

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

Executive Summary

This report describes findings from the sixth consumer satisfaction survey conducted with consumers or family members who are served by the Aging and Disability Resource Connection (ADRC) of Oregon, focusing on Call Center staff (or Information, Referral and Assistance; IR&A) and recipients of options counseling services. The Institute on Aging at Portland State University directed the project, partnering with Washington State University Social & Economic Research Center, who conducted the telephone survey between February 27 and April 5, 2019.

Additions to the Round 6 Survey: Survey participants were asked:

- Reasons for contacting the ADRC: medical equipment or assistive devices and worries about getting evicted or homelessness, falling, and abuse or neglect
- Questions about services received (abuse or neglect, fall prevention, housing)
- Closed ended questions were also included to learn more about consumers' circumstances without the ADRC.

Who we interviewed:

- 239 Call Center consumers and family members in contact with the ADRC, January 25 – February 8, 2019
- 80 consumers and family members receiving Options Counseling, December 26, 2018 – March 12, 2019

Major reasons for contacting the ADRC

- Physical Health (71%)

- General information, advice (64%)
- Help at home (44%)
- Personal care (44%)
- Medicaid, paying for medical care (40%)
- Falls (40%)
- Transportation (38%)
- Shopping and errands (36%)
- Medications (36%)

Phone Access

- 275 were in contact with the ADRC by phone:
 - 66% reached a person
 - 34% reached an answering machine or automated system
 - 48% received a return call on the same or next day
 - 28% received a return call 2-4 days later
 - 24% waited 5 or more days
 - 28% thought it prompt and timely; 29% thought it took much too long
- Expected ease of contacting the ADRC in the future
 - 55% very easy
 - 26% somewhat easy
 - 19% Somewhat or very difficult
- Findings indicate lower ratings of access by phone in Round 6 than in prior years

Information and Referral/Assistance

- 52% received all the information they needed when they contacted the ADRC
- 57% received written materials; 94% were relevant to their concerns
 - OC consumers and family members most likely to get materials
- Ratings of staff from the ADRC:
 - 85% felt staff spent enough time with them to understand their circumstances
 - 67% rated staff as very knowledgeable; 27% somewhat knowledgeable
 - 84% were very respectful; 12% somewhat respectful
 - 45% did an excellent job and 28% did a good job explaining how to get help or information
- Although overall positive ratings were similar across years, top ratings declined in all categories

Options Counseling (and home visits)

All OC participants and call center consumers who indicated they received a home visit were asked about additional experiences with staff and the outcomes they experienced as a result of the ADRC.

- 74% of OC participants and 33% of Call Center participants received a home visit, usually within a week of contacting the ADRC.
- 39% rated timing of the home visit as short and timely; 53% as a reasonable wait
- 63% found it very helpful; 29% somewhat helpful
- 80% felt very comfortable with the person in their home; 16% somewhat comfortable

Decision support from ADRC staff:

- helping participants understand the service system: 43% excellent; 36% good
- helping participants explore choices: 49% excellent; 32% good
- considering participants' opinions, likes, and dislikes: 47% excellent; 37% good
- supporting their decisions: 47% excellent; 37% good
- control in making decisions: 38% total control; 38% most of the control.
- Top ratings declined in all categories

Action plans and follow up

- 54% worked with the ADRC staff on an action plan
- 54% reported the person from the ADRC had called to see how they are doing
- 52% reported they had contacted the ADRC again

Outcomes

- living in the place they most desire: 29% strongly agree; 46% agree
- safer in their home: 25% strongly agree; 52% agree
- more independent: 25% strongly agree; 44% agree
- receiving enough support to meet needs and preferences: 17% strongly agree; 50% agree
- making the most of personal money and resources: 17% strongly agree; 42% agree
- expanded or maintained activities outside of their home: 14% strongly agree; 42% agree
- found affordable help that I could afford: 14% strongly agree; 42% agree

- Overall ratings have declined for these outcome measures

New outcome measures in 2019

- less likely to fall: 19% strongly agree; 38% agree
- less likely to move into a nursing home: 23% strongly agree; 42% agree
- at less risk of abuse or neglect: 15% strongly agree; 44% agree

Circumstances without the ADRC

- 50% or more agreed:
 - *I would not have the information I need*
 - *I would be stressed not knowing what to do*
 - *I would not have had the help I need*
 - *I would be worse off financially*
- 42-46% agreed:
 - *I would be more isolated from the community*
 - *I could not meet my basic needs*
 - *My medical condition would be worse*
- 17-18% agreed:
 - I would be dead
 - I would be homeless
 - I would be in a nursing home
- 48% said it made no difference – they would have “figured something out”
- 7% said they would be better off

Public Programs and Assistance

- Service used increased from 2015 to 2019, ranging from 1 to 10 services with an average of 2.63 services.
- 50% received services; 11% had not yet made decisions
- Services with the highest use (by 20% or more):
 - Help getting benefits or financial assistance (56%)
 - Access to information about other benefits (39%)
 - Meals delivered to the home or meal site (35%)
 - Information about managing your health (28%)
 - Transportation (26%)
 - Personal care services (21%)
- More than 50% reported the service started right away; very few signified waiting much too long

- Average ratings for services are “very helpful”

Confusion and Memory Loss

- More participants in 2019 reported an issue with confusion or memory loss (CML), especially as a reason for contacting the ADRC
- Family members are especially likely to report CML
- Needs were significantly higher for those with CML and they received significantly more services
- Those with CML
 - were more likely to report concerns that had not been addressed
 - were no more likely to receive OC services or home visits than those without CML
 - were less likely to report being in control of their decisions
 - reported similar participant-reported outcomes
 - gave lower ratings of overall satisfaction ratings and were less likely to recommend the ADRC to others

Consumer Concerns and Recommendations

- Consistent with previous years, about 25% of participants had concerns that had not been addressed (disproportionately those with CML)
- Participants gave recommendations for customer service, services and resources, and outreach and responsiveness
- 56% rated the ADRC as very helpful and 22% somewhat helpful
- 88% would recommend the ADRC to a friend or family member; OC participants were most likely to recommend the ADRC

Limitations

- The sample for this study is less representative than in the previous year. Although some ADRCs had a greater number of consumer records from which to recruit survey participants, fewer records available from some of the ADRCs, particularly in rural areas. This was the first year the Centers for Independent Living (CILs) were included in the survey, but very few records were available. The lack of records in these communities made it especially difficult to recruit the OC sample.
- Additional questions were added to the survey and others eliminated with the aim of not extending the length of the interview. However, the interview took

over 25 minutes to conduct, adding a full 5 minutes to previous surveys. It is likely we lost some participants due to the length of the survey

Conclusions

- The ADRC continues to provide important services and access to resources that are valuable to consumers and their family members. Many consumers appear to have significant and complex needs.
- Satisfaction with these services remains high, though not as high as in previous years. There is no clear explanation in the data for the decline in average ratings across multiple components of the survey beyond the open-ended statements.
- Major complaints are frustration at the lack of responsiveness and not being able to find services, especially affordable services.

Recommendations

- Continue the good work of respecting consumers, providing person-centered decision support, and providing vital services.
- Convene ADRC staff to review survey findings and identify ways to address systemic issues that serve as barriers to ADRC services.
- Continue to improve customer service where needed through staff training and mentoring and monitor success.
- Increase referrals to option counseling by Call Center staff.
- 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.
- Advocate for more publically available services and identify ways to improve access.
- Widely distribute print material that provides information about the ADRC including telephone and internet contact information.
- Address systemic issues that keeps consumer information from being recorded in the ADRC data base.