



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Agenda

Meeting: Supportive Housing Services Tri-County Planning Body Meeting
Date: September 13th, 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 learn about and weigh in on Homeless Management Information Systems (HMIS) opportunities and constraints and receive preliminary information about the regional investment fund.

4:00pm **Welcome and Introductions**

4:10pm **Public Comment**

4:15pm **Staff Updates**

4:20pm **August Meeting Questions**

4:30pm **HMIS Opportunities and Constraints**

5:25pm **Regional Investment Fund**

5:55pm **Closing and Next steps**

1. Next meeting: October 11th, 4-6pm

6:00pm **Adjourn**

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ការគោរពសិទ្ធិពលរដ្ឋរបស់ ។ សំរាប់ព័ត៌មានអំពីកម្មវិធីសិទ្ធិពលរដ្ឋរបស់ Metro ឬដើម្បីទទួលបានកម្មប្រតិបត្តិការរើសអើងសម្រាប់សេចក្តីណែនាំ www.oregonmetro.gov/civilrights។ បើលោកអ្នកត្រូវការអ្នកបកប្រែភាសានៅពេលអង្គប្រជុំសាធារណៈ សូមទូរស័ព្ទមកលេខ 503-797-1700 (ម៉ោង 8 ព្រឹកដល់ម៉ោង 5 ល្ងាច ថ្ងៃធ្វើការ) ប្រាំពីរថ្ងៃ មុនថ្ងៃប្រជុំដើម្បីអាចឲ្យគេសម្រួលតាមសំណើរបស់លោកអ្នក ។

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Tri-County Planning Body Meeting Summary

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

Member attendees

Co-chair Eboni Brown (she/her), Mercedes Elizalde (she/her), Monta Knudson (he/him), Nicole Larson (she/her), Michael Ong Liu (he/him), Sahaan McKelvey (he/him), Steve Rudman (he/him), Mindy Stadtlander (she/her)

Absent members

Co-chair Matt Chapman (he/him), Zoi Coppiano (she/her), Yvette Hernandez (she/her), Cristina Palacios (she/her)

Elected delegates

Multnomah County Commissioner Susheela Jayapal (she/her), Metro Councilor Christine Lewis (she/her)

Absent elected delegates

Washington County Chair Kathryn Harrington (she/her), Clackamas County Chair Tootie Smith (she/her)

County staff representatives

Clackamas County – Vahid Brown (he/him), Washington County – Jes Larson (she/her), Jessi Adams (she/her), Multnomah County – Breanna Flores (she/they)

Metro

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

Kearns & West Facilitators

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

Note: The meeting was recorded via Zoom; therefore, details will be mainly focused on the discussions, with less detail regarding the presentations. Presentation slides are included in the archived meeting packet.

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. He noted that there was a slight agenda shift and that Staff Updates would become the final agenda item.

The TCPB approved the July Meeting Summary.

Tri-County Planning Body Meeting Summary

Public Comment

No public comment was received.

Healthcare Systems Alignment Update Presentation – Medicaid and Health Share

Dr. Maggie Bennington Davis, Health Share of Oregon, presented on cross-sector health and housing collaboration. She gave an overview of Medicaid and Health Share and shared details on the Medicaid Waiver and its connection to the health-related social need (HRSN) benefit. HRSN benefit categories include housing, food, and climate. Identified populations, such as those leaving psychiatric facilities, incarceration, or foster care, are potentially eligible for HRSN benefits for up to six months. She noted not all identified populations would be eligible at the launch of the HRSN benefit program.

Multnomah County Commissioner Susheela Jayapal asked for further criteria definitions on HRSN eligibility.

Dr. Maggie Bennington Davis replied that additional criteria are yet to be defined but could look like an individual transitioning out of incarceration and could be at risk of becoming homeless.

Monta Knudson asked if organizations would be able to buy housing capacity through this mechanism to support multiple individuals rather than one individual buying one unit.

Mindy Stadlander replied that the current rules wouldn't make that a straightforward process as the benefit is linked to the individual and their needs. She noted that there are creative ways to draft contracts to make that a possibility, but funds cannot be shifted to housing from the food and climate categories.

Monta Knudson shared his concern for housing provider funders, such as cities or counties, directing providers to receive payment for individual benefits, which can make housing a risky business.

Michael Liu asked if six months is enough time for an individual to stabilize, or what is the next step for individuals after six months, such as entering another program.

Dr. Maggie Bennington Davis, Health Share, replied that this question emphasizes the need for partners in the work to not perpetuate harm.

Mindy Stadlander noted that Oregon is one of five states to have the Medicaid Waiver housing benefit and the opportunity exists for the TCPB to influence future decisions about prioritization.

Liam Frost, Metro, added that the Medicaid Waiver was a concept from 2015 with a marginal budget, and now with a large amount of Supportive Housing Services (SHS) funding coming in, it's a collective job to leverage both funds.

Co-chair Eboni Brown reflected that it sounds like Health Share is prioritizing individuals in transition and asked if there is any collaboration underway to make housing accessible to those formerly incarcerated.

Dr. Maggie Bennington Davis, Health Share, replied that while formerly incarcerated populations are potentially eligible populations, there is no current work underway.

Mindy Stadlander added that the Health Share Pilot looked at the different eligible populations and that the starting populations with the HRSN benefit will be those with

Tri-County Planning Body Meeting Summary

significant mental health disorders, substance use disorders, and who are at risk of homelessness.

Jes Larson, Washington County, added that these newly available resources are in addition to current capacity issues and landlords are still needed to expand capacity. She added that additional funding should create system efficiencies.

Vahid Brown, Clackamas County, underscored the importance of being closely coordinated as the region works on increasing landlord engagement and relaxing tenant screening criteria.

Valeria McWilliams, Metro, emphasized the need for reduced tenant screening barriers and noted that the landlord recruitment regional goal is underway and will be shared with the TCPB this fall.

Mercedes Elizalde stated that this work connects to coordinated entry and highlights the importance of a continuum of care. She stated it's important to ensure that individuals don't get disqualified from other housing programs once their six-month housing waiver expires.

Presentation – Health Share's Housing Benefit Pilot

Dr. Maggie Bennington Davis, Health Share, shared information about Health Share's Housing Benefit Pilot which began in 2022. The Pilot provides benefits including short-term rental and utility assistance, housing navigation support, move-in support, and accessibility modifications. She discussed the importance of partner collaboration to leverage benefits across programs and funding and mentioned how Health Share will bridge the pilot to the new HRSN benefit.

Co-chair Eboni Brown asked what the population breakdowns were of those served in the pilot.

Dr. Maggie Bennington Davis, Health Share, replied that the populations were similar to the Medicaid waiver and noted that when the HRSN benefit begins, not all populations will be served at the beginning.

Liam Frost, Metro, added that the outcome is a great system where housing and healthcare are working together. He reflected on the meetings Metro has convened between both sectors for the Medicaid waiver and noted that there is a larger conversation to integrate systems and coordinated entry which ties into another TCPB goal. He added that Metro has convened four workgroup meetings beginning in August to work through key topics, and the work from those groups will be reported to the TCPB in the next three months.

Mindy Stadlander added that the opportunities to leverage both systems expand beyond the Medicaid waiver.

Allie Alexander-Sheridan, Washington County, shared that Medicaid Waiver housing benefits operational work is underway and that the four workgroups Liam Frost mentioned will develop recommendations on population definition, assessment and referral, data sharing and infrastructure, and network management.

Liam Frost, Metro, noted that a lot of this work is directed towards the Oregon Health Authority as they determine rollout.

Mercedes Elizalde asked if there has been consideration of utilizing Measure 110-funded providers for behavioral health and substance abuse clients.

Mindy Stadlander replied that this is a good point and could be maximized. She noted that there is an inclusive definition of behavioral health and substance abuse diagnosis.

Tri-County Planning Body Meeting Summary

Jes Larson, Washington County, noted the Medicaid work necessitates system integration and that it is important to define populations ahead of time. She reflected that this work will be iterative and won't be perfect the first time.

Homeless Services Data Overview

Presentation

Abby Ahern, Metro, gave an overview of homeless services data and detailed what regulations and funding go into the Homeless Management Information System (HMIS). She shared the data reporting standards for HMIS and defined Built for Zero and coordinated entry.

Jes Larson, Washington County, shared that coordinated entry is used as a way to manage limited resources to meet community needs.

Abby Ahern, Metro, added that coordinated entry shifts the administrative burden of identifying individual programs and resources from an individual to the services system.

Mindy Stadlander noted that Health Share is aware that these are the same individuals they serve.

Abby Ahern, Metro, detailed the Supportive Housing Services data framework and report.

Heather Skriver, Washington County, shared information on regional coordination work, including the Tri-County Data Team whose purpose was to develop regional definitions and aligned reporting methodologies for Metro reporting.

Lori Kelley, Joint Office of Homeless Services, shared that the Tri-County Data Team is now focusing on coordination for HMIS implementation.

Melanie Pascual, Clackamas County, shared that there are regional coordination around the Point In Time count and Built for Zero.

Staff Updates

Staff updates were moved to the end of the agenda at the beginning of the meeting but were not discussed due to time constraints. Staff committed to sending a written update to the TCPB.

Closing and Next Steps

Ben Duncan, Kearns & West, noted that the September meeting will include further data discussion.

Valeria McWilliams, Metro, added that a single-page progress report will now be included as part of the meeting packet moving forward.

The next steps include:

- Next meeting: September 13th, 4-6 pm.
 - Continued data conversation.
- Metro to send staff updates by email.
- Metro to share landlord recruitment work this fall.
- Metro to share Medicaid workgroup findings in three months.

Adjourn

Adjourned at 6:00 pm.

METRO SUPPORTIVE HOUSING SERVICES TRI-COUNTY PLANNING BODY

Monthly progress report | September 2023

This is the first monthly progress report for the Metro Tri-County Planning Body (TCPB). The goal of this report is to keep the TCPB, the Supportive Housing Services Regional Oversight Committee, Metro Council and other stakeholders informed about ongoing regional coordination progress. A more detailed report will be provided as part of the SHS Regional Annual Report, following submission of annual progress reports by Clackamas, Multnomah, and Washington Counties.

TRI-COUNTY PLANNING BODY REGIONAL GOALS*

Goal	Progress
Unit/landlord recruitment and retention	Focus Strategies is actively interviewing stakeholders and is in the process of scheduling listening sessions and focus groups throughout the remainder of the month. The Tri-County Landlord Liaison Workgroup maintains a strong collaborative connection with the consultant through the project. We expect Focus Strategies to submit their findings and recommendations to Metro staff in October, for presentation to the TCPB in November.
Coordinated Entry	The workgroup has kicked off their efforts to formulate coordination strategies in support of recommendations to achieve this goal, this included providing feedback on the consultant's Scope of Work, which outlined the work they will be doing together.
Healthcare system alignment	The Medicaid Waiver Tri-county Partnership group is initiating the development of recommendations for operationalizing waiver benefits within our regional context. Four subgroups have already met in August: Population definition, assessment and referral, data sharing and infrastructure and network management.
Training + Technical Assistance	As part of the FY 24 budget amendment, adding 22 new FTE to the Housing Department, Metro staff has designed a six-person team to launch this work and is currently in the process of preparing to hire a team manager. Once on board, the manager will work with counties and service providers to build out a series of regional capacity building programs.

Living Wage

Metro staff are currently working on finalizing the scope of work. The goal will be to have a draft framework to deliver to TCPB within 5 months.

**A full description of regional goals and recommendations are included in Attachment 1.*

EXISTING REGIONAL PROGRAMS

Quarter 3 progress (January-March 2023): Regional Long Term Rent Assistance program



The data comes from the SHS quarterly reports, the reports, which includes disaggregated data (by race and ethnicity, disability status and gender identity) can be accessed here: <https://www.oregonmetro.gov/public-projects/supportive-housing-services/progress>

Risk Mitigation Pool: Launched in Q3 in partnership with the Housing Development Center. The new regional risk mitigation fund will provide financial reimbursement to landlords who partner with the Regional Long Term Rent Assistance program and experience any financial loss during tenancy. Next, the Counties will work with Housing Development Center to develop outreach strategies, education, and marketing materials to recruit and retain landlords as partners in ending homelessness.

- Metro convened the RLRA Risk Mitigation Pool group provided feedback on Oregon Housing and Community Services' draft PSH Risk Mitigation Pool framework, which was modeled after our regional policies. Additional coordination and alignment efforts with the state through implementation of the program are still being determined.

TRI-COUNTY PLANNING BODY GOAL AND RECOMMENDATION LANGUAGE

May 10th, 2023

COORDINATED ENTRY

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

REGIONAL LANDLORD RECRUITMENT

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

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.
- Recommendations:** 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.

TRAINING

- Goal:** 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.

Recommendation: 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.

TECHNICAL ASSISTANCE

Goal: 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: Counties and Metro coordinate and support regional technical assistance and investments in capacity building especially among culturally specific providers.

EMPLOYEE RECRUITMENT AND RETENTION

Goal: County contracts for SHS funded agencies and providers will establish standards throughout the region to achieve livable wages for direct service staff.

Recommendations: Map current wage and benefit conditions.

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.

Within each Supportive Housing Services (SHS)-funded agency, monitor the distribution of pay from lowest to highest paid staff to ensure improvements in pay equity.

The following materials were received
during the meeting.



Metro

Meeting will start at 4pm

Metro Regional Supportive Housing Services

Tri-County Planning Body | September 13th, 2023



Metro

Welcome and Opening Remarks

Agenda

- 4:00pm Welcome and Introductions
- 4:10pm Public Comment
- 4:15pm Staff Updates
- 4:20pm August Meeting Questions
- 4:30pm HMIS Opportunities and Constraints
- 5:25pm Regional Investment Fund
- 5:55pm Closing and Next Steps
- 6:00pm Adjourn



Metro

Public Comment



Metro

Staff Updates



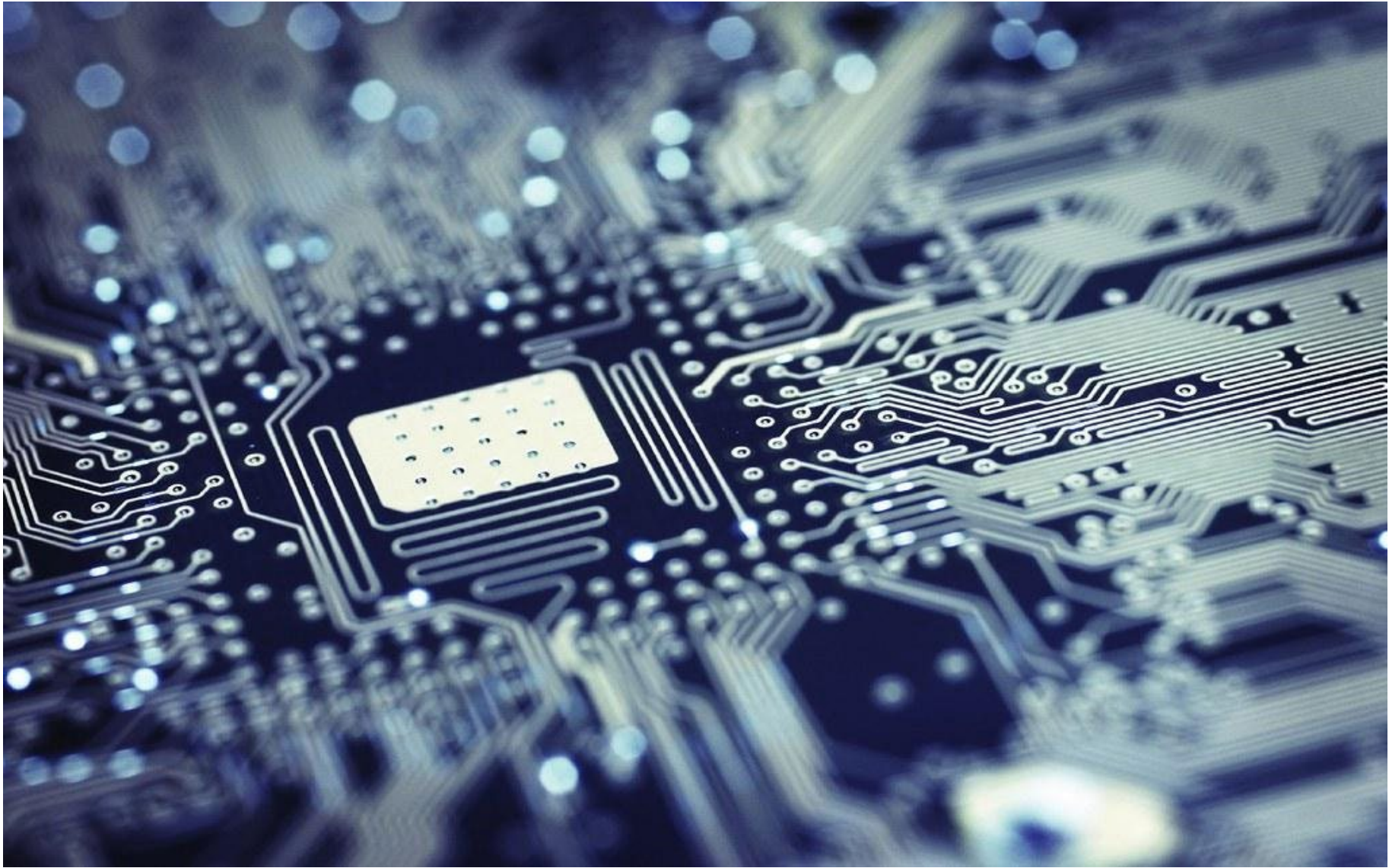
Metro

August Meeting Q&A

A stylized landscape graphic on the left side of the page. It features two green mountain peaks with rounded tops, a dark green wavy band representing a forest or valley, and a blue wavy band at the bottom representing water. The graphic is composed of solid-colored shapes with white outlines.

HMIS Strategic Technology Analysis

Sept 2023



HMIS Background

- What is a HMIS from HUD's perspective?
 - A Homeless Management Information System (HMIS) is a local information technology system used to collect **client-level data** and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Each Continuum of Care (CoC) is responsible for selecting an HMIS software solution that complies with HUD's data collection, management, and reporting standards.



HMIS - What is the HMIS in the Tri-County Area

- ServicePoint/Community Services Solutions is our HMIS that is owned by the Wellsky Company
- It is the **single** repository of who is engaging in the homeless system and funded by each of the 3 Counties
- It contains the most up to date information on who is getting services, what services they are receiving, and by which service providers
- It contains first and last name, demographic information, living history, family information, and much more



HMIS Background - What is Different Now?

- The current HMIS system was first implemented in 2006 (iPhone launched June 29, 2007)
- Homeless services landscape has changed dramatically
- Community based organizations need better functionality, case management, and care coordination (not just HUD reporting)
- Greater need for oversight metrics, analytics, and forecasting
- New funding sources and regionalization of services
- Need for data sharing across systems (Behavioral Health, CCOs, State of Oregon, Metro, etc.)
- Multnomah County will provide overall HMIS administration and technology support this year



Key Question: Where are we going?

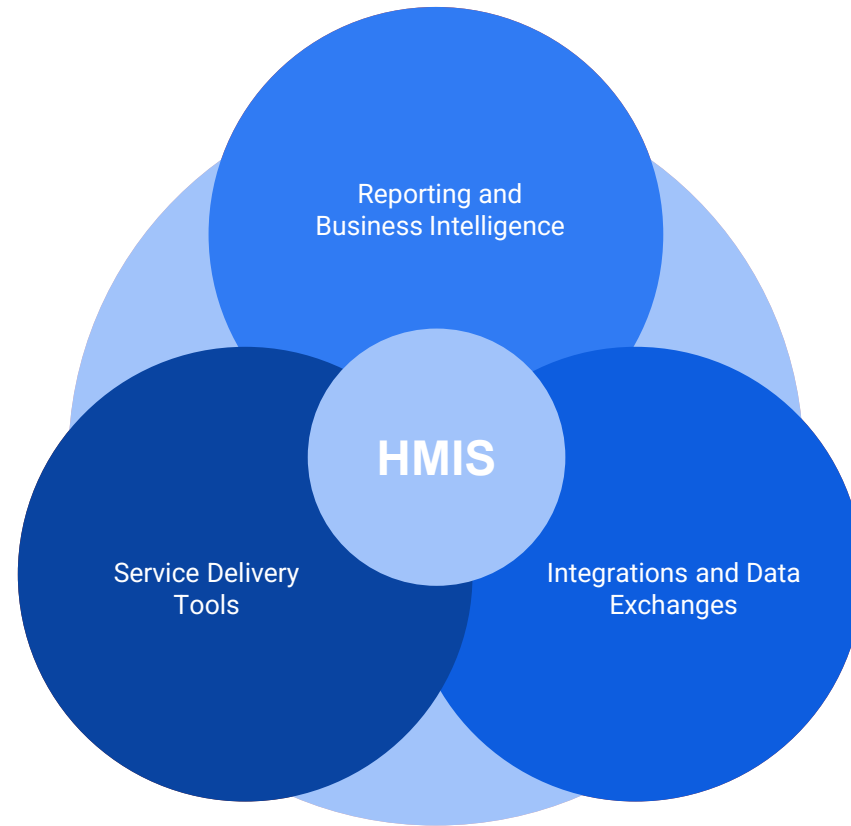


HMIS Strategic Technology Analysis

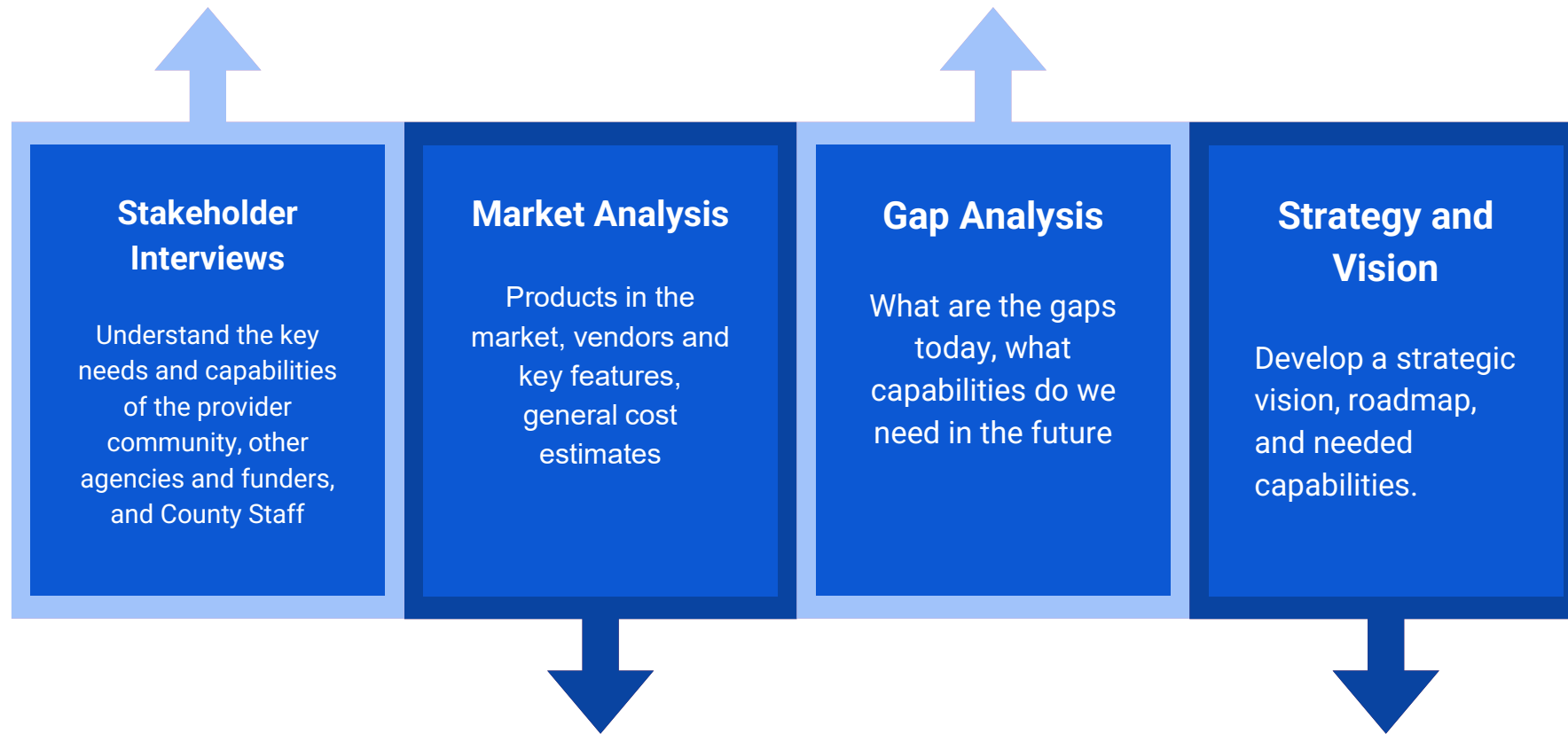
- Need a longer range view of the technology infrastructure
- Significant technological capabilities have emerged since 2006
- Need to create a shared understanding of the current limitations, to imagine and develop a future strategic view of the needed system capabilities.
- Align the needs with the current market in terms of tools, software, and technology
- Need to think ecosystem, not monolithic system



HMIS Future Ecosystem



HMIS Strategic Technology Analysis Process - Gartner





An HMIS technology strategy that incorporates the needs of a broad range of stakeholders in the region and allows us to make strategic and intentional investments 1, 3, and 5 years out...

That will ultimately improve the delivery, monitoring, and outcomes in Homeless Services landscape.



HMIS Next Steps



Metro

Regional Strategy Implementation Fund

Part One

Regional Strategy Implementation Fund – Part One

Ballot Measure 26-210 (May 2020)

“Each county must annually contribute **no less than five percent** of each of the counties’ share of the Supportive Housing Services Revenue to a regional strategy implementation fund.”

Regional Strategy Implementation Fund – Part One

Intergovernmental Agreements Between Metro and counties (February 2022):

8.3.3. REGIONAL STRATEGY IMPLEMENTATION FUND. cont.

Each County must contribute not less than 5% of its share of Program Funds each Fiscal Year to a Regional Strategy Implementation Fund to achieve regional investment strategies.

Partner may use the 5% for expenses that are consistent with the “measurable goals” described in the Metro SHS Work Plan at Section 5.2 **until such time as the TCPB has developed new or different regional goals and provided the Parties with the Tri- County Plan** detailing those goals.

Regional Strategy Implementation Fund – Part One

Intergovernmental Agreements Between Metro and counties (February 2022):

8.3.3. REGIONAL STRATEGY IMPLEMENTATION FUND.

Each Fiscal Year, Partner must describe in its Annual Program Budget its investments in regional strategies during the reporting year. **Partner may reimburse itself from its Regional Strategy Implementation Fund for its investments in regional strategies.**

Partner may collaborate with and pay other Counties from its Regional Strategy Implementation Fund to implement regional investment strategies in the Tri-County Plan.

Regional Strategy Implementation Fund – Part One

Tri County Planning Body Charter (May 2022):

Approve and monitor financial investments by the County Local Implementation Partner from the Regional Investment Fund (RIF)

Regional Strategy Implementation Fund – Part One

Guiding Documents Summarized:

- Counties must contribute at least five percent of their SHS allocation towards the Regional Strategy Implementation Fund
- The TCPB is required to approve and monitor county expenditures after the TCPB has developed goals and provided the counties with a plan detailing those goals



Metro

Closing and Next Steps

Next Steps

- Post approved meeting summary online
- Next meeting: October 11th, 2023

Meeting Adjourned



00:32:07 Metro Housing Department: Hello panelists-please set your chat to "Everyone" instead of "Hosts and panelists."
00:33:57 Ariella Dahlin: Thanks Jessi, just promoted - Chair Harrington, please use *9 to unmute
00:34:27 Metro Housing Department: From Jessi: hi, Chair Harrington is on a phone calling in, can she be promoted?
503-490-8916 is where she is calling from
00:51:56 Tootie Smith: check the charter please
00:56:41 Metro Housing Department: From Monta Knudson to All Panelists
04:25 PM
BRB
01:40:50 Tootie Smith: need to run to another meeting thank you
01:41:02 Ben Duncan (Kearns & West): thanks Chair
01:41:04 Metro Housing Department: Thanks, Chair Smith!
01:44:03 Metro Housing Department: Chair Harrington has her hand up as well
02:11:31 Metro Housing Department: From Mindy Stadtlander to All Panelists 05:44 PM
Negotiations can be collaborative!
02:11:47 Metro Housing Department: Thanks, Mindy--will you make sure your chat is set to Everyone?
02:26:23 Vahid Brown: I have to hop off, thanks all
02:26:44 Metro Housing Department: Thanks, Vahid