

Oregon Cascades West Council of Governments 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 Oregon Cascades West Council of Governments (OCWCOG) with the total number of consumers answering each question. Occasionally, numbers are listed in the tables instead of 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)

	OCWCOG		2019	
	n=44	Percent	N=343	Percent
Options Counseling, home visit	10	23%	59	17%
Options Counseling, no home visit	5	11%	30	9%
Call Center consumer, home visit	9	20%	78	23%
Call Center consumer, no home visit	20	46%	176	51%

Pathways, Access to the ADRC

Table 2. Reasons for Contacting the ADRC

Service Type	OCWCOG (n%)	2019 N (%)
Physical health needs	36 (80%)	258 (71%)
General information/advice	26 (59%)	227 (64%)
Help at home (making meals, housekeeping, laundry, yard work)	19 (43%)	159 (44%)
Help with Personal Care	24 (53%)	156 (44%)
Help with Medicaid or paying for medical care	19 (44%)	143 (40%)
Falls	17 (40%)	128 (40%)
Help with transportation	18 (40%)	139 (38%)
Help getting shopping and errands done	20 (46%)	128 (36%)
Help with medications	16 (36%)	132 (36%)
Help getting food stamps	13 (30%)	105 (29%)
Confusion or memory loss	12 (27%)	102 (28%)
Help getting new medical equipment or assistive devices	14 (32%)	102 (28%)
Help paying for energy bills	10 (23%)	93 (26%)
Help getting caregiver respite	14 (33%)	82 (23%)
Worries about eviction from current home or homelessness	6 (14%)	70 (20%)
Help with housing: Finding subsidized housing	7 (16%)	72 (20%)
Dental care	4 (9%)	66 (18%)
Help with housing: home modification	8 (18%)	69 (19%)
Help moving into residential care	9 (20%)	53 (15%)
Abuse or neglect	5 (12%)	35 (10%)
Did you contact ADRC to get help with anything else that we did not already cover	8 (19%)	60 (18%)

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

Type	OCWCOG (n=5)	2019 N (%)
Physical abuse	1	14 (40%)
Emotional abuse	4	30 (88%)
Financial exploitation	2	20 (57%)
Sexual abuse	2	7 (22%)
Neglect	4	22 (69%)
Abandonment	2	15 (47%)

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

	OCWCOG (n=11)	2019 (n=111)
Yes	26%	36%

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

	OCWCOG (n=37)	2019 (n=275)
A person	28 (76%)	66%
An answering machine	2 (5%)	14%
An automated message system	7 (19%)	20%

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

	OCWCOG (n=8)	2019 (n=85)
On the same day	1 (12%)	22%
The next day	-	26%
2 to 4 days	5 (62%)	28%
5 or more days	2 (25)	24%

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

	OCWCOG (n=8)	2019 (n=90)
Prompt and timely	3 (38%)	28%
Some wait, but was reasonable	4 (50%)	43%
Much too long	1 (12%)	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?

	OCWCOG (n=42)	2019 (n=284)
Yes	86%	85%

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

	OCWCOG (n=24)	2019 (n=324)
Not at all knowledgeable	3%	2%
Not that knowledgeable	5%	4%
Somewhat knowledgeable	31%	27%
Very knowledgeable	62%	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?

	OCWCOG (n=41)	2019 (n=333)
Poor	12%	8%
Fair	17%	16%
Good	29%	29%
Excellent	39%	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?

	OCWCOG (n=23)	2019 (n=192)
Yes	56%	57%

Table 12. Were the materials relevant to your concerns?

	OCWCOG (n=20)	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

	OCWCOG (%)			2019 (%)		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back ^a	6	10	1	28%	43%	29%
Receive a home visit ^b				39%	53%	8%
Housekeeping services ^b	1	-	-	52%	33%	15%
Home modification ^b	1	-	1	46%	39%	15%
Personal care ^b	2	-	-	50%	42%	8%
Meals services ^b	3	-	1	56%	42%	2%
Managing health ^b	2	2	1	57%	40%	3%
Benefits, financial assistance ^b	1	4	-	39%	53%	8%
Managing money, assets ^b	-	-	-	100%	--	--
Transportation ^b	1	1	-	58%	33%	9%
Legal services ^b	-	-	-	50%	40%	10%
Other benefits ^b	3	1	-	55%	43%	2%
Eviction prevention	-	-	-	39%	46%	15%
Abuse or neglect	-	-	-	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. **Percentages are not provided because the numbers are too small.**

Overall ADRC Experience

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

	OCWCOG (n=42)	2019 (n=333)
Not at all respectful	2%	2%
Not that respectful	5%	2%
Somewhat respectful	5%	12%
Very respectful	88%	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?

	OCWCOG (n=43)	2019 (n=341)
None	9%	14%
Some	42%	33%
All	44%	52%
No Information Needed	5%	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?

	OCWCOG (n=41)	2019 (n=319)
Very difficult	5%	5%
Somewhat difficult	22%	14%
Somewhat easy	29%	26%
Very easy	44%	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?

	OCWCOG (n=14)	2019 (n=81)
Yes	36%	63%

Table 18. Services received by ADRC consumers

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

Table 19. Total Number of services received

Total number	OCWCOG (n=13)	2019 (n=121) (based on list of 13 services)
1	5	31%
2	3	19%
3	3	21%
4	-	8%
5	-	2%
6	1	7%
7	-	2%
8	-	2%
9	-	-
10	-	2%
Average	2.00	2.63

Percentages are not provided because the numbers are too small.

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

	OCWCOG (n=37)	2019 (n=306)
Yes	30%	24%

Outcomes – Note that numbers are provided for OCWCOG rather than percentages in this section because the numbers are so small.

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

	OCWCOG	2019 (n=143)
Strongly disagree	1	7%
Disagree	5	18%
Agree	13	46%
Strongly agree	2	29%

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

	OCWCOG	2019 (n=147)
Strongly disagree	1	10%
Disagree	7	22%
Agree	10	50%
Strongly agree	2	17%

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

	OCWCOG	2019 (n=138)
Strongly disagree	1	5%
Disagree	6	26%
Agree	9	44%
Strongly agree	3	25%

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

	OCWCOG	2019 (n=138)
Strongly disagree	5	4%
Disagree	11	18%
Agree	4	52%
Strongly agree	20	25%

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

	OCWCOG	2019 (n=135)
Strongly disagree	2	8%
Disagree	8	36%
Agree	9	42%
Strongly agree	1	14%

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

	OCWCOG	2019 (n=127)
Strongly disagree	2	14%
Disagree	8	30%
Agree	7	38%
Strongly agree	1	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.

	OCWCOG	2019 (n=127)
Strongly disagree	2	12%
Disagree	7	32%
Agree	8	42%
Strongly agree	1	14%

Table 28. I am less likely to fall

	OCWCOG	2019 (n=127)
Strongly disagree	3	10%
Disagree	4	32%
Agree	9	38%
Strongly agree	3	19%

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

	OCWCOG	2019 (n=127)
Strongly disagree	2	8%
Disagree	4	27%
Agree	11	42%
Strongly agree	2	23%

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

	OCWCOG	2019 (n=127)
Strongly disagree	-	10%
Disagree	5	19%
Agree	10	44%
Strongly agree	2	15%
Not applicable	3	17%

Table 31. Without the ADRC: I would:

	OCWCOG	#/% yes
Would be worse off		
I would not have the information I needed to get help	22 (55%)	312 (69%)
I would be stressed about not knowing what to do	26 (65%)	317 (69%)
I would not have had the help I need	25 (62%)	306 (64%)
I would be worse off financially	19 (50%)	300 (50%)
I would be more isolated from the community	18 (45%)	308 (46%)
I could not meet my basic needs	16 (39%)	306 (43%)
My medical condition would be worse	17 (42%)	304 (42%)
I would be dead	5 (13%)	294 (18%)
I would be homeless	4 (10%)	306 (18%)
I would be in a nursing home	5 (13%)	300 (17%)
Better or no worse off		
It has made no difference, I would be the same	18 (47%)	292 (48%)
I would be better off	3 (7%)	295 (7%)

Overall Satisfaction

Table 32. Overall, how helpful was the ADRC?

	OCWCOG (n=39)	2015 (n=311)
Not at all helpful	15%	9%
Only a little helpful	18%	12%
Somewhat helpful	23%	22%
Very helpful	44%	56%

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

	OCWCOG (n=32)	2019 (n=310)
Yes	82%	88%