

Final Report  
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# Consumer Satisfaction with Aging & Disability Resource Connection of Oregon: Round 4

## Part 2: Pathways to the ADRC

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## Part 2. Pathways to the ADRC

### Learning about & contacting the ADRC

In general, the patterns for learning about the ADRC have been the same for the past 3 rounds. About 9% of participants cannot recall how they learned about it. Of the remaining, about one quarter (24%) received a referral from another agency, 13% from a friend and 12% from a hospital or clinic. Consumers were more likely to report these sources than family members. Very few learned about the ADRC using the Internet (6%) and these were almost all family members.

It is notable that in the first year of the survey, 20% reported learning about the ADRC through the media. By Round 2, the percentage declined to 2% where it remained in 2014. Other sources reported by participants included being aware of the ADRC because they have seen the building, they work or have worked in social services, or have used the ADRC previously.

### Access

**Call Center.** The ADRC Call Center is the “front door” into the aging and disabilities service system. As with previous surveys, most participants in 2014 (62%) came into contact with the ADRC by phone (Table 8, Appendix B). Of those, 72% reported that the phone was answered by a person (Table 10). This represents a steady increase across all four survey rounds. Fewer reached an automated message system (15%) than in years past, but the percentage reporting reaching an answering machine stayed about the same (13%).

Of the 42 participants who did not reach a person with their first call, about a third (32%) received a call back on the same day, which is double the percentage of those in 2012 and substantially more than reported in 2013 (Table 11). Although this represents significant progress in reducing response time, about a third (32%) waited between two and four days for a return call and 14% waited five or more days. Family members (43%) were significantly more likely than consumers (26%) to get a return call on the same day. When asked about the

response time (Table 12), the majority reported that it was prompt and timely (40%) or reasonable (30%). The percentage reporting the wait was much too long (30%), however, was about the same as that reported in the first round of surveys (29%) and substantially more than in 2012 (21%) or 2013 (17%). Meeting the standard that no more than 15% will report the wait is much too long, however, remains elusive.

**ADRC Building.** Going to the ADRC building was the initial point of contact for 16% of participants, similar to reports in previous years (Table 8). At the same time, 34% reported that they have been to the ADRC building at least once, a percentage similar to 2013, but down from a high of 41% in 2012. At 86%, the standard that 90% would report the building being somewhat or very easy to find was not quite met (Table 13). However, the standard that 85% would find the ADRC building convenient was met (88%; Table 14), and the standard that no more than 10% would report waiting longer than 20 minutes at the ADRC was nearly met (Table 15). The vast majority (92%) reported their wait time to be prompt or reasonable (Table 16), meeting the ADRC standard. Very few reported needing to arrange another time to visit the ADRC or that they did not see anyone at all. Comments about ease of access and wait time included:

*[Enough] parking and I have a ramp in my van. It's close to where we live. Plenty of handicap parking spaces*

*My mother and I made an appointment and were able to get in immediately. The location is close to the MAX stop.*

**Website.** The proportion of survey participants using the ADRC website remains low (Tables 7-9). As described above, just 6% of participants first learned about the ADRC through the Internet. Only 14% of the sample reported ever visiting the ADRC website. Of those who did, a third used it only once. The majority (80%) of those who did, however, reported it was somewhat or very easy to use. It is possible that there are some people who do not use the website and are able to get services on their own, but they are not reflected in this sample.

**Contacting the ADRC.** Once a person has been in contact with the ADRC, most indicate that it would be very easy or somewhat easy to contact the ADRC again, easily meeting the ADRC standard of 75%. In 2014, 71% of participants reported it would be very easy and 17% that it would be somewhat easy to contact the ADRC (Table 25).

## Conclusions and Recommendations

Referrals from agencies, hospitals, and clinics account for half of the referrals so it appears that outreach efforts to partner with these organizations has been successful. This

connection is beneficial for older adults and people with disabilities. Considerable progress has been made in consumers and family members reaching a person when they contact the ADRC. Progress is still needed, however, to return calls for those who leave messages. This is especially true for consumers. Recommendations include:

- Continue outreach to health and social service providers.
- Continue efforts to decrease response time for returning telephone calls.
- Increase media outreach to consumers, including information about the website.
- Provide opportunities to help older adults and people with disabilities learn to use the website.