



**Metro**

600 NE Grand Ave.  
Portland, OR 97232-2736

# Agenda

Meeting: Supportive Housing Services Tri-County Planning Body Meeting  
Date: August 9<sup>th</sup>, 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 review progress of the healthcare systems alignment goal and learn about the homeless services data ecosystem.

4:00pm **Welcome and Introductions**

4:10pm **Public Comment**

4:15pm **Staff Updates**

4:20pm **Healthcare Systems Alignment Update**

5:15pm **Homeless Services Data Overview** (Abby Ahern, Metro)

5:50pm **Closing and Next steps**

1. Next meeting: September 13<sup>th</sup>, 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, July 12th, 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 receive the 2022 Supportive Housing Services Annual Report presentation and provide feedback on the Regional Plan template categories presented by Metro.

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### Member attendees

Co-chair Matt Chapman (he/him), Co-chair Eboni Brown (she/her), Zoi Coppiano (she/her), Mercedes Elizalde (she/her), Yvette Hernandez (she/her), Monta Knudson (he/him), Nicole Larson (she/her), Michael Ong Liu (he/him), Cristina Palacios (she/her), Steve Rudman (he/him), Mindy Stadtlander (she/her)

### Absent members

Sahaan McKelvey (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), Washington County – Jes Larson (she/her), Multnomah County – Breanna Flores (she/her)

### Metro

Abby Ahern (she/her), Giovanni Bautista (he/him), Melia Deters (she/her), Valeria McWilliams (she/her), Patricia Rojas (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, facilitated introductions between TCPB members, and reviewed the agenda.

The TCPB approved the June Meeting Summary.

## Public Comment

No public comment was received.

## Staff Updates

Patricia Rojas, Metro, shared that Metro Council approved the addition of 22 full-time employees (FTE) for the Metro Housing Department. Included are staff who will work to implement a technical assistance and capacity support team for Metro's jurisdictional partners.

## Tri-County Planning Body Meeting Summary

Valeria McWilliams, Metro, reminded the TCPB that moving forward, each monthly meeting will be focused on one of the regional goals. She shared brief updates on each regional goal and stated that Metro is reviewing six TCPB member applications. She added that no further comments were received on the Racial Equity Lens and the latest version is in the meeting packet.

Steve Rudman asked when the TCPB would receive the Quarter 4 Regional Long-term Rent Assistance (RLRA) voucher numbers.

*Valeria McWilliams, Metro, replied August 15, 2023.*

## 2022 Supportive Housing Services (SHS) Annual Report Presentation

### Presentation

Co-chair Eboni Brown recognized the SHS Oversight Committee for its work to complete the Annual Report.

Susan Emmons, SHS Oversight Committee, Co-chair, presented an overview of the SHS Oversight Committee process, values, and role.

Nui Bezaire, Metro, presented an overview of the SHS Oversight Committee annual review process and shared performance goals and results. She reported that highlights include building local and regional infrastructure, expanding regional coordination and partnerships, and innovating new approaches to programming. She shared that challenges included the time it takes to build out new systems, staff hiring and retention, and data misalignment.

Susan Emmons, SHS Oversight Committee, Co-chair, shared the five recommendations from the Annual Report, including a regional communication strategy, financial reporting expectations, workforce, cross-sector coordination, and data reporting and evaluation alignment. She highlighted that some of these recommendations overlap with the TCPB.

### Q&A

Mercedes Elizalde asked if Nui and Susan could expand upon what types of data evaluations they are looking for.

*Nui Bezaire, Metro, responded that the type of evaluation is to be determined in collaboration with the jurisdictions.*

Monta Knudson asked if the communication strategy would include the history and systemic challenges that created the housing crisis.

*Susan Emmons, SHS Oversight Committee, Co-chair, replied that there has been a loss of housing since at least 1978. She acknowledged previous efforts to communicate this problem and shared that there could be a narrative about this timeline as the housing crisis didn't occur overnight.*

*Monta Knudson added that lack of access to mental health services is another component of the problem.*

Mercedes Elizalde stated that there is a misconception that the houseless community is static and suggested adding the daily population fluctuation to the communication strategy. She noted that businesses and the for-profit housing sector also have a role to play in solving the housing crisis.

Co-chair Matt Chapman agreed with emphasizing the in and outflow of those who experience homelessness. He noted that dramatic rent increases are creating a larger inflow and that certain transitions, such as someone leaving foster care or incarceration add to the houseless population. He stated that this is a complex issue to communicate since there is a diversity of causes.

## Tri-County Planning Body Meeting Summary

Cristina Palacios highlighted that homelessness looks different in immigration and other communities, such as multiple families living under one roof, and that should be included in the communications plan.

Abby Ahern, Metro, reflected that the inflow and outflow of the houseless population is an important point and noted that each jurisdiction is working with Built for Zero.

Co-chair Eboni Brown noted that Washington County made rapid funds available for outreach providers and her organization has been able to prevent homelessness by providing clients rent for multiple months or buying out their leases.

Washington County Chair Kathryn Harrington shared her appreciation to Metro Council, staff, and the SHS Oversight Committee for their work. She asked if stabilization reserves are being tracked and how racial justice is defined to measure success.

*Patricia Rojas, Metro, confirmed that stabilization reserves are being monitored. She responded that racial justice is a goal to always work towards and noted that Section 5.3 of the Work Plan states that goals are driven by racial equity and will hopefully advance racial justice.*

Ben Duncan, Kearns & West, noted that a future conversation could be dedicated to defining the notion of justice in implementing and designing the TCPB Regional Plan.

Susan Emmons, SHS Oversight Committee, Co-chair, stated the SHS Oversight Committee's notion of racial justice is that there is a place for everyone to live. She reflected that committee members need to believe in that goal to achieve it. She added that equitable wages and staff treatment are also steps towards justice.

Co-chair Eboni Brown agreed that it is possible and noted that this year her organization was able to provide a 60K salary for all entry-level staff and increased wages for middle management. She noted that as a collective, people need to demand more.

Co-chair Matt Chapman reflected that equity is a status and justice is a journey. He added that the energy the TCPB had during the equity lens exercise was inspiring and focusing.

Multnomah County Commissioner Susheela Jayapal thanked Washington County Commissioner Kathryn Harrington for raising the question as it is often not defined. She added that justice is systems change and that to equitably change wages is a form of justice. She commended the SHS Oversight Committee for their Annual Report. She noted that the TCPB discusses data as an integrated strategy that underlines all work and asked for the data analysis and inventory work that's underway to be an agenda item.

*Patricia Rojas, Metro, responded that will be discussed in August.*

Zoi Coppiano reflected on her appreciation for discussing racial equity and for making racial justice a goal.

Nicole Larson asked if there are SHS funds to hire mental health providers and to utilize existing providers for cross-sector work.

*Jes Larson, Washington County, deferred to the SHS Oversight Committee's findings and added that it is a combination of approaches. She noted that one staff person bridges health and housing to support housing planning, not for navigating the medical system.*

*Vahid Brown, Clackamas County, responded that Clackamas County also has a mixed approach with an overlapping position for health and housing programming and a few positions in the health center division.*

## Tri-County Planning Body Meeting Summary

Co-chair Eboni Brown added that Washington County allows providers to add mental health support as part of their responses to County requests for proposals.

Patricia Rojas, Metro, noted that each county implements investments and that there are significant gaps in the behavioral health system that housing cannot fix.

Susan Emmons, SHS Oversight Committee, co-chair, stated that the SHS measure was never meant to fix the mental health system. She noted that permanent supportive housing (PSH) and SHS allow those who have a background in mental health and know how to access mental health services to receive support.

Steve Rudman shared his excitement about the communication strategy recommendation and that historical context is important. He suggested discussing what behavioral health systems integration and alignment look like.

Mindy Stadlander added that the behavioral health system has the same workforce issue and noted that while the 1115 Medicaid Waiver is exciting, there is no need to wait until the waiver is released to begin cross-sector alignment.

Jes Larson, Washington County, echoed Mindy's comment and noted that the Heartwood Commons has a behavioral health care provider funded by SHS. She added that Health Share of Oregon is working to identify how Medicaid resources can leverage PSH funding.

Susan Emmons, SHS Oversight Committee, co-chair, closed the discussion with a Martin Luther King, Jr quote: "Faith is taking the first step, even if you can't see the whole staircase."

### Regional Plan Template Categories

Co-chair Matt Chapman reflected that the TCPB has co-created six areas of work and the next step is to develop the Regional Plan. He noted that today the TCPB will look at how the Regional Plan will be structured.

Valeria McWilliams, Metro, shared the Regional Plan chapter structure and asked for feedback.

Mercedes Elizalde recommended identifying who the responsible parties are for implementation.

Co-chair Matt Chapman suggested including measures of success.

Nicole Larson proposed adding pre-and-post-interventions to track metrics.

Yvette Hernandez suggested adding challenges to see where the TCPB was and wasn't successful for current and future work.

Valeria McWilliams, Metro, stated that TCPB will be monitoring progress and will have opportunities to provide amendments.

Co-chair Matt Chapman proposed adding a SWOT (strengths, weaknesses, opportunities, and threats) analysis.

### Closing and Next Steps

Co-chair Eboni Brown provided closing remarks and thanked everyone for meeting.

The next steps include:

- August 9th, 4-6 pm.
- TCPB to consider discussing and defining racial justice in implementing and designing the TCPB Regional Plan.

## **Tri-County Planning Body Meeting Summary**

- TCPB to receive information and discuss data analysis and inventory.
- TCPB to consider discussing what behavioral health systems integration and alignment looks like.

### **Adjourn**

Adjourned at 5:40 pm.

The following materials were received  
during the meeting.





Metro

Meeting will start at 4pm

# Metro Regional Supportive Housing Services

Tri-County Planning Body | August 9<sup>th</sup>, 2023



Metro

# Welcome and Opening Remarks

# Agenda

- 4:00pm Welcome and Introductions
- 4:10pm Public Comment
- 4:15pm Staff Updates
- 4:20pm Healthcare System Alignment Updates
- 5:15pm Homeless Services Data Overview
- 5:50pm Closing and Next Steps
- 6:00pm Adjourn



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# Public Comment



Metro

# Healthcare Systems Alignment Update



# Cross-Sector Health and Housing Collaboration

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Mindy Stadlander  
Maggie Bennington-Davis



Medicaid, OHA, CCOs, Health Share...

# Medicaid Overview - Quickly

- Medicaid is a federal program administered by each state.
- OHP (Oregon Health Plan) is Oregon's version of Medicaid.
- CCOs (Coordinated Care Organizations) are locally administered Medicaid benefit organizations.
- There are 16 CCOs in Oregon. Health Share is one of two CCOs serving the tri-county area.
- About 1.4 million Oregonians are currently OHP members.

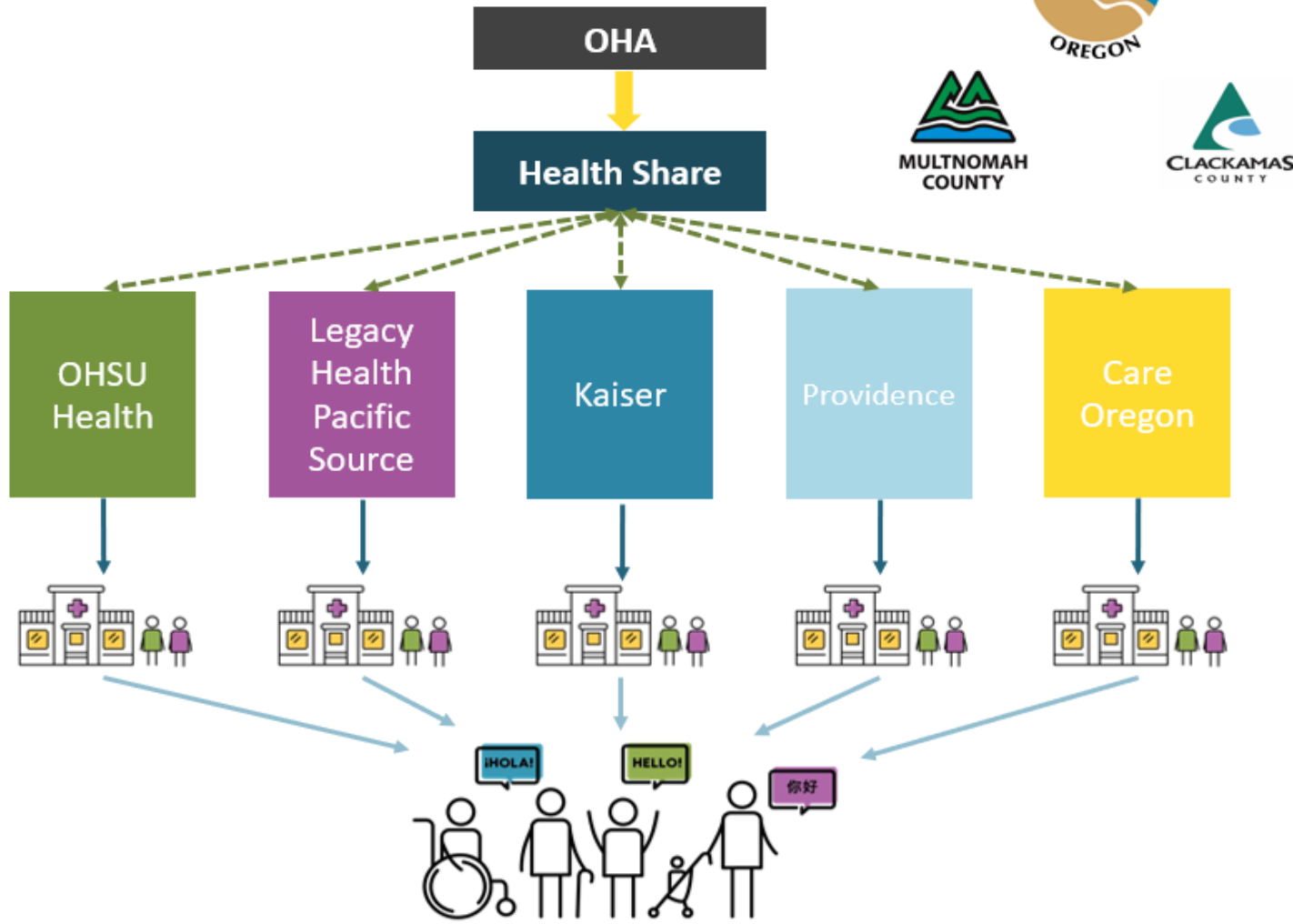


# Health Share Overview

- Health Share is Oregon's largest Medicaid Coordinated Care Organization (CCO), serving over 460,000 Oregon Health Plan members in the greater Portland metro region.
- Work is guided by our Community Health Improvement Plan and our Strategic Plan, which both identify access to housing as a priority and health equity as a foundational principle.



# Health Share Collaborative



# What's a Waiver?

- People are eligible for OHP based on income and some other categories of need
- Federal rules set standards for eligibility and what Medicaid benefits are offered, but states can request to waive federal rules in order to have more flexibility
- Oregon renews/revises its waiver every 5 years as a way to push the envelope in healthcare transformation

# Oregon's Final Waiver Components

Overall goal is to Advance Health Equity, broken down into four sub-goals



Ensuring people can maintain their health coverage



Improving health outcomes by addressing health related social needs



Ensuring smart, flexible spending for health-related social needs and health equity



Creating a more equitable, culturally- and linguistically-responsive health care system

# HRSN Benefit Categories

1. Rental assistance or temporary housing (up to 6 months )
2. Utility assistance (up to 6 months; tied to receiving #1)
3. One time transition and moving costs
4. Housing deposits and fees
5. Medically necessary home modifications
6. Pre-tenancy and tenancy support services
7. Navigation and/or case management for housing

Housing



1. Nutrition and cooking education
2. Fruit and vegetable prescriptions (up to 6 months)
3. Meals (up to 3/day) or healthy food boxes for pregnant members, children, and YSHCN (up to 6 months)
4. Medically tailored meal delivery (up to 3/day; up to 6 months)
5. Navigation and/or case management for community-based food resources

Food



1. Medically necessary devices that maintain healthy temperatures and clean air including air conditioners, heaters, and air filters
2. Generators to operate medical devices like ventilators in a power outage

Climate



# Who is potentially eligible for HRSN – certain situations

- People leaving psychiatric facilities (OSH, inpatient and residential)
- People leaving incarceration (jails, juvenile corrections, prison)
- People who are especially vulnerable and experiencing extreme weather events
- Youth in foster care who are “aging out”
- Youth with special health care needs
- Some people who are experiencing homelessness or are at-risk for homelessness

# HRSN vs. Health-Related Services (HRS)

- HRS are cost-effective services delivered to an individual OHP member to supplement covered benefits and improve their health and well-being.
- HRS flexible funds are currently available to support members' health-related needs.
- HRS funds can be used to provide items or services. They can only be used for non-covered individual services and supports (as opposed to a benefit, which a member is entitled to if they meet eligibility criteria).
- All CCO members are eligible for HRS.
- Only eligible populations will have access to the specific HRSN benefits.



# Health Share's Housing Benefit Pilot



# Housing Benefit Pilot

- **Goal:** Pilot a “housing benefit” concept using health-related services funding, in advance of waiver approval, to address equity issues impacting access to HRS for housing.
- **Scale and Timeline:**
- Planning began in January 2022.
- Believed we could reach 1,500 eligible individuals over 18 months.
- First member received services in May, 2022. More than 500 have been enrolled since then.

# Benefit Package

- Short-Term Rental Assistance
- Utility Assistance
- Housing Navigation Support
- Hotel/Motel Stays
- Move-In Support
- Home Remediation Services
- Home Accessibility and Safety Modifications



# Partner Collaboration

- Hosting monthly meeting to gather feedback from counties, community, and health system partners and provide status updates
- Leveraging access to long-term rent assistance when possible through county programs (e.g. youth exiting foster care)
- Ongoing conversations about coordinated access and how to support members needing longer term support
- Leveraging expertise of those with lived experience through RSHIF Steering Committee

# Bridging to HRSN Implementation

- Know that we need to bridge the pilot to the new Health Related Social Need (HRSN) housing benefit
  - OHA has postponed implementation of the housing HRSN benefit to at least July 2024
- Administration will be similar to typical medical/behavioral health benefits
  - Defined eligibility criteria with documented “clinical and social risk” requirements
  - Individual encounter-level data
  - Closed loop referral process will be required for all HRSN benefits
  - Grievance and Appeals processes
- There is still a lot of discussion about how the benefit will be administered between OHA, OHCS, and CCOs, and the roles are not clear yet

# Cross-Sector Collaboration

# Partnership Across Silos to Serve Our Clients

- Examples:
  - Sequoia story (billing for peers)
  - COVID housing needs
  - H+H pilot
  - BH needs of population



# What are we doing now?

- Convened healthcare and housing leaders
- Developing shared vision for Medicaid waiver
- Planning for greater integration between systems



## Next Steps: Operations



- **Aim:** Develop recommendations for the operationalization of waiver benefits within our regional context
- Workgroups comprised of county housing staff, CCOs, community partners, health plans, and behavioral health experts.







# Next Steps: Operations



- Four workgroups launching in August:
  - **Population definition**
  - **Assessment and referral**
  - **Data sharing and infrastructure**
  - **Network management**



# System coordination goes beyond the waiver...

- Behavior health
- Substance use disorders
- Permanent supportive housing



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# Questions & Answers



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# Regional Homeless Services **Data Overview**

# Data Overview

- Data vs Technology
- How HUD shapes local and regional data systems and reporting
- What is Built for Zero- how it shapes regional data and reporting
- Metro SHS reporting development
- On-going Regional Coordination efforts

# Data vs. Technology



## DATA

- Actual answers participants give to questions asked by direct service staff



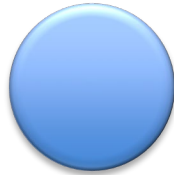
## TECHNOLOGY

- Systems we use to enter, track, report out, and analyze data
- Examples: databases, apps, and analytic tools

# Regional Funding in 2021

approx.

**\$37,000,000**



**Housing and Urban  
Development (HUD)**

approx.

**\$18,000,000**



**Oregon Housing and  
Community Services (OHCS)**

# How do funders shape data systems?





# Federal Regulations

- Homeless management information system (HMIS)
- Continuum of Care (CoC)
  - Designates an HMIS



# Grant Parameters and Contract Language



- Data standards
- System-wide reporting standards

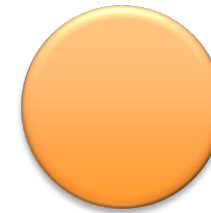
# Regional Funding in 2021



+



=

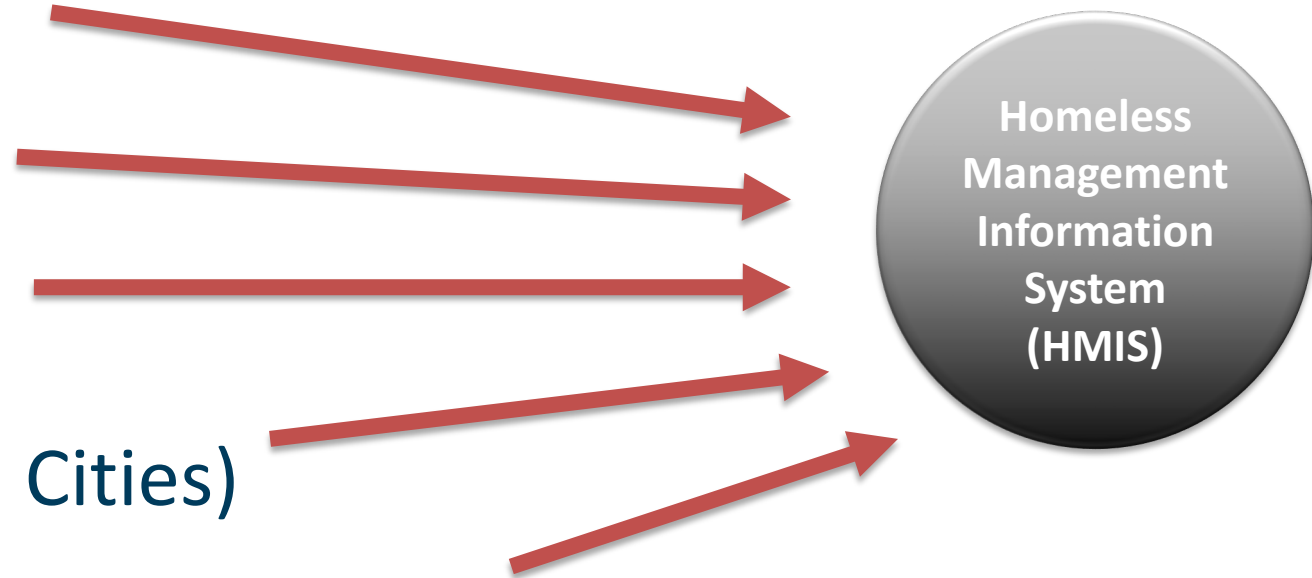


**Oregon Housing  
and Community  
Services (OHCS)**

**Housing and Urban  
Development  
(HUD)**

approx.  
**\$55,000,000**

- Federal (HUD)
- State (OHCS)
- Regional (SHS)
- Local (Counties, Cities)
- Private (Foundations, Donors)



# Data Reporting Standards

- HMIS Data Standards Manual
  - Specifications and methodologies
- HMIS Data Dictionary
  - Definitions

# National Reporting Standards

- Housing Inventory Count (HIC)
- System Performance Measures (SPM)
- Longitudinal System Analysis (LSA)
- Point in Time Count (PIT)





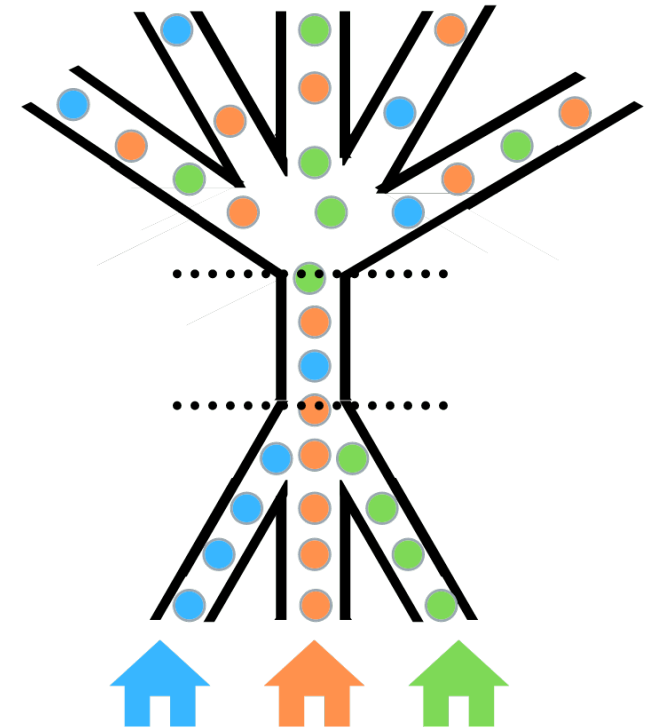
Metro

# Built for Zero

a national movement to support housing services systems in moving communities to “functional zero homelessness.”

# Coordinated Entry

**Coordinated Entry (CE)** is a system designed to assess and move people experiencing homelessness into permanent housing.







Metro

# Built for Zero

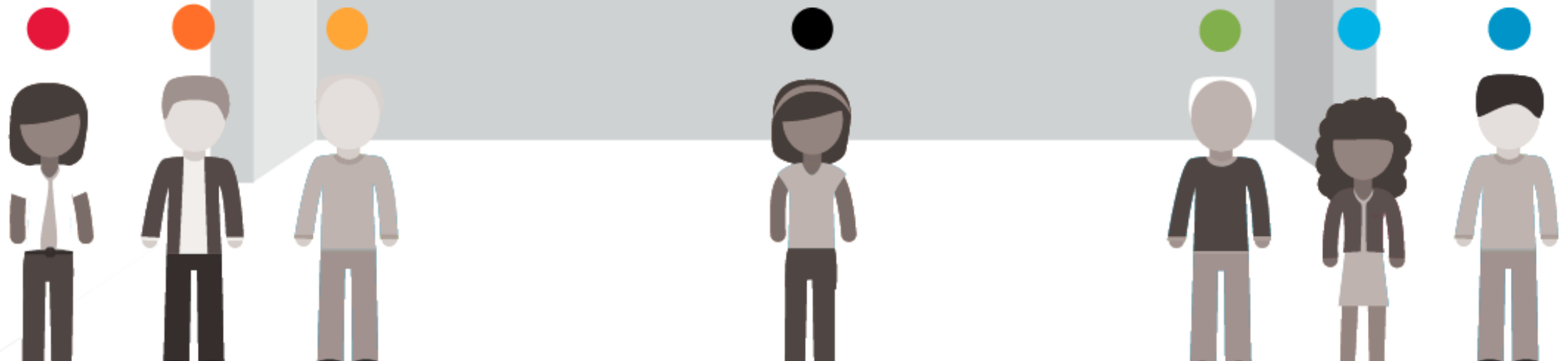
a national movement to support housing services systems in moving communities to “functional zero homelessness.”



**INFLOW**

**ACTIVELY HOMELESS**

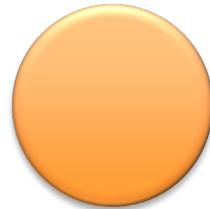
**OUTFLOW**



# Regional Funding in 2021

approx.

\$55,000,000



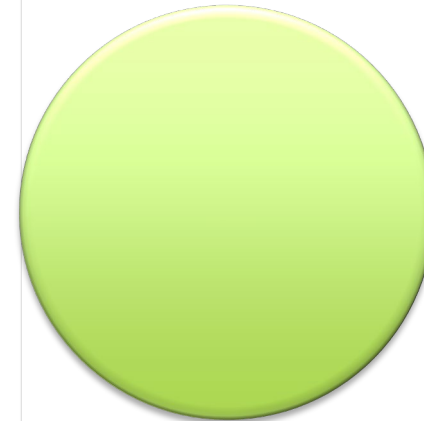
**Housing and Urban Development (HUD)**

**+**

**Oregon Housing and Community  
Services (OHCS)**

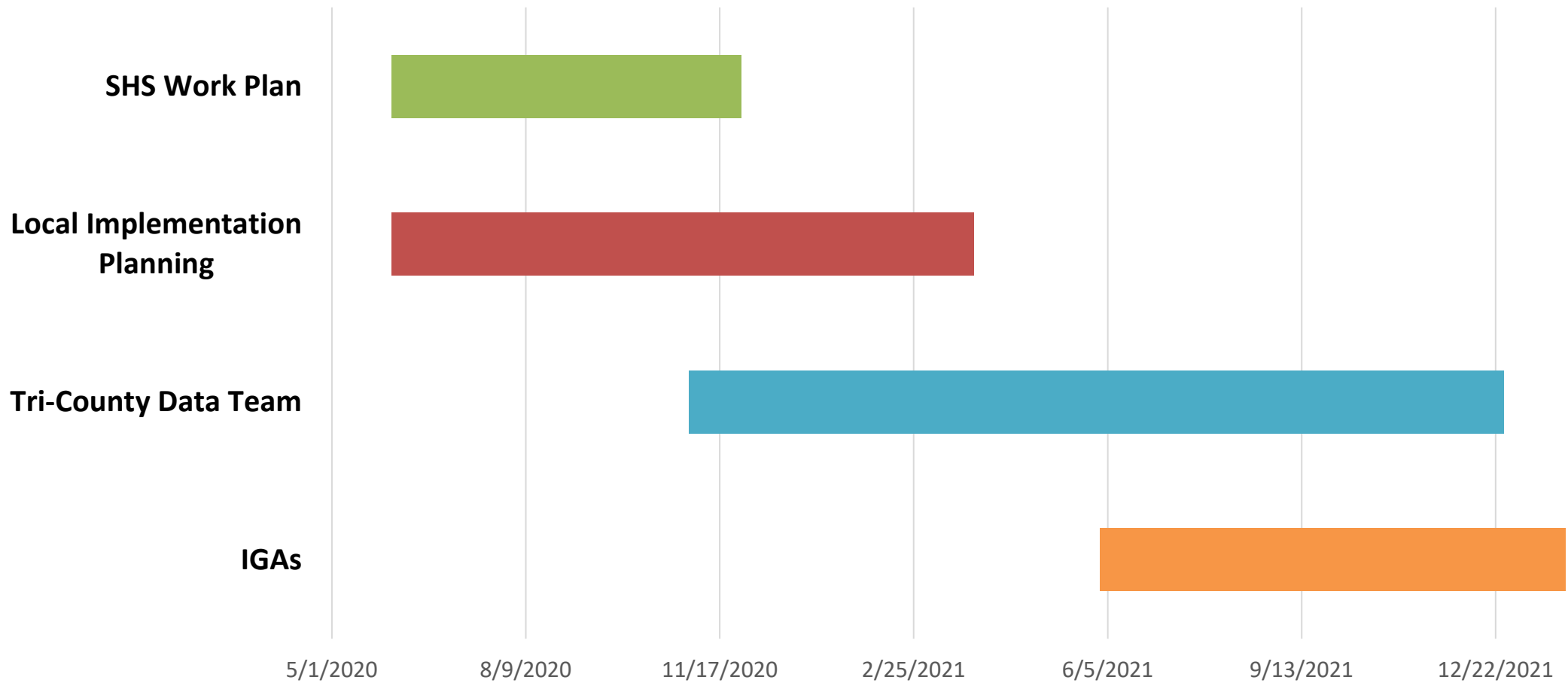
approx.

\$225,000,000



**Supportive Housing Services**

# SHS Data Framework



# SHS Report Development

- Quarterly and annual report templates co-developed my Metro and three counties
- Reporting requirements guided by SHS work plan
- IGA lists reporting requirements





Metro

# Regional Coordination

# Regional Coordination

- Tri-County Data Team
- Regional HMIS Implementation
- Regional Point in Time Count
- Built for Zero collaboration

# Regional Coordination Tri-County Data Team

- Weekly coordination meetings took place from November 2020 through April 2022
- Purpose was to develop coordinated definitions and aligned reporting methodologies for Metro reporting
  - Based on the language in section 5.2 of the SHS workplan



# Regional Coordination Tri-County Data Team

- » Regional Metrics and specifications agreed upon and defined
  - Population A definition
  - Population B definition
  - Length of time homeless
  - Returns to homelessness
  - Number of supportive housing units created
  - Households in need of supportive housing
  - Number of housing placements and homelessness preventions, by housing intervention type and priority population type

# Regional Coordination Tri-County Data Team

- Meetings slowed down in April 2022 and frequency was less consistent
- Monthly meetings restarted in March 2023
- » Regional Metrics and specifications still being finalized
  - Retention measure
  - Inflow/outflow measure

# Regional Coordination Tri County HMIS Implementation

Starting in Jan 2022, 3 counties meet every other week to work towards the new implementation. Coordination includes:

- IGAs, policies and procedures, and governance and decision-making
- Agency Community Services Software (CSS) Participation agreement
- Administrative agreement
- CSS End User License Agreement

# Regional Coordination Tri County HMIS Implementation

## Key IGA Elements:

- Regional governance structure
- Technical Change Control Board
- Regional HMIS Council
- Privacy and Security protocols

Charters will be developed within 120 days of launch of new implementation, as stipulated in the IGA.

Launch Projected for Fall 2023.

# Regional Coordination Point in Time Count

## **In 2023 Portland Metro Region conducted coordinated Tri County PIT**

- Historically each county has performed its own PIT with unique methodologies and reports
- Worked together to hire expert consultants
- All counties aligned on methodology and analysis
- The Count took place over the week of Jan. 25-31, 2023,
- High level data has been submitted to HUD, In depth regional analysis is being produced now and will be shared late summer/early fall 2023

# Regional Coordination Built for Zero

- All three counties are designated Built for Zero communities
- Three counties and Metro have been meeting monthly since March 2023
- Learning from each other
  - Policy, procedure, and document sharing
  - Problem-solving
  - Sharing best practices and early learning



Metro

# Questions & Answers

# Reference Links

- [SHS workplan](#)
- [HMIS Data Dictionary](#)
- [HMIS Data Standards](#)
- [Built for Zero website](#)
- [SHS regional annual report](#)
- [Annual and quarterly county-level SHS reports](#)
- [HUD 24 CFR Part 578](#)
- County Local Implementation Plans (LIPs)
  - [Clackamas](#)
  - [Multnomah](#)
  - [Washington](#)
- [Housing Inventory Count \(HIC\)](#)
- [Point in Time count \(PIT\)](#)
- [System Performance Measures \(SPM\)](#)
- [Longitudinal System Analysis \(LSA\)](#)





Metro

# Closing and Next Steps

# Next Steps

- Post approved meeting summary online
- Next meeting: September 13<sup>th</sup>, 2023

# Meeting Adjourned



# Sources

- U.S. Department of Housing and Urban Development. (2022, March 14). FY2021 CONTINUUM OF CARE NOTICE AND FUNDING REPORT.  
[https://www.hud.gov/program\\_offices/comm\\_planning/coc/fy21-coc-program-competition](https://www.hud.gov/program_offices/comm_planning/coc/fy21-coc-program-competition)
- Oregon Housing & Community Services. (2021-2023). System Map for Homelessness and Housing Services, 2021-2023 Biennium.

## Zoom Chat

01:15:53 Vahid Brown: Can't hear Mindy

01:17:17 Vahid Brown: can't hear jes

01:30:07 Eboni Brown: What were the population breakdowns of those served in the pilot, is that information available?

01:48:48 Eboni Brown: Staff updates next

01:50:01 Ben Duncan (Kearns & West): staff updates will occur after our data discussion

02:10:03 Lori Kelley, She/Her, Joint Office of Homeless Services: This is also relevant when we talk about "vulnerable populations being prioritized" across multiple sectors.

02:30:22 Metro Housing Department: Thank you for joining, presenters!