



**HOUSING and SUPPORTIVE SERVICE NETWORK**

*Providing a Continuum of Care for Vulnerable Populations in Washington County*

**Wednesday, November 6, 2013**

**8:30 to 10:00 a.m.**

**Beaverton City Hall - 1<sup>st</sup> Floor Conference Room**

4755 SW Griffith Drive, Beaverton, Oregon 97075

**AGENDA**

- I. **INTRODUCTIONS: 8:30 a.m.**
- II. **GUEST SPEAKER: 8:35 a.m.**
  - E.V. Armitage, Central City Concern  
John McDaid, Cover Oregon  
- Affordable Health Care Medicaid Expansion
- III. **APPROVAL OF MEETING MINUTES: 9:25 a.m.** ..... Action
- IV. **GENERAL BUSINESS: 9:30 a.m.**
  - Severe Weather Shelter Response Plan for Winter 2013-2014
  - Annual update and adoption of CoC and HMIS Governance Charter..... Action
  - FY2013 CoC Program Homeless Assistance Grant Application – Update on
    - Registration and NOFA Process
- V. **ANNOUNCEMENTS: 9:50 a.m.**
- VI. **ADJOURNMENT: 10:00 a.m.**

Next Meeting:

Wednesday, December 4, 2013 at 8:30 a.m.

Guest Speaker(s):

Veronica Smith – Community Warehouse

Lisa Davila – Building housing partnerships with Landlords

Melanie Fletcher – 2013 Annual Homeless Assessment Report (AHAR)

*For more information contact Annette Evans, Washington County Homeless Program Coordinator  
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**HOUSING AND SUPPORTIVE SERVICES NETWORK**  
**Maintaining a Continuum of Care in Washington County**  
Beaverton City Hall  
October 2, 2013 at 8:30 a.m.

**Goal: Housing and supportive service agencies working to bring a broad spectrum of organizations together as partners in the community to secure funding and other resources needed in providing a continuum of care for individuals and families who are homeless or with special needs.**

**ATTENDEES:**

Acciaoli, Joe—Wash. Co. Health & Human Services	McVey, Jaycanna—Boys and Girls Aid
Adams, Jessi—Community Action	Nelson, Andrea—City of Beaverton, CDBG Coordination
Atterberry, Amy—Sequoia Mental Health Services, Inc.	Orr, Patrick—HomePlate
Brillman, Linn – CPAH	Peltz, Leslie —COSA Inc.
Browning, Rose—Good Neighbor Center	Perkowski, Kaja—Open Door Counseling Ctr
Bundy, Valerie—Domestic Violence Resource Ctr	Portman, Cheri—Job Corps
Burnham, Jeff—Luke-Dorf, Inc.	Proctor, Jennie—Wash. Co. Community Development
Burton, Valerie—Luke-Dorf, Inc.	Rafal, Candy —Luke-Dorf, Inc.
Calfee, Bridget —HomePlate	Roberts, Dave—Luke-Dorf, Inc.
Chavez-Hernandez, Saul—Community Action	Rogers, Pat—Community Action
Coke, Claudia—Impact NW	Russell, Carrie—The Companion Program
Davila, Lisa—Luke-Dorf, Inc.	Schwab, Jack—Good Neighbor Center
Demry, James—Homeless To Work/Bridges to Change	Sechrist, Lauren—Wash. Co. Community Development
Duncan-Perez, Martha—Wash. Co. Reentry Council	Stevens, Kari—HUD/VASH
Evans, Annette—Wash. Co. Housing Services	Stewart, Larz—Adventures Without Limits
Fletcher, Melanie—Wash. Co. Housing Services	Stoner, Lauren—HUD/VASH
Graham, Mary—Bridges to Change	Stoullil, Vera—Boys and Girls Aid
Heart, Annie—Family Promise	Teifel, Gordon—Families for Independent Living/DEAR
Holland, Marah—Washington Co. Public Health	Tong, Melanie—Wash. Co. Health & Human Services
Hou, Jeremy—HUD/VASH.	Turk, Nicki—Cascade AIDS Project
Layton, Amber—HomePlate	Werner, Judy—Lutheran Community Services NW
Loverin, Robert—Sequoia Mental Health Services, Inc.	

Chair: Annette Evans, Public Agency Representative [annette\\_evans@co.washington.or.us](mailto:annette_evans@co.washington.or.us)

Co-Chair: Judy Werner, Nonprofit Agency Representative [jwerner@lcsnw.org](mailto:jwerner@lcsnw.org)

**I. INTRODUCTIONS**

**II. GUEST SPEAKERS**

**Homeless Encampments on Public Right-of-Way: An Opportunity for Collaboration**

Andree Tremoulet, Ph.D, Center for Urban Studies, Portland State University

**Research Project**

This presentation is geared towards staff from public works and transportation departments, as homeless people often seek shelter under overpasses. The Homeless Encampments on Public Right-of-Ways research project, funded by OTREC (the Oregon Transportation and Educational Research Consortium), includes two publications. The first is *A Case Study of the Baldock Restoration Project*. This is an in-depth study of the Baldock Rest Area on I-5, near Wilsonville Oregon. There was a homeless community that was there for 19 years. In 2010, the Baldock Restoration Group relocated members of that community – a total of 37 homeless households. The most important lesson is that the project was successful largely due to collaboration, with no single agency handling the entire process.

The Baldock Restoration Group was multidisciplinary, and its core membership included state agencies (transportation and housing/community services), a faith-based social service organization, social services, law enforcement, and a travel information council.

The second publication is *Homeless Encampments on Public Right-of-Way: a Planning and Best Practices Guide*, which is the focus of today's presentation. The guide is meant for public works and transportation staff, to give them an understanding of the issues and how they can partner with housing and social service providers. See <http://www.pdx.edu/cus/sites/www.pdx.edu.cus/files/Homeless%20Encampments%20on%20Public%20Right%20of%20Way.pdf>.

The research project considered two questions:

1. What are the nature and extent of problems caused by homeless encampments on public right-of-way in the US?
2. What practices do transportation agencies currently use to address these problems, and what are the outcomes?

To answer these questions the project used two main data sources: a literature review and surveys. A Lexus Nexus search for news articles with public works, transportation and homeless encampments resulted in more than 100 articles. Surveys of state DOT managers and supervisors and of other public sector managers of highway rest areas conducted in 2012 found that 76% of the 24 states and one Canadian province that responded reported problems with homeless encampments. Specific concerns included safety, property damage, contamination, displacement of intended uses, unwanted media attention, political issues, etc. Nationally, the impact of homelessness appears to represent a substantial operational challenge for state transportation and public works agencies.

Of the responding agencies:

- 91% encounter camps a few times per year, and 48% a few times per month or more.
- All called law enforcement. 83% said this approach was usually or sometimes effective.
- 67% worked with social services. 66% said this approach was usually or sometimes effective.
- Only 4% had received training. 63% thought training would be useful.

#### Best Practices Guide

The best practices guide is divided into three parts. First is how to respond. The second is about creating a policy framework - how to look at this more systematically rather than looking at it like isolated incidents. The third is an appendix with specialized resources such as dual use for properties, etc.

In general, when transportation staff find encampments there are two common situations:

1. Acute public endangerment. People are in an unsafe place, causing traffic accidents, need to be moved quickly for general public safety. This requires quick outreach to make that situation move.
2. Simmering nuisance. People live there off and on, or permanently. This is usually the more common kind of problem. If people aren't in immediate danger, there is time to develop a holistic strategy.

The cycle of camps follows a pattern: Homeless people set up camp; the Camp is observed; DOT calls law enforcement; Police evict homeless people; homeless people look for another site, and it all starts again. People all over the country said the cycle is a cat and mouse game that doesn't help anyone. The big question is how to break the cycle.

#### What to do:

One of the lessons learned is that it helps to have people who can help the homeless campers find a path forward as well as people who motivate change. This dual "push/pull" strategy helps to identify

collaborators. The “push” side includes law enforcement, district attorneys, and legal advocates for the homeless. The “pull” side includes social service providers (e.g. shelters), mental health and substance abuse services, veterans’ organizations, faith-based organizations, etc. Of special interest to HSSN is the fact that 90% of the people surveyed had no idea there was a Continuum of Care (CoC).

The Guide includes examples of solutions from Massachusetts, Portland and Seattle.

#### Policy Creation

For transportation departments, the best solution is to be proactive, take a multi-partner approach and recognize that each situation is unique. It helps to reward successful problem solving at the staff level. Share best practices among agencies. Start training with the basics - what to do when a camp is discovered, how to assess what’s going on and how to stay safe.

#### Audience Questions/Comments & Presenter Answers

Q: Linn Brillman -- Did you look at trends over the past two decades, such as the age/gender of folks who live outside, family composition, etc. to try and identify what’s causing the degree of homelessness?

A: We looked at existing studies and did a literature review. Our job was less about researching the causes of homelessness and more about how transportation agencies are responding to it because that was the work not done previously. The introduction is about understanding homelessness. It explains that not everyone who is homeless has a mental illness or is dangerous.

Q: Jennie Proctor -- What’s feedback have you received from transportation agencies?

A: One public works director used the guide to craft local policy, which is positive feedback. We presented at a big national conference. National media got us some nice publicity in the Atlantic Cities magazine. It feels like we’re clawing our way to try and get attention. We have a long way to go.

#### Cover Oregon Insurance Exchange and Enrolling Clients

Sarah Jaquez, Cover Oregon Coordinator at Centro Cultural

Cover Oregon is a new online marketplace for health insurance. It’s a new way to apply for insurance in Oregon. Right now, if you want a loaf of bread, you can go to a grocery store and find one you like. You don’t have to go to each company that makes bread and see if you like it. Cover Oregon is like a grocery store for health insurance – it let’s you compare different companies and insurance plans. It’s the one stop shop for anyone wanting to apply for public or private health or dental insurance. When you apply online it gives you a list of everything that is covered, deductible, and out of pocket costs.

Anyone can qualify. For individuals, basically how Cover Oregon works is you apply as how you file your taxes. If you file your taxes together with your spouse, that’s considered a household and you apply together. If you file separately, you would apply separately.

For people making under 138% federal poverty level (FPL), there’s no cost insurance through the state (OHP/CHIP/Medicaid = public insurance). For 138-400% FPL, Cover Oregon offers private insurance and tax credits which helps offset the monthly costs of premiums. See <http://www.coveroregon.com/get-started/financial-assistance>. A family of 4 making under 400% FPL (\$92,400) is eligible for tax credits. It’s also an option to take a tax refund at the end of the year.

Small business can get tax credits through Cover Oregon to get insurance to employees. Business that make up to \$50,000 or have fewer than 50 employees can get a tax credit. Non-profits can apply – they are considered a small business. It’s all based on income and the amount of people applying. Income guidelines are a lot different than they are for an individual. Please contact me for more information, at 503-359-0446 extension 30 or [sjaquez@centrocultural.org](mailto:sjaquez@centrocultural.org).

Cover Oregon kicked off their online portal on October 1, 2013. For the first month, applications must be made through one of the organizations that are certified. See the agents and community partners listing on the website at <http://www.coveroregon.com/agent/find>. Centro Cultural is one of the grantees, so can assist with the applications.

December 15, 2013 is the deadline to obtain January 1, 2014 coverage. March 15, 2014 is the open enrollment deadline. After that, the next enrollment is in October 2014. Those eligible for Medicaid/CHIP can apply any time.

Audience Questions/Comments & Presenter Answers

Q: Linn Brillman: What is the average premium for a family of 4 making less than \$38000?

A: It varies by family. For a family of 4 making over the 138% FPL, they wouldn't be eligible for Medicaid, but they would be eligible for private health insurance. For Providence and a dental plan through ODS the guesstimate is about \$500. They can choose how much of the \$3000 tax credit they want to use each month to offset premium costs vs. getting it at the end of the year. There is a sliding scale to play around with to see how much to use and how much to get back.

Q: Annette Evans asked if the tax credit is cash at the end of the year?

A: Yes.

Q: Can you change plans in the middle of the year?

A: Yes, but it's difficult; they suggest that people not do that. Every year is a renewal year, so it can be changed at the end of the year.

Q: Same thing with the tax credit?

A: Yes. They are recommending that people only use half of their tax credit if they are unsure of their annual income. They don't want people to end up owing if their income goes up later. If you know your income is stable and will stay around the same, they say it is okay to use the full credit.

Q: Is there a penalty for not enrolling?

A: As of January 1, 2014, everyone is supposed to have health insurance. The first year, it's going to be hard to track. January 1, 2015, when filing taxes, you will be asked if you have insurance and if not, that's when there will be a penalty.

Q: What's the plan for solving online application glitches?

A: The plan for the first month is to have the web portal open during the day to accept applications, and at night the glitches get fixed.

Q: Bridget Calfee - If someone gets healthcare through their work, how is it defined if it's affordable?

A: You can put down if you already have insurance and once you get to the portion where it shows your plans, it compares what you're paying now to what you can pay on the plan.

Q: Judy Werner – People should be aware that many employers have a policy that you can't decline insurance. It may depend on the HR rules of the organization.

A: There is a question on there that about insurance through the employer.

Annette Evans asked Sarah Jaquez to check with Cover Oregon officials and get back to her.

Q: Jack Schwab – Is this the only game in town? Seems like I heard some ads from organizations doing the same thing?

A: The tax credit offer is only through Cover Oregon.

Q: Annette Evans – Do you have a listing of all application sites in the county?

A: See [www.coveroregon.com](http://www.coveroregon.com) or call them by phone and ask them. There are plenty of certified organizations in the area – Beaverton Resource Center, Hillsboro Resource Center, each county has a site. Go to the website, there is an extensive list to search by zip code or city. Note that Centro has an array of other services including monthly basic dental clinic, produce give-away, classes.

Q: Gordon Teifel – Please explain the three plan levels: silver, bronze, gold.

A: That's for small businesses, they have to purchase a plan that's silver or higher level. There are certain rules that grade plans based on out of pocket expenses.

### III. APPROVAL OF MEETING MINUTES

Motion: Approve the October 2 HSSN meeting minutes.

Action: Gordon Teifel

Second: Annie Heart

Vote: Approved, unanimous

### IV. GENERAL BUSINESS

Annual Update and Adoption of the CoC and HMIS Governance Charter

The HEARTH Act requires approval of policies in several area, including HMIS, in order for Wash. Co. to be eligible for HUD funds. As there are 9-10 policies, the plan is to review and approve a written policy each month. Adoption of the CoC and HMIS Governance Charter was shifted to the November 6 HSSN meeting. Annette Evans will send information to the HSSN for review prior to the meeting.

FY2012 CoC Program Homeless Assistance Grant Debrief Summary

*Overall Score: 110.85/130 Points - 85% (National Score High 127.35 points/Low 48 points)*

*High Scores: Point-in-Time 94%; CoC Planning 95%, Leveraging 100%*

*Low Scores: HMIS 83%, CoC Performance 67%*

For the CoC Performance, the low score is not due to outreach, which is great, nor the overall reduction in number of homeless individuals and families, which went up from 102 to 112. The low score is due to:

- The **declining overall percentage of participants obtaining employment income**. There is a continued a decline in people leaving with employment income. Some of this was created by the recession and loss of jobs. Even with indicators showing that unemployment is down, our folks are probably the ones having the most difficulty finding the jobs. If we drop below 20%, I know that this is one of the trigger areas. We just have to do whatever we can to get people earned income at exit.
- Other concerns included **the need for participants to move to permanent housing, demonstrating a systemic approach to getting applicants to apply for mainstream benefits and using HMIS to screen for eligibility for benefits.**

FY2013 CoC Program Homeless Assistance Grant Application: Update on Registration and NOFA

Annette Evans reported that registration was completed, and HUD received the grant inventory worksheets. On the back of the agenda is list of projects. They are all renewal projects, no new ones. In the last competition HUD was able to sweep unused dollars from HUD projects and use them to continue funding renewals, but not this year. HUD told us to anticipate 3.5-5% cuts. The Washington County application will need to score well to sustain current funding, or jeopardize the loss of \$131,000 in existing housing projects.

Year 5 Homeless Assessment Report for the 10-Year Plan to End Homelessness

Annette Evans reported the 2013 Homeless Assessment Report: Year 5 Outcomes and Challenges will be presented to the Board of County Commissioners on October 15, 2013. Following the presentation, the report will be made available to the public. Annette will forward the report to the HSSN listserv.

Building Sustainable Partnerships for Housing (BSPH) – Debrief on planning project to align housing and services for people with disabilities

Annette Evans handed out the Washington County System Access Matrix, a tool developed by the BSPH project to support community partners in accessing and referring people with disabilities to systems of care. You do not have to be homeless to access these service systems. This was joint project of Community Action, Luke-Dorf, and Washington County Department of Housing Services. The full BSPH Report on Outcomes and Recommendations is available online.

**V. ANNOUNCEMENTS –**

- Valerie Bundy announced a Domestic Violence vigil on October 23 from 12-1 p.m. at Hillsboro Civic Center as October is Domestic Violence Awareness Month.
- Andrea Nelson announced City of Beaverton events/updates:
  - i. The kickoff for the Consolidated Planning process is October 16.
  - ii. There's a resource fair October 19 at City Library, with prizes, things for kids, activities.
  - iii. A planner position is temporarily open to assist with comprehensive plan. Please refer interested candidates to the city website for more information.
  - iv. A Civil Rights training is being developed and will be announced at a future HSSN meeting and via the HSSN listerv.

**VI. ADJOURNMENT**

The meeting adjourned at 10:10 a.m. The next HSSN meeting is November 6 at 8:30 a.m.

Minutes prepared by Amanda McCloskey, Washington County Department of Housing Services, with thanks to Melanie Fletcher's for taking notes.

To be added to the HSSN email list, contact Annette Evans at [Annette\\_Evans@co.washington.or.us](mailto:Annette_Evans@co.washington.or.us)