

Agenda



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Meeting: Supportive Housing Services Oversight Committee Meeting
Date: November 6, 2023
Time: 9:30 a.m. to 1:00 p.m.
Place: Virtual meeting ([Zoom link](#))
Purpose: Annual report presentations from Clackamas, Multnomah, and Washington counties.

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| 9:30 a.m. | Welcome and introductions |
| 9:45 a.m. | Conflict of interest declaration |
| 9:50 a.m. | Public comment |
| 10:00 a.m. | Presentation: Metro framing for annual representations |
| 10:10 a.m. | Presentation and discussion: Washington County annual report |
| 10:55 a.m. | Break |
| 11:05 a.m. | Presentation and discussion: Multnomah County annual report |
| 11:50 a.m. | Break |
| 12:00 p.m. | Presentation and discussion: Clackamas County annual report |
| 12:45 p.m. | Next steps |
| 1:00 p.m. | Adjourn |

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Supportive Housing Services Oversight Committee Meeting Summary

Meeting: Supportive Housing Services Oversight Committee Meeting
Date: September 25, 2023
Time: 9:30 a.m. to 12:00 p.m.
Place: Virtual meeting (Zoom)
Purpose: Update on Multnomah County Corrective Action Plan; update on Metro tax collection and disbursement through July 2023; discussion on the Updated FY24 tax projections; overview and discussion of FY23 annual review process; and discussion on committee improvements.

Member attendees

Co-chair Susan Emmons (she/her), Dan Fowler (he/him), Carter MacNichol (he/him), Felicita Montebianco (she/her), Jeremiah Rigsby (he/him), Becky Wilkinson (she/her), Mike Savara (he/him), Seth Lyons (he/him)

Absent members

Co-chair Dr. Mandrill Taylor (he/him), Jenny Lee (she/her)

Elected delegates

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

Absent elected delegates

Clackamas County Chair Tootie Smith (she/her), City of Portland Mayor Ted Wheeler (he/him)

Metro

Liam Frost (he/him), Breanna Hudson (she/her), Rachael Lembo (she/her), Patricia Rojas (she/her), Finn Budd (they/them)

Kearns & West Facilitator

Ben Duncan (he/him)

Welcome and introductions

Co-chairs Susan Emmons provided opening remarks and welcomed the Supportive Housing Services (SHS) Oversight Committee members to the meeting.

Ben Duncan introduced himself as facilitator and facilitated introductions between SHS Oversight Committee members.

Patricia Rojas, Regional Housing Director, Metro, gave a staffing update. She was very excited to share that Metro has hired Israel Bayer as the new communications manager. Israel has hit the ground running. Metro has hired 7 people in the last two to three months. Nui Bezaire has moved into the PSH lead position, and the SHS manager role is now open. Other roles, such as the operations manager and principal planner positions, to come.

Dan Fowler asked Patricia when Metro will be fully staffed.

Supportive Housing Services Oversight Committee Meeting Summary

Patricia responded that we have several positions open at a time. Rolling them out means we can support people for successful onboarding as people get hired. We will keep the committee updated as positions are posted and people are hired.

Conflict of interest declaration

Dan, Carter MacNichol and Becky Wilkinson all shared potential or perceived conflicts of interest.

Public comment

No public comments provided in advance or testimony given in the meeting.

Carter asked whether there was a response from Metro staff on the public comment that was received at the August 24th meeting or what the situation is with that comment.

Patricia said if there was no response yet in this packet, it may show up in the next packet. When there is a response from Metro, it will be a written response that will be shared in the packet. As a reminder, she let the committee know that Metro does not typically respond to public comments unless the committee has directed them to, as they did with this last meeting's public comment.

Update on Multnomah County corrective action plan

Patricia stated that the update would be brief. The first report is coming to Metro staff at the end of September with a formal update coming to the oversight committee in the November meeting. There will be some level of summary in the packet that comes out prior to the meeting as well.

Carter is curious whether there is a sense that progress is being made.

Patricia reiterated that until they get the first report it is hard to say one way or another whether there is progress being made. As soon as we receive an update, we will provide what we can to the oversight committee.

Carter requested that Metro circulates a report prior to the November meeting because there will not be another meeting in October. He expressed concern around the Multnomah Corrective Action Plan that many people in the community likely share.

Patricia stated that there is a specific reporting structure Multnomah County has to follow and that they will be sure to have relevant information shared with the committee before the next meeting, acknowledging the urgency of understanding progress for the oversight committee.

Co-chair Emmons responded that there is a big sense of urgency amongst the oversight committee since they have to be helping with fiscal accountability for the counties, and that the fact the next meeting isn't until November 6th is concerning. There is a sense that the commissioners in Multnomah County do not share the sense of urgency.

Commissioner Jayapal responded with acknowledging the concern of the committee and also highlighted the fact that what they were currently discussing the unanticipated revenue in FY23 as the board, not the allocated monies directed toward the Plan. She is awaiting anxiously the results of the Plan as well.

Ben asked what the role of the oversight committee will be once they get the report. How should they digest this? Will they need to provide feedback? Etc.

Patricia said that because the oversight committee's role is fiscal oversight that she imagines the committee doing two things: reviewing the reports and providing feedback. Are we

Supportive Housing Services Oversight Committee Meeting Summary

meeting our goals, and are we moving towards our budget. We will need to make space to talk about whether we are on track or not. Should Metro not see the progress we need to see, Metro can make adjustments and changes as needed to get things back on track.

Carter asked when the committee will see another quarterly report from all the counties.

Patricia shared that the quarterly report structure has not changed, they will be sent out 45 days after the end of the quarter. This is a schedule that she offered to reshare out with the group so they have the schedule from their own awareness.

Ben asked if there is already a built in reporting structure through the Plan.

Patricia said there is a reporting structure within in the Plan and that the ask is to share out how they are implementing their SHS funds during this corrective plan. This is a heavy lift for the county on top of the quarterly reports. If you do not have access to or cannot find the Plan in your email, please let metro staff know and we can reshare it.

Co-chair Emmons shared that the plan is very thorough and she learned a lot about Multnomah County's accomplishments through the Corrective Action Plan. She wishes that the county could communicate these successes elsewhere, she does not want the committee to seem like they are "beating up" on the county because of their asks or concerns.

Metro finance update: Metro tax collection and disbursement

Details for this presentation are in the packet and can be found in the final meeting record.

Rachael Lembo, Finance Manager, Metro, stated that the tax collections chart has changed slightly. The new chart shows individual months and not cumulative months. Another change is they used to use a cash basis, because they wanted to show the most up to date number of tax revenue. Now it is recorded as it being earned; this is accrual basis rather than cash basis since the tax collection has stabilized. With accruals, the new annual tax is September to August. So July and August have been reported on the previous fiscal year, with September starting the new fiscal year.

Metro finance update: FY24 tax projections

Details for this presentation are in the packet and can be found in the final meeting record.

Rachael stated that the tax projections for FY24 are \$320 million which is \$85 million more than they projected over a year ago. This is plus or minus \$50 million since this is a fairly new tax and there are likely going to be some deviations. Also because this is fairly new, there is a chance that we will not see changes this significant in the future. This is because there is not a lot of historical data to work from.

Metro does not expect the counties to immediately account for this excess revenue since each county already has carryover; however, this does mean that the counties will have more carryover for FY25 which starts in nine months. There is ample time to plan and budget, and that is the benefit to getting the projections in sooner than later.

Carter asked how we are going to share this information with the public. He would like Israel to come up with an elevator pitch for what SHS is doing.

Rachael responded that in the quarterly reports that they will be sharing in December we will be able to see where the ramp ups were, how money was spent, and where the counties are planning to spend their money the following year in FY25.

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Patricia also said that we do have a communications manager who can help us to better communicate these things in the future. At this time, we will highlight that these monies are not cash on hand, but money we can possibly expect at the end of the fiscal year. There are two sides to this: there is already carryover on hand that the counties are trying to put towards projects in real time, and then there is forecasting and trying to budget money for future projects. These are the two pieces we are trying to storytell and convey to the public, and will hopefully be assisted with by the comms manager.

Commissioner Jayapal also agreed with wanting some sort of talking points. There is a possibility that the Multnomah County Board will approve the funds by the Thursday following this meeting.

Felicita Monteblanco responded in agreement with Carter, stating that she also would like an elevator speech or some other kind of talking points so the committee can better be champions for the work in other spaces without feeling defensive and or like they are tripping over their words.

Patricia is going to follow up with the comms team to see whether they can work on some updated talking points for the team and other ways to support.

Co-chair Emmons shared that all the co-chairs on the committees meet together and they were asked about the highest priority for the co-chairs. They all think that Israel needs to launch a communications campaign to get the word out there. People are worried about where the renewal is heading. People want to see information about SHS in different venues. People want to know how SHS works and what we are spending our money on.

Ben acknowledged the complexity of the tax collection and how to tell how things work and why and where the money is going to will be a big lift. He invited Adam Brown to speak up on this topic.

Adam Brown, Deputy Director, Health Housing and Human Services, Clackamas County, shared that the updated tax projections really is to show where the money is, and how they are planning to budget for it will show up again in those quarterlies. It will show one-time investments. The counties will begin to plan their FY24-25 budgets for the other unexpected money. This update also tells us information about our tax base and overall program and service we can afford in the future.

Dan said when it comes to the public we need to quantify the numbers for them, so they know we are improving. The public also wants to see things improve visually. Don't forget the importance of clean ups so people can visualize and see change because this may be more likely to help us with the renewal.

Patricia acknowledged the complexity of the nature of homelessness, rate of inflow, what we can and cannot do. We need to do better with the context of how much SHS is housing people. It has nothing to do with what we see outside, but it is a huge number of folks that SHS is helping. We need to respect the integrity of SHS and what it is designed to do, and how much work is being done with eviction and homelessness prevention. There is no answer right now, but she wanted to underscore the complexity of the request and also agree with it.

Review FY23 annual report process

Details for this presentation are in a slide deck and can be found in the final meeting record.

Patricia shared that the annual regional report is the chance for the oversight committee to give feedback, communicate regional progress, challenges, and improvements members want to see moving forward.

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Any changes to the LIP would have to go through a specific process which is detailed in the IGA. The IGA was not completed until midway through the year in January 2022. In FY22, there was no standardized reporting from the counties; however, now there is one outlined in the IGA that the counties are to follow.

The goal of the discussion is to cover the role of the oversight committee in the creation of the annual report, the changes to the reporting templates due to feedback received, and discuss last year's annual report development process and how to make this year's smoother.

Carter asked about the requirement not to supplant funds. It seems like counties are often spending carryover money and have been struggling with that for years.

Patricia responded that we will make sure to clearly to show that in the report.

Breanna Hudson, Program Coordinator, Metro, mentioned that the requirement to show that counties have not supplanted funds is included in the new reporting template, which was in the packet.

Felicita asked whether or not presentations to the jurisdictions can be before March moving forward because it feels incredibly behind.

Patricia responded that unless there is a less engagement, and back and forth, then there is no way that we would be able to present before late winter/early spring because of the timing of the when we get the annual reports from the counties and when we engage with the committee.

Jeremiah Rigsby asked that there be context of what the oversight committee has already asked of the counties in previous meetings. They do not expect answers to everything, but they would like perspective on where things are going based on questions the committee has asked.

Carter thanked Metro staff for going through data and documentation for committee members and making it easy to look over since the members are here on a voluntary basis and may not have time to do a deep dive on the full materials.

Dan asked that there be a general question posed to county staff asking what is working better than expected and what could be changed going forward so it is not purely numerical and gets more to the gut of it.

Patricia stated this question is already part of the reporting template. This will definitely be in the report, and the framing is appreciated.

Mike Savara suggested we get together once a year for the annual report process so that people can be in the same room and bounce ideas off of one another.

Patricia said that maybe they can consider meeting in person to develop recommendations.

BREAK 11:21 - 11:30

Discussion: Committee improvements and opportunities

Ben stated that this section of the meeting is to talk about quality improvement for the meetings as a whole. For example, is the facilitation moving in a way that is beneficial, does it need to change, etc.

Becky would like to see hyperlinked pages on the agenda so that it is easier to jump to the section.

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Jeremiah enjoys the information received ahead of time, and the flow of the meetings. As an oversight committee member, he feels that the role he plays is to talk about the work and not manage the work. He wondered if there is a point where the committee gets to a place to implement or do things rather than only talking about it. He is happy for the comms hire, as the work is complex and we have a lot of communication needs.

Felicita also wanted to know what the oversight committee can do to cheer on good work and how do they follow up when there is more that could be done. Getting packets sooner than a week would be great. She enjoys the facilitation at this point in time. She is concerned about the loss of two women of color on the committee. She would also like to be able to do these meetings in person.

Co-chair Emmons would like to hear more about the outreach that the counties are doing. It would be helpful to understand how the whole behavioral healthcare system links with SHS. It is hard to understand currently how it is working, and would like to see this on an agenda.

Next steps

There were no next steps at this time.

Adjourn

Meeting adjourned at 11:55 a.m.

Minutes respectfully submitted by Finnegan Budd.

Supportive housing services regional oversight committee

Meeting guidelines

Arrive on time and prepared.

Share the air – only one person will speak at a time, and we will allow others to speak once before we speak twice.

Express our own views or those of our constituents; don't speak for others at the table.

Listen carefully and keep an open mind.

Respect the views and opinions of others, and refrain from personal attacks, both within and outside of meetings.

Avoid side conversations.

Focus questions and comments on the subject at hand and stick to the agenda.

When discussing the past, link the past to the current discussion constructively.

Seek to find common ground with each other and consider the needs and concerns of the local community and the larger region.

Turn off or put cell phones on silent mode. Focus on full engagement in the meeting, and refrain from conducting other work during meetings as much as possible.

Notify committee chairperson and Metro staff of any media inquiries and refer requests for official statements or viewpoints to Metro. Committee members will not speak to media on behalf of the committee or Metro, but rather only on their own behalf.

Group agreements

We aren't looking for perfection.

WAIT: why am I talking / why aren't I talking.

You are the author of your own story.

Impact vs intention: Intention is important, but we attend to impact first.

BIPOC folks or folks with targeted identities often don't / didn't have the privilege to assume best intentions in a white dominant space.

Invited to speak in draft- thought doesn't need to be fully formed.

We are all learners and teachers.

Expertise isn't privileged over lived experience and wisdom.

Liberation and healing are possible.

Expect non-closure.