

**Department:** County Human Services      **Program Contact:** Dana Lloyd  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

The Elders in Action (EIA) Commission is the federally mandated advisory council to Aging and Disability Services Division (ADS). Elders in Action personal advocate volunteers provide individual help to older adults who face complex problems in their lives. Personal advocates are peer volunteers who provide assistance on issues that are often time consuming to solve and would be difficult or impossible for a frail person to deal with alone. Elders in Action supports a network of 80 personal advocate volunteers who last year served 2,251 older adults through its personal advocate program.

**Program Summary**

Elders in Action (EIA) advises local government on issues, programs and policy that impact older adults in Multnomah County, with special emphasis on the frailest, poorest, ethnic minorities and those with limited English skills. EIA Commission members provide input and advocacy to ADS, Multnomah County Board of Commissioners, Portland City Council and others on a wide range of issues that impact older adults, including but not limited to housing, transportation, elder abuse, fraud and healthcare access. Commission members advocate at the local, state and federal levels for programs serving older adults.

Using EIA's Age Friendly certification program, trained older adult volunteers evaluate county-operated facilities to ensure they are accessible for older adults and people with disabilities, as well as evaluate customer service provided by county staff. EIA volunteers lend technical assistance to county managers on how to make their programs and services more elder friendly. Last year, EIA evaluated 180 businesses in Multnomah County for quality and accessibility to services to improve the experience of older adults in the community.

Through a peer support program, EIA volunteers work with individuals by listening, providing emotional support and assisting them to access needed resources. Services last year included: 1) assistance with enrollment in the DCHS Energy Assistance Program, 2) partnering with Adult Protective Services (APS) and the Portland Police Bureau Elder Crimes Unit to provide assistance to APS workers and police staff to follow up with elderly crime victims, helping to connect them to resources, 3) providing support to clients in the county's Public Guardian/Conservator program, and 4) contacting people using the Public Alerts System to update participant contact information.

Members of the EIA speaker's bureau work to educate and inform the community about resources, aging well and how to stay actively engaged and how to reduce vulnerability to fraud and abuse. Last year, approximately 173 agency-wide volunteers provided 11,042 service hours working as advisors to local government, as personal advocates and as community educators.

**Performance Measures**

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Hours of service provided by volunteers	11,042	10,500	11,092	10,800
Outcome	Value of volunteer hours <sup>1</sup>	\$213,441	\$202,965	\$214,408	\$208,764

**Performance Measures Descriptions**

<sup>1</sup>The hourly rate calculation is drawn from Independent Sector, a national organization for volunteerism; the rates used here are tailored specifically for the state of Oregon. For all outcomes of this performance measure the 2011 rate of \$19.33/hour was used (2011 is the most recent year).

## Legal / Contractual Obligation

Multnomah County/City of Portland Inter-Governmental Agreement and Multnomah County Ordinance 171424 designates Elders in Action as the official advisory agency on aging issues for Multnomah County and the City of Portland and outlines ongoing financial commitment to support a County/City Commission on Aging.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Contractual Services	\$165,189	\$0	\$168,493	\$0
<b>Total GF/non-GF</b>	<b>\$165,189</b>	<b>\$0</b>	<b>\$168,493</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$165,189</b>		<b>\$168,493</b>	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

## Explanation of Revenues

\$168,493 - County General Fund

## Significant Program Changes

Last Year this program was: 25030 ADS Elders in Action Commission and Personal