

Final Report
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Consumer Satisfaction with Aging & Disability Resource Connection of Oregon: Round 5

Part 5. Streamlined Access for Public Programs

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Consumer Satisfaction with Aging & Disability Resource Connection (ADRC) Services: Round 5

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Part 5. Public Programs and Assistance

The services described in this report addressed the issue of streamlined eligibility determination for public programs. All participants – both Call Center and Options Counseling (OC) participants – were asked what decisions they had made after their contact with the ADRC and whether these decisions resulted in services. Some participants had not yet made decisions and others were in the process of seeking and obtaining services.

One hundred forty-six (44%) participants decided to seek services in 2015, an increase from 93 (30%) in 2014. Many (72 %) indicated that they received assistance completing paper work necessary to apply for services (Table 5.1¹, Appendix B); this

[I decided] to stay in my home and put the grab bars in.

[I was able to start] plans to cover my pharmaceuticals as well as my housing situation

[I received] Help with the medical procedures. Recently it's been very helpful to my medical wellbeing. Rides to the doctor are offered. Overall [I have had] a good experience and am happy for the help.

[The help from the ADRC is] Enabling my parents to stay at home [with] meals provided.

[I decided] To get assistance, Medicare, and to work with them in the future.

[The ADRC] helped us get the assistance we needed on housing, utility bills, and caregivers.

[I decided to] Pursue getting food stamps and communicate if I needed help later on.

[I decided to] follow the guidelines to...use options in the community, and [use] mental health resources.

¹ Tables 5.1 – 5.4 are presented at the end of this report; all tables are listed in Appendix B

represents a slight decrease from Round 4 where 75% reported help with paper work. Some of the services consumers received are discussed in the comments above.

Not surprisingly, OC consumers were significantly more likely to receive assistance than Call Center consumers. When read a list of 10 services, 140 participants who sought services reported receiving at least one service, representing 43% of the total sample. Many participants received more than one service; the average number was 2.48 (Table 5.2). About 25% received 4 or more services, an increase over prior years of those in this high use category. As found in previous surveys, OC participants received significantly more services. In 2015 OC participants averaged 2.90 services compared to 1.98 services reported by Call Center consumers and family members. As in previous years, fewer participants reported receiving services than reported needing assistance. This gap, however, is continuing to decrease.

Consistent with past findings, the service received by most participants was help getting benefits or financial assistance. About half (46 %) received this service, which represents a steady decline from all previous survey years (Table 5.3). In 2015, the next most frequently received services (38%) were gaining access to information about other benefits and housekeeping. For both services, this was an increase from 2014. About one fourth (24%) received meals delivered to their homes or dined at a meal site, a slight increase from 2014. Transportation service use increased from a low of 15% in 2014 to 21% in 2015. Although a significant increase, transportation use in 2015 is still lower than the high of 29% seen in Survey Rounds 2 and 3. Fewer than 10% received services such as help managing money, legal assistance, or home modification. These are services have consistently had low levels of use throughout the previous five years.

Consumers responded to an open-ended question about decisions made as a result of their involvement with the ADRC. Their comments are reported below and throughout this section of the report.

All my questions were cleared up. I continue to call them if I have any questions. I felt comfortable and trusted the person with whom I worked with and had a pleasant experience.

[I decided] To follow the guidelines for getting help, and use options in the community and mental health resources.

[I] Made a good decisions, and a lot of them.

[The ADRC] helped me to be more aware of what is available for my needs.

I did what I needed to do with the information I was given, applying for different [services] for myself.

Most participants indicated that services were received in a timely manner (Tables 5.3, 5.4). For many services, 90% or more of the participants indicated services began promptly or within a reasonable amount of time. The consumer-based standard for timeliness of receiving a call back from the ADRC was achieved for the first time in 2015. Round 5 also saw improvements in timeliness of services for seeing someone at the ADRC building, receiving a home visit, managing money and assets, and finding legal services.

Average scores related to timeliness showed improvements for meals delivered to home or meal site, and getting help managing money or assets. In contrast, participants reported increased wait times for help getting benefits, transportation, managing health, and personal care services (Table 5.3).

Ratings of helpfulness continue to be high. Although helpfulness scores have fluctuated over time, helpfulness scores increased in almost all categories from 2014 levels. Services rated most helpful were 1) meals delivered to the home or meal site, 2) help getting benefits or financial assistance, and 3) personal care (Table 5.2). Helpfulness scores declined somewhat for housekeeping and home modification. It should be noted that in 2015, fewer participants received transportation services (n=31), personal care services (n=23), legal services (n=14), home modification services (n=9), or help managing money or assets (n=3).

Conclusions and Recommendations

It is evident that ADRCs are providing necessary and valuable services. Most consumers found the support they received was helpful. Overall, more services are being received than in previous years. Although the gap between the need for services and services received remains, it appears to be narrowing. Consumer-based standards for timeliness have been met, though a slight decrease timelessness ratings were found for some key services, including housekeeping services, transportation, managing health, and receiving benefits or financial assistance. This suggests the ADRCs and their partners may be experiencing difficulties addressing the increasing level of need in these areas.

Recommendations include:

- Continue efforts to eliminate the gap between needs and services.
- Increase capacity to provide housekeeping services, home modifications, transportation, health management support, and financial services.
- Continue efforts to return consumers' calls and provide services a timely manner.

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%	55%	-
Personal care ^b	77%	23%	-	50%	43%	7%	75%	17%	8%	56%	35%	-	48%	44%	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%	54%	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%	55%	29%	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.