Program #72063 - Client Assistance Integration	FY 2024 Proposed

Department:	County Management	**Program Contact:**	Serena Cruz
Program Offer Type:	New	**Program Offer Stage:**	Proposed

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.

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.

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 identify a County program or process that could benefit from the implementation of a technical solution that intends to reduce complexity and make benefits easier to access. Once the program/process has been identified, they would work in collaboration with a project team to coordinate the implementation.

Defining the scope of the solution and configuring eligibility will be done in collaboration with internal and external stakeholders. Implementing a technical solution has the potential to increase accessibility to an array of benefits for individuals and families in the community and to decrease time and effort necessary for processing applications for staff.

Performance Measures

Measure Type	Primary Measure	FY22 Actual	FY23 Budgeted	FY23 Estimate	FY24 Offer
Output	Configure eligibility criteria	N/A	N/A	N/A	100%
Outcome	Complete a project implementation plan and timeline	N/A	N/A	N/A	1

Performance Measures Descriptions

Configuring eligibility criteria will involve gathering specific programmatic information from the yet to be identified programs, to be included in the technical solution.

Legal / Contractual Obligation

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Proposed General Fund	Proposed Other Funds
Program Expenses	**2023**	**2023**	**2024**	**2024**
Personnel	$0	$0	$160,000	$0
Total GF/non-GF	**$0**	**$0**	**$160,000**	**$0**
Program Total:	**$0**		**$160,000**	
Program FTE	0.00	0.00	0.00	0.00

Program Revenues				
Total Revenue	**$0**	**$0**	**$0**	**$0**

Explanation of Revenues

This program is supported by General Fund revenues.

Significant Program Changes

Last Year this program was: