

HOUSING and SUPPORTIVE SERVICES NETWORK(HSSN)

CoC Board

Friday, December 11, 2020 - 8:30 to 9:30 am

Join Zoom Meeting <https://us02web.zoom.us/j/86841849150?pwd=ZFZ1SDJZcTJlPQ2NaOHFIMUYwOTFnQT09>

Meeting ID: 868 4184 9150

Passcode: 446812

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AGENDA

Chair: Annette M. Evans, Washington County Department of Housing Services

Co-Chair: Katherine Galian, Community Action Organization

- I. Introductions (8:30 a.m.)
- II. Guest Speaker: 8:35 a.m.
 - A) Collective Medical and WellSky: Integrated Solution for Providers to Help Address Housing Needs – Justin Keller, Collective Medical
Board Action: Provide recommendation for sharing HMIS data with Collective Medical.
- III. Public Comment (8:55 a.m.)
- IV. Approve Minutes (9:02 a.m.)
 - A) **Board Action:** Approve CoC Board minutes for October 9, 2020
- V. Business Items (9:03 a.m.)
 - A) Project Reset – Ellen Johnson and Vernon Baker (5 min))
 - B) Metro Supportive Housing Services Measure – Ally Jamieson (10 min)
 - C) Winter Shelter Update – Julie Case (3 min)
 - D) Resignation of Citizen At-Large or Outreach Position on the CoC Board with nominations open through 1/15/2021, election at 2/2/2021 HSSN meeting – Katherine Galian (5 min)
 - o Special recognition to Ellen Johnson, Retired Attorney, for tireless work in our community.
- VI. Agency Announcements and Open Discussion (9:25 a.m.)
- VII. Adjournment (9:30 a.m.)

Future Meeting Information:

- Friday, February 12, 2021, 8:30 a.m.
- Friday, April 9, 2021, 8:30 a.m.
- Friday, June 11, 2021, 8:30 a.m.
- Friday, August 13, 2021, 8:30 a.m.
- Friday, October 8, 2021, 8:30 a.m.
- Friday, December 10, 2021, 8:30 a.m.

The CoC Board meeting is open to the public. The full agenda and minutes are posted online at <https://www.co.washington.or.us/Housing/EndHomelessness/hssn-workgroup-meetings-and-agendas.cfm>

Comments and questions can be directed to Annette Evans at 503-846-4760 Annette_Evans@co.washington.or.us

Department of Housing Services
111 NE Lincoln Street, Suite 200-L, MS 63, Hillsboro, OR 97124-3072
(503) 846-4794 • fax (503) 846-4795 • TTY 711 or 1(800)735-1232 English or 1(800)735-3896 Spanish
www.co.washington.or.us/homeless



Collective Medical & WellSky

Integrated Solution for Providers to Help Address Housing Needs

Intended for Washington County
October 23, 2020

Justin Keller, justin.keller@collectivemedical.com



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Housing Insecurity and Collective

A timeline

- **Pre-2018:** Collective network users were actively communicating social needs including housing through manual entry in our platform (case-by-case basis)
- **2018:** Collective addressed specific statutory requirements of hospitals in addressing homelessness in California as part of SB1152
 - Creation of a templated homelessness coordination plan in our platform—still requires manual entry of information
- **March 2020:** COVID-19 pandemic response in Oregon includes specific request as to whether Collective would ingest HMIS identifier data (e.g. clients engaged in housing services) to better coordinate care for unhoused individuals and to attempt to curb spread of COVID-19 among unhoused population
 - Early adopter was Lane County CoC, the lead agency was an existing Collective customer
- **April 2020:** First HMIS file processed and HMIS identifier data flowing into Collective platform
- **Present:** expanding scope to additional CoCs in Oregon and exploring connectivity in other markets
 - Louisiana (Shreveport) contemplating this as part of connecting to our platform
 - Presenting to the West Virginia CoC Steering Committee in September

Key risk factors are highlighted at the top, namely **Security and Safety Events**

Enables more informed decision making with easy to consume, summarized **Care Histories**, including medical and surgical, infections, chronic conditions, substance use, behavioral, social, and radiation

Provides a summary of **Recent Encounters**, including location, encounter type, and diagnoses / chief complaint

A link to the patient's aggregate profile on the platform to contribute and access attachments (e.g., Advanced Directives)

COLLECTIVE NOTIFICATION 04/10/2019 14:12 TYLER, BILL MRN: 202589839

You are being notified because this patient has a **Security and Safety Event, Insights, and >5 ED Encounters in 12 Months**

Security and Safety

Date	Location	Type	Specifics	Security Events (18 mo)	Count
3/12/2019 14:32	Sisters of Mercy	Physical	• Details: Patient struck case manager with hands and feet	Physical	1
				Total	1

Last Updated: 3/1/19 10:34

ED Care Insights from New Horizons BH Clinic

- Provide a low stim environment in the ED; does not respond well to hallway treatment
- Consider an involuntary psych hold; has never admitted psych inpatient voluntarily
- Seroquel dispensed daily at ACT facility; ACT team travels to pt's homeless camp to dispense meds if pt no shows
- Reasonable and redirectable when medication-compliant, with only intermittent mild psychotic features
 - Decompensates quickly after missing meds
 - Severe psychotic episodes have included paranoia, pressured speech, anxious, auditory hallucinations, labile mood—known to have physically aggressive behavior towards staff
- Escalates in response to security/police; advise having security out-of-view
- ED can D/C pt to ACT team; if no psychosis. ACT will admit to NHBHC transitional housing unit (2-week respite bed providing meds onsite until further stabilized)

Care Coordination

1. Enrolled w/ the VBHC Assertive Community Treatment (ACT) team for SPMI
2. Please call the 24/7 crisis line—503-555-6666
3. ACT is available for real time telephonic coordination and can also travel to the ED to help with D/C
4. ACT can help assess for psych admission vs D/C

These are guidelines and the provider should exercise clinical judgment when providing care.

Care History

Substance Use / Overdose

- 12/6/2018 New Horizons BHC
- Intermittent alcohol abuse; typically leads to missing meds and further decompensation

Behavioral

- 2/15/19 New Horizons BHC
- Dx of Schizoaffective Disorder
 - 6 prior psych admissions in the past 3 years; has required an involuntary psych hold
 - Frequently verbalizes assaultive ideation, primarily in response to paranoid delusions

Social

- 1/2/19 New Horizons BHC
- Homeless since age 14
 - No family supports: parents also have SUD; older brother is incarcerated
 - Lives alone in a homeless camp in the city park; refuses to stay in shelters d/t paranoia
 - Has been trying to apply for disability benefits but has been denied on first application; pt is a SNAP beneficiary

Prescription Drug Report

Rx Details (12 mo)

Fill Date	Drug Description	Qty.	Prescriber	CS	MED	Rx Summary (12 Mo.)	Count
2019-04-22	ALPRAZOLAM 2	30	Erin Shah MD	3	60.0	CS II-V Rx	5
2019-03-25	ALPRAZOLAM 2	30	Erin Shah MD	3	60.0	CS-II Rx	0
2019-02-28	ALPRAZOLAM 2	30	Erin Shah MD	3	60.0	Quantity Dispensed	120
2019-01-28	ALPRAZOLAM 2	30	Erin Shah MD	3	60.0	Unique Prescribers	1

Recent Encounters

Date	Facility	City, State	Type	Diagnoses or Chief Complaint
3/12/2019	Sisters of Mercy	San Jose, CA	Emergency	• Headache
2/23/2019	Sisters of Mercy	San Jose, CA	Emergency	• Lower Back Pain
2/25/2019	Ruby Valley	Palo Alto, CA	Emergency	• Headache
1/18/2019	Covington Hospital	Coyote, CA	Inpatient	• Generalized Abdominal Pain

E.D. Encounter Count (12 mo)

Facility	Encounters
Sisters of Mercy	8
Covington Hospital	3
Ruby Valley Medical Center	2
Total	13

Care Team

Provider	Type	Phone	Fax
Erin Shah, MD	Psychiatry	(206) 555-1213	(206) 555-1212
David Smith, LCSW	Counselor	(206) 231-3125	(206) 231-3126
Laura Kowalski	Act Team	(534) 555-9513	(734) 555-2121

Collective Portal

For more information visit: <https://demo.edicarenlan.com/patient/355>

The above information is provided for the sole purpose of patient treatment. Use of this information beyond the terms of Data Sharing Memorandum of Understanding and License Agreement is prohibited. In certain cases, not all visits may be represented. Consult the aforementioned facilities for additional information.

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Care Guidelines eliminate duplicative case management resource expenditure by clearly enabling a single lead case manager to “quarterback” the patient’s care management activities, which leads to a common care guidelines across stakeholders

Includes prescription monitoring program data from the state database

Identifies providers on the patient’s Care Team

ED Notification with flag content

Activating the care team in real-time

COLLECTIVE NOTIFICATION 06/01/2020 09:34 Patient, Sample MRN: 88440011

Flags

- Unhoused-Housing Insecure-Lane County OR - This client is identified as Unhoused or Housing Insecure in Lane County, OR | Attributed By: Lane County Oregon - Homeless Management Information System (HMIS) | Attributed On: 03/25/2020

PLEASE NOTE:

1. Any care recommendations and other clinical information are provided as guidelines or for historical purposes only, and providers should exercise their own clinical judgment when providing care.
2. You may only use this information for purposes of treatment, payment or health care operations activities, and subject to the limitations of applicable Collective Policies.
3. You should consult directly with the organization that provided a care guideline or other clinical history with any questions about additional information or accuracy or completeness of information provided.

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- This is how the same HMIS flag would appear in a Collective notification—these are generated in the ED electronically or through secure printer/fax
- The flag section shown would be part of a more synthesized notification that highlights all key information important for that provider

Sample HMIS-derived Unhoused Flag

Currently live in Lane County, Oregon

Patient, Sample
DOB: 01/01/1990 Age: 30 Female ID: 856000

Phone: (541) 867-5309 Address: 900 Main St. Eugene, OR 97203

Tags: No Tags, Unhoused-Housing Insecure-Lane County OR

Care Team: Care Team 0 - 2 years

Unhoused-Housing Insecure-Lane County OR
Description: This client is identified as Unhoused or Housing Insecure in Lane County, OR
Attributed on: 03/25/2020
Attributed by: Lane County Oregon - Homeless Management Information System (HMIS)

- The unhoused 'global flag' functionality can be activated and de-activated as the patient's status changes (acknowledging that housing status changes frequently for some)
- Global flags do not generate a notification in the ED, but if a notification is triggered for another reason (e.g. high ED utilization, etc.), then the flag would appear within the notification as important shared information
- The flag appears on the patient record (see left)
- Individual Continuums of Care have the ability to customize what appears in the Description section

Flag Customizability

Specific flags can be leveraged in addition to standard offerings

- In addition to standard unhoused flags, we can also combine multiple fields to create customized, targeted flags. The example here is a homeless veteran flag which is currently live in Oregon
- The description provides more instruction for how to appropriately coordinate services for this individual

The screenshot displays a patient profile for "Patient, Sample". The patient's details include: DOB: 07/15/1975, Age: 44, Male, ID: 88440011, Phone: (541) 867-5309, and Address: 1100 Lincoln St., Eugene, OR 97401. Under the "Tags" section, there is a green flag labeled "Homeless Veteran - Lane County OR". A tooltip is visible over this flag, providing the following information: "Homeless Veteran - Lane County OR", "Description: This client is identified as a Homeless Veteran in Lane County, OR. Contact St. Vincent de Paul of Lane County, Supportive Services for Veteran Families at 541-225-5927 to coordinate (M-F 8am to 5pm)", "Attributed on: 03/25/2020", and "Attributed by: Lane County Oregon - Homeless Management Information System (HMIS)".

Early Customer Feedback

Hospital Case Manager:

I was able to use the new “unhoused-housing insecure Lane County, OR” tag to identify a high ED utilizer’s unmet care needs. The person had multiple readmissions relating to a chronic medical issue ... At that time, the patient was back in the ED and I was able to check-in with them and offer case management services. Without this tool, I often must investigate the patient’s charts to see what their housing needs are. This patient had what looked like an apartment listed in their chart, but when I spoke with them it turns out that they stay in their mini storage unit during the day and sleep on the streets at night. I’m assuming that many people are in similar situations, I’m viewing this new tag as a necessary tool in supporting people who are experiencing homelessness by identifying the need while they are in the hospital.

CoC BOARD MEETING MINUTES
Virtual Meeting via ZOOM
October 9, 2020

CoC BOARD MEMBER PRESENT

- Baker, Vernon – Just Compassion SWS
- Brouse, Renee – Good Neighbor Center
- Calvin, Mellani – ASSIST Program
- Cohen, Megan – City of Beaverton
- Downen, Lindsay – Luke-Dorf, Inc.
- Evans, Annette – Washington County Housing
- Fischer, Shawn – WashCo Sheriff's Office
- Galian, Katherine – Community Action Org.
- Gustafson, Hanna – Cascade AIDS Project
- Johnson, Ellen – Oregon Law Center
- Kalevor, Komi – Housing Authority of WashCo
- Logan-Sanders, Andrea – Boys & Girls Aid
- Pero, David – Homeless Education Network/
McKinney-Vento Homeless Student Liaison
- Ram, Sarala – CODA, Inc.
- Rogers, Patrick – Community Action
- Schaeffer-Bisht, Blair – WorkSystems, Inc.
- Taylor, Rowie – Domestic Violence Resource Center
- Teifel, Gordon – Families for Independent Living & DEAR
- Valencia, Mari – WC Office of Community Dev

CoC BOARD MEMBER NOT PRESENT

- Hille, Marcia – Sequoia Mental Health Services
- Smith, Gary – U.S. Dept of Veteran Affairs

OTHER ATTENDEES

- Fellger, Vara – WC Housing Services
- Osuna, Ruth – WC County Administrative Office
- Spence, Paige – WC Government Relations

Chair: Annette Evans, Public Agency Representative, Annette_Evans@co.washington.or.us
Co-Chair: Katherine Galian, Nonprofit Agency Representative, kgalian@caowash.org

Meeting called to order at 8:32 a.m.

I. INTRODUCTIONS

II. PUBLIC COMMENT

No public comment.

III. APPROVAL OF MEETING MINUTES

Action: Approve June 12, 2020 meeting minutes.

Motion: Renee Brouse

Second: Ellen Johnson

Vote: Approved, unanimous.

IV. BUSINESS ITEMS

A. Washington County Government Affairs Update – Paige Spence

Paige Spence provided an update on the Oregon Eviction Moratorium and reported on items of focus for Washington County for the 2021 federal and state legislative agendas. She shared a fact sheet developed by the Oregon Law Center on the Governor's Executive Order protecting renters from eviction through December 31, 2020 and continuing the grace period to pay back rent due between April 1 and September 30 to March 31, 2021. She noted the grace period did not apply to rent that came due between October 1 and December 31 and, in fact, starting January 1, 2021, landlords could evict for unpaid rent that came due during that time. She emphasized the importance of responding to notices from landlords of the intent to use the six-month grace period to avoid being charged a half month's rent as a penalty. She acknowledged the Eviction Moratorium issued by the Centers for Disease Control and Prevention but noted Oregon's moratorium was more protective. She commended Community Action Organization for their work in distributing rent assistance which not only protected tenants from accumulating arrearages but removed the burden of having to pay back the accumulated rent at the expiration of the grace period.

The Oregon legislature will convene a special session between election day and the end of the year. Paige is part of a group in discussion with legislative leadership about the assistance needed from the state and shared, the legislature was keenly aware that the current situation was not only an economic issue, but a public health issue as well. She expected them to make additional funds available for rent assistance which she suspected would be depleted very quickly as Multnomah County had indicated their need to be \$40 million. Paige hoped to collaborate with HSSN members whose capacity included legislative work during legislative session.

The County Administrative Office Government Relations department will present their draft 2021 legislative agenda to the Board of County Commissioners at the October 20 board meeting and will provide ongoing reports monthly until after the special session. The state legislative agenda focused on ensuring housing stability and support for community members experiencing houselessness (rent assistance, additional capital for shelter construction and shelter operations). The federal legislative agenda will continue its focus on funding for the Community Development Block Grant program, the HOME Investment Partnerships Program, and increased funding for Housing Choice Vouchers and public housing. The focus for homeless programs was on funding for the Continuum of Care and the Emergency Food and Shelter Program.

Paige was also part of a table convened by Metro to take the first regional approach to federal lobbying around housing and homelessness. In addition to Metro, the table included Washington County, Clackamas County, Multnomah County and City of Portland. Draft legislative principles were developed which will unify and reinforce the message of need from the region to the federal delegation. For more information, contact Paige at paige_spence@co.washington.or.us.

Questions/Comments

Although landlords were prohibited from reporting arrearages or failure to pay rent to a credit reporting agency, can they use the non-payment of rent during the grace period as a basis for a negative referral?

The Executive Order does not prohibit landlords from providing a negative referral to a prospective landlord.

Multnomah County has issued their own eviction moratorium which preserves protections in the statewide eviction moratorium through at least January 8, 2021. Does Washington County have plans for something similar?

Washington County would need a charter change in order to do that.

Have cities implement their own eviction moratoriums?

No, with the state's eviction moratorium in place, everyone is waiting on the election outcome and possible rent assistance being included in a stimulus package from the federal government.

Is Washington County working with tenants in public/subsidized housing to avoid evictions?

The Department of Housing Services has made interim adjustments for tenants who have lost their jobs since March 2020. They have also contracted with Community Alliance of Tenants to provide support for tenants experiencing issues with their landlords. Most of the funds provided by the federal government was for renters. Only \$120,000 was provided for Public Housing programs limiting what the Housing Authority can do to assist them with non-payment of mortgage payments. The County's CRF CARES Act provides \$1.7 million in funds for homeless programs and services and approximately \$6 million for rent assistance, contracted through Community Action Organization.

Has the Housing Authority discussed how Affordable Housing partners should handle negative references regarding prospective tenants, whether tenants would be notified as to the reason for a denied application and permitted to submit additional information/documents to justify non-payment of rent?

Komi Kalevor will make a note of the issue and report back.

Is the rent assistance limited to those who lost their employment as a result of COVID?

Yes, the eviction moratorium is limited to tenants who can provide documentation to support reduced or no income.

B. Metro Supportive Housing Services Measure – Ruth Osuna

Ruth Osuna reported on the development of the Local Implementation Plan (LIP). At the LIP Committee meeting on October 8, members received a racial equity analysis and a geographic equity map. Concern was raised regarding the small sample size used in the analysis and also felt the service population should reflect the poverty population within Washington County as well as the general population. It was agreed additional data will be used to better reflect the racial make-up of the priority populations. Community engagement was underway and included listening sessions, focus groups, written and online surveys. Ruth noted many from the HSSN membership had been contacted to assist the committee to better understand and tailor the LIP pursuant to the needs of the community directly from the community.

County staff just received applications from Metro for the five Washington County member positions on the Metro Regional Oversight Committee (MROC) and will begin the review process to make their recommendations to the Board of County Commissioners. County staff have also begun conversations with the three jurisdictions of the Affordable Housing Bond program about integrating the Supportive Housing Services program to provide funding for services in the supportive housing units being built using Bond funds. Ruth noted this new element and other issues that include the timeline to complete the LIP to January but emphasized the importance of taking the time to do it right. Tax collections were expected to begin April 2021 and distributions to counties in June 2021.

C. Report on *Project Reset* – Ellen Johnson, Attorney

Ellen Johnson reported the Washington County District Attorney has still not responded to the proposal submitted by the Metropolitan Public Defender's Office (MPD). She noted it would actually be the trial court that would make the decision, but the Presiding Judge had brought in the DA to participate in the discussions. As a result, without the DA's agreement, the process is stalled. Ellen also expressed concern from a civil rights perspective that the proposal submitted by the MPD, as well as the surrounding counties who have implemented *Project Reset*, do not include a "Reasonable Accommodation" policy. She suggested raising *Project Reset* to that of a state issue and bring it before the Presiding Chief for the Oregon Supreme Court, Chief Justice Waters, who will ultimately be the one to make the decision. Bringing the issue to her directly would allow a discussion as to what is needed to address both the racial equity disparities in our criminal justice system and moving people out of homelessness who are unable to payoff these debts. She opened the discussion for suggestions or concerns.

Is there a statewide affinity group that might align with *Project Reset*?

There is a lot of interest within the Black Lives Matter movement around the criminal justice system. Ellen believed the inability to repay court ordered fines and fees was an issue that should be on the table with regard to justice involved individuals but given she was not familiar with anyone in Washington County participating in policy discussions that underlie Black Lives Matter, she thought it best to start with a local affinity group with a connection to Washington County.

Vernon Baker shared he serves on the African American Advisory Council who worked directly with the Chief of Police in the Portland Mayor's Office. They were working with a group at PCC

who were working on the very issue. Vernon agreed to connect with Ellen offline to continue the discussion.

D. COVID Rent's Relief Response – Katherine Galian

Katherine reported there was approximately \$9 million allocated for COVID-specific emergency rent assistance. Between Community Action and partner organizations, they are distributing approximately \$2.25 million in emergency rent assistance per month. Over half of the individuals who received assistance lost their jobs as a result of the pandemic and over a quarter had their wages or hours cut. In addition to rent assistance there is also assistance available for utilities covering, gas, electric, bulk fuel, water and garbage. Katherine also provided a racial breakdown of those receiving emergency rent assistance indicating almost 7.5% were Black or African American.

E. Built for Zero Case Implementation—Annette Evans

1. By-Name List Housing Case Conferencing Outcomes – Annette Evans

The initiative aims to end chronic homelessness through a comprehensive list of persons and prioritizing the most vulnerable for housing. A By-Name Case Conferencing List is prepared using data extrapolated from HMIS that is prioritized by vulnerability/assessment score and length of time houseless. The By-Name List tracks data by inflow (new) and outflow (recently housed, self-resolved homelessness and no longer in the community). The program has successfully re-housed 56 chronically homeless adults with nearly 181 years of homelessness into permanent supportive housing, primarily using Shelter Plus Care and Kaiser Metro 300 rent subsidy.

2. Outreach and Geographic Coverage Outcomes – Katherine Galian

What started out as an ad hoc convening of people doing street outreach, has now transitioned into the standing Homeless Subcommittee whose primary focus is street outreach for the Built for Zero initiative. They meet bi-weekly to review the By-Name List, discuss new camps that have been identified, identify people who are on the case conferencing list whose location is unknown to assign street outreach to locate and engage them in order to reconnect them to the housing provider responsible for them. Municipal police departments are now involved (Hillsboro, Beaverton and Tigard) and meet regularly to provide input on people and camps the outreach team is trying to find who are on the case conferencing By-Name List. There has been an increase in Outreach investment to build capacity and more coordination between CoC outreach and those doing outreach outside of their mission to make sure we know who is out there. There is evolving coverage in Forest Grove by Shawn Cardwell. The gaps in coverage are located in South County (Tigard/Tualatin/Sherwood). Changes made in HMIS to log the location of individuals has made it easier for the outreach team to know who is out there and their status.

F. CoC Draft Longitudinal Systems Analysis (LSA) report due to HUD by October 30 – Annette Evans

WellSky received the HUD requirements for the software changes they need to make by October 15. The LSA reviews how the homeless response system assists houseless individuals to access programs. The draft LSA will be submitted by 10/30/2020 with technical work through January, then presented to the CoC Board. The two-phase process includes the CoC's submittal, a response from HUD with questions and then a final submittal to Congress.

G. FY2020 CoC Program Grant Application NOFA – Annette Evans

The Notice of Funding Available (NOFA) for the FY2020 Program Grant Application has not yet been released by HUD. With programs running out of funds beginning the end of January, HUD (as of two weeks ago) was looking at options for either a very shortened application process or just renew existing programs and not fund any new. Annette is awaiting more direction from HUD.

V. AGENCY ANNOUNCEMENTS AND OPEN DISCUSSION

- Annette announced OHCS is partnering with MultiFamily Northwest to survey landlords about the rent arrears they are seeing.

VI. ADJOURNMENT

The meeting adjourned at 10:10 a.m.

Minutes prepared by Vara Fellger, Washington County Housing Services

To be added to HSSN email listserve, contact Annette Evans at Annette_Evans@co.washington.or.us.