

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

The Aging, Disability & Veterans Services Division (ADVSD) Outreach and Information services are the entry point 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 public and private sector services and resources is complex and can be difficult to navigate and access. Multnomah County's Aging and Disability Resource Connection Helpline (ADRC) assists older adults, people with disabilities, Veterans, and their family members to navigate this complex system by providing 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 national standards through the Association of Information & Referral Services. Aging, Disability & Veterans Services Division's outreach and information services help meet a department-wide goal to increase ease of resource navigation and equity in access for our community.

PROGRAM ACTIVITY: As the federally designated Area Agency on Aging, ADVSD is required to conduct outreach and provide specialized information and assistance to the most vulnerable older adults, people with disabilities, and Veterans. ADVSD and contracted partners have certified I&R/A specialists who provide comprehensive service delivery through information and assistance, follow-up, and crisis intervention. Specialists ensure vulnerable individuals in difficult circumstances get the help they need to ensure the safety of the participant or others. I&R/A specialists screen and refer individuals for Medicare and long-term care options counseling, public benefits such as Medicaid and the Supplemental Nutrition Assistance Program (SNAP), and more intensive services such as Oregon Project Independence, Medicaid in-home services, Adult Protective Services, Intellectual & Developmental Disabilities, and the Mental Health Crisis Line. The ADRC partners with 211info to create a cohesive information and assistance network. 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 District Senior Centers and Enhancing Equity partners provide 35% of all I&R/A client contacts. Community partners serve as a culturally responsive and culturally specific entry point for the community by providing outreach, education, recreation opportunities, and person-centered intergenerational services, and leveraging resources including volunteer hours and in-kind and cash donations.

Performance Measures

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	# of contacts to Aging and Disability Resource Connection Helpline ¹	27,507	N/A	28,500	28,500
Outcome	% of participants who would recommend ADRC	98%	92%	98%	97%
Output	# of referrals to County and community partner agencies from ADRC	41,802	64,800	41,802	42,000
Outcome	% of participants with a new ADVSD service after an ADVSD referral from ADRC ²	25%	N/A	30%	30%

Performance Measures Descriptions

¹New measure: includes all calls, emails, and in-person inquiries made to the ADRC Helpline through Multnomah County and contracted partners. ²New measure.

Previous measure: "# of ADRC calls." Available data is incomplete and unreportable for this measure.

Previous measure: "% of participants with increased ADVSD service utilization after contact with the ADRC" FY18 Actual=73%. FY19 Purchased=65%. FY19 Estimate=73%

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
Program Expenses	2019	2019	2020	2020
Personnel	\$283,127	\$860,979	\$260,815	\$890,704
Contractual Services	\$998,234	\$250,644	\$861,927	\$217,772
Materials & Supplies	\$8,362	\$41,817	\$4,549	\$54,221
Internal Services	\$58,873	\$213,048	\$48,346	\$215,101
Total GF/non-GF	\$1,348,596	\$1,366,488	\$1,175,637	\$1,377,798
Program Total:	\$2,715,084		\$2,553,435	
Program FTE	2.61	8.59	2.33	8.37

Program Revenues				
Indirect for Dept. Admin	\$93,564	\$0	\$0	\$0
Intergovernmental	\$0	\$1,354,488	\$0	\$1,365,798
Beginning Working Capital	\$0	\$12,000	\$0	\$12,000
Total Revenue	\$93,564	\$1,366,488	\$0	\$1,377,798

Explanation of Revenues

\$878,063 - Title XIX
\$260,855 - Outreach & Enrollment Assistance - MIPPA
\$161,201 - ADRC Technical Assistance
\$20,000 - Senior Health Insurance Benefits Assistance (SHIBA)
\$19,644 - Title IIIB
\$12,000 - Fed/State Beginning Working Capital
\$10,000 - Senior Medicaid Patrol Grant
\$9,585 - Title VIIB
\$3,000 - City of Troutdale
\$1,600 - Title IIIE

Significant Program Changes

Last Year this program was: FY 2019: 25032-19 ADVSD Outreach, Information & Referral