

Agenda



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Meeting: Supportive Housing Services Oversight Committee Meeting
Date: March 28, 2022
Time: 9:00 a.m. to 11:30 a.m.
Place: Virtual meeting ([Zoom link](#))
Purpose: Presentation and group discussion of quarter 2 reports, financial update, and review and next steps from oversight committee survey on scheduling and priority topics.

9:00 a.m.	Welcome and introductions
9:15 a.m.	Conflict of Interest declaration
9:20 a.m.	Public comment
9:30 a.m.	Financial update
9:40 a.m.	Presentation: Quarter 2 Reports and Housing
9:55 a.m.	Breakout Discussions
10:45 a.m.	Group Discussion: Q2 Reports and Housing
11:20 a.m.	Questions & Next Steps
11:30 a.m.	Adjourn

Meeting minutes

Meeting: Supportive Housing Services Oversight Committee
Date/time: Monday, January 31, 9 AM – 11:30 AM
Place: Virtual meeting (Zoom)
Purpose: Group discussion of quarterly reports, financial update and clarity on meeting cadence and schedule for 2022.

Member attendees

Co-chair Susan Emmons, Dan Fowler, Ellen Johnson, Jenny Lee, Seth Lyon, Carter MacNichol, Felicity Montebello, Jeremiah Rigsby, Roserria Roberts, Dr. Mandrill Taylor, Co-chair Kathy Wai

Absent members

Gabby Bates, Heather Brown, Armando Jimenez, City of Portland Commissioner Dan Ryan, Jahed Sukhun

Elected delegates

Washington County Chair Kathryn Harrington, Clackamas County Commissioner Sonya Fischer, Metro Councilor Christine Lewis, Multnomah County Commissioner Susheela Jayapal

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Nui Bezaire, Ash Elverfeld, Breanna Hudson, Rachael Lembo, Patricia Rojas

Facilitators

Allison Brown, JLA Public Involvement

Welcome and introductions

Land and labor acknowledgements were made by Co-chairs Kathy Wai and Susan Emmons.

Kathy and Susan welcomed the group to the meeting.

Allison Brown, facilitator, reviewed the group agreements.

September, October and December meeting minutes were approved unanimously.

Conflict of interest declaration

Dan Fowler announced that he may have a future perceived conflict of interest based on a property that he may be facilitating a purchase/sale for in Clackamas that could be connected to housing programs through Clackamas County.

Carter MacNichol is a board member of Transition Projects which is a contractor for one or more of the counties within the Metro Supportive Housing Services (SHS) program.

Public Comment

Two written public comments were included in the packet. No verbal public comment was made during the meeting.

Financial update

Rachael Lembo joined the meeting. Her report was included in the meeting packet.

- \$6M has been received in SHS taxes so far and all has been distributed to the county partners.
- Setup of the full tax collection system is expected to be completed in summer 2022.



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- \$3.2M in contingency has been held and nothing has been used. She will keep the committee updated as to whether or not that money ends up needing to be used.
- No questions were asked by committee members.

Discussion: Meeting sequence and 2022 committee structure

Kathy introduced this portion of the agenda with context for the discussion. Members discussed wanting to create a different structure rather than just having committee meetings every month. She said that workgroups have also been discussed.

Nui Bezaire said that staff are able to support one meeting a month but request committee feedback on what those meetings are.

Questions and comments from this discussion:

- What would an equity subcommittee look like?
- One working group a month and split into two subgroups.
- Meet more often than every three months and would like meetings to happen at a minimum of every other month.
- County partners will be at oversight committee meetings occasionally.
- Communication training for committee members.
- Every other month meetings.
- Quarterly meetings are enough or time limited meetings.
- Would like a structure where staff bring things to the committee to review.
- Meeting too frequently could get in the way of implementation progress.

Patricia said that a survey follow-up will be sent to members to get a better idea of what workgroups would be supported and what their focus would be.

Susan proposed skipping February meeting and reconvening in March.

Group break took place from 9:51-9:58.

Quarter 1 Progress Report Discussion

Patricia provided the following background information while introducing this portion of the agenda.

- Official reporting templates will be ready soon.
- Counties agreed to update Metro and the committee on how things are going with their programs despite not having official templates yet.
- Committee members sent questions ahead of time that will be answered in the meeting and also in writing due to meeting timing.

Washington County

Josh Crites, (he/him/his pronouns), Washington County, Assistant Director of Housing Authority of Washington County, joined the panelists and said that they have been incredibly busy internally and externally at creating equitable systems of care.

Jes Larson, (she/her pronouns) Supportive Housing Services Program Manager, Washington County Housing Authority, continued to present information on Washington County updates.

- Their budget went from \$5M to \$50M with SHS funding.
- Housing case management services program
- Providers receive a housing case manager for every 20 participants they aim to serve
 - Case managers do outreach, placement, and retention to ensure long-term housing stability with Population A.



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- The County is doing upfront program and capacity work building to bolster their system so it is on stable footing for the future of the program.

Eboni Brown, Executive Director, Greater Good NW, spoke to their work in Washington County. They operate two Bridge Shelter programs, housing support and provide system navigation support.

- Behavioral health specialists' on-site.
- Placed 11 households into permanent housing this year.
- Recently reconnected a mother struggling with mental health issues with their family who had been separated for twenty years.
- One solution doesn't work for all people and Washington County is supporting their choices to support community members as they need it.
- Monthly, executive directors in Washington County meet to troubleshoot and find creative solutions to issues they face.

Nathan Teske, Executive Director, Bienestar, also provided an update on their work.

- A full team of four staff have been hired since last September.
- Creating a continuum of housing services.
- Served 18 houseless community members since September.
- Appreciates the flexibility of the program and support for implementing creative solutions.

Clackamas County

Vahid Brown, Clackamas County, related to the communication from Jes about setting up a whole new system and the funds being game changing for Clackamas.

- Stabilized programs in their first quarter
- Created shelter and new opportunities that had never existed in Clackamas County like year-round shelter

Linda Ellerby, Greater New Hope Family Services, presented as a Clackamas County provider.

- They have transitional housing and a hotel.
- Housed seven families already and about to house six more.
- Barriers their clients are facing: mental health, low income, trust issues, and that they weren't familiar with the organization.

Corrie Etheridge, Northwest Family Services, (she/her pronouns), also presented as a Clackamas County provider.

- Have provided case management to 30 households in short term programs but identified as needing long-term support.
- Likes being able to coordinate with other providers.
- Hiring and training is a focus for new hires, like fair housing, suicide prevention, training on the programs themselves.

Multnomah County

Marc Jolin, Director, Joint Office of Homeless Services, (he/him/his pronouns), presented on behalf of Multnomah County.

- They have been focusing on capacity building, stabilizing providers and expanding their network for supportive housing services providers.
- Doing a lot of work in collaboration with the other counties and Metro.
- 130 household's received civil legal investment support
- Short-term shelters created from COVID dollars have been converted to long term shelters with support from SHS funding.

Meeting minutes



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Ronda Carmer, Director of Community Justice Programs, Cascadia, presented as a provider in Multnomah County.

- They were awarded 24 housing vouchers for their Forensic Assertive Community Treatment (FACT) program which serves individuals that require a higher intensity of behavioral health services and have psychotic disorders.
- Regional Long-term Rent Assistance (RLRA) has been a game changer for them.
- RLRA creates a much more flexible approach to providing housing options to their clients.

Kim James, Director of Homeless & Housing Supports, Cascadia, also presented as a provider serving Multnomah County and shared more about what Cascadia Health Care does.

Allison asked the providers what external barriers they're facing?

- Eboni said that the biggest barriers not revolving around participants are the housed folks in the community. Unhoused individuals have been ostracized, it makes it hard for them to make community with housed people because they've been othered. She said unhoused individuals need to be brought back into our communities.
- Ronda said one of their biggest challenges is finding landlords that are willing to rent to their clients especially when clients have psychotic barriers and criminal backgrounds. A lot of landlord relationship building needs to happen.
- Eboni added that they have offered to cover rental insurance for their clients and that has helped put some landlords at ease.
- Linda said that there have been technology issues, families have struggled to get information. Also there aren't enough low income units available. She also punctuated the landlord issue that Ronda mentioned.
- Corrie agreed with others and said that in Clackamas County they see the Metro Urban Growth Boundary cutting in to their region in weird ways that cause barriers to providing services.

Allison then asked how the counties doing with their equity goals?

- Josh said that Washington County is grounded by their local implementation plan committee. One aspect they feel proud of is how they went about their service provider contracting. This resulted in more culturally specific providers who came and contracted with them.
- Vahid said that it's a core part of the whole measure and has been involved with everything they're doing. LIP was built in collaboration with Unite Oregon and Coalition of Communities of Color. The Coalition of Communities of Color did an analysis of the system and provided a list of recommendations that the county agreed with and all are either implemented or in the process of being implemented.
- Cristal Otero, Joint Office of Homeless Services, (she/her pronouns), they have been working with Clackamas and Washington County on an RFPQ for their SHS providers and the emphasis is on bringing in more culturally-specific and small providers. They anticipate bringing in 30 new providers for the region.

Allison asked the counties to comment on the capacity of programs that are doing the work and finding employees?

- Marc said it is a theme they've been hearing about for a long while and COVID is exacerbating the issues. They are committed to analyzing pay rates amongst service provider staff. They're hearing that they're struggling to keep current programming going while bringing on a new program. He said that it's beyond SHS to fix, it's a bigger issue and there are disparities across human services.

Meeting minutes



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- Vahid agreed with Marc and said they have also struggled to hire at the Housing Authority. COVID has been a huge barrier. There is an inherent capacity challenge in doing the work in the way that we're doing it, talking to their Boards, Committees, collaborate with providers and the other counties, there is so much collaboration in this way and that's new.

Questions and next steps

Watch for a scheduling survey to come.

Allison said they will get back to members with written responses for things that didn't get resolved in Q&A section.

Adjourn

Adjourned at 11:30 am.

Minutes respectfully submitted by Ash Elverfeld, Housing Program Assistant

Memo



Metro

600 NE Grand Ave.
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Date: March 28, 2022
To: Supportive Housing Services Oversight Committee
From: Rachael Lembo, Finance Manager
Subject: FY22 Financial Update

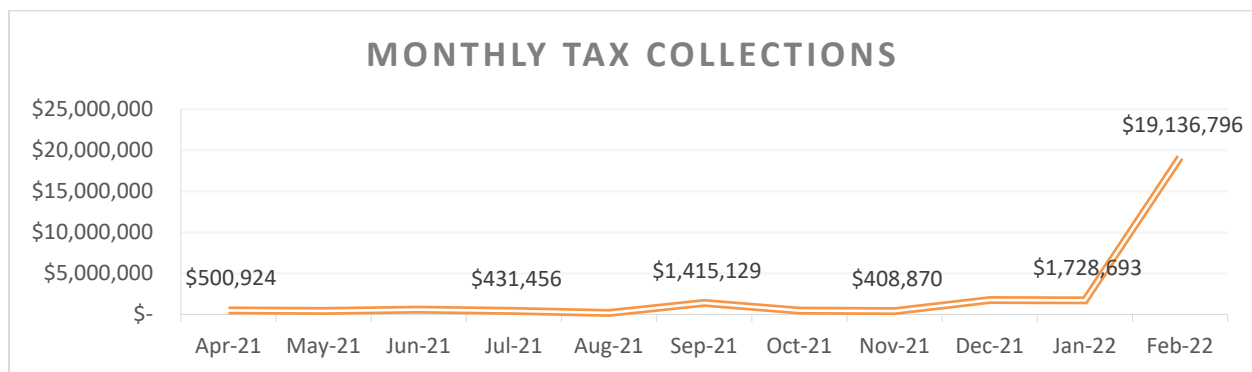
This financial update is designed to provide the information necessary for the SHS Oversight Committee to monitor financial aspects of program administration.

Financial Reports

The FY22 financial report through February 2022 is enclosed with this memo.

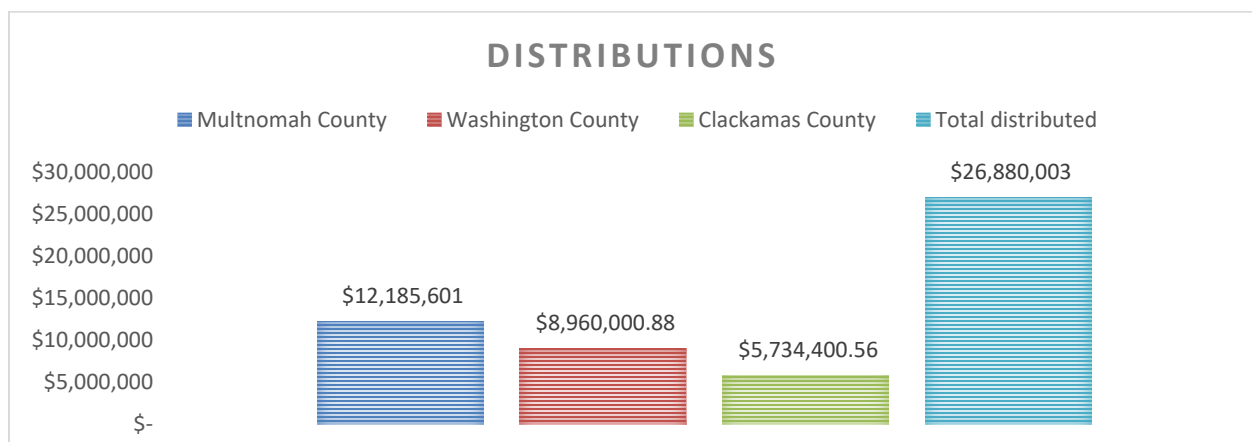
Tax Collections

The chart below shows tax collections by month since collections began in April 2021. There was an 11-fold increase in collections from January to February 2022, primarily driven by an increase in business tax collections and because more payroll companies and employers have completed the setup of payroll withholding. Considerable collections are expected in April 2022 when calendar year 2021 tax returns are due.



Tax Disbursements

The chart below shows tax disbursements to the county partners since collections began in April 2021. Metro is currently disbursing all collections to our partners for program implementation. As collections increase Metro will begin withholding funds for program administration.



Metro Supportive Housing Services Fund

Financial Report

FY21-22, July 2021-Feb 2022

	Annual Budget	July-Feb Actuals	Variance Under / (Over)	% of Budget	Comments
Revenues					
Business Income Tax	54,468,750	4,315,930	50,152,820	8%	July-Jan collections
Personal Income Tax	125,812,500	2,101,287	123,711,213	2%	July-Jan collections
Interest Earnings	-	66,173	(66,173)	n/a	
Total Revenues	180,281,250	6,483,390	173,797,860	4%	
Expenditures					
Personnel Services	678,145	394,931	283,214	58%	4.25 FTE
Materials and Services	173,579,301	11,562,500	162,016,801	7%	see detail below
Transfers-E	13,969,051	1,328,229	12,640,822	10%	cost allocation plan, debt service
Total Expenditures	188,226,497	13,285,660	174,940,837	7%	
Contingency	15,631,983	-	15,631,983		
Change in Fund Balance	(23,577,230)	(6,802,270)	(16,774,960)		
Beginning Fund Balance	23,577,230	18,030,707	5,546,523		
Ending Fund Balance	-	11,228,437	(11,228,437)		
Materials and Services detail:					
Tax collection costs	21,221,228	4,741,420	16,479,808	22%	
Disbursed to county partners	151,314,473	6,761,508	144,552,965	4%	Aug-Feb disbursements
Other	1,043,600	59,573	984,027	6%	
Materials and Services total	173,579,301	11,562,500	162,016,801	7%	

Supportive Housing Supportive Oversight Committee Meeting

Questions for County Partner Written Responses

SHS Q1 & Q2 Follow-Up and SHS Q2 Progress Update Questions

For all counties- Equity

Please tell us whether and how people representing diversity, equity, inclusion and lived experience are included in the decision-making process when you are making changes or revisions to investments, programming, or implementation?

Implementation of the Supportive Housing Services (SHS) is guided by the Local Implementation Plans (LIPs), which were community-driven plans that prioritized the voices of Communities of Color and people with lived experience of homelessness. Currently there have been no major changes to programming or investments, though counties are building pathways to better elevate and center these perspectives.

Each county is receiving ongoing implementation guidance from diverse community groups and advisory bodies. For example, Washington County leverages its community Homeless Plan Advisory Committee to review SHS annual work plans and to guide ongoing implementation.

Multnomah County was leveraging the Coordinating Board of A Home for Everyone, along with its existing issue-specific work groups, including the Equity work group and the Safety Off the Streets work group. As A Home for Everyone changes its structure, Multnomah County is creating a new advisory body specific to SHS, which will reflect diverse perspectives as set out in the SHS Measure and is working to launch an advisory committee of people with lived experience of homelessness and housing instability.

Clackamas County has a steering committee that guides the implementation of SHS and has 4 paid positions for people with recent lived experience of homelessness. Implementation decisions are also vetted by the Community's Continuum of Care, which includes a diversity of service providers, including several culturally specific providers.

How is your system learning from culturally specific organizations?

Washington County holds many ongoing provider meetings (including a cohort of culturally specific organizations) as well as office hours for each of the new programs that SHS funds. There is a community learning table where providers have the opportunity for peer learning and brainstorming together solutions to shared challenges, including but not limited to hiring, pay equity and training.

In Multnomah County, listening sessions with culturally specific organizations helped to design the RFPQ which led to including the opportunity for technical assistance at the front end. A work group for culturally specific organizations is still in process and the intention is that it would create a learning space to hear about opportunities and challenges.

Clackamas County is working closely with 2 new culturally specific agencies on case staffing and matching which has created a learning space that helps to better service the BIPOC community. A Coordinated Housing Access equity analysis by the Coalition of Communities of Color and Unite Oregon has provided many recommendations that the County is working to implement.

How does the county define “complex disabling conditions”?

Counties do not currently have a definition for the phrase “complex disabling conditions”, but they each have a definition for disability. Clackamas uses the Fair Housing Act’s definition of disability. In all the counties, clients are self-reporting disabling conditions based on regional policy for Population A. In Multnomah County, they do not require a formal diagnosis or require medical verification, which was an intentional application of equity to provide more access to care and opportunities to serve people.

For all counties -Capacity

You've noted staffing challenges in your progress updates. What strategies are you employing to address this issue?

In Washington County, it took longer for partners to hire up than was expected, but it is moving along now. There is a balance between building accountability structures while launching a program, and this is a different process for each organization, especially new ones working in the county. The County is increasing investments in organizations that are making baseline progress first to allow them to grow as fast as they are able to grow to set them up for success.

For Multnomah County, the wage study will help to better address the challenges in the long term; in the meantime, the county has looked at different ways to fund signing and retention bonuses for contractors. The County has also hired dedicated human resources staff and internal staff to support staffing needs. There was a 5% operating budget increase in addition to the Cost Of Living Adjustment (COLA). An additional bump is provided on entry level positions. Overall, the strategy has been to do across the board increases and create a focus in increases for front line staff wages.

Clackamas County was able to negotiate higher rates of pay in some instances for service contracts. The SHS program staff has worked internally with the Health, Housing, and Human Services Director’s Office to expedite the recruitment process and begin posting open positions more quickly. Advertising for open positions has expanded to be included in the SHS newsletter, HereTogether’s newsletter and other venues.

For all counties- Outreach/Engagement

Many folks in Population A are likely living outside. What are you doing to make sure you reach them and connect them into the service network?

The Multnomah County Board requested and received a briefing from the JOHS specifically on outreach services on January 11. The presentation is available to watch [here](#). Overall, the county has increased outreach as well as navigation staff. Staff use a GIS map to ensure that there is complete geographic coverage of outreach efforts. Additional partnerships have been created with behavioral health teams and COVID response teams.

For Washington County, the focus of this work will happen in Year 2 of the program. Currently, there are 11 contracted outreach workers, who are not all funded by SHS, and staff are working to stabilize the outreach system and strengthen it with clear metrics on program performance around connections, rapport building and connections into permanent housing. It is important to systematize the outreach response so that it can include more integration with the housing system now that there are resources to offer clients. The county is also working on in-reach programs, which includes partnering with the Health and Human Services departments and providing them with a housing liaison. The county has also revamped Community Connect to make it a simpler tool that can be used to meet needs as they present themselves and not require a full assessment at once.

In Clackamas County, staff are leveraging the homeless system's existing homeless street outreach and housing navigation network. There has not been procured SHS-funded outreach services yet, but it is planned for the coming months. In the meantime, the county is currently working on reevaluating the Coordinate Housing Access (CHA) system to help facilitate referrals to services in anticipation for an increase in outreach and additional services coming online. The upcoming outreach services are likely to include street outreach combined with safety on the street services and connections to CHA.

For all counties- Oversight

We would like to see Year 1 goals side by side with what progress has been made for the year (e.g. shelter beds, PSH units, permanent housing placements, eviction preventions/prevention, retention rates). If not for the second quarter - could this be provided for the third quarter?

Yes. Quarter 3 reports will include some level of progress to goals. Reporting tools and practices are at the early stages of implementation and will continue to evolve. Counties will build, expand and scale their services and infrastructure for the first three to four years of implementation. Tax revenue is expected to increase each year for the first several years and is expected to baseline in the fourth year. There are many complexities and dynamics that

impact the rate at which counties make progress towards goals. Progress towards goals is one measure that should be seen as one part of a larger story of what success looks like.

For example, county partners have built capacity for over 1,066 units of supportive housing, which is a huge accomplishment. Getting those units filled/vouchers leased up depends on having the appropriate levels of staffing and ensuring that providers are trained and equipped to provide the rent assistance and the services. And, we have heard that staffing has been a challenge this year.

Have you heard from agencies you contract with that they are having problems recruiting and filling SHS funded positions? If so, do you believe this will impact first year goals and outcomes for programs in your county?

Staffing has been a challenge across the board for providers as well as the counties. Please refer to the "For all counties- capacity" answers provided in page 2 of this document for additional details. For Multnomah County, it will be important to look at capacity outcomes versus program outcomes as there are staffing challenges across the continuum.

Clackamas County

Do you anticipate any barriers in meeting your Year 1 goals? Does the county have plans for any budget increases in this fiscal year?

Clackamas County is making significant progress toward Year 1 goals. On March 1st, the Board of County Commissioners approved a second advance from Metro which, combined with Q3 and Q4 tax revenue disbursements, will be used to expand current services and begin procuring additional services leading into FY23. Additional information is provided in this staff report: <https://dochub.clackamas.us/documents/drupal/d8e3e306-2bc1-49af-aa4a-057362df8a9a>

What systems are being developed or are in place to partner with providers who can design or collaborate to secure livable wage jobs, qualify people for government benefits, educational training, apprenticeships and or skilled laborers?

Clackamas County has not developed workforce integration systems as of yet, but will continue to identify new opportunities for these partnerships, such as the kind described in your question, as the program continues to grow. Client support funds in our partners' contracts are generous and education, certification etc. are eligible uses. Case managers also work to connect clients to government benefits. The County is just starting to have conversations on workforce.

Page 14 of Q1 report: What strategies are you using to build capacity for service providers? Are you providing any funds directly to organizations for this purpose?

One of our currently contracted culturally-specific providers has funds built into their budget for capacity building activities. We also approved advances, if needed, and the use of hiring bonuses for new staff for this provider to help them recruit and expand their services

into Clackamas County. We are also planning contract amendments for our other current providers which would include additional funds for capacity building. Future contracts resulting from any procurements will also ensure that capacity building is built into their program budgets as well and that will continue to provide those funds directly to organizations.

Page 18 of Q1 report: Can you explain how Hispanic vs. non-Hispanic shows up? Does that fall within the 72% White figure?

Hispanic vs. non-Hispanic is represented in the Ethnicity graphs included for the two service populations reflected on pages 17 and 18 of the Q1 report. Those graphs represent the numbers of individuals who identify as Hispanic or non-Hispanic. Those individuals are also represented in the corresponding Race graphs for both service populations and will be reflected in the race category a participant identifies as. Ethnicity is a separate question from race, so someone who's Hispanic can identify as any race, not just White.

Page 4 of Q1 report: was Clackamas County working with culturally-specific or responsive groups around housing prior to SHS funding? If you were working with these organizations before, how is the qualification of culturally specific providers with SHS different?

Yes, Clackamas County had the Immigrant and Refugee Community Organization (IRCO) funded through Continuum of Care (CoC). CDBG funding was used to set up the Red Lodge Transitional site. In either case, there was no technical qualification of culturally specific organization. Clackamas County has historically had a lack of culturally specific service providers working in housing. One of the SHS Program's goals is to change this and establish new partnerships with culturally-specific providers. Both of the culturally-specific providers the SHS program has contracted with thus far are new to providing these services in Clackamas County. However, many of our long-time providers do and have historically provided culturally specific programs within their agency or culturally responsive services. For example, Northwest Family Services provides Latinx specific DV/homeless services in Clackamas. With the SHS program, the County is gaining two completely new culturally specific agencies and plans to continue to increase these partnerships.

Accessibility:

Page 5: regarding accessibility for people with sight/hearing impairments, have you considered live captioning or providing transcripts after the meeting?

Although live captioning and transcripts are not currently planned, these strategies will be considered as additional improvements are made to the RLRA orientation process.

Multnomah County

Can you please tell us more about the wages study? When do you anticipate that happening? Are the other two counties involved?

Homebase has been contracted for the wages study. The study has been launched, with the first phase ending in July, and it is limited to Multnomah County's services system. Multnomah County will share results and learning with the other two counties, who will

contextualize the research with neighboring communities/market as there will be some providers working across counties.

Washington County

Page 8 of Q1 report: \$50k does not seem like a lot of money - is more coming to these organizations to build their capacity?

Washington County will provide \$50k for 3 years. This amount is in addition to the contract amounts for providing the services, which includes an administrative carve-out for capacity needs. The plan is to continue offering the 3 year commitment of upfront capacity building for every new culturally specific organization. The cohort of cultural specific providers will create a space to learn from them and make sure we are providing what they need.

Page 19 of Q1 report: Does this tie to the work the Governor is trying to do/is it leveraging other funding sources?

Washington County is in the process of launching a workforce pilot, which focuses on helping people with lived experience get support and training to join the workforce via apprenticeship/internship in the housing field. At this time, this pilot is not directly tied to the State [program](#). County Policy staff keep abreast of these issues and regularly work with SHS staff to identify opportunities for alignment.

Page 13 of Q1 report: This data is a bit confusing. Are the figures on this page overlapping?

Capacity figures are generally related to what the current system is able to offer. Future meetings will include discussion of metrics with the counties to align the way we are presenting data and understand what it is and it is not telling us in terms of progress.

Page 23 – populations served, do those served get to self-identify as a part of a particular population or is a staffer deciding?

For populations served, all clients are self-reporting. This practice has been implemented in the Regional Long Term Rent Assistance program.

What are provider's thoughts on why some folks may not be reporting/refuse to answer certain questions?

Providers believe that this might come from distrust based on past experiences and sometimes assessments being too long. It's incredibly important to allow time for providers to build rapport and also to have a diversity of front-line staff who can help meet very specific needs – e.g., culturally specific providers.

What systems are being developed or in place to partner with providers who can design or collaborate to secure livable wage jobs (working to stabilize employment programs currently funded with COVID funding.) qualify people for government benefits, educational training, apprenticeships and or skilled laborers?

Washington County has a SSI/SSDI Outreach, Access, and Recovery (SOAR) program in place. Additionally, the County is working to launch a basic needs stipend program while strong employment programming is paired with Rapid ReHousing benefits.

Supportive Housing Supportive (SHS) Program Oversight Committee Meeting January 31st Quarter 1 Progress Reports Follow-Up Part 1 – Questions to Metro

Could you share the IGA's with the Committee?

- The Inter-Governmental Agreements (IGAs) are part of public records and can be accessed here: [Multnomah County IGA](#), [Washington County IGA](#), [Clackamas County IGA](#).

Can we expect more details on geographic expansion and geographic equity? Will reports ever include visual information on this topic such as maps?

- Metro and counties are currently working on reporting templates (quarterly and annual) and are discussing how geographic equity can be reported on, visually and/or qualitatively. Staff will provide an overview of the templates in a future meeting.

Will we see data specific to the IDD community being served by these funds? How does Metro define "complex disabling conditions"?

- At this time, the suggested data is not required as part of outcomes reporting. Race and ethnicity disaggregation is required but not for other populations such as intellectual and development disabilities, LGBTQ+, veteran, etc. However, these populations are particularly important to this program and the Tri County Planning Body may decide to add additional outcomes that relate to this population. Metro does not have a definition for "complex disabling conditions," counties have their own definition and Metro has requested that they share that definition.

I hope to see more stories and qualitative data.

- Metro is working closely with the counties to gather stories on a regular basis. Counties may share stories in quarterly reports and will share stories in annual reports. Metro's Communications team is also working with their counterparts at the counties to get stories that can reflect the impact of this program.

Will we get to hear directly from the service providers at any point and will Metro be surveying folks ensuring a positive experience for the service providers working for the counties?

- Metro staff are working with the Committee co-chairs to provide more opportunities to engage with service providers. We hope that hearing from providers at the January meeting was helpful. Counties and Metro are working on what an evaluation of this program might look like, which is a requirement for Year 3. Evaluation might include topics like contractor capacity building and support, among others.

Finance

The city is spending almost \$6 million for the period November 2021 through June 2022 on personnel for startup and ongoing costs of tax collection. How many FTE's, are they all new people, and are they dedicated exclusively to this work? Also, could you please explain the \$200,000 per month for the "other" category?

- The forecasted amounts for Nov 2021 – June 2022 are based on the revised implementation budget from the City of Portland. Personnel costs are based on an estimated 22 FTE in one-time startup costs and 37 FTE in ongoing operations costs. These are staffing estimates, and staff are being hired as needed and charged to Metro only if they are working on SHS. 'Other' costs are materials and services, such as training, printing and distribution, and facilities costs.

So far actual personnel and materials and services costs have been lower than estimates. However, there are distinct phases to the tax rollout, and savings in one phase may be used in a later phase. Until implementation is complete, we will continue to forecast the total cost based on the City's revised implementation budget – meaning we will not recognize the savings until the project is complete. By the end of June, when we are through our first tax return processing period, we will have a better sense of what level of savings we expect to recognize.

Supportive Housing Services Oversight Committee

Survey results and next steps - March 28th, 2022

This survey sent to oversight committee members was meant to garner feedback on meeting frequency and structural options, understanding that Metro staff has the capacity to convene a total of 1 meeting per month. The following are the questions asked in the survey, results, outcomes, and a plan for next steps on integrating the outcomes.

QUESTION: As discussed in the January 31st oversight committee meeting, Metro would like additional feedback from committee members about how often we have business meetings. Which of the options below do you prefer?

RESULT:

- Monthly (4 members)
- **Bi-monthly (8 members)**
- Quarterly (1 member)

OUTCOME: We will change the 2022 schedule to have full group oversight committee meetings every other month. The next meeting will be May 2022.

QUESTION: The committee has discussed a variety of approaches for the business meetings. Please prioritize the following approaches. What other approaches would you suggest?

RESULT (in order of priority):

- Engagement with community partners
- Engagement with county partners
- Presentations from partners
- Reviewing quarterly reports

OUTCOME: The average priority for all of these categories was extremely close. Staff will provide recommendations to the committee that incorporate these priorities for feedback from the committee.

QUESTION: Additionally, the committee has expressed a desire for a clear schedule of meetings for the year, including topics. Which of the

following topics would you like to prioritize in 2022 during the committee business meetings?

RESULT (in order of votes received):

- Have focused topic discussions on elements of the work (10 votes)
- Receive implementation information from partners (9 votes)
- Review report content; Review financial data; Hear stories that illustrate the impact of the work in people's lives (8 votes each)
- Other (6 additional responses)

OUTCOME: Given that there was a lot of interest about all topics, we are planning to incorporate as many of these topics as possible into future business meetings, and where more appropriate, non-business meetings.

QUESTION: The committee has indicated interest in meeting outside of business meetings. These meetings (previously referred to as workgroups) would allow for the opportunity for committee members to have deeper learning and discussion on topics. These would be public meetings. Briefings of the discussions would be provided in full group meetings. Are you interested in attending this type of meeting?

RESULT:

- **Yes (10)**
- No (1)
- Other (2 additional responses)

OUTCOME: Non-business meetings will be incorporated into the 2022 committee schedule.

NEXT STEPS: Metro staff and the oversight committee co-chairs will prepare a draft calendar for FY 2022-23 to discuss with the oversight committee in May. The calendar will cover tentative meeting dates and topics, incorporating the preferences and topics stated in the survey, for July 2022 through May 2023. Staff will engage the oversight committee regarding topics for these meetings.



Clackamas County Supportive Housing Services Program

FY22 Second Quarter Update

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Introduction

Clackamas County residents and thousands of our neighbors throughout the Metro region continue to face a housing crisis and are experiencing, or are at risk of experiencing, homelessness. In the second quarter of FY21-22, The Clackamas County SHS Program focused on enhancing internal capacity and securing contracts with community-based organizations to roll-out the Program's first new services. Additionally, the SHS Program launched its Regional Long-term Rent Assistance (RLRA) program and has already connected dozens of residents to ongoing rental assistance. This quarter has been an incredibly exciting time for the SHS Program as Clackamas County residents in need are now being connected to new services which are placing them in housing, providing them supportive case management services, and connecting them to reliable long-term rental assistance.

A photograph showing two hands holding small, handmade houses made of cardboard. The houses are decorated with blue tape, suggesting they are being repaired or reinforced. The background is blurred, showing more hands and similar houses, creating a sense of community and support.

Programs and Services

The transitional housing and emergency hotel/motel shelter programs stabilized by the SHS Program in the first quarter continued their operations in the second quarter. The SHS team worked throughout the quarter to enhance the levels of cooperation and facilitate further data sharing between the County and the service providers of these programs.

Serenity and Haven Houses are supportive mental health homes which shelter and support some of the most vulnerable people in the County: those who are homeless or are at risk of homelessness as they exit incarceration or are on parole/probation. These clients need additional support due to severe and persistent mental illness, substance use disorders, or co-occurring disorders.

The Hotel/Motel Emergency Shelter Program is a time-limited emergency sheltering program which began in response to the COVID-19 pandemic to provide a safe shelter-in-place option for people experiencing homelessness with high risk factors for adverse effects from contracting COVID-19. Participants currently in this program will be transitioned into permanent supportive housing through a combination of services launched in the second quarter.

New Services Launched – Q2

This quarter, the SHS Program executed a series of contracts which resulted from a Request for Proposals (RFP) for housing navigation/placement and supportive housing case management services. This RFP closed in September, 2021 and five organizations, including two culturally specific service providers new to Clackamas County, were selected to provide these services. The organizations listed below executed service contracts with the Housing Authority of Clackamas County in October and November, 2021.

- Clackamas Women's Services
- El Programa Hispano Catòlico (Culturally Specific Provider)
- Greater New Hope Family Services (Culturally Specific Provider)
- Impact NW
- Northwest Family Services

Housing Navigation/Placement Services are now being provided by the above organizations to place participants in the time-limited Hotel/Motel Emergency Shelter Program into permanent rental housing within the Metro Urban Growth Boundary (UGB). Once all households have been moved out of the Hotel/Motel Emergency Shelter Program into housing, they will begin assisting other households identified through the Clackamas County Coordinated Housing Access system. These five contracts have the capacity to assist 102 households this fiscal year. Ten housing navigators will provide flexible services and funding to help households overcome any barriers to securing housing. The population these navigators are assisting is one with extremely high barriers to accessing housing and require longer than typical cases to navigate into permanent housing. These services will also be paired with supportive housing case management services and rental assistance through the RLRA program to ultimately place each household into permanent supportive housing.

Supportive Housing Case Management Services are also being provided by nine case managers from these five organizations and have the capacity to assist 205 households this fiscal year. These ongoing services are flexible, tenant-driven, not time-limited, and voluntary to assist households in achieving housing stability. Households receiving case management services will also be connected with regional long-term rental assistance to create a permanent supportive housing living situation for each household. Case management services are dedicated to ensuring participants remain in permanent housing long-term either through on-going rental assistance and support or by “graduating” from rental assistance and intensive case management.

Regional Long-term and Short-term Rent Assistance was created in partnership with the three Counties and Metro staff and is designed to work like a housing choice voucher providing permanent rent assistance to extremely low-income households. Households enrolled in RLRA may be in permanent housing receiving rental assistance or may still be looking for a rental unit that meets their needs. These two groups are tracked separately to accurately reflect the status of RLRA operations. In addition to RLRA, a limited amount of short-term rent assistance (STRA) is also available to households who are better suited for this type of assistance.

A combination of these initially contracted services paired with rental assistance will build capacity to serve 200 households with permanent supportive housing this fiscal year. While contracts were executed and services launched during the second quarter, services have expanded at a slower pace than initially anticipated due to current labor market challenges and surge in cases of COVID-19. One of our provider partners has been unable to initiate its services due to these complications but is expected to roll-out services beginning in the third quarter. The SHS Program and its provider partners continue to expand and launch services as quickly as the present environment allows and are committed to implementing and utilizing the full capacity of each service contract.



Internal Program and System Development

Internal program and system development in the first half of the fiscal year has been planned and carried out in accordance with the LIP's Priority Program Investments and System Wide Investment Priorities. Below is a summary of the various activities the SHS Program undertook in the second quarter to expand internal capacity, the capabilities of the Program's partner organizations, and public communications.

Ongoing Expansion of Internal Capacity for both the SHS Program team as well as the RLRA operations staff continued. By the end of the second quarter the SHS Program team added a new HMIS Data Specialist who started in early January, 2022 and expanded the team to six (6). The RLRA team was also established this quarter and grew to five (5) staff by the end of December, 2021. Continued expansion will be essential as the services initiated this quarter continue to expand and the SHS Program prepares to launch additional services later this fiscal year.

Development of a New By-Name List Process which is now being utilized in conjunction with RLRA operations staff and provider partners to prioritize and match households to services. Staff collaborate closely with the Program's provider partners to match households in batches as their programs continue to expand and open additional capacity. Participant choice has been heavily emphasized throughout this process to ensure that households are matched to the providers best suited to their needs and preferences. This has provided households a choice and degree of ownership over how they work with the program and help empower their success while working with their preferred service provider.

Professional Development of Partner Organizations is ongoing to ensure that staff is invested in the values of the SHS Program and trained deeply in housing-first principles and various best practices. During the second quarter, County staff held dedicated trainings for provider partners on the RLRA application process, housing navigation best practices, as well as both HMIS and data collection procedures and best practices. These trainings were all recorded and made available to assist partners in training newly hired staff as their programs continue to develop and expand.

Quarterly Newsletters detailing the progress of the SHS Program began distribution to interested residents and the Clackamas County provider community in the second quarter. These newsletters highlight new developments, successes, new provider partners, and important upcoming dates to

help keep the public informed of the program's implementation.

Facilitating the RLRA Process to make every step, from intake to approval, easier and more accurate for all parties involved was emphasized in the second quarter as the RLRA program launched. Staff worked closely with provider partners to clarify RLRA calculations and also created a series of quality control checkpoints in the application process to minimize any potential errors that could affect the clients they serve. The orientation process is also continuously evolving and incorporating new technologies. During initial orientations staff identified some individuals were experiencing trouble with their sight or hearing, so a projector is now utilized during orientations to ensure all attendees are able to receive the information being presented.

Strengthening the Program's Data Collection and Reporting Capabilities in HMIS and beyond was also be a key focus throughout the second quarter. SHS staff is working with provider partners to ensure they each have at least two staff members fully trained in HMIS to enhance their data collection and reporting capabilities. The SHS Program also continued to expand its internal data reporting capabilities with the addition of new staff in the second quarter. This expanded internal data reporting capacity will facilitate data analysis and transparency in the Program's data reporting capabilities as we continue to build the data reporting infrastructure.



Advancing Racial Equity

Prioritizing partnerships with culturally specific providers new to Clackamas County is one of the program's primary strategies to advance racial equity and address the historical lack of culturally specific support services within Clackamas County. Two of the five contracts the SHS Program executed were with culturally specific providers whom are both new to offering housing support services in Clackamas County: El Programa Hispano Catòlico and Greater New Hope Family Services. These organizations both specialize in providing services to historically underserved populations. El Programa Hispano Catòlico's focus is providing services to Oregon's Latino community and Greater New Hope Family Services' focus is assisting Oregon's BIPOC community.

Additionally, staff have taken efforts internally in their continued training and commitment to equity. During the second quarter, staff attended two equity, diversity, and inclusion trainings and the program currently has three representatives sitting on the County's Equity, Diversity, and Inclusion Council. This helps ensure that program staff continuously apply an equity lens in the program's daily operations.

A small, rustic wooden block house is positioned on a lush green lawn. The house is constructed from light-colored wooden blocks, featuring a gabled roof and a small arched entrance. The background is a dense field of green grass.

Financial Summary

At the beginning of FY21-22, the Board of County Commissioners committed to taking up to a \$5M advance from Metro to begin the work of building the SHS program. While \$3M of this advance was received in the first quarter to begin funding the program, the remaining \$2M was received in the second quarter to continue funding program operations. Figure 1 details the funding received, actual expenditures, and executed contract amounts with community based. Due to the delay between invoicing and services being provided, some services will have some of their second quarter expenditures reflected in the third quarter. Administrative expenses currently reflect a higher percentage than will be reflected in future reports as the SHS Program continues to build its internal capacity and be fully implemented throughout this first year.

Figure 1 - FY21-22 Funding and Expenditures

Funding	Q2	YTD Actuals	
SHS Measure Disbursements*	\$189,722	\$906,073	
SHS Funding Advance	\$2,000,000	\$5,000,000	
Total Funding	\$2,189,722	\$5,906,073	
Expenditures	Q2	YTD Actuals	Contracts
FY21 Administrative Staffing Costs	-	\$88,522.29	-
FY21 Programmatic Staffing Costs	-	\$60,244.63	-
FY21 Administration	-	\$264,386.75	-
Housing Placement and Support Services	-	-	\$2,404,947
Emergency/Transitional Sheltering	\$45,710.64	\$120,276.60	\$1,507,464
Short-term Rent Assistance	-	-	\$90,000
RLA Administration	\$68,386.14	\$68,386.14	-
RLA Program Operations	\$126,250.41	\$126,250.41	-
SHS Administration	\$85,290.58	\$152,071.24	-
SHS Program Staff	\$92,727.80	\$173,163.67	-
Total Expenditures	\$418,365.57	\$1,053,301.73	\$4,002,411
*In Q1 this amount was calculated as Metro reported collections, beginning in Q2 this amount is being tracked by disbursements received by the county during the quarter.			

The Clackamas County Local Implementation Plan (LIP) committed to leveraging other funding sources to ensure SHS resources have the greatest impact on residents. On November 2, 2021, the Board of County Commissioners voted to leverage \$2.234M in American Rescue Plan Act (ARPA) funding for the Hotel/Motel Emergency Shelter Program. This program was to be supported with SHS funding. These newly leveraged funds will allow approximately \$2.234M of previously allocated SHS funding to be reallocated towards providing new and expanded services in the third and fourth quarters. The Clackamas County SHS Priority Investments & System Wide Investment Priorities stated in the LIP will be the primary factors guiding how these funds will be reallocated. Figure 2 details the leveraged ARPA funding and actual expenditures of the Hotel/Motel Emergency Shelter Program.

Figure 2 - FY21-22 Leveraged ARPA Funds

Funding		
Leveraged ARPA Funding <i>(Earmarked to cover the projected cost of the Hotel/Motel Emergency Shelter Program)</i>	\$2,234,455	
Expenditures	Q2 Actuals	YTD Actuals
Hotel/Motel Emergency Shelter	\$819,890.16	\$1,784,884.13

A collection of light-colored wooden cutouts of houses and trees, arranged in a cluster. The houses have various window and door shapes, and the trees have simple, rounded green foliage. The background is a solid dark grey.

Program Outcomes & Population

The outcome and population data contained in Appendix A details Clackamas County's current unmet need, system-wide permanent housing placements, and RLRA recipients through the first half of the fiscal year. While all of the provider partners have been trained in HMIS data entry practices, one agency was unable to report their progress this quarter due to COVID-19 related internal capacity complications. Their data will be incorporated beginning in the third quarter. Reported SHS data in Appendix A includes the population served in the ARPA funded Hotel/Motel Emergency Shelter Program.

The reported Population A/B split for the system-wide unmet need was calculated using proxy data. This likely contributed to a lower estimated number of Population A households; specific population designations are captured as households transition onto SHS funded programs.

The graphs in Appendix A disaggregate population data by race and detail the percentages and counts of race and ethnicity categories selected by individuals served in Clackamas County. Please note that percentages will sum to over 100% as participants could report belonging to multiple categories of race and ethnicity.

For the purpose of comparing service utilization and outcomes between BIPOC and Non-Hispanic White participants, some graphs depict only three mutually exclusive groupings of race/ethnicity: BIPOC, Non-Hispanic White, and Race/Ethnicity Unreported. The reported BIPOC population currently comprises a smaller portion of the SHS Program's population than is reported system-wide. Initial services are assisting populations in time-limited programs which were established prior to the launch of the SHS Program. As current services expand and new services are introduced, we will continue partnering with culturally specific providers to identify and prioritize opportunities to advance racial equity and ensure that the historically underserved BIPOC community is connected to necessary services.

Clackamas County's data analysis team and SHS provider partners are continuing to develop and implement processes for reporting Supportive Housing Services outcomes. At this time, a breakdown of priority populations served by SHS providers is unavailable but it is anticipated that this will be included in the third quarter progress report. In addition to the 63 units of emergency shelter/transitional housing currently supported by the SHS Program and leveraged ARPA funds, the

information in Figure 3 details the number of households matched with SHS services and households enrolled in RLRA as of December 31, 2021. Households receiving assistance through these services will be captured in future progress reports as the reporting infrastructure and relationship building with program participants continues.

Figure 3 - Households Matched for Services

SHS Service Component	Households
Matched for Housing Navigation/Placement	40
Matched for Supportive Case Management	84
HH Enrolled in RLRA – Renting with Assistance	36
HH Enrolled in RLRA – Looking for Housing	53



Looking Ahead – Future Program Growth

Following the decision to leverage ARPA funding to bridge the Hotel/Motel Emergency Shelter Program's finances, the SHS Program is currently identifying how the previously allocated funds can now be utilized. The Clackamas County SHS Priority Investments & System Wide Investment Priorities stated in the LIP will be the primary factors guiding how these funds will be reallocated. In addition to the priorities in the LIP, feedback from the Clackamas County provider community and the Housing/Continuum of Care Steering Committee is also informing how reallocated funds will be utilized. On December 13, 2021, staff held a Community Provider Update and Engagement Session to receive input from attendees representing 20 of the County's community based organizations. Reallocated funds will be utilized to procure new and expanded services from the pool of qualified providers from the Tri-County Request for Programmatic Qualifications for Supportive Housing Services and other procurement methods.

The SHS Program will continue to develop and refine additional trainings, resources, and reporting functions to facilitate the provider partners' work in the third and fourth quarters:

- Expand the series of trainings for provider partners
- Roll out new reporting and accountability tools such as quarterly progress reports
- Launch a new process for paying the security deposits of RLRA recipients
- Design a new training course for service providers on how to conduct unit inspections
- Develop informational flyers for landlords on the benefits of renting to RLRA recipients

A hand is shown holding a small, dark wooden silhouette of a house with a chimney, two windows, and a door. The house is positioned in the center of the frame. The background is a warm, orange-hued sunset or sunrise sky. The title 'Concluding Remarks' is overlaid on the bottom left of this image in a large, white, sans-serif font.

Concluding Remarks

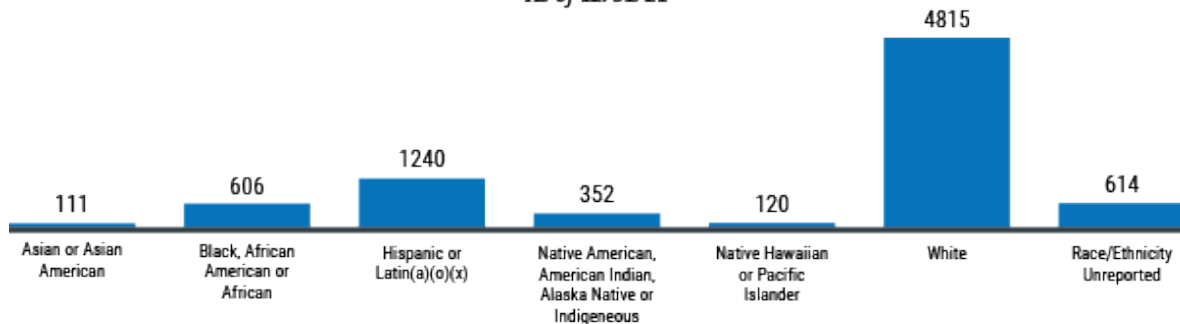
The second quarter was a significant time in launching Clackamas County's SHS Program. Multiple contracts with service providers were executed and new services launched; new partnerships and community engagement efforts laid; and the program continued to enhance and expand internal processes. While the County has embarked on new partnerships with several service providers and began assisting dozens of households, the Program also faced difficulties to overcome. The current labor market has led to a stall in hiring for both the SHS Program and provider partners. Additionally, the surge in COVID-19 cases has caused service complications as key staff both internally and in the provider partners were forced to quarantine.

Even in the face of these challenges, Clackamas County remains committed to enhancing the program's capacity and ability to expand and initiate new programs which will house and bring services to hundreds of residents. The county is laying the foundations for future procurements and contracting, enhancing internal capacity by hiring and training additional staff, and building internal administrative infrastructure for program administration and reporting. The passage of the Intergovernmental Agreement between Clackamas County and Metro in January, 2022, will facilitate further cooperation between Clackamas, Multnomah, and Washington counties with Metro in implementing the SHS Program throughout the region and addressing the crisis of homelessness at the scale it truly requires.

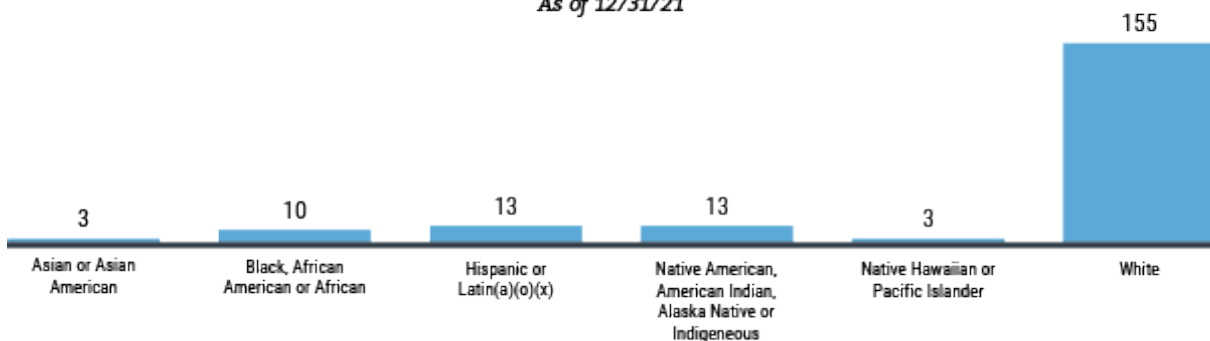
Appendix A

Supportive Housing Services & System Wide Data Disaggregated by Race

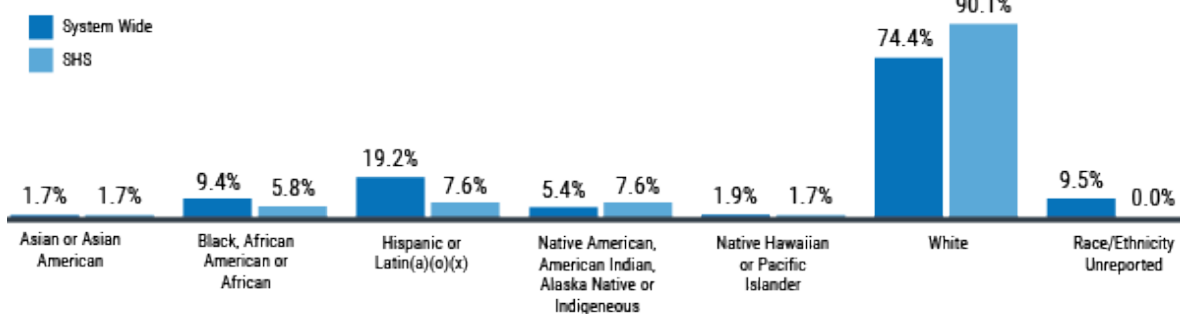
System Wide FY21-22 YTD: Race
As of 12/31/21



SHS FY21-22 YTD: Race
As of 12/31/21

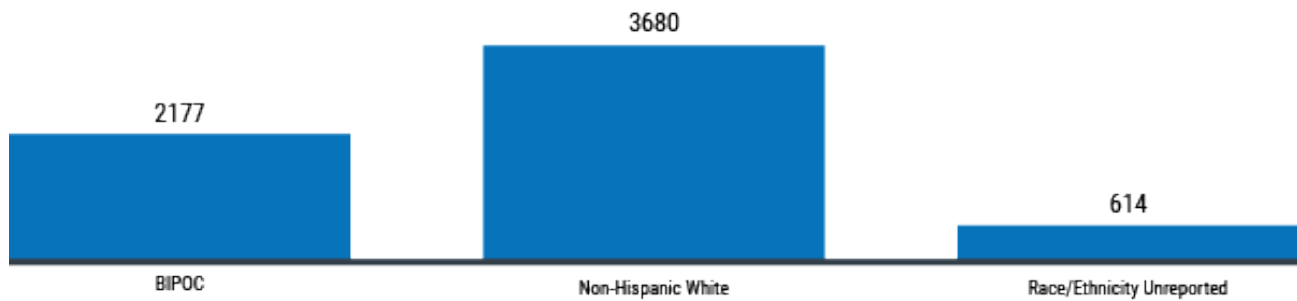


System Wide Compared to SHS FY21-22 YTD by Race
As of 12/31/21



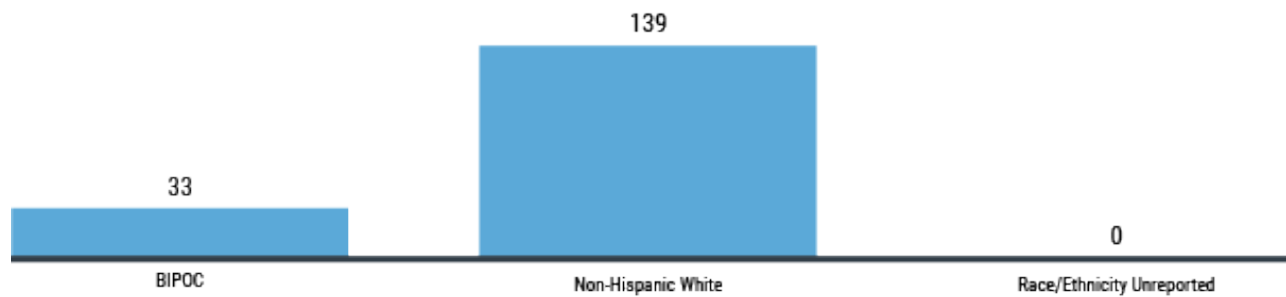
System Wide FY21-22 YTD: Inclusive Racial Categories

As of 12/31/21



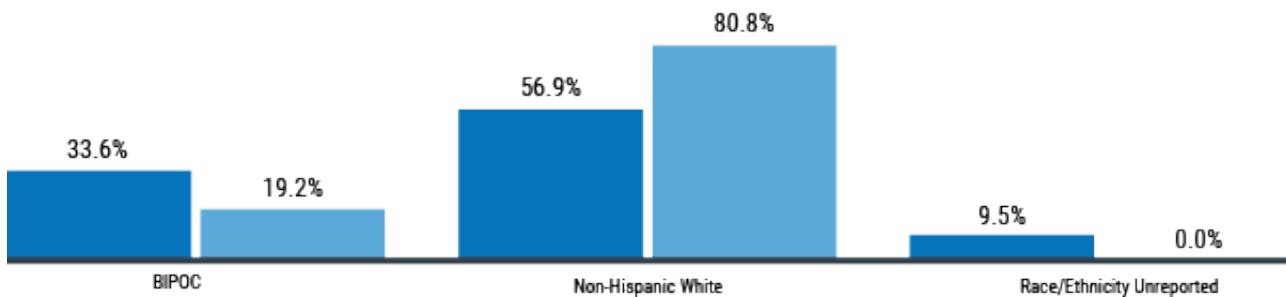
SHS FY21-22 YTD: Inclusive Racial Categories

As of 12/31/21



System Wide Compared to SHS FY21-22 YTD: Inclusive Racial Categories

As of 12/31/21



System Wide Unmet Need

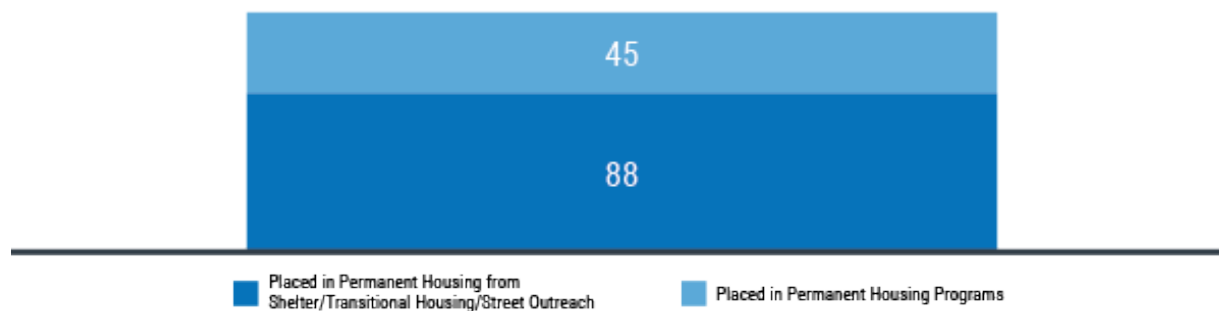
System Wide Unmet Need
As of 12/31/21



System Wide Average Years Homeless by Population with Unmet Need
As of 12/31/21



System Wide Permanent Housing Placements
As of 12/31/21

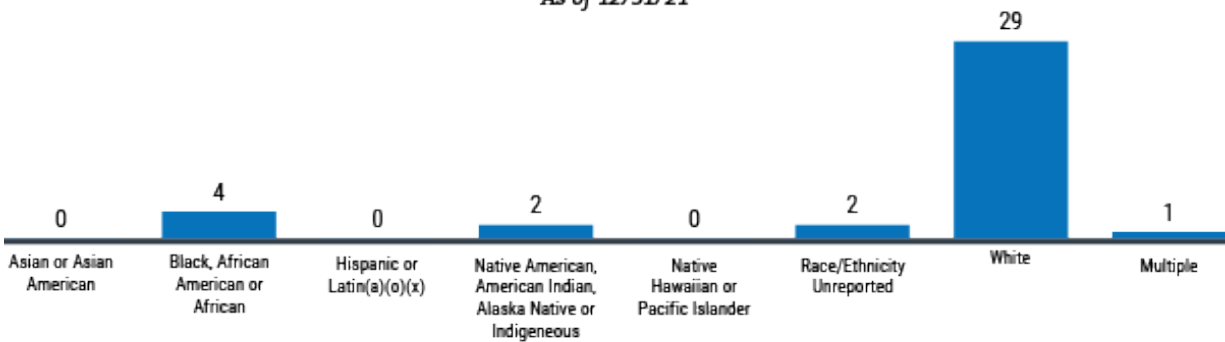


RLRA FY21-22 YTD – Actively Leasing

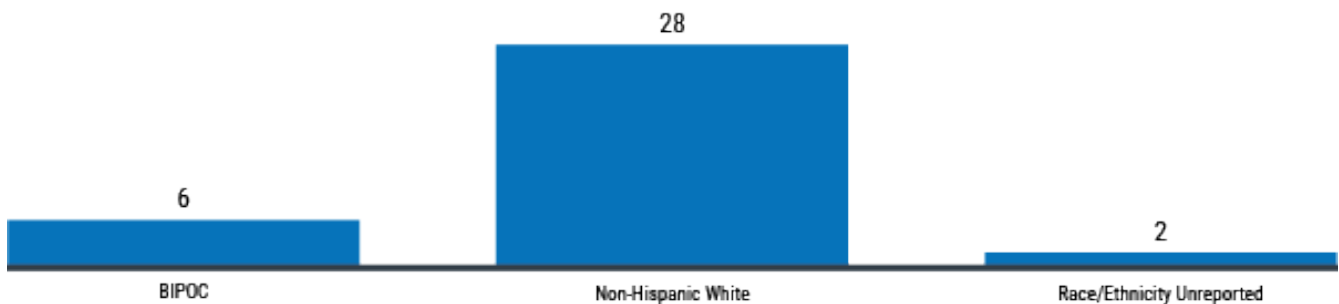
RLRA Population A/B
As of 12/31/21



RLRA FY21-22 YTD: Race
As of 12/31/21



RLRA FY21-22 YTD: Inclusive Racial Categories
As of 12/31/21





MULTNOMAH COUNTY

SUPPORTIVE HOUSING SERVICES PROGRAM

Quarter 2 Update

February 2022

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Executive Summary

Given the need and urgency to take action to aid people experiencing homelessness, the Joint Office of Homeless Services has used Metro Supportive Housing Services Measure (SHS) funding to quickly implement an unprecedented scaling up of the homeless services system. This scaling has already provided housing and shelter for hundreds of more people in Multnomah County and is on course to provide shelter and housing to thousands of additional people each year.

Since July 1, 2021, the JOHS has launched 23 new programs. These include five new tenant-based supportive housing programs, with the capacity to serve 360 households, and investments in 680 new project based supportive housing units. Together, the 1040 units represented by these tenant and project-based supportive housing commitments are already nearly halfway to the 10-year goal of adding 2,235 new supportive housing units with Multnomah County's allocation of SHS funding. By the end of Q2, these projects had yielded 180 new households placed in PSH housing with SHS funds.

Through this work, Multnomah County has made significant strides toward the goals set in the Local Implementation Plan for the Metro Supportive Housing Services Measure. The Metro Council approved Multnomah County's Local Implementation Plan (LIP) in May 2021, and revenues from the Metro Supportive Housing Services Measure began to be made available to the counties in July 2021.¹ The SHS funding is specifically aimed at providing permanent supportive housing options for people with extremely low incomes, who have a disability, and have experienced - or are at imminent risk of experiencing - long-term or frequent episodes of homelessness (known as "Population A"). According to the measure, 75% of program funding needs be focused on Population A. To that end, Multnomah County, Portland and Gresham, in Quarter Two (Q2), joined a national program known as Built for Zero aimed at improving data collection and system performance with the goal of achieving a functional end to chronic homelessness.

One explicit goal of the Measure and the LIP is to address issues of equity by focusing support on BIPOC (Black, Indigenous, People of Color) and other communities that are disproportionately impacted by chronic and episodic homelessness in Multnomah County and the Tri-County region. The first six months of implementation of the LIP have included significant investments in this area, including developing data structures to ensure that programs *are* serving BIPOC communities, as well as funding 24 culturally specific organizations to implement new or expanded programs.

The County continued to exceed equity goals this quarter. BIPOC-identified households made up 46% of households served in SHS-funded shelter as of the end of Q2. Over half of the households placed into SHS-funded permanent housing projects (among those with reportable disaggregated outcome data) identified as BIPOC. The JOHS also participated in a Tri-County RFPQ² process focused on qualifying more culturally-specific contractors to serve households in the Tri-County region. A total of 99 organizations submitted an application for consideration and many of these are

¹ The Metro Supportive Housing Services Measure is funded through a one percent tax on all taxable income of more than \$125,000 for individuals and \$200,000 for joint filers and a one percent tax on profits from businesses with gross receipts of more than \$5 million.

² Request for Programmatic Qualifications. This is the application process contractors go through to demonstrate they meet a basic standard to contract with Multnomah County. In this RFPQ, contractors only need to complete one streamlined application to qualify to contract with Clackamas, Multnomah, and Washington Counties.

culturally-specific organizations not currently contracted for homeless services. A new qualified vendor pool will be established on March 1, 2022.

Recognizing a need to focus on Geographic equity, the JOHS is working in collaboration with other county officials to establish and launch an East County advisory committee to specifically focus on the programmatic needs of that area.

In addition to the investments in supportive housing, the JOHS has leveraged SHS funding to make swift and significant investments in emergency shelter (Safety off & on the Streets), including new alternative shelter options. The JOHS is actively working with 6 organizations on prospective alternative shelter programs, two of which were added in Q1 & Q2 with SHS funding and will provide an additional 75 year-round shelter beds to existing shelter capacity.

On the Behavioral Health side, the JOHS is investing in a culturally specific expansion of the Stabilization Treatment Program for justice-involved adults that have a severe mental health disability. This program is expected to come online by the beginning of FY2023. Another shelter investment is the behavioral health focused CHOICE emergency shelter, offering an estimated³ 15 year-round beds in two motel locations to unsheltered adults with severe mental health disabilities.

The launching of these SHS programs in Q1 and Q2 has demonstrated Multnomah County's rapid build-up of programs and services in order to address the immediate needs of unsheltered households in our community. As the JOHS works to quickly provide immediate safety off & on the streets, the focus will remain on providing pathways out of shelter and homelessness into permanent housing.

COVID-19 Response

The Multnomah County Local Implementation Plan identified that in year one SHS funds would be leveraged to expand local COVID-19 response efforts, including stemming a large influx of households experiencing housing instability into homelessness, and supporting those who become newly homeless due to COVID-19, in particular within BIPOC communities. . In this first fiscal year, the JOHS invested \$15.3M of the SHS budget to programs designed to address the influx in housing instability. These investments have included emergency rent assistance, employment programs (hygiene and trash cleanup), alternative and congregate shelter expansion and culturally-specific services. All of these programs are identified in *Appendix A* as 'COVID-19 Response' programs and appear in their respective service categories.

Metro Supportive Housing Services Programming

In Q1 the JOHS expanded capacity and/or launched 14 programs. In Q2 the JOHS expanded and/or launched 9 new programs including Assertive Community Treatment (ACT) Long-Term Housing, Urgent Behavioral Health Street Outreach, Barrier Mitigation Legal Services, Rapid Rehousing,

³ This program offers motel vouchers that serve as emergency shelter beds. There will be anywhere between 12-15 clients accessing emergency motel vouchers at any given time. There are on-site wrap around services to support these clients during their shelter stay.

Placement Out of Shelter, Assertive Engagement Youth Case Management, Alternative Shelter for Adults, Hygiene Response, and COVID-19 Employment. The JOHS anticipates expanding and/or launching 8 additional programs between Q3 and Q4. Details of the programs are described below under the following service categories: Supportive Housing, System Access & Navigation, Housing Placement & Retention, Prevention & Diversion, Safety Off the Streets, and COVID-19 Employment. The JOHS service categories describe different types of interventions to support households experiencing homelessness. See *Appendix A: FY22 Program Table* for more details, including the contractors executing each program.

Supportive Housing

In the LIP, the JOHS identified that the highest priority goal for the Metro Measure funding is to create an additional 2,235 units of supportive housing as quickly as possible in Multnomah County. This will be the most effective intervention to significantly decrease chronic homelessness here and throughout the region. This goal is based on the gaps analysis conducted for Multnomah County's LIP. The JOHS used regional and local data to estimate the unmet needs of Population A across the region.⁴

Based on estimates from 2017, there were approximately 24,260 households in the region experiencing homelessness. Of that group there were approximately 5,000⁵ households that could be described as chronically homeless or in Population A. These households are best served with intensive interventions like supportive housing. The remaining 19,324 households within the region are in Population B (defined as any household that is experiencing any form of homelessness or is at-risk of homelessness other than those classified as 'chronically homeless') and likely require less intensive support (such as short-term rental assistance) to stabilize. Based on Multnomah County's allocation of SHS funding, we are responsible for creating 2,235 of the 5000 units.

These supportive housing units can be achieved through project or tenant-based housing programs. Over time there will be more households served by the additional capacity created by these units. Clackamas and Washington County will develop the remaining 2,735 supportive housing units to serve the total estimated population of households within the Tri-County.

In Quarter Two (Q2) of FY2022, the Joint Office of Homeless Services (JOHS) continued to build momentum with its Supportive Housing investments. During the six month period from July - December 2021, JOHS contractors assisted 1,780 people to move into housing (this includes permanent housing, facility-based transitional housing, and tenant-based short term rent assistance programs). Of the 1,780, 319 people were housed through Supportive Housing Services (SHS) funding dedicated either to rent assistance, supportive services, or both, with 78% of those housed in Population A⁶. Current Multnomah County SHS investments are dedicated to 1,040 Supportive

⁴ See the Gaps & Needs Analysis in Multnomah County's *Local Implementation Plan, 2021*

⁵ 5,000 households is a number rounded up from the estimate of 4,936 households from the Tri-County Data Scan.

⁶ 319 placements are reflected in data table as a rounded 250 placements plus 65 placements associated with clients served

Housing units. This includes 680 project-based units, 178 of which are already built⁷, and 360 tenant-based vouchers.⁸

Within the project-based supportive housing portfolio, 129 households were housed by the end of Q2. This includes the Elders/Senior supportive housing program, which is a partnership with the Native American Rehabilitation Association (NARA) and Northwest Pilot Project. This also includes the Homeless Preference Units for families unit expansion at the Vibrant building, 2 site-based veterans supportive housing programs (Findley Commons and the Breitung Building), and 2 culturally specific supportive housing programs (Renaissance Commons and Cedar Commons).

The tenant-based supportive housing portfolio comprises 5 SHS funded programs, including the Assertive Community Treatment (ACT) long-term housing program, which launched in Q2. The ACT long term housing program, in partnership with the Multnomah County Behavioral Health Division pairs long-term housing vouchers and housing navigators with existing ACT teams delivered by 5 behavioral health contractors. Tenant based PSH housing programs housed 51 households by the end of Q2. The remaining 3 tenant-based programs are on track to launch Q3 of FY2022 through Q1 of next fiscal year. These include a new tenant-based behavioral health focused housing program (just developed in Q2), a Youth long-term housing program, and an expansion of the Veterans VASH program.

As contractors continue to address the COVID-19 pandemic, they are facing logistical and staffing shortage challenges. Many are working to build up organizational capacity to take on the new work created with these investments. The JOHS is actively working with contractors to meet their housing placement goals in this fiscal year. Please see *Appendix A: FY22 Program Table* for a detailed list of all programs described above.

System Access & Navigation

System Access & Navigation programs are designed to provide services that can aid households experiencing homelessness to navigate to resources including shelter, housing, case management, and medical assistance. Interventions include street and shelter outreach, housing navigation, and urgent behavioral health and addiction recovery street engagement. SHS investment was used to fund 4 System Access & Navigation programs, 3 of which are specifically designed to serve Population A (chronically homeless).

In Q2, SHS investments were used to expand the Family System Mobile Housing and Navigation Team by adding three full-time Navigators. This expansion launched at the beginning of Q1 and during Q2 the expanded team was activated during severe weather and was able to provide motel vouchers for 39 families affected by the winter weather.

System Access investments were also made to support unsheltered households through an increase in Street Outreach services. This included a \$1.5M annual investment to expand the current Adult Navigation Team from the original team of five members to an expanded team of twenty. Agencies looking to hire additional staff for this program have faced ongoing hiring challenges amid the

⁷ The rest of the units are estimated to come online between now and the end of FY24 : 16 more units in FY22 + 283 units in FY23 + 203 units in FY24 = a total of 680 project-based units (including the 178 already built).

⁸ Tenant-based vouchers is one strategy JOHS technical experts use to expedite housing placement with SHS investments.

COVID-19 pandemic. Despite these challenges, by the end of Q2, the agencies had hired 10 new navigation workers including 6 new peer support specialists. The JOHS estimates these staff will start to serve unsheltered households in Quarter Three (Q3).

In Q1 investments were also made to expand the Promoting Access to Hope (PATH) team, which navigates people experiencing homelessness to addiction treatment services. and a new Urgent Behavioral Health Street Outreach team to focus on Street and Shelter Outreach services. As of Q2, the PATH team has served 103 clients and is rapidly ramping up to full capacity. The Urgent Behavioral Health Street Outreach team was still under development in Q2. This team will receive requests for urgent behavioral health outreach needs through a dedicated phone line and the team will be dispatched within 2-3 hours of the call. The team will engage with adults experiencing homelessness that present as needing emergent behavioral health support.

Also in Q2, a new program component was added to the Adult and Family Coordinated Entry system: the Culturally-Specific Coordinated Housing Access Team. This team is a collaboration between two local culturally-specific community based organizations, and will provide mobile vulnerability assessment to 200 households each year and provide culturally specific permanent housing access services to 50 households. By the end of Q2, the team had completed 50 assessments and assisted 16 households to complete the document readiness and barrier mitigation assistance required to move into permanent housing.

Housing Placement & Retention

Housing Placement & Retention services are designed to help people access and retain housing. Programs include supportive services for housing access, stability, and retention, diverting households from homelessness through rapid access to rent assistance and legal services, and providing access to workforce interventions to increase household income. SHS investments to further housing placement and retention are directly aligned with the LIP goals to collaborate with other Multnomah County departments, to leverage federal resources, to increase flexible rent assistance, and to increase vital case management services that are required to ensure long-term housing retention. The JOHS invested SHS funding into 7 Housing Placement & Retention programs, 3 of which are specifically designed for Population A (chronically homeless).

The Barrier Mitigation program was launched in Q2. This program serves both population A and B and provides legal services to address barriers that limit a household's ability to find housing. These services include criminal record expungements, landlord/tenant debt negotiations, and fine/fee waivers. In Q2 this program served 32 people, and the program is on target to serve 340 clients this fiscal year. Through a partnership with the Department of Community Justice (DCJ), the JOHS has helped develop a rent assistance program that will serve 300 households that are justice-involved and experiencing literal homelessness or housing instability. In Q2 DCJ finalized hiring and is on target to launch the program in Q3.

In the Youth System, an investment was launched in Q2 to expand the Assertive Engagement Case Management staffing. That investment will serve an additional 100 youth. In Q2, the new investment had placed 40 youth into housing and had served an additional 19 new youth.

Additionally, the JOHS leveraged SHS investments to increase the number of federal emergency housing vouchers (EHV) available to Multnomah County by increasing housing placement and retention services across the Family, Youth, Adult and Domestic Violence/Sexual Assault systems of care. So far, 9 organizations have joined this program to place EHV and support households to retain their housing. In total, the JOHS received 475 vouchers, 300 of which will be served by the expanded programming capacity. 175 vouchers will be folded into current housing placement programming.

As of December 31st, 2021, the emergency housing voucher (EHV) program teams had been allocated a total of 476 vouchers: 188 to the family system; 105 to the domestic violence/sexual assault system; 50 to the homeless youth continuum; 87 to the adult system; and 50 to Home Forward to hold for emergency transfer of households fleeing unsafe housing situations. Of the 476 allocated vouchers, 172 had been referred to Home Forward, 75 households were in the search process, and 9 households had moved in. That work has continued; as of the end of January, 25 households had leased or were in the contract negotiations and another 52 were searching. The JOHS expects to see the move-in process accelerated as more staff are trained up, more organizations come onboard to place vouchers, and as the approved households find housing. The JOHS is working closely with contractors and Home Forward to ensure this program meets its fiscal year housing placement goals.

And finally, the JOHS allocated \$3M to a new placement out of shelter intervention. There are 4 community-based organizations (one of which is culturally-specific) providing placement out of shelter. These organizations will provide tenant-based rapid re-housing rent assistance for 375 households. In addition to rapid re-housing, the culturally specific organization will also provide 30 households with tenant-based long-term supportive housing. The total fiscal year placement capacity is 405 households. Providers have faced staffing and shelter operations challenges, but the JOHS is working with them to build momentum to meet the housing placement and retention goals for this fiscal year.

Prevention & Diversion

During the first half of the first year of SHS funding, the JOHS invested in staff capacity, primarily in culturally specific organizations, to ensure that millions of dollars in federal rental assistance reached households at risk of becoming homeless. Funding was utilized to supplement existing programs with additional staffing capacity quickly to ensure timely disbursement of this rent assistance, as well as pairing financial assistance with other key services to ensure continuing success.

The JOHS invested in expanding the capacity of 211 Info, a community-based nonprofit organization that helps people identify, navigate and connect with the local resources they need through the 211 phone number and 211info.org website. The expanded capacity is meant to help 211 Info work with callers seeking emergency rental assistance. By the end of Q2, 211 Info handled 10,803 calls from people seeking emergency rent assistance from Multnomah County.

In addition, the JOHS invested in legal services for people facing evictions; for the first time funding legal services to be present in the courtroom to help individuals and families that had eviction cases filed against them.

Safety Off the Streets

Safety Off the Streets (SOS) is a suite of services designed to support the basic safety of people experiencing unsheltered homelessness. These interventions include emergency shelter, hygiene access, behavioral health and addiction services, and short-term employment opportunities. In alignment with goals set in the LIP, SHS investment was made this quarter to increase overall capacity for emergency shelter and client engagement. In total, there are 6 programs receiving SHS funding and all are designed to serve Population A.

For several years, the JOHS has been building up year-round shelter capacity, and the addition of SHS investment is supporting this expansion, with a particular focus on ensuring the equitable geographic distribution of shelters and alternative shelter models. In total, the JOHS currently supports 33 shelters: 26 Adult shelters; 3 youth shelters; 4 family shelters and 3 domestic violence survivor shelters. This does not include shelters that operate without public funding, shelters that are in the process of being created but are not yet open, or the severe weather shelters that open only during severe weather. Funding has been used to purchase land and buildings, to pay for ongoing services, and to support ongoing shelter operations. SHS investments are already adding to, and will continue to add to, the total number of shelter beds available in Multnomah County.

As of the end of Q2, the JOHS has invested in two behavioral health-focused shelters. The first is an expansion of the Stabilization Treatment Program for justice-involved adults that also have a severe mental health disability. This program is still in development by the Health Department and we estimate it will come online in Q4 or the beginning of next fiscal year. The second shelter is the CHOICE emergency shelter, which provides 15 beds in two motel locations to unsheltered adults with severe mental health disabilities. In the first six months, the CHOICE emergency shelter program served 34 households.

The JOHS has also invested in alternative shelter programs. The main priority for these shelters is to further the goal of equitable shelter access across Multnomah County, in particular in areas that have had historically fewer social services for households experiencing homelessness. The second priority is to develop new culturally specific shelter programs that can offer a sense of safety and community to households that have historically experienced marginalization within the current publicly-funded shelter system. The JOHS is actively working with six community based organizations on 7 prospective alternative shelter projects. In Q1, the Beacon Village shelter opened and planning began for an alternative shelter in East Multnomah County.

Additionally, the JOHS made SHS investments into two COVID-19 response programs to address the hygiene and livability needs of unsheltered households, with a particular emphasis on increasing access in East Multnomah County. Employment services, providing living wage jobs for people transitioning from living unsheltered, were a significant part of the services funded through SHS. As of the end of Q2, a total of 34 clean-up projects have been completed, with at least 76,000 lbs of garbage collected from outdoor locations across Multnomah County and a total of 3416 showers were provided. Both the hygiene and employment programs are on track to exceed their fiscal year goals. As of the end of Quarter two, 140 individuals/households had been served by SHS dollars in Shelters, with 100% reporting as population A.

Planning

In recognition of the increased oversight requirements with SHS, in Q3 the JOHS will be recruiting for a committee specifically dedicated to advising on Multnomah County's implementation of SHS, with membership as set out in the measure, and an emphasis on elevating the role of people with lived experience and the BIPOC community in the advisory process. The JOHS will also be reconstituting its Continuum of Care Board and ensuring that there is shared membership and process in place to align the work of the two bodies. During Q2, proposed changes were developed in partnership with leadership and shared with existing advisory boards and committees for feedback and development. During Q3, as part of a phased launch, committees focused on budgetary oversight, the Continuum of Care (CoC) and SHS oversight will be launched. Recognizing a need to focus on geographic equity, an East County Committee, to specifically focus on programming in this underserved area, will be launched as well..

Equity Investments

Recognizing that racism is a primary driver of homelessness, the work to meet our goals requires intentional planning, investment, and data analysis all focused on achieving racial equity. To do this, we are expanding culturally specific provider investments, better engaging people with lived experience who identify as BIPOC in our planning work, ensuring that our data includes demographic information to ensure that we are measurably meeting our goals, and investing in front-line workers who disproportionately are BIPOC and who are critical to the effective delivery of culturally specific and responsive services.

Tri-County RFPQ

Supportive Housing Services program managers and procurement staff from Clackamas, Multnomah, and Washington County came together and designed a Tri-County procurement process for Supportive Housing Services. This was the first time that the 3 counties worked together on a procurement for social services. The counties aligned on the procurement process and the design of the service categories. The 3 counties agreed that the highest priority of this RFPQ (Request for Programmatic Qualifications) was to qualify culturally specific community based organizations to contract for supportive housing services. Each county conducted promotion and outreach leading up to the RFPQ. In order to reduce anticipated barriers of the procurement process, the procurement period was open for 60 days, the counties held 3 pre-proposal conferences, and technical writing assistance by a third party consultant was available to all applicants. The RFPQ application process closed on January 31, 2022 with a total of 99 applications. Applications will be reviewed in February 2022 and the new vendor pool will be announced in March 2022. Many of the applications are from organizations not currently contracted for homeless services in any county. Overall, this was a very positive experience and demonstrates how the 3 counties can improve processes by working together.

Data Disaggregation

Data-driven decision-making and evaluation focused on equity are core objectives in the LIP. With this in mind, the JOHS has been careful to build data structures to ensure that programs are serving BIPOC communities. All data collected in the Homelessness Management Information System (HMIS) allows for disaggregation by race and ethnicity, among other important demographic information, to better understand how well our programs are serving BIPOC populations. In Q1/Q2, 46% of households served in shelter identified as BIPOC, and 50% of households placed into housing identified as BIPOC (this includes only the data from providers who were able to provide disaggregated demographic data). This data collection is critical to the larger strategy of eliminating racial disparities in homelessness, by providing a quantifiable measure to ensure that SHS funding continues to center BIPOC in services and housing placement. However, the competing need to ensure services were launched as quickly as possible, with minimal administrative burden, resulted in some services still being on-boarded into HMIS and not being included in this quarter's disaggregated data. See *Appendix B: Quarterly Outcomes Report* for more detailed data.

New Coordinated Access Assessment Tools

The JOHS is working with two consultants: Focus Strategies and C4, to revise the coordinated access process and to create a new assessment tool to be more responsive, effective and culturally appropriate. Focus Strategies will be leading this process, and during Q2 the JOHS finalized a contract with C4, who will be engaging with providers and with people who have lived experience of homelessness in a culturally responsive and culturally specific feedback process.

Wage Study

Part of the JOHS commitment to leading with race is to address wage disparities to ensure equity-focused capacity building. The Metro Regional Equity Metrics around compensation levels and disparities have also elevated wage disparities as a key concern when developing new programming. With this aim, the JOHS has contracted with Homebase Consulting to conduct a wage study of Homeless Service Providers funded by the JOHS. During Q2, the contract and Scope of Work were finalized. The first phase of this study, which includes data gathering and analysis, as well as stakeholder engagement and qualitative assessment, will run from February to June 2022.

System Investments & Data Management

Program System Expansion

The significant and rapid expansion of programming across the continuum of homeless services has required additional Program Management to ensure that work is done in an effective and coordinated manner. The JOHS has undergone rapid expansion within the first two quarters, adding 20 team members across the department, including additions to Program Data, Data Team, Evaluation, Communication and HR to ensure this unprecedented programming is supported adequately.

Data Development

A robust and responsive data system was identified as a priority in the LIP, to ensure reporting transparency, as well as program expansion that is data driven and allows for disaggregation necessary to center equity. During Q2, the JOHS focused its efforts on key data development needs:

- Hiring key staff to support Tri-County Administration of the Homeless Management Information System (HMIS)
- Continuing development of data management processes and products, through the Tri-County data workgroup, to ensure SHS metrics are clear and are regionally-aligned
- Finalizing contract with Wellsky, the Homeless Management Information System (HMIS) vendor
- Drafting design of data dashboards and active reports that will allow for maximum transparency on progress towards system and SHS specific goals

Built for Zero

The JOHS continued work on the first phase of Built for Zero (BfZ) implementation, which includes building a multi-disciplinary data improvement team, analyzing the quality of existing data and creating a Quality Improvement plan for a complete “by-name” list of adult individuals experiencing chronic homelessness. During Q2, the Improvement team did a comprehensive review of the current system, known in BfZ as a “ScoreCard”, and identified next steps to achieving a quality by-name list. The JOHS data team also began working with BfZ staff to map our data to their system and upload reports to identify data system gaps. The goal of Built for Zero is to work towards measurably ending homelessness for all, by strengthening data-driven systems that can continuously reduce homelessness. The initial target population for this work in Portland, Gresham and Multnomah County is single adults experiencing chronic homelessness.

Appendices

Appendix A: FY22 Program Table

Programs new in Q2 are indicated in green, programs that have been funded but are yet to launch are indicated in gray, and programs launched prior to Q2 are indicated in white.

Program	SHS added Capacity	Population Served A, B, Both	Number of Culturally Specific ⁹ Programs ¹⁰
Supportive Housing	Additional Supportive Housing Capacity <i>*not literal placements</i>	Both	5
Total	577		
ACT¹¹ Long-Term Housing Program Tenant-Based Housing Vouchers Behavioral Health Division Partnership RLRA ¹² <i>Native American Rehabilitation Association Cascadia Behavioral Healthcare Central City Concern Outside In Telecare</i>	100	A	1
Behavioral Health Housing Program Tenant-Based Supportive Housing Behavioral Health Division Partnership <i>New Narratives</i>	100	A	-
Placement Out of Shelter to PSH¹³ Unsheltered Households with high vulnerability Tenant-Based Housing <i>Urban League of Portland</i>	30	A	1
Elder/Senior Vouchers and/or Services Site-Based Supportive Housing Program Expansion <i>Native American Rehabilitation Association Northwest Pilot Project</i>	115	A	1
Homeless Preference Units Family Resident Services Site-Based Supportive Housing Program Expansion	20	B	1

⁹ In this column, the JOHS is tracking culturally specific programs serving Communities of Color.

¹⁰ All of JOHS funded services are required to be culturally responsive and every contractor is required to submit an annual equity plan as part of their contracting responsibilities. Some of our contractors are culturally specific, which means that they provide services for a specific population based on their particular needs, and the majority of members/clients are reflective of a specific community. For more details, see Multnomah County's *Contracting and Procurement for Culturally Specific and Responsive Services, 2017*

¹¹ Assertive Community Treatment

¹² Regional Long-Term Rent Assistance

¹³ Permanent Supportive Housing

<i>Innovative Housing Inc., The Vibrant Building</i>			
Adult Resident RLRA and/or Support Services Site-Based Supportive Housing New Program <i>Urban League, Renaissance Commons</i> <i>Central City Concern, Cedar Commons</i>	94	A	1
Veterans Resident Support Services Site-Based Supportive Housing New Program <i>Do Good Multnomah, Findley Commons</i> <i>Do Good Multnomah, Breitung Building</i>	63	A	-
Youth Long-Term Housing Placement Tenant-Based Supportive Housing RLRA New Program <i>New Avenues for Youth Inc.</i>	30	Both	-
Veterans Affairs Supportive Housing¹⁴ Tenant-Based Supportive Housing Program Expansion <i>Contracts in process</i>	25	A	-
System Access & Navigation Total	Additional Client Engagement Capacity ¹⁵ 1,650	Both	4
Housing & Navigation Team Family System Increase in Staffing <i>Native American Youth and Family Center</i> <i>El Programa Hispano Catolico</i> <i>Human Solutions</i>	150	B	2
Navigation Team for Unsheltered Adults Street Outreach & Housing Navigation Increase in Staffing <i>Mental Health & Addiction Association of Oregon</i>	1,500	A	-
Urgent Behavioral Health Street Outreach Street Outreach Increase in Staffing <i>Cascadia Behavioral Healthcare</i>	-	A	-
Promoting Access to Hope (PATH) Street & Shelter Outreach Behavioral Health Division Partnership Addiction treatment navigation	-	A	-

¹⁴ U.S. Department of Housing and Urban Development - Veterans Affairs Supportive Housing Program (HUD-VASH)

¹⁵ Additional Client Engagement capacity refers to the additional capacity expected from added SHS funding. Capacity is not an outcome measure, it is the amount of people that can be served. There may be more or less people served in a given fiscal year.

Expanded Program			
Multnomah County Behavioral Health Division			
Housing Placement and Retention	Additional Housing Placement Capacity *Not literal placements 1,350	Both	7
Barrier Mitigation Legal Services New Program <i>Metropolitan Public Defenders</i>	- ¹⁶	Both	-
Rent Assistance for Justice-Involved Adults Partnership with Dept. of Community Justice New Program <i>Multnomah County Dept. of Community Justice</i>	300	A	-
Placement Out of Shelter to Rapid Re-Housing COVID-19 Response New Program <i>Urban League of Portland Do Good Multnomah Transitions Project Human Solutions</i>	375	A	1
Culturally-Specific Housing Access Adult & Family Coordinated Entry Program Expansion <i>Urban League of Portland El Programa Hispano Catolico</i>	200	Both	2
Retention/Placement Case Management Federal Emergency Housing Vouchers Increase in Staffing New Program <i>Immigrant & Refugee Community Organization Native American Youth and Family Center Portland Homeless Family Solutions Raphael House of Portland Urban League of Portland Volunteers of America Inc Self Enhancement Inc. Outside In JOIN</i>	300 ¹⁷	Both	4
Assertive Engagement Youth Case Management Increase in Staffing <i>New Avenues for Youth</i>	100	B	-

¹⁶ The barrier mitigation program will serve 340 households a year. It will provide a variety of legal services that will aid clients to address criminal histories, past debts owed, and access to State ID. These services will increase the household's access to housing. This program does not add to the overall housing placement capacity.

¹⁷ Multnomah County received a total of 476 federal emergency housing vouchers. The JOHS has funded placement and retention services for 300 of those vouchers and the remainder will be placed by contractors through established housing placement programs.

Youth Rapid Re-housing Program Fostering Youth to Independence Increase in Staffing New Program <i>New Avenues for Youth</i>	75	A	-
Prevention and Diversion Total	Additional Client Engagement Capacity 2,840	Both	6
Eviction Prevention Legal Services New Program <i>Oregon Law Center</i>	2,840	Both	-
211 Eviction Prevention Access COVID-19 Rent Assistance Increase in Staffing 211	-	Both	-
Emergency Rent Assistance COVID-19 Response Increase in Staffing <i>Immigrant & Refugee Community Organization Native American Rehabilitation Association Native American Youth and Family Center El Programa Hispano Catolico Self Enhancement Inc. Latino Network JOIN</i>	-	Both	6
Safety Off the Streets Total	Additional Year-Round Shelter Bed Capacity ¹⁸ 283	A	1
Behavioral Health Emergency Shelter For adults with a mental health disability Partnership with Behavioral Health Division New Program <i>New Narratives CHOICE Shelters</i>	15 beds	A	-
Stabilization Treatment Program Shelter Justice-Involved Adults Partnership with Behavioral Health Division Program Expansion <i>CCC Stabilization Treatment Program</i>	15 beds	A	1

¹⁸ In this column, the JOHS is tracking the number of year-round shelter beds added to the publicly-funded shelter portfolio. The shelter utilization number is not included here, that number refers to the number of people that stay in one of those shelter beds over the course of a year. One shelter bed can serve up to 365 people a year (1 person per night per bed).

Adult Emergency Shelter Unsheltered Adults Program Expansion <i>Do Good Multnomah: Arbor Lodge, Gresham Motel 6, Barbur Portland Value Inn, Cypress Inn</i>	188 beds	A	-
Alternative Shelter for Adults Shelter Expansion <i>Cultivate Initiatives, East County Shelter Do Good, Beacon Village</i>	65 beds	A	-
Hygiene Response Unsheltered Households COVID-19 Response New Program Program Offer 30700D <i>Cultivate Initiatives</i>	¹⁹	A	-
Employment Programs COVID-19 Response New and Expanded Programs Program Offer 30700D <i>Cultivate Initiatives Trash for Peace Central City Volunteer Corps</i>	-	Both	-

¹⁹ The hygiene response program's annual outcome is 6,700 engagements. There are no shelter beds associated with this program.

Appendix B: Quarterly Outcomes Report

Emergency Shelter SHS-Funded Programs Only	People Newly Enrolled		People Enrolled, Regardless of Entry Date	
	n	%	n	%
Total People	140	-	190	-
Race & Ethnicity (Mutually Exclusive Categories)				
BIPOC	40	29%	60	32%
Non-Hispanic White	60	45%	90	48%
Race/Ethnicity Unreported	40	27%	40	20%
Race & Ethnicity (Alone or In Combination Categories)				
Asian or Asian American	0	-	0	-
Black, African American or African	20	13%	30	15%
Hispanic or Latin(a)(o)(x)	10	6%	10	6%
American Indian, Alaska Native or Indigenous	10	9%	20	12%
Native Hawaiian or Pacific Islander	10	3%	10	3%
White	80	57%	110	60%
Additional Info				
All numbers are rounded to the nearest ten. Percentages are calculated from actual, unrounded numbers.				
Numbers less than five are reported as zero. Percentages are excluded for numbers lower than five.				
Alone or In Combination Categories sum to less than 100% here because data for two sites were collected via non-HMIS means. As a result, race & ethnicity data were not available for these sites and were added only to the "Race/Ethnicity Unreported" category.				

Emergency Shelter SHS Population Breakdown	Newly Enrolled & Total Served		People Enrolled, Regardless of Entry	
	n	%	n	%
Pop A	140	100%	190	100%
Total	140	100%	190	100%

Homelessness Prevention	
SHS-Funded Programs Only	
People Enrolled, Regardless of Entry Date	1340
<u>Additional Info</u> All numbers are rounded to the nearest ten. Percentages are calculated from actual, unrounded numbers.	

Permanent Housing PSH & RRH Programs Combined SHS-Funded Programs Only	People Newly Placed		People Enrolled, Regardless of Entry Date	
	n	%	n	%
Total People	250	-	350	-
Race & Ethnicity (Mutually				
BIPOC	50	18%	90	25%
Non-Hispanic White	30	12%	90	25%
Race/Ethnicity Unreported	180	70%	170	50%
Race & Ethnicity (Alone or In				
Asian or Asian American	0	-	10	3%
Black, African American or African	30	13%	50	15%
Hispanic or Latin(a)(o)(x)	10	4%	20	5%
American Indian, Alaska Native or Indigenous	0	-	20	4%
Native Hawaiian or Pacific Islander	0	-	0	-
White	40	17%	110	32%
<u>Additional Info</u> All numbers are rounded to the nearest ten. Percentages are calculated from actual, unrounded numbers. Numbers less than five are reported as zero. Percentages are excluded for numbers lower than five.				

Permanent Housing SHS Population Breakdown	Newly Placed in Housing	
	n	%
Pop A	198	78%
Pop B	56	22%
Total	254	-

Services Only Programs	
SHS-Funded Programs Only	
People Enrolled, Regardless of Entry Date	230
Additional Info	
All numbers are rounded to the nearest ten. Percentages are calculated from actual, unrounded numbers.	

SHS Population A Proxy: People with Disabling Conditions and Very Low Income Experiencing or at Imminent Risk of Long-Term Homelessness		
	n	%
Total People	3,230	-
Race & Ethnicity (Mutually Exclusive Categories)		
BIPOC	1,320	41%
Non-Hispanic White	1,860	58%
Race/Ethnicity Unreported	50	2%
Race & Ethnicity (Alone or In Combination Categories)		
Asian or Asian American	40	1%
Black, African American or African	540	17%
Hispanic or Latin(a)(o)(x)	350	11%
Native American, American Indian, Alaska Native or Indigenous	550	17%
Native Hawaiian or Pacific Islander	80	2%
White	2,390	74%
Additional Info		
All numbers are rounded to the nearest ten. Percentages are calculated from actual, unrounded numbers.		

This is a proxy of people in Population A with unmet need for housing, utilized in absence of individual level reporting specific cases. These numbers should be regarded as the minimum numbers of people in this population, as identifiable using HMIS data.

SHS Population B Proxy: People Experiencing or at Significant Risk of Homelessness		
	n	%
Total People	24,480	-
Race & Ethnicity (Mutually Exclusive Categories)		
BIPOC	20,120	82%
Non-Hispanic White	3,390	14%
Race/Ethnicity Unreported	960	4%
Race & Ethnicity (Alone or In Combination Categories)		
Asian or Asian American	1,890	8%
Black, African American or African	9,160	37%
Hispanic or Latin(a)(o)(x)	8,330	34%
Native American, American Indian, Alaska Native or Indigenous	1,070	4%
Native Hawaiian or Pacific Islander	910	4%
White	7,040	29%
Additional Info		
All numbers are rounded to the nearest ten. Percentages are calculated from actual, unrounded numbers.		

This is a proxy of people in Population A with unmet need for housing. These numbers should be regarded as the minimum numbers of people in this population, as identifiable using HMIS data.

System level data can be found within the AHFE Quarterly Report. Please see PDF attached or visit: <https://ahomeforeveryone.net/outcome-reports>

SHS-Funded Beds & Units: New & Total		
	Beds	Units
Emergency Shelter	156	156
Permanent Supportive Housing	246	246
PH - Housing with Services	70	60
Rapid Rehousing	180	180
Total	582	572
<u>Additional Info</u>		
The numbers above apply to both new and total SHS-funded beds & units.		
Beds & units are only included when at least one person has become enrolled in the program via an Entry Date.		
Permanent housing beds & units related to "Placement out of Shelter" are excluded here due to an inability to identify the subset of total beds & units in these programs that are SHS funded.		

Appendix C: SHS Financial Report



Joint Office of Homeless Services
Metro Supportive Housing Services Spending
FY 2022 Q2 - October to December, 2021

Current Year Spending:

Category	Multnomah County Budget	Expenditures Reported for Q2	Total Expenditures Reported YTD
Administration & Operations	3,315,317	251,291	460,940
<i>Administration</i>	<i>2,363,833</i>	<i>219,432</i>	<i>398,045</i>
<i>Programs</i>	<i>951,484</i>	<i>31,859</i>	<i>62,895</i>
System Support, Planning & Coordination	10,156,747	726,359	865,019
System Access, Assessment, & Navigation	2,448,569	84,837	121,164
Safety off and on the Streets	10,250,000	504,214	2,081,857
<i>Regular Ongoing Programs</i>	<i>3,750,000</i>	<i>115,172</i>	<i>192,815</i>
<i>Emergency Shelter Strategic Investment</i>	<i>3,500,000</i>	<i>-</i>	<i>1,500,000</i>
<i>COVID-19 Recovery</i>	<i>3,000,000</i>	<i>389,043</i>	<i>389,043</i>
Housing Placement & Retention	11,376,060	811,842	1,051,299
<i>Regular Ongoing Programs</i>	<i>5,571,060</i>	<i>462,956</i>	<i>606,545</i>
<i>COVID-19 Recovery</i>	<i>5,805,000</i>	<i>348,887</i>	<i>444,754</i>
Supportive Housing	11,582,807	488,967	796,686
Employment Programs (COVID-19 Recovery)	3,000,000	251,193	307,852
Total	52,129,500	3,118,703	5,684,817

Fund Balance:

FY 2021 Revenue	544,000
FY 2021 Expenditures (LIP Development)	(325,699)
Subtotal - FY 2022 Beginning Balance	218,301
 FY 2022 YTD Revenue (tax collections through 12/31/2021)	2,182,580
FY 2022 YTD Expenditures	(5,684,817)
Current Fund Balance	(3,283,937)



Department of Housing Services | **Supportive Housing Services** Quarter 2 Report | October 1, 2021 - December 31, 2021

Overview:

Washington County's Supportive Housing Services (SHS) program continues to rapidly launch and implement new housing and homeless services programs in partnership with our community-based service providers. At the 6-month mark in our first year of implementation, the Department of Housing Services is focused on supporting and strengthening new systems, partners, and procedures to ensure a strong foundation for this 10-year program aimed to create housing stability for thousands of Washington County community members.

The most critical work underway continues to be the careful implementation of our Housing Case Management Services (HCMS) in conjunction with the Regional Long Term Rent Assistance (RLRA). Together, these programs are working to create hundreds of new supportive housing placements for people who have been stuck in homelessness for years and experience complex disabling conditions. Our community partners continue to hire new staff, build new programs, develop new data and financial management procedures, and learn new skills in case management services. This work is the foundation of Washington County's SHS program and the source of housing stability for so many of our community members in need.

In addition to these two crucial programs, the SHS program has significantly expanded emergency shelter options across the County this quarter, adding 187 winter shelter beds through the harshest months of the year, and an inclement weather shelter program that ensures no-turn-away capacity during dangerous weather events. These programs may not result in stable housing outcomes directly, but they are life-saving services and critical to keeping our unhoused neighbors safe, while helping them connect to case managers and services that will lead to stable housing.

After 6 months of program development and implementation, the SHS program in Washington County has established a strong foundation and is connecting people to housing options every day. SHS programs underway represent sufficient capacity to meet the need for supportive housing in Washington County, and significant new capacity to meet emergency sheltering needs. Looking forward, the SHS program will work to create permanent year-round shelter programs, expand services to meet more kinds of housing needs, and continue to provide training supports to our community-based partners to strengthen data, financial, and program management practices. These continued investments will ensure strong housing outcomes and program accountability for our community.

New Programs Launched:

In the second quarter, the SHS program added two new programs consistent with our Local Implementation Plan – Winter Shelters and Inclement Weather Shelter Response. While these programs were previously operated through our Continuum of Care, they lacked stable funding sources, or any

funding at all, and relied heavily on our faith community and volunteers to operate during the winter months.

With new SHS funding, these shelter services are now operating with fully funded contracts, sufficient staffing capacity, and connections to housing placements through our HCMS program. However, it is important to underscore that winter and inclement weather shelter programs are a stop-gap solution, meant to address life and safety needs during the harshest weather months of the year. Washington County's SHS program goal is to identify permanent sites to host capacity for at least 250 people to access some form of shelter, year-round. The work of creating permanent shelter infrastructure is further described in the 'Programs and Systems Expansion Planned' section of this report.

Winter Shelters

Starting November 15, 2021, the SHS program opened 187 additional slots of shelter capacity through the winter months, at least until March 15, 2022. The Department of Housing Services partnered with service providers to operate three congregate settings serving single individuals and manage multiple hotel-based shelter programs serving families and medically fragile adults. The goal of this expanded shelter capacity is to provide life-saving shelter during winter months and connect people to housing resources with the new HCMS and RLRA programs. Washington County's winter shelter capacity through winter 21/22 is as follows:

- Cloverleaf Hillsboro, operated by Open Door – 50 beds for adults
- Beaverton Community Center, operated by Just Compassion – 30 beds for adults
- Just Compassion Center Tigard, operated by Just Compassion – 20 beds for adults
- Various motels operated by Project Homeless Connect – 37 rooms for medically vulnerable adults
- Various motels operated by Family Promise of Tualatin Valley, Family Promise of Greater Washington County, and Boys and Girls Aid – 50 rooms for families and youth

Inclement Weather Shelter Response

The SHS program also initiated an inclement weather shelter response system to ensure no-turn-away shelter capacity during dangerous weather events. Inclement Weather Shelters are activated when weather conditions create an immediate danger for unhoused people. Inclement weather shelters "pop-up" through the weather event and operate on a "no-turn-away" basis to ensure everyone seeking a safe place to sleep has access. In addition to winter weather conditions, the inclement weather shelter response will also be activated during weather events such as heatwaves and toxic air conditions.

The new response system was activated during the 2021 holiday winter storm for 9 days from Saturday, December 26, through Monday, January 3. Providers operated two shelter sites as inclement weather shelters, expanding capacity at the Beaverton Winter Shelter and opening a shelter at the former Salvation Army Thrift Store (located in Hillsboro). Activation included 24-hour shelter services, transportation support to ensure safe access during the hazardous conditions, and daily communication coordination with public safety, hospitals, outreach workers, and other shelter programs. During the week of winter weather, the shelters served between 16-58 people per night, and a total of 88 individuals.

Systems and Equity Investments:

Systems and Equity Investments in the second quarter focused primarily on work we began earlier in the year. The SHS program continues to support and strengthen the training programs for new housing and shelter workers, improve procedures in support of our modernized Community Connect system, and support our partners launching new housing programs. In addition to the continuation of these first investments, the Department of Housing Services has expanded our systems and equity investment work in the following ways:

- Launched a cohort to support capacity building of culturally specific organizations providing services through the SHS program.
- Launched a Tri-County Request for Programmatic Qualifications (RFPQ) in partnership with Clackamas and Multnomah Counties to expand our network of eligible services providers in all areas of service provision, working in all areas of the region, with one application process.
- Expanded the role of the Homeless Plan Advisory Committee (HPAC) to include guidance and oversight of SHS programs. The committee also agreed to increase meeting frequency and use a third-party facilitator to provide more inclusive engagement.

Financial Update:

The second quarter financial report again demonstrates the early building work of this new regional program. Tax collection has not yet yielded significant revenues, making the Washington County interfund loan necessary to launch new programs. Additionally, while contracts and advances have been made to services providers, receipts reflecting the work of these new programs have not yet been received. After only 6 months of operations, it is clear that program revenues and expenditures have not yet normalized enough to provide meaningful financial analysis. Of note this quarter, the program budget has been clarified to include a Regional Investment "Strategy Fund", "Program Reserves", and

“Economic Stability Reserves”, all consistent with the terms agreed to in the Intergovernmental Agreement.

Revenues		
	Revenue received	1,415,739
	Interfund loan	12,500,000
	Revenue projected	38,329,500

Expenditures			
Program	Budgeted	Allocated	Actuals <i>(includes advances)</i>
Shelter services	6,000,000	5,746,855	1,116,103
Housing and support services	8,433,525	6,630,130	1,609,692
Housing financial assistance	5,250,000	4,375,000	339,630
Systems and capacity building	4,200,000	200,000	150,000
Regional Investment Strategy Fund	1,916,475	1,916,475	-
Program operating costs	3,454,663	3,003,932	1,177,584
Totals	29,254,663	21,872,392	4,393,009

Reserves		
	Program reserves	5,000,000
	Economic stability reserves	2,934,837
Totals		7,934,837

Data Outcomes Report:

Similar to the quarterly financial update, the quarterly data outcomes report also demonstrates the early state of program development and limitation of data to meaningfully describe program implementation after 6 months. However, the process of preparing this data outcomes report has helped staff to clarify systems and procedures still needed to improve data reporting with our community partners and fully capture the impact of Washington County’s SHS program work. In Washington County, most partners are learning new data reporting requirements in addition to building new housing case management programs. This work is difficult to capture with data alone, though a full outcomes report is provided in the appendix.

The most significant outcome demonstrated in the second quarter is the expansion of Supportive Housing capacity. This capacity was made possible through the Housing Case Management Services (HCMS) and the Regional Long-term Rent Assistance (RLRA) programs, working together to create as many as 740 additional Permanent Supportive Housing (PSH) placements with current contracting capacity. In the second quarter, our partners have established their programs by hiring and training staff capable of providing supportive housing services for an additional 490 placements. These partners have also enrolled 144 participants into supportive housing programs, actively working towards housing placement. While these data points do not yet reflect housing placements realized, they do reflect

significant expanded capacity and work underway to create housing placements for people who are experiencing chronic homelessness.

Finally, the Regional Long Term Rent Assistance (RLRA) program has fully launched. Formerly homeless households who were placed prior to the SHS program into housing with temporary rent assistance programs, such as Metro 300, have now been transitioned to RLRA to ensure their permanent housing stability. The RLRA program has **94 permanently housed participants** at the end of the second quarter, a figure that is expected to climb quickly over the next 6 months. Washington County's SHS program is still working towards its ambitious goal of ending homelessness for 500 households through the RLRA program by the end of the year.

SHS Goal – Year 1		Capacity built to date	Outcomes to date
Supportive Housing Placements for Population A	500	490	94
Housing Stabilized for Population B	500	100	19
Year-round shelter capacity added	100	102	102

Programs and system expansion planned:

While the second quarter of program implementation focused on strengthening new systems and programs, there are many elements of program expansion planned for the third quarter. To date, SHS programs have mainly served Population A households—people who experience, or are at risk of experiencing, chronic homelessness. For the second half of the year, the SHS program will work to launch and support new rent assistance and case management programs that primarily serve Population B households—households that need temporary supports to achieve housing stability.

Additionally, the program will begin to focus on our long-term goal of creating permanent sites for at least 250 year-round shelter beds or alternative shelter placements. This work will require significant partnership with the community, other funding sources, and our city partners. Program expansion planned for the third quarter includes:

Rapid Rehousing and Resolution – The SHS program will expand capacity for case managers and rent assistance to serve households that need short-term or temporary supports to achieve housing stability for up to 400 households. This program will provide housing placement supports, rent assistance for 2 to 24 months, and case managers to navigate other services and ensure long-term housing stability beyond the program. The services will be modeled off national best practices in rapid rehousing (RRH) programs and leverage under-utilized federal RRH funds in Washington County. The case management services will be provided by community-based organizations and monthly rent assistance will be processed by the Department of Housing Services, much like the HCMS and RLRA programs work together.

In addition to a RRH program, Rapid Resolution will provide one time and short-term financial assistance for households who are seeking eviction prevention or move-in support only. This program focuses on financial assistance and will be accessed by case managers throughout the system, as well as community health workers from other partner systems. These funds will work in partnership with federal and state eviction prevention funds, to ensure that all Washington

County housing resources are fully utilized, and households have access to flexible financial assistance that is often not available through federal programs.

Community Guidelines and Capital Investments for Shelter Programs – The Washington County SHS program met its Year 1 goal to expand shelter capacity with at least 100 year-round beds; however, these programs are utilizing Project Turnkey and Affordable Housing Bond sites that will ultimately be reprogrammed for permanent housing. The Department of Housing Services will still need to site capacity for 250 permanent shelter placements to meet our overall SHS program goals.

Early in the third quarter, the SHS program will launch a series of engagement activities across Washington County to begin discussing the need for year-round shelter in our community, while gathering feedback to help inform our community guidelines for expanding and locating future shelter programs. This series of community engagement is aimed to help build community understanding of shelter programs and support the work of identifying sites for permanent shelter programs.

In addition to siting suitable locations, capital investments will be needed to prepare sites for shelter program operations. The SHS program aims to create many types of shelter programs, including alternative shelters such as pod villages or safe parking programs. All of these programs will require sites with suitable zoning, access to utilities, and facilities for service provision. The SHS program intends to create a capital fund for shelter development. The fund will provide gap financing in support of the overall construction needs to help launch permanent shelter programs. Additional capital funding will also need to be pursued through federal and state resources and in partnership with city jurisdictions.

Embedded Housing System Navigators – Finally, the SHS program is excited to launch a new pilot partnership to locate Housing System Navigators in five separate Health and Human Services (HHS) programs. These new workers will be supported by community-based housing service providers with housing expertise and experience accessing housing resources. The workers will be placed inside existing teams of case managers working in HHS programs to leverage existing capacity and relation-based services. Their role will be to bring expertise and resources to their HHS teams to support existing case managers working on housing stabilization plans for their existing clients. With further program development, the SHS program hopes to expand this pilot program to other partner systems such as Community Corrections and Education.

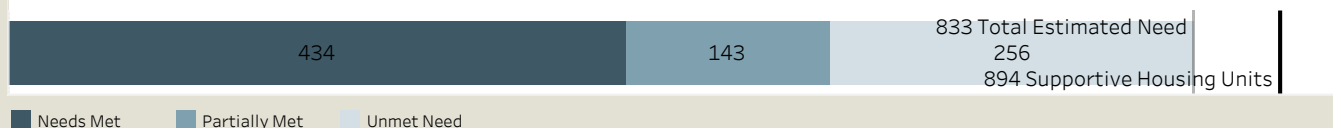
Appendix: Quarterly Systems Outcomes Data Report

System Capacity

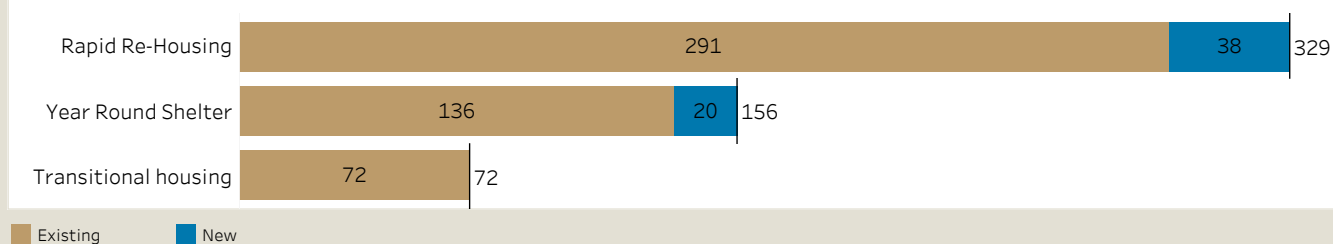
Number of supportive housing units created and total capacity



Households in need of supportive housing compared to capacity

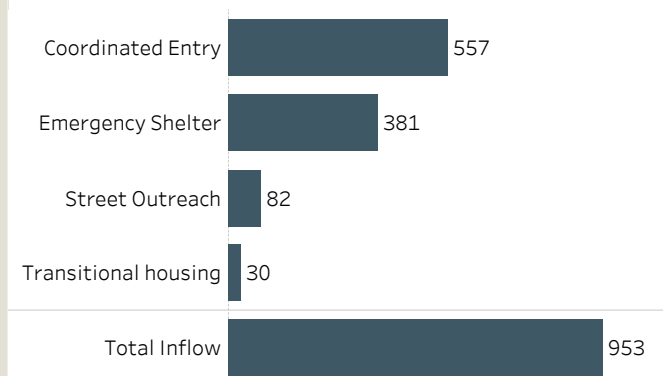


Number of non-supportive housing units created and total capacity

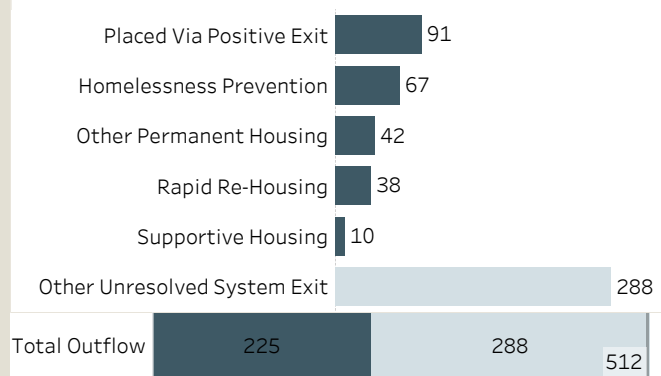


Programmatic Inflow and Outflow

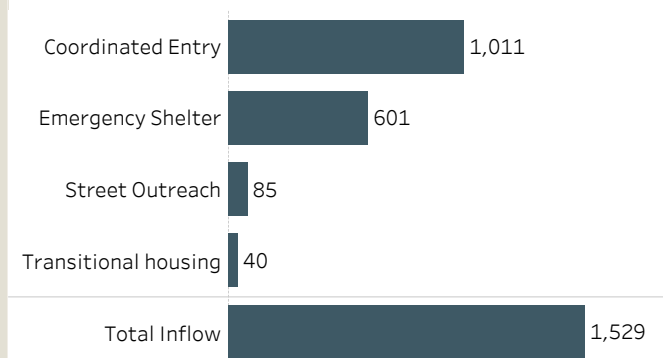
of Households Entering System by Entry Point



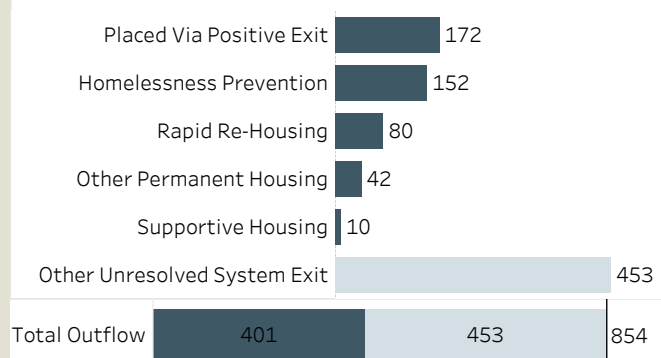
of Households Exiting the System by Exit Type



of Individuals Entering System by Entry Point



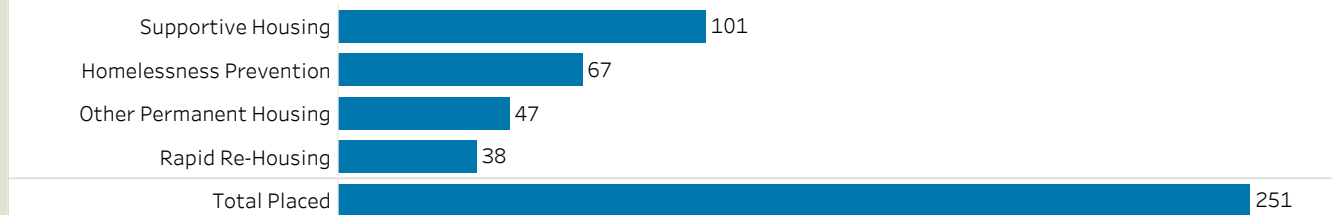
of Individuals Exiting the System by Exit Type



Number of Households with housing placements and homelessness preventions

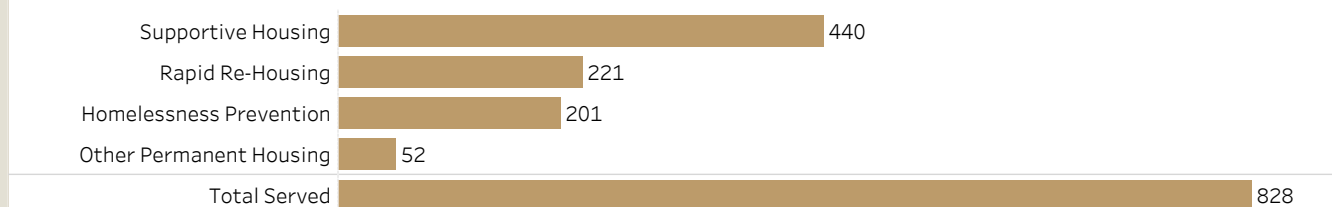
Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).

Households newly placed or transferred to a longer-term program



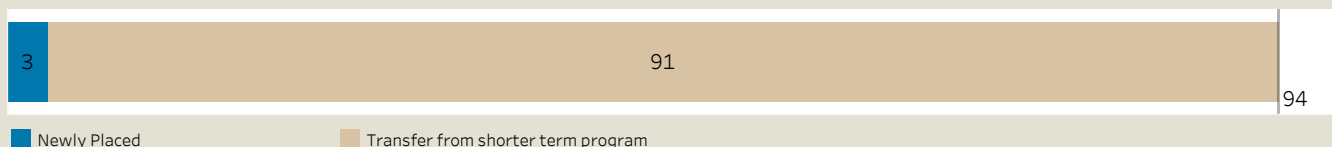
Note: The Supportive Housing and Other Permanent Housing placement numbers include 96 households who were previously housed via a shorter term program that ended. These households were transferred into longer term housing programs, allowing the households to retain their housing.

Total Households served in programs



Households newly housed and retained in projects during the reporting period. Households in permanent housing projects must have a valid housing move-in date.

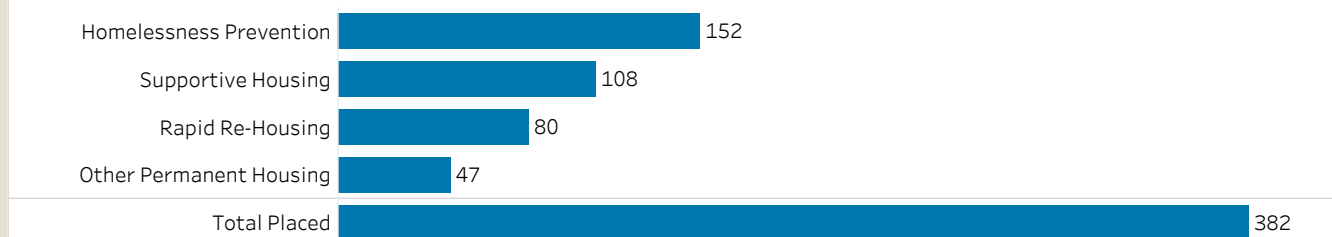
Number of Households placed into the Regional Long-term Rental Assistance Program (RLRA)



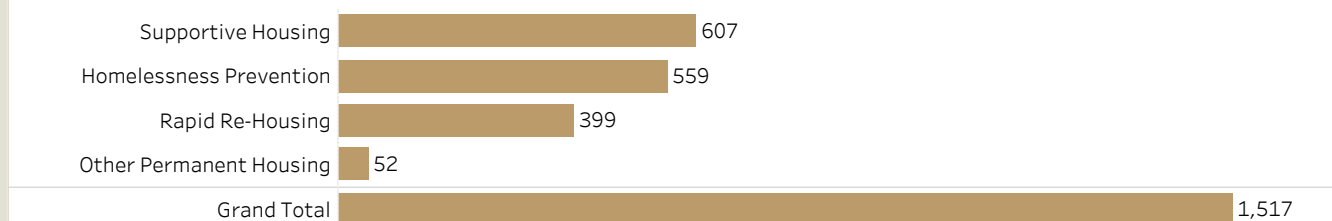
Number of Individuals with housing placements and homelessness preventions

Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).

Individuals newly placed or transferred to a longer-term program

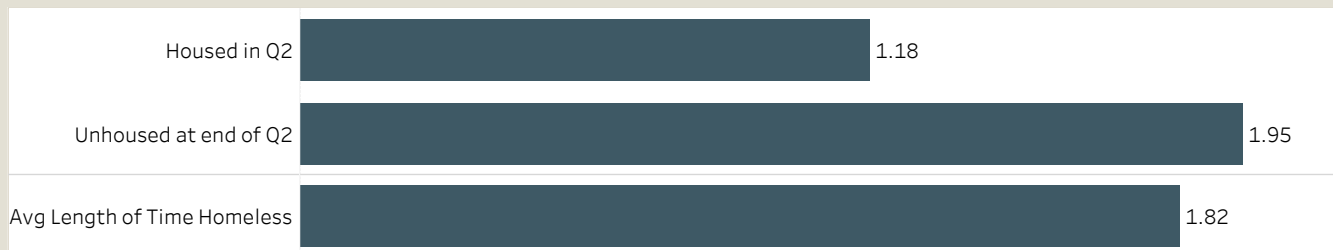


Total Individuals served in programs



Length of Homelessness (Years)

Length of time between approximate date homelessness started (prior to system or program entry) and the last day of the reporting period (if unhoused) or Housing Move-in Date (if housed).



Note: Unhoused is anyone with an open entry into CES, ES, SO, or TH with a homeless Prior Living Situation. For CES, entries are assumed closed after 180 days even if no exit date. For SO, entries are assumed closed after 2 years if no exit.

Household Returns to Homelessness Services

Households who exited the homelessness services system to a permanent housing destination, and returned to the homelessness services system within two years of exit.

% of Households Returning to Homelessness Services

5.3%

Households Returning to Services within 2 years 138

Households Exiting Services in the Last 2 years 2,623

Households are considered to have returned to services if they have an entry in an CES, ES, SO, or TH project anytime after exiting to a PH destination, or if they return to RRH or PSH more than 30 days after exiting to a PH destination.

Individual Returns to Homelessness Services

Individuals who exited the homelessness services system to a permanent housing destination, and returned to the homelessness services system within two years of exit.

% of Individuals Returning to Homelessness Services

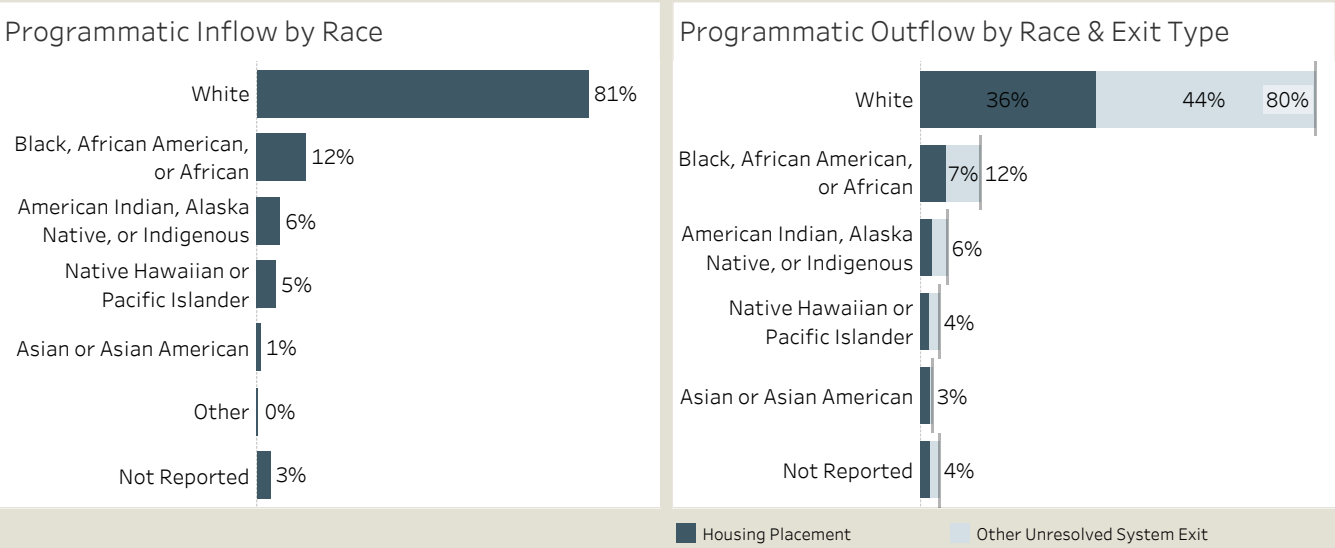
3.4%

Individuals Returning to Services within 2 years 215

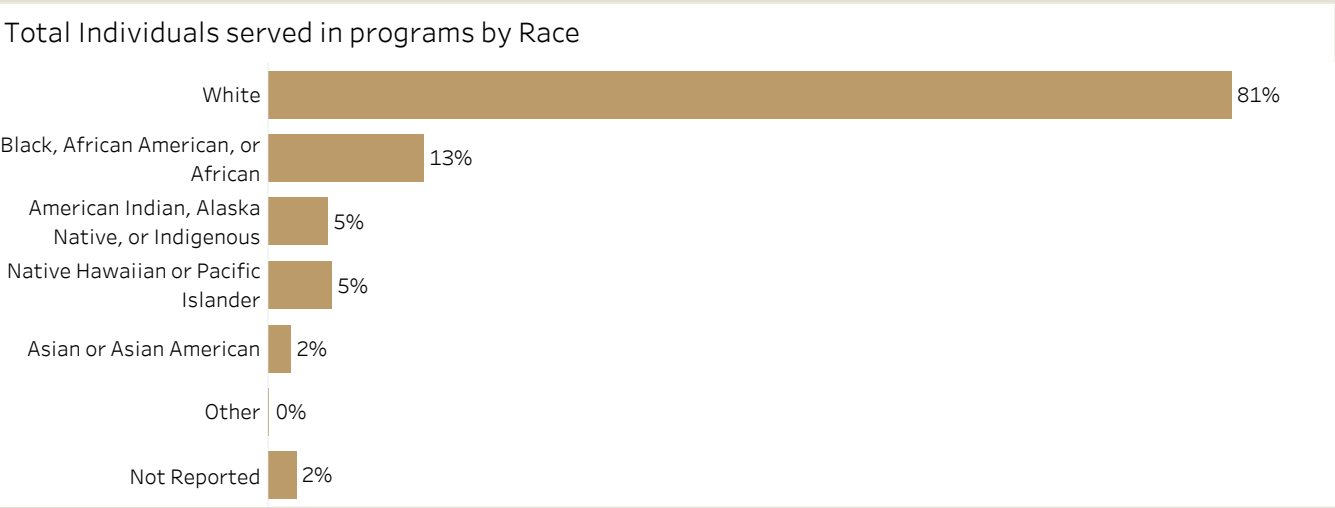
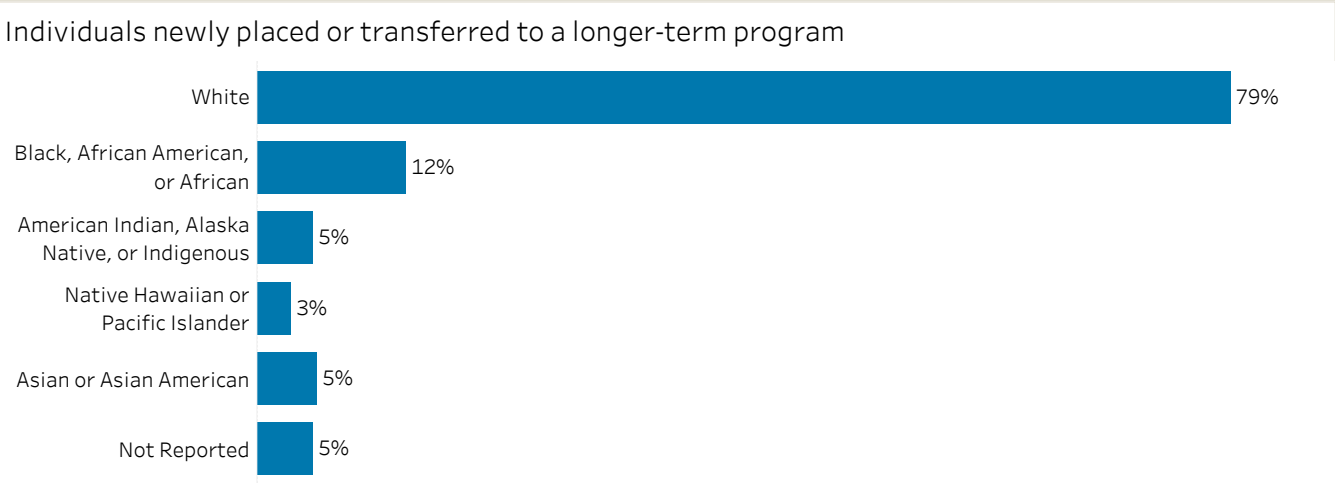
Individuals Exiting Services in the Last 2 years 6,348

Breakdowns by Race

Inflow & Outflow

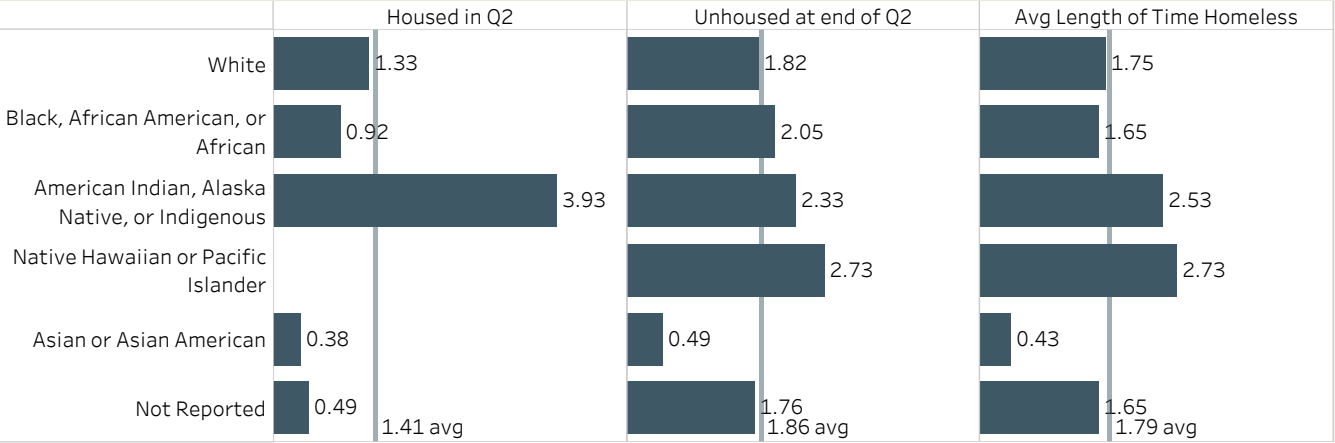


Populations Served

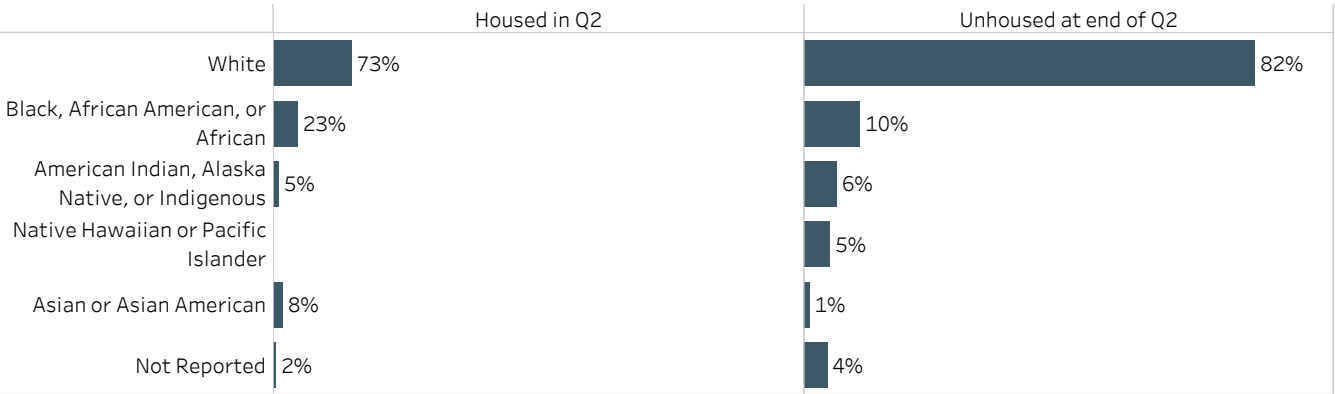


Breakdowns by Race, continued

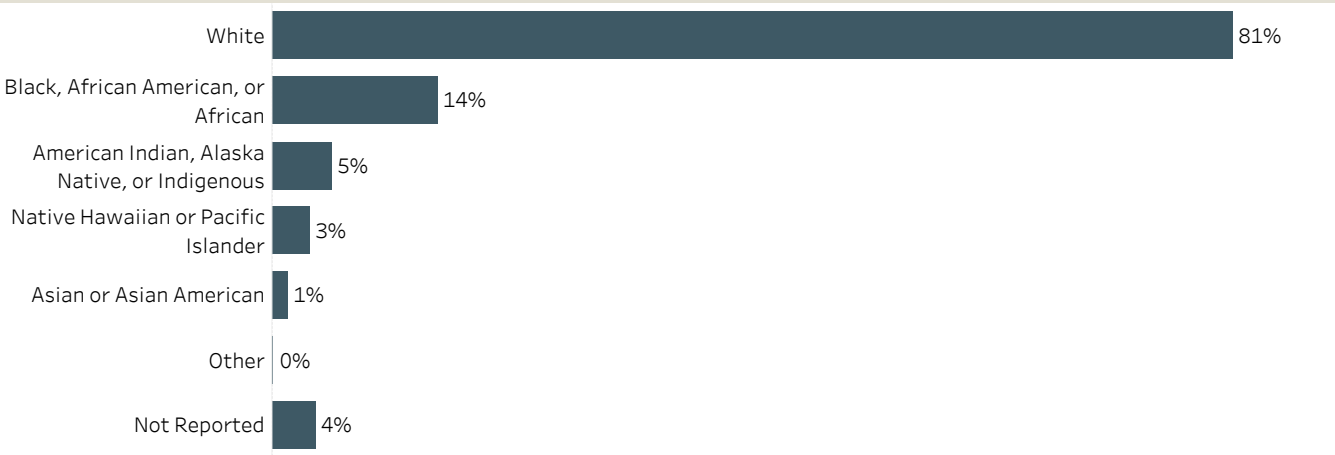
Length of Time Homeless (in years)



End of Quarter Housing Status by Race

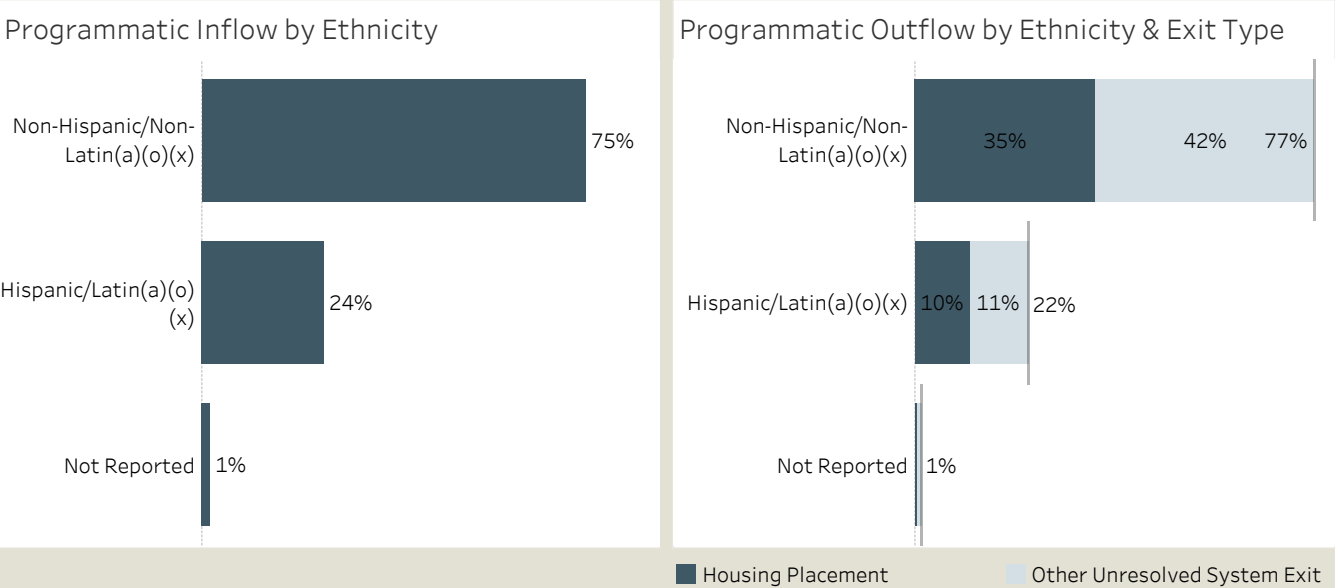


Number Returning to Homeless Services

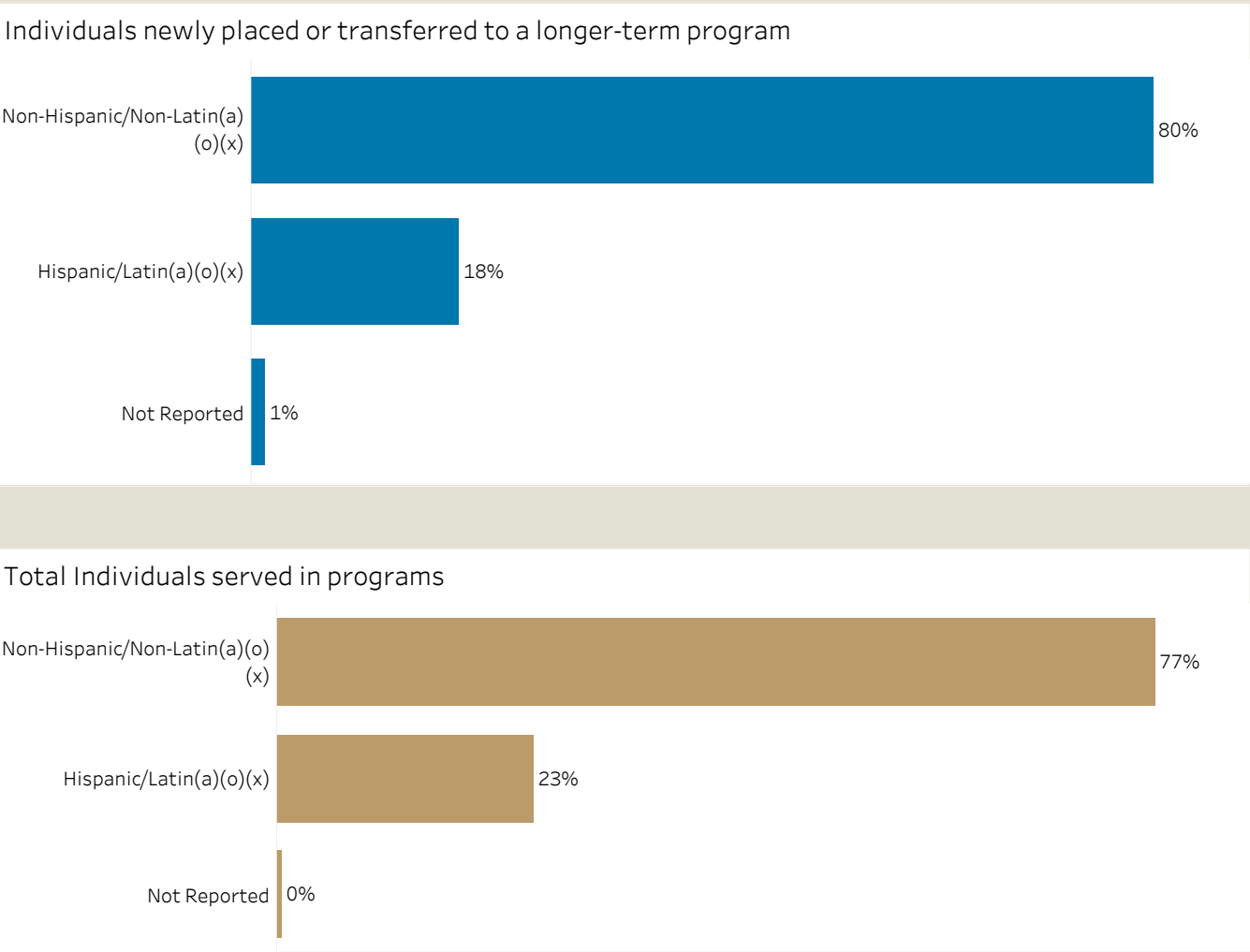


Breakdowns by Ethnicity

Inflow & Outflow

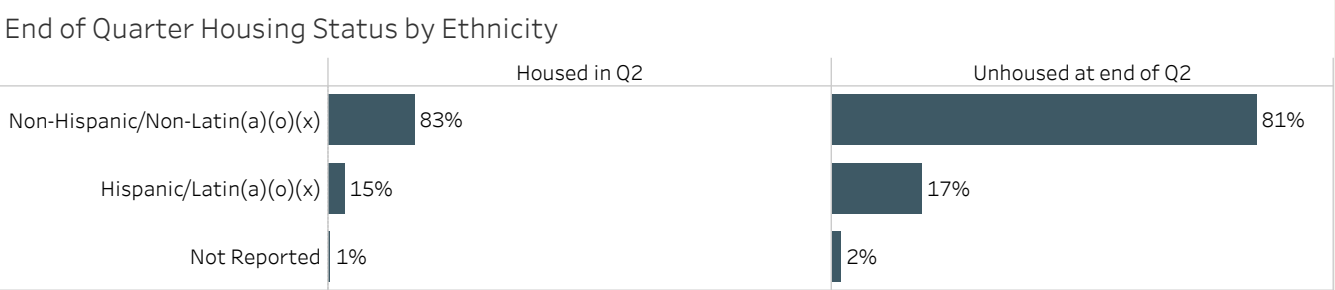
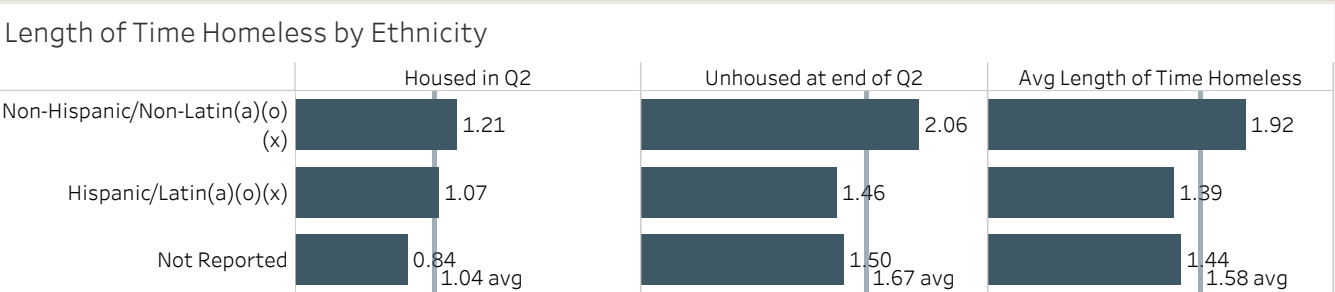


Populations Served

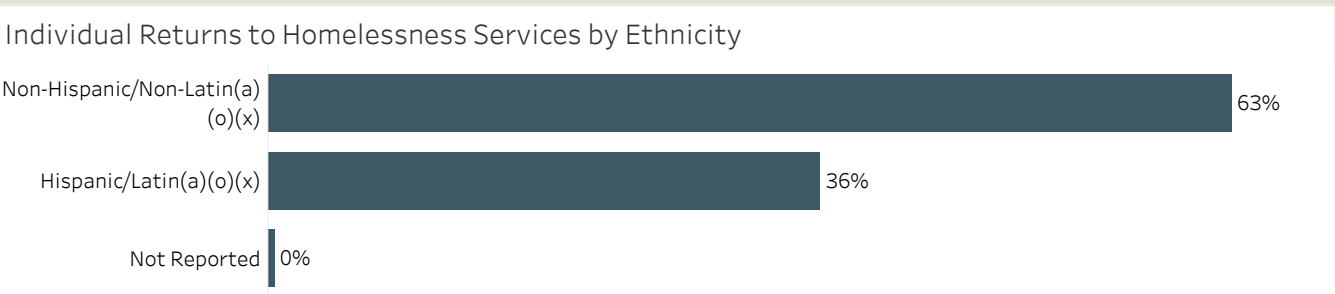


Breakdowns by Ethnicity, continued

Length of Time Homeless (in years)



Number Returning to Homeless Services



SHS Outcomes

SHS Capacity

Number of SHS supportive housing units created and total capacity

Supportive Housing

490

Number of other SHS units created and total capacity

Year Round Shelter

82

20

102

Number of Households with SHS housing placements and homelessness preventions

Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).

Households newly placed or transferred to a longer-term SHS program

Supportive Housing

94

Total Households served in SHS programs

Supportive Housing

94

Homelessness Prevention

19

Number of Individuals with SHS housing placements and homelessness preventions

Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).

Individuals newly placed or transferred to a longer-term SHS program

Supportive Housing

101

Total Individuals served in SHS programs

Supportive Housing

101

Homelessness
Prevention

65

SHS Outcomes by Race & Ethnicity

Number of Individuals with SHS housing placements and homelessness preventions by Race

Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).

Individuals newly placed or transferred to a longer-term SHS program



Total Individuals served in SHS programs by Race



Number of Individuals with SHS housing placements and homelessness preventions by Ethnicity

Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).

Individuals newly placed or transferred to a longer-term SHS program



Total Individuals served in SHS programs by Race

