

**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 is a social service program that promotes the well-being and advancement of Latino children, families, and other underserved diverse groups in the Cully neighborhood, Northeast, and Multnomah County, by providing access to services, and support opportunities that are culturally specific and responsive to the needs of this community.

**Program Summary**

**ISSUE:** The Latino and Somali communities experience significant social and economic barriers to family stability and success. Bienestar de la Familia, a culturally responsive social service program, addresses these barriers.

**PROGRAM GOAL:** The goal of Bienestar de la Familia is to ensure effective access to social services to the Latino and Somali communities, aimed at: (1) reducing poverty, promoting family success, and housing stability. (2) reducing substance abuse or achieving a substance-free life, and coordination of care with other substance abuse partners in the community. (3) assisting people with mental illness in leading more productive lives and to promote mental health awareness among the Hispanic population and other diverse groups within Multnomah County through service, advocacy, and education.

**PROGRAM ACTIVITY:** Bienestar de la Familia provides access to a wide range of services. Staff provides case management, access to mental health assessment and counseling, alcohol and drug counseling and prevention, service linkage and coordination, nutrition resources, energy assistance, information and referral, employment assistance and connections, school support, and advocacy to help address families' needs ranging from basic to crisis.

Other specific activities include a variety of parent education and support groups throughout the year: a weekly Women's and Men's support group; Strengthening Families classes in partnership with Life Works; the Incredible Years, a 12-week evidenced-based parenting education program; and energy and weatherization workshops. Other groups are added as issues/needs arise. The "Mercado " Harvest Share, in partnership with the Oregon Food Bank, Franz Bakery, and a local church make fresh food available to households living on a fixed or low income, on a monthly basis. Two new partnerships at Bienestar will continue in FY18. First, the SNAP outreach staff on-site means that families can more immediately and successfully sign up for SNAP benefits. The Adult Protective Services program staff of the Aging, Disability and Veteran's Services Division are on site weekly as well. These staff work directly, on-site, with the growing senior population that seeks supports with Bienestar.

The Community Advisory Council engages community members in strategic planning for the Bienestar de la Familia Program and is focused on guiding Bienestar to meet the needs of the diverse community.

**Performance Measures**

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	Number of households served*	697*	1,500	1,500	1,500
Outcome	% of clients who reported that services they received improved their situation**	89%	85%	85%	85%
Output	Number of families who receive food to meet basic needs	1660	1,800	1,700	1,700

**Performance Measures Descriptions**

\*This number includes direct services at Bienestar: basic needs, anti-poverty, parenting, youth services, mental health & drug and alcohol services. Number lower than projected due to significant staff turnover during FY16.

\*\*Outcome measure changed for FY17 because survey was changed/updated.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2017	2017	2018	2018
Personnel	\$772,048	\$0	\$816,277	\$0
Contractual Services	\$16,500	\$0	\$16,500	\$0
Materials & Supplies	\$11,658	\$0	\$29,246	\$0
Internal Services	\$175,936	\$0	\$170,861	\$0
<b>Total GF/non-GF</b>	<b>\$976,142</b>	<b>\$0</b>	<b>\$1,032,884</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$976,142</b>		<b>\$1,032,884</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 2017: 25156 Bienestar Social Services