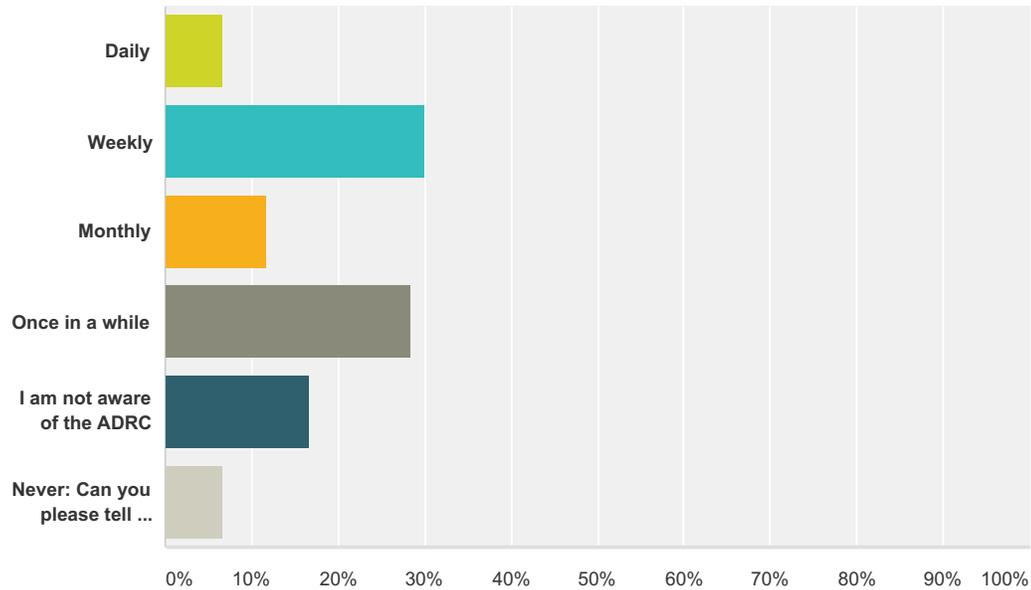


Q1 How often do you provide information to people about the ADRC and Senior and Disability Services programs, or call the ADRC yourself to make referrals?

Answered: 60 Skipped: 1

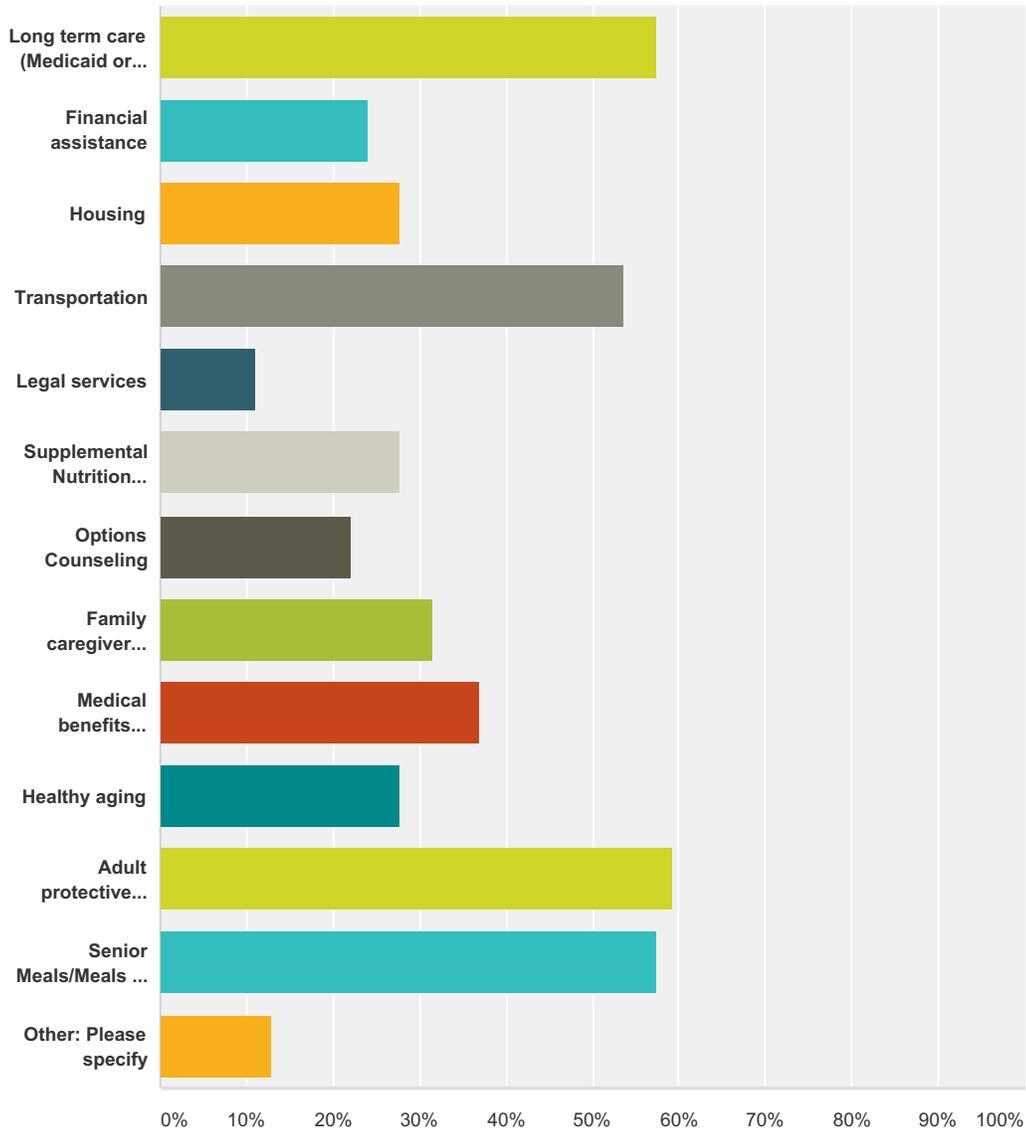


Answer Choices	Responses
Daily	6.67% 4
Weekly	30.00% 18
Monthly	11.67% 7
Once in a while	28.33% 17
I am not aware of the ADRC	16.67% 10
Never: Can you please tell us why?	6.67% 4
Total	60

#	Never: Can you please tell us why?	Date
1	Not part of the Building Division services.	3/30/2016 9:14 AM
2	I am replying for Ten Rivers Food Web. We are a non profit with over a dozen years of experience working to assure that citizens in Linn, Benton, and Lincoln counties have access to locally grown/ regionally available quality, nutritionally dense foods. It would probably be good to work with your agency to get information and services out to Seniors and the Disabled.	3/25/2016 10:17 AM
3	I just learned of their existence.	3/7/2016 9:51 AM
4	I'm not aware of ADRC, and I don't even know what ADRC stands for.	3/2/2016 5:10 PM

Q2 Please mark which services you feel you have sufficient knowledge of to provide a quality referral for: (please check all that apply)

Answered: 54 Skipped: 7



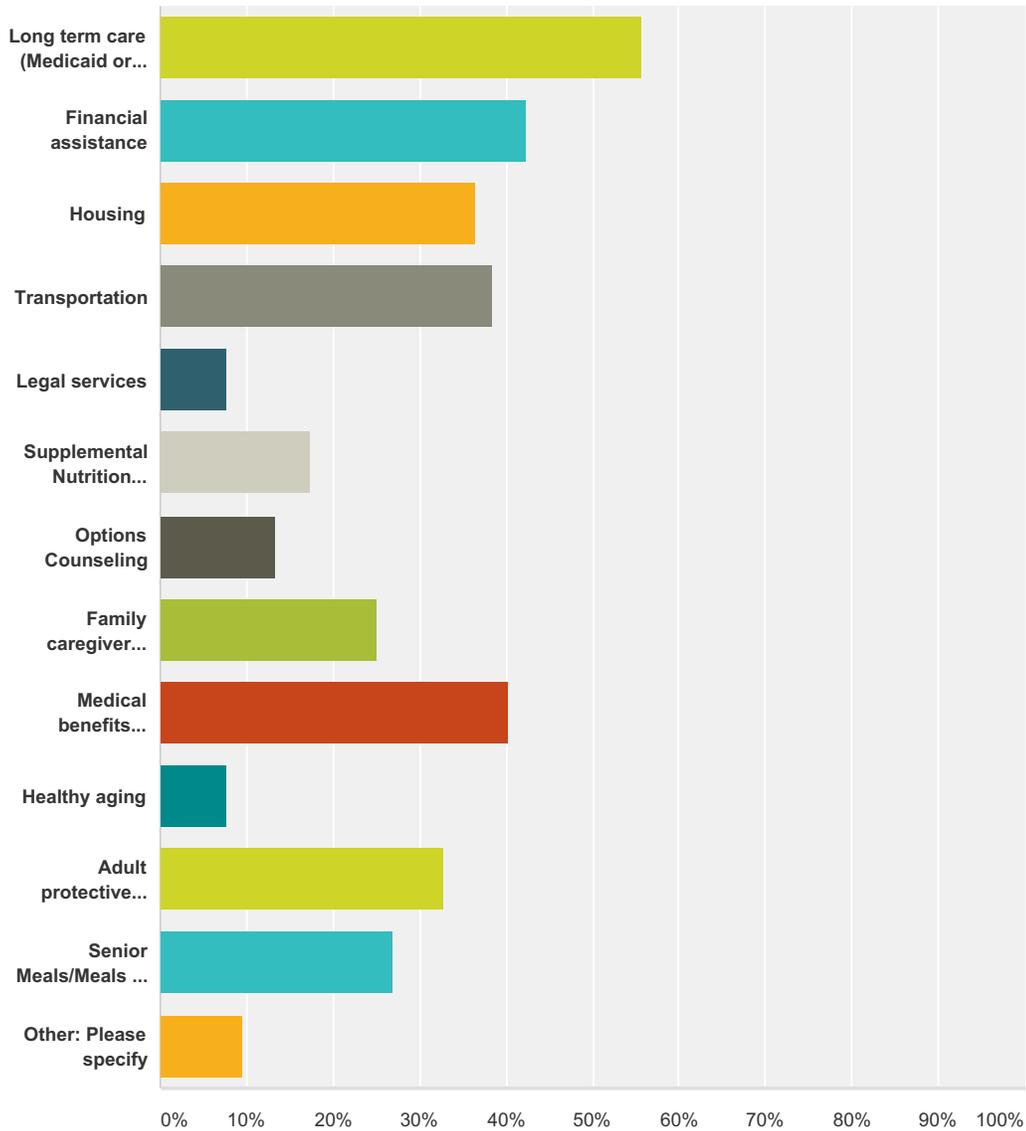
Answer Choices	Responses
Long term care (Medicaid or Oregon Project Independence)	57.41% 31
Financial assistance	24.07% 13
Housing	27.78% 15
Transportation	53.70% 29
Legal services	11.11% 6

Supplemental Nutrition Assistance Program - SNAP (Food stamps)	27.78%	15
Options Counseling	22.22%	12
Family caregiver support	31.48%	17
Medical benefits (Oregon Health Plan, Medicare Savings Plans, Medicaid)	37.04%	20
Healthy aging	27.78%	15
Adult protective services	59.26%	32
Senior Meals/Meals on Wheels	57.41%	31
Other: Please specify	12.96%	7
Total Respondents: 54		

#	Other: Please specify	Date
1	Plant based nutrition for Seniors and those impacted by diseases like diabetes, obesity, cardiac related illnesses, etc.	3/25/2016 10:20 AM
2	Food Programs	3/4/2016 3:34 PM
3	long term community care nursing	3/4/2016 11:06 AM
4	Mental/behavioral health services	3/4/2016 11:03 AM
5	How to become active with the Disability Services Advisory Council and the steps that are required to become a member.	3/2/2016 12:48 PM
6	None	3/1/2016 12:12 PM
7	We can touch on other topics and get the public connected with knowledgeable staff, but aren't experts ourselves.	3/1/2016 11:33 AM

Q3 What supports and programs do you feel are most commonly asked about when you or others contact the ADRC call center? (select three)

Answered: 52 Skipped: 9



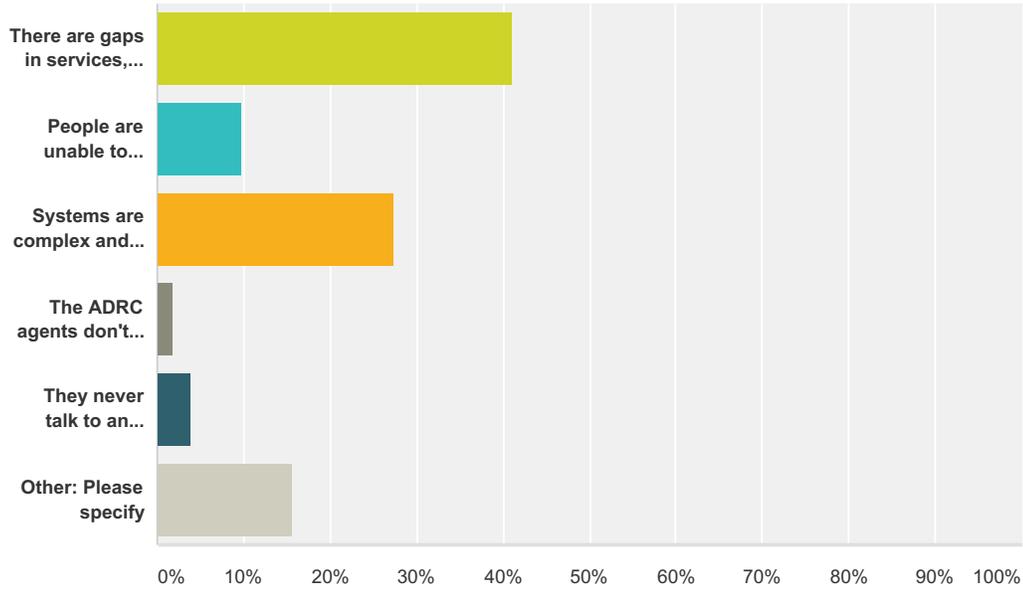
Answer Choices	Responses
Long term care (Medicaid or Oregon Project Independence)	55.77% 29
Financial assistance	42.31% 22
Housing	36.54% 19
Transportation	38.46% 20
Legal services	7.69% 4

Supplemental Nutrition Assistance Program - SNAP (Food stamps)	17.31%	9
Options Counseling	13.46%	7
Family caregiver support	25.00%	13
Medical benefits (Oregon Health Plan, Medicare Savings Plans, Medicaid)	40.38%	21
Healthy aging	7.69%	4
Adult protective Services	32.69%	17
Senior Meals/Meals on Wheels	26.92%	14
Other: Please specify	9.62%	5
Total Respondents: 52		

#	Other: Please specify	Date
1	I've never contacted the ADRC (it'd be great to say on every page of this service WHAT it stands for, so that I can learn), but I've marked which ones I've had community members approach me about.	3/2/2016 5:13 PM
2	" My mom is old and needs help and I don't know where to start"	3/1/2016 3:51 PM
3	I think that I have only referred one client to the ADRC, and that was to speed up getting the client a case manager.	3/1/2016 1:17 PM
4	n/a	3/1/2016 12:12 PM
5	We refer people to the Senior Center (next door) for information on these services, or we call them ourselves to get the most current information.	3/1/2016 11:57 AM

Q4 What do you think is the greatest underlying cause when people call the ADRC or request services through Senior and Disability Services, but don't feel like they have their needs met?

Answered: 51 Skipped: 10



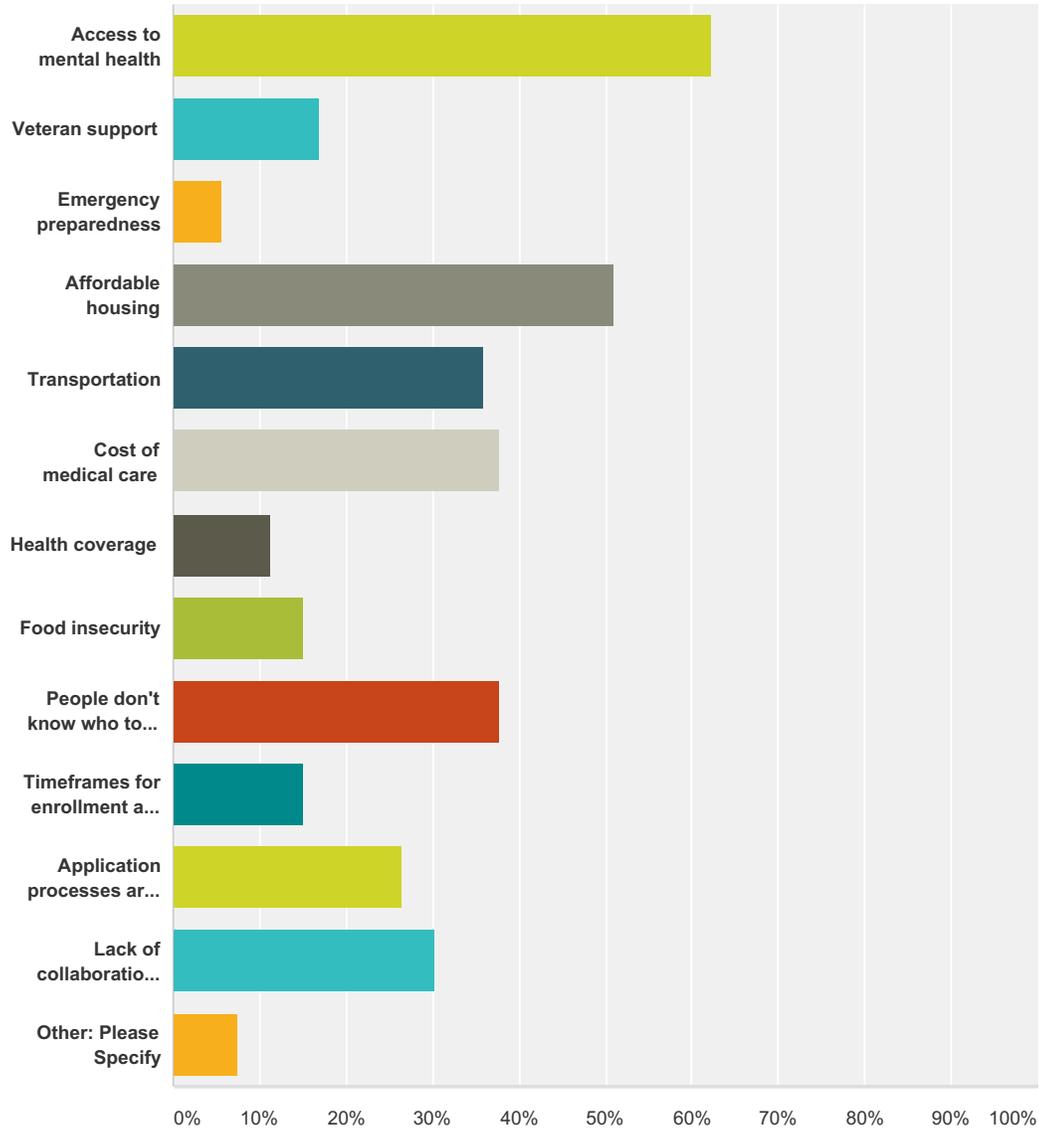
Answer Choices	Responses
There are gaps in services, resources, and funding for the issue the customer is calling the ADRC about	41.18% 21
People are unable to identify their needs when speaking with an agent	9.80% 5
Systems are complex and people are unable to manage hurdles, such as filling out applications	27.45% 14
The ADRC agents don't know about all the resources available in the region	1.96% 1
They never talk to an agent because of the ADRC call center being closed or long call wait times	3.92% 2
Other: Please specify	15.69% 8
Total	51

#	Other: Please specify	Date
1	My guess would be the last one.	3/4/2016 3:35 PM
2	Sorry, I've not worked w/ ADRC, so I don't know.	3/2/2016 5:14 PM
3	I cannot speak to this. When I have called I always get my questions answered.	3/2/2016 1:03 PM
4	Have not had any comments back about the services.	3/2/2016 9:08 AM
5	Vulnerable folks become disenchanting when they are "guided" to answer questions related to ADRC reporting requirements. When bureaucracy colonizes the service experience, it ceases to be client-centered. Citizens sense this, and ditch the process.	3/1/2016 7:26 PM
6	I have had no feedback from clients who contacted the ADRC.	3/1/2016 1:18 PM
7	Don't know	3/1/2016 12:12 PM

8	No basis for judgment - the Senior Center next door handles these requests.	3/1/2016 11:58 AM
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Q5 What are the largest issues or gaps regarding resources or supports in our region? (Please choose three)

Answered: 53 Skipped: 8



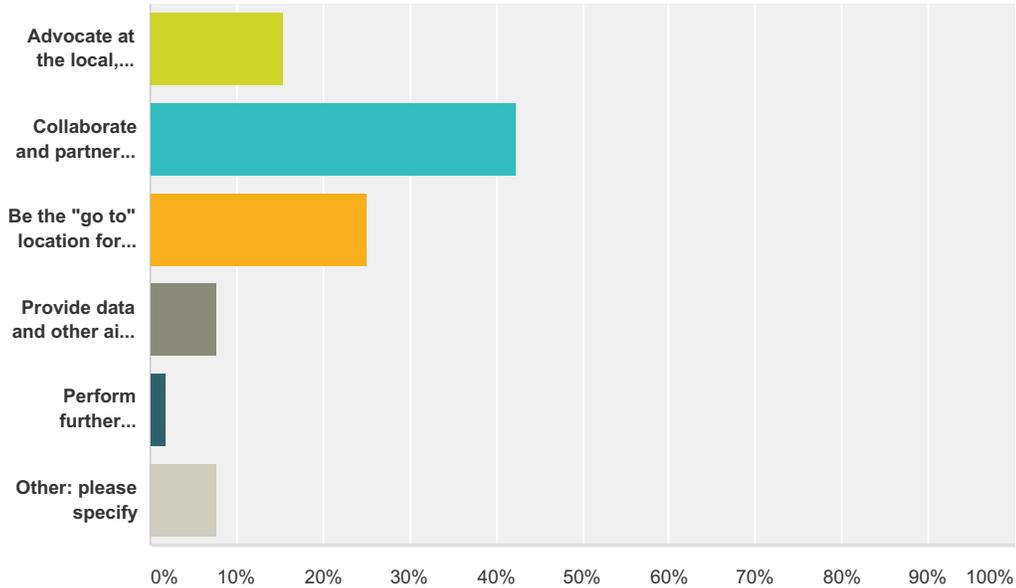
Answer Choices	Responses
Access to mental health	62.26% 33
Veteran support	16.98% 9
Emergency preparedness	5.66% 3
Affordable housing	50.94% 27
Transportation	35.85% 19
Cost of medical care	37.74% 20

Health coverage	11.32%	6
Food insecurity	15.09%	8
People don't know who to call for assistance	37.74%	20
Timeframes for enrollment are too long	15.09%	8
Application processes are difficult	26.42%	14
Lack of collaboration between partners	30.19%	16
Other: Please Specify	7.55%	4
Total Respondents: 53		

#	Other: Please Specify	Date
1	Employment for sex offenders	3/28/2016 10:07 AM
2	Huge and widening gap between SDS and Mental Health services. Neither side can provide services for mentally ill people with ADL needs.	3/10/2016 8:18 AM
3	Many people can't afford cars and must take the bus or walk or bike. This makes it difficult to go to multiple places in one day. We need to make sure services are located close together and that there are plentiful bus routes and safe walking and biking routes.	3/2/2016 5:15 PM
4	We need more social services/advocates for seniors and others who don't have family/friends to help them look into, follow up, become aware of certain resources and/or gain help, many times to help them keep living independently.	3/1/2016 11:41 AM

Q6 What is the most important way the ADRC and Senior and Disability Services can help alleviate the gaps you identified in question 5?

Answered: 52 Skipped: 9

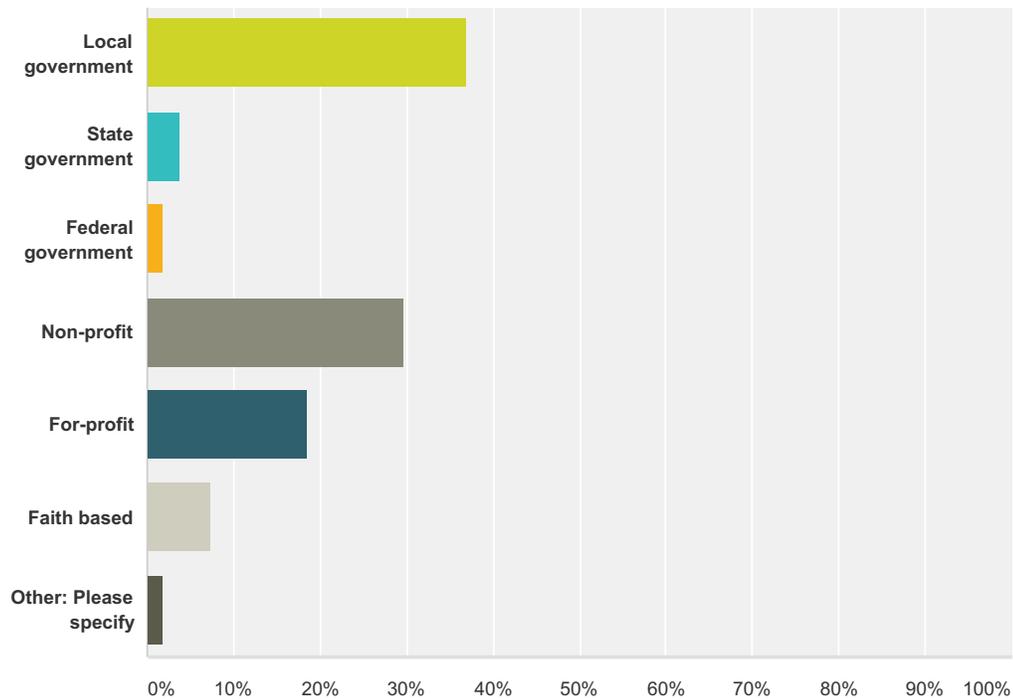


Answer Choices	Responses
Advocate at the local, state, and federal level	15.38% 8
Collaborate and partner with other agencies	42.31% 22
Be the "go to" location for knowledge of the resources that are available	25.00% 13
Provide data and other aid such as grant writing assistance to support innovative programs	7.69% 4
Perform further marketing and outreach	1.92% 1
Other: please specify	7.69% 4
Total	52

#	Other: please specify	Date
1	Review access criteria and intake process for a more timely response to community needs.	3/28/2016 8:16 AM
2	Change eligibility requirements for help, in both SDS and all county MH agencies to include people with physical/mental disabilities and older adults with mental illness. The gap is deadly for those in it. ADL and housing services for this population must be made available by either SDS or MH; the rule books need to be changed to be more inclusive.	3/10/2016 8:20 AM
3	The Medicaid process needs to be simplified. and more education for family members on the process and what is expected. The state and federal govt. needs to fix this whole system.	3/1/2016 4:00 PM
4	Frankly, the OCWCOG is one of the most dysfunctional organization that I have seen.	3/1/2016 1:20 PM

Q7 How would you categorize the organization you work for?

Answered: 54 Skipped: 7

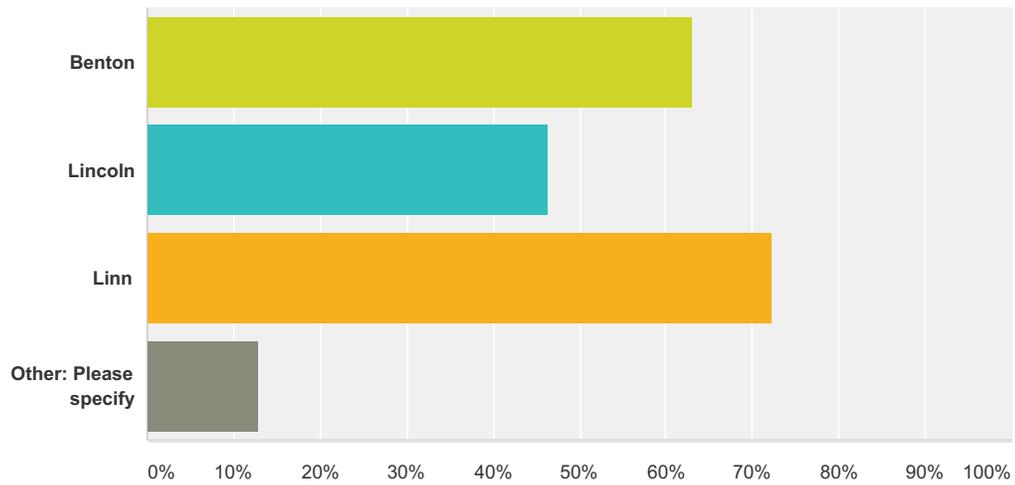


Answer Choices	Responses
Local government	37.04% 20
State government	3.70% 2
Federal government	1.85% 1
Non-profit	29.63% 16
For-profit	18.52% 10
Faith based	7.41% 4
Other: Please specify	1.85% 1
Total	54

#	Other: Please specify	Date
1	Adult Foster Care	3/29/2016 1:34 PM

Q8 What county or counties does your organization serve? (select all that apply)

Answered: 54 Skipped: 7

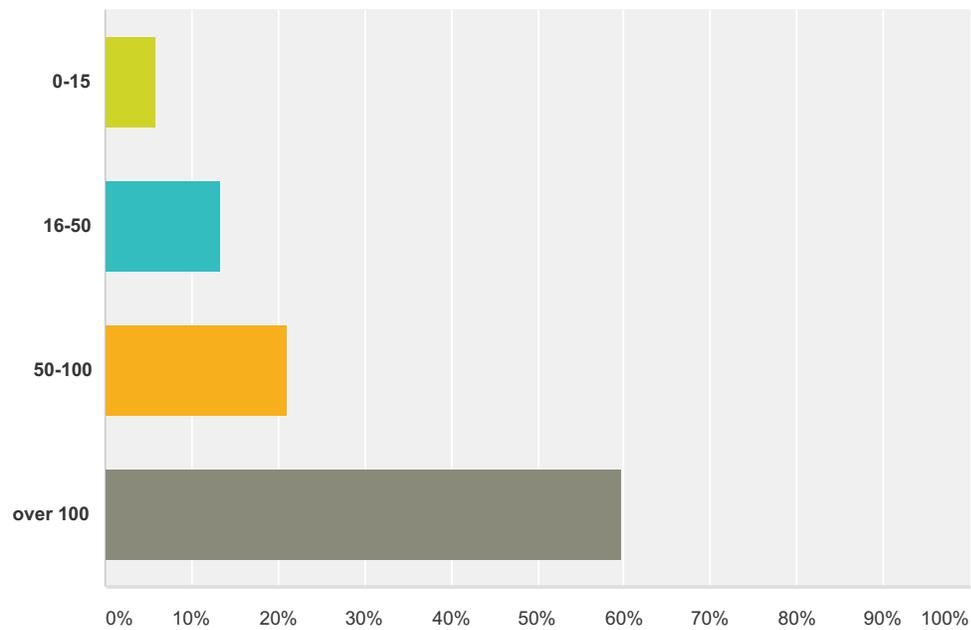


Answer Choices	Responses
Benton	62.96% 34
Lincoln	46.30% 25
Linn	72.22% 39
Other: Please specify	12.96% 7
Total Respondents: 54	

#	Other: Please specify	Date
1	also North Albany and Jefferson	3/28/2016 10:10 AM
2	Marion and Polk as well	3/25/2016 10:57 AM
3	Polk	3/8/2016 2:02 PM
4	Marion Polk	3/8/2016 11:03 AM
5	Polk	3/2/2016 8:20 PM
6	Polk	3/2/2016 4:16 PM
7	We are an assisted living open at all levels. We have had admissions from out of state.	3/2/2016 1:16 PM

Q9 How many consumers does your organization serve monthly?

Answered: 52 Skipped: 9



Answer Choices	Responses
0-15	5.77% 3
16-50	13.46% 7
50-100	21.15% 11
over 100	59.62% 31
Total	52