

Agenda



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Meeting: Supportive Housing Services Tri-County Planning Body Meeting
Date: March 8th
Time: 4:00pm-6:00pm
Place: Metro Council Chambers, 600 NE Grand Ave, Portland, OR 97232 and Zoom Webinar
Purpose: The Tri-County Planning Body (TCPB) will reflect on their work over the past 6 months and continue to discuss goals, staff recommendations and next steps for regional coordination priorities.

4:00pm **Welcome and Introductions**

1. Welcome and introductions
2. Review meeting agenda and objectives
3. Approve February Meeting Summary

4:10pm **Public Comment**

4:15pm **Staff Updates**

4:20pm **Tri County Planning Body 6 Month Review**

4:35pm **Training and Technical Assistance**

5:00 pm **Employee Recruitment and Retention**

5:35pm **Closing and Next steps**

1. Next meeting: April 12th, 4-6pm

6:00pm **Adjourn**

Tri-County Planning Body Meeting Summary

Meeting: Supportive Housing Services Tri-County Planning Body Meeting
Date/time: Wednesday, February 08, 2023, 4:00 PM – 6:00 PM
Place: Metro Council Chambers, 600 NE Grand Ave, Portland, OR 97232 and Zoom Webinar
Purpose: The Tri-County Planning Body (TCPB) will discuss goals, staff recommendations and next steps for the top four regional coordination priorities

Member attendees

Co-chair Eboni Brown (she/her), Co-chair Matt Chapman (he/him), Zoi Coppiano (she/her), Mercedes Elizalde (she/her), Monta Knudson (he/him), Nicole Larson (she/her), Michael Ong Liu (he/him), Steve Rudman (he/him), Cristina Palacios (she/her)

Absent members

Yvette Hernandez (she/her), Sahaan McKelvey (he/him)

Elected delegates

Washington County Chair Kathryn Harrington (she/her), Multnomah County Commissioner Susheela Jayapal (she/her), Metro Councilor Christine Lewis (she/her)

Absent elected delegates

Clackamas County Chair Tootie Smith (she/her)

County staff representatives

Clackamas County – Vahid Brown (he/him), Multnomah County – Yesenia Delgado (she/her), Washington County – Jessi Adams (she/her), Jes Larson (she/her)

Metro

Abby Ahern (she/her), Melia Deters (she/her), Liam Frost (he/him), Valeria McWilliams (she/her)

Kearns & West Facilitators

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

Welcome and introductions

Ben Duncan, Kearns & West, welcomed the Tri County Planning Body (TCPB) to the meeting and reviewed the agenda.

The TCPB approved the January Meeting Summary.

Public comment

Anna Kurnizki, Executive Director of Community Warehouse, provided verbal public comment.

Cole Merkel, Here Together Coalition, provided written and verbal public comment.

Co-chair Matt Chapman asked if public comments are captured in the idea repository.

Valeria McWilliams, Housing Policy and Planning Coordinator, Metro, confirmed that Metro Staff will capture public comment in the repository.

Staff updates

Abby Ahern and Melia Deters introduced themselves as new Metro staff.

Liam Frost, Regional Housing Assistant Director, Metro, shared that Metro aims to fill the three vacant TCPB seats by March. He stated that Metro and county staff have translated the TCPB's voted

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upon priorities into regional goals. He noted that staff decided to separate the training and wages priority into two goals: training and technical assistance and employee recruitment and retention. Multnomah County Commissioner Susheela Jayapal asked where the system mapping priority was in the goal language.

Liam Frost, Metro, replied that system mapping is a part of each priority's recommendation as appropriate.

Training and technical assistance

Jessi Adams, *Capacity Programs Supervisor*, Washington County, presented on the regional challenge and goal for training and technical assistance. She also shared the Metro and county staff recommendation on how to achieve the goal.

Co-chair Matt Chapman expressed overall support for the goal and recommendation and suggested removing “institute” from the recommendation. He proposed leveraging entities that already exist for training needs.

Jes Larson, Supportive Housing Services Program Manager, Washington County, replied that institute means system to coordinate. For example, Power DMS is an online platform where trainings could be uploaded for accessibility.

Mercedes Elizalde asked if organizational functionality is related to internal organizational components, like human resources, or related to service delivery components.

Jessi Adams, Washington County, clarified that it relates to both.

Multnomah County Commissioner Susheela Jayapal stated that both internal organizational and service delivery components are needed. She reflected that last month's conversation stemmed from workforce strain, including wages.

Monta Knudson shared that technical support for internal organizational components and service delivery training are two different aspects.

Nicole Larson asked how trauma informed trainings would be provided.

Co-chair Matt Chapman expressed concern for implementing this goal with organizations of different sizes and experiences. He advocated for an educational component to the work.

Vahid Brown, Housing Services Team Manager, Clackamas County, stated that the goal is structured to elevate elements of training for regionalization. He shared that a regional approach would lead to efficiencies, especially with a new workforce, so there is a shared minimum of expertise between jurisdictions.

Ben Duncan, Kearns & West, asked Mercedes Elizalde if she is comfortable with organizational functionality including both internal organizational components and service delivery training, or if they should be two separate goals.

Mercedes Elizalde replied that she is okay with both aspects in one goal.

Multnomah County Commissioner Susheela Jayapal asked if the goal statement could be split into two parts.

Washington County Chair Kathryn Harrington expressed the need for clearer goal language.

Metro and county staff will provide an amended recommendation at the next meeting.

Employee recruitment and retention

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Vahid Brown, Clackamas County presented on the regional challenge and goal for employee recruitment and retention. He also shared the Metro and county staff recommendation on how to achieve the goal.

Michael Liu asked if increasing pay would increase the pool of potential employees, or if there are other recruitment barriers such as having high application requirements.

Vahid Brown, Clackamas County, replied that providers have indicated that pay is part of the challenge.

Washington County Chair Kathryn Harrington stated that regional pay equity is required as part of the Supportive Housing Services (SHS) measure and the SHS Oversight Committee is also looking at pay equity. She suggested adding “ensure” to the goal language and asked what else could retain employees long term.

Nicole Larson shared her personal experience of being underpaid in the sector and stated that compensation would increase retention. She added that employees are stressed by the nature of the job and asked if the TCPB is making a recommendation to dedicate funds for retention.

Cristina Palacios advocated for flexibility in employment requirements and added that benefits such as retirement can help retain employees. She also noted a gap in hiring recruitment for Black, Indigenous, and People of Color (BIPOC) and those living in rural areas.

Multnomah County Commissioner Susheela Jayapal stated that both wages and application processes are important.

Steve Rudman expressed that it’s integral to pay a livable wage. He stated wages should be raised even if an organization receives multiple funding streams.

Monta Knudson noted that staff should be able to afford living in the region and that the conversation should be rooted in full compensation, meaning wages and benefits.

Mercedes Elizalde reflected that the goal seemed to focus on guidance for SHS funders, but organizations have multiple funders, and an organization cannot pay different wages for different contracts.

Liam Frost, Metro, shared that the SHS Oversight Committee has looked at funding roll over and spend down and funds haven’t been dispersed due to a lack of provider staff.

Ben Duncan reflected that due to meeting time constraints, the TCPB may not land on a goal statement for this topic today and there may be a need to separate this topic into multiple goals.

Jes Larson, Washington County, reminded the TCPB to focus on where regional impact regarding recruitment and retention can happen.

Michael Liu reiterated that there are compensation restraints and SHS contract pay cannot be higher than other rates of pay for the same employer.

Mercedes Elizalde said the goal should provide guidance for regional funders and that the jurisdictions should reflect internally when they submit budgets non-SHS contracts.

Jes Larson, Washington County, clarified that in Washington County all projects are SHS funded and are paid equitably.

Liam Frost, Metro, pointed out that the focus of the TCPB is SHS funding.

Ben Duncan closed this conversation with the agreement that the TCPB will discuss this topic further at a future meeting.

Coordinated entry

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Yesenia Delgado, Supportive Housing Services Manager, Multnomah County, presented on the regional challenge and goal for coordinated entry. She also shared Metro and county staff recommendations on how to achieve the goal.

Co-chair Matt Chapman noted that one of the recommendations alludes to one data system per county, not one regional data system.

Yesenia Delgado, Multnomah County, clarified that all jurisdictions would have access to one system, but each county may also have their own specific tools and systems. She illustrated an example of this regarding domestic violence data protection.

Co-chair Matt Chapman acknowledged data protection is appropriate and advocated for use of a single system across the region.

Vahid Brown, Clackamas County, shared that the first step would be to map the unique challenges and strengths for each county's current system, and then see which components would benefit from regionalization.

Washington County Chair Kathryn Harrington stated that the goal of the SHS measure was to have a coordinated care system to successfully serve individuals. She asked if this goal was working towards a coordinated system or if there should be three unique.

Liam Frost, Metro, clarified that the goal is to regionalize components of each system that would benefit from regionalization. To determine that, the three systems must be mapped first.

Washington County Chair Kathryn Harrington suggested that the TCPB approve this so Metro and county staff can begin work.

The TCPB approved the goal.

Health care system alignment

The TCPB switched the agenda order of health care system alignment and regionwide landlord recruitment.

Liam Frost, Metro, presented on the regional challenge and goal for healthcare system alignment. He also shared Metro and county staff recommendations on how to achieve the goal.

Mercedes Elizalde asked if the goal also looks at folks who are at risk of experiencing homelessness.

Liam Frost, Metro, confirmed it includes both populations mentioned in the SHS measure.

The TCPB approved the goal.

Regionwide landlord recruitment

Liam Frost, Metro, presented on the regional challenge and goal for regionwide landlord recruitment. He also shared Metro and county staff recommendations on how to achieve the goal.

Cristina Palacios expressed concern regarding the recruitment timeline. She wanted to ensure that tenants are protected from discrimination and poor housing conditions. She suggested including landlord education for basic tenant protection.

Liam Frost, Metro, replied that there is potential to regionalize landlord education on fair housing requirements.

Co-chair Matt Chapman stated that if a consultant was brought on to do this work, it would be best to start the process of contracting a consultant as soon as possible.

Multnomah County Commissioner Susheela Jayapal shared that Multnomah County is looking at expanding accessibility of additional housing units and providers. She added that Multnomah County could move forward with this work and report back to the TCPB.

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Zoi Coppiano said it's important to be equitable in housing selection. She proposed trying to recruit BIPOC landlords and identify housing locations near public transportation lines and business and service centers.

Jessi Adams, Washington County, shared that the regional communications campaign recommendation would inform landlords that the program can offer benefits such as repair funds.

Washington County Chair Kathryn Harrington noted the programs referenced in the memo were only located in one county, whereas this program would be across three counties.

Multnomah County Commissioner Susheela Jayapal said that landlords often own properties across county lines and it's important to regionalize this work.

The TCPB approved the regionwide landlord recruitment goal.

Closing and next steps

The TCPB approved the following goals:

- **Coordinated Entry:** Coordinated Entry is more accessible, equitable and efficient for staff and clients.
- **Healthcare System Alignment:** Greater alignment and long-term partnerships with healthcare systems that meaningfully benefit people experiencing homelessness and the systems that serve them.
- **Regionwide Landlord Recruitment:** Increase the availability of readily accessible and appropriate housing units for service providers.

Metro and county staff will move some work forward on the regional plan. A survey will go out for TCPB members to voice any concerns and reflections on goal language.

Next steps include:

- **Training and technical assistance**
 - Metro and county staff to provide an amended training and technical assistance goal at the next meeting.
- **Employee recruitment and retention**
 - Metro and county staff to provide an amended recruitment and retention goal at the next meeting.
- **Coordinated entry**
 - Metro and county staff to map the unique challenges and successes of each of the three Coordinated Entry Systems and report back to the TCPB.
- **Healthcare systems alignment**
 - Metro staff to coordinate with county staff to convene key healthcare systems stakeholders to identify opportunities that integrate the Medicaid waiver with the Supportive Housing Services initiative. In six months, Metro and county staff will bring a draft proposal with next steps and timeline to the TCPB.
- **Regionwide landlord recruitment**
 - Metro to contract with a qualified consultant to identify areas where regionalization can support existing and future county efforts and submit recommendations to TCPB.

Adjourn

Adjourned at 6:15 pm.

Date: Wednesday, March 1, 2023
To: Tri County Planning Body
From: Abby Ahern, Housing Policy, and Planning Coordinator, Valeria McWilliams,
Housing Policy, and Planning Coordinator, and Planning Coordinator, Liam Frost,
Assistant Housing Director
Subject: Updated Ranked Concepts and Staff Recommendations

At the February Tri County Planning Body meeting, committee members discussed five regional goal concepts and recommendations. Three of those goals were adopted and two were moved forward for further discussion during the March meeting. Committee members provided feedback on “Goal 4: Training and Technical Assistance” and “Goal 5: Employee Recruitment and Retention” and directed staff to provide additional language options for further discussion. This memo has been created in response to that request. Language for goal concepts one, two and three, which have already been adopted, is for reference. Language options provided for goal concepts four and five should be considered, but not limit discussion, as the TCPB moves to finalize the initial regional goal package.

The committee approved goal language and recommendations for the three regional coordination concepts listed below:

1. Coordinated Entry

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

Recommendation: Map the unique challenges and successes of each of the three Coordinated Entry Systems.

Assess opportunities to create connectivity among the three Coordinated Entry Systems to improve equitable access and work towards regionalizing some tools within Coordinated Entry.

Explore opportunities for co-enrollment with other systems.

2. Regional Landlord Recruitment

Goal: Increase the availability of readily accessible and appropriate housing units for service providers.

Recommendation: Contract with a qualified consultant to identify areas where regionalization can support existing and future county efforts and submit recommendations.

Develop a regional communications campaign to recruit new landlords, including specific outreach and engagement to culturally specific media and BIPOC community groups.

3. Healthcare System Alignment

Goal: Greater alignment and long-term partnerships with healthcare systems that meaningfully benefit people experiencing homelessness and the systems that serve them.

Recommendation: Metro staff convenes and coordinates with counties and key healthcare systems stakeholders to identify opportunities that integrate the Medicaid waiver with the Supportive Housing Services initiative. Bring draft proposal with next steps and timeline to committee within 6 months.

Goal concepts for further consideration

The committee requested further discussion about the remaining two regional goal concepts. Staff have taken TCPB's feedback received during the last meeting and through a survey into consideration to draft the following options for final goal and recommendation language. The options provided by staff below are not exhaustive; TCPB members can and should discuss and add suggestions.

4. Training and technical assistance

Original Goal: Service providers have access to the knowledge and skills required to operate at a high level of organizational functionality; the need of culturally specific providers will be prioritized through all program design.

Original Recommendation: Create and support a regional training institute that supports universal technical assistance and training needs, using an accessible platform like Power DMS.

Options for goal language

- Option 1) Keep the same goal language
- Option 2) Separate goals:

- **Goal A** Service providers have access to the knowledge and skills required to operate at a high level of program functionality; the need of culturally specific providers will be prioritized through all program design.
- **Goal B** Organizations have access to the technical assistance required to operate at a high level of organization functionality; the need of culturally specific providers will be prioritized through all program design.

Recommendation language options:

- (Goal A) Counties and Metro create and support regional training that supports the needs of direct service staff.
- (Goal B) Counties and Metro create and support regional technical assistance for capacity building especially among culturally specific providers.

5. Employee Recruitment and Retention

Pay and compensation are expansive areas of work with many considerations, especially for larger organizations. The Metro region is not alone in grappling with the complexities of this challenge. Out of the array of potential goal concepts, this committee decided to prioritize the health and wellness of the people doing the hard work of housing people every day. This direction is in alignment with the SHS regional workplan (as described below) and is a first-year priority for the SHS Oversight Committee.

Definitions of equitable pay in the SHS Work Plan:

- From Work Plan Addendum D. Section H “Procurement and partners:” “A commitment to partner with service providers who affirmatively ensure equitable pay and livable wages for their workers, and who will provide anti-racist, gender-affirming services consistent with regionally established, culturally responsive policies and standards...”
- From Work Plan 5.2 Regional Outcome Metrics: “Rates of pay for direct service roles and distribution of pay from lowest to highest paid staff by agency to measure equitable pay and livable wages.”

Given the language in the regional workplan, staff have identified the need to separate this goal based on the following options for equitable pay definition:

Option 1) Livable wage

Option 2) Distribution of pay from lowest to highest paid staff by agency

Original Goal: Fair and equitable pay for Supportive Housing Services (SHS)-funded agencies and providers throughout the region.

Original Recommendation: Map current wage conditions and draft a housing-worker wage framework that provides guidance to SHS-funded agencies and providers. Framework may include differential pay for lived experience, bilingual employees, and culturally specific organizations.

Options for goal language

- Option 1) Keep the same goal language
- Option 2) Separate goals:
 - **Goal A** Supportive Housing Services (SHS) funded agencies and providers throughout the region pay livable wages to direct service staff.
 - **Goal B** Distribution of pay from lowest to highest paid staff within SHS-funded agencies and providers is equitable throughout the region.

Recommendation language options (all recommendations apply to both or either goal option above):

- Map current wage and benefit conditions.
- Draft a housing-worker wage framework that provides guidance to Counties and SHS-funded agencies and providers.
- Consider ways to allow for differential pay for lived experience, bilingual employees, and culturally specific organizations.
- Consider ways to address challenges faced by organizations with multiple funding streams.

Supportive Housing Services Tri- County Planning Body | Idea Bank - March 2023

Ideas offered by Counties for TCPB support and TCPB Discovery Survey Results	Ideas suggested by TCPB members
Capacity Building	
Build and expand system capacity for culturally specific housing and service providers (Jan)	Support wages and training for service providers as well as pay compensation for contractors since culturally specific services are often contracted out (Jan)
Build technical assistance capacity for immersing service providers (Jan)	Implement incentives to help organizations increase capacity and workforce to scale up faster (Jan)
Build training systems for provider staff (Jan)	Increase affordable housing development and activate the private sector (Jan)
Align SHS resources with the Regional Affordable Housing Bond and other sources (Jan)	Make a direct investment in Community Warehouse regionally to streamline access and facilitate quick scale-up (Feb)
Expand system capacity for people experiencing chronic homelessness (Jan)	
Data, Standards, & Metrics	
Support regional workgroup with diverse representation to advise on improved demographic categories such as REALD for race and ethnicity, improved categories for gender identity and new categories for sexual orientation, lived experience and more (Jan)	Coordinated entry needs to be a service matching tool to incentivize co-enrollment rather than being a queue for the bottleneck - several of the issues that were identified include data collection could be improved by having a single coordinated entry system that screens people into services (Jan)
Advise on improved communication of outcomes for public awareness (Jan)	Real time service provider data would be beneficial (Dec)
Identify regional system indicators to measure changes in the population experiencing homelessness (Jan)	
Evaluate the impact of specific program types (Jan)	
Establish consistency in program evaluation standards and procedures (Jan)	
Standardize data collection methods (Jan)	
Regional Long Term Rent Assistance (RLRA)	
Sunset challenge: how to use RLRA voucher to leverage affordable housing development? (Jan)	Support a region wide landlord recruitment program that also provides wrap around services with leveraged funds from the jurisdictions (Jan)
Program evaluation: how does the voucher work for participants over time? (Jan)	Create a centralized, accessible, and streamlined process for RLRA. Learn from models in LA (Brilliant Corners) and Seattle (Housing Connector) (Jan)
Market saturation: will the voucher remain effective in the market over time? (Jan)	Expand capacity by using dollars to make the Section 8 Housing Voucher process easier (Jan)
Support the development and implementation of a regional model of a long term rental assistance program (RLRA) (Jan)	RLRA/SHS can buy down rents in developments. Find ways to create formalized partnerships that can be used to open up priority review and approval from development funders. Projects that have early partnership agreements might be able to qualify for state priority based on the QAP standard of "substantial local investment" and could/should be highlighted for priority in the local permitting processes. (Jan)
	Regionalize "Move-In Multnomah" (Jan)
Systems alignment	
Strategies to further integrate housing and homeless service systems (e.g. affordable housing construction and rent assistance plus services), as well as other services and systems serving people experiencing homelessness (Jan)	Integration of wrap around voluntary services (Jan)
Shared priorities and opportunities for alignment with healthcare systems (including behavioral health) (Jan)	Alignment of RLRA funding with Medicaid (Jan)
Barriers to employment for people recently housed from homelessness and ready for employment (Jan)	Alignment with health care systems would include leveraging Community Planning Organizations (CPOs) to maximize capacity and waivers (Jan)
Best practices for providing housing to individuals exiting the foster care system who are at risk of homelessness (Jan)	Intentional connections to health services and the benefits (resources and decision-making power) the health system can provide to increase housing stability. (Jan)
	Connecting RLRA to ACT regionally (only happening in Multnomah County) (Jan)
	Investment in continuum of care, alignment on coordinated entry to support utilization of different benefits and working on service qualification issues (Dec)
	Mapping out the current system to see how it works and to identify where to make meaningful recommendations within the TCPB's jurisdiction. (Dec)
	Create a connection to the already active 1115 SUDs waiver paying for housing and employment (Jan)

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Paunawa ng Metro sa kawalan ng diskriminasyon

Iginagalang ng Metro ang mga karapatang sibil. Para sa impormasyon tungkol sa programa ng Metro sa mga karapatang sibil, o upang makakuha ng porma ng reklamo sa diskriminasyon, bisitahin ang www.oregonmetro.gov/civilrights. Kung kailangan ninyo ng interpreter ng wika sa isang pampublikong pulong, tumawag sa 503-797-1700 (8 a.m. hanggang 5 p.m. Lunes hanggang Biyernes) lima araw ng trabaho bago ang pulong upang mapagbigyan ang inyong kahilingan.

Notificación de no discriminación de Metro

Metro respeta los derechos civiles. Para obtener información sobre el programa de derechos civiles de Metro o para obtener un formulario de reclamo por discriminación, ingrese a www.oregonmetro.gov/civilrights. Si necesita asistencia con el idioma, llame al 503-797-1700 (de 8:00 a. m. a 5:00 p. m. los días de semana) 5 días laborales antes de la asamblea.

Уведомление о недопущении дискриминации от Metro

Metro уважает гражданские права. Узнать о программе Metro по соблюдению гражданских прав и получить форму жалобы о дискриминации можно на веб-сайте www.oregonmetro.gov/civilrights. Если вам нужен переводчик на общественном собрании, оставьте свой запрос, позвонив по номеру 503-797-1700 в рабочие дни с 8:00 до 17:00 и за пять рабочих дней до даты собрания.

Avizul Metro privind nediscriminarea

Metro respectă drepturile civile. Pentru informații cu privire la programul Metro pentru drepturi civile sau pentru a obține un formular de reclamație împotriva discriminării, vizitați www.oregonmetro.gov/civilrights. Dacă aveți nevoie de un interpret de limbă la o ședință publică, sunați la 503-797-1700 (între orele 8 și 5, în timpul zilelor lucrătoare) cu cinci zile lucrătoare înainte de ședință, pentru a putea să vă răspunde în mod favorabil la cerere.

Metro txoj kev ntxub ntxaug daim ntawv ceeb toom

Metro tributes cai. Rau cov lus qhia txog Metro txoj cai kev pab, los yog kom sau ib daim ntawv tsis txaus siab, mus saib www.oregonmetro.gov/civilrights. Yog hais tias koj xav tau lus kev pab, hu rau 503-797-1700 (8 teev sawn ntxov txog 5 teev tsaus ntuj weekdays) 5 hnub ua hauj lwm ua ntej ntawm lub rooj sib tham.