

Agenda



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Meeting: Supportive Housing Services Oversight Committee Meeting
Date: May 22, 2023
Time: 9:30 a.m. to 11:00 a.m.
Place: Virtual meeting ([Zoom link](#))
Purpose: Update on Multnomah County corrective action plan; Metro tax collection and disbursement update; presentation and discussion on Q2 FY23 county finance update; and presentation and discussion on county Q3 overall progress.

9:30 a.m.	Welcome and introductions
9:40 a.m.	Conflict of Interest declaration
9:45 a.m.	Presentation: Metro tax collection and disbursement update
9:50 a.m.	Presentation and discussion: County Q3 financials
10:05 a.m.	Update on Multnomah County corrective action plan
10:30 a.m.	Presentation and discussion: County Q3 overall progress
10:45 a.m.	Public comment
10:55 a.m.	Next steps
11:00 a.m.	Adjourn

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Supportive Housing Services Oversight Committee Meeting Minutes

Meeting: Supportive Housing Services Oversight Committee Meeting
Date: April 24, 2023
Time: 9:30 a.m. to 12:00 p.m.
Place: Virtual meeting (Zoom)
Purpose: Metro tax collection and disbursement update; Metro fiscal year 2023-24 budget forecast; discussion on how the committee would like to engage with and learn from SHS providers; and discussion on county work plans for fiscal year 2023-24.

Member attendees

Co-chair Susan Emmons (she/her), Dan Fowler (he/him), Maria Hernandez (she/her), Jenny Lee (she/her), Seth Lyon (he/him), Carter MacNichol (he/him), Jeremiah Rigsby (he/him), Co-Chair Dr. Mandrill Taylor (he/him), Kathy Wai (she/her), Becky Wilkinson (she/her)

Absent members

Stef Kondor (she/her), Felicita Monteblanco (she/her), Mike Savara (he/him)

Elected delegates

Multnomah County Commissioner Susheela Jayapal (she/her), Metro Councilor Christine Lewis (she/her)

Absent elected delegates

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

Metro

Nui Bezaire (she/her), Ash Elverfeld (they/them, she/her), Liam Frost (he/him), Breanna Hudson (she/her), Rachael Lembo (she/her)

Kearns & West Facilitator

Ben Duncan (he/him)

Welcome and Introductions

Co-chairs Susan Emmons and Dr. Mandrill Taylor provided opening remarks and welcomed the Supportive Housing Services (SHS) Oversight Committee members to the meeting.

Ben Duncan introduced himself as facilitator and facilitated introductions between SHS Oversight Committee members.

Minutes approved.

Conflict of Interest Declaration

Jenny Lee, Dan Fowler, Carter MacNichol, Maria Hernandez, Kathy Wai, and Becky Wilkinson all shared potential or perceived conflicts of interest.

Public Comment

No public comments provided.

Supportive Housing Services Oversight Committee Meeting Summary

Metro tax collection and disbursement update

Rachael Lembo, Finance Manager, Metro used a slide deck and shared that tax collection was on track and that they anticipate collecting more than budgeted. And added that they're seeing 2021 tax year payments coming in this year and 2021 was a record high tax collection year. She doesn't think this pattern will continue in future years.

Rachael also shared that collection costs are down because the tax implementation phase is complete.

Metro FY24 proposed budget

Rachael stated that Metro is in their proposed budget stage and shared a summary of the fiscal year 2024 budget.

Kathy Wai asked whether the additional staff would support other housing programs at Metro or just supportive housing services.

Rachael replied that the funding is restricted to the work of the supportive housing services program, yet there are opportunities for integration of housing bond and supportive housing services and so that work would be funded with supportive housing dollars. But they will not be Bond staff, they've actually asked for general fund contributions for the Bond program to fill gaps.

Kathy asked why the debt service payment was zero for fiscal year 2024 in the budget?

Rachael explained that they used Bond funds to setup the supportive housing services program and have been paying that debt off. It has recently been paid off and so it no longer needs to be budgeted going forward.

Carter appreciated the yearly side-by-side graphics and asked they keep adding columns year over year. He asked Rachael to help him understand the \$190 million contingency amount, you said and why they'd want to build that up. He also asked whether Metro would be able to direct one-time contingency funds, or does it need to go through counties?

Rachael said there isn't a goal to build the contingency but that she expects the contingency funds to build up over time since they're not at full system capacity, it's a product of the collection progress and when funding is spent.

Rachael responded to Carter's second question and said that Metro has a piece of that carryover and are looking at using some of that to support the direction coming from the Tri-County Planning Body. She said they're making sure through the quarterly reporting to Metro from the counties that the counties have plans to spend their portions of the carryover funds. There isn't a plan to direct the counties on how to spend it.

Liam said that they're undertaking a process with the counties and coming up with a plan on how to spend it.

Carter said he and many in the community are concerned about the size of the contingency. When is the expectation that the program will get to 100% capacity?

Rachael explained that the assumption was that it would be fully ramped up in three to four years. Fiscal year 2025 will be the fifth year and they had assumed that counties would use 100% of their allocations in that year.

Dan asked if the counties could plan for their one-time spending and if the same distribution schedule is in place for that?

Rachael replied with a yes.

Dan commented that it's good to see collection costs going down.

Supportive Housing Services Oversight Committee Meeting Summary

Engaging with SHS providers in future oversight committee meetings

Susan said that at the last meeting, they discussed that they were concerned about the funding for providers due to them receiving funds late because of reimbursement processes.

Susan asked the members what would be an effective way to engage with non-profits? She used examples of inviting them to an oversight committee meeting or a survey and wondered what the members would suggest.

Dan said that he's all for hearing from non-profits but that he already has, and they say it's a real issue. He'd prefer to hear from the people who say they can't get the money out faster. He also wondered whether they could direct policy change at the counties.

Carter said they have different problems and challenges with this at a larger nonprofit that he's on the Board of and asked that members and staff consider the audience as they're reaching out and connecting with service providers.

Becky liked the idea of focus groups because it can feel less intimidating. She said she doesn't want to limit it to small non-profits, that there should be across the board outreach.

Becky also said that the receivers of the funds shouldn't feel the financial burden of SHS.

Co-chair Dr. Taylor said that it sounded like everyone was on a similar page- gathering some more evidence to strengthen the recommendations. He explained that they've identified the challenges from their perspective, but they need to have providers in the room and hear from them to either enlighten them to things they don't know or strengthen the power of their recommendations that are in place already.

Dan would like to understand the various views technically that would have to be overcome by the parties.

Rachael said that hearing from service providers sounds like the right first step. The finance teams need to hear the needs and the finance teams can observe and respond. She added that each county has their own processes and responses may look different. Metro will coordinate and facilitate this with county partners.

Co-chair Emmons thought some of this conversation connects to the county work plans. Clackamas County addressed some of the reimbursement issue in the meeting packet saying that some smaller providers weren't providing invoices in time and so Clackamas is going to provide technical assistance to support them. She would like to know about contract timelines. Another repeated theme is salary- this issue has been studied for years because it has been an issue for a long time, why can't salaries be risen now? She was feeling frustrated by inaction.

Carter echoes that frustration and energy. He said that depending on the County, they're running into procurement policy issues that are old and not working for this type of work. He thinks in many cases, procurement is at the core of the issue.

Liam shared that the counties are addressing the cash flow issues right now in their own ways. Regarding technical assistance, Metro just created two new positions to support the work in the counties around technical assistance. Regarding wages, the tri-county planning body has taken this up and believes the challenge is pay equity in organizations.

Kathy would like to use an equity lens for this and speak to every provider that's a part of this program but start with smaller culturally-specific organizations because perhaps some of them getting in the room together would be advantageous for them. She wondered if they've been able to talk together about how they are working with the government. There have been many organizations working in Clackamas County that she hadn't seen before. There needs to be more

Supportive Housing Services Oversight Committee Meeting Summary

thinking about who will be doing the work that's coming up and the committee should be clear about what they're asking of providers.

Co-chair Dr. Taylor supports Kathy, especially in regard to the culturally-specific organizations and he would like to expand that to community-based behavioral health service providers.

Co-chair Emmons thinks they're getting to a place of having focus groups with provider representation from a director or program manager. She imagines there may be benefits to cross-pollination with more established and larger organizations infused into the smaller culturally-specific organizations. She added that the Non-Profit Association of Oregon report shared by Felicita Montebianco and with members is simple in that non-profits are asking for contract reimbursement in 30 days.

Dan said that whatever the focus group structure is, they need to determine what the topics are within them.

Ben asked what the committee wants the topic to be.

Co-chair Dr. Taylor said he is leaning toward getting a survey out before going to create focus groups.

Liam said that it's a great idea for the supportive housing services oversight committee meeting to engage with service providers. On this topic, it would be helpful to have counties come to the committee and update everyone on what's underway already before convening. At least a report from them so the committee isn't in the dark on what's happening would be helpful.

Kathy asked for clarification on what the problem is with service providers and what they are trying to solve for.

Maria said that she hears the problem as an accounting issue and smaller providers aren't getting their payments on time and can't float for 90 days as they wait. They're wanting to get down to what the issues are and that starting by prioritizing the multiple challenges is helpful.

Kathy doesn't want to micromanage relationships between counties and service providers. She isn't sure if she should or shouldn't be diving into this as a member of the oversight committee.

Seth Lyon said his struggle is that the group shares a sense that a lot of good is happening while a lack of urgency is happening at the same time. He said that to some extent there's a lot of power in business as usual and keeping it slow. They've dramatically changed how to respond to housing people but it's not translating to the taxpayers. He said he's struggling with what the role of the committee is and that it seems like what they're empowered to ask for is info and then share it out, but unsure beyond that. He added that he knows all providers, counties and boards are invested in creating good outcomes. He then asked what the best step for them is to take as this committee? He said he would like to hear from members on what to do.

Co-chair Dr. Taylor would like to check the validity of the committee perception of service providers. It's a way to strengthen member understanding and advocate for change.

Councilor Christine Lewis said that she doesn't want anyone on the committee to feel they need to oversee contracts at the counties. She said it's appropriate for the committee to consider whether they want to give Metro the direction to assert itself into a space of helping the counties do this better and directing staff to come up with carrot and stick tools and resources and motivation for systems change. It's not in Metro's role on paper to step in here but the oversight committee can give direction to Metro and then empower staff to execute changes. There is no intention to micromanage.

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Co-chair Emmons reiterated that the committee doesn't want to micromanage. If counties heard the concerns from providers and are responding- great. The idea today is how we can hear the providers and raise the questions to the counties. We want to see improvement in year three.

Kathy said she doesn't take back what she was raising, and she's still confused as to what the problems they're trying to solve are. If they're trying to hold counties accountable, talk to the service providers first, who are directly impacted and see what their solution is.

Ben suggested the committee doing some more due diligence around their oversight role with this situation. And next would be if what they've heard is validated from providers, take action in the way that they have the authority to. He asked if this should be mapped out and given to committee at next meeting.

Co-chair Dr. Taylor agrees.

Carter likes the idea of Ben and others doing a focus survey and then coming back to the committee with findings.

Ben suggested that they define what they're trying to understand, find the best mechanism to understand it in order to support a process to move towards quality improvement and solution generation.

Break 10:58-11:05

County draft work plans for FY24

Nui Bezaire, Supportive Housing Services Manager, Metro, framed this portion of the agenda and noted that the work plans being reviewed are in draft form. The work plans are tied to the budgets for each county, and they welcome committee member questions and comments. Presentations will focus on how the work plans were developed.

Yesenia Delgado, Supportive Housing Services Manager, Joint Office of Homeless Services, Multnomah County introduced herself and opened by saying that the work plan is in draft form given that the budget hasn't been approved yet.

Yesenia said that the Joint Office of Homeless Services used an equity-centered approach to developing the work plan that began in December 2022. Highlights from Yesenia's overview include:

- Their budget planning work affirmed the core values of the program and their local implementation plan.
- Required the use of their racial equity lens tool for each program requesting funding.
- Conducted engagement with the community budget advisory committee and supportive housing services advisory committee.
- Work plan goal is to advance local implementation plan goals.
- Looked at prior two year's work to learn where they could grow and adjust in this upcoming year.

Vahid Brown (he/him), Deputy Director of Housing and Community Development, Clackamas County introduced himself and provided an overview of their work plan creation process.

Highlights from Vahid's overview include:

- Planning and development process of work plan is guided by their program principles.
- Creation of work plan is also budget-based and therefore this plan is a draft.
- Will continue engaging with stakeholder communities for feedback.

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- Creation of the numerical goals in their work plan involved looking at current year's work plan, how the year went, and what their goals are for the future.
- Their revenue budget for next fiscal year is fully committed because of contracting commitments and further expansion of some programs.
- Investments in different program areas are consistent with local implementation plan.
- Their primary challenge in Clackamas County is provider capacity and a lot of the work plan is related to trying to address that.
- Engaged twice with the housing services steering committee on the plan.
- Will be implementing a permanent lived experience council.

Jessi Adams, Capacity Program Supervisor, Washington County introduced herself and said that their work plan was set by the goals laid out in their local implementation plan. Highlights from Jessi's overview include:

- They started with the local implementation plan goals.
- Looked at where their gaps have been and are adjusting.
- Once their draft is created, they start presenting it to various stakeholders and the draft evolves and is continually shared.
- Some of their stakeholders that review and provide feedback are the housing plan access committee and the homeless services support network that include people with lived experience and service experts.
- Alongside programing expansions, they have a focus on capacity building, and the process will involve gathering feedback from organizations doing the work and being responsive with capacity grants.

Nui asked a question on behalf of the committee based on previous conversations; how did you incorporate recommendations from the annual report into your work plans?

Yesenia said that regarding workforce issues they have multiple goals around continuing to engage with providers, offer training, and continually working to understand the challenges providers are facing. They have goals around training and capacity building, supporting smaller organizations who still want to contract with the county and finalizing and releasing a wage study.

Vahid said that the communication and template recommendations won't be responded to in their work plan. For the other recommendations, they are responsive to them in their work plan. They included extensive procurement for technical assistance contracts and providers will work with technical assistance providers to get exactly what they need for support. The work toward multi-year contracts has already begun in Clackamas. For service provider wage and compensation, they're encouraging better compensation and they're not accepting low compensation rates- when needed, they're sending budgets back to change and create living wage jobs.

Jessi said that they're doing a lot of the same things Yesenia and Vahid mentioned. They are also providing capacity building grants to 75% of all their organizational partners as well as 100% of their culturally-specific providers.

Ben facilitated questions from the members.

Co-chair Emmons asked if they would get reports on retention in year three and are you requiring reporting on retention of your partners?

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Vahid said that they are reporting on retention rates in their annual report and thinks all counties are. They call out regional long-term rent assistance specific retention rates.

Yesenia and Jessi agreed that they will be providing those numbers in their annual report.

Co-chair Emmons would love to get the retention story out sooner than later even though it's annual reporting.

Dan noted that they're retaining people in housing and asked if those entering homelessness is dropping?

Jes Larson of Washington County said that they're always engaging with unsheltered folks and recently in a camp closure they saw a man who had been continually moved. He told staff that he's seeing friends get housed and so he is starting to see himself getting housed too.

Yesenia said that across all funding sources they're housing and retaining more and more people. With eviction prevention programming they're seeing an increase in people seeking those services and more people entering into homelessness. The other issues are still a problem, affordable housing stocks for example.

Nui asked how the work plans are being informed by community engagement and if they will continue to do that and involve feedback in the final work plan?

Yesenia, Jessi and Vahid all said yes. Vahid added that they're also revising their advisory structure.

Carter asked if there are specific actions in their work plans to accelerate the spending and getting the money out?

Vahid said that a lot of that is happening with the technical assistance work they've got in their work plan.

Yesenia said they're deploying similar strategies around technical assistance and capacity building.

Jessi seconded what Vahid and Yesenia said.

Kathy asked about the connection to behavioral health and addiction treatment and whether they're using a racial equity lens for that system?

Vahid said that there's a lot happening in that regard at Clackamas, and they have funded specific positions at Clackamas County Health Housing and Human Services for this purpose. Across the board they're talking about peer support and behavioral health support. This is a core focus of policy makers in Clackamas County.

Yesenia said they talk more about this in their quarterly report.

Jessi agreed.

Next Steps

Nui said Metro would be emailing the committee updates about the annual report process and presentation. She asked that if they have feedback, let staff know.

Adjourn

Adjourned at 12:04 pm.

Respectfully submitted by Ash Elverfeld

Supportive housing services regional oversight committee

Meeting guidelines

Arrive on time and prepared.

Share the air – only one person will speak at a time, and we will allow others to speak once before we speak twice.

Express our own views or those of our constituents; don't speak for others at the table.

Listen carefully and keep an open mind.

Respect the views and opinions of others, and refrain from personal attacks, both within and outside of meetings.

Avoid side conversations.

Focus questions and comments on the subject at hand and stick to the agenda.

When discussing the past, link the past to the current discussion constructively.

Seek to find common ground with each other and consider the needs and concerns of the local community and the larger region.

Turn off or put cell phones on silent mode.
Focus on full engagement in the meeting, and refrain from conducting other work during meetings as much as possible.

Notify committee chairperson and Metro staff of any media inquiries and refer requests for official statements or viewpoints to Metro. Committee members will not speak to media on behalf of the committee or Metro, but rather only on their own behalf.

Group agreements

We aren't looking for perfection.

WAIT: why am I talking / why aren't I talking.

You are the author of your own story.

Impact vs intention: Intention is important, but we attend to impact first.

BIPOC folks or folks with targeted identities often don't / didn't have the privilege to assume best intentions in a white dominant space.

Invited to speak in draft- thought doesn't need to be fully formed.

We are all learners and teachers.

Expertise isn't privileged over lived experience and wisdom.

Liberation and healing are possible.

Expect non-closure.

Memo



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Date: May 22, 2023
To: Supportive Housing Services Oversight Committee
From: Rachael Lembo, Finance Manager
Subject: FY23 Tax Collection and Disbursement Update

This financial update is designed to provide the information necessary for the SHS Oversight Committee to stay up to date on the latest tax collection and disbursement figures.

Tax Collection and Disbursement Summary

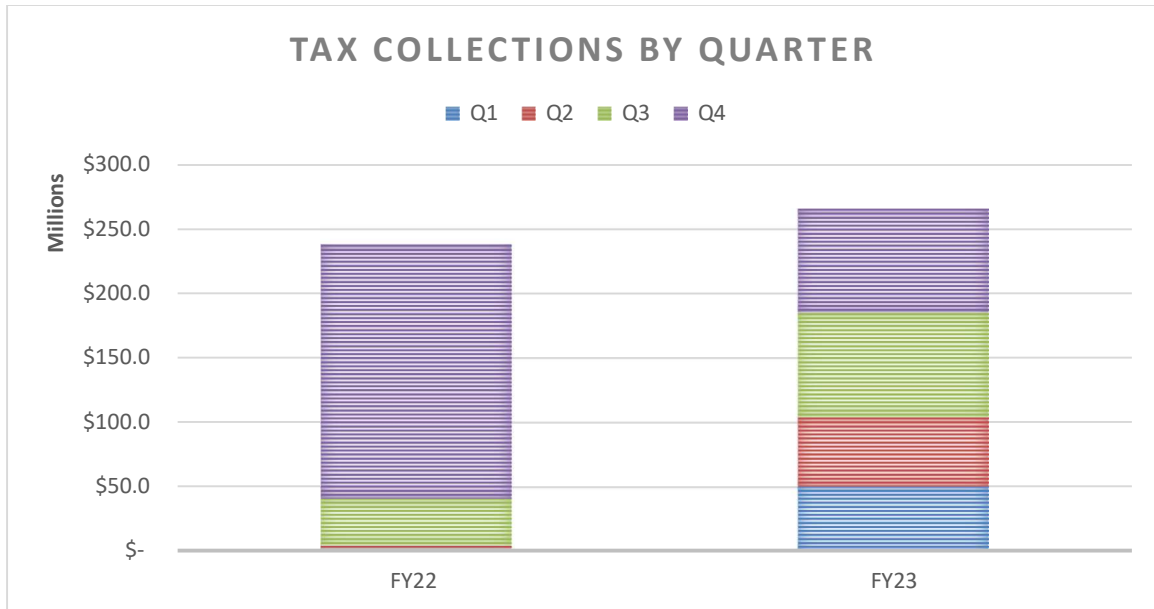
FY23 tax collection and disbursement figures on a cash basis are included below. This includes collections by the tax administrator through April 2023, which were received by Metro and disbursed to County Partners in May 2023.

Total Tax Collected this FY	\$265,856,763
Total Disbursed to County Partners this FY	\$244,409,448

Tax Collections

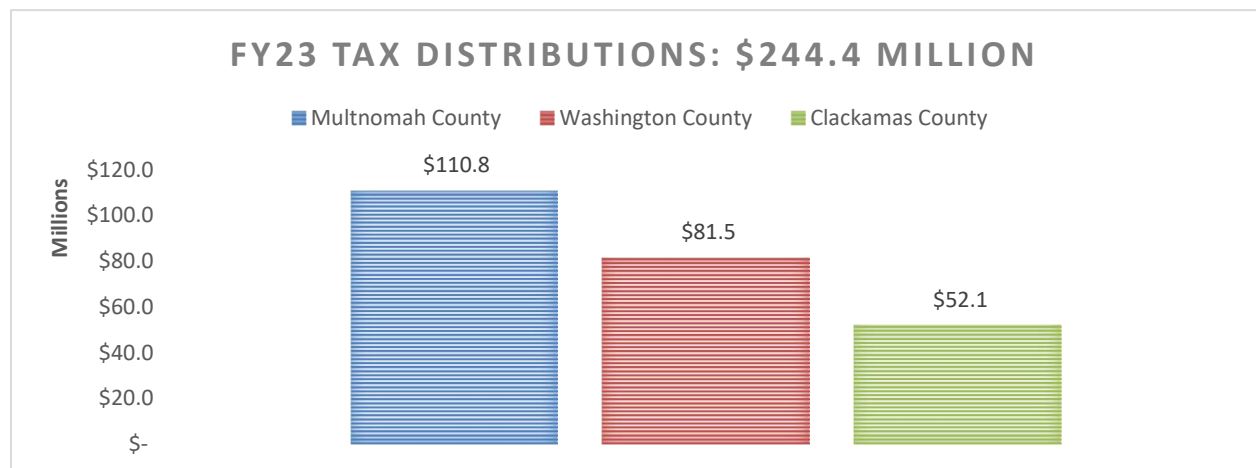
The charts below compare total tax collections in FY23 to FY22. Tax collections through April have exceeded the FY23 budget by \$40.9 million. This is primarily due to spill over from tax year 2021 – payments for tax year 2021 that were made in FY23. Economic data suggests this tax year will be weaker than tax year 2021, which was a historically high year for incomes.





Tax Disbursements

The chart below shows tax disbursements to the county partners in FY23.



Metro Supportive Housing Services Program

FY23 Q3 Quarterly Reports by County

[Clackamas County](#)

[Multnomah County](#)

[Washington County](#)

Supportive Housing Services Oversight Committee**Update on expanded service provider supports**May 19th, 2023

The supportive housing services (SHS) oversight committee prepared a regional annual report, which assessed the consistency of partner annual progress with local implementation plans, identified progress and challenges and assessed outcomes for the first year of program implementation (July 1, 2021 – June 30, 2022). The committee also prepared an accompanying transmittal letter that summarized highlights from the regional report and included committee recommendations for planning, reporting and implementation to better support the committee's role providing financial and programmatic oversight of SHS.

One committee recommendation requested a status update in May 2023 on current strategies that jurisdictional partners are employing to support service providers to become SHS contractors and/or to scale up/expand their services to deliver SHS programming.

Metro staff met with jurisdictional partners to discuss current strategies with respect to multi-year capacity building investments, culturally specific and emerging organization supports. Summarized responses are below.

Multi-year capacity building investments:

Counties are investing in provider capacity within service contracts and are also providing targeted capacity building investments. Investments in capacity building have increased substantially in all three counties with SHS funding.

All counties have a provider qualification process, where service providers are qualified to provide SHS services for the county for multiple years (depending on the county, this can be 4, 5, or even 7 years). Once a provider is awarded a contract, those contracts are generally renewed.

Service contract duration varies by county:

- **Clackamas County** has multi-year contracts. The county qualifies providers generally for 4 years. Contract duration depends on the type of contractor and program. For example, more stable programs and providers may be awarded multi-year contracts whereas new or unstable programs may be more restricted in length. All contracts can be renewed into multi-year contracts.
- **Multnomah County** currently does not issue multi-year contracts; however, most service provider contracts are renewed annually. Multnomah county's qualification process qualifies providers for 5 or 7 years.
- **Washington County** also does not issue multi-year service contracts but does qualify providers for multiple years, with an annual renewal process. Most contracts are renewed annually.

Capacity investments within service contracts:

Clackamas and Multnomah Counties fund capacity building budget lines in provider contracts, while Washington County does only for culturally specific organization service contracts. In Washington county other capacity funds are utilized as grants and therefore contracted separately. All three counties

have provided annual across-the-board total contract increases (3-5%, depending on the county) with SHS funding.

Clackamas is the only county that currently has multi-year services contracts, and budget lines reflect the total value over the duration of the contract.

Contract advances:

All counties offer contract advances to support program start-up. Advances range from one to two months (depending on the county) of the total contract amount, which the provider then pays back incrementally throughout the duration of the contract.

Other capacity building resources in addition to investments in individual provider contracts:

Clackamas and Washington Counties have multi-year technical assistance contracts with consultants and TA providers, while Multnomah County renews technical assistance contracts on a yearly basis. All counties hold TA contracts and have established TA programs where providers are matched to TA resources, and those engagements can last multiple years, depending on the need of the provider. Counties also offer additional technical assistance resources to culturally specific providers. These TA programs also pave the way for future contract investments by identifying each provider organization's needs and opportunities.

- **Clackamas County** has funded additional staffing for culturally specific and small organizations such as administration, data and program administration staff, depending on the need.
- **Multnomah County** has offered flexibility to providers by granting an across-the-board service provider contract increase since SHS began operations. Those funds can be used for capacity building but are not limited to that use. The county also has a culturally specific organization liaison staff who supports this network of providers and provides technical assistance.
- **Washington County** offers capacity-building funds to culturally specific providers that are renewable for up to three years. Washington County also provides technical assistance and capacity-building grants to all partner organizations, tailored specifically to the needs of each organization.

The following materials were received
during the meeting.



Supportive Housing Services FY 2022-23 Q3 Financial Update

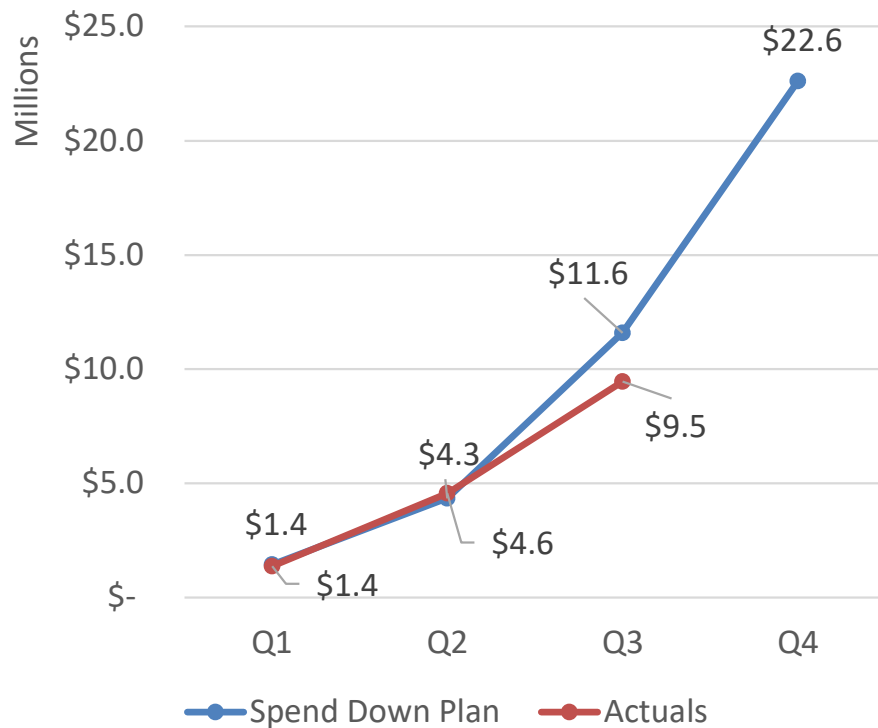
May 22, 2023

FY23 Q3 Update

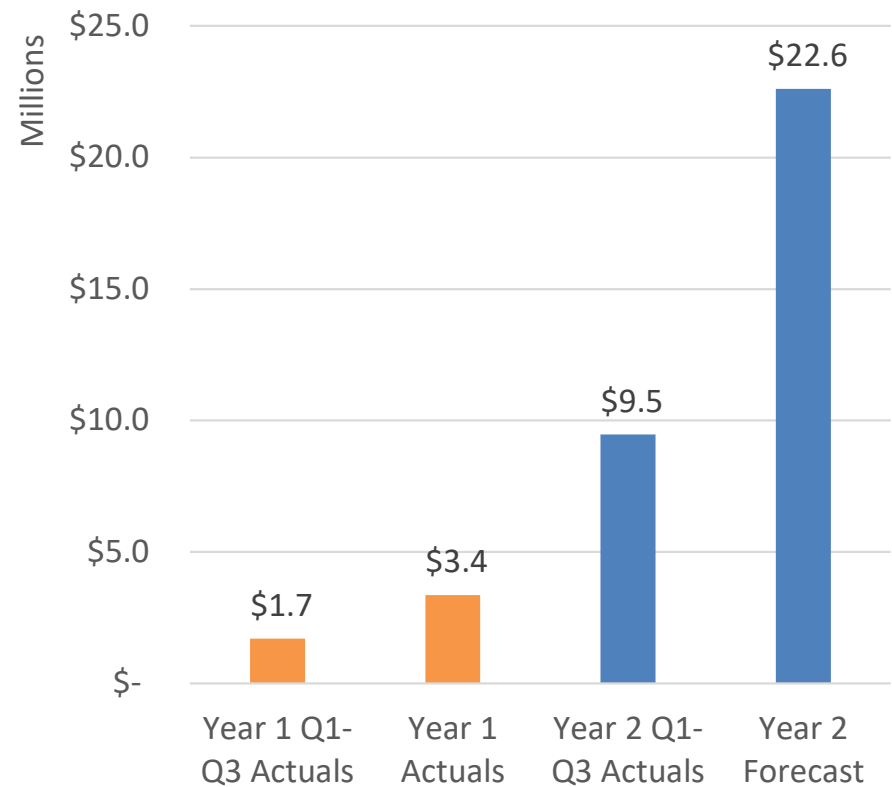
- Q3 reports received from counties on 5/15
- FY23 Q3 Finance Report being prepared, will be part of June packet
- Brief update and county spending charts shared today

Clackamas County

Clackamas County
SHS Spend Down Plan vs Actuals
(figures are cumulative)

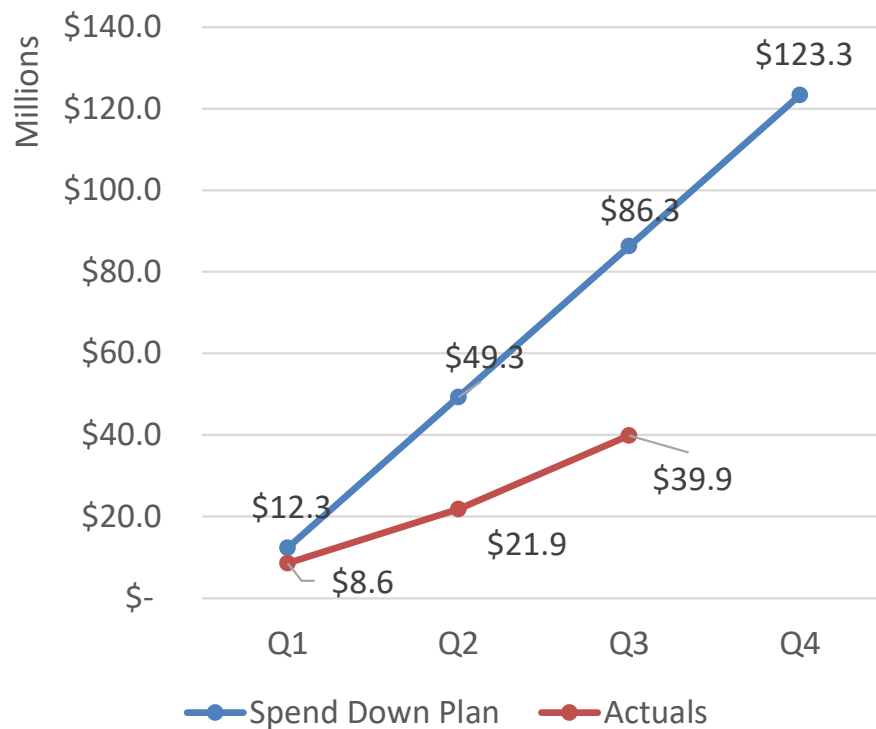


Clackamas County
Year 1 - Year 2 Growth

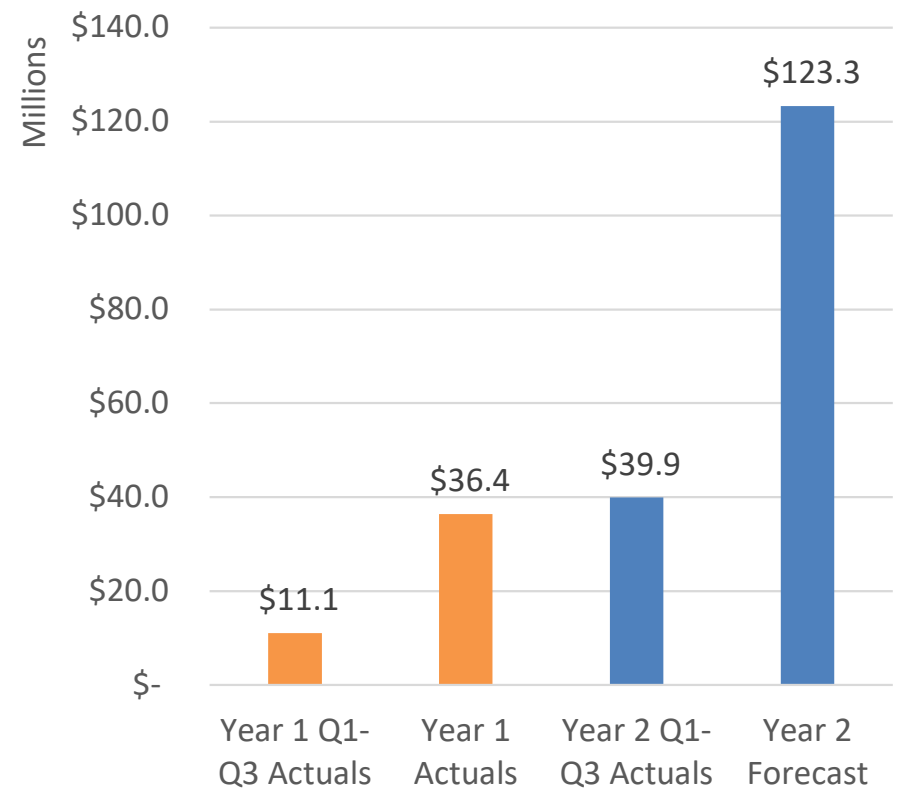


Multnomah County

Multnomah County
SHS Spend Down Plan vs Actuals
(figures are cumulative)

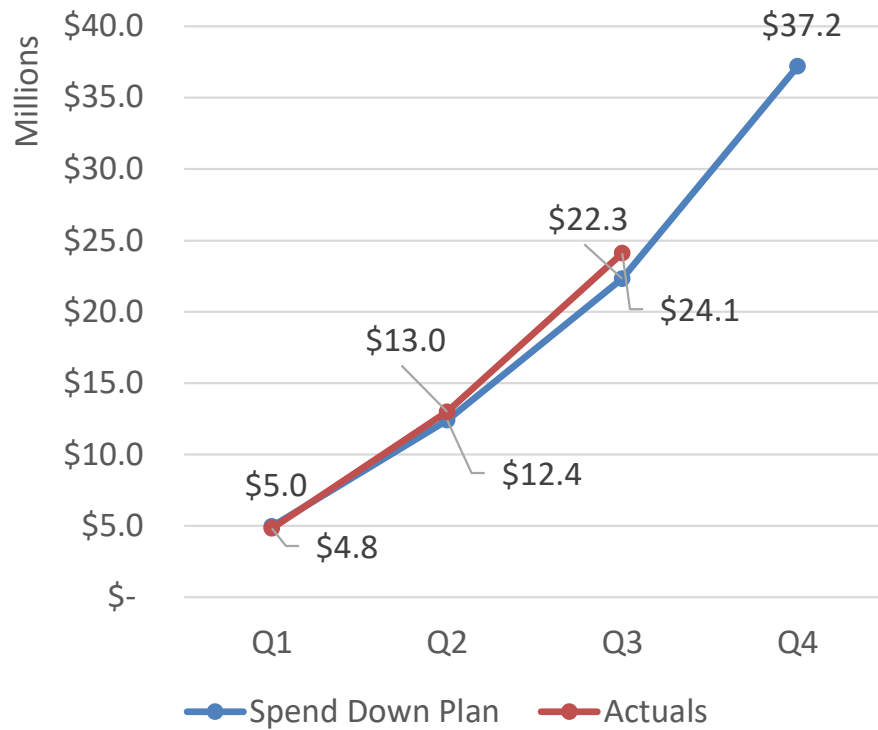


Multnomah County
Year 1 - Year 2 Growth

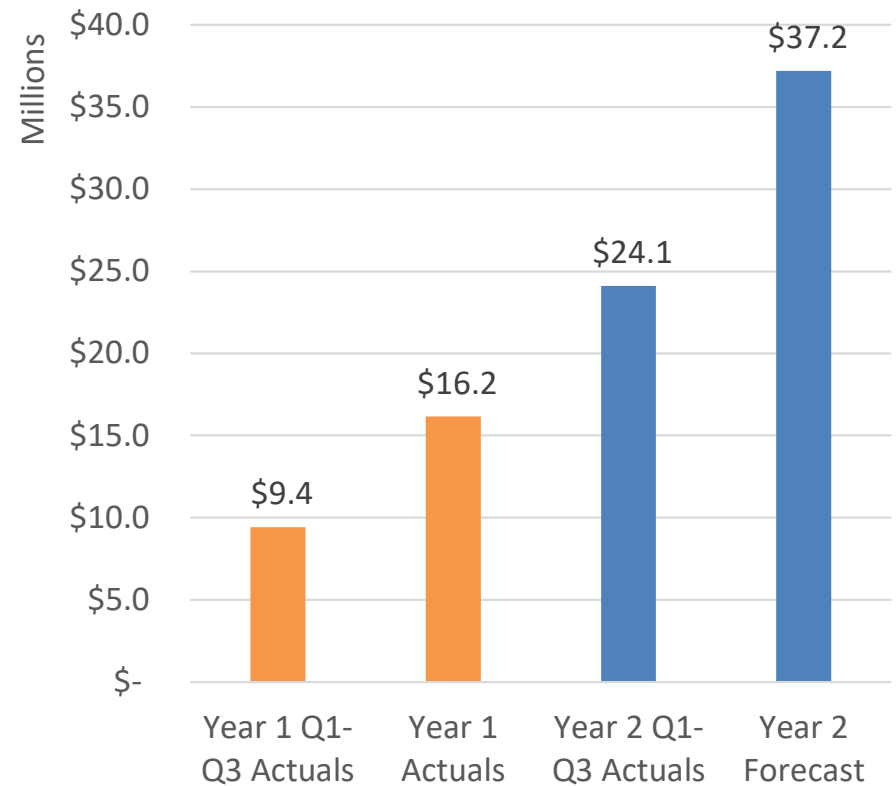


Washington County

Washington County
SHS Spend Down Plan vs Actuals
(figures are cumulative)



Washington County
Year 1 - Year 2 Growth



Committee Discussion

Questions?



oregonmetro.gov





Metro

Metro Regional Supportive Housing Services

FY23 Q1-Q3 program progress summary

SHS Oversight Committee | May 2023



This slide deck is prepared for the Metro SHS Oversight Committee and represents a summary of county SHS implementation progress through Quarter 3 of FY22-23 (July 1, 2022-March 31, 2023). This summary was created using information and data from the Quarter 1 – Quarter 3 quarterly reports submitted by partner jurisdictions to Metro.

These slides provide a high-level summary of progress, with a focus on progress to goals. For more detail, please refer to county quarterly reports.

Please direct any questions about this summary deck to **housingservices@oregonmetro.gov**.

Metro communications: Service provider perspectives

Mobile support services



**"We're here to connect with people":
Do Good Multnomah's Mobile
Support Services**

Housing case management



**"You can do this. I'm here for you and
you're worth it," Michael Davis,
housing case manager at Immigrant
and Refugee Community Organization**

Culturally specific housing services



**"RLRA is Christmas on a document!" –
San Juana, SHS case manager at
Bienestar**

Program highlights by county

Clackamas

- Four procurements for new and expanded services were completed
- Five new Housing Services staff
- A new eviction prevention program was launched in partnership with the county's Social Services Division
- Spending continued to increase with a 53% increase in quarterly spending between the second and third quarters

Multnomah

- Launched capacity-building and technical assistance initiatives that will continue through FY 2024
- Contracted with eleven new CBOs, four of which are culturally specific
- Launched the Frequent Users Systems Engagement (FUSE) pilot, a housing placement program that will serve 50 households in its first year

Washington

- Hiring improved: case manager positions almost fully staffed
- Eviction prevention program launched
- \$4 million TA/Capacity building grant (two-year grants) funding opportunity released
- Locally coordinated command centers launched to address unsheltered homelessness
- Winter shelters become year-round shelters

Regional program highlights

Regional Risk Mitigation Fund launched

- Provides landlords participating in RLRA in all 3 counties with financial reimbursement for eligible expenses
 - Eligible expenses includes things like repairing excessive damages to a unit or covering unpaid rent, for units that receive subsidies through the RLRA program
- Administered by the [Housing Development Center](#)
- Part of a growing regional landlord engagement program

Evaluation, monitoring and compliance

- Counties and Metro preparing for Year 3 SHS evaluation requirement
- Counties strengthening their contracting and monitoring practices
 - Clackamas: Monthly contract meetings with providers to cover contract requirements, compliance, monitor outcomes and provide support
 - Multnomah: Annual desk audits
 - Washington: Completed annual performance evaluation and report for SHS contracted providers

Coordination with health / behavioral health

- Clackamas County: SHS funding supports two **case managers in the county's Health Centers**, which are dedicated to supporting individuals who require higher levels of behavioral and mental health support to find and remain in permanent housing
- Multnomah County: Providing Permanent Supportive Housing through Douglas Fir, a new building with 15 apartments in East Portland for people experiencing symptoms of **serious mental illness**.
- Washington County: **Healthcare case conferencing launched**

Regional overview: Progress to goals snapshot as of March 31, 2023

Permanent Supportive housing* placements				
	Clackamas	Multnomah	Washington	Regional total
Progress	265 households	286 households	497 households	1,048 households
	418 people	490 people	641 people	1,549 people
Goals	385 households	545 households	500 households	1,430 households
	69% of goal reached	52% of goal reached	99% of goal reached	

**Supportive housing: permanent supportive housing and other service-enriched housing for Population A (e.g. transitional recovery housing)*

Permanent Supportive Housing: Data disaggregation

Race/Ethnicity	Clackamas 418 people	Multnomah 490 people	Washington 641 people
Asian or Asian American	1%	2%	2%
Black, African American or African	10%	38%	8%
Hispanic or Latin(o)(a)(e)(x)	9%	21%	28%
American Indian, Alaska Native or Indigenous	7%	20%	9%
Native Hawaiian or Pacific Islander	1%	4%	3%
White	75%	48%	84%
Non-Hispanic White (subset of White)	69%	23%	48%
Data missing (client refused, unknown, not collected)	0.02%	6%	4%

Regional overview: Progress to goals snapshot as of March 31, 2023

Rapid Re-Housing placements				
	Clackamas	Multnomah	Washington	Regional total
Progress	10 households	145 households	127 households	282 households
	23 people	222 people	280 people	525 people
Goals	140 households	800 households	400 households	1,340 households
	7% of goal reached	18% of goal reached	32% of goal reached	

Rapid Re-Housing and short-term rent assistance: Data disaggregation

Race/Ethnicity	Clackamas 23 people	Multnomah 222 people	Washington 280 people
Asian or Asian American	0%	2%	2%
Black, African American or African	22%	31%	11%
Hispanic or Latin(o)(a)(e)(x)	22%	20%	56%
American Indian, Alaska Native or Indigenous	9%	14%	8%
Native Hawaiian or Pacific Islander	0%	4%	5%
White	65%	38%	76%
Non-Hispanic White (subset of White)	52%	29%	74%
Data missing (client refused, unknown, not collected)	4%	7%	4%

Regional overview: Progress to goals snapshot as of March 31, 2023

Eviction and homelessness prevention

	Clackamas	Multnomah	Washington	Regional total
Progress	138 households <i>284 people</i>	418 households <i>938 people</i>	53 households <i>143 people</i>	609 households <i>1,365 people</i>
Goals	250 households 55% of goal reached	800 households 52% of goal reached	200 households 27% of goal reached	1,250 households

Eviction and homeless prevention: Data disaggregation

Race/Ethnicity	Clackamas 284 people	Multnomah 192 people	Washington 143 people
Asian or Asian American	0%	21%	1%
Black, African American or African	12%	38%	22%
Hispanic or Latin(o)(a)(e)(x)	20%	10%	42%
American Indian, Alaska Native or Indigenous	5%	3%	3%
Native Hawaiian or Pacific Islander	1%	6%	7%
White	82%	31%	67%
Non-Hispanic White (subset of White)	68%	24%	66%
Data missing (client refused, unknown, not collected)	3%	2%	8%

Racial equity overview

Clackamas

- Compared with **Q1-Q2**, improved service representation for Latinx households in PSH
- Decreased representation for BIPOC households in rapid rehousing Black households
- Increased representation for BIPOC households in eviction prevention
- Continued improvement in data quality – significantly fewer households with race / ethnicity unreported

Multnomah

- Compared with **Q1-Q2**, improved service representation for Black and Latinx households in PSH
- Decline for Asian and Indigenous households served through PSH
- Overrepresentation of BIPOC households in rapid rehousing, with little change from Q2
- Significant increase in service representation for Asian American households in eviction prevention

Washington

- Compared with **Q1-Q2**, improvement in representation for Asian American and Indigenous households in PSH
- Percentage of white households decreased for PSH and rapid rehousing
- Eviction prevention program serving mostly Black and Latinx households
- No comparative data for eviction prevention this year, as they started providing services in Q3

Regional overview: Progress to goals snapshot as of December 31, 2023

Additional program types: Shelter beds/units

	Clackamas	Multnomah	Washington	Regional total
Progress	139 beds	342 units	220 beds/units	701 beds / units
Goals	140 beds	400 units	80 beds/units	620 beds / units
	99% of goal reached	86% of goal reached	275% of goal reached	

Regional overview: Population A/B

Report Out : Q1-Q3 (FY22-23)

	Long-term Homeless (Population A)			Homeless/At Risk (Population B)			TOTAL (regional)
	Clack	Mult	Wash	Clack	Mult	Wash	
Total households placed/ stabilized in housing	508	353	364	115	523	313	2,176
Total people placed/ stabilized in housing	803	519	494	247	1,131	570	3,764

Regional Long-term Rent Assistance program snapshot

	Clackamas	Multnomah	Washington	Regional total
Total housed (leased up) this year	173 households	151 households	468 households	792 households
Total households in housing using RLRA voucher*	295 households	340 households	768 households	1,403 households

****Number of households in housing using an RLRA:** 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.)*

Programmatic Issues and Challenges

- Multnomah County is behind on both spending and meeting most annual goals
- Clackamas spent less in Q3 compared to spend-down plan
- All counties **behind on goals** for short-term rent assistance and eviction prevention programs
- **High staff turnover** among service providers remains an issue
- Unclear what progress has been made on some of the county work plan goals

09:31:27 From Mike Savara to Hosts and panelists:

Ben has the video super powers ;)

09:33:37 From Maria Hernandez Bienestar to Hosts and panelists:

Brb

09:35:35 From Ash Elverfeld to Everyone:

While we're going through introductions, please take a moment to change your chat settings to 'everyone' from 'hosts and panelists'. Thank you!

09:38:59 From Ash Elverfeld to Everyone:

Still expecting to see oversight committee members, Stef Kondor, Jeremiah Rigsby and Seth Lyon this morning.

09:56:08 From Mike Savara (he/him) to Everyone:

Looking forward to getting the full report soon - thanks for the sneak peek, Rachael!

09:57:07 From Carter MacNichol to Everyone:

Thanks Rachel.

10:18:49 From Mike Savara (he/him) to Everyone:

I'll be right back - have to step out of the meeting for a few minutes.

10:19:04 From Commissioner Susheela Jayapal to Everyone:

Good morning all. Sorry to be joining late.

10:28:16 From Becky Wilkinson (she/her) to Everyone:

I need to step away for a moment

10:30:55 From Carter MacNichol to Everyone:

Hiring is definitely an issue. Pay is significant part of that. When is the Multnomah County wage study going to be completed? It has been in the works for months.

10:32:38 From Jeremiah Rigsby to Everyone:

sorry to jump off folks, hoping to catch up on this meeting at a later time

10:35:51 From Ben Duncan, Facilitator to Everyone:

reminder for those in the audience: please raise your hand if you are planning to provide public comment which will occur after this agenda item.

10:37:36 From Ash Elverfeld to Everyone:

Link Nui had at the bottom of the last slide: <https://www.oregonmetro.gov/public-projects/supportive-housing-services/stories>

10:49:22 From Carter MacNichol to Everyone:

Please send out the final report. Thank you.

10:49:36 From Dan Fowler to Everyone:

Dates, times and location please on presentations.