



Supportive Housing Services Oversight Committee Meeting Summary

Meeting: Supportive Housing Services (SHS) Oversight Committee Meeting
Date: April 22, 2024
Time: 9:30 a.m. to 12:00 p.m.
Place: Virtual meeting (Zoom)
Purpose: Multnomah County Corrective Action Plan (CAP) update through February; presentation and discussion on the tri-county planning body (TCPB) regional landlord recruitment and retention implementation plan; discussion on county work plans for fiscal year 2024-25; and presentation on the Metro fiscal year 2024-25 proposed budget.

Member attendees

Mitch Chilcott (he/him), Co-chair Susan Emmons (she/her), Cara Hash (she/her), Carter MacNichol (he/him), Felicita Montebianco (she/her), Peter Rosenblatt (he/him), Mike Savara (he/him), Co-Chair Dr. Mandrill Taylor (he/him) Dan Fowler (he/him), Jenny Lee (she/her)

Absent members

Jim Bane (he/him), Jeremiah Rigsby (he/him), Margarita Solis Ruiz (she/her), Becky Wilkinson (she/her)

Elected delegates

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

Absent elected delegates

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

Metro

Yesenia Delgado (she/her), Liam Frost (he/him), Breanna Hudson (she/her), Chris Pence (he/him), Yvette Perez-Chavez (she/her), Patricia Rojas (she/her), Andy Shaw (he/him)

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.

Andy Shaw, Metro, introduced himself and shared that the Stakeholder Advisory Table that Metro is convening had its fourth meeting. He reflected Metro is hearing the desire that the region continue to prioritize identified populations and explore expandable uses of SHS funds, including affordable housing creation. He noted that the Table is looking at multiple scenarios, and recognized that there are tradeoffs in every decision.

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Peter Rosenblatt noted that this work is perceived as only one option to move SHS dollars from services into housing and that providers aren't aware Metro is looking at multiple scenarios.

Andy Shaw, Metro, recognized this tension and reaffirmed they are considering tradeoffs.

Carter MacNichol asked what the Committee's role is in this work, if they will get to weigh in on the recommendation to Metro's Chief Operating Officer (COO) at the Committee's May meeting, and if the timing of the work aligns with the November ballot.

Patricia Rojas, Metro, confirmed that the COO will engage with the Committee, likely in May. She committed to following up with the exact day and time.

Andy Shaw, Metro, replied they are working at a pace so that there could be the option of putting something on the November ballot.

Dan Fowler voiced caution around misinformation and ways to speak about the work to not feed into misinformation.

Co-chair Mandrill Taylor noted that the Committee's core responsibility is to ensure funds meet their intended purpose based on the SHS measure.

Conflict of Interest Declaration

Dan Fowler declared he is Chair of the Homeless Solutions Coalition of Clackamas County which receives SHS funding.

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

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

Public Comment

No public comment was received.

Update: Multnomah County Corrective Action Plan (CAP)

Yesenia Delgado, Metro, shared that the CAP amendment was submitted and is awaiting approval from Metro's COO. She noted there would be some tweaks to monthly CAP reports.

Peter Rosenblatt shared his concern about items eight through ten. He noted that ten describes what the amendment would be, and asked what the proposed amendments are for eight and nine.

Yesenia Delgado, Metro, replied that item eight is due to invoicing delays from providers and Multnomah County anticipates spending those funds by the end of the year.

Daniel Field, Multnomah County, replied that item nine is a clean start as they experienced delays with their current provider and wouldn't be able to hit the spending goal. He noted that the amendment would reallocate the funds so they can meet their spending goals and the purpose of the item would stay the same.

Carter MacNichol asked what their plan is for shelter capital projects.

Daniel Field, Multnomah County, replied they are purchasing a former hotel and additional capital for pod villages later this year with Central City Concern.

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Presentation and Discussion: Tri-County Planning Body (TCPB) Regional Landlord Recruitment and Retention Implementation Plan

Presentation and Discussion

Yesenia Delgado, Metro, provided an overview of the workflow between the TCPB and the Committee. She noted that there would be a vote at the end of this presentation, but it is okay if the Committee needs more time and information before they vote.

Liam Frost, Metro, presented an overview of the TCPB process to develop their plan. He shared that Metro consulted with Focus Strategies to develop recommendations on landlord recruitment.

TCPB Co-chair Eboni Brown introduced herself and presented an overview of landlord recruitment challenges and goals in the region, highlighting that the result of this work would allow counties to easily access landlords and units available for housing, rather than putting the burden on participants.

Breanna Flores, Multnomah County; Nicole Stingh, Washington County; Vahid Brown, Clackamas County; and Chris Pence, Metro introduced themselves and detailed the five strategies and the budget that make up the goal. The strategies are 1) communication and education plan, 2) align financial incentives, 3) tracking and access to unit inventory, 4) prioritize quality problem-solving services, and 5) investigate needs for property management. These strategies and existing work already underway are estimated to cost \$8,060,000.

Peter Rosenblatt shared that he was disappointed strategies three and four were county-specific and hoped that pilot projects would be smaller cross-county coordination. He asked how units could be prioritized for housing vouchers with fair housing laws.

Chris Pence, Metro, replied that he contacted the Fair Housing Council of Oregon and it said it is a gray area, but it is okay to have off-market units only available for the program.

Liam Frost, Metro, replied that the TCPB's work is regional, but those two strategies are cases to explore whether there is an opportunity for broader adoption.

TCPB Co-chair Eboni Brown replied that it's not that landlords are discriminating against the vouchers, but it's the lack of rental history and possible convictions that impact participants.

Felicita Monteblanco stated that the presentation was helpful but the packet was confusing. She asked if the Committee would receive quarterly updates on how this work is going, and if there is a point when regional money would stop going to counties.

Liam Frost, Metro, replied that the counties will report quarterly to the TCPB and staff are determining the most efficient ways to give the Committee updates. He stated that the Regional Investment Fund (RIF) is an accelerant and a one-time-only fund to see if something will work.

Co-chair Dr. Mandrill Taylor stated that having statistics on stigmatization and unit vacancy rates in the Plan would be helpful. He asked what the relationship between Housing Connector and the third strategy is.

Breanna Flores, Multnomah County, responded that Multnomah County has an existing contract with Housing Connector that would be extended to support implementation.

TCPB Co-chair Eboni Brown added that Housing Connector has information on vacancy rates and other data.

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Co-chair Susan Emmons reflected that case managers need to be hands-on and apply to housing with participants. She shared a story about a building where the property management company declined every application for Permanent Supportive Housing, which went through the appeals process. She reflected that the language in the proposal seemed dated and asked if other uses were considered.

Chris Pence, Metro, replied that part of goal one will have counties hosting trainings for providers to support case managers.

Dan Fowler stated that the intended audience seems to be landlords and asked if there could be a public education source for users and tenants and how much of this work would trickle down to potential tenants to access.

TCPB Co-chair Eboni Brown replied that providers have used sources with participants to preemptively navigate barriers before meeting with property management.

Vahid Brown, Clackamas County, replied that this goal area has been focused on recruiting landlords, and what Dan is asking falls elsewhere. He shared that Technical Assistance and Training is another goal area.

Carter MacNichol asked if the \$8 million proposed is for the next fiscal year, how much is in the fund, how big is the landlord gap, and if it can be filled.

Liam Frost, Metro, replied that there is \$40 million in the fund.

Vahid Brown, Clackamas County, noted that \$6 million of the \$8 million is already existing as part of the Risk Mitigation Fund. He shared that unit availability varies between counties and that the issues are more salient than net availability, namely application barriers.

Carter MacNichol stated that information should be included in the proposal.

Breanna Flores, Multnomah County, added that contracting with Housing Connector serves as a platform to identify vacancy rates and identify any disparities within a county.

Carter MacNichol appreciated the acknowledgment of the property management problem and stated that property managers also need recruitment and education.

Liam Forst, Metro, stated that Focus Strategies met with MultiFamily Northwest as part of scoping the recommendations and that there are small efforts for mission-driven nonprofits. He reiterated that RIF funding is not intended to be spent directly on services but for system improvements.

Co-chair Susan Emmons clarified that in her earlier story, all application denials were overturned. She stated she is glad that there is the training and technical assistance goal, and reiterated that the landlord proposal would be strengthened by including property management companies and fair housing.

Dan Fowler stated that it seems like there is a need for accurate information on units and barriers that tenants need to overcome. He suggested that when a company receives Metro funding there is a requirement that they must participate in the system.

Vahid Brown, Clackamas County, responded that there are public funding requirements, but they aren't uniform across funding sources.

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Vahid Brown, Clackamas County, stated that including property management companies is an important insight and that he considers property managers as included under the language of 'landlord' as used in the proposal.

Ben Duncan, Kearns & West Facilitator, stated that the proposal could go back to the TCPB for potential improvements.

Mike Savara reflected that the goal seems to be more than just the number of units acquired, but also addressing barriers. He noted it would be helpful in the future to get more information or time to review materials. He liked that the centralized approach doesn't take away from an organization to develop a relationship with landlords directly.

Mitch Chilcott asked if it would be possible for Metro or another entity to own units and be the property manager.

Cara Hash and Jenny Lee had no additional comments.

Decision-making to approve the Regional Landlord Recruitment and Retention Implementation Plan

Co-chair Susan Emmons stated that she cannot support the plan in its current format and that the goal is unclear.

Dan Fowler asked if there is a time constraint on the Committee's approval and if there is a way to have the TCPB look at their questions and make minor adjustments to language.

Ben Duncan, Kearns & West Facilitator replied that if the Committee feels comfortable moving forward, they can approve or they can send it back to the TCPB.

Daniel Field, Multnomah County, stated that Multnomah County has been listening to the discussion and pledged to work in the direction discussed. He added that there is a sense of urgency to move forward because if it is sent back to the TCPB, the process for it to come back will be slow.

Carter MacNichol asked if the Committee could approve if an introductory purpose and objectives language is added. He shared that he is comfortable with the details and strategies.

Ben Duncan, Kearns & West Facilitator replied that the Committee has the authority to approve with a caveat, but they can't edit the plan directly as it's the TCPB's work and because Eboni Brown had to leave there was no longer TCPB representation.

Patrica Rojas, Metro, reflected that this is the beginning of the conversation and not the end, and they can approve with a caveat.

Peter Rosenblatt motioned to approve the TCPB Landlord Recruitment and Retention Implementation Plan (Plan) as is without amendment.

Mike Savara amended the motion to approve the Plan with the caveat that the TCPB will develop specific goals and outcome metrics.

Dan Fowler amended the motion to approve the Plan with Mike's amendment and that the co-chairs of the TCPB and Committee work together to develop a purpose statement.

Liam Frost, Metro, asked if the metrics needed to be refined as each strategy had associated metrics.

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Mike Savara replied that the strategies are good and clarified that the task is to define what outcome and metrics the TCPB is trying to achieve in aggregate. He reflected that the strategies name different things, and the bow needs to be tied together into one overarching outcome and metrics.

Liam Frost, Metro, recalled there was consideration on how to make systems more efficient to address obstacles and place folks immediately in housing.

Co-chair Dr. Mandrill Taylor stated he supports the amendments and reflected that it is about addressing how these outcome measures translate to overall output.

Ben Duncan, Kearns & West Facilitator asked for the Committee to vote to approve the Plan with the caveats that the TCPB will develop specific goals and outcome metrics and work with the SHS Oversight Committee Co-chairs to develop a purpose statement.

Thumbs up: 8 | Thumbs sideways: 2

Presentation and discussion: FY25 county work plans

Due to time constraints, this topic was moved to the May meeting.

Presentation: FY25 Metro proposed budget

Yesenia Delgado, Metro, presented an overview of the regional approach to housing and homelessness, an overview of Metro's housing department areas and staff, and highlighted the SHS work plan.

Rachael Lembo, Metro presented an overview of the SHS Budget for FY 2024-2025.

Felicita Montebalanco asked if the five staff that work on the Affordable Housing Bond are only funded by the Bond.

Rachael Lembo, Metro, replied that the Bond pays for those staff in full and pays for a portion of time for leadership akin to the percentage of time they spend on that work.

Co-chair Susan Emmons asked if the Committee could receive the annual report template on Population A and B next month.

Yesenia Delgado, Metro, replied that the template is close to finished and could be presented for the May meeting.

Peter Rosenblatt noted that unstable funding sometimes gets presented in a negative light and can affect how jurisdictions plan and spend funds. He suggested using another word instead of volatile or providing talking points so that everyone can share the same message.

Rachael Lembo, Metro, responded that income tax is volatile and there was a ramp-up period for the program. She shared that carry-over funds are an opportunity to invest in one-time things.

Carter MacNichol noted that there are \$300 million of contingency funds and stated that it would be helpful to see these budget numbers compared to last year's budget and the actuals.

Next Steps

Ben Duncan, Kearns & West Facilitator, adjourned the meeting and shared the next steps.

The next steps are:



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- Metro COO to engage with the Committee regarding future funding considerations, such as expanding SHS uses.
 - Metro staff to confirm the date and time.
- TCPB to update the Regional Landlord Recruitment and Retention Implementation Plan to include specific goals and outcome metrics and work with the SHS Oversight Committee Co-chairs to develop a purpose statement.
- Metro staff to share the Population A and B Reporting Template.

Adjourn

Adjourned at 12:00 pm.