

**Priority:** Basic Needs  
**Program Offer Type:** Existing Operating  
**Related Programs:** 40026, 25156B

**Lead Agency:** County Human Services  
**Program Contact:** Peggy Samolinski

**Program Characteristics:**

**Executive Summary**

Bienestar de La Familia (Well-being of the Family) Social Services provides case-management, information and referral, service linkage, coordination and resource recruitment to address the needs of the Latino community and other immigrant populations. In particular the site has seen a significant growth in African Immigrant families participating in services. The program provides culturally specific and linguistically appropriate services to 300 children, adults and parents in order to impact poverty, promote family stability, support academic success and assist families to meet basic living needs. This program works closely with staff in La Clinica de al Buena Salud (Health Clinic) at the site.

**Program Description**

Bienestar Social Services is sited fulltime at the Baltazar Ortiz Community Center and is part of a multi-disciplinary team. This team includes mental health/drug and alcohol and healthcare services and partners with Hacienda CDC. Services in this offer include individual and family case management, service coordination and crisis intervention to ensure that children and families' basic needs are met for food, stable housing, energy assistance, parenting skills, employment, clothing, physical and mental health. Solution-focused case management is provided to children and families experiencing complex, single or multiple issues that affect their ability to attain or maintain school success, healthy family functioning and self-sufficiency. Yearly, approximately 75 families received case management services. Although primarily focused on serving the Latino community, the program has expanded to include culturally specific services for Somali immigrants and refugees and Russian-speaking families as those populations have grown in the nearby housing complex and neighborhood. On-site service coordination includes recruitment, coordinating use of the community building, developing and maintaining partnerships, facilitating and staffing service provider meetings.

**Program Justification**

This program supports many of the basic living needs priorities. Bienestar is unique because it provides multi-entry access to a wide range of basic services for a large population of Latinos and other immigrants. Bienestar serves a large and growing population in the county that is traditionally underserved. Services are provided at the Ortiz Center and across the county in families' homes, schools and other locations. The nutrition/food program serves more than 250 immigrant and refugee families a month. The anti-poverty programs promote self-sufficiency by providing job training and school support services. In 2007-08 through a partnership with the city of Portland's School-Family-Housing Initiative, case managers leveraged and delivered \$88,000 rent assistance to needy families. Bienestar links with other countywide efforts that serve the unique needs of the Cully neighborhood. The program also initiates consultation and coordination efforts with other providers to build cultural competency among them and lead efforts to solve community problems.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY07-08)	Current Year Purchased (FY08-09)	Current Year Estimate (FY08-09)	Next Year Offer (FY09-10)
Output	# of individuals served by case management	284	300	300	300
Outcome	% of families entering w/unstable housing that are in permanent housing at exit	0.0%	75.0%	75.0%	75.0%
Output	# families who received food to meet basic needs	2,675	2,700	2,700	2,700

**Performance Measure - Description**

 **Measure Changed**

Last year's offer was joint between the Department of County Human Services (SUN Service System Division & Mental Health and Addictions Division) and the Health Department, and measures reflected a variety of outcomes across the three programs. Measures in this offer are new and reflect specific measures for Bienestar Social Services. The housing outcome is being collected starting in FY 08-09.

All of the 2007-2008 performance measures are available for the previous submitted offer.

**Legal/Contractual Obligation****Revenue/Expense Detail**

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
<b>Program Expenses</b>	2009	2009	2010	2010
Personnel	\$259,174	\$0	\$346,688	\$0
Materials & Supplies	\$6,395	\$0	\$6,395	\$0
Internal Services	\$41,498	\$0	\$62,377	\$0
<b>Subtotal: Direct Exps:</b>	<b>\$307,067</b>	<b>\$0</b>	<b>\$415,460</b>	<b>\$0</b>
Administration	\$40,700	\$0	\$50,523	\$0
Program Support	\$14,974	\$0	\$14,402	\$0
<b>Subtotal: Other Exps:</b>	<b>\$55,674</b>	<b>\$0</b>	<b>\$64,925</b>	<b>\$0</b>
<b>Total GF/non-GF:</b>	<b>\$362,741</b>	<b>\$0</b>	<b>\$480,385</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$362,741</b>		<b>\$480,385</b>	
Program FTE	2.80	0.00	3.30	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**

County General Fund - \$415,460

**Significant Program Changes**

Last year this program was: #25156A, Bienestar/ La Clinica Health and Social Services