

METRO ADRC & All ADRC Comparison Tables

Participants

Table 1. Sample by Options Counseling and Home Visit Categories (2015)

	METRO		2015	
	n=105	Percent	N=326	Percent
Options Counseling, home visit	31	30%	87	27%
Options Counseling, no home visit	25	24%	50	15%
Call Center consumer, home visit	12	11%	56	17%
Call Center consumer, no home visit	37	35%	133	41%

Pathways, Access to the ADRC

Table 2. Reasons for Contacting the ADRC

Service Type	METRO (n%)	2015 N (%)
General information/advice	64 (62%)	222 (68%)
Physical health needs	58 (55%)	202 (62%)
Help at home (making meals, housekeeping, laundry, yard work)	51 (49%)	143 (44%)
Help getting food stamps	27 (26%)	117 (36%)
Help with Medicaid or paying for medical care	32 (31%)	122 (37%)
Help with Personal Care	28 (27%)	98 (30%)
Help with transportation	33 (32%)	95 (29%)
Help with medications	19 (18%)	116 (36%)
Confusion or memory loss	19 (18%)	73 (23%)
Help paying for energy bills	26 (25%)	84 (26%)
Help getting caregiver respite	13 (13%)	60 (18%)
Dental care	12 (11%)	58 (18%)
Did you contact ADRC to get help with anything else that we did not already cover	25 (24%)	61 (19%)
Help getting shopping and errands done	25 (24%)	49 (15%)
Help with housing: home modification	15 (14%)	45 (14%)
Help with housing: Finding subsidized housing	25 (24%)	47 (14%)
Help moving into an assisted living residence, adult foster home, or nursing home	11 (10%)	57 (17%)

Table 3. During the past 12 months have you experienced confusion or memory loss? (asked first in 2015 to OC consumers)

	METRO (n=103)	2015 (n=316)
Yes	35 (34%)	123 (39%)

Table 4. How did you first learn about the ADRC?

	METRO (n=96)	Round 5 (n=302)
Referral from another agency	52%	36%
Friend	9%	11%
Hospital/clinic/doctor/nurse	8%	10%
Family	4%	10%
Nursing home/assisted living	-	-
Phone book	1%	7%
Recommendation/word of mouth	7%	6%
Brochure/flyer	2%	3%
Media/newspaper/TV/radio	1%	2%
Internet	6%	2%
Other (please specify)	8%	11%

Table 5. How did you first come in contact with the ADRC?

	METRO (n=103)	Round 5 (n=322)
By telephone	57%	61%
Went to the office, in person	23%	24%
They called me	16%	11%
Through the website	1%	2%
Other (please specify)	2%	3%

Table 6. [For Those whose first contact was by phone] When you called the ADRC, was the phone answered by...

	METRO (n=51)	2015 (n=164)
A person	59%	65%
An answering machine	20%	15%
An automated message system	22%	21%

Table 7. When did someone from the ADRC get back to you?

	METRO (n=20)	2015 (n=42)
On the same day	25%	26%
The next day	40%	35%
2 to 4 days	35%	30%
5 or more days	-	9%

Table 8. Do you think that the ADRC's response time was...

	METRO (n=22)	2015 (n=59)
Prompt and timely	23%	55%
Some wait, but was reasonable	64%	41%
Much too long	14%	4%

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

Table 9. Did you ever go to the ADRC building?

	METRO (n=80)	2015 (n= 249)
Yes	30%	31%
If yes, how easy was it to find?	n=48	n=149
Very difficult	-	2%
A little difficult	4%	4%
Somewhat easy	17%	15%
Very easy	79%	79%

Note: Standard is 90% will report the ADRC is somewhat or very easy to find.

Table 10. How convenient was it for you to go to the ADRC?

	METRO (n=46)	2015 (n=147)
Not at all convenient	2%	6%
Not that convenient	9%	5%
Somewhat convenient	28%	26%
Very convenient	61%	63%

Note: Standard is 85% report that it was somewhat or very convenient to go to the ADRC.

Table 11. When you first went to the ADRC, how long did you have to wait to see someone?

	METRO (n=46)	2015 (n=145)
Less than 5 minutes	46%	50%
Between 5 and 20 minutes	46%	40%
Longer than 20 minutes	4%	6%
I had to arrange another time to come back	4%	1%
I did not see anyone	-	3%

Note: Standards are that 40% report that they waited less than 5 minutes to see someone and no more than 10% report waiting more than 20 minutes to see someone.

Table 12. Do you think that your wait time to see someone was...

	METRO (n=45)	2015 (n=139)
Short and timely	53%	55%
Some wait, but was reasonable	44%	41%
Much too long	2%	4%

Note: Standard is fewer than 10% report it took “much too long” to see someone.

Information & Assistance

Table 13. Do you think that the person at the ADRC spent enough time with you to understand your concerns?

	METRO (n=104)	2015 (n=323)
Yes	92%	92%

Table 14. How knowledgeable was this person about helpful resources and services?

	METRO (n=104)	2015 (n=318)
Not at all knowledgeable	2%	2%
Not that knowledgeable	1%	2%
Somewhat knowledgeable	15%	15%
Very knowledgeable	82%	80%

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

Table 15. How would you rate this person on explaining how to get the help or information you needed?

	METRO (n=104)	2015 (n=320)
Poor	7%	7%
Fair	6%	7%
Good	34%	28%
Excellent	54%	57%

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

Table 16. Did you receive written materials?

	METRO (n=100)	2015 (n=315)
Yes	69%	74%

Table 17. Were the materials relevant to your concerns?

	METRO (n=65)	2015 (n=206)
Yes	91%	93%

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

Table 18. Timeliness of Services

	METRO (%)			2015 (%)		
	Prompt	Reasonable	Too long	Prompt	Reasonable	Too long
Receiving a call back ^a	23%	64%	14%	34%	52%	14%
Seeing someone at the ADRC building ^b	36%	55%	9%	55%	41%	4%
Receive a home visit ^b	31%	46%	23%	40%	52%	9%
Housekeeping services ^b	37%	58%	5%	51%	37%	12%
Home modification ^b	100%	-	-	44%	56%	-
Personal care ^b	50%	50%	-	48%	43%	9%
Meals services ^b	92%	8%	-	63%	37%	-
Managing health ^b	54%	38%	8%	56%	36%	8%
Benefits, financial assistance ^b	56%	33%	11%	49%	39%	12%
Managing money, assets ^b	100%	-	-	67%	33%	-
Transportation ^b	42%	50%	8%	57%	30%	13%
Legal services ^b	40%	60%	-	43%	43%	14%
Other benefits ^b	67%	33%	-	66%	32%	2%

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

	METRO (n=104)	2015 (n=322)
Not at all respectful	-	1%
Not that respectful	1%	1%
Somewhat respectful	5%	6%
Very respectful	94%	92%

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

Table 20. When you first contacted the ADRC, did you receive none, some, or all of the information you needed?

	METRO (n=101)	2015 (n=317)
None	4%	4%
Some	39%	35%
All	56%	60%
No Information Needed	1%	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 21. If you needed to contact ADRC, how easy would that be?

	METRO (n=103)	2015 (n=316)
Very difficult	4%	3%
Somewhat difficult	7%	8%
Somewhat easy	19%	19%
Very easy	70%	71%

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

	METRO (n=47)	2015 (n=146)
Yes	70%	72%

Table 23. Services received by ADRC consumers

Services Received	Number & %	
	METRO	2015
Help getting benefits or financial assistance	19 (40%)	68 (46%)
Meals delivered to the home or to a meal site	12 (25%)	35 (24%)
Transportation	13 (28%)	31 (21%)
Information about or help managing your health	14 (31%)	54 (38%)
Housekeeping	21 (46%)	55 (38%)
Personal care such as bathing	4 (9%)	23 (15%)
Access to information about or other benefits	16 (36%)	55 (38%)
Home modification services	1 (2%)	9 (6%)
Legal assistance or advice	5 (11%)	14 (9%)
Help managing your money or assets	1 (2%)	3 (1%)

Table 24. Total Number of services received

Total number	METRO (n=42)	2015 (n=140) (based on list of 10 services)
1	31%	31%
2	21%	27%
3	24%	19%
4	14%	13%
5	7%	6%
6	2%	4%
7	-	1%
Average	2.52	2.48

Table 25. Do you have concerns that the ADRC has not addressed?

	METRO (n=99)	2015 (n=318)
Yes	32%	25%

Overall Satisfaction

Table 26. Overall, how helpful was the ADRC?

	METRO (n=103)	2015 (n=325)
Not at all helpful	6%	6%
Only a little helpful	7%	9%
Somewhat helpful	26%	22%
Very helpful	61%	64%

Table 27. Would you recommend the ADRC to a friend or family member?

	METRO (n=104)	2015 (n=324)
Yes	90%	93%