

**Program #30100A - System Access, Assessment, & Navigation** FY 2024 Adopted

**Department:** Joint Office of Homeless Services      **Program Contact:** Joshua Bates  
**Program Offer Type:** Support      **Program Offer Stage:** Adopted  
**Related Programs:** 30210A, 30210B  
**Program Characteristics:**

**Executive Summary**

This program offer funds system access, 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. Ensuring system coordination and access is one of the core strategies of the Joint Office of Homeless Services (JOHS). These services include programs that work across populations as well as those for specific sub-populations (adults, families, youth, veterans, and domestic violence survivors). Supports include training, information and referral services, coordinated access, landlord recruitment, and other similar services.

**Program Description**

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

This program offer also funds information and referral resources, and navigation 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. by prioritizing vulnerable populations, participant-centered services, ease of access, racial and ethnic justice, measurable outcomes, leveraging existing resources and capacity, diversity in program services and approaches, access to culturally specific and culturally responsive services, and long-term housing stability.

The offer continues investments in culturally-specific mobile supportive housing assessment services to connect people experiencing chronic homelessness with supportive housing opportunities. Additionally, this program offer supports 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 resources.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Number of shelter and housing service requests received and assisted with referral information	116,745	70,000	100,000	70,000
Outcome	Number of individuals moving from Adult Coordinated Access to permanent housing*	33	298	450	325
Outcome	Number of unsheltered people served with system navigation	1,573	750	1,600	1,200
Outcome	BIPOC assessed via Coord. Access at rate as high or higher than percent of HUD homeless population	Yes	Yes	Yes	Yes

**Performance Measures Descriptions**

The COVID-19 pandemic, which began in FY 2020, has significantly impacted the performance measures associated with this program offer.

\*This is a new measure in FY 2024

## Legal / Contractual Obligation

The Joint Office of Homeless Services is authorized by an Intergovernmental Agreement between Multnomah County and the City of Portland.

## Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
Program Expenses	2023	2023	2024	2024
Personnel	\$145,251	\$641,878	\$166,083	\$667,085
Contractual Services	\$331,575	\$4,237,433	\$1,097,771	\$4,960,571
Materials & Supplies	\$0	\$8,675	\$0	\$8,008
Internal Services	\$0	\$30,866	\$0	\$47,960
<b>Total GF/non-GF</b>	<b>\$476,826</b>	<b>\$4,918,852</b>	<b>\$1,263,854</b>	<b>\$5,683,624</b>
<b>Program Total:</b>	<b>\$5,395,678</b>		<b>\$6,947,478</b>	
<b>Program FTE</b>	1.15	4.85	1.20	4.80

Program Revenues				
Intergovernmental	\$0	\$4,584,565	\$0	\$4,348,809
Beginning Working Capital	\$0	\$334,287	\$0	\$1,194,440
<b>Total Revenue</b>	<b>\$0</b>	<b>\$4,918,852</b>	<b>\$0</b>	<b>\$5,543,249</b>

## Explanation of Revenues

This program generates \$47,960 in indirect revenues.

County General Fund plus: \$140,37 Video Lottery Fund allocated to Multnomah County to be used for the purpose of furthering economic development in accordance with ORS 461.512; \$2,381,123 of the FY 2024 Supportive Housing Services (SHS) allocation to Multnomah County through the SHS Intergovernmental Agreement (IGA) with Oregon Metro Regional Government; \$605,60 funds allocated through the Visitor Facilities Intergovernmental Agreement (VFIGA) for Livability and Safety Support Services for the provision of services and programs for people experiencing homelessness or who are at risk of becoming homeless and services and programs addressing the community livability and safety concerns associated with homelessness; \$1,723,196 City of Portland General Fund allocation through Multnomah County's IGA with the City of Portland; and \$244,490 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 County General Fund. County General Fund includes \$100,000 one time only funding and \$588,840 SHS BWC one time only.

## Significant Program Changes

**Last Year this program was:** FY 2023: 30100A System Access, Assessment, & Navigation

This program offer funds extensive and ongoing oversight and policy work - both local and regional - to organize and lead community-engaged planning in the community advisory structure of the Joint Office of Homeless Services. In the FY 2023 Adopted budget, this program was funded across two program offers, 30100A, and 30100B.