

Final Report
2015

Consumer Satisfaction with Aging & Disability Resource Connection: Round 4

Appendix B: Tables

Submitted to
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Table 1. Round 4 Sample Distribution

	Pilot Sites		Multnomah Washington Columbia Clackamas		Emerging ADRCs		Total	
	Total Sub- sample	Completed N %	Total sub- sample	Completed N %	Total Sub- sample	Completed N %	Sample N	Completed N %
Options Counseling	52	19 (36%)	196	59 (43%)	71	24 (34%)	319	102 (32%)
Call Center (I&A)	388	80 (26%)	283	68 (24%)	301	56 (19%)	972	204 (21%)
Total	440		479		372		1,291	306

Table 2. Sample Characteristics

Participants	Total Sample (N=306)			
	Consumer		Family/Friend/Neighbor	
	#	%	#	%
Number	222	72%	84 (74 family; 10 friends/neighbors)	28%
Women	172	78%	67	80%
Mean Age	66		58	
Age Range	29-92		23-86	
Median Education	Some college		Some college	
Median Income	\$10,000-\$20,000		\$30,000-\$40,000	
Number/Percent White	191	86%	74	88%
Concern about memory loss/confusion	37	17%	32	38%

Table 3. Sample by Options Counseling and Home Visit Categories (2012, 2013, & 2014)

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

Table 4. Reasons for Contacting the ADRC

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

Note: In 2014, the number of needs identified by participants ranged from 1 to 13, with an average number of 5.12 needs; Family members identified significantly more needs (average 5.81) than consumers (4.86).

^aFamily members were more likely to indicate this need than consumers

^bConsumers were more likely to indicate this need than family members

**Table 5. 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)	2013 (n=25)	2014 (n=80)	2013 (n=94)	2014 (n=298)
Yes	20 (29%)	64 (29%)	12 (48%)	45 (56%)	32 (34%)	109 (37%)

Note: Family members (and friends & neighbors) were significantly more likely to report confusion or memory loss than consumers. Half of the neighbors and friends who contacted the ADRC had concerns about memory loss.

Table 6. Have you received a diagnosis of Alzheimer’s disease?

	Consumer	Family/Friends	Total
	2014 (n=64)	2014 (n=44)	2014 (n=108)
Yes	8 (12%)	18 (41%)	26 (23%)

Note: Family/neighbors were significantly more likely to report a diagnosis of Alzheimer’s disease than consumers.

Table 7. How did you first learn about the ADRC?

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

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

^aConsumers somewhat more likely to report this source than family members in 2014.

^bFamily members somewhat more likely to report this source than consumers in 2014.

Table 8. 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)
By telephone	66%	59%	60%	62%
Went to the office, in person ^a	17%	21%	16%	16%
They called me ^a	6%	12%	7%	12%
Through the website	1%	1%	3%	1%
Other (please specify) ^a	9%	8%	14%	10%

Table 9. ADRC website

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

Table 10. [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)
A person	63%	66%	69%	72%
An answering machine	12%	17%	10%	13%
An automated message system	25%	17%	21%	15%

Table 11. When did someone from the ADRC get back to you?

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

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

Table 12. Do you think that the ADRC's response time was . . .

	2011-2012 (n= 48)	2012 (n=49)	2013 (n=48)	2014 (n=40)
Prompt and timely	23%	35%	46%	40%
Some wait, but was reasonable	48%	45%	38%	30%
Much too long	29%	21%	17%	30%

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

Table 13. Did you ever go to the ADRC building?

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

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

Table 14. How convenient was it for you to go to the ADRC?

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

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

Table 15. 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)
Less than 5 minutes	34%	42%	38%	43%
Between 5 and 20 minutes	46%	43%	49%	41%
Longer than 20 minutes	11%	7%	10%	11%
I had to arrange another time to come back	3%	3%	2%	1%
I did not see anyone	2%	5%	2%	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 16. Do you think that your wait time to see someone was...

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

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

Table 17. 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)
Yes	87%	86%	90%	90%

Table 18. How knowledgeable was this person about helpful resources and services?

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

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

Table 19. 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)
Poor	10%	8%	7%	6%
Fair	9%	10%	12%	12%
Good	31%	29%	27%	22%
Excellent	49%	49%	53%	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 20. Did you receive written materials?

	2011-2012 (n=235)	2012 (n=288)	2013 (n=289)	2014 (n=293)
Yes	72%	66%	64%	72%

Table 21. Were the materials relevant to your concerns?

	2011-2012 (n=162)	2012 (n=178)	2013 (n=180)	2014 (n=206)
Yes	92%	89%	92%	97%

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

Table 22. Timeliness of Services

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

Table 24. How respectful was the person with whom you worked the most?

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

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

Table 25. 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)
None	10%	7%	9%	8%
Some	34%	37%	36%	28%
All	55%	54%	54%	62%
No Information Needed	1%	1%	<1%	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. In 2014, call center consumers with no home visits were significantly less likely to get all of the information they needed.

Table 26. If you needed to contact ADRC, how easy would that be?

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

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

Table 27. Did someone from the ADRC come to your home?

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

Note: Those who received home visits in 2014 reported significantly more needs 5.7 compared to 4.44), used more services (2.62 compared to 1.74), and gave overall more favorable outcomes ratings (2.64 compared to 2.21) than those who received Call Center services only.

Table 28. 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)
2 days or less	24%	23%	27%	22%
3 to 7 days	40%	50%	42%	44%
More than a week	35%	27%	32%	34%

Table 29. 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)
Short and timely	45%	36%	48%	31%
Some wait, but reasonable	45%	57%	51%	56%
Much too long	9%	7%	6%	13%

Table 30. 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)
Not at all helpful	9%	6%	7%	6%
Not too helpful	6%	4%	3%	4%
Somewhat helpful	21%	19%	22%	24%
Very helpful	64%	71%	68%	66%

Table 31. 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)
Very uncomfortable	4%	1%	1%	2%
A little uncomfortable	2%	3%	3%	3%
Somewhat comfortable	12%	10%	6%	15%
Very comfortable	82%	86%	90%	80%

Table 32. 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)
Yes	56%	61%	61%	64%

Table 33. Did you agree with them that you had additional needs?

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

Table 34. 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)
Yes	58%	53%	43%	43%

Trends were maintained from 2013 to 2014

Table 35. 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)
We agreed on almost everything	78%	84%	84%	87%
We agreed more than we disagreed	11%	14%	8%	13%
We disagreed more than we agreed	5%	2%	8%	-

Table 36. How helpful was meeting together with the person from the ADRC?

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

Table 37. 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)
Poor	10%	8%	6%	4%
Fair	9%	9%	11%	12%
Good	33%	40%	29%	30%
Excellent	48%	43%	53%	53%

Note: Standard is 80% will report that the ADRC staff was good or excellent in helping to understand the service system. Standard met. OC consumers/family members gave significantly higher ratings (3.43) for this item than Call Center consumers/family members (3.16) in 2014.

Table 38 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)
More confused and understand less	6%	9%	11%	9%
Understanding is about the same	16%	22%	19%	15%
Better understanding	78%	69%	69%	75%

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

Table 39. 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)
Poor	9%	6%	3%	3%
Fair	7%	10%	12%	14%
Good	25%	23%	21%	23%
Excellent	56%	61%	64%	59%

Note: Standard is 80% of consumers report the options counselor helped them explore the choice available to them and their family members. OC consumers/family members gave significantly higher ratings (3.57) than Call Center consumers (3.28) for this item in 2014.

Table 40. 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)
Poor	11%	6%	4%	2%
Fair	6%	6%	8%	14%
Good	29%	32%	30%	29%
Excellent	54%	56%	59%	54%

Note: Standard is 90% report that the Options Counselor listened to their opinions and understood their specific circumstances. Family members had significantly higher ratings (3.54) for this item than consumers (3.27) in 2014.

Table 41. How would you rate this person in supporting your decisions?

	2011-2012 (n=68)	2012 (n=130)	2013 (n=142)	2014 (n=173)
Poor	6%	6%	4%	2%
Fair	13%	8%	11%	11%
Good	31%	30%	33%	30%
Excellent	50%	56%	52%	57%

Note: Standard is 80% of consumers rate the options counselor as good or excellent in supporting them in their decisions. OC consumers/family members gave y higher ratings for this item than Call Center consumers/family members in 2014, although not significant at the .05 level (p = .06).

Table 42. 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)
No	94%	95%	99%	93%
Yes	6%	5%	1%	7%

Note: Consumers gave significantly higher ratings than family members; OC consumers/family members gave significantly higher ratings than call center consumers/family members.

Table 43. 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)
No control	5%	7%	4%	8%
A little control	10%	15%	15%	15%
Most of the control	27%	20%	35%	30%
Total control	59%	58%	46%	48%

Table 44. 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)
No	53%	46%	49%	40%
Yes	47%	54%	51%	60%

Table 45. 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)
No	54%	38%	49%	51%
Yes	46%	62%	51%	49%

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. In 2014, Consumers (53%) were significantly more likely than family (40%) to report receiving a follow up call. OC consumers/family members (56%) were significantly more likely than Call Center consumers/family members (40%) to report receiving a follow up call.

Table 46. 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)
Yes	48%	60%	42%	45%

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

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

Table 48. I am receiving enough support to meet my needs and preferences.

	2011-2012 (n=59)	2012 (n=128)	2013 (n=133)	2014 (n=167)
Strongly disagree	6%	8%	5%	8%
Disagree	19%	16%	23%	21%
Agree	48%	52%	46%	48%
Strongly agree	27%	24%	26%	22%

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

Table 49. 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)
Strongly disagree	8%	4%	7%	8%
Disagree	20%	26%	20%	20%
Agree	42%	42%	50%	50%
Strongly agree	29%	28%	23%	22%

Note: In 2012 consumers were significantly more likely to strongly agree and family members more likely to disagree or strongly disagree. In 2013, there were no significant differences in family and consumer responses. In 2014 consumers once again provided higher ratings than family members. OC consumers/family members also gave significantly higher ratings than Call Center participants who received home visits.

Table 50. 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)
Strongly disagree	4%	2%	8%	6%
Disagree	14%	22%	14%	15%
Agree	51%	48%	49%	55%
Strongly agree	31%	28%	30%	25%

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

Table 51. 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)
Strongly disagree	10%	8%	9%	10%
Disagree	44%	36%	33%	31%
Agree	28%	42%	41%	44%
Strongly agree	18%	14%	17%	15%

Note: In 2012, family members much more likely to disagree or strongly disagree with this statement. In 2013, there were no significant differences. In 2014, consumers once again rated this item significantly higher than family members.

Table 52. 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)
Strongly disagree	18%	7%	8%	6%
Disagree	18%	32%	30%	28%
Agree	47%	44%	44%	54%
Strongly agree	18%	17%	18%	13%

Note: Standard is that 70% of participants report making the most of their personal money and resources. Options counseling participants rated this significantly higher than call center participants in 2014.

Table 53. I was eventually able to find help that I could afford.

	2012 (n=113)	2013 (n=125)	2014 (n=155)
Strongly disagree	4%	14%	3%
Disagree	31%	22%	34%
Agree	48%	46%	37%
Strongly agree	17%	17%	26%

Note: not asked in 2011

Table 54. What do you think your circumstances would be now if you had not received information or services through the ADRC? (N=305)

<p>A little Worse (n=16)</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=32)</p> <ul style="list-style-type: none"> • Stressed • Distressed, in a Panic • Insecure • Uncomfortable. • <p>More difficulty with basic needs (n=49)</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=22)</p> <ul style="list-style-type: none"> • Dead, wouldn't be here • Wouldn't have recovered (rehab) • Worse medical condition <p>Worse financially (n=52)</p> <ul style="list-style-type: none"> • Uninsured • Funds for daughter to visit • Wouldn't have food to eat • Got money back (from insurance, Part B) • Hospital bills • Transportation <p>A lot worse: general (n=33), would be homeless (n=9)</p>

Table 55. 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)
1	40%	28%	34%	34%
2	23%	32%	22%	30%
3	17%	18%	22%	21%
4	11%	10%	10%	7%
5	5%	6%	7%	6%
6	2%	5%	2%	2%
7	1%	1%	3%	1%
Average	2.3 services	2.5 services	2.5 services	2.3 services

Note: In 2014, options counseling consumers/family members reported receiving an average of 2.66 services, which was significantly higher than the average of 2.05 services reported by Call Center consumers/family members.

Table 56. Services received by ADRC consumers

Services Received	Number & %				Timeliness ^a Mean (SD)				Helpfulness ^b M (SD)			
	2011-12	2012	2013	2014	2011-12	2012	2013	2014	2011-12	2012	2013	2014
Help getting benefits or financial assistance	54 (64%)	64 (58%)	52 (55%)	66 (48%)	1.69 (.643)	1.61 (.657)	1.78 (.577)	1.50 (.591)	3.85 (.81)	3.63 (.752)	3.80 (.448)	3.65 (.717)
Meals delivered to the home or to a meal site	15 (17%)	35 (31%)	26 (27%)	32 (23%)	1.13 (.352)	1.12 (.327)	1.35 (.485)	1.45 (.506)	3.86 (.35)	3.74 (.505)	3.81 (.491)	3.75 (.514)
Transportation	19 (22%)	32 (29%)	27 (29%)	21 (15%)	1.37 (.597)	1.41 (1.266)	1.56 (.577)	1.38 (.669)	3.74 (.62)	3.88 (4.21)	3.82 (.456)	3.76 (.625)
Information about or help managing your health	27 (32%)	28 (26%)	28 (30%)	44 (33%)	1.42 (.584)	1.30 (.542)	1.48 (.509)	1.44 (.502)	3.70 (1.07)	3.65 (.562)	3.89 (.424)	3.71 (.508)
Housekeeping	13 (15%)	27 (24%)	16 (17%)	45 (33%)	1.92 (.793)	1.44 (.577)	1.44 (.651)	1.56 (.629)	3.85 (.81)	3.78 (.506)	3.88 (.342)	3.86 (.354)
Personal care such as bathing	13 (15%)	14 (12%)	12 (13%)	24 (17%)	1.23 (.439)	1.57 (.646)	1.33 (.651)	1.52 (.665)	3.94 (.24)	4.00 (0)	4.00 (.00)	3.96 (.204)
Access to information about or other benefits	29 (35%)	13 (12%)	40 (43%)	49 (38%)	1.64 (.757)	1.33 (.474)	1.49 (.560)	1.33 (.560)	3.80 (1.62)	3.54 (.886)	3.64 (.811)	3.65 (.573)
Home modification services	8 (10%)	10 (9%)	11 (12%)	8 (6%)	1.57 (.535)	1.50 (.527)	1.45 (.688)	1.50 (.535)	3.82 (.40)	3.90 (.316)	3.91 (.302)	3.86 (.378)
Legal assistance or advice	3 (4%)	10 (9%)	11 (12%)	4 (3%)	1.67 (.597)	1.30 (.48)	1.70 (.483)	1.75 (.957)	4.00 (00)	3.80 (.422)	3.50 (.972)	3.25 (1.50)
Help managing your money or assets ^c	--	3 (3%)	3 (3%)	2 (<2%)	--	1 (0)	1.33 (.577)	2.00 (1.41)	--	4.00 (0)	3.67 (.577)	3.00 (1.40)

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%) 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.

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

^bHelpfulness: 1=not at all helpful, 2=a little helpful, 3=somewhat helpful, 4=very helpful

^c Question added in 2012

Table 57. 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)
Yes	59%	74%	54%	75%

Table 58. Do you have concerns that the ADRC has not addressed?

	2011-2012 (n=81)	2012 (n=109)	2013 (n=93)	2014 (n=295)
Yes	26%	26%	24%	24%

Table 59. Overall, how helpful was the ADRC?

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

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

Table 60. Would you recommend the ADRC to a friend or family member?

	2011-2012 (n=241)	2012 (n=295)	2013 (n=294)	2014 (n=297)
Yes	92%	90%	89%	92%

Table 61. Round 4 Correlations

		needs	Information needed received	# contacts with ADRC	Under-standing	# services	allstaff	OCstaff	outcome	Ease of contact	Overall sat.
Needs	Pearson Correlation	1									
	N	298									
Info needed received	Pearson Correlation	-.133*	1								
	N	291	299								
# ADRC contacts	Pearson Correlation	-.012	-.033	1							
	N	292	293	300							
Under-standing about options	Pearson Correlation	.010	-.157*	.006	1						
	N	167	168	168	171						
All service	Pearson Correlation	.499**	-.133	.122	-.006	1					
	N	127	125	126	83	128					
All staff	Pearson Correlation	-.027	.215**	.022	.468**	.066	1				
	N	281	282	284	171	125	288				
OC staff	Pearson Correlation	-.036	.256**	-.028	.547**	.141	.943**	1			
	N	160	161	162	160	79	164	164			
Outcome	Pearson Correlation	.020	.169*	.126	.329**	.454**	.320**	.390**	1		
	N	171	172	172	170	84	174	163	175		
Easy to contact ADRC	Pearson Correlation	-.080	.236**	.055	.425**	-.075	.489**	.475**	.148*	1	
	N	293	293	295	170	128	285	163	174	300	
Overall satisfaction	Pearson Correlation	-.031	.322**	-.036	.492**	.037	.707**	.726**	.389**	.432**	1
	N	293	294	296	171	127	288	164	174	297	301

Note: *p < .05, ** p < .01