

**Department:** County Human Services      **Program Contact:** Erin Grahek  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

Outreach, information, referral, and assistance services are the entry point for help. The program helps people maintain their independence and improve their quality of life. The Aging and Disability Resource Connection Helpline (ADRC) is a 24/7/365 contact center. The program helps older adults, people with disabilities, Veterans, and their families. The ADRC is available by phone or online. The ADRC provides access to information, help, and resources specific to the participant's needs.

**Program Summary**

**ISSUE:** The Aging and Disability Resource Connection Helpline (ADRC) helps older adults, people with disabilities, Veterans, and their families. The network of public and private services and resources is complex and difficult to navigate. It's most difficult for BIPOC communities (Black Indigenous, and/or People of Color). Certified specialists help navigate the aging and disability network. They provide information, help, and connection to community programs and benefits.

**PROGRAM GOAL:** The ADRC goal is to increase awareness of and fair access to services. The ADRC provides information and referral/assistance (I&R/A). Services meet or exceed national Association of Information & Referral Services standards. This program helps to meet a department-wide goal to increase ease of resource navigation and equity in access for the community.

**PROGRAM ACTIVITY:** The ADRC serves older adults, people with disabilities, and Veterans. ADVSD is the federally designated Area Agency on Aging. Specialized services include information referral and assistance, follow-up, and crisis intervention. Specialists screen and refer for Medicare, long-term care counseling, public benefits, and intensive services — Oregon Project Independence, Medicaid in-home services, adult protective services, intellectual and developmental disability services, and the mental health crisis line. The ADRC partners with 211info to create a cohesive information and assistance network. Top referrals are for Medicare, housing and energy assistance, and senior centers. Community partnerships are important to program success. ADVSD contracted district senior centers and enhancing equity partners provide 43% of all I&R/A client contacts. Community partners are culturally responsive and use person-centered intergenerational services.

**Performance Measures**

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of contacts to the Aging and Disability Resource Connection Helpline	32,113	29,000	40,000	43,000
Outcome	Percent of participants with a new ADVSD service after an ADVSD referral from the ADRC <sup>1</sup>	47%	35%	30%	30%
Output	Number of referrals to County and community partner agencies from the ADRC	48,131	42,000	59,409	62,000

**Performance Measures Descriptions**

<sup>1</sup>Due to changes in database reporting availability Adult Protective Services and Eligibility services are not included. Previous measure: "Percent of participants who would recommend the ADRC" Available data is incomplete and unreportable for this measure.

## Legal / Contractual Obligation

In Multnomah County, ADVSD has a contract with the Oregon Department of Human Services to administer programs under the Federal Older Americans Act. Oregon Revised Statute 410 allows for the administration of services to older adults and people with disabilities through local governmental entities.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$230,085	\$1,084,705	\$356,361	\$1,808,705
Contractual Services	\$905,548	\$246,825	\$926,932	\$323,731
Materials & Supplies	\$0	\$50,450	\$280	\$51,875
Internal Services	\$24,753	\$285,328	\$60,383	\$445,278
<b>Total GF/non-GF</b>	<b>\$1,160,386</b>	<b>\$1,667,308</b>	<b>\$1,343,956</b>	<b>\$2,629,589</b>
<b>Program Total:</b>	<b>\$2,827,694</b>		<b>\$3,973,545</b>	
<b>Program FTE</b>	2.00	9.30	3.05	15.35

Program Revenues				
Intergovernmental	\$0	\$1,667,308	\$0	\$2,629,589
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,667,308</b>	<b>\$0</b>	<b>\$2,629,589</b>

## Explanation of Revenues

This program generates \$250,040 in indirect revenues.  
\$2,007,287– Title XIX  
\$344,670 – Outreach & Enrollment – MIPPA  
\$199,264 – ADRC – System-Wide Technical Assistance  
\$29,161 – Senior Health Insurance (SHIBA)  
\$19,800 – Title IIIB (OAA – Supportive Services)  
\$12,325– Title VIIB (OAA – Elder Abuse)  
\$12,232 – Senior Medicare Patrol Grant;  
\$3,000 – City of Troutdale  
\$1,850 – City of Fairview

## Significant Program Changes

**Last Year this program was:** FY 2022: 25032 ADVSD Outreach, Information & Referral

In FY 2023, this program increases by \$1 million and 7.10 FTE. The FTE and \$830k increased Title XIX funding were added in FY 2022 as part of the Federal/State midyear rebalance (SUPP02-DCHS-001-22).