

**Lead Agency:** County Human Services

**Program Contact:** Dana Lloyd

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:** In Target

### Executive Summary

The Elders in Action (EIA) Commission is the federally mandated advisory council to Aging and Disability Services Division (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 2,098 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 the 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 but not limited to housing, transportation, elder abuse, fraud and healthcare access. Commission members advocate at the local, state and federal levels for programs serving older adults. Trained older adult volunteers evaluate county-operated facilities to ensure they are accessible for older adults and persons with disabilities. Volunteers also evaluate the customer service provided by county staff and lend technical assistance to county managers on how to make their programs and services more user friendly for all. Utilizing results of local and national studies in addition to the tools of the nationally recognized Age Friendly Certification program, EIA has evaluated over 300 businesses in Multnomah County over the last two years to help 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 to help support older adults in the community who are facing challenges with their housing, healthcare access or those who have been a victim of elder abuse. Through a peer support program volunteers work with individuals, taking the time to listen, provide emotional support, walk with them through the most traumatic of circumstances and assist them to access the help and resources they need. New services created in FY12 include EIA volunteers, who provide regular assistance to clients in the Multnomah County Public Guardian/Conservator 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 Public Alerts System twice a year to update contact information. Members of the EIA Speakers Bureau work to educate and inform the community about aging well, how to stay engaged and how to reduce vulnerability to fraud and abuse. Last year about 180 volunteers provided 10,866 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 (FY11-12)	Current Year Purchased (FY12-13)	Current Year Estimate (FY12-13)	Next Year Offer (FY13-14)
Output	Hours of service provided by volunteers	10,866	12,500	9,972	10,500
Outcome	Value of volunteer hours <sup>1</sup> (\$)	204,824	225,000	187,972	197,925

### 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 2010 rate of \$18.85/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
Program Expenses	2013	2013	2014	2014
Contracts	\$165,189	\$0	\$165,189	\$0
Total GF/non-GF:	<b>\$165,189</b>	<b>\$0</b>	<b>\$165,189</b>	<b>\$0</b>
Program Total:	<b>\$165,189</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