

**Department:** Nondepartmental      **Program Contact:** Marc Jolin  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

This program offer funds an array of support services needed to make the overall system of homeless services more effective. These services support the effectiveness of systems of care, both systemwide and specifically geared towards specific populations (individuals, families, youth, veterans and domestic violence survivors, etc). 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 offer:

- (1) **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 211 and the Street Roots "Rose City Resource Guide." Equitable and efficient access also requires coordinated entry into services. This program offer funds coordinated entry systems tailored to specific populations (families, youth, etc).
- (2) **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 trainings and education programs offered to support people seeking services, both community-wide and within specific populations. These include, for example, the community's Rent Well program and certain client education programs.
- (3) **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 ending homelessness effort as a whole and for specific populations. Examples include the Housing Partnership Program and the Landlord Recruitment Team.

**Performance Measures**

<b>Measure Type</b>	<b>Primary Measure</b>	<b>FY15 Actual</b>	<b>FY16 Purchased</b>	<b>FY16 Estimate</b>	<b>FY17 Offer</b>
Output	Shelter and housing service requests	N/A	N/A	N/A	25,000
Outcome	Caller/client satisfaction*	N/A	N/A	N/A	4
Output	Homeless Families System of Care calls	N/A	N/A	N/A	8,000
Outcome	Completed Homeless Family System of Care Assessments	N/A	N/A	N/A	700

**Performance Measures Descriptions**

\*Client/caller satisfaction will be measured on a 5-point scale for a sample of clients/callers through in-person, phone, or electronic assessments.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2016	2016	2017	2017
Contractual Services	\$0	\$0	\$851,348	\$1,055,320
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$851,348</b>	<b>\$1,055,320</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$1,906,668</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	\$0	\$0	\$0	\$1,055,320
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$1,055,320</b>

Explanation of Revenues

General Fund: Transferred from County Human Services (DCHS) - \$851,348

Other Funds:

Housing and Urban Development Grants (HUD) - \$195,259

Dept. of Justice Office of Violence Against Women (OVW) - \$91,706

City of Portland General Fund- \$401,300

City General Fund transferred from the Portland Housing Bureau - \$381,810

Significant Program Changes

Last Year this program was:

These are existing services and funding that were transferred from the Department of County Human Services, the City of Portland's Housing Bureau as part of the effort to create a Joint Office.

\$243,244 in transitional housing funding moved to this program offer from DCHS program offer 25133B.