

Program #25156A - Bienestar Social Services 7/21/2015

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

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 5.6 FTE bilingual and bi-cultural staff provide case management, mental health assessment, counseling, and alcohol and drug prevention services in Spanish. The Bienestar de La Familia also provides information and referral, service linkage, coordination, and resource recruitment to address the needs of the Latino community.

Program Summary

Bienestar de la Familia is unique because it provides immediate and multi-entry access to a wide range of services. It has become a hub of service in the county for low-income Latinos, 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 and Ethiopian immigrants, Vietnamese and Russian families. Clients often come in for multiple services offered by Bienestar de la Familia.

Staff provide case management, service linkage and coordination, mental health assessment and counseling, alcohol and drug prevention, food (nutrition) resources, energy assistance, information and referral, employment searches and connections, school support and advocacy, and research into appropriate resources to help the county's Latino residents to address important needs ranging from basic to crisis status. In addition to direct client services, program staff offer a range of parent education and support groups throughout the year. A weekly Women's and Men's support group operate year round. The Incredible Years, a 12-week evidenced-based parenting education program, served 16 families last year. Over 300 youth have participated in Si Se Puede, which offers a variety of youth empowerment activities, including after school programs, community events, and community service projects. Si Se Puede averages 40 students a day, the majority of whom are middle and high school students. The monthly Harvest Share, in partnership with the Oregon Food Bank, makes fresh foods available to poor and low income families and children from throughout the County; monthly attendance ranges from 150-175 participants. Last fiscal year, Bienestar also hosted multiple community energy assistance outreach events as well as weatherization workshops, at the Ortiz Center, serving over 800 families.

The AmeriCorps member at Bienestar, who runs the youth programs, has strengthened Bienestar's ability to engage youth and has brought more programs targeted toward the Latino and African Immigrant youth in the Cully community. The formation of a Community Advisory Council, that meets 12 times a year, has created an opportunity to engage 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.

Performance Measures

Measure Type	Primary Measure	FY14 Actual	FY15 Purchased	FY15 Estimate	FY16 Offer
Output	Number of households served ¹	1,805	1,000	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	1,844	1,800	1,800	1,800

Performance Measures Descriptions

¹ This number includes direct services at Bienestar: basic needs, 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	2015	2015	2016	2016
Personnel	\$588,122	\$0	\$609,461	\$0
Contractual Services	\$11,500	\$0	\$11,500	\$0
Materials & Supplies	\$13,559	\$0	\$17,110	\$0
Internal Services	\$80,260	\$0	\$127,152	\$0
Total GF/non-GF	\$693,441	\$0	\$765,223	\$0
Program Total:	\$693,441		\$765,223	
Program FTE	5.60	0.00	5.60	0.00

Program Revenues				
Total Revenue	\$0	\$0	\$0	\$0

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2015: 25156A Bienestar Social Services