



Program #25156B - YFS - Bienestar Case Manager Restoration **FY 2024 Department Requested**

Department: County Human Services **Program Contact:** Nabil Zaghloul
Program Offer Type: Existing **Program Offer Stage:** Department Requested
Related Programs:
Program Characteristics: Out of Target

Executive Summary

This program offer requests County General Funds to restore 1.00 FTE Bilingual-Spanish Case Manager Senior for the Bienestar de la Familia program at the Ortiz Community Center. Bienestar de la Familia provides a range of culturally specific social services in many different languages. They target their help to those who are harmed 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.

Program Description

ISSUE: The Latino community in the Cully neighborhood continues to experience barriers to access social services, health care, education, food, housing, and energy assistance. Most of the Hispanic clients who come to the center seeking Bienestar services are low-income families and live in poverty. The Coalition of Communities of Color finds that in Multnomah County, Latino individual poverty levels are 77% higher than whites, and Latino family poverty levels are 152% higher.

PROGRAM GOAL: The goal of Bienestar de la Familia is to ensure access to culturally specific social services and prioritize Latinx, Somali and communities of color. Bienestar promotes the well-being of families and its services help reduce poverty, promote self-efficacy, prosperity and success. To do this, Bienestar offers housing stability services for families and individuals who are homeless or at risk of homelessness. This case management position is an integral part of service delivery.

PROGRAM ACTIVITY: The bilingual-Spanish case manager senior provides a range of direct client services, manages an annual caseload of hundreds of Spanish-speaking individuals, families and their children as well as social services that are culturally and linguistically specific and appropriate. These supports include assessment, service linkage, resource navigation, translation support, energy assistance, to name a few. All of these help address families' needs ranging from basis to crisis.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of households served	N/A	300	300	300
Outcome	% of clients who reported they were satisfied or very satisfied with Bienestar services	N/A	85%	85%	85%

Performance Measures Descriptions

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Department Requested General Fund	Department Requested Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$112,734	\$0	\$129,037	\$0
Total GF/non-GF	\$112,734	\$0	\$129,037	\$0
Program Total:	\$112,734		\$129,037	
Program FTE	1.00	0.00	1.00	0.00

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

Explanation of Revenues

Significant Program Changes

Last Year this program was: FY 2023: 25156A YFS - Bienestar Social Services

This program offer restores 1.00 FTE Case Manager Senior in program offer 25156A