

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, Information, Referral and Assistance services are the entry point for helping people maintain their independence and contribute 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. 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. 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 37% 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of contacts to Aging and Disability Resource Connection Helpline	28,485	28,500	28,500	28,500
Outcome	Percent of participants who would recommend ADRC	90%	97%	90%	93%
Output	Number of referrals to County and community partner agencies from ADRC	44,955	42,000	45,000	45,000
Outcome	Percent of participants with a new ADVSD service after an ADVSD referral from ADRC	47%	30	35%	35%

Performance Measures Descriptions

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	Requested General Fund	Requested Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$260,815	\$890,704	\$259,060	\$1,076,318
Contractual Services	\$861,927	\$216,172	\$938,611	\$246,825
Materials & Supplies	\$4,549	\$54,221	\$36,612	\$30,536
Internal Services	\$48,346	\$215,101	\$1,698	\$267,107
Total GF/non-GF	\$1,175,637	\$1,376,198	\$1,235,981	\$1,620,786
Program Total:	\$2,551,835		\$2,856,767	
Program FTE	2.33	8.37	2.16	9.64

Program Revenues				
Intergovernmental	\$0	\$1,364,198	\$0	\$1,608,786
Beginning Working Capital	\$0	\$12,000	\$0	\$12,000
Total Revenue	\$0	\$1,376,198	\$0	\$1,620,786

Explanation of Revenues

This program generates \$140,968 in indirect revenues.
\$1,118,078 - Title XIX
\$268,729 - Outreach & Enrollment Assistance - MIPPA
\$160,704 - 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
\$6,781 - Title VIIB
\$3,000 - City of Troutdale
\$1,850 - City of Fairview

Significant Program Changes

Last Year this program was: FY 2020: 25032-20 ADVSD Outreach, Information & Referral

Increase in 1.50 FTE due to increased Medicaid funding: 1.50 FTE Community Information Specialist.