

# 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.



## Outcomes reported by ADRC consumers

- Living in the place they most desire (82%)
- Safer in their homes (80%)
- Have enough support to meet their needs and preferences (70%)
- Expand or maintain activities (59%)
- More independent as a result (82%)
- Preserve their financial resources (67%)
- Found services they could afford (63%)

**92% would recommend the ADRC to a friend or family member**

*Results from 2014 ADRC Consumer Satisfaction Survey, conducted by PSU's Institute on Aging*

## Core services for all Oregonians

### Information and Assistance

- **Trained and certified staff** assess consumer needs over the phone or in-person, help them understand their service options, and empower them to make informed decisions.
- **Consumer-focused website** [www.ADRCofofOregon.org](http://www.ADRCofofOregon.org) with long-term services and supports information, planning toolkit, cost of care calculation worksheets, information to support family caregivers, and other tools.
- **Searchable database** of private and public long-term services and supports resources with local provider contact information.
- **Toll free number** 1-855-ORE-ADRC (673-2372) with knowledgeable staff who provide information and assistance statewide.
- **Prevention, early intervention, and health promotion** information and resources.
- **Veterans direct referral service** to state and county offices for benefits counseling.

### 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.
- **Action plans** are developed to address long-term services and supports needs that align with consumer preferences, strengths, values, and needs.
- **Follow-up** is provided to ensure consumer needs are addressed.
- **Person-centered transition support** is provided via formal links between health care providers and ADRC services and follow-up with nursing home residents who request information on community options.



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Last updated July 7, 2016