

Providing high-value aging and disability services

ADRC helps the Dalkes connect with resources

Bruce and Anna Dalke spent their careers in public service. They are a charming, friendly couple achieving what everyone wants to – they are aging well. The Dalkes have a monthly budget, a long-range plan and a bucket list. As Bruce put it, **“we are aging – it’s up to us to do something about it.”**

However prepared, it’s easy to find the aging and disability service delivery system complicated and confusing. That’s where Aging and Disability Resource Connection (ADRC) comes in. ADRC helps people learn about local public and privately paid options to address aging and disability needs. **Options counseling provides objective, trusted information and tailored support to help people navigate options and make a plan that meets their needs.**

The Dalkes heard about **ADRC’s free information and referral and options counseling services** through NorthWest Senior and Disability Services (NWSDS). The Dalkes met with Suzy Deeds, an options counselor. The Dalkes explained that they were looking to move from their rural retirement community to the Salem-Keizer area. They wanted to be closer to medical specialists, church and other resources. Because of health concerns, they wanted a setting dealing with age progression.

Once Bruce and Anna settled into their new retirement community, they again met with Suzy. Anna was able to enroll in the Family Caregiver Support Program since she was providing care to Bruce.

The couple expressed concerns about planning for long-term care. Tabitha Ayala, an eligibility specialist, met with the couple to perform a resource assessment. Tabitha found that Bruce might be eligible for in-home services through Medicaid and made a service referral.

The Dalkes attended free Aging Mastery Program classes offered by NWSDS. Anna called Suzy to let her know they would not be able to attend the last class as she had fallen and injured herself. Suzy asked if she could make a referral through ADRC for Oregon Project Independence (OPI) to see



Bruce and Anna Dalke

if she was eligible for some in-home services. Anna said that Suzy **“doesn’t give up on us.”** She said Suzy, **“stays with us and tells us the next resource that we need, that we don’t even know we need.”**

They liked the retirement community they chose. However, they were concerned about how long they could afford to live there. They thought they wouldn’t qualify for Medicaid or other financial help.

Without ADRC, consumers struggle to find the help they need. However, Suzy and Tabitha had many suggestions for the Dalkes. They kept presenting them ways they might work through financial obstacles. As Bruce pointed out **this is why it is called “options” – they kept giving them options. However, they didn’t say, “this is what (option) you ought to take.”**

The Dalkes’ daughters have been beside them in options counseling. Their oldest daughter works as a social worker and counselor. The Dalkes said their daughter was **very impressed with services provided through ADRC. She appreciated the outstanding service. Also, how information was presented in a way everyone could understand.**

Bruce said, “Suzy and Tabitha kept working on our needs. They still stay in touch and have let us ask questions no matter how long ago we started with them . . . it’s worked really well.” He added, **“there’s more out there than you know about.”**

If you or someone you know would like options counseling call **1-855-ORE-ADRC** or visit **www.adrcforegon.org**.

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.ADRCoforegon.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

ADRC statewide progress and success

Information and referral (I&R) contacts
Person-centered options counseling (OC) newly enrolled consumers
ADRC website visits

2016	2017	2018
66,039	66,722	70,504
2,708	2,624	2,714
82,323	94,175	101,072

- 5,000+ Resource listings curated and updated at least once per year.
- 300+ Trained or certified statewide staff currently providing I&R and OC services.



www.ADRCoforegon.org • 1-855-ORE-ADRC (673-2372)

You can get this document in other languages, large print, braille or a format you prefer. Contact Aging and Disability Resource Connection (ADRC) at 503-945-6237 or email ADRC.info@dhs.oregon.gov. We accept all relay calls or you can dial 711.