

Priority: Safety Net Services

Lead Agency: Commission on

Program Offer Type: New Program

Program Contact: Liesl Wendt

Related Programs:

Frameworks: School Aged Policy Framework, Early Childhood Framework, Poverty Framework, 10-year Plan to End Homelessness

Executive Summary

Coordinates County information and referral (I&R) programs while building a community wide database populated with existing databases and utilizing the phone number "211" as the front door for health/human service information/referral. Ensures a comprehensive health and human service systems "front door" which is client centered.

Program Description

This builds on specialized County services including the Aging/Disability Services Hotline, Mental Health services, and contracted community services that provide field/face-to-face I&R. It requests funds to: create I&R coordinator position at City/County I&R for overall coordination; create technical linkages between existing databases, communicate internal/public information; and provide funds for 24/7/365 211 service. 211 is part of a national effort to simplify access to services. The elements in this program offer build on recommended coordination in the I&R Briefing Paper prepared by CCFC. The goal is a simplified front door to information and referral while coordinating resource information and the system in general. 211 and City/Cty I&R will coordinate the resource information, outreach and track emerging trends.

Program Justification

I&R coordination increases efficiency by: ensuring callers are immediately connected to appropriate I&R provider; connecting callers to regional I&R for resources outside county; providing phone access via staff to web tools on www.oregonhelps.org (and other webtools). 211 offers real time referrals to basic needs providers and provides triage for those seeking services that don't exist. 211 leverages United Way, city of Portland, and other local government/private foundation funds. The data generated will enhance the County's ability to identify core needs/gaps across I&R programs, develop responsive messages, and help citizens get timely assistance. In the recommendations of the Homeless Families System, 211 ranked as their top priority. The Library has sought additional information from 211 for training and use with Library Reference Line staff who are the public front "door" to information. Both groups receive inquiries and seek specific information that is beyond their capacity to maintain and deliver. The 211 database and ultimately the larger database created by this project will serve as an invaluable resource.

Performance Measures

This request incorporates the various I&R services within the county/region into a coordinated system. Performance measures in Year One will gauge critical steps for ensuring successful integration/improved customer satisfaction. Coordinated I&R outcomes: MOUs adopted among county I&R providers with agreement on data inclusion, reporting criteria tools, caller satisfaction questions, and call volume tracking methods. Quarterly service delivery reports to coordinated City/Cty I&R will increase common outcomes for reporting/planning purposes. Accurate data available on the Internet for public consumption is the primary goal of the technical systems alignment. A general database of health and human services will build on the over-4,000 resources in the 211 database as well as information in existing databases (such as Portland Women's Crisis Line) and will then be widely available through CascadeLink and other public venues. A new cost/benefit analysis suggests a benefit to participants in the value of time saved of \$25 million in the first year for a "Mixed Model" of 211 delivery.

Summary of last year's program results and this year's expected results

Expected results: (1) Two existing databases integrated with comprehensive community database; (2) Call transfer protocols developed between county programs/community partners;(3)Community materials adopted detailing access points and how to connect; (4) 75,000 calls handled by 211 (5) County I&R staff trained in web tools use;(6) I&R listserv developed/utilized for systemwide updates(e.g. flu season--instructions on who to call/how to access info prior to media releases); (7) Citizen satisfaction surveys report high success;(8)County residents know where to find help;(9) 2 grants for technical/program funds submitted on behalf of system; (10)Common program reporting elements in place;(11) County staff know where to refer clients; (12) Library website becomes repository for comprehensive resource information. In 2003, a community forum was held which drew community partners to hear and comment about 211. In 2004, domestic violence staff trained 211 re: call transfer protocol & vice versa. In 2005, the Library included 211 & community resources as a central portion of training for Library Reference staff. training.

Program Mandate: 4 Program and Funding Level Choice

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2005	2005	2006	2006
Program Expenses				
Contracts	\$0	\$0	\$250,000	\$0
Materials & Supplies	\$0	\$0	\$10,500	\$0
Internal Services	\$0	\$0	\$48,750	\$0
Subtotal: Direct Exps:	\$0	\$0	\$309,250	\$0
Administration	\$0	\$0	\$0	\$0
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	\$0	\$0	\$0	\$0
Total GF/non-GF:	\$0	\$0	\$309,250	\$0
Program Total:	\$0		\$309,250	
Program FTE	0.00	0.00	0.00	0.00
Program Revenues				
Program Revenue for Admin	\$0	\$0	\$0	\$0
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes