



**Program #30100 - System Access, Assessment, & Navigation** FY 2025 Proposed

**Department:** Joint Office of Homeless Services      **Program Contact:** Daniel Field  
**Program Offer Type:** Operating      **Program Offer Stage:** Proposed  
**Related Programs:** 30210A, 30210B  
**Program Characteristics:**

**Executive Summary**

This program offer funds support for system access, needs assessment, and navigation, which is an array of support services needed to make homeless services equitably accessible and attuned to the specific needs of sub-populations. This offer funds the Coordinated Access system as well as information and referral services and outreach workers to assist people experiencing homelessness in navigating to a range of services, including shelter, substance use and addiction services, primary medical care, and permanent housing. Supports include training, information and referral services, coordinated access, resource navigation, landlord recruitment, and other similar services.

**Program Description**

This program offer funds support for system access, needs assessment, and navigation of support services needed to make critical homeless services equitably accessible to the communities experiencing homelessness in Multnomah County. Ensuring system coordination and access is one of the core strategies of the Joint Office of Homeless Services (JOHS) to connect people to shelter, long-term housing, and other critical services. Service categories funded in this offer include outreach, coordinated access, mobile navigation services, and partnership development.

This program offer funds information and referral resources, and outreach workers to assist people experiencing homelessness in navigating to a range of services, including shelter, substance use and addiction services, primary medical care, and permanent housing. Outreach teams prioritize culturally-specific, culturally-responsive, and peer-led engagement with immediate safety and long-term housing resources.

This program offer funds the Coordinated Access system, which works to identify, assess, and prioritize households experiencing homelessness and connect them to a range of shelter, housing, and support services. The goal of Coordinated Access is to provide streamlined and equitable access to housing interventions.

The offer also continues investments in culturally-specific mobile supportive housing assessment services to connect people experiencing chronic homelessness with supportive housing opportunities. Additionally, it provides vital civil legal services that help remove barriers to housing access for people who are currently living unsheltered, in shelter, or are otherwise experiencing homelessness.

Ending homelessness is a community-wide effort that requires partnerships that leverage resources in other systems of care and in the private sector. This program offer funds this partnership development, including recruiting and supporting landlords that can provide units for households exiting homelessness, which is critical to leveraging these system-wide

**Performance Measures**

Measure Type	Performance Measure	FY23 Actual	FY24 Budgeted	FY24 Estimate	FY25 Target
Output	Number of shelter and housing service requests received and assisted with referral information	128,912	70,000	90,000	90,000
Outcome	Number of individuals moving from Adult Coordinated Access to permanent housing	365	306	447	350
Outcome	Number of unsheltered people served with system navigation	3,243	1,200	3,000	2,500
Outcome	BIPOC assessed at rate as high or higher than percent of HUD homeless population	Yes	Yes	Yes	Yes

**Performance Measures Descriptions**

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2024	2024	2025	2025
Personnel	\$166,083	\$667,085	\$215,036	\$989,622
Contractual Services	\$1,097,771	\$4,960,571	\$1,663,565	\$4,648,535
Materials & Supplies	\$0	\$8,008	\$14,390	\$15,595
Internal Services	\$0	\$47,960	\$0	\$432,367
<b>Total GF/non-GF</b>	<b>\$1,263,854</b>	<b>\$5,683,624</b>	<b>\$1,892,991</b>	<b>\$6,086,119</b>
<b>Program Total:</b>	<b>\$6,947,478</b>		<b>\$7,979,110</b>	
<b>Program FTE</b>	1.20	4.80	1.40	6.60

Program Revenues				
Intergovernmental	\$0	\$4,348,809	\$0	\$5,263,139
Beginning Working Capital	\$0	\$1,194,440	\$0	\$677,975
<b>Total Revenue</b>	<b>\$0</b>	<b>\$5,543,249</b>	<b>\$0</b>	<b>\$5,941,114</b>

Explanation of Revenues

This program generates \$432,367 in indirect revenues. County General fund plus \$145,005 Video Lottery Fund allocated to Multnomah County to be used for the purpose of furthering economic development in accordance with ORS 461.512, \$592,971 in HUD Continuum of Care (CoC) Program awarded to Multnomah County. The CoC Program requires a 25 percent match of the awarded grant amount, which is met with Metro Supportive Services and County General Fund, \$677,975 carryover from the FY 2024 Supportive Housing Services (SHS) allocation to Multnomah County through the SHS Intergovernmental Agreement (IGA) with Oregon Metro Regional Government, \$2,959,818 of the FY 2025 Supportive Housing Services (SHS) allocation to Multnomah County through the SHS Intergovernmental Agreement (IGA) with Oregon Metro Regional Government, and \$1,710,350 City of Portland General Fund allocation through Multnomah County's IGA with the City of Portland.

Significant Program Changes

Last Year this program was: FY 2024: 30100A System Access, Assessment, & Navigation

This program contains an additional 3.00 FTE. These positions support the growing body of work around supportive housing and coordinated access. This includes system includes system needs, medicaid waiver, cross-departmental coordination, etc.