

**Priority:** Basic Needs  
**Program Offer Type:** Existing Operating  
**Related Programs:**

**Lead Agency:** Commission on  
**Program Contact:** Lisa Hansell

**Program Characteristics:**

### Executive Summary

The Commission on Children, Families and Community contracts with Lifeworks Northwest to provide services to families "screened out" at the Department of Human Services (DHS) Child Welfare Hotline. This child maltreatment prevention program serves families with children aged 0-17 in which there is an indication of a serious issue, but not extreme enough to warrant state involvement. The program provides strengths based, short-term case management services and assists families in accessing resources to meet their basic living needs. A primary goal of the program is preventing children and families from entering the child welfare system (at least 80% of families are not re-reported to the child welfare hotline after completing the program).

### Program Description

In Multnomah County, the DHS hotline receives approximately 500 calls each month indicating family problems not deemed serious enough to warrant state involvement. The State contacts about 20% of these families, offering a referral to the Family Advocate program. The Family Advocates serve 150 families a year (100 with in-home services, and 50 by phone). They provide assessment, information/referral, home visiting, case management and advocacy on a voluntary basis. The goal is to prevent child maltreatment by reducing crisis situations and connecting families to needed services and supports.

### Program Justification

The Basic Living Needs Team identifies vulnerable community members as "people with physical and mental disabilities, people with chemical dependencies, the elderly, the seriously and persistently mentally ill and children with special needs and those at risk of neglect and abuse, low income individuals and families, and others needing on-going care". This definition describes the types of challenges faced by the majority of families referred to the Family Advocate program. Unaddressed, they can place the children in these homes at high-risk for child maltreatment. These "vulnerable" families require ongoing, well-integrated community support to ensure their basic living needs are met and their families are safe, stable and healthy.

### Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY05-06)	Current Year Purchased (FY06-07)	Current Year Estimate (FY06-07)	Next Year Offer (FY07-08)
Output	Number of families receiving services	151	100	100	100
Outcome	Adequacy of social support resources	83.0%	90.0%	90.0%	90.0%
Outcome	Families not re-reported to Child Welfare Hotline	96.0%	85.0%	90.0%	85.0%

### Performance Measure - Description

Performance measures for in-home services:

Adequacy of social support services; Expected Success: 90% of families completing services have 3 or more new and/or strengthened service connections. Measurement tools: Program records - family feedback & case notes

Child Maltreatment: 90% of families completing services are not rereported to the child welfare hotline within 90 days of closing. Measurement tools: DHS records

## Legal/Contractual Obligation

Through RFP# P06-8787, the contract for Family Advocate services was awarded to LifeWorks Northwest.

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2007	2007	2008	2008
Personnel	\$0	\$33,665	\$0	\$5,264
Contracts	\$0	\$150,851	\$0	\$147,851
Materials & Supplies	\$0	\$4,103	\$0	\$6,366
Internal Services	\$0	\$8,903	\$0	\$18,304
Subtotal: Direct Exps:	<b>\$0</b>	<b>\$197,522</b>	<b>\$0</b>	<b>\$177,785</b>
Administration	\$0	\$57,705	\$0	\$46,506
Program Support	\$0	\$0	\$0	\$0
Subtotal: Other Exps:	<b>\$0</b>	<b>\$57,705</b>	<b>\$0</b>	<b>\$46,506</b>
Total GF/non-GF:	<b>\$0</b>	<b>\$255,227</b>	<b>\$0</b>	<b>\$224,291</b>
Program Total:	<b>\$255,227</b>		<b>\$224,291</b>	
Program FTE	0.00	0.33	0.00	0.05
<b>Program Revenues</b>				
Intergovernmental	\$0	\$197,522	\$0	\$177,785
Program Revenue for Admin	\$0	\$0	\$0	\$0
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$197,522</b>	<b>\$0</b>	<b>\$177,785</b>

## Explanation of Revenues

Funding for this program comes from Federal Safe and Stable Families Act, allocated through the Oregon Commission on Children and Families. Grant funds are estimated based on the FY 2006 appropriation. In addition to the funding that comes through the County for this program, Portland Children's Investment Fund provides a similar amount of funding. The contractor is required to secure at least a 25% cash match.

## Significant Program Changes

✔ Significantly Changed

**Last year this program was:** #10051, Family Advocate Model

The method of outreach has changed this year. Based on a new State DHS interpretation of confidentiality laws, referrals to the Family Advocate program are made after DHS has contacted the family and obtained permission to make the referral. Previously, the community-based Family Advocate program made the initial outreach call to the family. During this transition, the number of referrals has dropped, affecting the number of families served. Continued efforts are being made to increase the effectiveness of outreach and increase the number of referrals. Additionally, DHS is now referring "voluntary clients" to the Family Advocate program, which were previously referred to the DHS field teams. The referral process is being monitored. New referral sources will be added if the number of referrals doesn't increase in the near future.