

## EMERGING ADRC & All ADRC Comparison Tables

### Participants

**Table 1. Sample by Options Counseling and Home Visit Categories (2014)**

	EMERGING		2014	
	N=80	Percent	N=300	Percent
Options Counseling, home visit	18	23%	82	27%
Options Counseling, no home visit	6	8%	19	6%
Call Center consumer, home visit	18	23%	76	25%
Call Center consumer, no home visit	37	46%	123	41%

## Pathways, Access to the ADRC

**Table 2. Reasons for Contacting the ADRC**

Service Type	EMERGING N (%)	2014 N (%)
General information/advice	58 (73%)	215 (70%)
Physical health needs	49 (61%)	188 (61%)
Help at home (making meals, housekeeping, laundry, yard work)	38 (48%)	147 (48%)
Help getting food stamps	15 (19%)	126 (41%)
Help with Medicaid or paying for medical care	35 (44%)	118 (39%)
Help with Personal Care	34 (43)	108 (35%)
Help with transportation	29 (36%)	90 (30%)
Help with medications	17 (22%)	114 (37%)
Confusion or memory loss	22 (28%)	80 (26%)
Help paying for energy bills	8 (10%)	69 (23%)
Help getting caregiver respite	10 (13%)	58 (19%)
Dental care	13 (16%)	36 (19%)
Did you contact ADRC to get help with anything else that we did not already cover	-	52 (17%)
Help getting shopping and errands done	35 (44%)	53 (17%)
Help with housing: home modification	10 (13%)	39 (14%)
Help with housing: Finding subsidized housing	5 (6%)	33 (14%)
Help moving into an assisted living residence, adult foster home, or nursing home	13 (16%)	37 (12%)

**Table 3. During the past 12 months have you experienced confusion or memory loss? (asked first in 2014 to OC consumers)**

	EMERGING (n=77)	2014 All (n=298)
Yes	30 (39%)	109 (37%)

**Table 4. How did you first learn about the ADRC?**

	<b>EMERGING (n=76)</b>	<b>Round 4 (n=283)</b>
Referral from another agency	20 (26%)	24%
Friend	6 (8%)	13%
Hospital/clinic/doctor/nurse	9 (12%)	12%
Family	12 (16%)	11%
Nursing home/assisted living	-	2%
Phone book	-	1%
Recommendation/word of mouth	1 (1%)	1%
Brochure/flyer	6 (8%)	4%
Media/newspaper/TV/radio	-	2%
Internet	5 (7%)	6%
Other (please specify)	17 (22%)	24%

**Table 5. How did you first come in contact with the ADRC?**

	<b>EMERGING (n=75)</b>	<b>Round 4 (n=291)</b>
By telephone	45 (60%)	62%
Went to the office, in person	16 (21%)	16%
They called me	9 (12%)	12%
Through the website	1 (1%)	1%
Other (please specify)	4 (5%)	10%

**Table 6. [For Those whose first contact was by phone] When you called the ADRC, was the phone answered by...**

	<b>EMERGING (n=38)</b>	<b>2014 (n=153)</b>
A person	30 (79%)	72%
An answering machine	3 (8%)	13%
An automated message system	5 (13%)	15%

**Table 7. When did someone from the ADRC get back to you?**

	<b>EMERGING (n=7)</b>	<b>2014 (n=42)</b>
On the same day	4 (57%)	32%
The next day	2 (29%)	22%
2 to 4 days	1 (14%)	32%
5 or more days	-	14%

**Table 8. Do you think that the ADRC's response time was...**

	<b>EMERGING (n=7)</b>	<b>2014 (n=40)</b>
Prompt and timely	6 (86%)	40%
Some wait, but was reasonable	1 (14%)	30%
Much too long	-	30%

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

**Table 9. Did you ever go to the ADRC building?**

	<b>EMERGING (n=63)</b>	<b>2014 (n= 259)</b>
Yes	17 (27%)	34%
If yes, how easy was it to find?	n=32	n=129
Very difficult	1 (3%)	5%
A little difficult	3 (9%)	9%
Somewhat easy	5 (16%)	12%
Very easy	23 (72%)	74%

Note: Standard is 90% will report the ADRC is somewhat or very easy to find.

**Table 10. How convenient was it for you to go to the ADRC?**

	<b>EMERGING (n=31)</b>	<b>2014 (n=129 )</b>
Not at all convenient	1 (3%)	5%
Not that convenient	3 (10%)	7%
Somewhat convenient	6 (19%)	30%
Very convenient	21(68%)	58%

Note: Standard is 85% report that it was somewhat or very convenient to go to the ADRC.

**Table 11. When you first went to the ADRC, how long did you have to wait to see someone?**

	<b>EMERGING (n=32)</b>	<b>2014 (n=129)</b>
Less than 5 minutes	14 (44%)	43%
Between 5 and 20 minutes	14 (44%)	41%
Longer than 20 minutes	2 (6%)	11%
I had to arrange another time to come back	1 (3%)	1%
I did not see anyone	1 (3%)	4%

Note: Standards are that 40% report that they waited less than 5 minutes to see someone and no more than 10% report waiting more than 20 minutes to see someone.

**Table 12. Do you think that your wait time to see someone was...**

	<b>EMERGING (n=31)</b>	<b>2014 (n=124)</b>
Short and timely	15 (48%)	40%
Some wait, but was reasonable	15 (48%)	52%
Much too long	1 (3%)	8%

Note: Standard is fewer than 10% report it took “much too long” to see someone.

## Information & Assistance

**Table 13. Do you think that the person at the ADRC spent enough time with you to understand your concerns?**

	<b>EMERGING (n=78)</b>	<b>2014 (n=271 )</b>
Yes	72 (92%)	90%

**Table 14. How knowledgeable was this person about helpful resources and services?**

	<b>EMERGING (n=77)</b>	<b>2014 (n=293)</b>
Not at all knowledgeable	-	2%
Not that knowledgeable	1 (1%)	2%
Somewhat knowledgeable	18 (23%)	20%
Very knowledgeable	58 (75%)	77%

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

**Table 15. How would you rate this person on explaining how to get the help or information you needed?**

	<b>EMERGING (n=78)</b>	<b>2014 (n=296 )</b>
Poor	2 (3%)	6%
Fair	10 (13%)	12%
Good	15 (19%)	22%
Excellent	50 (65%)	60%

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

**Table 16. Did you receive written materials?**

	<b>EMERGING (n=78)</b>	<b>2014 (n=293)</b>
Yes	52 (67%)	72%

**Table 17. Were the materials relevant to your concerns?**

	<b>EMERGING (n=49)</b>	<b>2014 (n=206)</b>
Yes	48 (98%)	97%

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

**Table 18. Timeliness of Services**

	EMERGING (%)			2014 (%)		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back <sup>a</sup>	6 (86%)	1 (14%)	-	40%	30%	30%
Seeing someone at the ADRC building <sup>b</sup>	15(48%)	15 (48%)	1 (3%)	40%	52%	8%
Receive a home visit <sup>b</sup>	12 (41%)	15 (52%)	2 (7%)	31%	56%	13%
Housekeeping services <sup>b</sup>	9 (60%)	6 (40%)	-	51%	42%	7%
Home modification <sup>b</sup>	-	1 (100)%	-	50%	50%	-
Personal care <sup>b</sup>	4 (57%)	3 (43%)	-	56%	35%	-
Meals services <sup>b</sup>	5 (56%)	4 (44%)	-	55%	45%	-
Managing health <sup>b</sup>	6 43%)	8 (57%)	-	56%	44%	-
Benefits, financial assistance <sup>b</sup>	12 (67%)	6 (33%)	-	55%	41%	5%
Managing money, assets <sup>b</sup>	-	-	-	50%	-	50%
Transportation <sup>b</sup>	5 (83%)	1 (17%)	-	71%	19%	10%
Legal services <sup>b</sup>	-	1 (100%)	-	50%	25%	25%
Other benefits <sup>b</sup>	8 (80%)	2 (20%)	-	72%	24%	4%

Note: <sup>a</sup> Standard is that no more than 15% will report waiting too long for a returned phone call. <sup>b</sup> Standard is that no more than 20% of participants will report waiting too long for services.

## Overall ADRC Experience

**Table 19. How respectful was the person with whom you worked the most?**

	<b>EMERGING (n=78)</b>	<b>2014 (n=299)</b>
Not at all respectful	-	<1%
Not that respectful	1 (1%)	<1%
Somewhat respectful	7 (9%)	9%
Very respectful	70 (90%)	90%

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

**Table 20. When you first contacted the ADRC, did you receive none, some, or all of the information you needed?**

	<b>EMERGING (n=76)</b>	<b>2014 (n=299)</b>
None	5 (7%)	8%
Some	22 (29%)	28%
All	48 (63%)	62%
No Information Needed	1 (1%)	2%

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 21. If you needed to contact ADRC, how easy would that be?**

	<b>EMERGING (n=78)</b>	<b>2014 (n=300)</b>
Very difficult	2 (3%)	3%
Somewhat difficult	3 (4%)	9%
Somewhat easy	13 (18%)	17%
Very easy	60 (77%)	71%

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

	<b>EMERGING (n=36)</b>	<b>2014 (n=134)</b>
Yes	25 (69%)	75%

**Table 23. Services received by ADRC consumers**

Services Received	Number & %	
	EMERGING	2014
Help getting benefits or financial assistance	19 (53%)	66 (48%)
Meals delivered to the home or to a meal site	10 (28%)	32 (23%)
Transportation	6 (17%)	21 (15%)
Information about or help managing your health	14 (40%)	44 (33%)
Housekeeping	16 (44%)	45 (33%)
Personal care such as bathing	8 (22%)	24 (17%)
Access to information about or other benefits	11 (31%)	49 (38%)
Home modification services	1 (3%)	8 (6%)
Legal assistance or advice	1 (3%)	4 (3%)
Help managing your money or assets	-	2 (<2%)

**Table 24. Total Number of services received**

Total number	EMERGING (n=35)	2014 (n=128) (based on list of 10 services)
1	10 (29%)	34%
2	10 (29%)	30%
3	18 ( 23%)	21%
4	4 (11%)	7%
5	2 (6%)	6%
6	1 (3%)	2%
7	-	1%
Average	1.7 services	2.3 services

**Table 25. Do you have concerns that the ADRC has not addressed?**

	<b>EMERGING (n=77)</b>	<b>2014 (n=295)</b>
Yes	19 (25%)	24%



## Overall Satisfaction

**Table 26. Overall, how helpful was the ADRC?**

	<b>EMERGING (n=79)</b>	<b>2014 (n=301)</b>
Not at all helpful	7 (9%)	6%
Only a little helpful	2 (3%)	10%
Somewhat helpful	18 (23)	20%
Very helpful	52 (66%)	64%

**Table 27. Would you recommend the ADRC to a friend or family member?**

	<b>EMERGING (n=78)</b>	<b>2014 (n=297)</b>
Yes	71 (89%)	92%