

LANE ADRC & All ADRC Comparison Tables

Participants

Table 1. Sample by Options Counseling and Home Visit Categories (2014)

	LANE		2014	
	N= 26	Percent	N=300	Percent
Options Counseling, home visit	1	4%	82	27%
Options Counseling, no home visit	15	58%	19	6%
Call Center consumer, home visit	-		76	25%
Call Center consumer, no home visit	10	39%	123	41%

Pathways, Access to the ADRC

Table 2. Reasons for Contacting the ADRC

Service Type	LANE N (%)	2014 N (%)
General information/advice	18 (69%)	215 (70%)
Physical health needs	17 (65%)	188 (61%)
Help at home (making meals, housekeeping, laundry, yard work)	15 (58%)	147 (48%)
Help getting food stamps	11 (42%)	126 (41%)
Help with Medicaid or paying for medical care	13 (52%)	118 (39%)
Help with Personal Care	11 (42%)	108 (35%)
Help with transportation	12 (46%)	90 (30%)
Help with medications	9 (35%)	114 (37%)
Confusion or memory loss	8 (31%)	80 (26%)
Help paying for energy bills	7 (27%)	69 (23%)
Help getting caregiver respite	2 (8%)	58 (19%)
Dental care	10 (39%)	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	12 (46%)	53 (17%)
Help with housing: home modification	2 (8%)	39 (14%)
Help with housing: Finding subsidized housing	5 (19%)	33 (14%)
Help moving into an assisted living residence, adult foster home, or nursing home	4 (15%)	37 (12%)

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

	LANE (n=26)	2014 All (n=298)
Yes	11 (42%)	109 (37%)

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

	LANE (n=24)	Round 4 (n=283)
Referral from another agency	7 (29%)	24%
Friend	1(4%)	13%
Hospital/clinic/doctor/nurse	2 (8%)	12%
Family	6 (25%)	11%
Nursing home/assisted living	-	2%
Phone book	-	1%
Recommendation/word of mouth	1 (4%)	1%
Brochure/flyer	-	4%
Media/newspaper/TV/radio	2 (8%)	2%
Internet	-	6%
Other (please specify)	5 (21%)	24%

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

	LANE n=25	Round 4 (n=291)
By telephone	19 (76%)	62%
Went to the office, in person	2 (8%)	16%
They called me	2 (8%)	12%
Through the website	0%	1%
Other (please specify)	2 (8%)	10%

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

	LANE (n=16)	2014 (n=153)
A person	11 (69%)	72%
An answering machine	3 (19%)	13%
An automated message system	2 (13%)	15%

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

	LANE (n=3)	2014 (n=42)
On the same day	-	32%
The next day	-	22%
2 to 4 days	2 (67%)	32%
5 or more days	1 (33%)	14%

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

	LANE (n=5)	2014 (n=40)
Prompt and timely	-	40%
Some wait, but was reasonable	2 (40%)	30%
Much too long	3 (60%)	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?

	LANE (n=24)	2014 (n= 259)
Yes	33%	34%
	n=8	N=129
If yes, how easy was it to find?		
Very difficult	-	5%
A little difficult	1 (10%)	9%
Somewhat easy	2 (20%)	12%
Very easy	7 (70%)	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?

	LANE (n=10)	2014 (n=129)
Not at all convenient	-	5%
Not that convenient	2 (20%)	7%
Somewhat convenient	4 (40%)	30%
Very convenient	4 (40%)	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?

	LANE (n=10)	2014 (n=129)
Less than 5 minutes	1 (10%)	43%
Between 5 and 20 minutes	7 (70%)	41%
Longer than 20 minutes	1 (10%)	11%
I had to arrange another time to come back	-	1%
I did not see anyone	1 (10%)	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...

	LANE (n= 9)	2014 (n=124)
Short and timely	5 (56%)	40%
Some wait, but was reasonable	4 (44%)	52%
Much too long	-	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?

	LANE (n= 25)	2014 (n=271)
Yes	22 (88%)	90%

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

	LANE (n=25)	2014 (n=293)
Not at all knowledgeable	-	2%
Not that knowledgeable	-	2%
Somewhat knowledgeable	5 (20%)	20%
Very knowledgeable	20 (80%)	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?

	LANE (n=25)	2014 (n=296)
Poor	1 (4%)	6%
Fair	4 (16%)	12%
Good	6 (24%)	22%
Excellent	13 (52%)	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?

	LANE (n=26)	2014 (n=293)
Yes	17 (65%)	72%

Table 17. Were the materials relevant to your concerns?

	LANE (n=26)	2014 (n=206)
Yes	65%	97%

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

Table 18. Timeliness of Services

	LANE (%)			2014 (%)		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back ^a	-	2 (40%)	3 (60)%	40%	30%	30%
Seeing someone at the ADRC building ^b	5 (56%)	4 (44%)	-	40%	52%	8%
Receive a home visit ^b		11 (73%)	4 (27%)	31%	56%	13%
Housekeeping services ^b	-	1 (100%)	-	51%	42%	7%
Home modification ^b	-	-	-	50%	50%	-
Personal care ^b	-	-	-	56%	35%	-
Meals services ^b	1 (50%)	1 (50%)	-	55%	45%	-
Managing health ^b	-	1 (100%)	-	56%	44%	-
Benefits, financial assistance ^b	2 (40%)	2 (40%)	1 (20%)	55%	41%	5%
Managing money, assets ^b	1 (100%)	-	-	50%	-	50%
Transportation ^b	1 (100%)	-	-	71%	19%	10%
Legal services ^b	-	-	1 (100%)	50%	25%	25%
Other benefits ^b	2 (67%)	1 (33%)	-	72%	24%	4%

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.

Overall ADRC Experience

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

	LANE (n=25)	2014 (n=299)
Not at all respectful	-	<1%
Not that respectful	-	<1%
Somewhat respectful	3 (12%)	9%
Very respectful	22 (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?

	LANE (n=26)	2014 (n=299)
None	4 (15%)	8%
Some	7 (27%)	28%
All	14 (54%)	62%
No Information Needed	1 (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?

	LANE (n=25)	2014 (n=300)
Very difficult	-	3%
Somewhat difficult	5 (20%)	9%
Somewhat easy	5 (20%)	17%
Very easy	15 (60%)	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?

	LANE (n=9)	2014 (n=134)
Yes	8 (89%)	75%

Table 23. Services received by ADRC consumers

Services Received	Number & %	
	LANE	2014
Help getting benefits or financial assistance	5 (63%)	66 (48%)
Meals delivered to the home or to a meal site	2 (22%)	32 (23%)
Transportation	1 (11%)	21 (15%)
Information about or help managing your health	2 (25%)	44 (33%)
Housekeeping	1 (11%)	45 (33%)
Personal care such as bathing	-	24 (17%)
Access to information about or other benefits	3 (38%)	49 (38%)
Home modification services	-	8 (6%)
Legal assistance or advice	1 (11%)	4 (3%)
Help managing your money or assets	1 (13%)	2 (<2%)

Table 24. Total Number of services received

Total number	LANE	2014 (n=128) (based on list of 10 services)
1	3 (43%)	34%
2	1 (14%)	30%
3	2 (29%)	21%
4	-	7%
5	1 (14%)	6%
6	-	2%
7	-	1%
Average	1.8 services	2.3 services

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

	LANE (n=23)	2014 (n=295)
Yes	6 (26%)	24%

Overall Satisfaction

Table 26. Overall, how helpful was the ADRC?

	LANE (n=25)	2014 (n=301)
Not at all helpful	2 (8%)	6%
Only a little helpful	4 (15%)	10%
Somewhat helpful	3 (12%)	20%
Very helpful	16 (64%)	64%

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

	LANE (n=24)	2014 (n=297)
Yes	92%	92%