



**HOUSING and SUPPORTIVE SERVICE NETWORK**

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

**Wednesday, January 8, 2014**

**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.**
  - Adolph "Val" Valfre, Jr., Housing Authority of Washington County
    - Section 8 Administrative Plan
  - Kim Marshall, Sonrise Church
    - Project Homeless Connect – 1/24/14
  - Pat Rogers and Valerie Burton
    - 2014 Point-In-Time Homeless Count – 1/22/14 to 1/31/14
- III. APPROVAL OF MEETING MINUTES: 9:20 a.m.** ..... Action
- IV. GENERAL BUSINESS: 9:25 a.m.**
  - FY2013 CoC Program new Reallocation Project presentations in alignment with HUD Priorities. Scoring of projects by HSSN Members ..... Action  
Rapid Re-Housing for Homeless Families with Children (Permanent Housing)
    1. Jack Schwab, Good Neighbor Center
    2. Katherine Galian, Community Action
  - Adopt CoC Coordinated and Centralized Assessment System Policy ..... Action
- V. ANNOUNCEMENTS: 9:55 a.m.**
- VI. ADJOURNMENT: 10:00 a.m.**

Next Meeting:

Wednesday, February 5, 2014

8:30 a.m.

Guest Speaker(s): Community Warehouse

*For more information contact Annette Evans, Washington County Homeless Program Coordinator  
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*Equal Housing Opportunity*

**HOUSING AND SUPPORTIVE SERVICES NETWORK**  
**Maintaining a Continuum of Care in Washington County**

Beaverton City Hall  
December 4, 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:**

Adams, Jessi—Community Action	Lenilko, Emily—The Salvation Army Veteran & Families
Brand, Leah—Community Action	Loverin, Robert—Sequoia Mental Health Services, Inc.
Brillman, Linn—CPAH	McVey, Jaycanna—Boys and Girls Aid
Brown, Allen—HUD/VASH	Orr, Patrick—HomePlate
Burnham, Jeff—Luke-Dorf, Inc.	Peltz, Leslie—CODA Inc.
Burton, Valerie—Luke-Dorf, Inc.	Perkowski, Kaja—Open Door Counseling Ctr.
Bundy, Valerie—Domestic Violence Resource Ctr	Poletski, Jessica—Community Action
Calfee, Bridget—HomePlate	Rafal, Candy—Luke-Dorf, Inc.
Chavez-Hernandez, Saul—Community Action	Roberts, David—Luke-Dorf, Inc.
Coke, Claudia—Impact NW	Rogers, Pat—Community Action
Davila, Lisa—Luke-Dorf, Inc.	Schwab, Jack—Good Neighbor Center
Demry, James—Homeless To Work/Bridges to Change	Sechrist, Lauren—Wash. Co. Community Development
Evans, Annette—Wash. Co. Housing Services	Seward, Michelle—LifeWorks NW
Finnegan, Molly—US Veterans Affairs	Skyrha, Vicki—HUD
Fletcher, Melanie—Wash. Co. Housing Services	Stevens, Kari—HUD/VASH
Fowler, Alisa—Luke-Dorf, Inc.	Teifel, Gordon—Families for Independent Living/DEAR
Graham, Mary—Bridges to Change	Tong, Melanie—Wash. Co. Health & Human Services
Heart, Annie—Family Promise	Turk, Nicki—Cascade Aids Project
Jamison, Jeanne—Love Inc. Tigard/Tualitin/Sherwood	Werner, Judy—Lutheran Community Services NW
Knapp, Mona—Luke-Dorf, 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**

**Building Housing Partnerships with Landlords (SAMHSA CAMBI Project)**

Lisa Davila, [ldavila@luke-dorf.org](mailto:ldavila@luke-dorf.org) – 503-726-3816

Jeff Burnham, Luke-Dorf, Inc., [jburnham@luke-dorf.org](mailto:jburnham@luke-dorf.org) - 503-597-3896

Lisa Davila and Jeff Burnham presented their successful approach to working with landlords to house chronic homeless individuals. In July 2012, Luke Dorf's Housing TEAM received a CABHI award and the Housing Authority awarded 90 project-based Section 8 vouchers. To date the TEAM has placed 30 people in housing using 25 vouchers.

**Marketing**

Luke Dorf's Housing TEAM developed marketing materials, including a brochure, sample MOU, information from the county about vouchers, etc. Marketing strategies include cold calls to set up face-to-face meetings, calling landlords/managers/property management

firms, online searches (housingconnections.org, craigslist, etc.), and door-to-door marketing to stop in and talk to managers about the program. Word of mouth and referrals from partners are really important. For example, Karen Voiss at Housing Independence did a nice warm handoff, introducing Luke-Dorf to a property owner in Hillsboro.

### Benefits for Landlords

Section 8 is long-term subsidized housing. The client pays about 30% of income for rent, Housing pays the rest. But this Section 8 is different: the voucher is project-based to an apartment site and it doesn't follow the person. The voucher is attached to a specific unit, so if the tenant then moves to Denver, Colorado in two years, the subsidy stays with the apartment.

A big benefit of participation for landlords is the consistent rent. Not only does Luke-Dorf work with tenants on budgeting to make sure they pay their rent each month, landlords get timely payments of the rest of the rent from Housing each month. Plus if a unit is vacant for a period of time, Housing will pay while it's vacant, and Housing lines up new tenants.

With the project-based units, landlords sign a contract with Housing, initially for 10 years. For those landlords who are reluctant to sign a 10-year contract there is a new option: a five-year contract.

### Assumptions and Challenges

The biggest initial challenge was the assumption that the housing already existed. It didn't take long to realize that housing opportunities for the project-based vouchers had to be cultivated and developed. When meeting with landlords, it's crucial to meet with the right person - the owner, not just the apartment manager -- in order for them to say they want to participate and sign the contract.

Landlord resistance is an ongoing challenge. This resistance falls into four categories: risk management, past negative experiences, low vacancy rate, and stereotypes.

### Risk Management

Property damage is the number one landlord concern. For example, a local manager related the story of a tenant living in a one-bedroom apartment who ran a business in his apartment. He moved everything from his bedroom and literally filled it with dirt. Somehow it was overlooked, and it was thousands of dollars of damage. That's an extreme example.

Luke-Dorf protects against property damage in the following ways:

1. By paying a security deposit, up to one month of rent.
2. Offering tenants Rent Well classes, which provide a \$1000 damage reimbursement.
3. Making home visits, so if there is any damage starting in the apartment, Luke-Dorf staff notice and can assist with clean up or talk to the manager.
4. Working with the tenant for up to a year after housing placement.

Loss of control is another landlord concern – landlords think they have to take whoever they're given and they can't get rid of them. Luke-Dorf TEAM members tell them that Washington County screens potential tenants for eligibility, but ultimately the landlord can decide whether or not to rent, based on their screening criteria. Tenants have to follow their rental agreements, just like anyone else.

### Past Negative Experiences

Landlords sometimes say they've had past negative experiences with Luke-Dorf or other behavioral health agencies. That's an opportunity to re-establish a relationship. Landlords also say they have difficulty communicating with clinical teams, just knowing who to go to

and getting a response. There seems to be some difficulty understanding the clinical side; likewise, agency staff can have a hard time understanding the landlord's perspective. So how is this overcome? TEAM staff go out, talk to landlords, meet with landlords and tenants when there are problems. The goal is to establish mutual understanding, and communicate to understand each party's perspective.

Luke-Dorf staff strive to be genuine and get to know the landlords and maintain the relationship. Not only are there formal meetings, but TEAM members drop-in to see how things are going. Ongoing communication is key. Luke-Dorf has an on-call phone that's available 24/7. It has been in operation since January 2013, but hasn't received any calls.

On the flipside, some landlords say that they've had really good experiences with people on Section 8 or people working with agencies. It's just nice to hear that people are having good experiences.

#### Low Vacancy Rate/High Rents

Some landlords say that they don't accept Section 8, or that their rents are so high that Housing won't pay it, or that their vacancy rate is low. Starting July 1, 2014 new legislation will go into effect that says that landlords are going to have to accept Section 8 as a form of income. The advantage of working with Luke-Dorf's program is the support that comes with it.

High rents and low-vacancy rates are what they are. Landlords who don't have problems filling units may not want to work with the program at this time. But many understand that the rental market may change over time, so some are still willing to work with programs like Luke-Dorf's.

#### Stereotypes

Stereotypes encountered by Housing TEAM members include: "Those people are trash;" "I don't want mentally ill people living here;" "We have too many children living here to work with your program;" and "Those people cause more damage than anyone else."

Luke-Dorf's response is to try to expand the understanding about people who are mentally ill and homeless, and to address concerns. For tenants who have been chronically homeless, concerns can include friends staying over, alcohol and drug use, etc. The Rent Well program helps tenants understand exactly what the lease means: if they're going to keep having people come in all the time, they'll end up back in the streets. Luke-Dorf staff establish a close relationship with the tenant, making home visits and working with their landlords and building managers.

#### Conclusion

Luke-Dorf's program strengths lie in:

- Partnerships with landlords.
- Communication with partnering agencies, including communication with Washington County Housing regularly. There's a lot of work to do when moving someone in to housing.
- A determined and persistent team, that meets every morning for an hour to talk about what happened the day before and how to deal with problems that come up in the future.
- Amazing relationships with people who are homeless – out in camps, day programs, on the street. From initial contact on, Luke-Dorf outreach workers set a good tone in establishing relationships and developing a high level of trust and engagement.

#### Q&A

Q: Andrea Nelson asked if it is helpful to have other landlords who have worked with the program talk to their peers?

A: Yes, great idea!

### III. APPROVAL OF MEETING MINUTES

Motion: Approve the November 6 HSSN meeting minutes.

Action: Gordon Teifel

Second: Jaycanna McVey

Vote: Approved, unanimous.

### IV. REPORTS AND PROGRAM UPDATES

#### Subcommittee Reports

##### **Children:**

Next meeting: TBA. Alice Beggs, homeless liaison for the Forest Grove School District, was the chair of this subcommittee. She got married and moved to Bend. Annette Evans will meet with the HEN (Homeless Education Network) to talk about appointing a new representative.

**Youth:** Vera Stoullil [vstoullil@boysandgirlsaid.org](mailto:vstoullil@boysandgirlsaid.org)

Next meeting: TBA. November and December meetings were canceled.

No updates.

**Homelessness:** Pat Rogers [progers@caowash.org](mailto:progers@caowash.org)

Next meeting: January 13, 2014 at 9 a.m. in Room 195, 3700 Murray Boulevard, Beaverton

Homeless shelter network processes are being refined to align with the centralized assessment system. Now families can:

- Stay in a shelter and not have to move from shelter to shelter until they are housed, thanks to an extension policy that allows them to stay as long as they are in case management and working on housing placement, and remaining stable as much as possible.
- Bring companion and service animals.

Close observation of the waitlists reveals that the quantity of households that fall under the definition of literally homeless are typically fewer than 10 households at any given time. Our hope is that if we begin to focus on the literally homeless households only and stop wait listing the doubled-up households, we'll get to a point where we can serve literally homeless households when they call for homeless assistance.

Valerie Burton asked if that means that families can stay in shelter for the full 16 weeks they would get by moving between shelters? Pat responded that there are a lot of factors that were stated in the presentation relating to the inability to house people. We've had some people staying in shelter up to 90 days and there are unintended consequences.

Point-in-Time (PIT) Count – January 22, 2014 to January 31, 2014

Next meeting: December 12, 2014 at 1:00 p.m. at VAN Offices, immediately following the HUD webinar on PIT and the Housing Inventory Count (HIC).

The 2014 PIT Count will use the same approach as last year. The Count divides the county into 10 geographic areas and focuses on a single geographic area per day, saturating that area with volunteers. There is a debrief at the end of each shift. The PIT Count lasts for 10 days. For those who have shelters or programs in HMIS, Wednesday January 29<sup>th</sup> is the count day.

Yvette Potter and Jeff Hill are meeting with Pat Rogers on December 9, 2014 to discuss the count of homeless veterans. Last year, there were some warming centers open at VFW halls and granges. Volunteers attempted to track homeless vets to these centers and provide resources and conduct the count. The hope is to market it a little better than last year; each year is a learning process.

Hands on Greater Portland is recruiting volunteers (through their website at <http://www.handsonportland.org/>), with leadership from HomePlate, Luke-Dorf, and Community Action. Heather Vanderzanden at Community Action is the point of contact. Annette added that Washington County will host a PIT count webpage so the community can see when meetings are occurring, etc. The page is available at [www.co.washington.or.us/homeless](http://www.co.washington.or.us/homeless).

Valerie made a request for volunteers. If you have friends and family who might be interested in volunteering, they can do as little as a 4 hour commitment. It takes a lot of volunteers to saturate the county and get an accurate count. Even people under 18 if they have a parent who would be willing to go with them. It's a great experience for them. Go to Hands On Greater Portland. Spread the word!

**Permanent Housing:** *Andrea Nelson* [anelson@ci.beaverton.or.us](mailto:anelson@ci.beaverton.or.us)

Next meeting: December 5, 2013 at 8:30 a.m. at 4755 SW Griffith Drive, Beaverton.

Discussion topics will include an outreach component to create better awareness of the need for affordable housing. No meeting in January.

Andrea Nelson reported that the subcommittee adopted their 2014 work plan at their meeting last month. They are very excited to announce that two of their projects received LIHTC funding, so more units are coming online.

**Income Support/Workforce Development Workgroup:** *Katherine Galian*  
[kgalian@caowash.org](mailto:kgalian@caowash.org)

Next meeting: December 5, 2013 at 10 a.m. at PCC Willow Creek

This subcommittee met to begin working on homeless veteran reintegration program; should have a funding opportunity available. We want to start working on developing those partnerships.

The survey that went out to the HSSN list was to try and develop an asset map to help people become employed. Programs funded by HUD need to work towards at least 20% people exiting programs with employment. This opportunity through WorkSource will be a complement to what we are doing, and a Workforce Development Forum is being planned.

**DD Dialogue:** *Gordon Teifel* [mainlight@me.com](mailto:mainlight@me.com)

Next meeting: Not reported.

DD Dialogue is a coalition of parents and service providers (brokerage/county) to help get out the word about developmental disabilities and issues such as the K Plan, which is a Medicaid state plan option authorized under the Affordable Care Act.

In November 2013, DD Dialogue took political action to help state legislators fund back the 6% budget cut since 2010. (The effect on DEAR was a \$24K cut.) Gordon personally got

in touch with 13 senators and three representatives who are part of the DEAR customer base.

Next week, there is a hearing in Salem on the K Plan administrative rules and their impact, plus alternatives to employment programs. A DD Resource Fair is scheduled for May, to share resources and community services available to DD families after high school graduation.

**Mental Health and Special Needs Community Consortium Steering Committee:** *Lisa Davila*

Next meeting: January 23, 2013 at 11 a.m. in Room 245, 155 N First Avenue, Hillsboro. Topics include housing challenges and substance addiction.

**Veterans:** *Molly Finnegan* [molly.finnegan@va.gov](mailto:molly.finnegan@va.gov)

HUD-VASH staff announced that they are experiencing challenges to housing Vets. Obstacles include payment standards (rent generally can't exceed \$714 for a one bedroom) and a lack of availability, especially for one bedrooms/studios but also for family housing.

They are trying to educate resistant landlords about the VASH program and provide intensive case management, but finding it nearly impossible. The line of veterans shopping for housing is getting backed up and case management is becoming overwhelming. Community Action has been phenomenal with SSVF funds. The Hillsboro VFW has stepped up, but they can't take it all on.

Salvation Army has a program coming up in the next few months. Will be doing permanent housing upstairs in our building – six to eight units, using an Oxford model.

**Seniors:** *Julie Webber* [julie\\_webber@co.washington.or.us](mailto:julie_webber@co.washington.or.us)

No update.

**Strategic Planning and Discharge Workgroup:** *Judy Werner* [jwerner@icsnw.org](mailto:jwerner@icsnw.org)

Next meeting: December 13, 2013 at 8:30 a.m. in Room 105, 155 N First Avenue, Hillsboro, focusing on policy and doing a trial run of the new CCAS system.

Judy reported that the work group met with the CCAS (Coordinated and Centralized Assessment System) planning group to review all the issues. Accomplishments so far include review of a program eligibility tool, review of HMIS tools, and adoption of a new name for the system: Community Connect. It will roll out in pieces and is starting moderately in January, with more to be added in the Spring. Stay tuned for updates.

Annette added that the CCAS group is doing a tabletop exercise next Friday to work out any policy or issues with the process. To address this, there is a draft policy that you can look at next month. The HSSN Approval of Written Standards and Policy for the Centralized Assessment System is scheduled for January 8, 2014. When you get the HSSN agenda, there will be a link – please look at it and review the policy.

**Homeless Management Information System:** *Melanie Fletcher*

[melanie\\_fletcher@co.washington.or.us](mailto:melanie_fletcher@co.washington.or.us)

Next meeting: TBA via Webex. If you have special training needs or questions please contact Melanie.

**Homeless Plan Advisory Committee (HPAC): Annette Evans**

annette\_evans@co.washington.or.us

Next meeting: January 16, 2013 at 2:30 p.m., 4755 SW Griffith Drive, Beaverton.

Annette recognized Betty Bode for her service in chairing this committee for the last five years.

**V. GENERAL BUSINESS**

FY2013 Annual Homeless Assessment Report (AHAR) by Melanie Fletcher – Presentation of data and approval to submit to HUD

Melanie reviewed the highlights of the Annual Homeless Assessment Report (AHAR) data collection. See handout for details.

Motion: Approve the 2013 AHAR for submission to HUD.

Action: Gordon Teifel

Second: Annie Heart

Vote: Approved, unanimous

Adopt CoC Program Administration and Monitoring Policy

Annette reviewed changes to the policy document (which was sent out via email and posted online) with the group:

- On page 2, under Item 2, program monitoring, there was an addition that was made regarding HUD monitoring. HUD retains the authority to monitor all HUD funded recipients and subrecipients.
- On page 5, under item 6, Onsite Monitoring, 6.1, a second paragraph was added that when monitoring is arranged by Washington County, the monitors will observe the subrecipient based on applicable regulations, and Community Development and Housing can monitor as a team to be more efficient – monitoring shared items and separate items.
- Under 6.2, we had 15 business days, but changed it to 45 calendar days.
- On page 6, recipient/subrecipient will have 30 calendar days (used to say 15 days).

Motion: Adopt the CoC Program Administration and Monitoring Policy

Action: Judy Werner

Second: Gordon Teifel

Vote: Approved, unanimous

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

Annette announced that on November 22, HUD announced the NOFA for the McKinney-Vento CoC program funds. Washington County will be submitting a competitive \$2.6 million application request for renewal funds. There are no additional funds for new programs unless the CoC reallocates existing funds.

Continuums have been asked to put 5% into the tier 2 funding that may not be funded. The application is due February 3, 2014. It takes a lot to put it together; many agencies and organizations get funding through this process. You may see that in some jurisdictions they announced a competitive RFP because they are reprogramming their funding.

The HSSN Work Group next week will check in about the projects reviewed last March, specifically to determine steps going forward, ranking and rating, and looking at the AHAR data and demographics of population and what programs do we need to reallocate or reprogram.



Note that while it says FY2013, the score from this application will carry over to 2014 funding as well. How well we score on this application has implications for our funding in 2015 as well. This is really an important application.

## **VI. ANNOUNCEMENTS**

- Lauren Sechrist reminded HSSN members to fill out the Washington County consolidated survey at [www.surveymonkey.com/s/CDBGNeedsSurvey](http://www.surveymonkey.com/s/CDBGNeedsSurvey). This is how the county identifies community needs. The deadline is January 31, 2014.
- Annie Heart announced a cookie fundraiser: Eat at Sweet Tomatoes and buy cookies (a dozen for \$2) and the whole \$2 goes to Family Promise. Order over the phone for office parties!
- Bridget Calfee announced fundraisers for HomePlate Youth Services: a choir concert, and Christmas tree sales.
- Leslie Peltz announced that thanks to new grants, CODA has reactivated child care at Hillsboro outpatient treatment, and is piloting child care at their Tigard location.
- Pat Rogers reported that Jennie Proctor had sent a question in to HUD regarding rapid rehousing, as to whether or not program participants retain homeless status while receiving ESG funds. Community Action has had problems referring people because it was interpreted that they lost their homeless status. HUD said that yes, people receiving ESG funds retain their homeless status while receiving those funds.
- HUD/Wash staff announced free Christmas trees for veterans at Camp Withycomb from December 7<sup>th</sup> to December 11<sup>th</sup>.
- James Demry announced that Bridge to Change/Homeless to Work is accepting referrals for women.

## **VII. ADJOURNMENT**

The meeting adjourned at 10:05 a.m. The next HSSN meeting is January 8, 2014 at 8:30 a.m.

Minutes prepared by,  
Amanda McCloskey, Washington County Department of Housing Services

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)