

Providing high-value aging and disability services

ADRC's free information and referral (I&R) and options counseling services connect Oregonians — regardless of age, income or disability status — to the information and services they need most.

How ADRC serves Oregonians

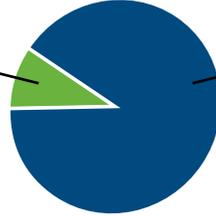
Options counseling

Oregonians needing in-depth help to explore their strengths and needs for long-term services and supports work with options counselors.

4,506

through options counseling

48,922
Oregonians
served in 2017



Information and referral

Many Oregonians get quick information and referrals to local resources from information and referral specialists.

44,416

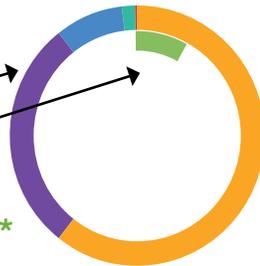
through information and referral

ADRC's benefits far outweigh its costs

Options counseling

Benefits = \$39.8 million
Cost = \$3.6 million

11 to 1 social return on investment*



Benefit categories

- Finding and keeping long-term services and supports and housing (\$24.1 million) ■
- Helping with basic needs (\$11.6 million) ■
- Avoiding homelessness (\$3.5 million) ■
- Preventing abuse (\$563,000) ■
- Averting falls (\$109,000) ■



7 out of 10

people who sought services from I&R specialists received help in at least one of **these benefit categories.**

An extensive study† of ADRC's options counseling analyzed the benefits participants received in at least one of these categories.

Options counseling benefits alone equaled more than seven times ADRC's total program costs.

* Social return on investment (SROI) measures financial and social values not currently reflected in conventional financial accounts. SROI can identify how effectively an organization uses its capital and resources to create value for the community.

† Hamilton B, Jensen K, Chussil M. 2018. Social return on investment: the business case for Oregon's ADRC. Compelling Reason, LLC.

Connecting Oregonians to valued services

The ADRC of Oregon is a collaborative public-private partnership that streamlines Oregonians' access to a complicated aging and disability service delivery system. ADRC information and referral and options counseling services are free for everyone, regardless of age or income.

The ADRC:

- Explains available long-term services and supports options
- Gives objective, trusted information and help
- Empowers people to make informed decisions, and helps them easily access services and supports

ADRC and 211info: What's the difference?

Both 211info and ADRC provide free information and referral to Oregonians. While 211info offers resources for people of all ages and abilities, the ADRC specializes in serving older adults, people with disabilities and veterans. Both 211info and ADRC services are confidential.

Core services

Information and referral

- **Prevention, early intervention, promotion** for health information and resources
- **Trained and certified staff** to assess needs, explain service options and give referrals
- **Toll-free number with knowledgeable staff** 1-855-ORE-ADRC (673-2372)
- **Consumer-focused website** www.ADRCofofOregon.org
- **Searchable resource database** with public and private long-term services and supports service provider information
- **Direct referral services** to benefits counseling for veterans

Options counseling

- **Trained options counselors** provide individualized support to address long-term services and supports (LTSS) needs
- **Person-centered assessment** identifies needs, strengths, values and preferences
- **Action plan** is developed to address LTSS needs
- **Follow-up support** is provided to ensure needs are met
- **Transition support** is available for people transitioning from hospital to home or from nursing facility to a community setting

Those helped by options counselors said*, without help from ADRC:

"I would be in a lot worse shape or homeless."

"I was in the dark about services. Once I received information to explore, I was surprised about what services were available. I gained knowledge and referred a friend."

"My dad was worn out providing care for my mom, and it made him feel better about life after receiving services."

* Portland State University Institute on Aging. 2016 April. Consumer satisfaction with Aging & Disability Resource Connection of Oregon. Part 4. Options counseling.

