% (3,288)	8.6% (2,111)	10.3% (61,717)	10.8% (5,385)	15.1% (801,515)
Queen Anne s	0.5% (206)	0.5% (130)	0.9% (5,233)	0.3% (163)	0.8% (40,563)
St. Mary s	1.9% (759)	2.4% (576)	1.3% (7,845)	0.7% (351)	1.6% (86,211)
Somerset	1.0% (381)	0.9% (224)	0.6% (3,514)	1.2% (612)	0.5% (24,747)
Talbot	1.2% (464)	1.1% (262)	1.2% (6,898)	0.6% (293)	0.6% (33,812)
Washington	6.0% (2,339)	5.4% (1,321)	3.1% (18,733)	2.7% (1,326)	2.5% (131,923)
Wicomico	1.1% (432)	1.2% (291)	1.8% (10,834)	1.8% (888)	1.6% (84,644)
Worcester	1.4% (533)	1.3% (306)	1.6% (9,355)	0.8% (380)	0.9% (46,543)
Maryland	100.0% (39,131)	100.0% (24,473)	100.0% (598,503)	100.0% (50,008)	100.0% (5,296,486)

Customer Characteristics[2]

Data on the demographic and household characteristics of FY2001 OAS customers are displayed in Table 3, following. Most service recipients were women (60.9%, n = 14,870) and a plurality had never been married (46.5%, n = 9,965). Caucasians (50.1%, n = 11,712) and African Americans (48.0%, n = 11,227) were equally represented.

The average age of FY 2001 service recipients was 59,[3] with a median of 59 and a mode of 81 (SD = 20.7). Over one third (37.3%, n = 8,995) were between 34 and 57 years of age and 27.3% (n = 6,618) were between 74 and 89 years of age (see Table 4).

As can be seen in Figure 1, there was a significant difference in age between male and female service recipients. On average, female recipients (M = 62.3 years) are almost eight years older than male recipients (M = 54.8 years; $p < .001$).

Most service recipient households consisted of the service recipient only (90.1%, n = 22,042), followed by the service recipient and one other individual (5.4%, n = 1,315), with a range of one to 20 household members.

[2] All demographic findings are based, for those with more than one spell, on the individual's first spell within the data file. Potential changes in marital status, service unit size, age, or LDSS over time are not accounted for.

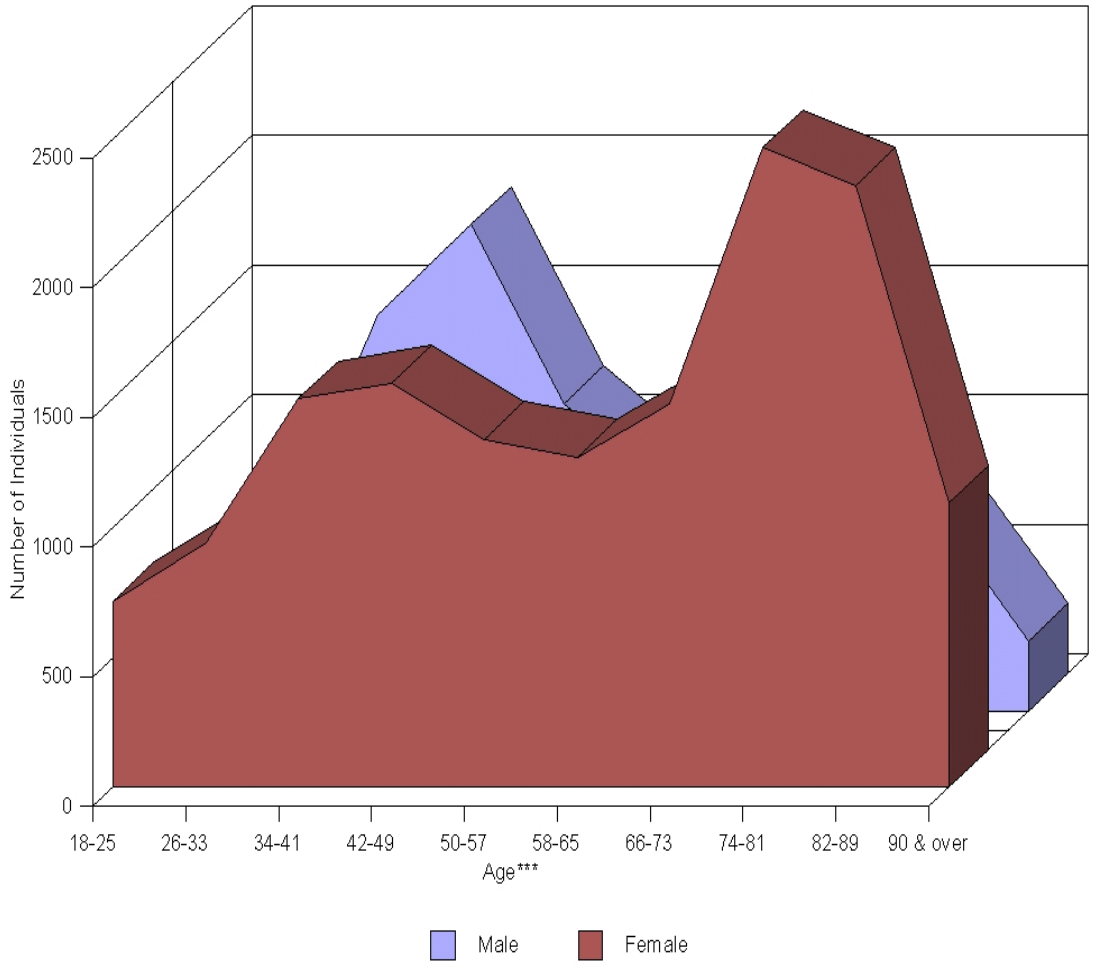
[3] Only date of birth information was contained within the data file; age findings were calculated as of June 30, 2001.

Table 3. Demographic Characteristics of Adult Service Recipients

Characteristic	Number of Individuals	Percent	Cumulative Percent
Gender			
Female	14,870	60.9	
Male	9,549	39.1	
Race/Ethnicity			
African-American	11,227	48.0	
Caucasian	11,712	50.1	
Other	454	1.9	
Age			
18 - 25	1,094	4.5	4.5
26 - 33	1,649	6.8	11.3
34 - 41	3,028	12.6	23.9
42 - 49	3,437	14.2	38.1
50 - 57	2,530	10.5	48.6
58 - 65	2,163	8.9	57.5
66 - 73	2,286	9.5	67.0
74 - 81	3,513	14.5	81.5
82 - 89	3,105	12.8	94.3
90 and over	1,370	5.7	100.0
Mean	59.4 years		
Median	59.0 years		
Standard deviation	20.7 years		
Range	18 to 100 years		
Marital Status			
Divorced	1,999	9.3	9.3
Married	3,013	14.1	23.4
Never Married	9,965	46.5	69.9
Separated	1,733	8.1	78.0
Widowed	4,711	22.0	100.0
Household Size			
1 person	22,042	90.1	90.1
2 people	1,315	5.4	95.4
3 or more people	1,115	4.6	100.0
Mean	1.2		
Median	1.0		
Standard deviation	0.7		
Range	1 - 20 people		

Note: Due to missing data on some variables, the number of individuals reported may not always total 24,473. Valid percents are reported.

Figure 1. <u>Age Distribution of FY2001 Adult Service Recipients by Gender.</u>



Note: There is a statistically significant difference in age between male and female OAS recipients. On average, women receiving services are older.
* p < .05 ** p < .01 *** p < .001

Adult Service Use Patterns

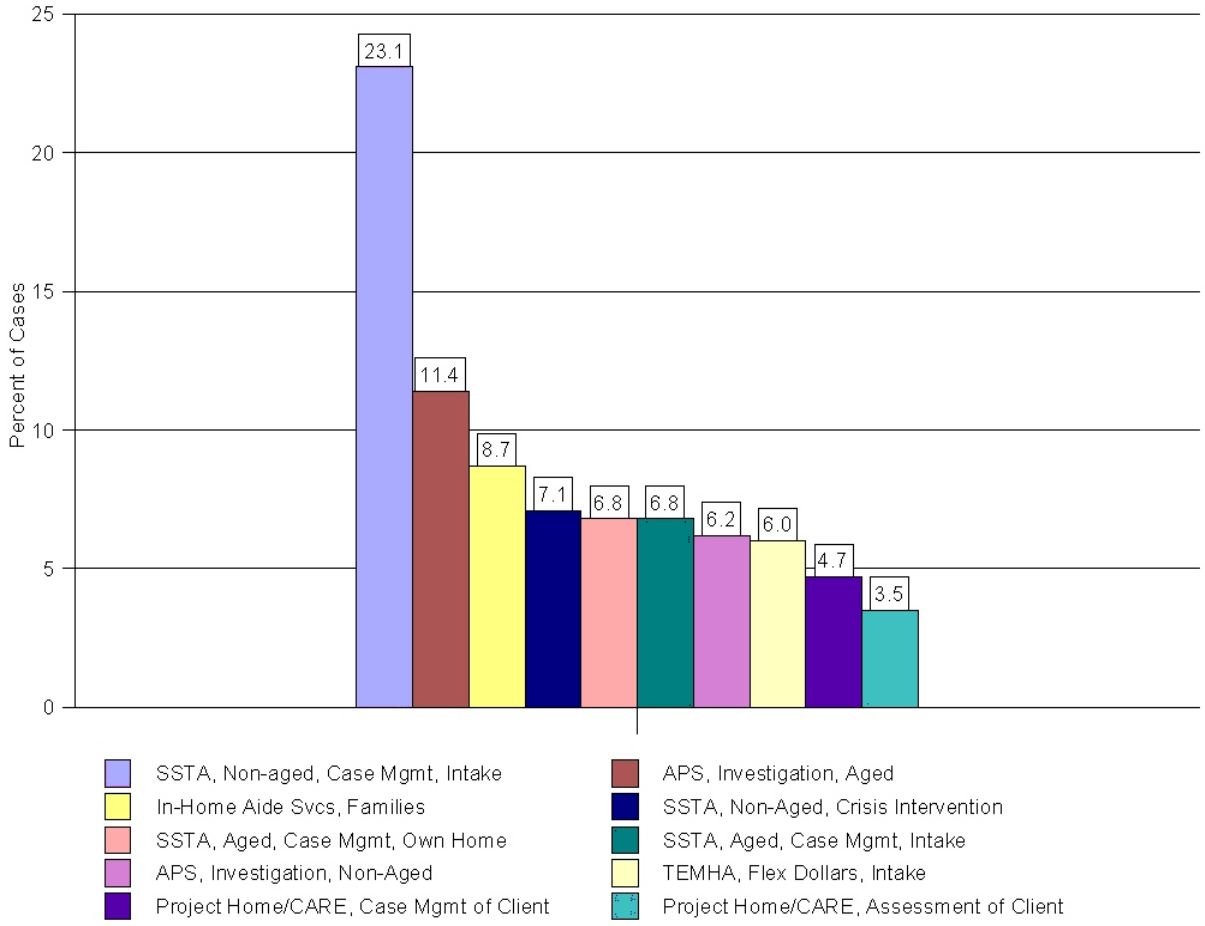
In order to gain a better understanding of what OAS services customers utilize most frequently and in what combinations, we analyzed the adult services participation patterns of the 24,473 individuals receiving services in FY2001. The vast majority of individuals (95.7%; n = 23,413) had three or fewer episodes of Adult Services participation. Over half (58.0%, n = 14,190) had only one episode and only 4.3% (n = 1,060) had more than three episodes. Among those with **just one episode**, one half received Social Services to Adults (SSTA, 48.5%, n = 6,885) and one quarter received Adult Protective Services (APS, 23.4%, n = 3,327).

In terms of specific programs, Figure 2 details the ten most frequent among those with only one FY2001 service episode:

- SSTA, Non-aged, Case Management Intake
- APS Investigation, Aged; In-Home Aide Services, Families
- SSTA, Non-aged, Crisis Intervention
- SSTA, Aged, Case Management, Own Home
- SSTA, Aged, Case Management, Intake
- APS Investigation, Non-aged
- TEMHA, Flex Dollars, Intake
- Project Home/CARE, Case Management
- Project Home/CARE, Assessment.

Together these ten account for 84.3% of all service episodes among those with just one during FY2001.

Figure 2. <u>Program Utilization among Recipients with One Service Episode.</u>

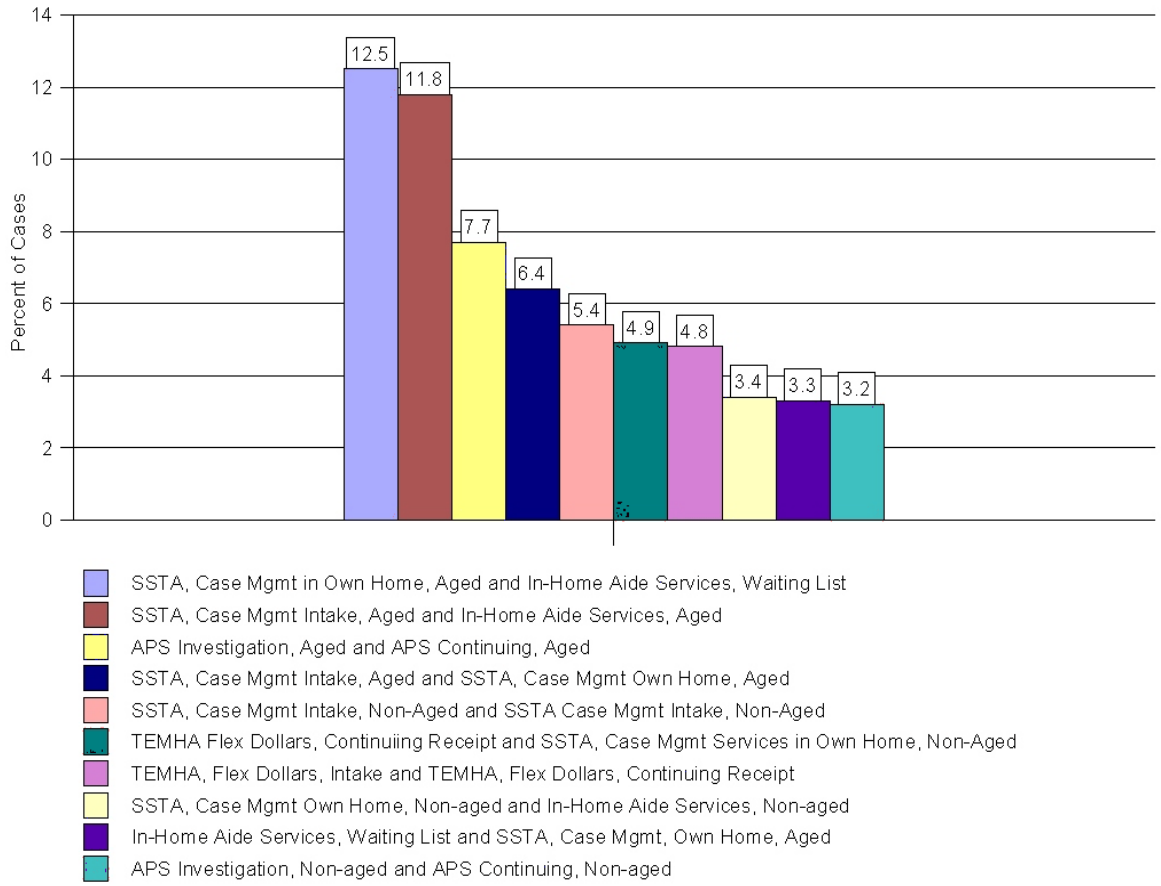


Not surprisingly, there is more diversity in service utilization patterns among those who had two service spells or received two service types (n = 7,333). Almost two-thirds (63.4%) experienced one of these ten pathways or service combinations :

- SSTA, Case Management in Own Home, Aged AND In-Home Aide Services, Waiting List
- SSTA, Case Management Intake, Aged AND In-Home Aide Services, Aged
- APS Investigation, Aged AND APS Continuing, Aged
- SSTA, Case Management Intake, Aged AND SSTA, Case Management, Own Home, Aged
- SSTA, Case Management, Intake, Non-aged AND SSTA Case Management, Intake, Non-aged
- TEMHA, Flex Dollars, Continuing Receipt AND SSTA ,Case Managemen,t Own Home, Non-aged
- TEMHA, Flex Dollars, Intake AND TEMHA, Flex Dollars, Continuing Receipt
- SSTA, Case Management, Own Home, Non-aged AND In-Home Aide Services, Non-aged
- In-Home Aide Services, Waiting List AND SSTA, Case Management, Own Home, Aged
- APS Investigation, Non-aged AND APS Continuing, Non-aged

Figure 3 graphically illustrates these pathways. The reader should again note that individuals in the data file simply received services at some point in Fiscal Year 2001. Service episodes may have begun at any point prior to, or during, Fiscal Year 2001.

Figure 3. <u>Program Utilization among Recipients with Two Service Episodes.</u>



TCA and Food Stamp Utilization Patterns

As discussed in the introduction, almost one in five disabled and one in ten elderly Marylanders have incomes below the poverty line. These statistics suggest that there may be considerable overlap between the populations served by OAS and those served by FIA. To investigate the degree of overlap, we obtained data on Food Stamp and Temporary Cash Assistance receipt for FY2001 adult service recipients during three time periods: July 1998 through June 2001; July 1999 through June 2001; and July 2000 through June 2001. Results of this analysis are displayed in Table 4.

Table 4. TCA and FS Receipt among FY2001 OAS Recipients

	Any FS Receipt			Any TCA Receipt		
Age	**7/98-6/01****	**7/99-6/01****	**7/00-6/01****	**7/98-6/01****	**7/99-6/01****	**7/00-6/01****
18-25	55.9%	51.1%	40.4%	29.7%	25.8%	19.0%
26-33	66.4%	60.3%	46.9%	27.0%	23.0%	16.9%
34-41	70.3%	64.7%	49.7%	14.8%	11.5%	8.2%
42-49	67.1%	61.0%	46.0%	6.6%	4.7%	3.3%
50-57	55.5%	49.0%	35.6%	3.6%	2.4%	1.6%
58-65	37.4%	31.2%	19.6%	2.0%	1.7%	1.2%
66+	11.4%	5.8%	5.1%	0.4%	0.3%	0.2%
Total	39.4%	34.8%	25.4%	6.7%	5.4%	3.9%

Note: There are statistically significant relationships between the FS/TCA receipt variables and recipient age. For all time periods, younger OAS customers have significantly higher rates of FS and TCA receipt than older OAS customers.
* $p < .05$ ** $p < .01$ *** $p < .001$

During FY2001, one-quarter (25.4%) of all OAS recipients also received Food Stamps. Two-fifths (39.4%) had participated in the FS program at some point in the previous three years. A statistically significant relationship was found between FS receipt and customer age. Younger OAS recipients had higher rates of FS participation than their older counterparts ($\underline{r}$ = -.42 (July 2000-June 2001); $\underline{r}$ = -.48 (July 1999-June 2001); $\underline{r}$ = -.49 (July 1998-June 2001)).

Receipt of Temporary Cash Assistance was less common among OAS recipients. Only 3.9% received TCA during FY2001. However, younger OAS recipients were significantly more likely to participate in the TCA program than their older counterparts, with 29.7% of the youngest cohort having received TCA at some point in the previous three years ($\underline{r}$ = -.24 (July 2000-June 2001); $\underline{r}$ = -.28 (July 1999-June 2001); $\underline{r}$ = -.31 (July 1998-June 2001)).

Findings: Five Major Service Programs

The five major programs included in our analysis of FY2001 OAS data were examined separately: In-Home Aide Services, Adult Protective Services, Social Services to Adults, Project Home/C.A.R.E., and TEMHA. This chapter presents findings for each program area.

In-Home Aide Services

In Fiscal Year 2001, 6,583 unique individuals received In-Home Aide services (IHAS) which assists adults with functional disabilities. The waiting list contained 3,263 individuals, while 3,890 were actively receiving services.[4] Specifically, the program provides assistance with daily living in the customers homes, including personal care, transportation/escort, and training in self-care and caretaking skills. Attendant Care (financial reimbursement to individuals with severe physical disabilities) and Respite Care (short-term care to provide family caregivers with a temporary break from caregiving) are also provided under IHAS. Table 5 and the following paragraphs summarize the characteristics of IHAS waiting list and active clients.

Waiting List

The vast majority of individuals (96.2%, n = 3,138) had only one waiting list episode during Fiscal Year 2001. Three-fourths of IHAS waiting list clients were female (74.9%, n = 2,440) and 45.5% were widowed (n = 1,245).[5] Most recipients were either Caucasian (58.0%, n = 1,818) or African American (39.9%, n = 1,251). The average age of IHAS waiting list clients was 75 years (with a median of 78 years and a standard deviation of 14.7).

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[4]Among the 6,583 unique individuals receiving In-Home Aide services in Fiscal Year 2001, 570 transitioned from the waiting list to actively receiving services during this period.

[5]Due to missing data for some variables, valid percentages are reported.

Over one in five customers (21.3%, n = 694) resided within Montgomery County. Baltimore County (16.2%, n = 529) and Baltimore City (15.8%) accounted for slightly lower proportions. Four jurisdictions (Garrett, Howard, Kent and Wicomico Counties) had no waiting list clients.

Individuals in the data file may have begun receipt of services at any point prior or during Fiscal Year 2001. Rough estimates of length of stay were calculated as the number of months between the acceptance date and closing date for closed cases and the number of months between the acceptance date and June 30, 2001 for cases which were still open at the end of Fiscal Year 2001. Among IHAS waiting list individuals, the average length of stay on the waiting list was 19 months, with a median of 11 months, a range of less than one month to 21 years, and a standard deviation of 25 months.[6]

Active

Most individuals actively receiving IHAS services (96.9%, n = 3,770) experienced only one episode of care during Fiscal Year 2001. Recipients range in age from 18 to 100 years, with an average (mean) age of 60 and a median age of 65. Women make up over three-fourths (77.6%, n = 3,009) of the IHAS service caseload. One-half of recipients are African-American (49.7%, n = 1,861) and an equal proportion are Caucasian (49.6%, n = 1,858). More than one-third of recipients have never married (37.0%, n = 1,240).

[6]Length of stay estimates are based on dates as they appear in the original file. Only the first service episode is included for recipients with multiple episodes. For a variety of reasons, we did not attempt to clean these data. Range(s) suggest such cleaning is appropriate but decisions regarding appropriate maximum values should be carefully considered.

Baltimore City residents compose over one-third of the caseload (35.5%, n = 1,382) and one in ten recipients reside in Baltimore County (9.5%, n = 369). The caseload share for the remaining jurisdictions range from 0.3% (Howard County) to 7.3% (Anne Arundel County).

IHAS recipients receive services for an average of two years (M = 23.7 months). The median service episode length was 11 months, with a standard deviation of 32 months and a range of less than one month to 20 years.

Table 5. Demographic Characteristics of In-Home Aide Service Recipients.

Characteristic	Waiting List	Receiving Services	Total
Gender			
Female	74.9% (2,440)	77.6% (3,009)	76.3% (5,449)
Male	25.1% (849)	22.4% (871)	23.7% (1,688)
Race/Ethnicity			
African-American	39.9% (1,251)	49.7% (1,861)	45.3% (3,112)
Caucasian	58.0% (1,818)	49.6% (1,858)	53.5% (3,676)
Other	2.1% (65)	0.6% (24)	1.3% (89)
Age			
18 - 25	0.5% (17)	6.7% (260)	3.9% (277)
26 - 33	1.1% (35)	12.3% (475)	7.2% (510)
34 - 41	2.5% (81)	12.4% (481)	7.9% (562)
42 - 49	3.2% (105)	6.7% (261)	5.1% (366)
50 - 57	5.3% (172)	5.1% (197)	5.2% (369)
58 - 65	7.9% (256)	7.2% (280)	7.5% (536)
66 - 73	14.1% (457)	9.1% (351)	11.4% (808)
74 - 81	26.8% (871)	16.5% (640)	21.2% (1,511)
82 - 89	25.4% (824)	16.1% (621)	20.3% (1,445)
90 and over	13.2% (428)	7.8% (302)	10.3% (730)
Mean	75.26 years	60.18 years	67.06 years
Median	78.00 years	65.00 years	74.00 years
Standard deviation	14.66 years	23.36 years	21.22 years
Range	18 to 99 years	18 to 100 years	18 to 100 years
Marital Status			
Divorced	9.7% (265)	8.2% (273)	8.8% (538)
Married	22.8% (624)	20.0% (671)	21.3% (1,295)
Never Married	17.4% (477)	37.0% (1,240)	28.2% (1,717)
Separated	4.6% (127)	6.6% (221)	5.7% (348)
Widowed	45.5% (1,245)	28.1% (942)	35.9% (2,187)
Household Size			
1 person	95.0% (3,101)	68.5% (2,665)	80.6% (5,766)
2 people	3.9% (126)	11.4% (445)	8.0% (571)
3 or more	1.2% (36)	20.1% (780)	11.4% (816)
Mean	1.07	1.74	1.44
Median	1.00	1.00	1.00
Standard deviation	0.36	1.39	1.10
Range	1 to 6 people	1 to 20 people	1 to 20 people
Length of episode			
Mean	19.22 months	23.74 months	21.68 months
Median	10.98 months	10.65 months	10.84 months
Standard deviation	24.76 months	31.82 months	28.90 months
Range	<1 mo to 21 years	< 1 mo to 20 years	<1 mo to 21 years

Adult Protective Services

The purpose of the Adult Protective Services (APS) program is to prevent or remedy neglect, self-neglect, abuse or exploitation of adults who lack the physical or mental capacity to provide for their daily needs. In Fiscal Year 2001, 5,696 unique individuals received Adult Protective Services (APS). APS investigations involved 4,651 customers. Continuing services were provided to 1,926 and 448 received guardianship services.[7] Data on the characteristics of APS recipients are displayed in Table 6, which follows this discussion.

Investigation

Most FY 2001 Adult Protective Investigation service recipients are female (61.8%, n =2,862). Approximately one-third never married (38.3%, n = 1,491) and 29.3% (n = 1,141) were widowed. Almost two-thirds are Caucasian (63.7%, n = 2,965) and 30.5% (n = 1,418) are African American. The average age of service recipients was 68 (with a median of 73 and a standard deviation of 19).

Almost one in four (24.1%, n = 1,120) Adult Protective Investigation service recipients resided within Baltimore City, followed by Baltimore County (14.1%, n = 654), Montgomery (9.9%, n = 461) and Prince George s counties (9.9%, n = 460).

The recorded average length of investigations was less than one month, with a median of less than one month, a range of less than one month to 3 months, and a standard deviation of less than 1 month.

[7]Among the 5,696 unique individuals receiving Adult Protective Services in Fiscal Year 2001, 1,303 received two types (investigation, continuing and/or guardianship) and 13 received all three types during this period.

Continuing Services

Women (64.9%, n = 1,247) predominate among FY 2001 APS continuing service recipients. Over half of continuing service customers have either never married (36.6%, n = 596) or have been widowed (30.9%, n = 503). Almost three out of five are Caucasian (59.7%, n = 1,149) and 35.0% (n = 674) are African American. On average, continuing service recipients are 69 years old (with a median of 74 and a standard deviation of 18).

Baltimore City (21.9%, n = 422) and Montgomery County (20.9%, n = 402) each account for about one out of five cases in the statewide APS continuing service caseload. Prince George s (12.9%, n = 249) and Baltimore counties (11.0%, n = 212) each account for one in ten.

The average length of stay in APS continuing services was nine months, with a median of five months, a range of less than one month to 13 years, and a standard deviation of 13 months.

Guardianship

Slightly more than half of APS recipients who received guardianship services in FY2001 were male (53.6%, n = 240). Three out of five are Caucasian (58.0%, n = 260) and slightly more than one-third are African American (36.2%, n = 162). Approximately three in five never married (62.8%, n = 263) and 12.9% (n = 54) were widowed. The average age of service recipients was 59 (with a median of 60 and a standard deviation of 18).

Baltimore City (35.3%, n = 158) accounts for one-third of the APS guardianship caseload, followed by Montgomery (15.0%, n = 67) and Prince George s counties (12.3%, n = 55). Individuals spent as average of 52 months in guardianship, with a median of 39 months, a range of less than one month to 24 years, and a standard deviation of 50 months.

Table 6. Demographic Characteristics of Adult Protective Service Recipients.

Characteristic	Investigation	Continuing	Guardianship	Total
Gender				
Female	61.8% (2,862)	64.9% (1,247)	46.4% (208)	61.7% (4,317)
Male	38.2% (1,766)	35.1% (672)	53.6% (240)	38.3% (2,678)
Race/Ethnicity				
African-American	30.5% (1,418)	35.0% (674)	36.2% (162)	32.1% (2,254)
Caucasian	63.7% (2,965)	59.7% (1,149)	58.0% (260)	62.3% (4,374)
Other	5.8% (268)	5.3% (103)	5.7% (26)	5.7% (397)
Age				
18 - 25	4.6% (203)	3.4% (64)	2.7% (12)	4.1% (279)
26 - 33	2.5% (111)	1.9% (36)	5.4% (24)	2.5% (171)
34 - 41	4.6% (207)	4.5% (85)	8.7% (39)	4.9% (331)
42 - 49	7.0% (312)	6.5% (122)	15.0% (67)	7.4% (501)
50 - 57	8.2% (367)	7.4% (140)	13.9% (62)	8.4% (569)
58 - 65	11.2% (500)	10.4% (196)	19.1% (85)	11.5% (781)
66 - 73	13.5% (603)	13.8% (259)	14.6% (65)	13.7% (927)
74 - 81	21.9% (975)	24.6% (462)	8.3% (37)	21.7% (1,474)
82 - 89	19.4% (867)	20.3% (381)	6.7% (30)	18.8% (1,278)
90 and over	7.1% (315)	7.2% (135)	5.6% (25)	7.0% (475)
Mean	67.54 years	69.04 years	58.95 years	67.39 years
Median	73.00 years	74.00 years	60.00 years	72.00 years
Standard deviation	18.99 years	18.05 years	17.82 years	18.81 years
Range	18 - 100 years	18 - 100 years	19 - 97 years	18 - 100 years
Marital Status				
Divorced	8.6% (336)	9.3% (152)	10.7% (45)	8.9% (533)
Married	18.4% (716)	16.4% (267)	5.7% (24)	16.9% (1,007)
Never Married	38.3% (1491)	36.6% (596)	62.8% (263)	39.5% (2,350)
Separated	5.4% (212)	6.8% (111)	7.8% (33)	6.0% (356)
Widowed	29.3% (1,141)	30.9% (503)	12.9% (54)	28.6% (1,698)
Household Size				
1 person	95.2% (4,426)	94.3% (1,816)	99.6% (446)	95.2% (6,688)
2 people	4.0% (185)	4.6% (88)	0.2% (1)	3.9% (274)
3 or more	0.8% (40)	1.2% (22)	0.2% (1)	0.8% (63)
Mean	1.06	1.07	1.00	1.06
Median	1.00	1.00	1.00	1.00
Standard deviation	0.34	0.34	0.10	0.33
Range	1 - 12 people	1 - 6 people	1 - 3 people	1 - 12 people
Length of episode				
Mean	< 1 month	8.51 months	51.89 months	6.28 months
Median	< 1 month	4.92 months	39.00 months	0.95 months
Standard deviation	< 1 month	12.70 months	49.66 months	18.97 months
Range	0 - 3 months	<1 mo to 13 years	< 1 mo to 24 years	< 1 mo to 24 years

Social Services to Adults

Social Services to Adults (SSTA), OAS core social work service program, provides case management to the elderly, adults with disabilities, and vulnerable adults. SSTA recipients are assisted in accessing needed home and community based long-term care services, equipment and programs. During FY2001, 14,737 unique individuals received SSTA. Intake services were provided to 9,070 individuals and 8,198 people received case management services.[8] Data on the characteristics and service utilization of SSTA customers are presented in Table 8, following.

Intake Services

Most individuals who received SSTA intake services are female (57.0%, n = 5,161) with an average age of 55 years. African Americans (49.0%, n = 4,442) and Caucasians (43.3%, n = 3,927) were almost evenly represented among intake customers. A plurality were never married (50.2%, n = 3,975).

Approximately one in four intake customers (24.7%, n = 2,238) resided within Baltimore City. Montgomery (19.3%, n = 1746) and Anne Arundel (14.4%, n = 1308) counties accounted for the next largest shares of the SSTA intake caseload.

On average, intake service episodes were recorded as lasting two months, with a median of less than one month, a range of less than one month to 6 years, and a standard deviation of 5 months.

[8]Among the 14,737 unique individuals receiving SSTA in Fiscal Year 2001, 2,531 received both intake and case management services during this period.

Case Management Services

Over two-thirds of SSTA case management recipients were women (68.0%, n = 5,565) and a similar percentage were either widowed (35.9%, n = 2,599) or had never married (27.0%, n = 1,956). A greater number of Caucasians (57.6%, n = 4,718) received Case Management services than African Americans (37.4%, n = 3,063). SSTA case management recipients were, on average, 70 years old (with a median of 75 and a standard deviation of 18). Case management episodes lasted an average of 26 months with one half ending in less than 13 months.

Approximately one in five case management recipients (20.4%, n = 1675) resided within Baltimore County. Baltimore City (13.4%, n = 1102) and Montgomery (10.8%, n = 889) County accounted for the next largest share of the SSTA case management caseload.

Table 7. Demographic Characteristics of Social Services to Adults Recipients.

Characteristic	Intake	Case Management	Total
Gender			
Female	57.0% (5,161)	68.0% (5,565)	62.2% (10,726)
Male	43.0% (3,892)	32.0% (2,615)	37.8% (6,507)
Race/Ethnicity			
African-American	49.0% (4,442)	37.4% (3,063)	43.5% (7,505)
Caucasian	43.3% (3,927)	57.6% (4,718)	50.1% (8,645)
Other	7.7% (701)	5.0% (417)	6.5% (1,118)
Age			
18 - 25	5.4% (490)	1.0% (85)	3.3% (575)
26 - 33	7.7% (696)	2.0% (161)	5.0% (857)
34 - 41	15.5% (1,400)	5.3% (433)	10.7% (1,833)
42 - 49	18.6% (1,678)	8.6% (703)	13.9% (2,381)
50 - 57	12.5% (1,126)	8.9% (725)	10.8% (1,851)
58 - 65	9.2% (829)	9.2% (752)	9.2% (1,581)
66 - 73	8.1% (727)	12.2% (998)	10.0% (1,725)
74 - 81	11.2% (1,010)	22.3% (1,815)	16.5% (2,825)
82 - 89	8.3% (752)	20.8% (1,698)	14.3% (2,450)
90 and over	3.4% (306)	9.6% (787)	6.4% (1,093)
Mean	54.68 years	69.73 years	61.83 years
Median	51.00 years	75.00 years	63.00 years
Standard deviation	19.45 years	17.58 years	20.05 years
Range	18 - 100 years	19 - 100 years	18 - 100 years
Marital Status			
Divorced	10.6% (837)	11.1% (804)	10.8% (1,641)
Married	12.5% (990)	19.6% (1,421)	15.9% (2,411)
Never Married	50.2% (3,975)	27.0% (1,956)	39.1% (5,931)
Separated	10.3% (816)	6.3% (457)	8.4% (1,273)
Widowed	16.4% (1,303)	35.9% (2,599)	25.7% (3,902)
Household Size			
1 person	93.3% (8,461)	93.6% (7,676)	93.5% (16,137)
2 people	4.7% (429)	5.6% (462)	5.2% (891)
3 or more	2.0% (180)	0.7% (60)	1.3% (240)
Mean	1.10	1.07	1.08
Median	1.00	1.00	1.00
Standard deviation	0.48	0.30	0.40
Range	1 - 12 people	1 - 4 people	1 - 12 people
Length of episode			
Mean	2.15 months	25.64 months	13.30 months
Median	0.92 months	12.81 months	2.46 months
Standard deviation	4.79 months	32.97 months	25.80 months
Range	< 1 mo to 6 years	< 1 mo to 23 years	< 1 mo to 23 years

Project Home/C.A.R.E.

Project Home/C.A.R.E. provides a protective living environment for adults with disabilities who need supervision and assistance to live in the community. Customers receive room, board, assistance with daily living activities, and professional case management. In Fiscal Year 2001, 1,583 unique individuals received Project Home/C.A.R.E. services. Assessments were provided to 776 people and 921 received case management services. Table 8, following the discussion, presents data on the characteristics of Project Home/C.A.R.E. customers.[9]

Assessment

More than one-half of Project Home/C.A.R.E. assessment service recipients were male (59.1%, n = 459) and two-thirds were never married (66.9%, n = 490). More African Americans (63.3%, n = 491) than Caucasians (33.0%, n = 256) received assessments. The average age of recipients was 46 (with a median of 44 and a standard deviation of 14). Assessments were recorded as having lasted an average of 13 months, with a median of three months.

Almost two-fifths of those receiving Project Home/C.A.R.E. assessments (38.7%, n = 300) resided within Baltimore City. Washington (20.1%, n = 156) and Dorchester (11.2%, n = 87) counties accounted for the next largest shares of the assessment caseload.

Case Management

Project Home/C.A.R.E. case management recipients were 58 years old, on average. The case management caseload was evenly divided in terms of gender with women representing just over one-half (52.8%, n = 486). Three out of five recipients are Caucasians (60.6%, n = 558). On average, case management services lasted 65 months, with a median of 38 months. Over half

[9]Of the 1,583 unique Project Home/C.A.R.E. customers, 114 received both assessment and case management services during fiscal year 2001.

of the case management caseload resided in either Baltimore City (24.3%, n = 224), Montgomery County (16.6%, n = 153) or Baltimore (8.8%, n = 81) County.

Table 8. Demographic Characteristics of Project Home / C.A.R.E. Recipients.

Characteristic	Assessment	Case Management	Total
Gender			
Female	40.9% (317)	52.8% (486)	47.3% (803)
Male	59.1% (459)	47.2% (435)	52.7% (894)
Race/Ethnicity			
African-American	63.3% (491)	35.4% (326)	48.1% (817)
Caucasian	33.0% (256)	60.6% (558)	48.0% (814)
Other	3.7% (29)	4.0% (37)	3.9% (66)
Age			
18 - 25	3.6% (28)	2.9% (27)	3.2% (55)
26 - 33	9.3% (72)	4.6% (42)	6.7% (114)
34 - 41	27.7% (215)	11.0% (101)	18.6% (316)
42 - 49	30.9% (240)	14.9% (137)	22.2% (377)
50 - 57	13.1% (102)	15.5% (143)	14.4% (245)
58 - 65	5.7% (44)	15.7% (144)	11.1% (188)
66 - 73	3.6% (28)	14.9% (137)	9.7% (165)
74 - 81	3.2% (25)	9.8% (90)	6.8% (115)
82 - 89	2.2% (17)	7.9% (73)	5.3% (90)
90 and over	0.6% (5)	2.8% (26)	1.8% (31)
Mean	46.03 years	58.27 years	52.67 years
Median	44.00 years	58.00 years	49.00 years
Standard deviation	13.65 years	17.31 years	16.88 years
Range	19 - 100 years	19 - 98 years	19 - 100 years
Marital Status			
Divorced	9.3% (68)	11.8% (107)	10.7% (175)
Married	6.1% (45)	3.7% (33)	4.8% (78)
Never Married	66.9% (490)	63.9% (578)	65.3% (1,068)
Separated	11.5% (84)	9.5% (86)	10.4% (170)
Widowed	6.1% (45)	11.1% (100)	8.8% (145)
Household Size			
1 person	98.3% (763)	99.1% (912)	98.7% (1,675)
2 people	0.5% (4)	0.5% (5)	0.5% (9)
3 or more	1.1% (9)	0.3% (3)	0.7% (12)
Mean	1.03	1.01	1.02
Median	1.00	1.00	1.00
Standard deviation	0.27	0.15	0.22
Range	1 - 4 people	1 - 4 people	1 - 4 people
Length of episode			
Mean	12.76 months	65.30 months	41.28 months
Median	3.15 months	38.35 months	14.98 months
Standard deviation	21.94 months	65.17 months	56.65 months
Range	< 1 mo to 11 years	< 1 mo to 32 years	< 1 mo to 32 years

TEMHA

Maryland s Transitional Emergency, Medical and Housing Assistance program (TEMHA) assists adults disabled for three months or more with the cost of housing and personal needs. In Fiscal Year 2001, 2,741 unique individuals received TEMHA services/funds. None of those who received services in FY2001 had more than one TEMHA service episode during the year. Data on the characteristics of TEMHA recipients are displayed in Table 9 on the following page.

Most TEMHA recipients were male (58.0%, n = 1,591) and African American (64.8%, n= 1,777). Approximately one in three was Caucasian (29.0%, n = 796), and the majority had never been married (74.5%, n = 1,960). The average age of FY 2001 TEMHA recipients was 44 (with a median of 44 and a standard deviation of 9).

Most TEMHA recipients resided within Baltimore City (53.8%, n = 1,475) or Baltimore County (28.9%, n = 792). The average length of stay/service receipt was 6 months, with a median of one month, a recorded range of less than one month to 72 months, and a standard deviation of 12 months.

Table 9. Demographic Characteristics of TEMHA Recipients.

Characteristic	Total
Gender	
Female	42.0% (1,150)
Male	58.0% (1,591)
Race/Ethnicity	
African-American	64.8% (1,777)
Caucasian	29.0% (796)
Other	6.1% (168)
Age	
18 - 25	2.8% (76)
26 - 33	8.9% (243)
34 - 41	26.3% (722)
42 - 49	33.0% (905)
50 - 57	21.1% (577)
58 - 65	7.3% (200)
66 - 73	0.4% (11)
74 - 81	0.2% (6)
82 - 89	(0)
90 and over	(1)
Mean	44.34 years
Median	44.00 years
Standard deviation	9.32 years
Range	19 - 90 years
Marital Status	
Divorced	10.1% (267)
Married	3.8% (101)
Never Married	74.5% (1,960)
Separated	9.6% (252)
Widowed	2.0% (52)
Household Size	
1 person	96.6% (2,647)
2 people	1.4% (39)
3 or more	2.0% (55)
Mean	1.07
Median	1.00
Standard deviation	0.45
Range	1 - 7 people
Length of episode	
Mean	6.1 months
Median	1.02 months
Standard deviation	11.75 months
Range	< 1 month to 6 years

Summary of Program Specific Findings

Table 10, following, summarizes data on the characteristics of OAS recipients for the five specific major programs examined in this chapter. A number of differences in customer characteristics are apparent from a review of the table. Programmatic differences likely account for many of the differences. For example, it is not surprising that APS investigations and SSTA intake episodes last the shortest period of time, while APS guardianship and Project Home/C.A.R.E. service episodes are the longest.

The finding that the majority of OAS customers live alone is also not unexpected. Customers often turn to OAS when they have no one else at home to provide assistance.

Differences in programs, however, do not explain the differences in gender composition across the five program caseloads. Women comprise the majority of the caseload in most programs, likely because women tend to live longer and elderly women, in particular, are more likely to outlive their spouses. Men comprise the majority of customers in three programs: APS Guardianship; Project Home/C.A.R.E. Assessment; and TEMHA.

Table 10 also illustrates jurisdictional differences in OAS program utilization. Consistent with its share of the overall OAS caseload, Baltimore City accounts for the majority of cases in three of the five programs examined. The largest proportion of IHAS waiting list customers are in Montgomery County, and the largest share of the SSTA case management caseload is in Baltimore County.

Not all jurisdictions include cases from every program. There are no IHAS waiting list customers in Garrett, Howard, Kent and Wicomico counties. Queen Anne s and Worchester counties have no APS guardianship cases. Six counties had no reported Project Home/C.A.R.E.

assessments in FY2001: Anne Arundel; Carroll; Cecil, Harford, St. Mary s; and Talbot. Finally, over half of Maryland subdivisions had no OAS TEMHA customers during the study period.

Table 10. Demographic Characteristics of OAS Recipients by Program.

Characteristic	In-Home Aide Services		Adult Protective Services			Social Services to Adults		Project Home /C.A.R.E.		TEMHA	Total
	Waiting List	Active	Inv.	Cont.	Guardian.	Intake	Case Mgmt.	Assessment	Case Mgmt.		
Gender											
Female	74.9%	77.6%	61.8%	64.9%	46.4%	56.9%	68.0%	40.9%	52.8%	42.0%	60.9%
Male	25.1%	22.4%	38.2%	35.1%	53.6%	42.9%	32.0%	59.1%	47.2%	58.0%	39.1%
Race/Ethnicity											
African American	39.9%	49.7%	30.5%	35.0%	36.2%	49.0%	37.4%	63.3%	35.4%	64.8%	48.0%
Caucasian	58.0%	49.6%	63.7%	59.7%	58.0%	43.3%	57.6%	33.0%	60.6%	29.0%	50.1%
Age											
Mean	75.26	60.18	67.54	69.04	58.95	54.68	69.73	46.03	58.27	44.34	59.40
Median	78.00	65.00	73.00	74.00	60.00	51.00	75.00	44.00	58.00	44.00	59.00
Marital Status											
Married	22.8%	20.0%	18.4%	16.4%	5.7%	12.5%	19.6%	6.1%	3.7%	3.7%	14.1%
Not Married	77.2%	79.9%	81.6%	83.6%	94.3%	87.5%	80.4%	93.9%	96.3%	96.3%	85.9%
Household Size											
Mean	1.07	1.74	1.06	1.07	1.00	1.10	1.07	1.10	1.01	1.07	1.19
Median	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Length of episode											
Mean	19.22	23.74	0.83	8.51	51.89	2.15	25.64	12.76	65.30	6.1	14.85
Median	10.98	10.65	0.92	4.92	39.00	0.92	12.81	3.15	38.35	1.02	1.6

Table 10. Demographic Characteristics of OAS Recipients by Program (continued)

Jurisdiction	In-Home Aide Services		Adult Protective Services			Social Services to Adults		Project Home /C.A.R.E.		TEMHA	Total
	Waiting List	Active	Inv.	Cont.	Guardian	Intake	Case Mgmt.	Assessment	Case Mgmt.		
Allegany	7.2%	4.0%	3.9%	4.5%	0.9%	1.3%	4.5%	3.2%	2.5%	-	2.4%
Anne Arundel	3.7%	7.3%	6.4%	1.0%	2.0%	14.4%	1.0%	-	2.8%	0.7%	8.0%
Baltimore City	15.8%	35.5%	24.1%	21.9%	35.3%	24.7%	13.4%	38.7%	24.3%	53.8%	28.3%
Baltimore County	16.2%	9.5%	14.1%	11.0%	6.9%	12.1%	20.4%	2.6%	8.8%	28.9%	12.0%
Calvert	0.2%	1.2%	1.8%	2.3%	0.2%	1.0%	1.4%	1.7%	2.2%	2.5%	1.5%
Caroline	0.5%	2.5%	0.9%	0.9%	0.9%	0.9%	2.1%	0.1%	1.5%	-	1.0%
Carroll	3.6%	1.7%	1.2%	1.5%	2.0%	0.7%	2.6%	-	3.7%	-	1.4%
Cecil	1.0%	4.1%	1.3%	1.1%	1.3%	0.9%	1.9%	-	-	-	1.3%
Charles	2.5%	2.4%	2.6%	4.6%	2.0%	1.5%	4.6%	0.8%	5.6%	0.8%	2.5%
Dorchester	1.9%	1.6%	1.6%	1.3%	0.9%	0.9%	2.5%	11.2%	1.6%	0.3%	1.6%
Frederick	4.5%	1.5%	2.2%	0.7%	7.1%	1.9%	3.5%	3.1%	5.3%	-	2.1%
Garrett	-	2.4%	1.2%	0.2%	0.2%	0.2%	1.3%	0.1%	0.4%	-	0.7%
Harford	0.3%	2.1%	2.1%	2.2%	0.2%	0.4%	1.7%	-	2.6%	-	1.3%
Howard	-	0.3%	1.5%	1.6%	3.1%	0.2%	1.0%	0.1%	1.5%	-	0.8%
Kent	-	1.6%	0.3%	0.1%	0.9%	0.1%	1.8%	0.3%	0.3%	-	0.7%
Montgomery	21.3%	3.2%	9.9%	20.9%	15.0%	19.3%	10.8%	1.9%	16.6%	-	12.9%
Prince George s	14.4%	5.2%	9.9%	12.9%	12.3%	9.1%	8.3%	11.0%	3.0%	3.9%	8.6%
Queen Anne s	0.4%	1.5%	0.4%	0.1%	-	0.2%	1.0%	0.1%	1.0%	-	0.5%
St. Mary s	0.9%	0.5%	1.3%	0.4%	0.7%	3.6%	2.6%	-	1.3%	0.2%	2.4%
Somerset	1.7%	1.6%	1.2%	1.0%	0.2%	0.4%	1.3%	0.1%	0.4%	0.5%	0.9%
Talbot	0.7%	1.7%	1.4%	4.5%	1.8%	0.6%	1.7%	-	0.4%	-	1.1%
Washington	0.6%	6.5%	7.5%	3.7%	5.6%	4.5%	7.7%	20.1%	8.1%	5.2%	5.4%
Wicomico	-	0.6%	1.4%	0.9%	0.4%	0.4%	0.6%	4.8%	5.3%	3.1%	1.2%
Worcester	2.6%	1.5%	1.8%	0.6%	-	0.9%	2.0%	0.1%	0.4%	-	1.3%
Maryland	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Conclusions

This study utilized FY2001 data to provide one of the first published profiles of OAS program participants. The analyses revealed a number of general trends as well as considerable diversity among specific program populations.

Typically, customers had just one service episode or received just one service type (58.0%) during FY2001. Few individuals (4.3%) experienced more than three service episodes. Social Services to Adults (48.5%) was the most common program utilized among those with just one service episode, followed by Adult Protective Services (23.4%).

Our analysis of FS and TCA participation rates among OAS customers revealed that one-fourth received FS during FY2001 and 3.9% had received TCA. Participation in the FS and TCA programs is significantly correlated with age, such that younger OAS recipients are more likely to receive FS and TCA than their older counterparts. One-fifth of OAS customers age 18 to 25 received TCA compared to only about 1% of those over the age of 50.

Over half of OAS recipients resided in either Baltimore City (28.3%), Baltimore County (12.0%) or Montgomery County (12.9%). Jurisdictions varied considerably in terms of their shares of the statewide caseload for the five major programs.

African American (48.0%) and Caucasian (50.1%) customers are equally represented in the OAS caseload. However, the caseloads for the five major programs differ significantly in terms of racial composition. These differences are likely related to the jurisdictional differences noted above.

Three-fifths of OAS recipients (60.9%) are women. However, among the five major programs, the majority of APS Guardianship (53.6%), Project Home/C.A.R.E. Assessment (59.1%) and TEMHA (58.0%) customers are men.

OAS recipients are, on average, 59 years old. The five major programs vary greatly in terms of average customer age, from 44 years for TEMHA clients to 75 years for In-Home Aide Services Waiting List clients. In addition, a significant difference in age was found between male and female OAS customers, with women almost eight years older (on average) than men.

Together these results provide a rich empirical background for policy makers and program managers for planning for future OAS program developments. The analysis of the five major programs in particular suggests that those involved in OAS program planning and management would be wise to take into account the diversity among OAS customers and services.

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