

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

**Executive Summary**

This program offer seeks \$70,000 County General Funds to create 1.0 FTE Bilingual-Spanish Office Assistant 2 for the Bienestar de la Familia program. The OA 2 position joins a team of 5.6 FTE bilingual and bi-cultural direct service staff, who 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 - individuals and families entering the Center seeking support and services; the minimum "foot traffic" per day is 20 individuals. The program also averages 30 calls for services and resources per day, or approximately 6,750 calls per year. Current direct service 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 clients and will perform a variety of clerical and administrative tasks. These include greeting regular and new clients, answering and making telephone calls, and scheduling appointments for the direct service staff. This position will 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. In a recent client satisfaction survey, and in regular discussions with the Bienestar de la Familia's Advisory Council, both have indicated a high priority on having a receptionist.

Since the introduction of a temporary staff acting as a receptionist, 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   | FY14 Actual | FY15 Purchased | FY15 Estimate | FY16 Offer |
|--------------|---|-------------|----------------|---------------|------------|
| Output       | Number of clients seeking services who are connected with an appropriate resource*            | -           | -              | -             | 11,250     |
| Outcome      | Percentage of clients who report they are satisfied or very satisfied with Bienestar services | -           | -              | -             | 80%        |

**Performance Measures Descriptions**

\*New and existing clients who are seeking services, making appointments, visiting the Center

Revenue/Expense Detail

|                        | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|------------------------|-----------------------|----------------------|-----------------------|----------------------|
| Program Expenses       | 2015                  | 2015                 | 2016                  | 2016                 |
| Personnel              | \$0                   | \$0                  | \$61,503              | \$0                  |
| Materials & Supplies   | \$0                   | \$0                  | \$8,497               | \$0                  |
| <b>Total GF/non-GF</b> | <b>\$0</b>            | <b>\$0</b>           | <b>\$70,000</b>       | <b>\$0</b>           |
| <b>Program Total:</b>  | <b>\$0</b>            |                      | <b>\$70,000</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

Significant Program Changes

Last Year this program was: