



**Program #72063 - Common Application Enhancement** FY 2024 Adopted

**Department:** County Management **Program Contact:** Serena Cruz  
**Program Offer Type:** New **Program Offer Stage:** Adopted  
**Related Programs:**  
**Program Characteristics:** One-Time-Only Request

**Executive Summary**

Multnomah County will implement a pilot in a yet to be identified program to develop a technical solution that would reduce repetitive questions and multiple applications for residents seeking benefits by streamlining the application process. This Program Offer will support a Limited Duration position to lead project management with internal and external stakeholders and cover expenses for contracted services to implement the common application.

**Program Description**

Technological developments in interface design, user experience technology and services platforms have the potential to benefit people accessing County resources and benefits. This work would build on a successful pilot testing a common application to increase accessibility to six programs providing assistance to individuals and families, three of which were administered by Multnomah County. The common application model takes individual applications and consolidates all relevant questions to create one application or entry point in order to reduce complexity and make benefits easier to access.

Implementing a technical solution that would make benefits and resources easier to find and access aligns with the County's mission to "prioritize the needs of our most vulnerable." This position would help prioritize up to twenty programs (internal and external) to be integrated into the common application, support departments who work with community based organizations to utilize the common application when working with people accessing resources, and work within departments to modify intake processes for programs not currently compatible as needed. This position will also liaise with the contracted vendor (to be determined through a request for proposal process) to monitor numbers of applications received, strategize around outreach challenges, and provide information and feedback from departments.

Defining the scope of the solution and configuring eligibility will be done in collaboration with internal and external stakeholders. Implementing a common application has the potential to increase accessibility to an array of benefits for individuals and families in the community and to decrease inefficiencies, costs, and time currently necessary for processing applications. As part of the outreach strategy and performance measure, to understand the impact of the common application, the LDA position will coordinate a post-survey for all clients that utilize the common application and at least two listening sessions with departmental and community based organization staff to to gauge satisfaction and evaluate how these groups feel the common application did or did not increase accessibility to benefits and resources.

**Performance Measures**

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Identify and prioritize at least 20 programs for common application integration	N/A	N/A	N/A	20
Outcome	Percent of clients indicating satisfaction in a post survey	N/A	N/A	N/A	70%
Output	Applications received through common application	N/A	N/A	N/A	1,000
Outcome	Number of stakeholder listening sessions	N/A	N/A	N/A	2

**Performance Measures Descriptions**

Identifying and prioritizing additional programs for common application integration will involve working with the determined vendor and departments to assess which programs are compatible and would have the greatest impact.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Adopted General Fund	Adopted Other Funds
	2023	2023	2024	2024
<b>Program Expenses</b>				
Personnel	\$0	\$0	\$160,000	\$0
Contractual Services	\$0	\$0	\$300,000	\$0
<b>Total GF/non-GF</b>	<b>\$0</b>	<b>\$0</b>	<b>\$460,000</b>	<b>\$0</b>
<b>Program Total:</b>	<b>\$0</b>		<b>\$460,000</b>	
<b>Program FTE</b>	0.00	0.00	0.00	0.00

Program Revenues				
<b>Total Revenue</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>

Explanation of Revenues

This program is supported by General Fund revenues.

Significant Program Changes

Last Year this program was: