

Department: County Human Services

Program Contact: Lori Stegmann

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:

Program Description

ISSUE: Bienestar de la Familia is located in the Cully neighborhood, but serves all of Multnomah County. Many families within the immediate area experience poverty, housing instability and food insecurity. In addition, because of the cultural and racial diversity, there is a need for services that are culturally appropriate and to have resources in multiple languages.

PROGRAM GOAL: The goal of Bienestar de la Familia is to ensure access to culturally specific social services and prioritize Latinx, Somali, LGBTQIA+ and communities of color. Bienestar promotes the well-being of families and provides services needed to help reduce poverty, promote self-efficacy, prosperity, and success. Additional goals include housing stability, homelessness prevention, and access to culturally responsive trauma-informed mental health services to underserved communities.

PROGRAM ACTIVITY: Bienestar provides a range of services that are culturally and linguistically specific and appropriate. They target support to those who are most impacted by racism and poverty. Key services include:

1. **ECONOMIC AND HOUSING STABILITY:** case management, housing stabilization, rent assistance, utility bill payment, employment supports and energy and weatherization workshops.
2. **FOOD SECURITY RESOURCES:** The "Mercado" Harvest Share, in partnership with the Oregon Food Bank, Franz Bakery, and the Northeast Emergency Food Program, make fresh food available to households living on a fixed or low income. They also provide nutrition resources and other support to address food insecurity.
3. **MENTAL HEALTH & ADDICTION SERVICES:** mental health assessment and counseling, alcohol and drug counseling and prevention.
4. **YOUTH SERVICES:** school support, career and college exploration, enrichment and leadership programs.
5. **COMMUNITY EDUCATION:** employment services, support groups, parent education.
6. **CALL TRIAGE & CRISIS SUPPORT:** including referral, service navigation and access to client assistance in the form of utility assistance, Community Warehouse, etc. to thousands of clients a year.

Bienestar's Community Advisory Council provides guidance and ensures that Bienestar is responsive to the needs of the diverse community.

PROGRAM OUTPUTS:

- Provides call triage, referral, crisis support and one-time client assistance.
- Provides long term comprehensive case management.
- Provides mental health, drug and alcohol counseling services.
- Provides free healthy food to families through Harvest Share market and other food/nutrition services.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Output	Number of households served with ongoing housing, mental health and/or addiction services	342	350	350	350
Output	Number of individuals served by Mercado ¹	7,815	7,500	3,500	3,500
Output	Number of individuals served in youth or adult community education activities ²	294	300	300	300

Performance Measures Descriptions

¹Mercado frequency has been reduced by Oregon Food Bank from weekly to only once a month beginning in FY 2025. Therefore, lower numbers are estimated for this fiscal year and in FY 2026.

²Numbers are from non-enrolled activities and may have a small amount of duplication.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$1,955,008	\$288,448	\$2,008,516	\$79,841
Contractual Services	\$16,500	\$3,263,500	\$16,500	\$220,948
Materials & Supplies	\$52,874	\$0	\$84,895	\$0
Internal Services	\$424,158	\$123,448	\$660,350	\$11,498
Total GF/non-GF	\$2,448,540	\$3,675,396	\$2,770,261	\$312,287
Program Total:	\$6,123,936		\$3,082,548	
Program FTE	13.46	2.54	13.44	0.56

Program Revenues				
Intergovernmental	\$0	\$4,225,592	\$0	\$312,287
Total Revenue	\$0	\$4,225,592	\$0	\$312,287

Explanation of Revenues

This program generates \$11,498 in indirect revenues.
 \$169,139 - OHCSO Housing Stabilization Program (State)
 \$143,148 - OHCSO Emergency Housing Assistance (Federal)

Significant Program Changes

Last Year this program was: FY 2025: 25156A YFS - Bienestar Social Services

- This program combines 25156A and 25156B YFS – Bienestar Social Services Expansion from FY 2025.
- Moved 0.02 FTE from General Fund to Federal/State Fund;
- Decreased 1.50 FTE (0.50 FTE Office Assistant 2, 1.00 FTE Case Manager 2);
- Moved 0.50 FTE Office Assistant 2 from YFS - Bienestar Social Services (25156) to YFS - Housing Stabilization & Eviction Prevention (25133A);
- Reallocated \$222,411 in General Fund from YFS - Peer Navigators (25131B) to YFS - Bienestar Social Services (25156);
- Reallocated \$3.2 million State Oregon Eviction Diversion and Prevention (ORE-DAP) from YFS - Bienestar Social Services (25156) to YFS - Housing Stabilization & Eviction Prevention (25133A).