

Appendix B: Report Tables

Part 1: 2019 Survey Participants

Table 1.1. Changes to the Survey in Round 6

New Questions

- Reasons for contacting the ADRC. Worries about:
 - Getting medical equipment or assistive devices
 - Eviction or homelessness
 - Falling
 - Abuse or neglect (including specific types of abuse)
- Services received to address:
 - Abuse or neglect
 - Housing to prevent eviction or homelessness
 - Fall prevention classes (with specific types of classes listed)
- Outcomes—As a result of the ADRC:
 - I am less likely to fall
 - I am less likely to move into a nursing home
 - I am at less risk of abuse or neglect

Question with a New Format: Circumstances without the ADRC

- I would not have the information I need to get help
- I would be stressed about not knowing what to do
- I would not have had the help I need
- I could not meet my basic needs
- I would be more isolated from the community
- My medical condition would be worse
- I would be in a nursing home
- I would be dead
- I would be worse off financially
- I would be homeless
- It would be no different
- I would be better off

Table 1.2 2019 Sampling Frame

	Sample Received	Sample Goal	Actual Completes ^a
ADRC Call Center			
Lane COG	298	19	30
NW Senior & Disability Services	626	24	67
Oregon Cascades West COG	344	24	26
Metro (Multnomah, Clackamas, Columbia, Washington)	1000	42	84 ^b
Central (Central Oregon Council on Aging)	11	13	1
South Coast	78	13	10
Rogue Valley COG	17	14	15
Douglas (DCSDS)	29	13	4
Eastern Oregon (CCNO)	62	13	2
Centers for Independent Living	3	15	0
Subtotal	2,468	190	239
Options Counseling			
Lane COG	53	13	13
NW Senior & Disability Services	30	13	4
Oregon Cascades West COG	106	13	13
Metro (Multnomah, Clackamas, Columbia, Washington)	200	37	37
Central (Central Oregon Council on Aging)	6	9	0
Rogue Valley COG	23	9	4
Douglas (DCSDS)	5	9	0
Eastern Oregon (CCNO)	26	9	5
South Coast	2	9	1
Centers for Independent Living	24	15	4
Subtotal	475	136	80
Total	2,943	326	319

^aAn additional 47 interviews were partially complete and are used in analyses throughout the report when data are available for the specific question

^b119 Although oversampling has occurred in every year in the Metro area to achieve our sampling goals, the Call Center interviews completed in 2019 were nearly 3 times the goal for the Metro area. To keep the distribution comparable to other years, 84 completed interviews are included in this report.

Table 1.3 Round 6 Sample Distribution by respondent type

ADRC	Option Counseling (n=81)		Call Center (N=238)		Total subgroup		Total
	Consumer	Family	Consumer	Family	Consumer	Family	
Lane COG	11	2	21	9	32	11	43
NW Senior & Disability Services	1	3	49	17	50	20	70
Oregon Cascades West COG	8	5	21	5	29	10	39
Metro (Multnomah, Clackamas, Columbia, Washington)	32	5	78	8	108	13	121
Central (Central Oregon Council on Aging)			1	0	1	0	1
Rogue Valley COG	2	2	11	4	13	6	19
Douglas (DCSDS)			2	2	2	2	4
Eastern Oregon (CCNO)	2	3	1	1	3	4	7
South Coast	1	0	7	3	8	3	11
Centers for Independent Living	4	0	0	0	4	0	4
TOTAL	61	20	189	49	250	69	319

Table 1.4 Sample Characteristics

Participants	Total Sample (N=319)			
	Consumer		Family	
	#	%	#	%
Number	249	78%	68	21%
Gender Neutral	1	.3%	1	1.5%
Women	153	61%	50	74%
Age	Average: 69 years Median: 69 years		Average: 64 years Median: 65 years	
Age Range	27 - 95 years		27 – 94 years	
Median Education	Some college		Associates degree	
Median Income	\$10,000 to < \$20,000	48%	\$20,000 to < \$30,000	16%
Number/Percent White	212	85%	58	84%
Concern about memory loss/confusion last 12 months	68	28%	43	62%

Table 1.5 Sample by Options Counseling and Home Visit Categories

	2012		2013		2014		2015		2019	
	N=297	%	N=292	%	N=300	%	N=326	%	N=343	%
Options Counseling, home visit	57	19%	73	25%	82	27%	87	27%	59	17%
Options Counseling, no home visit	14	5%	27	9%	19	6%	50	15%	30	9%
Call Center consumer, home visit	64	22%	45	15%	76	25%	56	17%	78	23%
Call Center consumer, no home visit	162	55%	147	50%	123	41%	133	41%	176	51%

Note: Not all percentages add to 100 due to rounding

Table 1.6 Reasons for Contacting the ADRC

Service Type	2012 N (%)	2013 N (%)	2014 N (%)	2015 N (%)	2019 N (%)
Physical health needs ^{a,c}	161 (54%)	177 (60%)	188 (61%)	202 (62%)	258 (71%)
General information/advice ^c	222 (73%)	212 (71%)	215 (70%)	222 (68%)	227 (64%)
Help at home (making meals, housekeeping, laundry, yard work) ^a	113 (37%)	103 (35%)	147 (48%)	143 (44%)	159 (44%)
Personal Care ^{a,c}	87 (29%)	95 (32%)	126 (41%)	117 (36%)	156 (44%)
Medicaid or paying for medical care ^b	104 (35%)	100 (34%)	118 (39%)	122 (37%)	143 (40%)
Falls	-	-	-	-	128 (40%)
Transportation ^a	99 (33%)	92 (31%)	114 (37%)	116 (36%)	139 (38%)
Help getting shopping and errands done ^a	53 (18%)	68 (23%)	108 (35%)	98 (30%)	128 (36%)
Medications	78 (26%)	73 (25%)	80 (26%)	73 (23%)	132 (36%)
Food stamps ^{b,d}	105 (35%)	80 (27%)	90 (30%)	95 (29%)	105 (29%)
Confusion or memory loss ^{a,c}	74 (25%)	71 (24%)	69 (23%)	84 (26%)	102 (28%)
Help getting new medical equipment or assisted devices	-	-	-	-	102 (28%)
Energy Bills ^d	64 (21%)	47 (16%)	58 (19%)	60 (18%)	93 (26%)
Help getting caregiver support or respite ^c	62 (21%)	70 (24%)	52 (17%)	61 (19%)	82 (23%)
Eviction from current home or homelessness ^d	-	-	-	-	70 (20%)
Help with housing: finding subsidized housing ^d	50 (16%)	57 (19%)	36 (19%)	58 (18%)	72 (20%)
Dental care	58 (19%)	31 (10%)	53 (17%)	49 (15%)	66 (18%)

Service Type	2012 N (%)	2013 N (%)	2014 N (%)	2015 N (%)	2019 N (%)
Help with housing: home modification	50 (17%)	41 (14%)	39 (14%)	45 (14%)	69 (19%)
Help moving into residential care ^c	36 (12%)	42 (14%)	33 (14%)	47 (14%)	53 (15%)
Abuse or neglect	-	-	-	-	35 (10%)
Did you contact ADRC to get help with anything else that we did not already cover?	57 (19%)	43 (15%)	37 (12%)	57 (17%)	60 (18%)

^aOptions counseling consumers significantly more likely than call center consumers to report this need (p<.05)

^bCall center consumers significantly more likely than options counseling consumers to report this need (p<.05)

^cfamily members significantly more likely than consumers to report this need (p<.05)

^dconsumers significantly more likely than family members to report this need (p<.05)

Table 1.7 Areas of abuse or neglect that are of concern

Type	2019 N (%)
Physical abuse	14 (40%)
Emotional abuse	30 (88%)
Financial exploitation*	20 (57%)
Sexual abuse	7 (22%)
Neglect	22 (69%)
Abandonment	15 (47%)

Table 1.8. During the past 12 months have you experienced confusion or memory loss?

	Consumer				Family/Friends				Total			
	2013 (n=69)	2014 (n=218)	2015 (n=231)	2019 (n=244)	2013 (n=25)	2014 (n=80)	2015 (n=85)	2019 (n=69)	2013 (n=94)	2014 (n=298)	2015 (n=316)	2019 (n=313)
Yes	20 (29%)	64 (29%)	69 (30%)	68 (28%)	12 (48%)	45 (56%)	54 (64%)	43 (62%)	32 (34%)	109 (37%)	123 (39%)	111 (36%)

Note: In 2013 only OC consumers and family were asked this question; in subsequent years all have been asked this question. In all years, family members were significantly more likely to report confusion or memory loss than consumers.

Table 1.9 Have you received a diagnosis of Alzheimer’s disease?

	Consumer			Family/Friends			Total		
	2014 (n=64)	2015 (n=66)	2019 (n=67)	2014 (n=44)	2015 (n=53)	2019 (n=42)	2014 (n=108)	2015 (n=119)	2019 (n=109)
Yes	8 (12%)	9 (14%)	4 (6%)	18 (41%)	26 (49%)	19 (45%)	26 (23%)	35 (29%)	23 (21%)

Note: in all years, family/neighbors were significantly more likely to report a diagnosis of Alzheimer’s disease than consumers.

Part 2. Accessing the ADRC

Table 2.1 When you called the ADRC, was the phone answered by...

	2011-2012 (n=134)	2012 (n=146)	2013 (n=144)	2014 (n= 153)	2015 (n= 164)	2019 (n=275)
A person	63%	66%	69%	72%	65%	66%
An answering machine	12%	17%	10%	13%	15%	14%
An automated message system	25%	17%	21%	15%	21%	20%

Table 2.2 When did someone from the ADRC get back to you?

	2012 (n=48)	2013 (n=47)	2014 (n=42)	2015 (n=57)	2019 (n=85)
On the same day	15%	21%	32%	26%	22%
The next day	42%	45%	22%	35%	26%
2 to 4 days	29%	23%	32%	30%	28%
5 or more days	15%	11%	14%	9%	24%

Note: Different response categories were used in 2011-2012 and are not reported in this table. Consumers were more likely than family members to report waiting 5 or more days for a call back.

Table 2.3 Do you think that the ADRC's response time was . . .

	2011-2012 (n= 48)	2012 (n=49)	2013 (n=48)	2014 (n=40)	2015 (n=59)	2019 (n=90)
Prompt and timely	23%	35%	46%	40%	55%	28%
Some wait, but was reasonable	48%	45%	38%	30%	41%	43%
Much too long	29%	21%	17%	30%	4%	29%

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

Table 2.4 If you needed to contact ADRC, how easy would that be?

	2011-2012 (n=241)	2012 (n=291)	2013 (n=291)	2014 (n=300)	2015 (n=316)	2019 (n=319)
Very difficult	12%	6%	5%	3%	3%	5%
Somewhat difficult	17%	12%	8%	9%	8%	14%
Somewhat easy	22%	15%	19%	17%	19%	26%
Very easy	49%	67%	68%	71%	71%	55%

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

Part 3. Information and Referral/Assistance

Table 3.1 When you first contacted the ADRC, did you receive none, some, or all of the information you needed?

	2011-2012 (n=241)	2012 (n=283)	2013 (n=285)	2014 (n=299)	2015 (n=317)	2019 (n=341)
None	10%	7%	9%	8%	4%	14%
Some	34%	37%	36%	28%	35%	33%
All	55%	54%	54%	62%	60%	52%
No Information Needed	1%	1%	<1%	2%	1%	1%

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 3.2 Did you receive written materials?

	2011-2012 (n=235)	2012 (n=288)	2013 (n=289)	2014 (n=293)	2015 (n=315)	2019 (n=192)
Yes	72%	66%	64%	72%	74%	57%

Table 3.3 Were the materials relevant to your concerns?

	2011-2012 (n=162)	2012 (n=178)	2013 (n=180)	2014 (n=206)	2015 (n=219)	2019 (n=170)
Yes	92%	89%	92%	97%	93%	94%

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

Table 3.4 Do you think that the person at the ADRC spent enough time with you to understand your concerns?

	2011-2012 (n=243)	2012 (n=292)	2013 (n=293)	2014 (n=271)	2015 (n=323)	2019 (n=284)
Yes	87%	86%	90%	90%	92%	85%

Table 3.5 How knowledgeable was this person about helpful resources and services?

	2011-2012 (n=237)	2012 (n=286)	2013 (n=281)	2014 (n=293)	2015 (n=318)	2019 (n=324)
Not at all knowledgeable	3%	3%	2%	2%	2%	2%
Not that knowledgeable	5%	4%	1%	2%	2%	4%
Somewhat knowledgeable	18%	20%	18%	20%	15%	27%
Very knowledgeable	74%	73%	78%	77%	80%	67%

Note: Standard is 85% will report that the ADRC staff person was somewhat or very knowledgeable. Those receiving options counseling (with or without a home visit) gave higher ratings of staff knowledge (p <.05).

Table 3.6 How respectful was the person with whom you worked the most?

	2011-2012 (n=242)	2012 (n=291)	2013 (n=291)	2014 (n=299)	2015 (n=322)	2019 (n=333)
Not at all respectful	<1%	1%	<1%	<1%	1%	2%
Not that respectful	3%	2%	1%	<1%	1%	2%
Somewhat respectful	10%	9%	6%	9%	6%	12%
Very respectful	87%	88%	93%	90%	92%	84%

Note: Standard is 85% will report that ADRC staff are very respectful. Consumers gave higher ratings than family members (p<.05).

Table 3.7 How would you rate this person on explaining how to get the help or information you needed?

	2011-2012 (n=243)	2012 (n=296)	2013 (n=293)	2014 (n=296)	2015 (n=320)	2019 (n=333)
Poor	10%	8%	7%	6%	7%	8%
Fair	9%	10%	12%	12%	7%	16%
Good	31%	29%	27%	22%	28%	29%
Excellent	49%	49%	53%	60%	57%	45%

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

Part 4. Options Counseling

Home visits

Table 4.1. Did someone from the ADRC come to your home?

	2011-2012 (n=244)	2012 (n=297)	2013 (n=292)	2014 (n=300)	2015 (n=326)	2019 (n=343)
Yes	27%	41%	40%	53%	44%	40%
Percent of OC consumers receiving a home visit	73%	80%	71%	80%	64%	74%
Percent of ADRC call center consumers receiving a home visit	24%	28%	23%	37%	30%	33%

Note: Those who received home visits in 2019 were significantly older ($p < .05$, reported significantly more needs (7.40 compared to 5.34; $p < .001$) and used more services (3.17 compared to 2.03; $p < .001$). They also had more favorable outcomes ratings overall, and rated staff and the overall helpfulness of the ADRC higher than those who did not receive a home visit ($p < .05$).

Table 4.2. How long did it take from the time you talked to someone from the ADRC to the time someone visited your home?

	2011-2012 (n=62)	2012 (n=109)	2013 (n=108)	2014 (n=144)	2015 (n=126)	2019 (n=126)
2 days or less	24%	23%	27%	22%	20%	18%
3 to 7 days	40%	50%	42%	44%	48%	45%
More than a week	35%	27%	32%	34%	32%	37%

Table 4.3 Considering the time you had to wait for the appointment to occur, do you think that the wait time was...

	2011-2012 (n=64)	2012 (n=113)	2013 (n=117)	2014 (n=146)	2015 (n=134)	2019 (n=129)
Short and timely	45%	36%	48%	31%	40%	39%
Some wait, but reasonable	45%	57%	51%	56%	52%	53%
Much too long	9%	7%	6%	13%	9%	8%

Table 4.4 How helpful was the visit to your home in addressing your concerns?

	2011-2012 (n=66)	2012 (n=119)	2013 (n=117)	2014 (n=155)	2015 (n=142)	2019 (n=133)
Not at all helpful	9%	6%	7%	6%	6%	4%
Not too helpful	6%	4%	3%	4%	4%	4%
Somewhat helpful	21%	19%	22%	24%	18%	29%
Very helpful	64%	71%	68%	66%	72%	63%

Table 4.5 How comfortable did you feel with the person who came to your home?

	2011-2012 (n=66)	2012 (n=121)	2013 (n=115)	2014 (n=151)	2015 (n=142)	2019 (n=133)
Very uncomfortable	4%	1%	1%	2%	2%	2%
A little uncomfortable	2%	3%	3%	3%	2%	2%
Somewhat comfortable	12%	10%	6%	15%	11%	16%
Very comfortable	82%	86%	90%	80%	85%	80%

Table 4.6 Did the person identify any other types of help that might be needed?

	2011-2012 (n=61)	2012 (n=115)	2013 (n=112)	2014 (n=147)	2015 (n=142)	2019 (n=71)
Yes	56%	61%	61%	64%	57%	59%

Table 4.7 Did you agree with them that you had additional needs?

	2011-2012 (n=33)	2012 (n=67)	2013 (n=65)	2014 (n=91)	2015 (n=71)	2019 (n=57)
Yes	91%	91%	92%	85%	92%	85%

Table 4.8 Were family members or others involved with the discussion when the person from the ADRC came to your home?

	2011-2012 (n=64)	2012 (n=121)	2013 (n=118)	2014 (n=158)	2015 (n=142)	2019 (n=133)
Yes	58%	53%	43%	43%	51%	52%

Table 4.9 How closely did everyone involved agree about your circumstances, such as having the same concerns and looking for the same kinds of help?

	2011-2012 (n=37)	2012 (n=67)	2013 (n=51)	2014 (n=67)	2015 (n=71)	2019 (n=68)
We agreed on almost everything	78%	84%	84%	87%	75%	80%
We agreed more than we disagreed	11%	14%	8%	13%	18%	13%
We disagreed more than we agreed	5%	2%	8%	--	3%	6%
We disagreed on almost everything	-	-	-	-	-	1%

Table 4.10 How helpful was meeting together with the person from the ADRC?

	2011-2012 (n=36)	2012 (n=63)	2013 (n=51)	2014 (n=67)	2015 (n=72)	2019 (n=69)
Not at all helpful	14%	3%	8%	--	6%	4%
Not too helpful	3%	--	2%	6%	4%	3%
Somewhat helpful	25%	22%	12%	15%	19%	20%
Very helpful	58%	75%	78%	79%	71%	72%

Decision Support

Table 4.11 How would you rate this person on helping you understand the service system?

	2011-2012 (n= 67)	2012 (n=129)	2013 (n=143)	2014 (n=176)	2015 (n=187)	2019 (n=157)
Poor	10%	8%	6%	4%	7%	6%
Fair	9%	9%	11%	12%	8%	15%
Good	33%	40%	29%	30%	35%	36%
Excellent	48%	43%	53%	53%	51%	43%

Note: Standard is 80% will report that the ADRC staff was good or excellent in helping to understand the service system. Standard met.

Table 4.12 Compared to your understanding about available options before you contacted the ADRC, what is your understanding now?

	2011-2012 (n=68)	2012 (n=134)	2013 (n=143)	2014 (n=171)	2015 (n=189)	2019 (n=158)
More confused and understand less	6%	9%	11%	9%	8%	12%
Understanding is about the same	16%	22%	19%	15%	13%	17%
Better understanding	78%	69%	69%	75%	79%	71%

Note: Standard is 75% of consumers report they have better understanding about their options after working with the options counselor.

Table 4.13 How would you rate this person in helping you explore choices available to you?

	2011-2012 (n=68)	2012 (n=135)	2013 (n=146)	2014 (n=176)	2015 (n=186)	2019 (n=162)
Poor	9%	6%	3%	3%	5%	3%
Fair	7%	10%	12%	14%5	7%	14%
Good	25%	23%	21%	23%	24%	32%
Excellent	56%	61%	64%	59%	64%	49%

Note: Standard is 80% of consumers report the options counselor helped them explore the choice available to them and their family members.

Table 4.14 How good of a job did this person do considering your opinions, likes and dislikes before recommending services?

	2011-2012 (n=65)	2012 (n=133)	2013 (n=142)	2014 (n=172)	2015 (n=184)	2019 (n=156)
Poor	11%	6%	4%	2%	4%	3%
Fair	6%	6%	8%	14%	6%	12%
Good	29%	32%	30%	29%	34%	37%
Excellent	54%	56%	59%	54%	55%	47%

Note: Standard is 90% report that the Options Counselor listened to their opinions and understood their specific circumstances.

Table 4.15 How would you rate this person in supporting your decisions?

	2011-2012 (n=68)	2012 (n=130)	2013 (n=142)	2014 (n=173)	2015 (n=185)	2019 (n=155)
Poor	6%	6%	4%	2%	5%	5%
Fair	13%	8%	11%	11%	7%	10%
Good	31%	30%	33%	30%	30%	37%
Excellent	50%	56%	52%	57%	58%	47%

Note: Standard is 80% of consumers rate the options counselor as good or excellent in supporting them in their decisions.

Table 4.16 Did you ever feel that this person was trying to talk you into things you did not want?

	2011-2012 (n=69)	2012 (n=133)	2013 (n=146)	2014 (n=175)	2015 (n=194)	2019 (n=159)
No	94%	95%	99%	93%	95%	97%
Yes	6%	5%	1%	7%	5%	3%

Note: Consumers were the only participants who answered yes to this question; most were receiving OC services.

Table 4.17 How much control did you have in making decisions about what you would do next?

	2011-2012 (n=63)	2012 (n=133)	2013 (n=143)	2014 (n=173)	2015 (n=188)	2019 (n=146)
No control	5%	7%	4%	8%	8%	7%
A little control	10%	15%	15%	15%	12%	20%
Most of the control	27%	20%	35%	30%	29%	35%
Total control	59%	58%	46%	48%	50%	38%

Note: 56% of consumers reported total control (38% family members). Consumer average rating (3.22) significantly higher than family members (average 2.621; $p < .001$). Those with concerns about confusion or memory loss indicated significantly less control ($p < .001$).

Action Plans and Follow up

Table 4.18 Did this person work with you to develop a plan listing your goals and next steps?

	2011-2012 (n=68)	2012 (n=129)	2013 (n=143)	2014 (n=169)	2015 (n=182)	2019 (n=153)
No	53%	46%	49%	40%	43%	46%
Yes	47%	54%	51%	60%	57%	54%

Table 4.19 Has the person you worked with at the ADRC called you to see how you are doing?

	2011-2012 (n=67)	2012 (n=128)	2013 (n=144)	2014 (n=170)	2015 (n=188)	2019 (n=144)
No	54%	38%	49%	51%	45%	46%
Yes	46%	62%	51%	49%	55%	54%

Note: Standard is that 90% of all consumers identified by ADRC staff as needing follow up by the ADRC received a follow up by ADRC staff. The number and persons identified by ADRC staff as needing follow up is unknown. The OC professional standard is that all OC consumers receive a follow up

Table 4.20. Since your first contact with the ADRC, have you contacted them again?

	2011-2012 (n=68)	2012 (n=134)	2013 (n=147)	2014 (n=173)	2015 (n=192)	2019 (n=78)
Yes	48%	60%	42%	45%	50%	52%

Outcomes

Table 4.21 The services or information have allowed me to live in the place I most desire.

	2011-2012 (n=59)	2012 (n=118)	2013 (n=136)	2014 (n=163)	2015 (n=173)	2019 (n=143)
Strongly disagree	5%	3%	4%	6%	6%	7%
Disagree	14%	14%	15%	11%	12%	18%
Agree	46%	47%	51%	48%	45%	46%
Strongly agree	34%	36%	31%	34%	38%	29%

Note: Standard is that 70% of consumers will report living in a place they most desire.

Table 4.22 I am receiving enough support to meet my needs and preferences.

	2011-2012 (n=59)	2012 (n=128)	2013 (n=133)	2014 (n=167)	2015 (n=179)	2019 (n=147)
Strongly disagree	6%	8%	5%	8%	8%	10%
Disagree	19%	16%	23%	21%	20%	22%
Agree	48%	52%	46%	48%	42%	50%
Strongly agree	27%	24%	26%	22%	29%	17%

Note: Standard is that 80% will report receiving enough support to meet consumer needs and preferences.

Table 4.23 I believe I am more independent as a result of the information and services I received.

	2011-2012 (n=59)	2012 (n=123)	2013 (n=134)	2014 (n=157)	2015 (n=170)	2019 (n=138)
Strongly disagree	8%	4%	7%	8%	7%	5%
Disagree	20%	26%	20%	20%	16%	26%
Agree	42%	42%	50%	50%	47%	44%
Strongly agree	29%	28%	23%	22%	29%	25%

Note: Standard is that 80% will report they are more independent as a result of services received.

Table 4.24 I believe I am safer in my home as a result of the information and services I received.

	2011-2012 (n=51)	2012 (n=116)	2013 (n=129)	2014 (n=161)	2015 (n=169)	2019 (n=138)
Strongly disagree	4%	2%	8%	6%	5%	4%
Disagree	14%	22%	14%	15%	19%	18%
Agree	51%	48%	49%	55%	42%	52%
Strongly agree	31%	28%	30%	25%	34%	25%

Note: Standard is that 80% will report that they are safer.

Table 4.25 The services or information received have allowed me to expand or maintain activities outside of my home.

	2011-2012 (n=50)	2012 (n=118)	2013 (n=130)	2014 (n=153)	2015 (n=163)	2019 (n=135)
Strongly disagree	10%	8%	9%	10%	6%	8%
Disagree	44%	36%	33%	31%	31%	36%
Agree	28%	42%	41%	44%	40%	42%
Strongly agree	18%	14%	17%	15%	23%	14%

Table 4.26 The services or information received have helped make the most of personal money and resources

	2011-2012 (n=51)	2012 (n=123)	2013 (n=156)	2014 (n=155)	2015 (n=164)	2019 (n=127)
Strongly disagree	18%	7%	8%	6%	10%	14%
Disagree	18%	32%	30%	28%	24%	30%
Agree	47%	44%	44%	54%	48%	38%
Strongly agree	18%	17%	18%	13%	18%	17%

Note: Standard is that 70% of participants report making the most of their personal money and resources.

Table 4.27 I was eventually able to find help that I could afford.

	2012 (n=113)	2013 (n=125)	2014 (n=155)	2015 (n=160)	2019 (n=127)
Strongly disagree	4%	14%	3%	12%	12%
Disagree	31%	22%	34%	20%	32%
Agree	48%	46%	37%	43%	42%
Strongly agree	17%	17%	26%	24%	14%

Note: not asked in 2011

Table 4.28 New outcome variables in 2019:

	Number answering	Strongly Disagree	Disagree	Agree	Strongly agree
I am less likely to fall	130	10%	32%	38%	19%
I am less likely to move into a nursing home	132	8%	27%	42%	23%
I am at less risk of abuse or neglect ^a	142	5%	19%	44%	15%

^aIncludes 17% who indicated the question was not applicable.

Table 4.29 Without the ADRC: I would:

	Number answering	% yes
Would be worse off		
I would not have the information I needed to get help	312	69%
I would be stressed about not knowing what to do	317	69%
I would not have had the help I need	306	64%
I would be worse off financially	300	50%
I would be more isolated from the community	308	46%
I could not meet my basic needs	306	43%
My medical condition would be worse	304	42%
I would be dead	294	18%
I would be homeless	306	18%
I would be in a nursing home	300	17%
Better or no worse off		
It has made no difference, I would be the same	292	48%
I would be better off	295	7%

Part 5. Public Programs and Assistance

Table 5.1 Did the person from the ADRC help you complete paperwork needed to get services or benefits?

	2011-2012 (n=81)	2012 (n=109)	2013 (n=93)	2014 (n=134)	2015 (n=146)	2019 (n=81)
Yes	59%	74%	54%	75%	72%	63%

Table 5.2 Total Number of services received

Total number	2011-2012 (n=82) (based on list of 9 services)	2012 (n=105) (based on list of 10 services)	2013 (n=90) (based on list of 10 services)	2014 (n=128) (based on list of 10 services)	2015 (n=140) (based on a list of 10 services)	2019 (n=121) (based on list of 13 services)
1	40%	28%	34%	34%	31%	31%
2	23%	32%	22%	30%	27%	19%
3	17%	18%	22%	21%	19%	21%
4	11%	10%	10%	7%	13%	8%
5	5%	6%	7%	6%	6%	2%
6	2%	5%	2%	2%	4%	7%
7	1%	1%	3%	1%	1%	2%
8	-	-	-	-	-	2%
9	-	-	-	-	--	-
10	-	-	-	-	-	2%
Average	2.3	2.5	2.5	2.3	2.48	2.63

Note: Additional services listed in 2019 are: services to prevent eviction, falls prevention, services for abuse. Unlike in 2015, no significant differences were found for OC and Call Center participants in use of services. No differences in number of services used were noted between family and consumers. Those who contacted the ADRC with concerns about confusion or memory loss were significantly likely to use more services (average of 3.41) compared to those without confusion or memory loss (average 2.36).

Table 5.3 Number of services received by ADRC consumers

Services Received	Number & %					
	2011-12	2012	2013	2014	2015	2019
Help getting benefits or financial assistance	54 (64%)	64 (58%)	52 (55%)	66 (48%)	68 (46%)	72 (56%)
Meals delivered to the home or to a meal site	15 (17%)	35 (31%)	26 (27%)	32 (23%)	35 (24%)	45 (35%)
Transportation	19 (22%)	32 (29%)	27 (29%)	21 (15%)	31 (21%)	33 (26%)
Information about or help managing your health	27 (32%)	28 (26%)	28 (30%)	44 (33%)	54 (38%)	36 (28%)
Eviction/homelessness	--	--	--	--	--	13 (10%)
Abuse or neglect	--	--	--	--	--	6 (5%)
Fall prevention class	--	--	--	--	--	7 (5%)
Housekeeping	13 (15%)	27 (24%)	16 (17%)	45 (33%)	55 (38%)	28 (22%)
Personal care such as bathing	13 (15%)	14 (12%)	12 (13%)	24 (17%)	23 (15%)	27 (21%)
Access to information about or other benefits	29 (35%)	13 (12%)	40 (43%)	49 (38%)	55 (38%)	49 (39%)

Note: Numbers in the table add up to more than the sample each round because some people received multiple services.

Table 5.4

Type of Fall Prevention Class	N=7 (5%)
	2019
Tai Chi	2
Matter of Balance	4
Otago	0
Other fall prevention class	3

Out of the six people who responded to the item about helpfulness, four people found the class to be very helpful and two people found it to be somewhat helpful.

Table 5.5 Timeliness of services received by ADRC consumers

Note: Timeliness:1=right away, 2=had to wait, but it was reasonable, 3=much too long

Services Received	Timeliness Average (standard deviation)					
	2011-12	2012	2013	2014	2015	2019
Help getting benefits or financial assistance	1.69 (.643)	1.61 (.657)	1.78 (.577)	1.50 (.591)	1.64 (.694)	1.69 (.620)
Meals delivered to the home or to a meal site	1.13 (.352)	1.12 (.327)	1.35 (.485)	1.45 (.506)	1.37 (.490)	1.47 (.550)
Transportation	1.37 (.597)	1.41 (1.27)	1.56 (.577)	1.38 (.669)	1.77 (1.36)	1.52 (.667)
Information about or help managing your health	1.42 (.584)	1.30 (.542)	1.48 (.509)	1.44 (.502)	1.52 (.646)	1.46 (.561)
Eviction/ homelessness	--	--	--	--	--	1.77 (.725)
Abuse or neglect	--	--	--	--	--	1.67 (.816)
Fall prevention class	--	--	--	--	--	--
Housekeeping	1.92 (.793)	1.44 (.577)	1.44 (.651)	1.56 (.629)	1.61 (.695)	1.63 (.742)
Personal care such as bathing	1.23 (.439)	1.57 (.646)	1.33 (.651)	1.52 (.665)	1.61 (.656)	1.58 (.643)
Access to information about or other benefits	1.64 (.757)	1.33 (.474)	1.49 (.560)	1.33 (.560)	1.36 (.525)	1.48 (.549)

Table 5.6 Timeliness of Services

	2011-2012			2012			2013			2014			2015			2019		
	P	R	TL	P	R	TL	P	R	TL	P	R	TL	P	R	TL	P	R	TL
Receiving a call	23%	48%	29%	35%	35%	20%	46%	38%	17%	40%	30%	30%	34%	52%	14%	28%	43%	29%
Receive a home	45%	45%	9%	36%	57%	7%	43%	51%	6%	31%	56%	13%	40%	52%	9%	39%	53%	8%
House keeping services ^b	33%	42%	25%	59%	37%	4%	62%	31%	6%	51%	42%	7%	51%	37%	12%	52%	33%	15%
Home mod-	43%	57%	-	50%	50%	0	64%	27%	9%	50%	50%	-	44%	56%	-	46%	39%	15%
Personal care ^b	77%	23%	-	50%	43%	7%	75%	17%	8%	56%	35%	-	48%	43%	9%	50%	42%	8%
Meals services ^b	83%	17%	-	88%	12%	0	65%	35%	-	55%	45%	-	63%	37%	-	56%	42%	2%
Managing health ^b	68%	32%	-	74%	22%	4%	52%	48%	-	56%	44%	-	56%	36%	8%	57%	40%	3%
Benefits, financial assistance	36%	64%	-	48%	42%	9%	29%	63%	8%	55%	41%	5%	49%	39%	12%	39%	53%	8%
Managing money, assets ^b	Not asked in round 1			100%	0%	0	67%	33%	-	50%	-	50%	67%	33%	-	100%	--	--
Transportation ^b	70%	25%	5%	78%	19%	0	48%	48%	4%	71%	19%	10%	57%	30%	13%	58%	33%	9%
Legal services ^b	25%	74%	-	70%	30%	0	30%	70%	-	50%	25%	25%	43%	43%	14%	50%	40%	10%
Other benefits ^b	54%	31%	15%	68%	32%	0	62%	28%	10%	72%	24%	4%	66%	32%	2%	55%	43%	2%
Eviction preventio																39%	46%	15%
Abuse neglect	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	50%	33%	17%

P= Prompt, R=Reasonable, TL= Too long Note: Please see Table 5.3 for information about the number of people receiving these services. Fewer than 15 people received services related to eviction prevention, abuse/neglect, fall prevention, home modification, legal services, or money management. ^a Standard is that no more than 15% will report waiting too long for a returned phone call. ^bStandard is that no more than 20% of participants will report waiting too long for services.

Table 5.7 Helpfulness of services received by ADRC consumers

Services Received	Helpfulness Average (standard deviation)					
	2011-12	2012	2013	2014	2015	2019
Help getting benefits or financial assistance	3.85 (.81)	3.63 (.752)	3.80 (.448)	3.65 (.717)	3.85 (.438)	3.69 (.705)
Meals delivered to the home or to a meal site	3.86 (.35)	3.74 (.505)	3.81 (.491)	3.75 (.514)	3.91 (.284)	3.64 (.712)
Transportation	3.74 (.62)	3.88 (4.21)	3.82 (.456)	3.76 (.625)	3.75 (.752)	3.69 (.644)
Information about or help managing your health	3.70 (1.07)	3.65 (.562)	3.89 (.424)	3.71 (.508)	3.60 (.700)	3.75 (.554)
Eviction/homelessness	--	--	--	--	--	3.62 (.650)
Abuse or neglect	--	--	--	--	--	3.33 (1.211)
Fall prevention class	--	--	--	--	--	--
Housekeeping	3.85 (.81)	3.78 (.506)	3.88 (.342)	3.86 (.354)	3.71 (.764)	3.54 (.922)
Personal care such as bathing	3.94 (.24)	4.00 (0)	4.00 (.00)	3.96 (.204)	3.82 (.588)	3.85 (.456)
Access to information about or other benefits	3.80 (1.62)	3.54 (.886)	3.64 (.811)	3.65 (.573)	3.69 (.742)	3.56 (.897)

Note: Helpfulness: 1=not at all helpful, 2=a little helpful, 3=somewhat helpful, 4=very helpful.

Part 6. Confusion and Memory Loss: The ADRC Experience

Table 6.1. Participants reporting Confusion or Memory Loss (CML)

	CML – reason for contacting ADRC <u>and/or</u> CML increased over 12 months	CML as reason for contacting the ADRC^a	CML happening more^a	Alzheimer’s or related dementia diagnosis	CML, but cause unknown
2014	n=123; 41% of all participants	n=64 (52% of CML group)	n=108 (88% of CML group)	n=26 (21%)	n=97 (79%)
2015	n=138; 44% of all participants	n=78 (56% of CML group; 25% total sample) 17 said yes to this, but not to CML happening more	n=121 (88% of CML group; 38% of total sample) 60 said yes to happening more, but not need	n=35 (30% of CML group) 11% of total sample	n=83 (70% of those with need or observed)
2019	n=142; 44 % of all participants	n=102 (72% of CML group; 28% total sample) n=23 said yes to this, but not to CML happening more	n=120 (71% of CML group; 36% total sample) n=48 said yes to happening more, but not need	n=25 (18% of CML group) 7% of total sample	n=117(82% of those with need or observed)

Table 6.2. Sample Characteristics Related to Confusion or Memory Loss – 2019

Circumstances	Total Sample (n=308) ^a			
	Confusion or Memory Loss (n=131)		No Confusion or Memory Loss (n=177)	
	Consumer	Family	Consumer	Family
Number	83	48	156	21
Women	40 (48%)	33 (70%)	105 (67%)	17 (81%)
Mean Age ^b	69	65	70	61
Age Range	32-95	37-94	27-95	27-89
Median Education	Some college or post-secondary education	Associates or technical degree	Some college or post-secondary education	Some college or post-secondary education
Median Income	\$10,000 - < \$20,000	\$40,000 - < \$50,000	\$10,000 - < \$20,000	\$20,000 to < \$30,000
Number/Percent White	74 (89%)	42 (88%)	128 (82%)	16 (76%)

^a Participants from the total sample who did not answer both questions related to confusion or memory loss and are not included in these analyses.

Table 6.3. Sample by Options Counseling and Home Visit Categories - 2019

	Confusion, Memory Loss		No Confusion, Memory Loss		Total N (%)
	Consumer (n=81)	Family (n=46)	Consumer (n=152)	Family (n=21)	
Options Counseling, home visit	#17 (21%)	7 (15%)	23 (15%)	4 (19%)	51
Options Counseling, no home visit	8 (10%)	6 (13%)	11 (7%)	2 (10%)	27
Call Center consumer, home visit	17 (21%)	16 (35%)	28 (18%)	4 (19%)	65
Call Center consumer, no home visit	39 (48%)	17 (37%)	90 (59%)	11 (52%)	157
Total	81 (100%)	46 (100%)	152 (99%)	21	300

Note: Percentages do not add to 100% due to rounding. Those with CML were more likely to receive OC services or home visits, but these differences were not statistically significant.

Table 6.4. Reasons for Contacting the ADRC (Needs)

Service Type	2014		2015		2019	
	Confusion, Memory Loss (n=123)	No Confusion, Memory Loss (n=174)	Confusion, Memory Loss (n=138)	No Confusion, Memory Loss (n=171)	Confusion, Memory Loss (n=142)	No Confusion, Memory Loss (n=177)
General information/advice ^a	92 (75%)	117 (68%)	109 (80%)	103 (59%)	104 (75%)	104 (57%)
Physical health needs ^a	81 (66%)	99 (57%)	40 (29%)	76 (43%)	110 (78%)	118 (64%)
Help at home (making meals, housekeeping, laundry, yard work) ^a	68 (55%)	72 (41%)	73 (53%)	65 (37%)	77 (55%)	61 (34%)
Help getting food stamps	29 (24%)	58 (34%)	28 (20%)	62 (36%)	36 (26%)	59 (32%)
Help with Medicaid or paying for medical care	50 (41%)	64 (37%)	58 (43%)	59 (34%)	61 (44%)	66 (36%)
Help with personal care ^{a,b}	62 (50%)	56 (32%)	65 (47%)	47 (27%)	84 (60%)	52 (28%)
Help with transportation ^a	56 (45%)	56 (32%)	54 (39%)	58 (33%)	71 (51%)	50 (27%)
Help with medications ^a	20 (27%)	38 (27%)	36 (26%)	35 (20%)	64 (45%)	54 (29%)
Help paying for energy bills	23 (19%)	34 (20%)	15 (11%)	41 (24%)	38 (27%)	45 (25%)
Help getting caregiver respite ^{a,b}	28 (23%)	24 (14%)	43 (32%)	14 (8%)	48 (34%)	24 (13%)

Service Type	2014		2015		2019	
	Confusion, Memory Loss (n=123)	No Confusion, Memory Loss (n=174)	Confusion, Memory Loss (n=138)	No Confusion, Memory Loss (n=171)	Confusion, Memory Loss (n=142)	No Confusion, Memory Loss (n=177)
Dental care ^a	25 (20%)	28 (16%)	18 (13%)	29 (16%)	34 (24%)	23 (13%)
Help getting shopping and errands done ^a	52 (42%)	50 (29%)	49 (36%)	43 (25%)	69 (49%)	45 (24%)
Help with housing: home modification ^a	20 (16%)	18 (10%)	21 (15%)	21 (12%)	35 (25%)	25 (14%)
Help with housing: Finding subsidized housing ^a	17 (14%)	19 (11%)	28 (20%)	27 (15%)	35 (25%)	31 (17%)
Help moving into residential care ^b	21 (17%)	11 (6%)	30 (22%)	15 (9%)	33 (23%)	14 (8%)
Getting medical equipment or assistive devices ^a	-	-	-	-	55 (39%)	34 (19%)
Worries about eviction ^a	-	-	-	-	35 (25%)	27 (15%)
Worries about falling ^a	-	-	-	-	72 (51%)	43 (24%)
Worries about abuse or neglect ^{a, c}	-	-	-	-	22 (16%)	7 (4%)
Total number of needs (average) ^a	5.94 (out of 16)	4.48 (out of 16)	5.81 (out of 16)	4.20 (out of 16)	8.21 (out of 20)	4.56 (out of 20)

^a Consumers with CML concerns were significantly more likely to report these needs than consumers without CML in 2019; ^b Family members with CML concerns were significantly more likely to report these needs than family members without CML concerns. ^c Consumers with CML concerns rated concerns about neglect significantly higher than other areas of concern within the abuse/neglect categories.

Table 6.5. Outcome measures

	2014		2015		2019	
	Confusion, Memory Loss (Mean, SD)	No Confusion, Memory Loss (Mean, SD)	Confusion, Memory Loss (Mean, SD)	No Confusion, Memory Loss (Mean, SD)	Confusion, Memory Loss (Mean, SD)	No Confusion, Memory Loss (Mean, SD)
The services or information received have allowed me to live in the place I most desire.	3.04 (.916)	3.20 (.741)	3.17 (.862)	3.14 (.807)	3.04 (.836)	2.90 (.907)
I am receiving enough support to meet my needs and preferences	2.72 (.974)	2.97 (.738)	2.90 (.954)	2.94 (.842)	2.65 (.893)	2.87 (.833)
I believe I am more independent as a result of the information and services I received	2.67 (.928)	3.04 (.752)	2.95 (.917).	3.03 (.772)	2.80 (.884)	2.97 (.770)
I believe I am safer in my home as a result of the information and services I received	3.03 (.903)	2.97 (.694)	3.08 (.884)	3.04 (.835)	2.93 (.822)	3.03 (.734)
The services or information received have allowed me to expand or maintain activities outside of my home	2.57 (.947)	2.73 (.775)	2.75 (.940)	2.87 (.767)	2.54 (.854)	2.70 (.754)
The services or information received have helped me make the most of personal money and resources	2.76 (.806)	2.73 (.725)	2.75 (.898)	2.77 (.826)	2.66 (.991)	2.55 (.872)
I was eventually able to find help that I could afford	2.85 (.923)	2.91 (.771)	2.77 (.72)	2.83 (.904)	2.57 (.963)	2.65 (.791)
I believe I am less likely to fall as result of the information and services I received	--	--	--	--	2.72 (.881)	2.62 (.922)
I believe I am less likely to move into a nursing home as result of the information and services I received	--	--	--	--	2.88 (.761)	2.73 (.961)
I believe I am at less risk for abuse or neglect as result of the information and services I received	--	--	--	--	2.85 (.755)	2.78(.815)
Average Outcome Score (new variables not included for comparison purposes)	2.51 (.825)	2.71 (.696)	2.53 (.904)	2.58 (.832)	2.64 (.733)	2.79 (.705)

Note: 1=strongly disagree, 2=disagree, 3=agree, 4 = strongly agree. No significant differences were found on these measures between participants who reported CML and those who did not. The average outcome score for 2019 does not include new items to facilitate comparison across years.

Table 6.6. Circumstances *without* the ADRC

	2019	
	Confusion, Memory Loss	No Confusion, Memory Loss
I would not have the information I need to get help	89 (68%)	120 (70%)
I would be stressed about not knowing what to do ^a	98 (76%)	112 (63%)
I would not have had the help I need	80 (62%)	113 (67%)
I could not meet my basic needs ^a	63 (51%)	61 (36%)
I would be more isolated from the community ^a	70 (56%)	68 (39%)
My medical condition would be worse ^a	60 (50%)	63 (36%)
I would be in a nursing home ^a	29 (24%)	20 (12%)
I would be dead ^a	35 (29%)	17 (10%)
I would be worse off financially	59 (50%)	85 (49%)
I would be homeless	25 (20%)	27 (16%)
It has made no difference. I would be just the same	54 (46%)	82 (49%)
I would be better off without the ADRC	8 (7%)	12 (7%)

^aThose with confusion or memory loss significantly more likely to agree with the statement

Part 7. Consumer Concerns, Recommendations, and Satisfaction

Table 7.1 Do you have concerns that the ADRC has not addressed?

	2011-2012 (n=81)	2012 (n=109)	2013 (n=93)	2014 (n=295)	2015 (n=318)	2019 (n=306)
Yes	26%	26%	24%	24%	25%	24%

Table 7.2 Overall, how helpful was the ADRC?

	2011-2012 (n=239)	2012 (n=300)	2013 (n=294)	2014 (n=301)	2015 (n=325)	2019 (n=311)
Not at all helpful	10%	7%	8%	6%	6%	9%
Only a little helpful	10%	10%	9%	10%	9%	12%
Somewhat helpful	19%	23%	23%	20%	22%	22%
Very helpful	62%	60%	60%	64%	64%	56%

Note: Those without confusion or memory loss and those who received a home visit rated helpfulness significantly higher than those with confusion or memory loss.

Table 7.3 Would you recommend the ADRC to a friend or family member?

	2011-2012 (n=241)	2012 (n=295)	2013 (n=294)	2014 (n=297)	2015 (n=324)	2019 (n=310)
Yes	92%	90%	89%	92%	93%	88%

Note: OC participants were significantly more likely to say yes than Call Center participants.

Table 7.4 Round 6 Correlations

		Outcomes	All staff	OC staff	Needs	Services	Ease of contact	Overall helpfulness	Needed materials received	Number contacts	Understanding
Outcomes	Correlation	1									
	N	86									
All staff	Correlation	.426**	1								
	N	86	316								
OC staff	Correlation	.559**	.948**	1							
	N	81	148	148							
Needs	Correlation	-.193	-.123*	-.125	1						
	N	77	281	132	316						
Services received	Correlation	.565**	.211*	.264*	.528**	1					
	N	46	117	67	110	121					
Ease of contact	Correlation	.402**	.389**	.363**	-.229**	.180	1				
	N	83	296	138	282	118	319				
ADRC helpfulness	Correlation	.661**	.588**	.581**	-.107	.153	.404**	1			
	N	82	293	138	276	116	308	311			
Received materials	Correlation	.227*	.315**	.381**	-.102	.133	.260**	.259**	1		
	N	83	299	139	303	117	302	295	341		
Number contacts	Correlation	.254*	.237**	.223*	.310**	.352**	.137	.336**	-.005	1	
	N	81	139	131	125	62	142	138	133	142	
Understanding	Correlation	.444**	.399**	.417**	-.129	.193	.318**	.498**	-.100	-.145	1
	N	85	152	144	140	68	145	141	148	138	158

Note: * $p \leq .05$; ** $p \leq .01$. "Understanding" has been recoded so that 1=worse understanding, 2=about the same; 3=better understanding