

Department:	Nondepartmental	Program Contact:	Dave Austin
Program Offer Type:	Innovative/New Program	Program Offer Stage:	As Proposed
Related Programs:	10007A		

Program Characteristics:

Executive Summary

The Communications Office strives to reflect the diversity of Multnomah County's residents and employees. Core to the office's mission is to promote County programs to all residents. This office receives an increasing number of requests from Spanish, Chinese, Vietnamese and other different language communities each month, but doesn't have capacity to fully engage them as it pertains to communications. We are adding a Language Communications Coordinator to provide better access to information about health care, behavioral health, housing issues and other county services.

Program Summary

The Language Communications Coordinator will coordinate with County departments to improve communication between the county and its growing communities that have limited English proficiency. The coordinator will focus first on making inroads to the Latino/Hispanic community, which makes up 10.9 percent of the County's population. Using advanced language skills, the coordinator will help make better connections within these communities about County services. The coordinator will make important contacts within the Chinese, Vietnamese, Laotian, Russian and other communities where language creates a barrier between residents and the County. The idea would be that the coordinator, working with the departments and County staff, will increase access to important services. This initiative is part of the ongoing County equity work and complements the initiatives coming out of the Chair's Office on reaching underserved communities.

Performance Measures

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of contacts with communities that lack proficiency in English language	-	-	-	50-100
Outcome	Number of coordination meetings between County departments and those communities	-	-	-	30

Performance Measures Descriptions

Legal / Contractual Obligation

None

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2014	2014	2015	2015
Program Expenses				
Personnel	\$0	\$0	\$118,316	\$0
Materials & Supplies	\$0	\$0	\$3,939	\$0
Internal Services	\$0	\$0	\$3,800	\$0
Total GF/non-GF	\$0	\$0	\$126,055	\$0
Program Total:	\$0		\$126,055	
Program FTE	0.00	0.00	1.00	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

This is a General Fund program.

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

This is a new program for FY 2015.