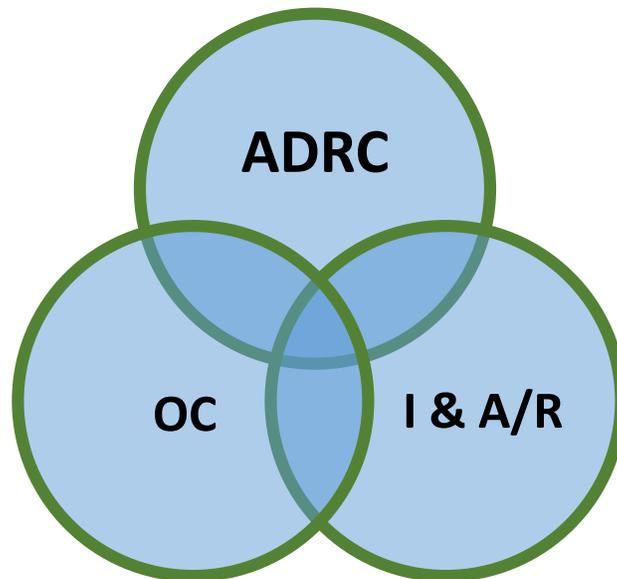


Final Report
2016

Consumer Satisfaction with Aging & Disability Resource Connection: Round 5

Appendix B: Tables

Submitted to
Oregon State Unit on Aging, Department of Human Services



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Part 1. Survey Participants

Table 1.1 Sampling Frame

ADRC	Sample Received	Sample Goal	Actual Completes
ADRC Call Center			
Lane COG	95	25	23
NW Senior & Disability Services	363	35	33
Oregon Cascades West COG	260	30	37
Metro (Multnomah, Clackamas, Columbia, Washington)	902	45	49
South Coast	101	20	22
Rogue Valley COG	102	20	13
Douglas	73	15	13
Subtotal	1,930	190	190
Options Counseling			
Lane COG	15	15	3
NW Senior & Disability Services	90	15	27
Oregon Cascades West COG	50	15	15
Metro (Multnomah, Clackamas, Columbia, Washington)	365	40	56
South Coast	4	10	0
Rogue Valley COG	72	10	20
Douglas	19	10	5
Central	11	10	4
Eastern	10	10	8
Subtotal	636	135	138

Table 1.2 Round 5 Sample Distribution by respondent type

ADRC	Option Counseling (n=138)		Call Center N=190		Total subgroup		Total
	Consumer	Family	Consumer	Family	Consumer	Family	
Lane Council of Governments	1	2	16	7	17	9	26
NW Senior & Disability Services	13	14	27	6	40	20	60
Oregon Cascades West COG	12	3	30	7	42	10	52
Metro (Multnomah/ Washington/Columbia/ Clackamas	42	14	39	10	81	24	105
South Coast	-	-	18	4	18	4	22
Rogue Valley COG	15	5	8	5	23	10	33
Douglas	4	1	8	5	12	6	18
Central	1	3	-	-	1	3	4
Eastern	6	2	-	-	6	2	8
TOTAL	94	44	146	44	240	88	328

Table 1.3 Sample Characteristics

Participants	Total Sample (N=328)			
	Consumer		Family	
	#	%	#	%
Number	240	73%	88	27%
Women	162	68%	60	69%
Mean Age	64		61	
Age Range	18-97 years		18-91 years	
Median Education	Some college		Associates degree	
Median Income	\$10,000 to < \$20,000	32%	\$40,000 to < \$50,000	
Number/Percent White	210	88%	78	89%
Concern about memory loss/confusion	40	17%	44	50%

Table 1.4 Sample by Options Counseling and Home Visit Categories

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

Table 1.5 Reasons for Contacting the ADRC

Service Type	2012 N (%)	2013 N (%)	2014 N (%)	2015 N (%)
General information/advice ^a	222 (73%)	212 (71%)	215 (70%)	222 (68%)
Physical health needs ^b	161 (54%)	177 (60%)	188 (61%)	202 (62%)
Help at home (making meals, housekeeping, laundry, yard work)	113 (37%)	103 (35%)	147 (48%)	143 (44%)
Personal Care ^a	87 (29%)	95 (32%)	126 (41%)	117 (36%)
Medicaid or paying for medical care ^a	104 (35%)	100 (34%)	118 (39%)	122 (37%)
Help getting shopping and errands done	53 (18%)	68 (23%)	108 (35%)	98 (30%)
Food stamps ^c	105 (35%)	80 (27%)	90 (30%)	95 (29%)
Transportation	99 (33%)	92 (31%)	114 (37%)	116 (36%)
Medications ^b	78 (26%)	73 (25%)	80 (26%)	73 (23%)
Confusion or memory loss ^a	74 (25%)	71 (24%)	69 (23%)	84 (26%)
Energy Bills ^c	64 (21%)	47 (16%)	58 (19%)	60 (18%)
Help with housing: finding subsidized housing	50 (16%)	57 (19%)	36 (19%)	58 (18%)
Help getting caregiver support or respite ^a	62 (21%)	70 (24%)	52 (17%)	61 (19%)
Dental care	58 (19%)	31 (10%)	53 (17%)	49 (15%)
Help with housing: home modification	50 (17%)	41 (14%)	39 (14%)	45 (14%)
Help moving into residential care ^a	36 (12%)	42 (14%)	33 (14%)	47 (14%)
Did you contact ADRC to get help with anything else that we did not already cover?	57 (19%)	43 (15%)	37 (12%)	57 (17%)

Note: In 2015, the number of needs identified by participants ranged from 1 to 16, with an average number of 4.9 needs; Family members identified significantly more needs (average 6.00) than consumers (4.54), a pattern similar to 2014. No differences were found between OC and Call Center consumers.

^aFamily members were significantly more likely to indicate this need than consumers ($p \leq .01$)

^bFamily members were more likely to indicate this need than consumers ($p \leq .10$)

^cConsumers were significantly more likely to indicate this need than family ($p \leq .01$)

**Table 1.6 During the past 12 months have you experienced confusion or memory loss?
(Asked first in 2013 to OC consumers only)**

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

Note: In all years, family members were significantly more likely to report confusion or memory loss than consumers.

Table 1.7 Have you received a diagnosis of Alzheimer’s disease?

	Consumer		Family/Friends		Total	
	2014 (n=64)	2015 (n=66)	2014 (n=44)	2015 (n=53)	2014 (n=108)	2015 (n=119)
Yes	8 (12%)	9 (14%)	18 (41%)	26 (49%)	26 (23%)	35 (29%)

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

Part 2. Pathways to the ADRC

Table 2.1 How did you first learn about the ADRC?

	Round 1 (n=247)	Round 2 (n=303)	Round 3 (n=298)	Round 4 (n=283)	Round 5 (n=302)
Referral from another agency	11%	21%	23%	24%	36%
Family ^a	1%	8%	8%	11%	11%
Friend	15%	13%	16%	13%	10%
Recommendation/word of mouth	4%	6%	6%	1%	10%
Hospital/clinic/doctor/nurse	13%	9%	8%	12%	8%
Brochure/flyer	6%	5%	3%	4%	7%
Internet	4%	6%	6%	6%	6%
Phone book ^b	7%	2%	2%	1%	3%
Nursing home/assisted living	4%	2%	3%	2%	-
Media/newspaper/TV/radio	20%	2%	3%	2%	2%
Other (please specify)	15%	20%	22%	24%	11%

Note: 8- 9% each year reported that they did not know.

^aFamily somewhat more likely to report this source than consumers in 2015.

^bConsumers somewhat more likely to report this source than family members in 2015.

Table 2.2 How did you first come in contact with the ADRC?

	Round 1 (n=230)	Round 2 (n=87)	Round 3 (n=283)	Round 4 (n=291)	Round 5 (n=322)
By telephone	66%	59%	60%	62%	61%
Went to the office, in person	17%	21%	16%	16%	24%
They called me	6%	12%	7%	12%	11%
Through the website	1%	1%	3%	1%	2%
Other (please specify)	9%	8%	14%	10%	3%

Table 2.3 [For those whose first contact was by phone] 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)
A person	63%	66%	69%	72%	65%
An answering machine	12%	17%	10%	13%	15%
An automated message system	25%	17%	21%	15%	21%

Table 2.4. When did someone from the ADRC get back to you?

	2011-2012 (n=44)	2012 (n=48)	2013 (n=47)	2014 (n=42)	2015 (n=57)
Response categories in 2011-2012					
On the same day	20%				
In the same week	68%				
More than a week	11%				
Response categories in 2012-2015					
On the same day		15%	21%	32%	26%
The next day		42%	45%	22%	35%
2 to 4 days		29%	23%	32%	30%
5 or more days		15%	11%	14%	9%

Note: Family members (43%) were significantly more likely to get a return call on the same day than consumers (26%) in 2014.

Table 2.5 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)
Prompt and timely	23%	35%	46%	40%	55%
Some wait, but was reasonable	48%	45%	38%	30%	41%
Much too long	29%	21%	17%	30%	4%

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

Table 2.6 Did you ever go to the ADRC building?

	2011-2012 (n=207)	2012 (n=245)	2013 (n=251)	2014 (n= 259)	2015 (n=249)
Yes ^a	39%	41%	32%	34%	31%
If yes, how easy was it to find?	n=118	n=150	n=120	n=129	n=149
Very difficult	1%	2%	--	5%	2%
A little difficult	8%	11%	9%	9%	4%
Somewhat easy	20%	16%	12%	12%	15%
Very easy	72%	71%	78%	74%	79%

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

Table 2.7 How convenient was it for you to go to the ADRC?

	2011-2012 (n=120)	2012 (n=155)	2013 (n=123)	2014 (n=129)	2015 (n=147)
Not at all convenient	7%	4%	3%	5%	6%
Not that convenient	14%	8%	9%	7%	5%
Somewhat convenient	24%	27%	31%	30%	26%
Very convenient	55%	61%	57%	58%	63%

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

Table 2.8 When you first went to the ADRC, how long did you have to wait to see someone?

	2011-2012 (n=121)	2012 (n=152)	2013 (n=120)	2014 (n=129)	2015 (n=145)
Less than 5 minutes	34%	42%	38%	43%	50%
Between 5 and 20 minutes	46%	43%	49%	41%	40%
Longer than 20 minutes	11%	7%	10%	11%	6%
I had to arrange another time to come back	3%	3%	2%	1%	1%
I did not see anyone	2%	5%	2%	4%	3%

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 2.9. Do you think that your wait time to see someone was...

	2011-2012 (n=114)	2012 (n=142)	2013 (n=117)	2014 (n=124)	2015 (n=139)
Short and timely	43%	50%	50%	40%	55%
Some wait, but was reasonable	53%	46%	45%	52%	41%
Much too long	4%	4%	5%	8%	4%

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

Table 2.10 ADRC website

	2011-2012 (n=243)	2012 (n=296)	2013 (n=280)	2014 (n=301)	2015 (n=322)
Participants using the website	n=31; 13%	n=31; 10%	n=44; 16%	n=41; 14%	n=64; 20%
Number of times participants used the website	(n=31)	(n=30)	(n=51)	(n=43)	(n=66)
1 time	29%	20%	33%	33%	23%
2 to 3 times	55%	43%	37%	35%	48%
More than 3 times	16%	37%	29%	33%	29%
Ease of using the website	(n=28)	(n=27)	(n=51)	(n=40)	(n=63)
Very difficult			10%	5%	-3%
A little difficult	14%	7%	12%	15%	14%
Somewhat easy	32%	48%	35%	42%	41%
Very easy	54%	44%	43%	38%	41%

Table 2.11 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)
Very difficult	12%	6%	5%	3%	3%
Somewhat difficult	17%	12%	8%	9%	8%
Somewhat easy	22%	15%	19%	17%	19%
Very easy	49%	67%	68%	71%	71%

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)
None	10%	7%	9%	8%	4%
Some	34%	37%	36%	28%	35%
All	55%	54%	54%	62%	60%
No Information Needed	1%	1%	<1%	2%	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)
Yes	72%	66%	64%	72%	74%

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)
Yes	92%	89%	92%	97%	93%

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

Staff Attributes

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)
Yes	87%	86%	90%	90%	92%

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)
Not at all knowledgeable	3%	3%	2%	2%	2%
Not that knowledgeable	5%	4%	1%	2%	2%
Somewhat knowledgeable	18%	20%	18%	20%	15%
Very knowledgeable	74%	73%	78%	77%	80%

Note: Standard is 85% will report that the ADRC staff person was somewhat or very knowledgeable. Those receiving options counseling (with or without a homevisit) 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)
Not at all respectful	<1%	1%	<1%	<1%	1%
Not that respectful	3%	2%	1%	<1%	1%
Somewhat respectful	10%	9%	6%	9%	6%
Very respectful	87%	88%	93%	90%	92%

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)
Poor	10%	8%	7%	6%	7%
Fair	9%	10%	12%	12%	7%
Good	31%	29%	27%	22%	28%
Excellent	49%	49%	53%	60%	57%

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)
Yes	27%	41%	40%	53%	44%
Percent of OC consumers receiving a home visit	73%	80%	71%	80%	64%
Percent of ADRC call center consumers receiving a home visit	24%	28%	23%	37%	30%

Note: Those who received home visits in 2015 reported significantly more ($p < .001$) needs (5.63 compared to 4.34) and used more services (2.90 compared to 1.98). They also had more favorable outcomes ratings overall (2.60 compared to 2.35; $p = .04$) than those who did not receive a home visit. No differences were found between ratings of those who were OC participants and those who were Call Center participants.

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)
2 days or less	24%	23%	27%	22%	20%
3 to 7 days	40%	50%	42%	44%	48%
More than a week	35%	27%	32%	34%	32%

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)
Short and timely	45%	36%	48%	31%	40%
Some wait, but reasonable	45%	57%	51%	56%	52%
Much too long	9%	7%	6%	13%	9%

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)
Not at all helpful	9%	6%	7%	6%	6%
Not too helpful	6%	4%	3%	4%	4%
Somewhat helpful	21%	19%	22%	24%	18%
Very helpful	64%	71%	68%	66%	72%

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)
Very uncomfortable	4%	1%	1%	2%	2%
A little uncomfortable	2%	3%	3%	3%	2%
Somewhat comfortable	12%	10%	6%	15%	11%
Very comfortable	82%	86%	90%	80%	85%

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)
Yes	56%	61%	61%	64%	57%

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)
Yes	91%	91%	92%	85%	92%

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)
Yes	58%	53%	43%	43%	51%

Trends were maintained from 2013 to 2014

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)
We agreed on almost everything	78%	84%	84%	87%	75%
We agreed more than we disagreed	11%	14%	8%	13%	18%
We disagreed more than we agreed	5%	2%	8%	-	3%

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)
Not at all helpful	14%	3%	8%	-	6%
Not too helpful	3%	--	2%	6%	4%
Somewhat helpful	25%	22%	12%	15%	19%
Very helpful	58%	75%	78%	79%	71%

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)
Poor	10%	8%	6%	4%	7%
Fair	9%	9%	11%	12%	8%
Good	33%	40%	29%	30%	35%
Excellent	48%	43%	53%	53%	51%

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)
More confused and understand less	6%	9%	11%	9%	8%
Understanding is about the same	16%	22%	19%	15%	13%
Better understanding	78%	69%	69%	75%	79%

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)
Poor	9%	6%	3%	3%	5%
Fair	7%	10%	12%	14%5	7%
Good	25%	23%	21%	23%	24%
Excellent	56%	61%	64%	59%	64%

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)
Poor	11%	6%	4%	2%	4%
Fair	6%	6%	8%	14%	6%
Good	29%	32%	30%	29%	34%
Excellent	54%	56%	59%	54%	55%

Note: Standard is 90% report that the Options Counselor listened to their opinions and understood their specific circumstances. Family members had significantly higher ratings (3.60) for this item than consumers (3.33) in 2015 ($p < .05$) and those with concerns about confusion or memory loss also gave higher ratings than those without (3.54 compared to 3.28; $p < .05$)

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)
Poor	6%	6%	4%	2%	5%
Fair	13%	8%	11%	11%	7%
Good	31%	30%	33%	30%	30%
Excellent	50%	56%	52%	57%	58%

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)
No	94%	95%	99%	93%	95%
Yes	6%	5%	1%	7%	5%

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)
No control	5%	7%	4%	8%	8%
A little control	10%	15%	15%	15%	12%
Most of the control	27%	20%	35%	30%	29%
Total control	59%	58%	46%	48%	50%

Note: 56% of consumers reported total control (38% family members). Consumer average rating (3.36) significantly higher than family members (average 2.91; $p < .01$). 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)
No	53%	46%	49%	40%	43%
Yes	47%	54%	51%	60%	57%

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)
No	54%	38%	49%	51%	45%
Yes	46%	62%	51%	49%	55%

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)
Yes	48%	60%	42%	45%	50%

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)
Strongly disagree	5%	3%	4%	6%	6%
Disagree	14%	14%	15%	11%	12%
Agree	46%	47%	51%	48%	45%
Strongly agree	34%	36%	31%	34%	38%

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)
Strongly disagree	6%	8%	5%	8%	8%
Disagree	19%	16%	23%	21%	20%
Agree	48%	52%	46%	48%	42%
Strongly agree	27%	24%	26%	22%	29%

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)
Strongly disagree	8%	4%	7%	8%	7%
Disagree	20%	26%	20%	20%	16%
Agree	42%	42%	50%	50%	47%
Strongly agree	29%	28%	23%	22%	29%

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)
Strongly disagree	4%	2%	8%	6%	5%
Disagree	14%	22%	14%	15%	19%
Agree	51%	48%	49%	55%	42%
Strongly agree	31%	28%	30%	25%	34%

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)
Strongly disagree	10%	8%	9%	10%	6%
Disagree	44%	36%	33%	31%	31%
Agree	28%	42%	41%	44%	40%
Strongly agree	18%	14%	17%	15%	23%

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)
Strongly disagree	18%	7%	8%	6%	10%
Disagree	18%	32%	30%	28%	24%
Agree	47%	44%	44%	54%	48%
Strongly agree	18%	17%	18%	13%	18%

Note: Standard is that 70% of participants report making the most of their personal money and resources. Family members gave significantly higher ratings (2.98) than consumers (2.62; p<.05).

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)
Strongly disagree	4%	14%	3%	12%
Disagree	31%	22%	34%	20%
Agree	48%	46%	37%	43%
Strongly agree	17%	17%	26%	24%

Note: not asked in 2011

Table 4.28 What do you think your circumstances would be now if you had not received information or services through the ADRC? (N=225)

<p>A little Worse (n=28)</p> <ul style="list-style-type: none"> • Not as much information; uninformed • Would have to be exploring services on their own.
<p>Worse emotionally (n=31)</p> <ul style="list-style-type: none"> • Stressed • Distressed, in a Panic • Insecure • Uncomfortable
<p>More difficulty with basic needs (n=55)</p> <ul style="list-style-type: none"> • Wouldn't have help (e.g., through church) • Wouldn't be in own home • Wouldn't have found services needed
<p>Worse physically (n=26)</p> <ul style="list-style-type: none"> • Dead, wouldn't be here • Wouldn't have recovered (rehab) • Worse medical condition

Worse financially (n=52)

- Uninsured
- Funds for daughter to visit
- Wouldn't have food to eat
- Got money back (from insurance, Part B)
- Hospital bills
- Transportation

A lot worse: general (n=24), would be homeless (n=9)

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)
Yes	59%	74%	54%	75%	72%

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)
1	40%	28%	34%	34%	31%
2	23%	32%	22%	30%	27%
3	17%	18%	22%	21%	19%
4	11%	10%	10%	7%	13%
5	5%	6%	7%	6%	6%
6	2%	5%	2%	2%	4%
7	1%	1%	3%	1%	1%
Average	2.3 services	2.5 services	2.5 services	2.3 services	2.48

Note: In 2015 those receiving options counseling services received significantly more services overall than call center participants ($p < .05$). No differences were noted between family and consumers, or between those with and without concerns about confusion or memory loss.

Table 5.3 Services received by ADRC consumers

Services Received	Number & %					Timeliness ^a Mean (SD)					Helpfulness ^b M (SD)				
	2011-12	2012	2013	2014	2015	2011-12	2012	2013	2014	2015	2011-12	2012	2013	2014	2015
Help getting benefits or financial assistance	54 (64%)	64 (58%)	52 (55%)	66 (48%)	68 (46%)	1.69 (.643)	1.61 (.657)	1.78 (.577)	1.50 (.591)	1.64 (.694)	3.85 (.81)	3.63 (.752)	3.80 (.448)	3.65 (.717)	3.85 (.438)
Meals delivered to the home or to a meal site	15 (17%)	35 (31%)	26 (27%)	32 (23%)	35 (24%)	1.13 (.352)	1.12 (.327)	1.35 (.485)	1.45 (.506)	1.37 (.490)	3.86 (.35)	3.74 (.505)	3.81 (.491)	3.75 (.514)	3.91 (.284)
Transportation	19 (22%)	32 (29%)	27 (29%)	21 (15%)	31 (21%)	1.37 (.597)	1.41 (1.27)	1.56 (.577)	1.38 (.669)	1.77 (1.36)	3.74 (.62)	3.88 (4.21)	3.82 (.456)	3.76 (.625)	3.75 (.752)
Information about or help managing your health	27 (32%)	28 (26%)	28 (30%)	44 (33%)	54 (38%)	1.42 (.584)	1.30 (.542)	1.48 (.509)	1.44 (.502)	1.52 (.646)	3.70 (1.07)	3.65 (.562)	3.89 (.424)	3.71 (.508)	3.60 (.700)
Housekeeping	13 (15%)	27 (24%)	16 (17%)	45 (33%)	55 (38%)	1.92 (.793)	1.44 (.577)	1.44 (.651)	1.56 (.629)	1.61 (.695)	3.85 (.81)	3.78 (.506)	3.88 (.342)	3.86 (.354)	3.71 (.764)
Personal care such as bathing	13 (15%)	14 (12%)	12 (13%)	24 (17%)	23 (15%)	1.23 (.439)	1.57 (.646)	1.33 (.651)	1.52 (.665)	1.61 (.656)	3.94 (.24)	4.00 (0)	4.00 (.00)	3.96 (.204)	3.82 (.588)
Access to information about or other benefits	29 (35%)	13 (12%)	40 (43%)	49 (38%)	55 (38%)	1.64 (.757)	1.33 (.474)	1.49 (.560)	1.33 (.560)	1.36 (.525)	3.80 (1.62)	3.54 (.886)	3.64 (.811)	3.65 (.573)	3.69 (.742)
Home modification services	8 (10%)	10 (9%)	11 (12%)	8 (6%)	9 (6%)	1.57 (.535)	1.50 (.527)	1.45 (.688)	1.50 (.535)	1.56 (.527)	3.82 (.40)	3.90 (.316)	3.91 (.302)	3.86 (.378)	3.78 (.441)
Legal assistance or advice	3 (4%)	10 (9%)	11 (12%)	4 (3%)	14 (9%)	1.67 (.597)	1.30 (.48)	1.70 (.483)	1.75 (.957)	1.71 (.726)	4.00 (00)	3.80 (.422)	3.50 (.972)	3.25 (1.50)	3.46 (.967)
Help managing your money or assets ^c	--	3 (3%)	3 (3%)	2 (<2%)	3 (1%)	--	1 (0)	1.33 (.577)	2.00 (1.41)	1.33 (.577)	--	4.00 (0)	3.67 (.577)	3.00 (1.40)	3.67 (.577)

Note: 81 (33%) participants received services in 2011-21; 112 (37%) reported receiving services in 2012. In 2013, 91 (30%) received one or more of the services listed in this table. In 2014, 138 (45%) and in 2015 140 (44%) received services or benefits. Participants who reported receiving services not on this list are not included in these counts. Numbers in the table add up to more than the sample each round because some people received multiple services.

^a **Timeliness:** 1=right away, 2=had to wait, but it was reasonable, 3=much too long; ^b **Helpfulness:** 1=not at all helpful, 2=a little helpful, 3=somewhat helpful, 4=very helpful. ^c Question added in 2012. **Services received.** Those receiving OC services significantly more likely than Call Center get personal care services, housekeeping services, meals at home or at meal site, home modification and transportation services. They were significantly less likely to get help with benefits/financial assistance. **Timeliness.** Consumers rated timeliness of personal care services and information about managing health significantly higher than family members. **Helpfulness.** Consumers rated housekeeping services as more helpful than family members.

Table 5.4 Timeliness of Services

	2011-2012			2012			2013			2014			2015		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back ^a	23%	48%	29%	35%	35%	20%	46%	38%	17%	40%	30%	30%	34%	52%	14%
Seeing someone at the ADRC building ^b	43%	53%	4%	50%	46%	4%	43%	51%	6%	40%	52%	8%	55%	41%	4%
Receive a home visit ^b	45%	45%	9%	36%	57%	7%	43%	51%	6%	31%	56%	13%	40%	52%	9%
Housekeeping services ^b	33%	42%	25%	59%	37%	4%	62%	31%	6%	51%	42%	7%	51%	37%	12%
Home modification ^b	43%	57%	-	50%	50%	0	64%	27%	9%	50%	50%	-	44%	56%	-
Personal care ^b	77%	23%	-	50%	43%	7%	75%	17%	8%	56%	35%	-	48%	43%	9%
Meals services ^b	83%	17%	-	88%	12%	0	65%	35%	-	55%	45%	-	63%	37%	-
Managing health ^b	68%	32%	-	74%	22%	4%	52%	48%	-	56%	44%	-	56%	36%	8%
Benefits, financial assistance ^b	36%	64%	-	48%	42%	9%	29%	63%	8%	55%	41%	5%	49%	39%	12%
Managing money, assets ^b	Not asked in round 1			100%	0%	0	67%	33%	-	50%	-	50%	67%	33%	-
Transportation ^b	70%	25%	5%	78%	19%	0	48%	48%	4%	71%	19%	10%	57%	30%	13%
Legal services ^b	25%	74%	-	70%	30%	0	30%	70%	-	50%	25%	25%	43%	43%	14%
Other benefits ^b	54%	31%	15%	68%	32%	0	62%	28%	10%	72%	24%	4%	66%	32%	2%

Note: ^a Standard is that no more than 15% will report waiting too long for a returned phone call.

^b Standard is that no more than 20% of participants will report waiting too long for services.

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)

Table 6.2. Sample Characteristics Related to Confusion or Memory Loss – 2015

Circumstances	Total Sample (n=314) ^a			
	Confusion or Memory Loss (n=138)		No Confusion or Memory Loss (n=176)	
	Consumer	Family	Consumer	Family
Number	80	58	149	27
Women	51 (64%)	39 (67%)	103 (69%)	19 (70%)
Mean Age ^b	61 years	61 years	63	56
Age Range	19-87	29-89	16-95	16-74
Median Education	Some college or post-secondary education	Associates or technical degree	Some college or post-secondary education	Associates or technical degree
Median Income	\$10,000 - \$20,000	\$40,000 - \$50,000	\$10,000 - \$20,000	\$40,000 - \$50,000
Number/Percent White	67 (84%)	52 (90%)	132 (89%)	24 (89%)

^a14 participants from the total sample did not answer the two questions related to memory loss and are not included in these analyses.

Table 6.3. Sample by Options Counseling and Home Visit Categories - 2015

	Confusion, Memory Loss		No Confusion, Memory Loss		Total N (%)
	Consumer (n=79)	Family (n=58)	Consumer (n=149)	Family (n=26)	
Options Counseling, home visit	24 (30%)	23 (40%)	28 (19%)	9 (35%)	84 (27%)
Options Counseling, no home visit	16 (20%)	8 (14%)	22 (15%)	2 (8%)	48 (15%)
Call Center consumer, home visit	16 (20%)	9 (16%)	22 (15%)	4 (15%)	51 (16%)
Call Center consumer, no home visit	23 (29%)	18 (31%)	77 (52%)	11 (42%)	129 (41%)
Total	79 (99%)	58 (101%)	149 (101%)	26 (100%)	312

Note: Percentages do not add to 100% due to rounding. Consumers with CML significantly more likely to receive options counseling (p<.05).

Table 6.4. Reasons (Needs) for Contacting the ADRC

Service Type	2014		2015	
	Confusion, Memory Loss (n=123)	No Confusion, Memory Loss (n=174)	Confusion, Memory Loss (n=138)	No Confusion, Memory Loss (n=171)
General information/advice ^a	92 (75%)	117 (68%)	109 (80%)	103 (59%)
Physical health needs ^b	81 (66%)	99 (57%)	40 (29%)	76 (43%)
Help at home (making meals, housekeeping, laundry, yard work) ^c	68 (55%)	72 (41%)	73 (53%)	65 (37%)
Help getting food stamps ^d	29 (24%)	58 (34%)	28 (20%)	62 (36%)
Help with Medicaid or paying for medical care	50 (41%)	64 (37%)	58 (43%)	59 (34%)
Help with personal care ^b	62 (50%)	56 (32%)	65 (47%)	47 (27%)
Help with transportation	56 (45%)	56 (32%)	54 (39%)	58 (33%)
Help with medications	20 (27%)	38 (27%)	36 (26%)	35 (20%)
Help paying for energy bills	23 (19%)	34 (20%)	15 (11%)	41 (24%)
Help getting caregiver respite ^a	28 (23%)	24 (14%)	43 (32%)	14 (8%)
Dental care	25 (20%)	28 (16%)	18 (13%)	29 (16%)
Help getting shopping and errands done ^c	52 (42%)	50 (29%)	49 (36%)	43 (25%)
Help with housing: home modification	20 (16%)	18 (10%)	21 (15%)	21 (12%)
Help with housing: Finding subsidized housing ^c	17 (14%)	19 (11%)	28 (20%)	27 (15%)
Help moving into residential care ^b	21 (17%)	11 (6%)	30 (22%)	15 (9%)
Total number of needs (average) ^e	5.94	4.48	5.81 (SD 2.83)	4.20 (SD 2.40)

^a All participants with CML concerns were significantly more likely to report these needs than those without CML in 2015; this was true for family members but not consumers in 2014.

^b Consumers with CML concerns were significantly more likely to report these needs than those without CML concerns; this was opposite in 2014 when family members of those with CML concerns were more likely to report this need.

^c Consumers with CML concerns were significantly more likely to report these needs than those without CML concerns; no differences were noted in 2014.

^d Family members without CML concerns in 2015 were significantly more likely to report this need than those without; these needs are generally identified more often by consumers without CML.

^e Overall, those with CML concerns reported significantly more needs than those without CML, consistent with 2014.

Table 6.5. How did you first learn about the ADRC?

	2014		2015	
	Confusion, Memory Loss (n=116)	No Confusion, Memory Loss (n=160)	Confusion, Memory Loss (n=124)	No Confusion, Memory Loss (n=164)
Referral from another agency ^a	32 (28%)	35 (22%)	43 (35%)	60 (37%)
Friend	12 (10%)	24 (15%)	11 (9%)	20 (12%)
Hospital/clinic/doctor/nurse	12 (10%)	20 (12%)	10 (8%)	15 (9%)
Family ^b	14 (12%)	18 (11%)	19 (15%)	13 (8%)
Nursing home/assisted living	3 (37%)	3 (2%)	-	-
Phone book	--	3 (2%)	2 (2%)	6 (4%)
Recommendation/word of mouth	2 (2%)	2 (2%)	11 (9%)	17 (10%)
Brochure/flyer	6 (5%)	5 (3%)	5 (4%)	3 (2%)
Media/newspaper/TV/radio	1 (1%)	4 (2.5%)	1 (<1%)	5 (3%)
Internet	9 (3%)	7 (4%)	8 (6%)	11 (7%)

Table 6.6. How did you first come in contact with the ADRC?

	Confusion, Memory Loss	No Confusion, Memory Loss	Confusion, Memory Loss	No Confusion, Memory Loss
By telephone ^a	77 (66%)	97 (56%)	80 (59%)	109 (63%)
Went to the office, in person ^b	13 (11%)	31 (19%)	31 (23%)	40 (23%)
They called me ^c	18 (15%)	16 (10%)	18 (13%)	16 (9%)
Through the website	1 (<1%)	1 (1%)	2 (2%)	3 (2%)
Other (please specify)	8 (7%)	20 (12%)	4 (3%)	4 (2%)

^aFamily in the no-CML group were more likely to report first contact was by phone.

^bFamily members and consumers with CML went to the ADRC office as a first contact than those without CML

^cConsumers were more likely to report that someone from the ADRC called them.

Table 6.7. Outcome measures

	2014		2015	
	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)
I am receiving enough support to meet my needs and preferences	2.72 (.974)	2.97 (.738)	2.90 (.954)	2.94 (.842)
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)
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)
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)
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)
I was eventually able to find help that I could afford	2.85 (.923)	2.91 (.771)	2.77 (.72)	2.83 (.904)
Total Outcome Score	2.51 (.825)	2.71 (.696)	2.53 (.904)	2.58 (.832)

Note: 1=strongly disagree, 2=disagree, 3=agree, 4 = strongly agree; unlike in 2014, no significant differences were found on these measures between participants who reported CML and those who did not.

Table 6.8. What do you think your circumstances would be now if you had not received information or services through the ADRC?

	2014		2015	
	Confusion, Memory Loss	No Confusion, Memory Loss	Confusion, Memory Loss	No Confusion, Memory Loss
Worse	65%	61%	68%	68%
Worse emotionally	7%	11%	8%	10%
More difficulty with basic needs	28%	16%	17%	19%
Worse physically	11%	7%	8%	9%
Worse financially	9%	17%	24%	17%
A lot worse: general	4%	11%	7%	8%
A lot worse: would be homeless	2%	3%	2%	3%
Neutral, no difference	21%	33%	23%	26%
Negative ADRC experience; things worse	<1%	8%	2%	6%

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)
Yes	26%	26%	24%	24%	25%

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)
Not at all helpful	10%	7%	8%	6%	6%
Only a little helpful	10%	10%	9%	10%	9%
Somewhat helpful	19%	23%	23%	20%	22%
Very helpful	62%	60%	60%	64%	64%

Note: Options counseling participants rated overall helpfulness significantly higher than call center participants.

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)
Yes	92%	90%	89%	92%	93%

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

Table 7.4 Round 5 Correlations

		needs	Info needed received	# Contacts with ADRC	Under-standing	# services	allstaff	OC Staff	Outcome	Ease of contact	Overall sat
needs	Pearson Correlation	1									
	N	323									
Info needed received	Pearson Correlation	-.06	1								
	N	312	317								
# ADRC contacts	Pearson Correlation	-.13*	.02	1							
	N	320	314	325							
Under-standing about options	Pearson Correlation	.23**	.23**	.03	1						
	N	188	180	187	189						
allservice	Pearson Correlation	.47**	-.01	.09	-.11	1					
	N	139	136	139	88	140					
allstaff	Pearson Correlation	-.03	.24**	-.13*	.31**	-.03	1				
	N	307	302	310	180	138	312				
OC Staff	Pearson Correlation	.03	.35**	-.01	.42*	-.05	.91**	1			
	N	169	163	169	167	85	170	170			
Outcome	Pearson Correlation	.12	.10	.04	.39**	.14	.31**	.39**	1		
	N	193	184	192	189	89	184	170	194		
Easy to contact ADRC	Pearson Correlation	-.004	.15**	.01	.15*	.10	.27**	.27**	.14	1	
	N	312	307	314	182	138	307	168	186	316	
overallsat	Pearson Correlation	-.03	.22**	.03	.61**	.02	.64**	.72**	.53**	.37**	1
	N	318	311	319	186	140	307	168	190	312	322

*p < .05, ** p < .01