

**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) provides support 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, 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.

**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 community organizations providing culturally responsive and culturally specific services. These services are funded through a variety of sources including County General Funds, Federal Older Americans Act, Oregon Project Independence, and Federal Veterans Administration. Case managers work with individuals and their families to assess needs 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	FY19 Actual	FY20 Budgeted	FY20 Estimate	FY21 Offer
Output	Number of people receiving case management and/or in-home services	2,744	2,650	2,744	2,700
Outcome	Percent of Oregon Project Independence participants who did not enroll in Medicaid services <sup>1</sup>	93%	N/A	92%	92%
Outcome	Percent of participants who would recommend these services to a friend or family member <sup>2</sup>	100%	N/A	98%	99%

**Performance Measures Descriptions**

Previous measure: "Percent of Options Counseling clients with goals met and/or improved service enrollment." FY2019 Actual 71%. FY2020 Purchase: 70%. FY2021 Estimate: 71%. <sup>1</sup>New measure. <sup>2</sup>New measure. Data taken from an anonymous participant satisfaction survey that includes those served by ADVSD and includes, but is not specific, for those who receive case management and in-home services.

## 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	Proposed General Fund	Proposed Other Funds
Program Expenses	2020	2020	2021	2021
Personnel	\$136,863	\$485,028	\$157,791	\$486,352
Contractual Services	\$983,767	\$3,462,495	\$1,392,157	\$6,030,795
Materials & Supplies	\$8,496	\$0	\$7,600	\$5,238
Internal Services	\$76,681	\$11,961	\$63,426	\$11,502
<b>Total GF/non-GF</b>	<b>\$1,205,807</b>	<b>\$3,959,484</b>	<b>\$1,620,974</b>	<b>\$6,533,887</b>
<b>Program Total:</b>	<b>\$5,165,291</b>		<b>\$8,154,861</b>	
<b>Program FTE</b>	0.97	4.13	0.97	3.93

Program Revenues				
Intergovernmental	\$0	\$3,920,249	\$0	\$6,494,652
Beginning Working Capital	\$0	\$12,000	\$0	\$12,000
Service Charges	\$0	\$27,235	\$0	\$27,235
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,959,484</b>	<b>\$0</b>	<b>\$6,533,887</b>

## Explanation of Revenues

This program generates \$8,545 in indirect revenues.  
\$5,199,537 - Veteran's Self Directed Home & Community  
\$493,175 - Oregon Project Independence  
\$319,950 - OPI PWD Pilot Project  
\$245,404 - Title IIIB  
\$152,802 - State General Fund – Sequestration Assistance  
\$73,067 - Oregon Money Management Program  
\$27,235 - Client Employer Provider Fees  
\$12,000 - Federal/State Beginning Working Capital  
\$10,717 - Title IIID

## Significant Program Changes

**Last Year this program was:** FY 2020: 25035-20 ADVSD Case Management & In-Home Services (non-Medicaid)

In FY2021, Program Offer 25035 ADVSD Case Management & In-Home Services (non-Medicaid) has been split into two Program Offers: 25035 ADVSD Case Management & In-Home Services (non-Medicaid) and 25039 Family Caregiver Program. Increase across multiple Contracted Services within the program: \$2.5M in Veteran's Self Directed Home & Community fund and \$0.4M in County General Fund.