

Final Report
2015

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

Part 3. Information and Referral/Assistance

Submitted to
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Part 3. Information and Referral/Assistance

Good information and referral and assistance (I&R/A) requires knowledgeable staff who communicate clearly with callers. This involves helping callers to understand the service system and providing clear explanations about how to get the help needed. Good service also involves providing relevant materials about resources available and timely access to needed services. Standards established for I&R/A services through the ADRC included that 90% of the participants who received written materials would find them relevant, that 85% of participants would report that staff were knowledgeable and that they were good or excellent at explaining how to get help and information needed, and 80% would describe the staff as good or excellent in helping them understand the service system. Finally, no more than 20% of participants would report waiting “much too long” to receive services.

Materials and other information. Most of the participants indicated that they received all (62%) or some (28%) of the information they needed when they contacted the ADRC (Table 24, Appendix B). The responses were similar whether the participant or participant’s family member received Options Counseling or Call Center services only. Similarly, no differences in responses were found between consumers and family members.

Most (72%) participants received materials after contacting the ADRC. Of those, virtually all (97%) reported the materials were relevant to their concerns, easily meeting the ADRC standard of 90% (Tables 20 & 21).

Satisfaction with Staff

Staff attributes. Satisfaction with services are typically associated with relationships with staff. We asked all participants a series of questions about the person “from the ADRC that you worked with the most.” Because consumers of Options Counseling services and consumers of Call Center services were included, it is not possible to determine which type of staff

participants rated. We did conduct analyses to determine if there were differences between responses of OC consumers and Call Center only consumers. We also continued to examine differences in consumer and family responses. We note statistically significant differences between consumer and family below when they occurred.

A focus of the survey was to determine how well ADRC staff provide person-centered services and the extent to which services are based on the unique circumstances of the caller. One indicator is whether participants feel listened to and understood. To tap this, we asked whether the staff at the ADRC spent enough time with them to understand their concerns. As shown in Table 17, the overwhelming majority of participants (90%) continue to report that the staff person they talked with had spent enough time with them, the same percentage as in 2013. Virtually all participants indicated the person they talked with was very knowledgeable (77%) or somewhat knowledgeable (20%), easily meeting the benchmark of 85% overall (Table 18).

The majority of participants (60%) rated staff as excellent in explaining how to get the help that they needed and another 22% rated them good (Table 19). However, responses fell short of meeting the standard that 85% of consumers would give positive ratings; 18% assigned ratings of fair or poor. Consistent with previous surveys, virtually all participants indicated that the person from the ADRC was very respectful (90%) or somewhat respectful (9%), easily passing the 85% standard (Table 23).

Conclusions and Recommendations

I&R staff are generally doing a great job providing relevant and useful information to consumers and family members. Participants find them to be respectful and knowledgeable. A majority find staff excellent at explaining services, but a significant proportion have trouble understanding the information provided. This may be related to the broad scope of needs experienced by these participants. Recommendations for I&R/A are (see also, conclusions related to Part 5, Service Use):

- Continue the good work in being respectful and informative.
- Continue efforts to communicate about how to get help, understanding that for many participants, the service system is an unknown world.