

SUPPORTIVE HOUSING SERVICES QUARTERLY REPORT

SUBMITTED BY (COUNTY): WASHINGTON COUNTY

FISCAL YEAR: 2023-2024

QUARTER: FIRST

SUPPORTIVE HOUSING SERVICES

QUARTERLY REPORT TEMPLATE DRAFT

The following information should be submitted **45 calendar days after the end of each quarter**, per IGA requirements. When that day falls on a weekend, reports are due the following Monday.

	Q1	Q2	Q3	Q4
Report Due	Nov 15	Feb 15	May 15	Aug 15
Reporting Period	Jul 1 – Sep 30	Oct 1 – Dec 31	Jan 1 – Mar 31	Apr 1 – Jun 30

Please do not change the formatting of margins, fonts, alignment, or section titles.

Section 1. Progress narrative

In no more than 3-5 pages, please tell us about your investments and programming during the reporting period, focusing on at least one of the following topics per quarter: **racial equity, capacity building, regional coordination and behavioral health, new investments, leverage, service systems coordination** or any other topic connected to your local implementation plan Please also provide updates and information (including numbers or data) to demonstrate progress towards your work plan goals. Note that each topic/work plan goal must be covered in at least one quarterly report during the year.

[Example, if you set an annual goal to increase culturally specific provider organizations by 15%, please tell us by quarter 2 how much progress you've made towards that goal (e.g. 5%)]

Please also address these areas in **each quarter's** narrative.

- Overall challenges and barriers to implementation
- Opportunities in this quarter (e.g. promising findings in a pilot)
- Success in this quarter (e.g. one story that can represent overall success in this quarter)
- Emerging challenges and opportunities with service providers

Quarter One Summary:

As the Washington County Supportive Housing Services program closes out the first quarter of the 23/24 fiscal year, the program continues to see growth with a particular emphasis on sustainability and system improvement for the Washington County Homeless Services System. New programmatic investments initiated as the new fiscal year gets underway center on program improvements and efficiency in service delivery for community members experiencing homelessness.

1. Program Successes

The Homeless Services Division continues to see significant community impact as a result of **investments in eviction prevention assistance**. In the first quarter, the Homeless Services Division expanded its investments in eviction prevention services in partnership with Community Action Organization and Centro Cultural. Through these investments, 359 households were assisted with eviction prevention funds to retain their housing in quarter one. Initial equity analysis findings indicate that eviction prevention services are particularly effective at serving those who identify as Asian at higher rates than other services. 6% of households served identified as Asian in the first quarter. The division is also confident that its investment in this partnership with Centro Cultural will be effective in ensuring equal access to prevention assistance for Latine households.

While the creation and implementation of Locally Coordinated Command Centers (LC3s) was initiated in the 22/23 fiscal year, Washington County continues to see **significant progress in addressing unsheltered homelessness and increasing jurisdictional and street outreach provider coordination through LC3 efforts**. In quarter one, LC3 convenings wrapped up for both Tigard and Forest Grove after assisting 70 unsheltered households with accessing shelter, 35 households were connected to housing programs and remain engaged, and nine households obtained stable housing. As a next step in LC3 efforts, convenings are underway for partners serving unsheltered community members in Hillsboro and Beaverton. The Homeless Services Division expects to see equally promising outcomes as LC3 convenings continue to meaningfully address unsheltered homelessness across Washington County.

Finally, the Homeless Services Division continues to invest in technical assistance and capacity building for partner organizations. In quarter one, **five additional partner organizations were awarded technical assistance grants** to conduct organizational assessments to identify opportunities for capacity-building investments to support the scaling and sustainability of homeless services in Washington County. To date, 19 organizations have been awarded technical assistance grants including 5 culturally specific partners totaling a \$542,263.00 investment in technical assistance for partner organization since the project's launch in the spring of 2023. Additionally, the Homeless Services Division **released a solicitation for capacity-building funds** which invites qualified partner organizations to apply for up to \$200,000 in funding each to support limited duration capacity building projects. Grants will be awarded in quarter two.

2. New Programs & System Improvements

In the first quarter of the SHS program year, the Homeless Services Division continues to focus on ensuring that geographically distributed shelter capacity is available for unsheltered community members. In September, Washington County opened a **new temporary pod shelter site in Cornelius** in partnership with Open Door Housing Works which will function as the site operator. The new site hosts thirty pod structures and is poised to provide shelter for up to 40 individuals. This site will remain in operation for the next two years. Additionally, in partnership with the city of Beaverton, a new site operator was selected for the forthcoming year-round permanent shelter location in Beaverton. OpenDoor Housing Works, a key shelter operator since the launch of the SHS program, will operate the shelter site upon its opening in fall of 2024.

Two significant programmatic investments to support system improvements in housing service delivery were launched in quarter one. First, the division launched its **shelter liaison program** by funding partner organization to hire thirteen shelter liaison positions which will be embedded in shelters across the Washington County continuum. These positions will support shelter guests in getting connected to housing programs and providing limited-duration housing navigation assistance with the goal of moving participants from shelter into stable housing more efficiently. At the close of quarter one, nearly all of the positions were filled with services beginning to get underway. Second, the division launches its **quality assurance program** by funding twenty quality assurance positions through partner organizations to support data quality, reporting, financial operations, and other organizational capacity needs of partners. Both of these programmatic investments come in response to the need voiced by provider agencies across Washington County in the 22/23 program year to improve service contracts and address system and service gaps that had emerged in the homeless services system. As new service contracts got underway in quarter one, the Homeless Services Division also made **improvements to streamline the invoice process** by updating administrative guidance on supporting documentation that aligns with regional best practices and reduces the administrative burden of partner organizations.

Finally, the Homeless Services Division continues to focus on healthcare and housing services integration as a cornerstone in our SHS programmatic work. As part of Washington County's initiative to launch medical respite to provide a safe place for people experiencing homelessness to stay when discharged from the hospital that includes medical support, the Homeless Services Division was **awarded a \$250,000 grant from Kaiser Permanente to launch and sustain the medical respite pilot** over its two-year demonstration period. As part of the grant award, the division will work with the National Institute for Medical Respite Care to build out a funding and billing model to ensure Medicaid and healthcare funding is secured to support the program sustainably and ensure services meet the highest standards in care.

3. Challenges & Areas of Focus

While the Homeless Services Division continues to set ambitious goals for the Enhanced Rapid Rehousing Program, the quarter one placement rate reflects a lower-than-anticipated placement rate for households being placed in stable housing. Efforts are underway to increase housing placement across programs including bolstering the Landlord Liaison Program to recruit landlords and identify housing placement opportunities, increasing training and housing navigation tools for providers to

shorten the housing search process timeline, and implementing monthly provider scorecards to ensure household spots are being filled in a timeline manner across case management caseloads in the homeless services system. Through these combined efforts, the division feels confident that households placed will see an increase in future quarters to meet year three programmatic goals.

Additionally, this quarter's equity analysis reflects a reduction in Latine households served through Enhanced Rapid Rehousing and Supportive Housing programs when compared to service rates from the last program year. While these findings are not significant, the Homeless Services Division will continue to analyze data relevant to this equity consideration and consider adjustments in service provision if needed. Conversely, this quarter's equity analysis reflects an increased rate of service for individuals identifying as Native American/Indigenous and Native Hawaiian/Pacific Islander in the Supportive Housing Program when compared to the last program year and the Enhanced Rapid Rehousing Program demonstrated higher service rates for individuals identifying as Black, African American or African when compared to the equity analysis from the 22/23 program year. While the Homeless Services Division is early in the new program year, these initial findings reflect opportunities to both learn from promising indicators and stay attuned to emerging needs for programmatic adjustments.

Section 2. Data and data disaggregation

Please use the following table to provide and disaggregate data on Population A, Population B housing placement outcomes and homelessness prevention outcomes. Please use your local methodologies for tracking and reporting on Populations A and B. You can provide context for the data you provided in the context narrative below.

Data disclaimer:

HUD Universal Data Elements data categories will be used in this template for gender identity and race/ethnicity until county data teams develop regionally approved data categories that more accurately reflect the individual identities.

Section 2.A Housing Stability Outcomes: Placements & Preventions

Housing Placements By Intervention Type: Supportive Housing

# housing placements – supportive housing*	This Quarter		Year to Date	
	#	%	#	%
Total people	135		135	
Total households	102		102	
Race & Ethnicity				
Asian or Asian American	2	2%	2	2%
Black, African American or African	12	9%	12	9%
Hispanic or Latin(a)(o)(x)	28	21%	28	21%
American Indian, Alaska Native or Indigenous	18	14%	18	14%

Native Hawaiian or Pacific Islander	6	5%	6	5%
White	93	71%	93	71%
Non-Hispanic White (subset of White category)	81	62%	81	62%
Client Doesn't Know	7	5%	7	5%
Client Refused	3	2%	3	2%
Data Not Collected	1	1%	1	1%
Disability status				
	#	%	#	%
Persons with disabilities	109	81%	109	81%
Persons without disabilities	20	15%	20	15%
Disability unreported	6	4%	6	4%
Gender identity				
	#	%	#	%
Male	57	42%	57	42%
Female	71	53%	71	53%
A gender that is not singularly 'Male' or 'Female'	1	1%	1	1%
Transgender	2	1%	2	1%
Questioning	0	0%	0	0%
Client doesn't know	0	0%	0	0%
Client refused	0	0%	0	0%
Data not collected	4	3%	4	3%

**Supportive housing = permanent supportive housing and other service-enriched housing for Population A such as transitional recovery housing*

Housing Placements By Intervention Type: Rapid Re-Housing & Short-term Rent Assistance

# housing placements – RRH**	This Quarter		Year to Date	
	#	%	#	%
Total people	45		45	
Total households	36		36	
Race & Ethnicity				
Asian or Asian American	0	0%	0	0%
Black, African American or African	13	30%	13	30%
Hispanic or Latin(a)(o)(x)	13	30%	13	30%
American Indian, Alaska Native or Indigenous	2	5%	2	5%
Native Hawaiian or Pacific Islander	1	2%	1	2%
White	25	57%	25	57%
Non-Hispanic White (subset of White category)	20	45%	20	45%
Client Doesn't Know	3	7%	3	7%
Client Refused	3	7%	3	7%
Data Not Collected	0	0%	0	0%
Disability status				
	#	%	#	%

Persons with disabilities	25	56%	25	56%
Persons without disabilities	18	40%	18	40%
Disability unreported	2	4%	2	4%
Gender identity				
	#	%	#	%
Male	19	42%	19	42%
Female	24	53%	24	53%
A gender that is not singularly 'Male' or 'Female'	1	2%	1	2%
Transgender	0	0%	0	0%
Questioning	0	0%	0	0%
Client doesn't know	0	0%	0	0%
Client refused	0	0%	0	0%
Data not collected	1	2%	1	2%

** RRH = rapid re-housing or short-term rent assistance programs

Housing Placements By Intervention Type: Other Permanent Housing Programs (if applicable)

If your county does not have Other Permanent Housing, please write N/A: _____ N/A _____

# housing placements – OPH***	This Quarter		Year to Date	
	#	%	#	%
Total people				
Total households				
Race & Ethnicity				
Asian or Asian American				
Black, African American or African				
Hispanic or Latin(a)(o)(x)				
American Indian, Alaska Native or Indigenous				
Native Hawaiian or Pacific Islander				
White				
Non-Hispanic White (subset of White category)				
Client Doesn't Know				
Client Refused				
Data Not Collected				
Disability status				
	#	%	#	%
Persons with disabilities				
Persons without disabilities				
Disability unreported				
Gender identity				
	#	%	#	%

Male				
Female				
A gender that is not singularly 'Male' or 'Female'				
Transgender				
Questioning				
Client doesn't know				
Client refused				
Data not collected				

*** OPH = other permanent housing programs (homeless preference units, rent assistance programs without services) that your system operates and SHS funds

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided above on Housing Placements.

[enter narrative here]

Eviction and Homelessness Prevention

# of preventions	This Quarter		Year to Date	
	#	%	#	%
Total people	1032		1032	
Total households	359		359	
Race & Ethnicity				
Asian or Asian American	65	6%	65	6%
Black, African American or African	189	18%	189	18%
Hispanic or Latin(a)(o)(x)	378	37%	378	37%
American Indian, Alaska Native or Indigenous	39	4%	39	4%
Native Hawaiian or Pacific Islander	60	6%	60	6%
White	709	69%	709	69%
Non-Hispanic White (subset of White category)	390	38%	390	38%
Client Doesn't Know	44	4%	44	4%
Client Refused	5	0%	5	0%
Data Not Collected	5	0%	5	0%
Disability status				
	#	%	#	%
Persons with disabilities	49	5%	49	5%
Persons without disabilities	123	12%	123	12%
Disability unreported	860	83%	860	83%
Gender identity				
	#	%	#	%
Male	489	47%	489	47%
Female	540	52%	540	52%
A gender that is not singularly 'Male' or 'Female'	1	0%	1	0%
Transgender	0	0%	0	0%

Questioning	0	0%	0	0%
Client doesn't know	0	0%	0	0%
Client refused	0	0%	0	0%
Data not collected	2	0%	2	0%

Section 2.B Regional Long-Term Rent Assistance Program

The following data represents a **subset** of the above Housing Placements data. The Regional Long-term Rent Assistance Program (RLRA) primarily provides permanent supportive housing to SHS priority Population A clients (though RLRA is not strictly limited to PSH or Population A).

RLRA data is not additive to the data above. Housing placements shown below are duplicates of the placements shown in the data above.

Please disaggregate data for the **total number of people in housing using an RLRA voucher during the quarter and year to date.**

Regional Long-term Rent Assistance Quarterly Program Data	This Quarter		Year to Date	
	#	%	#	%
Number of RLRA vouchers issued during reporting period	93		93	
Number of people newly leased up during reporting period	190		190	
Number of households newly leased up during reporting period	101		101	
Number of people in housing using an RLRA voucher during reporting period	1649		1649	
Number of households in housing using an RLRA voucher during reporting period	964		964	
Race & Ethnicity				
Asian or Asian American	14	1.5%	14	1.5%
Black, African American or African	104	10.8%	104	10.8%
Hispanic or Latin(a)(o)(x)	212	22.0%	212	22.0%
American Indian, Alaska Native or Indigenous	58	6.0%	58	6.0%
Native Hawaiian or Pacific Islander	28	2.9%	28	2.9%
White	806	83.6%	806	83.6%
Non-Hispanic White (subset of White category)	580	60.2%	580	60.2%
Client Doesn't Know				
Client Refused				
Data Not Collected	0	0.0%	0	0.0%
Disability status				
	#	%	#	%
Persons with disabilities	741	76.9%	741	76.9%
Persons without disabilities	223	23.1%	223	23.1%
Disability unreported	0	0.0%	0	0.0%

Gender identity				
	#	%	#	%
Male	433	44.9%	433	44.9%
Female	512	53.1%	512	53.1%
A gender that is not singularly 'Male' or 'Female'	16	1.7%	16	1.7%
Transgender	2	0.2%	2	0.2%
Questioning	0	0.0%	0	0.0%
Client doesn't know	0	0.0%	0	0.0%
Client refused	2	0.2%	2	0.2%
Data not collected	0	0.0%	0	0.0%

Definitions:

Number of RLRA vouchers issued during reporting period: Number of households who were issued an RLRA voucher during the reporting period. (Includes households still shopping for a unit and not yet leased up.)

Number of households/people newly leased up during reporting period: Number of households/people who completed the lease up process and moved into their housing during the reporting period.

Number of households/people in housing using an RLRA voucher during reporting period: Number of households/people who were in housing using an RLRA voucher at any point during the reporting period. (Includes (a) everyone who has been housed to date with RLRA and is still housed, and (b) households who became newly housed during the reporting period.)

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided above on the RLRA program.

N/A

Section 2.C Subset of Housing Placements and Preventions: Priority Population Disaggregation

The following is a **subset** of the above Housing Placements and Preventions data (all intervention types combined), which represents housing placements/preventions for SHS priority population A.

Population A Report	This Quarter		Year to Date	
	#	%	#	%
Population A: Total people placed into permanent housing/preventions	156		156	
Population A: Total households placed into permanent housing/preventions	113		113	
Race & Ethnicity				
Asian or Asian American	1	1%	1	1%
Black, African American or African	23	15%	23	15%
Hispanic or Latin(a)(o)(x)	37	24%	37	24%
American Indian, Alaska Native or Indigenous	21	14%	21	14%

Native Hawaiian or Pacific Islander	4	3%	4	3%
White	107	70%	107	70%
(Subset of White): Non-Hispanic White	85	56%	85	56%
Client Doesn't Know	5	3%	5	3%
Client Refused	2	1%	2	1%
Data Not Collected	1	1%	1	1%
Disability status				
	#	%	#	%
Persons with disabilities	124	79%	124	79%
Persons without disabilities	28	18%	28	18%
Disability unreported	4	3%	4	3%
Gender identity				
	#	%	#	%
Male	58	37%	58	37%
Female	92	59%	92	59%
A gender that is not singularly 'Male' or 'Female'	1	1%	1	1%
Transgender	1	1%	1	1%
Questioning				
Client doesn't know	0	0%	0	0%
Client refused	0	0%	0	0%
Data not collected	4	3%	4	3%

The following is a **subset** of the above Housing Placements and Preventions data (all intervention types combined), which represents housing placements and preventions for SHS priority population B.

Population B Report	This Quarter		Year to Date	
	#	%	#	%
Population B: Total people placed into permanent housing/preventions	1056		1056	
Population B: Total households placed into permanent housing/preventions	393		393	
Race & Ethnicity				
Asian or Asian American	66	6%	66	6%
Black, African American or African	191	18%	191	18%
Hispanic or Latin(a)(o)(x)	382	36%	382	36%
American Indian, Alaska Native or Indigenous	38	4%	38	4%
Native Hawaiian or Pacific Islander	63	6%	63	6%
White	720	68%	720	68%
(Subset of White): Non-Hispanic White	406	39%	406	39%
Client Doesn't Know	49	5%	49	5%
Client Refused	9	1%	9	1%

Data Not Collected	5	0%	5	0%
Disability status				
	#	%	#	%
Persons with disabilities	59	6%	59	6%
Persons without disabilities	133	13%	133	13%
Disability unreported	864	82%	864	82%
Gender identity				
	#	%	#	%
Male	507	48%	507	48%
Female	543	51%	543	51%
A gender that is not singularly 'Male' or 'Female'	2	0%	2	0%
Transgender	1	0%	1	0%
Questioning	0	0%	0	0%
Client doesn't know	0	0%	0	0%
Client refused	0	0%	0	0%
Data not collected	3	0%	3	0%

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided above on Population A/B.

N/A

Section 2.D Other Data: Non-Housing Numeric Goals

This section shows progress to quantitative goals set in county annual work plans. Housing placement and prevention progress are already included in the above tables. This section includes goals such as shelter beds and outreach contacts and other quantitative goals that should be reported on a quarterly basis. This data in this section may differ county to county, and will differ year to year, as it aligns with goals set in county annual work plans.

Instructions: Please complete the tables below, as applicable to your annual work plans:

All counties please complete the table below:

Goal Type	Your FY 23-24 Goal	Progress this Quarter	Progress YTD
Shelter Beds	Open 60 new year-round shelter beds to complete our shelter system capacity	Construction and site preparation for two additional pod shelter sites got underway in quarter one to provide additional capacity for 60 households. Both	Construction and site preparation for two additional pod shelter sites got underway in quarter one to provide additional capacity for 60 households. Both

		sites are projected to be in operation by quarter three.	sites are projected to be in operation by quarter three.
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If applicable for quarterly reporting, other goals from your work plan, if applicable (e.g. people served in outreach, other quantitative goals)

Goal Type	Your FY 22-23 Goal	Progress this Quarter	Progress YTD
Racial Equity	Expand technical assistance and capacity building support for culturally specific providers	Awarded three technical assistance grants to culturally specific partners totaling \$86,600. \$350,000 in culturally specific capacity building funds administered to seven culturally specific partners as part of new 23/24 service contracts.	Awarded three technical assistance grants to culturally specific partners totaling \$86,600. \$350,000 in culturally specific capacity building funds administered to seven culturally specific partners as part of new 23/24 service contracts.

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided in the above tables.

N/A

Section 3. Financial reporting

Please complete the quarterly financial report and include the completed financial report to this quarterly report, as an attachment.