



Community Services

Information and Referral Training

Presented By:
Multnomah County

ADVSD, Community Services

Today's Agenda

Intro

Welcome

- Introductions

Training

Training

- Overview
- Program Requirements
- Staff Responsibilities
- Training Requirements
- Documentation

Q&A

Questions and Answers



Welcome

Please take a moment to introduce yourself:

- Your Name
- Your Pronouns
- Your Organization



Information and Referral

Information & Referral (I&R) is about connecting people with services and supports in their communities by providing referrals over the phone or in person, using an actively maintained resource database, the Aging Disability Resource Connection (ADRC) Network.

Eligibility Requirements:

- No wrong door access to services
- Adults 60+
- Anyone calling on behalf of an Adult 60+



Contact Types

I & R can be provided over the phone or in person.

- Information
- Referral
- Assistance/Advocacy



Program Requirements

- Hours of Operation: M-F 8:00am-5:00PM
- Able to Assist Non-English Speakers
- Must be Provided by Trained I&R Staff
- Reception Must be Maintained Separate from I&R
- Able to Access and Maintain ADRC



Staff Responsibilities



Training Requirements

Minimum Training Requirements:

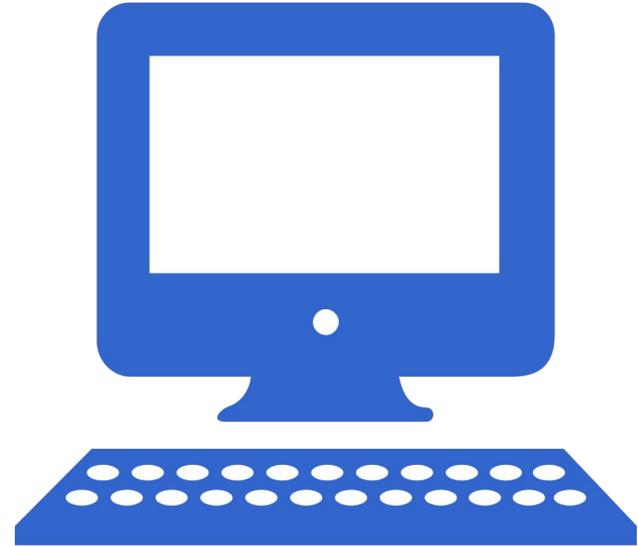
- Orientation
- Two (2) - 8 hour State trainings offered quarterly. Completed once a year.
- Three (3) hours in-service training twice a year.
- Eight (8) hours of Multnomah County Trainings with ongoing support as needed.
- Mandatory I&R Quarterly Meetings.
- GetCare Help Library



GetCare Documentation

Logging, narrating, tracking, and reporting I & R contacts will be completed in the ADRC Information and Referral Database GetCare, at the time of contact.

- Complete record of contact received
- Who called
- Service Requested
- RealD Data





Questions?

