

# Aging and Disability Resource Connection (ADRC) of Oregon

The ADRC of Oregon is a collaborative public-private partnership that streamlines consumer access to a complicated aging and disability service delivery system. ADRC Information & Assistance and Options Counseling services are free for people of all ages, incomes and disabilities. The ADRC raises visibility about the full range of options available, provides objective and trusted information and assistance, empowers people to make informed decisions, and helps people easily access services and support.



## INFORMATION AND ASSISTANCE

- **Trained and certified staff** assess consumer needs over the phone or in-person, help them understand their service options and available resources, and empower them to make informed decisions.
  - 103 ADRC Information and Referral specialists certified by Alliance of Information and Referral Systems (AIRS) across the state.
- **Toll free number** 1-855-ORE-ADRC (673-2372) with knowledgeable staff who provide in depth information and assistance about long-term services and supports statewide.
  - 101,938 total calls recorded. 21,482 were received via the toll free ADRC number.
  - 127,768 referrals made for needed long-term services and supports.



## INFORMATION AND ASSISTANCE CONT.

- **Consumer-focused website** [www.ADRCofofOregon.org](http://www.ADRCofofOregon.org) with un-biased long-term services and supports information, planning toolkit, cost of care calculation worksheets, information to support family caregivers, and other tools.
  - The ADRC of Oregon website was visited 120,071 times by 75,604 people.
- **Searchable database** of private and public long-term services and supports resources with local provider contact information.
  - Nearly 6,000 public and private resources maintained in the database.
- **Veterans direct referral service** to state and county offices for benefits counseling.
  - 1,300 referrals made.

## OPTIONS COUNSELING

- **Trained Options Counselors** provide individualized person-centered decision support to consumers, family members and/or significant others in the home, office, or over the phone depending on consumer preference.
  - 290 ADRC community partners trained to deliver and supervise Options Counseling services statewide. (Includes APD, AAA, CILS, Mental Health, Veterans, ID/DD).
  - 135 ADRC community partner staff delivered Options Counseling services as at least 0.25FTE of their job duties statewide.
- **Person-centered decision support is provided and action plans** are developed when appropriate to address long-term services and supports needs that align with consumer preferences, strengths, values, and needs. Follow-up is provided with every consumer to ensure consumer needs are addressed.
  - 6,319 Options Counseling consumers served statewide.
  - 1,931 action plans developed for Options Counseling consumers statewide.

REPORTED TIME PERIOD: 2015-17 BIENNIUM (JULY 1, 2015 – JUNE 30, 2017)