



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Agenda

Meeting: Supportive Housing Services Tri-County Planning Body Meeting
Date: May 8th, 2024
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 receive a progress report on the coordinated entry goal and discuss.

4:00pm **Welcome and Introductions**

- Decision: meeting summary approval

4:15pm **Public Comment**

4:20pm **Conflict of Interest**

4:25pm **Staff Updates**

4:40pm **Coordinated Entry Progress Report**

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

- Next meeting: June 12th, 2024

6:00pm **Adjourn**

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Tri-County Planning Body Goal and Recommendation Language

Supportive Housing Services Oversight Committee meeting minutes – March 25th, 2024

Materials received during meeting

Tri-County Planning Body Meeting Summary

Meeting: Supportive Housing Services Tri-County Planning Body Meeting
Date: Wednesday, April 10, 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 progress update regarding the Technical Assistance and Training Goals and receive information on the Supportive Housing Services Fiscal Year 2023 Annual Regional Report.

Member attendees

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

Absent members

Zoi Coppiano (she/her), Monta Knudson (he/him), Sahaan McKelvey (he/him), Mindy Stadlander (she/her)

Elected delegates

Washington County Chair Kathryn Harrington (she/her), Metro Councilor Christine Lewis (she/her)

Absent delegates

Multnomah County Chair Jessica Vega Pederson (she/her), Clackamas County Chair Tootie Smith (she/her)

County staff representatives

Clackamas County – Vahid Brown (he/him); Multnomah County – Breanna Flores (she/they), Christina Castaño (She/Her), Washington County – Jes Larson (she/her), Allie Alexander Sheridan (She/Her)

Metro

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

Kearns & West Facilitators

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

Note: The meeting was recorded via Zoom; therefore, this meeting summary will remain at a high-level overview. Please review the recording and archived meeting packet for details and presentation slides.

Tri-County Planning Body Meeting Summary

Welcome and Introductions

Ben Duncan, Kearns & West, introduced himself and welcomed the Tri-County Planning Body (TCPB) to the meeting, facilitated introductions between TCPB members, and reviewed the agenda and objectives.

The TCPB approved the March Meeting Summary.

Liam Frost, Metro, noted that Michael Liu and Matt Chapman will not extend their terms to serve on the TCPB. He thanked them for their service and reflected on their contributions over the past two years.

Co-chair Matt Chapman and Michael Liu reflected on their time and the TCPB process and thanked Metro and other members for their work.

Washington County Chair Kathryn Harrington thanked Co-chair Matt Chapman and Michael Liu for their time and insights.

Public Comment

Anna Kurniski provided public comment.

Staff Updates

Shane Abma, Metro Attorney's Office, introduced himself and explained the Conflict-of-Interest procedure, where TCPB members must declare any conflicts. He shared that there are two types of conflict of interest, actual and potential, and if a TCPB member has a conflict, they must abstain from that decision-making process.

Valeria McWilliams, Metro, shared the process and timeline for appointing new Co-chairs and recruiting for three vacancies.

Breanna Flores, Multnomah County, announced that Multnomah County will release system development grants designated for new and emerging organizations.

Washington County Chair Kathryn Harrington asked how members of the public will be able to find the final version of the landlord recruitment goal and plan, and asked if the meeting packet could detail which TCPB goal activities are moving towards a plan and which have an approved plan.

Valeria McWilliams, Metro, replied that the plan will be made publicly available pending the Supportive Housing Services (SHS) Oversight Committee approval, and confirmed that they can add that detail in the activities table.

Technical Assistance and Training Progress Updates

Liam Frost, Metro, shared that Metro is putting together a Training and Technical Assistance Team to support these goals and that this presentation will set up a future TCPB meeting where the Team will return with recommendations.

Cole Merkel and Ash Elverfeld, Metro, introduced themselves and presented updates on the Training and Technical Assistance Goals.

Cole Merkel, Metro, defined technical assistance and capacity building and shared that a Regional Technical Assistance and Training Program will provide support that providers need.

Tri-County Planning Body Meeting Summary

Emily Nelson, Multnomah County Joint Office of Homeless Services (JOHS), Allie Alexander Sheridan, Washington County, and Vahid Brown, Clackamas County, introduced themselves and detailed what Technical Assistance and Training activities their jurisdictions administered pre- and post-SHS. All jurisdictions had an increase in activities post-SHS.

Ash Elverfeld, Metro, presented an overview of Metro's Request for Qualifications (RFQu) 4269, which qualifies a pool of providers to be eligible for future allocation processes. They noted that proposals will be evaluated by a panel of Metro, the three counties, and housing and homeless services staff.

Cole Merkel, Metro, shared that Metro is building a Regional Capacity Team which should be fully staffed by the end of June.

Jes Larson, Washington County, added that the RFQu can sound complex and technical, but it will lead to government efficiencies and leverage opportunities.

Steve Rudman shared that this is a great example of how great the SHS program is. He noted that property managers are missing from this process and suggested including the property management sector to help answer questions about what it means to be a permanent supportive housing property manager.

Mercedes Elizalde highlighted the examples Washington County used in the presentation and asked for more information on how technical assistance and capacity building are connected, and how capacity building can help service providers work better with county partners, including developing indirect cost plans.

Cole Merkel, Metro, replied that the RFQu can help with best practices, but defers to the counties on current methods.

Allie Alexander Sheridan, Washington County, replied that Washington County recently qualified a bench of technical financial consultants to support service provider financial monitoring and evaluation. She shared that supporting indirect cost plans is a top priority for year four of the program.

Cristina Castaño, Multnomah County, replied that Multnomah County recently hired full-time employees to provide culturally specific services and support service providers in applying for system development grants.

Emily Nelson, JOHS, added that in addition to the system development grants, there are additional financial support opportunities, and the list of eligible expenses is similar to the RFQu list of services.

Ash Elverfeld, Metro, highlighted that the RFQu included categories of contracting consultation and fiscal management in direct response to feedback from service providers.

SHS Annual Regional Report

Yesenia Delgado, Metro, introduced herself and presented an overview of the SHS Annual Regional Report process.

Susan Emmons introduced herself as Co-chair for the SHS Oversight Committee. She presented on the role of the SHS Oversight Committee and each county's regional goals and performance. She then detailed the SHS Oversight Committee's recommendations for fiscal year 2023.

Tri-County Planning Body Meeting Summary

Cristina Palacios emphasized the importance of comprehensive outreach and asked if there is a phone number to call if community members see someone who could benefit from connecting with an outreach worker.

Washington County Chair Kathryn Harrington noted that it is only year three of the program, and while shelter capacity is increasing, there is still a need. She reflected that camping ordinances and amount of emergency shelter beds vary between the counties.

Breanna Flores, Multnomah County, shared that this is an opportunity to grow outreach, and the county is piloting a data-tracking program for outreach.

Emily Nelson, JOHS, replied that there isn't one central number, but there is a project response number. She noted that outreach can be used to describe many things, and this ask seems to be towards outreach to find those who aren't able to advocate for themselves.

Cristina Palacios asked if she could have the project response number.

Closing and Next Steps

Washington County Chair Kathryn Harrington shared she drafted a Metro SHS Program timeline and has copies to share with those who are interested.

Ben Duncan, Kearns & West, adjourned the meeting and noted next steps include:

- TCPB to meet Wednesday, May 8th from 4:00 to 6:00 pm.
- Washington County Chair Kathryn Harrington to provide a PDF copy of the Metro SHS Program timeline.

Adjourn

Adjourned at 6:00 p.m.

Tri-County Planning Body (TCPB) Regional Coordinated Entry Goal Timeline

Last updated February 2024.

November 2022 TCPB Meeting

- The TCPB discussed the proposed Regional Plan workflow
- The TCPB engaged in issue prioritization

December 2022 TCPB Meeting

- TCPB reviewed the draft recommendation filtering criteria (see TCPB Workflow and Decision Points document [December 2022])
- The TCPB continued to engage in issue prioritization

January 2023 TCPB Meeting

- Prioritization of sub-goals of work categories (i.e., capacity strategies, regional long-term rental assistance [RLRA], data, and systems alignment)
- Steve Rudman proposed moving forward in some aspect in all four categories.
- The TCPB approved for Metro and County staff to provide a high-level analysis of the top voted strategies including:
 - Coordinated entry needs to be a service matching tool to incentivize co-enrollment rather than being a queue for the bottleneck - several of the issues that were identified include data collection could be improved by having a single coordinated entry system that screens people into services – prioritized for goal-setting
 - Standardize data collection methods

February 2023 TCPB Meeting

- Metro and county staff translated the TCPB's voted upon priorities into regional goals
- Yesenia Delgado, Supportive Housing Services Manager, Multnomah County, presented on the regional challenge and goal for coordinated entry. She also shared Metro and county staff recommendations on how to achieve the goal.
- The TCPB approved the regional Coordinated Entry goal.
- Next steps include: Metro and county staff to map the unique challenges and successes of each of the three Coordinated Entry Systems and report back to the TCPB.

March 2023 TCPB Meeting

- Valeria McWilliams, Metro, then reviewed the Coordinated Entry goal and recommendation

June 2023 TCPB Meeting

- Co-chair Matt Chapman shared that the counties would present areas of work underway that will help achieve TCPB goals and could be regionalized.
 - Kanoe Egleston, Joint Office of Homeless Services (JOHS), presented on coordinated entry systems and Homeless Management Information System

(HMIS) data. She shared that the JOHS manages four unique coordinated entry systems across the continuum of care and is currently developing a new tool to center priority populations. She stated that there are three HMIS systems in Oregon and that the tri-county area comprises one HMIS system, with Multnomah County taking administrative ownership of the region. The counties are collaborating to update the HMIS system and share data.

August 2023 TCPB Meeting

- Healthcare systems alignment update- it was mentioned there is a lot of overlap between this goal and CE goal
- Homeless Services Data Overview
 - Abby, Metro, gives very brief high level description of CE
 - Melanie Pascual, Clackamas County, shared that there is regional coordination around Built for Zero, closely related to CE

September 2023 TCPB Meeting

- Metro announces we have contracted with Homebase to support CE work

October 2023 TCPB Meeting

- Metro announces that Home Base has begun their workgroup meetings on coordinated entry

November 2023 TCPB Meeting

- Abby Ahern, Metro, shared that Homebase has conducted interviews with key Coordinated Entry Regional Alignment Workgroup members and jurisdictional partners



Metro

Meeting will start at 4:00pm

Metro Regional Supportive Housing Services

Tri-County Planning Body | May 8th, 2024



Metro

Welcome and Opening Remarks

Agenda

4:00pm Welcome and Introductions

4:15pm Public Comment

4:20pm Conflict of Interest

4:25pm Staff Updates

4:40pm Coordinated Entry Progress Report

5:55pm Closing and Next Steps

6:00pm Adjourn



Metro

Public Comment



Metro

Staff Updates



Metro

Coordinated entry

Progress Report

Goal

- Coordinated Entry is more accessible, equitable and efficient for staff and clients.
 - 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.

Coordinated entry update agenda

- Background
- Local and regional progress updates
- Current work
- Takeaways and next steps
- Questions/Discussion



A history of coordinated entry

2010

HUD announces coordinated entry

2014- 2017

Counties establish coordinated entry

2018-present

Jurisdictions adopt Built for Zero

2021-present

Counties make improvements to coordinated entry systems with SHS investments



2012

HUD requires coordinated entry creation

2017

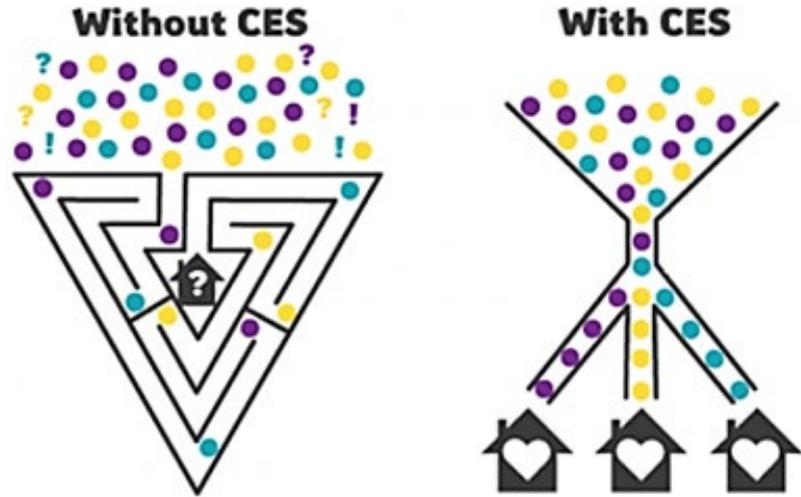
HUD requires coordinated entry reporting

2020

Measure 26-210 Supportive Housing Services

What is coordinated entry?

- Process through which people move from homelessness to housing services
- Allows households to access all options to address housing needs
- Avoids being “screened out” program-by-program
- The most intensive interventions are prioritized for those with the highest needs

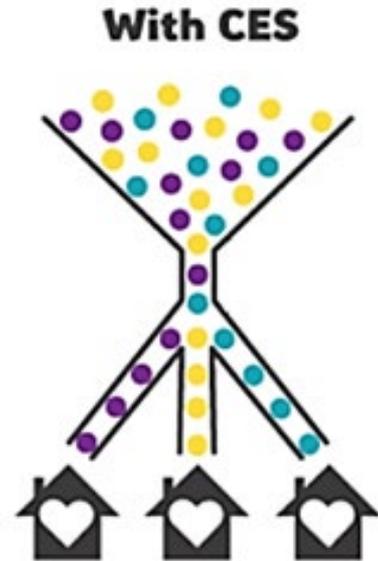


Core elements of coordinated entry



Access

- Must cover the entire Continuum of Care (CoC)
- Coordinate with street outreach
- Common assessment across CoC, approved by CoC boards
- Effective outreach to all populations



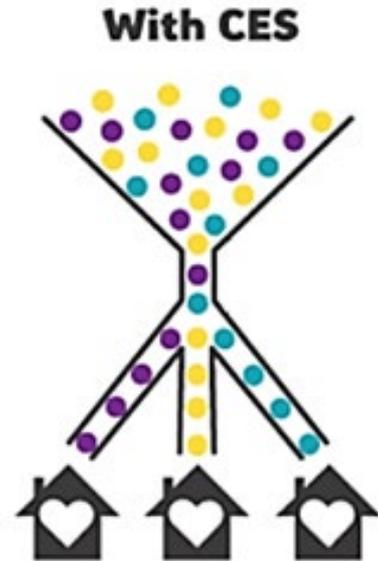
Assessment

- CoC must incorporate a standardized assessment practice across its coordinated entry system.
- Assessment must collect sufficient information to make consistent prioritization decisions.
- Assessment must collect sufficient information to facilitate access to housing and supportive services, including health and other public systems.



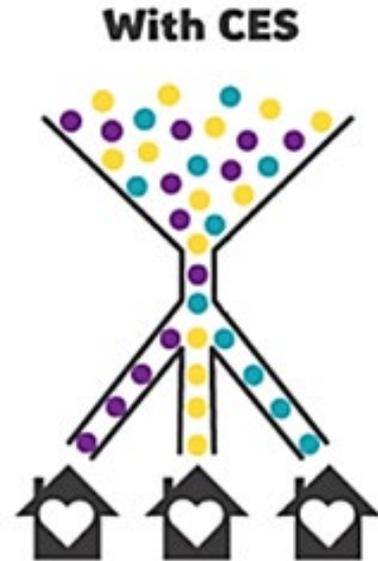
Prioritization

- CoCs must use the coordinated entry system to prioritize referrals to housing and services.
- Prioritization must be based on a specific and definable set of criteria that are made publicly available through the CoC's written prioritization standards and approved by the CoC board
- HUD requires special prioritization considerations for federally funded Permanent Supportive Housing programs.



Referral

- The group of people with the highest priority must be offered housing and supportive services projects first.
- Programs should be low-barrier, facilitating the referral process.
- Referral process must comply with all applicable nondiscrimination provisions of federal civil rights laws and HUD's Equal Access Rule.



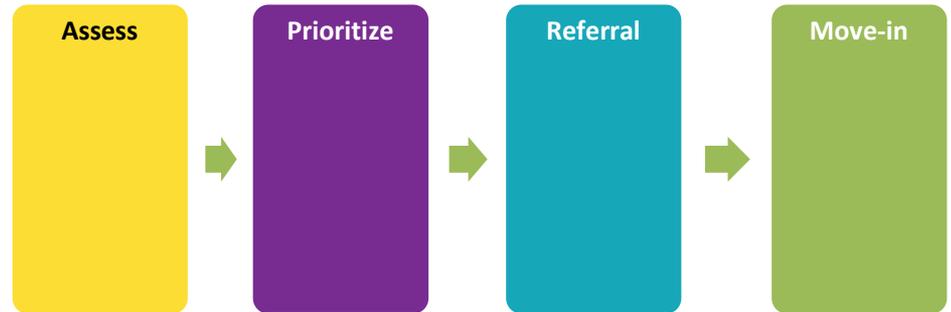
Built for Zero

- A national movement to support housing services systems in moving communities to “functional zero homelessness.”
- Set of data quality and policy tools overlaying coordinated entry and homeless services systems, meant to improve outcomes.

Case Conferencing

In case conferencing, the most relevant information you can discuss about a client is the actions you're taking to move them to the next step

- Actions taken last week
- Actions to take next week
- What you're learning—about your client and your system—as you go





Metro

Clackamas, Washington and Multnomah Counties

Coordinated entry/access

CHA

Clackamas County Coordinated Housing Access

Highway to Housing

PREVENTION
and DIVERSION

Immediate
Programs

Contact
Coordinated
Housing Access

Call 503-655-8575

Visit [www.clackamas.us/
communitydevelopment/cha](http://www.clackamas.us/communitydevelopment/cha)

Our goal is to get
people off the highway
as soon as possible.

SCREENING for
WAITLIST PROGRAMS

Housing
Program
Waitlist



Access	Assessment	Rapid Resolution	By-name list	Case Conferencing	Prioritization and Referral	Navigation & Placement	Retention
<ul style="list-style-type: none"> • The public can access the CHA line 8am-8pm every day • DV provider access upon calling 	<ul style="list-style-type: none"> • Initial triage assessment with all callers • Multiple prevention referrals sent weekly • Multiple outreach referrals sent weekly 	<ul style="list-style-type: none"> • New Rapid Resolution roll-out happening now • Will serve up to 50 households weekly 	<ul style="list-style-type: none"> • If literally homeless or fleeing DV, person will be added to our by name list • Working on list management 	<ul style="list-style-type: none"> • Regular meetings, population-specific (vets, family, youth, single adult) • Well-attended • Problem solving/next steps 	<ul style="list-style-type: none"> • Providers notify us when RRH and PH openings become available • Data Team identifies clients based on community prioritization and program eligibility 	<ul style="list-style-type: none"> • Assigned Navigator for pre-housing activities and housing placement 	<ul style="list-style-type: none"> • Assigned long-term housing case manager • Retention rate PSH: 98.3% RRH:95.6%

Washington County



Washington County :

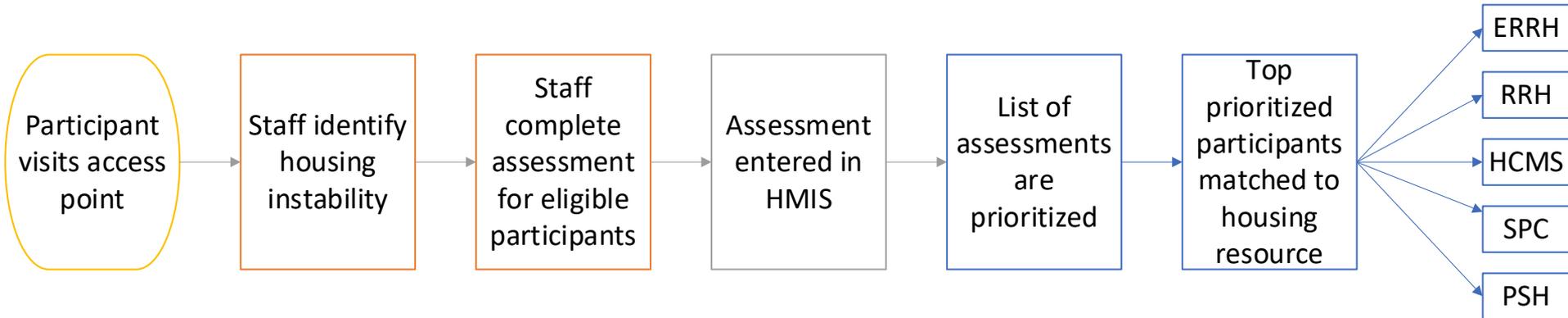
- Manages the policies
- Contracts with service providers to become access points for Phase 1 Assessments
- Coordinates with housing and shelter programs to meet referral needs

Community Action Organization manages day-to-day operations:

- Staffing the phone line
- Completing Phase 1 Intake Assessments
- Matching people to housing and shelter resources.

“Community Connect” is Washington County’s Coordinated Entry System

Community Connect Process



Assessment in Washington County

- Intakes are called “Phase I Assessment”
- All questions asked on assessment are required by funder or used to match participants to housing/shelter programs
- Questions on housing history, length of time homeless, and disabling condition used to assess chronic homelessness for prioritization



Access in Washington County

Who is eligible

- Income under 50% of area median income
- Experiencing homelessness, at-risk of homelessness or fleeing domestic violence
- Have a strong tie to Washington County

Where to get an assessment:

- Community Connect phoneline/walk-in
- All contracted housing and shelter providers
- All outreach workers
- Contracted culturally specific providers
- Assessors embedded in health care and justice systems

Prioritization in Washington County

- Washington County prioritizes services first to households who are experiencing chronic homelessness
- All the households experiencing chronic homelessness are sorted into 4 population groups:
 1. Families
 2. Transition aged youth
 3. Adults over 55
 4. All other single adults.
- Each of those populations is prioritized by length of time homeless

Referrals in Washington County

- Participants most highly prioritized are matched to housing and shelter resources as available
- Community Connect facilitates referrals
- Case conferencing spaces are used to increase provider collaboration around hard to locate participants



Washington County Case Conferencing Types

Community Connect case conferencing: Housing providers, outreach, and shelter staff meet twice per month to review different prioritized groups who are waiting for housing or are matched to housing but not yet enrolled. Goal is to reduce length of time between identification and enrollment.

Local Command Center (LC3) case conferencing: Weekly case conferencing for street outreach teams occurs with goal to locate and engage participants living outside to help them access shelter and housing resources and connect them with resources to address immediate needs.

Health care case conferencing: Twice per month meeting between health care providers, housing case managers, and outreach workers to collaborate around supporting participants in accessing health services.

Coordinated Access in Multnomah County



Sub-Populations

- Adults
- Families
- Veterans
- Domestic Violence
- Youth

Resources in each system vary

- For example, RRH, PSH, and shelter all go through family CE, but adult CE is almost exclusively PSH

Multnomah County

- Centralized access point in each system
 - Clear messaging for community, easy referrals for other systems
 - Call 211 for families, CHAT for adults, etc.
- Decentralized access points in each system
 - Dozens of trained assessors at provider level, priority for culturally specific services
 - Allowing participants to be assessed by providers where they have a relationship
- Prioritization for adults and families
 - VI-SPDAT score, age, race/ethnicity
 - System case conferencing
- System Supports prior to housing
 - Assessment, system navigation, barrier mitigation, document readiness

Multnomah County

Redesign and Assessment Creation

- Adult & Family systems only
- Advancing equity
- Process led by homeless services providers and users
- Improve experience of accessing services
- Emphasize and track problem solving
- Added questions to better identify underserved populations and questions informed by indicators of barriers to housing stability
- Prioritization targets: chronically homeless, high safety risk, overrepresented groups, high housing barriers, and imminent loss of housing



National scan

- Homebase conducted a national scan for analogous contexts.
- We focused on regions that included multiple CoC's.
- We did not include complex regional systems within a single CoC, such as Balance of State CoC's.

National scan

- Found some instances of regional alignment such as data sharing, standardization of some policies, and consistency with assessments
- The scope of this regional work is unprecedented – **no region is attempting this**

Current work

- Coordinated Regional Alignment Workgroup Facilitation
- Interviews with other communities
- Interviews with providers and system leaders in all 3 counties
- Recruitment for lived experience cofacilitators to lead listening sessions

Emerging CES Alignment Opportunities

Advance Equity via Prioritization

- Identify vulnerabilities resulting from past systemic harms and ongoing discrimination that puts people of color at heightened risk of homelessness or at risk of experiencing homelessness for longer periods of time and develop shared prioritization practices centering these vulnerabilities

Align Assessment Questions

- Identify strategies to align, to the extent possible, assessment practices to streamline cross-county access to housing by reducing the need for reassessment

Standardize Case Conferencing

- Develop a consistent approach to case conferencing to advance equity and effectively/efficiently support households enrolled in programs in multiple counties

Share Data

- Work with HMIS governance bodies to share client information (e.g., Universal Data Elements and Common Program-Specific Data Elements) across HMIS to minimize duplication of services and support continuity of care

Advance Equity via Prioritization

Emerging opportunities for exploration:

- Identify vulnerabilities that disproportionately impact communities of color in the Metro region
- Develop a proposal for CoC/CE board approval for coordinated entry prioritization factors centering these vulnerabilities
- Identify some common prioritization factors across the region
- Identify some unique prioritization factors within each County

Align assessment questions

Emerging opportunities for exploration:

- Compile an assessment comprised of common questions between the three counties.
- Compile assessment questions unique to each county.
- Minimize the number of proposed changes to existing assessments.
- Identify protocols and pathways for client assessment to include access other counties, regardless of where they initially present for services

Align case conferencing

Emerging opportunities for exploration:

- Identify best practices related to case conferencing.
- Standardize approaches to case conferencing across county lines.
- Identify opportunities for case collaboration between counties.

Share data

Emerging opportunities for exploration:

- Communicate coordinated entry data sharing needs with regional HMIS governance bodies with the intent to:
 - Increasing visibility to clients seeking services across county lines
 - Ensuring that overlapping assessment responses are visible between counties

Next Steps

- Continuing workgroup meetings
- Develop an implementation plan for TCPB review, detailing how CoC boards will be engaged in decision making
- Hold listening sessions with people with lived experience of homelessness

Questions?





Metro

Closing and Next Steps

Next Steps

- Post approved meeting summary online
- Next meeting: June 12th, 2024

Meeting Adjourned



METRO SUPPORTIVE HOUSING SERVICES TRI-COUNTY PLANNING BODY

Monthly progress report | May 2024

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	Metro and county staff developed a Regional Implementation Plan to advance the Regional Landlord Recruitment goal. The TCPB voted to approve the Plan at their March meeting. The Supportive Housing Services Oversight Committee gave final approval for the Plan during their April meeting. The Oversight Committee also requested to work with the TCPB to develop additional context and metrics for the Plan. Staff from Metro and the Counties have scheduled a meeting to coordinate implementation of the Plan.
Coordinated Entry	The three counties and Metro, with support from Homebase, will present a progress update to TCPB on 5/8. That update includes the 4 emerging CES alignment opportunities: advance equity via prioritization, align assessment questions, standardize case conferencing, and share data. The three counties and Metro, with support from Homebase, intend to begin work on implementation planning with input from TCPB during the update presentation.
Healthcare system alignment	The regional leadership meeting continues monthly with Health Share, Counties, and Metro. A subgroup focused on implementation planning has met twice and will continue to meet at least monthly. Metro and County representatives have joined Health Share's High Risk Behavioral Health Care Coordination workgroup, which meets monthly. All groups are driving toward greater alignment and coordination, focused on where we can have the most impact on health/housing integration. The data sharing workgroup continues to meet, clarifying what data needs to be shared, with whom, when and why. Work sessions with providers, people with lived experience, and other key stakeholders will be convened in the coming months. We continue to work with partners to map the current

landscape of health/housing initiatives and identify current areas of collaboration across systems.

Training + Technical Assistance

In total, 71 consultants, businesses and community based organizations applied to the Metro, Tri-County Request for Qualifications for capacity building. A team from Metro, the counties and nonprofit service providers are working to score the RFQu and we anticipate qualified vendors will be notified within the next few weeks.

We are far into the hiring process for the three remaining members of the Regional Capacity Team (two program managers, one focused on training, the other focused on technical assistance and an additional program coordinator). We have a strong pool of applicants and are confident we will be able to have our team fully staffed by the end of the fiscal year.

Employee Recruitment and Retention

We are working with Homebase, County partners, and providers in preparation for the upcoming Progress Update on this goal. Due to the complexity of this topic and to allow sufficient time for discussion, our plan is to divide the update into two parts. At the June meeting, Homebase will present their findings including the national scan, and Counties will provide updates and context on work underway. The presentation and discussion will continue in July, including preliminary recommendations, which will be refined and finalized in the subsequent Implementation Plan.

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

EXISTING REGIONAL PROGRAMS AND COORDINATION EFFORTS

People housed through the RLRA program as of December 31, 2023: 3,697



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

Risk Mitigation Program: All RLRA landlords are provided access to a regional risk mitigation program that covers costs incurred by participating landlords related to unit repair, legal action, and limited uncollected rents that are the responsibility of the tenant and in excess of any deposit as part of the RLRA Regional Landlord Guarantee.

The following information is derived from the counties' [FY2022-2023 annual reports](#)

Landlord Liaison and Risk Mitigation Program: In January 2023, Metro and tri-county program staff began meeting monthly to coordinate Landlord Liaison and Risk Mitigation Program education activities. Together, staff shared existing engagement tools and identified innovative methodologies for expanding unit availability across the region. Training for existing landlords is coordinated regionally and staff continues to coordinate to identify strategies for expanding unit availability.

Regional Point-in-Time Count: In January 2023, the counties conducted the first-ever fully combined regional Point-in-Time Count. This tri-county coordinated effort included creating a shared methodology and analysis, a centralized command structure, and unified logistics around the recruitment and deployment of volunteers. As a result of the combined Count, analyses include regional trends in unsheltered homelessness, sheltered homelessness, and system improvements made possible by regional investments in SHS.

An initial summary of the 2023 Point-in-Time Count data can be found in this May 2023 press release from Multnomah County: <https://www.multco.us/multnomah-county/news/news-release-chronic-homelessness-number-falls-across-tri-county-region-2023>.

Regional Request for Program Qualifications: This program year also included a Regional Request for Programmatic Qualifications to procure new and diverse organizations as partners for service provision. Tri-county partners worked to ensure broad engagement and technical assistance to support the full participation of new and emerging organizations, especially culturally

specific service providers. 60 applications were qualified to create a broad network of 167 tri-county pre-qualified service providers with diverse expertise and geographic representation.

Homeless Management Information System (HMIS) Regional Implementation: Starting in 2023, an updated Privacy Notice & Policy created a more trauma-informed and person-centered approach to obtaining participant consent for data sharing while maintaining a high level of data privacy. Next steps included moving toward regional visibility and more comprehensive integration of each of the counties' HMIS systems.

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.



Supportive Housing Services Oversight Committee Meeting Summary

Meeting: Supportive Housing Services (SHS) Oversight Committee Meeting
Date: March 25, 2024
Time: 9:30 a.m. to 12:00 p.m.
Place: Virtual meeting (Zoom)
Purpose: Multnomah County Corrective Action Plan (CAP) update through January; presentation of FY24 Q2 reports; and Metro tax collection and disbursement update.

Member attendees

Jim Bane (he/him), Mitch Chilcott (he/him), Co-chair Susan Emmons (she/her), Cara Hash (she/her), Carter MacNichol (he/him), Felicita Monteblanco (she/her), Peter Rosenblatt (he/him), Mike Savara (he/him), Co-Chair Dr. Mandrill Taylor (he/him)

Absent members

Dan Fowler (he/him), Jenny Lee (she/her), Jeremiah Rigsby (he/him), Margarita Solis Ruiz (she/her), Becky Wilkinson (she/her)

Elected delegates

Washington County Chair Kathryn Harrington (she/her), Metro Councilor Christine Lewis (she/her)

Absent elected delegates

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

Metro

Israel Bayer (he/him), Yesenia Delgado (she/her), Liam Frost (he/him), Breanna Hudson (she/her), Patricia Rojas (she/her), Andy Shaw (he/him), Valeria McWilliams (she/her)

Kearns & West Facilitator

Ben Duncan (he/him)

Welcome and Introductions

Co-chairs Dr. Mandrill Taylor and Susan Emmons provided welcoming remarks.

Ben Duncan, Kearns & West, facilitated introductions and reviewed the meeting agenda and objectives.

Yesenia Delgado, Metro, shared that three new Metro staff have joined to support the Supportive Housing Service (SHS) program, and additional positions are still open.

Mika Savara chatted that he is excited to see folks join the team and shared gratitude for Chris Berg, his colleague and friend who previously worked at the State.

Andy Shaw, Metro, introduced himself and shared updates regarding the Stakeholder Advisory Table. He reflected on the success of the 2018 Affordable Housing Bond, which exceeded all its goals, and is closing at the end of the year. He stated that the purpose of the Stakeholder Advisory Table is to inform Metro's Chief Operating Officer (COO) Marissa Madrigal on whether there should

Supportive Housing Services Oversight Committee Meeting Summary

be a new property tax, if some SHS funds should be reallocated to capital funds, or if things should stay the same.

Peter Rosenblatt reflected that the SHS funds are bringing in more than originally planned, and asked if this is a blip or if folks are being over-taxed.

Andy Shaw, Metro, replied that SHS is an income tax, which is more variable than a property tax. He shared that Metro had predicted the amount raised based on the state's history, but they are now more confident in understanding the overall tax base for future forecasting.

Washington County Chair Kathryn Harrington chatted that the SHS Forecast update of Oct 2023 was presented to the Committee in late November or December and was a good set of information.

Felicita Monteblanco stated that they should be mindful of the “unpredictable” narrative and that the region has seen the greatest wealth increases since COVID-19 and that reflects the story of the rich getting richer. She asked to clarify if the Stakeholder Advisory Table is advising the COO to see what SHS could allow for affordable housing development, and if that assumption is correct, would there need to be a ballot measure.

Andy Shaw, Metro, replied that the Metro attorneys believe that affordable housing falls out of the scope of what was defined in the SHS measure, so Metro would need to ask voters to approve spending funds on housing. He stated that counties can spend money on Permanent Supportive Housing (PSH) via rental assistance and other methods that aren't capital. He reflected that the question is about how to align the SHS program with capital investments.

Washington County Chair Kathryn Harrington chatted that permanent shelters are allowed.

Carter MacNichol asked what the role of the Committee would be in this decision and if they have the opportunity to review and give input.

Andy Shaw, Metro, replied that the Stakeholder Advisory Table would give their conclusion to the COO in early May, so they could use that moment to come to the Committee as well.

Patrica Rojas, Metro, added that the Table isn't providing a recommendation to the COO, rather the COO is providing a recommendation to Metro Council, and the Table is providing information to the COO as one input source. She noted that reviewing the recommendation by the COO would be a more appropriate role for the Committee.

Carter MacNichol shared his concerns and believed the Committee should give real input and not just provide a rubber stamp. He asked if the May meeting would be when the Committee could review the Recommendation.

Patrica Rojas, Metro, responded that timing works.

Metro Councilor Christine Lewis underscored that Metro Council and the COO have not decided anything and the question is around the opportunity to build affordable housing. She noted that they are considering multiple inputs, and this Committee should be one.

Peter Rosenblatt stated that there is oversight confusion in Clackamas County, and even if this recommendation was outside the Committee's purview, he reflected that it is worthwhile to be able to communicate what is happening.

Ben Duncan, Kearn & West, invited Co-chair Mandrill Taylor to share any input as he is on the Stakeholder Advisory Table.

Supportive Housing Services Oversight Committee Meeting Summary

Co-chair Dr. Mandrill Taylor stated that it benefits all parties to have engagement with the Committee.

Valeria McWilliams, Metro, shared that in response to the SHS Audit, there is ongoing communication between the SHS Oversight Committee and Tri-County Planning Body (TCPB), including sharing meeting summaries and progress status. She provided an update on the TCPB's work in the past quarter, including the development and approval of the first goal implementation plan. She noted that the Committee will receive a presentation next month to approve this plan and detailed the TCPB's work plan for next quarter.

Peter Rosenblatt shared that the meeting summaries for the two committees are hard to read as they are transcripts and asked if there could be a summary decision document or another alternative.

Valeria McWilliams, Metro, replied that she could coordinate with Yesenia Delgado and think about structure. She noted there are also links to the recordings.

Ben Duncan, Kearns & West, shared that there is a need for having a transparent document for members of the public and a need for what the Committee needs to know for its work, and confirmed that they will work on a structure to address the latter.

Ben Duncan, Kearns & West, noted that there is no quorum for meeting summary approval.

Conflict of Interest Declaration

Carter MacNichol declared that he is on the Board of Transition Projects which receives SHS funding.

Peter Rosenblatt declared that he works at Northwest Housing Alternatives which receives SHS funding.

Public Comment

No public comment was received.

Update: Multnomah County Corrective Action Plan (CAP)

Yesenia Delgado, Metro, shared that eight items in the CAP are completed and that Multnomah County will provide quarterly metrics of people serviced. She reflected that there continue to be items that are underspent and at risk, and there is a CAP amendment underway.

Dan Field, Multnomah County, shared that there are proposed adjustments on where they are hitting barriers, but they will continue to do what works well. He reflected on the organization health grants that Multnomah County partnered with United Way on and shared that organizations have until quarter three to spend the funds. He noted that most providers have spent funds on benefits like wage increases, extra time off, and training. He stated that they have asked the Multnomah County Chair for a second round of these grants.

Co-chair Susan Emmons thanked Multnomah County for extending the time to spend the funds until December.

Dan Field, Multnomah County, shared that was the purpose of the amendment and they wanted to keep the money unrestricted so organizations could make the best decisions.

Carter MacNichol asked if the higher wages are reflected in contracts and noted that one-time funds for increased wages are hard to secure.

Supportive Housing Services Oversight Committee Meeting Summary

Dan Field, Multnomah County, replied that it was used as a one-time bonus. He noted that they are rebasing some contracts and are taking steps towards higher wages.

Kanoe Egleston, Multnomah County, shared that Housing Multnomah Now (HMN) is still at risk. She noted that they have started to place folks into housing at a higher rate and they will be meeting their 300-household goal. She clarified that the amendments are to ensure they can meet their spending goal.

Peter Rosenblatt asked if they have a projection of their spending through June.

Kanoe Egleston, Multnomah County, replied that their goal is to meet their CAP and to spend \$8 million by the end of June.

Dan Field, Multnomah County, clarified that they follow SHS guidelines around capital purchases that are consistent with the voters' intent.

Presentation: Washington County FY24 Q2

Jes Larson, Washington County, provided a high-level overview of Washington County's SHS quarter two status, including housing the 1000th household with Regional Long-term Rent Assistance (RLRA). She detailed their quarter two spending and projected expenditures, noting that they are trending ahead of their goals. She noted if they need to, they will ask for additional carryover funds to be released.

Nicole Stingh, Washington County, provided an overview of Washington County's SHS programming, including the Homeless Solutions Advisory Council, equity training, reducing wait times to pay providers to 19 days, healthcare systems integration, and providing provider report cards. She shared upcoming work, including updating their work plan to align with the TCPB's Regional Strategy.

Mike Savara thanked Washington County for tracking their metrics on provider payments and shared his excitement for their respite program.

Co-chair Dr. Mandrill Taylor congratulated Washington County and shared that as a behavioral health care provider he is interested in models of care support and asked if they could speak more about their low acuity support program.

Jes Larson, Washington County, replied that they are thriving and learning from the health and housing system integration. She reflected it is akin to the cooperative care program, where they connect those who are discharged from hospitals to connections of care, giving them priority access to shelter beds and medical support.

Mike Savara reflected on the projected expenditures graph and asked how that trendline would be impacted if voters passed an amendment to allow funds directed to capital investments.

Jes Larson, Washington County, replied that it is complicated, and the projected expenditures are based on programmatic costs for critical services launched, including shelter beds, access systems, and wrap-around support. She reflected that the package of programmatic work is what maintains a system of care, and that package is what the projected expenditure showed. She stated that if the region passed an amendment, they would have to make prioritizing decisions moving forward.

Peter Rosenblatt congratulated Washington County and shared his appreciation for the projected expenditure slide. He noted that their RLRA goal is 1650 and asked if completing that would end

Supportive Housing Services Oversight Committee Meeting Summary

homelessness in Washington County, and if not, how are they addressing the disconnect between the amount allocated and the amount needed.

Jes Larson, Washington County, replied that the 1650 goal is based on the overall goal of 5000 placements in the region. She reflected that the need is always evolving but it's important to have a system that can respond to the need. She detailed the "move-on" policy by the U.S. Department of Housing and Urban Development (HUD) where there are RLRA voucher-only units so folks can move out when it's no longer needed.

Co-chair Dr. Mandrill Taylor asked about the provider's monthly scorecard and what dimensions were used to ensure quality.

Jes Larson, Washington County, reflected there is so much to learn to create regional standards. She shared that the more information they can give to providers the more they can be on-track, and currently the scorecards reflect program requirements.

Washington County Chair Kathryn Harrington shared that the SHS measure did not commit to ending homelessness, but committed to end chronic homelessness, which is where the goal of 5000 placements came from. She reflected that this is separate from the built-for-zero methodology.

Presentation: Multnomah County FY24 Q2

Breanna Flores, Multnomah County, introduced themselves. They detailed how Multnomah County has built capacity, including increasing RLRA capacity to 1,020 vouchers and having an inaugural provider conference where there were service provider listening sessions. They shared that they had Assertive Engagement Training for providers and that overall, Black, Indigenous, and People of Color (BIPOC) populations are being served at a higher rate.

Kanoe Egleston, Multnomah County, shared that the behavioral health division received 25 new intensive case management and assertive community treatment RLRA vouchers for a total of 150. She said they would operationalize an additional \$15 million in quarter two towards behavioral health investments.

Breanna Flores, Multnomah County, shared they will have a 2024 provider conference to gather additional feedback related to higher acuity participants.

Mike Savara chatted that it's exciting to see the increased RLRA vouchers.

Kanoe Egleston, Multnomah County, detailed progress being made towards Built for Zero, including utilizing Survey 123 for geolocation data gathering and mapping.

Breanna Flores, Multnomah County, shared information about the Shelter Models Evaluation to identify characteristics of successful outcomes for folks and the Alternative Shelter Evaluation.

Co-chair Dr. Mandrill Taylor chatted that he is interested in learning more about the Data Collection Pilot and that understanding lessons learned with outreach initiatives can help guide the entire region.

Kanoe Egleston, Multnomah County, shared that they are on track with their 75% spend-down plan for FY2024, have increased their spending compared to last year, and have maintained compliance with their CAP. She noted they will create a visual representation of the information for the next presentation.

Peter Rosenblatt asked what is meant by alternative shelter.

Supportive Housing Services Oversight Committee Meeting Summary

Kanoe Egleston, Multnomah County, replied that it is a shelter that is outside of congregate spaces or hotel spaces, like safe rest villages.

Co-chair Susan Emmons asked how RLRA vouchers could apply to those who are known in shelter spaces.

Kanoe Egleston, Multnomah County, replied that until this year RLRA was administered with PSH with a focus on Population A. She shared that focusing on rapid rehousing dollars and programming can help move the flow of RLRA vouchers, which is aligned with the shelter strategy concept of RLRA.

Breanna Flores, Multnomah County, added that there are many ways to go about it and RLRA was focused on chronic homelessness. She reflected that higher acuity needs are complex within the system.

Carter MacNichol echoed Susan's question and shared it's not clear what the barrier is to get more RLRA vouchers out. He appreciated the considerations around acuity, cost, and safety, and wondered if the conference would occur fast enough to inform contracts for the upcoming year.

Dan Field, Multnomah County, replied that the leadership team meets with providers weekly and the Chair holds regular listening sessions with providers. He shared that these findings would be reflected in the Chair's budget priorities.

Presentation: Clackamas County FY24 Q2

Vahid Brown, Clackamas County, presented an overview of Clackamas County's quarter two progress. He shared that for capacity building, they now have six culturally specific service providers and decreased the Coordinated Housing Access Hotline callback time from six weeks to two minutes. He shared the percentage of BIPOC being served in PSH, Rapid Rehousing, and Eviction Prevention, and that the Health and Housing Integration team is working on Medicaid waiver implementation, Future Medical Respite Program, system coordination, and a Community Paramedic Pilot. He shared that resource centers are being developed for geographic equity and detailed bar graphs showing fiscal spending and commitments. He noted that individuals experiencing homelessness in Clackamas County have decreased since 2019 according to the Point-in-Time (PIT) counts.

Mike Savara chatted that the County and the City of Portland have done well with using state funds to house folks out of the Temporary Alternative Shelter Site, named that very few communities across the country are seeing reductions in PIT numbers like this, and thanked Clackamas County for their presentation.

Peter Rosenblatt asked how SHS funds can be used to build physical buildings and noted that clarity on the usage would be beneficial. He asked if community health assessments (CHAs) would support the decrease in PIT numbers.

Vahid Brown, Clackamas County, responded that counties are using carry-over funds on capital as resource centers aren't affordable housing, but where providers can collaborate and coordinate. He added that they should run the CHA modeling to compare but the by-name list has also decreased.

Presentation: FY24 Q2 Finance Overview

Rachael Lembo, Metro, reviewed the oversight responsibilities for the Committee and shared that this year's regional spending is more than double the amount of last year at this point. She stated

Supportive Housing Services Oversight Committee Meeting Summary

that tax collection costs are forecasted to be 3% of revenue and that collections are predicted to be higher than budgeted. She detailed each county's financial report reviewing their spend-down plans and actuals.

Peter Rosenblatt reflected that in Clackamas County there is a tendency to be conservative when actual tax revenues stray from projections. He asked how Metro can assist with alignment.

Rachael Lembo, Metro, replied that it is stressful for all jurisdictions when forecasts are volatile. She reflected that income taxes fluctuate and are not as stable as property taxes, and noted that there will be a revenue forecasting forum that will include representatives from each county discussing how to make forecasts and communicate risk.

Co-chair Susan Emmons reflected that there is an unprecedented amount of money and that it should be framed as an opportunity. She asked if contingency funds would cover the fluctuation. She shared her respect for the providers doing this work.

Carter MacNichol echoed Susan's comments and related them to their recommendations about communications. He highlighted that the public has an opposite perception, and this information needs to be released.

Mike Savara chatted that the scrutiny toward providers and the government is high and agreed with the respect needed for every provider doing this work.

Metro Tax Collections and Disbursement Update

Rachael Lembo, Metro, shared that due to time constraints in the meeting, she could summarize that tax collections look fine, and this item will be covered in more detail in the future.

Next Steps

Co-chair Susan Emmons provided closing remarks and shared that they are in the process of presenting the Annual Report.

Ben Duncan, Kearns & West reflected on the meeting and shared the next steps.

The next steps are:

- The Committee to review the Stakeholder Advisory Table's input to the COO in May.
- The Committee to receive the TCPB's first implementation plan for approval next month.
- The Committee to receive a clear definition on what capital SHS funds can be spent on.
- Metro Staff to determine the structure of a summary decision document or another alternative for cross-committee updates.
- County staff to consider cross-walking CHA and PIT methodologies.
- Next meeting: April 22nd 9:30am-12:00pm

Adjourn

Adjourned at 12:00 pm.

The following materials were received
during the meeting.



Request to Testify

(Please print legibly)

Name: Ethan Loomis Date: 5/8/24

Pronunciation: _____ Affiliation/Title (if any): _____

City: Portland, OR

Subject of Testimony (include resolution or ordinance number where appropriate):

Comment on Landlord Recruitment Plan.

To request electronic notices on topics that may be of interest to you, please visit Metro's News and Subscriptions web page at www.oregonmetro.gov/news

PLEASE READ INSTRUCTIONS FOR TESTIFYING ON REVERSE OF THIS CARD

Zoom Chat

00:28:31 Metro Housing Department: Hi everyone, welcome! Please change your chat settings from "Hosts and panelists" to "Everyone." Thank you.

00:45:22 Mindy Stadlander (she/her): Thanks for volunteering your leadership Mercedes and Steve!

00:56:11 Vahid Brown (he/him): no updates from Clackco, thank you

01:54:21 Vahid Brown (he/him): VI-SPDAT = Vulnerability Index-Service Prioritization Decision Assistance Tool

01:54:41 Metro Housing Department: Thanks, Vahid!

02:13:25 Metro Housing Department: From Jessica Vega Pederson (she/her) to All Panelists 05:46 PM
I need to log off to attend our Public Budget Hearing. Thank you for this good information!

02:13:32 Metro Housing Department: Thanks, Chair Vega Pederson!

02:28:42 Metro Housing Department: Thank you presenters!

02:28:46 Metro Housing Department: We appreciate you.