

Department: County Assets

Program Contact: Bob Leek

Program Offer Type: Internal Service

Program Offer Stage: As Requested

Related Programs:
Program Characteristics: One-Time-Only Request, Out of Target

Executive Summary

SCoPE (Service Coordination Portal Engine) is a software application providing a digital portal to support Service Alignment among County providers. Service Alignment means aligning the services that Multnomah County provides to understand and meet the full picture of client needs, improve service engagement and outcomes, and reduce unnecessary duplication of services and costs. To achieve this, Multnomah County may share client personal information between County programs in accordance with applicable laws or through client consent.

Program Summary

SCoPE is an evolving platform and tool for doing our work at the County differently. It allows for real-time coordination around the needs of shared clients through a digital portal software application. A critical starting place to support Service Alignment using SCoPE is the crisis of homelessness. By focusing on clients that cycle in and out of our systems who are experiencing homelessness or at risk for homelessness, we have an opportunity to more effectively serve highest risk people while making more efficient use of County resources.

The Service Alignment Program Office will work toward the following goals in FY2021: 1) identifying high risk/frequent users experiencing or at risk of homelessness, 2) actualizing Service Alignment for high risk/frequent users experiencing or at risk of homelessness, and 3) broadening adoption of SCoPE across the County.

Performance Measures

| Measure Type | Primary Measure | FY19 Actual | FY20 Budgeted | FY20 Estimate | FY21 Offer |
|--------------|---|-------------|---------------|---------------|------------|
| Output | # of new County employees using SCoPE | N/A | N/A | N/A | 50 |
| Outcome | % of users who report at least one positive client outcome from using SCoPE | N/A | N/A | N/A | 75% |

Performance Measures Descriptions

Output: One key goal of SCoPE is broader use by more County employees. These include employees from existing and new programs and use cases across participating SCoPE departments.

Outcome: Positive client outcomes are broad and can include finding a client's case manager in a crisis, re-establishing health care for a client, helping connect a client to a service more easily, and more.

Revenue/Expense Detail

| | Adopted General Fund | Adopted Other Funds | Requested General Fund | Requested Other Funds |
|------------------------|-------------------------|------------------------|---------------------------|--------------------------|
| Program Expenses | 2020 | 2020 | 2021 | 2021 |
| Contractual Services | \$0 | \$0 | \$0 | \$1,000,000 |
| Total GF/non-GF | \$0 | \$0 | \$0 | \$1,000,000 |
| Program Total: | \$0 | | \$1,000,000 | |
| Program FTE | 0.00 | 0.00 | 0.00 | 0.00 |

| Program Revenues | | | | |
|----------------------|------------|------------|------------|--------------------|
| Financing Sources | \$0 | \$0 | \$0 | \$1,000,000 |
| Total Revenue | \$0 | \$0 | \$0 | \$1,000,000 |

Explanation of Revenues

Significant Program Changes

Last Year this program was: