

**Department:** County Human Services      **Program Contact:** Marina Khalina  
**Program Offer Type:** Operating      **Program Offer Stage:** 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 needs of the participant.

**Program Description**

**ISSUE:** The network of public and private services and resources is complex and difficult to navigate. Barriers are greater for BIPOC communities (Black, Indigenous, and/or People of Color). Certified specialists help consumers to navigate the aging and disability network. They provide information, help, and connection to community programs and benefits.

**PROGRAM GOAL:** The ADRC’s goal is to increase awareness of and equitable 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 pre-screen and refer for Medicare, long-term care counseling, and public benefits. The ADRC also screens for intensive services such as Options Counseling, Oregon Project Independence, and Medicaid in-home services. The ADRC refers people to adult protective services, intellectual and developmental disability services, and the mental health crisis line. The ADRC partners with a community-based nonprofit organization 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. Contracted district senior centers and enhancing equity partners provide 29% of all I&R/A client contacts. Community partners are culturally responsive and use person-centered intergenerational services.

**Performance Measures**

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Total reception, information, assistance and referral contacts to the ADRC Helpline <sup>1</sup>	53,611	N/A	47,425 <sup>2</sup>	47,000
Output	Number of contacts to the ADRC Helpline seeking referrals to County or community resources <sup>3</sup>	31,747	37,500	29,000	30,000
Outcome	Percent of contacts seeking referrals that resulted in at least one referral <sup>4</sup>	99%	N/A	98%	98%
Output	Number of referrals to County or community resources from the ADRC <sup>5</sup>	48,190	60,000	48,604	45,538

**Performance Measures Descriptions**

<sup>1</sup>New measure. Includes 21,864 non-logged reception contacts. <sup>2</sup>Decrease expected due to new State criteria for logging contacts. <sup>3</sup>Measure reworded from: “Number of contacts to the Aging and Disability Resource Connection Helpline.” <sup>4</sup>New measure. Based on logged contacts only. <sup>5</sup>Measure reworded from: “Number of referrals to County and community partner agencies from the ADRC.” Former measure: “Percent of participants with a new ADVSD service after an ADVSD referral from the ADRC.” Dropped due to lack of accurate data. FY23 Actual: 33% FY24 Estimate: Data not available.

## 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
<b>Program Expenses</b>	<b>2024</b>	<b>2024</b>	<b>2025</b>	<b>2025</b>
Personnel	\$398,792	\$2,313,116	\$413,167	\$2,324,573
Contractual Services	\$953,467	\$302,925	\$1,334,165	\$170,489
Materials & Supplies	\$280	\$91,146	\$280	\$112,989
Internal Services	\$65,261	\$487,305	\$69,392	\$636,610
<b>Total GF/non-GF</b>	<b>\$1,417,800</b>	<b>\$3,194,492</b>	<b>\$1,817,004</b>	<b>\$3,244,661</b>
<b>Program Total:</b>	<b>\$4,612,292</b>		<b>\$5,061,665</b>	
<b>Program FTE</b>	3.28	19.12	3.12	18.54

<b>Program Revenues</b>				
Intergovernmental	\$0	\$3,194,492	\$0	\$3,244,661
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,194,492</b>	<b>\$0</b>	<b>\$3,244,661</b>

## Explanation of Revenues

This program generates \$231,005 in indirect revenues.

\$2,594,841 - Title XIX (Federal)  
\$345,191 - Outreach & Enrollment – MIPPA (Federal)  
\$225,345 - ADRC – System-Wide Technical Assistance (State)  
\$23,500 - Medicare (Federal)  
\$19,800 - Title IIIB (OAA – Supportive Services) (Federal)  
\$18,500 - Senior Medicare Patrol Grant (Federal)  
\$12,828 - Title VIIB (OAA – Elder Abuse) (Federal)  
\$2,880 - City of Troutdale (Local)  
\$1,776 - City of Fairview (Local)

## Significant Program Changes

**Last Year this program was:** FY 2024: 25032 ADVSD Outreach, Information & Referral

Moved 0.50 FTE Program Specialist Sr to program offer 25038 and 0.35 FTE to program offer 25035  
Increased one Community Information Specialist by 0.10 FTE