

Department: County Human Services

Program Contact: Nabil Zaghoul

Program Offer Type: Operating

Program Offer Stage: Adopted

Related Programs:
Program Characteristics:

Executive Summary

Bienestar de la Familia provides a range of culturally specific social services in many different languages. They target support to those who are most impacted by racism and poverty--Latinx, immigrants and refugees, Somalis and other families of color in the Cully neighborhood. They have worked without interruption during the pandemic. Their willingness to maintain, expand and provide new services during this pandemic has been essential to supporting our community.

Program Description

ISSUE: Bienestar de la Familia is located in the Cully neighborhood. Many families within the immediate area live in poverty, face housing instability and food insecurity. In addition, because of the cultural and racial diversity in this neighborhood, there is a need for services that are culturally appropriate and to have resources in multiple languages. This need has only increased and deepened during the pandemic.

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 the services provided help reduce poverty, promote self-efficacy, prosperity, and success. Bienestar offers housing stability services for families and individuals who are homeless or at risk of homelessness. They also provide substance abuse and mental health services, food supports, and other safety net programs that are culturally appropriate and responsive.

PROGRAM ACTIVITY: Bienestar provides a range of services that are culturally and linguistically specific and appropriate. Some of the key services include: case management, housing stabilization, rental assistance, mental health assessment and counseling, alcohol and drug counseling and prevention, service linkage and coordination, nutrition resources, energy assistance, information and referral, employment assistance, school support, and advocacy to help address families' needs ranging from basic to crisis. Other activities include parent education and support groups; a weekly Women's and Men's support group; and energy and weatherization workshops. 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 and SNAP outreach staff enable families to immediately sign up for SNAP benefits. Bienestar has a Community Advisory Council that provides guidance and ensures that Bienestar is responsive to the needs of the diverse community.

Performance Measures

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Number of households served ¹	512	1,000	1,000	1,000
Outcome	Percent of clients who report that services they received improved their situation.	96%	85%	94%	85%
Output	Number of individuals served by Mercado ²	18,380	18,000	7,500	7,500

Performance Measures Descriptions

Note: The frequency of the Mercado and food distribution event is reduced because they are transitioning from a weekly to a monthly occurrence. This adjustment is attributed to the insufficient availability of produce and food items.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2024	2024	2025	2025
Personnel	\$1,759,359	\$769,196	\$1,893,259	\$838,644
Contractual Services	\$16,500	\$425,212	\$16,500	\$3,263,500
Materials & Supplies	\$69,371	\$0	\$52,780	\$0
Internal Services	\$395,758	\$11,030	\$424,158	\$123,448
Total GF/non-GF	\$2,240,988	\$1,205,438	\$2,386,697	\$4,225,592
Program Total:	\$3,446,426		\$6,612,289	
Program FTE	12.91	6.69	13.06	6.54

Program Revenues				
Intergovernmental	\$0	\$525,779	\$0	\$4,225,592
Total Revenue	\$0	\$525,779	\$0	\$4,225,592

Explanation of Revenues

This program generates \$123,448 in indirect revenues.
 \$3,739,944 - Oregon Eviction Diversion & Prevention Program (ORE-DAP) (Federal)
 \$316,508 - OHCSO Emergency Housing Assistance (Federal)
 \$169,140 - OHCSO Housing Stabilization Program (State)

Significant Program Changes

Last Year this program was: FY 2024: 25156A YFS - Bienestar Social Services

The increase in contractual services is due to rent assistance from the Oregon Eviction Diversion & Prevention Program (ORE-DAP) award.

Moved 0.15 FTE Case Manager Senior from Federal/State Fund to General Fund.

In FY 2024, 6.00 FTE were funded with Federal American Rescue Plan (ARP) Direct County funding (25490C).