

Priority: Basic Needs
Program Offer Type: Existing Operating
Related Programs:
Program Characteristics: Backfill State/Federal/Grant

Lead Agency: County Human Services
Program Contact: Chiquita Rollins

Executive Summary

DV Centralized Crisis Line restores current level of capacity to respond to domestic violence victims calling a centralized crisis line, by backfilling Byrne grant which ended 9/30/05. It provides domestic violence victims with centralized, state-of-the art access to services and information that goes beyond the "basic" crisis line response.

Program Description

During the last four years (2001-2005), 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 9,000 since the first year of the grant.

Last year, the Board replaced nine months of Byrne funding to assure that the level of service remains at the higher number of calls answered and at the level of skill and competency that the Byrne grant allowed. This program offer adds the final quarter of funding. We expect that a reduction in funding of one-quarter of the Byrne amount will result in 3,000 callers receiving a busy signal instead of reaching a crisis line worker.

Program Justification

The strategies implemented through the Byrne grant conform to national best practices for domestic violence crisis lines and standards of the Alliance of Information and Referral Systems (AIRS). They link to Basic Living Needs Strategies of 1) Intervention and coordination of services that meet basic needs of victims and their children (crisis intervention, I&R, address abuse of vulnerable population); 3) Assure care for vulnerable members of the community (access, addressing urgent care needs); and 5) assist vulnerable populations in obtaining permanent and livable housing. It also links to the Poverty Elimination and Early Childhood Frameworks and the 10-Year Plan to End Homelessness, and leverages \$148,000 in state/federal funds and private donations to the community contractor.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Number of additional victims receiving crisis intervention by phone*	3,000	3,000	3,000	3,000
Outcome	Percent of callers who report satisfaction with response**	92%	92%	92%	95%

Performance Measure - Description

*Number of calls responded to, as counted by existing telephone software.
 **Callers report satisfaction, as determined by routine question asked at the end of each call and entered into database. Percentage of those callers who answered the question about satisfaction(not total number of calls).

Legal/Contractual Obligation

None

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2006	2006	2007	2007
Program Expenses				
Contracts	\$0	\$0	\$16,167	\$0
Subtotal: Direct Exps:	\$0	\$0	\$16,167	\$0
Administration	\$0	\$0	\$70	\$0
Program Support	\$0	\$0	\$417	\$0
Subtotal: Other Exps:	\$0	\$0	\$487	\$0
Total GF/non-GF:	\$0	\$0	\$16,654	\$0
Program Total:	\$0		\$16,654	
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**Last year this program was: #25082B, Centralized DV Access Line