

Final Report
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Consumer Satisfaction with Aging & Disability Resource Connection of Oregon: Round 5

Part 7. Consumer Concerns, Recommendations, and Satisfaction

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Consumer Satisfaction with Aging & Disability Resource Connection (ADRC) Services: Round 5

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Part 7. Consumer Concerns, Recommendations, and Satisfaction

Consumer Concerns

All participants were asked if they had concerns that had not been met by the ADRC. As in all years of the survey, about 25% replied yes (Table 7.1)¹. When asked to describe those concerns, about one-third gave general comments rather than reporting specific needs for services and resources. Some were still waiting to hear whether they qualified for services, while others were uncertain about what could be done to help them.

Similar to concerns expressed in 2014 a large segment of participants expressed frustration with the lack of follow up. The following comments are typical of those dissatisfied with the length of time they had to wait to have their needs addressed.

No one has come to help. We are on limited incomes. All they did was talk and then nothing happened.

I made a complaint about elder abuse and I have not heard back on it.

I have not heard from them in a while [about] helping me. I have not got my bus pass or any other services in help cleaning my house.

No response ... we applied in August and still have not heard back from them.

My mom is getting worse and I have yet to receive a letter or call back. It seems like they don't care since it has been 2 months since my first contact...

¹ Tables 7.1 – 7.4 are presented at the end of this report. All tables are presented in Appendix B.

Other participants described more specific needs related to the original reasons for their contact with the ADRC. Many participants reported needing help with transportation, housing, health concerns, and help with Instrumental Activities of Daily Living (IADLs). Approximately 28% indicated they had financial needs.

I will not have heating and AC without help.

Lots, yes. With the housing, the dental and Medicaid...

Healthcare, transportation.

I need house cleaning and organization.

Need for yard work, grab bar for the shower, transportation, and occasionally house work

The financial aspects of my life, the big picture.

I am trying to get transportation help, or a lift or van so I can get out on my own.

Still others required assistance with discovering available resources. They were often hindered by eligibility criteria and limited funding for services.

Consumer Recommendations

Participants were asked if they had recommendations for the ADRC. As in 2014, approximately half gave suggestions or made comments for improving the services of the ADRC. These were categorized as: 1) customer service with a focus on staff, 2) services and resources, and 3) increased outreach.

Customer service. Most consumers making recommendations reported a need for improved customer service. Many comments focused on communication, specifically getting return calls in a timelier manner and getting clearer information about services and the service system, as reflected in the following comments.

[Having] Faster response times, decisions made faster and scheduled phone check-in would help me because I have anxiety about this not knowing if I missed a call or if I am supposed to contact them after waiting for a certain period.

Get back to people when they need help. I had to keep making phone calls, sometimes they pick up and sometimes they do not. It seems like they do not care.

Get a live person on the phone, and make the phone system less confusing.

Some participants felt that staff needed to be more knowledgeable about services, resources, and qualifications. This ties in to the desire for more streamlined, coordinated services.

The people need to become more informed about what programs are out there. I found out the worker suggested a program that no longer existed, and there was another one she wasn't even aware of.

[Staff should be more] knowledgeable about what kind of things they have or what kind of programs, and have them answer questions.

They don't know... so they have to keep checking... In between [service providers], it's sort of a Russian roulette. They need to get their act together...

Many of those suggesting customer service improvements suggested that the ADRC staff behave respectfully, patiently, and empathically when dealing with consumers. These individuals suggested that ADRC staff improve customer service in the following ways.

I did not receive very good attention, [they acted with] impatience and [I received] bad customer services. They need to be more attentive with emotional and mental health.

Go a little slower when they talk to the elderly.

Explain decisions better because they told me to call back if I decided to get service ... and then I did not get any and the worker was very short with me on the phone.

Consistent with previous years, many participants wanted more help with accessing and navigating the service system to locate resources. The following comments provide examples of assistance needed in these areas.

There are so many resources, even the tailored list, is too much. It would be helpful to have someone to assist with the calling, and to help sort things out, or help out identifying the most important thing and addressing that first, and help with calling from there.

As a naive user of the services, it is unclear what things are available. I have cancer, I am unable to see, and it is not easy for me to explore the options because I do not know what they are. I did not know those services existed. The connection is not there somehow.

Consumers also recommended improved coordination to facilitate access and understanding:

[Offer a] way to consolidate the care services so it's easier to figure out how to navigate through all the care providers.

A better overview would be great. I went in with the idea that they would sort out the Social Security now I need housing and I need to go over all the same information again and I do not know the whole scope of what they did. I want to know all their services at once.

Services and Resources. Some recommendations focused on the services offered by the ADRC. Many participants favored an expansion of the services, workforce, and funding. Several respondents suggested expanding eligibility criteria.

Have more service for people who are not completely destitute.

The whole system has to be changed. They cannot do a good job if their hands are tied by eligibility requirements.

Let us get more money into social services to improve the number of resources.

Outreach & awareness. Some participants offered recommendations about ways to increase knowledge about the ADRC. Many expressed the need to inform consumers of available services, offering comparative differences between programs or resources. A few thought a newsletter or brochure would be helpful for consumers to understand available services and to make the agency more visible. Suggestions included,

[They should be] Advertising their services more, so people understand what they do and how to contact them.

They should get the word out more about what they actually do in written materials and give to everyone so they know their options.

[Provide] Easier access and [make contact information] easier to find as it took me forever to even find a number, and I had to go through different people to get advice.

Overall Satisfaction

In spite of the concerns described above, the majority of ADRC survey participants reported that the ADRC was very helpful overall (see Table 7.2). Responses in Round 5 were similar to Round 4, with over well over half (64%) reporting the ADRC was very helpful and another 22% rating it as somewhat helpful; 6%, reported that the ADRC had not been at all helpful. Similarly, an important indicator of consumer satisfaction involves participant willingness to recommend the ADRC to others. Consistent with previous years, 93% of participants would recommend the ADRC to a friend or relative (Table 7.3).

To give an overall picture of how the different elements of the ADRC and participants' experiences relate to one another, a variable of overall satisfaction was computed by combining responses to general helpfulness of the ADRC and whether participants would recommend the ADRC to others. Other composite variables included staff attributes (i.e., respectfulness, knowledgeable, ability to explain how to get services), options counselor staff attributes (i.e., helping consumers explore choices, supporting decisions, considering consumer opinions, helping to understand the service system), the total number of needs identified, and total number of services received. Also examined was the relationship between these variables and participants' understanding of the service system after working with the ADRC, whether they had received the information they needed, amount of contact with the ADRC, and their assessment of how easy it would be to contact the ADRC if they needed to. The correlations among these variables are presented in Table 7.4.

Overall satisfaction with the ADRC was significantly correlated with positive ratings of staff ($r=.64$), better understanding of the service system ($r=.61$), outcomes ($r=.53$), and ease of contacting the ADRC if needed ($r=.37$). Consistent with 2014 survey participants, overall satisfaction was not associated with the amount of need, number of services received, or the amount of contact with the ADRC. The number of service needs identified by participants was significantly correlated with the number of services received ($r=.47$).

Overall satisfaction of those receiving OC and/or home visits is even more strongly associated with specific staff attributes that include decision support variables ($r=.72$). Other significant associations with positive ratings of OC staff attributes include getting needed information ($r=.35$) and increased understanding of the service system ($r=.42$). Positive ratings of OC staff were also significantly correlated with reported outcomes ($r=.39$).

Overall satisfaction. When asked for recommendations, many participants expressed overall satisfaction. From these comments it is clear that the ADRC is valued for offering support and guidance in navigating the service system and enabling consumers and family members to access needed services and resources. The following comments highlighted the appreciation for ADRC efforts.

[They are] Doing everything they possibly can with their funding and resources in order to help people.

Give the employees a raise because they deserve it. They really do an outstanding job.

Conclusions and Recommendations

The ADRCs continues to provide important services and access to resources that are valuable to consumers and their family members. The importance of Call Center and OC staff cannot be overstated. Positive ratings of staff are most strongly associated with overall satisfaction with the ADRC. For OC consumers, who have greater overall need and represent the most vulnerable consumer group, the association is particularly striking. Positive ratings of OC staff are associated with higher scores on receiving needed information, levels of understanding of the service system, and outcomes. A similar pattern is seen with ratings of Call Center staff and measures of understanding and receiving information, although the association is not quite as strong. Note that Call Center consumers were not asked questions about outcomes.

Although a minority of ADRC consumers had concerns or areas of dissatisfaction, it is important to use their feedback in quality improvement efforts. Talking to a person, and

receiving information and assistance in a timely manner are critically important to older adults and those with disabilities, especially those with cognitive impairment. Continued efforts are needed to help these consumers understand and navigate the service system.

ADRCs need to continue promoting ways to increase awareness and provide access to the ADRC, build capacity to meet the growing demand for resources, and to address concerns of consumers who are not able to locate and afford services that meet their needs. This includes increasing and coordinating community partnerships, increasing follow up, continuing to decrease response times, and continuing staff development. Specific recommendations include:

- Continue to improve customer service where needed through staff training and mentoring.
- Continue to build skills and resources to communicate with consumers who may have limited capacity to understand the service system.
- Continue to build partnerships, coordinate services, and expand service availability.
- Widely distribute print material that provides information about the ADRC including telephone and internet contact information.
- Continue the good work of respecting consumers, providing person-centered decision support, and contributing a vital service.

Part 7. Consumer Concerns, Recommendations, and Satisfaction

Table 7.1 Do you have concerns that the ADRC has not addressed?

	2011-2012 (n=81)	2012 (n=109)	2013 (n=93)	2014 (n=295)	2015 (n=318)
Yes	26%	26%	24%	24%	25%

Table 7.2 Overall, how helpful was the ADRC?

	2011-2012 (n=239)	2012 (n=300)	2013 (n=294)	2014 (n=301)	2015 (n=325)
Not at all helpful	10%	7%	8%	6%	6%
Only a little helpful	10%	10%	9%	10%	9%
Somewhat helpful	19%	23%	23%	20%	22%
Very helpful	62%	60%	60%	64%	64%

Note: Options counseling participants rated overall helpfulness significantly higher than call center participants.

Table 7.3 Would you recommend the ADRC to a friend or family member?

	2011-2012 (n=241)	2012 (n=295)	2013 (n=294)	2014 (n=297)	2015 (n=324)
Yes	92%	90%	89%	92%	93%

Note: OC participants were significantly more likely to say yes than Call Center participants.

Table 7.4 Round 5 Correlations

		needs	Info needed received	Contacts with ADRC	Under-standing	# services	allstaff	OC Staff	Outcome	Ease of contact	Overall sat
needs	Pearson Correlation	1									
	N	323									
Info needed received	Pearson Correlation	-.06	1								
	N	312	317								
# ADRC contacts	Pearson Correlation	-.13*	.02	1							
	N	320	314	325							
Under-standing about options	Pearson Correlation	.23**	.23**	.03	1						
	N	188	180	187	189						
allservice	Pearson Correlation	.47**	-.01	.09	-.11	1					
	N	139	136	139	88	140					
allstaff	Pearson Correlation	-.03	.24**	-.13*	.31**	-.03	1				
	N	307	302	310	180	138	312				
OC Staff	Pearson Correlation	.03	.35**	-.01	.42*	-.05	.91**	1			
	N	169	163	169	167	85	170				
Outcome	Pearson Correlation	.12	.10	.04	.39**	.14	.31**	.39**	1		
	N	193	184	192	189	89	184	170	194		
Easy to contact ADRC	Pearson Correlation	-.004	.15**	.01	.15*	.10	.27**	.27**	.14	1	
	N	312	307	314	182	138	307	168	186	316	
overallsat	Pearson Correlation	-.03	.22**	.03	.61**	.02	.64**	.72**	.53**	.37**	1
	N	318	311	319	186	140	307	168	190	312	322

*p < .05, ** p < .01