

Tri-County Planning Body Meeting Summary

Meeting: Supportive Housing Services Tri-County Planning Body Meeting
Date: Wednesday, February 14, 2024
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 a presentation on the Supportive Housing Services Audit, discuss the Regional Landlord Recruitment and Retention goal and learn about the HMIS Strategic Sourcing Analysis report.

Member attendees

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

Absent members

Mercedes Elizalde (she/her), Mindy Stadtlander (she/her)

Elected delegates

Washington County Chair Kathryn Harrington (she/her), Metro Councilor Christine Lewis (she/her), Multnomah County Chair Jessica Vega Pederson (she/her)

Absent delegates

Clackamas County Chair Tootie Smith (she/her)

County staff representatives

Clackamas County – Vahid Brown (he/him), Multnomah County – Breanna Flores (she/they), Kanoe Egleston (she/her), Washington County – Nicole Stingh (she/her), Jes Larson (she/her)

Metro

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

Kearns & West Facilitators

Madeline Kane (she/her), 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

Madeline Kane, Kearns & West, introduced herself and welcomed the Tri-County Planning Body (TCPB) to the meeting, facilitated introductions between TCPB members, and reviewed the agenda.

Jes Larson, Washington County, shared that Washington County made national news regarding data coordination services.

Kanoe Egleston, Multnomah County, shared three Permanent Supportive Housing (PSH) projects that came online in Quarter 2.

Patricia Rojas, Metro, welcomed two new Metro staff, Cole Merkel and Hunter Belgard.

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Cole Merkel, Metro, introduced himself as the Housing Regional Capacity Manager.

Hunter Belgard, Metro, introduced himself as the Regional Data Lead.

Multnomah County Chair Jessica Vega Pederson shared that she went to Washington D.C. and met with the United States Interagency Council on Homelessness (USICH) which was a great chance to talk about work underway in the region. She added that they are available to be a resource and a partner in the work.

Madeline Kane, Kearns & West, reviewed the meeting agenda and objectives.

The TCPB approved the January Meeting Summary.

Public Comment

Andrew McGough provided written and verbal public comment.

Supportive Housing Services Audit

Brian Edmonds, Metro Auditor, introduced himself and stated that the purpose of the audit was to follow up on the 2021 audit recommendations and determine any gaps or overlaps in government operations. He provided background information on the tax measure and shared that the result of the audit was that Metro had fully implemented one recommendation from 2021, and the other two recommendations were in process. He stated the audit identified areas of oversight duplication and variation in data definitions and calculations.

Paoa Wandke, Metro Auditing Team, introduced himself and detailed recommendations relevant to the Metro Housing Department, SHS Oversight Committee, and the Tri-County Planning Body. He stated that oversight roles should be clarified, Metro Council should receive more updates, intergovernmental agreements should be reevaluated regularly, the SHS Oversight Committee should refine its focus on administration, and that there should be consistent data methodologies and definitions between counties.

David Beller, Metro Auditing Team, introduced himself and detailed data inconsistencies and reliability concerns, noting that the differences were as high as 53%. He stated that the inconsistent data was reconciled by the year's end, indicating there are methods to have consistent data. He emphasized the need for stronger quality control processes as the counties appear to be using different methodologies and assumptions, especially relating to Population A and Population B. He stated that the inclusion of non-SHS-funded services under services provided could be misleading and that long-term planning is required to successfully meet program goals as some people will need SHS for the rest of their lives.

Brian Edmonds, Metro Auditor, concluded by summarizing there are 18 total recommendations from the audit, 7 to ensure program oversight, six to improve data and reporting consistency, and 5 to identify programs to inform long-term planning.

Patricia Rojas, Metro, thanked the auditing team and stated that TCPB members received in their email the response from Metro's Management Team that addressed each of the recommendations and themes. She shared that Metro largely agrees with the auditor and it will take some time to meet some of the areas.

Monta Knudson asked if the definitions of "imminent risk" of experiencing homelessness for Population A and "substantial risk" of experiencing homelessness for Population B were too close as folks can move between those definitions easily.

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Brian Edmonds, Metro, responded that having definitions that are clear and consistent is helpful and the intent is to have set standards so there is a clear deciding line between Population A and B. He noted he has heard feedback that clients move between the two.

Steve Rudman thanked the auditing team for their work, reflected that SHS is a complex program, and emphasized the need for systems integration and alignment to service populations. He shared the need to be clear on where dollars are going to ensure programs are working.

Regional Landlord Recruitment and Retention Goal

Madeline Kane, Kearns & West, reflected on the process the TCPB took from developing goal language to December's prioritization exercise and deciding to move 12 areas forward for the counties.

Nicole Stingh, Washington County, provided an overview of what work county staff have done since December. She shared that county staff and landlord liaisons from the three counties reviewed the Focus Strategy memo as well as all the information and discussion the TCPB had surrounding the Landlord Recruitment and Retention Goal. She shared that after meeting with the landlord liaisons, county departmental leadership identified five proposals to prioritize. She highlighted there are multiple activities under the 5 proposals, incorporating some pieces of the 12 areas. She noted that the recommendation memo that the counties and Metro developed is what can be done in the near term.

Vahid Brown, Clackamas County, shared that there are three broad areas of regionalization: policy, programmatic, and administrative consolidation. He detailed that each proposal identified what type of regionalism it embodies and what it would achieve. He detailed the first two proposals: communication and education plan and align financial incentives. He stated that the communication and education plan would develop communication and education materials and a recruitment strategy, support a marketing plan to landlords, and support and expand landlord liaison work within the counties. He noted that the aligning financial incentives proposal would overlap with the training and technical assistance goals by implementing a training series, be integrated with the communication and education plan, and expand incentive feasibility.

Breanna Flores, Multnomah County, detailed the third proposal of tracking and access to unit inventory. She shared that a pilot program with Housing Connector would study the impacts of a unit-tracking platform at the regional level. She noted that Multnomah County has a partnership with Housing Connector and they currently have 58 units on the platform.

Vahid Brown, Clackamas County, shared that the fourth proposal of quality problem-solving services includes a landlord support line and integrates best practices in provider training. He shared that Clackamas County would pilot a landlord and property management support line to support tenant issues that may arise.

Nicole Stingh, Washington County, shared that the fifth proposal would be led by Metro to investigate property management leads. She stated that about \$7.2-7.5 million would need to be invested by the Regional Investment Fund (RIF) to support these proposals. She clarified that the exact cost determinations would be developed as proposals are implemented.

Monta Knudson asked if block leasing could be defined.

Nicole Stingh, Washington County, replied that block leasing, sometimes referred to as master leasing or agency leasing is where a service provider leases a block of units to be available for folks.

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Monta Knudson asked why county staff aren't interested in block leasing.

Nicole Stingh, Washington County, replied that it is not off the list and can be helpful in some populations. She noted that for individuals with high acuity, additional requirements are required for block leasing to be successful.

Monta Knudson shared that block leasing with community partners is an opportunity to service those with high acuity needs and leaving it out of the proposals is a missed opportunity.

Washington County Chair Kathryn Harrington noted that counties can still use block leasing. She reflected that this goal is asking for at most \$7.5 million and the RIF has at most \$49 million, but she is not sure if the other five goals would require funds of higher or lower amounts.

Patricia Rojas, Metro, replied that they do not have the answer for what the other goals will cost. She reflected that this memo is the starting space, and the next step would be to build out an implementation plan that includes budget details. She reflected Metro staff will think about how to be the connective tissue between goals and bring in staff capacity and expertise.

Washington County Chair Kathryn Harrington reflected that good progress is being made, that staff are working hard, and that voters want to see the results of regionalism. She reflected that the TCPB process is iterative and stated that the Landlord Recruitment and Retention proposal seems like a clear and good approach and suggested approving it.

Co-chair Eboni Brown asked what the timeline looks like for the other areas out of the 12 originally shared that weren't brought to the table today.

Nicole Stingh, Washington County, replied that there needs to be space for staff to work on other goals and that what is included in the proposal is what staff can commit to and implement within the next year. She reflected they can reassess in a year and make any changes as the process is iterative.

Co-chair Eboni Brown asked what the plan was for reevaluating what was not captured in the proposal.

Nicole Stingh, Washington County, replied that part of it will be developing future proposals for those goals.

Breanna Flores, Multnomah County, replied that part of the reasoning for prioritizing the five proposals were that they would be implemented on a timeline that the TCPB and folks in the community can see results.

Nicole Larson asked if there is a process in place to present all goals and their funding needs. She reflected that would make it easier to evaluate the funding request.

Liam Forst, Metro, replied that the TCPB has decided to do work iteratively and there is some risk involved with that. He reflected that it would be valuable to have a line of site with the RIF and that is worth a discussion. He added that Metro staff can come back and develop criteria for that line of site.

Zoi Coppiano shared that this work is crucial and it needs to start so landlords will be service provider allies. She reflected that landlord support is crucial to stabilize those with Regional Long-term Rental Assistance (RLRA) vouchers. She asked if the Clackamas County Support Line would assist landlords in addressing maintenance repair requests for tenants.

Vahid Brown, Clackamas County, replied that Clackamas County is doing that within the RLRA program and their landlord liaison program. He added that the situation Zoi is talking about would more likely fall under the align financial incentives proposal.

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Co-chair Matt Chapman reflected that this topic is big and the TCPB is to ensure ongoing progress in the work. He reflected that the TCPB is a co-creative group and that the proposal received is not an implementation plan. He motioned that the Metro would assume leadership and work with the counties to create an implementation plan that includes the recommendations previously adopted, and if a recommendation is not viable, to explain why not.

Madeline Kane, Kearns & West, noted that the time for this agenda item was running out, and asked if the HMIS presentation could be shortened.

Washington County Chair Kathryn Harrington stated that she did not want to leave without accomplishing something and that co-chair Matt Chapman's motion was not received ahead of time. She reflected that his motion says the county staff proposal was not based on previous TCPB work and she takes issue with that. She reflected that the community has been saying they need to see results and the TCPB can't afford to delay work. She stated that the work product is thoughtful and has enough direction to further the work.

Patricia Rojas, Metro, reflected that her interpretation of co-chair Matt Chapman's motion was to move work forward on the five priorities and look at the previous recommendations not included.

Co-chair Matt Chapman clarified his goal was not to be critical but to put the TCPB in a position where they received an implementation plan and have further conversation about the priorities within it to understand why some recommendations didn't move forward.

Jes Larson, Washington County, clarified that the Focus Strategies memo did inform the proposal and agreed that this was an opportunity for the counties and Metro to come together. She stressed that the counties have been collecting RIF funding and it is important to set instructions and programming to achieve regional efforts.

Steve Rudman shared that he is eager to get started on regional work and this is an opportunity to start. He stressed that Metro and the counties need to work together, and when he looked at the proposal, he didn't see Metro's name on it. He emphasized the need for trust for work to move forward.

Cristina Palacios stated that she felt disrespected as her hand was raised for a while and other members were called on. She shared that in the proposal, she didn't see translation or interpretation included and asked how equity would play a part. She shared that if it isn't captured in writing she is afraid it will be overlooked.

Nicole Stingh, Washington County, replied that translations will be a part of the training goals and the education and communication goals.

Breanna Flores, Multnomah County, added that equity will be embedded in each goal and apologized if they missed the mark on that.

Metro Councilor Christine Lewis asked what the framework for documenting tension points and decisions is to allow for transparency. She reflected that the tactics that were prioritized in the memo need more transparency, especially for the TCPB to release dollars.

Nicole Stingh, Washington County, replied the counties only included a narrative in the memo for this time, but that feedback will allow staff to do better next time.

Patrica Rojas, Metro, stated that Metro received and reviewed the counties' proposal, and they still have questions and work to do. She stated that they will pick it up from here and are hearing from the TCPB the ask for more information about what the money will do and the reasoning why certain areas aren't captured in the memo.

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Co-chair Eboni Brown reminded the TCPB that they do not need to do everything on the list today, and asked if the TCPB wanted to vote to move forward with the work that is in the proposal, and noted they can advocate for more in the future.

Monta Knudson asked for clarification from co-chair Matt Chapman's previous motion and reflected that the TCPB shouldn't let perfection be the enemy of good.

Co-chair Matt Chapman clarified his motion is consistent with co-chair Eboni Brown's, which is to move forward on the five priorities in the memo in the context of fleshing them out and adding additional explanations. He reflected that everyone here is operating in good faith and working hard on the issues and the best way to move forward is for Metro and the counties to develop an implementation plan with timelines, results, and metrics. He seconded co-chair Eboni Brown's motion.

Steve Rudman emphasized that he would like to see all the jurisdictions collaborating to move work forward.

Washington County Chair Kathryn Harrington asked to receive an electronic copy of co-chair Matt Chapman's motion.

Sahaan McKelvey asked if the TCPB is also voting for approval of the dollar amount.

Co-chair Eboni Brown stated that the dollar amount wouldn't be approved until the TCPB received and approved the implementation plan.

Co-chair Matt Chapman stated that he doesn't think the TCPB is in a position to approve dollar amounts until they receive more information, and that the motion is to move the work forward but not authorization of spending funds.

Jes Larson, Washington County, stated that her understanding is that the jurisdictions weren't bringing precise funding details for the TCPB to approve.

Liam Frost, Metro, clarified that the TCPB is responsible for approving financial investments as it is written in the charter.

Washington County Chair Kathryn Harrington reflected that the counties are providing their Year 3 Annual Report in June and the SHS Oversight Committee is developing its Year 3 Report. She stated that if the TCPB doesn't share anything with the Oversight Committee, the TCPB is saying that regionalism yields no results, and she thinks that the TCPB can do better than that and needs to start working forward.

Patricia Rojas, Metro, stated that there are lots of things in the proposal that are actionable, and Metro will come back with specifics to move the work forward, including details on the budget. She reflected that she is also hearing the TCPB ask to explore other options on the table and noted they can do both at the same time.

Washington County Chair Kathryn Harrington appreciated the work plan and noted it could benefit from improvement. She stressed the importance of being able to demonstrate results and moving work forward. She reflected on the level of work it takes to develop proposals and plans, emphasized the need for efficiencies, and shared she trusts staff to take TCPB feedback to detail specifics.

Nicole Larson reflected that it sounds like most everyone supports moving forward work in the goal areas and any aversion to approving funding is due to lack of information. She requested clarification on the RIF process and how and when the TCPB will have information for each of the goal areas since there is a finite amount of funds that should be equitably distributed.

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Monta Knudson stated that there is about \$40 million in the RIF, and this ask is about \$7 million, so there should be plenty of funds for the remaining goals. He stated that budgets are approved regularly without detailed implementation plans and he trusts county providers to do this work and ask for a reasonable amount of funds.

Metro Councilor Christine Lewis stated her concern in moving forward with the budget is that the number in the meeting packet is different than what is on the slide today. She suggested working towards a shared understanding of how the budget will work, with the understanding that it will be around \$7 million. She suggested allocating \$1 million today with the expectation of receiving a budget one-pager next month.

Cristina Palacios asked to receive the budget one-pager as soon as it is ready so the TCPB can vote first thing in the next meeting.

Steve Rudman stated that jurisdictional collaboration is important to move the work forward and that there is an urgency to do good work.

Jes Larson, Washington County, stated that the jurisdictions can work collaboratively and echoed support for staff to come together to refine the proposal.

Madeline Kane, Kearns & West, stated that the motion is to move forward with the 5 recommendations suggested by the counties, for Goal 2, with the budget they've suggested; with a commitment to submitting a completed, more in-depth proposal that includes where the money would go to and more details about each of those recommendations.

Jes Larson, Washington County, stated that the additional components will be budget, specificity in the plan, and addressing other items not included at this time while bringing Metro fully into the work with us.

The TCPB approved the motion.

HMIS Strategic Sourcing Analysis Update

TCPB did not discuss this agenda item.

Closing and Next Steps

Washington County Chair Kathryn Harrington asked what the ask was for the TCPB regarding the HMIS presentation and reflected that there needs to be more time on agendas for the TCPB to take action and ask questions.

Co-chair Eboni Brown stated that the co-chairs will be meeting with Metro staff next week to plan the meeting and asked members to email her for any topics to be discussed.

The next steps are:

- Metro to share an electronic copy of co-chair Matt Chapman's motion.
- Metro to develop and share criteria for a line of site for all goals and funding needs/requests.
- Jurisdiction staff to develop a more in-depth Landlord Recruitment and Retention proposal, including explanations of items not included and a detailed budget by March's meeting.
- Next meeting: March 13th, 4-6pm



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Adjourn

Adjourned at 6:20 p.m.