

LANE Council of Government ADRC & All ADRC Comparison Tables

These tables supplement the Final Report of the ADRC Consumer Satisfaction Report, completed in June 2019. These tables compare ratings provided by consumers served by the Lane Council of Governments (Lane) with the total number of consumers answering each question. Occasionally, numbers are listed in the tables in addition to percentages. This is because the numbers are so small for those tables that percentages would not be as meaningful as the number. These tables cover only 2019. To examine trends over time for the entire ADRC program and to assist in interpretation of the site specific information, please refer to the final report.

Participants

Table 1. Sample by Options Counseling and Home Visit Categories (2019)

	LANE		2019	
	n=45	Percent	N=343	Percent
Options Counseling, home visit	11	24%	59	17%
Options Counseling, no home visit	2	4%	30	9%
Call Center consumer, home visit	7	16%	78	23%
Call Center consumer, no home visit	25	56%	176	51%

Pathways, Access to the ADRC

Table 2. Reasons for Contacting the ADRC

Service Type	LANE (n%)	2019 N (%)
Physical health needs	30 (67%)	258 (71%)
General information/advice	28 (62%)	227 (64%)
Help at home (making meals, housekeeping, laundry, yard work)	20 (44%)	159 (44%)
Help with Personal Care	18 (40%)	156 (44%)
Help with Medicaid or paying for medical care	15 (33%)	143 (40%)
Falls	13 (28%)	128 (40%)
Help with transportation	20 (44%)	139 (38%)
Help getting shopping and errands done	20 (44%)	128 (36%)
Help with medications	16 (35%)	132 (36%)
Help getting food stamps	14 (30%)	105 (29%)
Confusion or memory loss	14 (30%)	102 (28%)
Help getting new medical equipment or assistive devices	7 (15%)	102 (28%)
Help paying for energy bills	8 (17%)	93 (26%)
Help getting caregiver respite	9 (20%)	82 (23%)
Worries about eviction from current home or homelessness	7 (15%)	70 (20%)
Help with housing: Finding subsidized housing	10 (22%)	72 (20%)
Dental care	6 (13%)	66 (18%)
Help with housing: home modification	2 (4%)	69 (19%)
Help moving into residential care	7 (15%)	53 (15%)
Abuse or neglect	3 (6%)	35 (10%)
Did you contact ADRC to get help with anything else that we did not already cover	10 (13%)	60 (18%)

Table 3. Areas of abuse or neglect that are of concern

Type	LANE n (%)	2019 N (%)
Physical abuse	2 (67%)	14 (40%)
Emotional abuse	2 (67%)	30 (88%)
Financial exploitation*	3 (100%)	20 (57%)
Sexual abuse	-	7 (22%)
Neglect	1 (33%)	22 (69%)
Abandonment	1 (33%)	15 (47%)

Table 4. During the past 12 months have you experienced confusion or memory loss?

	LANE (n=45)	2019 (n=111)
Yes	49%	36%

Table 5. When you called the ADRC, was the phone answered by...

	LANE (n=33)	2019 (n=275)
A person	19 (58%)	66%
An answering machine	5 (15%)	14%
An automated message system	9 (27%)	20%

Table 6. When did someone from the ADRC get back to you?

	LANE (n=11)	2019 (n=85)
On the same day	1 (9%)	22%
The next day	4 (36%)	26%
2 to 4 days	3 (27%)	28%
5 or more days	3 (27%)	24%

Table 7. Do you think that the ADRC's response time was...

	LANE (n=14)	2019 (n=90)
Prompt and timely	3 (21%)	28%
Some wait, but was reasonable	5 (36%)	43%
Much too long	6 (43%)	29%

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

Information & Assistance

Table 8. Do you think that the person at the ADRC spent enough time with you to understand your concerns?

	LANE (n=43)	2019 (n=284)
Yes	88%	85%

Table 9. How knowledgeable was this person about helpful resources and services?

	LANE (n=44)	2019 (n=324)
Not at all knowledgeable	1 (2%)	2%
Not that knowledgeable	3 (7%)	4%
Somewhat knowledgeable	13 (30%)	27%
Very knowledgeable	27 (61%)	67%

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

Table 10. How would you rate this person on explaining how to get the help or information you needed?

	LANE (n=27)	2019 (n=333)
Poor	5 (11%)	8%
Fair	7 (16%)	16%
Good	12 (27%)	29%
Excellent	18 (41%)	45%

Note: Standard is 85% will report that ADRC staff were good or excellent at explaining how to get the help and information needed.

Table 11. Did you receive written materials?

	LANE (n=25)	2019 (n=192)
Yes	58%	57%

Table 12. Were the materials relevant to your concerns?

	LANE (n=24)	2019 (n=170)
Yes	92%	94%

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

Table 13. Timeliness of Services

	LANE (%)			2019 (%)		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back ^a	3 (21%)	5 (36%)	6 (43%)	28%	43%	29%
Receive a home visit ^b	7 (39%)	9 (50%)	2 (11%)	39%	53%	8%
Housekeeping services ^b	2 (67%)	1 (33%)	-	52%	33%	15%
Home modification ^b	-	-	-	46%	39%	15%
Personal care ^b	1 (33%)	2 (67%)	-	50%	42%	8%
Meals services ^b	3 (75%)	1 (25%)	-	56%	42%	2%
Managing health ^b	2 (50%)	2 (50%)	-	57%	40%	3%
Benefits, financial assistance ^b	5 (56%)	4 (44%)		39%	53%	8%
Managing money, assets ^b	-	-	-	100%	--	--
Transportation ^b	1 (33%)	1 (33%)	1 (33%)	58%	33%	9%
Legal services ^b	1 (50%)	1 (50%)	-	50%	40%	10%
Other benefits ^b	2 (25%)	6 (75%)		55%	43%	2%
Eviction prevention	1 (100%)	-	-	39%	46%	15%
Abuse or neglect	1 (100%)	-	-	50%	33%	17%

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

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

Overall ADRC Experience

Table 14. How respectful was the person with whom you worked the most?

	LANE (n=45)	2019 (n=333)
Not at all respectful	-	2%
Not that respectful	2 (4%)	2%
Somewhat respectful	7 (16%)	12%
Very respectful	36 (80%)	84%

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

Table 15. When you first contacted the ADRC, did you receive none, some, or all of the information you needed?

	LANE (n=41)	2019 (n=341)
None	5 (12%)	14%
Some	13 (32%)	33%
All	22 (54%)	52%
No Information Needed	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 16. If you needed to contact ADRC, how easy would that be?

	LANE (n=42)	2019 (n=319)
Very difficult	3 (7%)	5%
Somewhat difficult	6 (14%)	14%
Somewhat easy	9 (21%)	26%
Very easy	24 (57%)	55%

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 17. Did the person from the ADRC help you complete paperwork needed to get services or benefits?

	LANE (n=11)	2019 (n=81)
Yes	73%	63%

Table 18. Services received by ADRC consumers

Services Received	Number & %	
	LANE	2019
Help getting benefits or financial assistance	9 (53%)	72 (56%)
Meals delivered to the home or to a meal site	4 (24%)	45 (35%)
Transportation	3 (18%)	33 (26%)
Information about or help managing your health	4 (24%)	36 (28%)
Eviction/homelessness	1 (6%)	13 (10%)
Abuse or neglect	1 (6%)	6 (5%)
Fall prevention class	-	7 (5%)
Housekeeping	3 (18%)	28 (22%)
Personal care such as bathing	3 (18%)	27 (21%)
Access to information about or other benefits	9 (56%)	49 (39%)
Home modification services	-	13 (10%)
Legal assistance or advice	2 (12%)	10 (8%)
Help managing your money or assets	-	2 (2%)

Table 19. Total Number of services received

Total number	LANE (n=16)	2019 (n=121) (based on list of 13 services)
1	5 (31%)	31%
2	2 (12%)	19%
3	5 (31%)	21%
4	2 (13%)	8%
5	1 (6%)	2%
6	-	7%
7	-	2%
8	-	2%
9	-	-
10	-	2%
Average	2.31	2.63

Table 20. Do you have concerns that the ADRC has not addressed?

	LANE (n=42)	2019 (n=306)
Yes	29%	24%

Outcomes

Table 21. The services or information have allowed me to live in the place I most desire.

	LANE (n=14)	2019 (n=143)
Strongly disagree	1 (7%)	7%
Disagree	4 (29%)	18%
Agree	5 (36%)	46%
Strongly agree	4 (29%)	29%

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

Table 22. I am receiving enough support to meet my needs and preferences.

	LANE (n=18)	2019 (n=147)
Strongly disagree	4 (22%)	10%
Disagree	3 (17%)	22%
Agree	10 (56%)	50%
Strongly agree	1 (6%)	17%

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

Table 23. I believe I am more independent as a result of the information and services I received.

	LANE (n=17)	2019 (n=138)
Strongly disagree	-	5%
Disagree	8 (47%)	26%
Agree	6 (13%)	44%
Strongly agree	3 (18%)	25%

Note: Standard is that 80% will report they are more independent as a result of services received.

Table 24. I believe I am safer in my home as a result of the information and services I received.

	LANE (n=17)	2019 (n=138)
Strongly disagree	1 (6%)	4%
Disagree	5 (29%)	18%
Agree	10 (59%)	52%
Strongly agree	1 (6%)	25%

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

Table 25. The services or information received have allowed me to expand or maintain activities outside of my home.

	LANE (n=17)	2019 (n=135)
Strongly disagree	2 (12%)	8%
Disagree	9 (53%)	36%
Agree	6 (35%)	42%
Strongly agree	-	14%

Table 26. The services or information received have helped make the most of personal money and resources

	LANE (n=16)	2019 (n=127)
Strongly disagree	1 (6%)	14%
Disagree	9 (56%)	30%
Agree	5 (31%)	38%
Strongly agree	1 (6%)	17%

Note: Standard is that 70% of participants report making the most of their personal money and resources.

Table 27. I was eventually able to find help that I could afford.

	LANE (n=16)	2019 (n=127)
Strongly disagree	-	12%
Disagree	8 (50%)	32%
Agree	7 (44%)	42%
Strongly agree	1 (6%)	14%

Table 28. I am less likely to fall

	LANE (n=15)	2019 (n=127)
Strongly disagree	1 (7%)	10%
Disagree	9 (60%)	32%
Agree	4 (27%)	38%
Strongly agree	1 (7%)	19%

Table 29. I am less likely to move into a nursing home

	LANE (n=19)	2019 (n=127)
Strongly disagree	1 (5%)	8%
Disagree	7 (37%)	27%
Agree	9 (47%)	42%
Strongly agree	2 (10%)	23%

Table 30. I am at less risk of abuse or neglect

	LANE (n=20)	2019 (n=127)
Strongly disagree	1 (5%)	10%
Disagree	6 (30%)	19%
Agree	10 (50%)	44%
Strongly agree	-	15%
Not applicable	3 (15%)	17%

Table 31. Without the ADRC: I would:

	LANE (n=46)	#/% yes
Would be worse off		
I would not have the information I needed to get help	31 (72%)	312 (69%)
I would be stressed about not knowing what to do	30 (70%)	317 (69%)
I would not have had the help I need	24 (62%)	306 (64%)
I would be worse off financially	15 (39%)	300 (50%)
I would be more isolated from the community	16 (42%)	308 (46%)
I could not meet my basic needs	17 (42%)	306 (43%)
My medical condition would be worse	15 (38%)	304 (42%)
I would be dead	8 (20%)	294 (18%)
I would be homeless	5 (13%)	306 (18%)
I would be in a nursing home	7 (18%)	300 (17%)
Better or no worse off		
It has made no difference, I would be the same	16 (42%)	292 (48%)
I would be better off	3 (7%)	295 (7%)

Overall Satisfaction

Table 32. Overall, how helpful was the ADRC?

	LANE (n=42)	2015 (n=311)
Not at all helpful	4 (10%)	9%
Only a little helpful	5 (12%)	12%
Somewhat helpful	12 (29%)	22%
Very helpful	21 (50%)	56%

Table 33. Would you recommend the ADRC to a friend or family member?

	LANE (n=42)	2019 (n=310)
Yes	93%	88%