

Final Report
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Consumer Satisfaction with Aging & Disability Resource Connection of Oregon: Round 6

Part 2: Accessing the ADRC

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Consumer Satisfaction with Aging & Disability Resource Connection (ADRC) Services: Round 6

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Part 2. Accessing the ADRC

Phone access. The ADRC Call Center is the “front door” into the aging and disabilities service system. In the past, most participants (about 60%) first came into contact with the ADRC by phone. In Round 6, 275 participants indicated they had contacted the ADRC by phone. This is a much higher number of survey participants than in the past, but the question in Round 6 was more general and not limited to that first contact with the ADRC. In 2019, about two-thirds of survey participants reported that the phone was answered by a person, 14% indicated they reached an answering machine, and the other 20% said they had reached an automated system (see table 2.1). These percentages are similar to those reported in the past. Sixty-eight participants said that they did not know how the phone had been answered, likely because they did not remember or had not initiated contact.

Of the 93 participants who reached an answering machine or automated system, 22% received a call back on the same day and just over a fourth (26%) received a call back the next day (Table 2.2). Over one quarter (28%) waited between two and four days for a return call and nearly a quarter (24%) waited five or more days. Overall, as shown in the table, these response times were much slower than in the past. When asked about the response time, 28% of participants reported that the return call was prompt and timely, 43% said there was some wait but it was reasonable, and 29% reported that it was much too long. These statistics are similar to those found in 2011-2012 and considerably worse than those reported in 2015, when just 4% of participants felt the wait

was too long. This finding should be interpreted with some caution because it was asked of all participants, not just those whose first contact with the ADRC was by phone. At the same time, however, these numbers still fall short of the standard set by the ADRC Advisory Committee in 2012 that “no more than 15% will report the wait is much too long.”

Contacting the ADRC. Although most participants in 2019 indicated that it would be very easy (55%) to contact the ADRC, this is substantially lower than the 71% who gave this rating in 2015. Higher percentages reported it would be somewhat easy (26%) compared to all other years. Nearly 20% however, indicated that it would be somewhat difficult or very difficult to contact the ADRC again (Table 2.4).

Conclusions and Recommendations

After improvements in responding to messages left by consumers and family members during the first five rounds of the consumer satisfaction survey, it appears that wait times have since increased as well as reports of waiting much too long for a response. Continued efforts are needed to improve response times for returning telephone calls.

Part 2. Accessing the ADRC

Table 2.1 When you called the ADRC, was the phone answered by...

	2011-2012 (n=134)	2012 (n=146)	2013 (n=144)	2014 (n= 153)	2015 (n= 164)	2019 (n=275)
A person	63%	66%	69%	72%	65%	66%
An answering machine	12%	17%	10%	13%	15%	14%
An automated message system	25%	17%	21%	15%	21%	20%

Table 2.2 When did someone from the ADRC get back to you?

	2012 (n=48)	2013 (n=47)	2014 (n=42)	2015 (n=57)	2019 (n=85)
On the same day	15%	21%	32%	26%	22%
The next day	42%	45%	22%	35%	26%
2 to 4 days	29%	23%	32%	30%	28%
5 or more days	15%	11%	14%	9%	24%

Note: Different response categories were used in 2011-2012 and are not reported in this table. Consumers were more likely than family members to report waiting 5 or more days for a call back.

Table 2.3 Do you think that the ADRC's response time was . . .

	2011-2012 (n= 48)	2012 (n=49)	2013 (n=48)	2014 (n=40)	2015 (n=59)	2019 (n=90)
Prompt and timely	23%	35%	46%	40%	55%	28%
Some wait, but was reasonable	48%	45%	38%	30%	41%	43%
Much too long	29%	21%	17%	30%	4%	29%

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

Table 2.4 If you needed to contact ADRC, how easy would that be?

	2011-2012 (n=241)	2012 (n=291)	2013 (n=291)	2014 (n=300)	2015 (n=316)	2019 (n=319)
Very difficult	12%	6%	5%	3%	3%	5%
Somewhat difficult	17%	12%	8%	9%	8%	14%
Somewhat easy	22%	15%	19%	17%	19%	26%
Very easy	49%	67%	68%	71%	71%	55%

Note: Standard is that 75% of consumers report that it would be easy or very easy to contact the ADRC again.