

Supportive Housing Services Oversight Committee Meeting Summary

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)
Purpose: Annual report presentations from Clackamas, Multnomah, and Washington counties.

Member attendees

Co-chair Susan Emmons (she/her), Dan Fowler (he/him), Jenny Lee (she/her), Seth Lyon (he/him), Carter MacNichol (he/him), Felicita Monteblanco (she/her), Jeremiah Rigsby (he/him), Mike Savara (he/him), Co-Chair Dr. Mandrill Taylor (he/him), Becky Wilkinson (she/her)

Elected delegates

Washington County Chair Kathryn Harrington (she/her)

Absent elected delegates

Clackamas County Chair Tootie Smith (she/her), City of Portland Mayor Ted Wheeler (he/him), Metro Councilor Christine Lewis (she/her), Multnomah County Chair Jessica Vega Pederson (she/her)

Metro

Israel Bayer (he/him), Finn Budd (they/them), Yesenia Delgado (she/her), Liam Frost (he/him), Breanna Hudson (she/her), Patricia Rojas (she/her)

Kearns & West Facilitator

Ben Duncan (he/him)

Welcome and Introductions

Ben Duncan, Kearns & West, introduced himself as a neutral third-party facilitator and facilitated introductions between Supportive Housing Services (SHS) Oversight Committee Members.

Co-chairs Susan Emmons and Dr. Mandrill Taylor provided opening remarks and welcomed the SHS Oversight Committee to the meeting.

Patricia Rojas, Regional Housing Director, Metro, shared that Metro is bringing on several staff to support Supportive Housing Services work and welcomed Yesenia Delgado to the Metro team.

Yesenia Delgado introduced herself as the Supportive Housing Services Manager at Metro and detailed her work background.

Becky Wilkinson and Dan Fowler welcomed Yesenia to the team.

Carter MacNichol asked how Committee recruitment is going and when new members are expected to join.

Patricia responded that they are moving forward with Metro Council recommendations and will have updates at the next SHS Oversight Committee meeting.

The Committee approved the September meeting minutes.

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Conflict of Interest Declaration

Dan, Carter, Becky, and Jenny Lee, all shared potential or perceived conflicts of interest.

Public Comment

Tom Cusack provided written and verbal public comment.

Presentation: Metro Framing for Annual Representations

Patricia shared that each county is required to submit Annual Reports and noted that the Committee receives additional reports, including quarterly reports. She stated that Annual Reports look back on the last fiscal year and that when the Committee creates its Annual Regional Report, it will focus on the last fiscal year detailing highlights and challenges.

Seth stated he did not receive Washington County's Annual Report and asked if the time frames for all three Annual Reports were the same.

Nicole Stingh, Washington County, shared a link to Washington County's Annual Report.

Patricia replied that the time frames are all the same for the last fiscal year.

Carter stated that last year Metro shared a matrix and other tools to help the Committee review the Annual report and asked if those tools would be shared again.

Patricia replied that Metro had amended the process since they heard feedback from the Committee to receive the Annual Reports as soon as they were available. She confirmed that Metro will disperse support tools and there will be time for the Committee to digest the Annual Reports.

Presentation and Discussion: Washington County Annual Report

Jes Larson, Assistant Director, Housing Services, Washington County, introduced herself and shared that there was a theme of hope in Washington County in the past year. She shared Russell's story of finding shelter and detailed Washington County's Year 2 highlights including placing 1,385 individuals into housing, preventing 1,137 evictions, expanding Permanent Supportive Housing (PSH) apartments, and providing year-round shelter.

Jessi Adams, Capacity Programs Supervisor, Housing Services, Washington County, introduced herself and presented Washington County's housing goals and outcomes on a housing case management system, rapid rehousing, and eviction prevention. She shared that the rapid rehousing goal was not met due to a launching period. She highlighted that the eviction prevention and housing case management system goals were exceeded, and that system capacity from case managers to housing capacity has increased.

Nicole Stingh, Strategic Initiatives and Relations Manager, Housing Services, introduced herself and presented on Washington County's Equity Analysis and Financial Overview. She shared that Washington County is on track in working with most communities but could improve in serving Asian American families. She detailed Washington County's expenditure and budget for Year 3 and shared that Washington County is looking towards continuous improvement, scaling up programs, and expanding evaluation and monitoring to ensure efficiencies. She noted that recruitment is open for the Homeless Solutions Advisory Council.

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Molly Rogers, Director, Housing Services, Washington County, introduced herself and thanked the committee for their work.

Co-chair Taylor asked if staff shortages or other reasons contributed to Washington County's rapid rehousing shortfall.

Jes replied that the reasoning is similar to Year 1's launch of the PSH program. She stated that Washington County sets ambitious goals, and the rapid rehousing program now has a foundation to build upon and that Washington County will set another ambitious rapid rehousing goal that they expect to meet in the next year.

Co-chair Emmons thanked Washington County for their work and asked if they are predicting the cost of regional long-term rent assistance (RLRA) for future years.

Jes replied that RLRA is surprisingly expensive and rent in Washington County is the highest in the state. She noted that RLRA was designed to have the flexibility to house more folks and that about half of the PSH placements in Washington County use RLRA. She confirmed that Washington County is doing early planning on what RLRA will look like in five years and that RLRA must be sustainable.

Washington County Chair Kathryn Harrington highlighted that Year 3 successes have been a three-county accomplishment and shared her enthusiasm for the results from all three counties.

Seth commended Washington County's transparency in their Annual Report and the way their inflow and outflow numbers were shown.

Jes added that Washington County was able to expend 97% of the budget, exceeding their goal of 75% due to capital investments in shelter and PSH. She shared that it's important to track and understand inflow and outflow data, since as Washington County brings more services, more individuals are reaching out. She noted that the three counties didn't include Population A & B reporting as the methodology was not developed. She stated that the counties need to do data quality work for the new metric and will put together a memo in early December.

Mike Savara shared that the State has put together a Long-Term Rent Assistance workgroup to inform program design and has pulled in expertise from the RLRA work currently underway in the region. He shared that the workgroup is committed to finding flexible opportunities for driving local decisions and aligning RLRA with their work.

Jes reflected that she is excited about collaboration with the State.

Carter stated that Washington County is building a great multi-pronged system and asked how things on the street are, if the populations are changing, and how work will be scaled up with the amount of new dollars.

Jes replied that the Mayor of Forest Grove commended the work done on an encampment of about 50 individuals. She shared that community-based providers did a by-name list approach in the encampment, and over several months, each individual had a place to go. She added that the housing crisis is great, but improvements are being seen.

Molly welcomed Committee members to tour different locations in Washington County to see different places and shelters.

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Co-chair Taylor asked how Washington County programs engage with communities to ensure equity and inclusion outside of tracking demographics. He emphasized the importance of understanding the experience of those interacting with programs and ensuring programs respond to feedback.

Jes responded that asking those questions is part of the work, and shared that for Year 3, all funding sources will feed into a united strategy plan, which will be guided by a lived experience advisory body.

Co-chair Emmons shared that the great retention statistics can also answer co-chair Taylor's question. She added that Metro is tasked with an evaluation in Year 3, and she is excited to see how that will roll out. She shared that it was moving to see alignment between SHS funds and the houses built through the Affordable Housing Bond.

Washington County Chair Harrington asked the Committee to share in December what information wasn't in the report that they would like to have seen.

Dan reflected that there is still an inflow and asked what the statistics and data are on why that is.

Jes reflected that rent in Washington County is the most expensive in the state, and that rent continuously climbs out of proportion to income. She highlighted that the current need for housing is great, and the end goal is to make homelessness a rare and brief experience.

Presentation and Discussion: Multnomah County Annual Report

Kanoe Egleston, Director of Programs, Joint Office of Homeless Service, Multnomah County, introduced herself and shared an overview of the Joint Office of Homeless Services. She covered the SHS Financial Overview and SHS outcomes, highlighting that for each SHS Goal, Multnomah County served a majority of Black, Indigenous, and People of Color (BIPOC). She highlighted that Multnomah County served 624 individuals in PSH, 694 individuals in rapid rehousing, and 5,380 individuals in Homeless Prevention. She shared John's housing story and detailed each goal's retention rate.

Breanna Flores, SHS Program Supervisor, Joint Office of Homeless Services, Multnomah County, introduced herself and presented an overview of Multnomah County's evaluation and quality improvement. She highlighted their priorities to increase provider capacity, including access to service provider support and technical assistance. She detailed the equity analysis outcomes, including increased rates in serving those who identify as BIPOC.

Dan Field, Director, Joint Office of Homeless Services, Multnomah County, emphasized that the goal is to get folks in housing and lift long-term successes up.

Felicita Monteblanco appreciated the portion of work that went to those living with a disability.

Co-chair Emmons shared that information relating to housing services gets shared on buses and when she was recently riding the bus, a fellow rider stated that he finally got into housing with an RLRA voucher. She stated that last year the Committee heard that the HMIS system can be challenging and asked if there was a way to streamline the data entry process beyond technical assistance.

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Breanna responded that they have been convening a multidisciplinary team to think about the best approaches and are moving into the implementation phase. She shared that they are working to be proactive on data quality.

Kanoe added that the HMIS team is expanding internally for regional HMIS implementation. She noted that there is a lot of cross-system and county alignment.

Co-chair Taylor applauded the work underway and asked for more information on the coordinated access tool.

Kanoe replied that they are currently redesigning the coordinated access tool that identifies adults and families for housing opportunities. She noted the tool is in the pilot phase and that every system has a different coordinated entry process.

Mike commended Multnomah County's intentionality in deploying services designed to reduce racial disparity. He noted that coordinated access tools can drive disparities, but Multnomah County is getting results and overserving those who have been historically underserved. He asked what the next steps are.

Kanoe replied that the next step for the coordinated access redesign is to look at how to approach the final phase, understand user experience, and see if those working in organizations reflect the communities they serve.

Breanna added that they are serving folks at a higher rate than before, and the next question is how to broaden this to other areas of work. She reflected that they are leaning into community engagement and discussing recommendations.

Washington County Chair Harrington thanked Multnomah County for sharing their learnings and results and noted that there are more supporters than critics.

Co-chair Emmons stated that one of the Committee's recommendations was a communications strategy for Metro and the individual stories the counties are sharing are very meaningful and the heart of the work.

Ben asked if Multnomah County wanted to mention those who have passed away in housing.

Jes replied that that was mentioned in their report, but the key learning was that housing works.

Breanna added that not meeting regularly with doctors and systems of care plays into that number.

Presentation and Discussion: Clackamas County Annual Report

Vahid Brown, Deputy Director, Housing and Community Development, Clackamas County, introduced himself and reflected that folks are realizing the promise of the measure in the community. He shared Rachel's housing story and detailed Clackamas County's goals and outcomes for PSH, Housing Retention, Eviction Prevention, and Shelter and Transitional Housing. He highlighted Clackamas County either met or exceeded their goals and shared cross-sector alignment outcomes. He presented Clackamas County's equity analysis, which showed that people of color were served in housing programs at greater rates than they experienced homelessness and were

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overrepresented in SHS programming. He shared Ray's housing story and noted for Year 3, Clackamas County looks to enhance provider technical assistance, youth-oriented services, and coordinated entry. He added that Clackamas County will open a resource center in Oregon City and expand Clackamas Village.

Becky appreciated the detail Clackamas County provided in ensuring that providers pay a livable wage.

Co-chair Taylor thanked Clackamas County for their work as a Clackamas County resident. He asked if they have considered expanding behavioral health integration.

Vahid replied yes, that expansion is ongoing, and that there are some exciting proposals with the integration team, including cross-system coordination.

Co-chair Emmons thanked Clackamas County for their report and appreciated the work done in the past year.

Mike shared that he is curious about eviction prevention as a strategy for SHS as it doesn't generally serve Population A.

Vahid replied that eviction prevention is part of the strategy to prevent inflow and is a less expensive intervention.

Israel Bayer, Housing Communications Manager, Metro, shared that the presentations have given him a lot of ideas and that the work done has been remarkable. He shared that the communications teams at Metro and the counties have done some visioning work and have laid a foundation to share these stories with the region.

Next Steps

Ben shared that the December meeting agenda includes a deeper discussion on the reports, a Corrective Action Plan update, and a presentation on five-year projections.

Felicita asked if the Committee could receive a deadline on when to submit questions and shared that she would like to hear other members' questions.

Carter asked to have a refresher on the Committee's specific charge of reviewing reports.

Patricia replied that they will review the charge and will meet with the co-chairs to identify the best way to collect questions.

Co-chairs Emmons and Taylor provided closing remarks.

The next steps include:

- County staff to develop the Population A and B Memo for December.
- Metro to share next steps on annual report questions.
- Committee members to share what information wasn't in the report that they would like to have seen in December.

Adjourn

Adjourned at 1:00 pm.