



STATEWIDE CUSTOMER SATISFACTION RESEARCH WISCONSIN AGING AND DISABILITY RESOURCE CENTERS

2008 to 2015

Prepared by Analytic Insight for the Department of Health Services

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EXECUTIVE SUMMARY

This report presents the results of the 2015 customer satisfaction study conducted for the Wisconsin Department of Health Services Aging and Disability Resource Centers (ADRCs). The goals of this evaluation are to track customer satisfaction results over time, including the 2008 and 2010 studies, to refine and improve measures of quality customer service used in those studies, to evaluate the strengths and weaknesses of ADRCs, both individually and collectively, and to identify ADRC characteristics and options counseling methods that are related to customer satisfaction and other positive outcomes.

METHODS

This study utilized the previous survey versions from 2008 and 2010, as well as staff interviews and focus groups, to further refine the concepts developed in those survey administrations. A total of 4553 completed telephone interviews were conducted in 2015 with 4453 customers of ADRC Information and Assistance (I&A) and Options Counseling services.

HIGHLIGHTS OF THE RESULTS

HEARING ABOUT THE ADRC AND THE DECISION TO CALL

- ✦ Urgent financial and medical issues were most frequently cited as the tipping point that convinced respondents to contact the ADRC. Support for staying in the home and facing a nursing home decision were also major factors for many respondents.
- ✦ The majority of customers first heard of the ADRC through word of mouth, either the recommendation of a friend or family member or a referral from an agency, healthcare professional or long-term care facility. Fewer than ten percent of customers came to the ADRC as a result of marketing efforts such as brochures or newspapers.
- ✦ Almost two out of three customers (63.4%) came to the ADRC with a pressing concern or emergency. The majority had a recent change in behavior or mood. About one in three had experienced a recent diagnosis or change in medication.

THE FIRST VISIT

- ✦ The vast majority of respondents came to the ADRC on their own behalf or on behalf of a spouse or relative.
- ✦ Help staying in the home is the main issue of concern for one in four ADRC customers (24.6%). Financial assistance (19.8%), insurance issues (18.3%) and enrollment into long-term care programs (13.3%) were concerns for many other customers.
- ✦ Despite the large range of issues for which people come to the ADRCs, there are no significant differences in either satisfaction or usefulness between the various issues of concern.

OTHER SOURCES OF INFORMATION

- ✦ The majority of customers (73.3%) had no source of information about the issue they were concerned about. The internet was helpful for some, as were healthcare providers and advice from family and friends.

ELEMENTS OF THE CUSTOMER EXPERIENCE

- ✦ All items regarding the customer experience related to staff, including knowledgeableness of staff about a range of services, their willingness to help with paperwork and ability to explain each step clearly, were rated very favorably, with averages well beyond the halfway point between somewhat and strongly agree (3.7 to 3.8 on a scale of one to four).
- ✦ Respondents said it is very important to them that the ADRC has no financial interest in their decisions (2.7), never charges for services (2.9) and is available to help if customers change their mind or need additional information (2.9). These items were rated on a scale of one (not important) to three (very important).
- ✦ Neither “they never charge for their services” nor “the ADRC has no financial interest in your decisions” varied significantly between ADRCs. This may indicate that these themes are understood as a characteristic of the ADRC system and not associated with an individual ADRC or office.

CUSTOMER REFERRALS TO COMMUNITY RESOURCES

- ✦ Four out of ten ADRC customers reported having received a referral to a community resource (40.1%). Previous surveys have shown a great deal of variability concerning the percentage of customers receiving a referral. In the 2010 survey, a smaller percentage (29.2%) received a referral, and in 2008, 57% received a referral. The percentage of customer who received a referral also varied among ADRCs, from a low percentage of 27.7% to a high percentage of 67.3%.
- ✦ Although the variation in the percentage of referrals made by ADRC is significant at the .05 level, none of the regional ADRCs varied significantly by office. The differences found between ADRCs may be associated with population or geographical differences in customers served. The likelihood of receiving a referral is not associated with either household income or the value of household assets.
- ✦ Statewide, almost nine out of ten respondents (87.4%) who received a referral were successful in receiving services.
- ✦ Almost half of all customers receiving a referral were very satisfied and more than one in three were satisfied. A small percentage contacted the ADRC about their dissatisfaction with their referral and to request further assistance.

HOME VISITS

- ✦ One in three respondents (33.7%) said that the staff person noticed a need or concern that they did not know they had. This unexpected benefit was strongly related to home visits, where the staff person has the opportunity to observe first-hand issues that may be of concern for the respondent. For example, unsecured rugs on the floor may present a tripping hazard that the resident does not realize is an issue.
- ✦ Two out of three respondents (66.7%) said that their visit with the ADRC helped them to prevent a fall or accident, and over half (53.6%) said they learned about safety issues during their interaction with the ADRC.
- ✦ Almost half of survey respondents said that an ADRC staff person visited them in their home. The rate of home visits declined between 2008 and 2010 and remained approximately even between 2010 and 2015.
- ✦ The vast majority (94%) felt the staff person took enough time to get to know their concerns and was much better able to help them because they came to their home (82.7%).

TIMING OF DECISIONS

- ✦ Two-thirds of respondents said they were ready to make a decision at the time of meeting with the ADRC. 33% said they needed more time to consider their options before making a decision.
- ✦ The majority of customers who felt they needed some time to consider their options took a few days to a week to make a decision.

PAYING FOR CARE

- ✦ When asked what the main concern was when they think about paying for needs such as in-home care or transportation, the majority of respondents said: “not being able to afford the needed care” (60%). Running out of money was a concern for about one in three respondents (36.6%). About one in four respondents said they had no concerns (25.2%).

FOLLOWING UP WITH CUSTOMERS

- ✦ About two out of three customers received a follow-up to find out how they were doing. The rate of follow-ups has been increasing steadily, from 50.5% in 2008 to 56.7% in 2010 to the current rate of 64.7%.
- ✦ Among those who did not receive a follow-up, almost half said they would have liked one. The 2008 and 2010 surveys did not include this question.
- ✦ Respondents who had a pressing concern or emergency and did not receive a follow-up were significantly more likely to say that they would have liked one, as were customers who had difficulty describing their main concern or had a major concern of dementia or Alzheimer’s.

- ✦ Although respondents who would have liked to have a follow-up but did not were significantly less likely to say that they would recommend the ADRC, a high percentage (88.2%) would recommend ADRC services.

LONG-TERM CARE PROGRAMS

- ✦ Approximately one out of three customers (32.1%) talked with the ADRC about Medicaid program-related choices. Among those who talked with the ADRC about this issue, over half received help paying for services.
- ✦ Almost forty percent (38%) of ADRC customers who enrolled in a long-term care waiver program enrolled in Family Care. One in four (26.6%) enrolled in IRIS.
- ✦ Most customers (90.1%) understood that they could reconsider their decision if the program they chose was not working out. Very few customers (12.5%) had second thoughts about their program choice. About half of those customers who had second thoughts contacted the ADRC (48.5%).
- ✦ Among those customers who spoke with the ADRC about long-term care programs like Family Care or IRIS, about half (52.1%) said the ADRC staff person informed them about estate recovery. Among those who had a cost share, the majority (70.3%) said they understood it.
- ✦ Neither the percentage of customers informed about estate recovery nor the percentage who understand cost share varied significantly by ADRC, showing a consistent treatment of these issues across ADRCs and offices.

CUSTOMER SATISFACTION OUTCOMES

- ✦ Almost one in three respondents (29.6%) said that the ADRC helped them stay in their home when they might otherwise have gone to a nursing home or assisted living facility. This represents 759 individuals who might otherwise be in nursing homes if not for the services they received from an ADRC.
- ✦ Three customer satisfaction surveys have documented an increase in customers' satisfaction with their overall experience at the ADRCs, the usefulness of the information they receive and customers' willingness to recommend the ADRC services.
- ✦ Measures are consistently high among customer subgroups, including groups based on areas of concern, customer needs and experiences. Although significant variation is found, differences generally exist within the range of good to excellent.
- ✦ Although each measure is highly rated across ADRCs, the individual ADRCs do vary significantly in these outcomes. These outcomes are also within the range of good to excellent for almost all individual ADRCs.

DOMAINS OF CUSTOMER SATISFACTION

- ✦ Relative to the 2008 and 2010 survey administrations, the domain scores for Guidance, Knowledge and Empowerment have increased significantly since 2010. A slight increase (2008 to 2010) and decline (2010 to 2015) was seen in the Personalization score, but this change is not statistically significant. The small increase in Culture of Hospitality (2010 to 2015; this domain was not included in the 2008 study) is not statistically significant. The increase in Empowerment between 2010 and 2015 is not statistically significant.

RECOMMENDATIONS

- ✦ The majority of customers first heard of the ADRC through word of mouth and came to the ADRC with a pressing concern or emergency. Expanded marketing efforts through individual ADRCs may continue to increase awareness and help convince residents to come for help sooner.
- ✦ Statewide advertising and outreach efforts supporting the network of ADRCs are also important. The survey included two questions about the statewide system of ADRCs, asking respondents to agree or disagree that ADRCs “never charge for their services” and “has no financial interest in your decisions.” These measures were not significantly associated with other measures of individual ADRC performance, and the strongly favorable response reveals a positive customer opinion of the statewide network of ADRCs.
- ✦ Almost one in three respondents (29.6%) said that the ADRC helped them stay in their home when they might otherwise have gone to a nursing home or assisted living facility. The cost savings and improvement in quality of life for residents who are able to stay in their homes is clear. With ADRCs offering services in every county of the state, statewide marketing and informational campaigns may help to further reduce the financial and personal burden of nursing home care for many residents.
- ✦ Home visits and follow-ups continue to be important determinants of the ADRC customer experience. Although not all customers want someone to visit them in their home or a follow-up call, room for improvement exists in targeting these actions toward the customers most likely to benefit.
- ✦ Some elements of ADRC services, such as satisfaction with home visits, are consistent across ADRCs. Other outcomes, including the six domains of satisfaction, vary significantly across ADRCs. Although services are rated highly favorably, even in the least favorably rated areas, this provides some opportunity for improvement through identifying areas for less favorably rated areas and addressing training and other change opportunities where needed most. Overall the survey results demonstrate that Wisconsin ADRCs provide outstanding customer service to a variety of customers, with a wide-ranging set of circumstances and needs. Customer service has improved significantly over time and is reaching a level of excellence achieved by few. Continuing to incorporate these findings in information sharing and training of new staff can only encourage and inspire new levels of customer service.

METHODS

This study was designed to both improve the methodology and instruments of previous studies conducted in 2008 and 2010, and to ensure that the results are comparable. The series of three statewide customer satisfaction studies has observed the expansion of the ADRCs from 31 in 2008 to the current total of 41 ADRCs covering every county in the state, including the Aging Resource Center (ARC) and Disability Resource Center (DRC) of Milwaukee County.

OBJECTIVES

Aging and Disability Resource Centers (ADRCs) provide information, advice and help in accessing services to people who are aging and disabled and their caretakers. The ADRC functions to increase awareness of available programs and services, to establish a presence in the community as a reliable provider of information, and to provide compassionate and objective assistance in decision-making and simplify and streamline access to public programs through a “one-stop shop” approach.

The goals of this study are to examine the outcomes and processes of the ADRCs, to better understand how consistently customer service is provided across ADRCs and across offices within ADRCs, and to identify methods of service delivery and other characteristics that are most strongly and positively related to customer satisfaction and positive outcomes.

ADRC services are available to older people; people with physical disabilities, developmental disabilities, mental illness, or substance use disorders; and youth transitioning from the children’s to the adult service system. ADRC services are also available to families, friends and informal caregivers as well as physicians, hospital discharge planners and other professionals who work with older people or people with disabilities. Services are provided at the resource center offices, over the telephone and through in-person visits to customers’ homes. The survey examines customer satisfaction for all modes of contact with the ADRC, types of customers and a range of ADRC services.

RESEARCH QUESTIONS

At the outset of the project, the Wisconsin Department of Health Services (DHS) identified several research objectives for this study. DHS was interested in evaluating the customer service provided by the Aging and Disability Resource Centers. In particular, the objectives of this research are to:

- ✦ Provide baseline and change measures of consumers’ perceptions of the quality of Information and Assistance and Options Counseling services;
- ✦ Assess the current state of consumers’ satisfaction with Information and Assistance and Options Counseling services, including home visits, privacy issues, referrals and previously developed outcome measures;
- ✦ Determine which specific methods of service delivery most impact satisfaction and the likelihood of positive outcomes (the key “drivers,” including both program strengths and opportunities for improvement);

- ✦ Refine the domain measures and customer satisfaction measurement tools for future use.

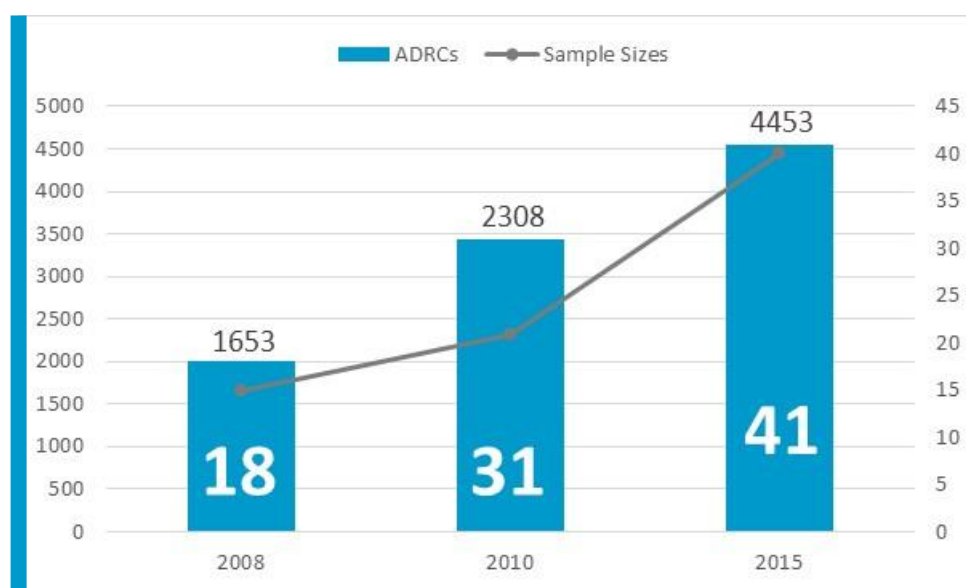
SAMPLE DESIGN

The purpose of this research is to estimate the satisfaction levels in the population of customers of ADRC Information and Assistance and Options Counseling services at 42 participating ADRCs (including Milwaukee's ARC and DRC individually). Further, this study aimed to provide reliable data on the consistency of offices within regional ADRCs. A random sampling design was developed, stratified into ADRCs and offices within regional ADRCs. Our goal was to collect a minimum of 100 interviews per ADRC, with the sample evenly divided between offices.

Consumers were sampled from the electronic contact registries of consumers who had contacted a participating ADRC within the previous 6 months (July 1 to December 31 of 2009) for Information and Assistance and/or Options Counseling services. The objective was to complete 100 interviews from each ADRC area. During the data collection process which ran from January to March, it became evident that many or most ADRCs had insufficient sample to reach this goal. In addition, a very low participation rate further limited the data collection effort. In order to supplement the data, additional sample was drawn for ADRCs with insufficient sample during the interim period of January to March, 2010.

Sample records were generated by the state for ADRCs that use the SAMS-IR (formerly Beacon) computer system for their electronic records. ADRCs that do not use the SAMS-IR system were asked to generate their own sample. These variations in sampling may affect the data if systematic exclusion or error is introduced by the different methods of recording customer information.

The chart below shows the 2008, 2010 and 2015 survey administrations with the number of ADRCs as blue bars (from 18 in 2008) and the number of survey participants as a line (from 1653 in 2008).



COMPARISONS BETWEEN 2008, 2010 AND 2015 SURVEYS

Between 2008 and 2010, five ADRCs that participated in the 2008 survey as individual ADRCs became multi-county ADRCs. These included Richland, which joined Southwest North, and Green, which joined Southwest South. In addition, Jackson and La Crosse counties joined with two other counties to become the ADRC of Western Wisconsin. Barron, Rusk and Washburn counties also joined, and become known as the ADRC of Barron, Rusk and Washburn counties. In order to examine differences between multi-counties and changes over time, ADRCs were categorized as follows.

ADRC	2015 Sample Size	2015 Type	Comparison to 2010	2010 Sample Size	2010 Type	2008 Participation	2008 Sample Size	2008 Type
Adams, Green Lake, Marquette & Waushara	110	Regional	Green Lake Marquette Waushara	100	Regional	Green Lake Marquette Waushara (Tri-County)	104	Regional
Barron, Rusk & Washburn	166	Regional	BRW	92	Regional	Barron	103	Single
Brown	123	Single	Brown	100	Single	Brown	101	Single
Buffalo, Clark & Pepin	50	Regional	Buffalo Clark Pepin	45	Regional	NA		
Central Wisconsin	219	Regional	Central (Marathon and Wood only)	100	Regional	Central (Marathon and Wood only)	104	Regional
Chippewa	96	Single	Chippewa	92	Single			
Columbia	131	Single	Columbia	23	Single			
Calumet, Outagamie and Waupaca	155	Regional	COW	67	Regional	COW	103	Regional
Dane	279							
Dodge	122	Single	Dodge	41	Single			
Door	73							
Douglas	87	Single	Douglas	38	Single			
Dunn	67	Single	Dunn	82	Single			
Eagle Country	137	Regional	Southwest Wisconsin - North (Crawford, Juneau, Richland & Sauk Counties)		Regional			
Eau Claire	116	Single	Eau Claire	64	Single			
Florence	73							
Fond du Lac	130	Single	Fond du Lac	104	Single	Fond du Lac	102	Single

ADRC	2015 Sample Size	2015 Type	Comparison to 2010	2010 Sample Size	2010 Type	2008 Participation	2008 Sample Size	2008 Type
Jefferson	109	Single	Jefferson	52	Single			
Kenosha	119	Single	Kenosha	50	Single	Kenosha	102	Single
Lakeshore	101	Single	Manitowoc only	100	Single	Manitowoc only	105	Single
Marinette	101	Single						
Milwaukee ARC	123	Single	Milwaukee ARC	102	Single	Milwaukee ARC	101	Single
Milwaukee DRC	100	Regional						
North	84	Regional	North	15	Regional			
Northwest Wisconsin	82	Regional	Northwest	46	Regional			
Northwoods	116	Single	Forest only	7	Single	Forest only	18	Single
Ozaukee	116	Single	Ozaukee	102	Single			
Pierce	54	Single	Pierce	24	Single			
Portage	55	Single	Portage	56	Single	Portage	103	Single
Racine	100	Single	Racine	101	Single	Racine	104	Single
Rock	102	Single						
Saint Croix	52	Single	Saint Croix	26	Single			
Sheboygan	116	Single	Sheboygan	100	Single	Sheboygan	104	Single
SW North		Regional						
SW South		Regional		102	Regional	Green	52	Single
Southwest Wisconsin (Grant, Green, Iowa & Lafayette Counties)	102	Regional	SW North	92	Regional	Richland	104	Single
		Regional	SW South	102	Regional	Green	52	Single
Trempealeau	75	Single	Trempealeau	34	Single	Trempealeau	104	Single
Walworth	102	Single	Walworth	46	Single			
Washington	101	Single	Washington	103	Single			
Waukesha	103	Single	Waukesha	101	Single			
Western Wisconsin	102	Regional	Western	101	Regional	Jackson La Crosse	38 101	Single Single
Winnebago	100	Single						
Wolf River Region	104	Single						
Total Sample Size	4453			2308			1653	

RESPONDENT CONFIDENTIALITY AND PROTECTION

Participation in this research is random, anonymous and confidential for customers. Respondents were randomly selected from each ADRC consumer listing. Transmission of the listings was made secure through password encryption or the use of a secure ftp server.

SURVEY DEVELOPMENT

Preceding the development of the survey, focus groups were conducted among staff and ADRC customers. Customer focus groups were conducted in Barron, Douglas and La Crosse counties. A total of six focus groups were held with 34 participants.

Focus groups with ADRC directors and staff were held telephonically. A total of seven groups of staff and two groups of directors were held.

SAMPLE SIZES WITHIN QUESTIONS

The survey contained several skip patterns. For example, only those respondents who received a home visit were asked questions specific to the home visit. In addition, some respondents opted out of particular questions or were unable to answer due to a unique circumstance. Charts and figures show the number of respondents answering each question. Results are reported only for groups of five or more respondents, and small sample sizes are noted when applicable.

STATISTICAL SIGNIFICANCE

Throughout this report, statistically significant relationships are noted when the probability of the result occurring by random chance is less than five percent.

COMPARISONS BETWEEN ADRCs

Tables are provided showing results by ADRC for each of the questions included in the domains, and where the differences noted are statistically significant by ADRC. In each table showing the breakdown by ADRC, each ADRC is marked by a flag. Green flags indicate ADRCs that are in the top 25th percentile of the results, yellow flags indicate those ADRCs in the middle 50 percentile and red flags are assigned to indicate the ADRC is in the bottom 25th percentile.

Due to rounding, there are many instances in which ADRCs with apparently equal scores may have differently colored flags. It is important to note that differences between ADRCs at the bottom of one tier generally do not differ significantly from those at the top of the next tier. The flags are meant to broadly reveal relative rankings and do not indicate statistically significant differences between individual ADRCs.

WEIGHTING OF STATEWIDE RESULTS

In previous surveys, statewide results were weighted by ADRC to ensure representation from smaller counties with very few interviews. The weights were determined using sample size as a proxy for the

relative number of customers seen by each ADRC. During the 2015 survey administration, in order to achieve a minimum of 50 completed surveys from each ADRC and a minimum of 20 surveys per office within regional ADRCs, the data collection period was extended, and multiple samples were drawn from many ADRCs. Data for the 2015 survey is unweighted and represents each ADRC according to the final number of completed surveys. Milwaukee, Wisconsin's largest county, is sufficiently represented by oversampling. Milwaukee has two Resource Centers, an Aging Resource Center and a Disability Resource Center. Each was sampled separately with 103 and 100 completed surveys respectively.

DATA LIMITATIONS

Telephone surveys almost always face the limitation inherent in not being able to reach all the people who have been sampled. Response rates varied between ADRCs and between the 2008 and 2010 surveys.

In addition to the non-response issue of the telephone survey design, some ADRCs use different software to record their customer information. These differences may have influenced the inclusiveness of the listings or the reliability of the guardian designation.

INITIAL ENCOUNTER

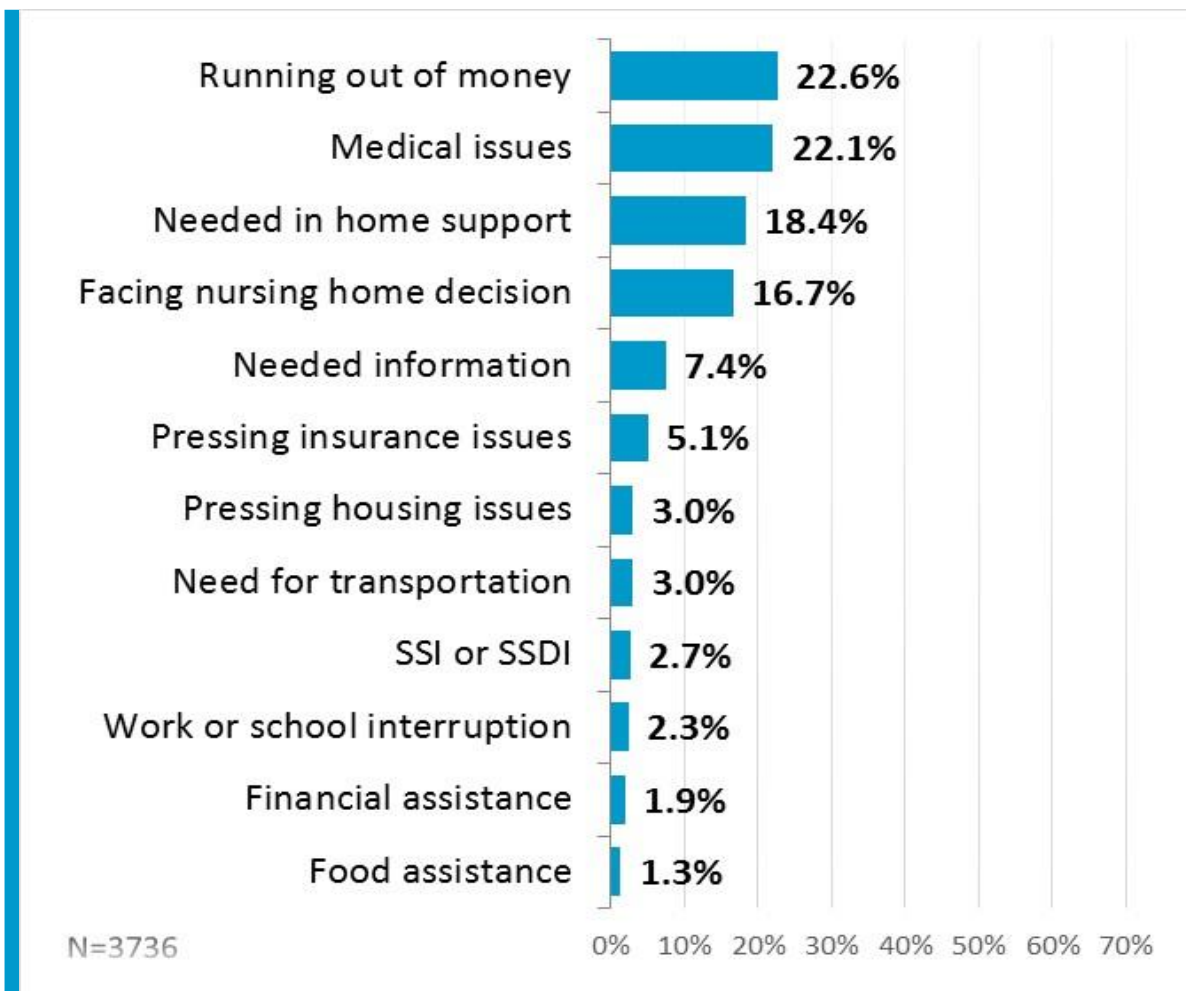
The survey began by asking respondents about their reasons for contacting the ADRC, how they contacted the ADRC and how smoothly the process unfolded. This section presents the survey results on how customers come to visit the ADRC, the circumstances surrounding their ADRC visit and other sources of information customers consult before a visit.

TIPPING POINT IN DECISION TO VISIT THE ADRC

Urgent financial and medical issues were most frequently cited as the tipping point that convinced respondents to contact the ADRC. Support for staying in the home and facing a nursing home decision were also major factors for many respondents.

This question was asked as an open-ended, multiple response question. Answers do not sum to 100% because respondents were able to offer more than one tipping point as a response. Respondents answered in their own words and responses were grouped into the following categories.

WHAT WAS THE TIPPING POINT THAT PROMPTED YOU TO CALL THE ADRC?

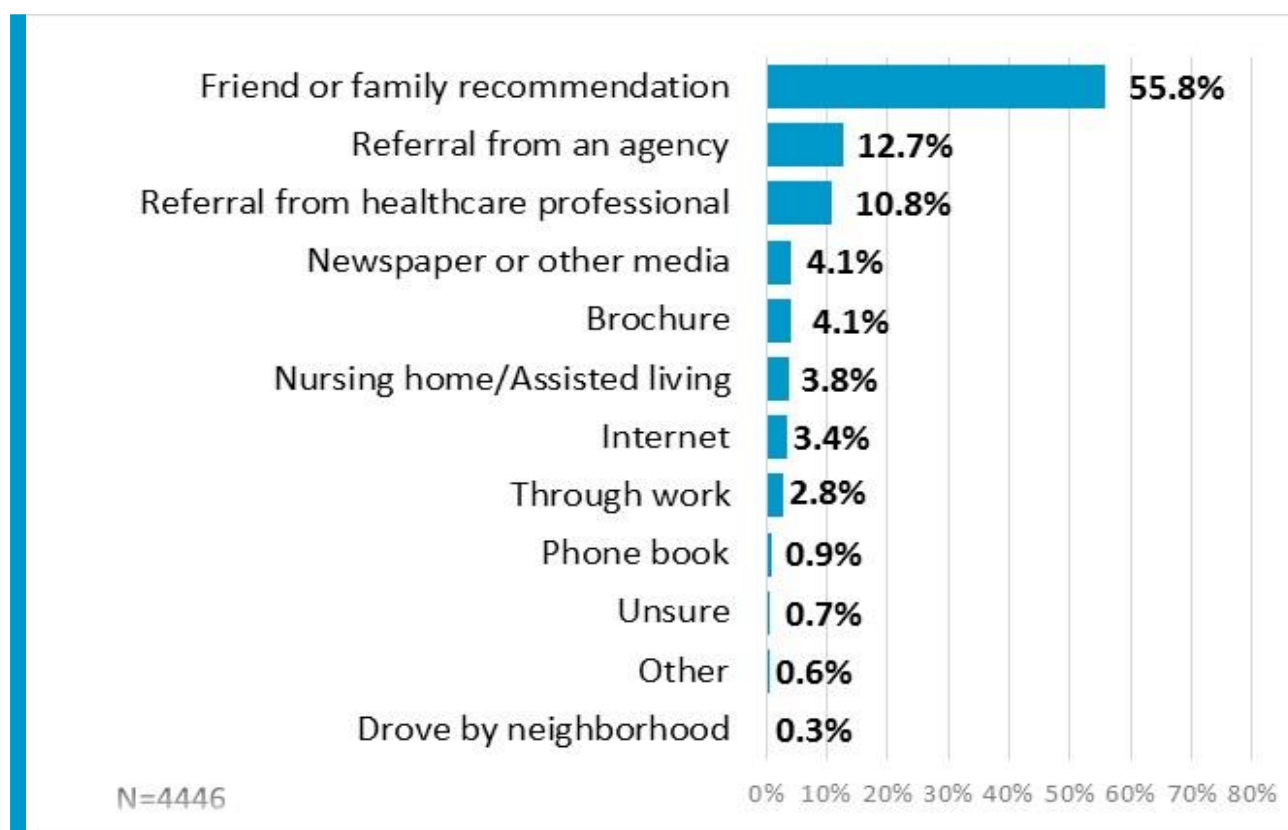


HOW CUSTOMERS LEARN OF THE ADRC

More than half of customers surveyed first heard of the ADRC through the recommendation of a friend or family member. Referrals from social service or other agencies (12.7%), healthcare professionals (10.8%) and long-term care facilities (3.8%) also comprise a substantial percentage of customers. A small percentage of customers came to the ADRC as a result of marketing efforts such as brochures (4.1%) or newspapers (4.1%). Newspaper mentions may also include news coverage of events related to the ADRCs.

In the 2010 study, word of mouth was the most frequently mentioned source for hearing about the ADRCs, with 38.4% of the total.

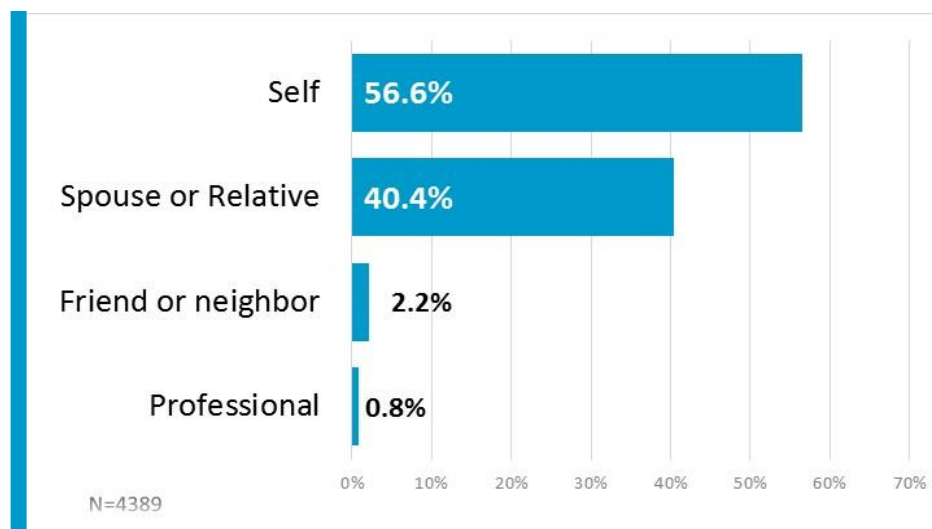
HOW DID YOU FIRST LEARN ABOUT THE AGING AND DISABILITY RESOURCE CENTER?



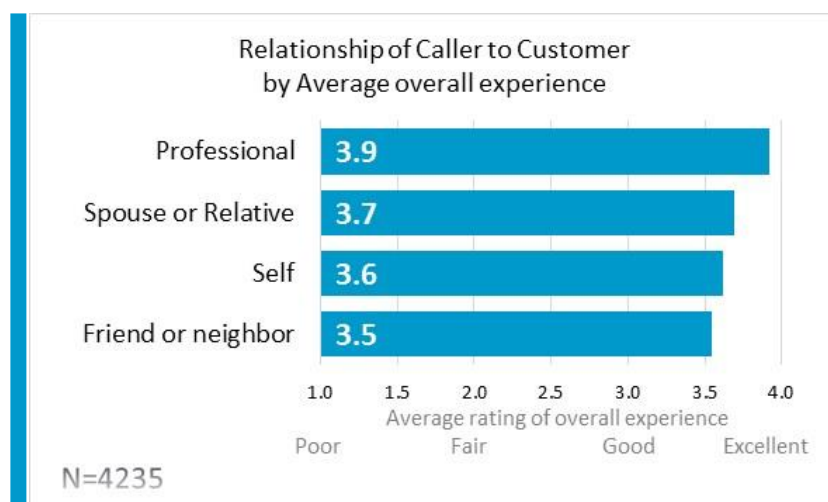
PERSON WHO CONTACTED THE ADRC

Most respondents (56.6%) came to the ADRC on their own behalf and a large percentage (40.4%) came on behalf of a spouse or relative. The “client or patient” category may be underrepresented due to the difficulty of completing a survey interview with a nurse or social worker who contacted the ADRC in a professional context (.8%).

DID YOU CONTACT THE ADRC FOR YOURSELF OR ON BEHALF OF SOMEONE ELSE?



In general, professionals such as social workers or nurses who contacted the ADRC out of concern for someone with whom they have a professional relationship (37 respondents) were most satisfied with their overall experience with the ADRC, rating it 3.9 on a scale of one to four with one being poor and four being excellent. Those who contacted the ADRC on behalf of a friend or neighbor (93 respondents) were least satisfied compared to the other roles, although they rated their overall experience favorably (3.5).

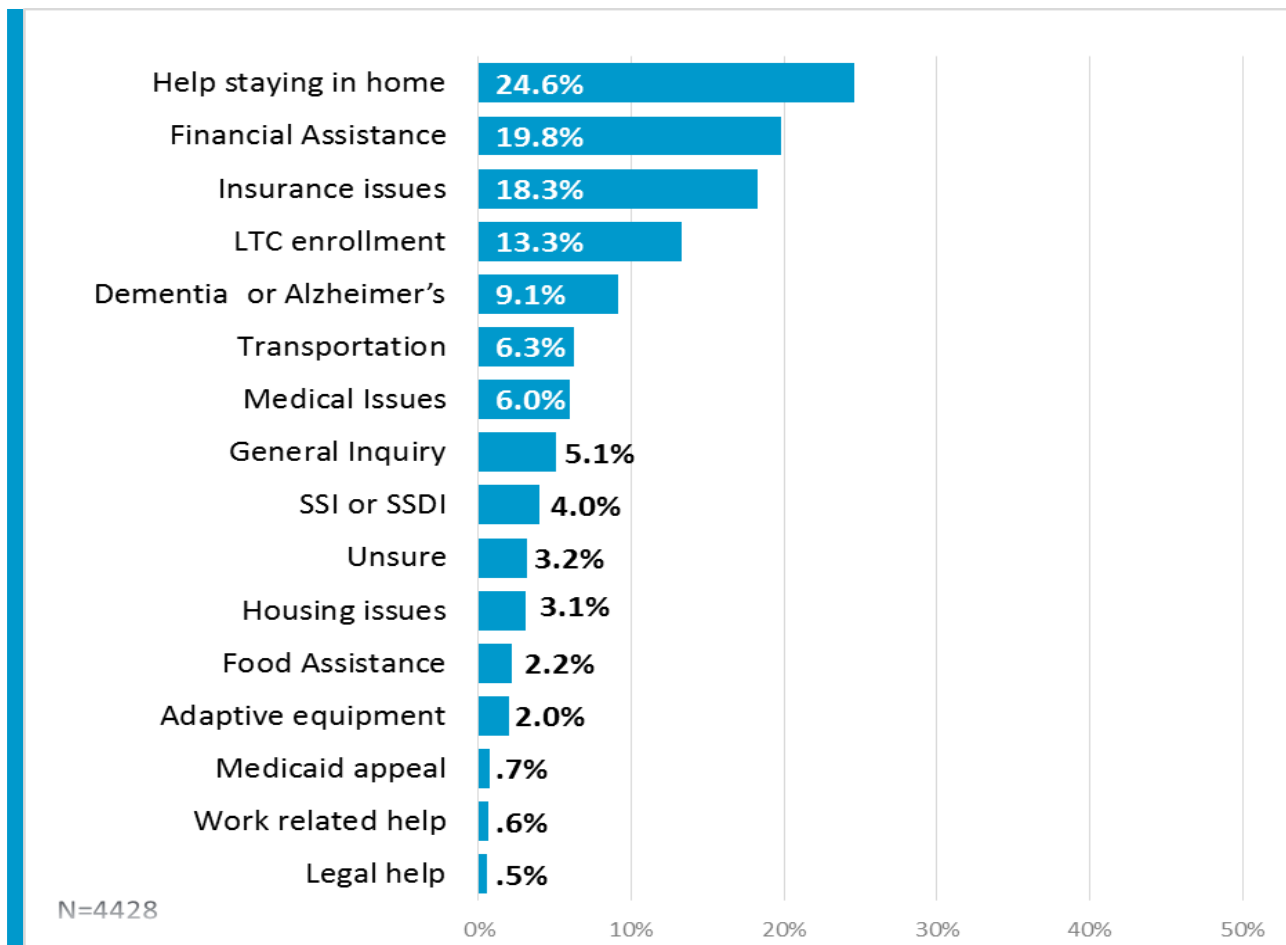


MAIN ISSUE OF CONCERN

Help staying in the home is the main issue of concern for one in four ADRC customers (24.6%). Financial assistance (19.8%), insurance issues (18.3%) and enrollment into long-term care programs (13.3%) were concerns for many other customers.

Despite the large range of issues for which people come to the ADRCs, there are no significant differences in either satisfaction or usefulness between the various issues of concern.

WHAT WAS THE MAIN ISSUE THAT LED YOU TO CONTACT THE ADRC?

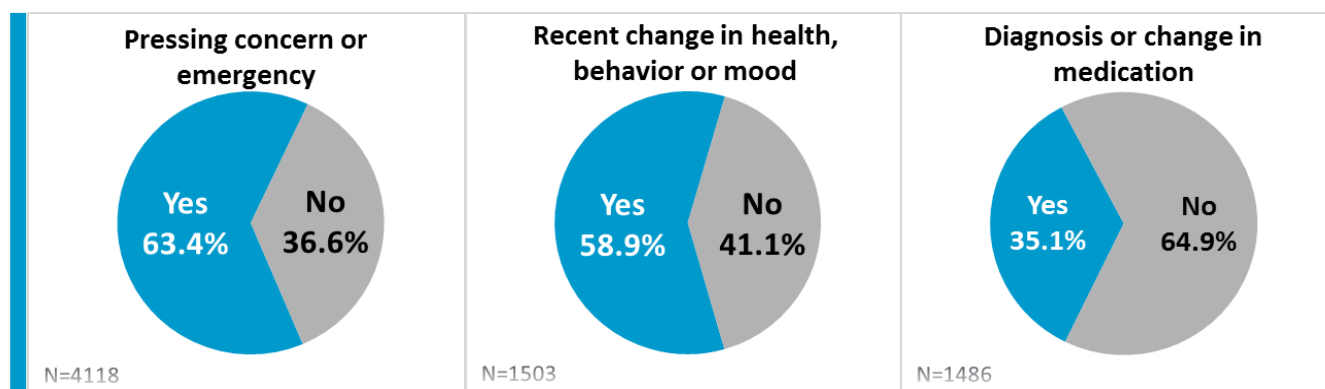


CIRCUMSTANCES PRECEDING THE VISIT

This section describes what customers were experiencing before their initial contact with the ADRC.

REASON FOR INITIAL CONTACT

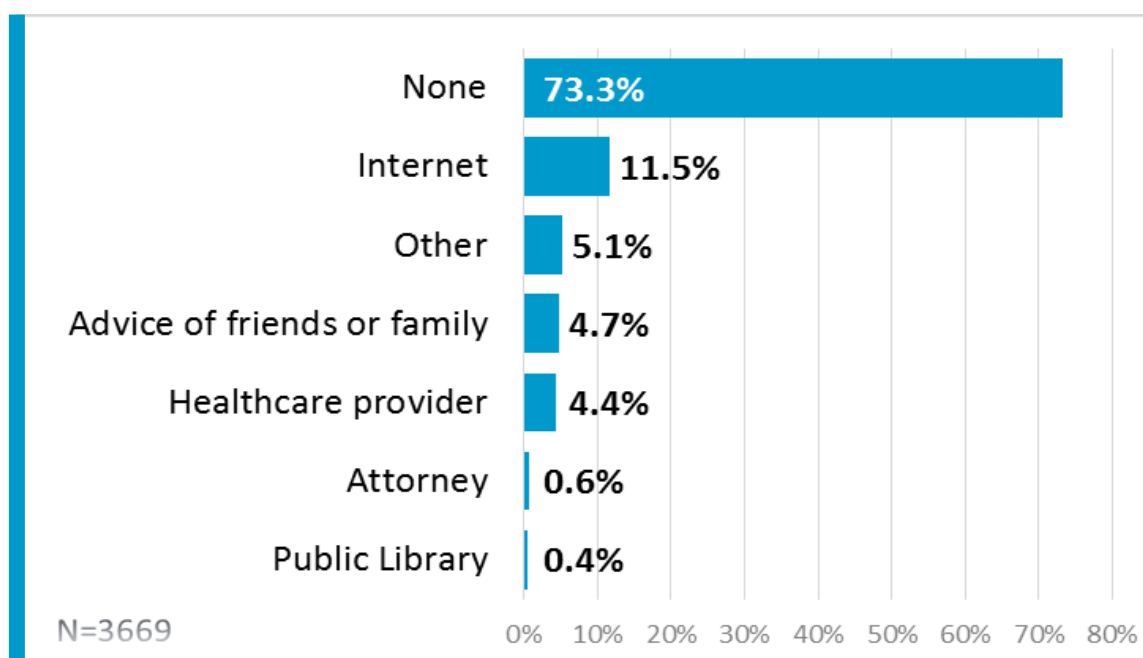
Almost two out of three customers (63.4%) came to the ADRC with a pressing concern or emergency. The majority had a recent change in behavior or mood. About one in three had experienced a recent diagnosis or change in medication.



SOURCES OF INFORMATION

The majority of customers (73.3%) had no source of information about the issue they were concerned about. The internet was helpful for some, as were healthcare providers and advice from family and friends.

BEFORE YOU CONTACTED THE ADRC, WHERE DID YOU LOOK FOR INFORMATION ABOUT THE ISSUE YOU WERE CONCERNED ABOUT?

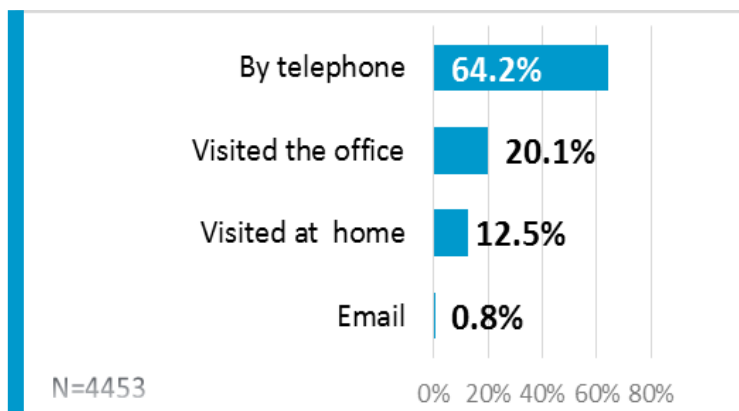


THE “HOWS” OF AN ADRC VISIT

This section describes how customers visit the ADRC and the timing of customer visits.

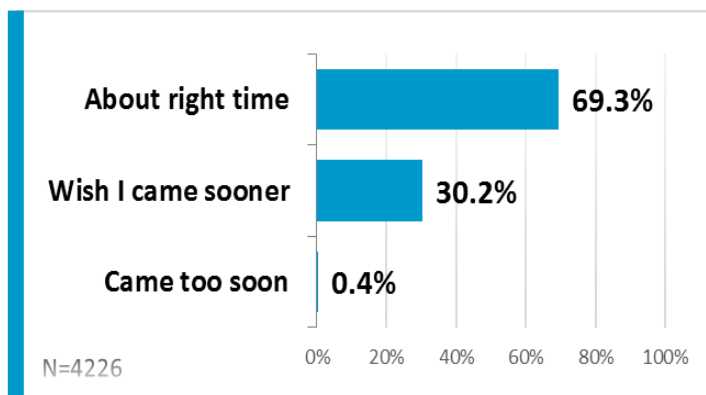
VISIT LOGISTICS

About two-thirds of respondents first called the ADRC on the phone and about one in five (20.1%) visited the office in person. Just 36 respondents (.8%) emailed the ADRC.



TIMING OF THE VISIT

The majority of customers said they came to the ADRC at about the right time and approximately one out of three said they wish they had come sooner.



TYPES OF INITIAL CONTACT

The vast majority of customers who initially contacted the ADRC by phone spoke to a person in the office and about half of those who initially visited the office made an appointment beforehand.

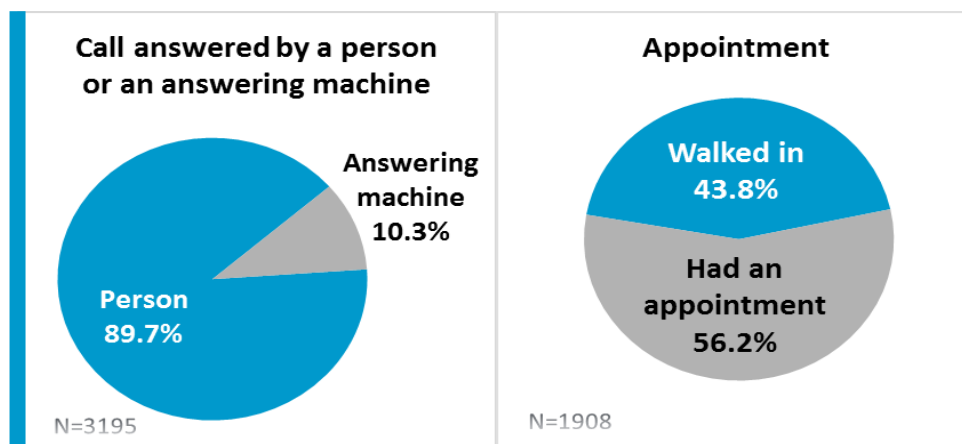











































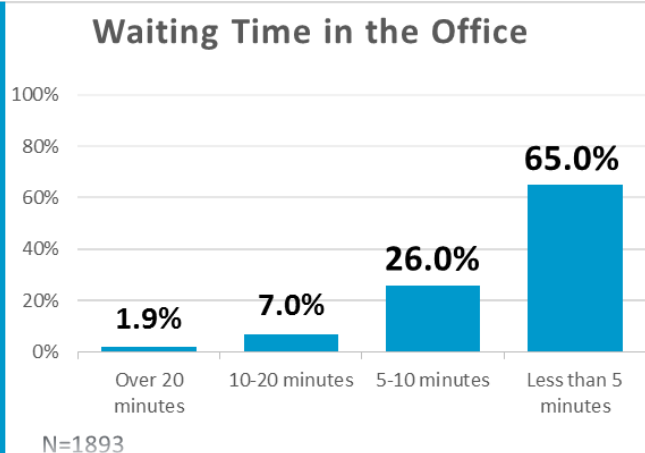
Table 1: First Call Answered by a person or answering machine

How First call was answered				
ADRC		Person	Answering Machine	Sample Size
	Adams, Green Lake, Marquette & Waushara	85.9%	14.1%	85
	Barron, Rusk & Washburn	95.9%	4.1%	121
	Brown	96.9%	3.1%	98
	Buffalo, Clark & Pepin	94.3%	5.7%	35
	Calumet, Outagamie and Waupaca	88.6%	11.4%	105
	Central Wisconsin	93.7%	6.3%	142
	Chippewa	89.2%	10.8%	65
	Columbia	83.5%	16.5%	97
	Dane	93.9%	6.1%	181
	Dodge	80.2%	19.8%	86
	Door	81.6%	18.4%	49
	Douglas	89.4%	10.6%	66
	Dunn	87.5%	12.5%	48
	Eagle Country	96.5%	3.5%	85
	Eau Claire	90.9%	9.1%	88
	Florence	97.9%	2.1%	48
	Fond du Lac	81.9%	18.1%	94
	Jefferson	80.0%	20.0%	80
	Kenosha	92.7%	7.3%	82
	Lakeshore	94.4%	5.6%	71
	Marinette	90.1%	9.9%	71
	Milwaukee ARC	84.5%	15.5%	84
	Milwaukee DRC	85.5%	14.5%	69
	North	86.4%	13.6%	59
	Northwest Wisconsin	85.9%	14.1%	64
	Northwoods	95.4%	4.6%	87
	Ozaukee	90.8%	9.2%	87
	Pierce	87.2%	12.8%	39
	Portage	92.3%	7.7%	39
	Racine	92.4%	7.6%	79
	Rock	94.2%	5.8%	69
	Saint Croix	85.7%	14.3%	49
	Sheboygan	90.2%	9.8%	92
	Southwest Wisconsin	90.7%	9.3%	75
	Trempealeau	88.1%	11.9%	59
	Walworth	76.9%	23.1%	65
	Washington	90.4%	9.6%	73
	Waukesha	96.3%	3.7%	82
	Western Wisconsin	88.8%	11.3%	80
	Winnebago	88.9%	11.1%	72
	Wolf River Region	89.3%	10.7%	75
	Statewide Average	89.7%	10.3%	3195

OFFICE VISIT EXPERIENCE

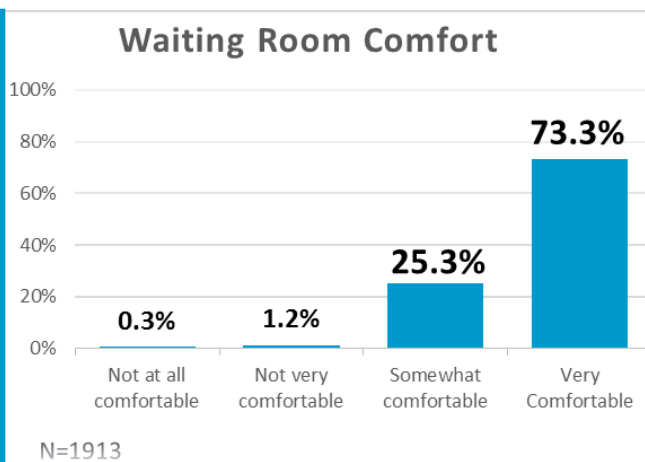
HOW LONG DID YOU WAIT TO SEE SOMEONE?

When customers visited the office, the waiting time before seeing someone was usually less than five minutes.



HOW COMFORTABLE WAS THE WAITING ROOM AND OFFICE ENVIRONMENT?

The majority of respondents felt that the office environment was very comfortable and inviting. A very small percentage of customers (2.3%) experienced interruptions during their conversation and almost 77% said they only needed to explain their situation once.



TYPES OF INITIAL CONTACT

The majority of customers said they had three or more contacts with the ADRC and a similar number had one person they felt was their main contact. In 2010, a similar percentage of customers reported that they had a single person they worked with, or a single point of contact (64.4%).

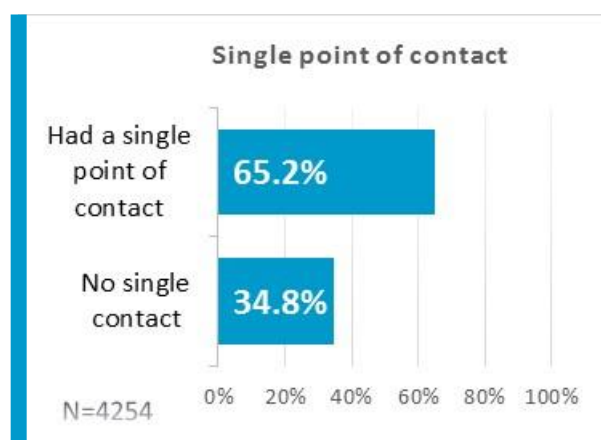
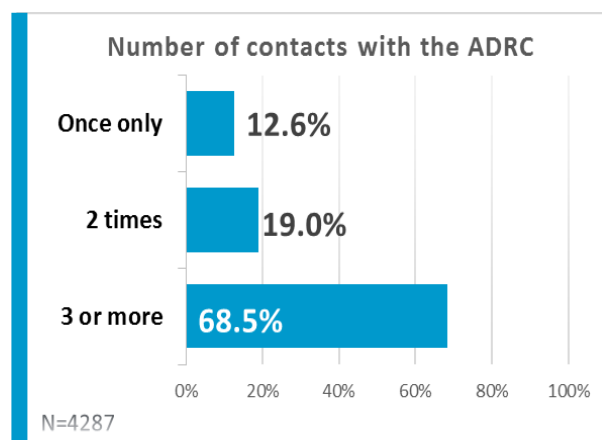











































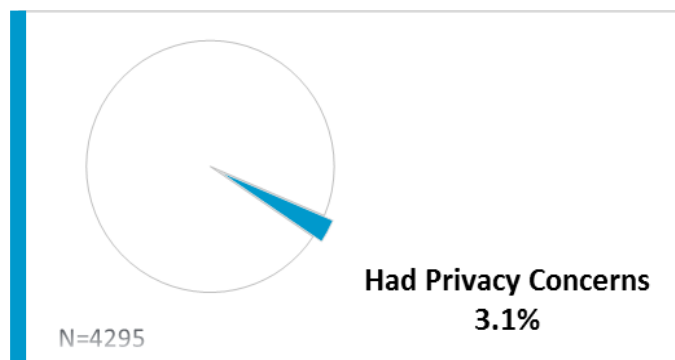
Table 2: Single Point of Contact

Single Point of Contact				
ADRC		Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara		61.2%	38.8%	103
 Barron, Rusk & Washburn		61.9%	38.1%	160
 Brown		63.2%	36.8%	114
 Buffalo, Clark & Pepin		63.3%	36.7%	49
 Calumet, Outagamie and Waupaca		67.6%	32.4%	142
 Central Wisconsin		60.2%	39.8%	211
 Chippewa		67.0%	33.0%	94
 Columbia		63.8%	36.2%	127
 Dane		65.0%	35.0%	260
 Dodge		67.2%	32.8%	119
 Door		80.6%	19.4%	72
 Douglas		61.2%	38.8%	85
 Dunn		57.8%	42.2%	64
 Eagle Country		64.9%	35.1%	131
 Eau Claire		55.9%	44.1%	111
 Florence		59.7%	40.3%	72
 Fond du Lac		70.4%	29.6%	125
 Jefferson		79.2%	20.8%	106
 Kenosha		55.1%	44.9%	107
 Lakeshore		63.4%	36.6%	93
 Marinette		61.3%	38.7%	93
 Milwaukee ARC		55.3%	44.7%	114
 Milwaukee DRC		54.3%	45.7%	94
 North		65.0%	35.0%	80
 Northwest Wisconsin		70.4%	29.6%	81
 Northwoods		81.3%	18.8%	112
 Ozaukee		67.0%	33.0%	112
 Pierce		68.5%	31.5%	54
 Portage		66.7%	33.3%	54
 Racine		60.6%	39.4%	94
 Rock		69.1%	30.9%	97
 Saint Croix		71.2%	28.8%	52
 Sheboygan		70.3%	29.7%	111
 Southwest Wisconsin		62.9%	37.1%	97
 Trempealeau		72.2%	27.8%	72
 Walworth		69.1%	30.9%	97
 Washington		62.9%	37.1%	97
 Waukesha		60.6%	39.4%	99
 Western Wisconsin		75.5%	24.5%	102
 Winnebago		67.0%	33.0%	97
 Wolf River Region		66.0%	34.0%	100
Statewide Average		65.2%	34.8%	4254

PRIVACY

DID YOU FEEL CONCERNED ABOUT THE PRIVACY OF YOUR CONVERSATION?

A very small percentage of ADRC customers (3.1%) had privacy concerns during their contact. Those who did have some concerns said that they could overhear other people talking or didn't feel the space they were in was private enough because of the personal nature of their conversation.



EASE OF REACHING THE ADRC

On a scale of one to four, where one is poor and four is excellent, customers rated the hours of availability (3.49), promptness of returning calls (3.55) and the ease of finding the phone number (3.52) halfway between good and excellent.

Among these three questions, only returning calls promptly varied significantly by ADRC. Results by ADRC are shown on the following page, with the flags representing highest and lowest quartiles and mid-range assigned on the bases of the result of returning calls promptly.

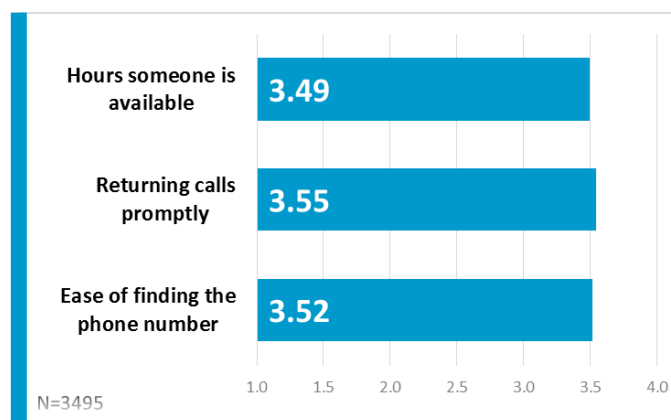











































Table 3: Accessibility

Accessibility						
ADRC	Ease of finding the phone number	Sample Size	Returning calls promptly	Sample Size	Hours someone is available	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.6	52	3.5	51	3.6	52
 Barron, Rusk & Washburn	3.5	67	3.5	66	3.4	64
 Brown	3.7	46	3.7	48	3.5	49
 Buffalo, Clark & Pepin	3.4	30	3.6	26	3.6	28
 Calumet, Outagamie and Waupaca	3.6	75	3.5	73	3.5	72
 Central Wisconsin	3.6	86	3.7	89	3.6	86
 Chippewa	3.6	33	3.7	35	3.5	36
 Columbia	3.6	72	3.5	68	3.5	70
 Dane	3.6	154	3.7	150	3.5	144
 Dodge	3.2	72	3.4	71	3.4	69
 Door	3.7	30	3.6	29	3.6	29
 Douglas	3.3	38	3.4	35	3.3	36
 Dunn	3.5	28	3.6	25	3.4	23
 Eagle Country	3.4	49	3.6	49	3.5	44
 Eau Claire	3.5	48	3.6	45	3.5	46
 Florence	3.5	26	3.8	26	3.7	27
 Fond du Lac	3.5	75	3.6	75	3.5	73
 Jefferson	3.7	51	3.7	52	3.5	50
 Kenosha	3.6	57	3.5	59	3.4	56
 Lakeshore	3.6	41	3.5	42	3.6	41
 Marinette	3.3	53	3.5	53	3.3	57
 Milwaukee ARC	3.5	102	3.3	96	3.4	93
 Milwaukee DRC	3.5	66	3.4	70	3.4	68
 North	3.4	49	3.5	52	3.5	48
 Northwest Wisconsin	3.4	51	3.7	51	3.6	52
 Northwoods	3.6	45	3.5	45	3.6	39
 Ozaukee	3.6	65	3.6	63	3.5	64
 Pierce	3.5	20	3.5	18	3.2	18
 Portage	3.4	17	3.5	17	3.6	20
 Racine	3.6	66	3.5	67	3.6	63
 Rock	3.4	63	3.5	57	3.4	63
 Saint Croix	3.6	33	3.8	34	3.7	32
 Sheboygan	3.5	63	3.4	65	3.5	67
 Southwest Wisconsin	3.5	55	3.5	53	3.6	52
 Trempealeau	3.7	39	3.8	35	3.7	35
 Walworth	3.6	59	3.5	57	3.6	60
 Washington	3.5	45	3.5	48	3.4	48
 Waukesha	3.4	63	3.4	63	3.4	60
 Western Wisconsin	3.7	47	3.6	45	3.6	44
 Winnebago	3.5	51	3.6	44	3.6	48
 Wolf River Region	3.3	52	3.5	52	3.2	53
Statewide	3.5	2234	3.5	2199	3.5	2179

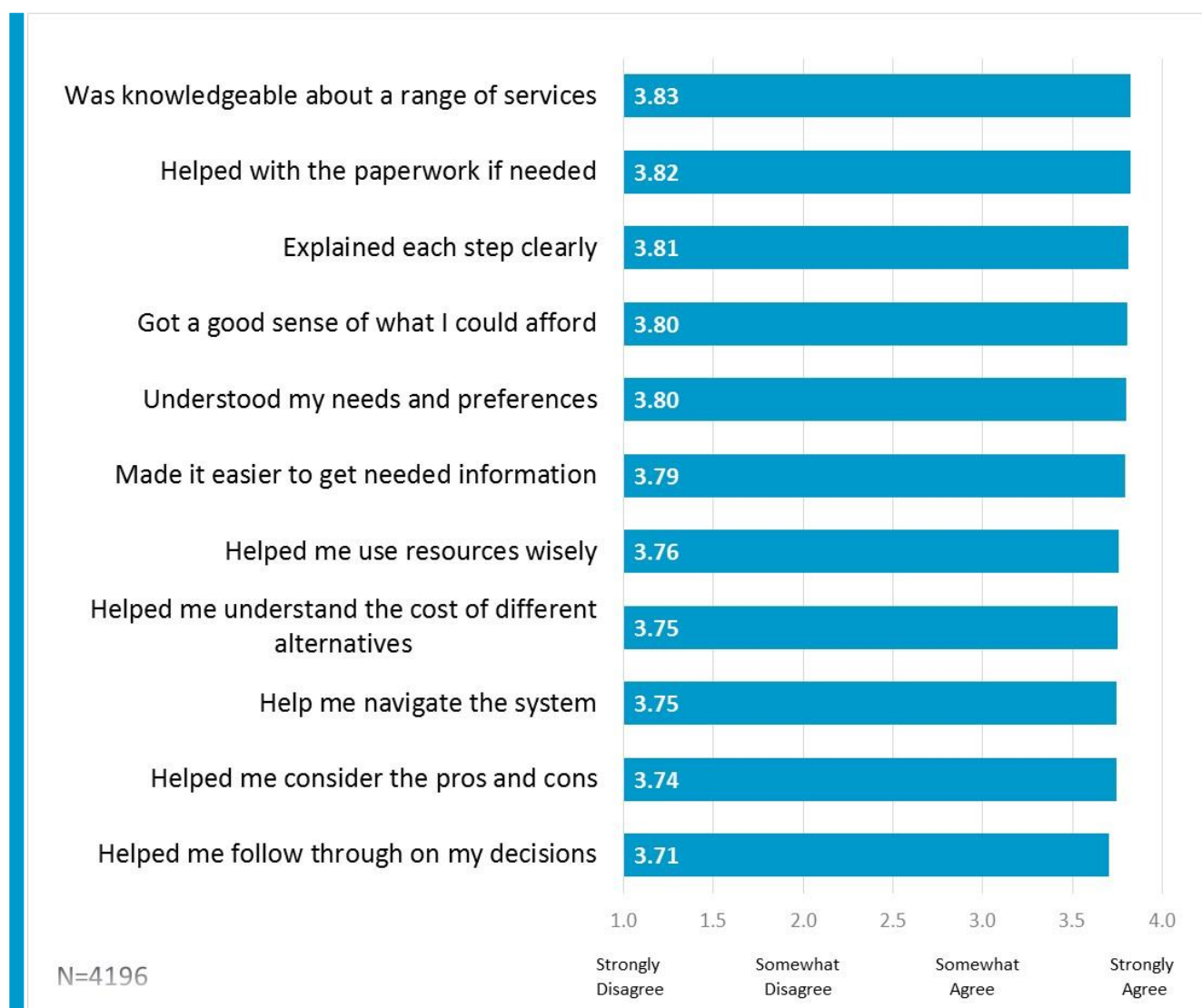
THE CUSTOMER EXPERIENCE

Customer experience is one of the most important aspects of helping the customer have a positive overall outlook and make the best use of information the ADRC can provide for them.

ELEMENTS OF THE CUSTOMER EXPERIENCE

Respondents answered if they strongly or somewhat agreed (or disagreed) with a variety of statements about their experience with the ADRC. Each item was rated very favorably, with an average for each item well beyond the halfway point between somewhat and strongly agree.

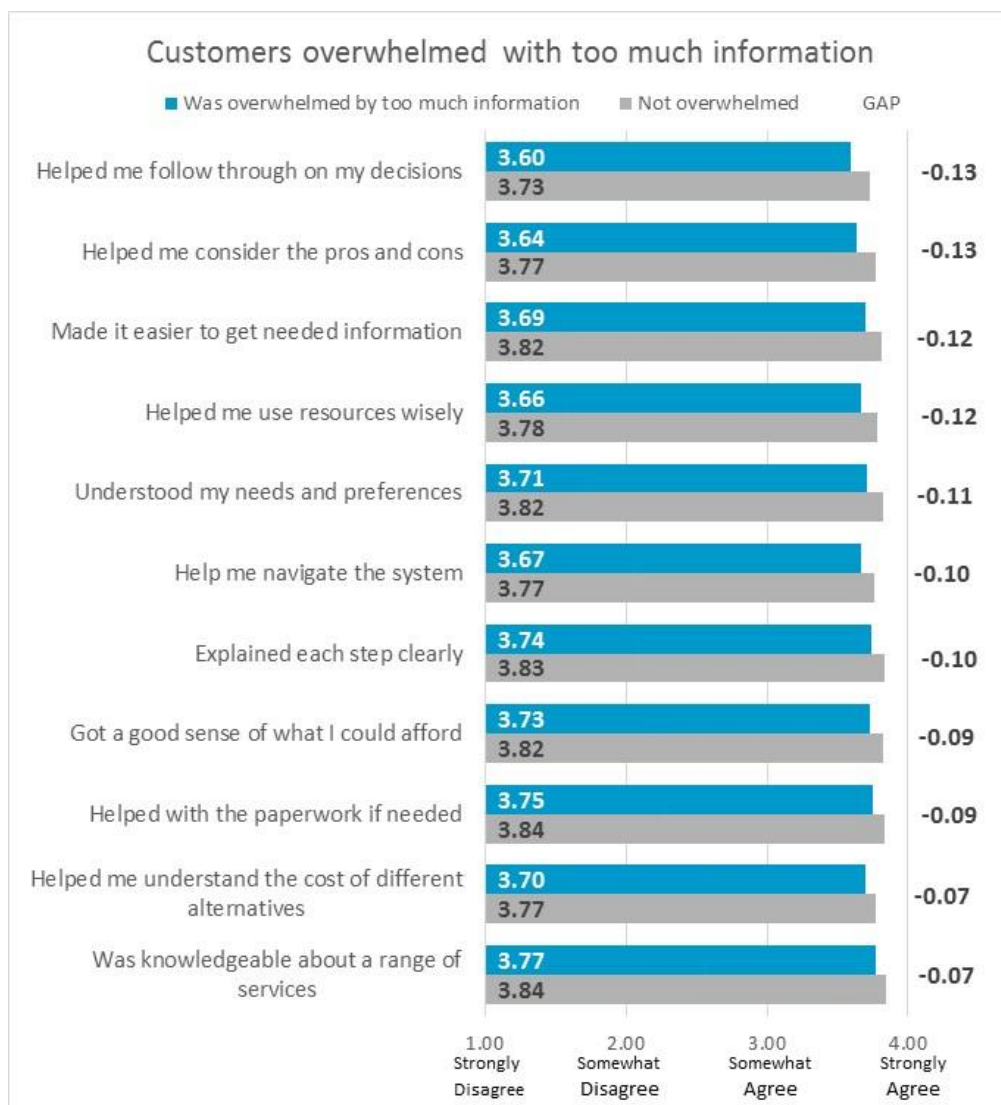
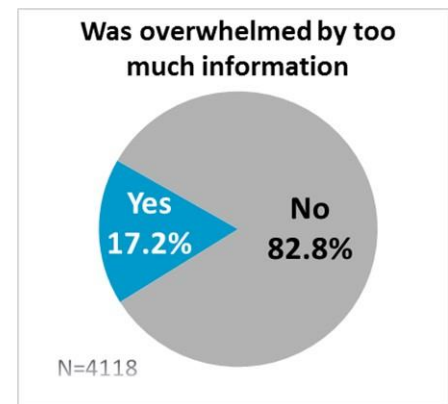
Average ratings for each ADRC, flagged for highest and lowest quartile, as well mid-range scores, are provided as Appendix A.



DOSING OF INFORMATION

Less than one in five customers said they were overwhelmed with too much information. This question was previously asked using a scale of agreement, measured from one to four. In the 2010 survey, respondents “agreed” on the average, with a rating of 3.3.

Customers who were overwhelmed by too much information rated aspects of their experience significantly less favorably. All of the items shown in the chart show a statistically significant difference. The gap between ratings offered by those who were overwhelmed and those who were not are shown on the right of the chart. Customers who were overwhelmed were less likely to strongly agree with these items, although ratings are continue to be very favorable.



NEUTRALITY OF THE ADRC

On a scale of one to three, where one is not important, two is somewhat important and three is very important, customers reported that it was very important to them that the ADRC has no financial interest in their decisions (2.7), never charges for services (2.9) and is available to help if customers change their mind or need additional information (2.9).

Neither “they never charge for their services” nor “the ADRC has no financial interest in your decisions” varied significantly between ADRCs. This may indicate that these themes are understood as a characteristic of the ADRC system and not associated with an individual ADRC or office. “You can go back if you change your mind” does vary by ADRC (Significance = .03).

Mean scores by ADRC for “you can go back if you change your mind” are offered on the following page.

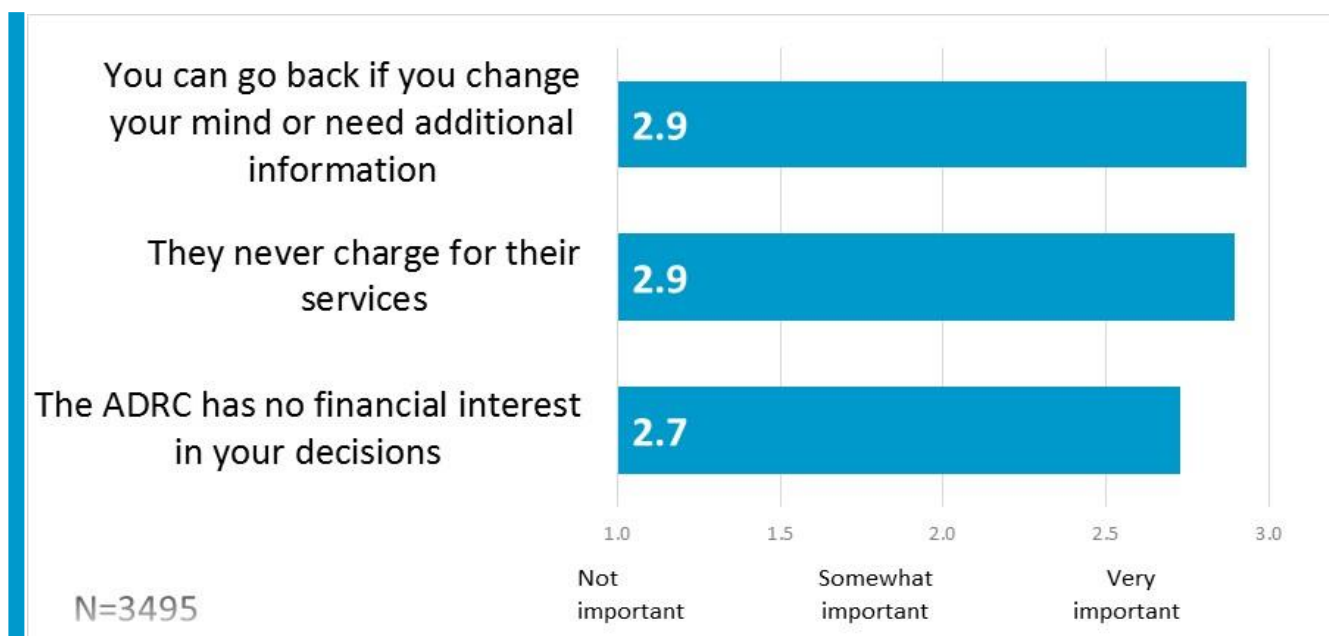











































Table 4: Knowledge that customers can go back for additional or if customer changes mind

You can go back if you change your mind or need additional information		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	2.9	105
 Barron, Rusk & Washburn	3.0	161
 Brown	3.0	121
 Buffalo, Clark & Pepin	2.9	46
 Calumet, Outagamie and Waupaca	2.9	153
 Central Wisconsin	3.0	207
 Chippewa	3.0	95
 Columbia	2.9	126
 Dane	2.9	262
 Dodge	2.9	113
 Door	2.9	69
 Douglas	2.9	86
 Dunn	3.0	65
 Eagle Country	2.9	133
 Eau Claire	3.0	113
 Florence	2.9	69
 Fond du Lac	2.9	126
 Jefferson	2.9	101
 Kenosha	2.9	112
 Lakeshore	2.9	95
 Marinette	2.9	97
 Milwaukee ARC	3.0	118
 Milwaukee DRC	2.9	96
 North	3.0	81
 Northwest Wisconsin	2.9	79
 Northwoods	3.0	114
 Ozaukee	2.9	108
 Pierce	2.9	52
 Portage	3.0	55
 Racine	2.9	100
 Rock	2.9	91
 Saint Croix	2.9	52
 Sheboygan	2.9	111
 Southwest Wisconsin	2.9	97
 Trempealeau	3.0	74
 Walworth	2.9	93
 Washington	3.0	96
 Waukesha	2.9	99
 Western Wisconsin	3.0	98
 Winnebago	2.9	97
 Wolf River Region	2.9	95
Statewide	2.9	4261

ADDITIONAL BENEFITS OF THE EXPERIENCE

One in three respondents (33.7%) said that the staff person noticed a need or concern that they did not know they had. This unexpected benefit was strongly related to home visits, where the staff person has the opportunity to observe first-hand issues that may be of concern for the respondent. For example, unsecured rugs on the floor may present a tripping hazard that the resident does not realize is an issue.

Two out of three respondents (66.7%) said that their visit with the ADRC helped them to prevent a fall or accident and over half (53.6%) said they learned about safety issues during their interaction with the ADRC.

Each of these questions varies significantly by ADRC, and findings for individual ADRCs are found on the following page.

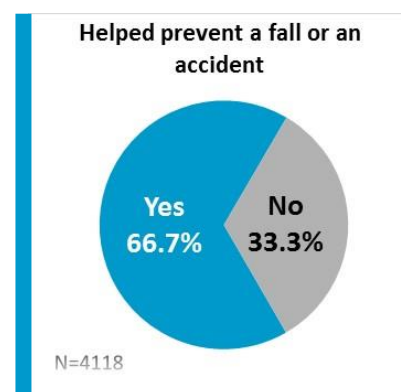
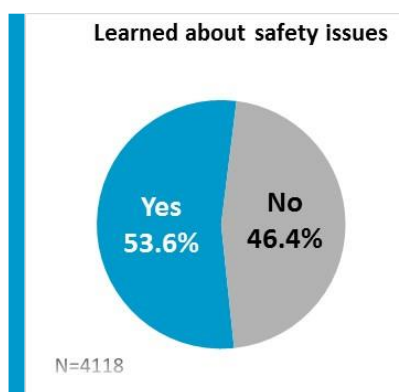
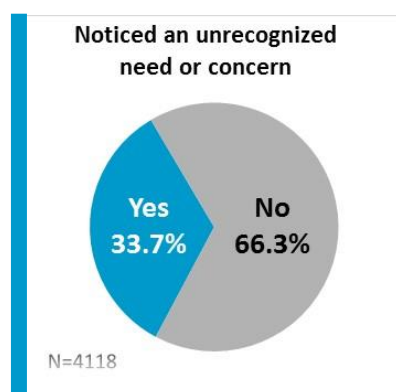


Table 5: Staff person noticed an unrecognized need or concern










































Noticed an unrecognized need or concern			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	29.6%	70.4%	98
 Barron, Rusk & Washburn	36.8%	63.2%	152
 Brown	39.6%	60.4%	101
 Buffalo, Clark & Pepin	28.9%	71.1%	45
 Calumet, Outagamie and Waupaca	36.6%	63.4%	142
 Central Wisconsin	32.8%	67.2%	198
 Chippewa	33.3%	66.7%	81
 Columbia	27.4%	72.6%	113
 Dane	39.4%	60.6%	246
 Dodge	29.0%	71.0%	107
 Door	30.0%	70.0%	70
 Douglas	25.3%	74.7%	83
 Dunn	29.7%	70.3%	64
 Eagle Country	36.1%	63.9%	122
 Eau Claire	34.9%	65.1%	106
 Florence	33.8%	66.2%	65
 Fond du Lac	34.2%	65.8%	120
 Jefferson	44.3%	55.7%	97
 Kenosha	37.4%	62.6%	107
 Lakeshore	34.8%	65.2%	89
 Marinette	21.7%	78.3%	92
 Milwaukee ARC	31.5%	68.5%	108
 Milwaukee DRC	38.1%	61.9%	84
 North	30.8%	69.2%	78
 Northwest Wisconsin	35.7%	64.3%	70
 Northwoods	34.4%	65.6%	93
 Ozaukee	41.5%	58.5%	106
 Pierce	44.4%	55.6%	45
 Portage	25.5%	74.5%	51
 Racine	25.3%	74.7%	79
 Rock	31.6%	68.4%	79
 Saint Croix	34.0%	66.0%	50
 Sheboygan	40.8%	59.2%	98
 Southwest Wisconsin	32.2%	67.8%	90
 Trempealeau	31.0%	69.0%	71
 Walworth	36.1%	63.9%	83
 Washington	30.5%	69.5%	95
 Waukesha	34.1%	65.9%	88
 Western Wisconsin	35.4%	64.6%	99
 Winnebago	24.1%	75.9%	87
 Wolf River Region	31.3%	68.8%	96
Statewide Average	33.7%	66.3%	3948

Table 6: Customer learned about safety issues



















































































Learned about safety issues			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	58.9%	41.1%	90
 Barron, Rusk & Washburn	60.3%	39.7%	141
 Brown	58.7%	41.3%	104
 Buffalo, Clark & Pepin	53.3%	46.7%	45
 Calumet, Outagamie and Waupaca	54.7%	45.3%	128
 Central Wisconsin	54.4%	45.6%	180
 Chippewa	46.1%	53.9%	76
 Columbia	49.1%	50.9%	110
 Dane	38.7%	61.3%	191
 Dodge	52.1%	47.9%	96
 Door	50.8%	49.2%	63
 Douglas	45.5%	54.5%	66
 Dunn	46.7%	53.3%	45
 Eagle Country	45.6%	54.4%	90
 Eau Claire	57.6%	42.4%	92
 Florence	59.3%	40.7%	54
 Fond du Lac	49.0%	51.0%	104
 Jefferson	50.0%	50.0%	84
 Kenosha	66.0%	34.0%	94
 Lakeshore	41.3%	58.7%	75
 Marinette	50.0%	50.0%	78
 Milwaukee ARC	56.3%	43.7%	103
 Milwaukee DRC	63.4%	36.6%	82
 North	64.4%	35.6%	73
 Northwest Wisconsin	47.1%	52.9%	68
 Northwoods	59.6%	40.4%	89
 Ozaukee	65.7%	34.3%	99
 Pierce	59.1%	40.9%	44
 Portage	78.9%	21.1%	38
 Racine	45.9%	54.1%	74
 Rock	49.3%	50.7%	71
 Saint Croix	61.9%	38.1%	42
 Sheboygan	49.5%	50.5%	91
 Southwest Wisconsin	52.6%	47.4%	78
 Trempealeau	61.1%	38.9%	54
 Walworth	60.0%	40.0%	75
 Washington	55.7%	44.3%	88
 Waukesha	60.5%	39.5%	86
 Western Wisconsin	42.9%	57.1%	84
 Winnebago	42.9%	57.1%	70
 Wolf River Region	58.9%	41.1%	90
Statewide Average	53.6%	46.4%	3505

Table 7: ADRC visit helped prevent a fall or accident

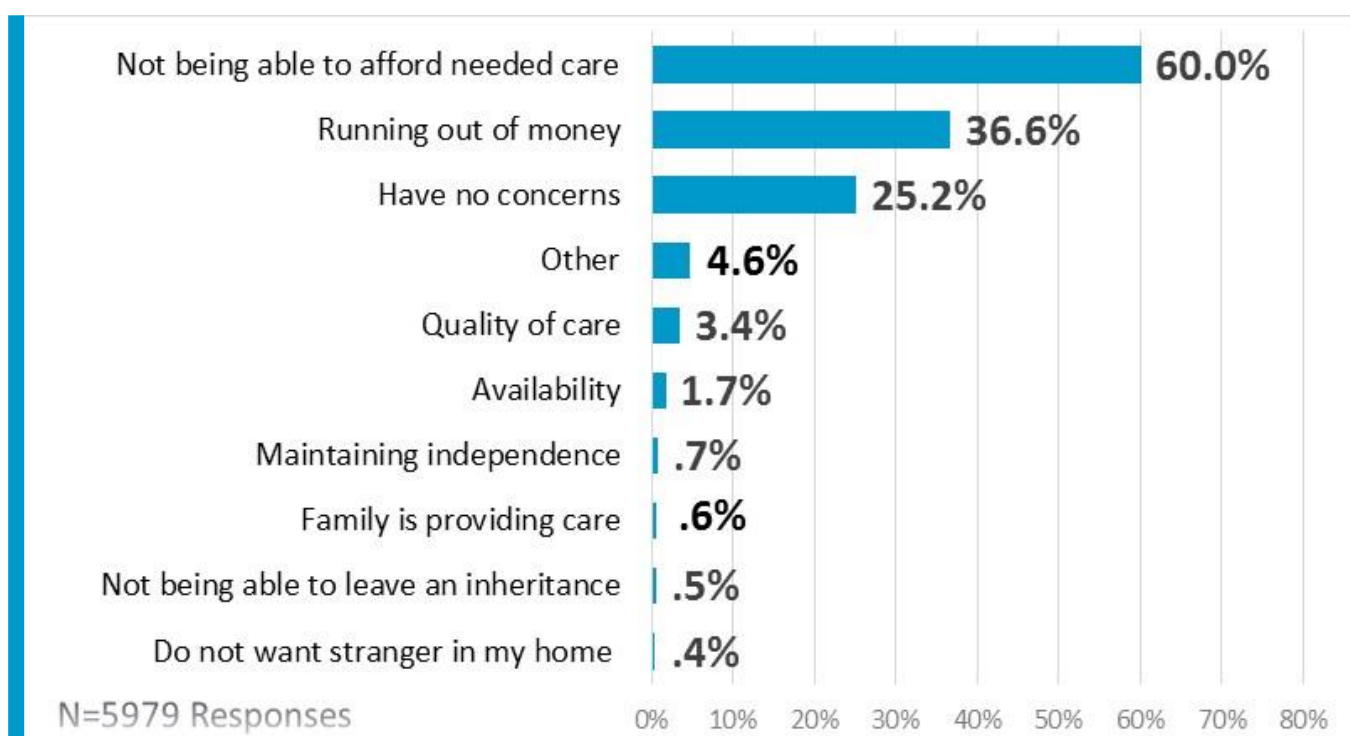
Helped prevent a fall or accident			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	61.7%	38.3%	47
 Barron, Rusk & Washburn	81.1%	18.9%	74
 Brown	65.0%	35.0%	60
 Buffalo, Clark & Pepin	72.7%	27.3%	22
 Calumet, Outagamie and Waupaca	78.3%	21.7%	60
 Central Wisconsin	72.4%	27.6%	87
 Chippewa	69.7%	30.3%	33
 Columbia	69.4%	30.6%	49
 Dane	41.3%	58.7%	109
 Dodge	71.7%	28.3%	46
 Door	58.1%	41.9%	31
 Douglas	69.2%	30.8%	26
 Dunn	72.2%	27.8%	18
 Eagle Country	45.7%	54.3%	35
 Eau Claire	67.4%	32.6%	46
 Florence	53.6%	46.4%	28
 Fond du Lac	70.2%	29.8%	47
 Jefferson	48.6%	51.4%	37
 Kenosha	67.2%	32.8%	58
 Lakeshore	58.6%	41.4%	29
 Marinette	48.6%	51.4%	37
 Milwaukee ARC	69.2%	30.8%	52
 Milwaukee DRC	80.8%	19.2%	52
 North	77.8%	22.2%	45
 Northwest Wisconsin	63.3%	36.7%	30
 Northwoods	74.5%	25.5%	51
 Ozaukee	72.4%	27.6%	58
 Pierce	66.7%	33.3%	24
 Portage	86.2%	13.8%	29
 Racine	50.0%	50.0%	28
 Rock	71.9%	28.1%	32
 Saint Croix	81.0%	19.0%	21
 Sheboygan	73.2%	26.8%	41
 Southwest Wisconsin	60.5%	39.5%	38
 Trempealeau	70.0%	30.0%	30
 Walworth	62.2%	37.8%	45
 Washington	68.4%	31.6%	38
 Waukesha	54.5%	45.5%	44
 Western Wisconsin	71.4%	28.6%	35
 Winnebago	71.4%	28.6%	28
 Wolf River Region	78.7%	21.3%	47
Statewide Average	66.7%	33.3%	1747

PAYING FOR CARE

When asked what the main concern is when they think about paying for needs such as in-home care or transportation, the majority of respondents said “not being able to afford the needed care” (60%). Running out of money was a concern for about one in three respondents (36.6%).

About one in four respondents said they have no concerns (25.2%).

This question was an open-ended, multiple response question. Respondents answered in their own words, and responses were grouped into categories. The total percentage adds to more than 100% because some respondents offered more than one answer. The percentage shown is the percentage of all respondents offering that particular answer.



CUSTOMER REFERRALS TO COMMUNITY RESOURCES

In the 2008 and 2010 surveys, it was observed that customers who receive actionable referrals tend to report more positive outcomes, including usefulness and overall experience. This section presents results related to customer referrals to community resources. Because this section is focused on the subgroups of customers who received a referral, the sample sizes are smaller and may require some caution in interpreting these results.

THOSE WHO WERE REFERRED TO ANOTHER AGENCY

Less than half of ADRC customers reported having received a referral to a community resource (40.1%).

Previous surveys have shown a great deal of variability with regard to the percentage of customers receiving a referral. In the 2010 survey a smaller percentage (29.2%) received a referral, and in 2008 57% received a referral.

Referrals also varied by ADRC. The percentage of customer who received a referral varied from the lowest percentage of 27.7% at the ADRC of Florence County to the highest percentage of 67.3% at the ADRC of Saint Croix County.

Although the variation in the percentage of referrals made by ADRC is significant at the .05 level, none of the regional ADRCs varied significantly by office. The differences found between ADRCs may be associated with population or geographical differences. The likelihood of receiving a referral is not associated with either household income or the value of household assets.

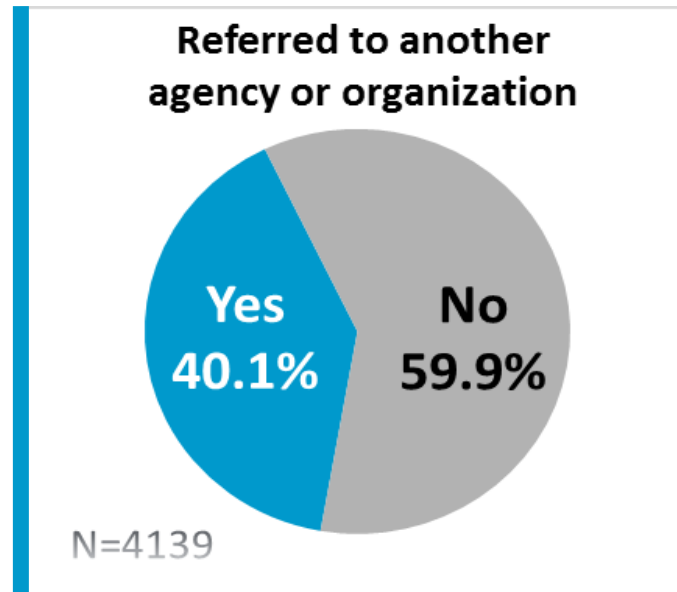


Table 8: Percentage of customers referred to a community resource

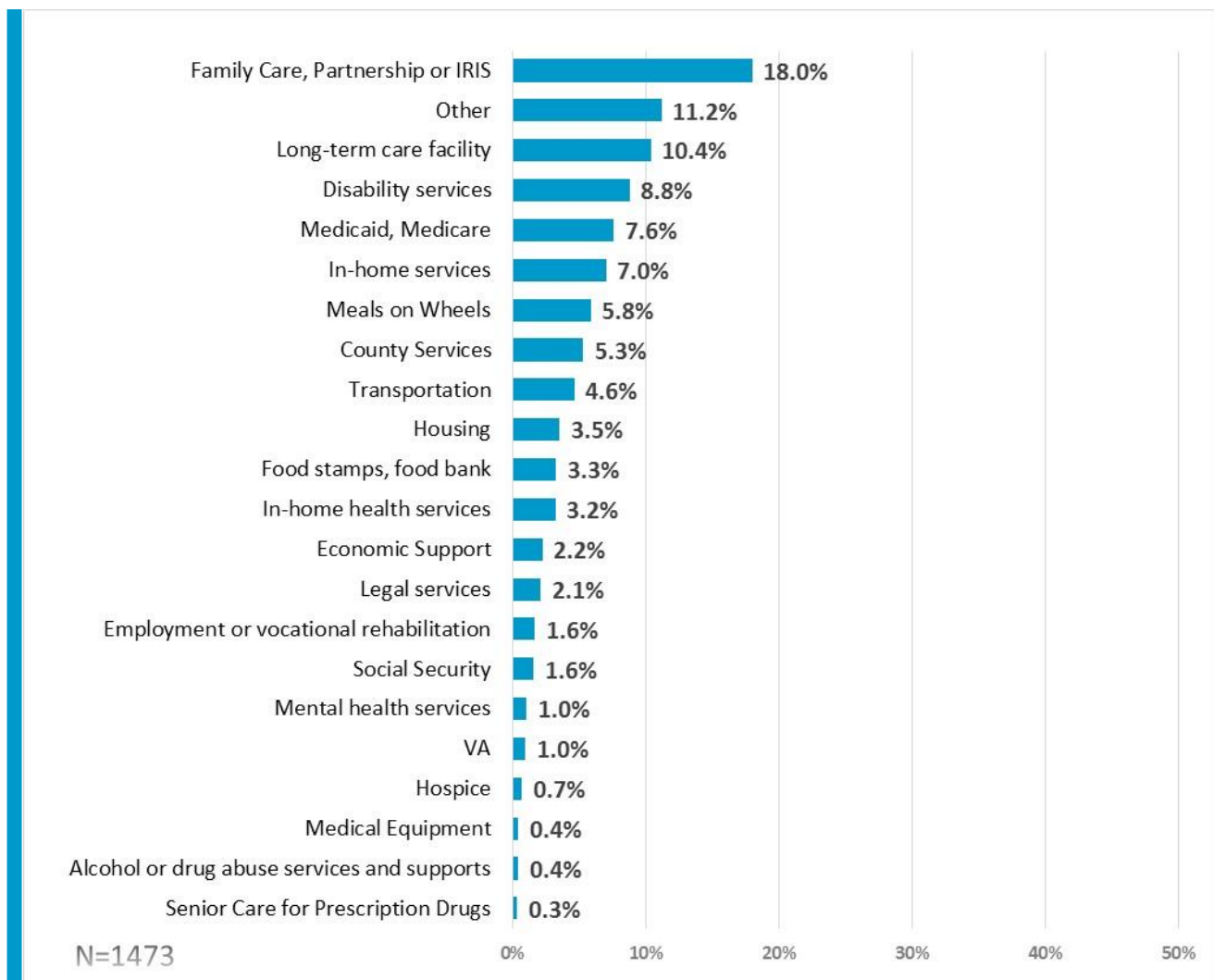
Referred to a community resource			
ADRC	Yes	No	Sample Size
Adams, Green Lake, Marquette & Waushara	43.1%	56.9%	102
Barron, Rusk & Washburn	38.0%	62.0%	150
Brown	49.2%	50.8%	122
Buffalo, Clark & Pepin	55.1%	44.9%	49
Calumet, Outagamie and Waupaca	35.0%	65.0%	143
Central Wisconsin	30.9%	69.1%	204
Chippewa	38.5%	61.5%	91
Columbia	45.1%	54.9%	122
Dane	47.8%	52.2%	245
Dodge	46.1%	53.9%	115
Door	37.3%	62.7%	67
Douglas	42.0%	58.0%	81
Dunn	41.9%	58.1%	62
Eagle Country	32.8%	67.2%	116
Eau Claire	42.7%	57.3%	110
Florence	22.7%	77.3%	66
Fond du Lac	40.0%	60.0%	120
Jefferson	37.1%	62.9%	97
Kenosha	42.0%	58.0%	112
Lakeshore	32.2%	67.8%	90
Marinette	28.6%	71.4%	98
Milwaukee ARC	37.5%	62.5%	120
Milwaukee DRC	41.8%	58.2%	91
North	39.5%	60.5%	76
Northwest Wisconsin	41.0%	59.0%	78
Northwoods	41.8%	58.2%	110
Ozaukee	39.3%	60.7%	112
Pierce	59.6%	40.4%	52
Portage	35.3%	64.7%	51
Racine	39.1%	60.9%	92
Rock	26.9%	73.1%	93
Saint Croix	67.3%	32.7%	52
Sheboygan	45.5%	54.5%	112
Southwest Wisconsin	35.1%	64.9%	97
Trempealeau	45.8%	54.2%	72
Walworth	35.6%	64.4%	90
Washington	36.4%	63.6%	99
Waukesha	37.6%	62.4%	93
Western Wisconsin	45.4%	54.6%	97
Winnebago	43.5%	56.5%	92
Wolf River Region	39.8%	60.2%	98
Statewide Average	40.1%	59.9%	4139

COMMUNITY RESOURCES RECEIVING ADRC REFERRALS

ADRCs offer their customers referrals to a wide variety of community resources. Almost one in five (18%) said they received a referral to Family Care, Partnership or IRIS. Just over half as many (10.4%) were referred to a long-term care facility, assisted living or nursing home.

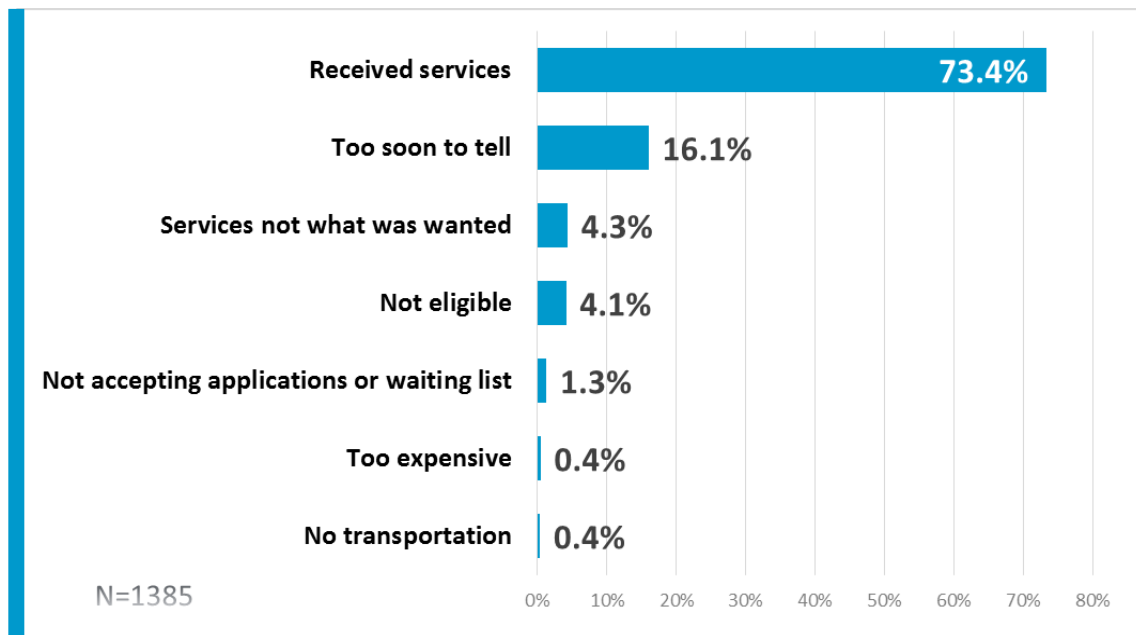
Some of the responses included in the “other” category include “a non-profit group” and other responses that were unclear or did not fit a single category.

WERE YOU REFERRED TO ANOTHER AGENCY OR ORGANIZATION BY THE ADRC?



REFERRAL UTILITY

The majority of customers who requested a referral to a resource received the services they needed (73.4%) and an additional 16.1% were interviewed before they could ascertain the end result of the referral. In the 2010 survey, 58.3% of customers received services as a result of the referral and 7.2% reported that it was too soon during the interview to tell what the result would be.



A utility score was calculated using respondents who received a referral to a community resource that resolved their issue. Those who reported that it was too soon to tell or who did not receive a referral were eliminated from the analysis. Responses were coded as either successful (received services) or unsuccessful (did not receive services). The utility score, expressed as a percentage, represents the ratio of successful to unsuccessful referrals.

The following page shows the referral utility for each ADRC. Statewide, almost nine out of ten respondents (87.4%) who received a referral that had come to a conclusion were successful in receiving services.

Utility scores ranged from 69.2% in the ADRC of Racine County to 100% utility in Kenosha and Portage County ADRCs.

Comparisons are not made to the 2010 utility ratio because of differences in question wording and scoring.

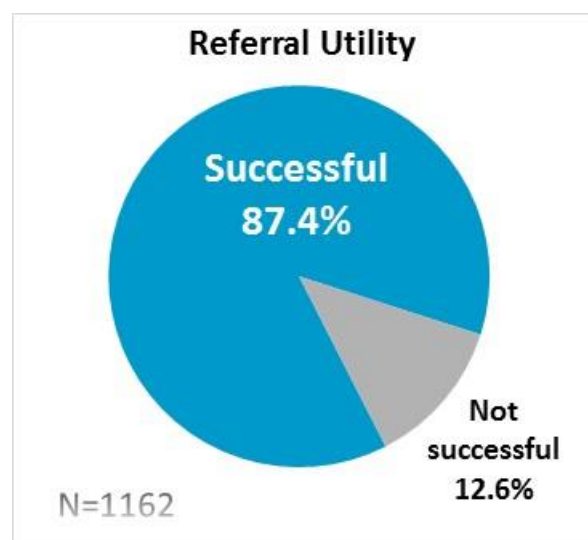











































Table 9: Percentage of customers with a successful outcome from a referral to a community resource

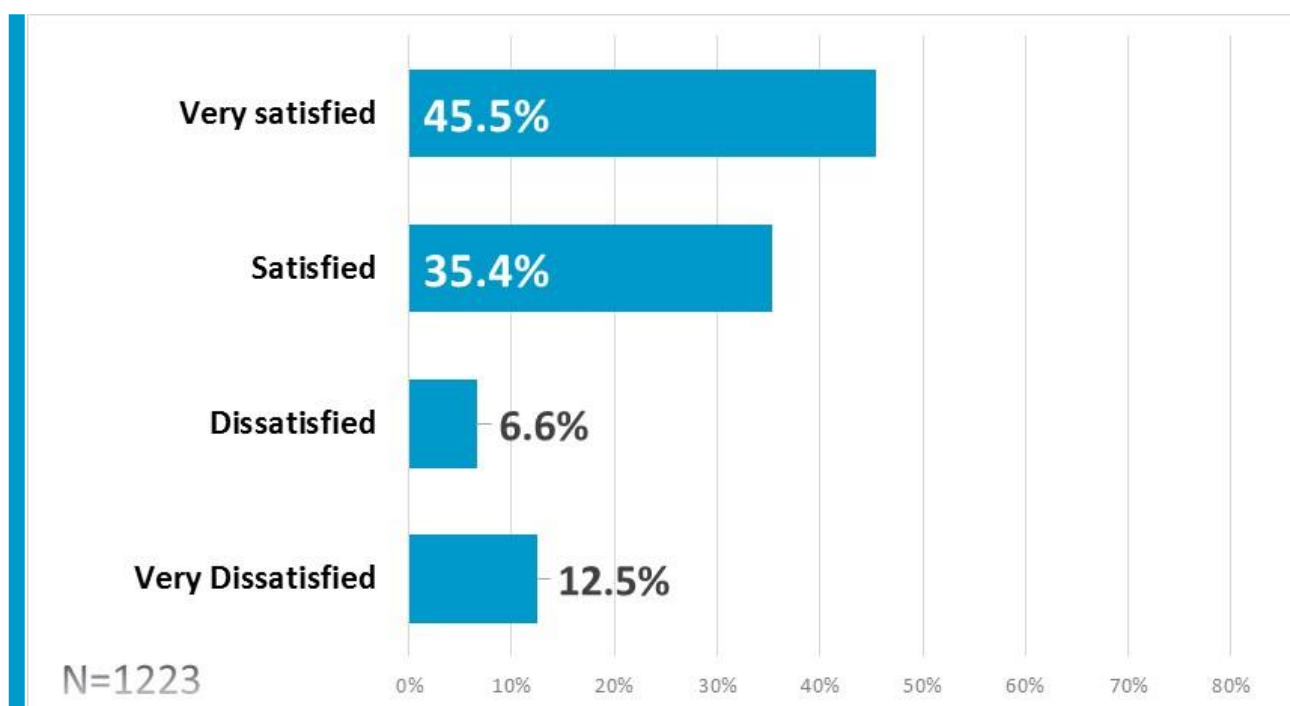
Referral Utility				
ADRC		Successful	Not Successful	Sample Size
	Adams, Green Lake, Marquette & Waushara	79.4%	20.6%	34
	Barron, Rusk & Washburn	92.3%	7.7%	39
	Brown	91.5%	8.5%	47
	Buffalo, Clark & Pepin	95.2%	4.8%	21
	Calumet, Outagamie and Waupaca	94.9%	5.1%	39
	Central Wisconsin	89.4%	10.6%	47
	Chippewa	84.6%	15.4%	26
	Columbia	95.0%	5.0%	40
	Dane	81.2%	18.8%	69
	Dodge	91.2%	8.8%	34
	Door	78.9%	21.1%	19
	Douglas	95.2%	4.8%	21
	Dunn	85.0%	15.0%	20
	Eagle Country	71.4%	28.6%	28
	Eau Claire	87.5%	12.5%	32
	Florence	92.3%	7.7%	13
	Fond du Lac	88.2%	11.8%	34
	Jefferson	81.8%	18.2%	22
	Kenosha	100.0%	0.0%	32
	Lakeshore	83.3%	16.7%	18
	Marinette	73.3%	26.7%	15
	Milwaukee ARC	90.9%	9.1%	33
	Milwaukee DRC	90.5%	9.5%	21
	North	87.0%	13.0%	23
	Northwest Wisconsin	95.2%	4.8%	21
	Northwoods	80.0%	20.0%	30
	Ozaukee	91.7%	8.3%	36
	Pierce	92.0%	8.0%	25
	Portage	100.0%	0.0%	12
	Racine	69.2%	30.8%	26
	Rock	77.8%	22.2%	18
	Saint Croix	80.8%	19.2%	26
	Sheboygan	93.3%	6.7%	30
	Southwest Wisconsin	90.0%	10.0%	20
	Trempealeau	92.6%	7.4%	27
	Walworth	87.5%	12.5%	24
	Washington	83.9%	16.1%	31
	Waukesha	79.3%	20.7%	29
	Western Wisconsin	93.3%	6.7%	30
	Winnebago	80.8%	19.2%	26
	Wolf River Region	91.7%	8.3%	24
Statewide		87.4%	12.6%	1162

SATISFACTION WITH REFERRALS TO RESOURCES

Almost half of all customers receiving a referral were very satisfied and more than one out of three were somewhat satisfied. A small percentage contacted the ADRC about their dissatisfaction with their referral and to request further assistance.










































In comparison to the 2008 survey, a lower percentage of respondents were very satisfied with the result of their referral (45.5% in 2015 compared with 68.7% in 2010) and more respondents reported that they were somewhat satisfied (35.4% in 2015 compared with 19.4% in 2010).

WERE YOU SATISFIED OR DISSATISFIED WITH THE SERVICES PROVIDED BY THAT AGENCY?



The following page shows the average satisfaction with referral for each ADRC. Satisfaction is measured on a four-point scale with one being “very dissatisfied,” two “somewhat dissatisfied,” three “somewhat satisfied” and four “very satisfied.”

Table 10: Average satisfaction with referrals to community resources

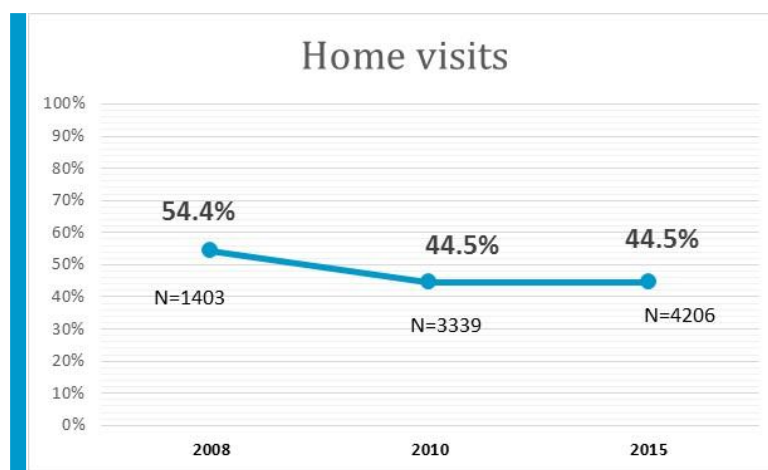
Satisfaction with Referral			
ADRC		Average Satisfaction	Sample Size
	Adams, Green Lake, Marquette & Waushara	3.0	35
	Barron, Rusk & Washburn	3.6	41
	Brown	3.3	45
	Buffalo, Clark & Pepin	3.3	21
	Calumet, Outagamie and Waupaca	3.2	40
	Central Wisconsin	3.2	46
	Chippewa	3.0	26
	Columbia	2.9	40
	Dane	3.0	81
	Dodge	3.0	40
	Door	2.8	22
	Douglas	3.0	23
	Dunn	3.3	19
	Eagle Country	2.8	34
	Eau Claire	3.2	33
	Florence	2.8	13
	Fond du Lac	3.2	36
	Jefferson	2.9	27
	Kenosha	3.0	37
	Marinette	3.2	18
	Northwest Wisconsin	3.0	22
	Ozaukee	3.4	35
	Pierce	3.4	25
	Portage	3.1	12
	Racine	2.7	26
	Rock	2.9	21
	Sheboygan	3.1	37
	Southwest Wisconsin	3.4	23
	Saint Croix	3.3	23
	Lakeshore	2.9	19
	North	3.4	22
	Northwoods	3.2	34
	Wolf River Region	3.3	24
	Trempealeau	3.3	27
	Walworth	3.4	23
	Washington	3.4	30
	Waukesha	3.1	29
	Western Wisconsin	2.9	30
	Winnebago	3.2	27
	Milwaukee ARC	3.2	34
	Milwaukee DRC	3.2	23
Statewide		3.1	1223

HOME VISITS

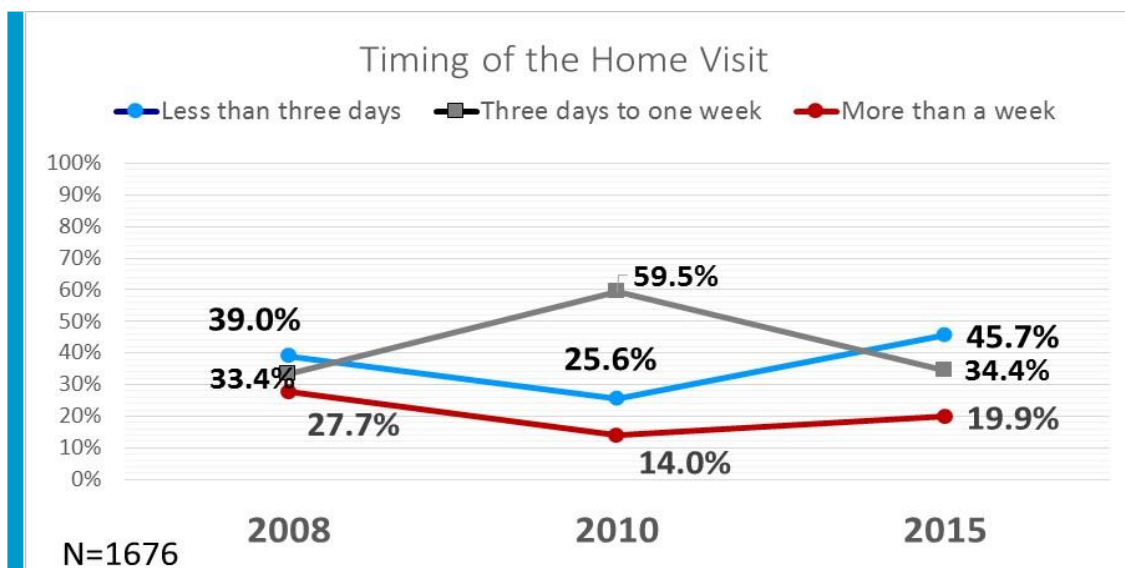
The home visit is a very important aspect of customer satisfaction, and previous surveys have shown strong and consistent association of home visits with beneficial outcomes including the usefulness of information and customers' overall satisfaction.

CUSTOMERS WHO HAD A HOME VISIT

Almost half of survey respondents said that an ADRC staff person visited them in their home. The rate of home visits declined between 2008 and 2010 and remained approximately even between 2010 and 2015.



The timing of home visits has changed over time. In the chart below, the blue line shows the percentage of home visits occurring less than three days after the customer contacted the ADRC. 39% of home visits were conducted in less than three days in 2008, decreasing to 25.6% in 2010 and increasing to 45.7% in 2015. Visits occurring more than one week after customer contacts declined from 27.7% in 2008 to 19.9% in 2015.



Three out of four customers who had a home visit, had the visit with the same person they had originally spoken with (74.6%). The vast majority (94%) felt the staff person took enough time to get to their concerns and was much better able to help them because they came to their home (82.7%).

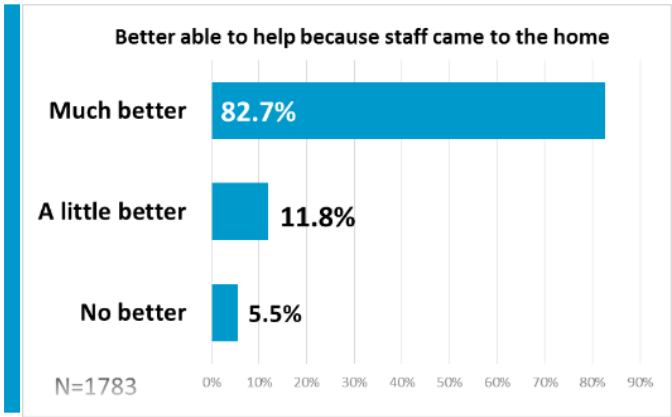
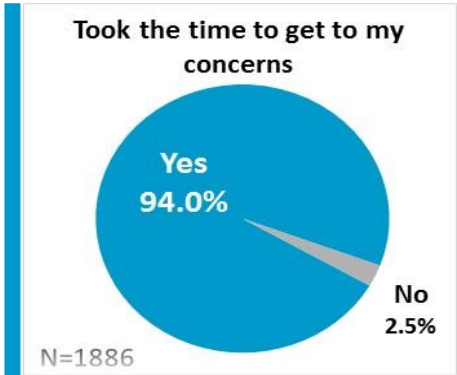
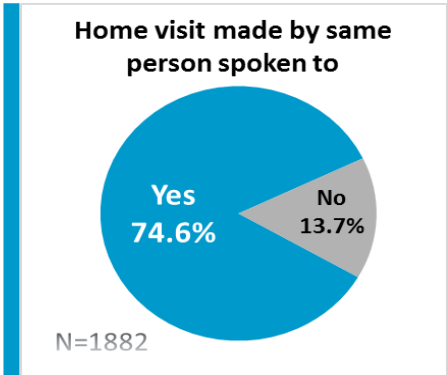











































Table 11: Percentage of customers receiving a home visit

Percentage of customers receiving a home visit			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	50.5%	49.5%	105
 Barron, Rusk & Washburn	42.8%	57.2%	159
 Brown	36.8%	63.2%	114
 Buffalo, Clark & Pepin	58.3%	41.7%	48
 Calumet, Outagamie and Waupaca	56.1%	43.9%	148
 Central Wisconsin	37.8%	62.2%	209
 Chippewa	48.9%	51.1%	92
 Columbia	38.8%	61.2%	121
 Dane	34.8%	65.2%	247
 Dodge	46.9%	53.1%	113
 Door	36.6%	63.4%	71
 Douglas	34.9%	65.1%	83
 Dunn	35.0%	65.0%	60
 Eagle Country	29.2%	70.8%	130
 Eau Claire	38.4%	61.6%	112
 Florence	22.4%	77.6%	67
 Fond du Lac	40.7%	59.3%	118
 Jefferson	36.9%	63.1%	103
 Kenosha	47.7%	52.3%	109
 Lakeshore	32.3%	67.7%	96
 Marinette	39.8%	60.2%	98
 Milwaukee ARC	69.7%	30.3%	119
 Milwaukee DRC	71.1%	28.9%	97
 North	57.3%	42.7%	82
 Northwest Wisconsin	48.0%	52.0%	75
 Northwoods	41.1%	58.9%	107
 Ozaukee	57.1%	42.9%	112
 Pierce	36.5%	63.5%	52
 Portage	64.8%	35.2%	54
 Racine	47.3%	52.7%	93
 Rock	42.7%	57.3%	96
 Saint Croix	61.2%	38.8%	49
 Sheboygan	49.1%	50.9%	112
 Southwest Wisconsin	48.5%	51.5%	97
 Trempealeau	40.8%	59.2%	71
 Walworth	46.9%	53.1%	96
 Washington	43.9%	56.1%	98
 Waukesha	46.5%	53.5%	99
 Western Wisconsin	36.7%	63.3%	98
 Winnebago	43.6%	56.4%	94
 Wolf River Region	52.9%	47.1%	102
Statewide Average	44.5%	55.5%	4206

SATISFACTION WITH THE HOME VISIT

The vast majority of customers were very satisfied with their home visit. The length of time until the home visit has a small, statistically significant impact on satisfaction with the home visit. The length of time until the visit occurred has stronger impact on overall satisfaction with the ADRC experience than satisfaction with the visit itself. The variance in home visit satisfaction is not statistically significant, showing consistency between ADRCs.

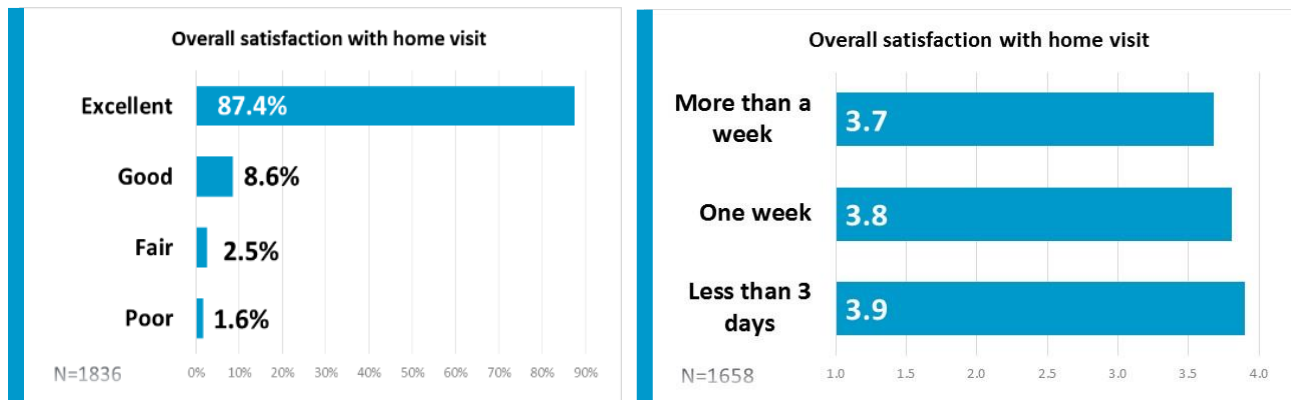











































Table 12: Average satisfaction with home visit

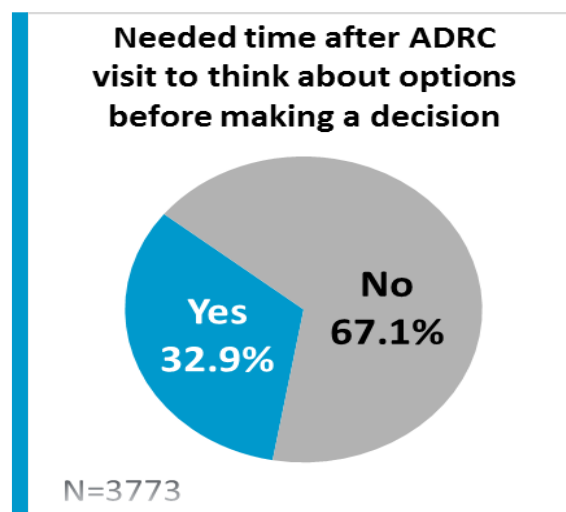
Satisfaction with Home Visits		
ADRC	Average Satisfaction	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.8	52
 Barron, Rusk & Washburn	3.8	68
 Brown	3.9	42
 Buffalo, Clark & Pepin	3.9	28
 Calumet, Outagamie and Waupaca	3.8	83
 Central Wisconsin	3.9	75
 Chippewa	3.9	45
 Columbia	3.9	47
 Dane	3.8	80
 Dodge	3.7	51
 Door	3.8	26
 Douglas	3.9	28
 Dunn	3.8	22
 Eagle Country	3.6	36
 Eau Claire	4.0	43
 Florence	3.9	15
 Fond du Lac	3.9	48
 Jefferson	3.8	37
 Kenosha	3.7	53
 Lakeshore	3.7	31
 Marinette	3.7	38
 Milwaukee ARC	3.7	81
 Milwaukee DRC	3.7	67
 North	3.9	46
 Northwest Wisconsin	3.9	35
 Northwoods	3.8	42
 Ozaukee	3.9	61
 Pierce	3.8	19
 Portage	4.0	35
 Racine	3.8	44
 Rock	3.7	41
 Saint Croix	3.8	30
 Sheboygan	3.7	57
 Southwest Wisconsin	3.8	45
 Trempealeau	3.9	29
 Walworth	3.9	41
 Washington	3.8	42
 Waukesha	4.0	45
 Western Wisconsin	3.8	36
 Winnebago	3.9	39
 Wolf River Region	3.8	53
Statewide	3.8	1223

MAKING DECISIONS

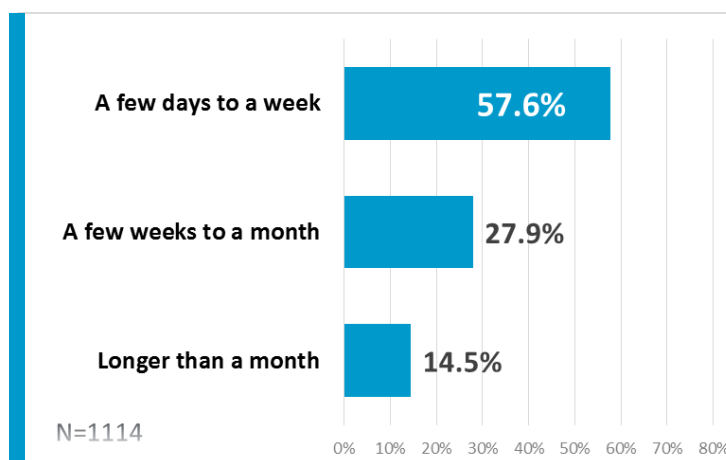
Customers described their timelines for making decisions when discussing options with the ADRC staff person.

DECISION ABOUT OPTIONS

The majority of ADRC customers (67.1%) said they did not need additional time to consider their options before making a decision about the help they wanted.



The majority of customers who did feel they needed some time to consider their options took a few days to a week to make a decision.

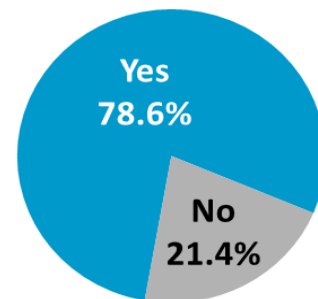


NEXT STEPS

DID THE STAFF PERSON LET YOU KNOW WHAT TO EXPECT NEXT?

About three out of four respondents (78.6%) said the staff person let them know what to expect next. Although the majority of customers answered yes, approximately one in five customers said the staff person did not let them know what to expect.

Let me know what to expect next



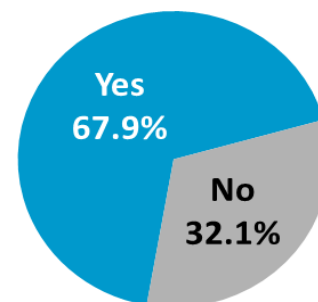
N=3785

DID THEY WRITE IT DOWN?

Over two-thirds of customers (67.9%) said that the staff person wrote down the next steps.

Results varied significantly by ADRC for letting the customer know what to expect next, but did not vary significantly for writing down the next steps. The following page shows the results by ADRC for the percentage of customers reporting that the staff person let them know what to expect next.

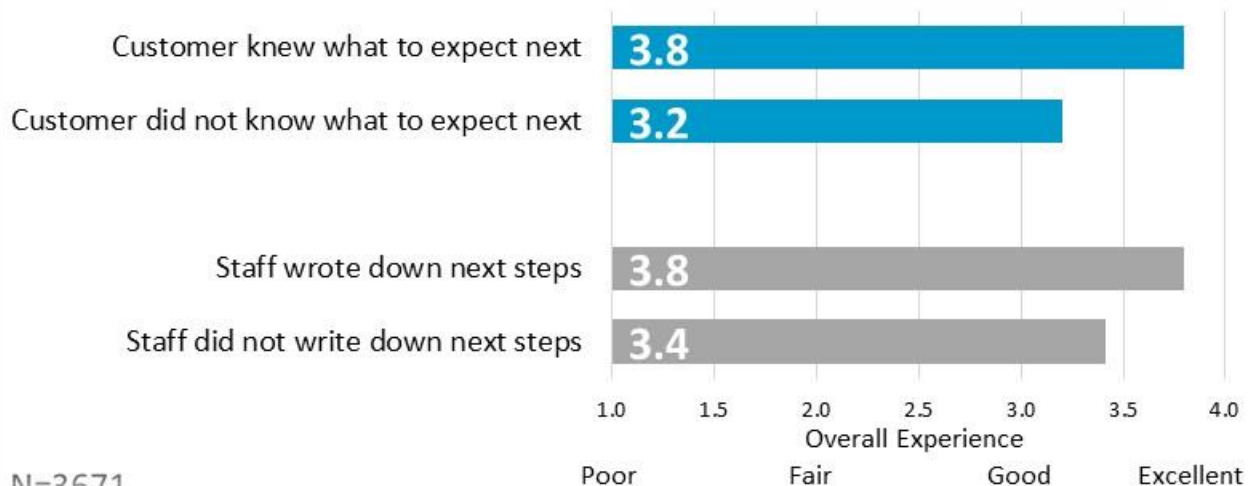
Wrote down next steps



N=3425










































Customers who said the staff person let them know what to expect next or wrote down the next steps rated their experience closer to excellent (3.8 vs. 3.2 and 3.8 vs. 3.4, respectively).

Overall Experience by Knowing what to expect next



N=3671

Table 13: Percentage of customers reporting that the staff person let them know what to expect next

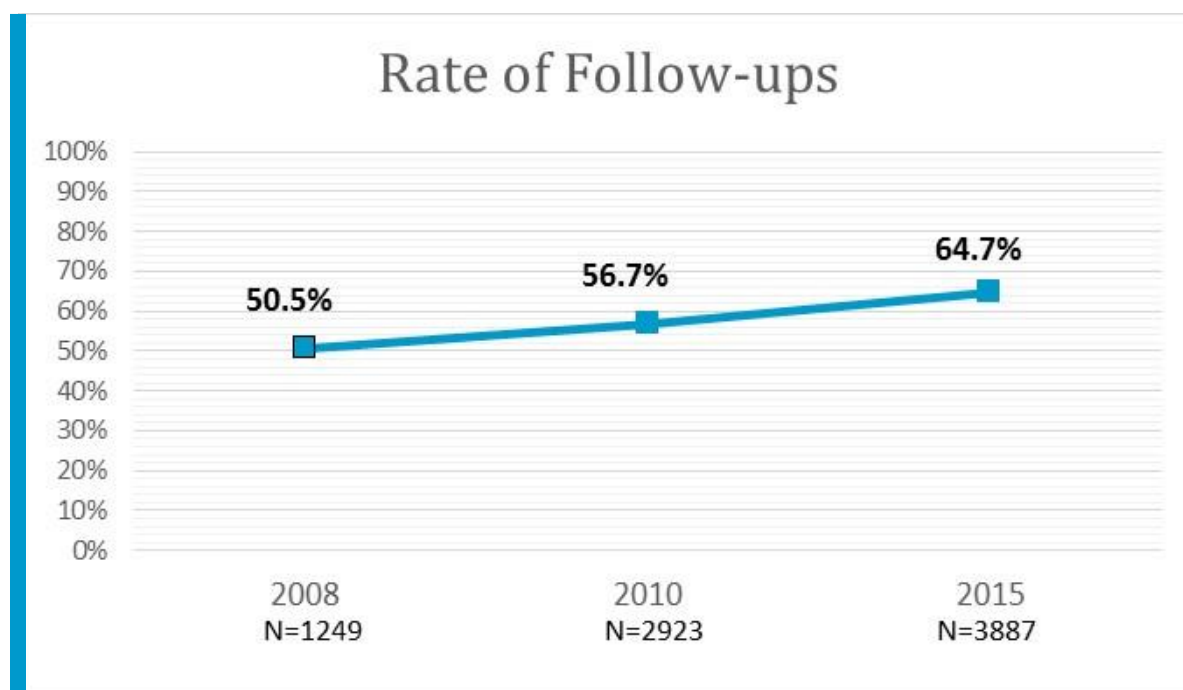
Let the customer know what to expect next			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	80.6%	19.4%	93
 Barron, Rusk & Washburn	75.3%	24.7%	146
 Brown	84.0%	16.0%	106
 Buffalo, Clark & Pepin	82.2%	17.8%	45
 Calumet, Outagamie and Waupaca	78.8%	21.2%	137
 Central Wisconsin	75.4%	24.6%	179
 Chippewa	81.3%	18.8%	80
 Columbia	71.6%	28.4%	109
 Dane	76.5%	23.5%	234
 Dodge	70.9%	29.1%	103
 Door	78.8%	21.2%	66
 Douglas	75.3%	24.7%	77
 Dunn	86.7%	13.3%	60
 Eagle Country	72.6%	27.4%	117
 Eau Claire	71.4%	28.6%	98
 Florence	79.4%	20.6%	63
 Fond du Lac	83.3%	16.7%	108
 Jefferson	94.6%	5.4%	92
 Kenosha	74.7%	25.3%	95
 Lakeshore	82.9%	17.1%	82
 Marinette	81.9%	18.1%	83
 Milwaukee ARC	72.9%	27.1%	107
 Milwaukee DRC	69.3%	30.7%	88
 North	86.5%	13.5%	74
 Northwest Wisconsin	78.4%	21.6%	74
 Northwoods	81.6%	18.4%	98
 Ozaukee	80.0%	20.0%	105
 Pierce	89.1%	10.9%	46
 Portage	84.0%	16.0%	50
 Racine	84.2%	15.8%	76
 Rock	67.9%	32.1%	78
 Saint Croix	84.8%	15.2%	46
 Sheboygan	84.2%	15.8%	95
 Southwest Wisconsin	76.5%	23.5%	81
 Trempealeau	85.3%	14.7%	68
 Walworth	68.2%	31.8%	85
 Washington	85.6%	14.4%	90
 Waukesha	80.5%	19.5%	87
 Western Wisconsin	79.1%	20.9%	91
 Winnebago	70.2%	29.8%	84
 Wolf River Region	83.1%	16.9%	89
Statewide Average	78.6%	21.4%	3785

FOLLOWING UP WITH CUSTOMERS

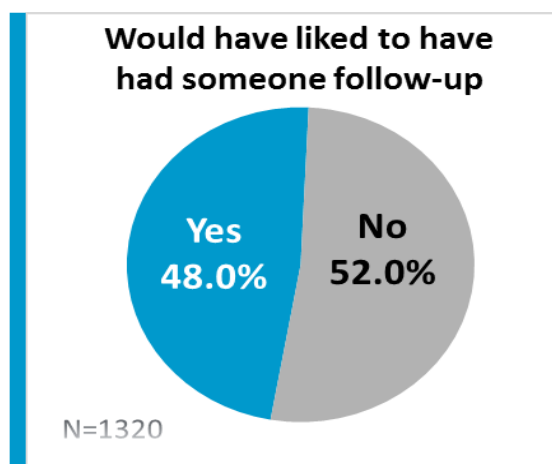
Following up—calling a customer after they have received the needed information to check on any additional needs or barriers they may have encountered—has been shown in previous research to have a strong impact on customer satisfaction and the usefulness of the ADRC experience

FOLLOWING UP

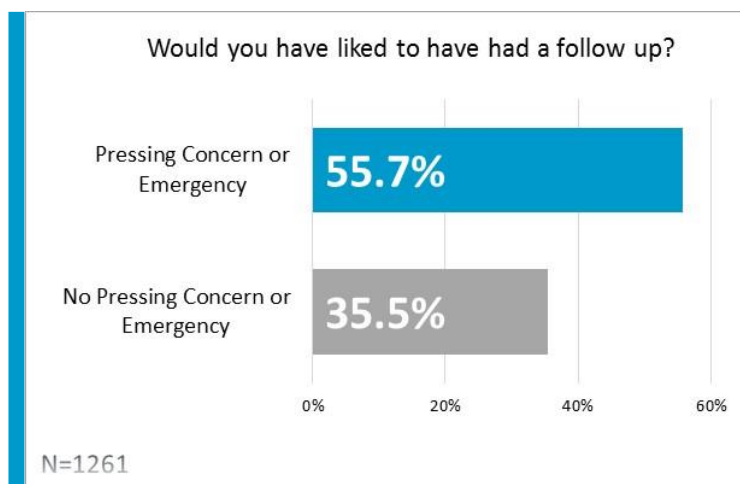
About two out of three customers received a follow-up to find out how they were doing. The rate of follow-ups has been increasing steadily, with an increase of approximately six percent (6.2%) in the two-year period between the 2008 and 2010 surveys and an increase of eight percent (8%) in the five year period between the 2010 and 2015 surveys.



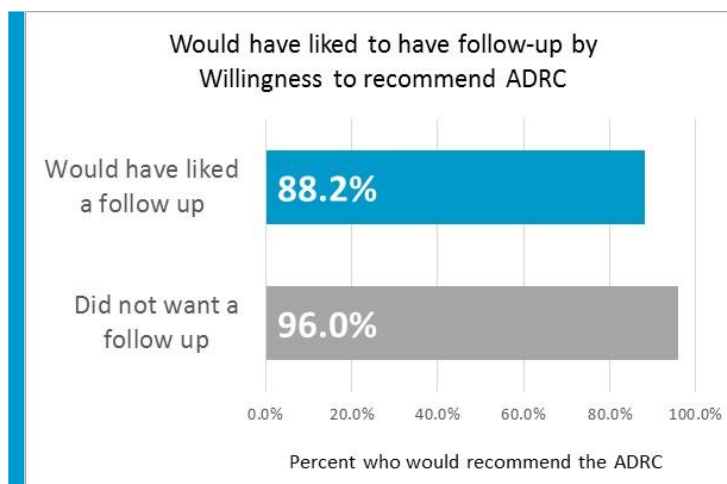
Among those who did not receive a follow-up, almost half said they would have liked one. The 2008 and 2010 surveys did not include this question.



Respondents who had a pressing concern or emergency and did not receive a follow-up were significantly more likely to say that they would have liked one.



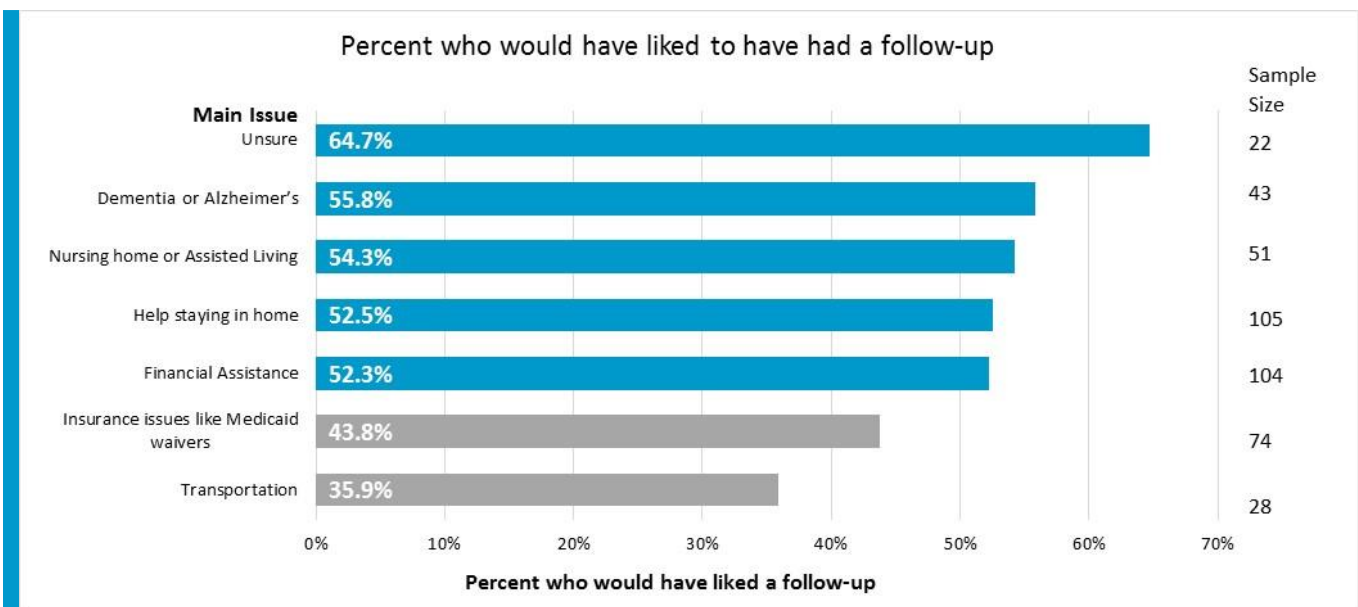
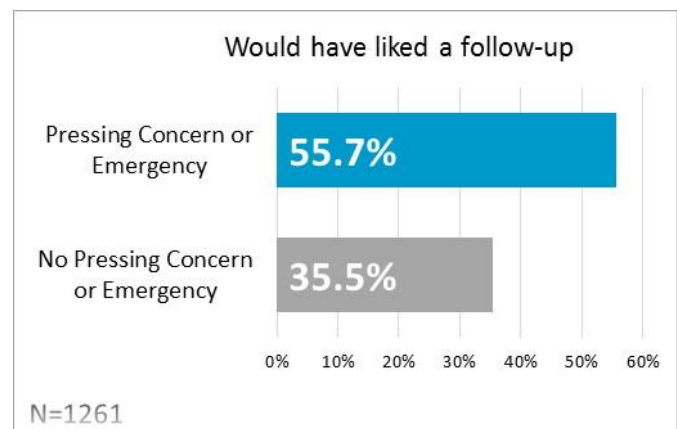
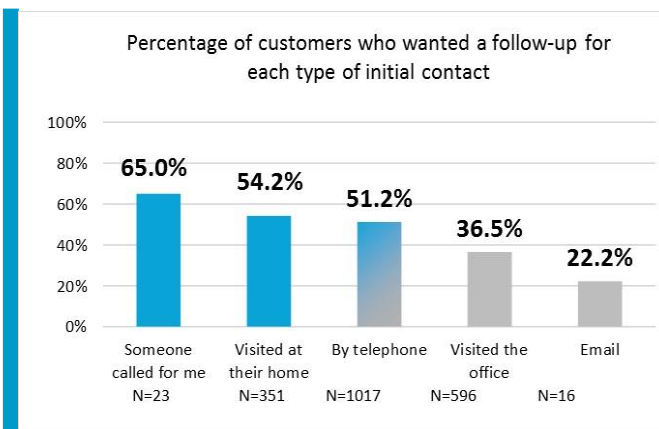
Respondents who would have like to have a follow-up but did not were significantly less likely to say that they would recommend the ADRC. A high percentage of them however (88.2%) would still recommend ADRC services.



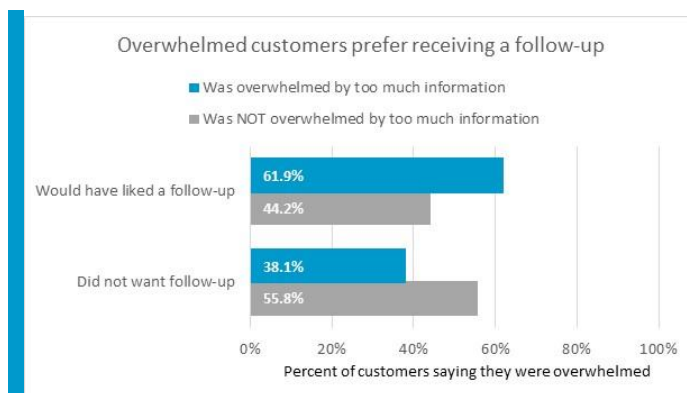
CUSTOMERS MOST IN NEED OF FOLLOW-UP

Customers often show signs that they need additional help or assistance. In the survey, the type of contact and the main issue or concern that respondents described were each associated with a greater need for follow-up. As shown in the two charts below, customers who answered that their initial contact with the ADRC was that someone called for them or that the ADRC visited them in their home were more likely to say that, if they did not receive a follow-up, they would have liked one. Customers who had a pressing concern or emergency were also significantly more likely to want a follow-up.

In addition, customers who were unsure or unable to articulate their main issue or concern or who had a concern related to dementia or Alzheimer's, a nursing home or assisted living facility were more likely to express the desire for a follow-up.



The majority of customers who said they would have liked a follow-up also reported that they were overwhelmed by too much information during their visit. Among customers who said they did not want a follow-up, most reported that they had not been overwhelmed.



IMPACT OF FOLLOW-UP ON OUTCOMES

Customers who received a follow-up were significantly more likely to recommend the services of the ADRC. In the following chart, each dot represents an ADRC. The vertical axis shows the rate of follow-up for that ADRC. The higher the dot is positioned, the higher the rate of follow-up for that ADRC. The horizontal axis shows the average overall experience. The scale is compressed to show the range of scores from good to excellent (3.0 to 4.0) and all 41 Resource Centers appear within this range. The red line shows the trendline, which is the average for rate of follow-up for each average rating of overall experience. At the low end, among those ADRCs with lower overall experience ratings, the follow-up rate averages slightly below 60%. At the high end, where average overall experience ratings are between 3.8 and 3.9, the average follow-up is approximately 70%. Although considerable variation is observed, the relationship between follow-up and overall experience is strong.

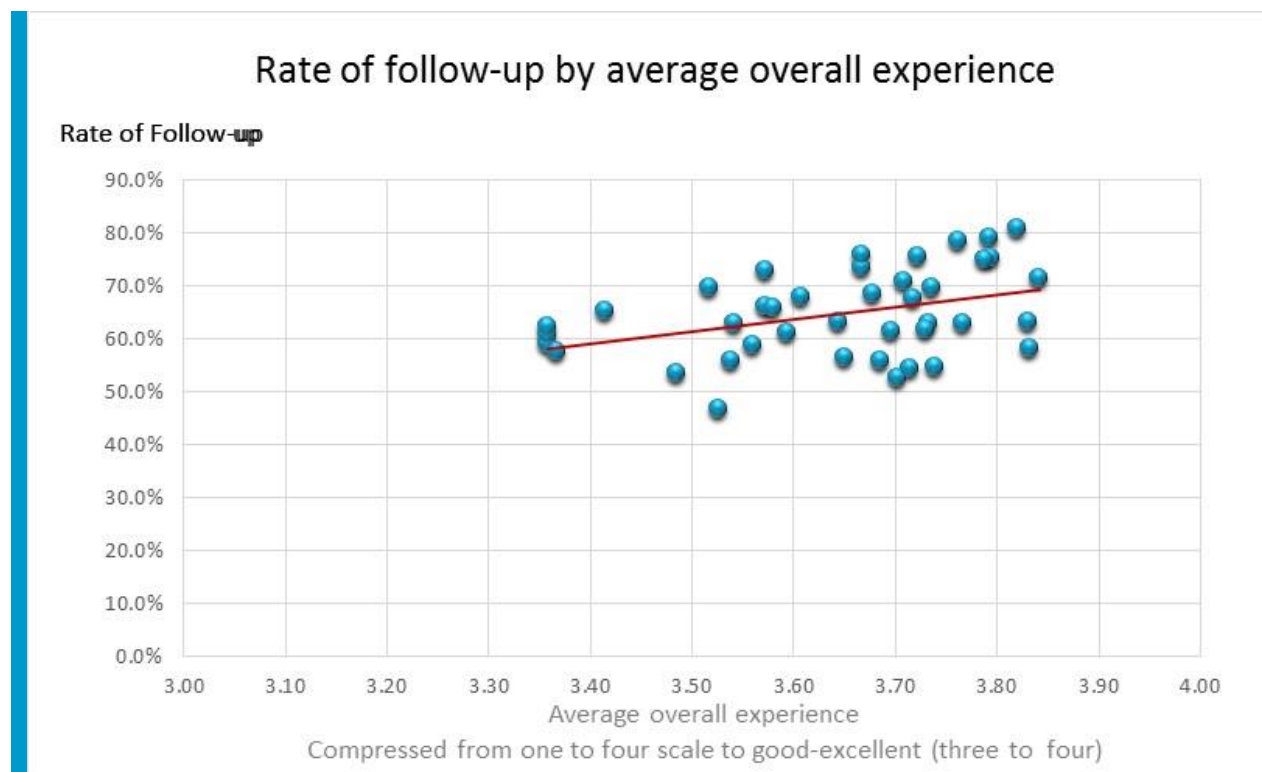


Table 14: Percentage of customers who received a follow-up



















































































Percentage of customers reporting the ADRC followed up			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	67.7%	32.3%	96
 Barron, Rusk & Washburn	66.2%	33.8%	139
 Brown	69.6%	30.4%	112
 Buffalo, Clark & Pepin	72.9%	27.1%	48
 Calumet, Outagamie and Waupaca	69.7%	30.3%	142
 Central Wisconsin	58.4%	41.6%	173
 Chippewa	52.8%	47.2%	89
 Columbia	54.3%	45.7%	116
 Dane	68.0%	32.0%	247
 Dodge	62.9%	37.1%	105
 Door	63.1%	36.9%	65
 Douglas	65.4%	34.6%	81
 Dunn	59.0%	41.0%	61
 Eagle Country	61.9%	38.1%	118
 Eau Claire	54.8%	45.2%	104
 Florence	75.4%	24.6%	65
 Fond du Lac	63.2%	36.8%	114
 Jefferson	71.4%	28.6%	91
 Kenosha	63.1%	36.9%	103
 Lakeshore	65.8%	34.2%	79
 Marinette	68.6%	31.4%	86
 Milwaukee ARC	57.8%	42.2%	109
 Milwaukee DRC	60.9%	39.1%	92
 North	75.0%	25.0%	76
 Northwest Wisconsin	61.4%	38.6%	70
 Northwoods	78.6%	21.4%	98
 Ozaukee	70.9%	29.1%	103
 Pierce	61.2%	38.8%	49
 Portage	75.6%	24.4%	45
 Racine	81.0%	19.0%	79
 Rock	46.9%	53.1%	81
 Saint Croix	55.8%	44.2%	52
 Sheboygan	63.4%	36.6%	101
 Southwest Wisconsin	79.1%	20.9%	91
 Trempealeau	73.5%	26.5%	68
 Walworth	56.6%	43.4%	83
 Washington	56.0%	44.0%	91
 Waukesha	58.9%	41.1%	90
 Western Wisconsin	62.2%	37.8%	98
 Winnebago	53.5%	46.5%	86
 Wolf River Region	75.8%	24.2%	91
Statewide Average	64.7%	35.3%	3887

Table 15: Percentage of customers who did not receive a follow-up who would have like one

Percentage of customers who did not receive follow up but would have liked one			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	48.4%	51.6%	31
 Barron, Rusk & Washburn	45.8%	54.2%	48
 Brown	29.0%	71.0%	31
 Buffalo, Clark & Pepin	45.5%	54.5%	11
 Calumet, Outagamie and Waupaca	57.8%	42.2%	45
 Central Wisconsin	22.4%	77.6%	67
 Chippewa	57.9%	42.1%	38
 Columbia	46.3%	53.7%	54
 Dane	54.7%	45.3%	75
 Dodge	45.9%	54.1%	37
 Door	52.4%	47.6%	21
 Douglas	57.1%	42.9%	28
 Dunn	54.2%	45.8%	24
 Eagle Country	47.8%	52.2%	46
 Eau Claire	37.0%	63.0%	46
 Florence	18.2%	81.8%	11
 Fond du Lac	51.2%	48.8%	41
 Jefferson	37.0%	63.0%	27
 Kenosha	51.4%	48.6%	35
 Lakeshore	60.7%	39.3%	28
 Marinette	44.0%	56.0%	25
 Milwaukee ARC	74.4%	25.6%	39
 Milwaukee DRC	66.7%	33.3%	36
 North	60.0%	40.0%	20
 Northwest Wisconsin	36.4%	63.6%	22
 Northwoods	45.8%	54.2%	24
 Ozaukee	41.4%	58.6%	29
 Pierce	40.0%	60.0%	15
 Portage	33.3%	66.7%	12
 Racine	47.1%	52.9%	17
 Rock	56.8%	43.2%	44
 Saint Croix	47.8%	52.2%	23
 Sheboygan	51.4%	48.6%	35
 Southwest Wisconsin	45.0%	55.0%	20
 Trempealeau	31.3%	68.8%	16
 Walworth	60.6%	39.4%	33
 Washington	37.8%	62.2%	37
 Waukesha	60.5%	39.5%	38
 Western Wisconsin	48.5%	51.5%	33
 Winnebago	32.4%	67.6%	37
 Wolf River Region	52.4%	47.6%	21
Statewide Average	48.0%	52.0%	1320

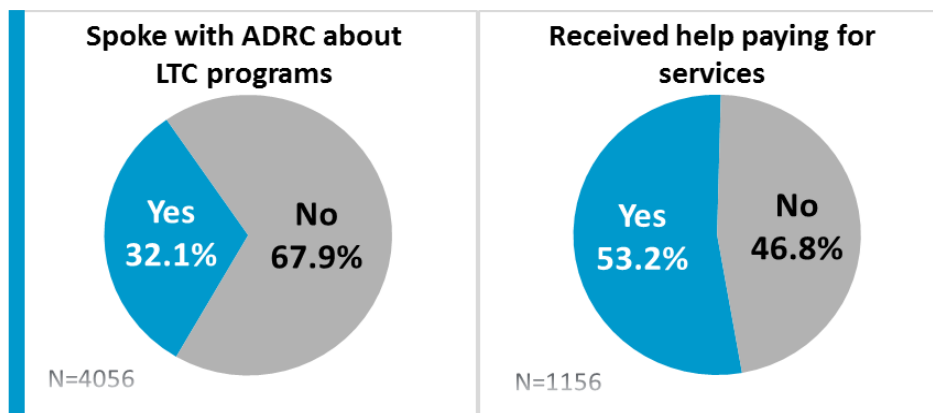
PROGRAM CHOICES

This section presents the results regarding enrollment counseling into publicly funded long-term care programs.

LONG-TERM CARE PROGRAMS

Approximately one out of three customers (32.1%) talked with the ADRC about Medicaid program-related choices. Among those who talked with the ADRC about this issue, over half received help paying for services.

The percentage of customers who discussed long-term care programs with the ADRC, as well as the percentage of customer who received help paying for services varied significantly by ADRC. Results by ADRC are provided on the following pages.



PROGRAM CHOICES

Almost 40 percent (38%) of ADRC customers who enrolled in a long-term care waiver program enrolled in Family Care. One in four (26.6%) enrolled in IRIS.

A substantial percentage of respondents (14.2%) were unable to recall their program choice by name.

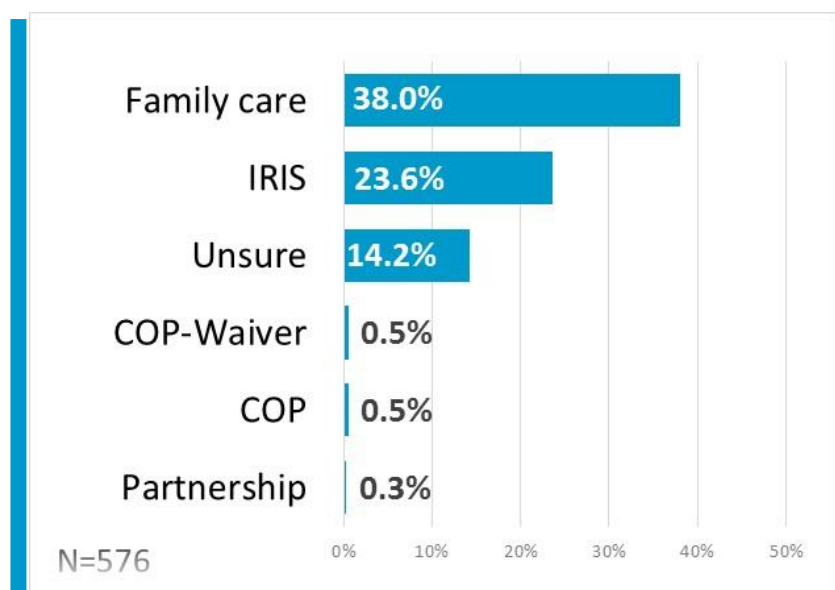


Table 16: Percentage of customers who spoke to the ADRC about getting help paying for long-term care services



















































































Spoke with ADRC about LTC programs			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	27.5%	72.5%	102
 Barron, Rusk & Washburn	30.6%	69.4%	157
 Brown	37.9%	62.1%	116
 Buffalo, Clark & Pepin	41.3%	58.7%	46
 Calumet, Outagamie and Waupaca	36.8%	63.2%	133
 Central Wisconsin	27.1%	72.9%	199
 Chippewa	35.6%	64.4%	87
 Columbia	30.8%	69.2%	120
 Dane	28.0%	72.0%	239
 Dodge	28.3%	71.7%	113
 Door	36.8%	63.2%	68
 Douglas	40.5%	59.5%	79
 Dunn	27.5%	72.5%	51
 Eagle Country	17.2%	82.8%	128
 Eau Claire	25.9%	74.1%	112
 Florence	7.2%	92.8%	69
 Fond du Lac	38.4%	61.6%	112
 Jefferson	32.0%	68.0%	97
 Kenosha	22.7%	77.3%	110
 Lakeshore	17.2%	82.8%	87
 Marinette	29.7%	70.3%	91
 Milwaukee ARC	58.8%	41.2%	114
 Milwaukee DRC	64.8%	35.2%	91
 North	38.3%	61.7%	81
 Northwest Wisconsin	36.0%	64.0%	75
 Northwoods	24.5%	75.5%	106
 Ozaukee	50.9%	49.1%	106
 Pierce	34.0%	66.0%	50
 Portage	35.8%	64.2%	53
 Racine	29.7%	70.3%	91
 Rock	26.4%	73.6%	91
 Saint Croix	43.8%	56.3%	48
 Sheboygan	27.6%	72.4%	105
 Southwest Wisconsin	22.8%	77.2%	92
 Trempealeau	34.4%	65.6%	64
 Walworth	31.9%	68.1%	94
 Washington	36.2%	63.8%	94
 Waukesha	32.3%	67.7%	99
 Western Wisconsin	27.1%	72.9%	96
 Winnebago	28.0%	72.0%	93
 Wolf River Region	33.0%	67.0%	97
Statewide Average	32.1%	67.9%	4056

Table 17: Percentage of customers who received help paying for long-term care services

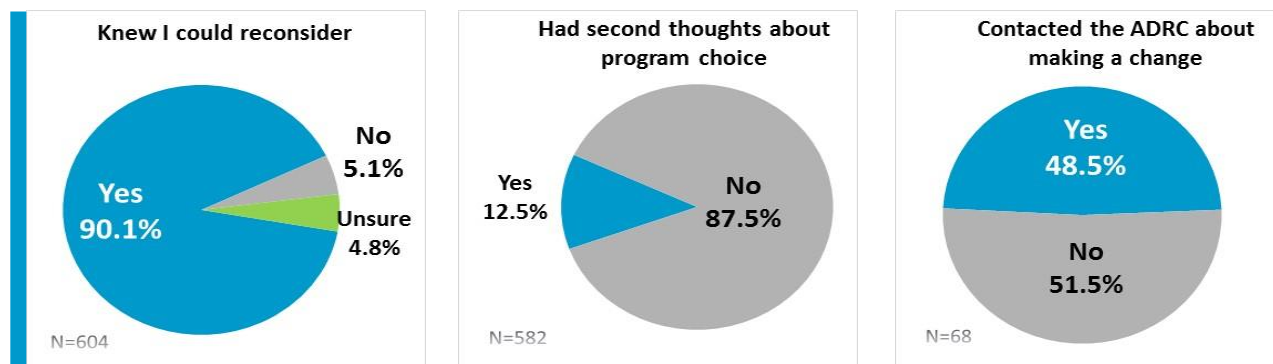
Received help paying for services			
ADRC	Yes	No	Sample Size
 Adams, Green Lake, Marquette & Waushara	43.5%	56.5%	23
 Barron, Rusk & Washburn	54.5%	45.5%	44
 Brown	60.0%	40.0%	40
 Buffalo, Clark & Pepin	36.8%	63.2%	19
 Calumet, Outagamie and Waupaca	64.6%	35.4%	48
 Central Wisconsin	46.5%	53.5%	43
 Chippewa	51.7%	48.3%	29
 Columbia	42.4%	57.6%	33
 Dane	20.3%	79.7%	64
 Dodge	70.0%	30.0%	30
 Door	42.9%	57.1%	21
 Douglas	74.1%	25.9%	27
 Dunn	50.0%	50.0%	12
 Eagle Country	31.6%	68.4%	19
 Eau Claire	46.2%	53.8%	26
 Florence	0.0%	100.0%	6
 Fond du Lac	54.3%	45.7%	35
 Jefferson	69.2%	30.8%	26
 Kenosha	63.6%	36.4%	22
 Lakeshore	71.4%	28.6%	14
 Marinette	51.9%	48.1%	27
 Milwaukee ARC	57.4%	42.6%	61
 Milwaukee DRC	64.6%	35.4%	48
 North	60.0%	40.0%	30
 Northwest Wisconsin	50.0%	50.0%	26
 Northwoods	36.8%	63.2%	19
 Ozaukee	52.2%	47.8%	46
 Pierce	66.7%	33.3%	15
 Portage	41.2%	58.8%	17
 Racine	38.9%	61.1%	18
 Rock	40.0%	60.0%	20
 Saint Croix	71.4%	28.6%	21
 Sheboygan	44.0%	56.0%	25
 Southwest Wisconsin	43.8%	56.3%	16
 Trempealeau	60.0%	40.0%	20
 Walworth	81.5%	18.5%	27
 Washington	65.6%	34.4%	32
 Waukesha	62.1%	37.9%	29
 Western Wisconsin	45.8%	54.2%	24
 Winnebago	52.0%	48.0%	25
 Wolf River Region	62.1%	37.9%	29
Statewide Average	53.2%	46.8%	1156

AFTER THE DECISION

Most customers (90.1%) understood that they could reconsider their decision if the program they chose was not working out. Very few customers (12.5%) had second thoughts about their program choice. About half of those customers who had second thoughts contacted the ADRC (48.5%).

In the 2010 survey results, 27.6% of customers who had second thoughts contacted the ADRC about making a change. In the 2010 survey, however, this question was asked of all respondents who received a referral to any community resource external to the ADRC. In 2015 the question was asked only of those respondents who spoke to the ADRC about long-term care programs and received help paying for services.

The percentage of customers who knew they could reconsider or had second thoughts did not vary significantly between ADRCs. The sample size for those who had second thoughts and contacted the ADRC is not sufficient to address the results by ADRC.

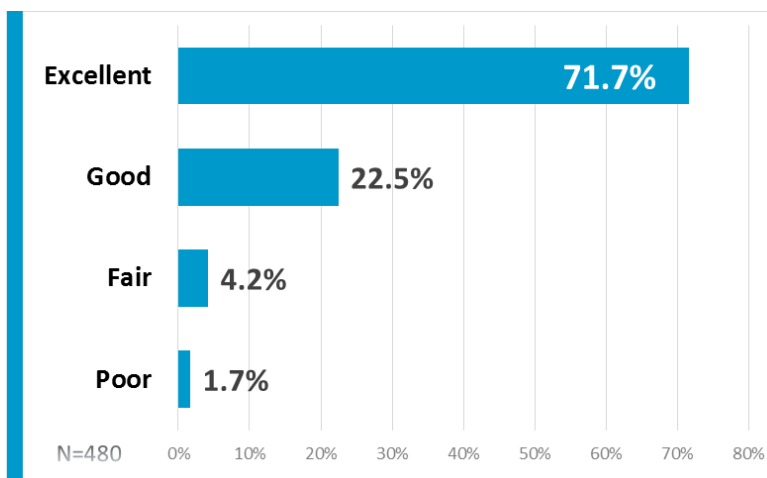


DOCUMENT PREPARATION

Preparing needed documents in advance for customers considering a program choice is an important part of excellent customer service. Almost three out of four customers said the ADRC did an excellent job at preparing them for the documents they would need.

Document preparation did not vary significantly by ADRC.

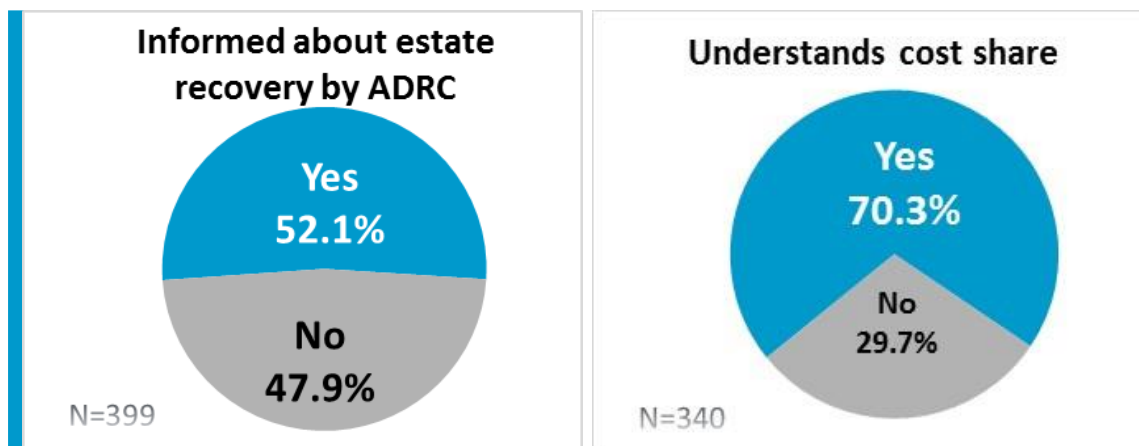
HOW WELL DID THE RESOURCE CENTER PREPARE YOU FOR THE DOCUMENTS YOU NEEDED?



COST SHARE AND ESTATE RECOVERY

Among those customers who spoke with the ADRC about long-term care programs like Family Care or IRIS, about half (52.1%) said the ADRC staff person informed them about estate recovery. Among those who had a cost share, the majority (70.3%) said they understood it.

Neither the percentage of customers informed regarding estate recovery nor the percentage who understand cost share varies significantly by ADRC, showing a consistent treatment of these issues across ADRCs and offices.



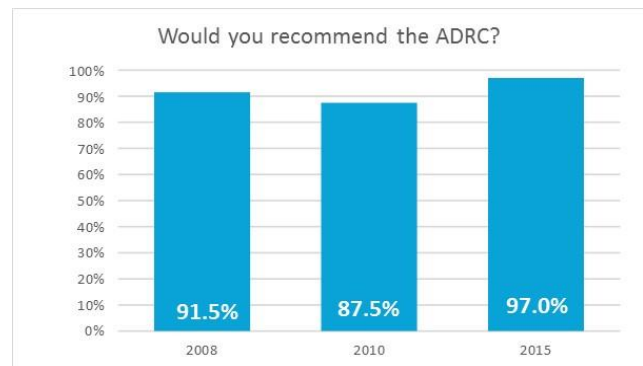
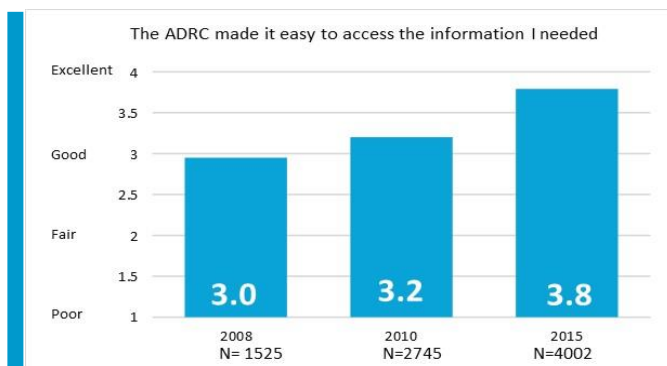
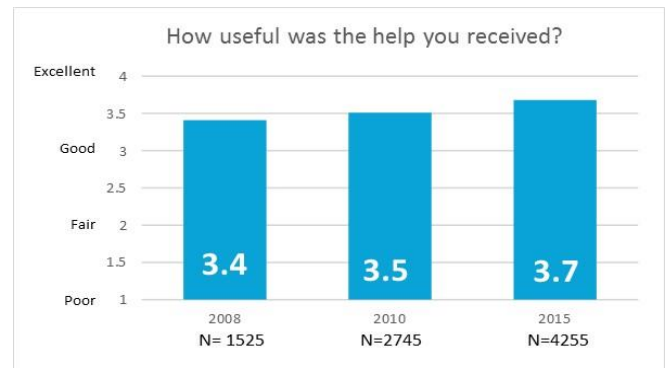
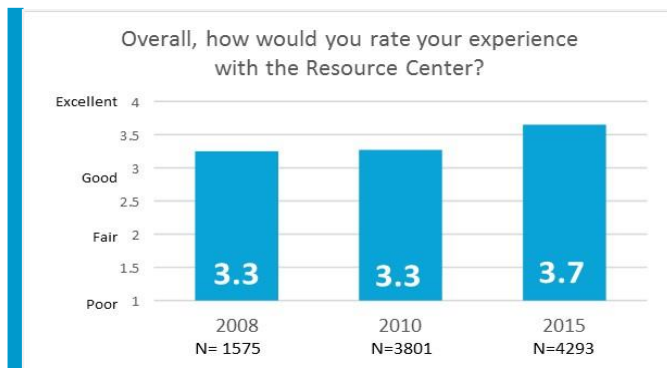
CUSTOMER SERVICE OUTCOMES

Over the past administrations of the customer satisfaction survey, a central focus has been on the development of nuanced satisfaction outcome measures. The 2015 survey made use of the measures developed through previous survey administrations and added several new questions to address outcomes that had not been previously measured.

CONSISTENT IMPROVEMENTS IN CUSTOMER SATISFACTION

Since the 2008 customer satisfaction survey, multiple indicators have been used to measure customer satisfaction. Each has provided a more nuanced understanding of the customer experience. For each indicator, marked improvement over time has been observed for the ADRCs statewide.

Each indicator varies significantly by ADRC, and results by individual resource center are provided on the pages that follow.



CUSTOMER SERVICE AND CUSTOMER NEEDS

A high level of customer satisfaction with both the overall ADRC experience and the usefulness of the information received was observed across the range of issues and needs for which customers come to an ADRC.

The following chart shows the average overall experience and usefulness of information ratings for a variety of customer issues. For each issue, ratings are above the halfway point between good and excellent ratings (3.5).

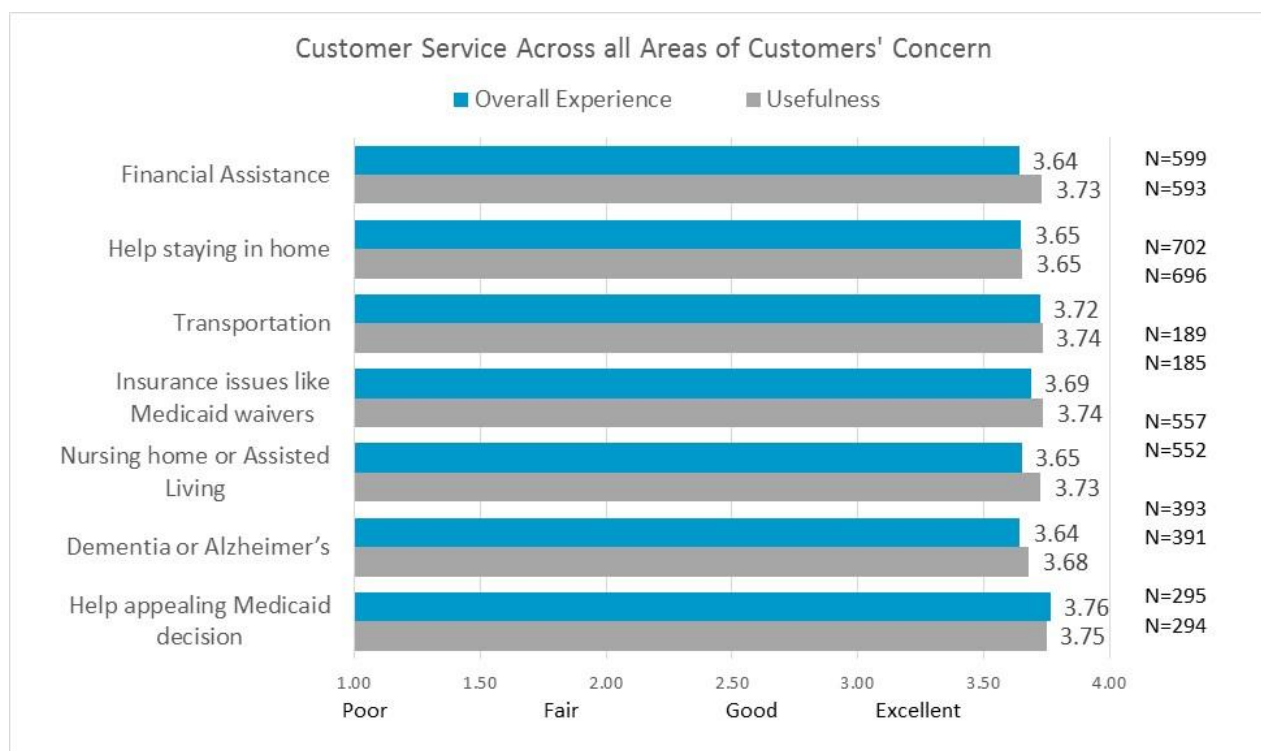


Table 18: Average rating of overall experience










































Overall experience with the Resource Center		
ADRC	Average Satisfaction	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.7	106
 Barron, Rusk & Washburn	3.6	154
 Brown	3.7	117
 Buffalo, Clark & Pepin	3.6	49
 Calumet, Outagamie and Waupaca	3.5	155
 Central Wisconsin	3.8	214
 Chippewa	3.7	94
 Columbia	3.7	126
 Dane	3.6	260
 Dodge	3.5	122
 Door	3.7	71
 Douglas	3.4	87
 Dunn	3.4	67
 Eagle Country	3.7	129
 Eau Claire	3.7	115
 Florence	3.8	68
 Fond du Lac	3.6	129
 Jefferson	3.8	101
 Kenosha	3.8	111
 Lakeshore	3.6	95
 Marinette	3.7	99
 Milwaukee ARC	3.4	120
 Milwaukee DRC	3.4	95
 North	3.8	80
 Northwest Wisconsin	3.7	82
 Northwoods	3.8	113
 Ozaukee	3.7	113
 Pierce	3.6	54
 Portage	3.7	54
 Racine	3.8	100
 Rock	3.5	99
 Saint Croix	3.5	52
 Sheboygan	3.8	112
 Southwest Wisconsin	3.8	101
 Trempealeau	3.7	72
 Walworth	3.7	100
 Washington	3.7	89
 Waukesha	3.6	100
 Western Wisconsin	3.4	95
 Winnebago	3.5	97
 Wolf River Region	3.7	96
Statewide	3.6	4293

Table 19: Average rating of the usefulness of the help received










































Usefulness of the help received		
ADRC	Average Satisfaction	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.7	105
 Barron, Rusk & Washburn	3.7	163
 Brown	3.8	120
 Buffalo, Clark & Pepin	3.7	49
 Calumet, Outagamie and Waupaca	3.7	153
 Central Wisconsin	3.9	212
 Chippewa	3.8	91
 Columbia	3.6	126
 Dane	3.6	257
 Dodge	3.6	121
 Door	3.7	69
 Douglas	3.7	86
 Dunn	3.6	65
 Eagle Country	3.6	126
 Eau Claire	3.8	111
 Florence	3.9	67
 Fond du Lac	3.6	126
 Jefferson	3.7	100
 Kenosha	3.7	114
 Lakeshore	3.7	96
 Marinette	3.7	94
 Milwaukee ARC	3.4	118
 Milwaukee DRC	3.5	90
 North	3.9	83
 Northwest Wisconsin	3.8	80
 Northwoods	3.7	109
 Ozaukee	3.8	113
 Pierce	3.8	54
 Portage	3.9	54
 Racine	3.7	98
 Rock	3.4	98
 Saint Croix	3.7	52
 Sheboygan	3.7	110
 Southwest Wisconsin	3.7	89
 Trempealeau	3.9	72
 Walworth	3.7	91
 Washington	3.8	96
 Waukesha	3.5	98
 Western Wisconsin	3.5	100
 Winnebago	3.6	98
 Wolf River Region	3.7	101
Statewide	3.7	4255

Table 20: Average rating of how well the ADRC made it easier to get the information the customer needed










































Made it easier to get needed information			
ADRC		Average	Sample Size
 Adams, Green Lake, Marquette & Waushara		3.9	101
 Barron, Rusk & Washburn		3.8	151
 Brown		3.9	112
 Buffalo, Clark & Pepin		3.8	42
 Calumet, Outagamie and Waupaca		3.7	144
 Central Wisconsin		3.9	195
 Chippewa		3.8	84
 Columbia		3.7	119
 Dane		3.7	253
 Dodge		3.8	112
 Door		3.9	69
 Douglas		3.7	81
 Dunn		3.9	62
 Eagle Country		3.8	111
 Eau Claire		3.9	109
 Florence		3.9	65
 Fond du Lac		3.8	116
 Jefferson		3.9	101
 Kenosha		3.6	105
 Lakeshore		3.7	83
 Marinette		3.7	88
 Milwaukee ARC		3.7	109
 Milwaukee DRC		3.7	90
 North		4.0	80
 Northwest Wisconsin		3.9	76
 Northwoods		3.9	111
 Ozaukee		3.8	106
 Pierce		3.8	50
 Portage		3.9	54
 Racine		3.8	88
 Rock		3.7	82
 Saint Croix		3.8	51
 Sheboygan		3.7	103
 Southwest Wisconsin		3.8	85
 Trempealeau		3.9	71
 Walworth		3.7	88
 Washington		3.9	94
 Waukesha		3.7	88
 Western Wisconsin		3.7	89
 Winnebago		3.8	92
 Wolf River Region		3.9	92
Statewide		3.8	4002

Table 21: Percentage of customers who would recommend the services of the ADRC

Would recommend ADRC			
ADRC	Yes	No	Sample Size
Adams, Green Lake, Marquette & Waushara	97.2%	2.8%	109
Barron, Rusk & Washburn	95.7%	4.3%	162
Brown	98.4%	1.6%	122
Buffalo, Clark & Pepin	93.8%	6.3%	48
Calumet, Outagamie and Waupaca	96.7%	3.3%	153
Central Wisconsin	99.1%	0.9%	216
Chippewa	96.8%	3.2%	95
Columbia	93.0%	7.0%	129
Dane	96.6%	3.4%	266
Dodge	95.9%	4.1%	121
Door	98.6%	1.4%	72
Douglas	94.3%	5.7%	87
Dunn	95.5%	4.5%	66
Eagle Country	97.7%	2.3%	133
Eau Claire	98.3%	1.7%	115
Florence	97.1%	2.9%	70
Fond du Lac	96.1%	3.9%	129
Jefferson	99.0%	1.0%	101
Kenosha	94.8%	5.2%	116
Lakeshore	97.9%	2.1%	95
Marinette	96.0%	4.0%	99
Milwaukee ARC	95.8%	4.2%	118
Milwaukee DRC	95.8%	4.2%	96
North	100.0%	0.0%	83
Northwest Wisconsin	97.6%	2.4%	82
Northwoods	98.3%	1.7%	115
Ozaukee	99.1%	0.9%	115
Pierce	98.1%	1.9%	53
Portage	100.0%	0.0%	54
Racine	99.0%	1.0%	97
Rock	93.8%	6.3%	96
Saint Croix	98.0%	2.0%	51
Sheboygan	96.4%	3.6%	110
Southwest Wisconsin	98.0%	2.0%	101
Trempealeau	98.7%	1.3%	75
Walworth	97.9%	2.1%	97
Washington	98.0%	2.0%	100
Waukesha	95.0%	5.0%	101
Western Wisconsin	97.0%	3.0%	100
Winnebago	95.0%	5.0%	100
Wolf River Region	97.1%	2.9%	102
Statewide Average	97.0%	3.0%	4350

OUTCOMES REGARDING LONG-TERM CARE ENTRY AND DIVERSION

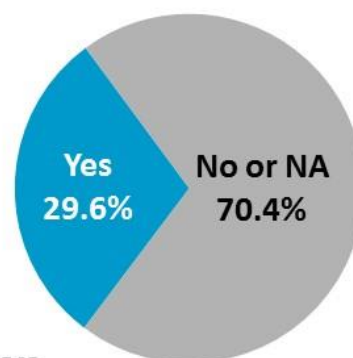
Almost one in three respondents (29.6%) said that the ADRC helped them stay in their home when they might otherwise have gone to a nursing home or assisted living facility. This represents 759 individuals who might otherwise be in nursing homes if not for the services they received from an ADRC.

For those respondents who answered “no,” their responses were somewhat ambiguous in that the answer does not imply that the ADRC failed to help them, but rather that their situation did not warrant that type of assistance, or they may have needed assisted living or nursing home care. Future surveys may include additional probing to separate the circumstances of the respondent from the type of help they received.

In order to assess the percentage of customers who receive needed help finding nursing home or assisted living care, the survey also asked respondents if the ADRC helped them find a place that better meets their needs. Approximately one in five respondents (19.8%), or 436 individuals, said that the ADRC helped them find a place that was more suitable for their needs. This may have been a traditional housing situation, assisted living or nursing home care.

**DID THE ADRC HELP YOU STAY IN YOUR HOME
IN A SITUATION WHERE YOU MIGHT OTHERWISE
HAVE GONE TO A NURSING HOME OR ASSISTED
LIVING?**

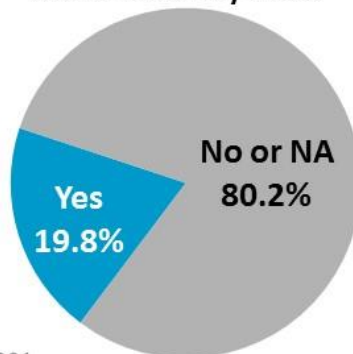
Helped me stay in my home



N=2565

**DID THEY HELP YOU FIND A PLACE THAT BETTER
MEETS YOUR NEEDS?**

Helped me find a home that
better meets my needs



N=2201

DOMAINS OF CUSTOMER SATISFACTION

In the three successive customer satisfaction studies, factor analysis has revealed a consistent set of domains underlying customer satisfaction at the ADRCs. The 2008 survey results produced five domains; however, the 2010 and 2015 survey results have divided the 2008 domain of Accessibility into two related but separate domains of physical accessibility (“Accessibility”) and cultural hospitality (“Culture of Hospitality”) that includes comfort, waiting time and privacy.

Although the domain areas have remained consistent, over time the wording of questions, addition of new questions and removal of some previously included questions has changed the composition of each domain. In addition, some questions which were previously asked as yes/no questions have been changed to a four-point scale. Although the use of the four-point scales provides better analytical power, it has complicated our ability to compare across years.

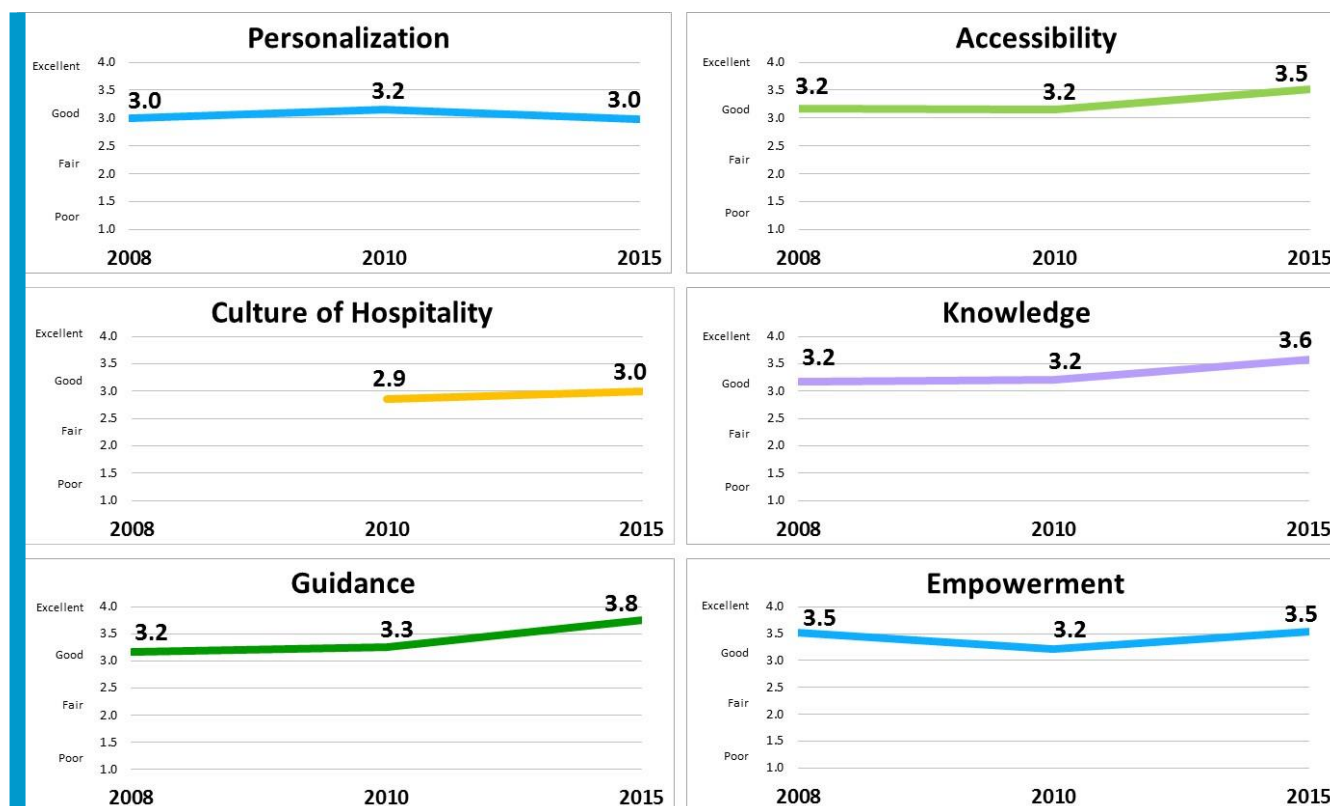
Domain scores are calculated as an average of the results for questions that comprise them. For questions using yes/no responses, yes was assigned a value of four (equal to a response of excellent) and no was assigned a value of one (equal to a response of poor).

In order to ensure comparability to previous survey results, domains were weighted by the size of the ADRC samples provided, standardized (rescaled to have a mean of zero and a standard deviation of one) and then restored to the four-point scale format.

Domain	2015 Indicators
Personalization	<ol style="list-style-type: none"> 1. The person I worked with understood my needs and preferences. 2. I got a good sense of what I could afford. 3. Customers have a single point of contact.
Accessibility	<ol style="list-style-type: none"> 1. Ease of finding the phone number. 2. Returning calls promptly. 3. Hours someone is available.
Culture of Hospitality	<ol style="list-style-type: none"> 1. Waiting time in office. 2. Comfort of the waiting room environment. 3. Privacy of conversation.
Knowledge	<ol style="list-style-type: none"> 1. Was knowledgeable about a range of services. 2. <Did not> overwhelm me with too much information (Yes/No) 3. Made it easier to get the information I needed.
Guidance	<ol style="list-style-type: none"> 1. Helped me consider the pros and cons. 2. Explained each step clearly. 3. Helped with the paperwork if needed. 4. Helped navigate the system.
Empowerment	<ol style="list-style-type: none"> 1. Let me know what to expect next (YES/NO) 2. Helped me follow through on decisions. 3. Helped me consider future needs. 4. Helped me understand the cost of different alternatives. 5. Helped me use my resources wisely.

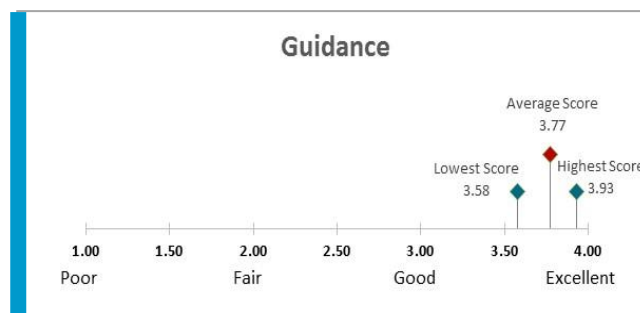
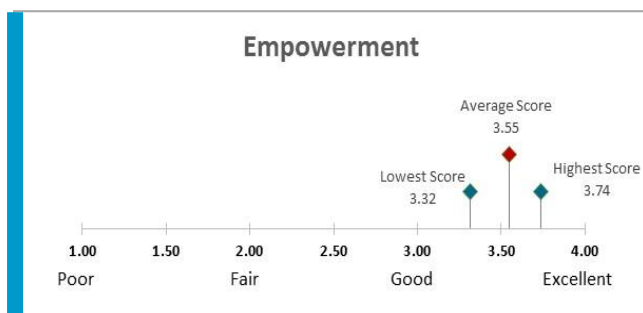
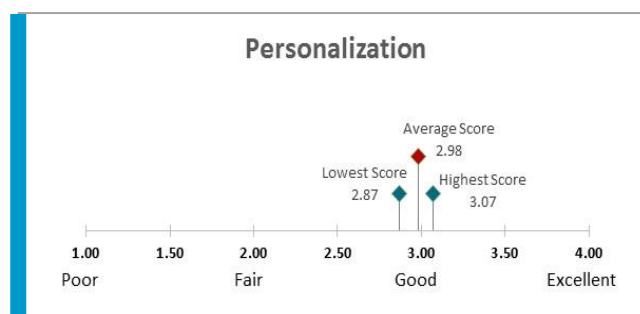
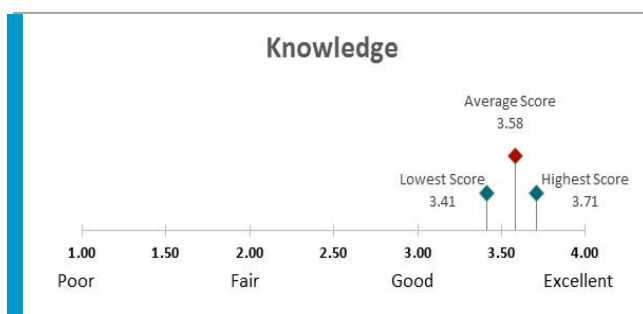
DOMAINS OVER TIME

Relative to the 2008 and 2010 survey administrations, the domain scores for Guidance, Knowledge and Empowerment have increased significantly since 2010. A slight increase (2008 to 2010) and decline (2010 to 2015) was seen in the Personalization score; however, this change is not statistically significant. The small increase in Culture of Hospitality (2010 to 2015; this domain was not included in the 2008 study) is not statistically significant. The increase in Empowerment between 2010 and 2015 is not statistically significant.



RANGE OF DOMAIN SCORES

Domain scores are clustered in the good to excellent range, demonstrating a high level of consistency between ADRCs. Although Culture of Hospitality and Personalization have average and lowest scores below the 3.0 level, this is due to the adjustments made to make them comparable to the 2010 and 2008 scoring. Raw averages are within the good to excellent range for all domains.

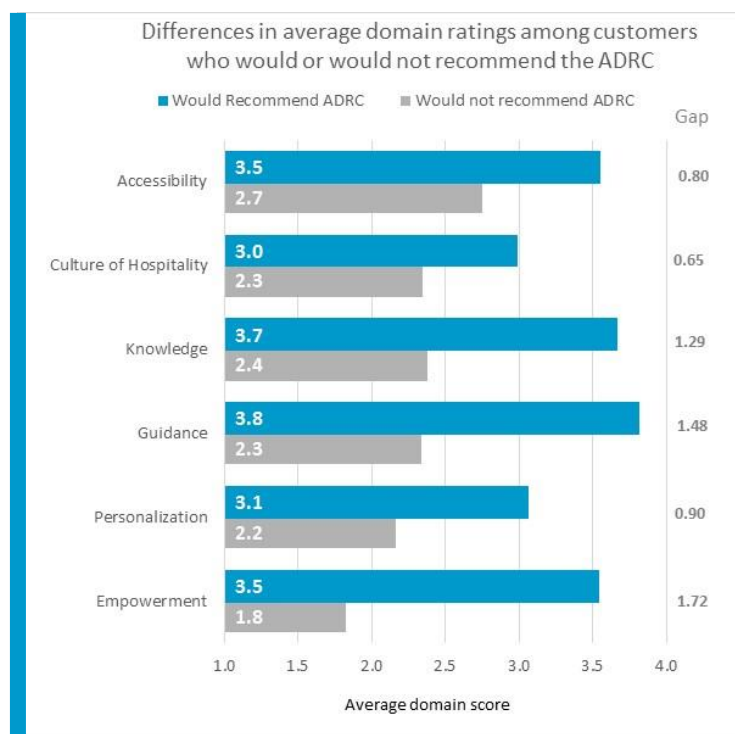


DOMAINS AND OUTCOMES

Customers who received a follow-up rated each domain significantly more favorably than those customers who did not receive a follow-up. The largest differences were observed in domains of Empowerment and Guidance (gaps of .44 and .33, respectively). The gap is the difference between the average rating of customers who received a follow-up and the average rating of customers who did not receive a follow-up.



Customers who said they would recommend the services of the ADRC rated each domain significantly more favorably than those who would not recommend. Although each domain rating differed significantly between these groups, Empowerment, Guidance and Knowledge (gaps of 1.72, 1.48 and 1.29, respectively) showed the greatest impact on willingness to recommend.



ADJUSTED DOMAIN SCORES BY ADRC

Table 22: Domain scores by ADRC

Domain Scores (Adjusted for Comparability)						
ADRC	Personalization	Accessibility	Culture of Hospitality	Knowledge	Guidance	Empowerment
Adams, Green Lake, Marquette & Waushara	3.0	3.6	3.0	3.6	3.8	3.6
Barron, Rusk & Washburn	3.0	3.5	3.1	3.6	3.8	3.5
Brown	3.0	3.6	3.2	3.7	3.9	3.7
Buffalo, Clark & Pepin	3.0	3.5	3.1	3.6	3.8	3.7
Calumet, Outagamie and Waupaca	2.9	3.5	3.0	3.5	3.7	3.5
Central Wisconsin	3.0	3.6	3.1	3.7	3.9	3.6
Chippewa	3.0	3.6	3.0	3.6	3.7	3.5
Columbia	2.9	3.5	3.0	3.6	3.8	3.5
Dane	2.9	3.6	2.9	3.5	3.7	3.5
Dodge	3.0	3.3	2.8	3.6	3.7	3.5
Door	3.0	3.6	3.1	3.6	3.9	3.6
Douglas	3.0	3.4	3.0	3.5	3.7	3.5
Dunn	3.0	3.5	3.0	3.6	3.8	3.6
Eagle Country	3.0	3.5	3.0	3.6	3.8	3.6
Eau Claire	3.0	3.5	3.1	3.6	3.8	3.6
Florence	3.0	3.6	3.1	3.6	3.8	3.7
Fond du Lac	2.9	3.5	2.9	3.6	3.7	3.5
Jefferson	3.0	3.6	3.1	3.6	3.8	3.7
Kenosha	2.9	3.5	2.9	3.4	3.6	3.3
Lakeshore	3.0	3.5	3.0	3.5	3.7	3.6
Marinette	3.0	3.4	3.1	3.5	3.8	3.6
Milwaukee ARC	2.9	3.4	3.0	3.5	3.7	3.3
Milwaukee DRC	3.0	3.4	2.9	3.5	3.7	3.4
North	3.1	3.5	2.9	3.7	3.9	3.7
Northwest Wisconsin	3.0	3.6	3.0	3.6	3.8	3.6
Northwoods	3.0	3.5	3.1	3.6	3.9	3.6
Ozaukee	3.0	3.6	3.1	3.7	3.9	3.6
Pierce	3.0	3.4	2.8	3.6	3.8	3.6
Portage	3.0	3.5	2.9	3.7	3.9	3.7
Racine	3.0	3.6	3.0	3.6	3.7	3.5
Rock	2.9	3.4	2.9	3.5	3.6	3.4
Saint Croix	3.0	3.7	2.8	3.6	3.8	3.6
Sheboygan	3.0	3.5	2.9	3.5	3.7	3.4
Southwest Wisconsin	3.0	3.6	3.1	3.6	3.7	3.5
Trempealeau	3.1	3.7	3.1	3.7	3.9	3.7
Walworth	2.9	3.6	2.9	3.6	3.7	3.3
Washington	3.0	3.5	3.1	3.7	3.9	3.6
Waukesha	3.0	3.4	3.0	3.5	3.8	3.5
Western Wisconsin	2.9	3.6	3.0	3.4	3.6	3.4
Winnebago	3.0	3.5	3.0	3.6	3.7	3.5
Wolf River Region	3.0	3.3	2.9	3.6	3.8	3.6
Statewide	3.0	3.5	3.0	3.6	3.8	3.5

CONCLUSIONS

The 2008 customer satisfaction survey revealed that, on the average, customers have a highly favorable experience with the ADRCs. This was a challenge for the 2008 survey and led the evaluation team to look for a nuanced view that could examine the characteristics that differentiate between an excellent customer experience and one that was “merely” good. In addition, we sought to develop a survey that would help to reveal specific areas of excellence within each ADRC and its unique opportunities for improvement.

As shown in the word cloud below, the customer responses to the survey focused on the helpfulness of the ADRC services, the excellence of the staff and the relief associated with learning that services are available to help.



APPENDIX A: CUSTOMER EXPERIENCE RATINGS BY ADRC

Table 23: Staff person understood customer's needs and preferences	73
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Table 32: Staff person helped customer consider their future needs	82
Table 33: Helped customer understand the cost of different alternatives	83
Table 34: Staff person helped customer use resources wisely	84

Table 23: Staff person understood customer's needs and preferences










































Understood my needs and preferences		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.9	98
 Barron, Rusk & Washburn	3.8	145
 Brown	3.9	107
 Buffalo, Clark & Pepin	3.8	42
 Calumet, Outagamie and Waupaca	3.8	138
 Central Wisconsin	3.9	181
 Chippewa	3.8	82
 Columbia	3.8	117
 Dane	3.7	249
 Dodge	3.8	107
 Door	3.9	66
 Douglas	3.8	78
 Dunn	3.9	56
 Eagle Country	3.8	113
 Eau Claire	3.8	101
 Florence	3.9	59
 Fond du Lac	3.7	117
 Jefferson	3.9	101
 Kenosha	3.6	104
 Lakeshore	3.8	81
 Marinette	3.8	82
 Milwaukee ARC	3.7	108
 Milwaukee DRC	3.7	89
 North	3.9	73
 Northwest Wisconsin	3.9	72
 Northwoods	3.8	103
 Ozaukee	3.9	102
 Pierce	3.8	46
 Portage	3.9	54
 Racine	3.8	87
 Rock	3.7	79
 Saint Croix	3.8	48
 Sheboygan	3.7	96
 Southwest Wisconsin	3.7	84
 Trempealeau	3.9	70
 Walworth	3.8	90
 Washington	3.9	95
 Waukesha	3.8	87
 Western Wisconsin	3.7	91
 Winnebago	3.8	92
 Wolf River Region	3.9	87
Statewide	3.8	3877

Table 24: Staff person got a good sense of what customer could afford










































Got a good sense of what I could afford		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.9	97
 Barron, Rusk & Washburn	3.8	142
 Brown	4.0	112
 Buffalo, Clark & Pepin	3.8	46
 Calumet, Outagamie and Waupaca	3.8	132
 Central Wisconsin	3.9	181
 Chippewa	3.8	78
 Columbia	3.8	103
 Dane	3.7	231
 Dodge	3.8	107
 Door	3.8	64
 Douglas	3.8	72
 Dunn	3.8	53
 Eagle Country	3.8	113
 Eau Claire	3.8	93
 Florence	3.9	63
 Fond du Lac	3.7	113
 Jefferson	3.8	93
 Kenosha	3.7	106
 Lakeshore	3.8	83
 Marinette	3.8	82
 Milwaukee ARC	3.7	103
 Milwaukee DRC	3.8	92
 North	3.9	73
 Northwest Wisconsin	3.9	73
 Northwoods	3.9	97
 Ozaukee	3.9	102
 Pierce	3.9	48
 Portage	3.9	41
 Racine	3.8	88
 Rock	3.7	82
 Saint Croix	3.9	39
 Sheboygan	3.8	93
 Southwest Wisconsin	3.9	90
 Trempealeau	4.0	61
 Walworth	3.6	87
 Washington	3.9	86
 Waukesha	3.8	84
 Western Wisconsin	3.8	81
 Winnebago	3.8	78
 Wolf River Region	3.8	86
Statewide	3.8	3748

Table 25: Staff person was knowledgeable about a range of services










































Was knowledgeable about a range of services		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.9	101
 Barron, Rusk & Washburn	3.8	155
 Brown	3.9	119
 Buffalo, Clark & Pepin	3.8	49
 Calumet, Outagamie and Waupaca	3.8	146
 Central Wisconsin	3.9	206
 Chippewa	3.8	89
 Columbia	3.8	114
 Dane	3.7	259
 Dodge	3.8	115
 Door	3.9	70
 Douglas	3.7	85
 Dunn	3.7	63
 Eagle Country	3.9	126
 Eau Claire	3.9	109
 Florence	3.9	69
 Fond du Lac	3.8	123
 Jefferson	3.8	104
 Kenosha	3.7	109
 Lakeshore	3.7	95
 Marinette	3.8	96
 Milwaukee ARC	3.7	111
 Milwaukee DRC	3.8	94
 North	3.9	79
 Northwest Wisconsin	3.9	78
 Northwoods	3.9	112
 Ozaukee	3.9	112
 Pierce	3.8	53
 Portage	3.9	54
 Racine	3.9	95
 Rock	3.8	90
 Saint Croix	3.8	51
 Sheboygan	3.8	111
 Southwest Wisconsin	3.8	95
 Trempealeau	3.9	75
 Walworth	3.8	96
 Washington	3.9	98
 Waukesha	3.8	98
 Western Wisconsin	3.7	98
 Winnebago	3.9	96
 Wolf River Region	3.8	98
Statewide	3.8	4196

Table 26: Customer was overwhelmed by too much information










































Was overwhelmed by too much information				
ADRC	Yes	No	Sample Size	
 Adams, Green Lake, Marquette & Waushara	18.5%	81.5%	108	
 Barron, Rusk & Washburn	16.7%	83.3%	162	
 Brown	11.6%	88.4%	121	
 Buffalo, Clark & Pepin	14.0%	86.0%	50	
 Calumet, Outagamie and Waupaca	26.5%	73.5%	147	
 Central Wisconsin	14.0%	86.0%	214	
 Chippewa	22.6%	77.4%	93	
 Columbia	19.7%	80.3%	127	
 Dane	15.7%	84.3%	267	
 Dodge	26.3%	73.7%	118	
 Door	12.7%	87.3%	71	
 Douglas	19.0%	81.0%	84	
 Dunn	23.4%	76.6%	64	
 Eagle Country	11.3%	88.7%	133	
 Eau Claire	12.2%	87.8%	115	
 Florence	9.6%	90.4%	73	
 Fond du Lac	21.1%	78.9%	128	
 Jefferson	21.3%	78.7%	108	
 Kenosha	17.2%	82.8%	116	
 Lakeshore	15.5%	84.5%	97	
 Marinette	11.0%	89.0%	100	
 Milwaukee ARC	23.1%	76.9%	121	
 Milwaukee DRC	9.3%	90.7%	97	
 North	25.3%	74.7%	83	
 Northwest Wisconsin	20.5%	79.5%	78	
 Northwoods	17.5%	82.5%	114	
 Ozaukee	19.8%	80.2%	116	
 Pierce	13.2%	86.8%	53	
 Portage	13.2%	86.8%	53	
 Racine	14.6%	85.4%	96	
 Rock	16.3%	83.7%	98	
 Saint Croix	5.8%	94.2%	52	
 Sheboygan	14.2%	85.8%	113	
 Southwest Wisconsin	19.6%	80.4%	102	
 Trempealeau	9.5%	90.5%	74	
 Walworth	25.0%	75.0%	100	
 Washington	18.2%	81.8%	99	
 Waukesha	15.0%	85.0%	100	
 Western Wisconsin	12.0%	88.0%	100	
 Winnebago	20.4%	79.6%	98	
 Wolf River Region	20.8%	79.2%	101	
Statewide Average	17.2%	82.8%	4344	

Table 27: Staff person helped the customer to consider the pros and cons of each choice.










































Helped me consider the pros and cons		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.8	81
 Barron, Rusk & Washburn	3.7	121
 Brown	3.9	90
 Buffalo, Clark & Pepin	3.8	35
 Calumet, Outagamie and Waupaca	3.7	119
 Central Wisconsin	3.9	148
 Chippewa	3.7	64
 Columbia	3.7	96
 Dane	3.7	153
 Dodge	3.6	88
 Door	3.8	59
 Douglas	3.6	58
 Dunn	3.7	41
 Eagle Country	3.7	82
 Eau Claire	3.7	75
 Florence	4.0	53
 Fond du Lac	3.7	108
 Jefferson	3.8	92
 Kenosha	3.4	94
 Lakeshore	3.6	65
 Marinette	3.7	62
 Milwaukee ARC	3.7	89
 Milwaukee DRC	3.6	76
 North	3.9	56
 Northwest Wisconsin	3.8	54
 Northwoods	3.8	85
 Ozaukee	3.8	89
 Pierce	3.8	35
 Portage	3.8	31
 Racine	3.8	69
 Rock	3.6	66
 Saint Croix	3.8	35
 Sheboygan	3.7	74
 Southwest Wisconsin	3.7	71
 Trempealeau	3.9	46
 Walworth	3.6	70
 Washington	3.8	76
 Waukesha	3.8	73
 Western Wisconsin	3.6	70
 Winnebago	3.6	68
 Wolf River Region	3.8	70
Statewide	3.7	3087

Table 28: Staff person explained each step clearly










































Explained each step clearly		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.9	99
 Barron, Rusk & Washburn	3.8	151
 Brown	4.0	115
 Buffalo, Clark & Pepin	3.9	47
 Calumet, Outagamie and Waupaca	3.7	143
 Central Wisconsin	3.9	195
 Chippewa	3.8	88
 Columbia	3.8	113
 Dane	3.8	257
 Dodge	3.8	114
 Door	3.9	68
 Douglas	3.8	81
 Dunn	3.8	63
 Eagle Country	3.8	121
 Eau Claire	3.8	104
 Florence	3.9	66
 Fond du Lac	3.7	123
 Jefferson	3.9	99
 Kenosha	3.6	111
 Lakeshore	3.8	92
 Marinette	3.8	92
 Milwaukee ARC	3.8	110
 Milwaukee DRC	3.8	91
 North	3.9	79
 Northwest Wisconsin	3.9	77
 Northwoods	3.9	111
 Ozaukee	3.9	108
 Pierce	3.7	51
 Portage	4.0	55
 Racine	3.8	92
 Rock	3.7	88
 Saint Croix	3.9	50
 Sheboygan	3.7	107
 Southwest Wisconsin	3.8	93
 Trempealeau	4.0	72
 Walworth	3.7	93
 Washington	3.9	95
 Waukesha	3.8	92
 Western Wisconsin	3.7	96
 Winnebago	3.8	96
 Wolf River Region	3.9	94
Statewide	3.8	4092

Table 29: Staff person helped customer with paperwork if needed










































Helped with the paperwork if needed		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.9	88
 Barron, Rusk & Washburn	3.8	137
 Brown	4.0	102
 Buffalo, Clark & Pepin	3.8	43
 Calumet, Outagamie and Waupaca	3.7	129
 Central Wisconsin	3.9	185
 Chippewa	3.8	83
 Columbia	3.9	103
 Dane	3.7	234
 Dodge	3.7	98
 Door	3.9	62
 Douglas	3.9	74
 Dunn	3.8	51
 Eagle Country	3.9	113
 Eau Claire	3.8	93
 Florence	3.9	64
 Fond du Lac	3.8	102
 Jefferson	3.8	90
 Kenosha	3.7	105
 Lakeshore	3.8	91
 Marinette	3.8	83
 Milwaukee ARC	3.7	96
 Milwaukee DRC	3.8	83
 North	3.9	77
 Northwest Wisconsin	3.8	62
 Northwoods	3.9	99
 Ozaukee	3.9	94
 Pierce	3.9	44
 Portage	3.9	52
 Racine	3.8	78
 Rock	3.7	68
 Saint Croix	3.8	45
 Sheboygan	3.8	90
 Southwest Wisconsin	3.8	93
 Trempealeau	4.0	63
 Walworth	3.7	86
 Washington	3.9	83
 Waukesha	3.8	78
 Western Wisconsin	3.7	88
 Winnebago	3.8	73
 Wolf River Region	3.8	94
Statewide	3.8	3676

Table 30: Staff person helped customer navigate the system










































Help me navigate the system		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.8	95
 Barron, Rusk & Washburn	3.8	138
 Brown	3.9	99
 Buffalo, Clark & Pepin	3.8	40
 Calumet, Outagamie and Waupaca	3.7	139
 Central Wisconsin	3.8	174
 Chippewa	3.7	74
 Columbia	3.8	107
 Dane	3.7	238
 Dodge	3.8	94
 Door	3.8	66
 Douglas	3.7	77
 Dunn	3.8	57
 Eagle Country	3.8	100
 Eau Claire	3.7	89
 Florence	3.9	62
 Fond du Lac	3.7	110
 Jefferson	3.9	94
 Kenosha	3.6	99
 Lakeshore	3.6	74
 Marinette	3.7	84
 Milwaukee ARC	3.6	104
 Milwaukee DRC	3.7	88
 North	3.9	73
 Northwest Wisconsin	3.8	68
 Northwoods	3.9	91
 Ozaukee	3.9	94
 Pierce	3.9	41
 Portage	3.8	48
 Racine	3.7	79
 Rock	3.6	72
 Saint Croix	3.7	49
 Sheboygan	3.7	87
 Southwest Wisconsin	3.7	82
 Trempealeau	3.8	66
 Walworth	3.6	81
 Washington	3.9	87
 Waukesha	3.7	82
 Western Wisconsin	3.6	84
 Winnebago	3.8	88
 Wolf River Region	3.8	85
Statewide	3.7	3659

Table 31: Staff person helped the customer follow through on decisions










































Helped me follow through on my decisions		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.8	88
 Barron, Rusk & Washburn	3.7	128
 Brown	3.8	97
 Buffalo, Clark & Pepin	3.7	38
 Calumet, Outagamie and Waupaca	3.6	132
 Central Wisconsin	3.8	163
 Chippewa	3.7	73
 Columbia	3.8	96
 Dane	3.6	223
 Dodge	3.7	96
 Door	3.7	59
 Douglas	3.7	67
 Dunn	3.8	46
 Eagle Country	3.8	94
 Eau Claire	3.7	77
 Florence	3.9	55
 Fond du Lac	3.7	103
 Jefferson	3.8	93
 Kenosha	3.5	100
 Lakeshore	3.6	71
 Marinette	3.8	73
 Milwaukee ARC	3.5	94
 Milwaukee DRC	3.6	85
 North	3.9	68
 Northwest Wisconsin	3.7	60
 Northwoods	3.8	94
 Ozaukee	3.7	91
 Pierce	3.7	39
 Portage	3.9	36
 Racine	3.7	75
 Rock	3.6	65
 Saint Croix	3.8	40
 Sheboygan	3.6	82
 Southwest Wisconsin	3.7	75
 Trempealeau	3.9	57
 Walworth	3.6	73
 Washington	3.9	74
 Waukesha	3.7	76
 Western Wisconsin	3.5	76
 Winnebago	3.7	74
 Wolf River Region	3.7	78
Statewide	3.7	3384

Table 32: Staff person helped customer consider their future needs










































Helped me consider my future needs		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.7	78
 Barron, Rusk & Washburn	3.5	129
 Brown	3.7	101
 Buffalo, Clark & Pepin	3.8	41
 Calumet, Outagamie and Waupaca	3.4	130
 Central Wisconsin	3.7	170
 Chippewa	3.6	81
 Columbia	3.6	104
 Dane	3.5	207
 Dodge	3.4	97
 Door	3.8	62
 Douglas	3.5	70
 Dunn	3.6	51
 Eagle Country	3.5	86
 Eau Claire	3.6	92
 Florence	3.8	50
 Fond du Lac	3.4	106
 Jefferson	3.7	86
 Kenosha	3.3	93
 Lakeshore	3.7	64
 Marinette	3.6	69
 Milwaukee ARC	3.3	102
 Milwaukee DRC	3.3	82
 North	3.7	66
 Northwest Wisconsin	3.7	66
 Northwoods	3.6	88
 Ozaukee	3.7	94
 Pierce	3.6	41
 Portage	3.8	46
 Racine	3.3	75
 Rock	3.3	64
 Saint Croix	3.6	42
 Sheboygan	3.5	97
 Southwest Wisconsin	3.5	69
 Trempealeau	3.8	58
 Walworth	3.3	80
 Washington	3.6	89
 Waukesha	3.4	78
 Western Wisconsin	3.4	90
 Winnebago	3.4	76
 Wolf River Region	3.7	85
Statewide	3.5	3455

Table 33: Helped customer understand the cost of different alternatives



















































































Helped me understand the cost of different alternatives		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.8	78
 Barron, Rusk & Washburn	3.7	124
 Brown	4.0	91
 Buffalo, Clark & Pepin	3.8	37
 Calumet, Outagamie and Waupaca	3.7	124
 Central Wisconsin	3.8	141
 Chippewa	3.8	66
 Columbia	3.8	98
 Dane	3.7	147
 Dodge	3.8	86
 Door	3.9	58
 Douglas	3.7	58
 Dunn	3.8	44
 Eagle Country	3.8	91
 Eau Claire	3.8	76
 Florence	3.8	53
 Fond du Lac	3.7	99
 Jefferson	3.8	90
 Kenosha	3.5	93
 Lakeshore	3.6	69
 Marinette	3.7	73
 Milwaukee ARC	3.6	96
 Milwaukee DRC	3.7	82
 North	4.0	60
 Northwest Wisconsin	3.8	53
 Northwoods	3.9	82
 Ozaukee	3.8	91
 Pierce	3.8	34
 Portage	3.7	35
 Racine	3.8	76
 Rock	3.6	68
 Saint Croix	3.8	30
 Sheboygan	3.7	72
 Southwest Wisconsin	3.6	72
 Trempealeau	3.9	46
 Walworth	3.6	74
 Washington	3.9	79
 Waukesha	3.7	71
 Western Wisconsin	3.7	69
 Winnebago	3.7	64
 Wolf River Region	3.8	67
Statewide	3.8	3117

Table 34: Staff person helped customer use resources wisely

Helped me use resources wisely		
ADRC	Average	Sample Size
 Adams, Green Lake, Marquette & Waushara	3.8	79
 Barron, Rusk & Washburn	3.8	125
 Brown	3.9	92
 Buffalo, Clark & Pepin	3.8	36
 Calumet, Outagamie and Waupaca	3.7	124
 Central Wisconsin	3.9	158
 Chippewa	3.7	72
 Columbia	3.8	95
 Dane	3.7	214
 Dodge	3.8	92
 Door	3.8	60
 Douglas	3.7	60
 Dunn	3.8	44
 Eagle Country	3.7	91
 Eau Claire	3.8	77
 Florence	3.9	55
 Fond du Lac	3.7	105
 Jefferson	3.8	91
 Kenosha	3.6	93
 Lakeshore	3.7	70
 Marinette	3.7	67
 Milwaukee ARC	3.7	89
 Milwaukee DRC	3.7	76
 North	3.9	62
 Northwest Wisconsin	3.9	59
 Northwoods	3.9	87
 Ozaukee	3.9	92
 Pierce	3.8	31
 Portage	3.8	31
 Racine	3.8	76
 Rock	3.7	69
 Saint Croix	3.8	40
 Sheboygan	3.7	79
 Southwest Wisconsin	3.6	75
 Trempealeau	3.8	49
 Walworth	3.6	85
 Washington	3.8	78
 Waukesha	3.7	78
 Western Wisconsin	3.6	72
 Winnebago	3.6	63
 Wolf River Region	3.8	74
Statewide	3.8	3265

APPENDIX B: QUESTIONNAIRE

INITIAL CONTACT

Q1. How did you first learn about the Aging and Disability Resource Center?

- 1) Recommendation/Word of Mouth
- 2) Hospital/Clinic/Doctor
- 3) Nursing Home/Assisted Living
- 4) Phone Book
- 5) Brochure/Flyer
- 6) Referral from an agency
- 7) Through work
- 8) Internet / Website
- 9) Media/Newspaper/TV/Radios/Bus/Billboard
- 10) Other _____

Q2. Did you contact the ADRC for yourself or on behalf of someone else?

- 1) Self
- 2) Parent
- 3) Child
- 4) Other relative
- 5) Friend
- 6) Neighbor
- 7) Client/Patient
- 8) Other _____
- 9) Spouse

Q3. What was the main issue that led you to contact the ADRC? **(DO NOT READ, NOTE ALL THAT APPLY.)**

- 1) Financial Assistance
- 2) Help staying in my home
- 3) Transportation
- 4) Insurance Issues, such as Medicaid, Family Care, Community Options Program or Medicaid Waiver program
- 5) Help enrolling into long-term care, nursing home or assisted living facility
- 6) Dementia/Alzheimer's information
- 7) To appeal Medicaid decision
- 8) Other _____
- 9) DK/NA

Q4. Before you contacted the ADRC, where did you look for information about the issue you were concerned about?

- 1) Internet
- 2) Public Library
- 3) Advice of friends or family
- 4) Attorney
- 5) Doctor or healthcare provider
- 6) Other
- 7) NOWHERE, DID NOT LOOK FOR INFORMATION
- 8) DK/NA

Q5. What would you say was the tipping point that prompted you to call the ADRC? (DO NOT READ LIST, CHECK ALL THAT APPLY.)

- 1) Facing nursing home decision
- 2) Running out of money
- 3) Other _____
- 9) DK/NA

Q6. Would you say that you came to the ADRC at about the right time or do you wish you had come sooner?

- 1) About right time
- 2) Wish I'd come sooner
- 3) Should have waited longer
- 9) DK/NA

Q7. How did you *first* contact the ADRC?

- 1) By telephone
- 2) Dropped by the office
- 3) Neighbor/Family member/Other called for me
- 4) Email
- 5) Other _____

(IF CONTACTED BY TELEPHONE:)

Q8. Was your call answered by a person or an answering machine?

- 1) Person
- 2) Answering machine
- 3) DK/NA

(IF OFFICE VISIT:)

Q9. Did you walk in or have an appointment?

- 1) Walked in
- 2) Had an appointment
- 3) DK

Q10. How comfortable was the waiting room and office environment?

- 1) Very comfortable
- 2) Somewhat comfortable
- 3) Not very comfortable
- 4) Not at all comfortable
- 9) DK/NA

Q11. How long did you wait to see someone?

- 1) Less than 5 minutes
- 2) 5-10 minutes
- 3) 10-20 minutes
- 4) Over 20 minutes
- 9) DK/NA

PRIVACY

Q12. Did you feel concerned about the privacy of your conversation?

- 1) Yes
- 2) No
- 9) DK/NA

Q13. **IF YES:** What made you feel concerned?

- 1) Overheard other people talking
- 2) Not in a private space
- 3) Other: _____
- 4) DK/NA

ACCESSIBILITY

It is important to the ADRC that consumers can reach them and their services easily. Thinking about your experience with the ADRC overall, please rate the following items Excellent, Good Fair or Poor.

	Excellent	Good	Fair	Poor	DK/NA
Q14. Ease of finding the phone number	4	3	2	1	9
Q15. Returning calls promptly	4	3	2	1	9
Q16. Hours someone is available	4	3	2	1	9

Q17. Approximately how many times have you spoken with an ADRC staff member, not including leaving a message? **(NOT INCLUDING THE RECEPTIONIST.)**

- 1) Once only
- 2) 2-3 times
- 3) More than 3 times
- 4) DK/NA

Q18. How many times did you need to explain your situation before someone helped you?

- 1) 1
- 2) 2
- 3) 3 or more
- 4) DK

Q19. Is there one person you consider to be your main contact at the ADRC?

- 1) Yes
- 2) No
- 3) DK/NA

What was your situation just before you contacted the ADRC? Was there a

	Yes	No	NA
Q20. Pressing concern or emergency?	1	2	9
Q21. (Caregiver only:) Recent change in your own or your Q2's physical health, behavior or mood?	1	2	9
Q22. (Caregiver only:) Recent diagnosis or change in medication for the person you care for?	1	2	9

How important is it to you that...

	Very Important	Smwt Important	Not Important	DK/NA
Q23. The ADRC has no financial interest in your decisions	3	2	1	9
Q24. They never charge for their services.	3	2	1	9
Q25. You can always go back if you change your mind or need additional information	3	2	1	9

STAFF

My next questions are going to be about the staff person that you worked with. Please tell me if you agree or disagree that the staff person... **(THEN ASK: Is that strongly or somewhat?)**

	Strongly Agree	Agree	Disagree	Strongly Disagree	DK/NA
Q26. Explained each step clearly	4	3	2	1	9
Q27. Was knowledgeable about a wide range of services.	4	3	2	1	9
Q28. Helped with the paperwork if you needed it.	4	3	2	1	9
Q29. Got a good sense of what you could afford	4	3	2	1	9

Do you agree or disagree that the staff person....? **(THEN ASK: Is that strongly or somewhat?)**

Q30. Understood your needs and preferences	4	3	2	1	9
Q31. Helped you navigate the system	4	3	2	1	9
Q32. Helped you consider the pros and cons of the available choices	4	3	2	1	9
Q33. Helped you follow through on your decisions	4	3	2	1	9
Q34. Helped you understand the cost of different alternatives	4	3	2	1	9
Q35. Helped you use your resources wisely.	4	3	2	1	9
Q36. Made it easier to get the information you needed.	4	3	2	1	9

Q37. Were you ever overwhelmed by too much information?

- 1) Yes
- 2) No
- 3) DK/NA

SAFETY

Q38. Did the staff person notice a need or concern that you didn't realize you had?

- 1) Yes
- 2) No
- 9) DK/NA

Q39. Did you learn about safety issues?

- 1) Yes
- 2) No
- 9) DK/NA

Q40. Did they help you prevent a fall or accident?

- 1) Yes
- 2) No
- 9) DK/NA

REFERRALS

Q41. Were you referred to another agency or organization by the ADRC?

- 1) Yes
- 2) No (Skip to Home Visits)
- 3) DK/NA (Skip to Home Visits)

(ASK ONLY IF YES:)

Q42. Next I am going to ask you some questions about that referral. Where were you referred to? **(SELECT ONLY ONE.)**

- 1) None
- 2) Disability
- 3) Home maintenance service (e.g. chores, yard work, home safety)
- 4) Long-term care facility, nursing home or assisted living
- 5) Hospice
- 6) Medicaid, Medicare
- 7) Economic Support
- 8) Family Care, Partnership or IRIS
- 9) Food stamps, food bank
- 10) Meals on Wheels
- 11) Shelter/Housing
- 12) Disability services
- 13) Mental health services
- 14) Alcohol or drug abuse services and supports
- 15) Employment, training or vocational rehabilitation
- 16) Transportation

- 17) Legal services
- 18) Other _____
- 19) Unsure

Q43. What was the result of the referral?

- 1) Received services
- 2) Too soon to tell
- 3) Services not what was wanted/needed
- 4) Not accepting applications/ Wait list
- 5) Too expensive
- 6) No transportation
- 7) Not eligible
- 8) DK/NA

Q44. Were you satisfied or dissatisfied with the services provided by that agency?

- 1) Very satisfied
- 1) Satisfied
- 2) Dissatisfied
- 3) Very Dissatisfied
- 4) DK/NA

Q45. **<ASK ONLY IF DISSATISFIED>** If you were dissatisfied, did you contact the ADRC for further assistance?

- 1) Yes
- 2) No
- 3) DK/NA

HOME VISITS

Q46. Did an ADRC staff person visit you in your home?

- 1) Yes
- 2) No
- 3) DK/NA

Q47. After you called the ADRC, how long was it until the person came to your home?

- 4) Less than 3 days
- 5) One week
- 6) More than a week
- 7) DK/NA

Q48. Was the person who came to your home the same person you had spoken to?

- 1) Yes
- 2) No
- 3) DK/NA

Q49. Did they take enough time to get to your concerns?

- 1) Yes
- 2) No
- 3) DK/NA

Q50. Do you think they were better able to help you because they came to your home?

- 1) Yes
- 2) No
- 3) DK/NA

Q51. Overall, were you satisfied with the home visit?

- 1) Yes
- 2) No
- 3) DK/NA

TIMING AND EXPLORING OPTIONS

These next statement is about the process of discussing your options with the ADRC staff person. Would you agree or disagree that they... **(GET AGREE/DISAGREE, THEN PROBE FOR STRONGLY OR SOMEWHAT).**

	Strongly Agree	Agree	Disagree	Strongly Disagree	DK/NA
Q52. Helped you consider your future needs?	4	3	2	1	9

Q53. After contacting the ADRC, did you feel that you needed some time to think about your options before making a decision?

- 1) Yes
- 2) No
- 9) DK/NA

Q54. (IF YES ABOVE) How much time did you need?

- 1) A few days to a week
- 2) A few weeks to a month
- 3) Longer than a month
- 9) DK/NA

When you were talking with the ADRC, would you say you were... **(NOT WELL UNDERSTOOD, REVERSED ORDER WITH INSTRUCTION TO STOP AT FIRST "YES.")**

	Yes	No	DK/NA
Q55. Just gathering information?	4	3	9
Q56. Still considering your choices?	4	3	9
Q57. Ready to make a decision?	4	3	9

Q58. When you think about paying for in-home care, transportation or other needs, what is your main concern? (DO NOT READ LIST, CHECK ALL THAT APPLY).

- 1) Not being able to afford needed care
- 2) Running out of money
- 3) Not being able to leave an inheritance to children or others
- 4) Other _____
- 5) Have no concerns
- 9) DK/NA

NEXT STEPS AND FOLLOW-UP

Q59. Did the staff person let you know what to expect next?

- 1) Yes
- 2) No
- 3) DK/NA

Q60. Did they write it down?

- 1) Yes
- 2) No
- 3) DK/NA

Q61. Did they follow-up with you to find out how you were doing?

- 1) Yes
- 2) No
- 3) DK/NA

Q62. (IF NO) Would you have liked to have had someone call to follow-up with you?

- 1) Yes
- 2) No
- 3) DK/NA

PROGRAM CHOICES

Q63. My next questions are going to be about long-term care programs like Family Care and IRIS. Did you talk to the ADRC about getting help with these programs?

- 1) Yes
- 2) No (SKIP TO DEMOGRAPHICS)
- 3) DK/NA (SKIP TO DEMOGRAPHICS)

Q64. Did you get help paying for services?

- 1) Yes
- 2) No (SKIP TO DEMOGRAPHICS)
- 3) DK/NA (SKIP TO DEMOGRAPHICS)

- Q65. Which program did you choose?
- 1) Partnership
 - 2) Family Care
 - 3) IRIS
 - 4) PACE
 - 5) Other _____
 - 6) DK/NA (SKIP TO DEMOGRAPHICS)
- Q66. Were you aware that you could change your mind and reconsider your decision?
- 1) Yes
 - 2) No (SKIP TO Q70)
 - 3) DK/NA
- Q67. After choosing a program, did you have any second thoughts about your decision?
- 1) Yes
 - 2) No
 - 3) DK/NA
- Q68. ASK ONLY IF YES TO ABOVE: Did you contact the Resource Center about making a change?
- 1) Yes
 - 2) No
 - 3) DK/NA
- Q69. How well did the Resource Center prepare you for the documents you needed?
- 1) Excellent
 - 2) Good
 - 3) Fair
 - 4) Poor
 - 5) DK/NA
- Q70. Did the Resource Center tell you about “estate recovery”?
- 1) Yes
 - 2) No
 - 3) DK/NA
- Q71. If you had a “cost share,” did you understand how it works?
- 1) Yes
 - 2) No
 - 3) Didn’t have one
 - 4) DK/NA

OUTCOMES

- Q72. Overall, how would you rate your experience with the Resource Center?
- 1) Excellent
 - 2) Good
 - 3) Fair
 - 4) Poor
 - 5) No Opinion
- Q73. How useful was the help you received?
- 1) Very useful
 - 2) Somewhat useful
 - 3) Not very useful
 - 4) Not useful at all
 - 5) DK/NA
- Q74. Would you recommend the ADRC to someone else?
- 1) Yes
 - 2) No (Probe for why not?) _____
 - 3) DK/NA
- Q75. What would you say is the most valuable thing that came of your experience with the ADRC?
- _____
- Q76. Did the ADRC help you stay in your home in a situation where you might otherwise have gone to a nursing home or assisted living?
- 1) Yes
 - 2) No
 - 3) DK/NA
- Q77. Did they help you find a place that better meets your needs?
- 1) Yes
 - 2) No
 - 3) DK/NA

DEMOGRAPHICS

My last questions are to make sure that services reach a wide variety of people. If you are uncomfortable with any of these questions, just let me know and we can skip over that question.

- Q78. What is your age (years?) _____ (999=refused)
- Q79. What was the approximate value of your assets, not including your home where you live or any household goods or personal items?
- 1) Less than \$2,000
 - 2) \$2,000 to less than \$20,000
 - 3) \$20,000 to less than \$50,000
 - 4) \$50,000 to less than \$100,000
 - 5) More than \$100,000
 - 9) Declined to state

Q80. What was your household income last year?

- 1) Less than \$10,000
- 2) \$10,000 to \$14,999
- 3) \$15,000 to \$24,999
- 4) \$25,000 to \$34,999
- 5) \$35,000 to \$49,999
- 6) \$50,000 to \$74,999
- 7) \$75,000 or more
- 9) Declined to state

Q81 I'd like to take a moment and think if there is something else you would like the ADRC to read so that they can understand how you feel about the services you received. Your responses will be used to improve and strengthen the services offered by Aging and Disability Resource Center.

Thank you for taking the time to complete this survey. Next I just have a few more questions about the survey.

SURVEY ASSESSMENT

1) Did you think this survey was a comfortable length?

- 1) Yes
- 2) No
- 3) DK/NA

2) Were the questions too difficult?

- 1) Yes
- 2) No
- 3) DK/NA

3) Did you feel the questions were too personal?

- 1) Yes
- 2) No
- 3) DK/NA

4) Are you glad the ADRC cares enough to ask your opinions?

- 1) Yes
- 2) No
- 3) DK/NA

You have completed the survey! Thank you, your responses will help the ADRCs better help people like yourself!