

ONI Budget Advisory Committee: Program Summary

Organization / Program title

City of Portland/Multnomah County Information and Referral Program – 503-823-4000

Briefly describe the program funded with city dollars

The City of Portland/Multnomah County Information and Referral (I&R) program is a central resource for basic information and referral to all City and County programs. I&R also provide information and referral services to the community for other local community and social services. The staff of the program provides assistance primarily by phone but also to walk-in patrons of both the Portland Building and City Hall and through electronic means of communication. The program's mission is to simplify community member access to services while serving as ambassadors for both the City and the County government. I&R program costs are shared equally between Multnomah County and the City of Portland.

Major activities and accomplishments during current budget cycle (ending June 30, 2010). Include Summary of what changed as a result of FY2010 budget cuts.

Pretty much business as usual so far in 2010-11. Call volume has remained steady and we continue to exceed the performance goal spelled out in our Intergovernmental Agreement with Multnomah County of 90% of calls answered under 25 seconds. We are on pace to answer approximately 130,000 calls in the fiscal year in addition to provide I&R services to about 15,000 walkin customers and 1500 email inquiries. There continues to be discussion of the city implementing a 311 system though no definite plans primarily due to budget constraints.

Summary of program budget and staffing

The I&R program is a 50/50 partnership between the city and county with costs shared equally between Multnomah County and the City of Portland. The current program budget of \$474,074 is funded equally by the City and County. Of the City's \$237,037 a little under \$100,000 is regular General Fund and the remainder is from a General Fund Overhead account. This means that the percentage of the I&R budget that comes from the General Fund is only about 20%. The I&R Program is staffed by 1 FTE Supervisor and 5 FTE Information and Referral Specialist staff positions. Personnel costs make up approximately 80% of the program budget.

Partnerships with other organizations

The program is a 50/50 partnership with Multnomah County. The success of the program relies on excellent communication with all city and county bureaus and departments to ensure effective sharing of information. We also have important partnerships with other information and referral providers in the area, including specialty hotlines operated by the county and nonprofit organizations. 211Info is a key partner that we communicate with on a weekly basis to ensure consistent and accurate information sharing with all of our callers.