

**Priority:** Basic Needs  
**Program Offer Type:** Program Alternative /  
**Related Programs:** 25046A, 25046C

**Lead Agency:** County Human Services  
**Program Contact:** Chiquita Rollins

**Program Characteristics:**

**Executive Summary**

This offer provides alternatives to #25040A&B. It provides capacity of current contractor to respond to 9,000 additional calls, and replaces OTO funds from FY06 budget with on-going CGF. This represents nine months of total Byrne funding.

**Program Description**

During the last four 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.

Last year, the Board replaced nine months of Byrne funding with one-time-only funds to assure that the level of service maintains at the level of service, skill and competency that the Byrne grant allowed. This program offer funds that same level of service.

**Program Justification**

This program offer relates to Basic Needs priorities 1) provide intervention and coordination of services by providing crisis intervention and information and referral services; 2) assure care for vulnerable members of the community by providing access to care for vulnerable populations and addressing the urgent care needs of vulnerable populations; 3) promote health behaviors by empowering people to avoid or escape victimization and violence; 4) assist vulnerable populations in obtaining permanent and livable housing by linking people to comprehensive services that lead to supportive, affordable and permanent housing; and 5) access to income and food in emergent situations. It supports the following county policies, priorities or Frameworks: Resolution 00-149 related to County domestic violence policy, 10-Year Plan to End Homelessness, Early Childhood and Poverty Elimination. It also incorporates national best practices of professional crisis response and associated technology.

**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 victims receiving crisis intervention by phone	9,000	9,000	9,000	9,000
Outcome	Percentage of callers who report satisfaction with crisis response	92%	92%	92%	95%

**Performance Measure - Description**

**Legal/Contractual Obligation**

None

**Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2006	2006	2007	2007
<b>Program Expenses</b>				
Contracts	\$0	\$0	\$48,501	\$0
Subtotal: Direct Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$48,501</b>	<b>\$0</b>
Administration	\$0	\$0	\$211	\$0
Program Support	\$0	\$0	\$1,236	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$0</b>	<b>\$1,447</b>	<b>\$0</b>
Total GF/non-GF:	<b>\$0</b>	<b>\$0</b>	<b>\$49,948</b>	<b>\$0</b>
Program Total:	<b>\$0</b>		<b>\$49,948</b>	
Program FTE	0.00	0.00	0.00	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Explanation of Revenues**

These funds were allocated in FY06 as one-time-only funds to replace nine months of Byrne grant funds.

**Significant Program Changes**

**Last year this program was:** #25082B, Centralized DV Access Line

These funds will be used in conjunction with Offers 25046A&C, to maintain current service level and provide costs savings and improved services.