

**Department:** County Human Services      **Program Contact:** Erin Grahek  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Proposed  
**Related Programs:**  
**Program Characteristics:**

### Executive Summary

Aging, Disability & Veterans Services Division (ADVSD) supports older adults, people with disabilities, and Veterans, through a continuum of access and early intervention programs, to have equitable and efficient access to quality services and programs that meet their diverse needs and improve quality of life. For people living at home, at risk for nursing facility placement, and not receiving Medicaid, case management and in-home services provide critical supports to help people remain in their homes.

### Program Summary

**ISSUE:** Older adults, people with disabilities, and Veterans may experience complex or multiple problems that interfere with their ability to remain in their homes. As the federally designated Area Agency on Aging, ADVSD creates a four-year strategic plan for service delivery. To understand participants' needs in relation to this year's plan, ADVSD conducted listening sessions in 2016 with participants from diverse communities. As a result of this feedback and Census data, ADVSD changed its funding allocation model to fund more culturally specific services with a focus on trauma-informed case management and in-home supports. Research conducted by Boston University Center for Psychiatric Rehabilitation (2009) showed that case management can improve housing stability. The study found that integration of services such as housekeeping or grocery shopping led to improvements in housing outcomes and demonstrated the need for programs to provide community integration and prevent isolation.

**PROGRAM GOAL:** The goal of case management and in-home services is to engage participants in a person-centered, comprehensive approach to support their ability to remain at home, maintain independence, and achieve cost savings. These services have been shown to delay an individual's need for more costly Medicaid services and nursing facility care. Case management contributes to DCHS goals of contributing to housing security and maintaining or increasing independence of vulnerable adults.

**PROGRAM ACTIVITY:** The ADVSD Case Management and In-Home Services Program is part of the access and early intervention continuum. This program provides resources and supports through partnerships with culturally responsive and culturally specific community organizations. Case managers work with participants to assess their need for services; determine eligibility, authorize and coordinate services; and develop, implement, monitor, and evaluate the person-centered care plan. Examples of in-home services that may be provided include housekeeping, personal care, grocery shopping, and adult day respite services. Case managers regularly reassess the needs of participants, advocate on their behalf, and provide follow-up. Participants may also receive counseling on community and long-term services and support care options. Options Counseling helps people to build a person-centered care plan so they can determine the resources that are best for them. These services are funded through a variety of sources including County General Funds, the Federal Older Americans Act, Oregon Project Independence (State General Funds), and the U.S. Veterans Administration.

### Performance Measures

Measure Type	Primary Measure	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	# of people receiving case management and/or in-home services	2,759	3,200	2,800	3,000
Outcome	% of Options Counseling clients with goals met and/or improved service enrollment <sup>1</sup>	76%	N/A	68%	75%
Output	% of family caregivers who report services received were excellent or good <sup>2</sup>	100%	85%	85%	90%

### Performance Measures Descriptions

<sup>1</sup>New Measure: represents all clients disenrolled during the fiscal year reporting meeting their goal, connecting with case management, nursing facility placement, and/or had other natural supports in place at the time of disenrollment. <sup>2</sup>Three caregivers completed the FY 2017 survey. State administers survey; County does not control response rate.  
Previous measure: "% of participants who believe they are more independent as a result of Options Counseling services"  
FY17 Actual=N/A. FY18 Purchased=76%. FY18 Estimate=N/A.

## 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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2018	2018	2019	2019
Personnel	\$171,661	\$500,709	\$145,067	\$574,585
Contractual Services	\$1,044,183	\$3,432,343	\$990,602	\$3,502,003
Materials & Supplies	\$11,484	\$0	\$10,480	\$0
Internal Services	\$79,156	\$0	\$88,900	\$7,851
<b>Total GF/non-GF</b>	<b>\$1,306,484</b>	<b>\$3,933,052</b>	<b>\$1,235,049</b>	<b>\$4,084,439</b>
<b>Program Total:</b>	<b>\$5,239,536</b>		<b>\$5,319,488</b>	
<b>Program FTE</b>	1.13	5.27	1.13	5.27

Program Revenues				
Indirect for Dept. Admin	\$0	\$0	\$6,314	\$0
Intergovernmental	\$0	\$3,937,392	\$0	\$4,031,969
Beginning Working Capital	\$0	\$12,000	\$0	\$12,000
Service Charges	\$0	\$34,470	\$0	\$40,470
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,983,862</b>	<b>\$6,314</b>	<b>\$4,084,439</b>

## Explanation of Revenues

\$2,448,338 - Veteran's Self Directed Home & Community  
 \$471,791 - Oregon Project Independence  
 \$369,413 - OPI PWD Pilot Project  
 \$290,765 - Title III E  
 \$231,132 - Title III B  
 \$150,675 - State General Fund – Sequestration Assistance  
 \$62,753 - Oregon Money Management Program  
 \$40,470 - Client Employer Provider Fees  
 \$12,000 - Federal/State Beginning Working Capital  
 \$7,102 - Title III D

## Significant Program Changes

**Last Year this program was:** FY 2018: 25035A ADVSD Case Management & In-Home Services (non-Medicaid)

Community Services engaged in a robust planning, procurement, and allocation process, in order to purchase both culturally responsive and culturally specific services for older adults in our communities. This work was in partnership with the Office of Diversity and Equity and in response to community feedback through Area Plan listening sessions and resulted in an increased percentage of funding for agencies that deliver culturally specific services.