

**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 expectations. For individuals living at home, at risk for nursing facility placement, and not receiving Medicaid, Oregon Project Independence (OPI) provides critical case management and in-home supports that helps them remain at home.

### 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 strategic plan for service delivery every 4 to 7 years. To understand participant's needs in relation to this year's plan, ADVSD conducted listening sessions in 2016 with participants from diverse communities who recommended bolstering our coordinated delivery system and providing culturally specific, trauma-informed case management, and in-home supports.

**PROGRAM GOAL:** The goal of case management and in-home services, funded by OPI and other sources, 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. 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 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. Individuals 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	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	# of people receiving case management and/or in-home services	3,258	3,258	3,258	3,200
Outcome	% of participants who believe they are more independent as a result of Options Counseling services <sup>1</sup>	76%	76%	76%	76%
Outcome	% of family caregivers who report services received were excellent or good	85%	85%	85%	85%

### Performance Measures Descriptions

In 2016, ADVSD implemented a division-wide performance management system to measure participant outcomes and improve program administration. As a result, all ADVSD Program Offers were redesigned for FY18 to reflect the new measures. The FY17 Purchased amounts are estimates and differ from measures shown in the FY17 Adopted Budget. <sup>1</sup>Option Counseling participant perception of independence based on statewide survey for the Aging and Disability Resource Connection of Oregon: 50% of Options Counseling participants reside in Multnomah County statewide.

## Legal / Contractual Obligation

ADVSD has a contract with Oregon Department of Human Services to administer programs under the Federal Older Americans Act, in Multnomah County. 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	2017	2017	2018	2018
Personnel	\$0	\$629,783	\$140,768	\$551,519
Contractual Services	\$1,244,770	\$3,559,770	\$1,044,183	\$3,432,343
Materials & Supplies	\$0	\$0	\$11,484	\$0
Internal Services	\$0	\$0	\$79,156	\$0
<b>Total GF/non-GF</b>	<b>\$1,244,770</b>	<b>\$4,189,553</b>	<b>\$1,275,591</b>	<b>\$3,983,862</b>
<b>Program Total:</b>	<b>\$5,434,323</b>		<b>\$5,259,453</b>	
<b>Program FTE</b>	0.00	6.26	1.13	5.27

Program Revenues				
Intergovernmental	\$0	\$3,706,104	\$0	\$3,937,392
Beginning Working Capital	\$0	\$32,000	\$0	\$12,000
Service Charges	\$0	\$40,470	\$0	\$34,470
<b>Total Revenue</b>	<b>\$0</b>	<b>\$3,778,574</b>	<b>\$0</b>	<b>\$3,983,862</b>

## Explanation of Revenues

\$34,470 – Client Employer Provider Fees  
\$12,000 – Federal/State Beginning Working Capital  
\$51,358 – Oregon Money Management Program  
\$469,808 – Oregon Project Independence  
\$380,736 – OPI PWD Pilot Project  
\$110,343 – State General Fund – Sequestration Assistance  
\$209,040 – Title IIIB; \$260,957 – Title IIIE  
\$6,811 – Title IIID; \$2,448,339 – Veteran's Self Directed Home & Community

## Significant Program Changes

**Last Year this program was:** FY 2017: 25020A ADVSD Access & Early Intervention Services

In FY18, Program Offer 25020 ADVSD Access & Early Intervention Services has been split into seven Program Offers: 25032 ADVSD Outreach, Information & Referral, 25033 ADVSD Nutrition Program, 25034 ADVSD Health Promotion, 25035 ADVSD Case Management & In-home Services, 25036 ADVSD Safety Net Services, 25037 ADVSD Transportation Services, and 25038 ADVSD Advocacy & Community Program Operations.