

**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**

	<b>2026 General Fund</b>	<b>2026 Other Funds</b>	<b>2027 General Fund</b>	<b>2027 Other Funds</b>
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
<b>Total GF/non-GF</b>	<b>\$2,785,418</b>	<b>\$3,908,348</b>	<b>\$2,530,110</b>	<b>\$4,143,922</b>
<b>Total Expenses:</b>	<b>\$6,693,766</b>		<b>\$6,674,032</b>	
<b>Program FTE</b>	4.68	23.98	3.97	23.98
<b>Program Revenues</b>				
Intergovernmental	\$0	\$3,908,348	\$0	\$4,143,922
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,908,348</b>	<b>\$0</b>	<b>\$4,143,922</b>

**Performance Measures**

<b>Performance Measure</b>	<b>FY25 Actual</b>	<b>FY26 Estimate</b>	<b>FY27 Target</b>
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