

**Priority:** Basic Needs  
**Program Offer Type:** Existing Operating  
**Related Programs:** 10017

**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 \$162,000 of volunteer talent into the community each year. We work in collaboration with other public and private organizations to accomplish significant and lasting results.

**Program Description**

- **Personal Advocate 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. Their wide reaching peer outreach helps to link seniors to County and other services.

**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.

Elders in Action's responds to these issues through its Personal Advocate Services. 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 helps maximize county resources and leverage funding with the effective use of trained volunteers. The tremendous skills and talents of older adults are channeled 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.

Our Community Educators help prevent seniors from becoming victims of identity theft, fraud and other scams. They also provide active outreach and education about County funded services and link people to other resources to help seniors stay safe and independent in their homes.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	# of individuals served one-on-one by Ombudsman Services.	960	1,000	1,000	1,100
Outcome	Amount of funds recouped due to ID theft, wrongful billing, prescription savings	50,985	80,000	80,000	100,000
Output	Volunteer Ombudsman hours	3,143	4,000	4,000	4,500

**Performance Measure - Description**

**Legal/Contractual Obligation**

None.

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2007	2007	2008	2008
<b>Program Expenses</b>				
Contracts	\$90,140	\$0	\$90,000	\$0
Subtotal: Direct Exps:	<b>\$90,140</b>	<b>\$0</b>	<b>\$90,000</b>	<b>\$0</b>
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$90,140</b>	<b>\$0</b>	<b>\$90,000</b>	<b>\$0</b>
Program Total:	<b>\$90,140</b>		<b>\$90,000</b>	
Program FTE	0.00	0.00	0.00	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Explanation of Revenues**

This is a General Fund-supported program

**Significant Program Changes**Last year this program was: #10023, Elders in Action Ombudsman Services