

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

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
- Consumer-focused website
- 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 support (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 and 211info: What's the difference?

Both 211info and ADRC provide free, confidential 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.

ADRC statewide progress and success

	2021	2020	2019
Information and referral (I&R) contacts	89,504	81,211	77,265
Person-centered options counseling (OC) newly enrolled consumers	2,315	2,246	3,128
ADRC website visits	159,305	132,217	111,010

- 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.

What ADRC consumers say:

“ I don’t think I could afford all of the things that are happening on my income. I’m much better off than I would be without them. ”

“ They recommend things for me to do, and I do them. They explain everything to me, and they don’t hurry me; if you have any questions whatsoever, they will answer them before you leave. I have never left with a question unanswered. ”

“ They were the best government agency that I have ever dealt with. ”

“ They helped me get food stamps and they helped me get my insurance and explained stuff to me to help and talk with other people about things that I need, like shoes...they help me out when I can’t seem to get things done. ”

Source: Portland State University Institute on Aging. 2019 April. Consumer satisfaction with Aging & Disability Resource Connection of Oregon. Part 3. Information and Referral/Assistance.



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

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