



## METRO ADRC & All ADRC Comparison Tables

### Participants

**Table 1. Sample by Options Counseling and Home Visit Categories**

	METRO		2014	
	N=127	Percent	N=300	Percent
Options Counseling, home visit	50	40%	82	27%
Options Counseling, no home visit	8	6%	19	6%
Call Center consumer, home visit	21	17%	76	25%
Call Center consumer, no home visit	46	37%	123	41%

## Pathways, Access to the ADRC

**Table 2. Reasons for Contacting the ADRC**

Service Type	METRO N (%)	2014 N (%)
General information/advice	88 (70%)	215 (70%)
Physical health needs	74 (58%)	188 (61%)
Help at home (making meals, housekeeping, laundry, yard work)	57 (45%)	147 (48%)
Help getting food stamps	45 (35%)	126 (41%)
Help with Medicaid or paying for medical care	43 (34%)	118 (39%)
Help with Personal Care	45 (35%)	108 (35%)
Help with transportation	48 (38%)	90 (30%)
Help with medications	32 (25%)	114 (37%)
Confusion or memory loss	19 (15%)	80 (26%)
Help paying for energy bills	35 (28%)	69 (23%)
Help getting caregiver respite	20 (16%)	58 (19%)
Dental care	21 (17%)	36 (19%)
Did you contact ADRC to get help with anything else that we did not already cover	-	52 (17%)
Help getting shopping and errands done	34 (27%)	53 (17%)
Help with housing: home modification	20 (16%)	39 (14%)
Help with housing: Finding subsidized housing	18 (14%)	33 (14%)
Help moving into an assisted living residence, adult foster home, or nursing home	6 (5%)	37 (12%)

**Table 3. During the past 12 months have you experienced confusion or memory loss? (asked first in 2014 to OC consumers)**

	METRO (n=37)	2014 All (n=298)
Yes	30%	109 (37%)

**Table 4. How did you first learn about the ADRC?**

	<b>METRO (n=117)</b>	<b>Round 4 (n=283)</b>
Referral from another agency	28 (24%)	24%
Friend	18 (15%)	13%
Hospital/clinic/doctor/nurse	18 (15%)	12%
Family	6 (5%)	11%
Nursing home/assisted living	3 (3%)	2%
Phone book	1 (1%)	1%
Recommendation/word of mouth	-	1%
Brochure/flyer	3 (3%)	4%
Media/newspaper/TV/radio	2 (2%)	2%
Internet	6 (5%)	6%
Other (please specify)	32 (27%)	24%

**Table 5. How did you first come in contact with the ADRC?**

	<b>METRO (n=121)</b>	<b>Round 4 (n=291)</b>
By telephone	67 (55%)	62%
Went to the office, in person	17 (14%)	16%
They called me	20 (17%)	12%
Through the website		1%
Other (please specify)	17 (14%)	10%

**Table 6. [For Those whose first contact was by phone] When you called the ADRC, was the phone answered by...**

	<b>METRO (n=57)</b>	<b>2014 (n=153)</b>
A person	36 (63%)	72%
An answering machine	8 (14%)	13%
An automated message system	13 (23%)	15%

**Table 7. When did someone from the ADRC get back to you?**

	<b>METRO (n=19)</b>	<b>2014 (n=42)</b>
On the same day	3 (16%)	32%
The next day	6 (32%)	22%
2 to 4 days	8 (42%)	32%
5 or more days	2 (11%)	14%

**Table 8. Do you think that the ADRC's response time was...**

	<b>METRO (n=20)</b>	<b>2014 (n=40)</b>
Prompt and timely	6 (30%)	40%
Some wait, but was reasonable	9 (45%)	30%
Much too long	5 (25%)	30%

Note: The standard is that no more than 15% will report the wait is much too long.

**Table 9. Did you ever go to the ADRC building?**

	<b>METRO (n=109)</b>	<b>2014 (n= 259)</b>
Yes	43%	34%
If yes, how easy was it to find?	n=61	n=129
Very difficult	5 (8%)	5%
A little difficult	4 (7%)	9%
Somewhat easy	5 (8%)	12%
Very easy	47 (77%)	74%

Note: Standard is 90% will report the ADRC is somewhat or very easy to find.

**Table 10. How convenient was it for you to go to the ADRC?**

	<b>METRO (n=62)</b>	<b>2014 (n=129 )</b>
Not at all convenient	5 (8%)	5%
Not that convenient	4 (7%)	7%
Somewhat convenient	16 (26%)	30%
Very convenient	37 (60%)	58%

Note: Standard is 85% report that it was somewhat or very convenient to go to the ADRC.

**Table 11. When you first went to the ADRC, how long did you have to wait to see someone?**

	<b>METRO (n=61)</b>	<b>2014 (n=129)</b>
Less than 5 minutes	27 (44%)	43%
Between 5 and 20 minutes	24 (39%)	41%
Longer than 20 minutes	8 (13%)	11%
I had to arrange another time to come back	-	1%
I did not see anyone	2 (3%)	4%

Note: Standards are that 40% report that they waited less than 5 minutes to see someone and no more than 10% report waiting more than 20 minutes to see someone.

**Table 12. Do you think that your wait time to see someone was...**

	<b>METRO (n=59)</b>	<b>2014 (n=124)</b>
Short and timely	19 (32%)	40%
Some wait, but was reasonable	32 (54%)	52%
Much too long	8 (14%)	8%

Note: Standard is fewer than 10% report it took “much too long” to see someone.

## Information & Assistance

**Table 13. Do you think that the person at the ADRC spent enough time with you to understand your concerns?**

	<b>METRO (n=112)</b>	<b>2014 (n=271 )</b>
Yes	89%	90%

**Table 14. How knowledgeable was this person about helpful resources and services?**

	<b>METRO (n=123)</b>	<b>2014 (n=293)</b>
Not at all knowledgeable	4 (3%)	2%
Not that knowledgeable	3 (2%)	2%
Somewhat knowledgeable	23 (19%)	20%
Very knowledgeable	93 (76%)	77%

Note: Standard is 85% will report that the ADRC staff person was somewhat or very knowledgeable.

**Table 15. How would you rate this person on explaining how to get the help or information you needed?**

	<b>METRO (n=126)</b>	<b>2014 (n=296 )</b>
Poor	7 (6%)	6%
Fair	19 (15%)	12%
Good	29 (23%)	22%
Excellent	71 (56%)	60%

Note: Standard is 85% will report that ADRC staff were good or excellent at explaining how to get the help and information needed.

**Table 16. Did you receive written materials?**

	<b>METRO (n=119)</b>	<b>2014 (n=293)</b>
Yes	85 (71%)	72%

**Table 17. Were the materials relevant to your concerns?**

	<b>METRO (n=84)</b>	<b>2014 (n=206)</b>
Yes	79 (94%)	97%

Note: Standard is that of those receiving written materials, 90% will report they are relevant to their concerns.

**Table 18. Timeliness of Services**

	METRO (%)			2014 (%)		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back <sup>a</sup>	6 (30%)	9 (45%)	5 (25%)	40%	30%	30%
Seeing someone at the ADRC building <sup>b</sup>	19 (32%)	32 (54%)	8 (14%)	40%	52%	8%
Receive a home visit <sup>b</sup>	24 (35%)	37 (54%)	8 (12%)	31%	56%	13%
Housekeeping services <sup>b</sup>	12 (52%)	9 (39%)	2 (9%)	51%	42%	7%
Home modification <sup>b</sup>	2 (40%)	3 (60%)	-	50%	50%	-
Personal care <sup>b</sup>	7 (64%)	3 (27%)	1 (9%)	56%	35%	-
Meals services <sup>b</sup>	8 (62%)	5 (39%)	-	55%	45%	-
Managing health <sup>b</sup>	13 (65%)	7 (35%)	-	56%	44%	-
Benefits, financial assistance <sup>b</sup>	13 (46%)	13 (46%)	2 (7%)	55%	41%	5%
Managing money, assets <sup>b</sup>	-	-	1 (100%)	50%	-	50%
Transportation <sup>b</sup>	8 (67%)	2 (17%)	2 (17%)	71%	19%	10%
Legal services <sup>b</sup>	2 (100%)	-	-	50%	25%	25%
Other benefits <sup>b</sup>	19 (79%)	4 (16%)	2 (8%)	72%	24%	4%

Note: <sup>a</sup> Standard is that no more than 15% will report waiting too long for a returned phone call. <sup>b</sup> Standard is that no more than 20% of participants will report waiting too long for services.

## Overall ADRC Experience

**Table 19. How respectful was the person with whom you worked the most?**

	<b>METRO (n=127)</b>	<b>2014 (n=299)</b>
Not at all respectful	2 (2%)	<1%
Not that respectful	1 (<1%)	<1%
Somewhat respectful	12 (9%)	9%
Very respectful	112 (88%)	90%

Note: Standard is 85% will report that ADRC staff are very respectful

**Table 20. When you first contacted the ADRC, did you receive none, some, or all of the information you needed?**

	<b>METRO (n=127)</b>	<b>2014 (n=299)</b>
None	8 (6%)	8%
Some	34 (27%)	28%
All	80 (63%)	62%
No Information Needed	5 (4%)	2%

Note: Standard: at least 55% of consumers report receiving “all” of the information they needed; at least 35% of report that they received “some” of the information they needed.

**Table 21. If you needed to contact ADRC, how easy would that be?**

	<b>METRO (n=126)</b>	<b>2014 (n=300)</b>
Very difficult	5 (4%)	3%
Somewhat difficult	14 (11%)	9%
Somewhat easy	23 (18%)	17%
Very easy	84 (66%)	71%

Note: Standard is that 75% of consumers report that it would be easy or very easy to contact the ADRC again.

**Public Programs and Assistance – Services Used  
(Streamlined Eligibility Determination for Public Programs)**

**Table 22. Did the person from the ADRC help you complete paperwork needed to get services or benefits?**

	<b>METRO (n=61)</b>	<b>2014 (n=134)</b>
Yes	48 (79%)	75%

**Table 23. Services received by ADRC consumers**

<b>Services Received</b>	<b>Number &amp; %</b>	
	<b>METRO</b>	<b>2014</b>
Help getting benefits or financial assistance	29 (45%)	66 (48%)
Meals delivered to the home or to a meal site	13 (20%)	32 (23%)
Transportation	12 (19%)	21 (15%)
Information about or help managing your health	21 (33%)	44 (33%)
Housekeeping	24 (38%)	45 (33%)
Personal care such as bathing	11 (17%)	24 (17%)
Access to information about or other benefits	26 (43%)	49 (38%)
Home modification services	5 (8%)	8 (6%)
Legal assistance or advice	2 (3%)	4 (3%)
Help managing your money or assets	1 (2%)	2 (<2%)

**Table 24. Total Number of services received**

<b>Total number</b>	<b>METRO</b>	<b>2014 (n=128) (based on list of 10 services)</b>
1	17 (28%)	34%
2	19 (32%)	30%
3	15 (25%)	21%
4	4 (7%)	7%
5	3 (5%)	6%
6	1 (2%)	2%
7	1 (2%)	1%
Average	2.1	2.3 services

**Table 25. Do you have concerns that the ADRC has not addressed?**

	<b>METRO (n=124)</b>	<b>2014 (n=295)</b>
Yes	31 (25%)	24%



## Overall Satisfaction

**Table 26. Overall, how helpful was the ADRC?**

	<b>METRO (n=126)</b>	<b>2014 (n=301)</b>
Not at all helpful	5(4%)	6%
Only a little helpful	16 (13%)	10%
Somewhat helpful	24 (19%)	20%
Very helpful	81 (64%)	64%

**Table 27. Would you recommend the ADRC to a friend or family member?**

	<b>METRO (n=122)</b>	<b>2014 (n=297)</b>
Yes	114 (93%)	92%