

**Lead Agency:** County Human Services

**Program Contact:** Peggy Samolinski

**Program Offer Type:** Existing Operating

**Related Programs:**

**Program Characteristics:** In Target

### 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, 2.8 FTE direct service staff serve Latinos throughout Multnomah County. In FY10 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 1,500 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 100 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, good physical and mental health. 2.0 FTE case managers and .8 FTE program development staff provide services on site, in families' homes, schools and other locations. The nutrition & food programs serve over 1,500 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 and 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 (FY09-10)	Current Year Purchased (FY10-11)	Current Year Estimate (FY10-11)	Next Year Offer (FY11-12)
Output	Number of households served by case management	109	77	100	100
Outcome	Number of families who received food to meet basic needs	1,568	1,655	1,796	1,825
Output		0	0	0	0

### Performance Measure - Description

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

	<b>Proposed General Fund</b>	<b>Proposed Other Funds</b>	<b>Proposed General Fund</b>	<b>Proposed Other Funds</b>
<b>Program Expenses</b>	2011	2011	2012	2012
Personnel	\$385,579	\$0	\$392,904	\$0
Materials & Supplies	\$16,395	\$0	\$22,337	\$0
Internal Services	\$81,002	\$0	\$46,247	\$0
<b>Total GF/non-GF:</b>	<b>\$482,976</b>	<b>\$0</b>	<b>\$461,488</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$482,976</b>		<b>\$461,488</b>	
Program FTE	3.80	0.00	3.80	0.00
<b>Program Revenues</b>				
<b>Total Revenue:</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

**Explanation of Revenues**

\$461,488 – County General Fund

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

Client contacts were reduced for 4 months due to partial then full absence of one case manager due to a physical injury.