**Average Reported ADRC Outcomes March 2005 – March 2006**
**ADRC Pilot Sites**
**October 2006**

To prepare the following tables, the ADRC Technical Assistance Exchange staff analyzed data that ADRC grantees reported about staffing, budget, contacts, types of assistance provided, long term outcomes, and consumer satisfaction in Spring 2005, Fall 2005 and Spring 2006 using the on-line Semi-annual Reporting Tool (SART). Grantees report these data at the pilot site level. The tables present the average and median values reported in each reporting period for selected data elements across pilot sites. For each data element, the following three values are presented:

**1) Average Response –** the average was calculated by dividing the sum of pilot site responses by the total number of grantees who responded.

**2) Median Response –** the median is the response value that would be in the middle if all the grantee responses were placed in rank order.

NOTE: Averages and medians are presented for different groups of pilot sites as outlined below:

**Rural and Non-rural Groups -** averages and medians were calculated separately for rural pilot sites and non-rural pilot sites (those serving urban, suburban or combination areas) for the following data elements: Population, # FTE, Budget, Contacts per Month, and Contacts per Month per 1000 Residents. Both sets of averages and medians are included in the tables.
**ADRC Clients Only and Whole Service Area Groups –** averages and medians were calculated separately for grantees that reported data for ADRC clients only and those that reported data from their whole service area for the four data elements under Long Term Outcomes. Both sets of averages and medians are included in the tables under Long Term Outcomes.

Averages and medians in all the percentages fields were calculated using data reported by all grantees.

**3) Number Grantees Reporting -** the number of pilot sites in this group (e.g. rural or non-rural) that reported this data element and were included in the average.

## *Data Elements*

**Population in Service Area –** the value reported in the Pilot Sites section of the SART, or population from the U.S. Census Bureau for counties in service area.

**Total # FTE –** the sum of the full-time equivalent employees reported across all job categories in the Pilot Sites Staffing section of the SART.

**Total Annual Operating Budget –** the Annual Operating Budget as reported in the Pilot Sites section of the SART. In some cases where Annual Operating Budget was not reported, the sum of the values reported across the different funding sources appears.

**$ Budgeted per Year per Resident in Service Area –** the Annual Operating Budget reported, divided by the population in the service area.

**Total # Contacts per Month –** the Total # of Contacts made to the ADRC reported in the Basic Outcomes section of the SART, divided by the number of months over which grantees collected the data reported.

**Total # Contacts per Month per 1000 Residents** - the Total # of Contacts per Month, divided by every 1000 residents in the service area (population/1000).

**New Contacts as Percent of Total Contacts –** the total # of New contacts reported in the Basic Outcomes section of the SART (contacts by individuals who have never contacted the ADRC before), divided by Total Contacts.

**Repeat Contacts as Percent of Total Contacts** - the total # of Repeat contacts reported in the Basic Outcomes section of the SART (contacts by individuals who have contacted the ADRC before), divided by Total Contacts.

**Unknown (New or Repeat) Contacts as Percent of Total Contacts –** the remainder of contacts that grantees could not identify as New or Repeat, divided by Total Contacts.

**Contacts Over Aged 60 as Percent of Total Contacts –** the sum of all contacts reported as aged 60 or over in the Consumer and Caregiver sections of the SART, divided by Total Contacts.

**Contacts Under Aged 60 as Percent of Total Contacts -** the sum of all contacts reported as under aged 60 in the Consumer and Caregiver sections of the SART, divided by Total Contacts.

**Contacts of Unknown Age as Percent of Total Contacts -** the remainder of contacts that grantees could not report in any age category, divided by Total Contacts.

**Contacts Receiving "Information Only" as Percent of Total Contacts –** the sum of all contacts reported as receiving "information only" in the Types of Assistance section of the SART, divided by the sum of all contacts reported as receiving "information only" or "referral."

**Contacts Receiving "Referral" as Percent of Total Contacts –** the sum of all contacts reported as receiving a "referral" in the Types of Assistance section of the SART, divided by the sum of all contacts reported as receiving "information only" or "referral."

**Contacts "Noted for Follow-up" as Percent of Total Contacts -** the number of contacts reported as having been "noted for follow-up" in the Types of Assistance section of the SART, divided by the sum of all contacts reported as receiving "information only" or "referral."

**Contacts "Needing Brief or Short-term Services" as Percent of Total Contacts -** the number of contacts reported as having received "Short-Term Case Management" in the Types of Assistance section of the SART, divided by the sum of all contacts reported as receiving "information only" or "referral."

**# LOC Determinations Per Month Per 1000 Residents –** the sum derived by adding together the LOCs reported by setting or the LOCs reported by reason, divided by every 1000 residents in service area (population/1000). In cases where the sum of LOCs reported by setting did not match the sum of LOCs reported by reason, the larger sum was used as the numerator.

**# Financial Eligibility Determinations Per Month Per 1000 Residents -** the number of financial eligibility determinations made reported in the Long Term Outcomes section of the SART, divided by every 1000 residents in service area (population/1000).

**Average Monthly HCBS Waiver Enrollment Per 1000 Residents -** the number reported as Average Monthly HCBS Waiver Enrollment in the Long Term Outcomes section of the SART, divided by every 1000 residents in service area (population/1000).

**Average Monthly Institutional Care Use Per 1000 Residents -** the number reported as Average Monthly Institutional Care Use in the Long Term Outcomes section of the SART, divided by every 1000 residents in service area (population/1000).

**Average Monthly Other LTC Program Enrollment Per 1000 Residents -** the number reported as Average Monthly Enrollment in Other LTC Programs in the Long Term Outcomes section of the SART, divided by every 1000 residents in service area (population/1000).

**# Consumer Satisfaction Surveys Distributed per Month –** the number of consumer satisfaction surveys distributed in the reporting period as reported in the Consumer Satisfaction section of the SART, divided by the number of months in the reporting period.

**Response Rate –** the number of consumer satisfaction surveys returned, divided by the number of consumer satisfaction surveys distributed.

# Total Averages

| ALL GRANTEES REPORTING | | Population | Staffing and Budget | | | Total Contacts and New/Repeat Contacts | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Population in Service Area | Total # Full Time Equivalents | Total Annual Operating Budget | $ Budgeted per Year per Resident in Service Area | Total # Contacts per Month | Total # Contacts per Month per 1000 Residents | New Contacts as Percent of Total Contacts | Repeat Contacts as Percent of Total Contacts | Unknown (New or Repeat) Contacts as Percent of Total Contacts |
| Spring 2006 | Non-Rural Average | 1,232,092 | 19.00 | $5,542,481.37 | $5.14 | 2025.93 | 2.17 | 55.71% | 32.98% | 11.31% |
| | Non-Rural Median | 960,672 | 12.00 | $1,787,493.00 | $1.85 | 1687 | 1.54 | 50.00% | 23.93% | 0.00% |
| | Number of Grantees Reporting | 40 | 20 | 16 | 16 | 20 | 20 | 33 | 33 | 33 |
| | Rural Average | 150,384 | 8.55 | $1,399,129.15 | $9.77 | 360.35 | 3.51 | 55.71% | 32.98% | 11.31% |
| | Rural Median | 111,175 | 6.00 | $221,534.50 | $5.27 | 300.25 | 2.00 | 50.00% | 23.93% | 0.00% |
| | Number of Grantees Reporting | 63 | 29 | 20 | 20 | 22 | 22 | 33 | 33 | 33 |

| ALL GRANTEES REPORTING | | Contacts by Age Group | | | Types of Assistances | | | | Consumer Satisfaction | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Contacts Over Aged 60 as Percent of Total Contacts | Contacts Under Aged 60 as Percent of Total Contacts | Contacts of Unknown Age as Percent of Total Contacts | Contacts Receiving "Information Only" as Percent of Total Contacts | Contacts Receiving "Referral" as Percent of Total Contacts | Contacts "Noted for Follow-up" as Percent of Total Contacts | Contacts "Needing Brief or Short-term Services" as Percent of Total Contacts | # Consumer Satisfaction Surveys Distributed per Month | Response Rate |
| Spring 2006 | Non-Rural Average | 66.48% | 21.11% | 12.41% | 58.23% | 40.12% | 7.86% | 10.16% | 40.59 | 54.52% |
| | Non-Rural Median | 64.81% | 11.86% | 6.71% | 58.94% | 37.30% | 7.15% | 5.72% | 21.83 | 48.00% |
| | Number of Grantees Reporting | 30 | 30 | 30 | 37 | 37 | 16 | 22 | 31 | 26 |
| | Rural Average | 66.48% | 21.11% | 12.41% | 58.23% | 40.12% | 7.86% | 10.16% | 40.59 | 54.52% |
| | Rural Median | 64.81% | 11.86% | 6.71% | 58.94% | 37.30% | 7.15% | 5.72% | 21.83 | 48.00% |
| | Number of Grantees Reporting | 30 | 30 | 0.3 | 37 | 37 | 16 | 22 | 31 | 26 |

# Total Averages

| ALL GRANTEES REPORTING | | Population | Staffing and Budget | | | Total Contacts and New/Repeat Contacts | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Population in Service Area | Total # Full Time Equivalents | Total Annual Operating Budget | $ Budgeted per Year per Resident in Service Area | Total # Contacts per Month | Total # Contacts per Month per 1000 Residents | New Contacts as Percent of Total Contacts | Repeat Contacts as Percent of Total Contacts | Unknown (New or Repeat) Contacts as Percent of Total Contacts |
| Fall 2005 | Non-Rural Average | 1,307,466 | 24.31 | $7,094,480.30 | $16.06 | 2367.17 | 2.02 | Not Available | Not Available | Not Available |
| | Non-Rural Median | 1,024,160 | 21.38 | $3,077,770.00 | $7.77 | 1684.86 | 1.23 | Not Available | Not Available | Not Available |
| | Number of Grantees Reporting | 26 | 14 | 13 | 13 | 16 | 16 | Not Available | Not Available | Not Available |
| | Rural Average | 116,410 | 7.28 | $1,418,798.00 | $10.20 | 237.76 | 2.66 | Not Available | Not Available | Not Available |
| | Rural Median | 82,887 | 6.00 | $202,912.50 | $5.69 | 268 | 2.06 | Not Available | Not Available | Not Available |
| | Number of Grantees Reporting | 41 | 25 | 20 | 20 | 17 | 17 | Not Available | Not Available | Not Available |

| ALL GRANTEES REPORTING | | Contacts by Age Group | | | Types of Assistances | | | | Consumer Satisfaction | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Contacts Over Aged 60 as Percent of Total Contacts | Contacts Under Aged 60 as Percent of Total Contacts | Contacts of Unknown Age as Percent of Total Contacts | Contacts Receiving "Information Only" as Percent of Total Contacts | Contacts Receiving "Referral" as Percent of Total Contacts | Contacts "Noted for Follow-up" as Percent of Total Contacts | Contacts "Needing Brief or Short-term Services" as Percent of Total Contacts | # Consumer Satisfaction Surveys Distributed per Month | Response Rate |
| Fall 2005 | Non-Rural Average | 60.38% | 8.80% | 30.82% | 43.45% | 56.55% | 6.27% | 3.98% | 59.72 | 53.33% |
| | Non-Rural Median | 59.39% | 8.97% | 33.82% | 45.01% | 54.99% | 3.36% | 1.00% | 19.08 | 46.00% |
| | Number of Grantees Reporting | 20 | 20 | 20 | 28 | 28 | 18 | 18 | 26 | 21 |
| | Rural Average | 60.38% | 8.80% | 30.82% | 43.45% | 56.55% | 6.27% | 3.98% | 59.72 | 53.33% |
| | Rural Median | 59.39% | 8.97% | 33.82% | 45.01% | 54.99% | 3.36% | 1.00% | 19.08 | 46.00% |
| | Number of Grantees Reporting | 20 | 20 | 20 | 28 | 28 | 18 | 18 | 26 | 21 |

# Total Averages

| | | Population | Staffing and Budget | | | Total Contacts and New/Repeat Contacts | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| ALL GRANTEES REPORTING | | Population in Service Area | Total # Full Time Equivalents | Total Annual Operating Budget | $ Budgeted per Year per Resident in Service Area | Total # Contacts per Month | Total # Contacts per Month per 1000 Residents | New Contacts as Percent of Total Contacts | Repeat Contacts as Percent of Total Contacts | Unknown (New or Repeat) Contacts as Percent of Total Contacts |
| Spring 2005 | Non-Rural Average | 1,307,466 | 19.5 | Not Asked | Not Asked | 2328.92 | 2.02 | Not Available | Not Available | Not Available |
| | Non-Rural Median | 1,024,160 | 22.00 | Not Asked | Not Asked | 921.17 | 0.78 | Not Available | Not Available | Not Available |
| | Number of Grantees Reporting | 26 | 6 | Not Asked | Not Asked | 10 | 10 | Not Available | Not Available | Not Available |
| | Rural Average | 116,410 | 11.00 | Not Asked | Not Asked | 190.53 | 2.37 | Not Available | Not Available | Not Available |
| | Rural Median | 82,887 | 6.00 | Not Asked | Not Asked | 197.69 | 1.49 | Not Available | Not Available | Not Available |
| | Number of Grantees Reporting | 41 | 16 | Not Asked | Not Asked | 8 | 8 | Not Available | Not Available | Not Available |

| | | Contacts by Age Group | | | Types of Assistances | | | | Consumer Satisfaction | |
|---|---|---|---|---|---|---|---|---|---|---|
| ALL GRANTEES REPORTING | | Contacts Over Aged 60 as Percent of Total Contacts | Contacts Under Aged 60 as Percent of Total Contacts | Contacts of Unknown Age as Percent of Total Contacts | Contacts Receiving "Information Only" as Percent of Total Contacts | Contacts Receiving "Referral" as Percent of Total Contacts | Contacts "Noted for Follow-up" as Percent of Total Contacts | Contacts "Needing Brief or Short-term Services" as Percent of Total Contacts | # Consumer Satisfaction Surveys Distributed per Month | Response Rate |
| Spring 2005 | Non-Rural Average | 72.90% | 13.12% | 13.98% | 37.33% | 67.67% | 11.20% | 20.36% | 43.59 | 46.44% |
| | Non-Rural Median | 82.90% | 2.62% | 13.15% | 36.85% | 63.15% | 3.09% | 1.59% | 10.08 | 28.00% |
| | Number of Grantees Reporting | 18 | 18 | 18 | 20 | 20 | 15 | 14 | 10 | 9 |
| | Rural Average | 72.90% | 13.12% | 13.98% | 37.33% | 67.67% | 11.20% | 20.36% | 43.59 | 46.44% |
| | Rural Median | 82.90% | 2.62% | 13.15% | 36.85% | 63.15% | 3.09% | 1.59% | 10.08 | 28.00% |
| | Number of Grantees Reporting | 18 | 18 | 18 | 20 | 20 | 15 | 14 | 10 | 9 |

# Long Term Averages

| | | Long Term Outcomes | | | | |
|---|---|---|---|---|---|---|
| ALL GRANTEES REPORTING | | # LOC Determinations Per Month Per 1000 Residents | # Financial Eligibility Determinations Per Month Per 1000 Residents | Average Monthly HCBS Waiver Enrollment Per 1000 Residents | Average Monthly Institutional Care Use Per 1000 Residents | Average Monthly Other LTC Program Enrollment Per 1000 Residents |
| Spring 2006 | Whole Service Area Average | 0.67 | 0.28 | 2.10 | 3.63 | 16.77 |
| | Whole Service Area Median | 0.57 | 0.22 | 1.13 | 3.99 | 8.37 |
| | Number Reporting | 8 | 6 | 10 | 9 | 11 |
| | ADRC Clients Only Average | 0.19 | Not Available | Not Available | Not Available | Not Available |
| | ADRC Clients Only Median | 0.07 | Not Available | Not Available | Not Available | Not Available |
| | Number Reporting | 7 | Not Available | Not Available | Not Available | Not Available |
| Fall 2005 | Whole Service Area Average | 0.60 | Not Available | 1.29 | 4.75 | 7.93 |
| | Whole Service Area Median | 0.51 | Not Available | 1.09 | 4.32 | 7.73 |
| | Number Reporting | 8 | Not Available | 10 | 8 | 8 |
| | ADRC Clients Only Average | Not Available | Not Available | Not Available | Not Available | Not Available |
| | ADRC Clients Only Median | Not Available | Not Available | Not Available | Not Available | Not Available |
| | Number Reporting | Not Available | Not Available | Not Available | Not Available | Not Available |
| Spring 2005 | Whole Service Area Average | Not Available | Not Available | Not Available | Not Available | Not Available |
| | Whole Service Area Median | Not Available | Not Available | Not Available | Not Available | Not Available |
| | Number Reporting | Not Available | Not Available | Not Available | Not Available | Not Available |
| | ADRC Clients Only Average | Not Available | Not Available | Not Available | Not Available | Not Available |
| | ADRC Clients Only Median | Not Available | Not Available | Not Available | Not Available | Not Available |
| | Number Reporting | Not Available | Not Available | Not Available | Not Available | Not Available |