

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

**Executive Summary**

Aging, Disability & Veterans Services Division (ADVSD) provides supports through a continuum of access and early intervention programs, to have equitable and efficient access to quality services and programs. For individuals living at home, at risk for nursing facility placement, and not receiving Medicaid, case management, caregiver support, and in-home services provide critical supports that allow people to 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 based on extensive listening sessions. 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. ADVSD supports family caregivers who experience emotional, financial, and health burdens as a result of their unpaid caretaking responsibilities.

**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, support their family caregivers and delay an individual's need for more costly Medicaid services and nursing facility care. Research conducted by Boston University showed that case management can improve housing stability and prevent isolation through services such as housekeeping or grocery shopping.

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

**Performance Measures**

Measure Type	Primary Measure	FY18 Actual	FY19 Purchased	FY19 Estimate	FY20 Offer
Output	# of people receiving case management and/or in-home services	2,621	3,000	2,540	2,650
Outcome	% of Options Counseling clients with goals met and/or improved service enrollment	65%	75%	70%	70%
Output	# of family caregivers served <sup>1</sup>	355	N/A	355	355
Outcome	% of family caregivers who report services received were excellent or good	89%	90%	89%	90%

**Performance Measures Descriptions**
<sup>1</sup>New Measure

## 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	2019	2019	2020	2020
Personnel	\$145,067	\$574,585	\$136,863	\$624,186
Contractual Services	\$990,602	\$3,502,003	\$1,041,855	\$3,646,987
Materials & Supplies	\$10,480	\$0	\$8,496	\$0
Internal Services	\$88,900	\$7,851	\$76,681	\$11,961
<b>Total GF/non-GF</b>	<b>\$1,235,049</b>	<b>\$4,084,439</b>	<b>\$1,263,895</b>	<b>\$4,283,134</b>
<b>Program Total:</b>	<b>\$5,319,488</b>		<b>\$5,547,029</b>	
<b>Program FTE</b>	1.13	5.27	0.97	5.23

Program Revenues				
Intergovernmental	\$0	\$4,031,969	\$0	\$4,243,899
Beginning Working Capital	\$0	\$12,000	\$0	\$12,000
Service Charges	\$0	\$40,470	\$0	\$27,235
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,084,439</b>	<b>\$0</b>	<b>\$4,283,134</b>

## Explanation of Revenues

\$2,594,023 - Veteran's Self Directed Home & Community  
\$488,052 - Oregon Project Independence  
\$340,714 - OPI PWD Pilot Project  
\$323,650 - Title III E  
\$245,404 - Title III B  
\$150,672 - State General Fund – Sequestration Assistance  
\$93,885 - Oregon Money Management Program  
\$27,235 - Client Employer Provider Fees  
\$12,000 - Federal/State Beginning Working Capital  
\$7,499 - Title III D

## Significant Program Changes

**Last Year this program was:** FY 2019: 25035-19 ADVSD Case Management & In-Home Services (non-Medicaid)