



## SUPPORTIVE HOUSING SERVICES PROGRAM

A program of Washington County  
Department of Housing Services



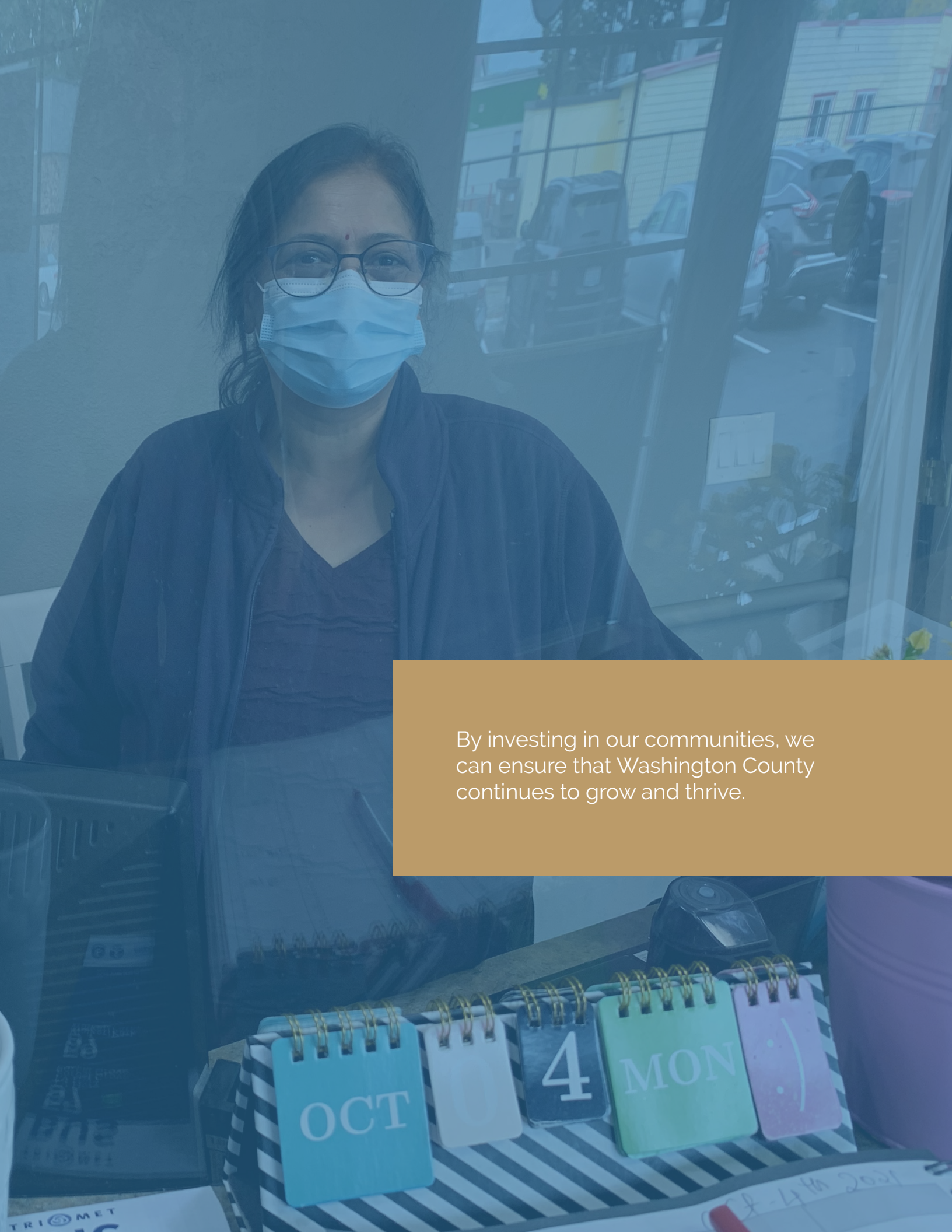
# QUARTERLY REPORT

Q1  
FY21/22



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By investing in our communities, we can ensure that Washington County continues to grow and thrive.

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# INTRODUCTION

Washington County, like other urban counties across the nation, is experiencing a community crisis of homelessness. Hundreds of households experience homelessness in Washington County every year, and thousands more are at risk of losing stable housing.

Washington County residents with disabling conditions and extremely low incomes are most severely impacted by the housing crisis. The experience of homelessness and housing instability also disproportionately impacts Black people, Indigenous people, and people of color due to systems of racial oppression.

The voter-approved Supportive Housing Services measure is dedicated to addressing the root causes of homelessness with a system scaled to truly address the needs of those most impacted by this crisis. The Supportive Housing Services (SHS) measure focuses on serving people who experience prolonged and repeated homelessness while living with complex disabling conditions. Serving this population requires permanent housing and supportive services that 'wrap around' each individual to provide stability and promote health. The measure also works up-stream to prevent and resolve episodic homelessness with programs to serve anyone at risk for economic reasons. Finally, the measure instructs us to ensure that every facet of the Supportive Housing Service program aims to mitigate racial disparities inherent in our communities and programs, by leading with race in our engagement, program design, and the evaluation of our outcomes.



In the first quarter, we made tremendous progress building and scaling systems and programs designed to build a system of care. The program has prioritized our systems level needs by building out community-based capacity to be able to provide direct services to community members in need. Our first quarter accomplishments include:

- Expanded and stabilized shelter capacity by adding 100 year-round beds and \$5 million in upfront investment
- Executed more than \$6.6 million of contracts with 17 community-based organizations that will deploy 39 housing case managers
- Modernized our Community Connect to be a trauma-informed referral system reducing the length of the assessment from one hour to 20 minutes and adding more paths for referral
- Qualified 38 organizations to provide culturally responsive and culturally-specific Supportive Housing Services
- Invested \$200,000 in culturally-specific organizations to build their capacity to serve our community

These initial investments to expand our system of care are specifically designed to address unmet housing needs in our community. The first quarter outcome data report represents the capacity of our existing system to respond to housing needs in our community, prior to the impact of new SHS investments. Unfortunately, the unmet housing needs in our community are significant. Nearly 900 households reached out for housing assistance through our Community Connect system last quarter. During that time, 278 were able to be helped with one-time eviction prevention and short-term rent assistance programs, and six households were helped to secure permanent supportive housing. Our data demonstrates that at least 556 households experience disabling conditions and prolonged homelessness and wait for permanent supportive housing.

Over the past four months, the SHS program has responded quickly and effectively to build a strong foundation for our system of care, specifically designed to create and sustain permanent supportive housing placements. With case managers and rent assistance vouchers in place, Washington County is poised to significantly improve its response to the unmet need of our community. In coming months, as programs operationalize and scale, more and more people who have been stuck outside in the cycle of homelessness will move into their new apartments and begin creating their homes.

# PROGRAMS LAUNCHED

In the first quarter of the SHS program, Washington County launched the following new programs. These programs were prioritized to respond to emergent community needs, leverage other program investments, and create a strong foundation of programming from which to build out the overall SHS system of care that advances racial equity in Washington County.

## EMERGENCY ONE-MONTH RENT ASSISTANCE FOR CULTURALLY-SPECIFIC ORGANIZATIONS

Emergency one-month rent assistance for culturally-specific organizations is a temporary program launched to augment the rollout of federal and state Emergency Rental Assistance (ERA) programs. To mitigate certain disproportionate impacts for communities of color of the expiring eviction moratorium and delay in ERA payments, the SHS program partnered with Community Action to provide flexible funds to enable immediate issuance of single rent payments to protect tenants at risk of housing loss. Eight culturally-specific organizations participate in Community Action's ERA program and have used this stop-gap flexible rent assistance to ensure housing stability while processing ERA applications for remaining rent assistance needed. To date, 20 families have been assisted by this program with \$27,000 of rent assistance, to prevent a pending eviction while waiting for the processing of the full ERA payment. The culturally-specific partnering organizations include:

**CENTRO CULTURAL**

**MUSLIM EDUCATIONAL TRUST**

**ADELANTE MUJERES**

**UNITE OREGON**

**APANO**

**CAIRO**

**IRCO**

**SACOO**

## BRIDGE SHELTER

The Bridge Shelter program has been designed to provide shelter options for families and individuals who benefit from non-congregate shelter services, especially people who have experienced prolonged homelessness, families, and people recovering from COVID. Three bridge shelter locations are in operation, for a total of 101 new shelter beds in Washington County, achieving our Year 1 program goal for expanded shelter capacity.

- Aloha Inn, operated by Good Neighbor Center
- Bridge shelter of Hillsboro, operated by Greater Good Northwest, and
- Forest Grove Inn, owned and operated by Centro Cultural

These buildings have been purchased with project Turnkey funds through the State of Oregon or the Metro Regional Housing Bond and will be converted into affordable housing program in the future. Furthermore, Washington County is committed to expanding our year-round shelter capacity with 250 permanent beds and will replace any shelter capacity that is converted to permanent housing programs with future shelter program expansion.



## THE SUPPORTIVE HOUSING SERVICES MEASURE

The regional Supportive Housing Services (SHS) measure was drafted by a broad coalition of culturally specific organizations, community service providers, business leaders, housing advocates and elected officials, who worked together to address the growing crisis of homelessness in the region. The measure was created to leverage investments for the 2018 Regional Affordable Housing Bond along with other local investments and initiatives while focusing on the needs of Black, Indigenous and people of color, immigrants and refugees, and other marginalized communities disproportionately impacted by these crises. The equity-driven framework aims to fully meet the needs of people experiencing chronic homelessness and significantly impact the rate of episodic homelessness with investments in supportive housing, long-term rent assistance, outreach and housing navigation services, emergency shelters, behavioral health and recovery supports, culturally specific services, and more.

On May 19, 2020, Measure 26-210 passed with 58% of voters and established the regional Supportive Housing Services (SHS) program. The SHS program will be funded with a new income tax on high-earning households and a business profits tax, together estimated to generate more than \$200 million annually for ten years. The funds will be distributed by Metro to the three counties within the Metro boundary proportionately by estimated revenue collection as follows: Washington County (33.3%), Multnomah County (45.3%) and Clackamas County (21.3%). The three counties will each develop and enhance local homeless and housing systems of care while working together to address homelessness across the region. The SHS program will be the largest per capita investment in the nation dedicated to ending homelessness with supportive housing services.





## HOUSING CASE MANAGEMENT SERVICES (HCMS)

The Housing Case Management Services (HCMS) program is designed to meet Washington County's goal for 500 supportive housing placements. Launched in the first quarter, HCMS has the capacity to serve more than 800 households by contracting with 17 organizations to provide housing placement and retention services to people who have experienced or are at risk of prolonged homelessness and who have disabling conditions or are age 55 and older. Thirty-six new housing case managers will work with 20 eligible households each, through outreach, engagement, housing navigation, and ongoing case coordination and resource support to ensure permanent housing stability. To ensure long-term housing stability, an additional three case managers will provide retention only services for up to 30 households each with people who had been chronically homeless previously. The HCMS partnering organizations to date are:

**BIENESTAR**

**BRIDGES TO CHANGE**

**CENTRO CULTURAL**

**COMMUNITY ACTION**

**COMMUNITY PARTNERS FOR  
AFFORDABLE HOUSING**

**EASTERSEALS OF OREGON**

**FAMILY PROMISE TUALATIN VALLEY**

**GOOD NEIGHBOR CENTER**

**HOMEPLATE YOUTH SERVICES**

**IRCO**

**JOIN**

**JUST COMPASSION**

**NEW NARRATIVE**

**OPEN DOOR HOUSING WORKS**

**PROJECT HOMELESS CONNECT**

**SEQUOIA MENTAL HEALTH**

**URBAN LEAGUE**

## REGIONAL LONG-TERM RENT ASSISTANCE (RLRA)

The Regional Long-Term Rent Assistance (RLRA) program created in partnership with the three Counties and Metro staff, is designed to work like a Housing Choice Voucher providing permanent rent assistance to extremely low-income households as a tenant based or project-based voucher. Washington County's RLRA program is first focused on ensuring permanent rent assistance for each participant of the Housing Case Manager program. For eligible households previously placed in housing with temporary assistance, such as Rapid Rehousing and Metro 300 programs, their housing has been permanently secured with an RLRA voucher and a Housing Case Manager to provide ongoing supports. The program is budgeted to support up to 500 permanent housing placements in Year 1, aligned with the HCMS program. Referrals to the voucher program have already begun and housing placement outcomes are expected in our second quarter.

# SYSTEMS AND EQUITY INVESTMENTS

In addition to new service programs launches, the Supportive Housing Services program has actively worked to create new structures and systems to support the expanded system of care in Washington County. These infrastructural improvements and investments have been prioritized to increase equity in our service programs by expanding culturally-specific services, strengthening quality of care, and creating transparent and accessible procurement and referral systems.

## CULTURALLY-SPECIFIC CAPACITY BUILDING

As a first step to demonstrate our commitment to improving access to culturally specific services in Washington County, the SHS program has committed to providing additional administrative support for all culturally-specific organizations that contract with the SHS program. To date, four culturally-specific organizations that have contracted to provide an HCMS program have received an additional \$50,000 in administrative support to launch their new program, these organizations include:

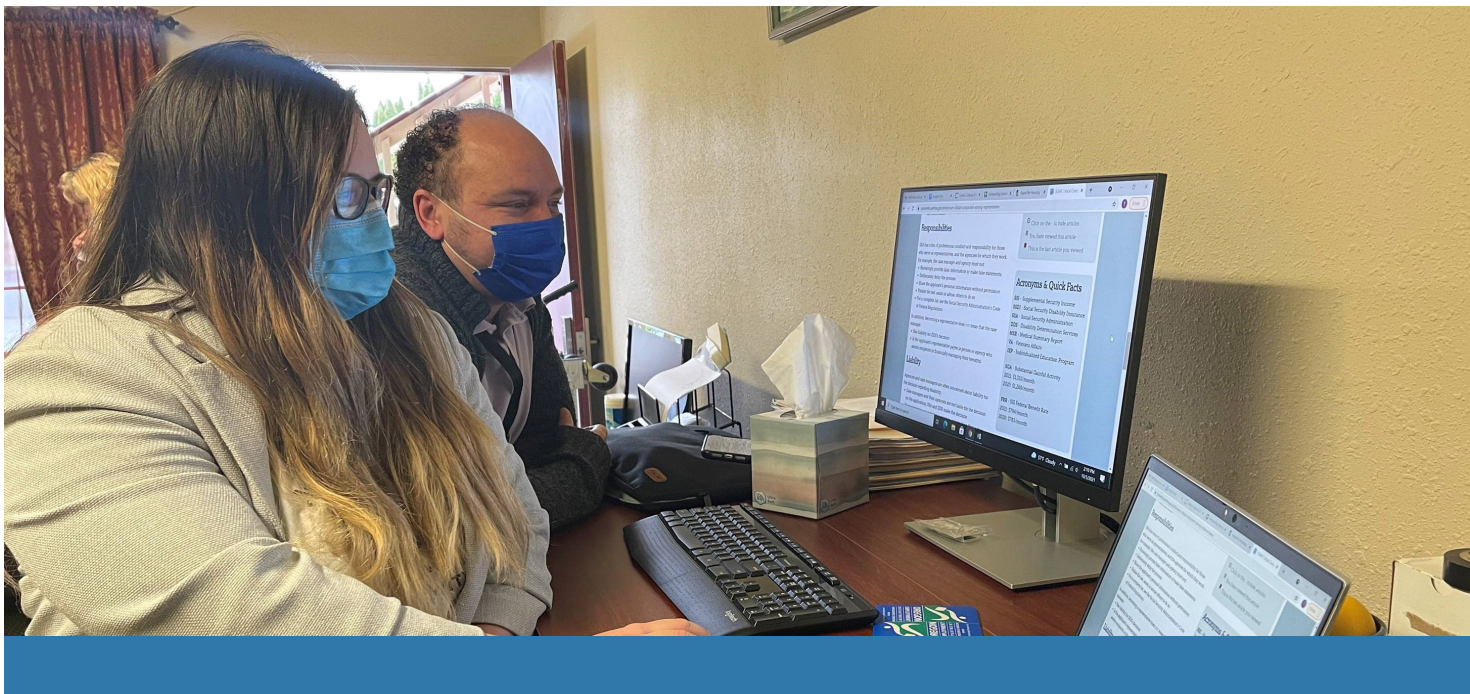
**BIENESTAR**

**IMMIGRANT AND  
REFUGEE COMMUNITY  
ORGANIZATION (IRCO)**

**CENTRO CULTURAL**

**URBAN LEAGUE**

The Culturally Specific Administrative Support program will commit to three years of additional financial support for all culturally-specific organizations contracting with the SHS program for the first time. The funds may be flexibly invested to support the organization's unique needs. Participating organizations will also work as a cohort facilitated by County staff to receive additional technical support and help guide ongoing capacity building supports for culturally-specific organizations working with the Department of Housing Services.



## SHS TRAINING PROGRAMS FOR SERVICE PROVIDERS

The rate of service expansion in Washington County has required thoughtful consideration about how to train and support new housing and homeless services workers that will be hired over the coming years. A training program has been launched to support these new workers and their managers with technical and tactical supports they need to successfully serve our community and support stable housing placements.

A training program was created as a repository of all the types of trainings needed to onboard and support SHS service workers. The suite of trainings will be offered quarterly as new staff are hired. An online platform will be used to ensure easy tracking and connection to trainings for staff working in organizations across the County. A sampling of the training series includes:

- The case management and housing navigation series
- Behavioral health training series, including harm reduction, de-escalation, and crisis resources
- Culturally and trauma informed care
- Community Connect and HMIS user training



## TRANSPARENT AND ACCESSIBLE PROCUREMENT

In May of 2021, the Department of Housing Services conducted a Request for Qualified Providers to begin building the SHS service partner network. We received 44 applications and approved 38 organizations. The process included extensive outreach and communication with organizations in and beyond Washington County. In partnership with the Coalition of Communities of Color, the process especially focused on providing relational and technical support for culturally-specific organizations in advance of the procurement. A diverse team of community-based experts, partnering jurisdictions, and Washington County staff reviewed and scored the applications.

The procurement process was heralded as assessable, inclusive, and transparent and yielded a diverse pool of service providers working across the county, across diverse populations, and with a variety of service expertise. The Department of Housing Services conducts contract allocation processes for specific programs using the list of suppliers who qualified in the following service categories.

- Outreach and engagement
- Shelter and transitional housing
- Housing navigation, placement, and eviction prevention
- Supportive housing stabilization services
- Wrap-around supports

## COMMUNITY CONNECT MODERNIZATION

Another pivotal transformation of the Washington County homeless services system is the restructuring of our HUD mandated Coordinated Entry System. Since 2014 Community Connect has functioned as the centralized referral system for people experiencing homelessness. However, with very few workers or housing resources the referral process became clogged with hundreds of people waiting for housing resources. Modernizing Community Connect was necessary to ensure equitable and efficient management of our expanded services and housing vouchers planned with SHS.

Approved by our Continuum of Care Board in September, the new Community Connect system will train many more service providers to provide a 20-minute Phase 1 assessment – quickly connecting people to case workers, shelters, and care without having to wait for a lengthy phone-based assessment. The phased assessment approach also supports participants to build relationships with their case workers who will support them through their housing navigation and connection to other services. The final phase of the assessment, after a housing placement, will help the participant consider other goals, needs, and resources to support their health and recovery and ensure ongoing housing stability. Referring partners across the county have championed this transition that will provide a more trauma-informed assessment and referral process for participants.

# FINANCIAL UPDATE

Washington County has launched its SHS program investments with an interfund loan approved by the County Board, to be paid back with anticipated program revenues expected before the end of the fiscal year.

Initial investments have prioritized capacity building and contracts with service providers to launch a housing case management program and expand shelter capacity. Contracted partners have received 25% of the annual contract as an advance, and culturally-specific providers received an additional \$50,000 for capacity building.

In future quarters, actual expenses for Housing Financial Assistance are expected to increase exponentially as housing placements are secured, and the Regional Long-term Rent Assistance program grows. Investments made into systems capacity are also anticipated to increase with the expansion of Permanent Supportive Housing (PSH) programs and year-round shelter programs with up-front investments to launch new capacity of units and shelter buildings.

Revenues			
		Projected	\$38,329,500
		Received	\$1,119,298
		Interfund Loan	\$12,500,000
Expenditures	Budgeted	Allocated	Actuals & Advances
Housing and support services	\$8,433,525	\$6,630,130	\$1,339,997
Shelter services	\$6,000,000	\$5,746,855	\$693,452
Housing financial assistance	\$5,250,000	\$4,375,000	\$250,000
Systems and capacity building	\$4,200,000	\$200,000	\$150,000
Regional Investment Strategy Fund	\$1,916,475	\$1,916,475	
Program operating costs	\$3,454,663	\$3,003,932	\$539,960
Total Expenditures			
	\$29,254,663	\$21,872,392	\$2,973,409
Reserves			
Program reserves	\$5,000,000		
Stability reserves	\$2,934,837		

The budget was based on revenue projections and program investments anticipated before the program started, approved by the County Board for FY2021-22 in June 2021. With an updated revenue projection from Metro and better understanding of programmatic needs, staff will prepare a supplemental budget recommendation for the Board before Q3.

## HILLSBORO BRIDGE SHELTER

In April, Washington County purchased the former Econo Lodge in Hillsboro to serve as a bridge shelter using emergency funds dedicated by the Oregon Legislature through Project Turnkey to address the statewide housing crisis. For people who have experienced a chronic lack of shelter, the bridge shelter is a chance to experience a caring and healthy community and build foundational skills needed for transitioning off the street.



Greater Good Northwest staff at the bridge shelter in Hillsboro help participants gain experience in a healthy community.

The former hotel rooms are a welcome respite for people who have experienced chronic lack of shelter with private rooms, warm showers, and three healthy meals each day. The shelter also has a block of rooms reserved for people recovering from COVID-19, where isolation is necessary to slow community spread of the coronavirus.

Residents typically stay at the bridge shelter for 60-90 days before moving into permanent homes. In that time, behavioral health specialists on site work with residents to connect them to services and increase their mental wellness. Shelter staff also help residents navigate finding jobs, getting a lease, and securing furniture for their permanent homes.

"We see people thrive when they are invested in," said Eboni Brown, executive director of Greater Good Northwest, which operates the bridge shelter. "For people who have felt left behind, the bridge shelter is a chance to model a healthy community and help them experience success. This success helps build skills to be good neighbors as they move into safe and secure housing."





# SYSTEM BASELINE AND QUARTERLY OUTCOMES REPORT

The outcome data for the first quarter report best represents our prior system's capacity and ability to respond to our community needs before the influx of Supportive Housing Services programming.

Most organizations are still hiring and training their staff, and referrals to the RLRA program for permanent housing placement support have only just begun. Therefore, this SHS outcomes report provides a baseline of quarterly outcomes from which the SHS program will build upon. Over the coming months and years, we expect these outcomes to significantly scale and demonstrate how SHS funded programs are expanding our system of care and ending homelessness in Washington County.

The outcomes report provides data on five main regional metrics required by the regional program and disaggregates this data by race and ethnicity. Washington County staff have worked closely with our Tri-County partners to create consistency in data definitions so that this data will communicate and align with reports from Clackamas and Multnomah Counties to present a regional picture of program outcomes. A brief analysis of our Q1 outcomes includes the following,

- **SYSTEM CAPACITY:** 885 households need Permanent Supportive Housing, but our system only has the current capacity to sustain 394 placements. Our year-round shelter programs can only serve 136 households at a time.
- **PROGRAM INFLOW/OUTFLOW:** 843 households were assessed for housing supports this quarter. 278 were assisted with one of our housing programs, and 393 exited our system without services. 172 continue to wait for help on our Community Connect list.
- **HOUSING PLACEMENTS:** of the 278 households assisted with housing programs, the vast majority were provided one-time emergency rent assistance. Six households were placed into permanent supportive housing.

- **LENGTH OF HOMELESSNESS:** For people who have exited homelessness, their average length of homelessness is approximately one year. For people who continue to experience homelessness, their average length of homelessness has been closer to two years.
- **RETURNS TO HOMELESSNESS:** Our housing programs are successful at maintaining housing stability for the vast majority of people served. Only 5% experience homelessness again.

Additional analysis of our outcomes reporting is still needed to fully understand disparate impacts of our system. The SHS program is working with our tri-county partners to transition to RealD demographic value standards to better understand the rates of homelessness and effectiveness of our programs for Black people, Native American people, Latinx people, and other communities of color.

## I COVID-19

The COVID-19 pandemic has exacerbated the national housing and homelessness crisis as millions have lost stable employment and now face months of unpaid rent or live in overcrowded housing to reduce monthly expenses. The pandemic presents an increased risk for those experiencing homelessness who can neither shelter at home nor recover at home if they contract the illness. COVID-19 has disproportionately impacted Black, Indigenous and people of color who experience higher rates of infection, hospitalization, and death. The public health and economic crisis of COVID-19 has laid bare the long-standing racial disparities in our community.

The Hillsboro bridge shelter has 10 rooms reserved for COVID-19 respite. These private rooms allow people to isolate and recover, to help slow community spread of the coronavirus.

# PLANNED PROGRAM AND **SYSTEM EXPANSIONS**

While the SHS program focus will continue to be the rollout of the new HCMS, RLRA, and Bridge Shelter programs and the modernized Community Connect system all launched in the first quarter, work to build the SHS system of care will continue at a rapid pace in the second quarter.

Our next phase of program and systems investments will prioritize life-saving winter shelter programs, funding and securing dedicated units of permanent support housing, and expanding the work of our community advisory body to support accountability and oversight of our SHS programs.

## **WINTER SHELTER PROGRAM**

Washington County in recent years has funded capacity to support the provision of 150 shelter beds during the coldest months of the year, November 15 – March 15. In the first program year of SHS, Washington County committed to sustaining this capacity until it can be extended and expanded to 250 year-round shelter beds with permanent sites and programs. The 2021-2022 Winter Shelter program will offer 187 emergency shelter beds in both congregate and non-congregate (motel) settings to balance maximizing shelter program resources with meeting diverse community needs including: homeless families, people with significant disabling conditions, and public health protections during COVID. Guests of the emergency winter shelter program will be connected to available housing resources with the new HCMS and RLRA programs, in an effort to move people through shelters to stable housing as quickly as possible.





## PLANNED PROGRAM AND SYSTEM EXPANSIONS

### PERMANENT SUPPORTIVE HOUSING (PSH)

In the second quarter, The SHS program will announce two funding opportunities to support the expansion of dedicated PSH units in Washington County. Qualified service providers will be invited to submit Requests for Information (RFI) applications to provide PSH services at the Aloha Inn, 54 PSH units made possible through the Metro Affordable Housing Bond anticipated in Spring 2021. Another RFI will seek affordable housing owner/operator applicants to consider dedicating current and future units in their buildings for the provision of PSH with the SHS program. The program's goal is to achieve 500 dedicated PSH units over the course of the SHS program, especially focused on leveraging the new affordable housing developments across the County.

### HOMELESS PLAN ADVISORY COMMITTEE (HPAC)

Washington County's homeless and supportive housing system is supported by this advisory body consisting of community partner organizations and supporting department leaders. The body convenes quarterly to primarily advise on the development and implementation of the annual homeless plan: A Road Home, a requirement of all Continuum of Care entities. The existing charge and membership of HPAC makes it a natural fit as an advisory body to support the ongoing planning and implementation of our SHS program in Washington County.

A temporary workgroup has been convened to make a recommendation to the full membership of HPAC to expand the charge and activities of the committee to include the SHS program. A recommendation will be considered by the committee in October and is anticipated to take effect in the new year. Changes to the advisory body will likely include more frequent meetings, the activation of subcommittees and expansion of membership to ensure inclusive and transparent community advisory work supporting the SHS program.

# TRI-COUNTY COORDINATION

**Washington County is committed to tri-county coordination with Multnomah and Clackamas Counties and regional approaches that strengthen our system of care, maximize public resources, and better serve our community.**

While local programs are often nimbler and more responsive to local needs, regionally-consistent programs can leverage bigger outcomes and improve quality of care and housing solutions. Program coordination has already been extensive between the three counties, and the work is expected to continue growing. This coordination work will be guided by the future Tri-County Planning Body as soon as the charter and membership are established. Here is a brief outline of the work to date:

## REGIONAL LONG-TERM RENT ASSISTANCE

The RLRA program (pronounced “Arla”) has been established with regionally-consistent policies that allow for local application of the program. An RLRA workgroup has convened for more than six months to develop the policy framework, in partnership with Metro. Each county aligns the RLRA program as needed with their local service programs to meet the priority needs of their local community, and a regionally-consistent voucher provides partnering landlords, case managers, and tenants with a consistent experience across the region.

## CULTURALLY-SPECIFIC CAPACITY BUILDING

The three counties are committed to supporting capacity expansion for culturally-specific organizations to better serve the diverse and culturally-specific needs of our community. The counties also recognize that emerging non-profit organizations do not have the capacity to work with three governmental jurisdictions at the same time. To support the needs and help grow the capacity of culturally-specific organizations, a workgroup of tri-county staff is convening to coordinate outreach, technical assistance, and ultimately propose a coordinated culturally-specific capacity building program for organizations in any of the three counties.

## DATA AND DEFINITIONS

A tri-county workgroup is also convened to support the development of regionally-consistent definitions, demographic values, and data research including the Point In Time Count. This group has recommended the transition to regionally-consistent demographic values building off the best practice of RealD, and a regionally-consistent definition for “at risk of chronic homelessness” which was necessary to ensure consistent application of the Population A and Population B definitions in the measure.

## COORDINATED PROCUREMENT

A tri-county coordinated Request for Program Qualifications (RFPQ) process is planned for the second quarter. The coordination of procurement will create a centralized process and regional standards in procurement to reduce barriers to entry for smaller organizations and help organizations easily expand their work across county boundaries. The release of a tri-county RFPQ is targeted for the end of 2021.

## SUPPORTIVE HOUSING RISK MITIGATION FUND

The work of supporting landlords across the region will also benefit from regional coordination, as many landlords own property in more than one of the three counties. A risk mitigation fund to support landlords who participate with RLRA and other SHS programs is planned for implementation in the first year of the SHS program and the three counties are working together on the procurement, provision and funding of this important program.

## ESTABLISHING AN INTERGOVERNMENTAL AGREEMENT (IGA) WITH METRO

Counties are working together to establish an intergovernmental agreement with Metro to determine roles and responsibilities of all parties, oversight and governance of work related to the Local Implementation Plans, financial management, and more. This IGA will help solidify the partnership between Metro and the counties as SHS programs continue to grow.



# CONCLUSIONS

**Washington County has responded efficiently and effectively in its initial launch of the Supportive Housing Services program. Significant work remains ahead and will test the strengths of our new system of care.**

The influx of long-term rent assistance and applicants seeking housing will increase competition for apartments available on the market and in new affordable housing buildings. The influx of new housing jobs among multiple service providers and across the region will create challenges in hiring and may delay program launch for some organizations. We anticipate that workforce development will become a major theme in the upcoming months and years. Finally, the persistence of COVID-19 and houselessness have worn at our resilience, both for people seeking and providing services. Hundreds of people have been suffering for years, living without shelter or adequate access to mental healthcare. It will take time to build back trust and hope with the stability of housing.

These are some of the challenges the SHS program anticipates over the coming years. As we build out our system of care, we will continue to evaluate the needs of our community and the effectiveness of our programs to expand and improve our services. The Supportive Housing Services measure approved by voters is our opportunity and our responsibility to finally provide the housing and supportive services long overdue for our community.

# APPENDIX

## QUARTERLY OUTCOMES DATA REPORT

### System Capacity

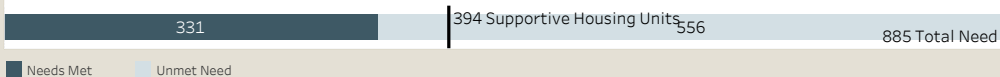
Number of supportive housing units created and total capacity, compared to households in need of supportive housing.

Number of supportive housing units created and total capacity

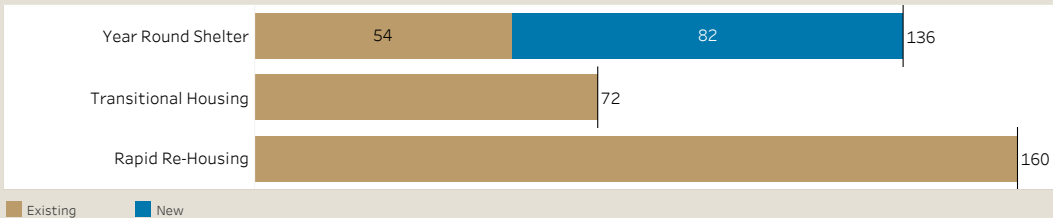
Permanent Supportive Housing 394

Existing

Households in need of supportive housing compared to capacity

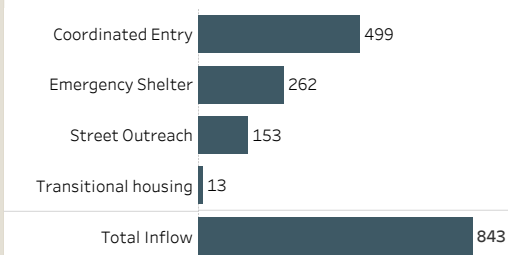


Number of non-supportive housing units created and total capacity

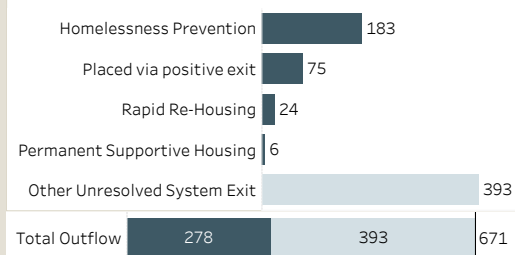


### Programmatic Inflow and Outflow

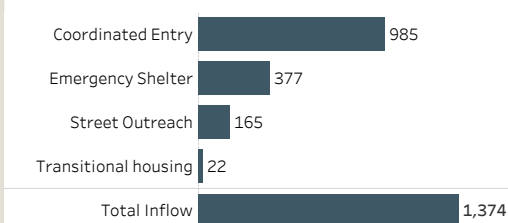
# of Households Entering System by Entry Point



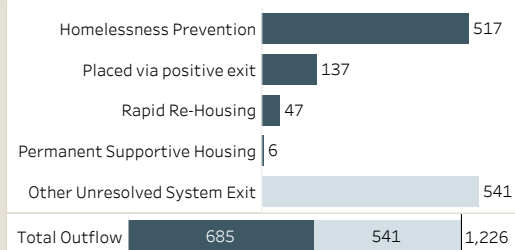
# of Households Exiting the System by Exit Type



# of Individuals Entering the System by Entry Point



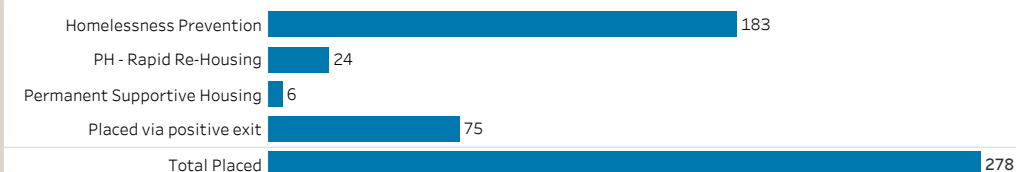
# of Individuals Exiting the System by Exit Type



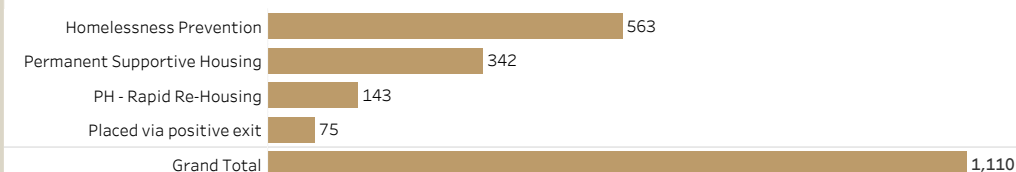
### Number of Households with housing placements and homelessness preventions

Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing) and priority population type.

#### Households newly placed



#### Total Households served in programs

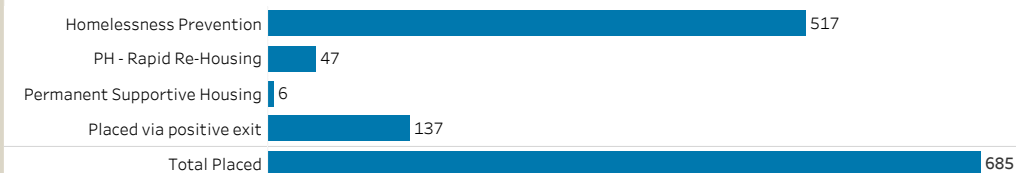


Individuals newly housed and retained in projects during the reporting period or exiting from a shelter, street outreach, or transitional housing program to a permanent housing destination. Individuals in permanent housing projects must have a valid housing move-in date. Individuals exiting to a permanent housing destination must not have a subsequent re-entry to homelessness within 14 days.

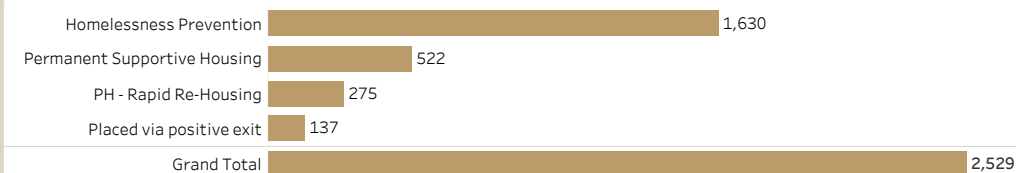
### Number of Individuals with housing placements and homelessness preventions

Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportiv..

#### Individuals Placed

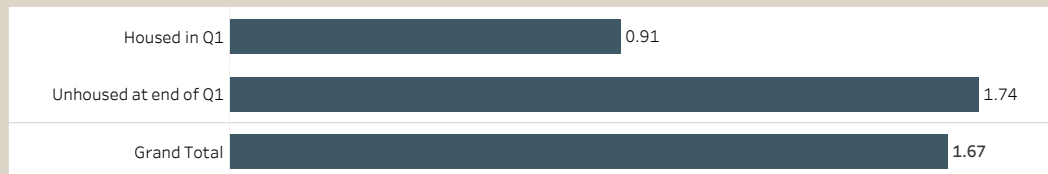


#### Total Individuals served in programs



### Length of Homelessness (Years)

Length of time between approximate date homelessness started (prior to system or program entry) and the last day of the reporting period (if unhoused) or Housing Move-in Date (if housed).



Note: Unhoused is anyone with an open entry into CES, ES, SO, or TH with a homeless Prior Living Situation. For CES, entries are assumed closed after 180 days even if no exit date. For SO, entries are assumed closed after 2 years if no exit.

### Household Returns to Homelessness Services

Households who exited the homelessness services system to a permanent housing destination, and returned.

% of Households Returning to Homelessness Services

**5%**

Households Returning to Services within 2 years	129
Households Exiting Services in the last 2 years	2,091

Households are considered to have returned to services if they have an entry in an CES, ES, SO, or TH project anytime after exiting to a PH destination, or if they return to RRH or PSH more than 30 days after exiting to a PH destination.

### Individual Returns to Homelessness Services

Individuals who exited the homelessness services system to a permanent housing destination, and returned.

% of Individuals Returning to Homelessness Services

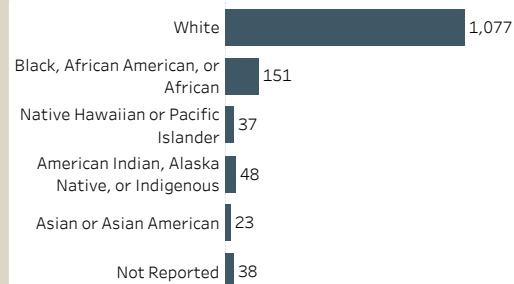
**5%**

Individuals Returning to Services within 2 years	246
Individuals Exiting Services in the last 2 years	5,115

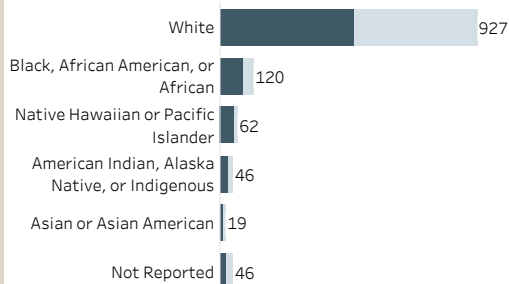
### Breakdowns by Race

#### Inflow & Outflow

#### Programmatic Inflow by Race



#### Programmatic Outflow by Race & Exit Type



■ Housing Placement ■ Other Unresolved System Exit

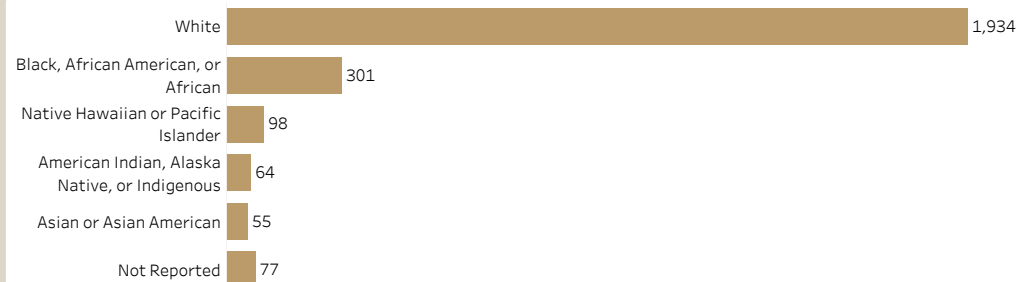


### Populations Served

#### Individuals newly placed

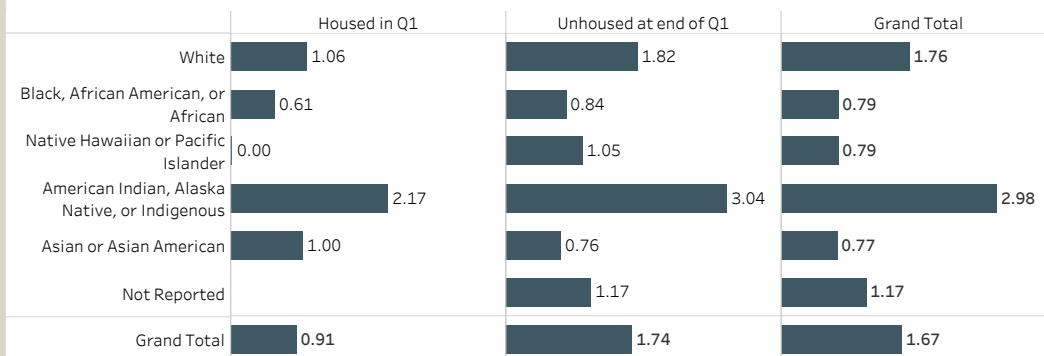


#### Total Individuals served in programs by Race



### Length of Time Homeless (in years)

#### Length of Time Homeless by Race



### Number Returning to Homeless Services

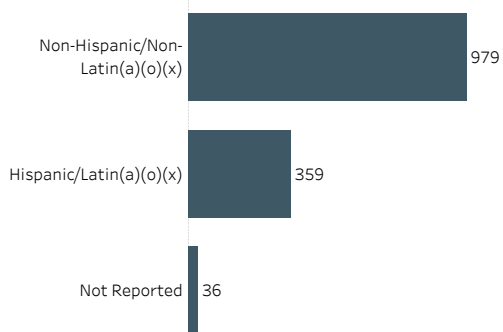
#### Returns to Homelessness Services by Race



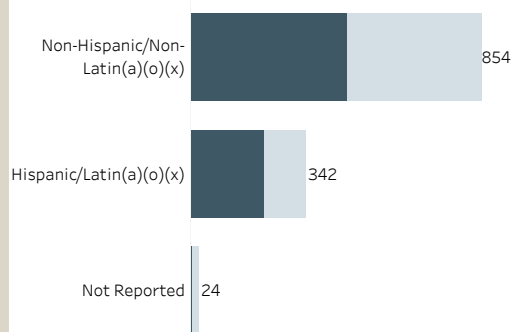
### Breakdowns by Ethnicity

#### Inflow & Outflow

##### Programmatic Inflow by Ethnicity



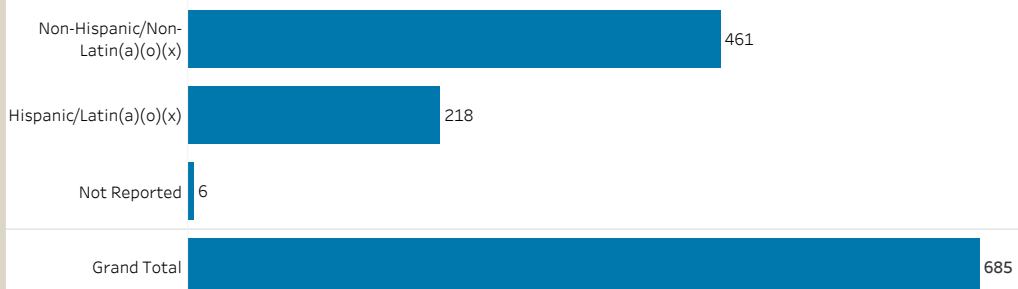
##### Programmatic Outflow by Ethnicity & Exit Type



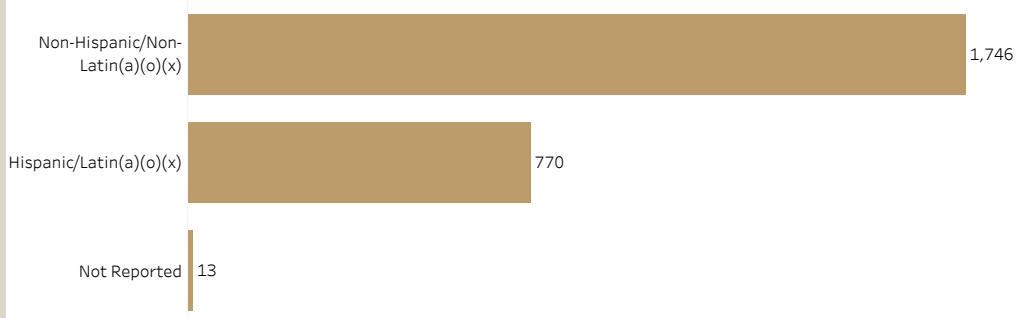
■ Housing Placement    ■ Other Unresolved System Exit

### Populations Served

#### Individuals newly placed by Ethnicity



## Total Individuals served in programs by Ethnicity



## Length of Time Homeless (in years)

## Length of Time Homeless by Ethnicity

	Housed in Q1	Unhoused at end of Q1	Grand Total
Hispanic/Latin(a)(o)(x)	1.74	1.36	1.38
Non-Hispanic/Non-Latin(a)(o)(x)	0.80	1.82	1.72
Not Reported		2.80	2.80
Grand Total	0.91	1.74	1.67

## Number Returning to Homeless Services

## Returns to Homelessness Services by Ethnicity





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