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ADRC of Oregon is making a difference in peoples' lives

The 2015 Aging and Disabilities Resource Connection (ADRC) Consumer Satisfaction Survey conducted by Portland State University has just been released, and consumers say the ADRC is providing quality and needed support to Oregonians.

The ADRC of Oregon is a collaborative, public-private partnership that streamlines consumer access to a complicated and confusing aging and disability service delivery system. As part of its commitment to quality ADRC services, Oregon has used grant funds to conduct an annual survey of those receiving ADRC information and assistance or options counseling services.

Of those consumers surveyed:

- 93 percent said they would recommend the ADRC to others
- 83 percent report the services or information they received by the ADRC has allowed them to live in the place they most desire.
- 76 percent report they are more independent as a result of the information and services received.
- 76 percent believe they are safer in their home as a result of ADRCs assistance.

“This survey allows us to ensure the work we are doing through the ADRCs is impactful and making a positive difference in the lives of those we serve. It is rewarding to know that we are making a difference,” said Sarah Hout, manager of the State Unit on Aging who oversees the ADRC.

An overview of the ADRC Consumer Satisfaction Survey is attached.

For the Executive Summary of the survey, [click here](#).

For a copy of the full survey, please contact Kristi Murphy, program analyst for ADRC, at kristi.m.murphy@state.or.us.

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Oregon ADRC Consumer Satisfaction Survey - 2015

The **ADRC of Oregon** is a collaborative public-private partnership that streamlines consumer access to a complicated and confusing aging and disability service delivery system. As part of its commitment to quality ADRC services, Oregon has used grant funds to conduct an annual survey of those receiving ADRC Information & Assistance or Options Counseling services.



Overview of 2015 ADRC Consumer Satisfaction Survey

- **5th annual phone survey of ADRC consumers** conducted by Portland State University obtained responses from 328 randomly selected respondents who had contacted the ADRC in late 2015 for Information & Assistance or Options Counseling.
- **2015 survey results are consistent with responses** in past year in finding ADRC services and **staff are providing quality and needed support to Oregonians.**
- **93% of those surveyed would recommend the ADRC to others.**

ADRC Responds to Needs

- 96% report a **prompt or reasonable wait** to talk with ADRC staff
- 95% report **receiving some or all of the information they needed**, and 80% report that the **staff they spoke with was very knowledgeable**
- 92% reported that ADRC staff was **very respectful in their interaction**, and 92% also reported staff **spent enough time with them to understand their concerns.**
- 90% of those who received a home visit reported the visit was somewhat or very **helpful in addressing their concerns.**
- Of those seeking services, 72% reported that ADRC staff **helped them complete paperwork to get services or benefits.**

ADRC Support Makes a Difference

- 83% report services or information have **allowed them to live in the place they most desire.**
- 71% report they are **receiving enough support to meet their needs and preferences.**
- 76% report they are **more independent** as a result of the information and services received.
- 76% believe they are **safer in their home** as a result of the information and services received.
- 66% report the services or information have **helped make the most of personal money and resources.**

Awareness of ADRC is still growing

- 36% learn about the ADRC from other community organizations or agencies
- 30% hear about the ADRC from family, friends, or other word of mouth
- 8% are referred by healthcare providers
- Only 6% learned of the ADRC through the internet, but 82% who used the ADRC website found it somewhat or very easy to use.

Meeting the Needs of Oregonians

The annual ADRC survey confirms the value and quality of statewide ADRC services, and the effectiveness of statewide ADRC staff who are providing critical information and support to Oregonians of all incomes and ages. The survey highlights the need to ensure sustainable funding for core services, as well as continued feedback from consumers, to enable ADRCs to meet the growing need for information and assistance in accessing long-term services and support.

“[The ADRC] helped me to be more aware of what is available for my needs.”

“[I decided] to stay in my home and put the grab bars in.”

“All my questions were cleared up. I continue to call them if I have any questions. I felt comfortable and trusted the person with whom I worked with...”

“I was in the dark about services, once received information to explore, I was surprised about what services were available. I gained knowledge and referred a friend.”

The full reports, data, and additional recommendations from the 2015 ADRC Consumer Satisfaction survey are available on the DHS-State Unit on Aging website:

<http://www.oregon.gov/DHS/SENIORS-DISABILITIES/SUA/Pages/ADRC.aspx>

For information or assistance, contact the ADRC of Oregon at
1-855-673-2372 or www.ADRCofofOregon.org