

Priority: Basic Needs
Program Offer Type: Existing Operating
Related Programs:

Lead Agency: Non-Departmental - All
Program Contact: Julie Neburka

Program Characteristics:

Executive Summary

Elders in Action is a powerful voice and resource for local seniors. As a non-profit organization relying on the skills and talents of more than 150 volunteers, Elders in Action works to solve problems, tackle important issues and create opportunities for Portland area seniors to get involved. Our volunteer driven programs maximize resources by infusing more than \$142,000 of volunteer talent into the community each year. We work in collaboration with other public and private organizations to accomplish significant and lasting results. Elders in Action Ombudsman services are preparing our volunteers for the growing demand of seniors, especially for the growth of the age 85+ population. This is the fastest growing segment of older adults and they are the most frail and in need of services. Many older adults don't have family members or friends that can assist them with accessing services and community resources. Our Ombudsman are prepared to meet this need of the community and are trained in researching alternative resources for individuals who have and will be effected by the budget and service cuts that continue to happen here in Oregon.

Program Description

- **Ombudsman Services:** Volunteers work one-on-one to solve problems, support seniors who are facing serious and/or complicated issues in the area of fraud and crime, housing and health care and who have nowhere else to turn.
- **Community Education:** Volunteers provide important information on a variety of topics affecting seniors, ranging from health care to how to protect themselves from fraud and identity theft.

Trained volunteers provide, one-on-one problem solving assistance to seniors who are facing serious and/or complicated issues. This unique program, working in concert with other social service agencies provides elder friendly personal support. The tremendous skills and talents of older adults are channeled in this effective program to improve the quality of life for those less fortunate while at the same time empowering the older person to take as much responsibility for their own problems as possible.

Program Justification

14.3% of the Multnomah County population, or 95,000, are people over the age of 60. Of those, 9.5%, or 9,000 are below poverty level. Mobility limitations impact close to one in 5 of those over age 60. And those 85+, the fastest growing segment of the population, and has increased 18% in the past decade.

The older population is more frail, less mobile and may experience vision or hearing loss, thus presenting unique challenges to social and health care systems already over-burdened. Service levels are being reduced at a time when demand is growing. In addition, our world is increasingly technical and complex which creates added difficulties for older people not familiar with technology, who may be confused, or suffering from other age-related losses or illnesses.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	# of individuals served one-on-one by Ombudsmen	801	0	0	0
Outcome	# of individuals participating in consumer education	6,175	0	0	0

Performance Measure - Description

- 801 individuals received personal one-on-one problem solving assistance, of those 31% were crime and abuse, 29% health care, and 40% housing.
- 6,175 individuals participated in consumer education including how to avoid fraud and scams and diabetes, breast health, and arthritis awareness and management.

Performance measure estimates for the current year and for next year yet to be determined.

Legal/Contractual Obligation

Multnomah County's funding for Elders in Action is a discretionary General Fund expenditure.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2006	2006	2007	2007
Contracts	\$0	\$0	\$90,140	\$0
Subtotal: Direct Exps:	\$0	\$0	\$90,140	\$0
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$0	\$90,140	\$0
Program Total:	\$0		\$90,140	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

Elders in Action has a diverse financial base, with funds from the County, the City of Portland, grants, fees, and corporate and individual donations.

Significant Program Changes

Last year this program was: #10025, Elders in Action

Due to cuts in aging services and housing at the federal, state, and local level, and changes in Medicare, Elders in Action expects to see an increase in demand for service.

In an effort to increase the number of volunteer Ombudsman at work in the community without commensurate increase in staff, materials, and support for the program to recruit, train, and support volunteers, Elders in Action has a new initiative on the drawing board. In a major effort to mobilize neighbors to action, a special community-building campaign called Neighbors Care, will seek to place trained Ombudsmen volunteers in the neighborhoods. The need for Neighborhood volunteers becomes more critical as cuts in local, state and federal services put added burdens on seniors. The kind and caring assistance of a trained volunteer is needed to help navigate a more complex system.