

NWSDS 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 Northwest Senior and Disabled Services (NWSDS) 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)

	NWSDS		2019	
	n=75	Percent	N=343	Percent
Options Counseling, home visit	2	3%	59	17%
Options Counseling, no home visit	2	3%	30	9%
Call Center consumer, home visit	25	33%	78	23%
Call Center consumer, no home visit	46	61%	176	51%

Pathways, Access to the ADRC

Table 2. Reasons for Contacting the ADRC

Service Type	NWSDS (n%)	2019 N (%)
Physical health needs	59 (71%)	258 (71%)
General information/advice	55 (70%)	227 (64%)
Help at home (making meals, housekeeping, laundry, yard work)	42 (51%)	159 (44%)
Help with Personal Care	38 (48%)	156 (44%)
Help with Medicaid or paying for medical care	41 (52%)	143 (40%)
Falls	35 (43%)	128 (40%)
Help with transportation	33 (41%)	139 (38%)
Help getting shopping and errands done	35 (44%)	128 (36%)
Help with medications	41 (50%)	132 (36%)
Help getting food stamps	28 (34%)	105 (29%)
Confusion or memory loss	24 (30%)	102 (28%)
Help getting new medical equipment or assistive devices	31 (38%)	102 (28%)
Help paying for energy bills	16 (20%)	93 (26%)
Help getting caregiver respite	24 (30%)	82 (23%)
Worries about eviction from current home or homelessness	18 (23%)	70 (20%)
Help with housing: Finding subsidized housing	14 (17%)	72 (20%)
Dental care	14 (17%)	66 (18%)
Help with housing: home modification	21 (27%)	69 (19%)
Help moving into residential care	14 (17%)	53 (15%)
Abuse or neglect	9 (11%)	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=81)	2019 N (%)
Physical abuse	5 (56%)	14 (40%)
Emotional abuse	9 (100%)	30 (88%)
Financial exploitation*	5 (56%)	20 (57%)
Sexual abuse	3 (38%)	7 (22%)
Neglect	6 (75%)	22 (69%)
Abandonment	5 (63%)	15 (47%)

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

	NWSDS (n=73)	2019 (n=111)
Yes	41%	36%

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

	NWSDS (n=65)	2019 (n=275)
A person	52 (80%)	66%
An answering machine	5 (8%)	14%
An automated message system	8 (12%)	20%

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

	NWSDS (n=12)	2019 (n=85)
On the same day	3 (25%)	22%
The next day	3 (25%)	26%
2 to 4 days	3 (25%)	28%
5 or more days	3 (25%)	24%

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

	NWSDS (n=13)	2019 (n=90)
Prompt and timely	3 (23%)	28%
Some wait, but was reasonable	5 (38%)	43%
Much too long	5 (38%)	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?

	NWSDS (n=72)	2019 (n=284)
Yes	89%	85%

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

	NWSDS (n=73)	2019 (n=324)
Not at all knowledgeable	2 (3%)	2%
Not that knowledgeable	3 (4%)	4%
Somewhat knowledgeable	21 (29%)	27%
Very knowledgeable	47 (64%)	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?

	NWSDS (n=74)	2019 (n=333)
Poor	4 (5%)	8%
Fair	14 (19%)	16%
Good	25 (34%)	29%
Excellent	31 (42%)	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?

	NWSDS (n=76)	2019 (n=192)
Yes	60%	57%

Table 12. Were the materials relevant to your concerns?

	NWSDS (n=42)	2019 (n=170)
Yes	95%	94%

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

Table 13. Timeliness of Services

	NWSDS (%)			2019 (%)		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back ^a	3 (23%)	5 (38%)	5 (38%)	28%	43%	29%
Receive a home visit ^b	11 (44%)	11 (44%)	3 (12%)	39%	53%	8%
Housekeeping services ^b	5 (50%)	3 (30%)	2 (20%)	52%	33%	15%
Home modification ^b	1 (33%)	1 (33%)	1 (33%)	46%	39%	15%
Personal care ^b	4 (44%)	4 (44%)	1 (11%)	50%	42%	8%
Meals services ^b	5 (63%)	3 (38%)	-	56%	42%	2%
Managing health ^b	5 (56%)	4 (44%)	-	57%	40%	3%
Benefits, financial assistance ^b	5 (31%)	10 (62%)	1 (6%)	39%	53%	8%
Managing money, assets ^b	1 (100%)	-	-	100%	--	--
Transportation ^b	7 (78%)	1 (11%)	1 (11%)	58%	33%	9%
Legal services ^b	1 (100%)	-	-	50%	40%	10%
Other benefits ^b	3 (43%)	4 (57%)	-	55%	43%	2%
Eviction prevention	2 (50%)	2 (50%)	-	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?

	NWSDS (n=74)	2019 (n=333)
Not at all respectful	2 (3%)	2%
Not that respectful	-	2%
Somewhat respectful	13 (18%)	12%
Very respectful	59 (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?

	NWSDS (n=77)	2019 (n=341)
None	17 (22%)	14%
Some	16 (21%)	33%
All	44 (57%)	52%
No Information Needed	-	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?

	NWSDS (n=71)	2019 (n=319)
Very difficult	5 (7%)	5%
Somewhat difficult	11 (16%)	14%
Somewhat easy	18 (25%)	26%
Very easy	37 (52%)	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?

	NWSDS (n=25)	2019 (n=81)
Yes	68%	63%

Table 18. Services received by ADRC consumers

Services Received	Number & %	
	NWSDS	2019
Help getting benefits or financial assistance	16 (64%)	72 (56%)
Meals delivered to the home or to a meal site	9 (36%)	45 (35%)
Transportation	9 (38%)	33 (26%)
Information about or help managing your health	9 (38%)	36 (28%)
Eviction/homelessness	4 (16%)	13 (10%)
Abuse or neglect	1 (4%)	6 (5%)
Fall prevention class	1 (4%)	7 (5%)
Housekeeping	11 (44%)	28 (22%)
Personal care such as bathing	10 (40%)	27 (21%)
Access to information about or other benefits	7 (28%)	49 (39%)
Home modification services	3 (12%)	13 (10%)
Legal assistance or advice	1 (4%)	10 (8%)
Help managing your money or assets	1 (4%)	2 (2%)

Table 19. Total Number of services received

Total number	NWSDS (n=23)	2019 (n=121) (based on list of 13 services)
1	9 (39%)	31%
2	2 (9%)	19%
3	3 (13%)	21%
4	1 (4%)	8%
5	-	2%
6	4 (17%)	7%
7	2 (9%)	2%
8	-	2%
9	-	-
10	1 (4%)	2%
Average	3.22	2.63

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

	NWSDS (n=69)	2019 (n=306)
Yes	22%	24%

Outcomes

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

	NWSDS (n=27)	2019 (n=143)
Strongly disagree	11%	7%
Disagree	4%	18%
Agree	59%	46%
Strongly agree	26%	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.

	NWSDS (n=28)	2019 (n=147)
Strongly disagree	11%	10%
Disagree	25%	22%
Agree	43%	50%
Strongly agree	21%	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.

	NWSDS (n=24)	2019 (n=138)
Strongly disagree	4%	5%
Disagree	25%	26%
Agree	38%	44%
Strongly agree	33%	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.

	NWSDS (n=26)	2019 (n=138)
Strongly disagree	4%	4%
Disagree	27%	18%
Agree	35%	52%
Strongly agree	35%	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.

	NWSDS (n=26)	2019 (n=135)
Strongly disagree	4%	8%
Disagree	35%	36%
Agree	38%	42%
Strongly agree	23%	14%

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

	NWSDS (n=23)	2019 (n=127)
Strongly disagree	13%	14%
Disagree	30%	30%
Agree	44%	38%
Strongly agree	13%	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.

	NWSDS (n=22)	2019 (n=127)
Strongly disagree	13.6%	12%
Disagree	23%	32%
Agree	50%	42%
Strongly agree	14%	14%

Table 28. I am less likely to fall

	NWSDS (n=22)	2019 (n=127)
Strongly disagree	-	10%
Disagree	5 (23%)	32%
Agree	9 (41%)	38%
Strongly agree	8 (36%)	19%

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

	NWSDS (22)	2019 (n=127)
Strongly disagree	1 (4%)	8%
Disagree	6 (27%)	27%
Agree	7 (32%)	42%
Strongly agree	8 (36%)	23%

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

	NWSDS (n=25)	2019 (n=127)
Strongly disagree	-	10%
Disagree	3 (12%)	19%
Agree	12 (48%)	44%
Strongly agree	7 (28%)	15%
Not applicable	3 (12%)	17%

Table 31. Without the ADRC: I would:

	NWSDS	#/% yes
Would be worse off		
I would not have the information I needed to get help	46 (69%)	312 (69%)
I would be stressed about not knowing what to do	47 (67%)	317 (69%)
I would not have had the help I need	39 (59%)	306 (64%)
I would be worse off financially	34 (54%)	300 (50%)
I would be more isolated from the community	32 (46%)	308 (46%)
I could not meet my basic needs	31 (45%)	306 (43%)
My medical condition would be worse	32 (46%)	304 (42%)
I would be dead	15 (23%)	294 (18%)
I would be homeless	16 (24%)	306 (18%)
I would be in a nursing home	14 (21%)	300 (17%)
Better or no worse off		
It has made no difference, I would be the same	37 (56%)	292 (48%)
I would be better off	5 (9%)	295 (7%)

Overall Satisfaction

Table 32. Overall, how helpful was the ADRC?

	NWSDS (n=68)	2019 (n=311)
Not at all helpful	6 (9%)	9%
Only a little helpful	9 (13%)	12%
Somewhat helpful	18 (27%)	22%
Very helpful	35 (52%)	56%

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

	NWSDS (n=67)	2019 (n=310)
Yes	90%	88%