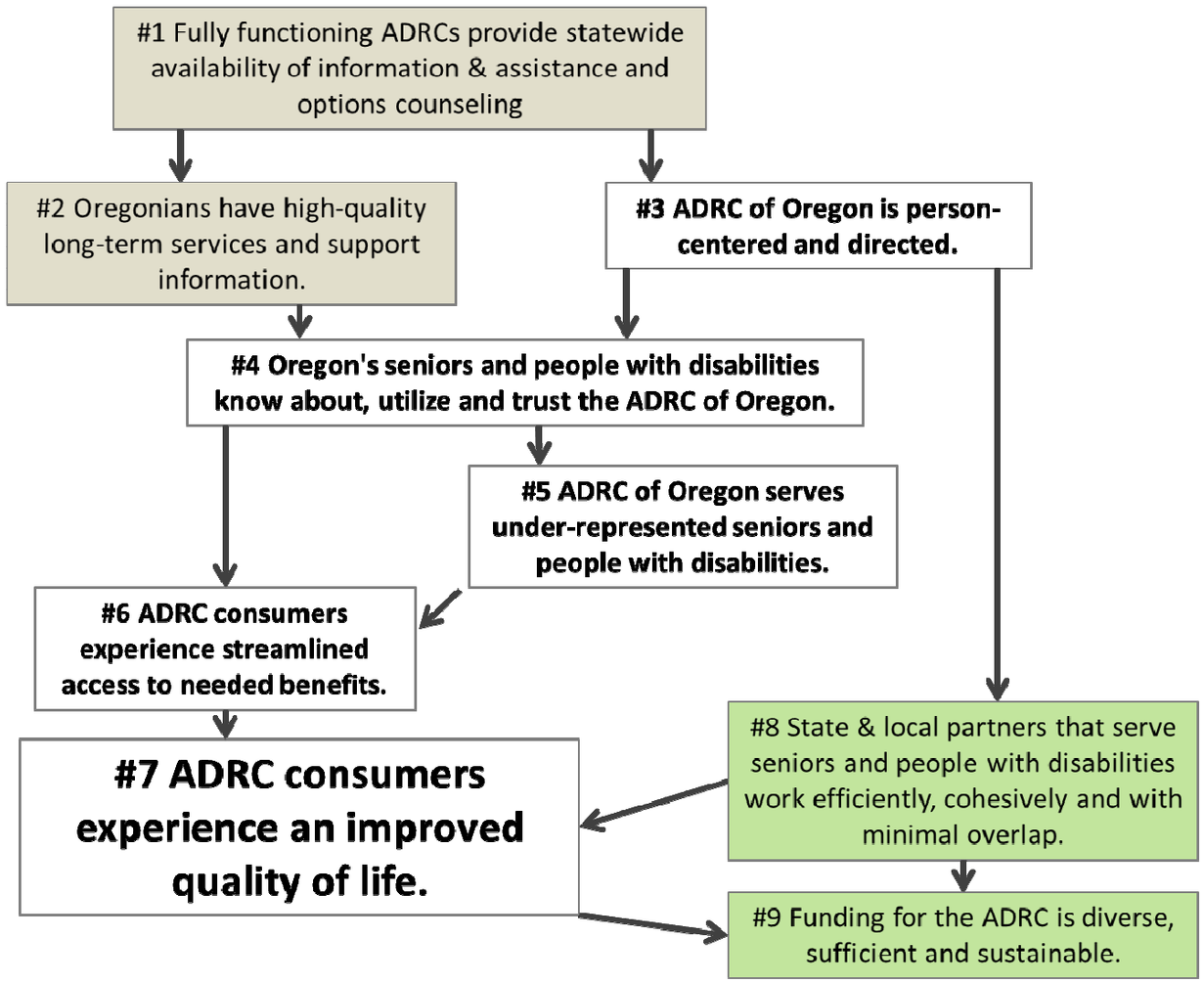
ADRC of Oregon Evaluation Framework

September 2013

ADRC of Oregon Outcome Process Map



About the ADRC of Oregon

When you are looking for information about services to address aging or disability needs, the Aging and Disability Resource Connection of Oregon can help you learn about public and privately paid options in your local community. The ADRC has trained professional staff who can help you and your family with immediate needs, or help you plan for the future.

The ADRC of Oregon is a statewide resource for everyone, regardless of income level, and can be reached by a calling a toll free number, visiting a website or by contacting a local ADRC office.

www.ADRCofOregon.org

1-855-673-2372
1-855-ORE-ADRC

#	Outcomes	Indicator	Target	Indicator Timeframe	Data Source	Data Collection	Level of Data	Data Timeframe	Key Person
Process Outcomes #1 and #2									
1	**Fully functioning ADRCs provide statewide availability of information & assistance & options counseling**	**% of Options Counselors trained in options counseling by 2014**	90%	initial	ADRC Grant Progress report & RTZ	# of trained Options Counseling compared to total number of staff performing Options Counseling as registered users in RTZ (RTZ report "Process 2 registered users")	State	annual	NKC
		# of Coleman Transitions training conducted by 2014	1	initial	SUA Coleman contract	SUA to conduct training for 30+ Oregon ADRC staff from Coleman Transitions trainers	State	annual	NKC
		ADRC sites operating across Oregon by 2015	9	intermediate	ADRC Grant Progress report	4 existing sites and 5 pilot sites have been established and are operating by 2015	State	3 year	NKC
		% of ADRC sites meet criteria for fully functional ADRC by 2015	75%	intermediate	ADRC Grant Progress report	An ADRC is fully functional if it meets 100% of the criteria outlined in the Oregon ADRC Recognition standards, as developed from the Core Standards for Fully Functioning ADRCs. The 75% is 7 of the 9 ADRC sites.	State	3 year	NKC
		% of consumers who report that contacting the ADRC would be easy		Intermediate	Consumer satisfaction survey	Q54 "If you needed to contact the ADRC tomorrow, how easy would that be?" Responses "somewhat easy" + "very easy"	State	annual	EON
		% of consumers report that the options counseling was helpful in addressing their concerns	85%	ultimate	Consumer satisfaction survey	Q21: "How helpful was the visit to your home in addressing your concerns?" Responses aggregate of "somewhat helpful" and "very helpful"	State & ADRC	annual	EON
2	**Oregonians have high-quality long-term services and support information.**	**% of database resources formally updated at least annually**	90%	initial	RTZ Resource Directory	# of resources formally updated annually compared to total # of resources. (three RTZ reports to show "formally updated" include process1 update, process1 create and process1 delete.) Need to know how many total resources. Metric to be measured for the database overall, but data made available per REI as they update on individual schedules and will have varying results.	State, REI	annual	DR
		% of resources that have the minimum number of required fields	90%	initial	RTZ Resource Directory	% of resources that contain the minimum number of all required database fields that are active. (Dawn to make	State, REI	annual	DR, LW

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		per ADRC standards				available to Gigi.) Metric to be measured for the database overall, but data made available per REI as they update on individual schedules and will have varying results.			
		% of consumers satisfied on utility of information from website		intermediate	website consumer survey to live users	ADRC of Oregon live web user survey. In response to question "Was the information you received from the site helpful", % that answers "yes" out of total responses	State	annual	KM, DR, EON
		% of consumers report that the ADRC staff person was somewhat or very knowledgeable.	85%	ultimate	Consumer satisfaction survey	Q30 "How knowledgeable was this person about what helpful resources and services?" Response aggregated "somewhat knowledgeable" + "very knowledgeable."	State & ADRC	annual	EON
		% of OC consumers will report that the ADRC staff helped them understand the service system.	80%	ultimate	Consumer satisfaction survey	Q38 "How would you rate this person on helping you understand the service system?" Response aggregated "good" + "excellent."	State & ADRC	annual	EON
Consumer Outcomes #3 #4 #5 #6 and #7									
3	**ADRC of Oregon is person-centered and directed.**	**% of Advisory Committee is made up of ADRC consumers**	45%	initial	SUA Advisory Committee member list	Number of participating consumers on ADRC Advisory Committee compared to the total number of committee members	State & ADRC	annual	NKC
		% of ADRCs meet consumer representation standards on advisory councils	80%	initial	ADRC Grant Progress Report	% of ADRCs complying with consumer representation standards on advisory councils compared to total number of ADRCs	State & ADRC	annual	NKC
		% of Options Counseling staff who have confidence that they supported consumer self-determination		intermediate	OC web survey	Question: During the past month, please rate your overall level of confidence with the following: supported consumer self-determination. Aggregated responses "high confidence" and "very high confidence"	State & ADRC	biannual	EON, SJ
		% of consumers who report that they would recommend the ADRC	90%	ultimate	Consumer satisfaction survey	Q59: "Would you recommend the ADRC to a friend or family member?" Response: total of "yes" responses.	State & ADRC	annual	EON
		% of consumers report that the ADRC person helped them explore	85%	ultimate	Consumer satisfaction	Q31: "How would you rate this person in helping you explore choices available to you?" Responses "good" and	State & ADRC	annual	EON

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		choices available to them			survey	"excellent"			
		% of consumers report that the ADRC person considered their opinions before recommending services		Ultimate	Consumer satisfaction survey	Q32 "How good of a job did this person do considering your opinions, likes & dislikes, before recommending services?" Responses "good" + "excellent"	State	Annual	EON
4	**Oregon's seniors and people with disabilities know about, utilize and trust the ADRC of Oregon.**	**% of consumers report that it would be easy to contact the ADRC again**	75%	initial	Consumer satisfaction survey	Q54 "If you needed to contact the ADRC, how easy would that be?". Responses aggregated of "somewhat easy" or "very easy" (repeat from Outcome 1)	State	Annual	EON
		% of consumers report that the ADRC website is easy to navigate		initial	Consumer satisfaction survey	Q8"How easy was it to find information on the website?" Responses aggregated "somewhat easy" or "very easy"	State	annual	EON
		% of consumers report that the ADRC website is easy to navigate		initial	website consumer survey to live users	ADRC of Oregon live web user survey. In response to question "Was the web site easy to navigate?", % that answers "yes" out of total responses.	State	annual	KM, DR, EON
		% of potential consumers polled by AARP who report knowing about the ADRC.		intermediate	AARP focus groups	Data from three focus groups for Women to Women in 2013, plus additional yet-to-be identified events. *(Note: ADRC serving Multnomah recommends cutting this indicator.)*	State	Periodic	KM
		% saturation rate of ADRC consumers per potential ADRC consumers by region		intermediate	Website utilization, Census data, NAPIS	(# of unique visitors from the first metric Outcome 4) divided by ((Census 2010 data for 60+ population per region) + (number of registered Family Caregivers per AAA reported annually in NAPIS)).	State & ADRC	monthly	KM, EON
		% annual increase in number of ADRC web hits from 2012 to 2015.		intermediate	RTZ	# of ADRC of total visits: RTZ/Google Analytics	State & ADRC	monthly	DR
		% annual increase in # of calls to 1-855-ore-ADRC		intermediate	?		state	monthly	KM
		% annual increase in #of calls to local ADRCs (includes 1-855#): RTZ data		intermediate	RTZ		?	monthly	?

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		% annual increase in repeat ADRC consumers from 2012 to 2015.		intermediate	RTZ & Google Analytics for website	• # of ADRC of unique visitors: RTZ/Google Analytics (txt file "web hits" from Gigi)	State & ADRC	monthly	DR for RTZ, KM for GA
		% annual increase in # of Medicaid eligible consumers from 2013-2015.		intermediate	RTZ	In development: Medicaid eligible checkbox in both I&A and CareTool, totals over time. May also examine APD as a referral source	State	annual	SJ
		% annual increase in # of non-Medicaid eligible consumers from 2013-2015.		intermediate	RTZ	Records minus criteria for Medicaid eligible consumers listed in above indicator	State	annual	SJ
		% of consumers who report that they would recommend the ADRC	90%	ultimate	Consumer satisfaction survey	Q59 "Would you recommend the ADRC to a friend or family member?". Total response of "yes".	State & ADRC	annual	EON
5	**ADRC of Oregon serves under-represented seniors and people with disabilities.**	**% annual increase in # of languages available on ADRC website from 2013 to 2015**		initial	ADRC website	Website translation to be rolled out with upgrade early 2014. Develop metric with available information.	State	annual	DR
		% annual increase in # of consumers who received materials from ADRC in languages other than English from 2013 to 2015		Initial		Information not currently collected in RTZ. Investigating if we can track with marketing material distribution.	State	annual	KM
		% annual increase of consumers with a primary language other than English from 2013 to 2015		Initial	RTZ	Primary language field: aggregate languages other than English (RTZ report "consumer demographic summary")	State	annual	DR?
		% annual increase in # of limited English speaking consumers from 2013 to 2015		intermediate	RTZ	English fluency field (RTZ report "consumer demographic summary" – aggregate fields" limited"+ "needs translation")	State	annual	DR?
		% of self-identified racial or ethnic minority seniors (60+)divided by # of racial or ethnic minority seniors per ADRC region		intermediate	RTZ & Census	RTZ data & Census projections by county: Ratio of self-identified racial or ethnic minority senior consumers (60+) per ADRC divided by # of racial or ethnic minority seniors (per ADRC region). Race and ethnicity measured	State	annual	DR & EON

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						separately			
		# of LGBT consumers				Data not included in RTZ; Data point is still in discussion			
		% annual increase in # of consumers in rural areas from 2013-2015		intermediate	RTZ	Data based by zipcode for all I&R/I&A calls. Rural, urban and transitional zipcodes classified by Census	State & ADRC	annual	EON & DR
6	**ADRC consumers experience streamlined access to needed benefits.**	**% annual increase in # of eligible referrals from ADRC to Medicaid screeners**		intermediate	Medicaid Screening pilot	• In Medicaid Screening pilot with two sites, Medicaid screening calls will be pulled for three months prior to pilot start date (April, May, June 2013). Data will include consumer name, DOB and whether or not they resulted as Medicaid eligible. Consumers will be matched to ADRC data in RTZ to see who was referred by ADRC. • Desk audit conducted by I&A staff on the appropriateness of consumers sent to Medicaid screeners. A random sample will be pulled by SUA every 3 months from RTZ data. I&A staff will review selected calls in OACCESS and delineate if the consumer did not call, called and were ineligible, or called and were not eligible. I&A staff will record how long consumer went from time of ADRC contact to being enrolled in Medicaid, if eligible.	State	Quarterly	NKC, SJ, EON
		% of eligible consumers report choosing and obtaining specific services	80%	ultimate	Consumer satisfaction survey	Q40: "Did these decisions (from Q39) result in you receiving services or benefits?". Response: "yes".	State	annual	EON
		% of those receiving services reported receiving assistance from ADRC staff		ultimate	Consumer satisfaction survey	Q41: "Did the person from the ADRC help you complete paperwork need to get services or benefits". Response: "yes". Respondents: of those who reported receiving government services.	State	annual	EON
		% of those receiving services report services were timely		ultimate	Consumer satisfaction survey	There are multiple questions listed and we could report on the service most often sited – getting benefits or financial assistance. Response "right away" + "had to wait but it was reasonable." Need SPSS data to complete.	State	annual	EON

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7	**ADRC of Oregon contributes to an improved quality of life for consumers.**	**% of OC consumers will report living in the place they most desire as a result of ADRC information**	70%	ultimate	Consumer satisfaction survey	Q45: "The services or information have allowed me to live in the place I most desire." Responses aggregated of "agree" and "strongly agree"	State	annual	EON
		% of OC consumers report making the most of their personal money and resources as result of ADRC services and information	70%	ultimate	Consumer satisfaction survey	Q50A: "The services and information received have helped make the most of personal money and resources." Responses aggregated "agree" or "strongly agree"	State	annual	EON
		% of OC consumers who report greater independence as a result of ADRC services		ultimate	Consumer satisfaction survey	Q48: "I believe I am more independent as a result of the information and services I received." Responses aggregated of "agree" and "strongly agree"	State	annual	EON
		% of OC consumers who report having enough support to meet their needs and preferences because of the ADRC	80%	ultimate	Consumer satisfaction survey	Q48: "I am receiving enough support to meet my needs & preferences." Responses aggregated of "agree" and "strongly agree"	State	annual	EON
		# days in the community from point of contact with ADRC forward		ultimate		We remain interested in this metric, but need further guidance from ACL about how to measure.			
Capacity Outcomes #8 and #9									
8	**State & local partners that serve seniors and people with disabilities work efficiently, cohesively and with minimal overlap.**	**% of sites have formal agreements with all required local ADRC partners**	100%	initial	ADRC Grant Progress Rpt		State & ADRC	annual	NKC
		% of sites with formal referral protocols with all required entities	100%	initial	ADRC Grant Progress Rpt		State & ADRC	annual	NKC
		% of sites with formal provider agreement with all required entities	100%	initial	ADRC Grant Progress Rpt		State & ADRC	annual	NKC
		% of ADRC sites have implemented cross training procedures	75%	initial	ADRC Grant Progress Rpt		State & ADRC	annual	NKC
		% annual decrease in # of non-eligible Medicaid clients being referred to Medicaid screeners from ADRC staff	10%	Ultimate	Medicaid screening pilot	*(Note: reverse of Outcome 6, indicator 1)* • In Medicaid Screening pilot with two sites, Medicaid screening calls will be pulled for three months prior to pilot start date (April, May, June 2013). Data will include consumer name, DOB and whether or not	State, from pilot sites	quarterly	NKC & EON

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						they resulted as Medicaid eligible. Consumers will be matched to ADRC data in RTZ to see who was referred by ADRC. • Desk audit conducted by I&A staff on the appropriateness of consumers sent to Medicaid screeners. A random sample will be pulled by SUA every 3 months from RTZ data. I&A staff will review selected calls in OACCESS and delineate if the consumer did not call, called and were ineligible, or called and were not eligible. I&A staff will record how long consumer went from time of ADRC contact to being enrolled in Medicaid, if eligible.			
		% annual increase in the number of non-eligible Medicaid clients warm transferred to the ADRC from Medicaid screeners		ultimate	Medicaid pilot, RTZ	• # of APD referrals to ADRC recorded in pilot project of Clackamas & Washington counties • # of RTZ callers that report "APD" as their referral source	State, from pilot sites	quarterly	NKC & EON
		% of consumers report receiving all or some of the information they needed		ultimate	Consumer satisfaction survey	Q14: At least 55% of consumers report receiving "all" of the information they needed; At least 35% report receiving "some" of the info they needed	State, ADRC	annual	EON
9	**Funding for the ADRC is diverse, sufficient and sustainable.**	**% of ADRC sites have financial plans detailing sustainability**	100%	initial	ADRC Grant Progress Rpt		State	annual	NKC
		% of ADRC sites have a completed ADRC business model	100%	initial	ADRC Grant Progress Rpt		State	annual	NKC

NOTES:

- Sections highlighted in grey for ease of reading only. Text in **red** is in development.
- Target population to be discussed further, but includes older adults, people with physical, intellectual, and developmental disabilities of all ages, and family caregivers within Oregon.
- Legend for Key Persons indicates SUA staff responsible for defining and collecting: EON Elizabeth O'Neill, SJ Suanne Jackson; DR Dawn Rustrum; KM Kristi Murphy; CK Chelas Kronenberg; LW Lori Watt; NKC Nakeshia Knight-Coyle

FOR MORE INFORMATION: Regarding the ADRC of Oregon Evaluation Framework, please contact Elizabeth O'Neill, State Unit on Aging Research & Evaluation at 971-302-0098 or Elizabeth.a.ONeill@state.or.us. For general information about the ADRC of Oregon, please visit us at www.ADRCofOregon.org or contact Nakeshia Knight-Coyle, State Unit on Aging Grant Manager at 503-373-1760 or Nakeshia.Knight-Coyle@state.or.us. Thank you!