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Agenda



Meeting: Supportive Housing Services Oversight Committee Meeting

Date: June 23, 2025

Time: 9:30 a.m. to 12:00 p.m.

Place: Virtual meeting (Zoom link)

Purpose: Receive Metro tax collection and disbursement update; receive a Metro Council

President's Work Group update; receive and discuss inflow/outflow data updates;

receive a presentation and discuss FY25 quarter three reports.

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. Metro tax collection and disbursement updates

10:10 a.m. Metro Council President's Work Group update

10:30 a.m. Update and discussion: Inflow/outflow data

10:45 a.m. **Break**

10:55 a.m. Presentation and discussion: FY25 Q3 reports

11:55 a.m. Next steps

12:00 p.m. Adjourn



Meeting: Supportive Housing Services (SHS) Oversight Committee Meeting

Date: May 19, 2025

Time: 9:30 a.m. to 12:00 p.m. Place: Virtual meeting (Zoom)

Purpose: Receive Metro tax collection and disbursement updates, receive a Metro housing

department update & FY26 proposed budget presentation, receive a TCPB technical

assistance and updated training presentation.

Member attendees

Co-chair Dr. Mandrill Taylor (he/him), Co-chair Mike Savara (he/him), Dr. James (Jim) Bane (he/him), Kai Laing (he/him), Dan Fowler (he/him), Jeremiah Rigsby (he/him), Cara Hash (she/her)

Absent members

Jenny Lee (she/her), Peter Rosenblatt (he/him), Felicita Monteblanco (she/her)

Elected delegates

Washington County Chair Kathryn Harrington (she/her), Metro Councilor Christine Lewis (she/her)

Absent elected delegates

Clackamas County Commissioner Ben West (he/him), Multnomah County Chair Jessica Vega Pederson (she/her)

Metro staff

Liam Frost (he/him), Yesenia Delgado (she/her), Breanna Hudson (she/her), Yvette Perez-Chavez (she/her), Melissa Arnold (she/her), Josh Hardwood (he/him)

Kearns & West facilitation team

Josh Mahar (he/him), Ariella Dahlin (she/her)

Note: The meeting was recorded via Zoom; therefore, this meeting summary will remain at a high-level overview. Please review the recording and archived meeting packet for details and presentation slides.

Summary of Meeting Decisions

• The Committee approved the April 28 meeting summary.

Welcome and Introductions

Co-chair Mike Savara shared that this will be his last meeting before going on leave. He reflected that the Committee's role is critical for envisioning how to move work forward to deliver on the promises made in the SHS Measure.



Josh Mahar, Kearns & West Facilitator, facilitated introductions between members and noted that Peter Rosenblatt was unable to attend the meeting but sent questions and comments in writing to staff in advance (available on page 84 of the meeting packet).

Yesenia Delgado, Metro, thanked Co-chair Savara for his work, announced that Kai Lang will serve as interim Co-chair, and noted there would be no August meeting. She shared that there are five vacant seats on the Committee, and Metro staff are reviewing applications for new members to join in late summer.

Valeria McWilliams, Metro, provided a quarterly update on the Tri-County Planning Body (TCPB). She shared that the TCPB approved one-time use of the Regional Investment Fund and approved the Health Care Alignment Implementation Strategy. She shared that future TCPB work includes receiving progress reports for approved Implementation Strategies, receiving the Employee Recruitment and Retention Implementation Strategy, and drafting the Regional Implementation Plan.

Melissa Arnold, Metro, provided updates on Metro Council President's Work Group. She shared that at the last meeting, Metro Auditor Brian Evans shared his audit findings around governance, and Metro Council President Lynn Peterson provided an overview of potential governance models to solicit feedback. Feedback included many clarifying questions related to processes. She noted the group has two more meetings in June and that Metro will share Work Group meeting materials from May in a follow-up email.

Committee members had the following questions and comments:

- **Comment, Co-chair Savara**: I reviewed Peter's comments. One point he was making is that there is an important nuance when we talk about governance and this Committee's work and oversight. This Committee is tasked with overseeing funds, which is the framework that we have been given. The framework is at the heart of what needs to be discussed. The people who make up the Committee are not the problem, there is a ton of expertise here. When Metro leadership talks about governance changes, they need to discuss the framework and how that needs to change.
- **Question, Dan Fowler**: When will Metro send us that email with materials? Metro talks about receiving feedback, but this Committee is in the dark regarding the latest proposals. For Metro to receive legitimate feedback from this group, we need to receive materials.
 - Metro response, Melissa: I plan to share the video link, slide deck, and three-page summary.
 - Metro response, Yvette Perez-Chavez: The follow-up email will be sent on Wednesday, May 21.

Josh M. reviewed the meeting agenda and objectives.

Decision: Co-chair Dr. Mandrill Taylor, Dr. James Bane, Kai Laing, Dan, Jeremiah Rigsby, Cara Hash, and Co-chair Savara **approved the April 28 meeting summary**.

Conflict of Interest Declaration

No conflicts were declared.



Public Comment

No public comment was received.

Metro Tax Collection and Disbursement Updates

Josh Hardwood, Metro, highlighted that it was a record month for tax collections and that the collections are tracking close to the forecast. He reflected that large monthly collections can happen for a variety of reasons. He stated that in the fall, once they have better annual information, staff will be able to share more about why the month was high. He reviewed the <u>interactive FY25 tax</u> revenue and disbursement charts.

Committee members had the following questions:

- **Comment, Dan**: This was a record month in collections. Taxpayers are getting familiar with the system and whether they should pay. The way I look at the charts is as smoothing out and as good news.
- **Question, Kai**: We have four years of data to drive from. Are there probability terms that you can draw or confidence guidelines you can share for the public?
 - Metro response, Josh H.: We talk about that internally. If we say 80% of the time we are going to hit the forecast, that still means one out of five times we will not. Our forecast for next year is a good mid-range forecast. We are currently looking at a plus or minus \$10-15 million of the current forecast. The concern lies for next year, where we are more likely to end up below the forecast.
- **Question, Co-chair Dr. Taylor**: Data can be misinterpreted and weaponized, and some forecast months can skew perceptions. Are there any plans to contextualize updates for the public?
 - Metro response, Josh H.: Contextually, this is an odd way to collect taxes for a local government so yes it can be hard to communicate accurately. We provide context in our annual reports and additional reporting throughout the year. We are open to suggestions on public communications.

Metro Housing Department Updates and Fiscal Year 2026 Proposed Budget

Liam Frost, Metro, reflected on the Metro Housing Department's work, and shared that the SHS portion of the Metro Fiscal Year 26 Budget includes allocations for administration and oversight of the SHS program, including program monitoring and evaluation, and tri-county collaboration.

Yesenia reviewed highlights from Fiscal Year 2025, including executing data sharing agreements with the counties, developing program evaluations with Portland State University, and developing permanent supportive housing definition guidance, standards, and practices. She shared additional highlights, including regional alignment around healthcare and homeless services, landlord recruitment, and coordinated entry.

Liam provided updates on training and technical assistance work, and shared communication highlights including increased visibility through earned media coverage, reporter relations, and radio.

RJ Stangland, Metro, shared that the Fiscal Year budget for SHS is a total of \$590 million, with Metro receiving \$15.9 million for Personnel, Materials & Services, and Indirect costs.



Liam noted that staff will respond in writing to Peter's questions about the budget and shared that at a high level, the budget includes 38 SHS-funded full-time employees. Metro is looking at what work staff can take on from consultants for additional cost savings.

Committee members had the following questions and comments:

- **Question, Dan**: Multnomah County requested one-time use funds. Have there been other requests?
 - Metro response, Liam: We received a structure and framework for how
 Washington County would ask for one-time use funds, but no actual proposals.
- **Question, Co-chair Savara**: Where did the allocation of SHS funds for each county originate?
 - o **Metro response, Liam**: They were originally in the intergovernmental agreements, and they are now in code.
 - Response, Metro Councilor Christine Lewis: The intent of the allocation is for funds raised in a county to return to the county. It is a bit of an art as some businesses, like Plaid Pantry, are located throughout the three counties but only provide a single tax payment.
- **Comment, Dan**: When considering SHS reforms, if county allocations change, that will have an impact on anticipated funding for nonprofit providers.

Tri-County Planning Body (TCPB) Technical Assistance and Updated Training Presentation

Cole Merkel, Metro, shared that the TCPB will vote on Technical Assistance and Training Regional Investment Fund (RIF) requests next month, and that this presentation is an overview of the Regional Training Implementation Strategy.

Justin Barrieault, Metro, reviewed the Strategy's racial equity considerations, which included client-facing needs, agency-to-agency differences, and ensuring the expertise of culturally-specific providers is centered in both program design and implementation. He shared that potential training courses include substance use recovery and mental health; housing service worker case management; basics of housing system navigation; diversity, equity, and inclusion; and trauma-informed care and self-care.

Melia Deters, Metro, provided an overview of research completed on local education and training programs and detailed how existing college programs, traditional health worker programs, and behavioral health certifications do not meet all the training requirements housing service workers have identified they need. She shared that workforce boards are responsible for creating workforce development programs and overseeing services. She noted that there are many benefits to working in coordination with workforce boards and reviewed the possibility of funding intersections.

Cole shared that Strategy #1 is to partner with a community college to develop a training program for first-year housing service workers. He reviewed that deliverables include a 40-hour introductory course and reviewed the strategy's goals, metrics, and timeline.

Justin shared that Strategy #2 is to identify and scale up existing trainings. He provided an overview of the On-Demand training pilot and its deliverables. He noted that Metro's administrative fund would support the pilot trainings. He shared that the timeline for the project is from December 2024 – June 2025.



Melia reviewed that potential future implementation strategies include scaling additional regional trainings, partnering with workforce boards, and intersecting with existing behavioral and community health certifications

Cole reviewed feedback received from the TCPB. Feedback included that staff should be paid to attend the trainings, culturally specific engagement should be completed to improve the training, property managers should attend the trainings, shared learning should be integrated into the sessions, and a training resource document should be included.

Committee members had the following questions and comments:

- **Question, Jeremiah**: Is there a goal for how many people will complete the training program?
 - o **Metro response, Cole**: That is not set yet, we know that is needed. We are considering whether this should become a credential or certification.
- **Comment, Co-chair Savara**: This was very thoughtful. I like how you are getting at harm reduction training, which is difficult. There are Oregon-specific laws and ordinances to be incorporated, and I would encourage aligning that with the training. I would suggest thinking of different ways to deliver training, from a one-hour virtual lunch and learn to multi-day sessions in person. I want to encourage fair housing education as well.
- Question, Co-chair Dr. Taylor: Can you share more about how culturally-specific engagement would be included in curriculum development? I heard about opportunities to provide feedback, but did not hear anything about co-development. The sooner these audiences are brought in, the better, so they can help shape the design, rather than try to retrofit the design.
 - Metro response, Cole: We are excited to partner with Portland Community College (PCC) as pedagogy experts. They will pair us with a curriculum developer who will work with Metro and the counties. We envision listening sessions with providers to influence development and bring back the curriculum to participants to share how their feedback was incorporated.
- Question, Kai: If I go to PCC, how long is the curriculum, and do I need to raise my own funds to pay for tuition? Will service providers that recognize this program pay staff's tuition? What is the vision? I feel like this program can help fill hiring gaps for providers. I would like to see a step-by-step process of this.
 - Metro response, Cole: We are still figuring out a lot of those pieces. We want to
 make this as affordable as possible. What this will look like remains to be seen. We
 are talking with workforce boards to better understand this.
- **Comment, Dr. Bane**: I am an advocate for in-person trainings to allow people to make connections and build relationships with other people doing this work.
- **Comment, Dan**: I appreciate the Venn diagrams in the presentation. The relevancy of this program makes participation valuable. This fills the niche and gap of what is currently out there.

Next Steps

Josh reviewed the next steps and adjourned the meeting. Next steps include:

• Metro to share Metro Council Work Group meeting materials in a follow up email.



- Metro to add Peter's written questions and comments in the updated meeting packet.
- Next meeting: June 23, 2025, 9:30 am 12 pm.

Adjourn

The meeting adjourned at 11:55 am.

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Supportive housing services – Oversight committee

Overview of role and responsibilities Last updated: September 2024

Background

In May 2020, voters in greater Portland approved Measure 26-210 to fund services for people experiencing or at risk of homelessness. The measure also established a "community oversight committee to evaluate and approval local plans, monitor program outcomes and uses of funds."

The Metro Council established the Regional Oversight Committee on December 17, 2020 by amending Metro Code Chapter 2.19 via Ordinance No. 20-1453. The purpose of the Regional Oversight Committee is to provide independent program oversight on behalf of the Metro Council to ensure that investments achieve regional goals and desired outcomes and to ensure transparency and accountability in Supportive Housing Services Program activities.

Oversight committee role and responsibilities

Requirement	Source text	
Local implementation plans and Regional Plan		
Evaluate and recommend Local Implementation Plans	SHS Work Plan, section 3.4: The committee will be charged with the following dutiesA. Evaluate Local Implementation Plans, recommend changes as necessary to achieve program goals and guiding principles, and make recommendations to Metro Council for approval.	
Approve Regional Plan developed by the Tri-County Planning Body	Tri-county planning body charter : Develop a Regional Plan for <i>approval by the Regional Oversight Committee</i> that incorporates regional strategies, metrics, and goals as identified in Metro SHS Workplan and the counties' Local Implementation Plans.	
Review LIP amendments and recommend approval or denial to Metro Council for: • Alignment with Tri-County Plan	Intergovernmental Agreement, section 5.2.4: Within one year of the adoption of the Tri-County Plan, and as needed thereafter, Partner will bring forward any necessary amendments to its Local Implementation Plan that incorporate relevant regional goals, strategies, and outcomes measures. The ROC will review the amendments and recommend approval or denial of the Plan amendments to the Metro Council.	
Request County Partner amend its LIP: Based on one or more SHSOC recommendations; Based on a significant change in circumstances impacting homelessness in the region;	Intergovernmental Agreement, section 5.2.3: Within 60 days of the date that Partner presents its Annual Program Report to Metro Council, Metro or the ROC may, in consultation with the other, request that Partner amend its Local Implementation Plan based on one or more ROC recommendations or a significant change in circumstances impacting homelessness in the Region. SHS work plan, section 5.3: The Regional Oversight Committee will review each Annual Progress Report and may recommend changes to the Local Implementation Plan to achieve regional goals and/or to better align the Local Implementation Plan with the Work Plan.	



Requirement	Source text
 To achieve regional goals; and/or To better align LIP with SHS Work Plan. 	
	Annual reporting and work plans
Review county annual work plans	Intergovernmental Agreement, section 5.3: Beginning in FY 2022-23, Partner must annually submit an Annual Work Plan to Metro and the ROC for their review on or before April 1 for the subsequent Fiscal Year.
Accept and review annual reports for consistency with approved Local Implementation Plans and regional goals	SHS work plan, section 3.4: The committee will be charged with the following duties:B. Accept and review annual reports for consistency with approved Local Implementation Plans and regional goals.
Provide annual reports and presentations to Metro Council and Clackamas, Multnomah and Washington County Boards of Commissioners assessing performance, challenges and outcomes	SHS work plan, section 3.4: The committee will be charged with the following duties:D. Provide annual reports and presentations to Metro Council and Clackamas, Multnomah and Washington County Boards of Commissioners assessing performance, challenges and outcomes.
	Fiscal oversight
Monitor financial aspects of program administration, including review of program expenditures.	SHS work plan, section 3.4 : The committee will be charged with the following duties:C. Monitor financial aspects of program administration, including review of program expenditures.
Annual review and consideration of whether the recommended administrative costs should be reduced or increased. (for Metro, County Partners and service providers)	SHS work plan, section 5.3: As part of the annual review process, the Regional Oversight Committee will evaluate tax collection and administrative costs incurred by Metro, Local Implementation Partners and service providers and consider if any costs should be reduced or increased. The committee will present any such recommendations to the Metro Council.
Review Metro Budget	IGA 5.4.1: At least annually, Metro will prepare a written budget for its SHS program that details its use of Income Taxes and its Administrative Expenses and will present its SHS budget to the ROC [Regional Oversight Committee]. The ROC will consider whether Metro's SHS budget, its collection costs, and its Administrative Expenses could or should be reduced or increased. The ROC may recommend to the Metro Council how Metro can best limit its collection and Administrative Expenses in the following Fiscal Year.
Review five-year forecast	IGA 7.2.1.1: Metro's CFO, in consultation with the FRT, must prepare a five-year revenue forecast to support the Counties in developing their annual budgets and revising current year estimates as needed. The forecast will evaluate Income Taxes collection activity, SHS program expenditure activity, cash flows, adequacy of funds in Stabilization Reserves, economic factors impacting tax collections, and the overall financial health of the SHS program. Metro will provide these forecasts to the ROC and TCPB by the first business day in December, and provide timely updates of those projections, as available.



Requirement	Source text		
Other			
Provide input on corrective action plans before Metro requires them of counties	Intergovernmental Agreements, section 6.3.5: after appropriate notice and opportunity to remedy identified concerns, Metro reasonably determines that Partner is not adhering to the terms of its Plan, current Annual Work Plan or Annual Program Budget, or current spend-down plan, then Metro may, with input from the ROC and from Partner, require Partner to develop a Corrective Action Plan.		



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.

Last updated: 11/02/2022

Memo



Date: June 12, 2025

To: Supportive Housing Services Oversight Committee

From: Revenue & Analytics Division

Subject: FY25 Monthly 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.

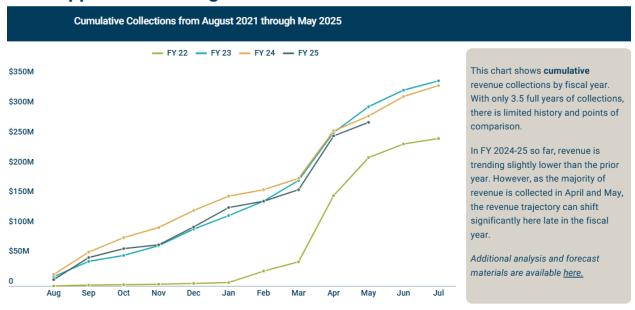
May revenue was driven by consistent TY 2025 withholdings plus TY 2024 filings for both personal and business. The \$22.4M collected trends 9% percent lower than May 2024, while well below May collections in 2022 and 2023. We are tracking relatively close to our current forecast for year end.

Tax Revenue Collection and Disbursement Infographics

Interactive FY25 tax revenue and disbursement charts are published here: SHS Revenue Collection Infographics

This includes collections by the tax administrator in April 2025. Static screenshots of these charts are provided below.

Supportive Housing Services Tax Revenue Collection



These figures represent tax collections only, not including interest or other adjustments.

Metro updated its revenue recognition process in Summer 2023 to align with accrual accounting. As such, this chart shows historical collections with August as the first month of the fiscal year, since that reflects income earned in July.

FY25 FINANCIAL UPDATE JUNE 12, 2025

Supportive Housing Services Tax Revenue Collection

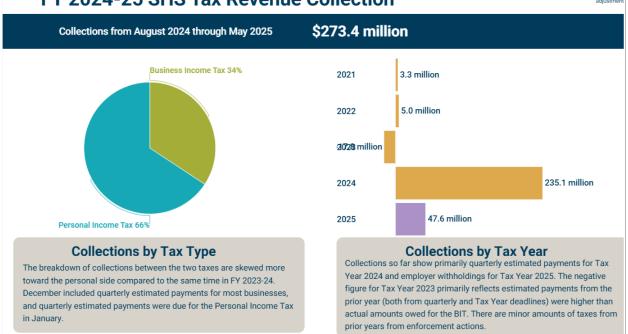


These figures represent tax collections only, not including interest or other adjustments.

Metro updated its revenue recognition process in Summer 2023 to align with accrual accounting. As such, this chart shows historical collections with August as the first month of the fiscal year, since that reflects income earned in July.

FY 2024-25 SHS Tax Revenue Collection

These figures represent tax collections only, not including interest or other adjustments.



FY25 FINANCIAL UPDATE JUNE 12, 2025

FY 2024-25 SHS Revenue Distribution - Clackamas County

Distributions* September 2024 through June 2025 \$53.7 million





These figures include interest and other adjustments. Distributions occur one month after collections, when the cash is remitted to Metro

FY 2024-25 SHS Revenue Distribution - Multnomah County

Distributions* September 2024 through June 2025

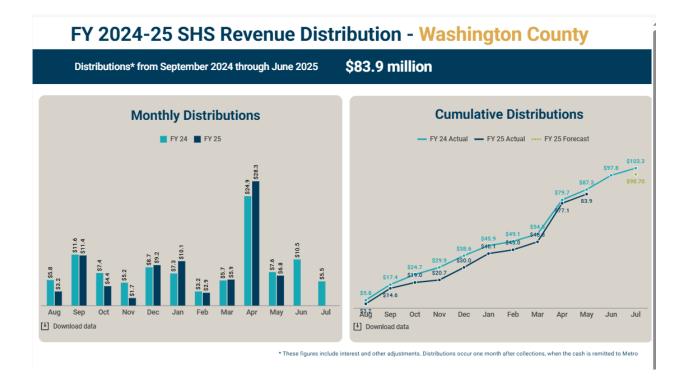
\$114.2 million





These figures include interest and other adjustments. Distributions occur one month after collections, when the cash is remitted to Metro.

FY25 FINANCIAL UPDATE JUNE 12, 2025



^{*}This includes \$695,524.57 in interested collected by the tax administrator in FY 2024-25



Metro Council President Peterson's Proposed Regional Vision Framework

Building from a synthesis of the Work Group's feedback, this draft regional vision framework incorporates Metro Council President Lynn Peterson's reflections and further focuses on elements that she believes will foster the progress voters and community members wish to see on these issues across our region.

Vision

Homelessness is addressed through a recovery-oriented system of care, moving our neighbors from crisis to independence by building long-term stability with effective services, holistic support and increased self-sufficiency.

Mission

To achieve this vision, we will create a coordinated, regional system that recognizes homelessness as an emergency, by investing in what works and removing barriers to individual and community success.

Note: **Proposed Goals** (system and program) and **Metrics of Success** (process and progress) are detailed on pages 2-4.



Goals

System	Program
Build a regional system that includes:	Implement programs and strategies that will:
A regional system of care with clear roles and responsibilities, effective leadership and oversight, and cross-jurisdictional coordination	 Reduce unsheltered homelessness by XX% annually Create an Individual Service Plan for every
2. A culture of learning through annual evaluation of gaps, barriers and process improvements across the homeless services and housing systems and related sectors including healthcare, criminal justice and workforce	 household or person needing services 3. Increase co-enrollment in health, mental health, and substance abuse recovery services 4. Prevent people from entering homelessness
3. Regional consistency, alignment, and compliance in policies, program standards, contracting and performance measures across jurisdictions and programs	5. Reduce the length of time people experience homelessness6. Connect people experiencing homelessness to permanent housing
 Regional data reporting and monitoring based on consistent methodologies and definitions that support regional evaluation and performance tracking 	7. Expand access to affordable housing8. Ensure housing stability for people placed in housing
5. Transparency and accountability through clear communication with the public and continuous improvement to ensure program goals are achieved	9. Reduce disparities in rates of homelessness and housing outcomes10. Foster safe, stable and livable communities



Metrics of Success

Process Metrics

This table shows regional outcomes and key performance indicators that could be tracked for Metro Council President Peterson's proposed system goals shown above. Metro would be responsible for tracking and reporting these metrics.

System Goal	Regional Outcomes	Key Performance Indicators
1. A regional governance structure with clear roles and responsibilities, effective leadership and oversight, and cross-jurisdictional coordination	Regional planning and decision making will be more effective, informed, streamlined and transparent	Surveys of key stakeholders will show improved confidence in governance and oversight
2. A culture of learning through annual evaluation of gaps, barriers and process improvements across the homeless services and housing systems and other related sectors	Regional decision makers and implementing jurisdictions will have the information they need to inform planning and priority setting	Comprehensive data on needs, system capacity, system gaps and barriers will be available by 2026 and updated annually as needed
3. Regional consistency, alignment, and compliance in policies, program standards, contracting and performance measures across jurisdictions and programs	Policies, definitions, program standards, contracting and performance measures will be fully aligned across jurisdictions	Program monitoring and evaluation will demonstrate compliance to aligned definitions and standards
4. Regional data reporting and monitoring based on consistent methodologies and definitions that support regional evaluation and performance tracking	Consistent data collection, reporting, methodologies and definitions will support effective evaluation and compliance	A regional dashboard tracking progress on all regional key performance indicators will be updated quarterly
5. Transparency and accountability through clear communication with the public and continuous improvement to ensure program goals are achieved	Public understanding and support will increase year over year	Public polling will show increasing percentages of voters believe SHS is a good investment of taxpayer resources



Program Metrics

This table shows outcomes and key performance indicators that could be developed and reported at a regional level for Council President's proposed program goals shown above. Performance on regional outcomes would inform regional planning and system-level changes. Implementing jurisdictions would establish their own metrics to show how each jurisdiction will contribute toward regional outcomes and to track jurisdiction-level and program-level performance.

Program Goal	Regional Outcomes	Key Performance Indicators
1. Reduce unsheltered homelessness by X% annually	The number of people experiencing unsheltered homelessness will decrease by XX% annually	Number of people experiencing unsheltered homelessness
2. Create an Individual Service Plan for every household or person needing services	All households seeking services will have barriers to stability and service connection needs documented in a plan	Percentage of services and referrals provided on schedule according to established service plans
3. Increase co-enrollment in health, mental health, and substance use recovery services	The number of people with connections to the health and behavioral health services they need will increase by XX% annually	Percentage of people who need health or behavioral health services who are enrolled in services
4. Prevent people from entering homelessness	The number of households becoming homeless for the first time will be reduced by XX% annually	Number of households entering the homeless services system with no previous HMIS enrollment
5. Reduce the length of time people experience homelessness	The average length of time people experience homelessness will be reduced by XX% annually	Average number of days people experience homelessness before placement in permanent housing
6. Connect people experiencing homelessness to permanent housing	The rate of exits to permanent housing will equal or exceed the rate of inflow into homelessness by 20XX	Average monthly inflow into homeless services system compared with exits to permanent housing
7. Expand access to affordable housing	The number of units providing housing for people exiting homelessness will increase by XX% by 20XX	Number of regulated affordable, private market and PSH units providing housing to people exiting homelessness
8. Ensure housing stability for people placed in housing	At least XX% of households placed in permanent housing will achieve long-term housing stability	Retention rates for all SHS- funded housing placements by program type

DRAFT Regional Vision Framework

This is a draft of the Regional Vision Framework based on a synthesis of key themes from the Work Group's exercises and discussions as well as the framework documents submitted by workgroup members. In addition to vision, mission, goals and KPIs, this draft includes two other sections (guiding principles and program strategies) that were added to more fully capture the workgroup's input.

Vision

The workgroup will select from three options:

- Option A: Everyone in the region can access an affordable, stable place to call home, along with the supports they need to recover and thrive.
- Option B: The region supports stable and thriving communities through a compassionate, coordinated and clear response to homelessness.

Option C: Homelessness is rare, brief and nonrecurring for anyone who experiences it in the region.

Mission

To achieve this vision, we will create a coordinated and integrated regional system of care, built on shared goals and guided by regional leadership, oversight and accountability.

Guiding Principles

- 1. Respond to the homelessness crisis with urgency.
- 2. Ensure that every person experiencing homelessness or housing instability in our region can access the services they need—no matter who they are, where they are or what door they enter.
- 3. Center the dignity and needs of people experiencing or at risk of homelessness, pairing compassionate support with clear expectations.
- 4. Advance equity by improving service access and outcomes for communities disproportionately impacted by housing instability and homelessness.
- 5. Strengthen cross-sector partnerships and coordination to align housing with other essential services, including healthcare, mental health and substance use recovery services.
- 6. Create an adaptable structure that is data-driven and responsive to continuous feedback and improvement.
- 7. Serve the diverse needs of the region, providing jurisdictions the flexibility to create tailored solutions to address local priorities and needs within a shared regional framework.
- 8. Support solutions that foster safe, livable and healthy communities for everyone in our region.
- 9. Cultivate public trust through transparency and accountability.
- 10. Build the capacity and sustainability of the nonprofit organizations that are the backbone of effective program implementation.

Regional Goals

More detail on each of the regional goals is provided in the tables in the next section.

System goals

Build a regional system that includes:

- 1. A **regional governance structure** with clear roles and responsibilities, effective leadership and oversight, and cross-jurisdictional coordination
- 2. Regional **consistency and alignment** in policies, program standards, contracting, and performance measures across jurisdictions and programs
- 3. Regional **data reporting and monitoring** based on consistent methodologies and definitions that support regional evaluation and performance tracking
- 4. **Transparency and accountability** through clear communication with the public and continuous improvement to ensure program goals are achieved
- 5. Regular **assessment of needs and gaps**, barriers and process improvements across the homeless services and housing systems and other related sectors including healthcare, criminal justice and workforce

Program goals

Implement programs and strategies that will:

- 1. Prevent people from entering homelessness
- 2. Reduce unsheltered homelessness
- 3. Increase **co-enrollment** in health and behavioral health services
- 4. Connect people experiencing homelessness to permanent housing
- 5. Increase the **efficiency and effectiveness** of the housing placement process
- 6. Reduce the **length of time** people experience homelessness
- 7. Expand access to affordable housing
- 8. Ensure housing stability and retention for people placed in housing
- 9. Reduce disparities in rates of homelessness and housing outcomes
- 10. Foster safe, stable and livable communities

Metrics of Success

Process Metrics

This table shows examples of the types of regional outcomes and key performance indicators that could be tracked for the system goals shown above. Metro would be responsible for tracking and reporting on these metrics.

System Goal	Regional Outcomes	Key Performance Indicators
1. A regional system of care with clear roles and	Regional planning and decision making will be more	Surveys of key stakeholders will show
responsibilities, effective leadership and	effective, informed, streamlined and transparent	improved confidence in governance and
oversight, and cross-jurisdictional coordination.		oversight
2. Regional consistency and alignment in policies,	Policies, definitions, program standards, contracting	Program monitoring and evaluation will
program standards, contracting and performance	and performance measures will be fully aligned	demonstrate regional alignment and
measures across jurisdictions and programs	across jurisdictions	consistency across jurisdictions
3. Regional data reporting and monitoring based	Consistent data collection, reporting, methodologies	A regional dashboard tracking progress on all
on consistent methodologies and definitions that	and definitions will support effective evaluation and	regional key performance indicators will be
support regional evaluation and performance	compliance	updated quarterly
tracking		
4. Transparency and accountability through clear	Public understanding and support will increase year	Public polling will show increasing
communication with the public and continuous	over year	percentages of voters believe SHS is a good
improvement to ensure program goals are		investment of taxpayer resources
achieved		
5. Regular assessment of needs and gaps,	Regional decision makers and implementing	Comprehensive data on needs, system
barriers and process improvements across the	jurisdictions will have the information they need to	capacity, system gaps and barriers will be
homeless services and housing systems and other	inform planning and priority setting	available by 2026 and updated annually as
related sectors		needed

Program Metrics

This table shows examples of the types of outcomes and key performance indicators that could be developed and reported at a regional level for the program goals shown above. Performance on the regional outcomes would inform regional planning and system-level changes. Implementing jurisdictions would establish their own metrics to show how each jurisdiction will contribute toward the regional outcomes and to track jurisdiction-level and program-level performance.

Program Goal	Regional Outcomes	Key Performance Indicators
Prevent people from entering homelessness	The number of households becoming homeless for the first time will be reduced by XX% by 20XX (or annually)	Number of households entering the homeless services system with no previous HMIS enrollment
	XX% of households at risk of homelessness will be stabilized in their housing by 20XX (or annually)	% of households served through prevention programs that are stably housed 12 months later
	The number of people discharged into homelessness from other systems will be reduced by XX% by 20XX (or annually)	Number of people entering the homeless services system directly after being discharged from other systems
2. Reduce unsheltered homelessness	The number of people experiencing unsheltered homelessness will decrease by XX% annually	Number of people experiencing unsheltered homelessness (based on comprehensive by-name lists once available in all three counties)
	The percentage of people experiencing unsheltered homelessness placed in shelter will increase by XX% annually	Rate of placements from unsheltered homelessness to shelter
	The percentage of people experiencing unsheltered homelessness placed in housing will increase by XX% annually	Rate of placements from unsheltered homelessness to transitional or permanent housing
3. Increase co-enrollment in health and behavioral health services	The number of people in the homeless services system with connections to needed health and behavioral health services will increase by XX% annually	Percentage of people who need health or behavioral health services who are enrolled in services
	The number of recovery-oriented and stabilization beds for people experiencing homelessness will increase by XX by 20XX (or annually)	Number of recovery-oriented and stabilization beds designated for people experiencing homelessness
	The percentage of people experiencing homelessness with serious mental health or substance use disorder issues who are connected with appropriate treatment and services will increase by XX by 20XX (or annually)	Percentage of people eligible for residential treatment, stabilization programming, enhanced PSH, or other types of specialized services who receive those services

Program Goal	Regional Outcomes	Key Performance Indicators	
4. Connect people experiencing homelessness to permanent housing	At least X,XXX households experiencing prolonged homelessness will be placed into permanent supportive housing by 20XX	Number of PSH placements for Population A compared to number of households in need of PSH	
	At least XX,XXX households experiencing short-term homelessness or at risk of homelessness will be stabilized in permanent housing by 20XX	Number of housing placements and homelessness preventions for Population B compared to number of households in need of housing stabilization	
	The rate of exits to permanent housing will equal or exceed the rate of inflow into homelessness by 20XX	Average monthly inflow into homeless services system compared with exits to permanent housing	
5. Increase the efficiency and effectiveness of the housing	Every household seeking services will have an Individual Service Plan	Percentage of households in homeless services system that have an active case management plan	
placement process	XX% of households seeking services will be connected with appropriate services within XX days	Average time from coordinated entry assessment to connections to appropriate housing and services	
	The length of time to housing placement will be reduced by XX% annually	Average length of stay in shelter and transitional housing before securing permanent housing	
		Average length of time from program entry to housing placement	
	The rate of housing placement from streets or shelters will be increased by XX% annually	Exit rate from shelters or street outreach to permanent housing	
	The cost per housing placement will align with regional standards	Total number of housing placements divided by total budget compared to regional standard	
7. Reduce the length of time people experience homelessness	The average length of time people experience homelessness will be reduced by XX% by 20XX (or annually)	Average number of days people experience homelessness before placement in permanent housing	
	The number (or rate) of people experiencing prolonged homelessness will be reduced by XX% by 20XX (or annually)	Number or percentage of people that have experienced 12 or more months of literal homelessness over three years	
7. Expand access to affordable housing	X,XXX affordable housing units will be added to the region's regulated housing portfolio by 20XX	Number of regulated affordable units added annually	
	The number of PSH units will increase by XX% by 20XX (or annually)	Number of PSH units added annually	
	The number of private market units providing housing for people exiting homelessness will increase by XX% by	Number of households in housing using a regional long-term rent assistance voucher annually	
	20XX (or annually)	Number of private market landlords renting to long- term rent assistance voucher holders	

Program Goal	Regional Outcomes	Key Performance Indicators	
8. Ensure housing stability and	At least XX% of households placed in permanent housing	Retention rates for all SHS-funded housing	
retention for people placed in	will achieve long-term housing stability	placements by program type	
housing	Less than XX% of households placed or stabilized in	Returns to homelessness within 24 months for	
	permanent housing will return to homelessness	people exiting to permanent housing or served	
		through homelessness preventions	
	At least XX% of households placed in permanent housing	Increase in employment-related income and total	
	will increase their income through wages or benefits	income from program entry to annual assessment or	
		exit	
9. Reduce disparities in rates of	Demographic groups and sub-populations that	Demographics of people served by SHS-funded	
homelessness and housing outcomes	disproportionately experience homelessness will have	services compared to demographic composition of	
	equitable access to housing services	homeless population	
	Housing placement and retention rates will be equitable	Demographics of people placed and retained in	
	for all demographic groups and sub-populations that	permanent housing compared to demographic	
	disproportionately experience homelessness	composition of homeless population	
	Services will be provided by organizations and staff that	Number of culturally specific providers contracted	
	reflect the cultures and demographics of the region's	with to provide services and the value of contracts	
	homeless population	Annual demographic surveys of frontline staff in all	
		contracted providers	
10. Foster safe, stable and livable	The strain of homelessness on public safety and crisis	Number of EMS calls, emergency room visits, hospital	
communities	systems will be reduced	stays, police interactions, arrests, and incarcerations	
These metrics cannot be tracked at a		for people experiencing homelessness	
regional level. Jurisdictions will establish	The impact of homeless encampments on neighborhood	Percentage of reported encampments that are	
and track specific outcome targets and	livability will be reduced	successfully resolved within X days	
KPIs related to this goal based on local		Number of complaints or calls to police about	
priorities and available data.		encampments from community members	

Program Strategies

Implementing jurisdictions will develop their own programs, budgets and implementation plans to meet local needs and contribute to the regional goals, guided by a regional menu of strategies that include:

Access

- Outreach and engagement: A comprehensive system of street outreach and access centers to connect people experiencing homelessness with services and address their immediate housing barriers.
- **Service connections:** A regionally integrated coordinated entry system that efficiently connects people to easily accessible services and housing.

Prevention

 Homelessness prevention: Programs to prevent people at high risk of homelessness from losing their housing due to temporary crises through short-term financial assistance and problem-solving supports.

Stabilization

- **Emergency shelter:** Access to a range of shelter options to provide people experiencing homelessness with interim stability and connect them with pathways to stable housing.
- Stabilization programming: Transitional housing with intensive, specialized services for people with serious behavioral health and medical conditions, providing structured pathways from shelter to housing.

Housing

- Housing navigation: Assessment of housing barriers and needs, support to address immediate housing barriers, housing search and application assistance, and assistance with move in costs.
- Housing access: Strategies to increase the availability of housing units through affordable housing development, expanding access to rent assistance, and strengthening landlord partnerships.
- **Housing placement:** Rapid rehousing and other programs providing short- and medium-term rent assistance combined with supportive services for people who can maintain housing long-term.
- Permanent supportive housing: Long-term housing assistance and intensive services to support housing stability for people with a disability who have experienced prolonged homelessness.

Services

- **Supportive services:** Case management, individualized service plans and connections to tailored wraparound supports to meet each person's unique needs.
- **Housing stability:** Housing retention support, connections to wraparound services, and assistance with income and employment growth to support people to achieve long-term housing stability.

Cross-system partnerships

- Coordination with health and behavioral health systems: Integrated strategies to provide seamless connections to appropriate housing supports at different stages of care.
- Public safety partnerships: Coordinated strategies to prevent discharges into homelessness, reduce the impact of homelessness on public safety system resources, and support community livability.



Supportive housing services – Oversight committee

Update on inflow/outflow data and methodology June 2025

Overview

As a requirement of the Metro SHS Work Plan, counties submit information on inflow (people who become homeless during a period of time) and outflow (people who exit homelessness during the same period of time) in their communities. Metro requests that counties' annual reports include data on their inflow/outflow using Built for Zero's methodology because it's the only regionally consistent methodology currently available.

The instructions to counties in the year three annual report template were: "Use the tri-county agreed upon methodology based on Built for Zero approach. Provide an average of the monthly BfZ inflow and outflow for Population A, with outflow only to HUD 'Permanent' destinations." The time period for all the data requested in the annual report template was July 1, 2023 - June 30, 2024.

Metro worked with a consultant to run analysis and draft the <u>annual regional report</u>. The data reported by each county are in Figure 2.8 on page 10 of the report. Metro used the regional total numbers as the basis for the analysis: "...for every 10 households that exit the region's homeless services system to permanent housing, approximately 15 households enter the system."

Update

While working on process improvements for FY25 annual reports, Multnomah County alerted Metro that they had misreported the information they had provided in their FY24 annual report.

While their report had included BfZ inflow and outflow data, it had been mislabeled as "household" data, when it was showing "individuals". Multnomah County's Built for Zero system only captures individuals; this discrepancy came from a design error.

This error drastically skews the 10 to 15 ratio that Metro described in the annual regional report.

Next steps

Metro has had multiple conversations with the counties on a regional methodology for inflow and outflow for FY26, and for the next annual reports, counties will be reporting inflow/outflow for individuals, not households, due to the limits of Multnomah County's data.

Memo



Date: June 13, 2025

To: Supportive Housing Services Oversight Committee

From: RJ Stangland, Finance Manager

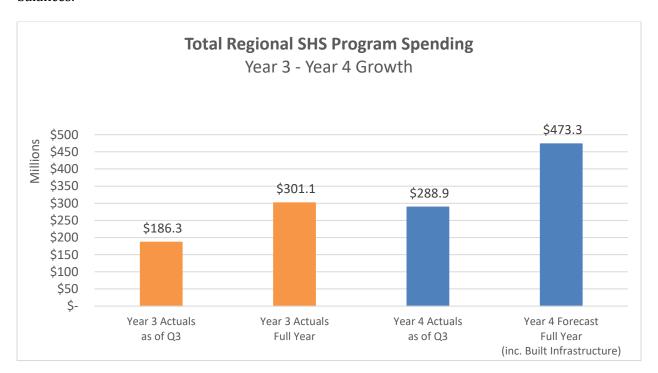
Subject: FY24-25 Q3 (July 2024 – March 2025) Financial Report

Metro designed this quarterly financial report to provide the information necessary for the SHS Oversight Committee to monitor financial aspects of program administration. It includes details on tax collections and tax collection costs, administrative costs, and program costs. County financial information comes from the quarterly finance reports provided by the counties as part of their quarterly progress reports, and any updates or additional information received from the counties.

Year 4 Quarter 3 Financial Overview

Metro's 2024 Fall forecast estimated FY25 tax collections will total \$323.1 million, which is significantly lower than the prior fall forecast and from the original FY25 budget figure of \$374.5 million. Monthly collection trends continue to vary significantly, and though April and May numbers show the significant peak in gross tax collections, they are still trending lower than the last two fiscal years but are on track with the updated 2024 Fall forecast. The full forecast and additional analysis is available here.

Spending as of FY25 Q3 continues to be significantly higher than at this point last year, continuing the trend of prior years; however, expenditure forecasts (which are based on spend down plans and include carryover revenue from prior years) should be considered highly variable as counties face lower forecasted revenue, built infrastructure committed expenses that carry over, and FY26 budget deficits where decisions can/will significantly impact end of year forecasts and ending fund balances.



For County specific data, see the "Year 3 – Year 4 Growth" charts in the County Snapshots below.

Supportive Housing Services Tax Overview

Key Takeaways:

• As noted above, the tax collection forecast has decreased to \$323.1 million, \sim 14% lower than the original FY25 budget figure.

Tax Revenue Summary						
	Budget	YTD Actuals	% of Budget	Year-end Forecast	% of Budget	
Tax Revenue	374,500,000	141,943,406	38%	323,100,000	86%	
Tax Collection Costs (Amount retained)	11,093,734	6,206,881	56%	11,093,734	100%	
Net Tax Revenue	363,406,266	135,736,525	37%	312,006,266	86%	
Metro Admin Allowance (5%)	8,170,313	6,786,826	37%	15,600,313	86%	
County Partner Revenue	345,235,953	128,949,699	37%	296,405,953	86%	
Multnomah County	156,506,965	58,457,197	37%	134,370,699	86%	
Washington County	115,078,651	42,983,233	37%	98,801,984	86%	
Clackamas County	73,650,337	27,509,269	37%	63,233,270	86%	

Tax Collection Costs						
% of Year-end Budget YTD Actuals Budget Forecast F						
Tax Collection Costs	11,093,734	6,918,699	62%	11,093,734	100%	
Personnel	5,176,829	3,683,306	71%	5,176,829	100%	
Software	3,705,609	2,270,837	61%	3,705,609	100%	
Other M&S	1,420,886	964,555	68%	1,420,886	100%	
Contingency	790,410	-	0%	790,410	100%	

Tax collections above are on an accrual accounting basis and reflect collections received by Metro and disbursed to county partners from September 2024 – March 2025. Tax collections by the tax administrator through July 2024, received by Metro and disbursed to county partners in August 2024, are recorded in FY24 since these tax payments are for income earned during that fiscal year.

The amount retained by Metro for tax collection costs is based on estimated costs; actual YTD tax collection costs are detailed in the second table.

Administration and Oversight Costs

The Supporting Housing Services Measure allows for up to 5% of net tax collections to cover the costs of Metro program administration and oversight. This includes the SHS team, as well as supporting operations like finance, legal, communications, IT, and HR. The costs associated with Metro program administration and oversight are detailed in the table below.

Key Takeaways:

- Metro entered this fiscal year with \$32.1 million in carryover from the prior year. As with the ramp up of county programs last year, Metro is also expecting its own administrative spending to continue to ramp up over the next couple of years. Metro estimates to end this fiscal year with approximately \$37.5 million in carryover some of which is due to current vacancies and that some planned spending has been halted due to ongoing conversations about the future of the program.
- Metro will be using carryover funds to fund program growth in FY24-25, including limited duration FTE, other one-time investments to provide necessary capacity for new and growing bodies of work and programmatic opportunities, as well as fund potential shortfalls in counties' FY26 proposed budgets.

Metro Administrative Costs						
	Budget	YTD Actuals	% of Budget	Year-end Forecast	% of Budget	
Prior Year Carryover	29,814,941	32,105,613	108%	32,105,613	108%	
YTD Admin Allowance (5%)	18,170,313	6,786,826	37%	15,600,313	86%	
Interest Earnings	880,000	822,013	93%	880,000	100%	
Total Resources	48,865,254	39,714,452	81%	48,585,926	99%	
Direct Personnel	6,525,778	3,686,307	56%	5,406,584	83%	
Materials & Services	4,002,425	701,368	18%	1,262,463	32%	
Indirect Costs (Allocation Plan)	4,456,449	3,342,337	75%	4,456,449	100%	
Contingency	3,185,661	-	N/A	-	N/A	
Expense & Contingency	18,170,313	7,730,012	43%	11,125,495	61%	
Carryover to next period	30,694,941	31,984,440		37,460,431		

Metro recommends that each county's program administrative costs do not exceed 5% of SHS program revenue. These costs do not include the administrative costs of service providers or regional long-term rent assistance (RLRA). Due to timing differences in when revenue is recorded, this metric is not monitored on a quarterly basis. It will be reported in the annual report.

For quarterly monitoring, county administrative costs as a percentage of program costs are shown in the table below.

County Administrative Costs						
	Clackamas County	Multnomah County	Washington County	Total		
County Administrative Costs	2,741,894	5,205,595	3,016,113	10,963,602		
% of SHS program costs	6%	4%	3%	4%		

County Partner Snapshots

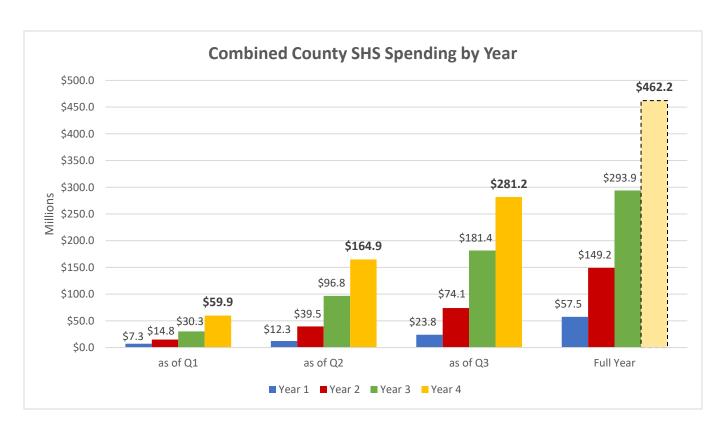
The following pages summarize financial information by county, in both numerical and visual form. This provides a consistent format to compare the similar but unique programs of each county.

Note: SHS Program Revenue reported below is per the counties' financial reports. It may differ from the revenue reported above due to additional revenue, such as interest earnings, and differences in timing per each county's accounting policies.

Key Takeaways:

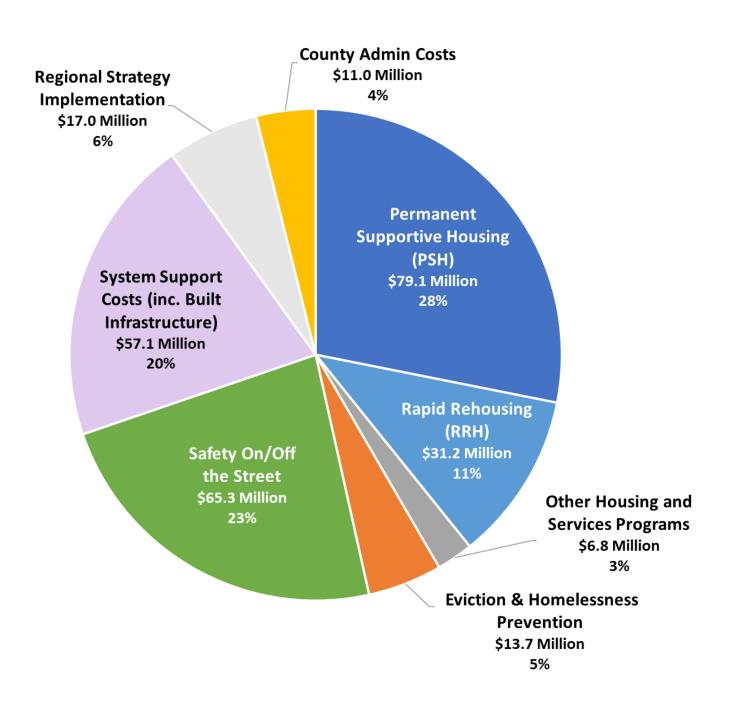
- Together, the counties have spent a combined total of \$281.2 million on SHS program costs as of the third quarter of Year 4 (July 2024 March 2025), which continues to be a significant increase from the \$181.4 million spent in the prior year at this point.
- Forecasts should be considered highly variable as counties face lower forecasted revenue, built infrastructure committed expenses that may carry over, and FY26 budget deficits where decisions can/will significantly impact end of year forecasts and ending fund balances.

County Summary (in millions) as of March 2025				
	Clackamas County	Multnomah County	Washington County	Total
Prior Year Carryover	\$107.6	\$128.0	\$125.9	\$361.5
SHS Program Revenue	\$27.5	\$58.5	\$43.0	\$128.9
Interest Earnings	\$0.0	\$2.4	\$2.9	\$5.3
Total Resources	\$135.1	\$188.9	\$171.8	\$495.8
Program Costs	\$47.7	\$130.1	\$103.4	\$281.2
Total Expense	\$47.7	\$130.1	\$103.4	\$281.2
Budgeted Reserves	\$17.5	\$0.5	\$72.9	\$90.9
Ending Balance (incl. Reserves)	\$87.4	\$58.8	\$68.4	\$214.6



Regional SHS Spending by Program Category (All Counties Combined) \$281.2 million

(Year 4 Q3: July 2024 - March 2025)



Clackamas County Snapshot

Overview

Clackamas County included estimated carryover in its FY25 budget, however actual carryover was \$9.8 million higher due to higher than anticipated collections in the prior year. Similarly, Clackamas County's original budget for FY25 program revenue reflected Metro's initial budget, which has since decreased by \$10.4 million. As a result, Clackamas County expects to end the year with \$0.5 million less in resources (assuming their interest earnings forecast) than initially budgeted.

Clackamas County reported \$47.7 million in expenses as of FY25 Q3, and based on its spend down plan, expects to have \$91.5 million in total expenses this fiscal year. This would result in an ending balance of \$80.3 million for next fiscal year, of which \$17.5 million is budgeted as a stabilization reserve.

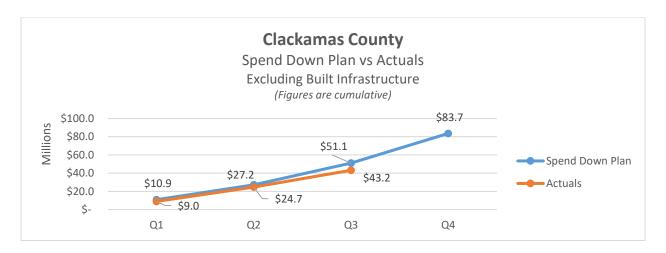
Clackamas County's spend down plan for carryover includes limited-term investments in service provider capacity building, an expansion of short-term rent assistance, capital investments in built infrastructure, and pilot programs to test new approaches.

Clackamas County						
	Budget	YTD Actuals	% of Budget	Year-end Forecast	% of Budget	
Prior Year Carryover	97,724,635	107,556,145	110%	107,556,145	110%	
SHS Program Revenue	73,650,336	27,509,264	37%	63,233,270	86%	
Interest Earnings	1,000,000	-	0%	1,000,000	100%	
Total Resources	172,374,972	135,065,409	78%	171,789,415	100%	
Program Costs (excluding Built Infrastructure)	108,655,416	43,194,961	40%	83,664,670	77%	
Built Infrastructure	42,489,492	4,467,642	11%	7,800,000	18%	
Contingency	3,682,517	-	0%	-	0%	
Expense & Contingency	154,827,425	47,662,603	31%	91,464,670	59%	
Reserves	17,547,546	17,547,546		17,547,546		
Ending Balance (incl. Reserves)	17,547,547	87,402,806		80,324,745		

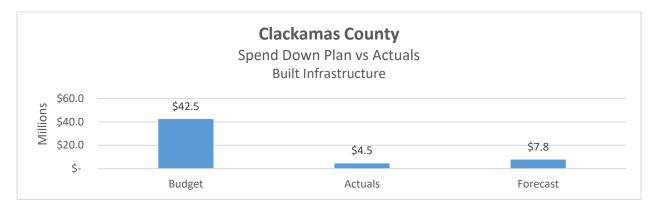
Annual Spending

Forecasted annual spending is \$91.5 million, 169% of the prior year actuals and 145% of forecasted current year program revenue (not including interest earnings).

The spend-down plan reflects estimated spending of the annual program budget by quarter and is compared to actual spending below. Clackamas County's spend down plan projects that it will spend 77% of its annual program budget in FY25, excluding built infrastructure, but their trend appears to be slightly lower as seen below comparing their spend down benchmarks to actuals.

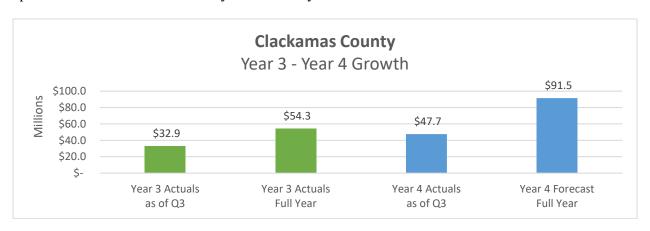


Built infrastructure is forecasted separately as these expenses tend to occur in large tranches as opposed to gradually over time. Clackamas County continued construction on the new Clackamas Village transitional shelter project. This new village is currently scheduled to open at the end of FY 24-25. The County also purchased a building for a new recovery campus which will be named Cascade Heights. The county anticipated spending approximately \$7.8 million on built infrastructure in FY25 (though it will be less as additional state resources will be leveraged by end of fiscal year). All remaining budgeted commitments will be spent in future years.

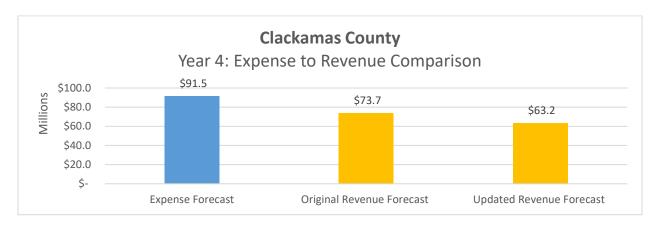


Growth

The following chart compares Year 3 spending with Year 4. Clackamas County has spent about 145% more in Year 4 as compared to this time in Year 3. In fact, Clackamas County has already spent almost 88% of Year 3's full year actuals by the end of March 2025.

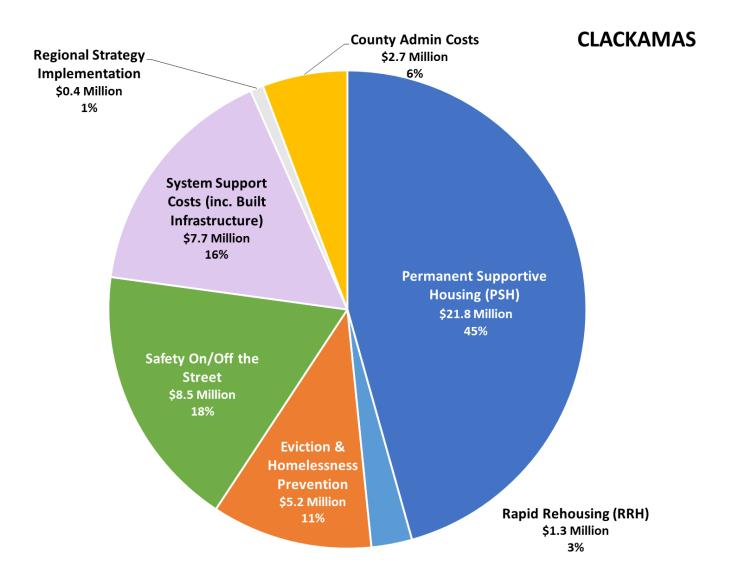


The chart below compares expense and revenue forecasts (original and updated). In year 4, there is now a deficit gap between program expense and revenue, as programs are fully ramped up while the latest revenue forecasts are lower than originally forecasted for FY25.



Clackamas County SHS Spending by Program Category

(Year 4 Q3: July 2024 – March 2025)



Multnomah County Snapshot

Overview

Multnomah County has made several adjustments to its current year budget to better reflect their End of FY24 accounting, beginning fund balance carryover, updated FY25 revenue forecast, and projected FY25 expenditures. As a result, beginning fund balance was decreased by \$34.1 million, budget revenue was adjusted to match the Fall 2024 forecast for FY25, budgeted expenses decreased by \$20.1 million, and all Reserves (except RLRA reserves) and Contingencies were zeroed out.

Multnomah County reported \$130.1 million in expenses as of FY25 Q3, and based on its spend down plan, expects to have \$187.3 million in total expenses this fiscal year. This would result in an ending balance of \$77.5 million for next fiscal year, of which \$0.5 million is budgeted for RLRA reserves. Please note that Built Infrastructure Year End Forecast was not reported in Q3 which could increase total expenses, thus lowering ending balance.

Multnomah County's spend down plan for carryover includes limited-term investments in short-term rent assistance, service provider capacity building grants, and capital investments in shelter-related built infrastructure and temporary alternative shelter sites with the City of Portland.

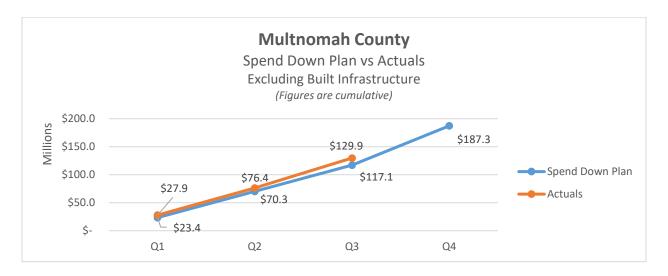
Multnomah County						
	Budget	YTD Actuals	% of Budget	Year-end Forecast	% of Budget	
Prior Year Carryover	113,432,776	128,047,329	113%	128,047,329	113%	
SHS Program Revenue	134,264,829	58,457,186	44%	134,370,699	100%	
Interest Earnings	-	2,407,617	N/A	2,407,617	N/A	
Total Resources	247,697,605	188,912,132	76%	264,825,645	107%	
Program Costs (excluding Built Infrastructure)	234,181,346	129,767,727	55%	187,345,077	80%	
Built Infrastructure	13,050,000	380,203	3%	?	?	
Contingency	-	-	-	-	-	
Expense & Contingency	247,231,346	130,147,930	53%	187,345,077	76%	
Reserves	466,259	466,259		466,259		
Ending Balance (incl. Reserves)	466,259	58,764,202		77,480,568		

Note: These budget figures are based on Multnomah County's latest amended budget (#2 dated on 4-10-25), which reflects additional updates from the budget figures originally reported in Q2 report. Please note that YTD Actuals for Prior Year Carryover was reported to match the amended #2 budget, but this \$14.6 million difference from both Q1 & Q2 YTD Actuals is still being reconciled with Multnomah County's End of FY24 report. This difference is seen in Ending Balance (incl. Reserves) too.

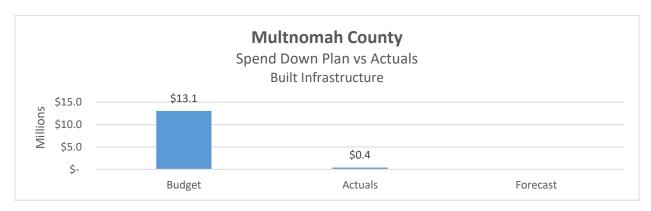
Annual Spending

Forecasted annual spending is \$187.3 million, 131% of the prior year amount and 139% of forecasted current year program revenue (excluding interest earnings).

The spend-down plan reflects estimated spending of the annual program budget by quarter and is compared to actual spending below. Multnomah County's spend down plan projects that it will spend 80% of its annual program budget in FY25, excluding built infrastructure, but their trend appears to be slightly higher as seen below comparing their spend down benchmarks to actuals.



Built infrastructure is forecasted separately as these expenses tend to occur in large tranches as opposed to gradually over time. Multnomah County's Q3 report did not comment on specifics for Built Infrastructure for FY25 nor the end of year forecast, but from the FY24 Q4 report: Multnomah County noted investing in stabilization and transitional housing and shelter capital projects.

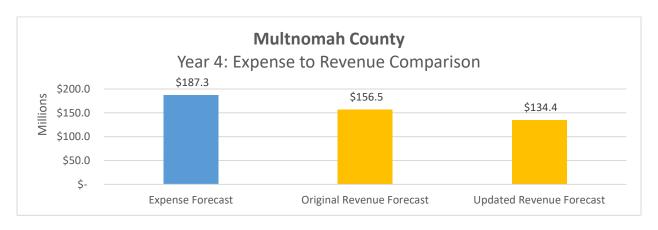


Growth

The following chart compares Year 3 spending with Year 4. Multnomah County has spent nearly 144% more in Year 4 as compared to this time in Year 3 and is forecasted to spend over 130% more by the end of the year when compared to Year 3's full year actuals.

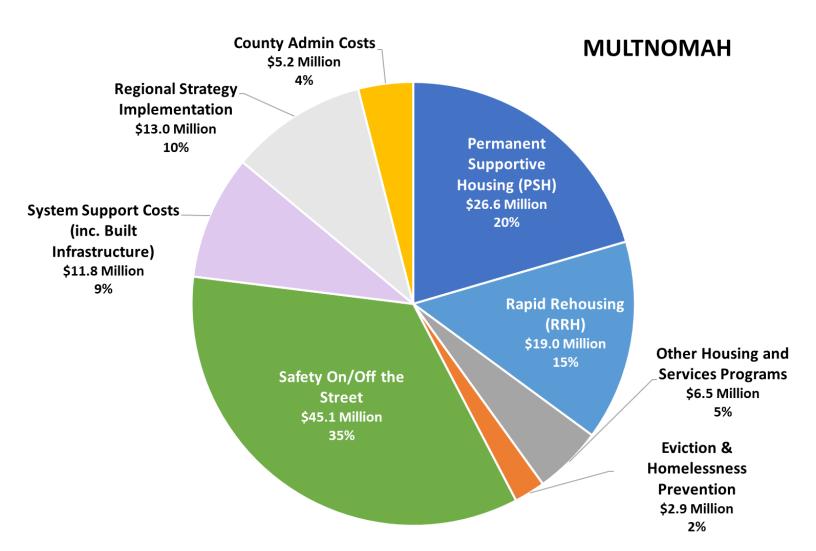


The chart below compares expense and revenue forecasts (original and updated). In year 4, there is now a deficit gap between program expense and revenue, as programs are fully ramped up while the latest revenue forecasts are lower than originally forecasted for FY25.



Multnomah County SHS Spending by Program Category

(Year 4 Q3: July 2024 – March 2025)



Washington County Snapshot

Overview

Washington County has made several adjustments to its current year budget to better reflect FY24 carryover, updated FY25 revenue forecast, and projected FY25 expenditures. As a result, Washington County expects to end the year with around \$3 million more in resources due to unbudgeted interest earnings than initially budgeted.

Washington County reported \$103.4 million in expenses as of FY25 Q3, and based on its spend down plan, expects to have \$183.4 million in total expenses this fiscal year. This would result in an ending balance of \$44.3 million for next fiscal year, of which \$72.9 million is budgeted as a stabilization reserve (which includes commitments for built infrastructure).

Washington County's spend down plan for carryover includes significant investments in built infrastructure for shelters, drop-in centers, and permanent supportive housing. It also includes investments in service provider capacity building and an expansion of short-term rent assistance.

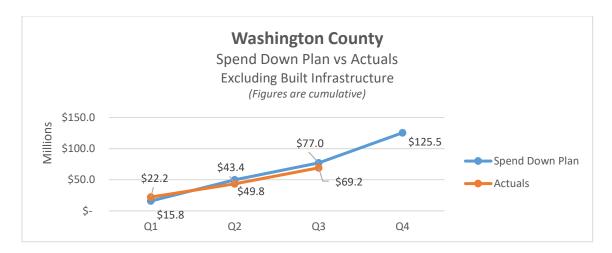
Washington County						
				Year-end	% of	
	Budget	YTD Actuals	% of Budget	Forecast	Budget	
Prior Year Carryover	125,941,282	125,941,282	100%	125,941,282	100%	
SHS Program Revenue	98,700,000	42,983,224	44%	98,801,984	100%	
Interest Earnings	-	2,925,371	N/A	2,925,371	N/A	
Total Resources	224,641,282	171,849,877	76%	227,668,637	101%	
Program Costs (excluding Built Infrastructure)	132,135,851	69,181,396	52%	125,529,058	95%	
Built Infrastructure	14,715,539	34,224,749	233%	57,845,993	393%	
Contingency	4,935,000	-	0%	-	0%	
Expense & Contingency	151,786,390	103,406,145	68%	183,375,051	121%	
Reserves	72,854,892	72,854,892		72,854,892		
Ending Balance (incl. Reserves)	72,854,892	68,443,732		44,293,586		

Note: These budget figures are based on Washington County's latest amended budget (#3). Specifically, budgeted revenue now matches latest forecast, expenses have increased by \$26.1 million and forecasted ending balance has decreased by \$42.4 million.

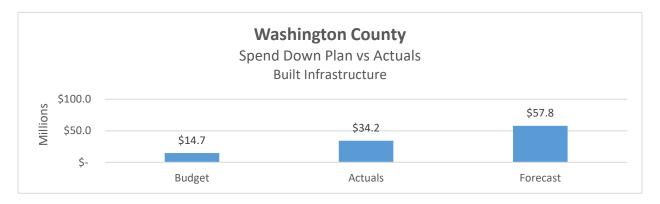
Annual Spending

Forecasted annual spending is \$183.4 million, 191% of the prior year amount and 186% of forecasted current year program revenue (excluding interest earnings).

The spend-down plan reflects estimated spending of the annual program budget by quarter and is compared to actual spending below. Washington County's spend down plan projects that it will spend 95% of its annual program budget in FY25, excluding built infrastructure.



Built infrastructure is forecasted separately as these expenses tend to occur in large tranches as opposed to gradually over time. Washington County commented in Q2 to have Shelter capital investments (already committed), up to four Access Center capital acquisition and rehab projects, and two Transitional housing capital projects.

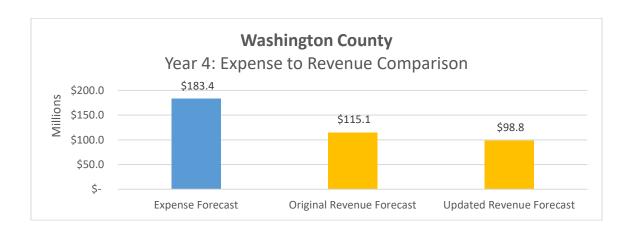


Growth

The following chart compares Year 3 spending with Year 4. Washington County has spent over 178% more in Year 4 as compared to this time in Year 3 and is forecasted to spend over 190% more by the end of the year when compared to Year 3's full year actuals.

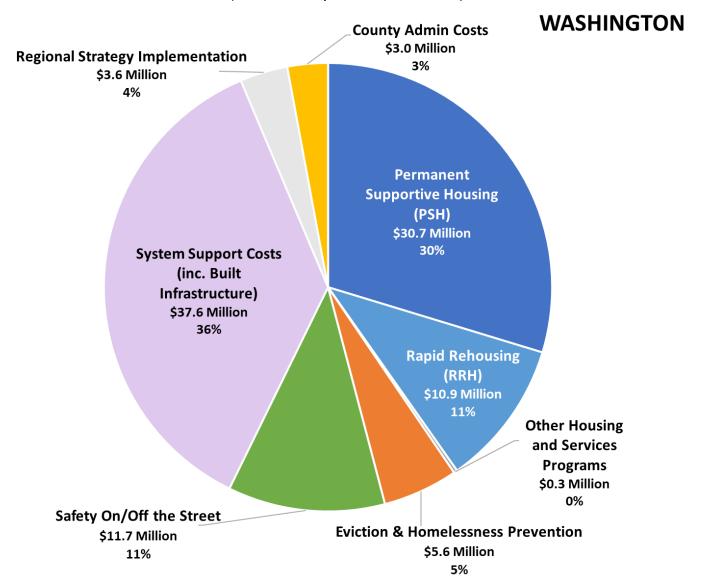


The chart below compares expense and revenue forecasts (original and updated). In year 4, there is now a significant deficit gap between program expense and revenue, as programs are fully ramped up (including committed built infrastructure) while the latest revenue forecasts are lower than originally forecasted for FY25.



Washington County SHS Spending by Program Category

(Year 4 Q3: July 2024 – March 2025)



SHS FY25 Q3 Reports

Clackamas County

Multnomah County

Washington County



Clackamas County FY 2024-2025 Quarter 3 Update

Quantitative Goals

FY 2024-2025 Annual Workplan Objective	FY 2024-2025 Annual Workplan Goal	YTD	Progress from Year 1	
Housing Placements (PSH+RRH)	435 households	354 households	1,499 households	
Permanent Supportive Housing (PSH) Placements	275 households	165 households	1,095 households	
Rapid Re-housing (RRH) Placements	160 households	189 households	404 households	
Homelessness Preventions	1,000 households	1,274 households	2,788 households	
Supported Emergency/ Transitional Shelter Units	230 units	214 units	214 units	
Outreach Engagements	750 households	440 households	440 households	

Qualitative Progress Narrative

In Q3, Clackamas County continued to make progress towards their Annual Work Plan goals for fiscal year 2025. During the extreme cold in early February, Clackamas County demonstrated strong programmatic coordination with their severe winter shelter. The Father's Heart in Oregon City, the County's primary severe weather shelter, served 299 households during the quarter. In response to the demand, the County worked with The Father's Heart to open an overflow site, with training provided by Behavioral Health,

Housing Services, the Community Paramedic, and Disaster Management staff. Outreach teams worked extensively to distribute supplies and alert unsheltered individuals through media, websites, and emergency communications. Additionally, in their efforts to expand equitable access to services, Clackamas County entered into a grant agreement with AntFarm to create a service-enriched resource center in Molalla.

Clackamas County has fulfilled their annual goal to enhance community inclusion in governance by restructuring their advisory groups. In November, the Board of County Commissioners approved a new bicameral advisory structure. The newly formed Community Homelessness Advisory Board, composed of community leaders, will now provide input on programming, policy, resource allocation, and performance review. The County has awarded a facilitation contract to Uncommon Bridges to support the broader Housing Services Advisory Group. They have also met their Annual Work Plan goal to enhance service provider capacity. They implemented a blended housing navigation and retention model, shifting focus to housing retention for current clients and provided expertise to support behavioral health case conferencing. The county has promoted the use of a case management graduation protocol which will allow participants to transition out of services once stabilized, ultimately freeing up capacity for those needing more intensive support.

Additionally, Clackamas County has made strides in improving data quality and infrastructure. The County met its annual objective to collaborate with service providers to improve HMIS data quality, especially in critical areas like race, ethnicity, and prior residence status. In February, a new tool called DIRT (Data Information and Request Tracker) was launched to streamline internal and external data support. By March, the County had completed Phase 1 of its UNICORN data warehouse project, which now supports integrated By-Name List production, Power BI dashboards, and user-friendly interfaces for uploads and transformations. Lastly, the county's retention supports such as ASSIST and the Utility Payee Program have played a growing role in helping residents maintain stability. Meanwhile, Assertive Engagement training, attended by 60 community service providers, is helping build trauma-informed, participant-centered practices across the system. A train-the-trainer event is planned to replicate this skill-building more broadly. Looking ahead, the County is preparing to launch the Move Forward initiative to help participants solidify their housing stability. A new time-limited rental assistance program, Housing 4 Success, will combine financial support with a matched savings component to promote income growth and transition from receiving assistance.

Together, these improvements reflect Clackamas County's continued efforts and commitment towards stabilization of their overall system of care.



Multnomah County FY 2024-2025 Quarter 3 Update

Quantitative Goals

FY 2024-2025 Annual Workplan Objective	FY 2024-2025 Annual Workplan Goal	YTD	Progress from Year 1
Housing Placements (PSH+RRH)	740 households	1129 households	4253 households
Permanent Supportive Housing (PSH) Placements	300 households	453 households	1676 households
Rapid Re-housing (RRH)/Short-term Rent Assistance	440 households	397 households	2101 households
Other Housing Programs	135 households	279 households	476 households
Homelessness Preventions	600 households	612 households	12,169 households
Emergency Shelter	1,397 units 309 new / 1088 sustained	1,997 units	1,997 units*

^{*}Multnomah County uses a different metric to report shelter units created or sustained. They are currently funding 1,997 shelter units. They funded units previously, but because some are no longer funded, we cannot "add up" from Year 1.

Qualitative Goals Progress Narrative

Multnomah County demonstrated significant progress across all service areas in Q3. In March 2025, the Homeless Services Division (HSD) launched a pilot to improve SHS reporting, including the development of a Data Mart that automated much of the data process, reducing reporting errors. A data dashboard was launched in Q3 and SHS funding

expanded the County's data management team, which now supports over 75 DV housing case managers.

In the family system of care, NARA reported a 100% retention rate for nine families in SHS-funded PSH at Hayu Tilixam, though the need for more supportive housing units remains. Providers emphasized the critical role SHS funds play in stabilizing services and highlighted legal barriers as a recurring challenge. SHS-funded family programs have also strengthened through HUD CoC matches and new opportunities for culturally specific partnerships. Two new village-style alternative shelters opened this quarter: Oak Street Village in Montavilla, with pods for up to 40 adults and 24/7 services, and St. Andrew's Village in North Portland, which prioritizes older adults, people with disabilities, and BIPOC and LGBTQIA2S+ individuals. Cross-departmental collaboration has grown through a \$35 million investment to align SHS work with libraries, behavioral health, and the District Attorney's office. Regular meetings now focus on integrating outreach services into the Central Library and addressing legal barriers through a dedicated Deputy DA role. They have further expanded their reach through a new partnership with The Salvation Army in East County, a region with high unmet housing needs.

Multnomah County continues to advance their Local Implementation Plan in partnership with the Tri-County Planning Body (TCPB), exploring better integration between housing and healthcare systems. The County's search for a new HMIS platform has sparked opportunities for broader regional data sharing to enhance access to medical care for those experiencing homelessness.

Together, these accomplishments demonstrate Multnomah County's ongoing commitment to stabilizing its Homeless Services system, strengthening regional coordination, and prioritizing equity-informed decision-making.



Washington County FY 2024-2025 Quarter 3 Update

Quantitative Goals

FY 2024-2025 Annual Workplan Objective	FY 2024-2025 Annual Workplan Goal	YTD	Progress from Year 1
Housing Placements (PSH+RRH)	750 households	609 households	2426 households
Permanent Supportive Housing (PSH) Placements	450 households	387 households	1727 households
Rapid Re-housing (RRH)/Short-term Rent Assistance	200 households	176 households	653 households
Rapid Re- housing/Short-term Rent Assistance (Move-In Ready Program)	100 Move-In Ready households	46 households	46 households
Housing Only	100 housing graduations	42 households	*N/A
Housing with Services Only	See PSH	376 households	*N/A
Homelessness Preventions	1000 households	1001 households	3000 households
Shelter	385 units	450 units	450 units
Street Outreach	280 individuals	1,153 individuals	*N/A

^{*}N/A = only progress from Year 2

Qualitative Goals Progress Narrative

In Quarter 3, Washington County continued to make progress toward stabilizing its homeless services system. The County achieved major milestones, particularly in capital project development. In March, Washington County broke ground on a new year-round shelter in Hillsboro. Once completed in winter 2025, the facility will offer both congregate and non-congregate shelter options. Additionally, Just Compassion of East Washington County launched the first SHS-funded year-round shelter and access center in the region. This new facility, which includes 60 beds and integrated services, is the first established access center with an additional three planned.

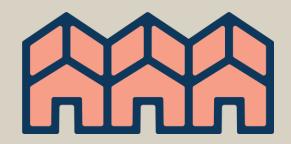
Progress also continued in the County's transitional housing initiatives. Two new sites advanced this quarter: the first, led by Transcending Hope, is set to open in Hillsboro; the second, initially awarded to Central City Concern, was reassigned to the Housing Authority of Washington County. The Housing Authority has since purchased a hotel planned for conversion into 80 to 90 units of transitional housing. An operator will be selected via a competitive RFP process in summer 2025.

Systematically, Washington County advanced several initiatives aligned with its racial equity goals. The Culturally Specific Organization (CSO) Cohort held its first meeting, reviewing a draft charter and establishing a bi-monthly meeting cadence. The County also adopted Multnomah County's Racial Equity Lens Tool (RELT), with Multnomah providing training and capacity-building support. Nearly all Homeless Services Division staff completed RELT training, and the tool is now being used to review key processes, including Independent RLRA policies. The County also deepened its commitment to centering lived experience in program design by engaging The Lived Experience Advisory Committee. This advisory group provided input on both permanent and transitional supportive housing efforts and will next guide the implementation of the Tri-County Body's Landlord Recruitment and Retention strategies.

Together, these accomplishments reflect Washington County's resilience and continued commitment to a coordinated, equity-informed, and housing-first approach, even in the face of evolving challenges.

June 10, 2025

Supportive Housing ServicesFiscal Year 2025 Quarter Three Report



Regional progress through March 31, 2025

- Permanent housing placements: 4,974 households
- Rapid rehousing placements: 3,204 households
- Eviction prevention: 17,957 households
- Shelter units: **2,661 units created/sustained**

Represents data reported from July 1, 2021 – March 31, 2025

Regional progress to FY25 Goals

- Permanent housing placements: 1,005 households 98%
- Rapid rehousing placements: 808 households 90%
- Eviction prevention: 2,887 households 111%
- Shelter units: **2,661 units 132%**

Represents data reported from July 1, 2024 – March 31, 2025

Regional progress: Population A and B

	Q3	Population A
Permanent housing placements	308 households	80%
Rapid rehousing placements	117 households	48%
Eviction prevention	84 households	9%

Represents data reported from Jan 1– March 31, 2025

Clackamas County FY25 progress

- Permanent housing placements: 165 households 60%
- Rapid rehousing placements: 189 households 118%
- Eviction prevention: **1,274 households 127%**
- Shelter units: **214 units** (93%)

Represents data reported from July 1, 2024 – March 31, 2025

Clackamas County highlights (Q3)

- New Community Homelessness Advisory Board
- Improved data collection and quality
 - Collaborated with service providers
 - Two technical support FTE (one bilingual)
 - New Data Information and Request tracker
 - Phase 1 completed of data warehouse for By Name List

Jan 1 – March 31, 2025

Multnomah County FY25 progress

- Permanent housing placements: 453 households 151%
- Rapid rehousing placements: 397 households 90%
- Eviction prevention: 612 households 102%
- Shelter units: **1,997 units 143%**

Represents data reported from July 1, 2024 – March 31, 2025

Multnomah County highlights (Q3)

- Improved outreach in East County with Salvation Army program
- Strengthened family system programs with HUD matching funds
- New alternative shelters opened
 - Oak Street Village 40 sleeping pods with 24/7 on-site services
 - St. Andrew's Village 10 sleeping pods for 45+ adults

Jan. 1 – March 31, 2025

Washington County FY25 progress

- Permanent housing placements: 387 households 86%
- Rapid rehousing placements: 176 households 90%
- Eviction prevention: 1,001 households 100%
- Shelter units: **450 units 117%**

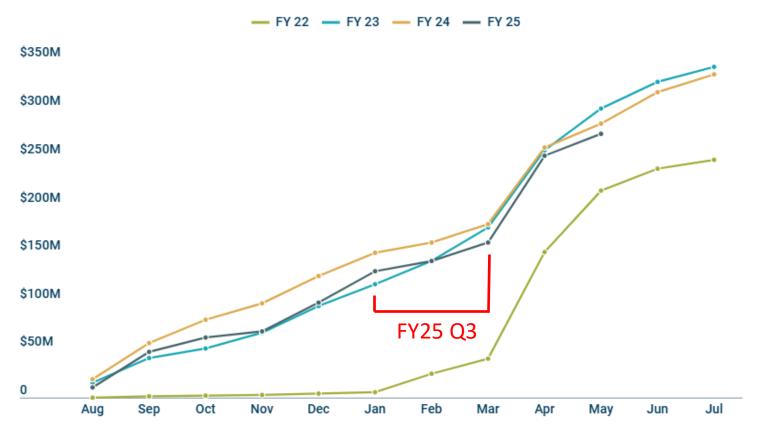
Represents data reported from July 1, 2024 – March 31, 2025

Washington County highlights (Q3)

- Opened first SHS-funded access center Just Compassion
- Groundbreaking of year-round shelter
- Racial equity improvements
 - Adopted Multnomah County's Racial Equity Lens Tool (RELT)
 - Piloted for reviewing RLRA policies
 - Supporting use by creating advisors

Jan. 1 – March 31, 2025

SHS tax revenue collection (cumulative)



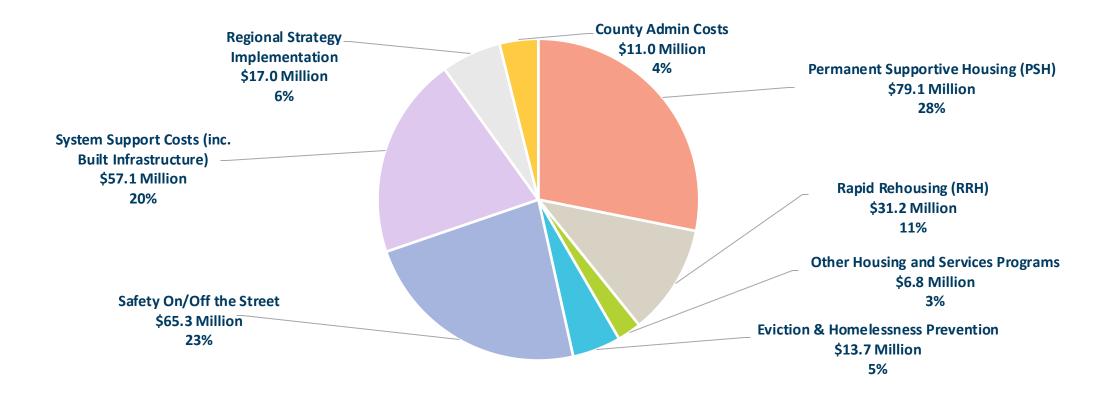
Represents cumulative revenue collections from August 2021 – May 2025

Source: Mero SHS tax revenue site

Regional SHS Revenue & Program Expenses July 2024-March 2025

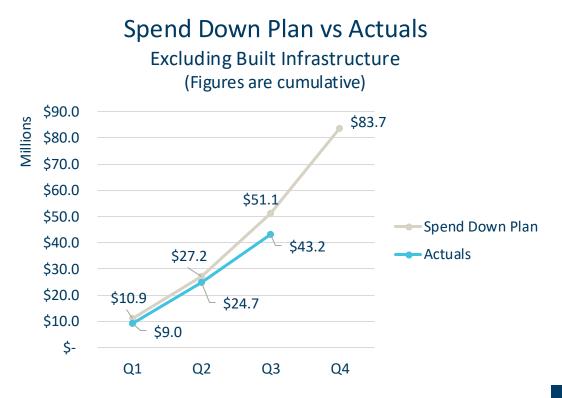
FY25 Q3 YTD SHS Summary (in millions)						
	Clackamas County	Multnomah County	Washington County	Tri-County Total	Metro Admin	Grand Total
Prior Year Carryover	\$107.6	\$128.0	\$125.9	\$361.5	\$32.1	\$393.7
SHS Program Revenue	\$27.5	\$58.5	\$43.0	\$128.9	\$6.8	\$135.7
Interest Earnings	\$0.0	\$2.4	\$2.9	\$5.3	\$0.8	\$6.2
Total Resources	\$135.1	\$188.9	\$171.8	\$495.8	\$39.7	\$535.5
Total Expense	\$47.7	\$130.1	\$103.4	\$281.2	\$7.7	\$288.9
Budgeted Reserves	\$17.5	\$0.5	\$72.9	\$90.9	\$0.0	\$90.9
Ending Balance (incl. Reserves)	\$87.4	\$58.8	\$68.4	\$214.6	\$32.0	\$246.6

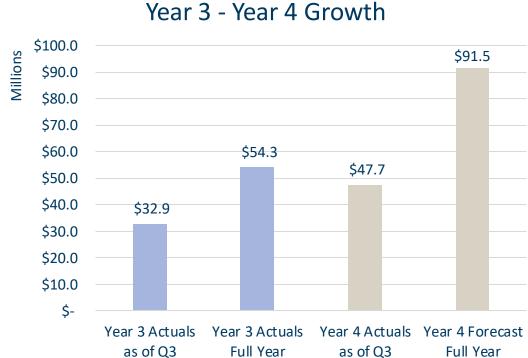
Combined regional spending by program



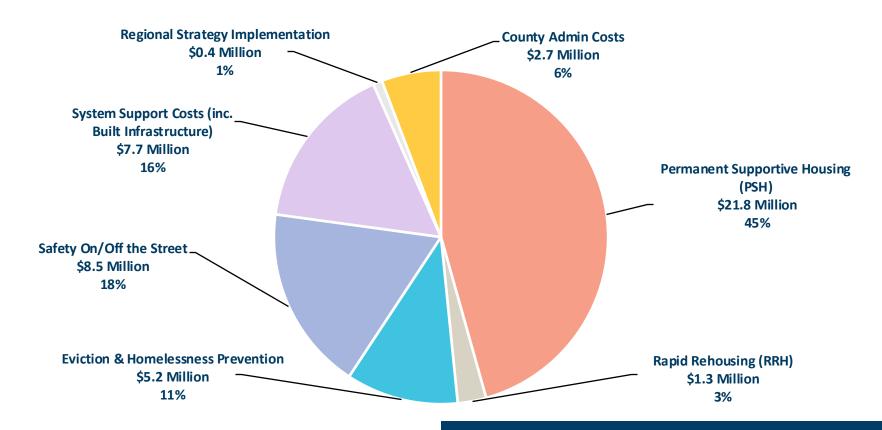
FY25 Q1-Q3 Represents data from July 1, 2024 – March 31, 2025

Clackamas County FY25 Q3 YTD Spend Down



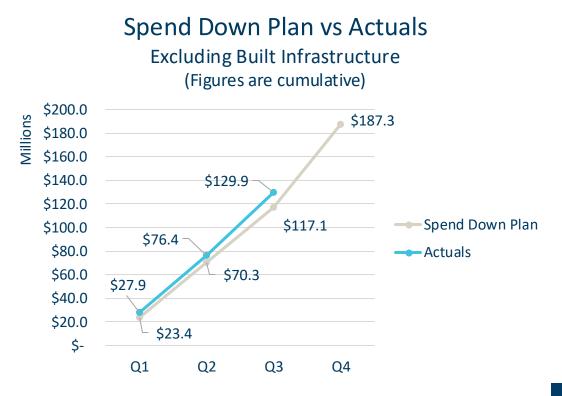


Clackamas spending by program



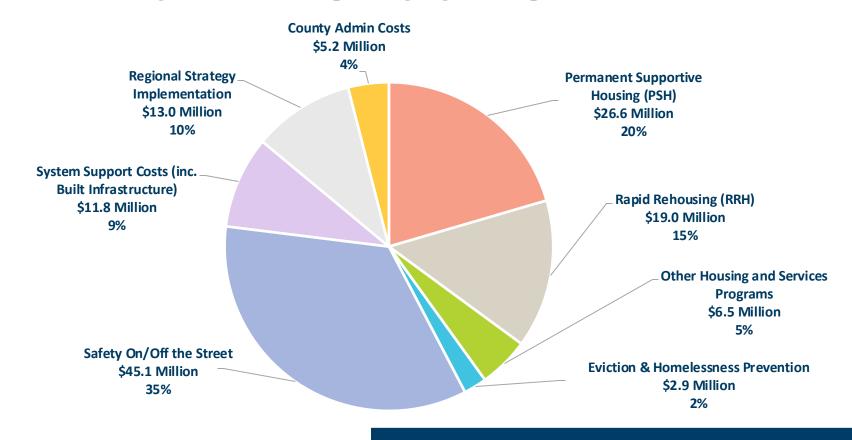
FY25 Q1-Q3 Represents data from July 1, 2024 – March 31, 2025

Multnomah County FY25 Q3 YTD Spend Down



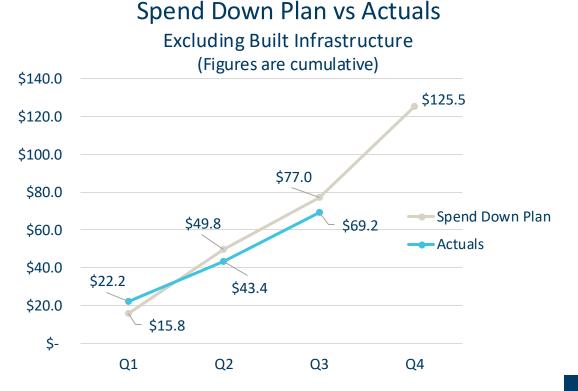


Multnomah spending by program



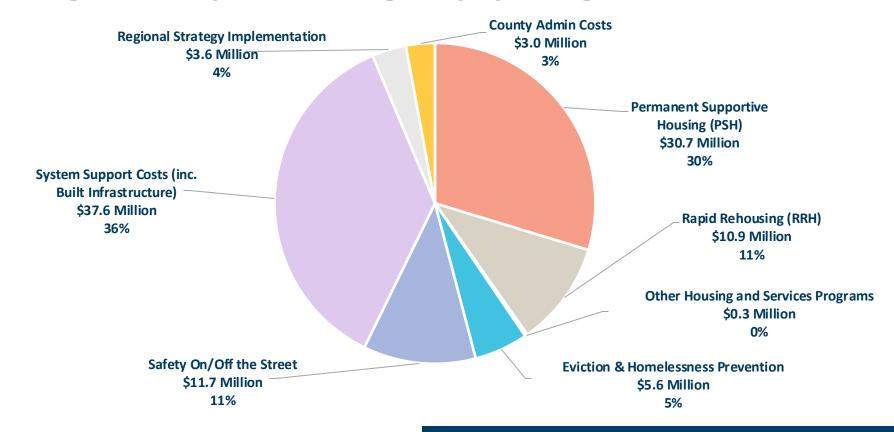
FY25 Q1-Q3 Represents data from July 1, 2024 – March 31, 2025

Washington County FY25 Q3 YTD Spend Down





Washington spending by program



FY25 Q1-Q3 Represents data from July 1, 2024 – March 31, 2025

Looking ahead

- Data Sharing Agreement Data expected in August
- Updated reporting templates
- County monitoring
- Evaluation framework
- Population A & B definition alignment

Thank you!



oregonmetro.gov

Housing Communications Monthly Report | May 2025

The Housing Department's Communications team is working on several stories across Metro news, social media, paid community media, email marketing and earned media.

Metro News

New Clackamas County Shelter celebrates grand opening

Highlight: "Clackamas Village will host 24 people at a time, with round-the-clock services from the nonprofit organization Sunstone Way. These services include peer support, community activities, employment and education opportunities, meals, mental health and substance use disorder recovery, and help finding and applying for housing."

"On the wings of the thunderbird": Tistilal Village brings affordable homes to North Portland

Highlight: "This new affordable apartment community — located in North Portland's Portsmouth neighborhood — is designed to support Native American families, through intentional design and culturally specific resident services. Metro's affordable housing bond contributed \$4.6 million to the project's construction costs."

Earned media

In May, the Housing Department celebrated the grand opening of the SHS-funded Clackamas Village pod shelter in unincorporated Clackamas County, and we broke ground on Legin Commons, an affordable housing development on the Portland Community College's Southeast Campus. For these events, the Housing Department's communications team worked with our partners at Portland Housing Bureau and Clackamas County to create joint press releases and advisories that were sent out to local media. Find media coverage links below:

Clackamas Village grand opening

Television news stations replayed stories about Clackamas Village throughout the day, with coverage airing 25 times, including on partner stations KUNP and CW.

KOIN | KGW | KPTV | KATU | Hoodline | KXL-FM | Click Gloria (Spanish) | Yahoo!news |

Carpenter Media (coverage appeared in the Oregon City News, Lake Oswego Review and Milwaukie Review)

Legin Commons groundbreaking

The Registry | PCC News

Regional health care alignment

The Housing Department's communications team worked with Health Share of Oregon and providers to put together a well-sourced pitch about the SHS team's housing and health care alignment efforts. The Lund Report took the pitch and published its article on May 5. The following week, Street Roots republished the same piece as its cover story. This client-centered story highlights regional efforts to bring housing and health care together to better serve vulnerable patients:

In The Lund Report

Housing, health care collaboration breaks down barriers for both

Metro funds expansion of work to connect people experiencing homelessness with the health care they need

In Street Roots (no paywall)

Housing, health care collaboration breaks down barriers for both

Metro funds expansion of work to connect people experiencing homelessness with the health care they need

Marketing

'Metro believes home is everything' campaign

The 'Home is everything' campaign continued in May with two versions of a word animation performance display ad across the web, as well as social ads on OregonLive.com, both facilitated by the Oregonian Media Group. In May, the performance display ad campaign achieved 499,597 impressions with a click through rate (CTR) of 1.33% – its highest CTR yet, for a second month in a row. The performance display ads that appear across the web garnered a CTR of 1.91%. For comparison, Metro's Hazardous Waste performance display campaign achieved a .41% CTR last month. The benchmark is .18% CTR. The 'Home is everything' campaign resulted in 6,660 clicks. These ads links to this webpage.

Search Engine Marketing

As a small part of Metro's broader SEM campaign, the housing department continued SEM advertising in May. SEM is sponsored search results in Google that appear when housing and services related terms are searched for in the tri-county area. In May, we achieved 97 impressions with a CTR of 8.25% and a CPC of \$0.40. The benchmark CTR on SEM is 3.17%, so this campaign is also well above benchmark. These ads also link to this webpage.

Email

The <u>May Metro Housing newsletter</u> covered recent affordable housing bond events and the regional Point-in-Time homelessness counts.

Public education: up and coming

Informational banners are now hanging at six bond-funded construction sites throughout the region!

Metro Housing public education campaigns posters will be placed on <u>20 TriMet bus</u> <u>shelters</u> throughout the region from June through August, highlighting the work of the bond and SHS fund.

METRO SUPPORTIVE HOUSING SERVICES TRI-COUNTY PLANNING BODY

Monthly progress report | June 2025

The goal of this report is to keep the TCPB, the Supportive Housing Services Regional Oversight Committee, Metro Council and other stakeholders informed about ongoing regional coordination progress. A more detailed report will be provided as part of the SHS Regional Annual Report, following submission of annual progress reports by Clackamas, Multnomah, and Washington Counties.

Tri-County Planning Body regional goals*

Goal	Implementation Strategies Status	Progress
Regional Landlord Recruitment	Implementation Strategies approved by TCPB (03/13/2024) Implementation strategies (4 of 5) underway. Strategy 3 (24/7 Hotline to launch in December) Next Quarterly Report in June 2025	As part of the Plan's Strategy #1: Communication and education plan, Metro have created a webpage on Metro's website with information on county landlord financial incentive. Metro has contracted with a consultant, Le Chevallier Strategies, for a communications campaign focused on landlords. Metro is working with Focus Strategies (FS), a consultant, on Strategy #2: Align financial incentives and Strategy #5: Investigate needs for property management. FS is in review and drafting phases of developing two memos, one for each strategy, to the TCPB by the end of July. Multnomah County continues to make progress on Strategy #3: tracking and access to unit inventory. They have launched a pilot using Housing Connector and are analyzing initial outcomes data. Clackamas County has begun work on Strategy #4: prioritize quality problem-solving services. Clackamas County has assigned staff to this pilot, begun to layout an implementation plan, and they plan to launch a program for landlords in December, 2025. All counties and Metro meet monthly to update each other on progress, share ideas, and problem-solve.
Coordinated Entry	Implementation Strategies approved by TCPB (10/09/2024)	Work on the four strategies outlined in the CERIP has begun, and counties and Metro collaborate across all strategies. For Strategy #1: Regionalize visibility of participant data,

Implementation strategies (4 of 4) underway.

Next Quarterly Report in June 2025

Healthcare system alignment

Implementation Strategies approved by TCPB and SHS OC in April 2025

Implementation underway

First Quarterly Report in September 2025

conversations with regional HMIS administration are on-going. For Strategy #2: align assessment questions, counties and Metro continue to discuss details of aligning assessment questions. We will convene special sub-groups to make decisions about alignment around population-specific questions (i.e. domestic violence status) For Strategy #3: Regionalize approaches to prioritization for racial equity, counties have agreed on a starting point for the approach to prioritization and Metro's Regional Data Center is conducting research on similarities and differences in racial/ethnic demographics among the three counties. For Strategy #4: regionalize approach to case conferencing, county case conferencing staff have formed a subgroup that plans to meet 2-3 times to identify a regional shared purpose for case conferencing within CE systems. All counties and Metro meet monthly to work through the steps of the implementation plan, share ideas, and problem-solve.

We were thrilled by this story, which was also on front cover of Street Roots: Housing, health care collaboration breaks down barriers for both: Metro funds expansion of work to connect people experiencing homelessness with the health care they need. The first phase of plan implementation continued in May, including a series of organizing meetings for Strategy 1 (regional coordination of medical respite/recuperative care) with an awesome group of providers and county partners. We have begun initial outreach to hospital system partners. Strategy 2 (Regional Integration Continuum/case conferencing/care coordination) continues to be led by the Metro-funded team at Health Share, which is now fully in place. For strategy 3 (regional data sharing coordination), we have

Training

Implementation Strategies will be presented at May TCPB meeting with final approval (including county training RIF requests) in summer 2025

scaled back to quarterly regional meetings but are providing support as needed to efforts to advance data sharing.

Metro was pleased to provide the TCPB with a progress report on the training goal earlier this month, and looks forward to returning later this summer for a full vote on the training implementation strategy and the training/TA RIF requests.

Foundations course through PCC: Metro is in the end stages of signing an IGA with PCC for the development of a foundations course for front-line housing service workers. The IGA is currently being signed by PCC, and Metro is hopeful that the curriculum development process will begin early summer 2025.

Immediate trainings being offered: Work is happening now to advance trainings throughout the region. In early January, Metro's regional capacity team launched a pilot project to assess the effectiveness, value, and regional scalability of the on-demand trainings available through the National Alliance to End Homelessness and the Corporation for Supportive Housing. In total, two staff at 15 agencies are taking seven training courses and share their feedback to inform future implementation for Metro and the counties. The pilot program ended on May 23rd, and the pilot report, which will include findings and recommendations, should be released in summer 2025. Metro staff are also finalizing research and language for a landing page on Metro's website of training resources housing and homeless service providers can access, which we hope to launch with Metro's new website later this calendar year.

Technical Assistance *Implementation Strategies approved by TCPB* (2/12/2025)

First quarterly report in June 2025

Counties TA RIF requests under development and presentation for summer 2025

The first part of the Technical Assistance Implementation Strategy was approved by the TCPB on 2/12/2025. Metro staff will continue to work with the counties to gather counties' TA RIF requests to bring to the TCPB for approval later this summer.

The Permanent Supportive Housing Technical Assistance Demonstration and Research project aims to identify opportunities for regionalizing technical assistance, learn best practices in PSH delivery from culturally specific providers and support the regional goal of helping clients stay housed by understanding which PSH interventions are necessary and helping to operationalize them.

Metro is pleased to share that the four PSH providers and three Technical Assistance consultants have been identified and contracted for the project and will begin working together in the coming weeks.

The four PSH providers are: Bradley Angle, El Programa
Hispano Catolico, Greater New Hope Family Services and
Immigrant and Refugee Community Organization. The latter
three are all culturally specific providers (Bradley Angle has a
culturally responsive PSH program supporting Black survivors of
domestic violence), which meets Metro's initial project goal of
identifying a cohort comprised of majority culturally specific
providers representing agencies contracted in all three counties.
Each is receiving a \$35,000 grant to support their participation
(the initial \$10,000 of which has been or is in the process of
being released)

The technical assistance consultants are Focus Strategies (partnering with DISH through a subcontract, a culturally specific PSH provider based out of San Francisco), Advocates for Human Potential (AHP) and Homebase. Focus and AHP will work to deliver direct technical assistance to the PSH providers while Homebase will host and facilitate the monthly community of practice cohort that will provide a space for dialogue and learning amongst all PSH providers, consultants and Metro.

Employee Recruitment Implementation Strategies will be presented at

July or August TCPB meeting

and

Retention Implementation strategies under development

(ERR) First Quarterly Report TBD depending on timing

for strategy approval

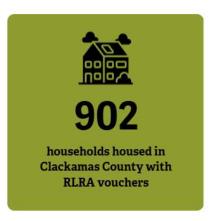
We continue to engage with counties and providers to land on a regional strategy that is meaningful yet feasible: working toward a livable wage standard over time while also developing regional alignment of contract policies and reduction of administrative burden. We are also reaching out to labor, philanthropy, and other partners to seek their input and gauge interest in participating in an ongoing Metro-county-provider workgroup to advance this goal.

Existing REGIONAL PROGRAMS AND COORDINATION EFFORTS

*Households housed through the RLRA program as of December 31, 2024:

^{*}A full description of regional goals and recommendations is included in Attachment 1.







The data comes from the SHS quarterly reports, which includes disaggregated data (by race and ethnicity, disability status and gender identity) and can be accessed here: https://www.oregonmetro.gov/public-projects/supportive-housing-services/progress

*As of 8/15/2024, Metro has updated the way numbers are reported on our SHS dashboards. Beginning at the end of Year 3, Metro has shifted to reporting the number of households served with SHS resources. We are no longer reporting the number of people served, as several people can be members of the same household which has been served with SHS resources. Please note: This will cause the number on the dashboard to appear smaller, even though SHS service levels have only continued to increase.

Risk Mitigation Program: All RLRA landlords are provided access to a regional risk mitigation program that covers costs incurred by participating landlords related to unit repair, legal action, and limited uncollected rents that are the responsibility of the tenant and in excess of any deposit as part of the RLRA Regional Landlord Guarantee.

The following information is derived from the counties' FY2023-24 Regional Annual Report

Health and housing integration: In addition to, and in coordination with, the TCPB-directed regional strategies in this goal area, counties have worked together on initiatives to support health and housing systems integration. This includes the implementation of the Medicaid 1115 Demonstration waiver, which allows certain housing services to be covered by Medicaid.

Regional data systems and standards: Metro and the counties worked together to align regional data collection and reporting. This included refining report templates and developing clearer definitions and shared methodologies. Progress was made on a data sharing agreement between Metro and Counties. Continued work to align definitions and strengthen data reporting is ongoing, with a focus on PSH and Populations A and B. Further work is planned to refine regional outcome metrics and develop a framework for assessing progress toward regional goals. To facilitate Multnomah county's transition to central administration of the region's Homeless Management Information System (HMIS), county data teams coordinated closely to regionalize HMIS policies, procedures and intergovernmental agreements (IGAs).

Regional long-term rent assistance (RLRA): A workgroup with representatives from the counties and Metro has been meeting monthly since 2021 to problem-solve, share learning, develop regional templates, and develop and update regional policies and guidelines for RLRLA administration. A regional data team meets regularly to develop coordinated data collection, reporting tools, and methodologies. Their reports are shared with the RLRA workgroup as a continuous improvement effort.

Best practices and shared learning: The three counties engage in regular leadership conversations and workgroups to share lessons learned and promote common approaches. For example, tri-county regional equity meetings provide a venue for sharing best practices and insights and aligning SHS equity strategies across the region. Monthly Built for Zero (BfZ) meetings bring together representatives from the three counties and Metro to collaborate and learn from one another's implementation of the Built for Zero initiative.



Meeting: Supportive Housing Services (SHS) Tri-County Planning Body Meeting

Date: May 14, 2025

Time: 4:00 PM - 6:00 PM

Place: Metro Council Chambers, 600 NE Grand Ave, Portland, OR 97232 and Zoom Webinar

Purpose: The Tri-County Planning Body (TCPB) receive an update on and discuss a Training

Implementation strategy and receive updates on the Regional Implementation Plan

and Metro Council President's Work Group on Future SHS implementation.

Member attendees

Co-chair Mercedes Elizalde (she/her), Co-chair Steve Rudman (he/him), Yoni Kahn (he/him), Cameran Murphy (they/them), Cristina Palacios (she/her), Sahaan McKelvey (he/him), Nicole Larson (she/her), Eboni Brown (she/her), Zoi Coppiano (she/her)

Absent members

Yvette Marie Hernandez (she/her), Mindy Stadtlander (she/her), Monta Knudson (he/him)

Elected delegates

Metro Councilor Christine Lewis (she/her)

Absent delegates

Clackamas County Chair Craig Roberts (he/him), Washington County Chair Kathryn Harrington (she/her), Multnomah County Chair Jessica Vega Pederson (she/her)

Metro staff

Michael Garcia (he/him), Finnegan Budd (they/them), Yesenia Delgado (she/her), Cole Merkel (he/him), Justin Barrieault (he/him), Melia Deters (she/her), Melissa Arnold (She/her), Craig Beebe (He/him)

Kearns & West facilitators

Josh Mahar (he/him), Ariella Dahlin (she/her)

Note: The meeting was recorded via Zoom; therefore, this meeting summary will remain at a high-level overview. Please review the recording and archived meeting packet for details and presentation slides.

Summary of Meeting Decisions

• The TCPB approved the April meeting summary.

Welcome and Introductions

Josh Mahar, Kearns & West, introduced himself, facilitated introductions between Tri County Planning Body (TCPB) members, and reviewed the meeting agenda and logistics.

Co-chair Mercedes Elizalde and Steve Rudman provided opening remarks and reflected that the Regional Implementation Plan is the TCPB's opportunity to highlight the work the body has started and should continue moving forward with a new governance structure.



Decision: Co-chair Elizalde, Co-chair Rudman, Yoni Kahn, Cameran Murphy, Cristina Palacios, Sahaan McKelvey, Nicole Larson, Eboni Brown, Zoi Coppiano, Metro Councilor Christine Lewis **approved the April meeting summary.**

Public Comment

R. Maggie Cornish, Blanchet House and Farm, provided written public comment (see <u>page 11 in the meeting packet</u>).

Rigo, Centro Cultural, provided verbal public comment.

Margaret Salazar, REACH Community Development, provided verbal public comment.

Conflict of Interest

Cristina noted that Housing Oregon is on Metro's contractor list and could potentially receive future Supportive Housing Services (SHS) funding.

Yoni noted that his employer, Northwest Pilot Project, receives SHS funding, but that he serves on the TCPB to share provider perspectives and does not represent his employer.

Zoi stated that Community Action receives SHS funding.

Sahaan stated that Self Enhancement Inc. (SEI) receives SHS funds. He noted that SHS does not fund his position and that he serves on the TCPB to share provider perspectives.

Cameran shared that they work for Boys and Girls Aid, which receives SHS funding.

Conflict of Interest Discussion

Cameran asked if a conflict of interest needed to be shared during meetings that do not have voting items, noting that it seemed like it was not a valuable use of limited committee time.

Co-chair Rudman added that the counties are represented at the table and vote on items, and they do not have to declare conflicts of interest.

A few TCPB members agreed that the process seemed unnecessary when there are no decision-making items and takes up meeting time.

Josh asked for Metro staff to work internally to see what the requirements are and if there is an alternative process to make it more efficient.

Training Implementation Strategy

Presentation

Cole Merkel, Metro, shared that the TCPB will vote on Technical Assistance and Training Regional Investment Fund (RIF) requests next month, and that this presentation is an overview of the Regional Training Implementation Strategy. He reviewed the TCPB training goal and recommendation language and shared an overview of the training work each county is currently doing.

Justin Barrieault, Metro, reviewed the Strategy's racial equity considerations, which included client-facing needs, agency-to-agency differences, and ensuring the expertise of culturally-specific



providers is centered in both program design and implementation. He shared that the Strategy is grounded in research, guided by the questions:

- What training resources currently exist in our region that encompass the fundamental skills that housing and homeless service workers need to be prepared for the work early in their careers?
- What new resources might need to be created to better support their training?

Justin shared that potential training courses include substance use recovery and mental health; housing service worker case management; basics of housing system navigation; diversity, equity, and inclusion; and trauma-informed care and self-care.

Melia Deters, Metro, provided an overview of research completed on local education and training programs and detailed how existing college programs, traditional health worker programs, and behavioral health certifications do not meet all the training requirements housing service workers have identified they need. She shared that workforce boards are responsible for creating workforce development programs and overseeing services. She noted that there are many benefits to working in coordination with workforce boards and reviewed the possibility of funding intersections.

Cole shared that Strategy #1 is to partner with a community college to develop a training program for first-year housing service workers. He reviewed that deliverables include a 40-hour introductory course, with an estimated cost of \$85,000 from Metro's administrative funds for the first two cohorts and creating the program. He shared that additional cohorts are estimated to cost \$10,000 each. He reviewed the strategy's goals and metrics, and the project timeline will be from February 2025 to September 2026.

Justin shared that Strategy #2 is to identify and scale up existing trainings. He provided an overview of the On-Demand training pilot and its deliverables. He noted that the RIF request would be presented next month, and that Metro's administrative fund would support \$8,600 to support the pilot trainings. He shared that the timeline for the project is from December 2024 – June 2025.

Melia reviewed that potential future implementation strategies include scaling additional regional trainings, partnering with workforce boards, and intersecting with existing behavioral and community health certifications.

Discussion

TCPB members had the following comments.

- Comment, Co-chair Elizalde: Great work, Portland Community College is great. My biggest concern is that people will receive lots of training and will not receive additional pay. I want to see increased wages; otherwise, there will still be high turnover. The housing provider sector largely identifies as female, college educated, and Brown, and we are not getting paid adequately.-+ I think a suite of required training for administrators is needed. Those who impose regulations need to understand the programs they are administering. I want to encourage that course development has culturally-specific engagement to integrate rich examples and stories.
- **Comment, Sahaan**: I agree with Co-chair Elizalde, especially around elevating wages when elevating skillsets. I appreciate the concept of building in providers to the process to train and empower each other. I encourage presenting this to providers to see how we can work together to discover what skillsets providers want to impart onto other people. Providers



may not think they do training, but their onboarding and coaching processes are training. I have done guest lecturing at Portland State University (PSU), and one of the biggest things I say to students is to do this work effectively with Black populations; they have to unlearn what they learned at PSU.

- **Comment, Cristina**: If we are going to do job placements, consider finding organizations that are hiring, as some of these organizations do not have hiring budgets.
- **Comment, Yoni**: I agree with Sahaan and Co-chair Elizalde. I recently learned during cross-sector case conferencing that having resource lists to distribute to staff is important. For example, if you cannot fill your prescription, here are five places to look first. The biggest enemy is Googling and calling random numbers for resources. It is important to teach each other through our lived experiences how to best manage the system.
- **Comment, Cameran**: I would like to see more on who is getting the funding and how it trickles down to frontline workers. My agency does not receive funding to pay me better, and if the course educators are going to be pulled from the current provider workforce, they should be paid as educators. Workers who attend these courses also need to be paid when attending the trainings.
- **Comment, Zoi**: This is helpful work. I strongly advocate that supervisors and leadership also receive training around trauma-informed management and equity. Staff do not leave organizations, they leave leadership. I recommend that any providers who support course development be paid for their time.
- **Comment, Co-chair Rudman**: Everything discussed is about developing a training system. We have to get people into this sector of work and train them. Practitioners need to be compensated for their work. Property management needs to be a part of this; it is as important as the service side.
- Comment, Cameran: I agree with Co-chair Rudman's comment on property management. Washington County had a landlord liaison, which no longer exists. The burden falls on service providers. We are not lawyers, but we need people who understand housing law and can provide primers on housing law. Having someone facilitate the property management aspect would be helpful. This goal area touches all the other goals, especially the landlord recruitment and employee retention goals.

Cole thanked the TCPB for sharing their feedback for incorporation and noted they will be back next month to present and request approval on the RIF requests.

Regional Implementation Plan Update

Liam Frost, Metro, reflected that when the TCPB first met, the group decided to move forward with implementing the goals to get work started. Now the plan needs to be pieced together as a whole, and that is the purpose of the Regional Implementation Plan. He shared that the plan is a testament to the work that the TCPB has done and is a baton to the future oversight structure to ensure regional work continues.

Kris Smock, Kristina Smock Consulting, shared that she has been hired as a consultant to develop the plan, which will serve as an executive summary of all of the implementation strategies. She shared that she has supported the SHS Oversight Committee on their annual report process for the past three years.

Kris reviewed the draft outline of the plan and noted that each goal area would have around a twopage summary of the strategies. She noted that there is an option to include a cover memo, and asked the TCPB the following feedback questions:



- What do you want stakeholders to know or take away from this report?
- Is anything missing?
- What messaging should be in the cover memo?

Discussion

TCPB members had the following comments and questions.

- **Comment, Yoni**: Regional alignment is a theory of change, it breaks down silos to increase accessibility. For example, healthcare alignment reduces staff burnout, addresses client health, and reduces costs.
 - o **Response, Kris**: Please send this language to me over email.
- Question, Cameran: I would like to understand the logistics better. How are you getting information to create the plan? When you make it, I want to read it and sign off on it. In the exhibits for regional coordination, the Community Warehouse contract is an example of regionalization, but it is not part of our goals. You are one person, and your lens matters. I want to impart that if you are the sole person filtering this information, you should work with folks to get feedback from other perspectives.
 - Response, Kris: The charge I was given is to develop an executive summary of the TCPB's full body of work. I have been reading the meeting minutes, frameworks, goal and recommendation language, implementation plans, and presentations. The goal is to have the TCPB review a draft and provide feedback in the June or July timeframe.
 - Metro response, Liam: We have not decided on the process for developing and approving the cover memo. Sometimes the Co-chairs lead the cover memo and are the only signatories. We will work with the Co-chairs on the next steps.
 - Response, Co-chair Elizalde: I told Kris that a key theme of this work is to serve
 the person experiencing homelessness. When thinking of goals and strategies, we
 are thinking about what makes this easier for the end user to be housed. The end
 users' experience should not just be survivable, but livable. These are the kinds of
 themes we can give Kris.
- **Comment, Sahaan**: The framework looks great. The component updates should be part of every section. Regionalism is important because its sum should be greater than its parts. Currently, it is less than that. Our goal is for people to experience a helpful system regardless of where they are.
- **Comment, Co-chair Rudman**: Sahaan and Co-chair Elizalde are both on the Metro Council President's Work Group. Kris helped develop our annual reports when I served on the Affordable Housing Bond Oversight Committee, and she does a great job. We can create a transmittal letter that goes to Metro and the jurisdictions, capturing what we have seen and learned, and what our future hopes are.
- **Comment, Zoi**: I think the links for the exhibits will be important as a tool to share more information with providers. To the outline, I would add a section on the values that center the work we are trying to regionalize. It could be helpful if there were a website link to learn more.
- **Comment, Yoni**: From a values perspective, the biggest success of the TCPB is that its member makeup is from different backgrounds and fields. TCPB members range from elected officials to housing and healthcare providers, and we can have reasonable conversations and discuss barriers and goals to move forward.



- **Question, Nicole**: Who are the intended audiences of this plan? Is it the new governing body?
 - Metro response, Liam: It should be accessible to anyone who experiences or works in homelessness. Other audiences include the future governing structure and service providers.
 - o **Response**, **Nicole**: A cover letter would be helpful then and would help convey a story and integrate the values others have shared.

Kris asked TCPB members to share feedback in writing by the end of next week (May 23, 2025).

Metro Council President's Work Group on SHS Reform Updates

Melissa Arnold, Metro, provided an update on the Metro Council President's Work Group on the future of SHS funding. She reviewed the Work Group's timeline and what topics were discussed at each meeting. She shared that four key themes for a vision have formed: an aligned system, peoplecentered work, robust infrastructure, and improved outcomes, including system audits and evaluations. She noted that the group will meet two more times and that Metro Council will receive the breadth of the Work Group's feedback.

Melissa shared that at the most recent Work Group meeting on Monday, May 12, the group discussed Metro Council President Lynn Peterson's proposal and focused on shared processes and structures that lead to more accountability, outcomes, and response to system needs. She stated that Metro will share materials from that meeting.

Melissa reviewed Metro Council's action timeline. Metro Council reviewed the draft ordinances in January and will revisit them in June. In April, Metro Council approved an ordinance that allowed SHS spending for one-time investments and recently distributed \$15 million to Multnomah County to give City of Portland as requested by Mayor Keith Wilson.

TCPB members had the following comments and questions.

- **Question, Cameran**: Can you speak to the webinar with the auditor that is TBD on the timeline? Are there timing constraints that mean this Work Group must end in June?
 - **Metro response, Melissa**: That webinar is no longer happening, and the Work Group only has two more meetings.
 - Metro response, Craig Beebe: The Work Group is only expected to work through mid-June, given summer schedules. There are no plans for additional meetings.
- **Comment, Co-chair Rudman**: I suggest that this agenda item move to the beginning of the next meeting, so we can hear from Sahaan and Co-chair Elizalde on their experience serving on the Work Group.

Closing and Next Steps

Co-chair Rudman provided closing remarks.

Josh thanked everyone for participating and reviewed the next steps.

Next steps:

• Metro staff to work internally to see if there is an alternative conflict of interest process when there are no decision-making items.



- TCPB members to share feedback and written comments on the regional implementation plan with Kris by May 23, 2025.
- Metro staff to connect with Co-chairs on the regional implementation plan memo.
- Next meeting: June 11, 4:00-6:00 pm
 - o Training and Technical Assistance
 - o Metro Council President's Work Group

Adjourn

Adjourned at 5:55 p.m.