

GATEKEEPER UPDATE

We are pleased to announce that Amie Oliver has joined the Gatekeeper Program as the Community Outreach & Education Coordinator. She spent the last 20 years working with programs including Meals on Wheels, the Hollywood Senior Center, and most recently connecting callers to resources through our Aging & Disability Resource Connection Helpline. Since she arrived in late April, she has trained 240 new Gatekeepers.

The Gatekeeper Program is a nationally recognized Best Practices program for identifying isolated, at-risk older adults and connecting them to critical community services. The goal of the Gatekeeper Program is to help businesses extend their customer services by advocating for aging or disabled

REACHING FURTHER

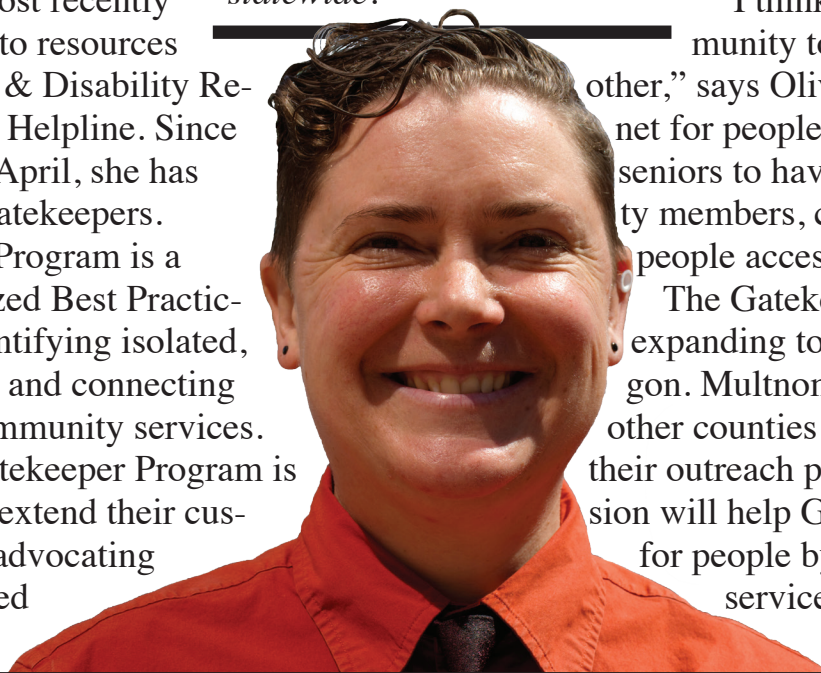
New state funding allows Multnomah County to hire a full time employee and the Gatekeeper Program goes statewide.

individuals.

Oliver believes strongly in the importance of seniors and people with disabilities remaining involved and independent in their community, so the support the Gatekeeper Program provides hits close to her heart.

“I think that we need community to take care of each other,” says Oliver. “It creates a safety net for people with disabilities and seniors to have observant community members, committed to helping people access services.”

The Gatekeeper Program is expanding to all counties in Oregon. Multnomah County is helping other counties around the state build their outreach programs. This expansion will help Gatekeepers advocate for people by facilitating access to services.



“Amie did a great job engaging our staff. She tailored the information to fit our team. Honestly, it was the best Gatekeeper training I have had in my 15 years here.”

Chris Wirth
Code Enforcement Manager
Multnomah County Health Department

CONTACT AMIE OLIVER AT (503) 988-8206 OR AMIE.OLIVER@MULTCO.US FOR A TRAINING.

What Gatekeepers Are Saying

***"The Gatekeeper Program** is an amazing resource that has the ability to do so much for vulnerable citizens. It is a great resource utilized by PGE employees and they appreciate having a resource that they can contact. They know that staff will do everything they can to advocate and assist the customer to make sure that they're safe."*

Tyler Richardson
Customer Resource Specialist
Portland General Electric

**YOU CAN MAKE A DIFFERENCE.
TO MAKE A REFERRAL CALL
(503)988-3646.**

24 hours a day, 7 days a week

ADRC
Aging and Disability
Resource Connection
of OREGON

Support and services relating to:

Aging - Disabilities - Veterans

- Abuse reporting
- Transportation
- In-home support
- Public benefits
- Caregiver support
- Housing resources
- Meals
- Legal resources
- Medicare help
- Other related issues



The phone rang in 2007. Alberta, a case manager at the neighborhood social service agency Friendly House, responded to the call. It was the ADRC Helpline calling to assign a new Gatekeeper referral.

Alberta knew little about Mr. J's circumstances other than he was frail, difficult to understand, deeply religious and determined to remain independent in his home. No exceptions.

Alberta arrived at Mr. J's apartment where she found him in his armchair, in a well worn, terry cloth robe.

Once he began talking, it was evident years of muscular dystrophy, advanced arthritis, diabetes, and congestive heart

FINDING SUPPORT

Gatekeepers help seniors and people with disabilities gain access to resources in their community. Here is a story of success.

failure had robbed him of easy communication.

Despite Mr. J's challenged speech and slow movements, he made sure Alberta didn't leave without understanding his only wish was to stay at home. If she had other intentions, she could "get the hell out now!"

Alberta assured him she understood his preferences. For the next five years Alberta and Mr. J pieced together a care plan that kept him in his home. Friendly House connected Mr. J with programs like Oregon Project Independence for in home support, Friendly Visiting for companionship, Meals On Wheels and Store To Door to help his nutritional needs, his faith community, and eventually hospice to provide compassionate end of life care.

In April of 2014, days after reconciling with his family for the first time in 20 years, Mr. J died peacefully in his home, surrounded by a supportive community, just like he wished.

Go to multco.us/ads/gatekeeper-program to see a Gatekeeper success video.