



ADRC Data Workshop

August 17, 2023

Housekeeping

- This webinar is being recorded
- Participants are muted during the presentation
- Closed Captioning is available
 - Access by clicking the icon at the bottom of your Zoom screen
- Share your questions and comments via chat during the presentation
- Please email [**ARDC@aging.ca.gov**](mailto:ARDC@aging.ca.gov) to request a copy of the recording of the presentation

Agenda

- Data Collection FY23-24
- Service Data Report Updates
 - Questions/Feedback
- Consumer Experience Survey
 - Questions/Feedback



Why Collect Data?

- Demonstrate value of ADRCs in California
- Identify community needs and populations we serve
- Show consumer outcomes
- Data drives action

FY 23-24 Data Collection and Reporting

- Designated ADRCs
 - Service Data Reports (quarterly, cumulative)
 - Consumer Experience Survey (annual)
- Emerging ADRCs
 - Work Plan updates (quarterly)
 - Consumer Experience Survey (optional participation)



FY 23-24 Service Data Report

Overview of Adjustments

Data Collection Update

- FY 23-24: Data Elements Collected
 - Addition:
 - # consumers served for Options Counseling
 - # consumers served for Short-Term Service Coordination
 - Updated Outreach and Enrollment – now two sections, not linked together as one.
- Updated Instructions
- Coming soon: Data Dictionary



FY 23-24 Service Data Report Enhancements

- Form is now online
 - Accessible
 - One form submission per ADRC

Enhancements to Instructions (CDA 7029i)

- Please read CDA 7029i for the full set of instructions to complete CDA 7029
- Updates to Instructions
 - Additional guidance added for some data elements



Online Service Data Report Update

Sample of CDA 7029 Data Report

CALIFORNIA DEPARTMENT OF AGING
ADRC

* Required

1. Please enter your ADRC Partnership Name *

2. Data Reporter Name *

3. Data Reporter Email Address *

4. Please list the names of each reporting ADRC Core Partner

5. Please list the names of each reporting Extended Partner

- Exports results to Excel for analysis
- Accessible Form
 - Form colors meet contrast requirement for both text and background
 - Screen Reader
 - Keyboard Navigation
- Additional Form Questions and Instructions
- Email ADRC@aging.ca.gov for a copy of your report

Review of FY 23-24 Data Reports

- Follow up with ADRCs to confirm data received and to gain better understanding of information
- Identified trends regarding the data collected will be shared with ADRC partners and leadership

Comments and Questions?

- Please use “Raise Hand” or chat your questions.





ADRC Consumer Experience Survey

About the ADRC Consumer Experience Survey

- Why
- Development
- Survey Information
- Questions/Comments

Why have an ADRC Consumer Experience Survey for California's ADRCs?

- Support local efforts to gather feedback
- Understand how ADRCs are creating positive outcomes for individuals
- Measure impact in helping an individual improve or maintain their choices of independence
- Identify community needs
- Consistency across California's ADRCs



Survey Development

- **FY 2020-21:** Draft developed with ADRC Advisory Committee Data and Outcomes Work Group
- **Fall, 2021:** Draft was submitted to ADRCs for comments and feedback
- **March/April 2022:** Alpha/pilot test with three ADRCs (Nevada, Riverside, and Ventura)
- **Summer, 2022:** Survey fine-tuning, reviewed again with Data and Outcomes Work Group and CDA leadership
- **Fall, 2022:** Beta test with Designated ADRCs (Emerging ADRCs optional)
- **July 1, 2023 – June 30, 2024:** Survey implementation with Designated ADRCs



Survey Parameters

- Simple nine question survey
- Written in plain language and focused on person centricity
- Survey sample size: *random sampling*
 - Minimum 50, but can be as large as ADRC determines, over the fiscal year.
- Survey delivery: ADRC choice
 - Paper and phone templates provided

Survey Best Practices

- Administer to consumers whose cases are at least 30 days old and one follow up has been made.
- Some suggested best practices are:
 - Tell the consumers what the survey is; explain that the information helps ADRC partners and ADRC Bureau understand how the No Wrong Door system is working for Californians
 - Confidential and anonymous, not collecting any confidential information
 - If the consumer wishes to be contacted, the local ADRC partners will follow up.

Next Steps

- Designated ADRC will receive an email with the survey package
- Word document surveys in 15 threshold languages
- Phone interview template

Survey Period and Data Submission

- Now through June 30, 2024
- Submit data by July 31, 2024 via Excel spreadsheet



Questions?

- Thank you for helping ADRCs demonstrate the positive impacts made in the lives of consumers.
- Questions or comments?
- Please email ADRC@aging.ca.gov with any questions.