

# Aging and Disability Resource Connection (ADRC) of Oregon

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## Internal Data Dashboard Overview – ADRC Partners

# ADRC Dashboard: Overview

The Internal ADRC dashboard was developed to provide information about ADRC information and referral (I&R) and options counseling (OC) services provided and documentation in GetCare.

The data can be used to learn about who the ADRC helps, service utilization statewide, service needs of Oregonians, gaps in the availability of resources across the state, and to support quality assurance, contracts management, and program monitoring and oversight activities.

The dashboard project was funded by a federal grant provided by the Administration for Community Living (ACL).

## What is the ADRC of Oregon?

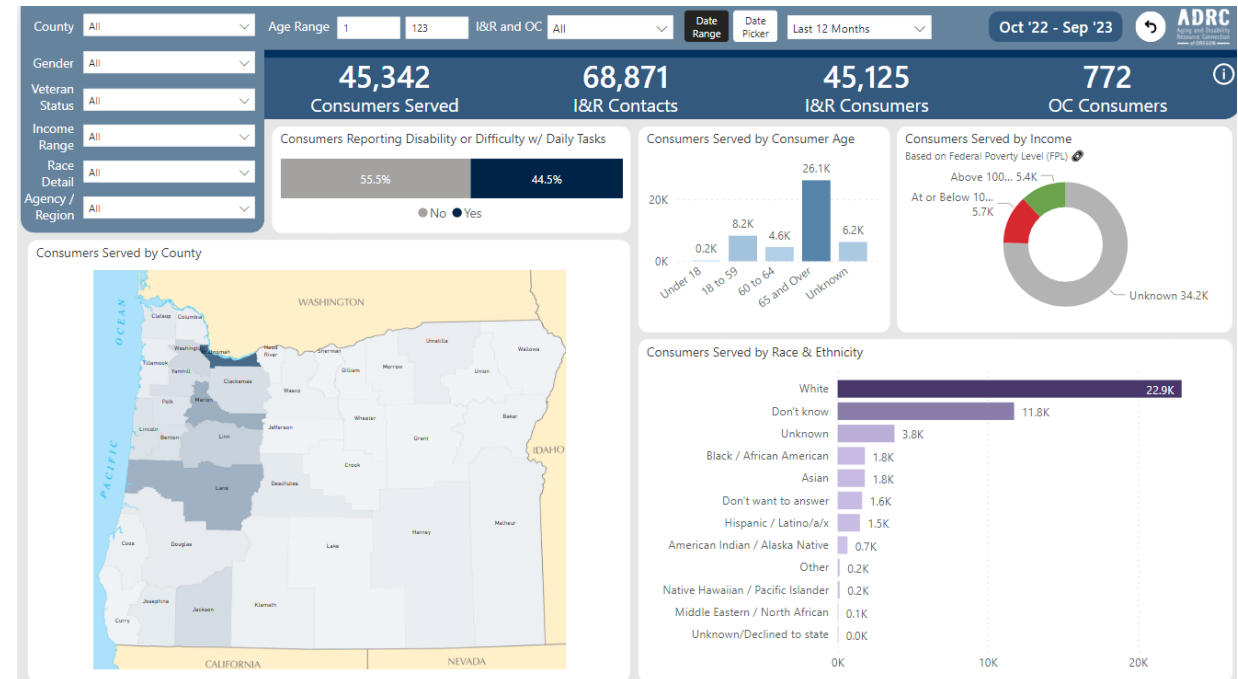


ADRC video: <https://youtu.be/175kFr1HNjY>

# ADRC Dashboard Preview: ADRC Summary

Provides snapshot of consumers who've received ADRC information and referral (I&R) and options counseling (OC) across the state.

- Map shows consumer location and concentration of consumers served in each county. Filters across the top allow you to view data by pre-defined time periods or date ranges, age groupings, or service.
- Slicers on the lefthand side allow you to filter by county or agency/region, reported gender, veteran status, income range, and race detail.
- Agency/region slicer displays data entered by the selected agency and county slicer shows data based on the county of the consumer, regardless of which agency entered the data. **Agency staff can only see data entered by their agency.** CSSU staff can see data entered by all agencies.



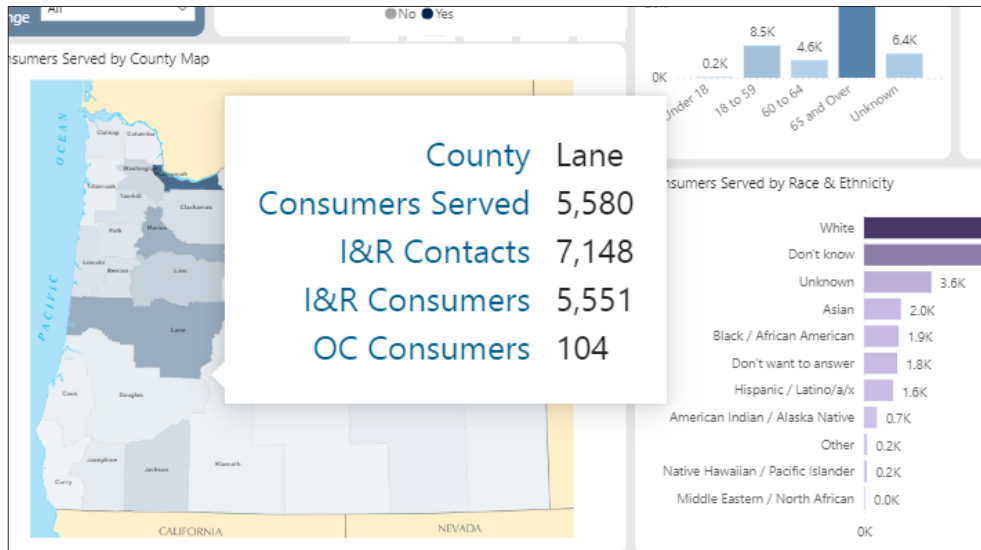
**Note:** You can select items within graphs/images to use as filters and then unselect (ctrl + click) the items to reset filters within a graph/image.

The reset back arrow clears filters/slicers.



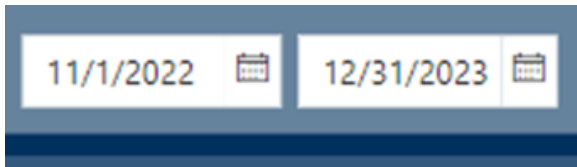
# ADRC Dashboard Preview: ADRC Summary

**Tooltips:** You can hover over the maps and images/graphs on the reports to view additional information.



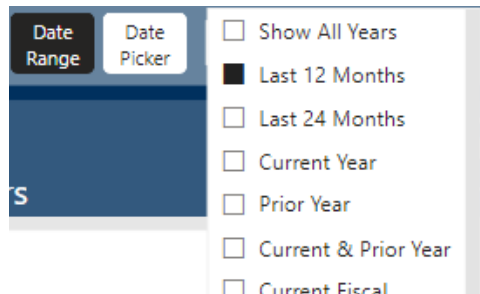
# ADRC Dashboard Preview: Date Range/Picker Tips

You can manually enter a date range by changing the dates in these fields.



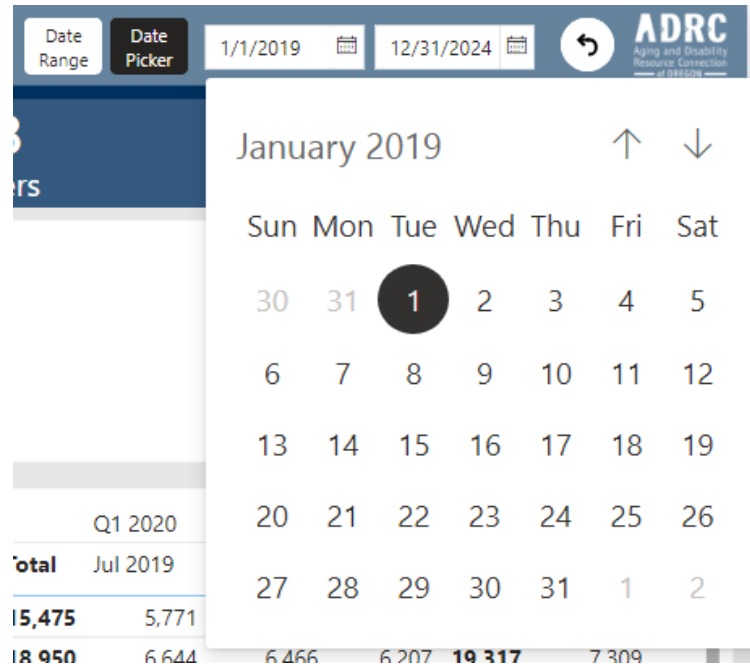
The screenshot shows two input fields for dates. The first field contains '11/1/2022' and the second field contains '12/31/2023'. Each field has a calendar icon to its right.

You can also select pre-defined time periods. The date range shows to the right of the selected period.



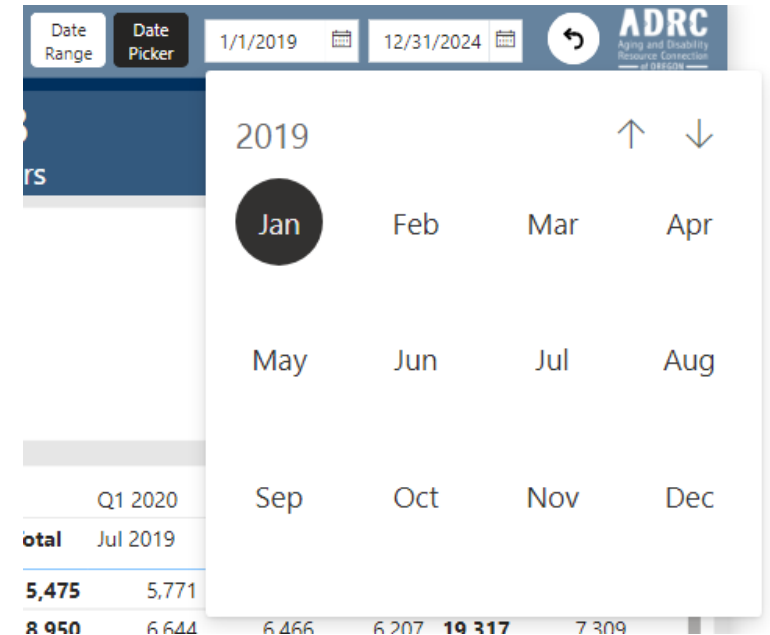
The screenshot shows a 'Date Range' dropdown menu with the following options: 'Show All Years', 'Last 12 Months' (selected), 'Last 24 Months', 'Current Year', 'Prior Year', 'Current & Prior Year', and 'Current Fiscal'.

You can use the arrows to the right of the month and year to move between months.



The screenshot shows the 'Date Picker' dropdown menu. It displays 'January 2019' with up and down arrows. Below the header is a calendar grid with days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and dates. The date '1' is highlighted. The background shows a table with columns for 'Q1 2020' and 'Jul 2019'.

You can click on the Month and year and then use the arrows to move between years.



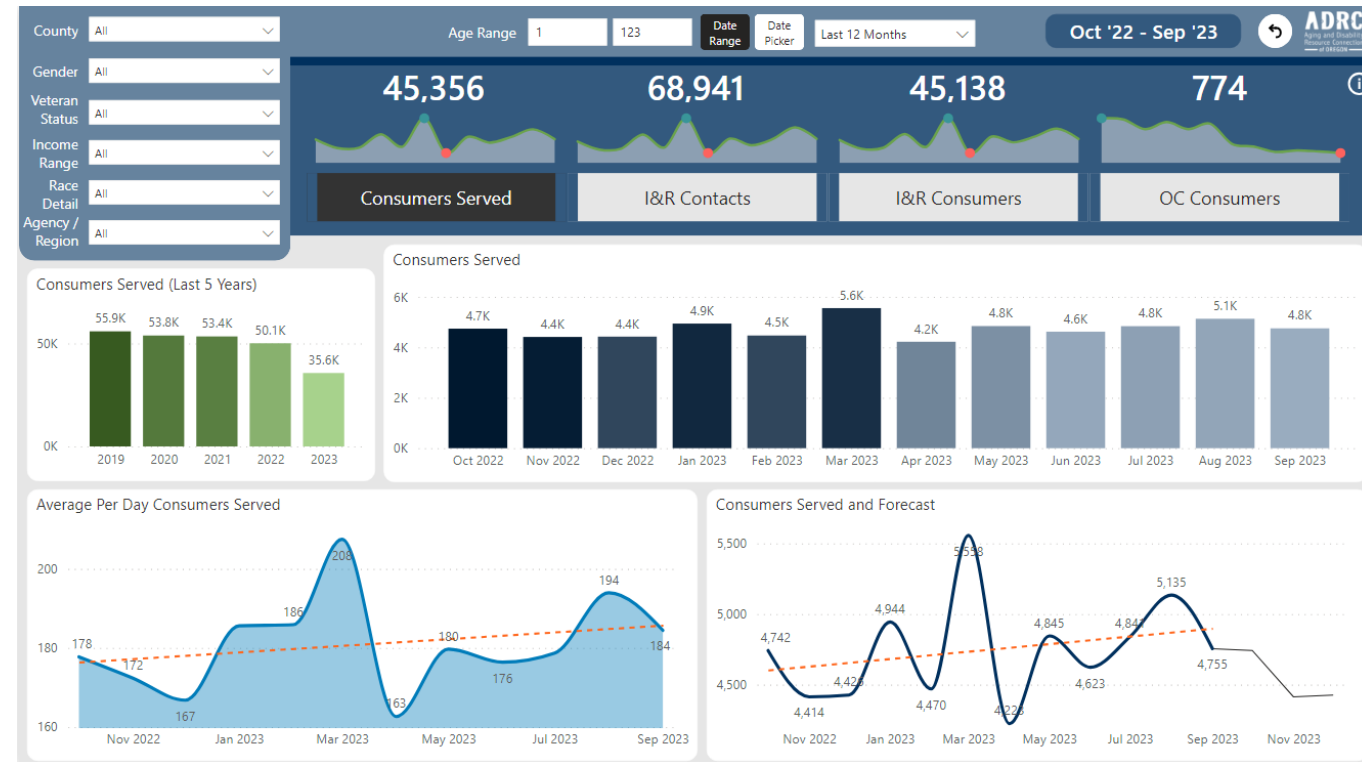
The screenshot shows the 'Date Picker' dropdown menu. It displays '2019' with up and down arrows. Below the header is a grid of months (Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec). The month 'Jan' is highlighted. The background shows a table with columns for 'Q1 2020' and 'Jul 2019'.



# ADRC Dashboard Preview: Trend details

This page shows the number of consumers served over time by year, month, average per day and forecasted.

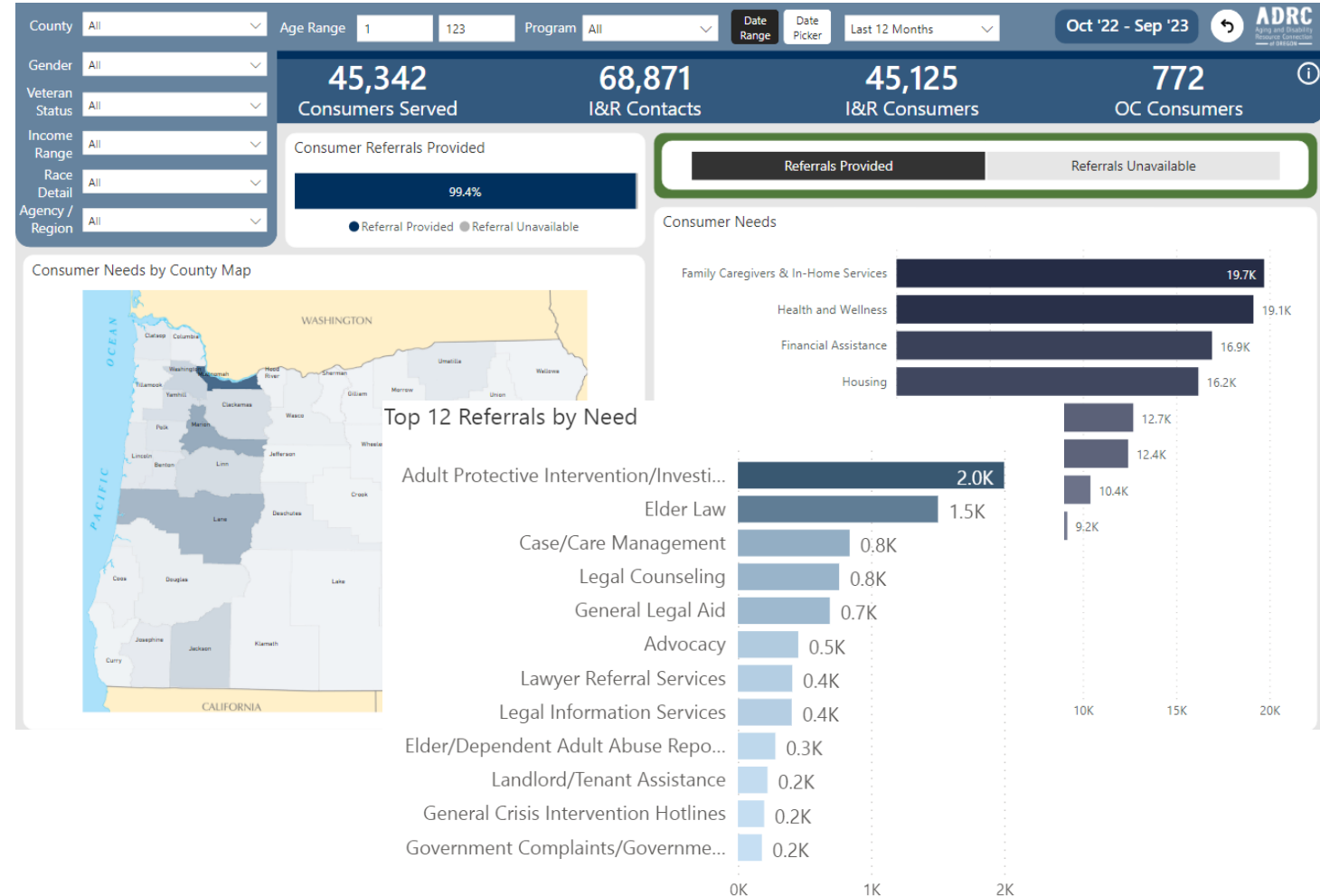
- **Consumers served:** an unduplicated count of consumers who received either I&R or OC.
- **I&R contacts:** total number of I&R contacts provided.
- **I&R consumers:** an unduplicated count of all consumers who received I&R, even if they also received OC.
- **OC consumers:** an unduplicated count of all consumers who received OC, even if they also received I&R.



# ADRC Dashboard Preview: Need details

Includes information about consumer **needs** and **referrals** provided.

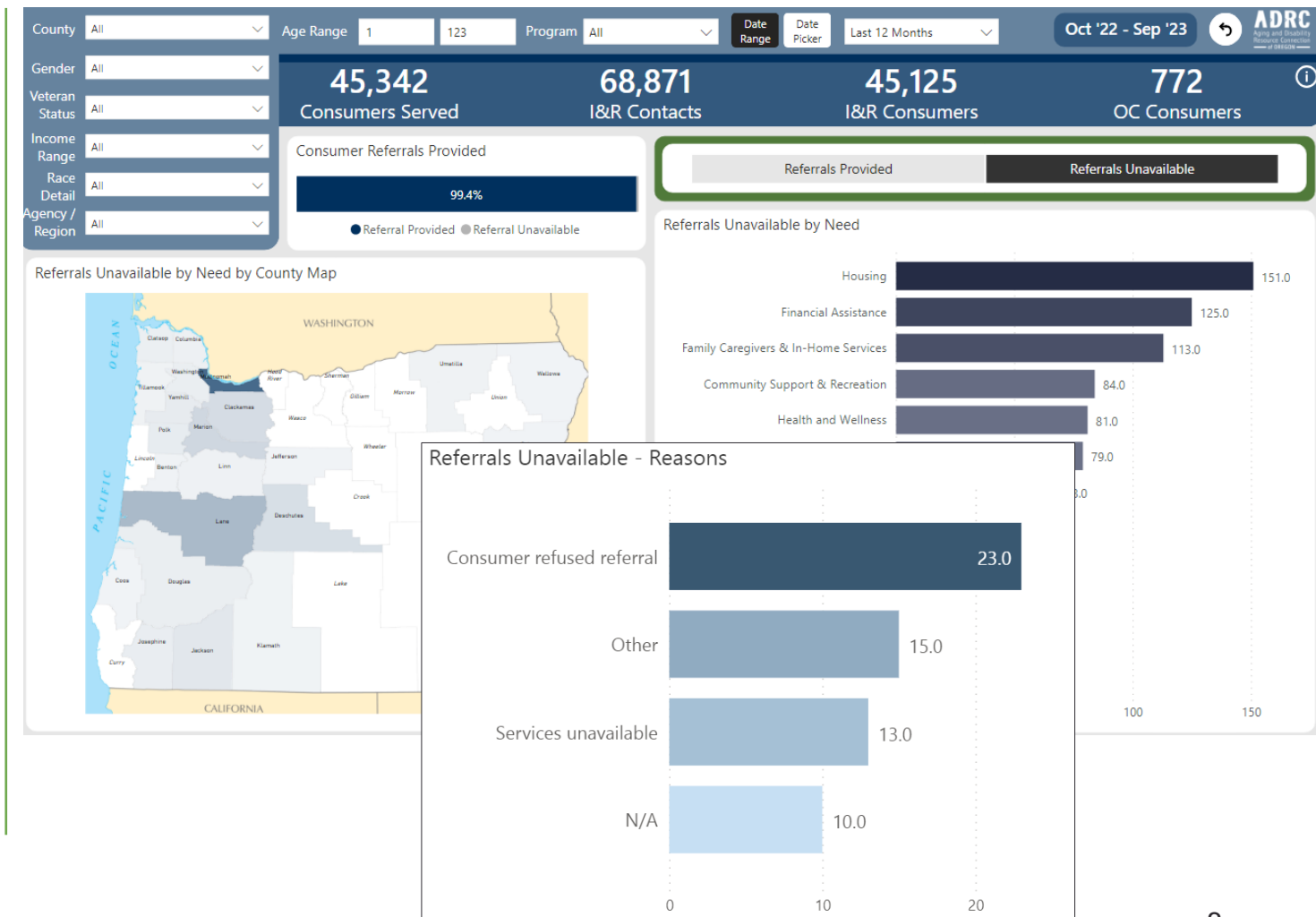
- Map shows referrals provided by need in each county with darker shading representing a higher concentration of referrals provided.
- Tooltip for consumer needs graph includes top 12 referrals by need.
- **Note:** OC referral data is currently limited, but the data set will become more robust as staff begin recording the information more regularly and consistently across the state.



# ADRC Dashboard Preview: Need details

Includes information about consumer **unmet needs/referrals unavailable**.

- Map shows where referrals were not available by need type in each county with darker shading representing a higher concentration of referrals unavailable.
- Tooltip for referrals unavailable includes reasons why referrals were not available.
- **Note:** This data set will become more robust as staff begin using this GetCare feature more consistently statewide to document unmet needs.

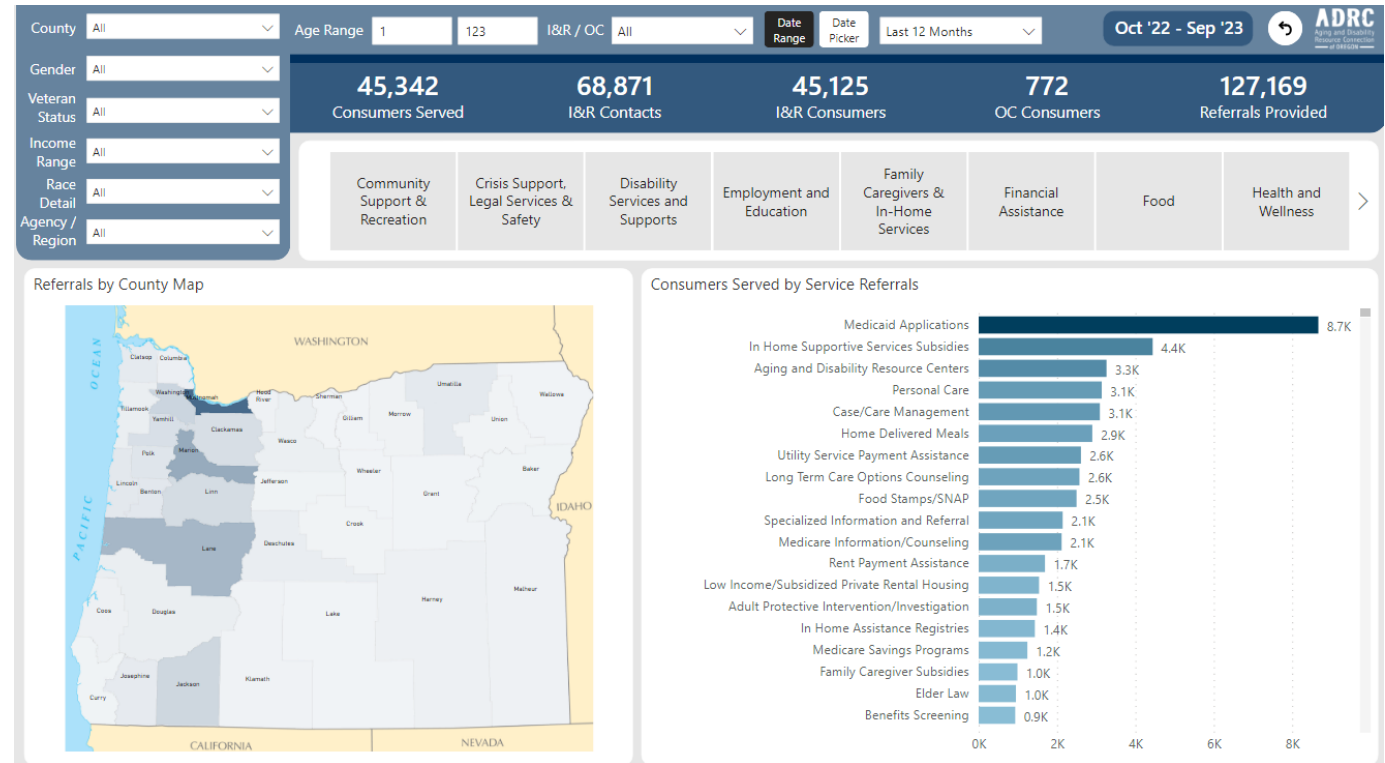




# ADRC Dashboard Preview: Referral details

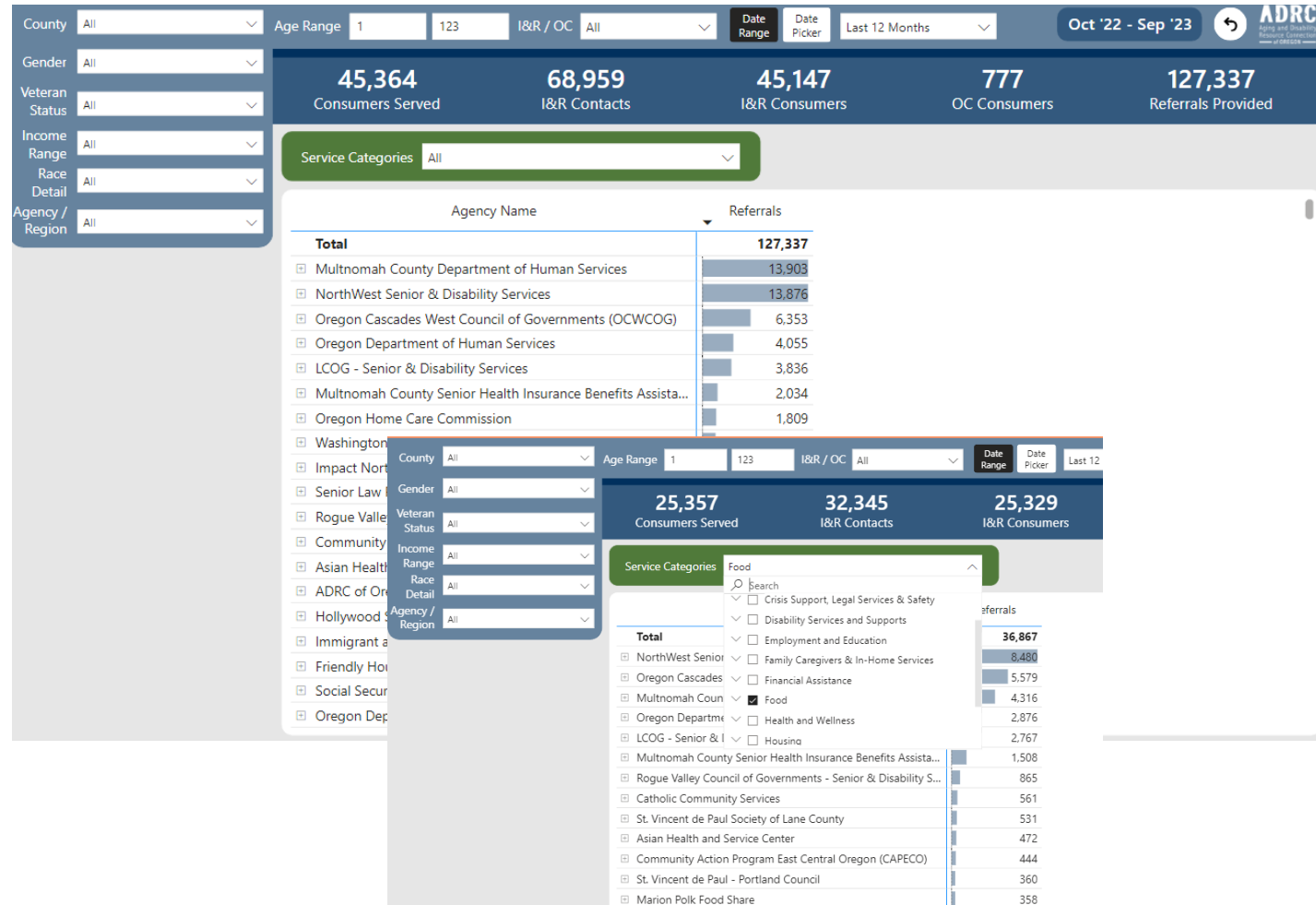
Includes more detailed information about consumer needs and service referrals provided.

- Map shows referrals provided by service referral in each county with darker shading representing a higher concentration of service referrals provided.
- Allows you to filter by need categories and/or by specific service referrals.
- **Note:** Reset button doesn't work when using filters within a graph/image. You must unselect what's selected in order to reset these filters.



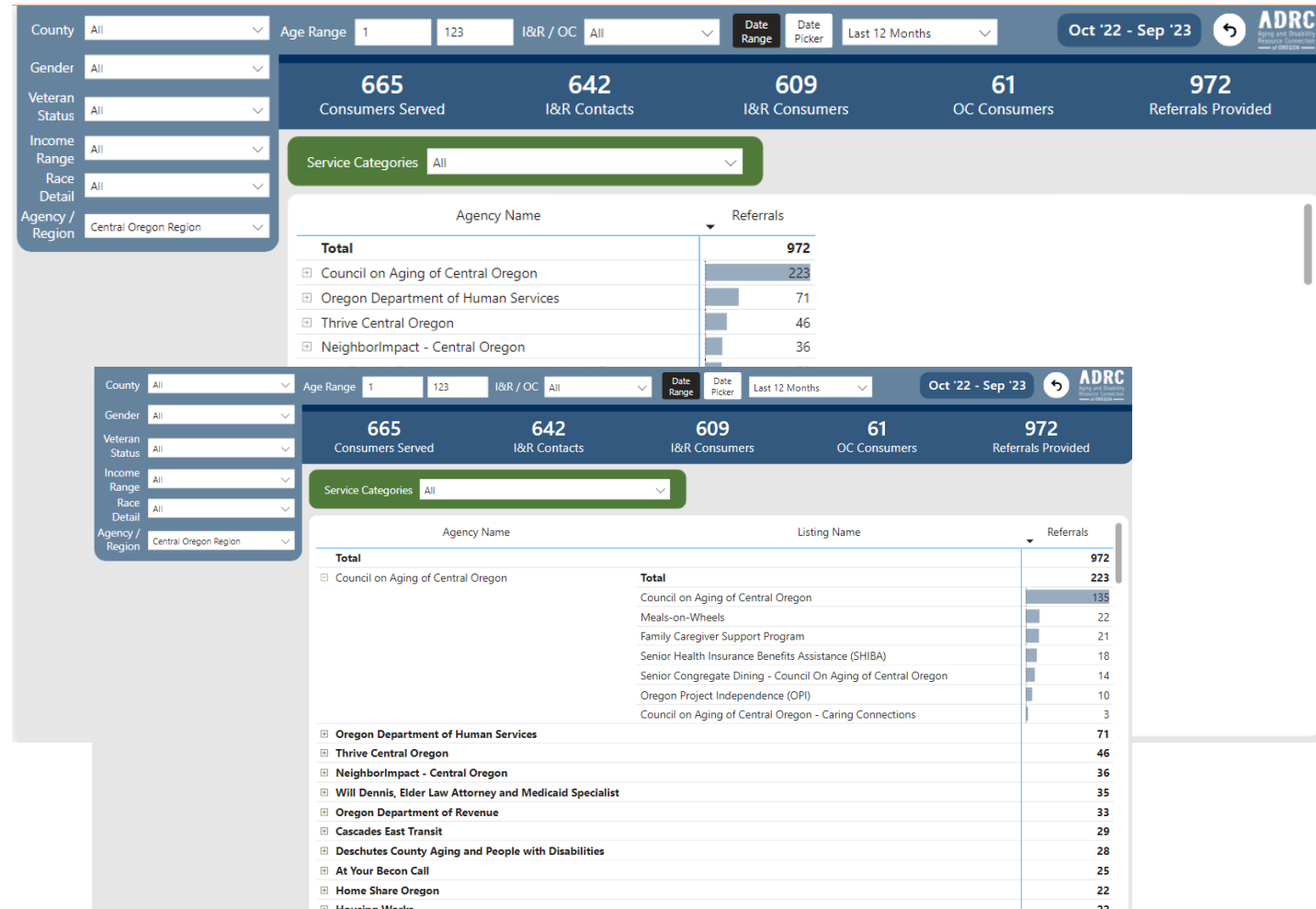
# ADRC Dashboard Preview: Referrals by Agency

- Shows detailed information about referrals to specific services. Choose a service category, or select a region.
- Top referred agencies can be expanded, by clicking the +, to show which specific programs within that agency were referred.
- You can filter by Service Category to see the top referrals by need.



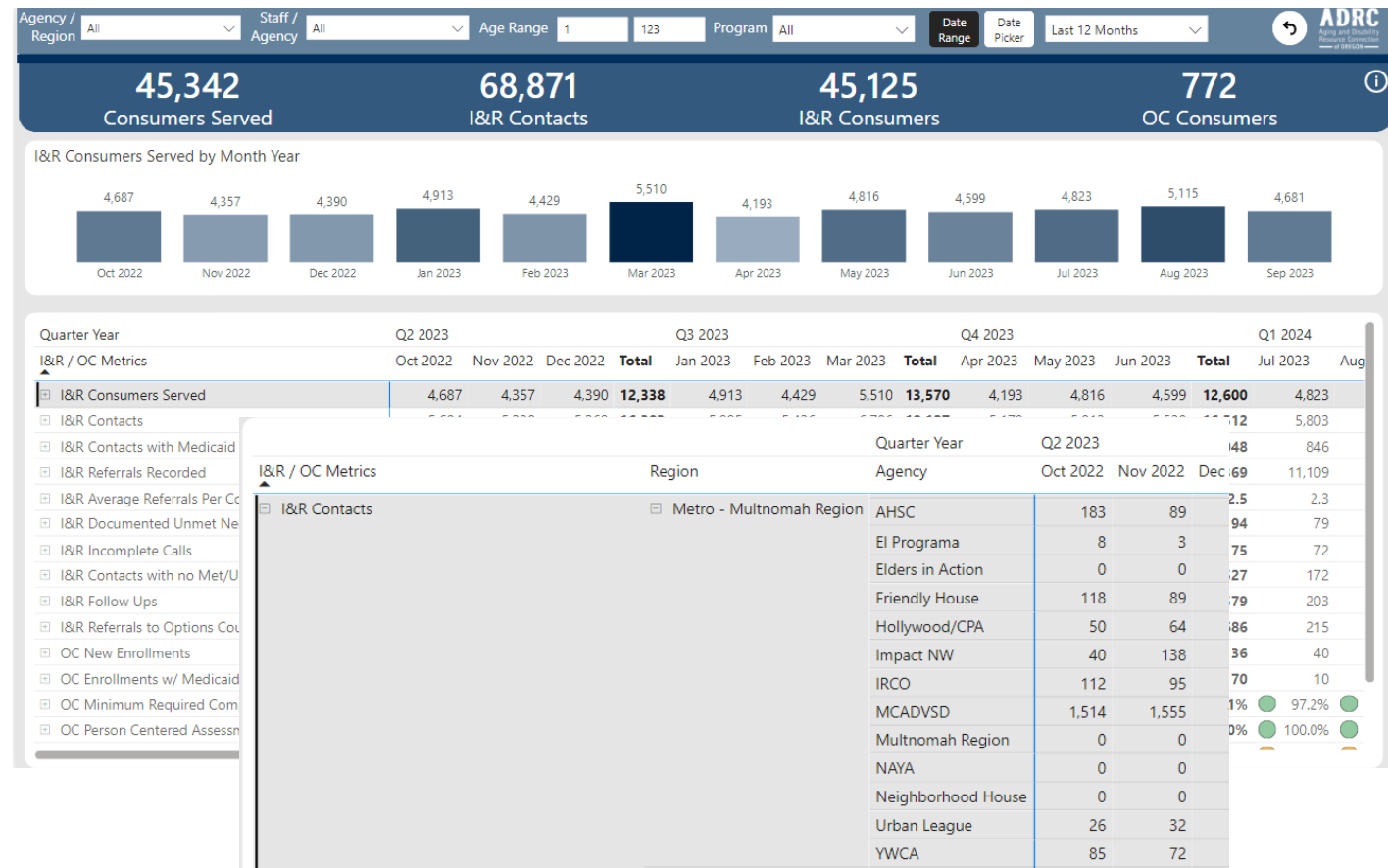
# ADRC Dashboard Preview: Referrals by Agency

- Agency/Region slicer provides the ability to look at results by a specific Agency/Region.
- You can also select the + next to an Agency name to expand to see results for a specific agency.



# ADRC Dashboard Preview: QA Summary

- You can filter by Agency/Region, staff, I&R or OC, and by defined date range.
- Select any metric from the list to populate the chart across the top.
- You can select the + next to any metric to expand to see a breakdown of numbers by each agency in your region. **Agency staff can only see data entered by their agency.** CSSU staff can see data entered by all agencies.
- Tip for OC metrics: Select a wider date range for more accurate percentages to display. Example: If you're interested in data for June 2023, select a time period starting May 1, 2023 and ending July 30, 2023.

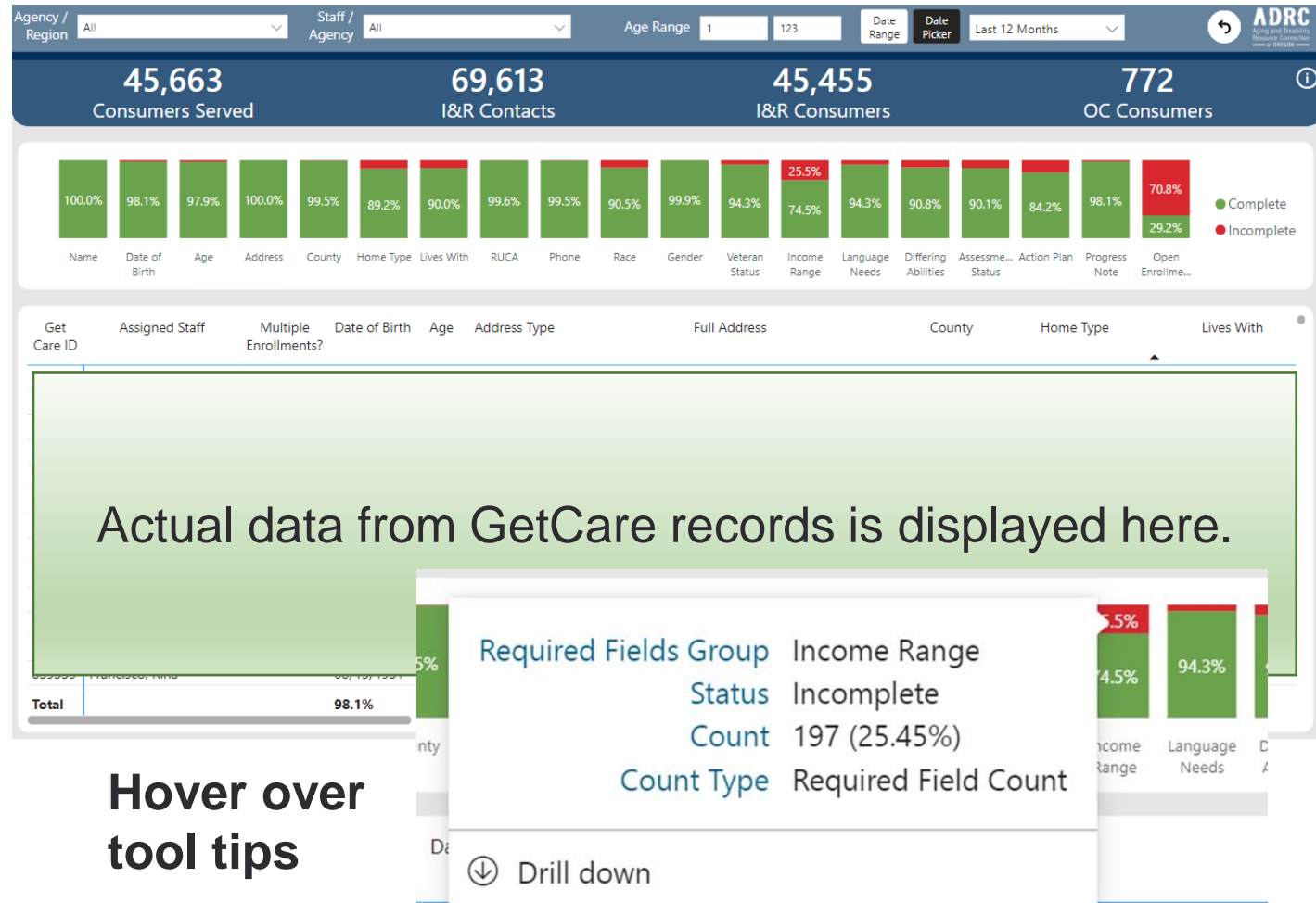


Use the reset arrow to reset selected filters on the page.



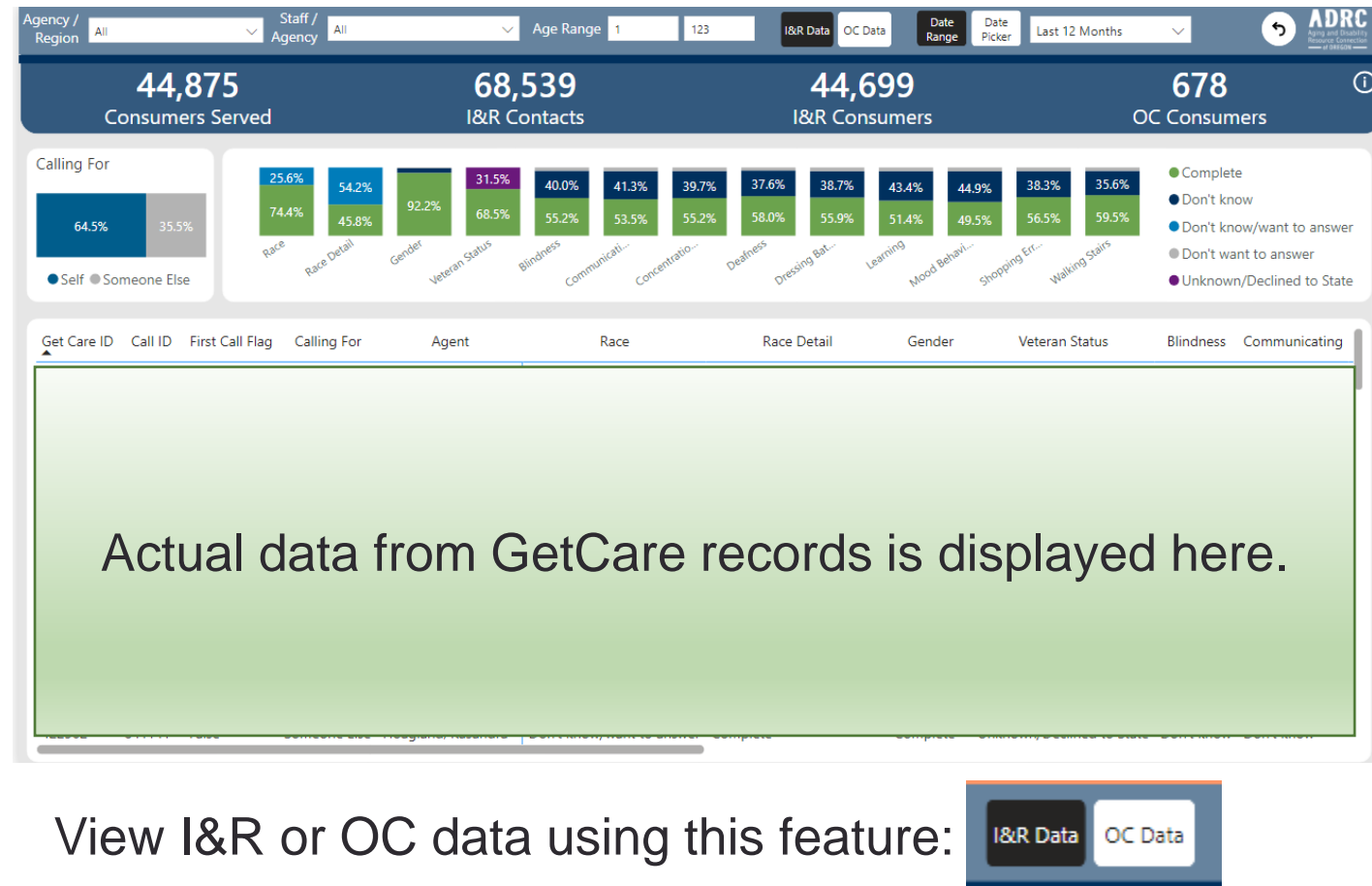
# ADRC Dashboard Preview: OC QA Elements

- Shows completion rate percentages for required elements and components of options counseling (OC) and actual consumer data from GetCare records.
- You can filter data by selecting any of the sections in the colored boxes from the chart.
- You can sort data by selecting any of the columns from the chart.
- Hover over tool tips show detailed information.



# ADRC Dashboard Preview: RealD Elements - I&R

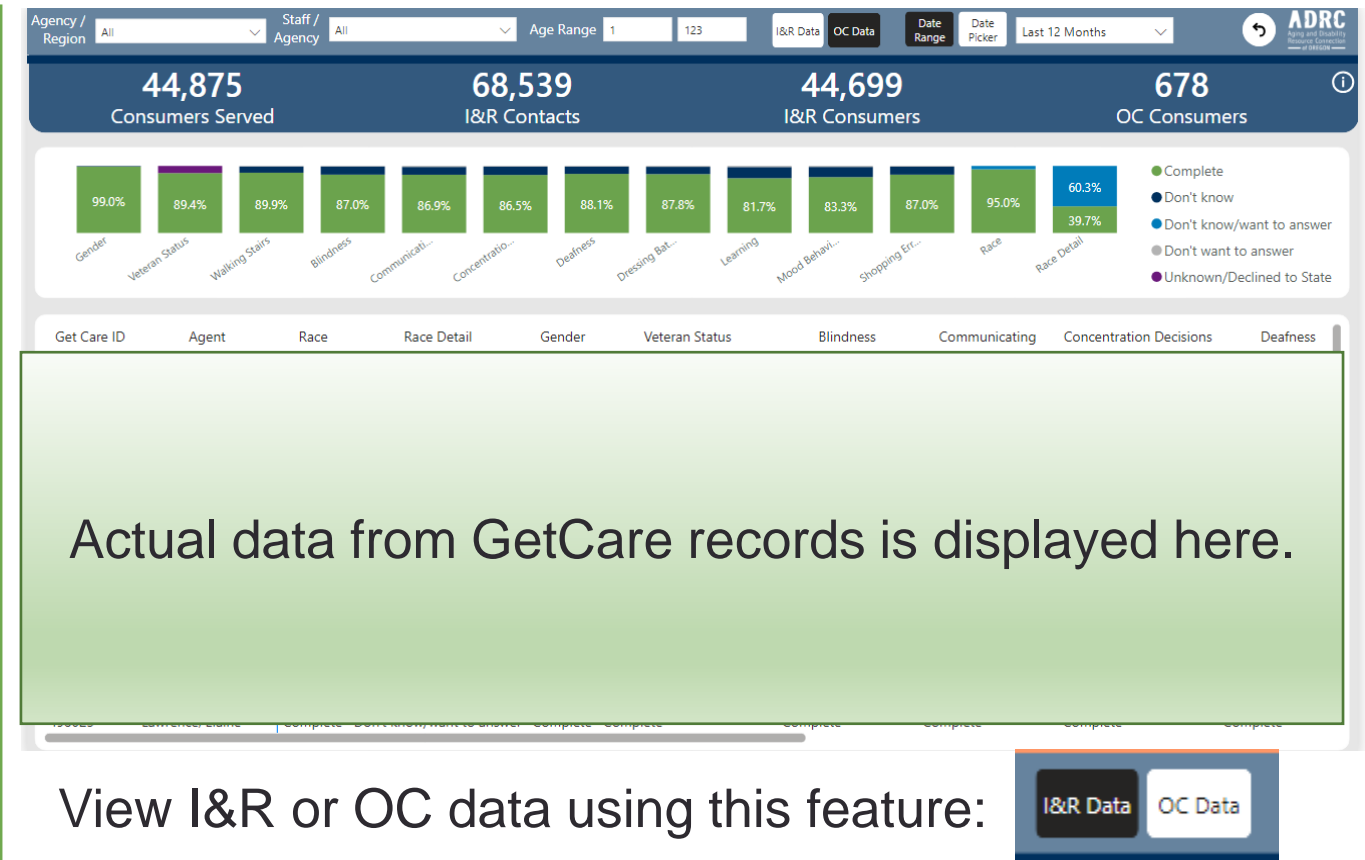
- Shows answer selections for required RealD questions asked by I&R staff. Complete means the person provided an answer to the question other than unknown, declined to state, don't know, don't want to answer.
- You can filter by caller type (those calling for themselves vs someone calling on behalf of someone else).
- You can filter data by selecting any of the sections of the colored boxes from the chart.
- You can sort data by selecting any of the columns from the chart.





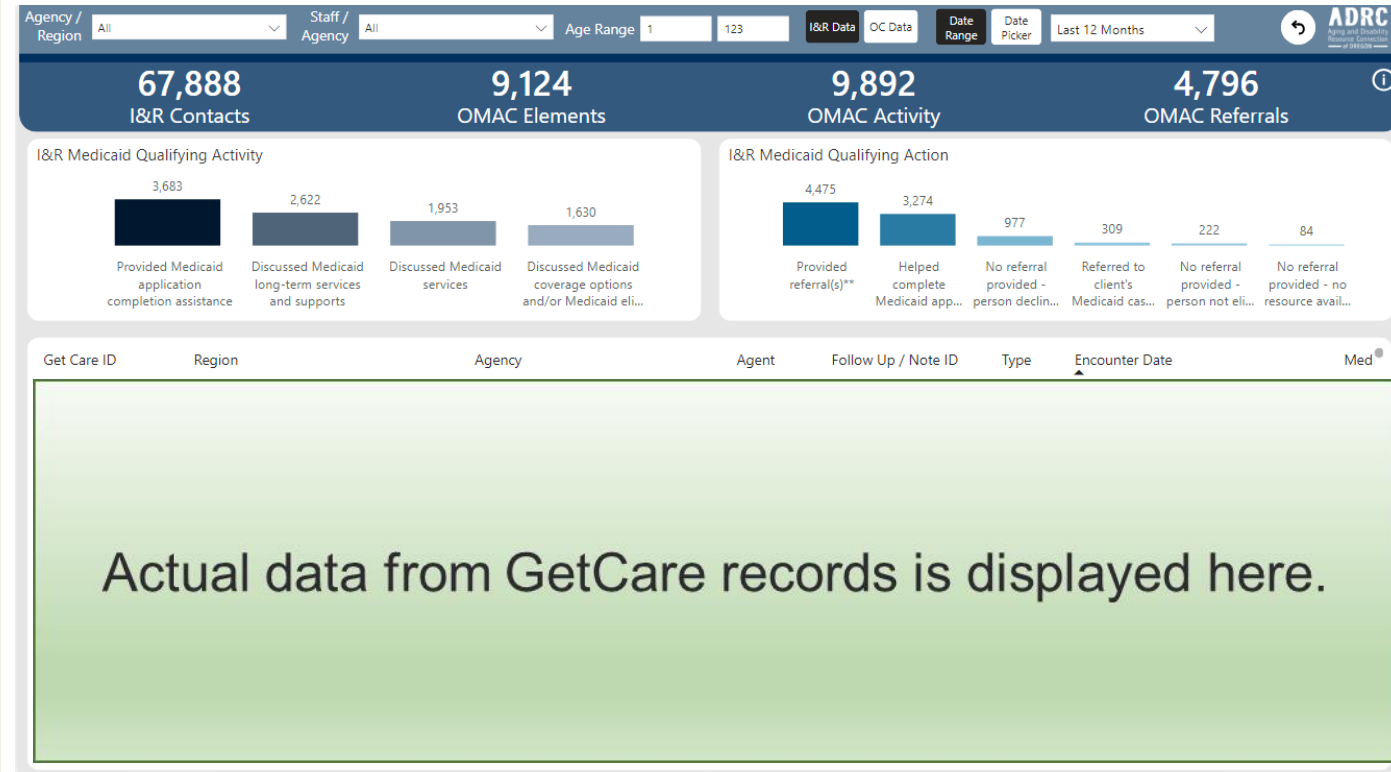
# ADRC Dashboard Preview: RealD Elements - OC

- Shows answer selections for required RealD questions asked by OC staff. Complete means the person provided an answer to the question other than unknown, declined to state, don't know, don't want to answer.
- You can filter data by selecting any of the sections of the colored boxes from the chart.
- You can sort data by selecting any of the columns from the chart.
- OC data is pulled from the client file, not the OC assessment, so it reflects the most current information recorded on the consumer record, which could be different from what was documented at the time of assessment.



# ADRC Dashboard Preview: OMAC Elements

- Shows all Oregon Medicaid Administrative Claiming (OMAC) documentation that has been recorded in GetCare for I&R and OC.
- OMAC elements: A count of when Medicaid qualifying activity occurred.
- OMAC Activity: A count of each Medicaid related activity that staff performed. You can perform multiple activities during an encounter so that's why this count can be higher than the OMAC element count.
- OMAC Action: A count of outcomes - what happened as a result of the qualifying activity that was performed.
- OMAC referrals: The number of Medicaid related referrals provided to the consumer.



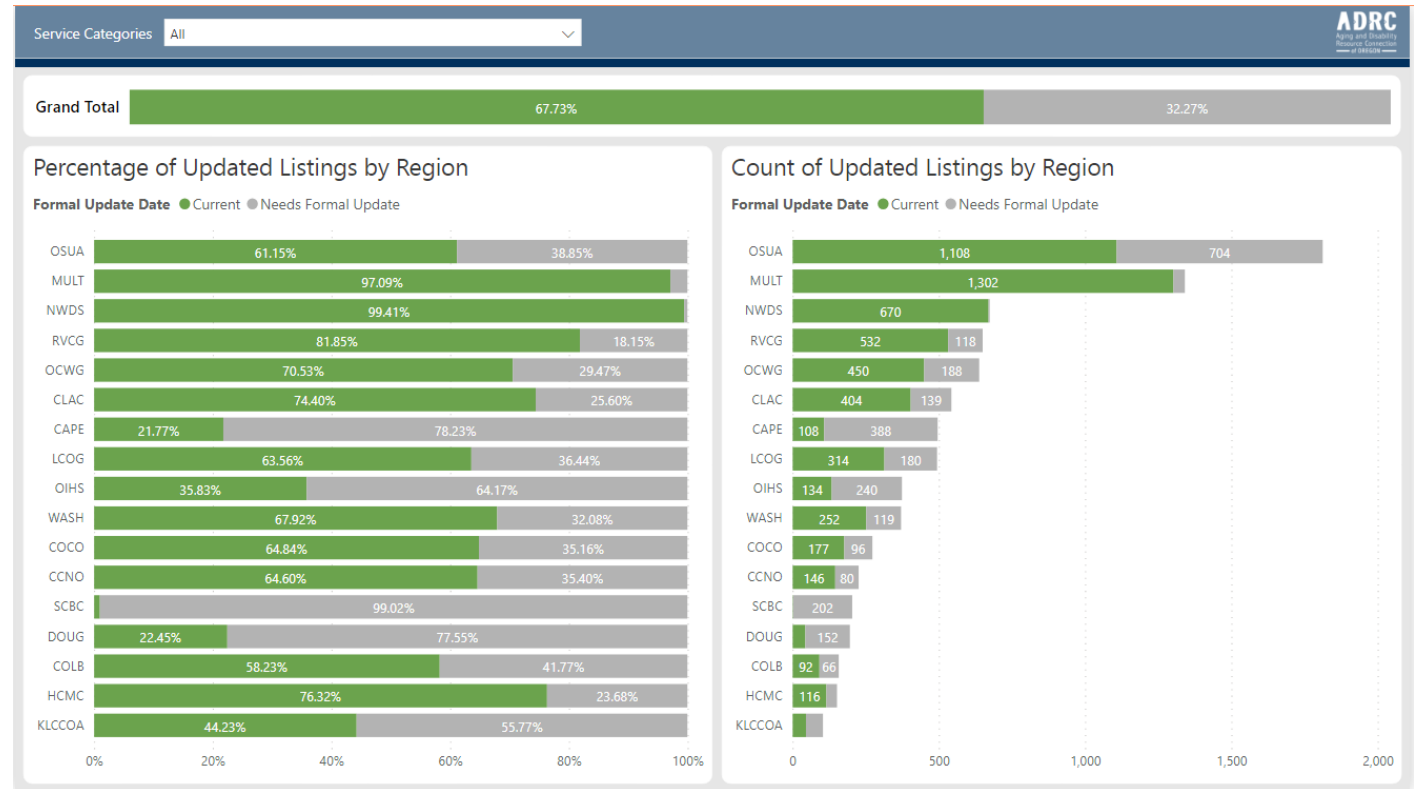
View I&R or OC data by using this feature:

I&R Data OC Data

Tip: Select a wider date range for more accurate data to display.  
Example: If you want data for June 2023, select a time period starting May 1, 2023 and ending July 30, 2023 to ensure all June data appears.

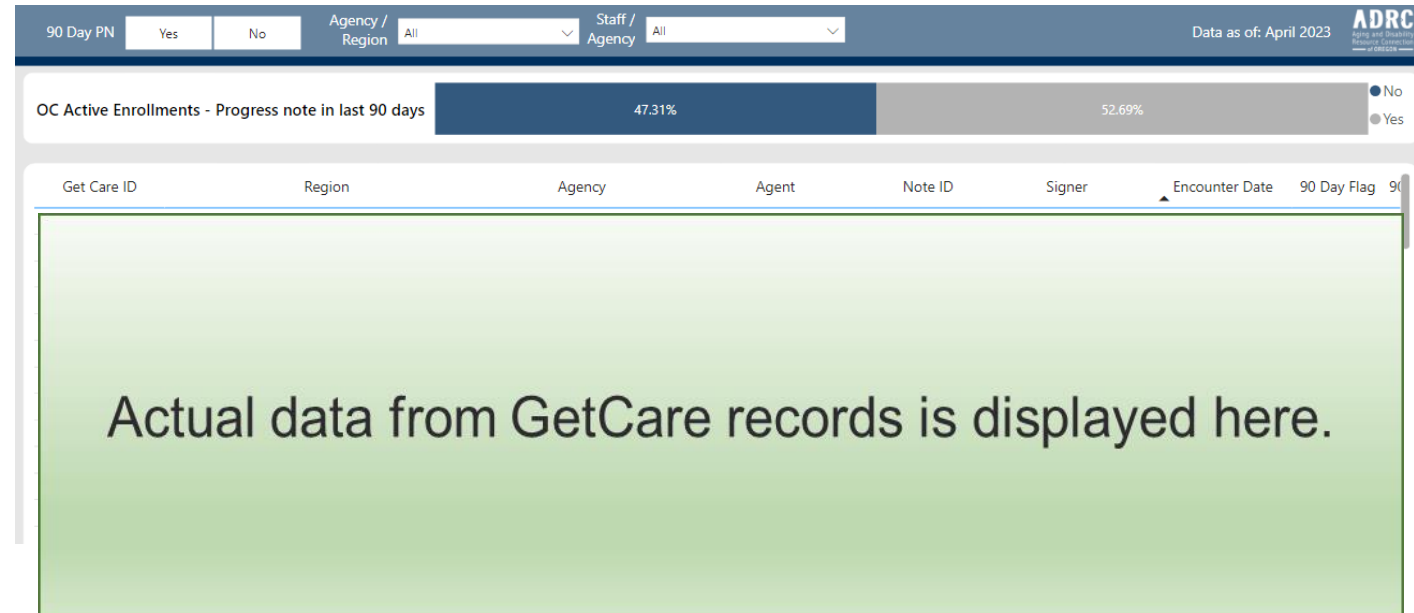
# ADRC Dashboard Preview: Resource Formal Update

- Includes the percentage and actual number of resource listings that have been formally updated in the last 12 months by region.



# ADRC Dashboard Preview: OC Enrollments w/out Progress note in 90+ days

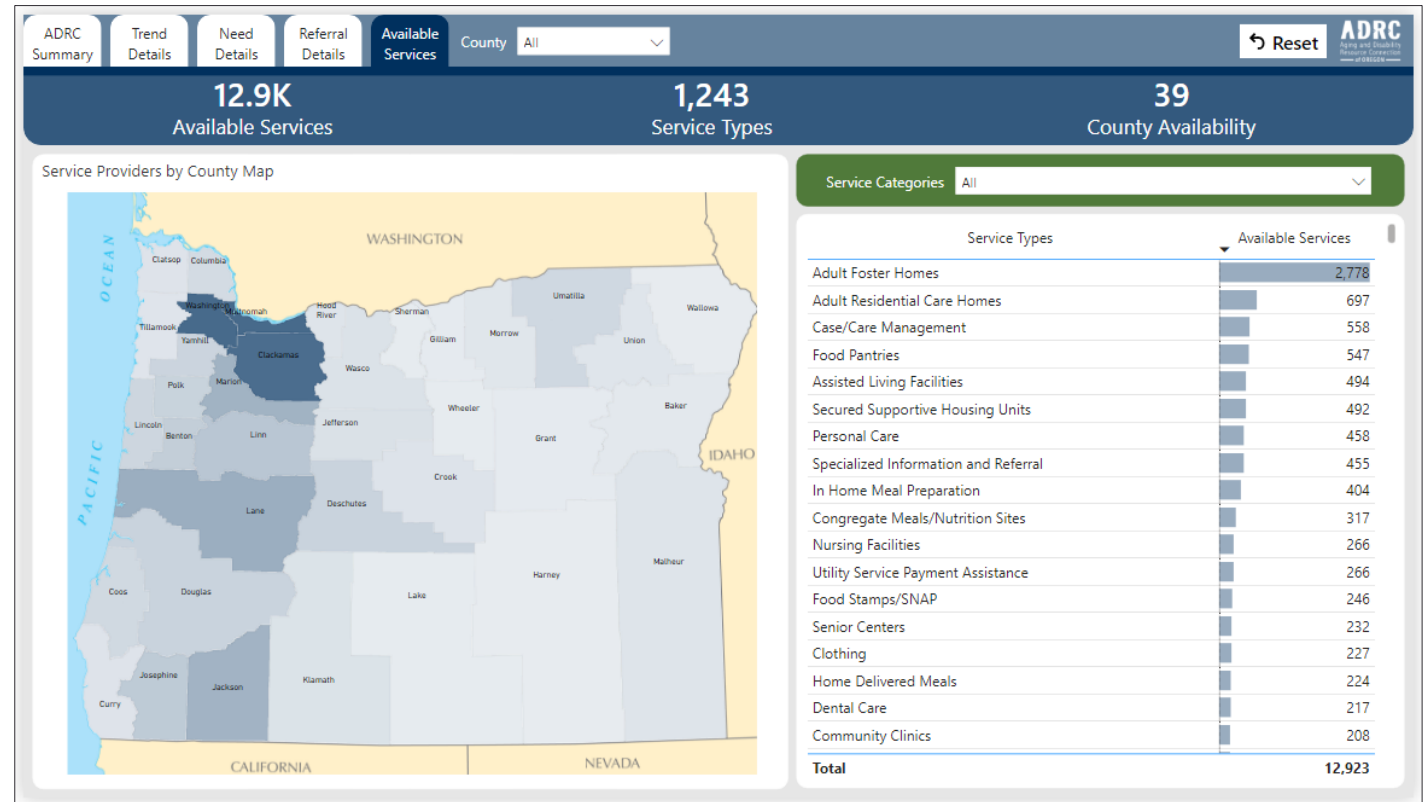
- Includes active OC enrollments that have not had a progress note entered in the last 90 days or more.
- OC enrollments without a progress note in 90+ days report only includes data from April 2023 forward and only includes progress notes that have been associated with the OC enrollment in GetCare.



# ADRC Dashboard Preview: Available Services

Provides information about resource listings in the ADRC resource database by service category and service type for all 36 counties, plus resources available statewide and nationwide. This report is only available on the External dashboard.

- The map shows where services are available across the state with darker shading representing a higher concentration of service providers in that county and a lighter shading representing fewer service providers.
- Allows you to filter by county, service category, and/or by service type.
- Our [inclusion/exclusion policy](#) has more information about the resources included and criteria for inclusion.



**Search for resources on the ADRC of Oregon website:**  
<https://adrcforegon.org/consumersite/search/>

# Disclaimers and caveats

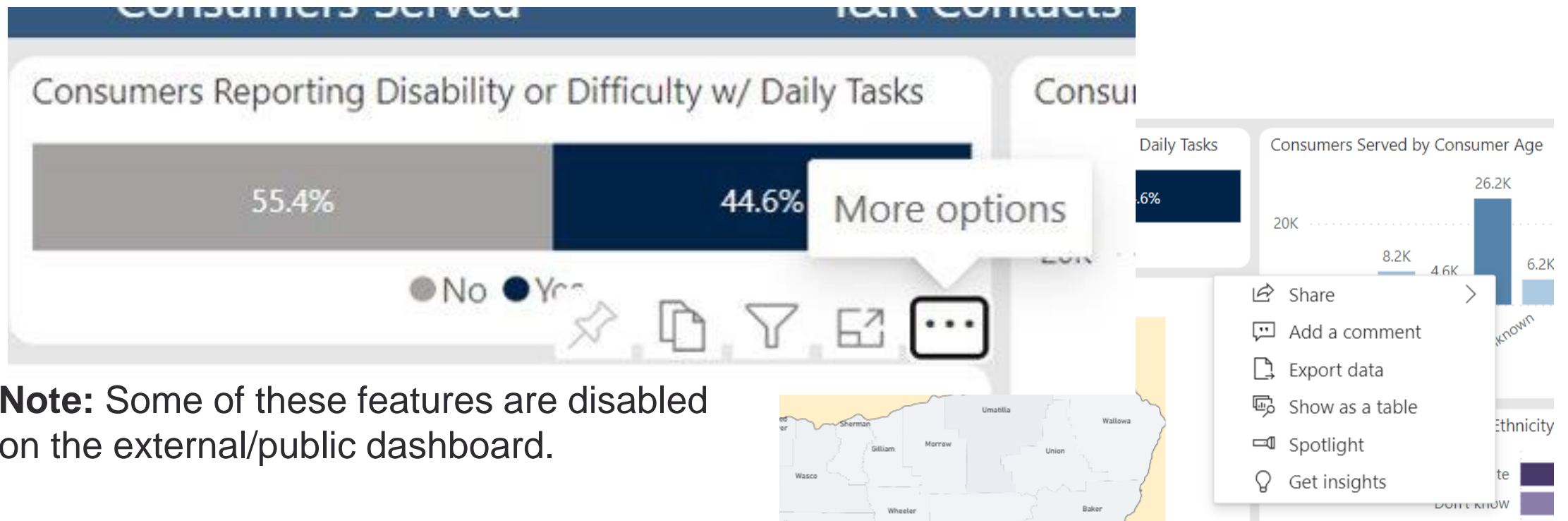
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- The internal dashboard includes all years of data and displays actual counts, even when the count is fewer than ten. CSSU liaisons can see all data entered by all agencies. **Individual agencies can only see data entered by staff at their agency.**
- Data only reflects information related to ADRC services provided and only includes what staff have entered in the system. Some ADRC sites have limited data entry support so there may be more data for some items and areas of the state than others.
- OC enrollments without a progress note in 90+ days report only includes data from April 2023 forward and only includes progress notes that have been associated with the OC enrollment.
- QA Summary report – May 2023 forward, OC assessment % rates will always reflect 100% since an assessment became required before enrollment. % rates prior to this date may vary and could be lower than 100% since assessment was not required prior to enrollment.



# Disclaimers and caveats continued

- PowerBI has additional built-in functionality and data export/reporting capabilities available by selecting more from the (...) menu. Recommend researching PowerBI online to learn more about these features.



# ADRC of Oregon Resources

Questions about the ADRC dashboard:	<a href="mailto:ADRC.WebMessages@odhs.oregon.gov">ADRC.WebMessages@odhs.oregon.gov</a>
Public ADRC dashboard:	<a href="https://adrcoforegon.org/consumersite/connect/data_dashboard/">https://adrcoforegon.org/consumersite/connect/data_dashboard/</a>
Internal ADRC dashboard:	<a href="#">Internal ADRC dashboard</a> (APD CSSU 3001 Report)
ADRC fact sheet:	<a href="#">2021 ADRC Fact Sheet</a>
ADRC video:	<a href="https://youtu.be/175kFr1HNjY">https://youtu.be/175kFr1HNjY</a>
ADRC website:	<a href="http://www.ADRCoforegon.org">www.ADRCoforegon.org</a>
ADRC toll-free number:	1-855-ORE-ADRC (673-2372)





**Thank you!**

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