

METRO ADRC & All ADRC Comparison Tables

These tables supplement the Final Report of the ADRC Consumer Satisfaction Report, completed in June 2019. These tables compare ratings provided by consumers served by the Metro ADRC with the total number of consumers answering each question. This includes all consumers from the Metro Region who participated in the survey. Although oversampling has occurred in every year in the Metro area to achieve our sampling goals, the Call Center interviews completed in 2019 were nearly 3 times the goal for the Metro area. To keep the distribution comparable to other years, only 84 completed interviews (selected randomly) were included in the full report. These tables include all 164 completed numbers. They cover only 2019. To examine trends over time for the entire ADRC program and to assist in interpretation of the site specific information, please refer to the final report.

Participants

Table 1. Sample by Options Counseling and Home Visit Categories (2019)

	METRO		2019	
	n=162	Percent	N=343	Percent
Options Counseling, home visit	24	15%	59	17%
Options Counseling, no home visit	16	10%	30	9%
Call Center consumer, home visit	36	22%	78	23%
Call Center consumer, no home visit	86	53%	176	51%

Pathways, Access to the ADRC

Table 2. Reasons for Contacting the ADRC

Service Type	METRO n (%)	2019 N (%)
Physical health needs	112 (66%)	258 (71%)
General information/advice	103 (61%)	227 (64%)
Help at home (making meals, housekeeping, laundry, yard work)	70 (41%)	159 (44%)
Help with Personal Care	63 (37%)	156 (44%)
Help with Medicaid or paying for medical care	63 (37%)	143 (40%)
Falls	46 (27%)	128 (40%)
Help with transportation	65 (38%)	139 (38%)
Help getting shopping and errands done	53 (31%)	128 (36%)
Help with medications	47 (27%)	132 (36%)
Help getting food stamps	49 (29%)	105 (29%)
Confusion or memory loss	33 (19%)	102 (28%)
Help getting new medical equipment or assistive devices	41 (24%)	102 (28%)
Help paying for energy bills	50 (29%)	93 (26%)
Help getting caregiver respite	30 (18%)	82 (23%)
Worries about eviction from current home or homelessness	43 (25%)	70 (20%)
Help with housing: Finding subsidized housing	36 (21%)	72 (20%)
Dental care	30 (17%)	66 (18%)
Help with housing: home modification	33 (19%)	69 (19%)
Help moving into residential care	17 (10%)	53 (15%)
Abuse or neglect	14 (8%)	35 (10%)

Table 3. Areas of abuse or neglect that are of concern

Type	METRO (n=13)	2019 N (%)
Physical abuse	6 (43%)	14 (40%)
Emotional abuse	11 (85%)	30 (88%)
Financial exploitation	8 (57%)	20 (57%)
Sexual abuse	2 (15%)	7 (22%)
Neglect	9 (69%)	22 (69%)
Abandonment	6 (46%)	15 (47%)

Table 4. During the past 12 months have you experienced confusion or memory loss?

	METRO (n=41)	2019 (n=111)
Yes	27%	36%

Table 5. When you called the ADRC, was the phone answered by...

	METRO (n=125)	2019 (n=275)
A person	66 (53%)	66%
An answering machine	23 (18%)	14%
An automated message system	36 (29%)	20%

Table 6. When did someone from the ADRC get back to you?

	METRO (n=55)	2019 (n=85)
On the same day	19 (34%)	22%
The next day	13 (24%)	26%
2 to 4 days	13 (24%)	28%
5 or more days	10 (18%)	24%

Table 7. Do you think that the ADRC's response time was...

	METRO (n=57)	2019 (n=90)
Prompt and timely	20 (35%)	28%
Some wait, but was reasonable	27 (47%)	43%
Much too long	10 (18%)	29%

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

Information & Assistance

Table 8. Do you think that the person at the ADRC spent enough time with you to understand your concerns?

	METRO (n=138)	2019 (n=284)
Yes	87%	85%

Table 9. How knowledgeable was this person about helpful resources and services?

	METRO (n=154)	2019 (n=324)
Not at all knowledgeable	4 (3%)	2%
Not that knowledgeable	2 (1%)	4%
Somewhat knowledgeable	37 (24%)	27%
Very knowledgeable	111 (72%)	67%

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

Table 10. How would you rate this person on explaining how to get the help or information you needed?

	METRO (n=73)	2019 (n=333)
Poor	2 (3%)	8%
Fair	10 (14%)	16%
Good	21 (29%)	29%
Excellent	40 (55%)	45%

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

Table 11. Did you receive written materials?

	METRO (n=87)	2019 (n=192)
Yes	54%	57%

Table 12. Were the materials relevant to your concerns?

	METRO (n=80)	2019 (n=170)
Yes	96%	94%

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

Table 13. Timeliness of Services

	METRO (%)			2019 (%)		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back ^a	20 (35%)	27 (47%)	10 (18%)	28%	43%	29%
Receive a home visit ^b	24 (42%)	27 (47%)	6 (10%)	39%	53%	8%
Housekeeping services ^b	4 (31%)	7 (54%)	2 (15%)	52%	33%	15%
Home modification ^b	2 (33%)	4 (67%)	-	46%	39%	15%
Personal care ^b	2 (25%)	5 (62%)	1 (12%)	50%	42%	8%
Meals services ^b	14 (58%)	10 (42%)	-	56%	42%	2%
Managing health ^b	10 (53%)	9 (47%)	-	57%	40%	3%
Benefits, financial assistance ^b	15 (36%)	22 (52%)	5 (12%)	39%	53%	8%
Managing money, assets ^b	1 (100%)	-	-	100%	--	--
Transportation ^b	7 (39%)	9 (50%)	2 (11%)	58%	33%	9%
Legal services ^b	3 (43%)	3 (43%)	1 (14%)	50%	40%	10%
Other benefits ^b	13 (62%)	8 (38%)		55%	43%	2%
Eviction prevention	2 (29%)	4 (57%)	1 (14%)	39%	46%	15%
Abuse or neglect	1 (20%)	2 (40%)	2 (40%)	50%	33%	17%

Note: ^a Standard is that no more than 15% will report waiting too long for a returned phone call.

^b Standard is that no more than 20% of participants will report waiting too long for services.

Overall ADRC Experience

Table 14. How respectful was the person with whom you worked the most?

	METRO (n=157)	2019 (n=333)
Not at all respectful	2 (1%)	2%
Not that respectful	3 (2%)	2%
Somewhat respectful	13 (8%)	12%
Very respectful	139 (88%)	84%

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

Table 15. When you first contacted the ADRC, did you receive none, some, or all of the information you needed?

	METRO (n=164)	2019 (n=341)
None	15 (9%)	14%
Some	66 (40%)	33%
All	83 (51%)	52%
No Information Needed	-	1%

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

	METRO (n=155)	2019 (n=319)
Very difficult	4 (3%)	5%
Somewhat difficult	21 (14%)	14%
Somewhat easy	40 (26%)	26%
Very easy	90 (58%)	55%

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

	METRO (n=47)	2019 (n=81)
Yes	68%	63%

Table 18. Services received by ADRC consumers

Services Received	Number & %	
	METRO	2019
Help getting benefits or financial assistance	42 (61%)	72 (56%)
Meals delivered to the home or to a meal site	25 (36%)	45 (35%)
Transportation	18 (26%)	33 (26%)
Information about or help managing your health	20 (29%)	36 (28%)
Eviction/homelessness	7 (10%)	13 (10%)
Abuse or neglect	5 (7%)	6 (5%)
Fall prevention class	6 (9%)	7 (5%)
Housekeeping	9 (16%)	28 (22%)
Personal care such as bathing	8 (11%)	27 (21%)
Access to information about or other benefits	24 (36%)	49 (39%)
Home modification services	6 (9%)	13 (10%)
Legal assistance or advice	7 (10%)	10 (8%)
Help managing your money or assets	1 (1%)	2 (2%)

Table 19. Total Number of services received

Total number	METRO (n=66)	2019 (n=121) (based on list of 13 services)
1	19 (29%)	31%
2	15 (23%)	19%
3	12 (18%)	21%
4	6 (9%)	8%
5	4 (6%)	2%
6	4 (6%)	7%
7	1 (2%)	2%
8	1 (2%)	2%
9	-	-
10	1 (2%)	2%
Average	2.69	2.63

Table 20. Do you have concerns that the ADRC has not addressed?

	METRO (n=148)	2019 (n=306)
Yes	26%	24%

Outcomes

Table 21. The services or information have allowed me to live in the place I most desire.

	METRO (n=64)	2019 (n=143)
Strongly disagree	2 (3%)	7%
Disagree	11 (17%)	18%
Agree	27 (42%)	46%
Strongly agree	24 (38%)	29%

Note: Standard is that 70% of consumers will report living in a place they most desire.

Table 22. I am receiving enough support to meet my needs and preferences.

	METRO (n=65)	2019 (n=147)
Strongly disagree	6 (9%)	10%
Disagree	12 (18%)	22%
Agree	31 (48%)	50%
Strongly agree	16 (25%)	17%

Note: Standard is that 80% will report receiving enough support to meet consumer needs and preferences.

Table 23. I believe I am more independent as a result of the information and services I received.

	METRO (n=62)	2019 (n=138)
Strongly disagree	2 (3%)	5%
Disagree	10 (16%)	26%
Agree	29 (47%)	44%
Strongly agree	21 (34%)	25%

Note: Standard is that 80% will report they are more independent as a result of services received.

Table 24. I believe I am safer in my home as a result of the information and services I received.

	METRO (n=59)	2019 (n=138)
Strongly disagree	3 (5%)	4%
Disagree	7 (12%)	18%
Agree	28 (48%)	52%
Strongly agree	21 (36%)	25%

Note: Standard is that 80% will report that they are safer.

Table 25. The services or information received have allowed me to expand or maintain activities outside of my home.

	METRO (n=60)	2019 (n=135)
Strongly disagree	5 (8%)	8%
Disagree	14 (23%)	36%
Agree	29 (48%)	42%
Strongly agree	12 (20%)	14%

Table 26. The services or information received have helped make the most of personal money and resources

	METRO (n=57)	2019 (n=127)
Strongly disagree	8 (14%)	14%
Disagree	11 (19%)	30%
Agree	25 (44%)	38%
Strongly agree	13 (23%)	17%

Note: Standard is that 70% of participants report making the most of their personal money and resources.

Table 27. I was eventually able to find help that I could afford.

	METRO (n=57)	2019 (n=127)
Strongly disagree	7 (12%)	12%
Disagree	16 (28%)	32%
Agree	22 (39%)	42%
Strongly agree	12 (21%)	14%

Table 28. I am less likely to fall

	METRO (n=60)	2019 (n=127)
Strongly disagree	5 (8%)	10%
Disagree	19 (32%)	32%
Agree	21 (35%)	38%
Strongly agree	15 (25%)	19%

Table 29. I am less likely to move into a nursing home

	METRO (n=60)	2019 (n=127)
Strongly disagree	6 (10%)	8%
Disagree	13 (22%)	27%
Agree	21 (35%)	42%
Strongly agree	20 (33%)	23%

Table 30. I am at less risk of abuse or neglect

	METRO (n=59)	2019 (n=127)
Strongly disagree	3 (5%)	10%
Disagree	9 (15%)	19%
Agree	23 (39%)	44%
Strongly agree	12 (20%)	15%
Not applicable	12 (20%)	17%

Table 31. Without the ADRC: I would:

	METRO	#/% yes
Would be worse off		
I would not have the information I needed to get help	110 (73%)	312 (69%)
I would be stressed about not knowing what to do	106 (69%)	317 (69%)
I would not have had the help I need	105 (70%)	306 (64%)
I would be worse off financially	82 (54%)	300 (50%)
I would be more isolated from the community	73 (48%)	308 (46%)
I could not meet my basic needs	71 (48%)	306 (43%)
My medical condition would be worse	70 (48%)	304 (42%)
I would be dead	25 (17%)	294 (18%)
I would be homeless	36 (24%)	306 (18%)
I would be in a nursing home	28 (19%)	300 (17%)
Better or no worse off		
It has made no difference, I would be the same	59 (42%)	292 (48%)
I would be better off	7 (5%)	295 (7%)

Overall Satisfaction

Table 32. Overall, how helpful was the ADRC?

	METRO (n=152)	2019 (n=311)
Not at all helpful	7 (5%)	9%
Only a little helpful	13 (9%)	12%
Somewhat helpful	33 (22%)	22%
Very helpful	99 (65%)	56%

Table 33. Would you recommend the ADRC to a friend or family member?

	METRO (n=136)	2019 (n=310)
Yes	90%	88%