



Program #25032 - ADVSD Outreach, Information, Referral & Assistance FY 2026 Department Requested

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

Program Description

ISSUE: There are many public and private services and benefits for older adults, people with disabilities, and Veterans. It can be difficult to navigate all the options. Barriers to finding resources are often highest for those most in need. Individuals who identify as Black, Indigenous, People of Color (BIPOC), immigrants, refugees or LGBTQ+ can struggle to find services where they feel safe and understood.

PROGRAM GOAL: The goal of this program offer is to increase the ease of resource navigation and equitable access for the community. By offering outreach, assistance, information, and referrals, ADVSD hopes to help individuals make informed decisions about their many options and quickly get connected with resources that meet their needs.

PROGRAM ACTIVITY: The Aging and Disability Resource Connection (ADRC) is a 24/7 helpline and website. It connects people to services for older adults, people with disabilities, Veterans, and their families. People can call or email the ADRC or access it online. Trained information specialists connect people to community programs and benefits. They provide information, referrals, assistance, follow-up, and crisis help. They inquire whether individuals have any specific cultural or language preferences to find the most suitable resources. Community partnerships are important to the program's success. Many ADRC information specialists work for senior centers and community partners, including several culturally specific organizations.

Additional programs and services funded by this offer include:

- Focal Point Activities: outreach events, activities and workshops at senior centers to increase engagement
- Oregon Project Independence - Medicaid: ADRC staff conduct initial screening for inquiries related to OPI-M
- Oregon Medicare Savings Connect: provides subsidies for Medicare Part B and D premiums, deductibles and co-pays
- Transportation: community partners schedule rides for consumers to access medical appointments and services
- Senior Health Insurance Benefit Assistance: volunteer-led outreach to provide counseling on Medicare options
- Senior Medicare Patrol: volunteer-led outreach to prevent Medicare fraud

PROGRAM OUTPUTS:

- Field inquiries to the 24/7 ADRC Helpline. Inquiries include calls, emails, and web-based contacts.
- Provide referrals to County and/or community resources through the 24/7 ADRC Helpline.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Total reception, information, assistance and referral contacts to the ADRC Helpline	57,216	47,000	60,000	60,000
Output	Number of referrals to County or community resources from the ADRC Helpline	44,293	45,538	44,000	44,000

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	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$413,167	\$2,324,573	\$616,732	\$3,056,227
Contractual Services	\$1,334,165	\$170,489	\$1,747,392	\$75,729
Materials & Supplies	\$280	\$112,989	\$280	\$81,802
Internal Services	\$69,392	\$636,610	\$426,847	\$694,590
Total GF/non-GF	\$1,817,004	\$3,244,661	\$2,791,251	\$3,908,348
Program Total:	\$5,061,665		\$6,699,599	
Program FTE	3.12	18.54	4.68	23.98

Program Revenues				
Intergovernmental	\$0	\$3,244,661	\$0	\$3,908,348
Total Revenue	\$0	\$3,244,661	\$0	\$3,908,348

Explanation of Revenues

This program generates \$432,103 in indirect revenues.
 \$3,036,301 - Title XIX (Federal)
 \$384,516 - Outreach & Enrollment – MIPPA (Federal)
 \$236,806- ADRC – System-Wide Technical Assistance (State)
 \$196,156 - ADRC – Person Centered Option Counseling Medicaid (State)
 \$23,500 - Medicare (Federal)
 \$19,500 - Senior Medicare Patrol Grant (Federal)
 \$6,719 - 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 2025: 25032 ADVSD Outreach, Information & Referral

ADRC 24/7 Service Expansion

For more than 20 years, after-hours ADRC Helpline contacts have been answered by outside contractors such as 211info and Protocol Services. On July 1, 2024, our Community Services team expanded to provide 24/7 service. Now that ADRC Helpline services are operated fully in-house, ADVSD Community Information Specialists are able to offer more comprehensive, equitable services to our community members, including those who need resources outside of traditional business hours. The expanded team directly supports Adult Protective Services and the Public Guardian office, now around the clock, and acts as a resource for emergency services such as hospitals, Project Respond, law enforcement, home care workers, care facilities, and more.