

Lead Agency: County Human Services
Program Offer Type: Existing Operating
Related Programs: 25070

Program Contact: Peggy Samolinski

Program Characteristics:

Executive Summary

Bienestar de La Familia (Well-being of the Family) Social Services provides culturally specific and linguistically appropriate case management, information and referral, service linkage, coordination and resource recruitment to address the needs of the largest minority, fastest growing and historically underserved group in the County, the Latino community. While sited full-time in the Baltazar Ortiz Community Center, 2.3 FTE direct service staff serve Latinos throughout Multnomah County. In FY09 the social service program served 65 families and over 500 children, adults and parents in order to impact poverty, promote family stability, support academic success and assist families to meet basic living needs. The nutrition and food programs serve over 1,300 residents, immigrants and refugees a year.

Program Description

Bienestar works closely with staff in La Clinica de Buena Salud (Health Clinic). The group functions as a multi-disciplinary team with members from mental health/addictions, healthcare services and our community partner, Hacienda CDC. Although the primary mission is to serve the Latino community, the program recruits providers to serve the Somali community, Russian speaking families, and other diverse groups residing in the nearby housing complex and neighborhood who also seek Bienestar's unique services.

Bienestar is unique because it provides multi-entry access to a wide range of basic services. Yearly, approximately 75 families experiencing complex, single or multiple issues that affect their ability to attain or maintain school success, healthy family functioning and self sufficiency receive solution focused case management with some or all of these services: individual and family case management, service coordination and crisis intervention. These services ensure that basic needs are met for food, stable housing, energy assistance, parenting skills, employment, school completion, clothing, physical and mental health. 1.5 FTE case managers and .8 FTE program development staff provide services on site, in families' homes, schools & other locations. The nutrition & food programs serve over 1,300 residents, immigrants and refugees a year. The anti-poverty programs promote self sufficiency through links with job training and school support services. The program also initiates consultation, coordination efforts with other providers to build cultural competency among them and leads efforts to create community solutions.

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY08-09)	Current Year Purchased (FY09-10)	Current Year Estimate (FY09-10)	Next Year Offer (FY10-11)
Output	Number of households served by case management ¹	63	77	77	100
Outcome	% of families completing most or all of their case management goals	78.0%	75.0%	78.0%	75.0%
Output	Number of families who received food to meet basic needs ²	1,762	2,700	1,300	1,600
Outcome		0	0	0	0

Performance Measure - Description

 **Measure Changed**

¹ Output measure was changed from individual to households because service delivery focuses on the household. The change results in a lower number reported.

*Projection for case managed households for FY11 is higher due to additional .5 staffing capacity (see significant changes section).

²Food delivery numbers are quite variable depending upon how many people show up on a given day. Given trends, however, the projection for FY09-10 was overestimated.

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

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2010	2010	2011	2011
Personnel	\$329,304	\$0	\$385,579	\$0
Materials & Supplies	\$6,395	\$0	\$16,395	\$0
Internal Services	\$62,377	\$0	\$81,002	\$0
Total GF/non-GF:	\$398,076	\$0	\$482,976	\$0
Program Total:	\$398,076		\$482,976	
Program FTE	3.30	0.00	3.80	0.00
Program Revenues				
Total Revenue:	\$0	\$0	\$0	\$0

Explanation of Revenues

\$482,976 - County General Fund Subsidy

Significant Program Changes**Last year this program was:**

For FY11, this offer includes two new components. First, it adds \$10,000 in direct client assistance funds. These funds were inadvertently left out of the FY 10 program offer. Second, this offer includes an additional .5 FTE Family Intervention Specialist (FIS) to bring the second FIS position at the Center to full-time. Both of these are funded with County General Fund dollars.