

Final Report  
2019

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

## Part 5. Streamlined Access for Public Programs

Submitted to  
Oregon State Unit on Aging, Department of Human Services

Diana L. White, PhD  
Allyson Stodola, MSW



# Consumer Satisfaction with Aging & Disability Resource Connection (ADRC) Services: Round 6

---

Diana White and Allyson Stodola  
Portland State University Institute on Aging  
June 2019

## Part 5. Public Programs and Assistance

The services described in this report addressed the issue of streamlined eligibility determination for public programs. All participants – both Call Center and Options Counseling (OC) participants – were asked what decisions they had made after their contact with the ADRC and whether these decisions resulted in services. As reflected by the comments on the following page, some participants had arranged services, others had not yet made decisions, and still others were in the process of seeking and obtaining services

Half of the participants (50%) indicated that they had received services from the ADRC in 2019. Another 11 percent had not yet made decisions about services. Unlike in past years, OC consumers were no more likely to receive services than Call Center participants. Nearly two-thirds of OC participants and Call Center participants who had received a home visit received assistance completing paperwork needed to get the benefits (Table 5.1).

When read a list of 13 services (three more than in 2015), 121 participants who had been in contact with the ADRC reported receiving at least one of them. Many participants received more than one service; the average number was 2.63 (Table 5.2). Nearly one quarter (23%) received 4 or more services, similar to service use in 2015.

*After I received the information, I decided to get extra help with all the information that I have.*

*To follow through with the procedure to get into a safe situation.*

*Hospice care. They helped us figure out that it was time for it...*

*We decided we'll deal with it; if I'm in trouble I will just call 911.*

*I haven't completely made any decisions yet.*

*I made attempts to make further contact but have not been successful. Part of the trouble is that I live in a county where resources are very limited.*

*I decided that I don't need to seek further help at this time. I now have tools and contacts that I can use in case I need them.*

*I don't think any decision was made. We were information gathering mostly, for that purpose it was really handy, and then home health stepped in and picked up on some of the things she [family member] needed.*

*I made several phone calls to people on the lists. They give me lists of information and I made numerous phone calls until I felt defeated.*

Overall, as indicated by the percentages of participants receiving each type of services, utilization increased for Round 6 consumers compared to the most recent years. Consistent with past findings, the service received by most participants was help getting benefits or financial assistance (e.g., Medicaid, medical coverage assistance, food or housing assistance). More than half (56%) received this service in 2019, reversing the steady decline for this service from all

previous survey years (Table 5.3). The next most frequently received services (39%) was gaining access to information about other benefits and housekeeping, followed closely by getting meals (either at a meal site or home delivered). Transportation service use continued to increase from 21% to 26% with even greater increases in the percentage of those receiving personal care services (15% to 21%).

At the same time, the number of people receiving some services declined (Table 5.3). Most striking was the decline in those receiving housekeeping services, decreasing from 38% of participants receiving the service in 2015 to 22% in 2019. Those receiving information to manage their health also declined. Ten percent or fewer received services such as eviction prevention, fall prevention classes, help managing money, legal assistance, or home modification. Some of these services that have been included in past surveys have consistently had low levels of use throughout the previous surveys. Only seven people indicated they attended a falls prevention class, including Tai Chi, Matter of Balance, or other (Table 5.4). No one attended an Otago class.

Most participants indicated that services were received in a timely manner (Tables 5.5 and 5.6). The biggest disappointment is that only about one-quarter of participants found they received a call back promptly. The same percentage felt they had waited much too long. This is the poorest performance for this service since the first consumer satisfaction survey in 2011-2012.

For most services, however, more than half of the participants reported the service started right away, with a sizeable percentage also indicating they had some wait but that it was reasonable. Very few signified waiting much too long. The longest waits were for financial assistance, though most felt the wait was reasonable. The highest percentages of those reported waiting too long waited for housing keeping and housing services, including both housing modification and services to prevent eviction or homelessness. For these

services, about 15% of participants felt they had waited much too long, barely meeting the ADRC standards for timeliness.

Ratings of helpfulness continue to be quite high; average ratings for Round 6 services were “excellent.” Frequently used services that were rated most helpful were 1) personal care, 2) transportation, 3) meals, and 4) help getting benefits or financial assistance (Table 5.7).

## Conclusions and Recommendations

The ADRCs continue to provide needed necessary and valuable services. Most consumers found the support they received to be helpful or very helpful. Overall, more services are being received than in previous years. Consumer-based standards for timeliness have been met in most categories, though it was not met for receiving a call back.

Recommendations include:

- Continue efforts to meet service needs.
- Increase capacity to provide services, especially housekeeping services, home modifications, help in preventing homelessness and eviction, and financial services.
- Renew efforts to return consumers’ calls and provide services a timely manner.

## Part 5. Public Programs and Assistance

**Table 5.1 Did the person from the ADRC help you complete paperwork needed to get services or benefits?**

	2011-2012 (n=81)	2012 (n=109)	2013 (n=93)	2014 (n=134)	2015 (n=146)	2019 (n=81)
Yes	59%	74%	54%	75%	72%	63%

**Table 5.2 Total Number of services received**

Total number	2011-2012 (n=82) (based on list of 9 services)	2012 (n=105) (based on list of 10 services)	2013 (n=90) (based on list of 10 services)	2014 (n=128) (based on list of 10 services)	2015 (n=140) (based on a list of 10 services)	2019 (n=121) (based on list of 13 services)
1	40%	28%	34%	34%	31%	31%
2	23%	32%	22%	30%	27%	19%
3	17%	18%	22%	21%	19%	21%
4	11%	10%	10%	7%	13%	8%
5	5%	6%	7%	6%	6%	2%
6	2%	5%	2%	2%	4%	7%
7	1%	1%	3%	1%	1%	2%
8	-	-	-	-	-	2%
9	-	-	-	-	--	-
10	-	-	-	-	-	2%
Average	2.3	2.5	2.5	2.3	2.48	2.63

Note: Additional services listed in 2019 are: services to prevent eviction, falls prevention, services for abuse. Unlike in 2015, no significant differences were found for OC and Call Center participants in use of services. No differences in number of services used were noted between family and consumers. Those who contacted the ADRC with concerns about confusion or memory loss were significantly likely to use more services (average of 3.41) compared to those without confusion or memory loss (average 2.36).

**Table 5.3 Number of services received by ADRC consumers**

Services Received	Number & %					
	2011-12	2012	2013	2014	2015	2019
Help getting benefits or financial assistance	54 (64%)	64 (58%)	52 (55%)	66 (48%)	68 (46%)	72 (56%)
Meals delivered to the home or to a meal site	15 (17%)	35 (31%)	26 (27%)	32 (23%)	35 (24%)	45 (35%)
Transportation	19 (22%)	32 (29%)	27 (29%)	21 (15%)	31 (21%)	33 (26%)
Information about or help managing your health	27 (32%)	28 (26%)	28 (30%)	44 (33%)	54 (38%)	36 (28%)
Eviction/homelessness	--	--	--	--	--	13 (10%)
Abuse or neglect	--	--	--	--	--	6 (5%)
Fall prevention class	--	--	--	--	--	7 (5%)
Housekeeping	13 (15%)	27 (24%)	16 (17%)	45 (33%)	55 (38%)	28 (22%)
Personal care such as bathing	13 (15%)	14 (12%)	12 (13%)	24 (17%)	23 (15%)	27 (21%)
Access to information about or other benefits	29 (35%)	13 (12%)	40 (43%)	49 (38%)	55 (38%)	49 (39%)

Note: Numbers in the table add up to more than the sample each round because some people received multiple services.

**Table 5.4**

Type of Fall Prevention Class	N=7 (5%)
	2019
Tai Chi	2
Matter of Balance	4
Otago	0
Other fall prevention class	3

Out of the six people who responded to the item about helpfulness, four people found the class to be very helpful and two people found it to be somewhat helpful.

**Table 5.5 Timeliness of services received by ADRC consumers**

Note: Timeliness:1=right away, 2=had to wait, but it was reasonable, 3=much too long

Services Received	Timeliness Average (standard deviation)					
	2011-12	2012	2013	2014	2015	2019
Help getting benefits or financial assistance	1.69 (.643)	1.61 (.657)	1.78 (.577)	1.50 (.591)	1.64 (.694)	1.69 (.620)
Meals delivered to the home or to a meal site	1.13 (.352)	1.12 (.327)	1.35 (.485)	1.45 (.506)	1.37 (.490)	1.47 (.550)
Transportation	1.37 (.597)	1.41 (1.27)	1.56 (.577)	1.38 (.669)	1.77 (1.36)	1.52 (.667)
Information about or help managing your health	1.42 (.584)	1.30 (.542)	1.48 (.509)	1.44 (.502)	1.52 (.646)	1.46 (.561)
Eviction/ homelessness	--	--	--	--	--	1.77 (.725)
Abuse or neglect	--	--	--	--	--	1.67 (.816)
Fall prevention class	--	--	--	--	--	--
Housekeeping	1.92 (.793)	1.44 (.577)	1.44 (.651)	1.56 (.629)	1.61 (.695)	1.63 (.742)
Personal care such as bathing	1.23 (.439)	1.57 (.646)	1.33 (.651)	1.52 (.665)	1.61 (.656)	1.58 (.643)
Access to information about or other benefits	1.64 (.757)	1.33 (.474)	1.49 (.560)	1.33 (.560)	1.36 (.525)	1.48 (.549)



**Table 5.6 Timeliness of Services**

	2011-2012			2012			2013			2014			2015			2019		
	P	R	TL	P	R	TL	P	R	TL	P	R	TL	P	R	TL	P	R	TL
Receiving a call	23%	48%	29%	35%	35%	20%	46%	38%	17%	40%	30%	30%	34%	52%	14%	28%	43%	29%
Receive a home	45%	45%	9%	36%	57%	7%	43%	51%	6%	31%	56%	13%	40%	52%	9%	39%	53%	8%
House keeping services <sup>b</sup>	33%	42%	25%	59%	37%	4%	62%	31%	6%	51%	42%	7%	51%	37%	12%	52%	33%	15%
Home mod-	43%	57%	-	50%	50%	0	64%	27%	9%	50%	50%	-	44%	56%	-	46%	39%	15%
Personal care <sup>b</sup>	77%	23%	-	50%	43%	7%	75%	17%	8%	56%	35%	-	48%	43%	9%	50%	42%	8%
Meals services <sup>b</sup>	83%	17%	-	88%	12%	0	65%	35%	-	55%	45%	-	63%	37%	-	56%	42%	2%
Managing health <sup>b</sup>	68%	32%	-	74%	22%	4%	52%	48%	-	56%	44%	-	56%	36%	8%	57%	40%	3%
Benefits, financial assistance	36%	64%	-	48%	42%	9%	29%	63%	8%	55%	41%	5%	49%	39%	12%	39%	53%	8%
Managing money, assets <sup>b</sup>	Not asked in round 1			100%	0%	0	67%	33%	-	50%	-	50%	67%	33%	-	100%	--	--
Trans portation <sup>b</sup>	70%	25%	5%	78%	19%	0	48%	48%	4%	71%	19%	10%	57%	30%	13%	58%	33%	9%
Legal services <sup>b</sup>	25%	74%	-	70%	30%	0	30%	70%	-	50%	25%	25%	43%	43%	14%	50%	40%	10%
Other benefits <sup>b</sup>	54%	31%	15%	68%	32%	0	62%	28%	10%	72%	24%	4%	66%	32%	2%	55%	43%	2%
Eviction preventio																39%	46%	15%
Abuse neglect	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	50%	33%	17%

P= Prompt, R=Reasonable, LT= Too long Note: Please see Table 5.3 for information about the number of people receiving these services. Fewer than 15 people received services related to eviction prevention, abuse/neglect, fall prevention, home modification, legal services, or money management. <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.

**Table 5.7 Helpfulness of services received by ADRC consumers**

Services Received	Helpfulness Average (standard deviation)					
	2011-12	2012	2013	2014	2015	2019
Help getting benefits or financial assistance	3.85 (.81)	3.63 (.752)	3.80 (.448)	3.65 (.717)	3.85 (.438)	3.69 (.705)
Meals delivered to the home or to a meal site	3.86 (.35)	3.74 (.505)	3.81 (.491)	3.75 (.514)	3.91 (.284)	3.64 (.712)
Transportation	3.74 (.62)	3.88 (4.21)	3.82 (.456)	3.76 (.625)	3.75 (.752)	3.69 (.644)
Information about or help managing your health	3.70 (1.07)	3.65 (.562)	3.89 (.424)	3.71 (.508)	3.60 (.700)	3.75 (.554)
Eviction/ homelessness	--	--	--	--	--	3.62 (.650)
Abuse or neglect	--	--	--	--	--	3.33 (1.211)
Fall prevention class	--	--	--	--	--	--
Housekeeping	3.85 (.81)	3.78 (.506)	3.88 (.342)	3.86 (.354)	3.71 (.764)	3.54 (.922)
Personal care such as bathing	3.94 (.24)	4.00 (0)	4.00 (.00)	3.96 (.204)	3.82 (.588)	3.85 (.456)
Access to information about or other benefits	3.80 (1.62)	3.54 (.886)	3.64 (.811)	3.65 (.573)	3.69 (.742)	3.56 (.897)

Note: Helpfulness: 1=not at all helpful, 2=a little helpful, 3=somewhat helpful, 4=very helpful.