

# A Road Home



## *10-Year Plan to End Homelessness*

**2009 Homeless Assessment Report  
to the  
Board of County Commissioners**

**Year 1: A Summary of Outcomes and  
Challenges**

*September 2009*



**WASHINGTON COUNTY  
OREGON**



September 2009

This publication was produced by the Washington County Department of Housing Services, in collaboration with the Homeless Plan Advisory Committee (HPAC) and the Housing and Supportive Services Network (HSSN).

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To learn more about the homeless programs in Washington County, visit the county's website at

<http://www.co.washington.or.us/Housing/10-year-plan-to-end-homelessness.cfm>

or contact the Homeless Program Coordinator at  
503-846-4760

or email [Annette\\_Evans@co.washington.or.us](mailto:Annette_Evans@co.washington.or.us)

*“We believe a reduction of homelessness is an achievable goal in Washington County through this 10-Year Plan. Together, we will implement this plan to address homelessness by providing the most vulnerable members of our community with the outreach, emergency interventions, housing, services and opportunities for independence they need.”*

- Tom Brian, Chair, Washington County  
Board of Commissioners  
June 3, 2008



## TABLE OF CONTENTS

<b>Background: Efforts to End Homelessness .....</b>	<b>1</b>
<b>Year 1: “A Road Home” – An Exit From Homelessness .....</b>	<b>3</b>
Personal Testimonial by Jerrold M., Hillsboro Graduated Independent Living Program .....	3
Personal Testimonial by John N., Homeless To Work Program .....	3
Personal Testimonial by Lacy S., Bridges To Housing Program.....	4
Personal Testimonial by Chris H., Youth Transitional Living Program .....	5
<b>Year 1: 10-Year Plan Homeless Assessment Report .....</b>	<b>6</b>
Sources of Data.....	6
<b>Year 1: Trends in Homelessness .....</b>	<b>7</b>
Demographics of Sheltered and Unsheltered Homeless Population.....	7
<b>Year 1: Accomplishments and Outcomes .....</b>	<b>8</b>
Severe Weather Shelter Response Plan.....	9
New Programs Implemented in Year 1 .....	10
Race/Ethnicity of Homeless Participants in Shelter and Housing Programs.....	10
Pathways from Homelessness into Shelter and Housing Programs .....	11
Moving to Stable Housing and Self-Sufficiency .....	11
Supportive Services Overcome Barriers to Housing .....	12
Income and Economic Support .....	13
Alignment with State Planning Efforts.....	14
Public Education on Homelessness .....	14
<b>Year 2: Looking Ahead .....</b>	<b>15</b>
<b>Acknowledgements to the 2009 Homeless Assessment Report.....</b>	<b>16</b>
<b>Appendix A: Visualizing the Plan: A Matrix of the Strategies</b>	

## BACKGROUND: EFFORTS TO END HOMELESSNESS

In October 2007, during a time of economic growth and low unemployment, Washington County and community partners began a planning process to carefully craft strategic goals and action steps to end homelessness. This process culminated in a comprehensive action plan entitled *A Road Home: 10-Year Plan to End Homelessness*. The Washington County Board of Commissioners adopted the 10-Year Plan on June 3, 2008, and its implementation began in July 2008.

This document breaks ground as the first annual report to highlight the collaborative efforts and resources of local government and community partners to end homelessness in Washington County.

During the first 12 months of the plan's implementation (**July 1, 2008 to June 30, 2009**), there has been measurable progress in reducing homelessness, despite the challenges of a faltering economy. The challenges include:

- **1,243 persons** identified as homeless during the January 2009 point-in-time Homeless Count, an increase from 1,145 reported in January 2008.
- A "**new face of homelessness**", a direct result of the economic crisis, seeking assistance at public, nonprofit and faith-based organizations. The newly homeless includes unaccompanied adults who are college graduates, middle-class families and seniors.
- A Washington County **unemployment rate of 10.4%**<sup>1</sup> in June 2009, reflecting a rising trend from the 4.8% unemployment reported in June 2008. <http://www.qualityinfo.org/olmisj/AllRates>
- **Major causes of homelessness**, based on the January 2009 Homeless Count, resulting from inability to pay rent (46%), unemployed and underemployed (45%), medical condition (16%), alcohol/drug addition (16%), criminal background (14%, and mental/emotional disorder (13%).
- Early signs that the economic crisis was affecting trends in homelessness as **53% of sheltered persons reported living with friends and family** prior to accessing the homeless shelter system.
- A **3% increase in eviction court cases**<sup>2</sup> in calendar year 2008 (4,348 cases) as compared to 4,222 cases in calendar year 2007. During the first six months of calendar year 2009, eviction cases continued to rise with 2,193 cases filed by June 30, 2009. The number of eviction cases filed is not inclusive of households who vacate their housing into homelessness to avoid the eviction process.

<sup>1</sup> Oregon Employment Department, July 2009

<sup>2</sup> Washington County Circuit Court, January 2009

## BACKGROUND: EFFORTS TO END HOMELESSNESS

- **3,103 Notices of Default<sup>3</sup>** filed with the Washington County Department of Assessment and Taxation, Records Division, resulting in **860 Trustee's Deeds foreclosures**. The foreclosures represent a 162% increase in comparison to the previous 12 months with 1,578 Notices of Default filed resulting in 328 Trustee's Deeds foreclosures (July 1, 2007 to June 30, 2008).
- A severe snow storm that brought prolonged freezing temperatures in the winter of 2008. During this event, **3,237 bed stays were provided at Severe Weather Shelters**. Eight churches provided meals and overnight shelter. In addition, the Safe Place Youth Shelter was open to walk-in homeless youth seeking overnight shelter.

It appears the overriding cause of the new face of homelessness is the progressive loss of jobs and resulting evictions and home foreclosures. Despite these challenges, the plan also demonstrated positive progress in the following areas:

- **1,030 homeless persons** accessed emergency shelter (599 persons), transitional housing (289 persons) and permanent supportive housing (142) programs.
- **22 chronically homeless** individuals exited homelessness and accessed permanent supportive housing.
- The federal stimulus funding appropriated under the American Recovery and Reinvestment Act (ARRA) was not available during Year 1 of the 10-Year Plan. The ARRA funded outcomes for prevention of homelessness and services provided to rapidly re-house homeless persons will be reported in Year 2 of the 10-Year Plan.
- Oversight of the plan's implementation is provided by the **Homeless Plan Advisory Committee (HPAC)**. The HPAC was formed in December 2008 and is charged with oversight of the implementation and evaluation review of the plan's progress, lead policy and funding decisions in support of the plan's goals and strategies, and charting the next year's course of action.
- A driving force in developing a coordinated and comprehensive community process to prevent homelessness and provide services to homeless persons is a collaborative network of nearly 60 community partners comprising the **Housing and Supportive Services Network (HSSN)**. The HSSN is charged with facilitation and implementation of the plans strategies. <http://www.co.washington.or.us/Housing/10-year-plan-to-end-homelessness.cfm>

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<sup>3</sup> Washington County Assessment and Taxation, Records Division, August 2009



## YEAR 1: “A ROAD HOME” - AN EXIT FROM HOMELESSNESS

In the first year of implementing the plan, *A Road Home: 10-Year Plan to End Homelessness in Washington County*, 1,030 homeless persons began their personal journey from homelessness to lives that speak of hope, stability, opportunity, and self-sufficiency.

Compelling “life” stories written by formerly homeless persons participating in transitional and permanent housing programs within Washington County underscores the urgency of this plan.

### Mental Health and Substance Abuse Treatment Programs serving Chronically Homeless Adults with Disabilities



Jerrold M.

Homelessness is a lot more than paddling to keep your head above water, although that's what it seems like. Being homeless is degrading and people definitely look down at you. Very few people will help you, and no one trusts you because they think you're so desperate.

After experiencing homelessness for 14 years, I finally got the help I needed for my problems with addictions to drugs and then with mental health issues. The biggest part of my recovery was housing. All the time I was homeless, I struggled with issues I needed help with; I didn't know who to reach out to. Then I met an Outreach worker named Lisa Davila from Luke-Dorf that helped get me plugged into services to get help, which eventually got me into housing.

Alone, it was virtually impossible to get housing on my own because of criminal history from 11 years ago. However, because I haven't had a conviction in so long and I've been pursuing treatment for both drugs and mental health on my own (not court ordered), I was encouraged to try for housing. With help from my Luke-Dorf counselor, Lydia Radke, and some funds from Shelter Plus Care, we achieved what I had lost hope in ever achieving: *a home*.

### Homeless To Work Program – Serving Unaccompanied Adults



John N.

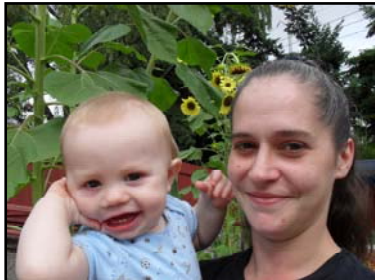
I have been unemployed for most of the last three years. I have not given up seeking employment, yet I have not found any in all that time I believe primarily because I am the rocket scientist that nobody wants as in, “this job doesn't take a rocket scientist.” In my first job upon graduating from Fresno State with an Electrical Engineering degree in 1987 I was literally building satellites for Lockheed Missiles and Space Company. The nature of my job while employed by Lockheed is proprietary; to the extent that even now when asked what I do for a living, my most common response is a shrug and a smile – this makes job interviews really difficult for me.

I left Lockheed in 1991 and went on to earn a Master's degree, got married, divorced, and remarried. I left school in 1998 without finishing the PhD to take a civilian engineering position with the US Air Force. I eventually found my way to Nashua, New Hampshire, where I held a senior engineering position with a major defense contractor. Life in New Hampshire was good. I had purchased a home and was back together with my first wife and our son. In 2006 I became unemployed and eventually lost my house in foreclosure and moved back to the West Coast.

In October 2008 I moved with my mother to Hillsboro, Oregon, with the intention of becoming an Oregon certified teacher. In January 2009, a week before I was to begin my teacher training at the University of Phoenix, my mother and I got into an argument over disciplining my children who were visiting me in Hillsboro at the time. I was arrested on charges of assaulting my mother and subsequently convicted. I went to jail and then to the Washington County Community Corrections Center.

In June 2009 I was due to be released from the WCCCC with nowhere to go and no support in Oregon. (My mother has relocated back to California, and there is an order in effect that forbids me to contact her or my children.) One of my fellow residents at WCCCC introduced me to the County Mentor, Jeff Baynes. Jeff interviewed me and as a result of that interview placed me in the Homeless To Work program. This program has been a Godsend, providing me with shelter when I had none and giving me a base from which to operate while I continue to look for work.

## Bridges To Housing Program – Serving Families with Children



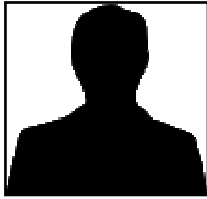
Lacy S.

The journey of my life has been filled with severe drug addiction, criminal activity, homelessness, to some of the worst degrees imaginable. As a result, I have an extensive criminal history, bad credit, several evictions and not too many usable life skills. I have lots of survival skills, but I am just starting to gain life skills. My last arrest in July 2006 was going to get me sent to prison, so I asked to be allowed to participate in Drug Court as an alternative and was accepted. I got a job, completed Drug Court and have stayed clean ever since.

Towards the end of 2008, I was about to become a mother for the first time, was just laid off from a job I had for the past two years and was homeless. By the time my baby was due, my life had become very uncertain once again. Because of all this I was very uncertain about my future and it scared me terribly. I didn't want to lose everything I had worked so hard to gain and have to start over or not be able to provide for my son, or worse, relapse.

In November 2008 I was accepted into the Bridges To Housing program and it saved me! It has given me the ability to continue working on improving my life by giving me a stable place to live so that I was able to become comfortable being a mother to my son, which is invaluable. With supportive services from my Community Action case manager, I am working on my remaining barriers and am also furthering my education in welding to have a career. This program is giving me the opportunity to continue bettering my life and be the mother my son needs me to be – and for that I am more than grateful.

## Transitional Living Program – Serving Unaccompanied Youth



Chris H.

I have seen people who are unseen. It is something that I often dream about. The manner in which they were unseen was a cause of great confusion for me growing up. I wondered and asked why did no one help? No one answered. Because they did not hear me, did not see me. They did not even acknowledge me. I was one of the many, many nameless, faceless homeless youths in this gray world.

I saw polite smiles. I saw epithetic smiles. I saw pity. I saw no helping hand. I can say no more than what many others have heard in many varied ways. I cannot tell you of the number of homeless. I cannot tell you of the way homelessness makes them feel. I can tell you how it made me feel. I felt lost, alone, but more than anything else in all the world, I felt useless and unneeded. Unnecessary. To my way of thinking, there can be no greater hurt. I needed help so that I could help. But for many years, I remained unseen.

I can say many good things about Boys and Girls Aid, all of them positive, but I will tell you only that which marked me most. It was not the home they gave me. It was not the new skills they showed me. It was not even the fact that they paid for college. These are great things. But what marks me most, and those who were as lost as myself, is that Boys and Girls Aid acknowledged me. They saw me. I can speak of the many benefits, but there is none greater than knowing that I am not invisible. They helped me and showed me that I was more than a nameless youth.

When I look into the eyes of the Boys and Girls Aid staff, all of them, from the transitional living program, to the homeless youth shelter program, to the Thursday lunch program staff, to even those who work at the Boys and Girls Aid main office, I see something that, to this day, is like a shining light to my hopeless weary eyes: *Hope* and *compassion*. Where there was once a dark dead end, I now see my future as a bright new world to be explored. There are still many obstacles to be fought through, but I know now that I will have the courage to fight through it, and trudge on. And in a way, though I will surely not be with Boys and Girls Aid forever, I know that I will not be alone, because I know that as I go through life, their prayers are following me, just as I hope that my own guide them, and the many, many other homeless youths in the now bright world.

## YEAR 1: 10-YEAR PLAN HOMELESS ASSESSMENT REPORT

The data collection period for this Homeless Assessment Report was July 1, 2008 to June 30, 2009. During this time, the economic crisis has changed the local landscape of homelessness as unemployment rises and remains at record levels for an extended period of time, housing foreclosures and evictions occur at an alarming rate, and the loss of financial stability causes funding reductions as philanthropy, nonprofit, private business, and government work to minimize fiscal impacts.

An increase in homelessness was reported with **1,243 persons identified homeless** following interviews conducted by homeless outreach workers and shelter staff. The interviews occurred during the last week of January at the Project Homeless Connect event, outreach locations to include bottle return sites, homeless campsites, street off-ramps, severe weather shelter sites, family shelter agencies and transitional housing programs.

*64% of  
homeless are  
families with  
children.*

During Year 1 of the 10-Year Plan, **1,030 persons received homeless services<sup>4</sup>**, accessing homeless shelters and housing programs.

- Fifty-eight percent (599 persons) received services in the Family Shelter Network<sup>5</sup>. During Year 1, Families remained in shelter for longer periods due to difficulty in obtaining income support. Despite the challenges, 40% homeless families were discharged to housing. Sixty percent of the families reported moving in with family/friends or left the shelter system with no destination identified.
- Forty-two percent (431 persons) of homeless individuals and persons in families accessed transitional and permanent supportive housing homeless programs.
  - 96 households (142 persons) accessed permanent supportive housing programs in Year 1 through Bridges To Housing, Hillsboro Graduated Independent Living Program, Tom Brewer Recovery House, Sequoia Tri-Haven, and the County Shelter Plus Care.

The outcomes of Year 1 indicate a reduction in homelessness as a result of those homeless persons who obtained permanent housing.

### Sources of Data

The primary source for data is the countywide **Homeless Management Information System (HMIS)**, an electronic web-based program that records and stores information on homeless persons. Licensed nonprofit and local government staffs within 11 nonprofit agencies and the Washington County Department of Housing Services are responsible for entering data into HMIS.

Outreach to the homeless is performed the last week of January and enumerated in the annual **Point-In-Time Homeless Count**. Washington County has developed a process to enter the homeless outreach information into HMIS to ensure non-duplication of counting the homeless.

Data outcomes for strategies not tracked in HMIS were collected from participating **community partners** identified as lead agencies in the 10-Year Plan.

<sup>4</sup> Data not available linking homeless accessing programs compared to homeless interviewed in January 2009.

<sup>5</sup> Source: Homeless Management Information System (HMIS) date excluding Domestic Violence shelter, July 2008 to June 2009.

## YEAR 1: TRENDS IN HOMELESSNESS

The 2009 homeless count was performed during personal interviews with homeless persons at various locations throughout the county. Given the urban/rural demographics of the 727 square mile county, it is difficult to complete a 100% canvas of the area in the HUD mandated 7-day period. Many homeless are doubled-up with family or friends, making it difficult to locate these homeless individuals to conduct the interview.

*1 of every 418 people  
in Washington  
County is homeless.*

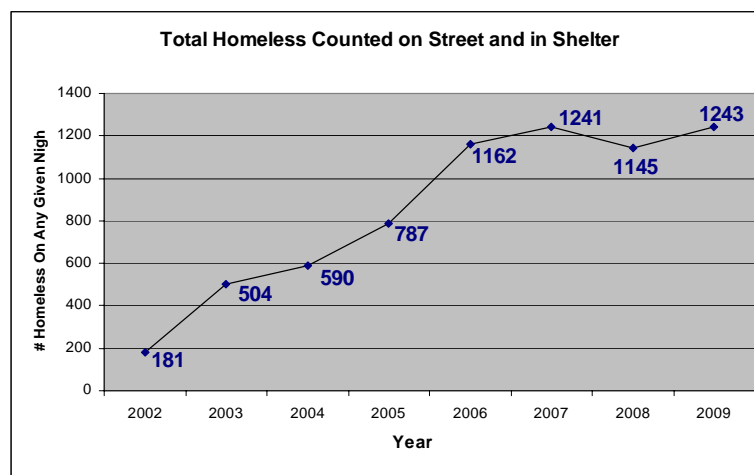
Data was gathered into two categories – sheltered and unsheltered – and entered into the county's Homeless Management Information System (HMIS).

**Sheltered Homeless:** Persons residing in emergency shelters, safe haven, and transitional housing or awaiting foster care placement.

**Unsheltered Homeless:** Persons residing in non-housing (e.g. street, vehicle, park areas, campsites, under bridges, in abandoned buildings, bus or train stations or similar settings), persons in temporary institutions (e.g. hospital, jail or treatment facility) who came from or will return to one of the above situations.

Demographics of Sheltered and Unsheltered Homeless Population – January 2009

	Total Homeless	Families with Children & Couples	Unaccompanied Youth $\leq 17$ Years	Unaccompanied Adults $\geq 18$ Years
# of Homeless Persons	1,243	791	37	415 (276 Chronic)
# of Homeless Persons - <i>Sheltered</i>	187	159	5	23
# of Homeless Persons - <i>Unsheltered</i>	1,056	632	32 (5 pregnant)	392
# of Homeless Households	714	262	37	415



Source: Homeless Management Information System data, January 2009

## YEAR 1: ACCOMPLISHMENTS AND OUTCOMES

*A Road Home: 10-Year Plan to End Homelessness in Washington County* provided the vision and framework for addressing the growing need within our community. The plan was founded on three fundamental components: **housing first**, **wrap-around services**, and **income opportunities**. The plan's build-to-order architecture provides the ability to quickly assess and prioritize homeless strategies as a result of the changing economy, demographics and jurisdictional resources. The plan has worked well as a strategic tool to identify integration of new federal stimulus funds to address prevention of homelessness and rapid re-housing of homeless households as a result of lost jobs and evictions. This was demonstrated in the program development of the ARRA (American Recovery and Reinvestment Act) Homelessness Prevention and Rapid Re-housing program to be implemented September 2009.

During Year 1 of the 10-Year Plan, implementation of the goals and strategies within the continuum of care collectively provided prevention assistance to a growing number of vulnerable households.

- ✓ **Emergency eviction prevention 1-month rental assistance served 2,690 persons (730 households).** The emergency rental assistance is a major source of homeless prevention funding provided by Community Action. In addition, nonprofit and faith-based agencies provide similar emergency rental assistance.

For 1,030 homeless persons, an exit from homelessness included access to emergency shelter beds, transitional and permanent supportive housing programs.

- ✓ **Emergency Shelter Beds accessed by 599 persons** (up to 6 weeks). Shelter operations in Year 1 reported 38 persons served at the Safe Place Youth Shelter<sup>6</sup> and the family shelter network of providers served 142 family households. Network providers include Community Action Family Shelter, Family Bridge/Interfaith Hospitality Network and the Good Neighbor Center. The length of stay for families in shelter has been increasing due to a lack of sustainable family income.

Shelter Provider Agency	Population	# Units	# Beds
Community Action Family Shelter	Family	5	20
Family Bridge/Interfaith Hospitality Network	Family	3	12
Good Neighbor Center Shelter	Family	9	36
Subtotal Family Beds		17 Units	68 Beds
Safe Place Shelter (age 14 to 17 years)	Youth	-	6
Domestic Violence Resource Center	Family	5	23
Domestic Violence Resource Center	Singles	-	5

The Family Shelter Network reports a sustained increase in the number of families seeking emergency shelter. In **June 2009, 77 homeless households (101 adults and 130 children)** were on the Shelter Network Waiting List as compared to 51 households in June 2008. The capacity of the Shelter Network at a point-in-time is 17 units (households).

<sup>6</sup> The Safe Place Youth Shelter provides 6 beds for homeless youth ages 14 to 17 years, managed by The Boys and Girls Aid

- ✓ **Transitional Housing<sup>7</sup> accessed by 289 persons** (1 to 24 month length of stay). The transitional housing served 189 households and included appropriate wrap-around supportive services and case management. The HopeSpring program demonstrates tremendous success in transitioning homeless women head-of-household and their children into permanent housing. The program is managed by Lutheran Community Services NW and served 12 households (36 persons) entering the program this year. The Housing Employment Link Partnership (HELP) program provides short-term rental assistance linked with education, employment, job skills, and mental health counseling.
- ✓ **Permanent Supportive Housing accessed by 142 persons.** The permanent supportive housing programs served 96 households (predominantly unaccompanied individuals) and provided deep rental subsidy and intense services that assist homeless persons who have disabling conditions that prevent them from living self-sufficient lives. Seventy-nine percent (79%) of these clients received intense mental health and substance abuse services.
- ✓ The national focus continues to prioritize the need to develop housing and service programs for the chronically homeless. During this reporting period, **22 chronically homeless individuals exited homelessness** and entered programs that provided permanent stable housing and intense supportive services to include mental health services, substance abuse treatment, health care, counseling, education and linkage to employment opportunities. During the January 2009 homeless count, 179 homeless individuals met the federal definition as chronically homeless.

***HUD Definition of Chronic Homeless:  
Unaccompanied homeless individual with a disabling condition who has been continuously homeless for a year or more or who has had at least 4 episodes of homelessness in the past three years.***

### Severe Weather Shelters Bridge Gap in Shelter and Housing Programs

Through the collaborative work of faith-based **Severe Weather Shelter** providers, homeless persons accessed life-saving emergency shelter. During the December 2008 arctic blast that blanketed Washington County with more than 18 inches of snow and prolonged freezing temperatures, **8 churches** opened their facilities overnight to provide warm shelter, a hot meal and compassion to those living without a safe and stable home. During 70 nights of activation (December 2008 to March 2009), the churches provided **3,237 bed stays** (1 person staying 5 nights = 5 bed stays).

The faith-based shelters include Beaverton First Baptist (Beaverton), Forest Grove United Church of Christ (Forest Grove), Bible Way Fellowship, Hillsboro Congregational United Church of Christ and Sunrise Church (Hillsboro), Calvin Presbyterian (Tigard), Rolling Hills Community Church and Tualatin Methodist Church (Tualatin).

Providing coordination of shelter activation/scheduling and resource development in support of the faith-based shelter operations is the role of the Washington County Homeless Program Coordinator, in collaboration with 211info, homeless outreach and case workers, Washington County Consolidated Communication Agency, law enforcement, fire/EMS, and libraries.

<sup>7</sup> Transitional Housing includes the 10 bed Garrett Lee Smith Safe Haven facility serves unaccompanied homeless individuals, managed by Luke-Dorf, Inc.

## New Programs Implemented in Year 1

- **Homeless To Work Program.** Eight persons accessed the new 10-bed Homeless To Work Program, an innovative transitional housing and employment program serving unaccompanied homeless adults. The program is managed by nonprofit agency, Bridges To Change, and funded by Washington County.
- **Chronically Homeless Shelter Plus Care Program.** Nine chronically homeless persons experiencing disabilities to include physical, mental, developmental and/or emotion impairment accessed permanent supportive housing in a new Shelter Plus Care Program. The Washington County Department of Housing Services manages the housing that is matched with intensive services provided by Luke-Dorf, Inc., Sequoia Mental Health Services, Inc., LifeWorks NW, Cascade AIDS Project, and Open Door Counseling Center.
- **Youth Transitional Living Program.** Nine homeless youth accessed the Transitional Living Program managed by The Boys and Girls Aid. The new program serves older youth (age 18 to 23 years) who age out of foster care, the youth shelter, or access the program through community outreach activities.
- **Bridges To Housing Program.** Thirty-seven persons (12 families) in a new Phase 2 project accessed the Bridges To Housing Program, a regional effort to address the needs of high resource using homeless families through intense case management and services linked with permanent housing. The program is managed by Community Action in partnership with community housing and service providers.

## Race/Ethnicity of Homeless Participants in Shelter and Housing

The diversity of Washington County's population is reflected in the homeless population, with the White/Caucasian population being the greater number of homeless identified during the point-in-time count (55%) as well as the population that accessed shelter and housing programs at a higher rate (67%) during Year 1 of the 10-Year Plan. During the January 2009 point-in-time homeless count, it was reported 28% of the homeless are Hispanic or Latino. Fifteen percent (15%) of this population accessed shelter and housing programs.

RACE/ETHNICITY	Year 1	Point-In-	2008 <sup>8</sup> American Community Survey Demographic Estimates Population 529,216
	Participants in Homeless Programs (7/08–6/09)	Time Homeless Count (1/28/09)	
American Indian/Alaskan Native	1%	3%	.4%
Asian	1%	1%	8.2%
Black or African American	6%	6%	1.6%
Hispanic or Latino	15%	28%	15.2%
Native Hawaiian/Pacific Islander	2%	1%	.3%
White	67%	55%	71.6%
Other Multi-Racial	8%	6%	2.7%

Source: Homeless Management Information System data, July 2008 to June 2009

U.S. Census Bureau, American Community Survey Demographic and Housing Estimates, 2008

<sup>8</sup> American Community Survey 2008 data is based on a sample and is subject to sampling variability. The degree of uncertainty for estimate sampling is represented through a margin of error.

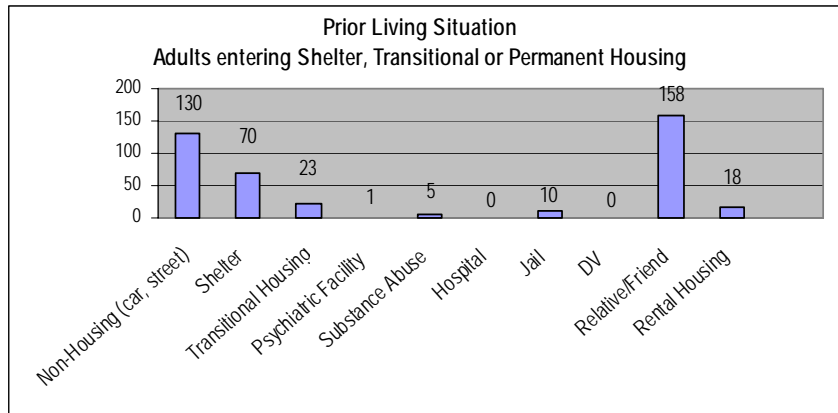


## Pathways from Homelessness into Shelter and Housing Programs

Homelessness was reduced in Year 1 with 130 households exiting homelessness from non-housing situations (e.g. streets, vehicle, park areas, and campsites). In addition, 158 households who lived doubled-up with family or friends entered shelter and housing programs.

Outreach is a key strategy in engaging the homeless and providing referral to appropriate housing and service programs. In Year 1, Luke-Dorf, Inc. funded a PATH Homeless Outreach Worker, Washington County DAVS staffed a Veterans Outreach position and Open Door Counseling Center continued to operate a walk-in day center with mental health services.

The Prior Living Situation data (see table) was enumerated from the county's HMIS for households entering shelter, transitional or permanent supportive housing during Year 1 (July 1, 2008, to June 30, 2009). The data identifies the diverse pathways from which homeless persons can access programs.

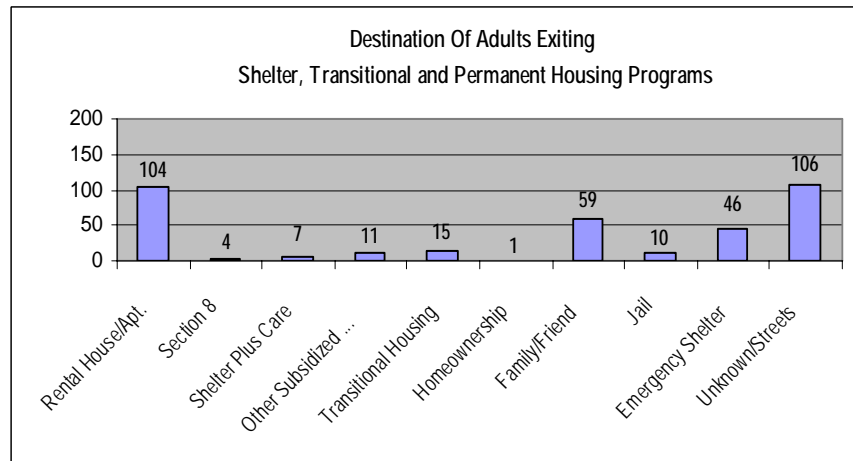


Source: Homeless Management Information System data for adults in programs, July 2008 to June 2009

## Moving To Stable Housing and Self-Sufficiency

The “*housing first*” model is a fundamental component of the 10-Year Plan and a national best practice that focuses on rapid re-housing for homeless persons. During Year 1, the Bridges To Housing and Shelter Plus Care programs provided a rapid re-housing of homeless persons directly into permanent housing. Through the expertise, relationships and commitment of Community Stakeholders, the housing first model can best be achieved through increased capacity in affordable housing and rental assistance.

35% of households exiting homeless programs transitioned to independent permanent housing.



Source: Homeless Management Information System data for adults in programs, July 2008 to June 2009

## Supportive Services to Overcome Barriers to Housing

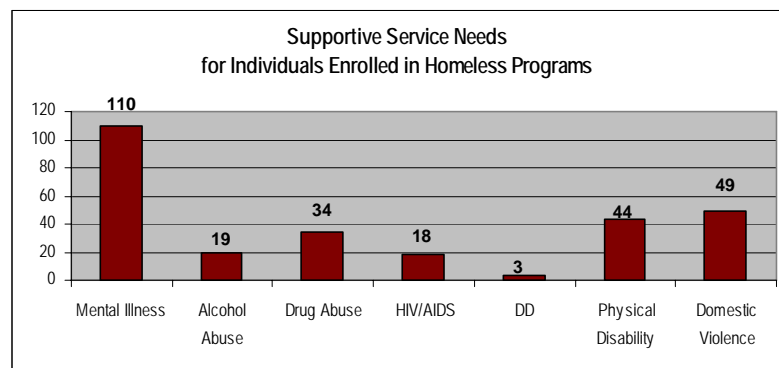
The development of human service interventions and programs linked with coordinated housing is a fundamental component of the 10-Year Plan. The “*wrap-around services*” are provided by a comprehensive network of nonprofit and public agencies to address the multi-dimensional social, medical and mental health needs of individuals linked to housing supports.

A 3<sup>rd</sup> annual Project Homeless Connect was held on January 28, 2009, and provided 444 homeless persons with access to an array of supportive services to include vision and dental care, mental health and addictions, veterans benefits, entitlement programs, housing, pet care, hair cuts, food, showers, clothing, and other essential services.

Homeless households require varying degrees of wrap-around services – newly homeless may require less case management and fewer services while persons who are homeless due to mental or physical illness, substance abuse, or other disability conditions require more intense services and experience barriers to accessing and retaining housing. Providing family-oriented case management, child care, rental assistance and supportive services in Year 1 with great results is the Community Action SAFAH Self-Sufficiency program, 144 homeless individuals, the Lutheran Community Services NW HopeSpring program, 38 individuals, and Good Neighbor Center Housing Stabilization program, 26 persons.

People with disabilities and special needs face a variety of housing needs and challenges. Many people with severe developmental or mental health related disabilities are not able to live independently and require constant care in a controlled facility setting. Three programs provide permanent housing for homeless individuals with severe disability conditions within controlled facilities. These facilities include the Hillsboro Graduated Independent Living Program serving dually-diagnosed chronically homeless individuals managed by Luke-Dorf, Inc. (located in Hillsboro), the Tom Brewer Recover House managed by LifeWorks NW (Beaverton), and Tri-Haven (Aloha) managed by Sequoia Mental Health Services, Inc. In Year 1, 85% of the clients exiting these three programs were successful in retaining housing stability and obtained private market permanent housing. This is truly a success given the barriers to housing and high need for resources (e.g. mental health, substance abuse treatment) that many of these homeless individuals require upon entering the program.

Within the county, there are homeless persons who receive treatment and supportive services that are not identified in the data chart below as non-HUD funded service agencies are not required to report their client services in the county’s Homeless Management Information System (HMIS). This data (see table) is representative of services provided to homeless persons in shelter and housing programs that participate in HMIS.



*Source: Homeless Management Information System data from shelter, transitional housing and permanent housing programs, July 2008 to June 2009*

## Income and Economic Support

To sustain permanent housing for the long term and avoid future episodes of homelessness, the plan identifies “*income opportunities*” as a fundamental component of successful continuum of care planning and resource support. Development of partnerships and programs that provide the homeless with access to education, job skills training, living wage employment opportunities or public income entitlement for which they qualify was a challenge in Year 1.

The HSSN Income Support Subcommittee was formed in May 2008 to address systems change that would remove barriers to entitlement programs and employment resources and provide homeless persons with sustainable economic support. This was a strategy identified in the 10-Year Plan to fill a gap that existed within the continuum of care.

During Year 1, the following initiatives were accomplished:

- ✓ The **Social Security Administration (SSA)** provided bi-annual training to more than 90 case workers to reduce barriers for eligible persons accessing SSI/SSDI.
- ✓ The Portland Community College Capital Career Center, in partnership with Community Action, LifeWorks NW, and Oregon Department of Human Services, served 66 persons with housing, education/employment, and mental health services in the **Housing Employment Link Partnership (HELP) Program**.
- ✓ The Washington County Department of Housing Services and Community Corrections, in partnership with nonprofit Bridges To Change, served 8 persons with housing, supportive services, and employment linkage in the new pilot project **Homeless To Work Program**. <http://www.co.washington.or.us/Housing/10-year-plan-to-end-homelessness.cfm>
- ✓ The **Supported Employment Program** provides persons with severe mental illness employment skills training and linkage to employment. The Washington County Department of Health and Human Services, in partnership with Luke-Dorf, Inc., LifeWorks NW, and Sequoia Mental Health Services, Inc., served 267 clients. The program is funded through the County General Fund and Oregon Health Plan.
- ✓ Organizations worked collaboratively to expand resources and opportunities:
  - Goodwill Industries Job Connection** program provides skills training and employment opportunities. During Year 1 of the plan’s implementation, 1,857 persons applied for the program (1,631 prior year) with 844 persons acquired employment in the Job Connection program, as compared to 676 in the previous year. <http://www.meetgoodwill.org/>
  - 211info** providing health and human service information and referral (I&R) information via call center (dial 2.1.1) and internet site. [www.211info.org](http://www.211info.org)
  - One Economy** helps connect low-income people to the 21st-century economy by bringing wide-scale access to broadband, computers, technology training, and online educational content into poor communities around the globe. A new software platform was developed that will integrate with existing [www.BeeHive.org](http://www.BeeHive.org) website to provide local information.
  - Experience Works** providing training and employment to low-income and homeless seniors age 55+ years. [http://www.experienceworks.org/site/PageServer?pagename=State\\_Oregon\\_Home](http://www.experienceworks.org/site/PageServer?pagename=State_Oregon_Home)

## Alignment with State Planning Efforts

In June 2008, Governor Kulongoski approved *A Home for Hope: Oregon's 10-Year Plan to End Homelessness*. The **Ending Homelessness Advisory Council (EHAC)** prepared the state plan in partnership with representation from nonprofit, faith-based, state and local jurisdictions. EHAC's goals and strategies support local planning efforts and identify key areas where state government must take the lead in eliminating barriers and improving systems.

The Washington County Homeless Program Coordinator networks with the EHAC. To view a copy of the state's plan or for more information on the EHAC, visit the state website. <http://www.ehac.oregon.gov/>

**Oregon HB 2436, Oregon Document Recording Fee (DRF)**, was passed during the Oregon 2009 Legislative Assembly and will provide resources to support development of affordable housing and homeless programs. Revenues from the DRF are projected to be available for disbursement in the spring 2010 through a competitive grant application process.

## Public Education on Homelessness

Each goal within the 10-Year Plan has multiple coordinated strategies of which many are considered national practices with proven effectiveness in reducing homelessness. The plan's success will require strategic planning in the areas of policy, systems change, funding, and effective implementation.

Often overlooked is the need to involve concerned citizens and established community groups in supporting the goals and strategies outlined in the plan. Washington County has realized the strength of highly involved nonprofit and faith-based partners who advocate for support of the plan through various local and state projects and funding initiatives.

In particular, the **Interfaith Committee on Homelessness (ICH)** has taken an active role in hosting forums with other faith-based members, local citizens and elected leaders to address the needs of homeless within our county. In addition to serving the homeless by providing hot meals, food boxes, media publications, and support for Severe Weather Shelters, Compassion Connect and Project Homeless Connect events, the faith-based community held a west-county forum open to the public on May 30, 2009, to address the needs and resources within the Forest Grove-Cornelius-Banks-Gaston area. A county-wide forum entitled "Times Are Tough: Become Equipped to Respond" will be held in September 2009. For more information, please visit the ICH website. <http://www.ahomeoftheirown.com/>

**Refer to Appendix A on page 18 to view a full listing of "Year One" outcomes and accomplishments for the Goals outlined in the 10-Year Plan.**

## YEAR 2: LOOKING AHEAD

A common vision is shared by public, nonprofit and community partners to carry out the goals and strategies identified in the 10-Year Plan in an effort to prevent the occurrence of homelessness and develop a system that works effectively to end homelessness.

- **Prevention of homelessness** continues to be a priority. The ARRA Homeless Prevention and Rapid Re-housing Program administered by the Washington County Office of Community Development will provide \$824,990 in federal stimulus to support a 3-year prevention and rapid re-housing program. Community Action will manage the program with anticipated implementation to occur October 2009.
- Identify long-term funding estimated at \$275,000 annually to sustain the **Housing Employment Link Partnership (HELP) Program**. In Year 2, one-time temporary ARRA Community Development Block Grant (CDBG) and Community Service Block Grant (CSBG) funds will provide nearly \$200,000 through September 2010. Prior grant funding provided by United Way of the Columbia-Willamette expired on June 30, 2009. The 10-Year Plan identified the HELP program as a key strategy to address employment income. The program is managed by the PCC Capital Career Center.
- Identify funding to support **rental assistance and supportive service** strategies outlined in the 10-Year Plan. A shortfall of \$650,000 is required to support the rental assistance identified in strategies 2.1.c, 2.1.d, and 2.2 with matching services to include mental health, substance abuse treatment, case management and child care.
- Develop a **risk mitigation** fund identified in strategy 2.5 to provide financial assistance to landlords who house homeless clients who damage the housing unit.
- Develop funding to support **outreach activities** to include the HomePlate Youth Outreach (strategy 1.7.c and 1.8) provided in partnership with nonprofit HomePlate and the Hillsboro Congregational United Church of Christ. A housing first outreach program outlined in strategy 3.2, similar to the JOIN model was identified for implementation in year 2. An estimated \$400,000 is needed to fully implement these outreach activities.
- Identify a community partner(s) who will sponsor a **One-Stop Resource Center** and begin raising community support and funding to eventually secure a property site. This strategy is identified for implementation in Year 5. The resource center will provide emergency shelter beds for unaccompanied individuals and day services to include access to on-site service providers for referral and intake to homeless programs, access to phones, computers, on-site showers, laundry, meals, and other essential amenities.
- **Develop affordable housing units at <30% AMI**. This is essential to building housing capacity for extremely low-income households. Without this affordable housing, low-income households will continue to be one healthcare crisis or one paycheck away from homelessness. In Year 2, no development of 30% AMI affordable housing is anticipated to come on-line for occupancy.
- Support the county's Public Safety Local Option Levy that provides \$700,000 annually in funding to support **emergency shelter operations**. The levy is due to expire in 2011. The county's funds are a substantial resource for sustaining emergency shelter operations.

## Acknowledgements to the 2009 Homeless Assessment Report

The Washington County 10-Year Plan gratefully acknowledges the generous contribution of time and expertise from many individuals and agencies that provide housing and services to the homeless men, women, and children living in our community. The plan recognizes the involvement of elected officials, community leaders and partners who share the same vision to reduce homelessness with a goal to one day end homelessness for those persons seeking safe and stable housing.

The 2009 Homeless Assessment Report is prepared by the Washington County Department of Housing Services in partnership with members of the Housing and Supportive Services Network (HSSN) and oversight provided by the Homeless Plan Advisory Committee (HPAC).

### HOMELESS PLAN ADVISORY COMMITTEE (HPAC)

- Commissioner Dick Schouten, Washington County
- Councilor Betty Bode, City of Beaverton
- Sheriff Rob Gordon, Washington County Sheriff Office
- Adolph 'Val' Valfre, Housing Authority of Washington County
- Eric Canon, Interfaith Committee on Homelessness
- Jonathan Schlueter, Westside Economic Alliance
- Karen Shawcross, Bienestar
- Janice Burger, Providence Health System
- Jerralynn Ness, Community Action
- John Hartner, Community Corrections, Washington County
- Michelle Johnson, Tuality Community Hospital
- Ramsay Weit, Citizen At-Large/Community Housing Fund
- Robin Shultz, Oregon Dept. of Human Services
- Roserria Roberts, United Way of the Columbia Willamette
- Russ Dondero, Citizen At-Large
- Stan Miller, Citizen At-Large
- Stephanie Akin, Homeless Advocate

### HOUSING AND SUPPORTIVE SERVICES NETWORK (HSSN)

- 211info
- Bienestar
- Bridges To Change
- Care To Share
- Cascade AIDS Project
- City of Beaverton
- City of Tualatin
- Commission on Children and Families, Washington County
- Community Action
- Community Housing Fund
- Community Partners for Affordable Housing
- Daytime Enrichment Activities & Recreation (DEAR)
- Department of Community Corrections, Washington County
- Department of Housing Services, Washington County
- Disability, Aging and Veteran Services, Washington County
- Domestic Violence Resource Center
- Ecumenical Ministries of Oregon
- Fair Housing Council & Housing Connections
- Families for Independent Living (FIL)
- Family Bridge/Interfaith Hospitality Network
- Forest Grove School District
- Good Neighbor Center Shelter
- Goodwill Industries
- Governor's Commission on Senior Services
- Homeplate
- LifeWorks NW
- Love in the Name of Christ
- Luke-Dorf, Inc.
- Lutheran Community Services NW
- Department of Mental Health, Washington County
- Northwest Family Services
- Office of Community Development, Washington County
- One Economy
- Oregon Department of Human Services
- Open Door Counseling Center
- Oregon Food Bank
- Oregon Housing and Community Services
- Portland Community College
- Ride Connection
- Ride Wise
- Rolling Hills Community Church
- Sequoia Mental Health Services Inc.
- Sheriff's Office, Washington County
- Social Security Agency
- Soldiers To Veterans
- The Boys and Girls Aid
- The Salvation Army
- Tualatin Valley Housing Partners
- Trinity Evangelical Church
- U.S Department of Housing and Urban Development
- Vision Action Network
- Willamette West Habitat for Humanity, Inc.
- Worksource Oregon – Employment, Veterans Rep.



# Appendix A

## Visualizing the Plan: **A Matrix of the Strategies**

### Goals and Strategies Matrix

- Goal 1: Prevent People from Becoming Homeless ..... 19**
- Goal 2: Move People into Housing..... 22**
- Goal 3: Link People to Appropriate Services and Remove Barriers..... 26**
- Goal 4: Increase Income Support and Economic Opportunities ..... 30**
- Goal 5: Expand Data Collection ..... 32**
- Goal 6: Implement Public Education on Homelessness ..... 33**

**Key to the success of the 10-Year Plan will be regular reporting about its progress to all participants in the planning process.**



## 2009: Outcomes of Goals and Strategies Identified in Year 1

### GOAL 1: PREVENT PEOPLE FROM BECOMING HOMELESS

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
1.1	Create a <i>Universal Point of Referral for At-risk Tenancies</i> to be used by service providers and landlords to increase alternative housing options for at-risk tenancies.	a) Define the point of referral process. b) Provide training and communication on process to homeless providers.	Year 1-10	1. Reduction rate to number of at-risk households becoming homeless. 2. Number of households that are served by this intervention and avert homelessness as a result.
Year 1 Outcomes: <b>No progress.</b>				
1.2	Staff a <i>Homelessness Diversion Specialist</i> position to counsel tenants facing eviction on (1) problem-solving with their landlords to retain their housing and (2) accessing emergency rental assistance or other services that can avert homelessness.	a) Develop a position and process to work with Evictions Court, tenants, and landlords. b) Implement process and begin working case load.	Year 1  Year 2-10	1. Reduction rate in number of households facing eviction who lose their housing.  2. Number of households in Eviction Court served by this intervention and who avert losing their housing as a result.
Year 1 Outcomes: <b>No progress.</b>				
1.3	Develop <i>Homelessness Prevention Strategies and Staff Trainings</i> to be used by local public institutions such as hospitals and jails to diminish the likelihood of discharge into homelessness.	a) Identify discharge plans for institutions and barriers to discharge effectively, track recidivism of homeless through jail and hospitals. b) Institutions track # of discharges to no address, transitional housing (e.g. Oxford, etc.).	Year 1	1. Reduction rate in number of discharges from medical and correctional institutions directly to homelessness.  2. Decrease in numbers of homeless people served by local homeless CoC that were recently in institutions.
Year 1 Outcomes: <b>Homeless Plan Advisory Committee adhoc subcommittee formed to review discharge from hospital and tracking of homeless recidivism.</b>				
1.4	Expand <i>Rental Education Programs</i> that increase the likelihood that homeless people, who obtain permanent housing, will ultimately be successful and stable as tenants and not repeat their cycle through homelessness.	a) Expand the number and frequency of tenant education programs offered. b) Increase # of clients completing tenant education programs	Year 2-10	1. Number of graduates of intervention.  2. Numbers of graduates who ultimately sustain permanent housing for at least one year after exiting homelessness.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>115 graduates of 279 class participants. The new statewide "Rent Well" course has been developed. Washington County is poised to implement in Year 2. The program roll-out will be presented to the HSSN on 9/2/09 by Community Action.</b>			

## GOAL 1: PREVENT PEOPLE FROM BECOMING HOMELESS (continued)


ID	TASK NAME	METHODS	START-END DATE	MEASURES OF IMPACT
1.5	<i>Reduce Barriers to State Programs</i> through participation at the Oregon Ending Homelessness Advisory Council.	a) Raise awareness of barriers to state programs and provide input on solutions to the Governor's Council.	Year 1-10	1. Extent of consistent engagement in state Advisory Council.  2. Number of local representatives participating in the state Advisory Council.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Washington County does not hold an appointed Advisory Council position on the EHAC; however, the meetings are public and the Homeless Program Coordinator attends regularly. Homeless data and local reports are provided to the EHAC.</b>			
1.6	Establish a <i>Homeless Consumer Group</i> , which will be made up of local homeless and formerly homeless individuals, to participate in the local continuum of care programs and community groups on the direction of plans related to housing and service programs.	a) Solicit homeless consumer representation to participate in the HSSN, the Consolidated Plan, the Interfaith Committee on Homelessness, agency Board positions, and forums.	Year 1-10	1. Number of community based organizations that have regular consumer participation by homeless people.  2. Number of homeless people who are actively participating in consumer advisory activities.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Nonprofits receiving HUD funds have met compliance by including a homeless/formerly homeless consumer on the agency Board. In addition, 2 formerly homeless consumers have joined the HSSN and a formerly homeless person is represented on the HPAC.</b>			
1.7	Provide <i>Family Mediation and Reunification Services</i> that prevent youth from becoming homeless.	a) Increase family mediation and reunification services available to families in the community. b) Develop a drop-in center for youth to access services.	Year 1-10	1. Reduction rate of homelessness among at-risk youth.  2. Number of youth who participate in intervention and avert homelessness as a result.
1.7.c			Year 1-10	
1.7.c		c) Expand HomePlate program coordinator position from .5 FTE to 1.0 FTE to increase HomePlate's outreach and resource referral program. Currently open one night per week.	Year 1 - 10	1. Increase in the number of youth served by intervention and resource referral as a result of program expansion.  2. Number of youth who participate in intervention and avert homelessness as a result.
<input checked="" type="checkbox"/>	1.7 Year 1 Outcomes: <b>50 of 83 youth (60%) receiving family mediation or counseling services prevented them from becoming homeless.</b>			
<input checked="" type="checkbox"/>	1.7.c Year 1 Outcomes: <b>246 persons accessed HomePlate services.</b> Baseline Data: 306 persons accessed HomePlate services.			

**GOAL 1: PREVENT PEOPLE FROM BECOMING HOMELESS (continued)**

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
1.8	Create an efficient and effective system for <i>Runaway and Homeless Youth (RHY)</i> to access resources and short-term shelter.	a) Develop sustainable operating funds for youth shelter (6 beds).  Shelter opened in March 2007.	Year 1-10	1. Number of RHY who access shelter  2. Number of RHY who exit to safe and stable housing.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>38 persons entered the Safe Place youth emergency shelter program managed by The Boys and Girls Aid with 14 persons obtaining stabled housing upon exit from the shelter.</b> Baseline Data: 10 persons			
1.9 (new)	Provide <i>One-Month Rental Assistance</i> to households with a 72-hour notice to prevent eviction.	a) Provide rental assistance payment and work with landlord on behalf of tenants who receive 72-hour eviction notice.	Year 1-10	1. Number of Households receiving one-month eviction prevention rental assistance
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>730 Households (2,690 individuals) access 1-month eviction prevention services provided by Community Action.</b> Baseline Data (7/1/07 to 6/30/08): 478 Households			

## 2009: Outcomes of Goals and Strategies Identified in Year 1

### GOAL 2: MOVE PEOPLE INTO HOUSING

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
2.1	Using Housing First model, increase availability of <i>Rental Assistance</i> for <b>new</b> permanent supportive housing units within existing housing stock.	a) CHRONIC SINGLES:  36 units (1-bed) new units added during 10 years  Tenant-based rental assistance for chronic singles through leverage of McKinney-Vento Samaritan Bonus (5-year initial grant with ongoing renewal).	Year 1-10  9 units - Year 1  3 units annual – Years 2 to 10	1. Number of homeless households that exit homelessness as a result of this housing opportunity.  2. Number of homeless who retain permanent supportive housing $\geq$ 12 months.  3. Number of homeless who exit the program for other permanent housing.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>22 chronically homeless persons entered permanent supportive housing. Year 2 will report the number who retain housing <math>\geq</math>12 months.</b>			
2.1.b	Project-based Section 8 vouchers for chronic homeless or homeless couple; 100 units (1-bed)	b) SINGLES & COUPLE W/O CHILDREN:  Project-based Section 8 vouchers; linked to case management and supportive services	Year 2 50 units  Year 5 50 units	1. Number of homeless households that exit homelessness as a result of this housing opportunity.  2. Number of homeless who retain permanent supportive housing $\geq$ 12 months.  3. Number of homeless who exit the program for other permanent housing.
	Year 1 Outcomes: <b>An increase in the number of chronic homeless was reported during the January 2009 count. The Housing Authority of Washington County completed a PHA Plan revision to include project-based vouchers; HUD approved the PHA Plan. RFP to project-based 50 vouchers is scheduled for release in July 2009.</b>			
2.1.c	Create new supportive housing using Bridges To Housing and/or Housing PLUS program models.	c) HIGH-NEED FAMILIES WITH CHILDREN (1–36 months):  100 units (2-, 3-, 4-bed)/10 years  Rental assistance program linked through the Bridges To Housing and/or Housing PLUS programs	Year 1-10  10 units/families annually	1. Number of homeless households that exit homelessness as a result of this housing opportunity.  2. Number of homeless who retain permanent supportive housing $\geq$ 12 months.  3. Number of homeless who exit the program for other permanent affordable housing.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>37 homeless persons (12 homeless families with children) entered a new Phase 2 project beginning October 2008 that provides permanent supportive housing in the Bridges To Housing Program. All families have retained stable housing during this reporting period.</b>			

**GOAL 2: MOVE PEOPLE INTO HOUSING (continued)**

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
2.1.d	Create new supportive housing for households needing moderate-assistance.	d) RENTAL ASSISTANCE - SINGLES & FAMILIES (1-36 months):  285 units (\$6000+/year)/10 years  Rental assistance program; linked to intense case management and supportive services.	Year 1-10  Year 1 15 units Year 2 +30 (45) Year 3 +30 (75) - Year 4-10 90 rotating annually	1. Number of homeless households that exit homelessness as a result of this housing opportunity.  2. Number of homeless who retain permanent supportive housing $\geq$ 12 months.  3. Number of homeless who exit the program for other permanent affordable housing.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>61 homeless persons (30 households) entered transitional housing with supportive services. 5 individuals identified as chronically homeless. Year 2 report will reflect housing stability <math>\geq</math> 12 months and exit destinations.</b>			
2.1.e	Create new transitional housing for youth aging out of foster care, emergency shelter and homeless outreach activities.	e) OLDER YOUTH (1-24 mo) 30 units/10 years - Transitional Living Program opened July 2008. - Serves single parent with child. Implement Housing Program serving older youth (single adults ages 18 to 23) linked to case management, education, employment, transportation, and other supportive services.	Year 1-10  6 units/7 beds	1. Number of homeless youth that exit homelessness or avert homelessness as a result of this housing opportunity.  2. Number of homeless youth that exit Transitional Housing for permanent affordable housing.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>9 homeless youth (2 children) entered transitional housing with appropriate supportive services. Year 2 will begin reporting exits from Transitional Living Program.</b>			
2.2	Create <i>Short-term Emergency Rental Assistance</i> combined with support services targeted to homeless families and homeless singles to facilitate rapid exits from homelessness and create a supported bridge back into the private housing market.	a) SHORT-TERM RENTAL ASSISTANCE - SINGLES & FAMILIES (1-12 mo): 1,400 units (\$3,500+/year)/10 years  Shallow rent program to serve as a "bridge" to provide stability and support rapid re-housing linked to case management and services.	Year 1-10 140 units annual	1. Number of homeless households that exit homelessness as a result of this housing opportunity.  2. Number of homeless who exit the program prior to six months for other permanent affordable housing.  3. Number of homeless who exit the program at 12 months for other permanent affordable housing.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>228 homeless persons (159 households) entered short-term rental assistance programs with supportive services. 31 households exited to rental house/apartment, 36 households obtained stable housing in the HELP program, and 1 exit to homeownership (inheritance).</b>			

**GOAL 2: MOVE PEOPLE INTO HOUSING (continued)**


ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
2.3	Create new <i>Permanent Affordable Supportive Housing</i> units serving persons with disabilities.	45 units (1-bed)/10 years Section 811 Program	15 units – Year 5  15 units – Year 7	1. Number of homeless households that exit homelessness as a result of this housing opportunity. 2. Rate of housing retention for participants in this housing program.
⌚	Year 1 Outcomes: <b>Sequoia Mental Health Services Inc. was awarded \$1.8 million for a Section 811 project to construct 15 units affordable housing adjoining a mental health clinic.</b>			
2.4	Increase <i>Permanent Affordable Housing for Extremely Low Income</i> households (i.e. those earning less than or equal to 30% of Area Median Income)	a) Develop new and acquire rehab units, including Bridges To Housing.  50 units/10 years	Year 1-10  5 units annually	1. Number of homeless households that exit homelessness as a result of this housing opportunity.  2. Rate of housing retention for participants in this housing program.
☑	Year 1 Outcomes: <b>10 units serving persons at ≤30% AMI, Merlo Station Apartments under the development of Tualatin Valley Housing Partners.</b>			
2.5	Create a <i>Risk Mitigation Pool</i> of funding that can be accessed by landlords to cover property damage caused by homeless persons.	a) Allow 15 units above the current program (Ready to Rent).  b) Re-evaluate Program in Year 5.	Year 1 – 5	1. Number of housing units that are preserved in the homeless inventory and not lost when landlords cease their participation due to property damage.
⌚	Year 1 Outcomes: <b>The HSSN Mental Health &amp; Special Needs Subcommittee developed a pilot model that partners with insurance company to fund renters insurance. In Year 2, will pursue funding in support of the model.</b>			

**GOAL 2: MOVE PEOPLE INTO HOUSING (continued)**

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
2.6  2.6.b	Identify resources to <i>Preserve Existing Inventory of Affordable and Supportive Housing.</i>	a) Strategic investments to acquire and preserve existing affordable units at risk of "going to market rate" 508 units.  b) County/City Tax Exemption Program: Coordinate discussion on program pursuant to ORS 307.540 to 307.548 to support affordable housing projects operated by non-profits that tailor rents to be affordable to 30% AMI.	Year 1–2  97 units Year 1 188 units Year 2  Year 1	1. Number of housing units that are preserved in inventory to prevent homelessness.  1. Number of housing units that are preserved in the homeless inventory.  2. Number of housing units that are added to inventory based on ability to support reduced rents.
⌚	2.6 Year 1 Outcomes: <b>48 units Garden Grove Apartments (Forest Grove) preserved by nonprofit located in Idaho. Remaining 49 units on hold due to poor bond market.</b>			
⌚	2.6.b Year 1 Outcomes: <b>Preliminary discussion initiated with cities and county. Year 2 goals will be to continue discussions to identify areas of consensus.</b>			
2.7	Cultivate cooperative and stable <i>Relationships with Private Landlords</i> to enhance capacity for utilizing existing private housing market as "housers" of formerly homeless people.	a) Landlord Forums (2 forums annually)  b) Mailings  c) Brochures	Year 1-10	1. Number of landlords who participate as "housers" of homeless people.  2. Number of units brought into the homeless inventory.
☑	Year 1 Outcomes: <b>Housing Authority of Washington County hosted a landlord forum on April 22, 2009, entitled "Saving Your Bottom Line" with 15 attendees.</b>			

## 2009: Outcomes of Goals and Strategies Identified in Year 1

### GOAL 3: LINK PEOPLE TO APPROPRIATE SERVICES AND REMOVE BARRIERS


ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
3.1	Create a unified assessment system that refers families and singles to appropriate housing and service programs based on need and ability to become self-sufficient.	a) Define partnerships b) Develop intake system and universal assessment criteria. c) Develop systems change policy and educate community on process. d) Implement systems change to include new programs being on-board (e.g. – rental assistance, housing units, etc.).	Year 1  Year 2	1. Completed system plan/policy.  2. Number of homeless households that are matched with the most appropriate services and housing resources.
 Year 1 Outcomes: <b>Defined partners to incorporate the Screening and Assessment criteria form used by Bridges To Housing Program into the new ARRA Homeless Prevention and Rapid Re-housing Program intake process.</b>				
3.2	Improve and expand <i>Homeless Outreach and Engagement</i> with Services/ Housing for homeless and sheltered singles and families.	a) Develop Outreach partnerships and secure funding, e.g. JOIN model.  b) Implement a street outreach program with a permanent housing component (housing-first), e.g. JOIN model.	Year 1  Year 2-10	1. Number of unengaged, hard-to-reach homeless people who are brought into the service and housing network and engaged with supports that will help end their homeless status.
Year 1 Outcomes: <b><u>No progress.</u></b>				



**GOAL 3: LINK PEOPLE TO APPROPRIATE SERVICES AND REMOVE BARRIERS**  
**(continued)**

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
3.3	Create an efficient and effective system for <i>Service Linkage for People who are Homeless</i> to include emergency shelter beds for single adults.	a) Location and project sponsor identified. b) Define project model; e.g. lease/own, rehab hotel/other, or new construction. c) Define funding and sustainability plan.	Year 1	1. Number of unengaged, hard-to-reach homeless people who are brought into the service and housing network and engaged with supports that will help end their homeless status.
3.3.d		d) Develop <u>One-Stop Resource Center</u> that includes: d.1) interim housing beds for homeless singles who are awaiting placement in permanent housing. d.2) day-center services (e.g. meals, showers, laundry, mail service, mainstream resources, email/internet access for employment search.	Year 2-10	1. Number of homeless individuals who resolve homelessness through participation in this resource/  2. Number of homeless individuals who access emergency shelter bed services.  3. Number of homeless individuals who maintain engagement with supports while awaiting housing placement.
3.3.e		Expand services provided at Project Homeless Connect.	Year 1-10	1. Number of homeless individuals who access services at the "one-stop" resource event.
3.3 Year 1 Outcomes: <b>No progress</b>				
3.3.e Year 1 Outcomes: <b>444 January 28, 2009 attendees</b> Baseline Data: 224 January 30, 2008 attendees				
3.4	Increase access to case management and supportive services for clients receiving rental assistance.	a) Establish flexible supportive service funds in support of programs linked to housing.  Services may include: -Case Management FTE positions -Transportation for Clients -Child Care	Year 1-10	1. Number of homeless individuals who resolve homelessness through participation in this resource.
Year 1 Outcomes: <b>439 individuals</b>				

### GOAL 3: LINK PEOPLE TO APPROPRIATE SERVICES AND REMOVE BARRIERS (continued)

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
3.5	Develop a permanent online <i>Local Homeless Resources Roadmap</i> (e.g. local directory) of all services and housing available in Washington County to be utilized by homeless persons, service providers, and the public.	a) Expand upon existing information referral websites and link software technology between <a href="http://www.thebeehive.org">www.thebeehive.org</a> and <a href="http://www.211info.org">www.211info.org</a> websites. b) Create custom homepage to "bridge" websites. c) Provide outreach and education on the new website.	Year 1-2	1. Number of homeless individuals who resolve homelessness through participation in this resource.
 Year 1 Outcomes: <b>One Economy has completed the software platform that links information from 211info to TheBeehive websites. Awaiting state-wide 211info technology upgrade completion.</b>				
3.6	Expand Homeless Service Systems Collaboration with the <i>Veteran's Administration</i> and community-based agencies to increase access and utilization of federal VA resources by people who are homeless.	a) Develop local Veteran program to include housing, case management and employment. b) Offer resources to Veterans to include Veterans Industries and Central City Concerns programs.	Year 1-10	1. Number of homeless individuals who resolve homelessness through participation in this resource.
<input checked="" type="checkbox"/> Year 1 Outcomes: <b>Veterans Administration Mobile Outreach Worker linked with local Disability, Aging and Veteran Services to perform outreach to homeless veterans and refer to VA services.</b>				
3.7	Increase <i>Child Care for Homeless Children</i> resources.	a) Provide child care funds to leverage the Bridges To Housing Program. b) Integrate access to child care into homeless programs through the Employment Related Day Care Program.	Year 1-10	1. Number of homeless households who resolve homelessness through participation in this resource.
<input checked="" type="checkbox"/> Year 1 Outcomes: <b>2 households participating in the Bridges To Housing program received child care services to support parent job search/employment opportunities.</b>				

**GOAL 3: LINK PEOPLE TO APPROPRIATE SERVICES AND REMOVE BARRIERS**  
(continued)

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
3.8	Increase <i>Transportation</i> resources serving homeless persons.	a) Identify transportation resource partners  b) Investigate resources that can be targeted to homeless persons.  c) Distribute listing of transportation resources to homeless advocates and service providers. Link resource data to online One-Stop Resource Roadmap and maintain data quality.	Year 1          Year 2	1. Number of homeless households who resolve homelessness through participation in this resource.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Presentation at the October 2008 HSSN meeting regarding <i>Rise Wise</i> and <i>Ride Connection</i> programs. Data was not collected on how many homeless persons access these two programs.</b>			
3.9	Establish closer <i>Links Between Housing Programs and Food and Nutrition Programs</i> .	a) Identify housing sites with target populations of low-income and formerly homeless persons and expand program to reach those populations.  b)	Year 1-10	1. Number of homeless persons for whom emergency needs are met through access to this resource.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>209,743 meals served in 2008</b> Baseline Data: 127,000 meals served in 2007			
3.10	Develop and implement a <i>Unified Housing Screening Policy</i> that will reduce barriers to access housing by homeless persons.	a) Develop policy and procedures tied to Risk Mitigation Pool strategy. b) Implement policy.	Year 1    Year 2-10	1. Number of homeless individuals who resolve homelessness through participation in this resource.
<input type="checkbox"/>	Year 1 Outcomes: <b>The HSSN Mental Health and Special Needs Subcommittee is reviewing models and national best practices.</b>			

## 2009: Outcomes of Goals and Strategies Identified in Year 1

### GOAL 4: INCREASE INCOME SUPPORT AND ECONOMIC OPPORTUNITIES

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
4.1	<i>Increase Income Self-sufficiency</i> through a housing rental assistance, employment and mental health services model focused on Housing and Employment Linking Partnership (HELP Program).	<p>a) Sustain program through new funding resources to include foundation, business, community, and public partnerships. United Way funding expires 6-30-2009.</p> <p>b) Expand HELP Program from 75 clients to 150 clients annually and offer program in two locations.</p>	Year 1	<p>1. Number of homeless households that increase their income making it more feasible to exit homelessness.</p> <p>2. Number of homeless households that exit the program into permanent affordable housing.</p>
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>66 clients</b> Baseline Data: 75 clients			
4.2	<i>Increase Income Self-sufficiency</i> for persons with disabilities and persons who experience significant barriers in obtaining and retaining employment.	<p>a) Sustain Supported Employment Program for individuals with severe mental illness, an inter-agency partnership that brings together resources to help homeless individuals obtain and keep a job.</p> <p>b) Develop Supported Employment Program model for individuals experiencing barriers to obtain and retain employment; e.g. – community corrections.</p> <p>c) Attract employers with assurance of job-based support (Job Coach) for homeless employees.</p>	<p>Year 1-10</p> <p>Year 2-10</p>	<p>1. Increase the likelihood that formerly homeless obtain and retain employment, can afford housing costs, and averse future episodes of homelessness.</p>
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>106 clients</b> LifeWorks NW, <b>57 clients</b> Luke-Dorf, Inc., <b>104 clients</b> Sequoia Mental Health Services.			

## **GOAL 4: INCREASE INCOME SUPPORT AND ECONOMIC OPPORTUNITIES** (continued)

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
4.3	Reduce Barriers in Accessing SSI/SSDI benefits for people who are homeless.	<p>a) Identify SSI/SSDI point of contact per agency that will complete applications and receive ongoing training provided by SSA. Provide training to case workers and advocates.</p> <p>b) To improve efficiencies in filing applications, resulting in a reduction of appeals and delay in benefits, work with OR-DHS to provide SSI/SSDI Outreach, Access and Recovery (SOAR) training to service providers in Washington County.</p> <p>c) Identify and implement SSI/SSDI application specialists who function as a core team in preparing and processing SSI/SSDI applications. Recommend members of the team include Jail and Hospitals to assist individuals prior to release.</p>	Year 1-10	1. Number of homeless households that increase their income and access Medicaid making it more feasible to exit homelessness.
4.3.c		Year 2-10		
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Social Security Administration provided training to case workers: 11/2008 SSI Basics, T2 and SSI Benefits (30 attendees); 5/2009 SSI Basics, T2/T16 Comparison (60 attendees).</b>			
4.4	Implement strategies identified and develop new Income Support Initiatives and Partnership.	<p>a) Develop a HSSN Income Subcommittee chartered to carry for the strategies of this plan for implementation and create new initiatives and strategies to address current needs of the homeless within current economic climate.</p>	Year 1	<p>1. Formation of the Subcommittee.</p> <p>2. Successful implementation of strategies and development of new strategies and system to enhance employment opportunities.</p>
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>HSSN Income Subcommittee formed.</b>			

## 2009: Outcomes of Goals and Strategies Identified in Year 1

### GOAL 5: EXPAND DATA COLLECTION

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
5.1	<i>Expand the # of Homeless Management Information System (HMIS) Users</i> to ensure a comprehensive data compilation of homeless persons accessing services.	a) Implement requirement that all projects associated with strategies outlined in this plan participate in HMIS.	Year 1-10	1. Extent of compliance with this requirement.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>11 User License Agencies</b> Baseline Data: 10 User License Agencies			
5.2	<i>Expand the HMIS Data Collection Variables</i> to include activities identified in the Washington County 10-Year Plan to End Homelessness will be reported to the county's Continuum of Care governance body.	a) Implementation of the 10-Year Plan activities through the HSSN, to include HMIS reporting. b) Information sharing on best practices, local efforts, and program outcomes.	Year 1-10	1. Extent of variables that are tracked by HMIS.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>HMIS used to ensure non-duplication in 2009 point-in-time homeless count. HMIS data used to prepare the Year 1 Homeless Assessment Report for the 10-Year Plan.</b>			
5.3	Annual analysis on <i>Intervention Impact of Programs and Systems</i> for consideration of continued implementation and/or re-model of programs to better meet needs of homeless persons.	a) Develop a 10-Year Plan Advisory Committee. b) Develop and implement Criteria Evaluation process.	Year 1-10	1. Extent of data analysis produced.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Homeless Plan Advisory Committee (HPAC) formed and appointed by the Board of County Commissioners December 16, 2008.</b> <a href="http://www.co.washington.or.us/Housing/upload/3a-BC-HPAC-Bylaws-2-3-2009-FINAL.pdf">http://www.co.washington.or.us/Housing/upload/3a-BC-HPAC-Bylaws-2-3-2009-FINAL.pdf</a>			
5.4	Increase <i>US Congressional Awareness</i> of local homelessness through participation in national reporting efforts to include submitting local data for use in the Annual Homeless Assessment Report (AHAR).	a) Participate in AHAR. b) Brief HSSN on AHAR data analysis.	Year 1-10	1. Extent of compliance with this requirement.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Participated in Annual Homeless Assessment Report (AHAR) to Congress. First time participation from Washington County. To view a copy of the AHAR prepared by HUD, visit <a href="http://www.hudhre.info/documents/4thHomelessAssessmentReport.pdf">http://www.hudhre.info/documents/4thHomelessAssessmentReport.pdf</a></b>			
5.5	Use <i>Homeless Data Collection</i> identify and develop annual 10-Year Plan goals and action steps.	a) Annual goals defined and action steps developed for implementation.	Year 1-10	1. Extent of data analysis produced.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>HSSN adopted annual Work Plan in support of the 10-Year Plan.</b> <a href="http://www.co.washington.or.us/Housing/10-year-plan-to-end-homelessness.cfm">http://www.co.washington.or.us/Housing/10-year-plan-to-end-homelessness.cfm</a>			

## 2009: Outcomes of Goals and Strategies Identified in Year 1

### GOAL 6: IMPLEMENT PUBLIC EDUCATION ON HOMELESSNESS

ID	TASK NAME	METHODS	START- END DATE	MEASURES OF IMPACT
6.	Create new and build upon current community-based citizen, private, public and nonprofit <i>Community Partnerships to End Homelessness</i> .	a) Presentation at public forums, Chamber of Commerce, and Media.	Year 1-10	1. Extent of volunteerism and citizen group activism to address homelessness.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Oregonian article on the 10-Year Plan – A Roof Over Every Head (6/11/2009). Interfaith Committee on Homeless hosted west-county forum to address gaps in resources (5/30/2009)</b>			
6.2	Provide annual <i>Update on 10-Year Plan</i> activities, outcomes and homeless data trends to local governments and make available to the public.	a) Fiscal year-end report prepared and presented to local government and Leadership Focus Group. b) Post on county website. c) Present to HSSN.	Year 1-10	1. Extent to which reports are produced and disseminated on schedule.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Quarterly Reports posted on website. 2009 Homeless Assessment Report – Year 1: A Summary of Outcomes and Challenges (publication to occur 9/2009) <a href="http://www.co.washington.or.us/Housing/10-year-plan-to-end-homelessness.cfm">http://www.co.washington.or.us/Housing/10-year-plan-to-end-homelessness.cfm</a></b>			
6.3	Develop a <i>Public Education Campaign</i> to de-mystify homelessness.	a) Conduct homeless forum and roundtable discussions with elected officials and leaders of the community.	Year 1-10	1. Number public events and level of participation.
<input checked="" type="checkbox"/>	Year 1 Outcomes: <b>Presentation to the Public Affairs Forum on 10-Year Plan in November 24, 2008. West-County forum hosted on May 30, 2009. A countywide “Times Are Tough: Become Equipped to Respond” forum will be hosted in September 2009.</b>			