

Department: County Human Services **Program Contact:** Marina Khalina
Program Offer Type: Existing **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 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 screen and refer for Medicare, long-term care counseling, and public benefits. The ADRC also screens for intensive services. These services include Oregon Project Independence, and Medicaid in-home services. The ADRC refers to adult protective services, intellectual and developmental disability services, and the mental health crisis line.

The ADRC partners with 211info 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	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of contacts to the Aging and Disability Resource Connection Helpline	35,002	43,000 ¹	35,800	37,500
Outcome	Percent of participants with a new ADVSD service after an ADVSD referral from the ADRC ²	46%	30%	46%	30%
Output	Number of referrals to County and community partner agencies from the ADRC	55,688	62,000	57,230	60,000

Performance Measures Descriptions

¹Call volume did not increase as expected, potentially due to staff shortages at contracted partners.

²Due to lack of data availability, Adult Protective Services referrals are not included.

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
Program Expenses	2023	2023	2024	2024
Personnel	\$356,361	\$1,808,705	\$398,792	\$2,313,116
Contractual Services	\$926,932	\$323,731	\$953,467	\$302,925
Materials & Supplies	\$280	\$51,875	\$280	\$91,146
Internal Services	\$60,383	\$445,278	\$65,261	\$487,305
Total GF/non-GF	\$1,343,956	\$2,629,589	\$1,417,800	\$3,194,492
Program Total:	\$3,973,545		\$4,612,292	
Program FTE	3.05	15.35	3.28	19.12

Program Revenues				
Intergovernmental	\$0	\$2,629,589	\$0	\$3,194,492
Total Revenue	\$0	\$2,629,589	\$0	\$3,194,492

Explanation of Revenues

This program generates \$282,285 in indirect revenues.
\$2,439,663 - Title XIX (Federal)
\$404,430 - Outreach & Enrollment – MIPPA (Federal)
\$207,063 - ADRC – System-Wide Technical Assistance (State)
\$35,833 - Senior Health Insurance (SHIBA) (Federal)
\$19,800 - Title IIIB (OAA – Supportive Services) (Federal)
\$15,800 - Senior Medicare Patrol Grant (Federal)
\$13,053 - Title VIIB (OAA – Elder Abuse) (Federal)
\$3,000 - City of Troutdale (Local)
\$1,850 - City of Fairview (Local)

Significant Program Changes

Last Year this program was: FY 2023: 25032 ADVSD Outreach, Information & Referral

Added 4.00 FTE to support OPIM/FCAP – 2.00 FTE Community Information Specialist, 1.00 FTE Office Assistant Senior, and 1.00 FTE Program Supervisor. (FY23 Budget modification DCHS-009-23)