

#### Governmental Partners

City of Portland

County Departments:

Health

Human Services

Library

School Districts:

Centennial

David Douglas

Gresham-Barlow

Parkrose

Portland Public

Reynolds

State Department of Human Services

#### SUN Service System

##### Service Providers

Albina Head Start

Albina Ministerial Alliance

Cascadia Behavioral Health

Catholic Charities

Desarollo Integral de la Familia

Friendly House

Girls Initiative Network of

Western Oregon

Human Solutions, Inc.

Immigrant & Refugee Community  
Organization

LifeWorks Northwest

Lutheran Community Services, NW

Metropolitan Family Service

Mount Hood Community College

Native American Rehabilitation  
Association

Native American Youth Association

Neighborhood House

Oregon Council for Hispanic  
Advancement

Portland Impact

Self-Enhancement, Inc.

YWCA

#### THE SUN SERVICE SYSTEM AT WORK

Described as “one of the city’s premier off-street hiking and biking trails,” the Springwater Corridor meanders through wetlands and fields, residential and industrial neighborhoods. It is used by walkers, joggers, hikers, bicycles, wheelchairs, and strollers. Most who populate the trail never notice something else: the homeless, hidden in temporary shelters just a few feet from the path, including one family whose child was removed by authorities. But this family’s reality was turned-around; thanks to the SUN Service System.

They were linked with Human Solutions, where they found housing and received life management skills. Human Solutions connected them to Parent Child Development Services run by Mount Hood Community College, which provided early childhood education classes and other support to the family to regain custody. Ultimately, the child was returned and the family made whole again.

This story had a happy ending because the agencies and network of the SUN Service System used key community relationships, the System referral process and expertise to assist the family. Because they worked as collaborative partners, they minimized administrative red-tape. And the family found stability in a home of their own.

This is one example – there are hundreds of others – of the SUN Service System at its best – “Building a Brighter Future for Kids and Their Families.”

**SUN SERVICE SYSTEM**

**Building a Brighter Future for Kids and their Families**

For more information on the **SUN Service System**, please call  
The Multnomah County Department of School and Community Partnerships  
at (503) 988-6295

**SUN SERVICE SYSTEM**

**Building a Brighter Future for Kids and their Families**

## 2004-05 Summary Of Success

The Multnomah County Department of School and Community Partnerships (DSCP) is pleased to share this executive summary of the **SUN Service System Evaluation Report 2004-05** and the promising results it contains.

### 2004-2005 Evaluation

In Fall 2005, DSCP engaged the Northwest Regional Educational Laboratory (NWREL) to conduct an initial evaluation of its SUN Service System. The SUN Service System is an aligned system of social and support services that reduce barriers to educational success and self-sufficiency for children, adults and families. SUN integrates city, county, state and federal resources into a single comprehensive program – making it easy for people to find the help they need. Our long-term goal is to build brighter futures for our citizens and community by reducing poverty.

The NWREL evaluation activities included:

- Revision of a logic model describing the theory of action for the SUN Service System
- Review and confirmation of proposed outcome measures
- Analysis of outputs and outcomes for 2004-05

In January 2006, NWREL produced a SUN Service System Evaluation Report describing its study and findings. The report includes an examination of the services provided and the client outcomes for the overall SUN Service System and 5 of its individual programs: SUN Community Schools, Touchstone, Social and Support Services for Educational Success, Self-Sufficiency Services and Parent Child Development Services. Additionally, in the report NWREL provides recommendations for future evaluation.

### Evaluation Results

Further study of the system and its outcomes will be done, but preliminary results suggest that **the SUN Service System is making a difference for kids and families** and that **the model for integrated services is effective in producing the success we hope to see.**

*“SUN Service System support allows the teachers to devote their time to educating youngsters while the social, health and mental health needs of students are addressed by the appropriate service specialists.”*

– Ken Noah  
Superintendent



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Department of School &  
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# 2004-05 Evaluation Summary

## NWREL Report Highlights

### Encouraging Results

- **Student improvement** for state benchmark test scores show promising results in both Reading and Math.
- **Attendance rates** for 2004-05 also show promising results.
- A number of **case management outcomes** indicate success for individuals receiving services from Touchstone, Social and Support Services for Educational Success and the Self-Sufficiency Services and 92% reported their issues had been addressed by the time of exit.
- The targeted **number of individuals** to serve was exceeded for each program.
- The systemic **“theories of action”** for improving educational success and self-sufficiency are reflected in the broad array of services that were delivered to address academic, social, parenting and economic needs.

### Support for the System

The SUN Service System is a promising partnership of schools and governments, families, and communities that is working to make school relevant and effective for all students.

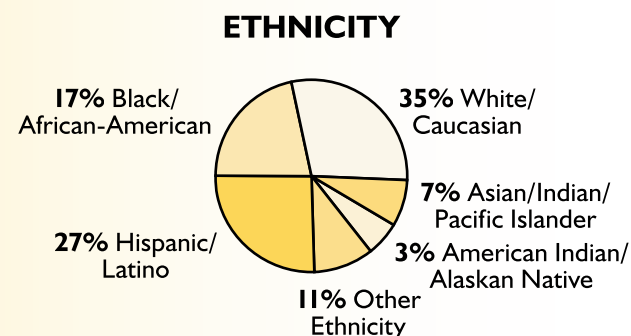
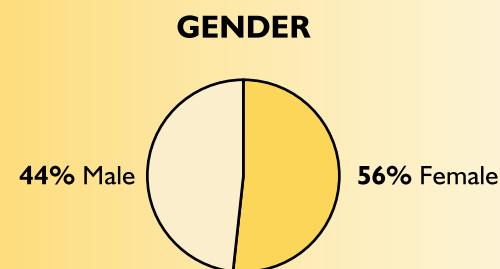
Evaluation logic models based on the SUN Service System design demonstrate clearly how educational and social support systems lead to educational success and self-sufficiency for individuals and families, and in the long-term to reduced poverty in our communities.

A broad framework of strategies and resources is necessary to successfully combat poverty. The SUN Service System determines such a framework and includes elements identified in best practices for combating poverty.

### WHO THE SYSTEM SERVED

**60,734** individuals were served across all SUN Service System programs

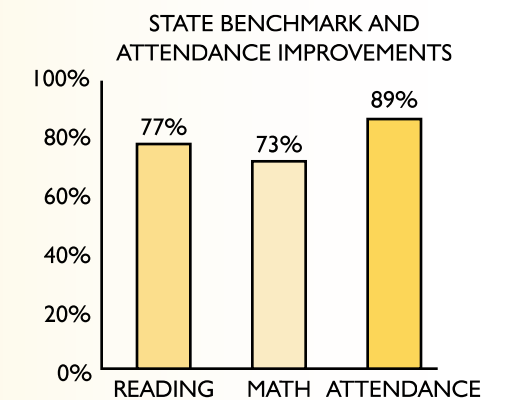
- 65% of the SUN Service System clients were non-White/Caucasian



### SYSTEMWIDE OUTCOMES

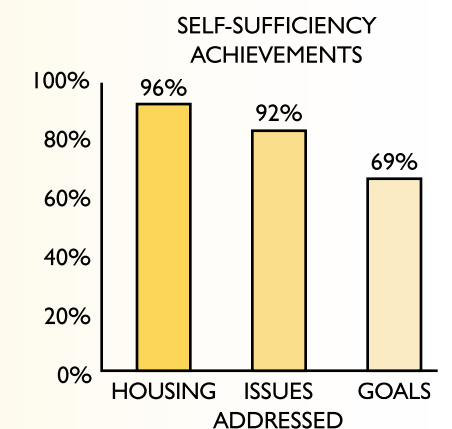
#### School Age Children and Youth

- **77%** of students served increased state benchmark scores in Reading
- **73%** of students served increased state benchmark scores in Math
- Average daily attendance for students served was **89%**
- **72%** of students attended school **90%** or more of the time



#### Self Sufficiency and Case Management

- **96%** of clients achieved permanent housing by the time of exit
- **92%** of clients reported that their issues had been addressed by the time of exit
- **69%** of clients had completed a majority of their case plan goals by the time of exit



### Making A Difference

Services in the SUN Service System are targeted toward students who are at risk of academic failure and the majority of students served are non-White. Given the challenges these youth face, including the achievement gap, the results we are seeing in terms of increases in academic achievement, strong attendance rates and other assets and positive behaviors are even more significant.

**The report shows the SUN Service System to be sound in both theory and action. It is making a difference in the lives of thousands of our citizens and showing results that hold promise for meeting its ultimate goals. The SUN Service System theories of action are tied to the County's key priorities:**

- **Basic Living Needs** – All Multnomah County residents and their families are able to meet their basic living needs
- **Education** – I want all children in Multnomah County to succeed in school

