

Program #30100 - System Access, Assessment, & Navigation
FY 2026 Proposed
Department: Homeless Services Department

Program Contact: Daniel Field

Program Offer Type: Operating

Program Offer Stage: Proposed

Related Programs: 30210A, 30210B

Program Characteristics:
Program Description

This program offer funds support for system access and needs assessment. The goal is to make critical homeless services equitably accessible to the communities experiencing homelessness in Multnomah County. Ensuring system coordination and access is a core strategy to connect people to shelter, long-term housing, and other critical services.

This program offer funds information and referral resources.

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

The offer includes culturally-specific mobile supportive housing assessment services. Services connect people experiencing chronic homelessness with supportive housing opportunities. Additionally, it provides vital housing problem-solving resources.

Ending homelessness is a community-wide effort. This requires partnerships that leverage resources in other systems of care and in the private sector. The program develops partnerships including recruiting and supporting landlords. Landlords provide housing units for households exiting homelessness.

The program also includes Coordinated Access (CA) for adults and families. The redesigned process incorporates housing problem solving into the CA process. System resources are limited and the majority of households will not receive CA resources. Housing problem solving ensures all households have in-depth problem-solving conversations. A trained assessor explores personal and community housing solutions that might be available. Assistance may include coaching, conflict resolution, mediation, connections to mainstream services, and housing search and planning. Limited financial assistance may be provided for immediate needs.

Performance Measures

Measure Type	Performance Measure	FY24 Actual	FY25 Budgeted	FY25 Estimate	FY26 Target
Outcome	Number of participants placed in housing	484	350	532	200
Outcome	Number of unduplicated participants assessed for Coordinated Access*	4,853	2,500	5,005	1,500
Output	Participant BIPOC groups (out of 5) proportionately >= to those among homeless population	2	Yes**	1	2

Performance Measures Descriptions

*Measure wording changed from "Number of unsheltered people served with system navigation", to clarify the measure includes all participants assessed for coordinated access, and not just unsheltered participants.

**Measure methodology changed from "BIPOC assessed at rate as high or higher than percent of HUD homeless population (Yes/No)" to disaggregate racial/ethnic groups, select a comparison group tailored to the equity metric, and reflect all program participants and whether services are being accessed equitably.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	2025	2025	2026	2026
Personnel	\$113,657	\$956,551	\$221,477	\$899,455
Contractual Services	\$1,663,565	\$4,720,005	\$1,623,025	\$893,775
Materials & Supplies	\$14,390	\$15,595	\$0	\$17,171
Internal Services	\$0	\$432,367	\$0	\$437,855
Total GF/non-GF	\$1,791,612	\$6,124,518	\$1,844,502	\$2,248,256
Program Total:	\$7,916,130		\$4,092,758	
Program FTE	0.70	6.30	1.40	5.60

Program Revenues				
Intergovernmental	\$0	\$5,263,139	\$0	\$2,163,661
Beginning Working Capital	\$0	\$677,975	\$0	\$84,595
Total Revenue	\$0	\$5,941,114	\$0	\$2,248,256

Explanation of Revenues

This program generates \$437,855 in indirect revenues.

\$84,595 carryover from the FY 2025 Supportive Housing Services (SHS) allocation to Multnomah County through the SHS Intergovernmental Agreement (IGA) with Oregon Metro Regional Government (Local)
 \$1,677,828 of the FY 2026 Supportive Housing Services (SHS) allocation to Multnomah County through the SHS Intergovernmental Agreement (IGA) with Oregon Metro Regional Government (Local)
 \$485,833 of 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 (Federal)

Significant Program Changes

Last Year this program was: FY 2025: 30100 System Access, Assessment, & Navigation

The year-over-year decrease is the result of a reduction in information and referral resources, and navigation teams with 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. As well as a reduction of civil legal services that help remove barriers to housing access for people who are currently living unsheltered, in shelter, or are otherwise experiencing homelessness.

This program offer will include a reorganization of 1.00 FTE Program Specialist.