

# ADRC Evaluation: ACL Enhanced Options Counseling Grant

Compiled for Year 2 by Oregon State Unit on Aging, 12/10/2014

**Legend:** grey is target data; red is for data under target; green is for data at or above target

**Notes:** Targets were developed by the ADRC Advisory Council as Oregon was starting to develop a statewide service delivery system in 2008/2009 and may need to be revised in the coming year.  
 Data fields that are blank are in development, or the data is missing.  
 Year 1 is the first year of the grant from 9/30/2012 to 8/31/2013; Year 2 is from 9/1/2013 to 10/31/2014.

## # Outcomes Indicators

### 1 Fully functioning ADRCs provide statewide availability of Information & Assistance and Options Counseling.

	Target	Year 1	Year 2	Primary entity
ADRC sites operating	9	4 ▼	8 ▼	SUA & ADRCs
Options Counselors trained	107	107	201	SUA & ADRCs
Coleman Training conducted	1	1	0	SUA
Consumers who report that contacting the ADRC would be easy	75%	82% ▲	87% ▲	SUA
Consumers that report the OC was helpful in addressing their concerns	85%	90% ▲	90% ▲	SUA

### 2 Oregonians have high-quality and reliable long term services and support information.

	Target	Year 1	Year 2	Primary entity
Database resources updated annually	90%	55% ▼	70% ▼	ADRCs
Resources that have minimum number of required fields	90%			ADRCs
Consumers satisfied on utility of website information	68%			SUA
Consumers report that the ADRC staff was knowledgeable	85%	93% ▲	96% ▲	SUA & ADRCs
OC consumers report that the ADRC staff person helped them understand the service system	80%	83% ▲	82% ▲	SUA & ADRCs

### 3 ADRC of Oregon is person-centered and directed.

	Target	Year 1	Year 2	Primary entity
State Advisory Committee consists of ADRC consumers councils	45%	61% ▲	33% ▼	SUA
Options Counselors who have confidence they supported consumer self-determination	9	5 ▼	7 ▼	ADRCs
Consumers report that they would recommend the ADRC to them	76%	82%		SUA & ADRCs
Consumers report having control in making decisions about what they would do next	90%	90% ▲	89% ▼	SUA & ADRCs
Consumers who report that the ADRC person considered their opinions before recommending services	85%	84% ▼	85% ▲	ADRCs
	85%	78% ▼	81% ▼	ADRCs
	85%	88% ▲	89% ▲	ADRCs

### 4 Oregon's seniors and people with disabilities know about, utilize and trust the ADRC.

	Target	Year 1	Year 2	Primary entity
Consumers that report it would be easy to contact the ADRC again	75%	82% ▲	87% ▲	SUA
Consumers that report that ADRC website is easy to navigate	75%	92% ▲	78% ▲	SUA
Potential consumers who report knowing about the ADRC		18%		SUA
Saturation rate of ADRC consumers per potential ADRC consumers				SUA & ADRCs
ADRC unduplicated consumers for I&R/A	19,295	23,641		SUA & ADRCs
Annual increase in number of ADRC web hits	203,381	735,022		SUA & ADRCs
Annual increase in # of calls to 1-855-ORE-ADRC (ADRC)	2,257	8,585		SUA
Annual increase in repeat ADRC consumers	58%	22%		SUA & ADRCs
Annual increase in # of Medicaid eligible consumers				SUA & ADRCs
Annual increase in # of non-Medicaid eligible consumers				SUA & ADRCs
Consumers who report the ADRC was helpful	83%	83%		SUA & ADRCs
Consumers that report that they would recommend the ADRC	90%	90% ▲	89% ▼	SUA & ADRCs

## 5 ADRC of Oregon serves under-represented seniors and people with disabilities.

	Target	Year 1	Year 2	Primary entity
Increase in # of languages available on ADRC website		1	7	SUA
	annual increase		2,201 (3.7%)	
# of I&R/A consumers with a primary language other than English				SUA & ADRCs
	annual increase	1,464	955 (1.6%)	
# of I&R/A consumers who are limited English speaking				SUA & ADRCs
	annual increase	6	11,467 (19.5%)	
# of I&R/A consumers in rural/frontier communities from 2013-2015				SUA & ADRCs
	annual increase	2,957	10,317 (17.5%)	
# of I&R/A consumers that are racial or ethnic minority				SUA & ADRCs
Ratio of self-identified racial or ethnic minority I&R/A consumers divided by # of racial or ethnic minority seniors (per ADRC region)				SUA & ADRCs
# of OC consumers with a primary language other than English			147 (6.7%)	SUA & ADRCs
	annual increase			
# of OC consumers who are limited English speaking			34 (1.6%)	SUA & ADRCs
	annual increase			
# of OC consumers that are racial or ethnic minority			397 (18.2%)	SUA & ADRCs
	annual increase			
# of OC consumers in rural/frontier communities from 2013-2015			374 (17.1%)	SUA & ADRCs
	annual increase			

## 6 ADRC consumers experience streamlined access to needed benefits.

	Target	Year 1	Year 2	Primary entity
screeners				Medicaid pilot
% of eligible consumers report choosing and obtaining specific services	80%			Medicaid pilot
Consumers receiving services reported receiving assistance from ADRC staff		74%	54%	ADRCs
% who report prompt or reasonable timeliness for housekeeping services to begin	80%	96%	94%	APD, ADRCs
begin	80%	93%	92%	APD, ADRCs
begin	80%	100%	100%	APD, ADRCs

## 7 ADRC consumers experience an improved quality of life.

	Target	Year 1	Year 2	Primary entity
OC consumers report living in the place they most desire as a result of ADRC information	70%	83% <span style="color: green;">▲</span>	82% <span style="color: green;">▲</span>	ADRCs & SUA
OC consumers report making the most of their personal money as a result of ADRC services	70%	61% <span style="color: red;">▼</span>	62% <span style="color: red;">▼</span>	ADRCs & SUA
OC consumers who report having enough support to meet their needs and preferences because of the ADRC	80%	76% <span style="color: red;">▼</span>	72% <span style="color: red;">▼</span>	ADRCs & SUA
Days in community from contact with ADRC forward		70%	73%	ADRCs & SUA

## 8 State & local partners that serve seniors and people with disabilities work efficiently, cohesively and with minimal overlap.

	Target	Year 1	Year 2	Primary entity
ADRC sites with formal agreements with APD	9		5 <span style="color: red;">▼</span>	ADRCs
ADRC sites with formal agreements with Developmental Disability partners	9		3 <span style="color: red;">▼</span>	ADRCs
ADRC sites with formal agreements with AAA partners	9		7 <span style="color: red;">▼</span>	ADRCs
Living	9		6 <span style="color: red;">▼</span>	ADRCs
ADRC sites with formal agreements with hospitals or health systems	9		4 <span style="color: red;">▼</span>	ADRCs
ADRC sites with formal agreements with Veteran-Directed Home and Community-based Services program	9		1 <span style="color: red;">▼</span>	ADRCs
ADRC sites with a Care Transitions program	9		4 <span style="color: red;">▼</span>	ADRCs
Sites that have implemented cross training procedures	9		5 <span style="color: red;">▼</span>	ADRCs

Annual decrease in non-eligible Medicaid clients being referred to Medicaid screeners from ADRC staff

Annual increase in the number of non-eligible Medicaid clients warm transferred to the ADRC from Medicaid screeners

## 9 Funding for the ADRC is diverse, sufficient and sustainable.

	Target	Year 1	Year 2	Primary entity
sustainability	1	0	0 <span style="color: red;">▼</span>	SUA
ADRC sites that have financial plans detailing sustainability	9		6 <span style="color: red;">▼</span>	ADRCs

ADRC Evaluation for Year 2

## Summary of ADRC of Oregon Grant Progress for Year 2

### Strengths

- # of functioning ADRCs; great progress to statewide ADRC system for Oregon
- Collection and utilization of consumer satisfaction feedback exceeds national expectations
- Consumer satisfaction with ADRC staff
- Strong development of I&A/R and OC standards
- # & representation of trained Options Counselors
- Mostly positive person-centered framework
- Consumer utilization of the ADRC of Oregon for # of consumers, calls and web hits
- Options Counseling consumer self-perceived outcomes are strong, but can be improved
- Clear evaluation framework to measure progress.

### Areas to Grow

- The role and development of consumer based targets
- Ensuring all database records are updated at least annually
- Care Transition program development
- Veterans Home & Community Based Service program development
- Continuing to serve under-represented seniors and people with disabilities is an area we can always improve
- Doing more with unmet needs
- Streamlining access to needed benefits. Good progress in the last year, but more needed with Medicaid pilot.
- Stronger partnerships with all ADRC partners in all ADRC sites
- Sustained funding of ADRC of Oregon at both the state and local level

**For questions about the ADRC Evaluation, please contact Elizabeth O'Neill at State Unit on Aging, elizabeth.a.oneill@state.or.us or 971-673-1373.**