

# HOME-American Rescue Plan Allocation Plan

For Washington County and the Cities of Beaverton, Hillsboro, & Tigard



# HOME-ARP Allocation Plan

## Substantial Amendment to the FY2021 Action Plan

Washington County Consortium

Washington County and  
The Cities of Beaverton, Hillsboro, & Tigard Oregon

Prepared by  
Washington County Office of Community  
Development

Approved by HUD on September 1, 2022

*Copies of this document may be accessed online at:*

<https://www.co.washington.or.us/CommunityDevelopment/Planning/annual-draft-action-plan.cfm>



Table of Contents

Introduction ..... 5

Consultation ..... 5

Public Participation ..... 16

Needs Assessment and Gaps Analysis ..... 17

HOME-ARP Activities..... 31

HOME-ARP Production Housing Goals..... 32

Preferences ..... 32

Appendix A: Community Participation..... 33



## Introduction

The Washington County Consortium, which includes the cities of Beaverton, Hillsboro, and Tigard will receive \$6,101,728 in Home Investment Partnerships – American Rescue Plan (HOME-ARP) funds from the U.S. Department of Housing and Urban Development (HUD). This allocation is part of the American Rescue Plan Act of 2021. The purpose of HOME-ARP funds is to provide homelessness assistance and supportive services through four eligible activities:

1. Development of affordable housing (HOME-ARP Rental Housing)
2. Tenant-based rental assistance (HOME-ARP TBRA)
3. Provision of supportive services (HOME-ARP Supportive Services)
4. Acquisition and development of non-congregate shelter units (HOME-ARP NCS)

The allocation must primarily benefit qualifying individuals and families who are homeless, at risk of homelessness, or other vulnerable populations. The qualifying populations are:

1. Homeless as defined in 24 CFR 91.5
2. At risk of homelessness as defined in 24 CFR 91.5
3. Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking as defined by HUD
4. Other populations where providing supportive services or assistance under section 212(a) of NAHA (42 U.S.C 12742(a)) would:
  - prevent a family's homelessness; or
  - would serve those at greatest risk of housing instability:
    - Annual income  $\leq$  30% of area median income (AMI) and is experiencing severe cost burden (i.e., is paying more than 50% of monthly household income toward housing costs) OR
    - Annual income  $\leq$  50% of AMI and meets one of the conditions of at-risk of homelessness

\*Veterans and families including veteran member that meet one of the preceding criteria.

This plan includes 1) an outline of the consultation and public participation processes, 2) a needs assessment for qualifying populations and gaps analysis of current shelter and housing inventory and the service delivery system, and 3) planned uses of HOME-ARP funds for qualifying populations and eligible activities.

## Consultation

In order to determine the needs of the qualifying populations, Washington County Office of Community Development staff held consultations with partner organizations who provide services and shelter facilities to the qualifying populations. The stakeholders consulted can speak to the needs, gaps, and potential allocation of funds that would be most beneficial for the qualifying populations. Consultation sessions were held virtually and included a brief

presentation about HOME-ARP, the qualifying populations, and the eligible activities. Following the virtual consultations, a survey was also sent out to allow for additional input.

Office of Community Development staff consulted with the Housing and Supportive Services Network (HSSN), the Continuum of Care (CoC) body for the area, on Wednesday, March 2, 2022. The HSSN consists of more than 65 agencies, 27 of which attended the consultations. Agencies present included the public housing authority, victims’ services providers, veterans service providers, homeless service providers, and agencies that provide services to our most vulnerable populations. Consultations were held in small groups of 10 to allow everyone the opportunity to provide input on the unmet needs and gaps for the populations they serve.

Office of Community Development staff held consultations with the Coalition of Housing Advocates (CHA) on Thursday, March 3, 2022, and on Thursday, April 7, 2022. Agencies present included affordable housing developers, homeless service providers, local government, and finance agencies.

Consultations were held with the COVID Racial Equity Group on April 27, 2022. There were 16 agencies present during that event.

Office of Community Development staff held individual consultations with Housing and Supportive Housing Services on January 24, 2022, May 10, 2022, and May 12, 2022. Staff held an individual consultation with the Fair Housing Council of Oregon on April 28, 2022.

***Organizations consulted and summarized feedback from these entities.***

<b>Agency/Org Consulted</b>	<b>Type of Agency/Org</b>	<b>Method of Consultation</b>	<b>Feedback</b>
<b>Washington County Department of Housing Services</b>	Continuum of Care lead agency	HSSN Zoom Meeting (March 2, 2022)	Provided data for needs assessment and gaps analysis
<b>Washington County Supportive Housing Services</b>	Government Entity Homeless service provider	Individual consultation on January 24, 2022. HSSN Zoom Meeting (March 2, 2022) CHA Zoom Meeting (March 3, 2022) CHA Zoom Meeting (April 7, 2022) Individual consultation on May 10, 2022.	Need more services for those leaving shelter, long-term support, better access to services, non-congregate shelter.

		Individual consultation on May 12, 2022.	
<b>Housing Authority of Washington County</b>	Public Housing Authority	Individual consultation on January 24, 2022. HSSN Zoom Meeting (March 2, 2022) CHA Zoom Meeting (March 3, 2022)	No specific comments received during consultations.
<b>Family Promise of Tualatin Valley</b>	Nonprofit Organization Homeless service provider	HSSN Zoom Meeting (March 2, 2022) Survey	Need to have long-term support from someone they trust, more access points to services, emergency shelter, non-congregate shelter, hotel vouchers, affordable housing units. Help for those who are doubling up.  Need for a trauma-informed care approach.  Need for shelters that allow pets, essential transportation, mental health services, dental services.  Assistance for application fees, security deposits, license, and registration, etc. Regaining employment and budgeting assistance.
<b>EasterSeals</b>	Nonprofit Organization	HSSN Zoom Meeting (March 2, 2022)	Need for affordable housing, remove obstacles such as

	Assists people with disabilities, veterans, and seniors		criminal records and rental arrears.
<b>New Narrative</b>	Nonprofit Organization Mental health and homeless service provider	HSSN Zoom Meeting (March 2, 2022)	Need for placement in shelter for those with severe needs, alternative sheltering for those with severe mental illness, better access to services. Housing retention and 2 person teams: Housing navigator and peer support specialist.
<b>Ecumenical Ministries of Oregon</b>	Nonprofit Organization Homeless service provider, also supports refugees, immigrants, victims of domestic violence	HSSN Zoom Meeting (March 2, 2022)	Need for long-term support, non-congregate shelter, affordable housing, better access to services.
<b>Domestic Violence Resource Center</b>	Nonprofit Organization Victim Service Provider	HSSN Zoom Meeting (March 2, 2022)	Need for long-term support, non-congregate shelter, and permanent supportive housing for victims of domestic violence.
<b>Boys and Girls Aid</b>	Nonprofit Organization Homeless Youth	HSSN Zoom Meeting (March 2, 2022)	Greatest need is for youth shelters, services for youth with substance use and mental health issues.
<b>Open Door Counseling Center</b>	Nonprofit Organization Homeless service provider, mental health service provider	HSSN Zoom Meeting (March 2, 2022)	Need for placement in shelter for those with severe needs, alternative sheltering for those with severe mental illness, better access to services.
<b>Housing Independence</b>	Nonprofit Organization Homeless service provider	HSSN Zoom Meeting (March 2, 2022)	Need for long-term support, non-congregate shelter, affordable housing,



			better access to services.
<b>Salvation Army Veterans &amp; Family Center</b>	Nonprofit Organization Veteran’s service provider	HSSN Zoom Meeting (March 2, 2022)	Need for placement in shelter for those with severe needs, alternative sheltering for those with severe mental illness, better access to services.
<b>Portland State University</b>	Homelessness Research Group	HSSN Zoom Meeting (March 2, 2022)	Need for placement in shelter for those with severe needs, alternative sheltering for those with severe mental illness, better access to services.
<b>ASSIST</b>	Nonprofit Organization	HSSN Zoom Meeting (March 2, 2022)	Need for more housing and supportive services for those who are severely mentally and physically ill. Street outreach. Need SSI/SSD application assistance.
<b>Community Action Organization</b>	Nonprofit Organization	HSSN Zoom Meeting (March 2, 2022)	Need harm reduction models, homeless prevention, year-round shelter, shelters that allow pets.  Transportation to shelter, need more outreach and peer support, same day service and shelter. Long-term support to transition
<b>City of Hillsboro</b>	Government - Part of the HOME Consortium	HSSN Zoom Meeting (March 2, 2022)	Need for emergency shelter while more housing is built. Need more non-congregate shelters.

<p><b>Washington County Disability Aging &amp; Veteran Services</b></p>	<p>Government entity (Veterans, seniors, and people with disabilities)</p>	<p>HSSN Zoom Meeting (March 2, 2022) Survey</p>	<p>Need for more people to assist with navigating the housing process.</p> <p>Need emergency shelter and transitional housing.</p> <p>Biggest barrier to housing is lost or stolen photo ID or SS Card, and no birth certificate.</p> <p>Gap in housing navigation/intensive case management services that develop trust with the most vulnerable and disabled individuals.</p>
<p><b>Forest Grove Foundation</b></p>	<p>Nonprofit Organization Homeless service provider</p>	<p>HSSN Zoom Meeting (March 2, 2022)</p>	<p>Need for temporary housing, ease transition into permanent housing.</p> <p>Need for behavioral health and substance abuse disorder services.</p>
<p><b>West Tuality Habitat for Humanity</b></p>	<p>Nonprofit Organization Housing services provider</p>	<p>HSSN Zoom Meeting (March 2, 2022) CHA Zoom Meeting (March 3, 2022) Survey</p>	<p>Need a variety of home styles from accessible to multi-story, from 2b-4b units.</p> <p>Need shelter that is \$400 or less for those with monthly incomes under \$1,200 (affordability).</p> <p>Need drug treatment and mental health services, transportation services from camps to</p>

			social services and medical treatment.
<b>HomePlate Youth Services</b>	Nonprofit Organization (Youth)	HSSN Zoom Meeting (March 2, 2022)	Need for shelter and services for youth.
<b>HereTogether Oregon</b>	Coalition of service providers, business leaders, elected officials, leaders from communities of color and faith, and community advocates	HSSN Zoom Meeting (March 2, 2022)	No specific comments received during consultations.
<b>Mental Health Association of Oregon</b>	Nonprofit Organization	HSSN Zoom Meeting (March 2, 2022)	No specific comments received during consultations.
<b>Community Partners for Affordable Housing (CPAH)</b>	Community Housing Development Organization (CHDO)	HSSN Zoom Meeting (March 2, 2022) CHA Zoom Meeting (March 3, 2022) CHA Zoom Meeting (April 7, 2022)	Need for placement in shelter for those with severe needs, alternative sheltering for those with severe mental illness, better access to services.
<b>U S Department of Veterans Affairs</b>	Veteran’s service provider	HSSN Zoom Meeting (March 2, 2022)	Voucher amounts aren’t enough to cover rents.
<b>Washington County Juvenile Department</b>	Government Entity	HSSN Zoom Meeting (March 2, 2022)	Need for culturally specific services.
<b>Worksystems, Inc</b>	Workforce Investment Board	HSSN Zoom Meeting (March 2, 2022)	No specific comments received during consultations.
<b>Bridge Housing</b>	Housing Developer	CHA Zoom Meeting (March 3, 2022) CHA Zoom Meeting (April 7, 2022)	No specific comments received during consultations.
<b>Daytime Enrichment Activities and Recreation (DEAR)</b>	Nonprofit Organization	CHA Zoom Meeting (March 3, 2022)	Need for non-congregate shelter.

	Assists persons with disabilities	CHA Zoom Meeting (April 7, 2022)	
<b>Northwest Housing Alternative (NHA)</b>	Housing Developer	CHA Zoom Meeting (March 3, 2022) CHA Zoom Meeting (April 7, 2022)	No specific comments received during consultations.
<b>Community Housing Fund (CHF)</b>	Housing Community Development Financial Institution	HSSN Zoom Meeting (March 2, 2022) CHA Zoom Meeting (March 3, 2022) Survey CHA Zoom Meeting (April 7, 2022)	<p>Affordable permanent housing and transitional housing are sorely needed including all housing types for singles, families, seniors, and those with pets.</p> <p>Unmet needs commonly heard from partners are assistance for seniors and persons with disabilities as well as harm reduction models for persons with substance use disorders and mental illness.</p> <p>Non-congregate shelter is a high need. Hotel and motel conversions have been successful as that model allows people to thrive. Need longer-term shelter.</p> <p>Can bring local leveraged funds and outside resources as well.</p> <p>Beaverton and Hillsboro will be opening up metro bond sites in the</p>

			near future, one of which is for seniors. Could be a potential project.
<b>Proud Ground</b>	Affordable homeownership program agency	CHA Zoom Meeting (April 7, 2022)	No specific comments received during consultations.
<b>City of Tigard</b>	Government - Part of the HOME Consortium	CHA Zoom Meeting (April 7, 2022)	<p>Something between hotel model and safe lot is needed for non-congregate shelter. Help to purchase the hotel property would be helpful.</p> <p>Non-congregate shelter with hotel/motel model is beneficial because it won't impact the housing supply.</p>
<b>Washington County Public Health</b>	Government Public Health Agency	Racial Equity Group Consultation via Zoom (April 27, 2022)	Improvements to existing housing, air conditioning for tenants
<b>Centro Cultural</b>	Culturally Specific Agency	Racial Equity Group Consultation via Zoom (April 27, 2022)	Affordable housing with 3 & 4 bedrooms

<b>Immigrant &amp; Refugee Community Organization (IRCO)</b>	Nonprofit Organization serving immigrants and refugees	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Mercy Connections</b>	Nonprofit Organization serving African immigrants and refugees and other black communities	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Urban League of Portland</b>	Civil rights and social service organization serving African Americans	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Vision Action Network</b>	Nonprofit Organization	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Virginia Garcia</b>	Nonprofit Organization providing culturally appropriate health care to community members	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Lutheran Community Services</b>	Nonprofit Organization	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Latino Network</b>	Culturally Specific Agency serving Latinx populations	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.

<b>Centre of African Immigration and Refugees (CAIRO)</b>	Nonprofit Organization serving African immigrants and refugees	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Children’s Community Clinic</b>	Nonprofit Organization	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Adelante Mujeres</b>	Culturally Specific Agency serving Latina women and their families	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Department of Human Services</b>	Government Entity	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Community Oregon</b>	Nonprofit Organization	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Bienestar</b>	Nonprofit Organization serving Latinxs, immigrants, and all families in need	Racial Equity Group Consultation via Zoom (April 27, 2022)	No specific comments received during consultations.
<b>Fair Housing Council of Oregon</b>	Fair Housing Advocates	Individual consultation via Zoom (April 28, 2022)	Landlord/tenant education around fair housing laws, impediments to housing due to criminal history, supportive services to

			get into and stay in housing, need for support for persons with mental and physical disabilities, ongoing support for domestic violence survivors
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**Summarize feedback received and results of upfront consultation with these entities:**

Consultations indicated a high need for a variety of projects and activities including transitional housing, non-congregate shelter, long-term support, and permanent affordable housing. Many of these agencies work directly with the HOME-ARP qualifying populations and were able to give the Office of Community Development staff a better understanding of the needs and gaps in Washington County.

**Public Participation**

**Public Participation Process:** Washington County Office of Community Development held one public hearing to obtain input and feedback on the HOME-ARP allocation plan. The public hearing took place prior to the regular Policy Advisory Board meeting.

Public comment period: June 15, 2022 – July 14, 2022

Public hearing: July 14, 2022, at 7pm

**Efforts to broaden public participation:** Washington County followed the current Community Participation Plan. The public notice was posted on our website and placed in local newspapers prior to the beginning of the public comment period: The Oregonian, The Hillsboro Tribune, the Beaverton Valley Times, Tigard Tualatin Times, Sherwood Gazette, and El Latino de Hoy. The notice was also emailed directly to the Housing Authority of Washington County, The Housing and Supportive Services Network group, the Community Housing Agencies group, and other organizations that provide services to the qualifying populations. In addition, we met with the Racial Equity Group, which was not previously in existence prior to COVID-19, which allowed us to broaden our outreach. The notice provided a link the draft allocation plan on our website. The draft allocation plan was also made available at all public libraries of the Washington County Cooperative Library Services, at the City of Beaverton’s Community Development Division, and at the City of Hillsboro City Manager’s Office. Community members and groups could obtain free copies of the proposed allocation plan by contacting the Washington County Office of Community Development at (503) 846-8814.

Every effort was be made to ensure that the public hearing was inclusive and culturally responsive. Consortium offered to provide appropriate materials, equipment, interpreting



services to facilitate the participate of limited-English proficient/non-English speaking persons and person with visual and/or hearing impairments with notice of, preferably seven days in advance of public hearing date.

For the purposes of HOME-ARP, the objective of the public hearing was to make the following information available to the public:

- The amount of HOME-ARP funds the Washington County Consortium will receive
- The range of activities that the Consortium intends to undertake

***Comments and recommendations received through the public participation process:***

Washington County Office of Community Development received one comment during the public comment period. The comment received was from the Family Justice Center of Washington County and was in support of the allocation plan. You can find the email received as well as Washington County’s written response to the agency.

***Comments or recommendations not accepted and why:***

There were no comments that were not accepted.

## Needs Assessment and Gaps Analysis

***Size and demographic composition of qualifying populations within the PJ’s boundaries:***

According to 2021 census data, Washington County has approximately 600,811 residents. A breakdown of race and Hispanic origin below:

79.6% White alone

17.1% Hispanic or Latino

11.7% Asian alone

4.5% two or more races

2.5% Black or African American alone

1.1% American Indian and Alaska Native alone

.5% Native Hawaiian and other Pacific Islander alone

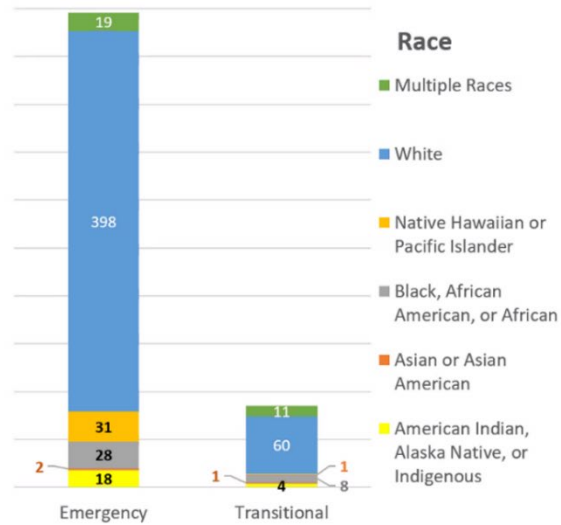
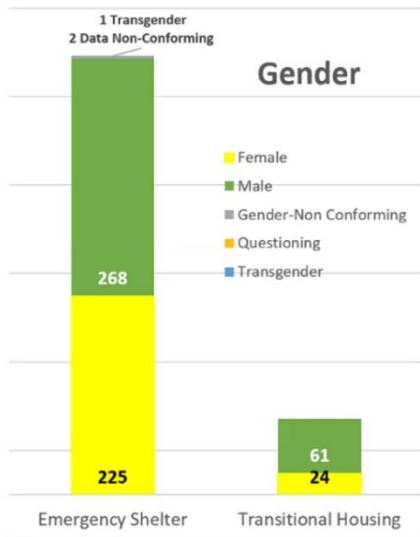
### Homeless populations

The 2022 Point-in-time (PIT) homeless count for Washington County was held on January 26, 2022, and included populations in year-round shelters, winter shelters, transitional housing, and unsheltered populations. Altogether, 808 persons were identified as experiencing homelessness, with 496 living in shelters, 85 in transitional housing, and 227 unsheltered. There was a total of 171 children counted with 152 in emergency shelter, 19 in transitional housing, and 0 unsheltered. There were 34 unaccompanied youth with 22 in emergency or transitional shelter and 12 unsheltered.

Class	Emergency Shelter	Transitional Housing	Unsheltered	Total
Total Number of Households	289	62	220	571
Total Number of Persons	496	85	227	808
Number of Children (under age 18)	152	19	0	171
Number of persons (18 - 24)	26	6	12	44
Number of persons (over age 24)	318	60	215	593

There was a total of 581 **sheltered** individuals (emergency shelter and transitional housing):

- 329 male and 249 female, 1 transgender, 2 gender non-conforming
- 424 identified as Non-Hispanic/Latin(a)(o)(x), 157 identified as Hispanic/Latin(a)(o)(x)



	Sheltered			Unsheltered	Total
	Emergency	Transitional	Safe Haven		
Adults with a Serious Mental Illness	42	2	0	65	109
Adults with a Substance Use Disorder	11	1	0	55	67
Adults with HIV/AIDS	0	0	0	5	5
Adult Survivors of Domestic Violence	39	4	0	15	58

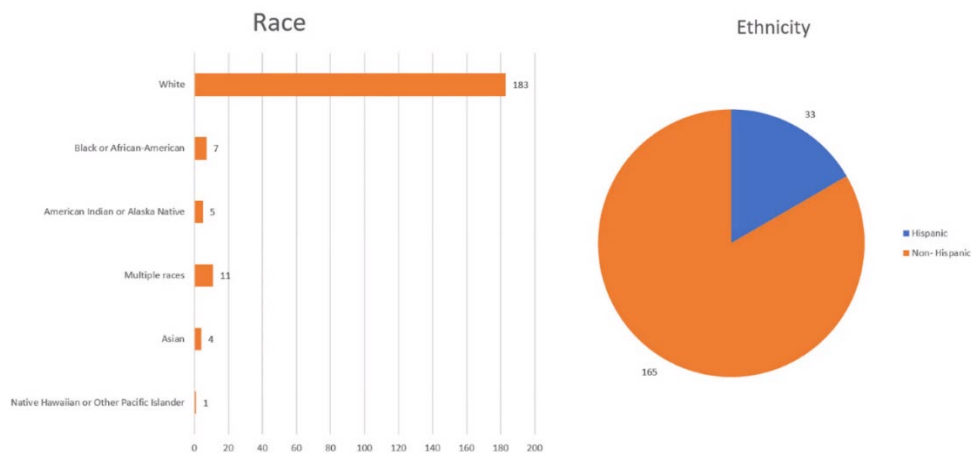
As shown in the chart above, 43 people in emergency shelter or transitional housing identified as a survivor of a domestic violence with 15 people unsheltered.

There were 12 sheltered adults and 55 unsheltered adults who identified as having a substance use disorder. 44 sheltered adults and 65 unsheltered adults identified as having a serious mental illness.

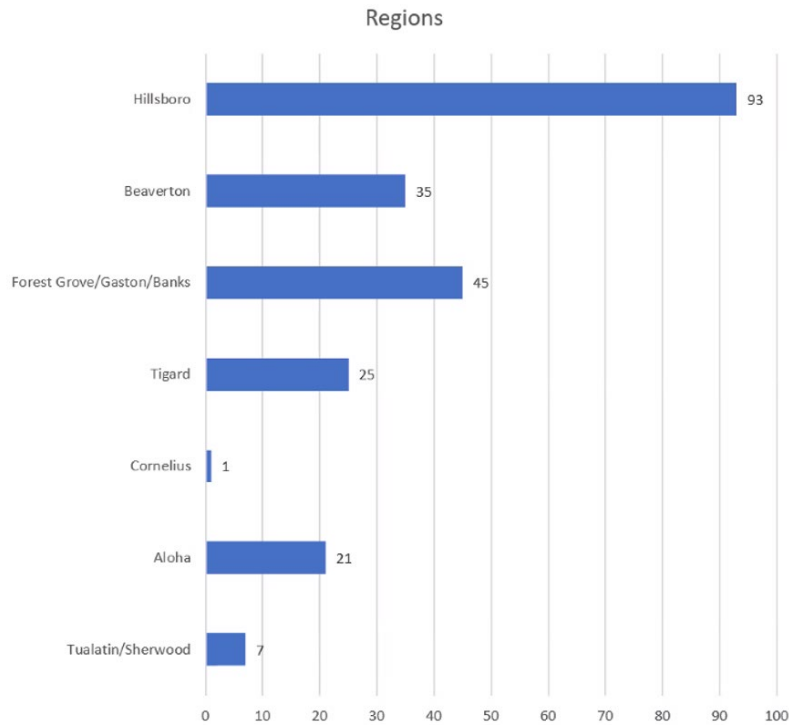
Veterans were another subpopulation identified in the sheltered PIT count with a total of 67 veteran households in emergency or transitional shelter and 15 veteran households were unsheltered.

There was a total of 227 **unsheltered** homeless individuals:

- Chronically homeless: 99
- Veterans: 15
- Domestic Violence Survivors: 15
- Disabled: 182



## Regions where unsheltered homeless individuals were located:



The total number of persons experiencing homelessness is inevitably underrepresented in the 2022 PIT; it is therefore assumed that the number of homeless people going without shelter is even greater than the number captured in the PIT count. Not everyone who is homeless seeks shelter for reasons including shelter requirements, restrictions, and the threat, or perceived threat, of conflict or theft among those staying shelters. The County’s shelter system primarily serves families with children, runaway/unaccompanied youth, and persons fleeing domestic violence. Although residents experiencing homelessness are most likely to be White and Non-Hispanic, persons of color are disproportionately represented and, according to a study by the Coalition of Communities of Color (CCC), have greater risk of homelessness. CCC reports Native Hawaiian and Pacific Islanders are the fastest growing community in Washington County—a community of color that is increasing in the annual point-in-time (PIT) homeless count.

### Individuals and families at risk of homelessness

CHAS data indicates that 28,830 households are at risk of homelessness in Washington County. During the 2022 PIT count, there were 85 individuals in transitional housing and at risk of becoming homeless.

Through local and state Emergency Rent Assistance (ERA 1 & 2) programs through Community Action Organization, there were 14,110 applications received by May 20, 2022. Of those, 8,133 were complete and paid, leaving 5,977 applications incomplete. In 2019, there were 3,094

eviction filings in Washington County. As of May 2022, there are 543 eviction filings, with this many households at risk of homelessness.

Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking

No specific data exists on the size and demographic composition of individuals fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking. Local Centers for Disease Control and Prevention (CDC) estimates for Washington County indicate that there are 24,194 households that include survivors of domestic violence, which represents 11% of households in Washington County.

From the 2022 PIT count, there were 43 sheltered individuals and 15 unsheltered individuals who disclosed that they were survivors of domestic violence. In January through March of 2022, the Family Justice Center partners and staff provided services to 786 survivors. By mid-2022, they provided 3,898 services to 1,876 clients.

2021 Impact		2022 Mid-Year	
Total Clients served at FJC	1902	Total Clients served at FJC	1876
Total Services provided at FJC	2628	Total Services provided at FJC	3898

At risk of housing instability

There are a significant number of extremely low-income households in Washington County (Annual Income <=30%AMI) and being severely cost burdened (paying more than 50% of monthly household income towards housing costs).

Income Distribution Overview	Owner	Renter	Total
Household Income less-than or= 30% HAMFI	5,440	12,045	17,485
Household Income >30% to less-than or= 50% HAMFI	6,895	12,455	19,350
Household Income >50% to less-than or= 80% HAMFI	14,410	18,215	32,625
Household Income >80% to less-than or=100% HAMFI	10,650	9,150	19,800
Household Income >100% HAMFI	94,965	32,280	127,245
Total	132,360	84,150	216,505

As illustrated in the table below, there are 17,485 extremely low-income households that are experiencing cost burden.

Income by Cost Burden (Owners and Renters)	Cost burden > 30%	Cost burden > 50%	Total
Household Income less-than or= 30% HAMFI	14,515	13,315	17,485
Household Income >30% to less-than or= 50% HAMFI	16,270	9,260	19,350
Household Income >50% to less-than or= 80% HAMFI	19,865	4,925	32,625
Household Income >80% to less-than or= 100% HAMFI	6,840	795	19,800
Household Income >100% HAMFI	8,920	585	127,245
Total	66,410	28,880	216,505

**Source:** Comprehensive Housing Affordability Strategy (CHAS)

Characteristics of housing associated with instability:

- Prior history of eviction or foreclosure
- Being precariously housed
- Difficulty paying utilities or property taxes
- Bad credit history
- Criminal history
- Mental illness
- Prior episodes of homelessness
- Domestic assault
- LGBTQ youth
- Extremely low income

From March 2020 to May 2022, Community Action reported assisting 5,334 households with emergency rent assistance that prevented their homelessness. Prior to COVID, Community Action assisted roughly 40 households per month with rent assistance, which meets about 10% of the total demand. Capacity is expected to return to pre-COVID capacity in the coming months. During the 2022 PIT count, there were 275 individuals receiving rapid re-housing assistance.

## Housing Need of Special Needs Populations, Washington County, Current and Future Growth

	Current			Future	
	Total Households	# of Households with Need	% of Households with Need	Housing Need in 5 Years	Change in Housing Need
Elderly Households	55,960	21,235	38%	22,876	1,641
Single Person households	50,334	3,595	7%	3,873	278
Large Families	19,525	9,805	50%	10,563	758
Households with LEP	8,465	931	11%	1,003	72
Households Containing Persons with a Disability	42,635	20,880	49%	22,494	1,614
<i>Hearing/Vision Impairment</i>	19,140	8,885	46%	9,572	687
<i>Ambulatory Limitation</i>	21,315	10,610	50%	11,430	820
<i>Cognitive Limitation</i>	18,200	9,035	50%	9,733	698
<i>Self-Care/Independent Living Limitation</i>	17,150	8,595	50%	9,259	664
Victims of Domestic Violence	24,194	573	2%	617	44

**Note:** Housing need defined as a household having one or more of four housing problems, which includes: 1. Lacks complete kitchen facilities, 2. Lacks complete plumbing facilities, 3. More than one person per room, 4. Cost burden greater than 30%.

Elderly households contain at least one person aged 62 years or older. Households with LEP have Limited English Proficiency; their needs are based on the proportion of LEP residents living in poverty. Victims of domestic violence include rape, physical violence and/or stalking by an intimate partner. Large families are defined as a family size of 5 or more. Persons with disabilities may be captured in multiple categories if they have multiple types of disabilities. Persons with disabilities may also be represented in the elderly category.

Source: 2017 5-year ACS.

The largest special needs population in the county that is housing unstable is elderly households, followed by households with disabilities. These groups have the largest housing needs, based on data from HUD’s housing problems database and the incidence of poverty. According to the 2020-2024 Consolidated Plan, 7% of households in Washington County experience housing needs. Households with disabilities have some of the highest rates of housing assistance need. 26% of households have an individual with self-care limitations and/or a physical disability. 8% of households have an individual with a cognitive limitation. There is an estimate of 20,000 persons with physical and development disabilities that have some level of housing and supportive service’s needs.

Unmet housing and service needs of qualifying populations, including but not limited to:

- Sheltered and unsheltered homeless populations;
- Those currently housed populations at risk of homelessness;
- Other families requiring services or housing assistance or to prevent homelessness; and
- Those at greatest risk of housing instability or in unstable housing situations:

Needs identified in the Washington County Housing Services 2021 Local Implementation Plan are:

1. Year-round emergency shelter access with housing navigation to connect people to housing supports,
2. Supportive housing programs with long-term rent assistance and tailored support for services,

3. Culturally responsive standards of care requirements and trainings for all providers, and
4. A network of culturally specific service providers.

Many of the needs of the qualifying populations are similar and include a need for:

1. Culturally specific services
2. Relationship building/peer support
3. Non-congregate shelter (long-term shelter)
4. Affordable housing units with a variety of home styles
5. Long-term supportive services
6. Trauma informed staff and programming and harm reduction models
7. Mental health services
8. Access to substance use recovery programs

### Homeless Populations

For homeless populations in Washington County there is a need for trauma informed care and increased knowledge of best practices among case managers for providing care to residents with mental illness. Behavioral health and peer support services to meet the housing and service needs of people experiencing homelessness or at-risk of homelessness is another identified need.

A wide range of housing options, and movement from one to another along a spectrum of independence, from short-term transitional shelter to permanent supportive housing are needed. Placement in shelter and housing for those with severe needs, alternate shelter such as RV parking, POD villages, youth shelters for those with mental health and/or substance use issues, year-round shelter, hotel vouchers, shelters that allow pets, non-congregate shelter, and transitional housing were identified as high priorities to ease the transition into permanent and affordable housing,

### Individuals and families at risk of homelessness

Needs identified for individuals and families at risk of homelessness are being able to provide services to those who are doubled up, prevention services to prevent homelessness, housing navigators, assistance with rental application fees, security deposits, license and registration fees, rental arrears, and transportation assistance to employment and essential medical appointments.

### Fleeing or attempting to flee domestic violence, dating violence, sexual assault, stalking, or human trafficking

Needs identified for this population are non-congregate shelter, long-term support and services, and permanent supportive housing. Survivors and their children need access to affordable housing to avoid needing to return to the abuser.

### At risk of housing instability



Residents who have been previously homeless or are currently receiving some sort of assistance may need continued rental assistance and supportive services for a longer period to become more housing stable.

Seniors need assistance managing rising housing costs and assistance to stay in their homes. The waitlists for low-income senior housing can be very long. There is also a need for transportation services to connect seniors to medical appointments, grocery stores, senior centers, etc.

Persons with disabilities lack affordable rental housing and accessible transportation. They need better supportive and housing services as well as access to affordable housing.

A need identified for Veterans is the need for more people to assist and guide individuals throughout the housing process to make them feel comfortable and successful in finding affordable housing options.

### ***Current resources available to assist qualifying populations***

The engagement of unsheltered homeless persons is performed through a collaborative network of homeless outreach staff, daytime walk-in centers providing basic need resources, and community partners that include severe weather shelters, meal sites, clothing closets, and emergency utility/rent assistance. Through this engagement, all at-risk and homeless persons are referred to Community Connect, which services as Washington County's coordinated entry system that screens individuals for homeless eligibility, assess their housing and service needs, and refers them to programs that can provide client-specific services integrated with housing, linkage to employment and health care resources. The system uses Housing First strategies, and seeks to divert people from entering emergency shelter, when possible, and support their rapid re-housing into permanent housing.

The Shelter Network in Washington County is made up of six shelters. These include the Community Action Shelter, Family Promise of Greater Washington County, the Good Neighbor Center, Boys and Girls Aid Safe Place for Youth, and the Domestic Violence Resource Center (Monika's House). The Shelter Network works collaboratively to find other housing options, or if none, shelter opportunities within the network of shelters to prevent households from living on the street. The nonprofit shelter network provides emergency shelter for persons fleeing domestic violence, families with children, and runaway/homeless youth. Emergency Shelter and Transitional Housing provide homeless with safe temporary housing while more permanent housing can be located.

The Aloha Inn, Bridge Shelter of Hillsboro, and Forest Grove Inn operate as year-round shelter and added 101 new shelter beds in Q1 of 2021/2022. Year-round shelter programs provide comprehensive and housing-based services. All shelter programs partner with case managers who work with individuals and families make the transition to permanent housing.

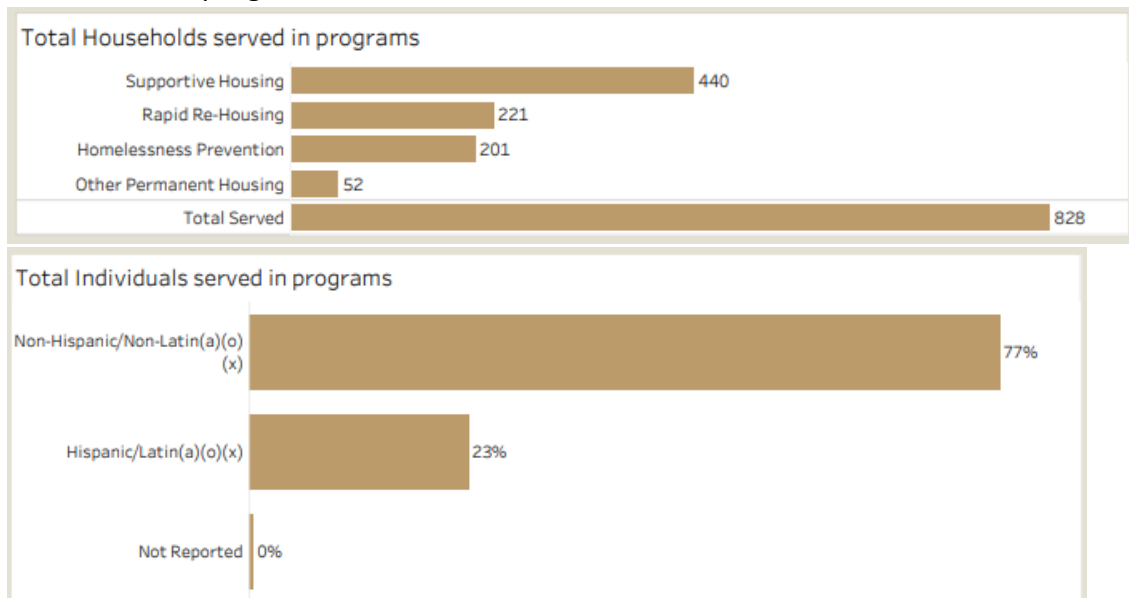
The 2022 Washington County Housing Inventory Count identified 1,249 year-round beds and 275 winter shelter beds. This includes emergency shelter, transitional housing, permanent supportive housing, and rapid re-housing.

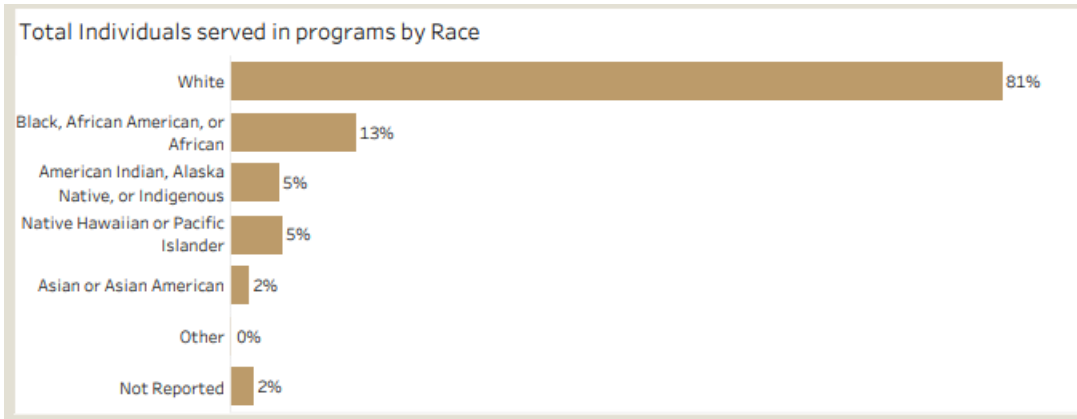
	Family Beds	Adult-only Beds	Child-Only Beds	Total Yr-Round Beds	Seasonal	Veteran Beds	Chronic Beds	Youth Beds
<b>Emergency, Safe Haven and Transitional Housing</b>	<b>224</b>	<b>257</b>	<b>3</b>	<b>484</b>	<b>275</b>	<b>79</b>	<b>n/a</b>	<b>11</b>
Emergency Shelter	183	200	3	386	275	0	n/a	0
Transitional Housing	41	57	0	98	n/a	79	n/a	11
<b>Permanent Housing</b>	<b>367</b>	<b>398</b>	<b>0</b>	<b>765</b>	<b>n/a</b>	<b>254</b>	<b>157</b>	<b>22</b>
Permanent Supportive Housing	139	351	0	490	n/a	246	157	12
Rapid Re-Housing	228	47	0	275	n/a	8	n/a	10
<b>Grand Total</b>	<b>591</b>	<b>655</b>	<b>3</b>	<b>1,249.00</b>	<b>275</b>	<b>333</b>	<b>157</b>	<b>33</b>

\*All veteran beds include the veteran AND the members of the household.

There are an additional 770 year-round permanent housing beds that are part of a new initiative funded by the Metro Supportive Housing Services Levy and HUD Emergency Housing Vouchers (EHV). 470 of these beds are available with 300 of these beds are currently under development.

From the Supportive Housing Services Q2 report (PY 2021/2022), there were 828 households served in their programs.





Source: Washington County SHS 2021/2022 Q2 Report

The affordable inventory for 0-30% AMI households consists of public housing authority units, affordable rentals provided by the County’s housing authority, and privately provided units that accept Housing Choice Vouchers/Section 8. The County housing authority administers approximately 2,700 vouchers.

	Program Type								
	Certificate	Mod-Rehab	Public Housing	Vouchers			Special Purpose Voucher		
				Total	Project-based	Tenant-based	Veterans Affairs Supportive Housing	Family Unification Program	Disabled *
# of units vouchers in use	0	0	240	2,784	29	2,733	18	0	0

Table 22 - Public Housing by Program Type

\*includes Non-Elderly Disabled, Mainstream One-Year, Mainstream Five-year, and Nursing Home Transition

Data Source: PIC (PIH Information Center)

Source: 2020-2024 Consolidated Plan

The Housing Authority currently has plans for ten developments which will add 812 new affordable units in Washington County. At least 136 units will be Permanent Supportive Housing to serve highly vulnerable populations such as individuals with complex health needs and a history of homelessness. Projects currently under construction are the Viewfinder, The Valfre at Avenida26, the Aloha Inn Permanent Supportive Housing, and Terrace Glen. The Viewfinder includes 81 units, the Valfre at Avenida 26 includes 36 units, the Aloha Inn has 54 permanent supportive housing units, and Terrace Glen has 144 units. An additional affordable housing project is underway for Seniors called Tigard Senior Housing and will provide 27 project-based vouchers and 58 units.

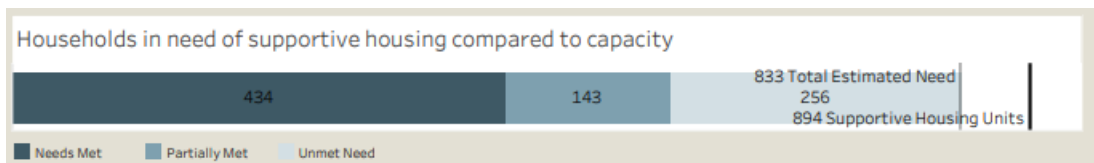
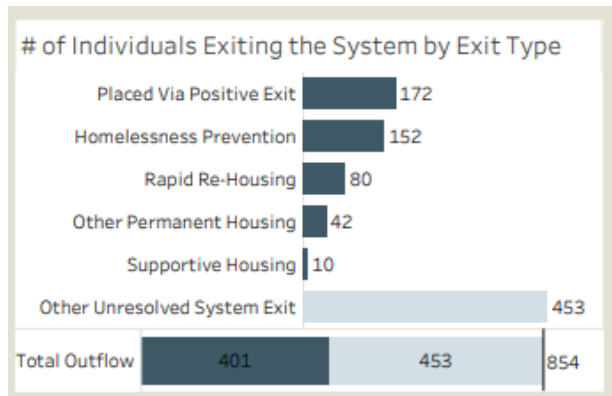
Supportive Housing Services’ proposed budget for FY 2022/2023:

- Shelter, outreach, and access services: \$11,077,320
- Housing navigators and support services: \$12,768,451
- Housing financial assistance: \$15,636,000

**Gaps within current shelter and housing inventory as well as the service delivery system**

Currently, the Washington County coordinated entry system is only able to help 28% of literally homeless families and individuals access permanent housing, while 62% of families who exit after receiving temporary services or shelter are stuck wading through the system of waitlists or seeking help outside of Washington County.

The vast majority of individuals and households exiting the system were unresolved during 2021/2022 Q2 with 453 individuals having unresolved exits. There were 256 households in need of supportive housing whose needs were unmet and 143 households whose needs were only partially met.



**Source:** Washington County SHS 2021/2022 Q2 Report

*Housing Waitlists:*

Housing Choice Vouchers: 1,802 persons

Project-Based Vouchers: 14,349 persons

Public Housing: 1,292 persons

There is a significant shortage of all housing options in the county, including permanent, temporary, and transitional housing. As of November 2021, there were 1,802 people on the waitlist for Housing Choice Vouchers. Families are on the waitlist for an average of 137 days. There is a clear gap of affordable housing and vouchers available for individuals in Washington County.

According to our 2020-2024 Consolidated Plan and market analysis, there is a shortage of 12,000 units for those earning up to 30 percent of median family income. There are approximately 15,000 renters who are at this income level and there are only 3,000 units and housing choice vouchers available. For those earning up to 50 percent of median family income, there are approximately 21,494 units available.

An estimated 21,000 elderly and frail elderly households have a housing and supportive service need. There is a lack of low-income senior housing and a lack of access to transportation which results in missed appointments and inability to access supportive services. There is an estimated gap of 4,000 affordable units or tenant-based subsidies for low-income senior renters.

Based on the CDC estimates of annual need, there is an estimated gap of 550 units and 1,000 beds to adequately serve survivors of domestic violence. Based on the Washington County District Attorney estimates, this gap could be twice that amount.

Gaps identified in consultations include:

- Inadequate shelter: need year-round emergency shelter
- Resources and capacity for services
- Support for those leaving shelter/ongoing case management
- Support for those transitional from homeless to shelter
- Slow communication and process
- Very long waitlists for affordable housing
- Transitional housing
- Help for individuals who are medically fragile
- Community Connect is a bottleneck for services - we need more access points
- Barriers to housing and services: rental arrears, security deposits, lost or stolen ID, lost or stolen SS card, and criminal history
- Housing that will tolerate behavioral issues and individuals coming out of camps
- Eligibility requirements are too restrictive for the populations being served

### ***Priority needs for qualifying populations***

In summary of the data presented above, these are the priority needs identified throughout the needs assessment and gaps analysis process. HOME-ARP qualifying populations have many competing needs and the needs overlap amongst these populations.

#### **Homeless Populations**

Highest priority needs identified for homeless populations in Washington County is year-round, non-congregate shelter where individuals feel safe, and trust can be built. There is a high need for shelters and housing that tolerate behavioral issues, allow pets, and have a variety of housing types. In addition, there needs to be more shelter options for homeless youth.

#### **Domestic Violence Populations**

The highest priority need identified for this population is non-congregate shelter, long term support, and permanent supportive housing.

#### **Residents living in housing instability or At-Risk of Homelessness Populations**

The highest priority need for these populations are an increase in the number of available, affordable housing units and long-term support for seniors and other at-risk populations to keep them housed. Persons with disabilities who are at-risk of homelessness have a range of needs, but priority needs identified include support services, a range of housing options, and accessible housing with easy access to transportation.

***How the level of needs and gaps were determined***

In addition to consultations with the Continuum of Care and service providers, the following data sources and community plans were reviewed to determine the needs of the HOME-ARP qualifying populations as well as the gaps in housing, shelter, and service delivery system:

- Washington County Continuum of Care (CoC) 2022 Point-in-Time Count (PIT)
- Washington County CoC 2022 Housing Inventory Count (HIC)
- Washington County Supportive Housing Services 2021/2022 Q1 and Q2 Reports
- Washington County Supportive Housing Services 2021 Local Implementation Plan (LIP)
- Washington County 2020-2024 Consolidated Plan
- Washington County 2020 Analysis of Impediments to Fair Housing Choice (AI)
- Washington County Local Implementation Strategy (LIS)
- Washington County 2021 Longitudinal System Analysis (LSA)
- Comprehensive Housing Affordability Strategy (CHAS)
- American Community Survey (ACS)

## HOME-ARP Activities

### ***Method for soliciting applications for funding and administration***

After final approval of the HOME-ARP Allocation Plan by the Board of County Commissioners, the plan will be submitted to HUD for approval. Following HUD approval of the HOME-ARP Allocation Plan, Washington County will release a request for proposals (RFP) for HOME-ARP funding. Applications received will go through a selection process by the Policy Advisory Board and HOME-ARP funds will be awarded based on the merit of proposals and will be finalized by approval by the Board of County Commissioners. Virtual workshops will be held for prospective applicants to learn more about the application process.

### ***Use of HOME-ARP Funding***

	<b>Funding Amount</b>	<b>Percent of Grant</b>	<b>Statutory Limit</b>
Supportive Services	\$500,000	8.2%	
Non-Congregate Shelter	\$4,076,296	66.8%	
Tenant-Based Rental Assistance	\$0	0%	
Affordable Rental Housing	\$0	0%	
Non-Profit Operating	\$305,086.40	5%	5%
Non-Profit Capacity Building	\$305,086.40	5%	5%
Administration and Planning	\$915,259.20	15%	15%
<b>Total HOME ARP Allocation</b>	<b>\$6,101,728</b>		

*Unused administration, non-profit operating, and non-profit capacity building may be redistributed to other approved HOME-ARP activities that will have been approved with this allocation plan.*

### ***Rationale for identified funding and activities***

The decision of this proposed allocation was made based on the needs assessment and gaps analysis as well as through consultations held with community-based organizations. One of the biggest gaps is a lack of year-round shelter in Washington County. During the 2022 Point-in-time count (PIT), there were 227 unsheltered individuals and 496 individuals in emergency shelter. Many of these emergency shelters are winter shelters and do not operate year-round so the number of unsheltered individuals over the course of the year could be much higher. People experiencing a housing crisis or fleeing an unsafe situation need to find a safe place to stay quickly.

Year-round, non-congregate shelter can help fill this gap. Washington County Supportive Housing Services has funding available to support ongoing operating costs of non-congregate shelter. Allocating these funds for non-congregate shelter will provide stable housing and access to critical services to those who are chronically homeless and at-risk of homelessness. The HOME-ARP regulations allow that the non-congregate shelter acquired through this

funding cycle could be converted to permanent affordable housing after the minimum use period. 5% of the allocation will go towards non-profit operating expenses and an additional 5% will go towards non-profit capacity building to ensure sponsors can successfully carry out the HOME-ARP activities.

A small portion of the allocation (8%) will go towards supportive services to provide homeless prevention services in the form of financial assistance for payment of rental arrears, rental and utility assistance to alleviate the number of households that may be evicted because of past due rent.

With other funding sources, such as HOME Investment Partnerships Program and the Metro Affordable Housing Bond, being used to increase supply of affordable housing units in Washington County and Supportive Housing Services putting significant funding into supportive services, the HOME-ARP funds would be best put towards non-congregate shelter.

Coordinated Entry will be used to refer eligible individuals and households and will be expanded to include all four qualifying populations or will be supplemented by other referral agencies to permit applications from all four qualifying populations. Eligible individuals and households will be referred on a first come-first-serve basis.

## HOME-ARP Production Housing Goals

### ***Estimated number of affordable rental housing units for qualifying populations that the PJ will produce or support with its HOME-ARP allocation***

Washington County does not currently plan to produce any affordable rental housing with the HOME-ARP allocation. The majority of the funding (67%) will be for non-congregate shelter. We are in the early stages of planning and will go through a request for proposal for specific projects to be awarded. It is estimated that these funds could assist with the acquisition and/or rehab of an existing motel which could add over 100 private units to house qualifying populations and could potentially turn into permanent supportive housing in the future. Other potential projects include construction of tiny pod villages and could add an undetermined amount of additional shelter that would assist in meeting the needed shelter units.

### ***The specific affordable rental housing goal that the PJ hopes to achieve and how it addresses the PJ's priority needs***

Washington County does not intend to use HOME-ARP funds to produce new rental housing.

## Preferences

### ***Preference given to a specific population or subpopulation***

Washington County will provide access to all Qualifying Populations with a subpopulation preference for families for its HOME-ARP activities.



If a preference was identified, explain how the use of a preference or method of prioritization will address the unmet need or gap in benefits and services received by individuals and families in the qualifying population or subpopulation of qualifying population, consistent with the PJ's needs assessment and gap analysis.

In consultation with community agencies, the need for shelters for families was identified by numerous agencies. Washington County will provide access to all four (4) qualifying populations, but will allow recipients to provide a selection preference for families who meet the criteria of one of the four qualifying populations. This preference is consistent with Washington County needs assessment as described in this plan.

## Appendix A: Community Participation

**NOTICE OF PUBLIC COMMENT PERIOD AND HEARING ON  
DRAFT  
HOME-ARP Allocation Plan**

**Washington County Consortium**

Washington County will be receiving \$6,101,728 in HOME-ARP funding under the American Rescue Plan Act funding allocation from the U.S. Department of Housing and Urban Development (HUD). HOME-ARP funding was created to assist qualifying populations including individuals and households who are homeless, at-risk of homelessness, persons fleeing domestic violence, and other vulnerable populations to reduce homelessness and increase housing stability across the country. The HOME-ARP Allocation Plan will be submitted to HUD as a substantial amendment to the FY2021 Action Plan.

The Draft HOME-ARP Allocation Plan is available for public review and comment from Wednesday, **June 15** through Thursday, **July 14, 2022**. Copies can be found during regular business hours at all the public libraries of the Washington County Cooperative Library Services, at the City of Beaverton's Community Development Division located on the 4th floor at "The Beaverton Round" at 12725 SW Millikan Way in Beaverton, or the City of Hillsboro City Manager's Office at 150 E Main Street in Hillsboro. Copies of the draft plan documents can also be obtained from Washington County Office of Community Development located at 328 W Main Suite 100 in Hillsboro or by calling **503-846-8814**. In addition, you may download a version of the plan via the County's website:

<https://www.co.washington.or.us/CommunityDevelopment/Planning/annual-draft-action-plan.cfm>

A public hearing will be held on the draft plan in a virtual format and information regarding connection to the meeting will be available on the Office of Community Development website:

**Thursday, July 14, 2022- 7:00 p.m.**

Please notify the Office of Community Development at least 72 hours before a meeting or hearing if special accommodations (equipment or interpreting service) are needed. If you have a disability or are hearing impaired and need assistance, please plan ahead by calling 503 846-8814 or TTY relay dial 711 or 1-800-735-1232.

You may comment on the draft HOME-ARP Allocation Plan at the public hearing, or by writing to

**Jennie H. Proctor, Program Manager  
Washington County Office of Community Development  
328 W. Main Street, MS7  
Hillsboro, OR 97123  
Phone: 503-846-8814  
Fax: 503-846-2882**

Or

E-mail: [cdbg@co.washington.or.us](mailto:cdbg@co.washington.or.us)

**From:** [Community Development Block Grant](#)  
**To:** [Jennie Proctor](#); [Lauren Thomas](#)  
**Subject:** FW: [EXTERNAL] HOME ARP Housing plan comment  
**Date:** Wednesday, July 6, 2022 11:56:22 AM  
**Attachments:** [Outlook-pvs1n2uw.png](#)

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Received in our CDBG inbox....

**Brian Z. Johnson** | Management Analyst I  
Washington County  
Office of Community Development  
328 West Main Ste. 100, MS#7  
Hillsboro, OR 97123  
☎ Direct Phone: (503) 846-4437  
☎ Office: (503) 846-8814

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**From:** Rachel Schutz <Rachel@fjwc.org>  
**Sent:** Wednesday, July 6, 2022 11:54 AM  
**To:** Community Development Block Grant <CommDevBlockGrant@co.washington.or.us>  
**Subject:** [EXTERNAL] HOME ARP Housing plan comment

Dear Jenny,

On behalf of the Family Justice Center of Washington County, I want to express our excitement for the inclusion of survivors as one of three priority populations for support in the draft HOME ARP Washington County Plan.

Thank you so much. As you and the committee are well aware, survivors of domestic and sexual violence face huge barriers to escaping abuse, and increasingly we see housing as an emergency need for survivors with far too little resources for organizations to draw upon. As the committee is also well aware, the accumulated instances of childhood trauma (ACEs) also leads to incredible challenges throughout adulthood, including housing instability and homelessness. We praise you for not only including survivors, but supportive housing in your plan.

You reference statistics from the Family Justice Center in your plan; we are so glad you did. We would be happy to provide any additional information you may need, and I have pasted raw numbers below so you can get a sense of the volume of survivors and their needs in our county.

Thank you again. We strongly support your plan and praise your inclusion of a population that is too often invisible in our community.

2021 Impact	2022 Mid-Year

Total Clients served at FJC	<b>1902</b>	Total Clients served at FJC	<b>1876</b>
Total Services provided at FJC	<b>2628</b>	Total Services provided at FJC	<b>3898</b>

**Rachel Schutz**, Executive Director

[rachel@fjwc.org](mailto:rachel@fjwc.org) | 503-430-8300 x140 | [www.fjwc.org](http://www.fjwc.org)



735 SW 158th Ave. Suite 100  
Beaverton, OR 97006

[www.fjwc.org](http://www.fjwc.org)

**503-430-8300**

**TOGETHER,** we are ending the cycles of violence and abuse

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July 7, 2022

Rachel Schutz, Executive Director  
Family Justice Center of Washington County  
735 SW 158<sup>th</sup> Ave, Suite 100  
Beaverton, OR 97006

Subject: HOME-American Rescue Plan Comment


Dear Rachel,

We appreciate you taking the time to review and provide comments on the HOME-ARP draft allocation plan. We share your excitement in that survivors are included as a qualifying population for these funds. We are excited to have the opportunity to provide additional shelter and support to these vulnerable populations with the HOME-ARP funds. Thank you for sending the additional data on clients served in 2021 and 2022. I will add this data to the other statistics we included in the plan on the Family Justice Center.

Your email with your comments will be included in the final plan that is submitted to HUD. Thanks again for your time and comments. It is greatly appreciated.

Sincerely,

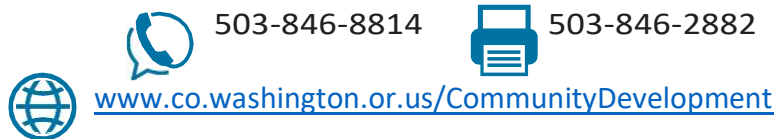
Jennie H.  
Proctor

 Digitally signed by Jennie H.  
Proctor  
Date: 2022.07.07 20:44:29  
-07'00'

Jennie H. Proctor, Program Manager  
Office of Community Development

## Washington County Office of Community Development

328 West Main Street, Suite 100, MS7 Hillsboro, OR 97123



To help ensure equal access to Washington County Office of Community Development programs, services and activities, we will provide translation, reasonably modify policies or procedures and provide auxiliary aids/services/alternative formats to persons with disabilities. For accommodations, translations, complaints, and additional information, contact 503-846-8814, or for voice to TTY relay dial 711 or 1-800-735-1232.

Para ayudar a asegurar un acceso igualitario a los programas, servicios y actividades de la Oficina de Desarrollo Comunitario del Condado Washington, nosotros proveemos traducciones, políticas o procedimientos modificados razonables y también apoyos/servicios auxiliares o formatos alternativos para las personas con discapacidades. Para solicitar acomodaciones, traducciones, quejas o una información adicional, contáctenos llamando al 503-846-8814 o para voz en retransmisión de TTY, marque 711 o 1-800-735-1232.

