

Lead Agency: County Human Services

Program Contact: Mary Shortall

Program Offer Type: Existing Operating

Related Programs:

Program Characteristics: In Target

Executive Summary

The Elders in Action Commission is the federally mandated advisory council to Aging and Disability Services (ADS). Elders in Action personal advocate volunteers provide individual help to seniors who face complex problems in their lives. While the services complement the ADS case management system, they do not duplicate the technical work of a case manager. Personal advocates are peer volunteers who provide assistance on issues that are often time-consuming to solve and would be difficult or impossible for a frail person to deal with alone. Elders in Action supports a network of 150 volunteers and serves 2,782 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 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 more accessible and senior-friendly. Utilizing results of local and national studies in addition to the tools of the nationally recognized Elder Friendly® Certification program, EIA has assessed 215 businesses in Multnomah County over two years to evaluate the quality and accessibility of their services and provided technical assistance aimed at improving the experience of senior consumers in the community.

EIA Personal Advocate Volunteers work one-on-one to solve problems and support seniors who are facing difficult circumstances such as 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. New services created in FY11 include regular assistance to clients in the Multnomah County Public Guardian program and follow up contact to people in the Voluntary Emergency Registry. 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 volunteers work to insure the quality of life for the county's 102,000 seniors. Last year about 150 EIA volunteers provided 7,981 service hours, working as advisors to local government, as personal advocates for at-risk seniors and as community educators.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Hours of service provided by volunteers	7,981	9,800	9,800	10,000
Outcome	Value of volunteer hours (\$)¹	142,860	175,420	180,026	183,700

Performance Measure - Description

¹ The hourly rate calculation is drawn from Independent Sector, a national organization for volunteerism; the rates used here are tailored specifically for the state of Oregon. For the FY09-10 actual and FY10-11 purchased figures, the 2008 rate of \$17.90 was used. For the FY10-11 estimate and FY11-12 offered figures, the 2009 rate of \$18.37 was used.

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	2011	2011	2012	2012
Contracts	\$161,160	\$0	\$161,160	\$0
Total GF/non-GF:	\$161,160	\$0	\$161,160	\$0
Program Total:	\$161,160		\$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, ADS Elders in Action Commission and Personal Advocacy

In line with the Task Force on Vital Aging, EIA has improved volunteer training and recruitment, resulting in expanded professional-level volunteer opportunities. As a consequence, EIA has needed to increase funding for direct volunteer expenses.