

Division: Aging, Disability & Veterans Services

Program Characteristics:

Program Description

There are many public and private services and benefits for older adults, people with disabilities, and Veterans. Barriers to finding resources are often highest for those most in need. The Aging, Disability, and Veterans Services Division (ADVSD) provides easy and equitable resource navigation, helps individuals make informed decisions about their options, and quickly connects them with resources that meet their needs.

The Aging and Disability Resource Connection (ADRC) is a helpline and website, offering a single entry point for many community programs and benefits for older adults, people with disabilities, Veterans, and their families. Similar helplines are offered nationwide by Area Agencies on Aging as part of the Older Americans Act. Our ADRC Helpline is a 24/7 “front door” for our other programs—most of which do not have public offices—answering after-hours for the Public Guardian Office and Adult Care Home Program. Information Specialists provide information, follow-up, and crisis help. Community partnerships are important to the program's success. Many ADRC Information Specialists work for senior centers and community partners.

Additional programs funded in part or fully by this offer help people navigate and pay for Medicare benefits, prevent Medicare fraud, and increase engagement with programs and services at senior centers. These programs are: Focal Point Activities, Options Counseling, Oregon Project Independence - Medicaid, Oregon Medicare Savings Connect, Senior Health Insurance Benefit Assistance, and Senior Medicare Patrol.

Equity Statement

The Aging and Disability Resource Connection (ADRC) is available to all, regardless of background, income, or identity. ADRC Information Specialists inquire whether individuals have specific cultural or language preferences to find the most suitable resources. Many Information Specialists work for Enhancing Equity community partners. ADVSD conducts outreach at community events, focusing on marginalized communities that may experience additional barriers to accessing resources.

Revenue/Expense Detail

	2026 General Fund	2026 Other Funds	2027 General Fund	2027 Other Funds
Personnel	\$615,236	\$3,056,227	\$551,950	\$3,320,327
Contractual Services	\$1,743,055	\$75,729	\$1,526,219	\$31,145
Materials & Supplies	\$280	\$82,133	\$279	\$104,234
Internal Services	\$426,847	\$694,259	\$451,662	\$688,216
Total GF/non-GF	\$2,785,418	\$3,908,348	\$2,530,110	\$4,143,922
Total Expenses:	\$6,693,766		\$6,674,032	
Program FTE	4.68	23.98	3.97	23.98
Program Revenues				
Intergovernmental	\$0	\$3,908,348	\$0	\$4,143,922
Total Revenue	\$0	\$3,908,348	\$0	\$4,143,922

Performance Measures

Performance Measure	FY25 Actual	FY26 Estimate	FY27 Target
Total reception, information, assistance and referral contacts to the Aging and Disability Resource Connection (ADRC) Helpline	75,592	70,000	72,000
Number of referrals to county or community resources from the ADRC Helpline	46,647	44,000	46,000