



Washington County

Supportive Housing Services

PRIMA

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Department of Housing Services

co.washington.or.us



Introducing



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Supportive Housing Services



- On May 19, 2020, Measure 26-210 passed and established the regional Supportive Housing Services (SHS) program.
- Estimated to generate \$2 billion over ten years, it is the largest per capita investment in the nation dedicated to ending homelessness.
- Each county implements the program according to local needs and best practices, working collaboratively to address homelessness across the region.
- ***Program began July 2021***



Supportive Housing Services



Program Principles

- Create stable housing for all;
- Lead with racial equity and work toward racial justice;
- Fund proven solutions and improve systems;
- Leverage existing capacity and resources;
- Demonstrate outcomes and impact through stable housing solutions;
- Ensure transparent oversight and accountability;
- Center people with lived experience; and
- Embrace regionalism and local expertise.



Supportive Housing Services



Eligible Use of Funds includes:

- Outreach to people unsheltered
- Shelters
- Housing programs
- Employment solutions
- Supportive services
- Flexible Assistance

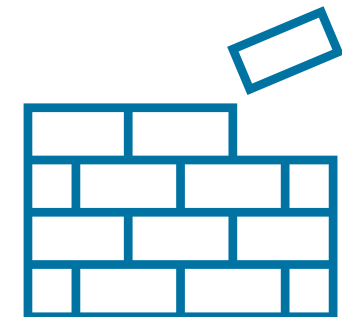


Building a system of care



Services and provider network expanded to provide Supportive Housing Services:

- Housing navigation, case management, and retention
- Emergency and bridge shelter programs
- Supportive housing and transitional housing programs
- Peer supports, employment supports, disability benefits, and more
- Integrated services in partner systems





SHS Year 1

First year in review

- Building a system of care
- Network of community-based providers
- Standardized and equitable contracting
- Training and technical assistance



Program participant Donna moved into housing in May with the help of Easter Seals case managers!



SHS Housing Programs



Year 1 goal* achieved:

- Launched: Housing Case Management Services (HCMS)
- Launched: Regional Long Term Rent Assistance (RLRA, “Arla”)
- 305 households who were formerly experiencing homelessness placed in permanent and supportive housing

**Program goal was adjusted midyear from 500 to 300, on account of delay in partner agency build up.*



Program participant Manny moved into housing with the help of Project Homeless Connect case managers and an RLRA voucher!



SHS Housing Programs



Year 2 expansion:

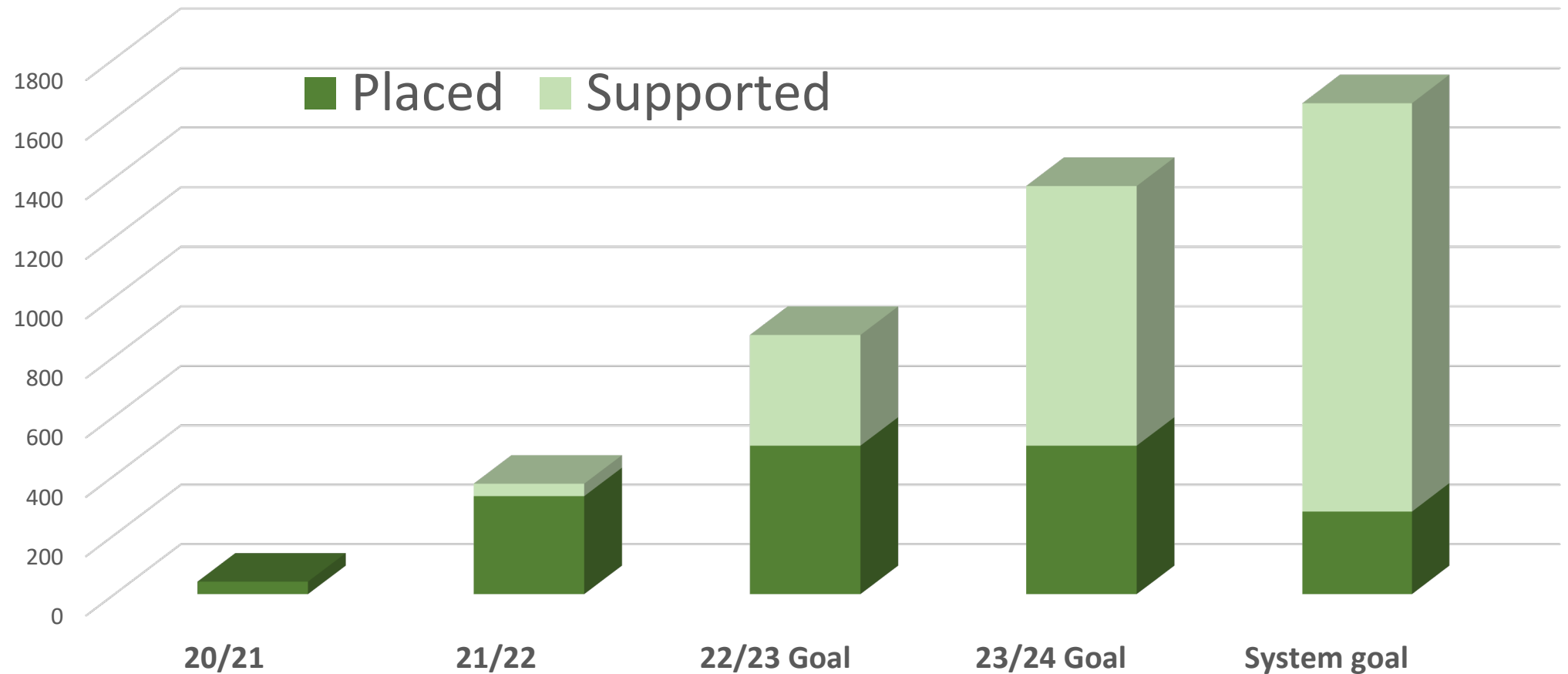
- Rapid Re-Housing (RRH) and Rapid Resolution (RR) to serve households at risk of homelessness
- Landlord Liaison program
- 400 + households already 'searching' for apartments
- Goal: Serve 900 more households



Dora moved into her apartment in November 2021 with the help of Greater Good Northwest

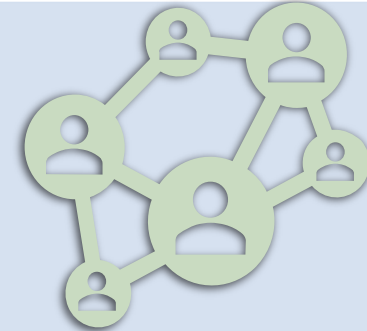
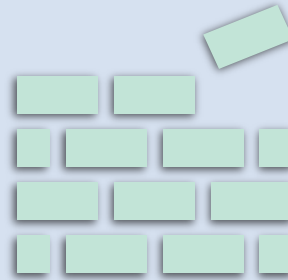
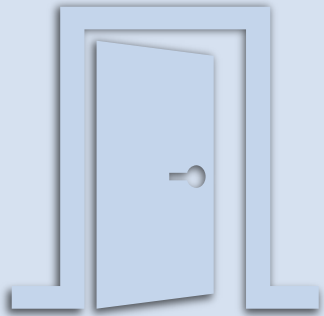


Supportive Housing Capacity





Washington County Homelessness System of Care



Homeless Access Programs

- Encampment
- Outreach
- Shelters
- Access Centers

Housing Programs

- Supportive case management and rent assistance
- Workforce Pilot

Capacity Building Programs

- Capital projects
- Supporting service providers
- Landlord Liaison Program

Data

- Community Connect
- Built for Zero
- Data driven programming

Equity, Diversity and Inclusion

- Community engagement
- Culturally specific provider network



Housing and Supports Programs





Housing Case Management Services (HCMS)



For households who need long term supportive housing placement and retention supports:

Year 2 Goal: *To stably house and support 1,000 households who experienced chronic homelessness*

Overall Goal: *To reach a rate of "functional zero" chronic homelessness*

Services include:

- *Outreach and engagement*
- *Community Connect assessment*
- *Voucher resource (RLRA)*
- *Housing navigation and placement*
- *Flexible financial assistance (barrier buster funds)*
- *Long-term retention services*
- *Connections to wraparound and social supports*





HCMS



HCMS IS: The long-term case management arm of the RLRA program

HCMS IS: A supportive housing intervention for persons who have experienced long-term homelessness and have a disabling condition (Population A).

HCMS IS: Rental Assistance based on the person's income (participants pay 28.5% of their income on rent).

HCMS IS: Case Management for support and connections to wanted community resources such as mental health, SUDS, employment services, gaining government benefits, finding social connections, & independent living skills.



HCMS



Services include:

- *Outreach and engagement*
- *Community Connect assessment*
- *Voucher resource (RLRA)*
- *Housing search*
- *Flexible financial assistance (barrier buster funds)*
- *Long-term retention services*
- *Connections to wraparound and social supports*





HCMS Provider Network



FOCUSED ON GEOGRAPHIC RANGE AND CULTURALLY SPECIFIC SERVICES

- Bienestar
- Boys and Girls Aid (Youth)
- Bridges to Change
- Centro Cultural
- Community Action (Retention)
- Community Partners in Affordable Housing
- EasterSeals (Older Adults)
- Family Promise of Greater Washington County (Families)
- Family Promise of Tualatin Valley (Families)
- Good Neighbor Center
- Greater Good NW
- HomePlate (Youth)
- Immigrant and Refugee Community Organization
- JOIN
- Just Compassion
- Native American Rehabilitation Association of the Northwest. Inc
- New Narrative
- Open Door Housing Works
- Project Homeless Connect
- Sequoia
- Urban League



Rapid Re-Housing (RRH)



Rapid Re-Housing Programs are a Housing First, Low Barrier, Harm Reduction, Crisis Response program focused on quickly resolving the housing crisis of eligible households with less time homeless.

This is a medium-term housing program that can support a household for 3-24 months depending on their needs.

RRH case managers use Progressive Assistance to help program households rapidly resolve current barriers and/or obtain and retain permanent housing in either the private rental market or affordable housing market as available.



RRH

Core Components and Resources



Identifying housing
and working with
landlord partners



Rental
Assistance



Case Management

Rapid Re-Housing programs are expected to be aligned with National Alliance to End Homelessness Program Standards for RRH Rapid Re-Housing

Kit: <https://endhomelessness.org/resource/rapid-re-housing-toolkit/>



RRH Provider Network



FOCUSED ON GEOGRAPHIC RANGE AND CULTURALLY SPECIFIC SERVICES

- IRCO
- HomePlate Youth Services
- Project Homeless Connect
- Just Compassion
- Good Neighbor Center
- JOIN
- CPAH
- Boys & Girls Aid
- Family Promise of Tualatin Valley
- NARA
- Open Door Housing Works
- New Narrative
- Bienestar
- Centro Cultural
- Easter Seals
- Urban League of Portland
- Bridges to Change
- Family Promise of Greater Washington County
- Community Action



Housing Liaison Program Overview



Goal: Leverage existing systems of care while addressing the housing needs of vulnerable communities. Provide housing system expertise for health service providers.

Liaisons embedded in five Health and Human Services Department Programs:

- Hawthorn Walk-in Center
- Maternal, Child and Family Program
- Behavioral Health Intensive Care Coordination
- Developmental Disabilities Division
- Disability, Aging and Veteran Services Program





Housing Liaisons Program Overview



- One Housing Liaison position co-located at each program to support the housing needs service recipients
- Position employed and supported by community-based housing services organizations:
 - Open Door Housing Works
 - Bienestar, Inc.
 - Project Homeless Connect
- Connects HHS service recipients into housing resources, conducts assessments, provides limited direct housing services
- Connects housing service recipients into HHS resources and services



Workforce Development Pilot



Goal: provide pathways for individuals with lived experience of homelessness to gain meaningful employment and increase service engagement in SHS programs while addressing workforce challenges.

- Implemented in partnership with Worksystems, Inc. and Open Door Housing Works
- Service components include:
 - Housing and peer services training program
 - Supported employment services
 - Internship placement services





Workforce Development Pilot



- Training program and six month paid internship followed by connection to permanent employment
- Emphasis on recruiting individuals that identify as Black, Indigenous, Latino/a/e, Asians, Pacific Islanders, immigrants, refugees and/or LGBTQ+
- Aim to serve 30 participants in year one
- Projected launch is late summer/early fall 2022



Shelter Program





SHS Shelter Programs



Year 1 goal achieved:

- 100 new year-round shelter beds

Year 2 expansion:

- 40 bridge shelter beds (Tigard)
- 30 "village" pods (Hillsboro)
- 155 winter shelter beds (dispersed)
- \$7.5 million capital fund



Jenny Aguirre, and Hillsboro Bridge Shelter tour for housing leaders



Shelter Programs



Year-Round Shelter

Provides a safe, low-barrier, Housing First, Housing-Focused, and supportive, 24-hour residence to persons/households experiencing homelessness

- Community Connect* housing resource connection and case management are available to all participants as the primary interventions
- Prioritized through Community Connect
- Just Compassion operating 20 beds in Tigard



** Our county Coordinated Entry System*



Bridge Shelters and Partners



Temporary, non-congregate, housing-focused shelter will serve households referred to housing programs and working towards supportive housing at an average stay of 120 days.

- Greater Good Northwest operating at Econolodge
 - 50 rooms
 - No minor children are allowed
 - 10 rooms for COVID
- Centro Cultural operating Casa de Amparo
 - 20 rooms
 - Family allowed
 - Bilingual (Spanish/English) staff





Emergency Shelter



Winter Shelter Programs

- Short-term, site-based, 14-hour or 24-hr emergency shelter for persons who are experiencing homelessness.
- Offers the opportunity for entry into Community Connect housing resources.
- Is an annually established program addressing basic shelter and service needs during the period which Washington County experiences its most inclement weather.
- Referred through Community Connect.



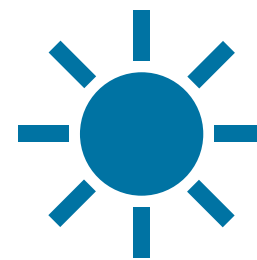


Emergency Shelter



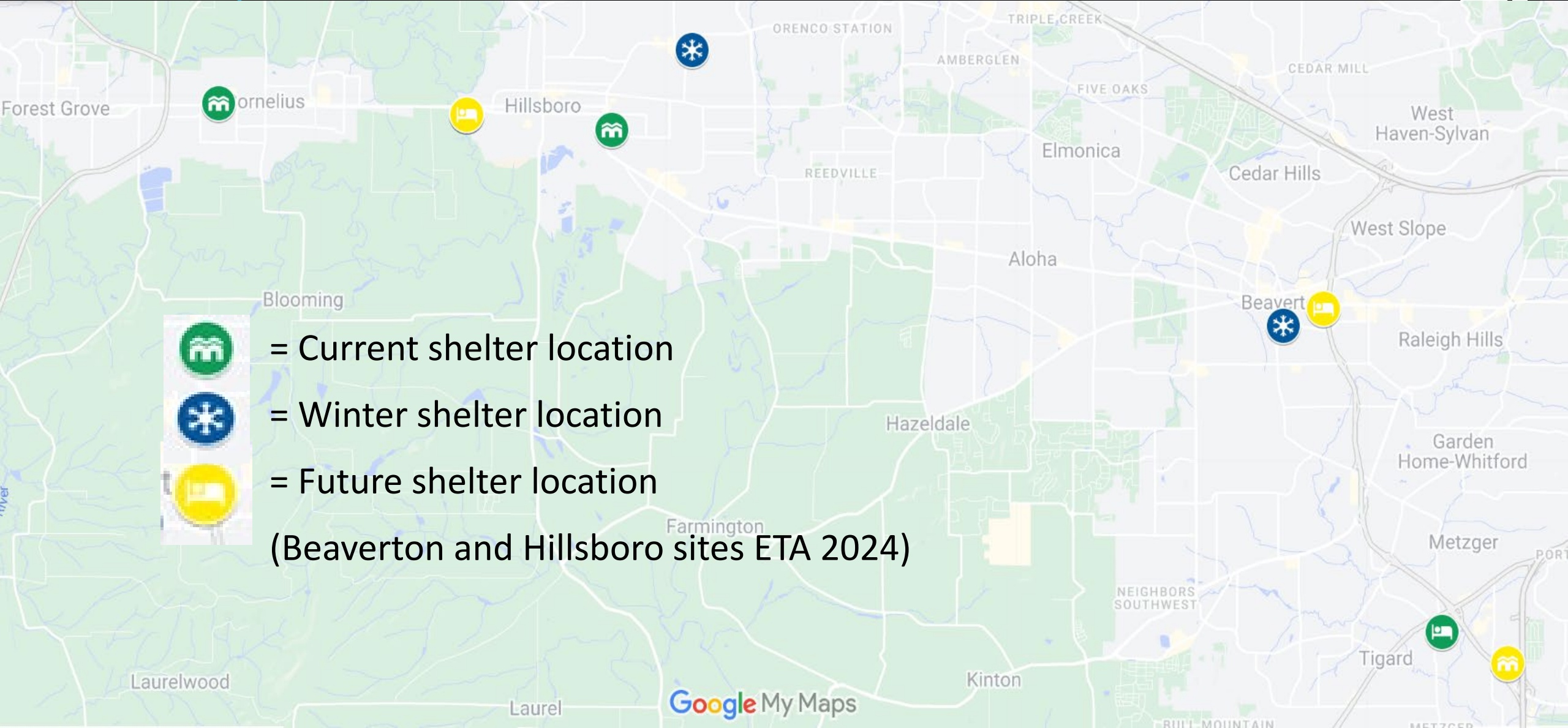
Inclement Weather Shelter

- Immediate emergency response pop-up/stand-up shelter, protecting persons who are experiencing homelessness from environmental emergencies and extreme weather conditions.
- Is established to address basic shelter and safety needs.
- Only open during short durations of time.





SHS Shelter Programs



= Current shelter location

= Winter shelter location

= Future shelter location

(Beaverton and Hillsboro sites ETA 2024)



Shelter Community Engagement



Community Engagement allows community members to be seen and heard

- Upfront and sustained community engagement as a priority
- Transparent opportunity for SHS to get feedback that will inform shelter program and design
- Community engagement to include a diverse group of community members, local businesses and people with lived experience



Partnering with the community



Good neighbor agreement – a collaboration with neighbors, nearby businesses, Washington County and the site operator

Community Guidelines

- Strong Program Management
- Ensure community and participant safety
- Support Community Livability



Engagement



Past, Present and Future

- Community engagement will be ongoing for all shelter sites and has included mailings, flyers, in-person outreach to local businesses, zoom and in-person feedback meetings, a dedicated email and newsletters
- The City of Hillsboro and the City of Beaverton are both currently leading community engagement processes with the support of Washington County





Street Outreach



Street-based outreach teams are critical to our efforts to address homelessness.

The Street Outreach program is committed to transforming the lives of individuals experiencing homelessness through comprehensive street outreach efforts that partner with participants, connecting them to permanent housing solutions as quick as possible.



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Street Outreach



Reactive Outreach

- Responding to new encampments and hot spots

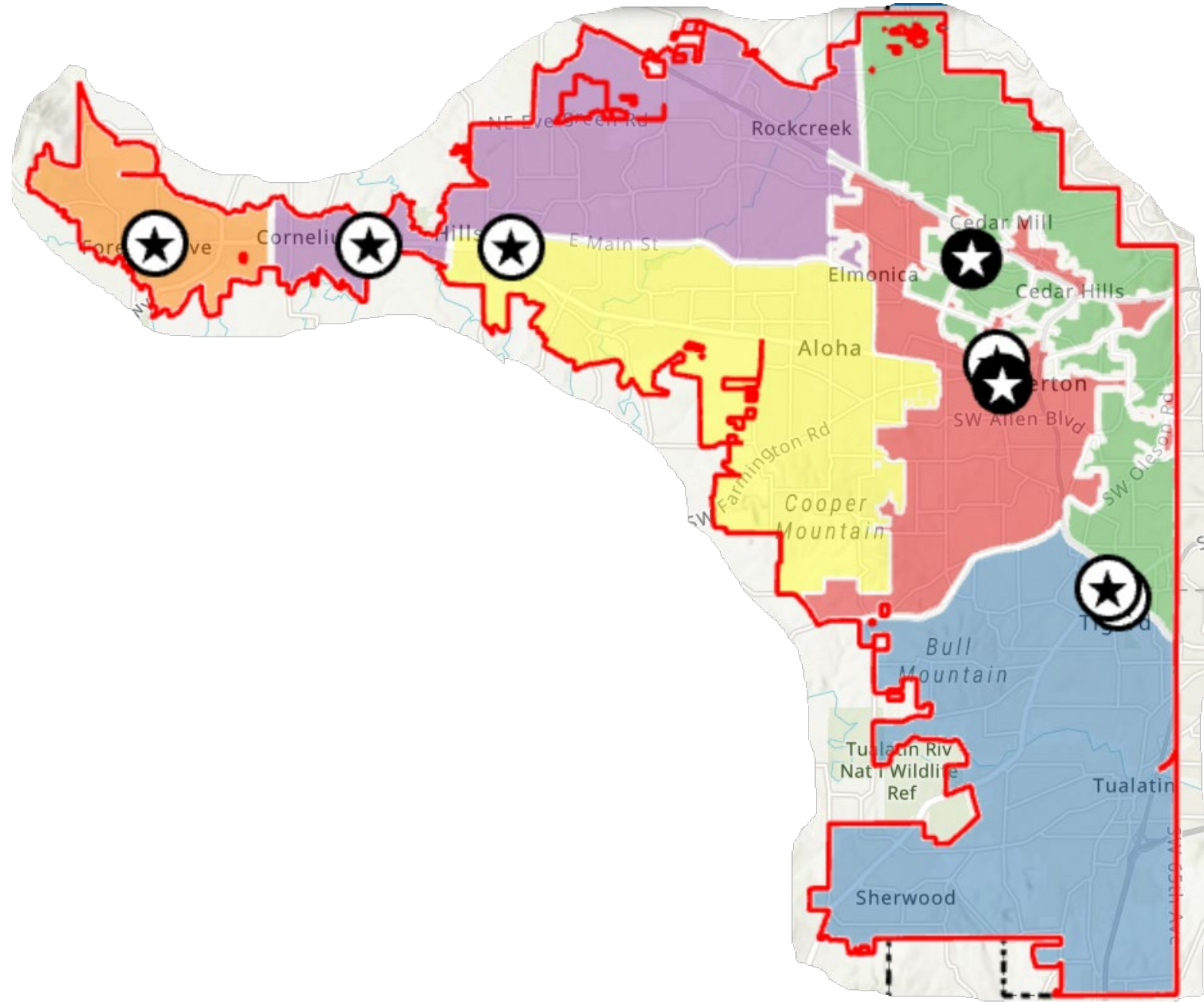
Pre-engagement

- Building relationships with individuals living outside

Engagement

- Community Connect Phase 1 Assessment

Geographical Street Outreach Map





Encampment Management Program



Program Elements

- Partnership with Health and Human Services, Sheriff's Office, and Housing Department
- Centralized point of contact
- Periodic scored assessments of health and safety risks
- Sanitation and waste management
- Regular meetings between participating agencies
- Dedicated Sheriff's Office outreach (HOPE) deputy
- Incorporates trauma informed care considerations



Encampment Management Considerations



- Community Impacts
- COVID-19 Pandemic
 - CDC/OHA Guidance: Allow people who are camping outdoors to remain where they are, when safe to do so, to help limit the spread of COVID-19.
- Legal Constraints
 - *Martin v. City of Boise*, the court held “as long as there is no option of sleeping indoors, the government cannot criminalize indigent, homeless people for sleeping outdoors, on public property.”
- Public Health/Safety Risks
 - Typhus, shigellosis, tuberculosis, necrotizing fasciitis, etc... seen in communities in the US

System Coordinated Entry





Community Connect



The U.S. Department of Housing and Urban Development (HUD) requires that areas receiving HUD funding for homelessness housing and services create a *Centralized or Coordinated Assessment System*.

- The primary goal of Coordinated Entry is to allow assistance to be allocated as effectively as possible and that it be easily accessible no matter where or how people present.
- Coordinated entry helps communities prioritize assistance based on vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner.

Just as Kleenex is a brand name for tissues, “Community Connect” is the name for Washington County’s Coordinated Entry System (CES).



Community Connect modernized



Community Connect began - 2014

- Designed to prioritize and coordinate limited housing resources for efficient and effective use.

Community Connect modernization- 2021

- Abundance approach
 - 1400+ housing placements added and all provide training to all program staff
- Phased approach to assessment as more trauma-informed

Phase 1 and Phase 2 Assessment roll out- 2021

Case Conferencing restart- Fall 2022 (goal)

Phase 3 and Phase 4 Assessment- late 2022 (goal)

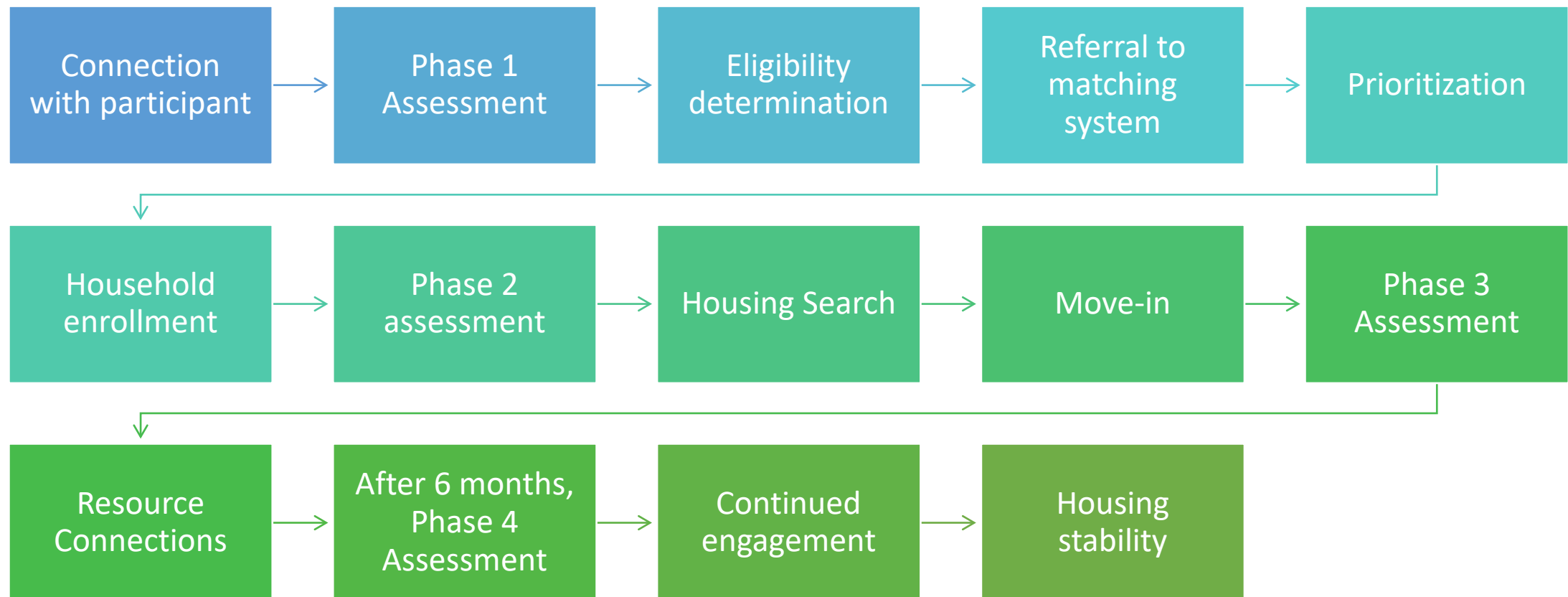




Community Connect



System Overview





Phased Assessment



Phase 1 Assessment

Initial Access Tool

- Front door to housing resources
- Basic eligibility questions to access housing resources

Phase 2

Housing Placement Assessment

Screening For:

- Housing History
- Legal History
- Housing Budget
- Housing Preference
- Tenant Screening Report

Phase 3

Housing Stabilization Plan

Screening For:

- Medical Needs
- Behavioral Health Needs
- Physical Health
- Social Supports
- Employment & Educational History

Phase 4

After housed for 6 months

Screening For:

- Housing Stability
- Personal Strengths
- Additional Needs or Reconnections
- Higher Levels of Care



Prioritization

Housing Intervention	Target Population	Priority Level	Primary Prioritization	Secondary Prioritization
Permanent Supportive Housing	Chronically Homeless	1	Families - Pregnant or with minor children	1. Length of time homeless
			Transitional Age Youth	2. Program Transfer
			Adults over 55+	3. Disability status
			Adults	
Rapid Rehousing	Literally Homeless	2	Families - Pregnant or with minor children	1. Priority Level One
			Transitional Age Youth	2. Length of time homeless
			Adults over 55+	3. Disability status
			Adults	
Homeless and Eviction Prevention	Imminently at Risk of Homelessness	3	Families - Pregnant or with minor children	1. Lowest income
			Transitional Age Youth	2. Highest rent burden
			Adults over 55+	3. Disability Status
			Adults	

Advancing Racial Equity

“If one really wishes to know how justice is administered in a country, one does not question the policemen, the lawyers, the judges, or the protected members of the middle class. One goes to the unprotected — those, precisely, who need the law’s protection most! — and listens to their testimony.”

Jame Baldwin, *No Name on the Street*



Advancing Racial Equity



- **ACCESS:** Fully implement Civil Rights Laws - equal employment, client civil rights, fair housing, Americans with Disabilities Act (including but not limited to translated meeting materials and interpretation/signing services). Remove barriers to participation including stipends, child-care services, and other strategies;
- **CULTURALLY SPECIFIC SERVICES:** Engage culturally specific organizations, especially small organizations and sole proprietorships, in order to understand specific organizational needs to build capacity and participate in public contracting opportunities;
- **DIVERSIFYING ADVISORY BODIES:** Ensure that advisory bodies and committees are diversely representative of our community, and the experiences of people our programs serve; and
- **CREATE STRUCTURES TO ADVANCE EQUITY WORK:** including oversight, program evaluation and policy advancement.

the Landlord Liaison Program



Landlord Liaisons Role

Recruiting, engaging, and building relationships with landlords

Providing information about rent assistance program guidelines and supporting landlords with paperwork

Tracking vacancies and supporting the process of connecting tenants, Case Managers and Housing Navigators with available units

Providing neutral third-party mediation between landlords and service providers as needed

Serves as a connector for partner agencies and landlords

Troubleshooting

Explaining policies/procedures

Assisting with understanding lease

Assist in connecting CMs and LLs to appropriate department/persons

Assisting with connecting LLs/CMs with resources

Assisting with denials/applications

Assisting with Reasonable Accommodations

Communicating with Landlords

Mediation

Provide program resources

Explaining the “why”

Assisting in “closing” the deal

Assist with providing clarity

Partnering for vacancies

Trainings

Landlord events



Incentives: Partnership Pledge



- **What we promise to provide:**

- Assist tenants with the application process and payment of move in costs
 - \$500 sign on bonus as a regular thing, up to \$1,000 to address inspection repairs
 - Option of increased deposits/holding fees
- Provide housing retention support and connections to supportive services
- Maintain regular contact with tenants and landlords
 - Commitment to return calls/emails within 2 business days

- **What they promise to provide:**

- Reduced screening barriers
- Work collaboratively with service partners to prevent damages or eviction
- Be a good landlord- follow fair housing, landlord tenant law, etc.



Partnership Pledge

- Landlords leasing to participants **have the option** of signing a Partnership Agreement with a contracted service partner to access additional services to support tenant stability.
- In exchange for these additional service supports, the partnership agreement will specify commitments the landlord must make, such as using agreed-upon screening criteria.



Service Partner pledges to:

Assist	Assist participants with the application and move-in process
Pay	Pay move-in costs for participants including application fees and security deposits
Support	Support the participant to understand the rules and responsibilities of tenancy
Provide	Provide housing retention case management and connections to ongoing supportive services as needed
Maintain	Maintain regular contact with the Landlord and participants and work collaboratively...including a commitment to return all communication within 2 business days.
Encourage	Actively encourage ongoing feedback regarding the services provided

Landlord pledges to:

Work

Work collaboratively

- By maintaining communication with the Service Partner

Communicate

Communicate Promptly

- When problems arise during tenancy,
- issues that may lead to a written notice to the tenant,
- late payment of rent,
- Damage to the rental unit
- any other issues or action that may affect the tenancy.

Follow

Follow Guidelines

- Of the rent assistance program
- Fair Housing Law
- Oregon Landlord Tenant Law
- Any other state or local laws related to rental housing requirements.

Landlord Incentives, Reimbursements & Funds

Incentive payment

Beginning at \$500 and up to a month's rent for each unit rented to a household participating in a rent assistance program

Reimbursement

Up to \$1,000 for repairs *in excess of \$500* needed to pass a move-in inspection *The unit must have first failed the inspection to make a request!*

Risk Mitigation Program (RMP)

- Physical damage to unit or common areas beyond normal wear and tear & that exceeds security deposit
- Administrative fees (up to 5% of qualifying repairs) for supervision of repairs
- Legal costs related to serious violations of lease or state laws
- Unpaid rent (and utilities under certain circumstances), not to exceed 90 days
- Rent during vacancy turnover time, when that period exceeds 60 days
- Holding units for qualified tenants beyond 60 days



Standards

Working with Agency Providers



Program Standards



Program standards encompass the minimum standards that all SHS funded programs will provide

Required Approaches:

- Racial Equity
- Culturally Responsive Services
- Housing First Model
- Low Barrier
- Harm Reduction
- Trauma Informed Care





Program Standards



Program standards encompass the minimum standards that all SHS funded programs will provide:

- Health Safety and Incident Reporting
- Grievance and Termination Procedures
- Non-discrimination
- Equal access and gender identity
- Language access
- Facilities
- Customer Service
- Service Animals





SHS Local Implementation Plan



The Washington County Local Implementation Plan (LIP) guides the implementation of our Supportive Housing Services program.

Overall goals include:

- Create and sustain 1650 Supportive Housing Placements annually
- Create and sustain 250 year-round shelter beds annually
- Ensure housing placement and retention outcomes advance racial equity
- [Community Oversight and Engagement \(washington.or.us\)](https://co.washington.or.us)



HMIS=DATA



If it's not in HMIS,
it didn't happen

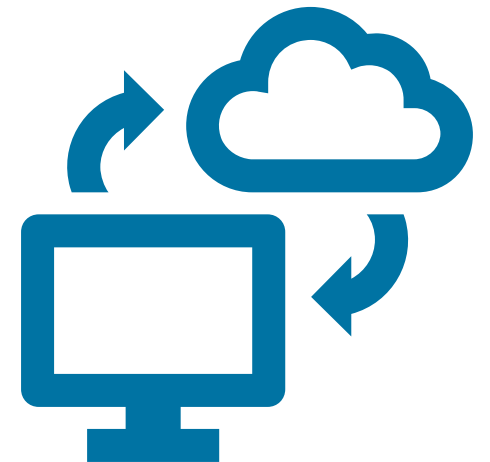


HMIS



HMIS is an operational tool, not simply a data recording tool

- Track incoming referrals
- Learn information about your participants and help streamline how you work with them
- Understand your program's capacity and easily view who is enrolled in your program
- Track notes and record steps you have been taking with participants
- Refer participants to other housing resources if you are unable to serve them





HMIS



Data in HMIS is used to:

- Measure program performance – Performance metrics in your contract will be based on data input into HMIS
- Measure capacity – Our Community Connect Matching system relies on a timely and accurate understanding of program openings
- Report to our funders
- Coordinate services
- Measure equity in our housing outcomes
- Identify process bottlenecks and challenges
- Measure the outstanding need for housing programs



→ Provider Training





Program Partners Staff Trainings



- **Online Training Platform** Power DMS
 - All case management staff, accounting staff, and supervisors will have an account
 - All trainings will be centralized on training site
 - Case Managers will be notified of required trainings
 - Completed trainings offer certifications
 - Document library included
 - Launching in July





Staff Trainings



- **Assessors Soft Skills (Phase I)** is offered the second Monday of every month and is required for all new service providers that would like to conduct phase I assessments.
- **Phase II & Tenant Alert** is offered the third Tuesday of every month and required for all service providers that would like to conduct phase II assessments and access Tenant Alert.
- **Mental Health System Overview** is Thursday, July 28th from 1:00 PM-2:00 PM via Zoom.
- **Mental Health System Overview Part II** is Tuesday, August 2nd from 1:00 PM to 2:15 PM via Zoom.
- **Question Persuade Refer (QPR) Suicide Prevention** is hosted quarterly. Upcoming trainings are Tuesday, July 26th and Thursday, August 4th.



Staff Trainings



- **Harm Reduction 101** is offered quarterly and addresses core tenants of harm reduction principles.
- **Conflict Resolution** is offered quarterly by Beaverton Mediation Center.
- Online training resources:
 - Mental Health First Aid
 - ASIST Suicide Intervention
 - CALM Counseling on Access to Lethal Means
 - Domestic Violence Safety Planning
 - Trauma Informed Care
 - Housing Navigation



Questions and Feedback

