

Program # 25082B - Centralized DV Access Line

Version 2/01/2005 s

Priority:	Safety Net Services	Lead Agency:	County Human
Program Offer Type:	Existing Operating	Program Contact:	Chiquita Rollins
Related Programs:	25082A, 25083A		
Frameworks:	Early Childhood Framework, Poverty Framework, 10-year Plan to End Homelessness		

Executive Summary

Provides domestic violence victims with centralized, state-of-the art access to services and information that goes beyond the "basic" crisis line response. "Best practices" response utilizes updated technology, established practices and procedures, inter-agency agreements, and trained professional staff. Provides 26,000 callers with basic needs, safety planning, follow-up advocacy and accurate information.

Program Description

During the last 3.5 years, using Byrne grant funds, the County, in a partnership with the Portland Women's Crisis Line, accomplished the following: 1) purchased and installed needed technology (phone system, hardware and software); 2) adopted new procedures, including better data tracking, information and referral database, inter-agency agreements with other domestic violence programs and with 211; 3) developed and implemented standards for staff training and response to callers; and 4) hired multiple trained professional staff for all shifts. The contractor has increased the number of calls it responds to by 12,000 annually since the first year of the grant. This program offer allocates the needed additional funds to replace the Byrne grant funding. Without the funds to contract for services at the existing level, the contractor will not be able to sustain the improvements of the last three years. The consequences of loss of funding are: well-trained professional staff will be replaced by volunteers; fewer phone lines will be available for victims, and the database and equipment will not be maintained. Replacement of these grant funds is necessary to maintain a level of service that is congruent with the complexity of the victim services system, assures access to comprehensive community supports and services and represents national best practices.

Program Justification

These strategies conform to national best practices, assure a skilled crisis response in cases of victimization, and provide information and referral for access to information, advocacy and triage. They provide access to care, easy access to appropriate information, referral and assistance, link people to comprehensive community supports, provide accessible crisis services. It relates to Framework priorities of access to supportive housing and rent assistance (10-Year Plan to End Homelessness), strengthening families and providing competent and coordinated social services (Early Childhood) and needed social services (Poverty Elimination).

Performance Measures

Number of calls responded to; percent of callers who receive Information and Referral (information, advocacy or triage)

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

Responded to 26,000 calls in 2004; provided 98% of callers with Information and Referral as defined above

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	\$62,480	\$0
Subtotal: Direct Exps:	\$0	\$0	\$62,480	\$0
Administration	\$0	\$0	\$494	\$0
Program Support	\$0	\$0	\$583	\$0
Subtotal: Other Exps:	\$0	\$0	\$1,077	\$0
Total GF/non-GF:	\$0	\$0	\$63,557	\$0
Program Total:	\$0		\$63,557	
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

This level of services was supported by a state Byrne grant from first quarter of FY02 through first quarter of FY06.

Significant Program Changes

There will be no significant program changes if funded.