Program #10051A - System Support, Access, & Coordination | 2/17/2017

Department:	Nondepartmental	**Program Contact:**	Marc Jolin
Program Offer Type:	Existing Operating Program	**Program Offer Stage:**	As Requested
Related Programs:			

Program Characteristics: In Target

Executive Summary

Improving system coordination and access is one of the core strategies of A Home for Everyone. This program funds an array of support services needed to make homeless services easier to access and more effective. These services support systems of care across populations as well as specific sub-populations (individuals, families, youth, veterans and domestic violence survivors, etc). These supports include training, information and referral services, coordinated entry, landlord recruitment, and other similar services.

Program Summary

The effectiveness of homeless services, overall and at the population-specific level, depends on the support services funded through this program. These services include:

Access: Equitable and efficient access to available services is an essential commitment of A Home for Everyone. Access starts with information about the services available, and that information must be available in a variety of formats to reach diverse populations. Programs supported in this area include telephone, online and print information and referral. Equitable and efficient access to services also requires coordinated entry systems tailored to specific populations.

Training/Education: Through A Home for Everyone, our community has adopted a set of guidelines for the delivery of services, and those guidelines anticipate certain shared practices that require system-wide and population-specific training for staff. There are also trainings and education programs offered to support people seeking services, both community-wide and within specific populations. These include, for example, the communities Rent Well program and certain client education programs.

Partnership Development: Increasing the resources available to people experiencing homelessness, beyond those funded through the Joint Office, requires the development of partnerships that leverage resources in other systems and in the private sector. This program offer funds programs that foster these partnerships for the benefit of the effort to end homelessness as a whole and for specific populations. Examples include the Housing Partnership Program and the Landlord Recruitment Team.

Performance Measures

Measure Type	Primary Measure	FY16 Actual	FY17 Purchased	FY17 Estimate	FY18 Offer
Output	Shelter and housing service requests*	N/A	25,000	36,500*	25,000
Outcome	Caller/client satisfaction**	N/A	4	4.38	4
Outcome	Completed Homeless Family System of Care Assessments	N/A	700	950	700

Performance Measures Descriptions

*May be duplicated. Reviewing the FY 2017 data to determine the impact of severe weather.
**Client/caller satisfaction is measured on a 5-point scale for a sample of clients/callers through in-person, phone, or electronic assessments. Data from 211Info is an average from the first two quarters.

Legal / Contractual Obligation

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	**2017**	**2017**	**2018**	**2018**
Contractual Services	$470,414	$783,110	$450,310	$835,560
Total GF/non-GF	**$470,414**	**$783,110**	**$450,310**	**$835,560**
Program Total:	**$1,253,524**		**$1,285,870**	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Intergovernmental	$0	$0	$0	$835,560
Total Revenue	**$0**	**$0**	**$0**	**$835,560**

Explanation of Revenues

City of Portland General Fund $835,560

Significant Program Changes

Last Year this program was: FY 2017: 10060B Joint Office System Support Services