



Program #25032 - ADVSD Outreach, Information & Referral FY 2025 Department Requested

Department: County Human Services **Program Contact:** Marina Khalina
Program Offer Type: Operating **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics: In Target

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’s 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 pre-screen and refer for Medicare, long-term care counseling, and public benefits. The ADRC also screens for intensive services such as Options Counseling, Oregon Project Independence, and Medicaid in-home services. The ADRC refers people 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 | Performance Measure | FY23 Actual | FY24 Budgeted | FY24 Estimate | FY25 Target |
|--------------|---|-------------|---------------|---------------------|-------------|
| Output | Total reception, information, assistance and referral contacts to the ADRC Helpline ¹ | 53,611 | N/A | 47,425 ² | 47,000 |
| Output | Number of contacts to the ADRC Helpline seeking referrals to County or community resources ³ | 31,747 | 37,500 | 29,000 | 30,000 |
| Outcome | Percent of contacts seeking referrals that resulted in at least one referral ⁴ | 99% | N/A | 98% | 98% |
| Output | Number of referrals to County or community resources from the ADRC ⁵ | 48,190 | 60,000 | 48,604 | 45,538 |

Performance Measures Descriptions

¹New measure. Includes 21,864 non-logged reception contacts. ²Decrease expected due to new State criteria for logging contacts. ³Measure reworded from: “Number of contacts to the Aging and Disability Resource Connection Helpline.” ⁴New measure. Based on logged contacts only. ⁵Measure reworded from: “Number of referrals to County and community partner agencies from the ADRC.” Former measure: “Percent of participants with a new ADVSD service after an ADVSD referral from the ADRC.” Dropped due to lack of accurate data. FY23 Actual: 33% FY24 Estimate: Data not available.

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 | Department Requested General Fund | Department Requested Other Funds |
|-------------------------|-------------------------|------------------------|---|--|
| Program Expenses | 2024 | 2024 | 2025 | 2025 |
| Personnel | \$398,792 | \$2,313,116 | \$413,730 | \$2,216,268 |
| Contractual Services | \$953,467 | \$302,925 | \$1,334,165 | \$170,489 |
| Materials & Supplies | \$280 | \$91,146 | \$280 | \$112,989 |
| Internal Services | \$65,261 | \$487,305 | \$69,392 | \$620,668 |
| Total GF/non-GF | \$1,417,800 | \$3,194,492 | \$1,817,567 | \$3,120,414 |
| Program Total: | \$4,612,292 | | \$4,937,981 | |
| Program FTE | 3.28 | 19.12 | 3.12 | 17.54 |

| Program Revenues | | | | |
|----------------------|------------|--------------------|------------|--------------------|
| Intergovernmental | \$0 | \$3,194,492 | \$0 | \$3,120,414 |
| Total Revenue | \$0 | \$3,194,492 | \$0 | \$3,120,414 |

Explanation of Revenues

This program generates \$215,063 in indirect revenues.
\$2,470,594 - Title XIX (Federal)
\$345,191 - Outreach & Enrollment – MIPPA (Federal)
\$225,345 - ADRC – System-Wide Technical Assistance (State)
\$23,500 - Medicare (Federal)
\$19,800 - Title IIIB (OAA – Supportive Services) (Federal)
\$18,500 - Senior Medicare Patrol Grant (Federal)
\$12,828 - Title VIIB (OAA – Elder Abuse) (Federal)
\$2,880 - City of Troutdale (Local)
\$1,776 - City of Fairview (Local)

Significant Program Changes

Last Year this program was: FY 2024: 25032 ADVSD Outreach, Information & Referral

Decrease of 1.75 FTE. Decreased 1.00 Community Information Specialist.
Moved 0.50 FTE Program Specialist Sr to program offer 25038 and 0.35 FTE to program offer 25035
Increased one Community Information Specialist by 0.10 FTE