

**Department:** County Human Services      **Program Contact:** Peggy Samolinski  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

Bienestar de la Familia (Well-being of the Family) is a social service program that provides culturally specific and linguistically appropriate service to the growing Latino community of Multnomah County. The 7.6 FTE bilingual and bi-cultural staff provide case management, mental health assessment, counseling, and alcohol and drug prevention services in Spanish and Somali. Staff also provide information and referral, service linkage, coordination, and resource recruitment to address the needs of the Latino community, immigrants and refugees.

**Program Summary**

Bienestar de la Familia is unique because it provides access to a wide range of services. It has become a hub of service in the county for low-income Latinos, Cully neighborhood residents, those living in extreme poverty, and those facing critical life hardships. In recent years the growing diversity of the Cully neighborhood has meant that the program has become a resource for other cultural and ethnically-diverse groups including Somali, Ethiopian, Vietnamese and Russian families. Clients often come in for multiple services. With the addition of the bilingual Somali Case Manager Senior, the program is focusing on working with Somali and immigrant individuals, children, and their families to address their needs in a culturally responsive way.

Staff provide case management, service linkage and coordination, mental health assessment and counseling, alcohol and drug prevention, nutrition resources, energy assistance, information and referral, employment searches and connections, and school support and advocacy to help address families' needs ranging from basic to crisis. Program staff also offer a range of parent education and support groups throughout the year. A weekly Women's and Men's support group served 71 men and women. Strengthening Families and the Incredible Years, a 12-week evidenced-based parenting education program, enrolled 63 families. Also 188 individuals participated in anti-poverty, healthy living, and educational workshops. The monthly Harvest Share, in partnership with the Oregon Food Bank, makes fresh food available to families and travels throughout the County; monthly attendance ranges from 160 to 200 participants. Bienestar also hosted energy assistance events and weatherization workshops serving over 502 families.

The Community Advisory Council engages community members in thinking strategically about how the Bienestar de la Familia program is meeting the needs of the diverse community. This group introduced two client satisfaction surveys last fiscal year to gather community input to better understand needs and services, and then consider programmatic changes or adjustments, as necessary and possible, to meet these changing needs.

**Performance Measures**

Measure Type	Primary Measure	FY15 Actual	FY16 Purchased	FY16 Estimate	FY17 Offer
Output	Number of households served <sup>1</sup>	1,284	1,500	1,500	1,500
Outcome	% of clients who reported that they were satisfied or very satisfied with Bienestar services.	99%	85%	85%	85%
Output	Number of families who receive food to meet basic needs	1,742	1,800	1,700	1,700

**Performance Measures Descriptions**

<sup>1</sup> This number includes direct services at Bienestar: basic needs, anti-poverty, parenting, youth services, mental health & drug and alcohol services.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2016	2016	2017	2017
Personnel	\$758,776	\$0	\$772,048	\$0
Contractual Services	\$16,500	\$0	\$16,500	\$0
Materials & Supplies	\$32,795	\$0	\$11,658	\$0
Internal Services	\$127,152	\$0	\$175,936	\$0
<b>Total GF/non-GF</b>	<b>\$935,223</b>	<b>\$0</b>	<b>\$976,142</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$935,223</b>		<b>\$976,142</b>	
<b>Program FTE</b>	7.60	0.00	7.60	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2016: 25156A-16 Bienestar Social Services