



Gatekeeper Update

Fall 2013

The Gatekeeper Program is designed to assist vulnerable people who need help, but may be unable to get it for themselves.

A single call can save a life.



Gatekeeper Referral Numbers

Multnomah County
(24/7)
503-988-3646

Clackamas County
503-650-5622

Washington County
503-640-3489

Columbia County
503-397-5863

Clark County
360-694-8144



Community Services in Multnomah County and the Gatekeeper Program

It can be difficult for any *one* person to keep up with the changes in services and service providers in the community. Which agency provides food boxes in what part of the county? Where can a senior find legal assistance? Where can a homeless person find shelter? When you make a Gatekeeper call, you be assured that our Helpline has the most current information on any service that a community member might need or want.

Gatekeeper Referral Success

“Frank” was a frequent shopper at the supermarket near his home and all of the employees knew that he lived alone with his two cats. Frank was not seen at the store for 10 days and when he did return, he told an employee that he had taken a fall and had been too injured to leave his home. The employee asked Frank if he could help him by making a call to the Helpline and Frank agreed. The two of them made the call from the store and, a week later, Fred received a visit from a social worker with the local Senior Center to talk about resources he could use to stay safely in his home.

I’ve called the Helpline once.... should I call again?

Many times, a Gatekeeper does not know the outcome of their call to the Helpline. Did anyone offer help to their person? Did their person accept help? Due to privacy, the Helpline is usually unable to call a Gatekeeper back with information. However, every telephone call with a concern **is** addressed. If you continue to have concerns, please call again, particularly if you have additional information.

Gatekeeper Red Flags to watch for:

- **Communication:** confusion, anger, forgetfulness, hostility
- **Financial:** trouble paying bills, mentions “missing” funds, bounced checks, large withdrawals
- **Caregiver Stress:** yelling, frustration, despair, lack of support
- **Social Isolation:** self isolates or being isolated by someone, unable to leave home, no visitors or help
- **Emotional Health:** depression, anxiety, significant personal loss, paranoid thinking
- **Appearance of the Person:** unkempt, unshaven, soiled clothes, odor, inappropriately dressed for weather
- **Physical Limitations:** difficulty seeing, hard time moving around home, home not accessible, difficulty hearing
- **Around the home:** mail and newspapers stacking up, yard is not kept up, debris, pets neglected or too many pets, strong odors



Time for a Gatekeeper Training or Refresher? Would your business, local branch, office or work unit, church or neighborhood association like to have a Gatekeeper presentation? Please contact the Gatekeeper Coordinator, Khela Singer, to schedule a training or refresher. Trainings can be tailored to the specifics of your group and can be 30 minutes (or shorter) or an hour long, depending on audience, agenda and questions. The valuable information presented can help you learn how to identify warning signs and red flags that an elder or an adult with disabilities may need some support or may be the victim of a scam or financial exploitation. Call or email Khela to discuss your training needs and get a training scheduled.

503-988-6717 or Khela.Singer@multco.us (as of November 1)

The Gatekeeper Program welcomes Khela Singer

Meet Khela Singer, the new Coordinator for Multnomah County Aging and Disability Service’s Gatekeeper Program. Khela comes to us from the Mid-Willamette Valley Community Action Agency where she directed the program: HandsOn Willamette. Khela has a strong background in training and consulting with non-profits that serve diverse, low income and vulnerable populations. She is passionate about creating positive change in the community through the efforts of volunteers.

Understanding Military Sexual Trauma

Attend a FREE training and dialog about Military Sexual Trauma on Wednesday, November 6, from 1:00-4:00 pm in the Multnomah Building, 501 SE Hawthorne Blvd.

Learn what Military Sexual Trauma (MST) is and what kinds of services and support are available for Veterans.

Register at www.surveymonkey.com/s/DJQPRS8