

Agenda



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Meeting: Supportive Housing Services Oversight Committee Meeting
Date: November 6, 2023
Time: 9:30 a.m. to 1:00 p.m.
Place: Virtual meeting ([Zoom link](#))
Purpose: Annual report presentations from Clackamas, Multnomah, and Washington counties.

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|------------|--|
| 9:30 a.m. | Welcome and introductions |
| 9:45 a.m. | Conflict of interest declaration |
| 9:50 a.m. | Public comment |
| 10:00 a.m. | Presentation: Metro framing for annual representations |
| 10:10 a.m. | Presentation and discussion: Washington County annual report |
| 10:55 a.m. | Break |
| 11:05 a.m. | Presentation and discussion: Multnomah County annual report |
| 11:50 a.m. | Break |
| 12:00 p.m. | Presentation and discussion: Clackamas County annual report |
| 12:45 p.m. | Next steps |
| 1:00 p.m. | Adjourn |

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ការគោរពសិទ្ធិពលរដ្ឋរបស់ ។ សំរាប់ព័ត៌មានអំពីកម្មវិធីសិទ្ធិពលរដ្ឋរបស់ Metro ឬដើម្បីទទួលបានកាតបណ្តឹងរើសអើងសូមចូលទស្សនាគេហទំព័រ www.oregonmetro.gov/civilrights។
បើលោកអ្នកត្រូវការអ្នកបកប្រែភាសានៅពេលអង្គប្រជុំសាធារណៈ សូមទូរស័ព្ទមកលេខ 503-797-1700 (ម៉ោង 8 ព្រឹកដល់ម៉ោង 5 ល្ងាច ថ្ងៃធ្វើការ) ប្រាំពីរថ្ងៃ ថ្ងៃធ្វើការ មុនថ្ងៃប្រជុំដើម្បីអាចឲ្យគេសម្រួលតាមសំណើរបស់លោកអ្នក ។

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Supportive Housing Services Oversight Committee Meeting Summary

Meeting: Supportive Housing Services Oversight Committee Meeting
Date: September 25, 2023
Time: 9:30 a.m. to 12:00 p.m.
Place: Virtual meeting (Zoom)
Purpose: Update on Multnomah County Corrective Action Plan; update on Metro tax collection and disbursement through July 2023; discussion on the Updated FY24 tax projections; overview and discussion of FY23 annual review process; and discussion on committee improvements.

Member attendees

Co-chair Susan Emmons (she/her), Dan Fowler (he/him), Carter MacNichol (he/him), Felicita Montebianco (she/her), Jeremiah Rigsby (he/him), Becky Wilkinson (she/her), Mike Savara (he/him), Seth Lyons (he/him)

Absent members

Co-chair Dr. Mandrill Taylor (he/him), Jenny Lee (she/her)

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), City of Portland Mayor Ted Wheeler (he/him)

Metro

Liam Frost (he/him), Breanna Hudson (she/her), Rachael Lembo (she/her), Patricia Rojas (she/her), Finn Budd (they/them)

Kearns & West Facilitator

Ben Duncan (he/him)

Welcome and introductions

Co-chairs Susan Emmons 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.

Patricia Rojas, Regional Housing Director, Metro, gave a staffing update. She was very excited to share that Metro has hired Israel Bayer as the new communications manager. Israel has hit the ground running. Metro has hired 7 people in the last two to three months. Nui Bezaire has moved into the PSH lead position, and the SHS manager role is now open. Other roles, such as the operations manager and principal planner positions, to come.

Dan Fowler asked Patricia when Metro will be fully staffed.

Supportive Housing Services Oversight Committee Meeting Summary

Patricia responded that we have several positions open at a time. Rolling them out means we can support people for successful onboarding as people get hired. We will keep the committee updated as positions are posted and people are hired.

Conflict of interest declaration

Dan, Carter MacNichol and Becky Wilkinson all shared potential or perceived conflicts of interest.

Public comment

No public comments provided in advance or testimony given in the meeting.

Carter asked whether there was a response from Metro staff on the public comment that was received at the August 24th meeting or what the situation is with that comment.

Patricia said if there was no response yet in this packet, it may show up in the next packet. When there is a response from Metro, it will be a written response that will be shared in the packet. As a reminder, she let the committee know that Metro does not typically respond to public comments unless the committee has directed them to, as they did with this last meeting's public comment.

Update on Multnomah County corrective action plan

Patricia stated that the update would be brief. The first report is coming to Metro staff at the end of September with a formal update coming to the oversight committee in the November meeting. There will be some level of summary in the packet that comes out prior to the meeting as well.

Carter is curious whether there is a sense that progress is being made.

Patricia reiterated that until they get the first report it is hard to say one way or another whether there is progress being made. As soon as we receive an update, we will provide what we can to the oversight committee.

Carter requested that Metro circulates a report prior to the November meeting because there will not be another meeting in October. He expressed concern around the Multnomah Corrective Action Plan that many people in the community likely share.

Patricia stated that there is a specific reporting structure Multnomah County has to follow and that they will be sure to have relevant information shared with the committee before the next meeting, acknowledging the urgency of understanding progress for the oversight committee.

Co-chair Emmons responded that there is a big sense of urgency amongst the oversight committee since they have to be helping with fiscal accountability for the counties, and that the fact the next meeting isn't until November 6th is concerning. There is a sense that the commissioners in Multnomah County do not share the sense of urgency.

Commissioner Jayapal responded with acknowledging the concern of the committee and also highlighted the fact that what they were currently discussing the unanticipated revenue in FY23 as the board, not the allocated monies directed toward the Plan. She is awaiting anxiously the results of the Plan as well.

Ben asked what the role of the oversight committee will be once they get the report. How should they digest this? Will they need to provide feedback? Etc.

Patricia said that because the oversight committee's role is fiscal oversight that she imagines the committee doing two things: reviewing the reports and providing feedback. Are we

Supportive Housing Services Oversight Committee Meeting Summary

meeting our goals, and are we moving towards our budget. We will need to make space to talk about whether we are on track or not. Should Metro not see the progress we need to see, Metro can make adjustments and changes as needed to get things back on track.

Carter asked when the committee will see another quarterly report from all the counties.

Patricia shared that the quarterly report structure has not changed, they will be sent out 45 days after the end of the quarter. This is a schedule that she offered to reshare out with the group so they have the schedule from their own awareness.

Ben asked if there is already a built in reporting structure through the Plan.

Patricia said there is a reporting structure within in the Plan and that the ask is to share out how they are implementing their SHS funds during this corrective plan. This is a heavy lift for the county on top of the quarterly reports. If you do not have access to or cannot find the Plan in your email, please let metro staff know and we can reshare it.

Co-chair Emmons shared that the plan is very thorough and she learned a lot about Multnomah County's accomplishments through the Corrective Action Plan. She wishes that the county could communicate these successes elsewhere, she does not want the committee to seem like they are "beating up" on the county because of their asks or concerns.

Metro finance update: Metro tax collection and disbursement

Details for this presentation are in the packet and can be found in the final meeting record.

Rachael Lembo, Finance Manager, Metro, stated that the tax collections chart has changed slightly. The new chart shows individual months and not cumulative months. Another change is they used to use a cash basis, because they wanted to show the most up to date number of tax revenue. Now it is recorded as it being earned; this is accrual basis rather than cash basis since the tax collection has stabilized. With accruals, the new annual tax is September to August. So July and August have been reported on the previous fiscal year, with September starting the new fiscal year.

Metro finance update: FY24 tax projections

Details for this presentation are in the packet and can be found in the final meeting record.

Rachael stated that the tax projections for FY24 are \$320 million which is \$85 million more than they projected over a year ago. This is plus or minus \$50 million since this is a fairly new tax and there are likely going to be some deviations. Also because this is fairly new, there is a chance that we will not see changes this significant in the future. This is because there is not a lot of historical data to work from.

Metro does not expect the counties to immediately account for this excess revenue since each county already has carryover; however, this does mean that the counties will have more carryover for FY25 which starts in nine months. There is ample time to plan and budget, and that is the benefit to getting the projections in sooner than later.

Carter asked how we are going to share this information with the public. He would like Israel to come up with an elevator pitch for what SHS is doing.

Rachael responded that in the quarterly reports that they will be sharing in December we will be able to see where the ramp ups were, how money was spent, and where the counties are planning to spend their money the following year in FY25.

Supportive Housing Services Oversight Committee Meeting Summary

Patricia also said that we do have a communications manager who can help us to better communicate these things in the future. At this time, we will highlight that these monies are not cash on hand, but money we can possibly expect at the end of the fiscal year. There are two sides to this: there is already carryover on hand that the counties are trying to put towards projects in real time, and then there is forecasting and trying to budget money for future projects. These are the two pieces we are trying to storytell and convey to the public, and will hopefully be assisted with by the comms manager.

Commissioner Jayapal also agreed with wanting some sort of talking points. There is a possibility that the Multnomah County Board will approve the funds by the Thursday following this meeting.

Felicita Monteblando responded in agreement with Carter, stating that she also would like an elevator speech or some other kind of talking points so the committee can better be champions for the work in other spaces without feeling defensive and or like they are tripping over their words.

Patricia is going to follow up with the comms team to see whether they can work on some updated talking points for the team and other ways to support.

Co-chair Emmons shared that all the co-chairs on the committees meet together and they were asked about the highest priority for the co-chairs. They all think that Israel needs to launch a communications campaign to get the word out there. People are worried about where the renewal is heading. People want to see information about SHS in different venues. People want to know how SHS works and what we are spending our money on.

Ben acknowledged the complexity of the tax collection and how to tell how things work and why and where the money is going to will be a big lift. He invited Adam Brown to speak up on this topic.

Adam Brown, Deputy Director, Health Housing and Human Services, Clackamas County, shared that the updated tax projections really is to show where the money is, and how they are planning to budget for it will show up again in those quarterlies. It will show one-time investments. The counties will begin to plan their FY24-25 budgets for the other unexpected money. This update also tells us information about our tax base and overall program and service we can afford in the future.

Dan said when it comes to the public we need to quantify the numbers for them, so they know we are improving. The public also wants to see things improve visually. Don't forget the importance of clean ups so people can visualize and see change because this may be more likely to help us with the renewal.

Patricia acknowledged the complexity of the nature of homelessness, rate of inflow, what we can and cannot do. We need to do better with the context of how much SHS is housing people. It has nothing to do with what we see outside, but it is a huge number of folks that SHS is helping. We need to respect the integrity of SHS and what it is designed to do, and how much work is being done with eviction and homelessness prevention. There is no answer right now, but she wanted to underscore the complexity of the request and also agree with it.

Review FY23 annual report process

Details for this presentation are in a slide deck and can be found in the final meeting record.

Patricia shared that the annual regional report is the chance for the oversight committee to give feedback, communicate regional progress, challenges, and improvements members want to see moving forward.

Supportive Housing Services Oversight Committee Meeting Summary

Any changes to the LIP would have to go through a specific process which is detailed in the IGA. The IGA was not completed until midway through the year in January 2022. In FY22, there was no standardized reporting from the counties; however, now there is one outlined in the IGA that the counties are to follow.

The goal of the discussion is to cover the role of the oversight committee in the creation of the annual report, the changes to the reporting templates due to feedback received, and discuss last year's annual report development process and how to make this year's smoother.

Carter asked about the requirement not to supplant funds. It seems like counties are often spending carryover money and have been struggling with that for years.

Patricia responded that we will make sure to clearly to show that in the report.

Breanna Hudson, Program Coordinator, Metro, mentioned that the requirement to show that counties have not supplanted funds is included in the new reporting template, which was in the packet.

Felicita asked whether or not presentations to the jurisdictions can be before March moving forward because it feels incredibly behind.

Patricia responded that unless there is a less engagement, and back and forth, then there is no way that we would be able to present before late winter/early spring because of the timing of the when we get the annual reports from the counties and when we engage with the committee.

Jeremiah Rigsby asked that there be context of what the oversight committee has already asked of the counties in previous meetings. They do not expect answers to everything, but they would like perspective on where things are going based on questions the committee has asked.

Carter thanked Metro staff for going through data and documentation for committee members and making it easy to look over since the members are here on a voluntary basis and may not have time to do a deep dive on the full materials.

Dan asked that there be a general question posed to county staff asking what is working better than expected and what could be changed going forward so it is not purely numerical and gets more to the gut of it.

Patricia stated this question is already part of the reporting template. This will definitely be in the report, and the framing is appreciated.

Mike Savara suggested we get together once a year for the annual report process so that people can be in the same room and bounce ideas off of one another.

Patricia said that maybe they can consider meeting in person to develop recommendations.

BREAK 11:21 - 11:30

Discussion: Committee improvements and opportunities

Ben stated that this section of the meeting is to talk about quality improvement for the meetings as a whole. For example, is the facilitation moving in a way that is beneficial, does it need to change, etc.

Becky would like to see hyperlinked pages on the agenda so that it is easier to jump to the section.

Supportive Housing Services Oversight Committee Meeting Summary

Jeremiah enjoys the information received ahead of time, and the flow of the meetings. As an oversight committee member, he feels that the role he plays is to talk about the work and not manage the work. He wondered if there is a point where the committee gets to a place to implement or do things rather than only talking about it. He is happy for the comms hire, as the work is complex and we have a lot of communication needs.

Felicita also wanted to know what the oversight committee can do to cheer on good work and how do they follow up when there is more that could be done. Getting packets sooner than a week would be great. She enjoys the facilitation at this point in time. She is concerned about the loss of two women of color on the committee. She would also like to be able to do these meetings in person.

Co-chair Emmons would like to hear more about the outreach that the counties are doing. It would be helpful to understand how the whole behavioral healthcare system links with SHS. It is hard to understand currently how it is working, and would like to see this on an agenda.

Next steps

There were no next steps at this time.

Adjourn

Meeting adjourned at 11:55 a.m.

Minutes respectfully submitted by Finnegan Budd.

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.



600 NE Grand Ave.
Portland, OR 97232-2736
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Metro - Supportive housing services

Annual reports by county, FY22-23

[Clackamas County](#)

[Multnomah County](#)

[Washington County](#)

November 3, 2023

To: Metro Supportive Services Oversight Committee

FM: Tom Cusack

Subject: Initial SHS Annual Report Comments, November 6 SHS Oversight Committee Meeting

This is Tom Cusack in Lake Oswego. For the record I am a retired HUD Oregon Field Office Director and the author of the Oregon Housing Blog

After a review of the nearly 200 pages of material for the November 6th meeting these are my initial 3 comments and **5 questions** to be included in your package before the Friday deadline.

Comment 1: I did not see an explanation or breakout of SHS spending by Population A and Population B. As I pointed out in my August SHS comments ¹. this is a requirement of the IGA's with each county.

An Oct 25 Metro memo ² said that *"county and Metro staff finalized a methodology for how to report population A and population B in distribution and allocated funding. This information will be included in the fiscal year 2023 annual reports."*

Q1. Does the Metro response mean there is yet NO annual reporting of the Population A/Population spending even after two fiscal years and \$500M+ in spending?

Q2. OR IF there IS required reporting in this year's report what dollar amounts and percentage of actual expenditures by county went to serve Population A and to serve Population B vs the 75%/25% IGA requirement? A simple format (along with a narrative explaining how calculations were made) like this would provide that information:

| | Pop A \$ Spent | Pop B \$ Spent | Total \$ Spent | <i>Pop A % of Total Spending</i> | <i>Pop B % of Total Spending</i> |
|------------|-------------------|-------------------|----------------|---|---|
| Clackamas | | | | | |
| Multnomah | | | | | |
| Washington | | | | | |
| Total | | | | | |

Comment 2: In my August meeting comments I also requested counts of SHS funded FTEs for government agencies and non-profits.

In your October 23 meeting package ² Metro staff provided a response to my August comments—see the next page for a snapshot of that response.

15. How many FTEs in governmental organizations are supported by SHS funds in each county and on Metro staff? And, within each county, how many nonprofit FTE's are supported by SHS funds?

- a. **Clackamas:** Clackamas County requests that the community member who raised the question about SHS-funded FTE at the county and non-profit agencies contracted by the county with SHS funds utilize the public records request process available for such inquiries. Information on our public records request process can be found at: <https://www.clackamas.us/rm/policy.html>.
- b. **Multnomah:** As stated in the public comment, "A recent [Multnomah County report](#) indicated that SHS funds were 75% of the operating budget for 19 nonprofit organizations with 3,500 FTE's."
- c. **Washington:** To submit a public records request for Washington County, more information can be found at: [https://county-washingtoncountyor.govqa.us/WEBAPP/rs/\(S\(fdrsyymxby4wbbsnmnmnz3ez\)\)/support/home.aspx?sSessionID=971159183BILYCJTECBIIFLYZEDHKZMGFOYWSNNG](https://county-washingtoncountyor.govqa.us/WEBAPP/rs/(S(fdrsyymxby4wbbsnmnmnz3ez))/support/home.aspx?sSessionID=971159183BILYCJTECBIIFLYZEDHKZMGFOYWSNNG)
- d. **Metro:** As of October 2023, Metro has 17 SHS FTE. We have another 18 SHS FTE budgeted for this fiscal year and expect to hire the majority by the end of FY23-24.

I appreciated the clear 2023 count of 17 Metro FTE in the October response.

To obtain county information for Clackamas and Washington county I have made public record requests to Clackamas and Washington county as the memo suggested.

In the case of Multnomah County, as the Metro response indicated, a recent Multnomah County salary study ³. said that SHS funds were 75% of the operating budgets for 19 nonprofit organizations with 3,583 FTE's. This suggests that SHS funds supported 2,687 FTE in those 19 SHS supportive service providers. ($75\% \times 3,583 = 2,687$). The Metro memo did not provide an estimate of GOVERNMENT FTE funded in Multnomah County by SHS.

Q3. Is 2,687 FTE the Multnomah County estimate for non-governmental staff supported by SHS and, if not, what is their estimate and how was it estimated?

Q4. What is the Multnomah County estimate of GOVERNMENTAL FTE in Multnomah County funded by SHS? (Including County, City, and Home Forward staff).

Comment 3: I may have missed this, but I did not see a uniform comparison of the relevant 2023 PIT counts vs the number of PSH placements. (The expectation is that moving forward that PIT counts should decrease as PSH placements increase).

Part of any reduction in PIT homeless counts is a direct result of HUD emergency rental vouchers and VASH homeless vouchers. Both include up to 120% FMR AND federal payment for supportive services—the same combination as SHS RLRA supportive housing.

The latest HUD dashboard data show that there were 606 HUD Emergency Vouchers and 1,438 VASH homeless vouchers authorized in these three counties, for a total of funding for 2,044 households with access to deeply subsidized rents AND with supportive services funded by HUD and VA and NOT SHS. (Note that this does NOT include standard HUD vouchers being used for homeless populations, either as tenant or project-based assistance),

At \$30,000 per unit/HH that HUD/VA Emergency and VASH funding would exceed \$61 million annually and the 2,000 units would be 40% of the SHS Metro 10-year target of 5,000 PSH units.

Q5. How is the significant HUD/VA commitment of funds to provide permanently supportive housing serving Population A being tracked in a uniform way by the counties in their quarterly/annual reports?

FOOTNOTES:

1. August SHS committee meeting materials. (My comments on Pg 71).
<https://www.oregonmetro.gov/sites/default/files/metro-events/shs-oc-meeting-29-archival-final.pdf>
2. October 23 SHS Oversight Committee Meeting Packet, Pg 33.
<https://www.oregonmetro.gov/sites/default/files/metro-events/supportive-housing-services-oversight-committee-meeting-packet-20231023.pdf>
3. Multnomah County Salary Study: <https://johs.us/wp-content/uploads/2023/08/JOHS-CCB-Study-August2023.pdf>

The following materials were received
during the meeting.



Department of Housing Services

Washington County SHS Updates

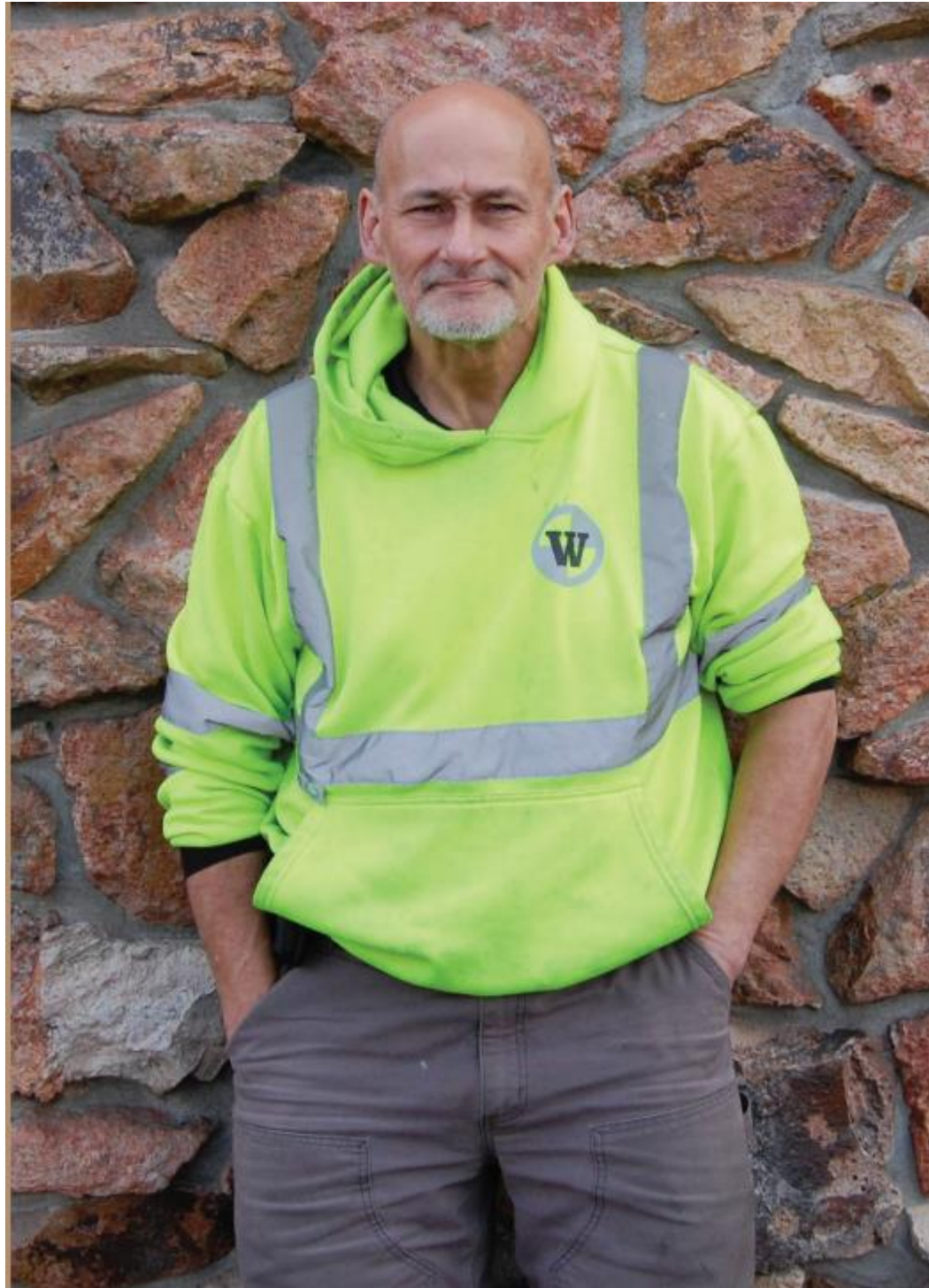
Metro Oversight Committee

| November 6, 2023





Stories of Hope: Russell's story



Russell experienced unsheltered homelessness

Dedicated outreach workers built a relationship with Russell

Engaged with Hillsboro Bridge Shelter program and is working with a housing case manager to find permanent housing

“I’m still getting used to not needing to check on my stuff, knowing it is safe inside. I slept outside for the better part of eight years.”

- Russell



Year 2 Highlights



1,385

Housing placements for previously homeless individuals (866 households)

1,137

Evictions prevented with emergency rent assistance (414 households)

2,522

Total People Served

84

Project based PSH apartments (Heartwood Commons & The Viewfinder)

220

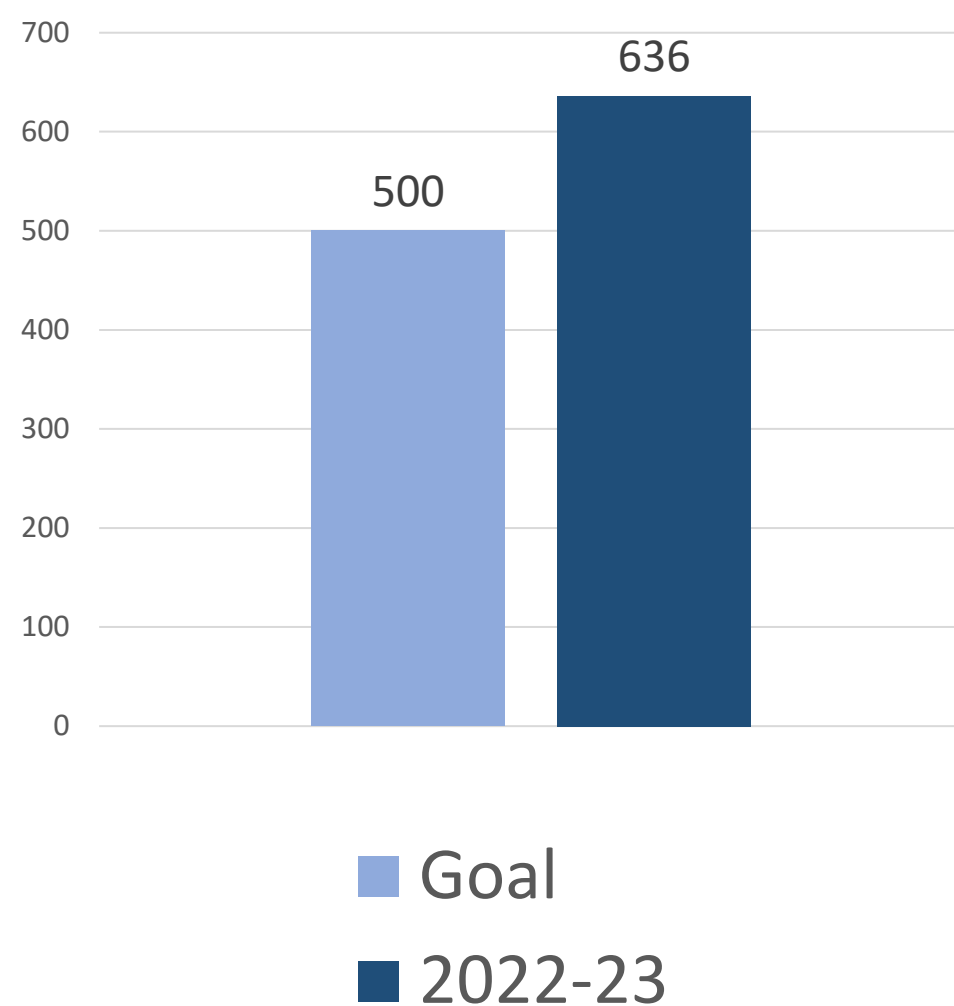
Shelter beds/rooms added.
Total capacity doubled to more than 400 shelter beds/rooms currently open



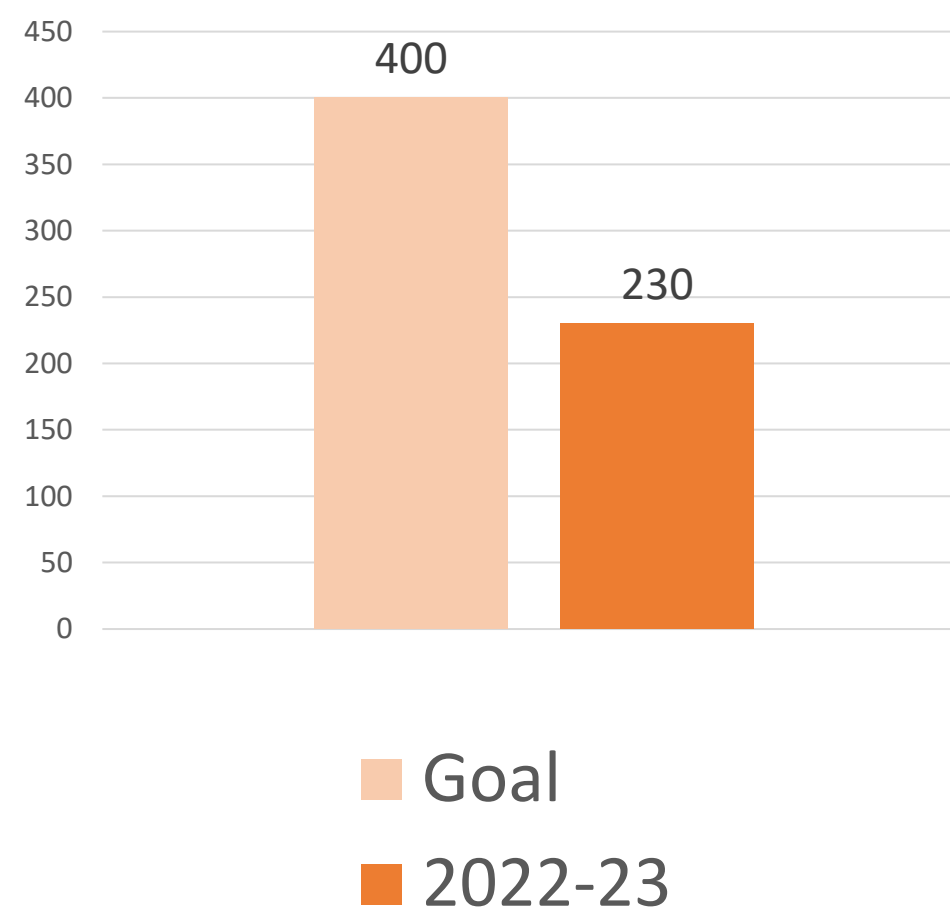
Housing Goals to Outcomes



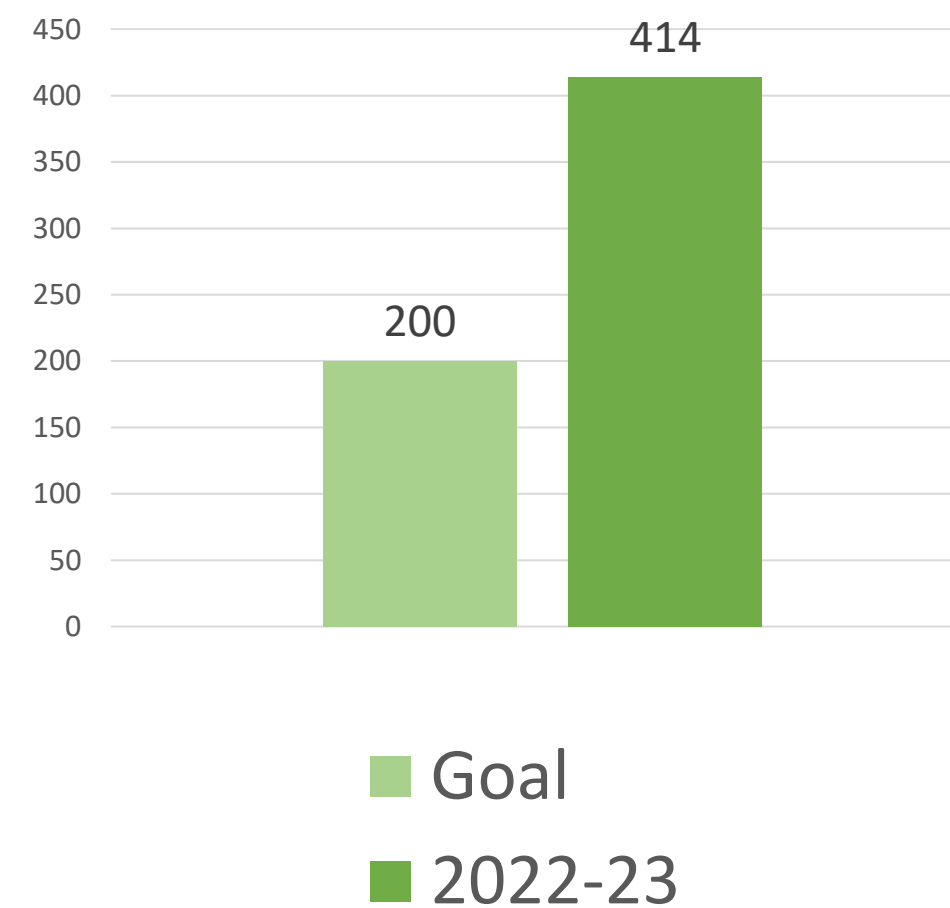
Housing Case
Management System
(Permanent Supportive
Housing)



Rapid Rehousing



Eviction Prevention

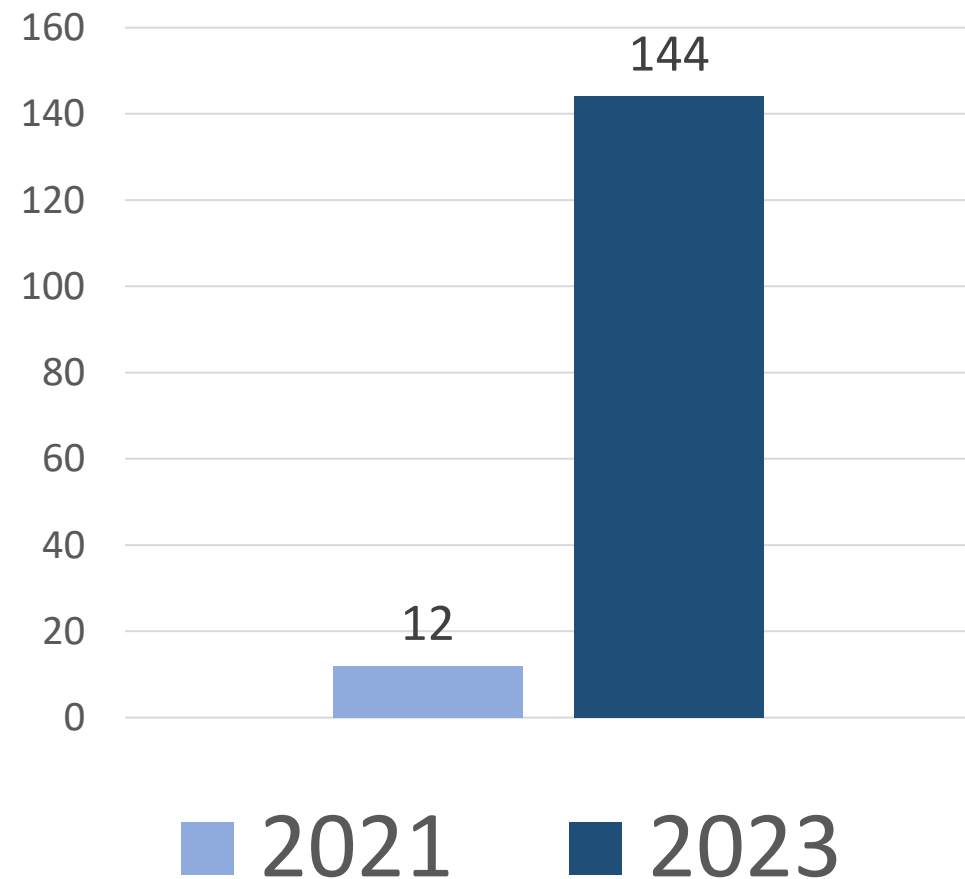




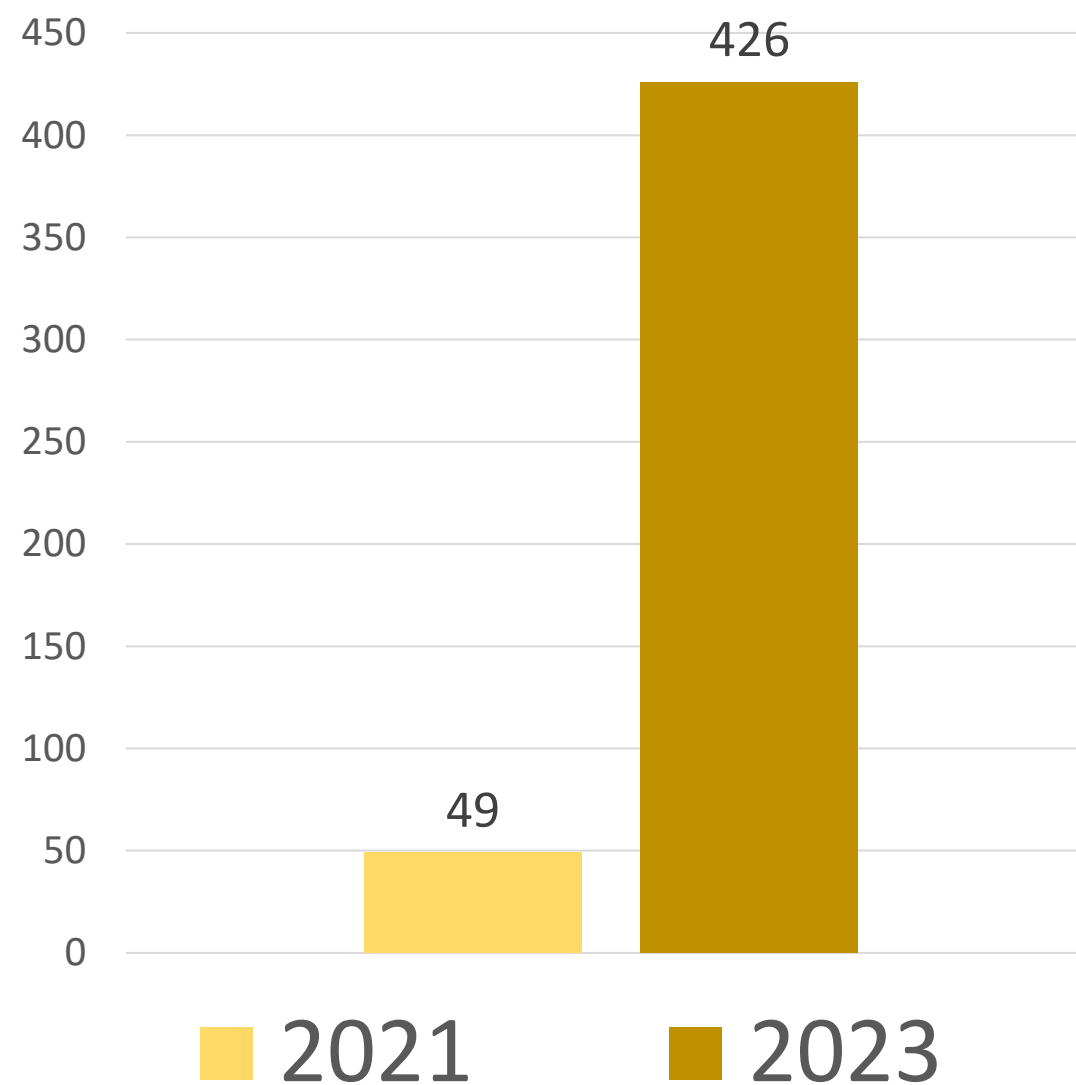
Building a system of care



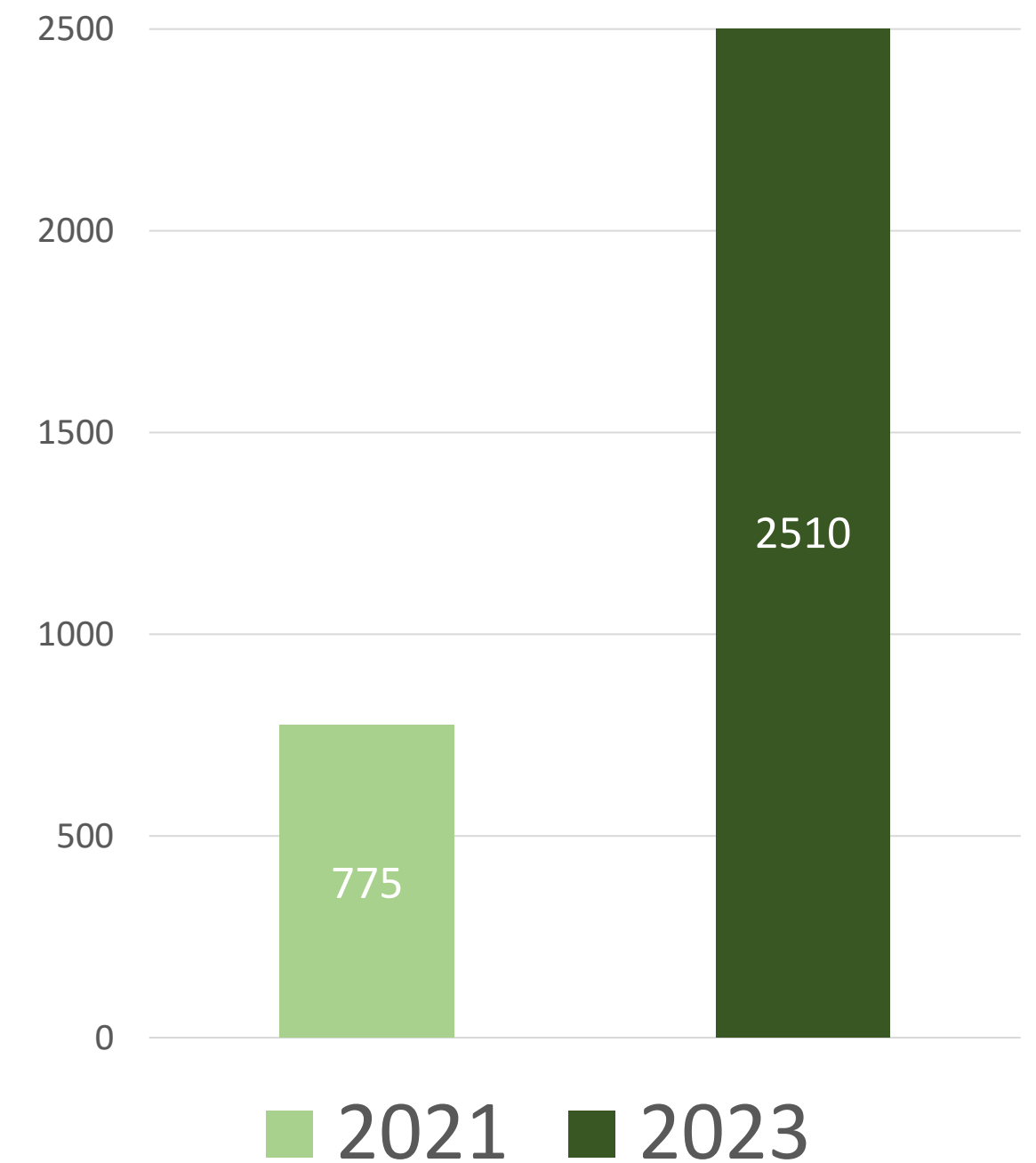
Case Managers/ Outreach Workers



Shelter Capacity



Housing Capacity



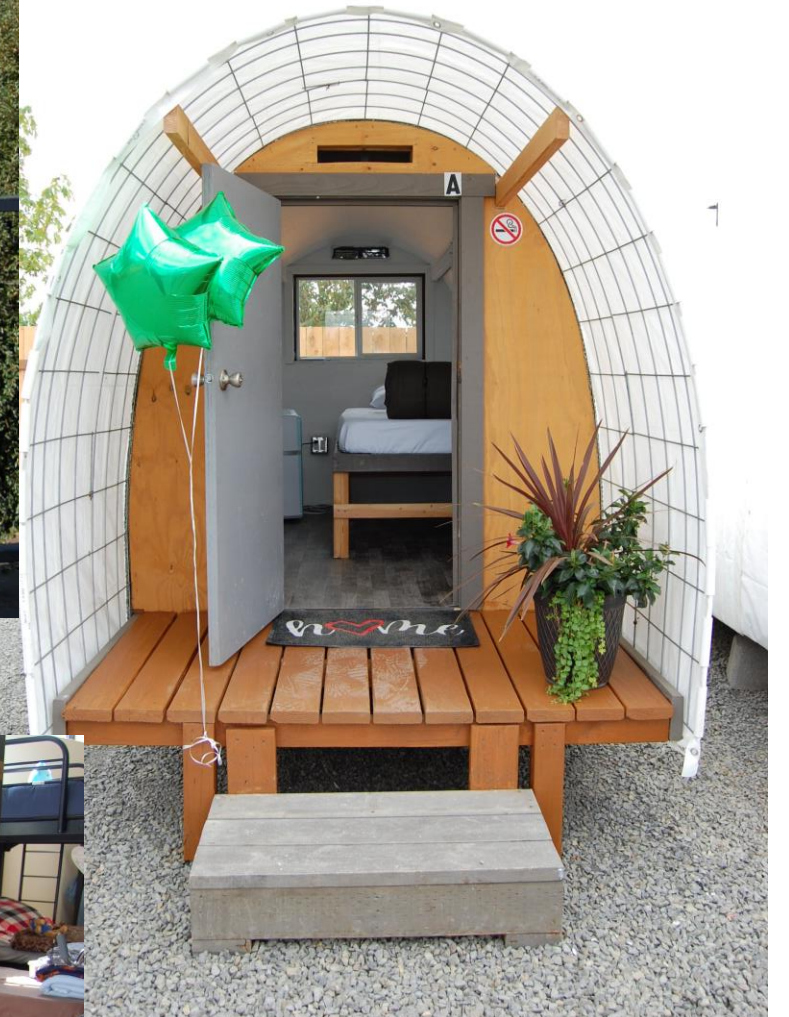


Shelter Program Outcomes

Scaled up year-round shelter capacity to **400+ beds or rooms**

- **Family Promise of Tualatin Valley** purchased Tigard hotel to serve 70 families
- Winter-only **shelters now open year-round**

Next Up: Beaverton shelter construction underway & 60 more shelter pods to open this winter





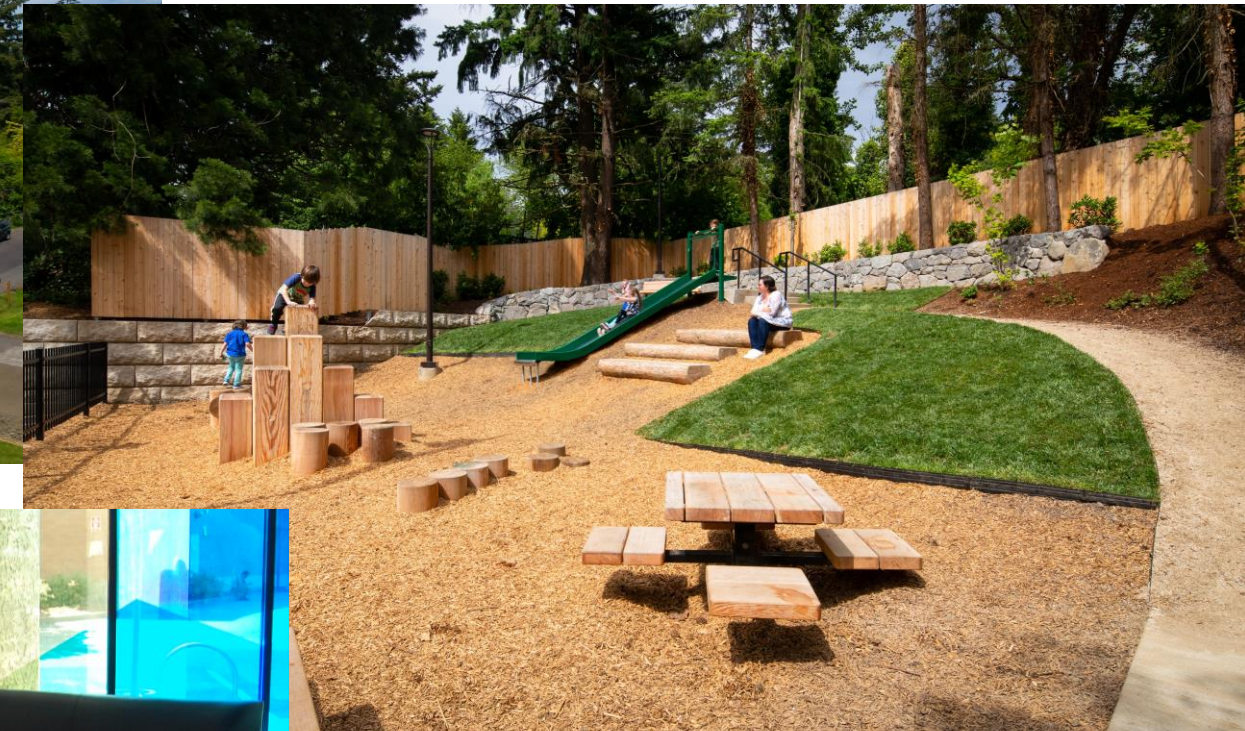
PSH in Affordable Housing



84 PSH homes with wrap-around services opened in last year

- **Heartwood Commons**, the first fully PSH building in Washington County

28 more PSH homes planned at The Opal





Strategies for System Alignment

Medical case conferencing with Health Share, Kaiser, and Providence

Housing Liaisons

- Health system programs
- Corrections systems
- Shelter system (Year 3)

Partnering with landlords

- Funding to create PSH and support tenants in new bond buildings
- Risk Mitigation Fund and incentives



Willow Grace, Project Homeless Connect Housing Liaison

→ Investments in Equity

Equity in our workforce

- staff diversity > general pop.
- 50% have lived experience
- \$46,000 - \$52,000 average salary
- Culturally specific orgs pay more!

Expanded culturally specific services:

- Virginia Garcia
- NARA
- Greater Good NW



Greater Good NW staff photo



Equity Analyses

On track with most communities

Especially reaching Latine families

Need to do better reaching Asian American families

Next Steps:

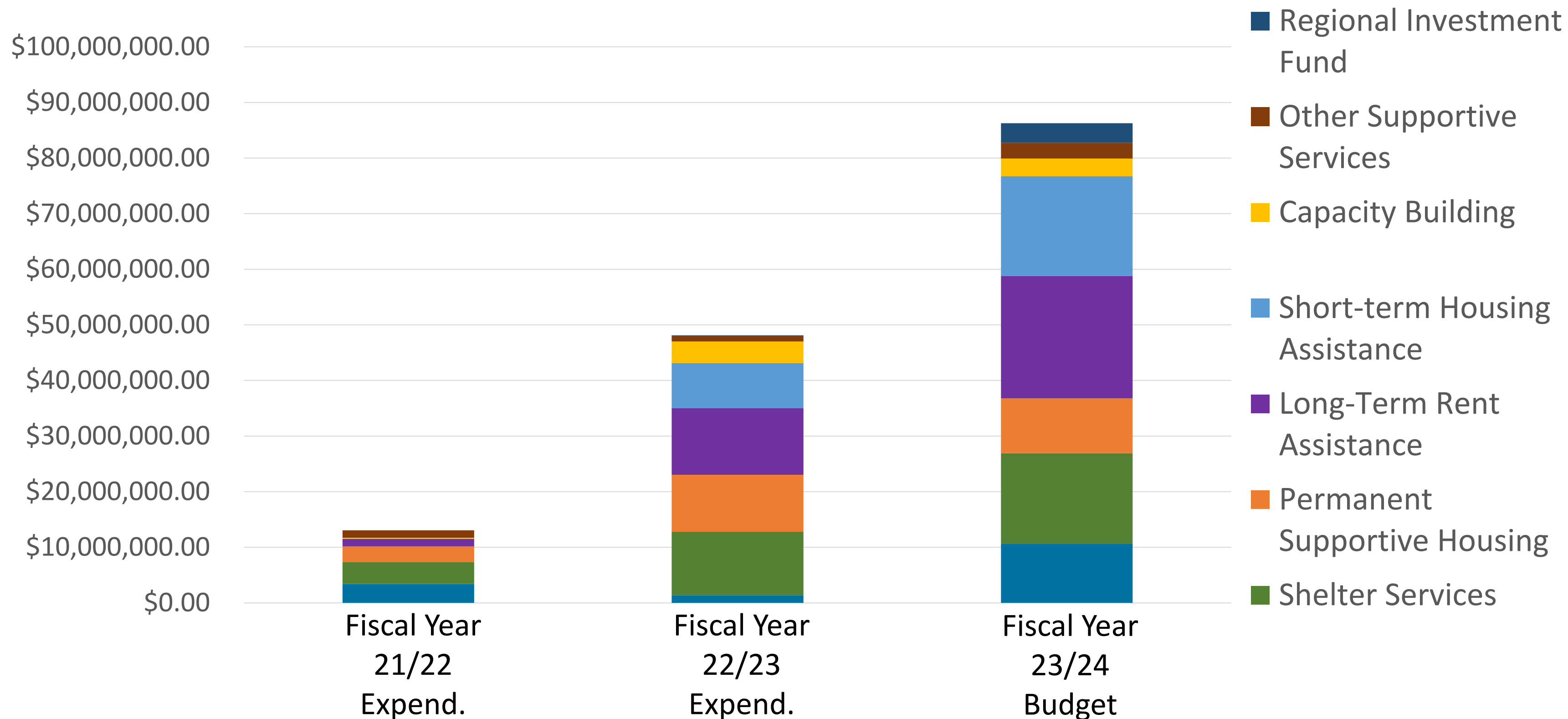
- Culturally Specific Cohort
- Equity training for workforce
- Analyze and address barriers for Asian American families



Maria Caballero Rubio, Centro Cultural director, at Casa Amparo Shelter



Financial Overview





Quality Improvements for Year Three



Expanding evaluation and monitoring
to build system efficiencies and cross
sector alignment

Continuous improvement

Scaling up programs and planning
for large system investments



Program participant opening her mailbox



Why we do this: Danica's story



PC: Lauren Everett, Metro

Danica started her career as a case manager connecting shelter guests with housing.

Now, she helps people who are already housed at Heartwood Commons as a resident services coordinator.

Danica brings services and resources to the building including free hair cuts, lending library partnerships, and community dinners.

“It’s not just that you aren’t homeless anymore... but that you are going home”



Homeless Solutions Advisory Council

Membership [Recruitment Open](#) Until November 15th

Department of Housing Services
www.washingtoncountyor.gov



SHS FY23 Annual Report

Multnomah County

November 6th, 2023



About the Joint Office

Vision

To create an equitable community where all people have safe, affordable, and accessible housing.

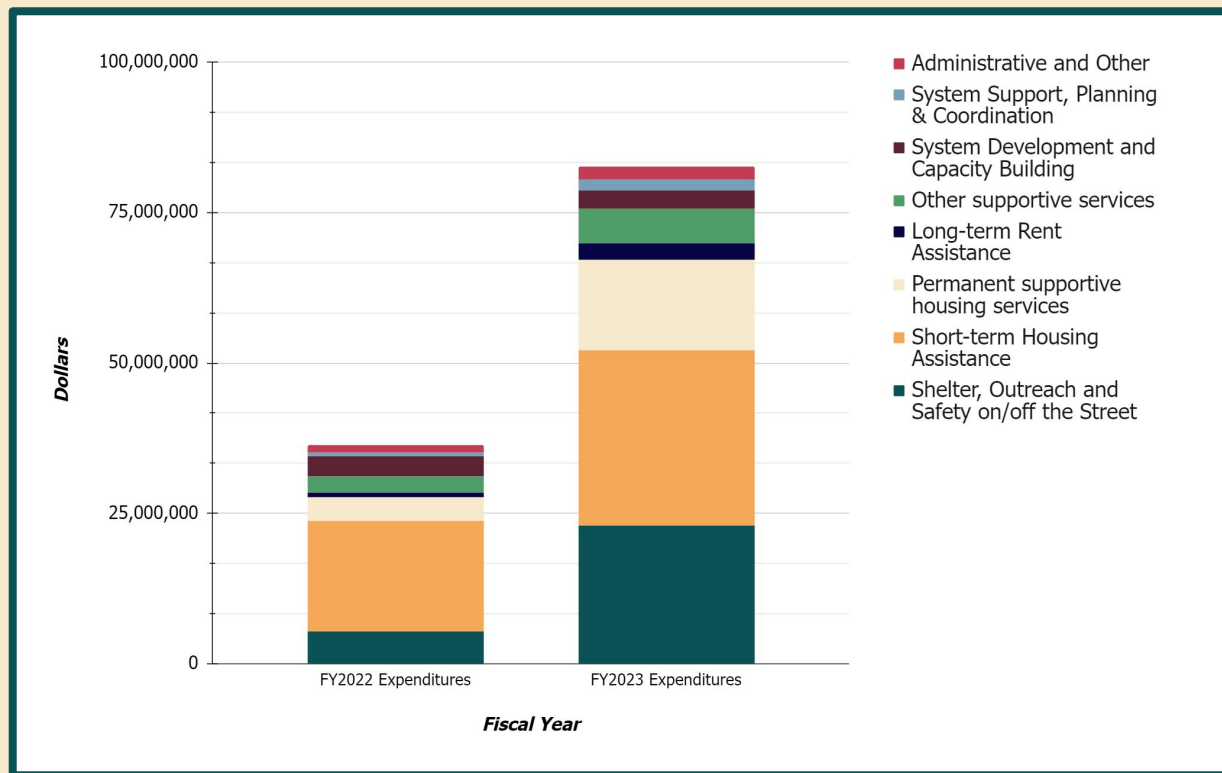
Values

Collaboration | Equity
Inclusion | Integrity
Creativity | Quality

Douglas Fir
Apartments



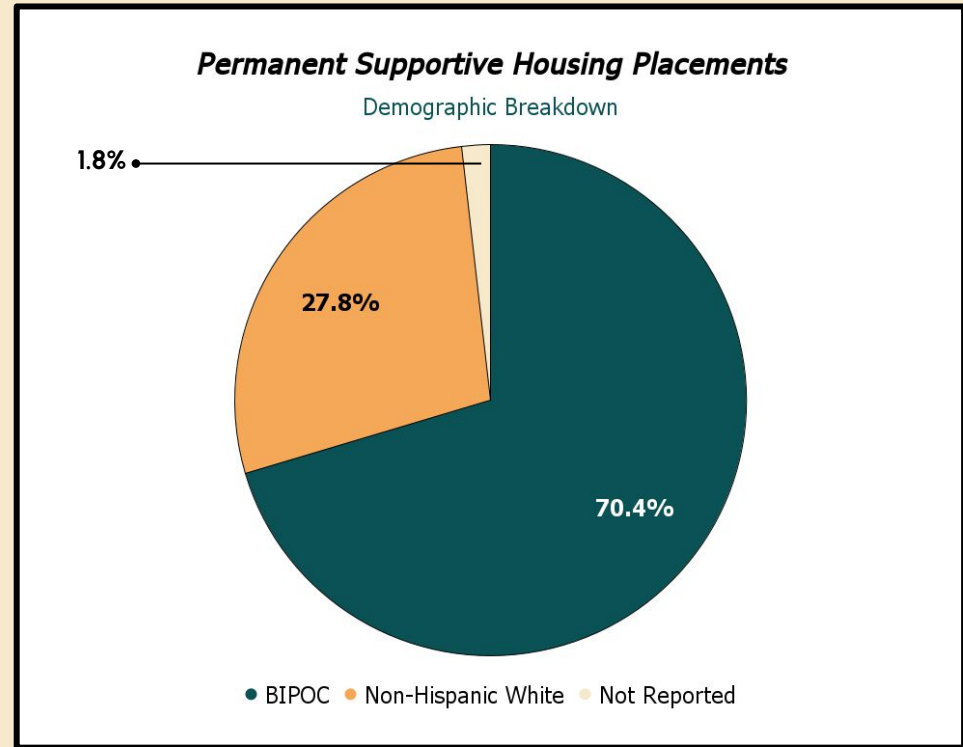
SHS Financial Overview



FY23 SHS Outcomes

Permanent Supportive Housing

Total Placements
624 people / 387 households
FY23 Goal 545 households

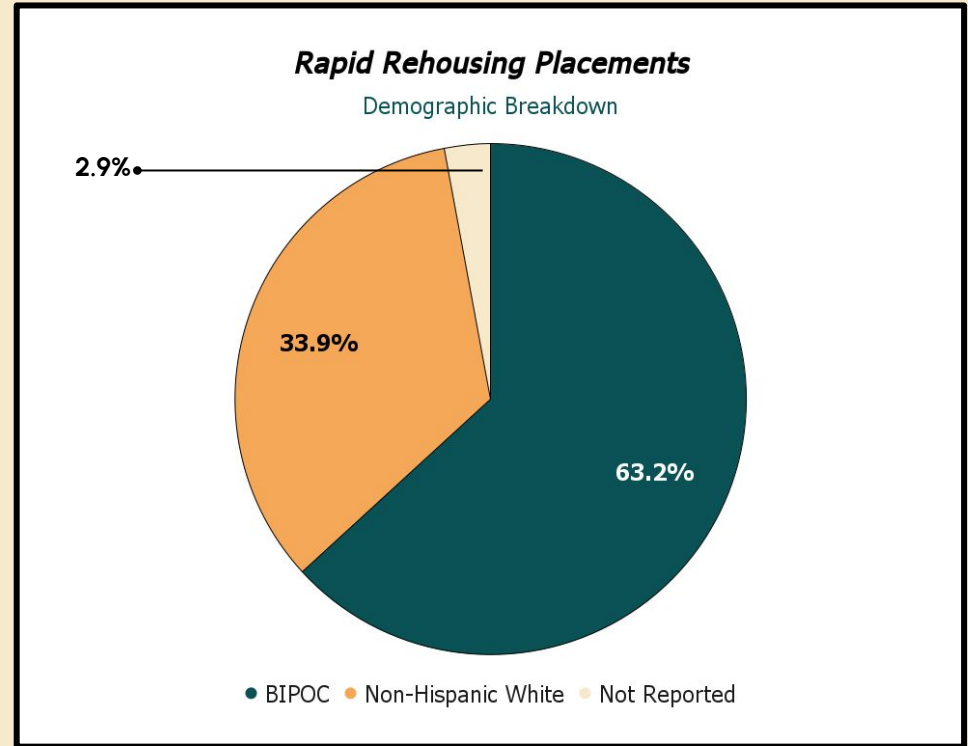


*Note: BIPOC = Black, Indigenous, People of Color

FY23 SHS Outcomes

Rapid Rehousing

Total Placements
694 people / 419 households
FY23 Goal 800 households

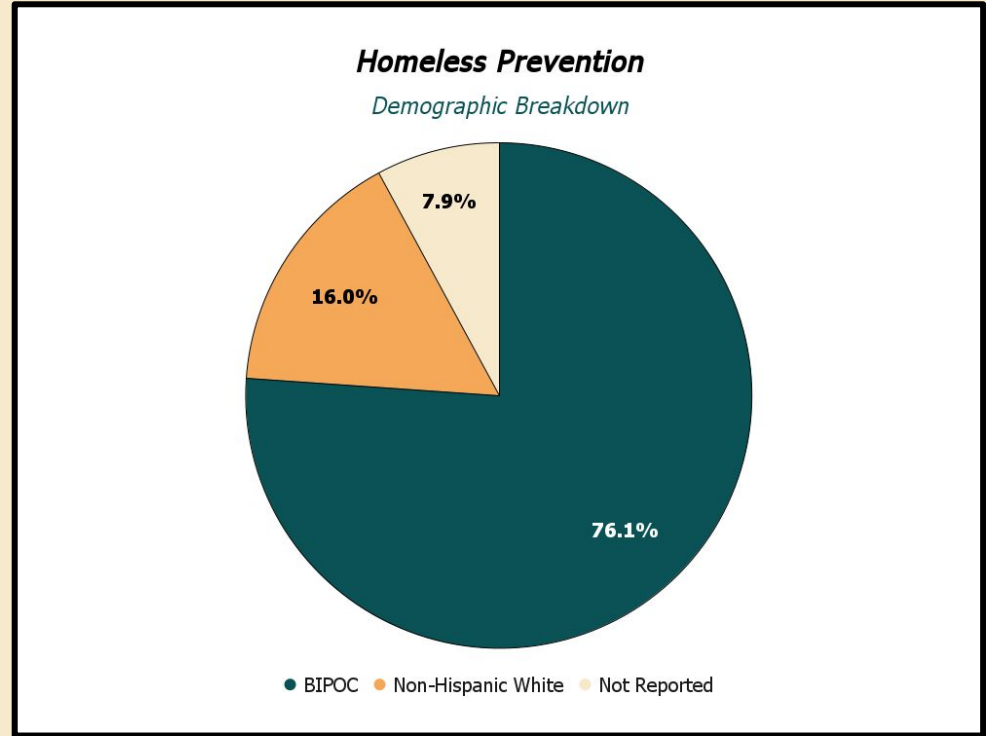


*Note: BIPOC = Black, Indigenous, People of Color

FY23 SHS Outcomes

Homeless Prevention

Total HP Services
5,380 people
2,067 households
FY23 Goal 800 households

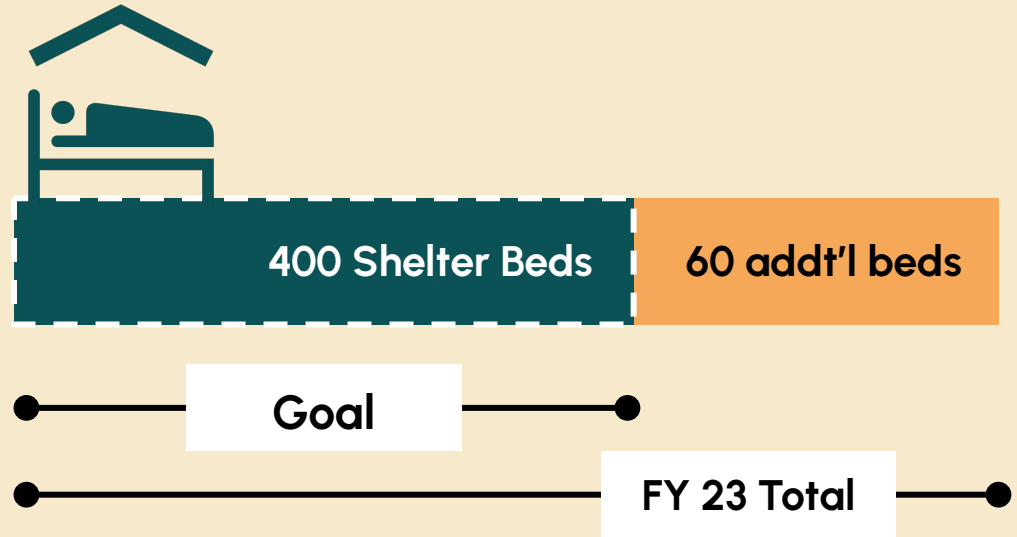


*Note: BIPOC = Black, Indigenous, People of Color

FY23 SHS Outcomes

Emergency Shelter

The Joint Office exceeded its goal of 400 by adding or sustaining 460 shelter beds.



"I have stability here."

John said staying at Do Good Multnomah's Roseway Motel Shelter has provided him with stability — and a path to housing.

"My experience here has been great. This gives me my privacy, my own bathroom, my own bed," John said. "I have stability here."

The Roseway has 110 beds, is the largest motel shelter in Multnomah County, and is one of the recently opened shelters the Joint Office of Homeless Services funds through the Supportive Housing Services Measure.

John will be signing a lease soon for a new apartment, and he said he's looking forward to regaining the independence that comes with having a home of his own.



John
Roseway Shelter Resident

Additional Work Plan Goals

Goal - 85% retention rate for PSH

- Outcome - 99% retention rate for PSH

Goal - 85% retention rate for RRH

- Outcome - 84% retention rate for RRH

Goal - Ensure BIPOC communities access SHS funded services at high rates

- Outcome - 80% of households receiving SHS funded services identified as BIPOC

Progress Toward PSH Capacity

LIP Goal - Add 2,235 PSH units over life of SHS

- Outcome - 1,114 PSH options added with SHS funds in first two years



Evaluation & Quality Improvement

FY23 Key Strategies

- Improve completeness and timeliness of client-level HMIS data
- Clearly outline data points used to generate reports for providers

Planned & Performed Evaluation Activities

- Evaluation of alternative shelters
- An online repository of resources
- Evaluation of geographic equity
- Classification, Compensation, and Benefits Study



Provider Capacity & Expansion

Multnomah County's Four Priorities to Increase Provider Capacity



Supporting service providers with the solicitation process for funding opportunities.



Offering additional technical assistance



Providing access to increased administrative support.



Increasing compensation for direct service staff.


"This is a new venture for us."

Domestic violence triage center adds housing assessor position, thanks to Supportive Housing Services (SHS) funding.

"It was a big gap in the community," said Martha Strawn Morris, director of the Gateway Center.

The Gateway Center now can provide a direct entry point to long-term housing options through its first-ever housing assessor, Kara Sydnor.

Sydnor said, "It's impossible to even begin taking the steps to create stability, safety and wellness for yourself when you don't have stable housing."



Kara Sydnor
Gateway Center
Housing Assessor

Cross-Sector Alignment

Department of Community Justice

Argyle Gardens PSH
DCJ RLRA

County-Wide

FUSE Pilot

Department of County Human Services

Intellectual Disabilities Services
Mobile Outreach & Screening

Aging, Disability and Veterans Services
Department Mobile Intake Team

Health Department

Behavioral Health Resource Center Shelter
Karibu Stabilization Program & Treatment

Equity Analysis

BIPOC Communities Service Rate

We are serving BIPOC communities at higher rates than local rate of BIPOC homelessness

Culturally Specific Providers

Allocated \$9 million, exceeding \$8 million allocation across all three counties in FY 22

When compared to providers overall, our SHS-funded agencies had higher representations among their staff of both BIPOC and of non-cisgender people.

SHS Advisory Committee

78% of original members identified as BIPOC, 89% identified with lived experience of homelessness

Advisory Committees

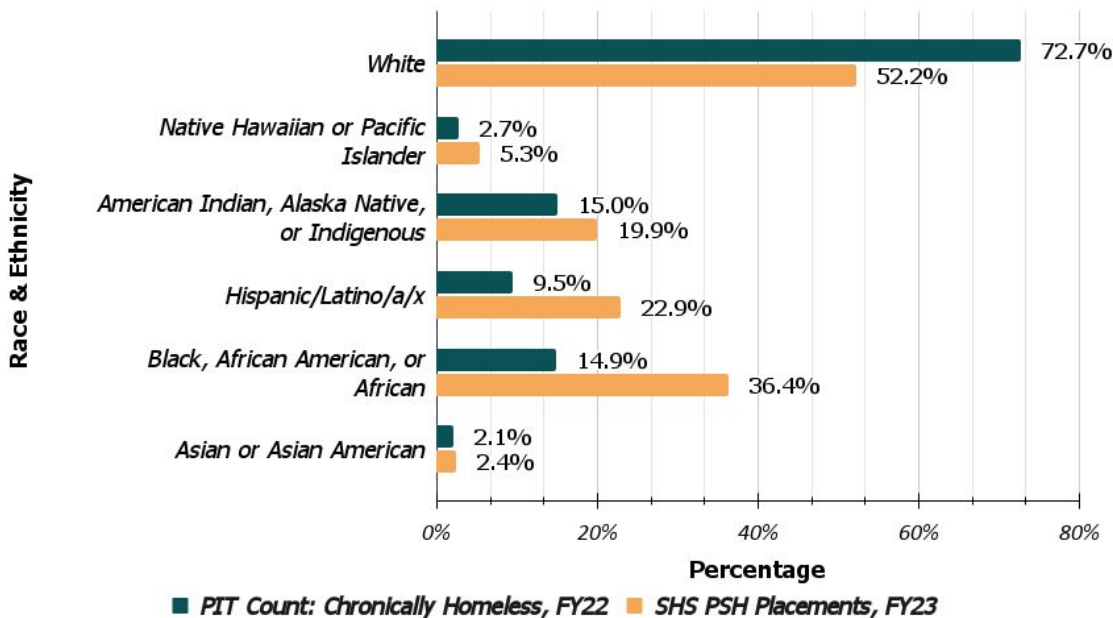
BIPOC representation increased from 48% in FY22 to 55% in FY23

Lived Experience representation increased from 28% in FY22 to 68% in FY23

Progress Towards Racial Equity Goals in LIP

SHS PSH Housing Placements vs Chronically Homeless

**Note: BIPOC individuals are more represented in SHS Permanent Supportive Housing Placements.*



Addressing Equity Gaps

- Coordinated Access Tool Redesign
- Equity Work Plans
- Racial Equity Lens Tool (RELT)



Community Engagement

- **Five New Advisory Bodies**
SHS Advisory Committee, Continuum of Care Board, Lived Experience Advisory Committee, Community Budget Advisory Committee, Equity Advisory Committee
- **Community & Shareholder Engagement Continuing to Inform New Coordinated Access Tool**
40 members on the the CA Oversight Committee,
12 members on the Housing Connections Collaborative,
11 members on the Built for Zero Improvement team




"It's just a matter of finding out what they need."

New position helps bridge gap for people with intellectual and developmental disabilities experiencing homelessness.

Takiah McCullough was hired as Multnomah County's first supportive housing specialist focused on helping people with intellectual and developmental disabilities.

Last winter, McCullough met Jennifer, a client who had previously been receiving services but had lost contact with the system. McCullough reconnected with the client and found that she was living in a non-operational RV.

McCullough worked with Jennifer to move her into a motel while she got her connected to services. Within a few weeks, Jennifer was able to move into a group home for adults with disabilities, where she's been ever since.

A photograph of two women standing together and smiling. The woman on the left has long black braids and is wearing a white and blue striped button-down shirt. The woman on the right has short reddish-brown hair and is wearing a black turtleneck sweater and a bright pink skirt. They are standing in front of a blurred background that appears to be an indoor setting.

Takiah McCullough, Supportive
Housing Specialist (Left), pictured
with Client, Jennifer (Right)

FY23 Highlights

- 1) People are remaining in SHS-funded housing
- 2) Eviction Prevention goals were exceeded and 6,698 total people served
- 3) Exceeded goals for sustaining and creating shelter beds
- 4) Multnomah County's equity focus is reflected in who is being served by SHS funds.

Questions?



Clackamas County

FY 2022-2023 SHS Annual Report



Community and Acceptance: Rachel's Story



Rachel experienced homelessness for seven years

Found community, acceptance, and housing through The Father's Heart Street Ministry

Rachel is now housed and uses her lived experience in her work with The Father's Heart

"I had seven years feeling dead inside. I didn't realize how badly not being accepted by society hurt me until The Father's Heart told me they loved me."

Permanent Supportive Housing

**Actual: 393 households
619 people**

Goal: 385 households/vouchers

→ Increased from 5 service providers last year to 11 providers this year



Outreach worker celebrates with a neighbor holding his housing voucher

Housing Retention

Actual: 98.3% retention in PSH

Actual: 95.6% retention in RRH

Goal: 85%



Rosie, a peer support specialist, helps residents with the tools they need to remain housed and thrive

Eviction Prevention

**Actual: 286 households
643 people**

Goal: 250 households

→ Strong partnerships

→ peer support



A resident of Fuller Station, an affordable housing development

Shelter and Transitional Housing

**Actual: 140 units supported
788 people served**

Goal: 140 units supported

→ Hotel rooms, villages and pods

→ 6 service providers



A housing pod at Clackamas County's Veterans Village

Regional Long-term Rent Assistance

Served 676 people

- More than double the number of people served last year
- Launched Clackamas County's Landlord Partnership Program
- Worked with Multnomah and Washington counties to launch the Risk Mitigation Program



Jessie Dhillon, Owner of Carla Properties, is a large landlord and advocate for RLRA

Outreach and Safety on the Streets

Served 579 households

- County's first ever coordinated outreach program
- 6 service providers
- Site-based, in-reach, pop-up and mobile methods
- Goal to know everyone by name



Outreach providers build relationships while meeting basic needs such as food provision and connections to healthcare and housing

Coordinated Housing Access

The **coordinated housing access** system now answers calls live, every day

Cleared a backlog of 1,800 calls this year

The CHA staff team has doubled in size

Improved training, assessments, and significant process improvements



Coordinated housing access training

Establishing Infrastructure

Robust, coordinated county-wide infrastructure for homeless services that will serve Clackamas County far into the future

More culturally-specific services address historical inequities

SHS funding allows us to direct other resources equitably to underserved rural areas



PSH residents at Tukwila Springs

Cross-Sector Alignment

Increased integration with our
behavioral health system

Expanded Law-Enforcement
Assisted Diversion

Medicaid waiver coordination



A Clackamas County health center

We Lead With Equity

Annual analysis of the county's coordinated housing access system and SHS-funded programming

People of color are served in housing programs at greater rates than they experience homelessness

People of color were overrepresented among CHA participants and in SHS programming



A laundry and resource outreach event

Advancing Equity

Currently contract with 5 culturally-specific providers, only 1 worked with the county pre-SHS

Increased investments in culturally-specific providers from \$169K pre-SHS to \$2.68 million in FY 22-23

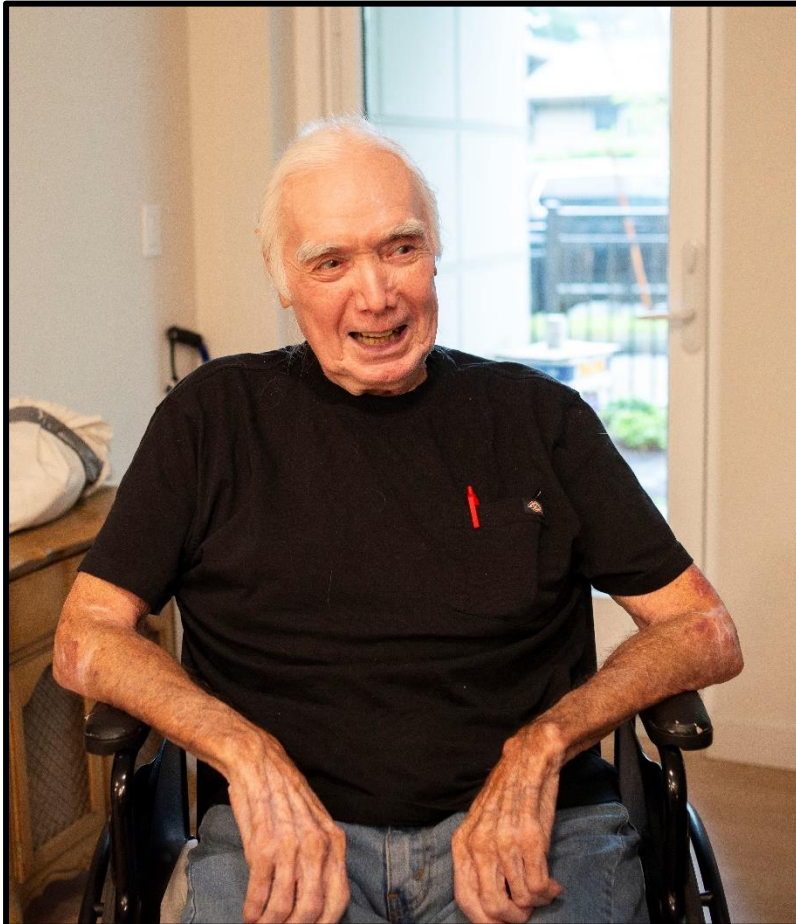
Dedicated RLRA vouchers for use by culturally-specific providers

Implemented recommendations from the Coalition of Communities of Color



Housing services team member Carlos Benson Martinez conducts community engagement

Hope and Collaboration: Ray's Story



Ray Light is a distinguished veteran of the Korean War

Ray lost his housing at 87 years old and was forced to live in a hotel with his dwindling savings

The American Legion, Milwaukie Police Department, and Clackamas County came together to move Ray into the permanent supportive housing he deserves

Provider Capacity and Expansion

Increased the number of grassroots providers

Prioritize funding and technical assistance for culturally specific organizations

Analyzed service provider staff
demographics and pay equity

Support for providers to pay salaries that
are appropriate and competitive



Tukwila Springs affordable housing in Gladstone

Increased Investments in Services

Significant increases in spending from
FY 21-22 to FY 22-23

440% increase in total spending

300% increase in PSH spending

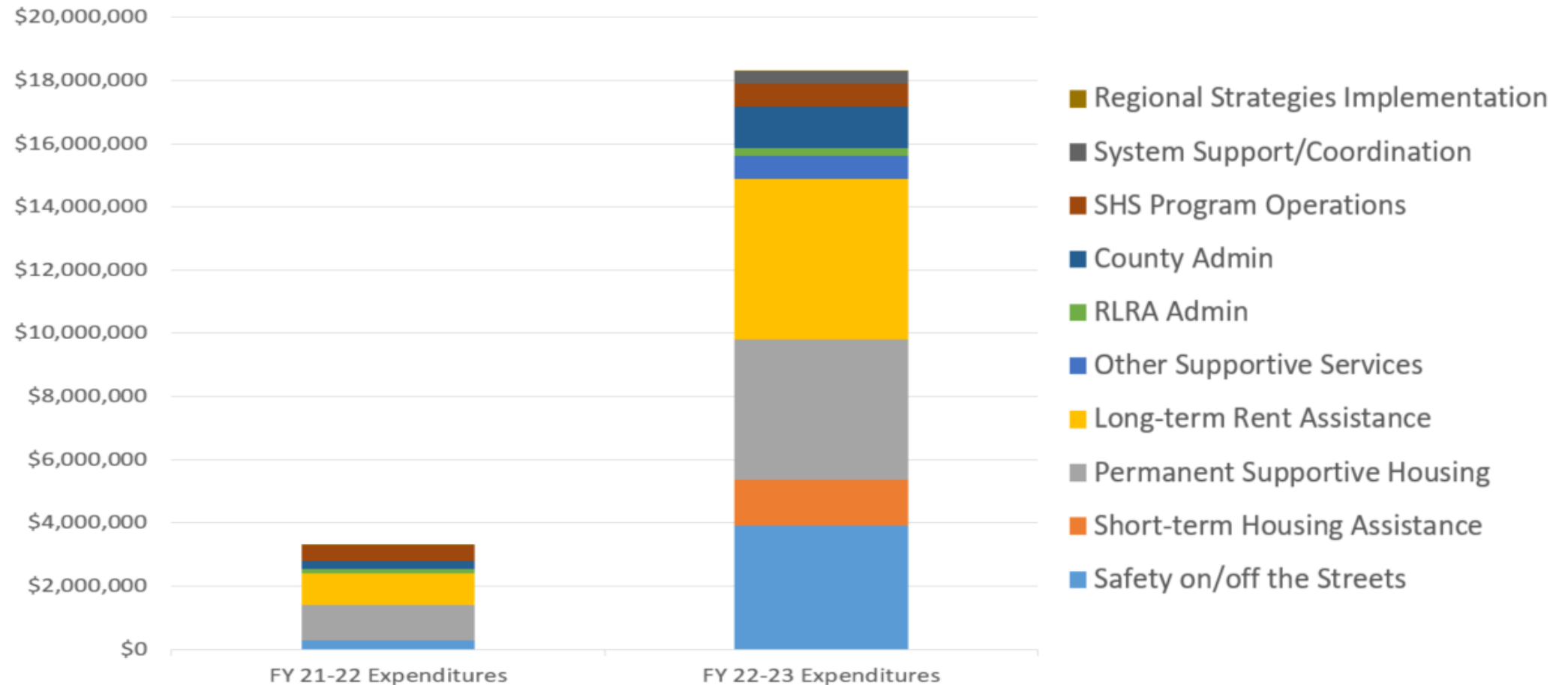
*400% increase in Regional long-term
rent assistance spending*

*1200% increase in safety on/off the
streets spending*



Mercy Greenbrae affordable housing in Lake Oswego

Financial Overview



Quality Improvement for Year Three

Increased technical assistance for small providers

Enhanced monitoring and prioritization of coordinated entry referrals

Creation of a data warehouse and dashboard

Coordinated Housing Access participant survey

Additional contract audits

Looking Ahead to Year Three

Technical assistance for providers

Youth-oriented services

Enhanced coordinated entry
capacity

Resource Centers

Clackamas Village



Future resource center in Oregon City

Perseverance and Resilience: Kathy's Story



Kathy lost the housing she shared with her sister shortly after her sister passed away

While living unsheltered she experienced severe medical complications, sometimes unable to stand up

Kathy is now housed with an RLRA voucher in an apartment near where she grew up

"I'm in a much better place now, I'm very, very happy. And I love being in my own place. I feel happy to be alive."

09:24:08 From Breanna Hudson To All Panelists:
stepping away - I'll be back in a couple

09:56:31 From Seth Lyon (he, him) To Everyone:
I didn't get Washington Co?

09:57:44 From Nicole Stingh (she/her) To Everyone:
Washington County's report is on our site: <https://www.washingtoncountyor.gov/housing/documents/washco-shs-annual-report-2023-digitalpdf/download?inline>

10:14:00 From Mike Savara To Everyone:
Brand new to the county but definitely not new to this work, good to see you Nicole!!

10:33:22 From Mike Savara To Everyone:
To elevate what Jes just said: The State has been learning a ton from the RLRA voucher program by having key leaders from the Metro area part of a LTRA workgroup we are leading over the last 5 months. We have been so appreciative of Metro staff and county/housing authority staff for their expertise and commitment to alignment!

10:41:23 From Molly Rogers, she/hers To All Panelists:
Come tour with us, Carter and the rest of the Oversight Committee.

10:44:03 From Seth Lyon (he, him) To All Panelists:
that type of focused community partnered intervention is amazing and necessary, especially when you get to doing "by name" work

10:52:17 From Molly Rogers, she/hers To All Panelists:
Thank you, Susan, for your support. I'm thrilled with the team here.

10:57:38 From Yesenia Delgado (She/her/ella) To All Panelists:
Great job Washington County team!!

11:22:32 From Kathryn Harrington To All Panelists:
Ben, I am embarrassed to ask this. Breanna has great info to share. I am struggling with how fast she is talking. Can she be asked to slow down just a little?

11:28:53 From Seth Lyon (he, him) To Everyone:
I have to run for this last half hour. Thanks everyone

11:34:19 From Felicita Montebancho, NWHF, she/her To Everyone:
Susan, I so appreciate your stories! â

11:38:28 From Felicita Montebancho, NWHF, she/her To Everyone:
thanks Kanoe!

11:44:30 From Jeremiah Rigsby To All Panelists:
really appreciate the written reports and presentations. sorry to jump early

11:50:49 From Mike Savara To Everyone:
I've seen that trend as a service provider as well, Breanna - it's such a good point about SDOH

11:51:46 From Yesenia Delgado (She/her/ella) To All Panelists:
Thank you Kanoe, Breanna, Dan and Antoinette for the presentation!

11:51:51 From Mike Savara To Everyone:
Thank you!!!

12:32:45 From Ben Duncan (Kearns & West), Facilitator To All Panelists:
couple mins please Vahid...

12:49:33 From Kathryn Harrington To Everyone:
---Great results and work in year 2 for Clackamas County with this team. Thanks for your leadership Vahid!

12:49:54 From Yesenia Delgado (She/her/ella) To All Panelists:
Great presentation, thanks Vahid!

12:50:21 From Vahid Brown (he/him) To All Panelists:
Thank you all!

12:51:15 From Kathryn Harrington To Everyone:

12:52:09 From Kathryn Harrington To Everyone:

Sorry about that - stack of papers wedged on my keyboard.

12:57:40 From Patricia Rojas To All Panelists:

Thank you to county staff for the presentations and the comprehensive reports. And thank you to the CBO's doing excellent work in the community. There is inspiring work and transformational progress happening every day. Thank you!

12:58:58 From Kathryn Harrington To Everyone:

REgional team SHS Rocks!