|  |  |  |
| --- | --- | --- |
| Do you think that the person at the ADRC spent enough time with you to understand your concerns? | Call ID | Call ID |
| NO | 4 | 5% |
| Not Stated | 1 | 1% |
| YES | 73 | 94% |
| Grand Total | 78 | 100% |

|  |  |  |
| --- | --- | --- |
| How knowledgeable was this person about helpful resources and services? | Call ID | Call ID |
| Not Stated | 1 | 1% |
| Not that knowledgeable | 3 | 4% |
| Somewhat knowledgeable | 17 | 22% |
| Very knowledgeable | 57 | 73% |
| Grand Total | 78 | 100% |

|  |  |  |
| --- | --- | --- |
| How would you rate this person on explaining how to get the help or information you needed? | Call ID | Call ID |
| Excellent | 32 | 40% |
| Fair | 7 | 9% |
| Good | 36 | 47% |
| Not Stated | 1 | 1% |
| Poor | 2 | 3% |
| Grand Total | 78 | 100% |

|  |  |  |
| --- | --- | --- |
| How respectful was the person with whom you worked the most? | Call ID | Call ID |
| Not Stated | 3 | 4% |
| Not that respectful | 1 | 1% |
| Somewhat respectful | 2 | 3% |
| Very respectful | 72 | 92% |
| Grand Total | 78 | 100% |

|  |  |  |
| --- | --- | --- |
| When you first contacted the ADRC, did you receive none, some or all of the information you needed? | Call ID | Call ID |
| All | 38 | 48% |
| No information needed | 1 | 1% |
| None | 5 | 7% |
| Not Stated | 3 | 4% |
| Some | 31 | 40% |
| Grand Total | 78 | 100% |

|  |  |  |
| --- | --- | --- |
| Overall, how helpful was the ADRC? | Call ID | Call ID |
| Not at all helpful | 2 | 3% |
| Not Stated | 3 | 4% |
| Only a little helpful | 5 | 6% |
| Somewhat helpful | 17 | 22% |
| Very helpful | 51 | 65% |
| Grand Total | 78 | 100% |

|  |  |  |
| --- | --- | --- |
| Based on your experience with the ADRC, would you recommend the ADRC to a friend or family member? | Call ID | Call ID |
| No | 5 | 6% |
| Not Stated | 2 | 3% |
| Yes | 71 | 91% |
| Grand Total | 78 | 100% |

|  |
| --- |
| Is there anything else you would like to tell me about our service that I haven't already asked? |
| 1. " I continue to need 1:1 free/low income law advice for a member of my family". |
| 1. "I thought there should have been more to help me, but maybe there will be something with Medicare." |
| 1. "It seems like they were not that helpful. Multnomah County was more helpful" |
| 1. "You're awesome. Always there when I need you." |
| 1. Agent did not know income limits but directed to consumer to resource to get information |
| 1. Cherry Blossom - Wanted to know if disability would provide a treadmill for his recovery |
| 1. Client called previously to express how wonderful her experience was. |
| 1. Client says no one has called back about her situation she's desperately in need of assistance |
| 1. Diana has been a big help; consumer has not received Rx benefit yet, "these things take time." |
| 1. Enjoyed talking to Shelli. |
| 1. Everyone was really great from the very beginning. |
| 1. Excellent service but client would like to see more advocacy, especially "with issues as his." |
| 1. FYI. Was given the 211 number, but her phone service could not access it. Wondered if there is another number to call to get 211 help. |
| 1. Left a message, has had to leave message every time, never gets through to a real person. It took two weeks to get a response from medicaid worker. Called the Helpline and left a message; phone returned within 48 hours. Granddaughter needs to know when n |
| 1. Need to do a better job educating other government agencies about what exactly the ADRC does. He says he was given wrong information by another agency about the services that the ADRC provides. |
| 1. No I have used them before and find them very helpful. |
| 1. No. It is adequate for some things but I may have not asked all of the questions that I needed to ask. |
| 1. Not really - I got all the information and I've been having a difficult time, so I haven't followed up on any of it yet. |
| 1. Says she still has questions for Bob Earnest, regarding current MediGap plan (I gave ADRC phone number below, and also agreed to email Bob with the request to call client). Client says the Initial Agent seemed "in a hurry." |
| 1. Says the service (Elders in Action) really followed-through and helped, and even followed-up this week. |
| 1. She responded immediately with an email and I was very impressed with that. |
| 1. The staff is always very helpful |
| 1. They didn't have the information I needed, but I think they probably have information to help other people with different problems. |
| 1. Thought paperwork was going to be on its way, but instead got call from Medicaid office saying they had questions about paperwork. I've called them back, but they haven't gotten back to me. |
| 1. Was referred to the wrong resource, but was redirected and has made contact with the resource that should help with his mother's care needs. |