

**Lead Agency:** County Human Services

**Program Contact:** Lee Girard

**Program Offer Type:** Existing Operating

**Related Programs:** 25020A

**Program Characteristics:**

**Executive Summary**

This program offer requests continued funding for the Gatekeeper Program to provide training and outreach to businesses, community organizations and faith-based organizations to identify and report older adults who may be at risk for abuse, financial exploitation or self-neglect. Approximately 70% of Gatekeeper referrals result in intervention from Adult Protective Services. Trained Gatekeepers are nontraditional referral sources that come into contact with older adults through their everyday work activities. Volunteer trainers will be used to expand the availability of community training. New technologies, such as webinars and web tutorials, will be used to expand the reach and accessibility for training community volunteers.

**Program Description**

The Gatekeeper Program provides training and outreach to businesses and community organizations to identify and report older adults who may be at risk for abuse, financial exploitation or self-neglect. The Gatekeeper Program, a national best practice model, identifies at-risk older adults and people with disabilities living in our community and links them to critical social and health services. The program identifies individuals who may be isolated from their support networks and experiencing financial, physical or sexual abuse. Gatekeepers are not mandatory reporters. These are nontraditional referral sources that come into contact with older adults through their everyday work activities, such as meter readers, bank tellers, letter carriers, etc. They are trained to identify signs and symptoms that would indicate a need for assistance for a vulnerable adult, including confusion, depression, poor health, functional disability, financial difficulties, or home in disrepair. ADS will continue to expand the reach of the Gatekeeper program by developing training available through new technologies, addressing the changing training environment in many organizations, and collaborating with the Multnomah County Interfaith Initiative to develop a targeted training plan for faith-based organizations.

Trained Gatekeepers make a referral to Multnomah County Aging and Disability Services' 24-Hour Helpline for follow-up assessment and service delivery. Skilled volunteers will be used to expand the availability of community training, Helpline staff triage referrals, and send a detailed report to the appropriate social service worker or to Adult Protective Services (APS). Follow-up procedures ensure that action has been taken and assistance has been offered.

**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	Number of gatekeeper trainings provided to develop gatekeepers <sup>1</sup>	0	50	40	0
Outcome	Number of gatekeeper referrals received and responded to <sup>2</sup>	0	700	450	475
Output	Number of gatekeepers who received training (New Measure)	0	0	0	600

**Performance Measure - Description**

 **Measure Changed**

<sup>1</sup>This measure is being discontinued and replaced with measure to capture number of individuals trained. Without prior year data on number of trainings, first year estimate was high.

<sup>2</sup>Referral estimates for FY12 were based on best estimate with available data; this projection was high. Also, program unable to capture after-hours referrals in their data which would increase the number.

**Legal/Contractual Obligation****Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2012	2012	2013	2013
Personnel	\$0	\$0	\$44,972	\$0
Materials & Supplies	\$0	\$0	\$2,028	\$0
Total GF/non-GF:	<b>\$0</b>	<b>\$0</b>	<b>\$47,000</b>	<b>\$0</b>
Program Total:	<b>\$0</b>		<b>\$47,000</b>	
Program FTE	0.00	0.00	0.50	0.00
<b>Program Revenues</b>				
Total Revenue:	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Explanation of Revenues**

County General Fund - \$47,000

**Significant Program Changes**

**Last year this program was:** #25032, Gatekeeper Outreach - Identifying Vulnerable Adults

The Gatekeeper program was funded with one time only funds in FY12; the program is requesting to replace one time only with ongoing funds in FY13 with this offer.