

**Department:** Joint Office of Homeless Services      **Program Contact:** Shannon Singleton  
**Program Offer Type:** Support      **Program Offer Stage:** As Adopted  
**Related Programs:**  
**Program Characteristics:**

**Executive Summary**

This program offer funds system access, assessment, and navigation, which is an array of support services needed to make homeless services equitably accessible and attuned to the specific needs of sub-populations. Ensuring system coordination and access is one of the core strategies of the Joint Office of Homeless Services (JOHS). These services include programs that work across populations as well as those for specific sub-populations (adults, families, youth, veterans, and domestic violence survivors). Supports include training, information and referral services, coordinated access, landlord recruitment, and other similar services.

**Program Summary**

This program offer funds system access, assessment, and navigation, which is an array of support services needed to make critical homeless services equitably accessible to the diverse communities experiencing homelessness in Multnomah County. Ensuring system coordination and access is one of the core strategies of the JOHS. Service categories include outreach, coordinated access, mobile navigation services, and partnership development.

This program offer also funds information and referral resources, and navigation outreach workers to assist people experiencing homelessness to navigate to a range of services, including shelter, substance use and addiction services, primary medical care, and permanent housing, prioritizing culturally specific, culturally responsive, and peer-led engagement with immediate safety and long-term housing resources.

This program offer funds the Coordinated Access system, which works through outreach, intake workers, and other dedicated partner and County staff to identify, assess, and prioritize households experiencing homelessness and connect them to a range of shelter, housing, and support services. The goal of Coordinated Access is to provide streamlined and equitable access to housing interventions. Regardless of where someone first seeks services, access is based on vulnerability, eligibility, and choice. Multnomah County's Coordinated Access system prioritizes vulnerable populations, participant-centered services, ease of access, racial and ethnic justice, measurable outcomes, shared definitions of success, leveraging existing resources and capacity, diversity in program services and approaches, and long-term housing stability.

Ending homelessness is a community-wide effort that requires partnerships that leverage resources in other systems of care and in the private sector. This program offer funds that partnership development, including recruiting and supporting landlords that can provide units for households exiting homelessness, which is critical to leveraging these system-wide resources.

**Performance Measures**

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Shelter and housing service requests received and assisted by 211	97,604	70,000	100,000	70,000
Outcome	Percentage of Information and Referral calls answered within 5 minutes	26%	75%	55%	75%
Outcome	Number of unsheltered people served with system navigation	399	750	780	750
Outcome	BIPOC assessed via Coord. Access at rate as high or higher than percent of HUD homeless population	Yes	Yes	Yes	Yes

**Performance Measures Descriptions**

The COVID-19 pandemic, which began in FY 2020, has significantly impacted the performance measures associated with this program offer.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$59,827	\$139,037	\$145,251	\$107,359
Contractual Services	\$318,820	\$1,412,000	\$331,575	\$1,507,137
Materials & Supplies	\$4,500	\$2,310	\$0	\$8,675
Internal Services	\$0	\$4,465	\$0	\$30,866
<b>Total GF/non-GF</b>	<b>\$383,147</b>	<b>\$1,557,812</b>	<b>\$476,826</b>	<b>\$1,654,037</b>
<b>Program Total:</b>	<b>\$1,940,959</b>		<b>\$2,130,863</b>	
<b>Program FTE</b>	0.60	1.40	1.15	0.85

Program Revenues				
Intergovernmental	\$0	\$1,477,812	\$0	\$1,319,750
Beginning Working Capital	\$0	\$80,000	\$0	\$334,287
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,557,812</b>	<b>\$0</b>	<b>\$1,654,037</b>

Explanation of Revenues

This program generates \$30,866 in indirect revenues.  
 Visitor Development Fund (VDF) Livability and Supportive Services \$334,287  
 City of Portland General Fund \$1,172,850  
 HUD Continuum of Care (CoC) A Home for Everyone Coordinated Access Coordinator \$68,900  
 HUD Continuum of Care (CoC) Domestic Violence Coordinated Access Coordinator \$78,000

Significant Program Changes

Last Year this program was: FY 2022: 30100A System Access, Assessment, & Navigation

The year-over-year increase in funding is due to an increase in Visitor Development Fund resources allocated to this program offer. The year-over-year change in General Fund vs. Other Funds relates to how HUD Continuum of Care (CoC) grant resources have been allocated across the department.