

Lead Agency: County Human Services

Program Contact: Dana Lloyd

Program Offer Type: Existing Operating

Related Programs:

Program Characteristics:

Executive Summary

Elders in Action Commission serves as the federally mandated advisory council to Aging and Disability Services (ADS). Elders in Action personal advocate volunteers provide individualized help to seniors who have complex problems in their lives. These challenges include crime victimization, housing problems and other life circumstances that would be difficult or impossible for a frail person to deal with alone. Members of the Elders in Action speakers bureau present information to community groups on a variety of topics affecting seniors, ranging from health care to protecting oneself from fraud and identity theft. Elders in Action supports a network of 149 volunteers and serves 3,561 seniors through its Personal Advocate program.

Program Description

Elders in Action (EIA) advises local government on issues, programs, and policy that impact seniors in Multnomah County. EIA Commission members provide input and advocacy to ADS, Multnomah County Board of County Commissioners, the Portland City Council, and others on a wide range of issues that impact seniors, including housing, transportation, elder abuse and crime, healthcare and other important services. Commission members advocate at the state level for senior programs. Trained senior volunteers evaluate county-operated facilities to make sure they are accessible for seniors and persons with disabilities. They also evaluate the customer service provided by county staff and lend technical assistance to county managers on how to make their programs accessible and friendly to seniors. Using service results of local and national studies and the tools of the nationally recognized Elder Friendly® Certification program, EIA ensures that services and businesses in Multnomah County are appropriate and assessable to serve the rapidly increasing population of seniors.

EIA Personal Advocate Volunteers work one-on-one to solve problems and support seniors who are facing difficult circumstances, including crime victimization, housing problems and other life challenges. They operate a peer support program where volunteers provide assistance with problem-solving that would be especially difficult for a senior to face alone.

Members of the EIA Speakers Bureau present information to community groups on a variety of topics affecting seniors, ranging from health care to protection from fraud and identity theft.

EIA advocates on behalf of 92,000 local seniors including the 85+ age group, which is the fastest growing segment of Multnomah County's population. Last year, about 150 EIA volunteers provided more than 9,000 service hours as advisors to local government, personal advocates for at-risk seniors and as community educators.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Hours of service provided by volunteers	9,341	10,500	9,800	9,800
Outcome	Value of volunteer hours (\$)¹	167,203	181,965	175,420	175,420

Performance Measure - Description

¹ The hourly rate calculation is drawn from Independent Sector, a national organization for volunteerism; the \$17.90 hourly rate used here is tailored specifically for the state of Oregon for 2008 (the most recent available rate).

Legal/Contractual Obligation

Multnomah County/City of Portland Inter Governmental Agreement and Multnomah County Ordinance 171424 designating Elders in Action as the official advisory agency on aging issues for Multnomah County and the City of Portland and outlines ongoing financial commitment to support a county/city Commission on Aging.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2010	2010	2011	2011
Contracts	\$158,000	\$0	\$161,160	\$0
Total GF/non-GF:	\$158,000	\$0	\$161,160	\$0
Program Total:	\$158,000		\$161,160	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

\$161,160 - County General Fund

Significant Program Changes

Last year this program was: #25030, Elders in Action Personal Advocacy and Commission Activities

This program offer includes a 2% inflationary increase of \$ 3,160 over FY10 for the County General Fund portion of contracted client services.