

**Department:** County Human Services      **Program Contact:** Peggy Samolinski  
**Program Offer Type:** Innovative/New Program      **Program Offer Stage:** As Requested  
**Related Programs:** 25156A  
**Program Characteristics:** Out of Target

**Executive Summary**

This program offer seeks \$58,704 County General Funds to create 1.0 FTE Bilingual Office Assistant 2 for the Bienestar De La Familia program at the Ortiz Center. The current 5.6 FTE bilingual and bi-cultural direct service staff provide case management, mental health assessment, counseling, 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**

As a social service program that provides culturally specific and linguistically appropriate service to the growing Latino community of Multnomah County, the atmosphere at the Ortiz Center is fast paced and very client centered. Community members see the Center as a place they can come to for assistance. Demand for services has grown in recent years and the complex needs of clients means lengthy triage and multiple client appointments. Every day there is constant traffic with high numbers of individuals and families entering the Center seeking support. Staff are challenged to schedule enough appointments in a reasonable time frame, attend to walk-in customers, meet individually with clients, and answer incoming calls to the program.

The Bilingual Office Assistant 2 will help meet the needs of all clients, and will perform a variety of clerical and administrative tasks. These include greeting regular and new clients, answering and making telephone calls, scheduling appointments for the direct service staff, including for mental health, counseling, drug and alcohol, and family intervention services. This position will also manage data entry and tracking of services as well as coordinate the groups and classes offered by the Bienestar De La Familia Program staff. Having a person dedicated to these functions will allow the direct service staff to see more clients, and provide same day access to service. This is critically important as many individuals and families seek support at the Center while in crisis.

Since the introduction of a temporary intern acting as an office assistant at the front desk, there has been heightened customer and staff satisfaction due to increasing phone access, accommodating walk-ins, and addressing clients' needs immediately. Prior to this callers would often get busy signals, many calls went unanswered during normal business hours because staff were working with clients in the office, callers were on hold for long periods of time, and therefore clients didn't get their questions properly resolved. This caused frustration for everyone involved. Having a dedicated and consistent staff position to perform these functions is essential to ensure effective, high quality and satisfactory service delivery.

**Performance Measures**

Measure Type	Primary Measure	FY13 Actual	FY14 Purchased	FY14 Estimate	FY15 Offer
Output	Number of telephone calls received and client visits that are greeted and scheduled	-	-	-	3,000
Outcome	Percent of customers who report they are satisfied with service interactions with Bienestar de la Familia staff	-	-	-	90%

**Performance Measures Descriptions**

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2014	2014	2015	2015
Personnel	\$0	\$0	\$58,703	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$58,703</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$58,703</b>	
Program FTE	0.00	0.00	1.00	0.00

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

Explanation of Revenues

\$58,704 - County General Fund

Significant Program Changes

Last Year this program was: