

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

**Executive Summary**

Aging, Disability & Veterans Services Division (ADVSD) supports older adults, people with disabilities, and Veterans through a continuum of access and early intervention programs. The Outreach, Information, Referral & Assistance Program is the entry for helping people maintain their independence and contributes to quality of life through service access. The Aging and Disability Resource Connection Helpline (ADRC) is a contact center that provides people with access to information, assistance, and resources specific to their needs.

**Program Summary**

**ISSUE:** The network of complex public and private sector services and resources can be difficult to navigate and access. The Aging and Disability Resource Connection Helpline (ADRC) provides appropriate information, referral, assistance, and connection to community programs and benefits through their first contact with a trained specialist.

**PROGRAM GOAL:** The goal of the ADRC is to increase awareness of, and access to, services. The core service of the ADRC is Information, Referral and Assistance (I&R/A), which is governed by rigorous national standards through the Association of Information & Referral Services. ADVSD's outreach and information services help meet a Department goal to increase ease of resource navigation and equity in access for our community.

**PROGRAM ACTIVITY:** ADVSD and contracted partners have certified I&R/A specialists who provide information, referral and assistance, follow-up, and crisis intervention. Specialists ensure vulnerable individuals get the help they need and perform crisis intervention to ensure safety. I&R/A specialists screen and refer individuals for Medicare and long-term care options counseling, Medicaid and the Supplemental Nutrition Assistance Program, Oregon Project Independence, Medicaid Long Term Services and Supports, Adult Protective Services, Intellectual & Developmental Disabilities Services, the Weather & Disaster Line, and the Mental Health Crisis Line. The ADRC partners with 21info to create a cohesive information and assistance system. The top referrals from the ADRC include Medicare, housing assistance, energy assistance, and District Senior Centers.

Community partnerships are central to the work as contracted partners provide 31% of all I&R/A client contacts. ADVSD worked in partnership with the Office of Diversity and Equity and addressed feedback from facilitated community conversations to improve access to services. As a result, ADVSD increased the funding allocation this contract cycle for agencies that deliver culturally specific services. Changes were implemented in the 2017-2020 Area Plan. Community partners serve as a culturally responsive and culturally specific entry point by providing education, recreation opportunities, and person-centered intergenerational services. Partners leverage resources through volunteer hours, in-kind contributions, and cash donations. I&R/A staff provide community services information, make connections and conduct follow-ups.

**Performance Measures**

Measure Type	Primary Measure	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	# of ADRC calls <sup>1</sup>	53,256	57,300	53,256	55,000
Outcome	% of participants who would recommend ADRC	98%	90%	90%	92%
Output	# of referrals to County and community partner agencies from ADRC	45,339	37,500	60,820	64,800
Outcome	% of participants with increased ADVSD service utilization after contact with the ADRC	47%	83%	47% <sup>2</sup>	65%

**Performance Measures Descriptions**

<sup>1</sup>ADRC includes Multnomah County staff and contracted partners. <sup>2</sup>Measure was new in FY18 and initial estimate for FY18 purchased was high.

## 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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	<b>2018</b>	<b>2018</b>	<b>2019</b>	<b>2019</b>
Personnel	\$239,510	\$817,164	\$283,127	\$860,979
Contractual Services	\$829,860	\$261,545	\$998,234	\$250,644
Materials & Supplies	\$6,809	\$35,164	\$8,362	\$41,817
Internal Services	\$47,649	\$179,701	\$58,873	\$213,048
<b>Total GF/non-GF</b>	<b>\$1,123,828</b>	<b>\$1,293,574</b>	<b>\$1,348,596</b>	<b>\$1,366,488</b>
<b>Program Total:</b>	<b>\$2,417,402</b>		<b>\$2,715,084</b>	
<b>Program FTE</b>	2.61	8.59	2.61	8.59

<b>Program Revenues</b>				
Indirect for Dept. Admin	\$70,261	\$0	\$93,564	\$0
Intergovernmental	\$0	\$1,307,094	\$0	\$1,354,488
Beginning Working Capital	\$0	\$12,000	\$0	\$12,000
<b>Total Revenue</b>	<b>\$70,261</b>	<b>\$1,319,094</b>	<b>\$93,564</b>	<b>\$1,366,488</b>

## Explanation of Revenues

\$877,025 - Title XIX  
 \$247,629 - Outreach & Enrollment Assistance - MIPPA  
 \$141,700 - ADRC Technical Assistance  
 \$41,912 - Title IIIB  
 \$20,000 - Senior Health Insurance Benefits Assistance (SHIBA)  
 \$12,000 - Fed/State Beginning Working Capital  
 \$10,365 - Senior Medicaid Patrol Grant  
 \$9,007 - Title VIIB  
 \$3,000 - City of Troutdale  
 \$2,000 - Title IIIE; \$1,850 - City of Fairview

## Significant Program Changes

**Last Year this program was:** FY 2018: 25032 ADVSD Outreach, Information & Referral

Community Services engaged in a robust planning, procurement, and allocation process, in order to purchase both culturally responsive and culturally specific services for older adults in our communities. This work was in partnership with the Office of Diversity and Equity and in response to community feedback through Area Plan listening sessions, and resulted in an increased percentage of funding for agencies that deliver culturally specific services.