



Program #30100 - System Access, Assessment, & Navigation FY 2026 Department Requested

Department: Homeless Services Department **Program Contact:** Daniel Field
Program Offer Type: Operating **Program Offer Stage:** Department Requested
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 | Department Requested General Fund | Department Requested Other Funds |
|-------------------------|-------------------------|------------------------|---|--|
| Program Expenses | 2025 | 2025 | 2026 | 2026 |
| Personnel | (\$6,074) | \$0 | \$222,033 | \$899,455 |
| Contractual Services | \$0 | \$853,775 | \$1,623,025 | \$893,775 |
| Materials & Supplies | \$0 | \$0 | \$0 | \$17,171 |
| Internal Services | \$0 | \$0 | \$0 | \$437,855 |
| Total GF/non-GF | (\$6,074) | \$853,775 | \$1,845,058 | \$2,248,256 |
| Program Total: | \$847,701 | | \$4,093,314 | |
| Program FTE | 0.00 | 0.00 | 1.40 | 5.60 |

| Program Revenues | | | | |
|---------------------------|------------|----------------------|------------|--------------------|
| Intergovernmental | \$0 | \$85,633,873 | \$0 | \$2,163,661 |
| Beginning Working Capital | \$0 | \$24,985,727 | \$0 | \$84,595 |
| Total Revenue | \$0 | \$110,619,600 | \$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.