Program #10051 - System Support, Access, & Coordination — 4/18/2018

Department: Nondepartmental   **Program Contact:** Marc Jolin

Program Offer Type: Existing Operating Program   **Program Offer Stage:** As Proposed

Related Programs:

Program Characteristics:

Executive Summary

Improving system coordination and access is one of the core strategies of A Home for Everyone. This program funds an array of support services needed to make homeless services easier to access and more effective. These services support systems of care across populations as well as specific sub-populations (adults, families, youth, Veterans and domestic violence survivors). These supports include training, information and referral services, coordinated entry, landlord recruitment, and other similar services.

Program Summary

The effectiveness of homeless services, overall and at the population-specific level, depends on the support services funded through this program. These services include:
• Access: Equitable and efficient access to available services is an essential commitment of A Home for Everyone. Access starts with information about the services available, and that information must be available in a variety of formats to reach diverse populations. Programs supported in this area include telephone, online and print information and referral. Equitable and efficient access to services also requires coordinated entry systems tailored to specific populations.
• Training/Education: Through A Home for Everyone, our community has adopted a set of guidelines for the delivery of services, and those guidelines anticipate certain shared practices that require system-wide and population-specific training for staff. There are also training and education programs offered to support people seeking services, both community-wide and within specific populations.
• Partnership Development: Increasing the resources available to people experiencing homelessness, beyond those funded through the Joint Office, requires the development of partnerships that leverage resources in other systems and in the private sector. This program offer funds programs that foster these partnerships for the benefit of the effort to end homelessness as a whole and for specific populations. Examples include coordination among landlords and service providers, as well as services to recruit and support landlords to make units available for households referred through community nonprofits.
• Point-In-Time Count: In order to receive HUD funding, communities must conduct an annual point-in-time count of people sleeping in homeless shelters and a biennial point-in-time count of people sleeping in places not meant for human habitation (i.e. tents, cars, etc.). The sheltered and unsheltered count is a community-wide effort involving more than two dozen organizations. The funding requested will provide the support necessary to undertake a count including administrative support, communication, partner coordination, volunteer recruitment and management, as well as data entry and evaluation.
• Mobile Navigation Services: In collaboration with public safety, services that are responsive to people sleeping in public areas, including parks and rights-of-way; connecting individuals with information and resources to accelerate their transition to shelter or housing options, as well as other services such as transportation assistance or health care.

Performance Measures

Measure Type	Primary Measure	FY17 Actual	FY18 Purchased	FY18 Estimate	FY19 Offer
Output	Shelter and housing service requests	47,507	25,000	45,000	35,000*
Outcome	Information and Referral calls answered within 5 minutes	3.89 minutes	5 minutes	4 minutes	4 minutes
Output	Number of properties in continued engagement recruited in prior fiscal year	500**	300	300	300

Performance Measures Descriptions

*Increasing contract goal as Contractor has consistently surpassed annual goal.
**One landlord that was recruited has a substantial number of units that put Contractor way over goal. Returning to baseline contract goal for FY 2019.

Legal / Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	**2018**	**2018**	**2019**	**2019**
Contractual Services	$348,030	$826,160	$360,220	$1,045,910
Total GF/non-GF	**$348,030**	**$826,160**	**$360,220**	**$1,045,910**
Program Total:	**$1,174,190**		**$1,406,130**	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	$0	$826,160	$0	$1,045,910
Total Revenue	**$0**	**$826,160**	**$0**	**$1,045,910**

Explanation of Revenues

City of Portland General Fund $1,045,910

Significant Program Changes

Last Year this program was: FY 2018: 10051A System Support, Access, & Coordination

This program now includes the Annual Point in Time Count survey which was part of Program Offer 10051B in FY 2018. The City of Portland General Fund was shifted