

Agenda



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Meeting: Supportive Housing Services Tri-County Planning Body Meeting
Date: April 12th, 2023
Time: 4:00pm-6:00pm
Place: Metro Council Chambers, 600 NE Grand Ave, Portland, OR 97232 and Zoom Webinar
Purpose: The Tri-County Planning Body (TCPB) will discuss goals and staff recommendations, review the meeting calendar proposal, and receive and update on the Supportive Housing Services (SHS) Oversight Committee.

4:00pm **Welcome and Introductions**

1. Welcome and introductions
2. Review meeting agenda and objectives
3. Approve March Meeting Summary

4:10pm **Public Comment**

4:15pm **Staff Updates**

4:20pm **Employee Recruitment and Retention**

5:00pm **Proposed Meeting Calendar**

5:25pm **Supportive Housing Services Oversight Committee Update**

5:35pm **Closing and Next steps**

1. Next meeting: May 10th, 4-6pm

6:00pm **Adjourn**

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Tri-County Planning Body Meeting Summary

Meeting: Supportive Housing Services Tri-County Planning Body Meeting
Date: Wednesday, March 08, 2023
Time: 4:00 PM – 6:00 PM
Place: Metro Council Chambers, 600 NE Grand Ave, Portland, OR 97232 and Zoom Webinar
Purpose: The Tri-County Planning Body (TCPB) will reflect on their work over the past 6 months and continue to discuss goals, staff recommendations, and next steps for regional coordination priorities.

Member attendees

Co-chair Matt Chapman (he/him), Zoi Coppiano (she/her), Mercedes Elizalde (she/her), Nicole Larson (she/her), Michael Ong Liu (he/him), Cristina Palacios (she/her)

Absent members

Co-chair Eboni Brown (she/her), Yvette Hernandez (she/her), Monta Knudson (he/him), Sahaan McKelvey (he/him), Steve Rudman (he/him)

Elected delegates

Washington County Chair Kathryn Harrington (she/her), Multnomah County Commissioner Susheela Jayapal (she/her), Metro Councilor Christine Lewis (she/her), Clackamas County Chair Tootie Smith (she/her)

County staff representatives

Clackamas County – Vahid Brown (he/him), Multnomah County – Yesenia Delgado (she/her), Washington County – Jessi Adams (she/her), Jes Larson (she/her)

Metro

Abby Ahern (she/her), Melia Deters (she/her), Liam Frost (he/him), Patricia Rojas (she/her), Valeria McWilliams (she/her)

Kearns & West Facilitators

Ben Duncan (he/him), Ariella Dahlin (she/her)

Welcome and Introductions

Ben Duncan, Kearns & West, welcomed the Tri-County Planning Body (TCPB) to the meeting and reviewed the agenda.

The TCPB approved the February Meeting Summary.

Liam Frost, Regional Housing Assistant Director, Metro, gave an update on current TCPB membership vacancies and welcomed Clackamas County Chair Tootie Smith to the TCPB.

Public Comment

Mellani Calvin, ASSIST Program, provided verbal and written public comment.

Clackamas County Commissioner Ben West provided verbal public comment.

Mercedes Elizalde asked if Metro staff can share the services mentioned by Mellani Calvin with the Supportive Housing Services (SHS) Oversight Committee.

Valeria McWilliams, Housing Policy and Planning Coordinator, Metro, confirmed that they will share this information with the SHS Oversight Committee.

Tri-County Planning Body Meeting Summary

Staff Updates

Liam Frost, Metro, announced Metro is hiring for a policy associate position.

Valeria McWilliams, Metro, announced that it was International Women's Day and gave a high-level overview of survey results. She reminded TCPB members to confirm meeting attendance in advance.

Tri-County Planning Body Six-Month Review

Liam Frost, Metro, reflected on the TCPB's challenges and successes for the past six months. He acknowledged the iterative process and reviewed the workflow. He shared that a survey would go out in July to get feedback on the process and workflow.

Washington County Chair Kathryn Harrington shared that she is pleased with TCPB's goals and hoped that Metro and County staff are given enough time to do the work.

Clackamas County Chair Tootie Smith agreed that it's important to consider staff capacity.

Valeria McWilliams, Metro, shared that staff have begun work on the approved bodies of work, and shared that after July the TCPB will be entering a different phase, including beginning to draft the Regional Plan. She also gave an update on the SHS Oversight Committee's work and that they plan to present their recommendations in April.

Valeria McWilliams, Metro, then reviewed the Coordinated Entry goal and recommendation.

Liam Frost, Metro, reviewed the Regional Landlord Recruitment goal and recommendation. He shared that Metro has begun work to get a consultant under contract to begin identifying areas where regionalization can support existing and future county efforts.

Co-chair Matt Chapman shared his proposal to add a recommendation that Metro staff negotiate a regional contract with a landlord database service provider, which counties can opt in or out of. He added that this proposal would accelerate the TCPB's progress and would utilize the Regional Investment Funds (RIF).

Washington County Chair Kathryn Harrington asked if someone could provide the memo referenced in Co-chair Matt Chapman's proposal.

Liam Frost, Metro, responded that the memo was shared during February's meeting and was written in response to Steve Rudman's previous request for Metro to complete a scan of what County staff and other jurisdictions are doing regarding landlord recruitment and to provide recommendations.

Multnomah County Commissioner Susheela Jayapal shared that Multnomah County is working on an agreement with a provider regarding landlord recruitment. She suggested that the TCPB endorse the strategy with the view that Multnomah County can move forward with the work underway and then be able to use the RIF when the TCPB moves forward with its work. She reflected that Multnomah County's experience could be folded in with the regional approach if appropriate.

Jes Larson, Supportive Housing Services Program Manager, Washington County, appreciated the proposal's urgency but noted that it would not be a quick win as framed and that regional requests must be developed thoughtfully.

Cristina Palacios reflected that for the second recommendation regarding a regional communications campaign, the outreach strategies for Black, Indigenous, and People of Color (BIPOC) owners should be different from the strategies used for large housing providers.

Clackamas County Chair Tootie Smith asked what the incentives are for landlords to join the program, and regarding Co-chair Matt Chapman's proposal, asked whom the service provider Metro would contract with as the Counties are the service providers.

Tri-County Planning Body Meeting Summary

Mercedes Elizalde reflected that each county is in a different place and regional needs for all Counties need to be identified. She noted that recommendations should only move forward if all counties would opt-in.

Multnomah County Commissioner Susheela Jayapal reflected that she sees the service of recruiting landlords as additive.

Co-chair Matt Chapman thanked the TCPB for their feedback and stated that the objective of his proposed recommendation is to provide a regional structure and provider that the counties could use if they choose to.

Vahid Brown, Housing Services Team Manager, Clackamas County, shared that Clackamas County has an incentivized landlord liaison program. He reflected that there are options to regionalize, such as the TCPB's recommendation from February which includes a regional framework that's managed at the county level.

Yesenia Delgado, Supportive Housing Services Manager, Multnomah County, reflected that it's helpful to learn from each county and augment strategies relating to landlord recruitment and retention.

Multnomah County Commissioner Susheela Jayapal suggested that a consultant look at each county's strategies and identify which are best for regionalization.

Co-chair Matt Chapman withdrew his recommendation.

Jes Larson, Washington County, reflected that the work currently underway is regional and implemented per county, and that there are multiple ways to regionalize work.

Liam Frost, Metro, noted that Co-chair Matt Chapman's proposal will stay in the idea bank. He added that regional language can be added to the approved recommendations for clarity.

Valeria McWilliams, Metro, reviewed the Healthcare System Alignment goal and recommendation.

Mercedes Elizalde emphasized the importance of Medicaid waiver alignment for this goal.

Valeria McWilliams, Metro, confirmed that Medicaid alignment will be discussed.

Training and Technical Assistance

Ben Duncan, Kearns & West, shared that the proposed Training and Technical Assistance Goal now has two different options for the TCPB to consider. Option 1 is leaving the goal as presented at the February meeting, and Option 2 is splitting the goal into two parts, Part A relating to program functionality, and Part B relating to organizational functionality.

Washington County Chair Kathryn Harrington shared that both program and organizational functionality are important.

Ben Duncan, Kearns & West, clarified that option two includes both Part A and B, and the TCPB would not have to choose between them.

Nicole Larson stated that Option 2 is beneficial for discussing implementation nuance.

Washington County Chair Kathryn Harrington asked if one option would be preferable over the other for the SHS Oversight Committee process.

Multnomah County Commissioner Susheela Jayapal said that there wouldn't be a difference in the SHS Oversight Committee process. She shared her preference for Option 2.

Clackamas County Chair Tootie Smith asked for clarity around the difference between organizational and operational functionality.

Tri-County Planning Body Meeting Summary

Nicole Larson shared that organizational functionality relates to operations, not direct services, whereas program functionality relates to direct service.

Mercedes Elizalde provided examples of organizational functionality and program functionality.

Clackamas County Chair Tootie Smith expressed that implementing action was more important than specific language use.

Zoi Coppiano expressed her support for Option 2.

Co-chair Matt Chapman shared that Option 2 allowed for clarity. He expressed a need for Metro staff to coordinate and identify training sources. He suggested the TCPB direct Metro staff to hire a consultant to begin work.

The TCPB approved Option 2 as the Training and Technical Assistance Goal.

Valeria McWilliams, Metro, shared the Training and Technical Assistance Recommendations. She added the word coordination to Goal A's recommendation.

Multnomah County Commissioner Susheela Jayapal suggested using the word provide.

Mercedes Elizalde supported using the word coordination and suggested adding support.

Cristina Palacios shared that for BIPOC communities the focus should be on removing barriers.

Nicole Larson asked to define coordinate.

Liam Frost, Metro, responded that coordinating would be to identify and align existing materials.

Co-chair Matt Chapman noted that this language eliminates creation. He advocated for the need to create trainings.

The TCPB approved Recommendation A.

Michael Liu reflected that these goals and recommendations are regional, so the TCPB should have broad objectives so staff can be successful.

Mercedes Elizalde suggested adding investments to Recommendation B.

The TCPB approved Recommendation B.

Employee Recruitment and Retention

Ben Duncan, Kearns & West, reviewed Option 1 and Option 2 for the Employee Recruitment and Retention Goal(s).

Clackamas County Chair Tootie Smith shared that this is the most important goal and Oregon Governor Tina Kotek's emergency declaration could address pay equity. She added that Clackamas County is connecting with the Governor's Office on this issue.

Washington County Chair Kathryn Harrington asked why Goal B is needed.

Cristina Palacios added that differential pay is needed for bilingual staff.

Ben Duncan, Kearns & West, reflected that this conversation will continue at the next meeting.

Closing and next steps

Liam Frost, Metro, thanked everyone for joining and reminded the TCPB that approval of these goals and recommendations gives staff the green light to begin work.

The TCPB approved the following goals and recommendations:

Tri-County Planning Body Meeting Summary

Training and Technical Assistance

- Goal A: Service providers have access to the knowledge and skills required to operate at a high level of program functionality; the need for culturally specific providers will be prioritized through all program design.
 - Counties and Metro coordinate and support regional training that meets the diverse needs of individual direct service staff, with sensitivity to the needs of BIPOC agencies.
- Goal B: Organizations have access to the technical assistance required to operate at a high level of organization functionality; the need of culturally specific providers will be prioritized through all program design.
 - Counties and Metro coordinate and support regional technical assistance and investments in capacity building especially among culturally specific providers.

The next steps include:

- April 12th meeting, 4-6 pm.
- Metro staff sharing public comment with the SHS Oversight Committee.

Adjourn

Adjourned at 6:00 pm.

Date: Wednesday, March 1, 2023
To: Tri County Planning Body
From: Abby Ahern, Housing Policy, and Planning Coordinator, Valeria McWilliams,
Housing Policy, and Planning Coordinator, and Planning Coordinator, Liam Frost,
Assistant Housing Director
Subject: Updated Ranked Concepts and Staff Recommendations

At the February Tri County Planning Body meeting, committee members discussed five regional goal concepts and recommendations. Three of those goals were adopted and two were moved forward for further discussion during the March meeting. Committee members provided feedback on “Goal 4: Training and Technical Assistance” and “Goal 5: Employee Recruitment and Retention” and directed staff to provide additional language options for further discussion. This memo has been created in response to that request. Language for goal concepts one, two and three, which have already been adopted, is for reference. Language options provided for goal concepts four and five should be considered, but not limit discussion, as the TCPB moves to finalize the initial regional goal package.

The committee approved goal language and recommendations for the three regional coordination concepts listed below:

1. Coordinated Entry

Goal: Coordinated Entry is more accessible, equitable and efficient for staff and clients.

Recommendation: Map the unique challenges and successes of each of the three Coordinated Entry Systems.

Assess opportunities to create connectivity among the three Coordinated Entry Systems to improve equitable access and work towards regionalizing some tools within Coordinated Entry.

Explore opportunities for co-enrollment with other systems.

2. Regional Landlord Recruitment

Goal: Increase the availability of readily accessible and appropriate housing units for service providers.

Recommendation: Contract with a qualified consultant to identify areas where regionalization can support existing and future county efforts and submit recommendations.

Develop a regional communications campaign to recruit new landlords, including specific outreach and engagement to culturally specific media and BIPOC community groups.

3. Healthcare System Alignment

Goal: Greater alignment and long-term partnerships with healthcare systems that meaningfully benefit people experiencing homelessness and the systems that serve them.

Recommendation: Metro staff convenes and coordinates with counties and key healthcare systems stakeholders to identify opportunities that integrate the Medicaid waiver with the Supportive Housing Services initiative. Bring draft proposal with next steps and timeline to committee within 6 months.

Goal concepts for further consideration

The committee requested further discussion about the remaining two regional goal concepts. Staff have taken TCPB's feedback received during the last meeting and through a survey into consideration to draft the following options for final goal and recommendation language. The options provided by staff below are not exhaustive; TCPB members can and should discuss and add suggestions.

4. Training and technical assistance

Original Goal: Service providers have access to the knowledge and skills required to operate at a high level of organizational functionality; the need of culturally specific providers will be prioritized through all program design.

Original Recommendation: Create and support a regional training institute that supports universal technical assistance and training needs, using an accessible platform like Power DMS.

Options for goal language

- Option 1) Keep the same goal language
- Option 2) Separate goals:

- **Goal A** Service providers have access to the knowledge and skills required to operate at a high level of program functionality; the need of culturally specific providers will be prioritized through all program design.
- **Goal B** Organizations have access to the technical assistance required to operate at a high level of organization functionality; the need of culturally specific providers will be prioritized through all program design.

Recommendation language options:

- (Goal A) Counties and Metro create and support regional training that supports the needs of direct service staff.
- (Goal B) Counties and Metro create and support regional technical assistance for capacity building especially among culturally specific providers.

5. Employee Recruitment and Retention

Pay and compensation are expansive areas of work with many considerations, especially for larger organizations. The Metro region is not alone in grappling with the complexities of this challenge. Out of the array of potential goal concepts, this committee decided to prioritize the health and wellness of the people doing the hard work of housing people every day. This direction is in alignment with the SHS regional workplan (as described below) and is a first-year priority for the SHS Oversight Committee.

Definitions of equitable pay in the SHS Work Plan:

- From Work Plan Addendum D. Section H “Procurement and partners:” “A commitment to partner with service providers who affirmatively ensure equitable pay and livable wages for their workers, and who will provide anti-racist, gender-affirming services consistent with regionally established, culturally responsive policies and standards...”
- From Work Plan 5.2 Regional Outcome Metrics: “Rates of pay for direct service roles and distribution of pay from lowest to highest paid staff by agency to measure equitable pay and livable wages.”

Given the language in the regional workplan, staff have identified the need to separate this goal based on the following options for equitable pay definition:

Option 1) Livable wage

Option 2) Distribution of pay from lowest to highest paid staff by agency

Original Goal: Fair and equitable pay for Supportive Housing Services (SHS)-funded agencies and providers throughout the region.

Original Recommendation: Map current wage conditions and draft a housing-worker wage framework that provides guidance to SHS-funded agencies and providers. Framework may include differential pay for lived experience, bilingual employees, and culturally specific organizations.

Options for goal language

- Option 1) Keep the same goal language
- Option 2) Separate goals:
 - **Goal A** Supportive Housing Services (SHS) funded agencies and providers throughout the region pay livable wages to direct service staff.
 - **Goal B** Distribution of pay from lowest to highest paid staff within SHS-funded agencies and providers is equitable throughout the region.

Recommendation language options (all recommendations apply to both or either goal option above):

- Map current wage and benefit conditions.
- Draft a housing-worker wage framework that provides guidance to Counties and SHS-funded agencies and providers.
- Consider ways to allow for differential pay for lived experience, bilingual employees, and culturally specific organizations.
- Consider ways to address challenges faced by organizations with multiple funding streams.

The following materials were received
during the meeting.



Metro

Meeting will start at 4pm

Metro Regional Supportive Housing Services

Tri-County Planning Body | April 12th, 2023



Metro

Welcome and Opening Remarks

Agenda

- 4:00pm Welcome and Introductions
- 4:10pm Public Comment
- 4:15pm Staff Updates
- 4:25pm Employee Recruitment and Retention
- 5:00pm Proposed Meeting Calendar
- 5:25pm Supportive Housing Services Oversight Committee Presentation
- 5:35pm Closing and Next Steps
- 6:00pm Adjourn



Metro

Public Comment



Metro

Staff Updates

Employee Recruitment and Retention



Metro

Employee Recruitment and Retention

- **Original goal:** Fair and equitable pay for Supportive Housing Services (SHS)-funded agencies and providers throughout the region.
- **Original recommendation:** Map current wage conditions and draft a housing-worker wage framework that provides guidance to SHS-funded agencies and providers. Framework may include differential pay for lived experience, bilingual employees, and culturally specific organizations.

Employee Recruitment and Retention

Goal Options

- **Option 1: Keep the same goal language**
 - Fair and equitable pay for Supportive Housing Services (SHS)-funded agencies and providers throughout the region.
- **Option 2: Separate goals:**
 - **Goal A:** Supportive Housing Services (SHS) funded agencies and providers throughout the region pay **livable wages** to direct service staff.
 - **Goal B: Distribution of pay** from lowest to highest paid staff within SHS-funded agencies and providers **is equitable** throughout the region.

Employee Recruitment and Retention

Recommendation Options

- **Recommendation language options**
 - Map current wage and benefit conditions.
 - Draft a housing-worker wage framework that provides guidance to Counties and SHS-funded agencies and providers.
 - Consider ways to allow for differential pay for lived experience, bilingual employees, and culturally specific organizations.
 - Consider ways to address challenges faced by organizations with multiple funding streams.



Metro

Closing and Next Steps

Next Steps

- Post approved meeting summary online
- Next meeting: May 10th, 2023

Meeting Adjourned



Zoom Chat

01:12:27 Cristina Palacios: Mercedes was first
01:12:36 Cristina Palacios: Than me
01:13:00 Melia Deters: Thanks Cristina, will you make sure your chat is set to everyone?
01:13:10 Melia Deters: Cristina: Mercedes was first
Than me
01:13:12 Cristina Palacios: Yes
01:13:23 Cristina Palacios: Mercedes was before me
01:19:24 Eboni Brown: Agreed Mercedes
01:20:17 Mercedes Elizalde: County contracts for SHS will fund agencies and providers will establish standards throughout the region to achieve livable wages for direct service staff
01:20:40 Eboni Brown: County contracts for SHS will fund agencies and providers will establish standards throughout the region to achieve livable wages for direct service staff
01:20:45 Eboni Brown: From Mercedes
01:21:39 Melia Deters: Thanks, Eboni! @Mercedes, will you set your chat to everyone?
01:21:52 Mercedes Elizalde: Done, thank you!
01:24:12 Zoila Coppiano: be right back, need 10 minutes
01:34:09 Chair Tootie Smith: Counties need to be able to pay living wage under their own established pay equity guidelines established through law passed by the Oregon Legislature. Unless of course an update to that is in order
01:34:38 Melia Deters: Chair Smith: Counties need to be able to pay living wage under their own established pay equity guidelines established through law passed by the Oregon Legislature. Unless of course an update to that is in order
01:35:05 Melia Deters: Hi everyone-- please make sure your chat is set to "Everyone" instead of "Hosts and panelists"
01:42:49 Cristina Palacios: Love that, we need to keep ourselves accountable.
01:42:57 Cristina Palacios: With concrete dates
01:43:20 Chair Tootie Smith: Very good discussion. I have to leave now
01:43:32 Melia Deters: Chair Smith: Very good discussion. I have to leave now
01:43:44 Melia Deters: Thanks for joining, Chair!
01:49:38 Mercedes Elizalde: I was referring to the county departments, not Metro specifically
01:50:17 Mercedes Elizalde: It is still true that if bills aren't paid on time it is difficult to create stable livable wages
01:57:52 Mercedes Elizalde: Assess reasonable scale of outcomes and case load as it relates to compensation
02:08:44 Cristina Palacios: Not all CA are
02:19:05 Mercedes Elizalde: County contracts for SHS will fund agencies and providers, and establish standards throughout the region to achieve livable wages for direct service staff
02:20:55 Cristina Palacios: Is it too much to add - County will fund agencies and providers in a timely matter?

Option	Goal
1	Fair and equitable pay for Supportive Housing Services (SHS)-funded agencies and providers throughout the region.
2	<p>Goal A: Supportive Housing Services (SHS) funded agencies and providers throughout the region pay livable wages to direct service staff.</p> <p><u>County contracts for SHS funded agencies and providers will establish standards throughout the region to achieve livable wages for direct service staff.</u></p> <p>Goal B: Distribution of pay from lowest to highest paid staff within SHS-funded agencies and providers is equitable throughout the region.<u>(amend language)</u></p>

Discussion notes:

Recommendation Options

- Map current wage and benefit conditions and include previous and existing work.
- Draft a housing-worker wage framework that provides guidance to Counties and SHS-funded agencies and providers, and includes contracting evaluation and alignment.
- Consider ways to allow for differential pay for lived experience, bilingual employees, and culturally specific organizations.
- Consider ways to address challenges faced by organizations with multiple funding streams.
- Assess reasonable scale of outcomes and case load as it relates to compensation
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Discussion notes: