

**Lead Agency:** County Human Services

**Program Contact:** Peggy Brey

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:**

**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 older adults 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 180 volunteers and serves 2,700 older adults through its Personal Advocate program.

**Program Description**

Elders in Action (EIA) advises local government on issues, programs, and policy that impact older adults in Multnomah County, with special emphasis on frailest, poorest, ethnic minorities and those with limited English skills. 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 older adults, including housing, transportation, elder abuse and crime, healthcare and other important services. Commission members advocate at the local, state and federal levels for programs serving older adults. Trained older adult volunteers evaluate county-operated facilities to make sure they are accessible for older adults 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 elder-friendly. Utilizing results of local and national studies in addition to the tools of the nationally recognized Elder Friendly® Certification program, EIA has assessed 286 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 older adult consumers in the community.

EIA Personal Advocate Volunteers work one-on-one to solve problems and support older adults 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 an older adult to face alone. New services created in FY12 include Elders in Action volunteers, who provide regular assistance to clients in the Multnomah County Public Guardian program and in the branch offices assisting people who have had difficulty with applying for benefits. Volunteers also provide follow-up contact to people in the Voluntary Emergency Registry twice a year to update information. 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. Last year about 180 EIA volunteers provided 11,000 service hours, working as advisors to local government, as personal advocates for at-risk older adults and as community educators.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY10-11)	Current Year Purchased (FY11-12)	Current Year Estimate (FY11-12)	Next Year Offer (FY12-13)
Output	Hours of service provided by volunteers.	11,006	10,000	13,000	12,500
Outcome	Value of volunteer hours. <sup>1</sup> (\$)	203,281	183,700	240,110	225,000

**Performance Measure - Description**

<sup>1</sup>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 all outcomes of this performance measure the 2009 rate of \$18.47/hour 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
<b>Program Expenses</b>	2012	2012	2013	2013
Contracts	\$161,160	\$0	\$165,189	\$0
Total GF/non-GF:	<b>\$161,160</b>	<b>\$0</b>	<b>\$165,189</b>	<b>\$0</b>
Program Total:	<b>\$161,160</b>		<b>\$165,189</b>	
Program FTE	0.00	0.00	0.00	0.00
<b>Program Revenues</b>				
Total Revenue:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

### Explanation of Revenues

\$165,189 - County General Fund

### Significant Program Changes

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