



Community Services Consumer Satisfaction Study Report Workgroup - Outcomes

In the fall of 2014, Multnomah County Aging, Disability, and Veterans Services Division contracted with Portland State University’s Institute on Aging to conduct a consumer satisfaction study with users of sites where congregate meals and activities are offered in Multnomah County. The study was intended to facilitate understanding, from the clients’ perspective, of how well services are being delivered and how clients are being treated by staff and volunteers. It further intended to provide guidance concerning what might be done to improve clients’ experiences.

The study recommendations received in spring of 2015 fell into four areas: 1) Language and Culture, 2) Disability and Access, 3) Participation, Treatment, and Empowerment, and 4) Respondents’ General Like, Dislikes, and Overall Satisfaction. To address the recommendations provided in the report, Aging, Disability, and Veterans Services formed a workgroup comprised of key staff, congregate meal site managers, community stakeholders, and consumers, from August to September 2015. What follows are a listing of the key solutions that will be implemented in the following critical areas:

- **Contract Language and/or Scope**
- **Contract Monitoring**
- **Provider Training**
- **Request for Proposal**
- **Technical Assistance**
- **Advocacy**

Next Steps

- ➔ Develop **volunteer training plan** in collaboration with partner organizations with the goal of increasing the capacity of volunteers to provide service in a consistent, respectful, culturally responsive, and knowledgeable manner. Actions: Develop prioritized list of classes with complete descriptions and schedule. Provide recommendations for class frequency, schedule for repeating a class (annual, one time only, etc), timeframe for completion from volunteer start date, categorize classes as core or optional. Convert trainings to web-based modules as content, resources, and time allows. Develop feedback loop to allow volunteers and community partners to identify emerging training needs. Identify training gaps and develop/research/provide new trainings as needed. Collect and share best practices for hiring culturally competent staff and volunteers. *Lead: Lynn Schemmer-Valleau. Internal Areas of Impact: Provider Training, Technical Assistance, Contract Monitoring.*
- ➔ Develop better understanding of **ADA service and facility compliance** to address barriers for consumers with disabilities and areas of potential risk to consumers, staff, and county. Build key ADA service compliance elements into contract monitoring and insert language into the next Aging, Disability, and Veterans Services Community Services Request for Proposal about how a responding agency will address any potential accessibility challenges at their location to ensure complete access to services for all consumers. *Lead: Lee Girard. Internal Areas of Impact: Contract Monitoring, Request for Proposal, Advocacy.*
- ➔ Conduct internal **Community Services community transportation program analysis** to identify gaps in service, ensure equitable demand and use across the system, and to develop and better coordinate resources. *Lead: Jackie Tate. Internal Areas of Impact: Contract Scope, Contract Monitoring, Request for Proposal, Advocacy.*
- ➔ Provide **standardized evaluative tools** with necessary training for contractors to use during listening sessions or customer survey to build consistent and reliable information about the experiences of customers and to identify gaps or unmet needs within the Aging, Disability, and Veterans Services Community Service system. Share comparative results to monitor trends and areas for improvement internally, among contractors, and to community. *Lead: Elizabeth O'Neill. Internal Areas of Impact: Contract Scope, Technical Assistance, Contract Monitoring, Advocacy.*
- ➔ Apply **Equity & Empowerment Lens** to current policies or procedures used in the provision of translated printed materials to ensure equitable access to programs, services, and information across the Community Services System. *Lead: Rebecca Miller. Internal Areas of Impact: Technical Assistance, Advocacy.*