



Department of Housing Services | **Supportive Housing Services**
Quarter 3 Report | January 1, 2022 – March 31, 2022

Program update:

In the third quarter of the first program year, Washington County’s Supportive Housing Services (SHS) program focused on strengthening programs and systems to increase housing outcomes and maximize emergency shelter capacity. The Housing Case Management Services (HCMS) and Regional Long Term Rent Assistance (RLRA) programs are well underway and working in tandem to serve Population A households with permanent wrap-around supports and housing assistance. The 18 contracted community-based partners are still building their new programs, learning new financial and data management operations, while hiring and training new staff to implement and achieve housing goals.

To support our HCMS and RLRA programs, the Supportive Housing Services program launched several new complementary program elements in the third quarter. Phase 2 assessments for the new Coordinated Entry System rolled out and were trained across the service provider network. These assessments provide guidance and structure to begin effective housing searches with participant households. Additionally, a tenant screening tool was launched that now allows all case managers to easily gather credit, tenant and criminal history data for participants, to aid in navigating screening barriers and working with landlords to overcome applicational denials. Last, the program launched ‘Learning Communities’ for new housing workers to learn and teach housing navigation, harm reduction and trauma informed client-centered case management from and with their peers.

In Q3, the program also made a strategic decision to extend winter shelter capacity and postpone the launch of Population B focused housing programs. The winter shelter system was expanded from 187 beds to 227 beds and the program was extended as long as sites could continue to host these shelter programs. This strategic expansion added hundreds of bed days to our shelter capacity giving participants more time to connect to housing placements through the fiscal year. However, “Enhanced Rapid Rehousing” case management and one-time “Rapid Resolution” financial assistance were rescheduled to launch in the new fiscal year. These Population B focused housing programs were postponed recognizing the limited capacity of service providers to launch additional new programs and the availability of remaining Rapid Rehousing funds through one-time COVID funds. Instead, the County will begin preparing providers ahead of the new fiscal year with contracts and training to ensure a swift launch of these population B programs in FY22/23.

At the end of Q3, 159 households have been successfully placed into supportive housing, an additional 297 households are enrolled in the program, of which 211 are already shopping for an apartment. The program is not likely to achieve our goal of 500 placements before the end of the program year, however partners are working with the County to maximize staff capacity and resources to reach an amended goal of 300 placements.

A Housing Access Fair was hosted by the County with our 18 service provider organizations on April 19th and 20th. The two-day pop-up access center aimed to connect people experiencing homelessness directly with available housing programs and begin working with new case managers towards housing placement. The event was an enormous success, enrolling 94 households into HCMS, RRH and other housing programs across the homeless system of care. It is hoped that most of these households will secure new housing in the coming months, and the event will be repeated semi-annually to connect people in need with new housing resources as they come online.

Financial Update:

The Q3 financial report continues to demonstrate the early building work of a new regional program. Regional tax collection has begun to yield more significant revenues for Washington County, ensuring that our initial interfund load will be repaid in full by the end of fiscal year and not needed to support programs in Year 2. Service providers continue to build their programs, hire new staff, and learn new accounting procedures. Invoices from these contracts have begun to be received, but do not fully reflect the actual work completed to date. Washington County anticipates program spending to increase significantly through the next several quarters as organizations reach capacity and normalize their operations, and more households begin to receive monthly rent assistance.

Revenues		
	Revenue projected	38,329,500
	Revenue received	8,960,001
	Interfund loan	12,500,000

Expenditures			
Program	Budgeted	Allocated	Actuals (includes advances)
Housing and support services	8,433,525	6,630,130	3,862,728
Shelter services	6,000,000	5,746,855	2,593,234
Housing financial assistance	5,250,000	4,375,000	791,882
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	2,021,978
Totals	29,254,663	21,872,392	9,419,822

Reserves		
	Program reserves	5,000,000
	Economic stability reserves	2,934,837
Totals		7,934,837

Data Outcomes:

After 9 months data trends are starting to emerge and demonstrate the impact of the new SHS program. 159 households have been placed in a supportive housing placement through SHS, an additional 297

households are enrolled in the program with a case manager and 211 are shopping for an apartment with the Regional Long Term Rent Assistance (RLRA) voucher. Of the total households placed through SHS program to date 22% are Latino/a/e and 14% are Black, Indigenous, Asian, or Pacific Islander. Program placements show the impact of investments in culturally specific organizations supporting the Latino/a/e community with a significant increase in the proportion of total new housing placements growing from 18% in Q2 to 33% in Q3. Additionally, the average length of homelessness for those who were housed increased from 1.18 years to 1.96 years. We interpret this as a positive sign that our programs are better able to reach and house participants that have experienced prolonged homelessness.

Finally, the program continues to show progress in our investments to create supportive housing capacity. An additional 240 slots of supportive housing were created in Q3 to bring the total capacity to 730. This data point represents the number of case managers who were hired and trained in Q3 and began to enroll new participants and will lead to housing placements in future quarters.

SHS Goal – Year 1		Q3 Capacity	Q3 Outcomes
Supportive Housing Placements for Population A	500 300	730	159
Housing Stabilized for Population B	500	-	19
Year-round shelter capacity added	100	102	102

Programmatic work planned for Q4:

Washington County is looking ahead to the final quarter of the first year to achieve several additional programmatic milestones. The program will remain primarily focused on supporting our HCMS provider partners to achieve as many supportive housing placements as possible by the end of the program year. To support this work, the Landlord Liaison program will launch providing lease-up incentives to landlords as well as ongoing supports such as a warm-line for tenant concerns and the regional risk mitigation fund for any lost income or property damages.

Recently, the program completed extensive community engagement work to co-create our Community Guidelines for Shelter Program Expansion. These community discussions and the new framework document will guide decision making and continued partnerships with local communities as we seek viable sites to locate permanent, temporary, traditional, and non-traditional shelter programs across the County. The County has made a commitment to create 250 year-round shelter beds. Recently the Cities of Hillsboro and Beaverton acquired properties that will provide approximately 100 shelter beds, and a community partner has been awarded ARPA funding in Tigard for a permanent shelter program. As winter shelter programs close this year, there is acute need for shelter capacity of all types across the County. Staff will be working to identify viable sites with the new Community Guidelines as quickly as possible.

Finally, a couple of new pilot programs are underway in the final quarter of this year. First, The Housing Liaisons pilot is rolling out in five Health and Human Services Department programs to assist case

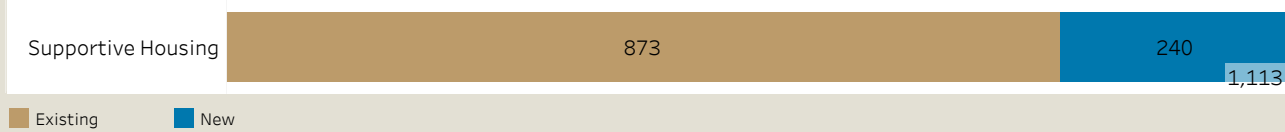
managers and direct care providers from other systems of care to successfully navigate the housing system for the benefit of their program participants. Bienestar, Project Homeless Connect, and Open Door are partnering with the Maternal, Child and Family Program, the Developmental Disabilities Division, the Hawthorn Walk-in Center, the Behavioral Health Division's Intensive Case Coordination Program, and the Disability Aging and Veteran Services Program respectively in this pilot program aimed to leverage and align our systems of care. A Workforce Development pilot for people with lived experience has also been released as a Request for Proposal (RFP) for eligible service providers from among the expanded and pre-qualified Tri-County SHS supplier pool. The program will launch this coming year with the goal of training up new staff ready for internships and future employment in the Washington County homeless system of care where workforce demands are expected to continue increasing in the coming years.

Appendix: Quarterly Systems Outcomes Data Report

For the period 1/1/2022 - 3/31/2022

System Capacity

Number of supportive housing units created and total capacity

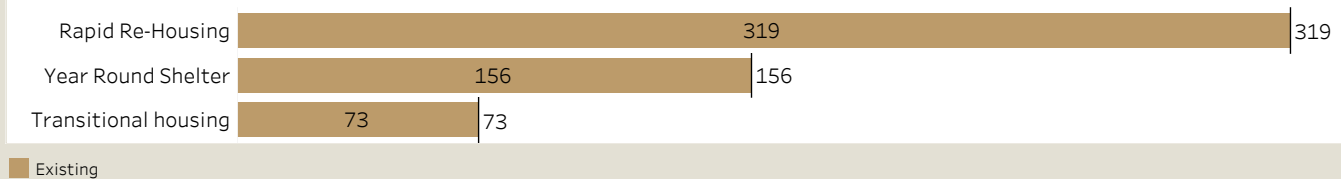


Households in need of supportive housing compared to capacity



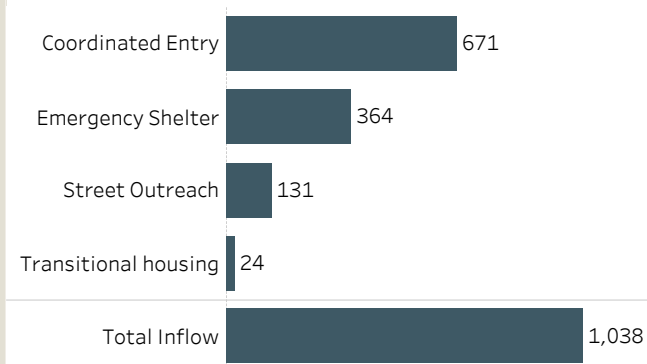
Needs Met Partially Met Unmet Need

Number of non-supportive housing units created and total capacity

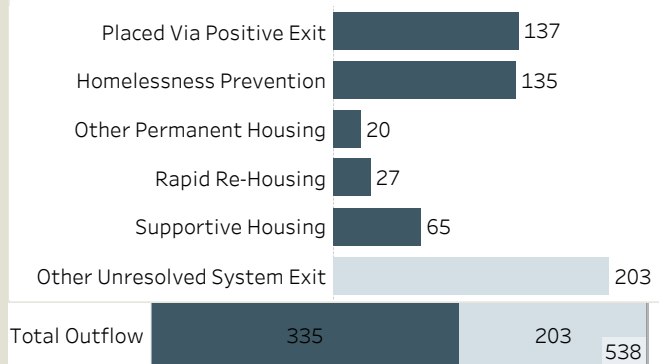


Programmatic Inflow and Outflow

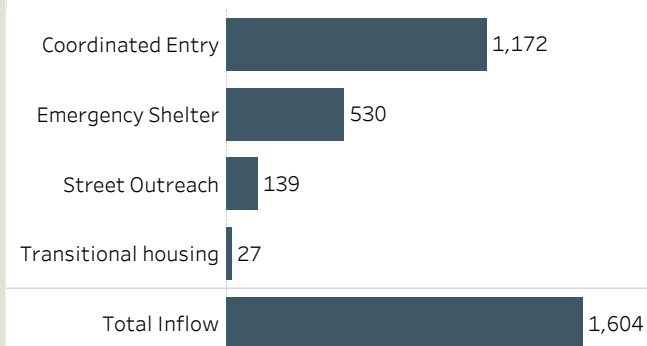
of Households Entering System by Entry Point



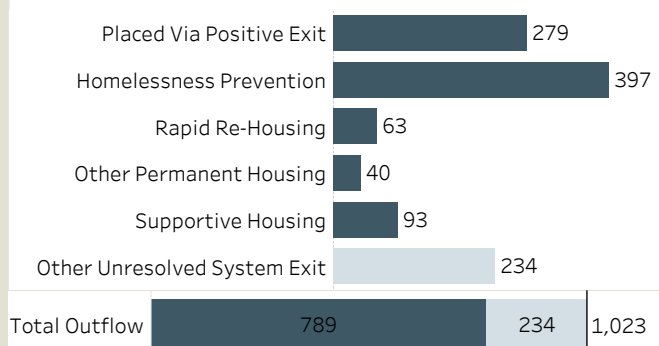
of Households Exiting the System by Exit Type



of Individuals Entering System by Entry Point

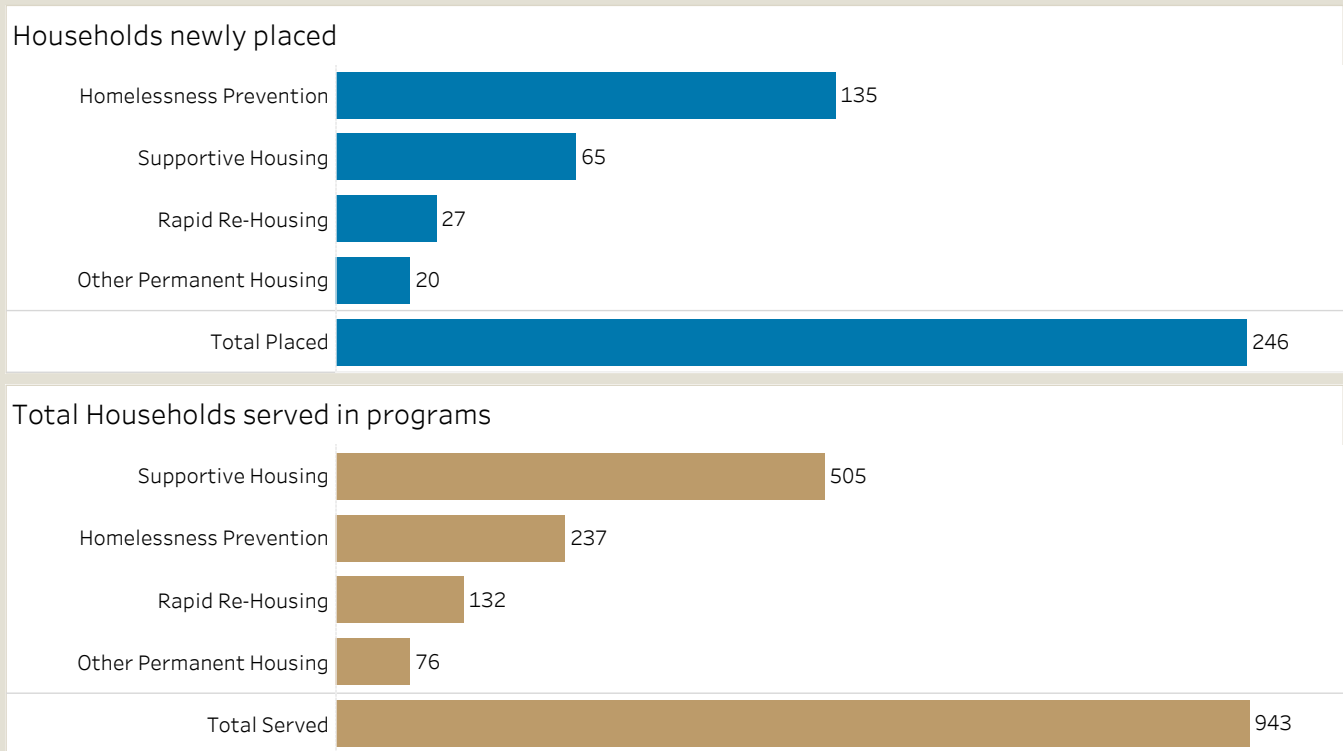


of Individuals Exiting the System by Exit Type



Number of Households with housing placements and homelessness preventions

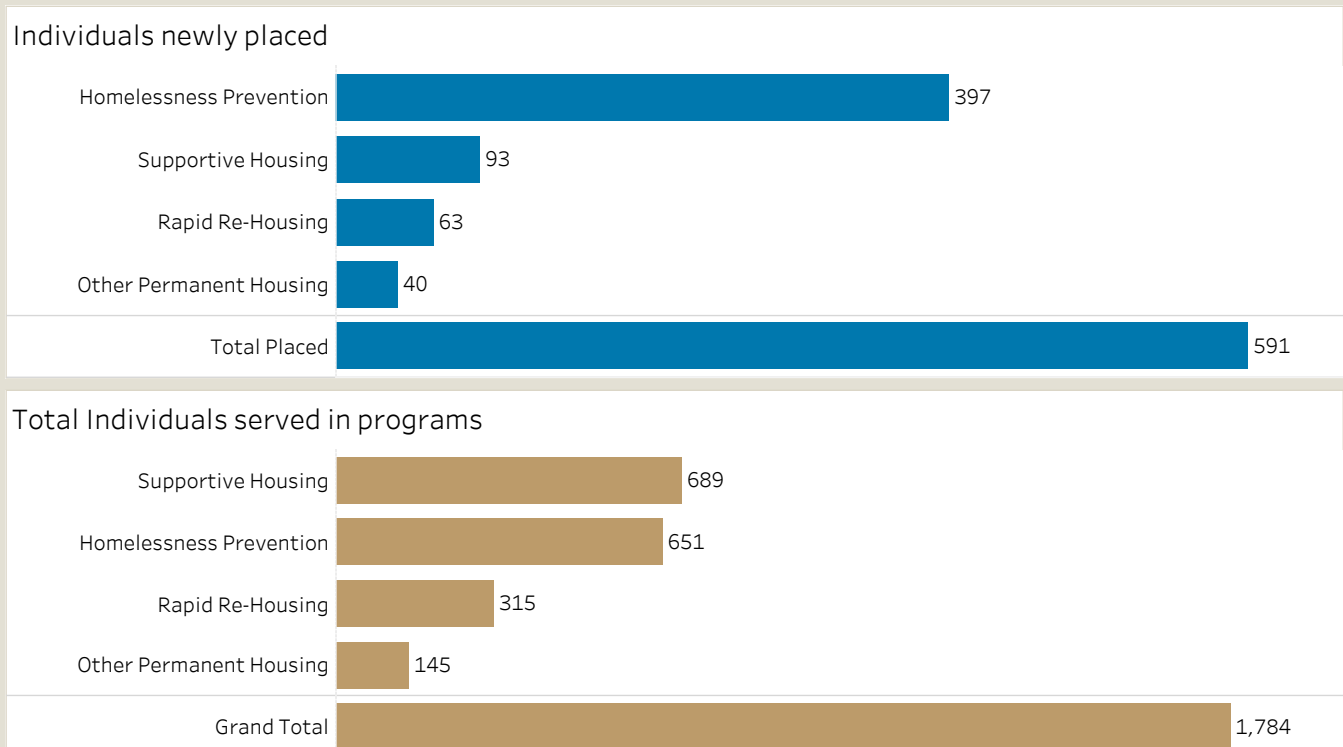
Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).



Households newly housed and retained in projects during the reporting period. Households in permanent housing projects must have a valid housing move-in date.

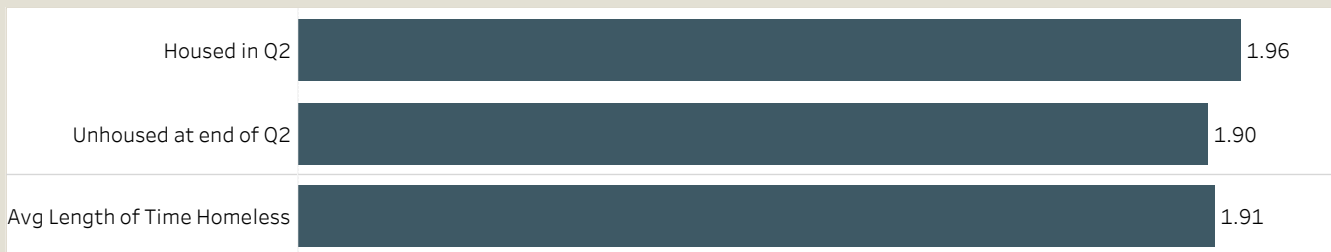
Number of Individuals with housing placements and homelessness preventions

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



Length of Homelessness (Years)

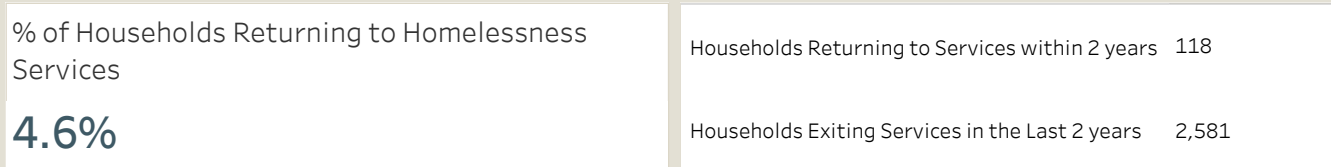
Length of time between approximate date homelessness started (prior to system or program entry) and the last day of the reporting period (if unhoused) or Housing Move-in Date (if housed).



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

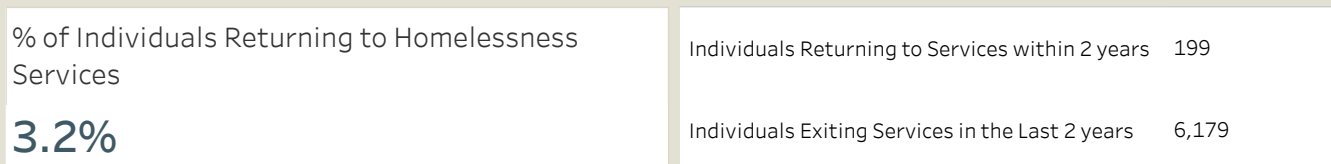
Households who exited the homelessness services system to a permanent housing destination, and returned to the homelessness services system within two years of exit.



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.

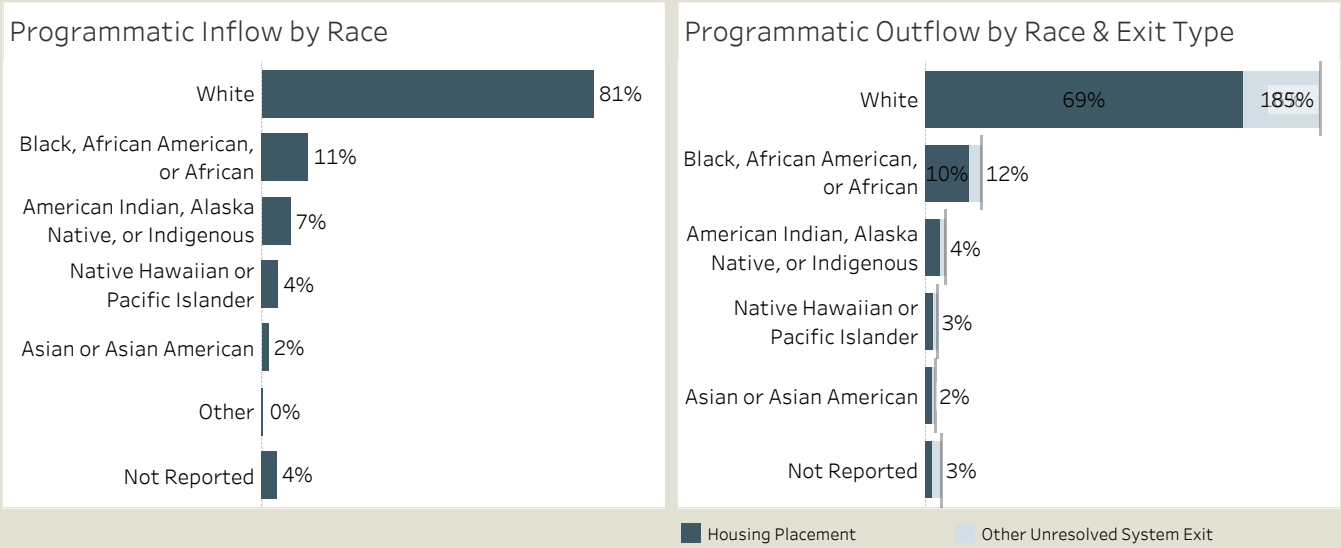
Individual Returns to Homelessness Services

Individuals who exited the homelessness services system to a permanent housing destination, and returned to the homelessness services system within two years of exit.

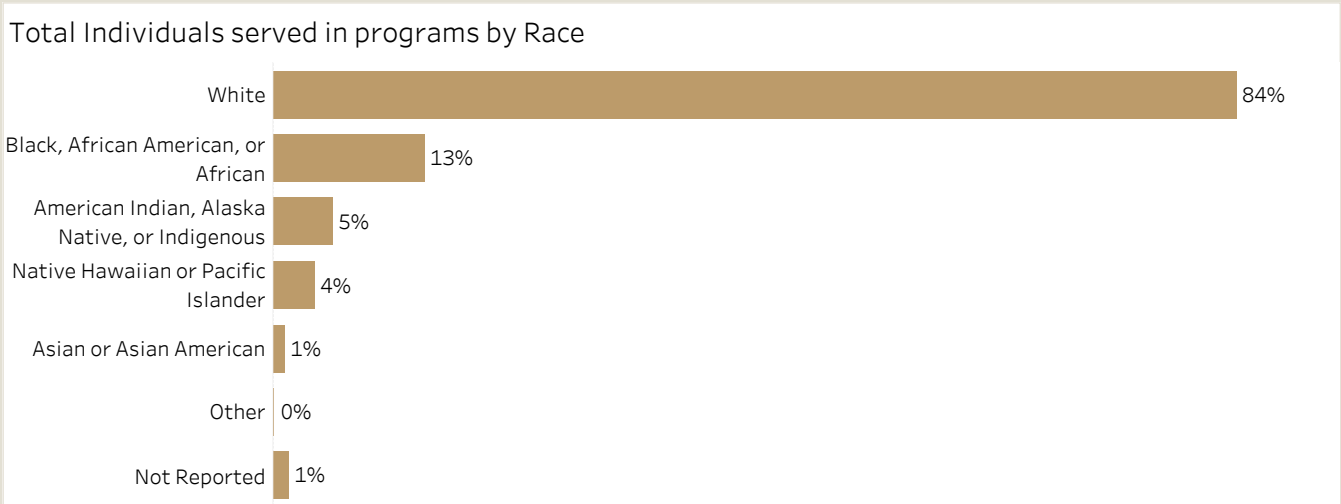
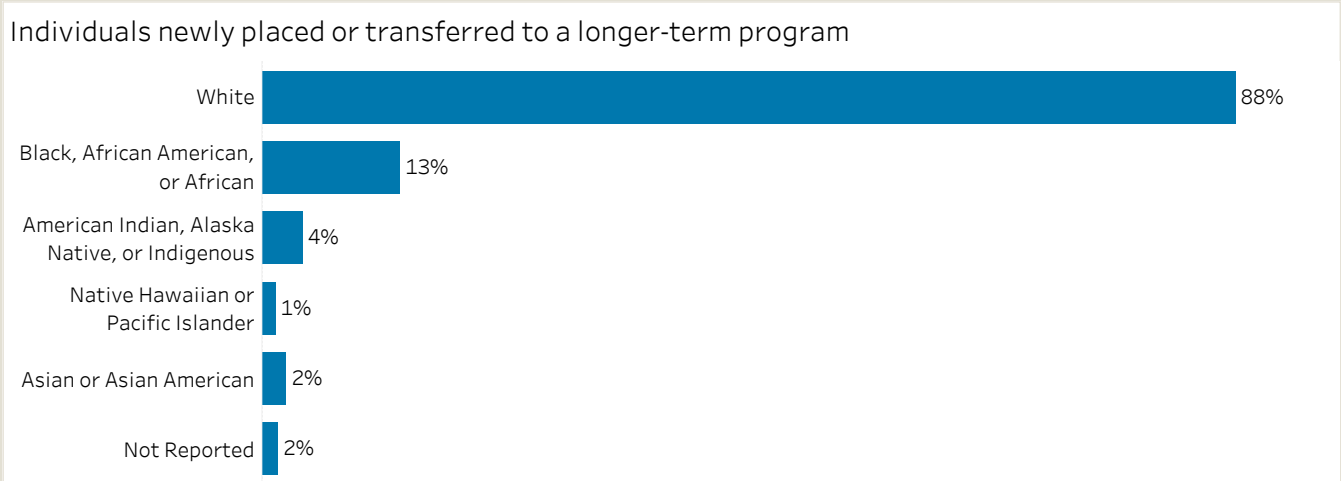


Breakdowns by Race

Inflow & Outflow

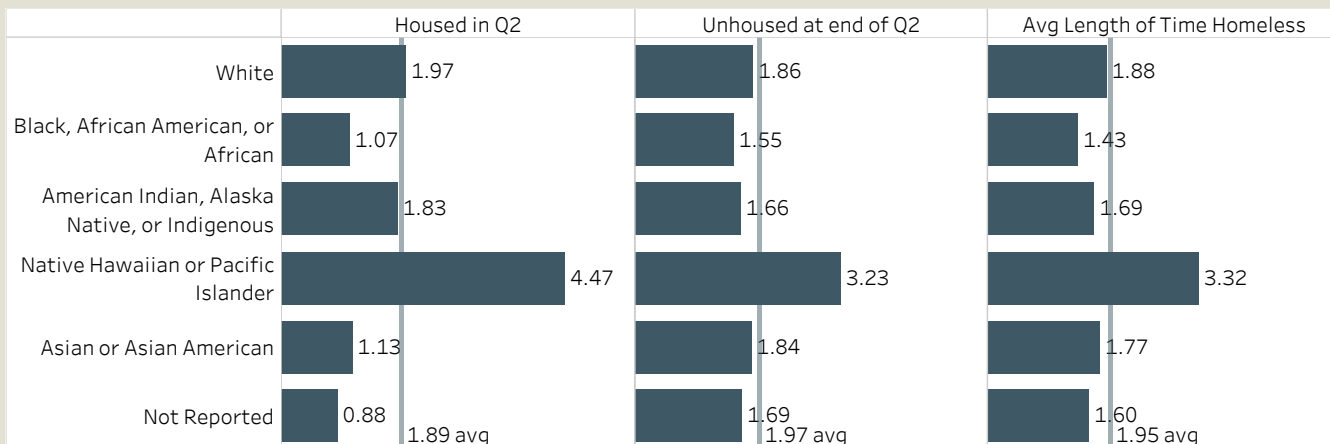


Populations Served

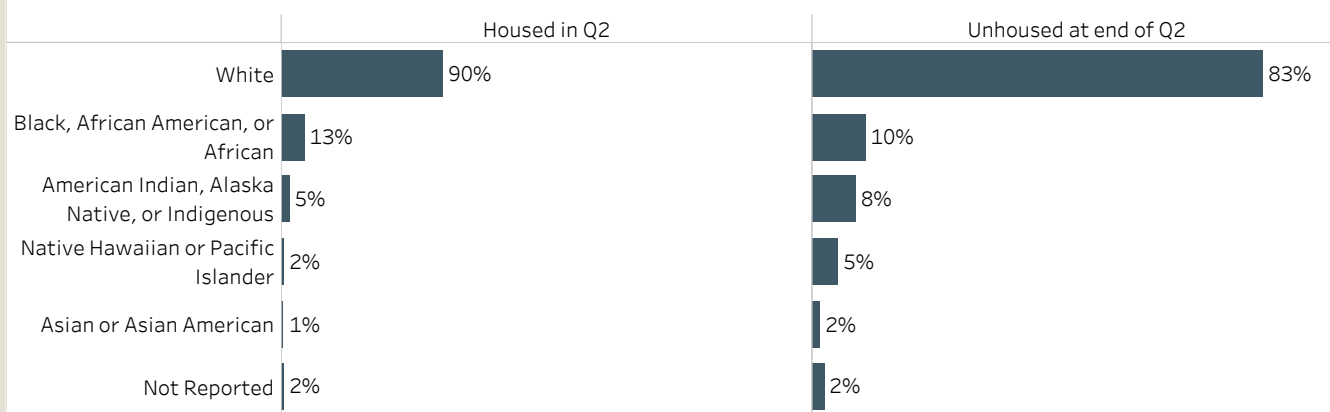


Breakdowns by Race, continued

Length of Time Homeless (in years)

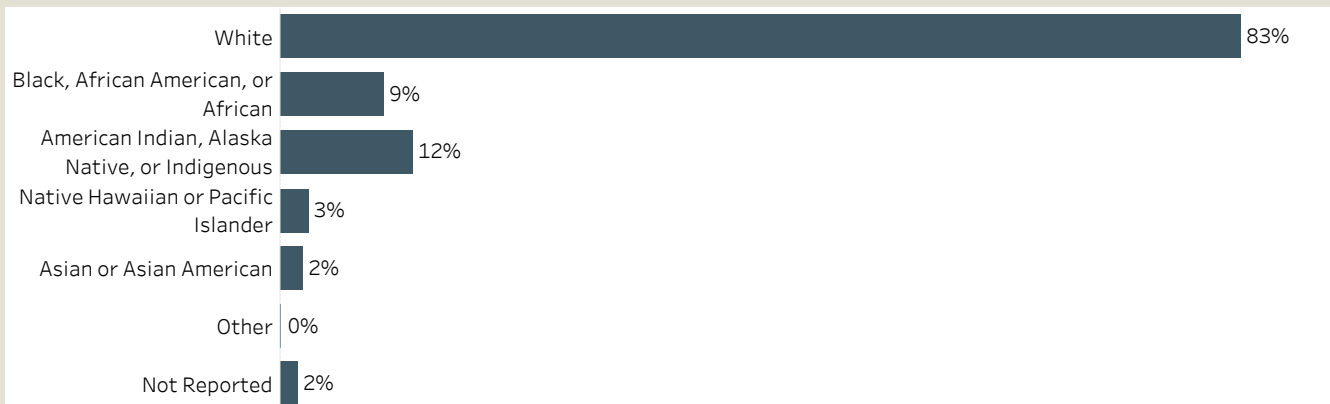


End of Quarter Housing Status by Race



Note: Housing status was only calculated for participants who had an Approximate Date Homelessness Started value. There may be a difference in the percentage breakdown for the Housed population and the Newly Placed numbers in prior sections.

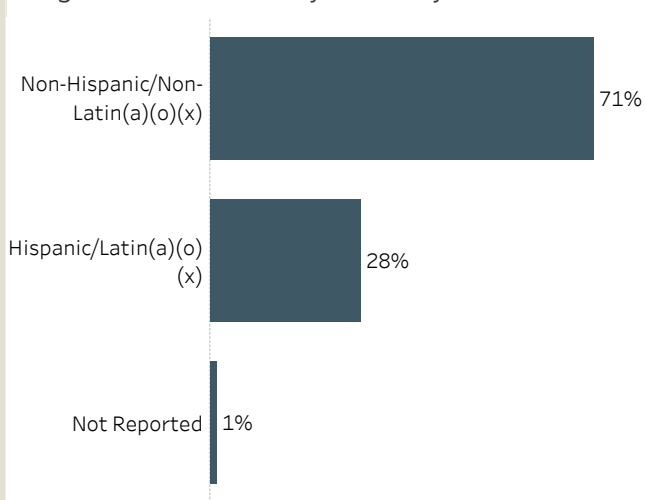
Number Returning to Homeless Services



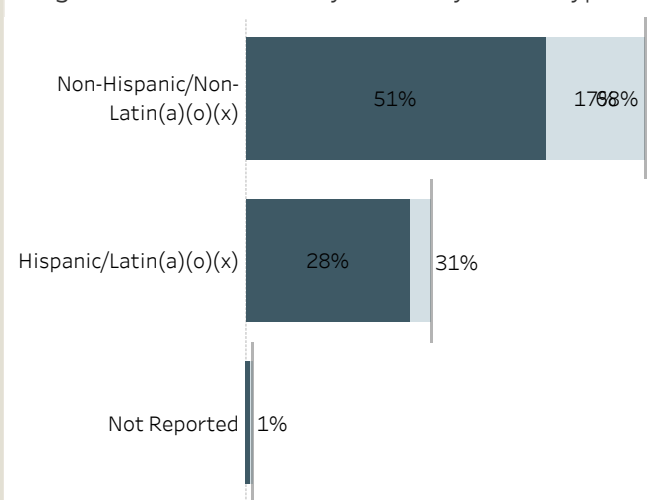
Breakdowns by Ethnicity

Inflow & Outflow

Programmatic Inflow by Ethnicity



Programmatic Outflow by Ethnicity & Exit Type

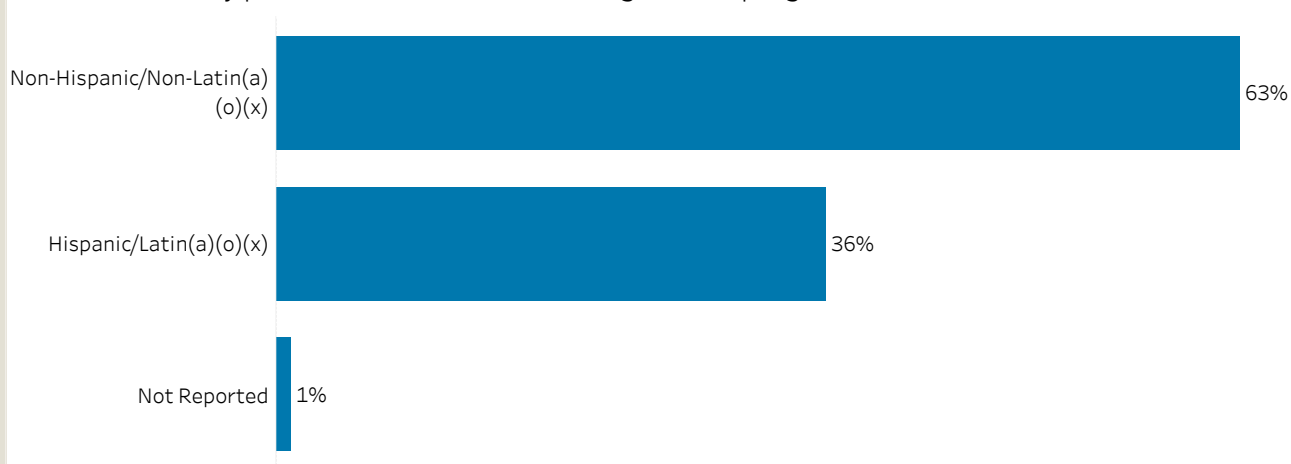


■ Housing Placement

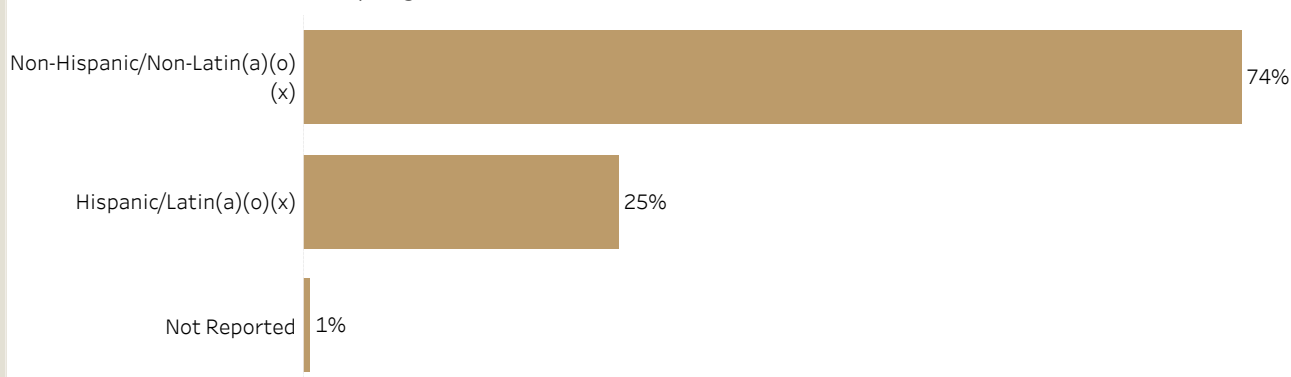
■ Other Unresolved System Exit

Populations Served

Individuals newly placed or transferred to a longer-term program

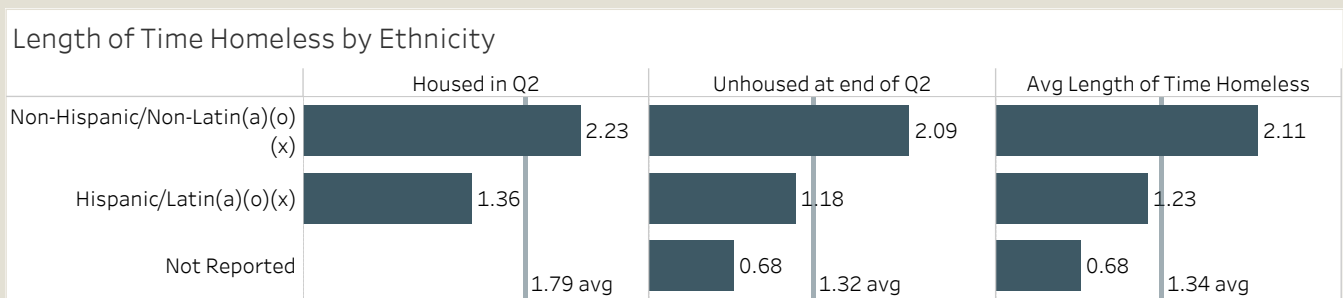


Total Individuals served in programs

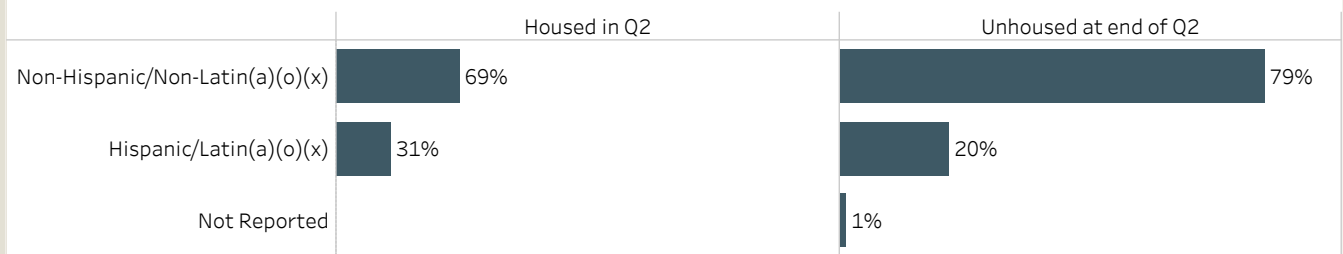


Breakdowns by Ethnicity, continued

Length of Time Homeless (in years)

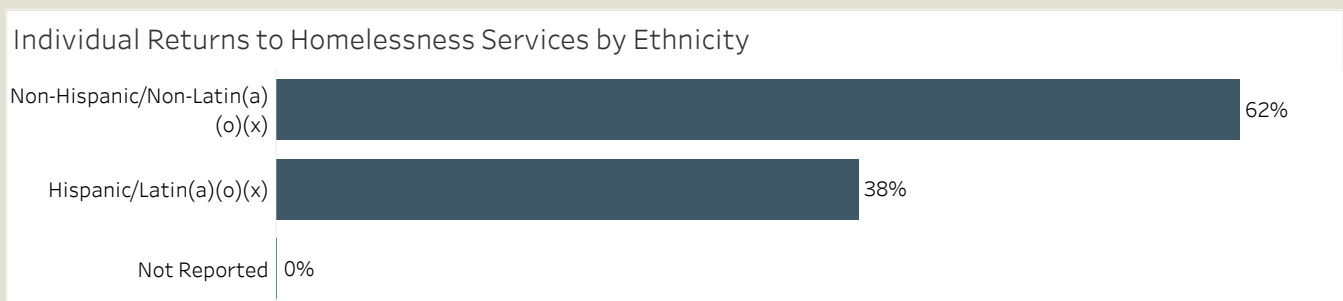


End of Quarter Housing Status by Ethnicity



Note: Housing status was only calculated for participants who had an Approximate Date Homelessness Started value. There may be a difference in the percentage breakdown for the Housed population and the Newly Placed numbers in prior sections.

Number Returning to Homeless Services



SHS Outcomes

For the period from 1/1/22-3/31/22

Number of SHS supportive housing units created and total capacity



Number of other SHS units created and total capacity



Number of Households with SHS housing placements and homelessness preventions

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

Households newly placed



Total Households served in SHS programs



Number of Individuals with SHS housing placements and homelessness preventions

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

Individuals newly placed



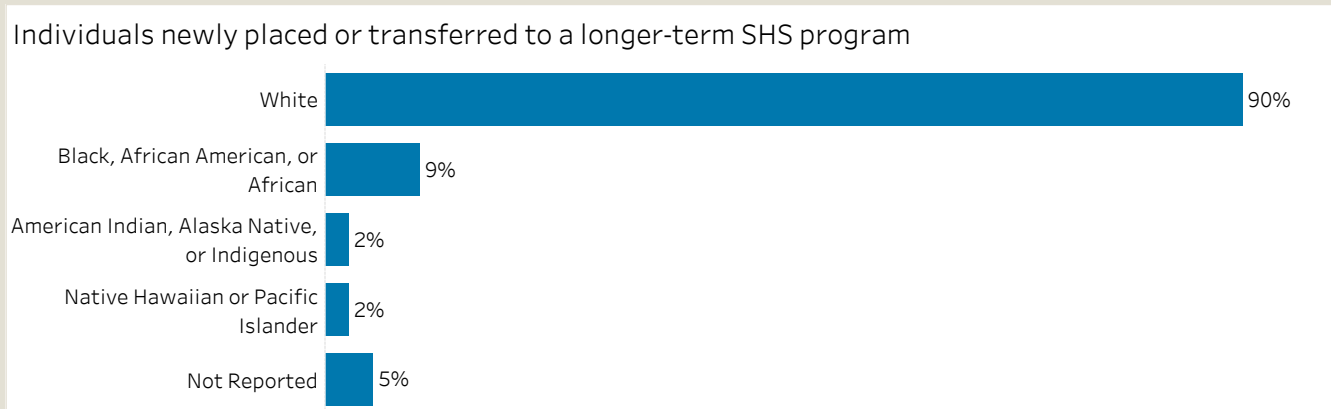
Total Individuals served in SHS programs



SHS Outcomes by Race & Ethnicity

Number of Individuals with SHS housing placements and homelessness preventions by Race

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

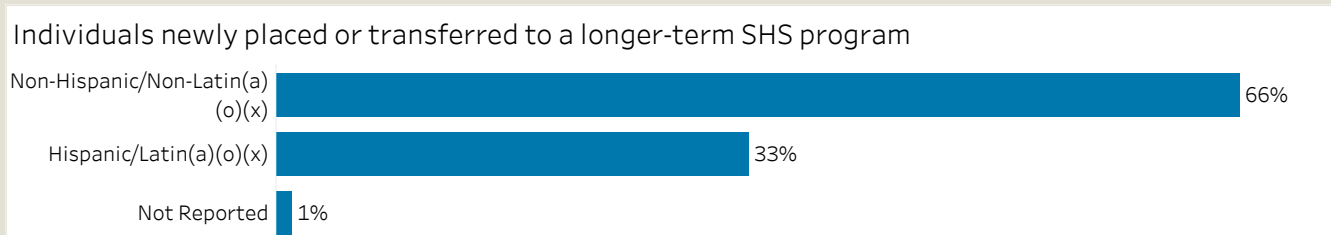


Total Individuals served in SHS programs by Race



Number of Individuals with SHS housing placements and homelessness preventions by Ethnicity

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



Total Individuals served in SHS programs by Race

