



**Date:** March 30, 2015

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## **The Aging and Disability Resource Connection (ADRC) Helps to Improve Independence and Choice for Those Served**

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In their fourth annual consumer satisfaction survey, the Aging and Disability Resource Connection (ADRC) of Oregon has once again ranked favorably among its consumers. Though the survey was meant to measure consumer satisfaction, it has also shown that ADRC consumers experience an improved quality of life and increase of independence and choice because of the options counseling they received through the ADRC.

- 82% of consumers report living in the place they most desire as a result of ADRC information;
- 80% of consumers report they are safer in their homes;
- 62% of consumers report making the most of their personal money as a result of ADRC services;
- 73% of consumers report greater independence as a result of ADRC services; and
- 72% of consumers who report having enough support to meet their needs and preferences because of the ADRC.

The ADRC is a state wide resource for everyone, regardless of income level. They assist individuals who are looking for information about services to address aging or disability needs and can help individuals to learn about local public and privately paid service options that can help them maintain, or increase their level of independence.

The survey was conducted by Portland State University's Institute on Aging. The survey measures the ADRC's capacity in regards to consumer-based standards. The results from the survey will be used to improve the ADRC's outreach and service delivery.

In 2014, the ADRC of Oregon received a total of 76,213 phone calls to their local ADRC's including 1-855-ORE-ADRC and 735,022 web hits. Of consumers who were surveyed, 89% stated that they would recommend the ADRC, and 87% stated that it would be easy to contact the ADRC again.

The ADRC of Oregon is also being nationally-recognized by the Administration for Community Living (ACL) as a promising practice for their Continuous Quality Improvement (CQI) efforts. ACL's upcoming article states that "Oregon embarked on the development of a robust and comprehensive CQI effort to better understand the impact of its NWD/ADRCs-not only on system outcomes, but consumer level outcomes as well."

To access the ADRC of Oregon, please visit <http://www.ADRCofofOregon.org> or 1-855-ORE-ADRC (673-2373). For more questions regarding the ADRC of Oregon consumer satisfaction survey, please contact Elizabeth O’Neill at [Elizabeth.a.oneill@state.or.us](mailto:Elizabeth.a.oneill@state.or.us) or 971-673-1373.

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