



Introducing...  
**Aging & Disabilities CRC –  
 Serving Mecklenburg County**

**EVALUATION RESULTS**

**EVALUATION SPECIFICATIONS**

**Type:** In person

**Date:** May 13, 2009

**Population:** Participants, Vendors, Workshop Facilitators, and Keynote Speaker

**Survey Population:** 69 completed evaluations

**Response Rate:** 39% (69 out of 178 participants)

**EVALUATION RESULTS**

The evaluation was designed to determine the respondents' level of satisfaction with the 2009 Annual Conference. Based on the survey results, 91% of the participants felt that the conference content was pertinent to their educational needs and expectations. (based on those participants who answered strongly agree and agree). 22% of the participants felt that there was not enough time for discussion. This was the lowest customer service rating of all of the questions.

**General Questions:**

<b>Customer Service Statements</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
The conference content was pertinent to my educational needs and expectations.	33%	58%	9%	0%	0%
The conference was presented in an impartial and unbiased manner.	42%	50%	8%	0%	0%
The conference content achieved the stated objectives.	31%	62%	8%	0%	0%
In general, sufficient time was provided for discussion.	15%	49%	13%	22%	0%
The conference updated my knowledge on the subject matter.	45%	52%	3%	0%	0%
The conference registration process was user-friendly.	52%	42%	5%	0%	2%
The physical environment was satisfactory.	36%	52%	8%	5%	2%

**Speaker/Faculty**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>Keynote Speaker: Glenn Landers</b> <ul style="list-style-type: none"> <li>Understand what an ADRC is and how it applies to service providers and consumers</li> <li>Understand how a healthy collaborative works with other agencies</li> </ul>	31%	57%	9%	3%	0%
<b>Lunch Panel – Sue Hancharik, Julia Sain, Debora Sparks, Gayla Woody</b> <ul style="list-style-type: none"> <li>Understand the functions of each of the lead agencies in Aging &amp; Disabilities CRC</li> </ul>	31%	59%	10%	0%	0%

**Workshops:**

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
<b>From Paper to Practice: Implementing Person-Centered Concepts</b> <ul style="list-style-type: none"> <li>Gain insight on how to incorporate person-centered concepts into the delivery system for long term service and support.</li> <li>Understand person-centered thinking, planning, and organizational concepts</li> </ul>	58%	38%	4%	0%	0%
<b>Just 1 Call</b> <ul style="list-style-type: none"> <li>Understand how Just 1 Call system can help the consumer gain access to the services and information they need.</li> </ul>	36%	64%	0%	0%	0%
<b>Disability Etiquette: Do I Open the Door for Someone in a Wheelchair?</b> <ul style="list-style-type: none"> <li>Gain a better understanding of the do's and don'ts related to disability etiquette.</li> </ul>	17%	83%	0%	0%	0%
<b>Navigating through Benefits</b> <ul style="list-style-type: none"> <li>Understand the benefits offered through Social Security Administration (SSA), Senior's Health Insurance Information Program (SHIIP), and Veterans Services.</li> </ul>	73%	18%	6%	0%	3%

<b>CRC 101 for Providers/Lessons Learned</b> <ul style="list-style-type: none"> <li>Gain insight into how and why to become a partner of the Aging &amp; Disabilities CRC in Charlotte-Mecklenburg.</li> <li>Understand best practices of similar initiatives in Georgia</li> </ul>	29%	56%	5%	7%	2%
<b>CRC 101 for Consumers</b> <ul style="list-style-type: none"> <li>Understand how the CRC initiative could positively impact the quality of life for consumers and access to resources/services.</li> <li>Gain insight into how consumer information will be handled by different agencies</li> </ul>	46%	50%	5%	0%	0%
<b>The Aging Network</b> <ul style="list-style-type: none"> <li>Gain a better understanding of various aging services and how different programs are funded.</li> <li>Learn about the history of the Older Americans Act, as well as the latest trends in aging. .</li> </ul>	54%	38%	0%	8%	0%

**ZIP Code:**

ZIP Code	Number	Percentage
27401	1	1%
27406	1	1%
28012	1	1%
28037	2	3%
28056	2	3%
28078	2	3%
28079	1	1%
28086	1	1%
28105	1	1%
28124	2	3%
28134	1	1%
28173	1	1%
28205	1	1%
28207	1	1%
28210	1	1%
<b>28211</b>	<b>9</b>	<b>13%</b>
28212	1	1%
28213	1	1%
28214	2	3%

28215	2	3%
28216	3	4%
28217	1	1%
28226	6	9%
28227	3	4%
28262	1	1%
28269	2	3%
28270	3	4%
28273	1	1%
28277	3	4%
28278	1	1%
TOTAL	59	100%

**Age:**

Age	Number	Percentage
49 or younger	21	32%
<b>50 - 59</b>	<b>30</b>	<b>46%</b>
60-69	10	15%
70-79	3	5%
80 and older	1	2%
TOTAL	65	100%

**Gender:**

Gender	Number	Percentage
Male	9	14%
<b>Female</b>	<b>57</b>	<b>86%</b>
TOTAL	66	100%

**FUTURE TOPICS**

ALZHEIMERS AND DEMETIA
BENEFITS WAS GREAT
CAREGIVER SUPPORT, RESPITE FOR NCCRC INVOLVEMENT
HOW THE DECLINE IN THE ECONOMY IS AFFECTING SENIOR SERVICES BEING BRANDED IN THE COMMUNITY
HOW TO ORGANIZE AND IMPLEMENT PROGRAMS TO BENEFIT SENIORS AND/OR DISABLED PEOPLE.
I WOULD AT LEAST LIKE AN UPDATE ON THE PROCESS OF CRC
LGBT ISSUES SURROUNDING AGING
MEDIAID, MEDICARE & HOSPICE BENEFITS, HOW THE THREE INTERACT
MORE TIME IS NEEDED FOR NAVIGATING THROUGH BENEFITS. INFORMATION IN THAT PRESENTATION IS VERY IMPORTANT & THERE ARE A LOT OF QUESTIONS

PRESCRIPTION COST FOR THE ELDERLY QUALITY OF LIFE VERSUS QUANTITY OF LIFE
PROCESS OF CRC IN NORTH CAROLINA
SENIORS: MANAGING HEALTHCARE SYSTEMS EFFECTIVELY. SENIORS; AFFORDING PRESCRIPTION MEDICATION ON A BUDGET. HOW DEPRESSION AFFECTS SENIOR MENTAL & PHYSICAL HEALTH
VIRTUAL EXPERIENCE OF ACCESSORY SERVICES
<b>ADDITIONAL COMMENTS</b>
CONFERENCE WAS AN OVERALL GOOD PRESENTATION OF GENERAL MATERIAL. IT WOULD BE BENEFICIAL TO HAVE IN DEPTH CONVERSATION ABOUT PROBLEMS THAT PERSIST IN THE CURRENT SYSTEMS (SSA, DIABILITY, PROCESS, ACCESSING SERVICINGS). H
GREAT EVENT - MY ONLY SUGGESTION IS TO CLARIFY THE TIERS BETTER & CLARIFY THE "NETWORK" EFFECT MORE - OR THE "CONCEPT" MORE.VERY WELL PUT TOGETHER EVENT. THANK YOU. STAFF WERE GREAT FROM PARKING TO GREAT!! ERIC YOUNG (COA)
HAVE A LIST OF WHAT AGENCY OF THE EXHIBORS IS ON WOULD HELP. ALSO IF WE ARE GOING TO HAVE AN EXHIBITOR TO INITIAL THE CARD MAKE SURE SOMEONE IS AT THE TABLE TO SIGN.
HOSPITALITY WAS VERY PRESENT. AS INEXPERIENCES AS I AM, WAS TREATED WITH RESPECT & AS A CONTRIBUTOR
I HOPE ABBY IS OK!
I WOULD LIKE TO SEE A FLOW CHART OR DIAGRAM OF SERVICE AGENCIES FOR OLDER ADULTS WHETHER PUBLIC, PRIVATE OR NONPROFIT WITH ALL THEIR FUNDING SOURCES AND WHAT % OF THEIR FUNDING COME FROM EACH SOURCE. IT SHOULD BE OUT ON COA OR AAA WEBSITE OR BOTH
IN AFTERNOON SESSION #1 I IN MAIN MEETING ROOM VERY DISTRACTING TO ME. STAFF MEMBERS SURVEYING AROUND TABLES. ALSO DISTRACTING TO HAVE EXHIBITORS RIGHT NEXT DOOR DUE TO NOISE LEVEL. WOULD BE BETTER TO HAVE DOOR TO PREVENT NOISE. NOT ENOUGH TIME TO ASK QUESTIONS OF THE SPEAKERS (ESPECIALLY ON WORKSHOPS FOR BENEFITS). XXXX THE AMPLE PARKING AVAILABLE. ALSO DISTRACTING FOR INDIVIDUALS ENTERING/EXITING HALL – DOOR SLAMMING CONSTANTLY – PERHAPS NEXT YEAR – INSTRUCT PEOPLE TO HOLD DOOR
IT WAS EDUCATIONAL FOR ME. GREAT NETWORKING & LOTS OF INFORMATION - NEW AND OLD
IT WAS GREAT!! INFORMATION WAS INFORMATIVE
IT WOULD HAVE BEEN GOOD TO SPEAK MORE SPECIFICALLY ABOUT NC CRC: WHERE ARE WE IN THE PROCESS, WHEN IS THE ANTICIPATED START DATE
LUNCH WAS GOOD
MORE WOMENS BATHROOMS
NAVIGATING BENEFITS - VERY KNOWLEDGEABLE WISH THEH HAD MORE TIME
NEED ADDITIONAL RESTROOMS ESPECIALLY FOR WOMEN. LUNCH WAS GREAT FOOD. SUGGEST HAVING SEPARATE TABLE FOR DESSERTS, DESERTS ALREADY SLICED FOR THE PARTICIPANTS. GLENN LANDERS - POOR AUDIOVISUAL. TO SMALL AND TOO BUSY. SPEAKER READ FROM SLIDES
NEED MORE RESTROOM FACILITES FOR WOMEN. THERE WERE ONLY THREE STALLS, AND THE DOOR LOCK WAS BROKEN ON ONE OF THEM
ONCE AGAIN, THE VOLUME OF THE PRESENTATION THAT CARRIED OVER TO THE EXHIBITOR ROOM DOWNSTAIRS WAS INTOLERABLE. WOULD NOT RECOMMEND THIS LOCATION FOR FUTURE CONFERENCES. VERY DISTRACTING
PLEASE USE PAPER HOT & COLD CUPS - BE GREEN. HAVE A MEAL WITH ONLY CARBOHYDRATES & AS YOU PREPARE A MENU BE MINDUFL OF WHAT IS A HEALTHY MEAL
STAFF; HELPFUL & COURTEOUS, WELL-INFORMED. PACKETS - GOOD. GOOD VARIETY OF EXHIBITORS. LUNCH VERY GOOD - COULD HAVE USED A SECOND LINE. GOOD TO HAVE BOTH PROVIDERS AND CONSUMERS PRESENT. GOOD TO SEE ELECTED OFFICIAL HERE
THANK YOU
THANK YOU FOR HOSTING THIS CONFERENCE. I GAINED A LOT OF INFORMATION AND MADE SOME GREAT CONNECTIONS!
THE KEYNOTE SPEAKER'S DISCUSSION SEEMED TO BE GEARED TOWARD A DIFFERENT AUDIENCE RATHER THAN CONSUMERS OF AN ADRC. THE SAME GOES FOR CRC 101 DISCUSSION
THE LOCATION - GREAT. FACILITY - NOT SO GREAT. NO SURPRISE: MORE BATHROOMS
THE LOCATIONS WAS DIFFICULT TO ACCESS. GREAT ROOM WAS NOT W/C FRIENDLY - TOO CROWDED. NOT ENOUGH TIME FOR NAVIGATING THRU BENEFITS - ACTUALLY VA SHOULD HAVE HAD HIS OWN. CRC 101 PROVIDERS - SHOULD HAVE LESS TIME FOR LANDERS & MORE FOR LOCAL! NO TIME FOR Q&A RE - CRC IN MECK. NOT ENOUGH HANDOUTS MADE IT DIFFICULT TO

FOLLOW!!
THE VENUS WAS EXCELLENT BUT THERE WAS A NEED FOR MORE RESTROOMS
THE WORKSHOPS WERE GOOD AND INFORMATIVE; HOWEVER, MORE ROLE PLAYS SHOULD BE DONE TO GET AUDIENCE PARTICIPATION. GLENN LANDERS - BUT HE SHOULD HAVE RELATED IT TO US IN NORTH CAROLINA
THIS HAS BEEN ONE OF THE BETTER CONFERENCES I HAVE ATTENDED IN A LONG WHILE. VERY GOOD, PERTINENT, USABLE INFORMATION AS A PROVIDER AS WELL AS A CONSUMER. VERY GOOD SPEAKERS & TOPICS VERY EDUCATIONAL. I REALLY ENJOYED EVERYTHING. CANT WAIT FOR THE NEXT CONFERENCE
VERY INFORMATIVE; GREAT FOOD; GREAT NETWORKING RESOURCE
VERY SUPPORTIVE OF CRC & HOPE MY COUNTY WILL DO A CRC
WOULD HAVE LIKED TO HEAR MORE ABOUT BENEFITS - IT WAS GREAT INFO & NOT ENOUGH TIME
CONTINUED OPPORTUNITIES FOR COLLABORATION
REALLY NO SUGGESTIONS - SPEAKERS CONSTANTLY RUNNING LATE ONCE OF ROOM FOR QUESTIONS
GLENN SANDERS - IT COULD HAVE DONE BETTER IF HE DOESN'T READ DIRECTLY FROM THE PPT. IT TAKES TOO MUCH TIME

### Where did you hear about the Conference?

Friend	3	5%
Friend, E-mail	1	2%
<b>E-mail</b>	<b>9</b>	<b>14%</b>
E-mail, Flyer	1	2%
E-mail, Flyer, COA e-mail	1	2%
E-mail, COA website, COA e-mail, Part of Aging Network	1	2%
E-mail, COA e-mail	2	3%
<b>Flyer</b>	<b>9</b>	<b>14%</b>
Word of Mouth	1	2%
Word of mouth, Part of Aging Network	1	2%
Council on Aging website	4	6%
COA website, COA e-mail	3	5%
COA website, COA e-mail, Other	1	2%
<b>Council on Aging e-mail</b>	<b>8</b>	<b>12%</b>
Council on Aging email, Part of Aging Network	1	2%
Part of Aging Network	11	17%
Other	8	12%

The "Other" comments were as follows: HPCCR, WNCN.com, and Work Invitation