HOUSING and SUPPORTIVE SERVICE NETWORK
Providing a Continuum of Care (CoC) in Washington County
March 5, 2014
8:30 to 10:30 a.m. **Extended Meeting Time**
Beaverton City Hall - 1st Floor Conference Room
4755 SW Griffith Drive, Beaverton, Oregon 97075

AGENDA

I. **INTRODUCTIONS: 8:30 a.m.**

II. **APPROVAL OF MEETING MINUTES: 8:35 a.m.** .... Action Item

III. **CoC PROGRAM PRESENTATIONS: 8:40 a.m. (5 minutes each)**
- Project sponsors will provide overview of projects with federal McKinney-Vento Homeless Assistance grant funds.
    1) HopeSpring Housing Program - Judy Werner, Lutheran Community Services NW
    2) Youth Transitional Living Program - Andrea Logan-Sanders, Boys and Girls Aid
    3) Transitional Housing Program - Gary Calvert, Washington County
    4) Housing Stabilization Program (SSO) – Rose Browning, Good Neighbor Center
    5) SAFAH Program (SSO) – Pat Rogers, Community Action
    6) Mental Health Outreach (SSO) – Kaja Perkowski, Open Door Counseling Center
    7) Safe Haven – Billy Feldman, Luke-Dorf, Inc.
    8) Hillsboro Graduated Independent Living Program – Billy Feldman, Luke-Dorf, Inc.
    9) Tom Brewer – Lana Winnie, LifeWorks Northwest
    10) Tri-Haven – Robert Loverin, Sequoia Mental Health Services Inc.
    11) Shelter Plus Care TRA – Annette Evans, Washington County Housing Services
    12) Homeless Management Information System (HMIS) – Annette Evans, Washington County
- Other HUD McKinney-Vento program presentation:
    13) Emergency Solution Grant (ESG) – Lauren Sechrist, Washington County OCD

IV. **GENERAL BUSINESS: 9:50 a.m.**
- Nominations Solicited for HSSN Workgroup (the CoC Board)
- Emergency Solutions Grant (ESG) consultation with the CoC by Lauren Sechrist, Washington County Office of Community Development
  - Approve Emergency Solutions Grant (ESG) Allocation methodology and proposed policy changes .... Action Item

V. **ANNOUNCEMENTS: 10:15 a.m.**
- FY2014 Action Plan Public Hearing on April 2 at 10 am (following HSSN meeting)

VI. **ADJOURNMENT: 10:30 a.m.**

HOUSING AND SUPPORTIVE SERVICES NETWORK
Maintaining a Continuum of Care in Washington County
Beaverton City Hall
February 5, 2014 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:

Baca, Melissa—Community Action
Brand, Leah—Community Action
Brillman, Linn—CPAH
Browning, Rose—Good Neighbor Center
Burnham, Jeff—Luke-Dorf, Inc.
Burton, Valerie—Luke-Dorf, Inc.
Bundy, Valerie—Domestic Violence Resource Ctr
Chavez-Hernandez, Saul—Community Action
Demry, James—Homeless To Work/Bridges to Change
Dobson, Jesse—Community Warehouse
Evans, Annette—Wash. Co. Housing Services
Graham, Mary—Bridges to Change
Heart, Annie—Family Promise
Hille, Marcia—Sequoia Mental Health Services, Inc.
Holland, Marah--Washington County Public Health
Klein, Brook—CPAH
Lenilko, Emily—The Salvation Army Veteran & Families
Ludwig, Kristin--Community Action/ McKinney-Vento
McCloskey, Amanda –Wash. Co. Housing Services
McVey, Jaycanna—Boys and Girls Aid

Musick, Mark—Veterans in Action
Nelson, Andrea—CDBG Coordinator, City of Beaverton
Orr, Patrick—HomePlate
Peltz, Leslie—CODA Inc.
Perkowski, Kaja—Open Door Counseling Ctr.
Pero, David—McKinney-Vento/Homeless Ed. Network
Pump, David—Sequoia Mental Health Services, Inc.
Roberts, David—Luke-Dorf, Inc.
Rogers, Pat—Community Action
Sechrist, Lauren—Wash. Co. Community Development
Seward, Michelle—LifeWorks NW
Skyrha, Vicki—HUD
Stevens, Kari—HUD/VASH
Stoulil, Valerie—Boys and Girls AID
Tong, Melanie—Wash. Co. Health & Human Services
Turk, Nicki—Cascade Aids Project
Wilson, Shannon--CPAH
Winnie, Lana–LifeWorks NW
Woolf, Carmen—Social Security Administration

Chair: Annette Evans, Public Agency Representative annette_evans@co.washington.or.us
Co-Chair: Judy Werner, Nonprofit Agency Representative jwerner@lcsnw.org

I.   INTRODUCTIONS

II. GUEST SPEAKERS

Mission and Vision of Family Promise in Washington County)
Annie Heart, Family Promise

Family Promise is in its 26th year! Located in Hillsboro since 1996, Family Promise (formerly Family Bridge Homeless Shelter) is a national shelter network program with independent affiliates. There are 180 affiliates, in 41 states. Family Promise was started by a woman who was homeless with her children and some church people took her in, she stabilized and got a job.

Our program provides an ideal solution for family homelessness – it's flexible and easy to duplicate. We have a day center, a day house where families have access to case management and a private room for their stuff. The day house is not zoned for sleeping, so we contract out with 16 congregations to provide sleeping arrangements at nine church

sites. Each site hosts for one week at a time: a family goes there on Sunday night and then the next Sunday the church helps move them to another church. Each family gets a private room – it's not a community sleeping situation, families get their own privacy. Family Promise provide bedding etc. to the church. Volunteers bring dinner in, 9 p.m. curfew, quiet time. Two volunteers stay overnight. It's a safe, caring environment.

Volunteers are the heart of program. We have one full time staff person (the director) and two part-time staff (case manager, volunteer coordinator). Work with social service agencies and connect with other shelter. We provide transportation to and from the day house to churches where they stay.

Family Promise is offering some new programs:
- Family Mentoring.
- Just Neighborhoods - a six-week study course looking at root causes of poverty and what communities can do to alleviate poverty.
- Advocacy Training, which focuses on how to work with community leaders, local government, how to advocate for changes in regulations and laws to address the eradication of poverty.

Annie showed a video on Family Promise and the Interfaith Hospitality Network (IHN), featuring founder Karen Olson. Quotes from various program participants included, "This gives our congregation an opportunity to create an integrated response to family homelessness. A chance to live out our faith. "
"Best outreach project a church/synagogue can have. It's a chance to bond together for a good purpose, right within the walls of the house of worship."

Q&A
Q: What's the average tenure for families in your program?
A: Families stay for six to eight weeks.

Q: Is anyone turned away? Are some families not considered suitable?
Q: We do drug screening and background checks to ensure children's safety. We are not a safe house, not a domestic violence shelter. Also some families find the church sites to be too far from work.

Community Warehouse Resources and Programs
Jesse Dobson, Community Warehouse

Community Warehouse has two locations, one on the Eastside (NE Portland) and one on the Westside (Tualatin). Jesse is the site manager for the Tualatin location. Community Warehouse (founded by Roz Banora in 2001) works to help vulnerable populations and increase the quality of their lives by providing home furnishings.

The Tualatin location accepts self-referrals as well as case worker referrals. There is a $50 program access fee. Sometimes agencies are able to cover those fees for their clients. Shopping appointments last for one hour – enough time to pick out a couch, bed, chairs, book cases, dining room tables, etc. Clients have to sign a liability waiver and provide their own vehicle to haul furniture, or pay a $200 fee to use the Community Warehouse delivery service. It's less expensive to use U-Haul or borrow a van.

Community Warehouse has a little bit of everything – furniture, household goods, kitchenware, basic household items and durable medical equipment. Staff do weekly bed bug sweeps, and receive annual certification to identify bed bugs. Community Warehouse has never had an issue with bed bugs.

If you're interested in becoming a case worker – someone who refers families/individuals to the Community Warehouse – please call Jesse at 503-347-2147.

Q&A
Q: Do you accept old clunker TVs?
A: No - our large limit is 27". But we will sometimes pick up large TVs and take them to Far West for recycling.

Q: Do you accept donations?
A: Yes, seven days a week from 10 a.m. to 4 p.m. See http://www.communitywarehouse.org/donate-goods. We also do pickup, a week out, $20 fee. At our enterprise divisions, items are sold to raise funds. Five percent of inventory goes for resale.

Q: How far south will you go for pickup?
A: As far south as Salem, depending on the situation. If you have questions, please call me at our Tualatin location. One other good thing to note is that Eastside location only works with case workers, and they have to attend with client. The Westside (Tualatin) location will work with clients directly.

Q: Are you still doing medical equipment, hospital beds and such?
A: Yes, Community Warehouse has a new division called "Community Med", which distributes used durable medical equipment, including hospital beds, walkers, canes, transfer benches, shower chairs, lifts, power scooters and more. There is a waiting list.

Q: How frequently can someone come and pick up furniture?
A: The policy is single use, so once in a lifetime. (The goal is self-sufficiency.) There is a strict policy around cancellation and rescheduling – the way our policy works they can reschedule or cancel once only.

Q: Does the single-use policy apply to medical equipment?
A: No. For medical equipment someone can come as often as they need to. Medical equipment starts at $10 per item; the high-end is a $100 for hospital bed.

Q: Do you have household goods?
A: Yes. Linens, dishes, pots and pans, microwaves, toasters, you name it, we got it. Inventory turns over rapidly. Don't expect that an item will still be there the next day.

Q: What items are most in demand?
A: Dressers, twin beds.

Q: How many people do you serve?
A: 6900 families last year. Our goal is to have locations in all four quadrants of the metro area.

Social Security Administration Service Changes Effective February 2014
Carmen Woolf, Social Security Administration
Carmen gave the group a tour of http://ssa.gov/. The SSA will not be issuing statements any more – earning records and SSA benefits are on the website. So everyone will have to sign up on ssa.gov, under the "my social security account" option. If you are receiving bennies, you can order a new card, change your address, change direct deposit.

You can apply for benefits or for Medicare online. You can find out if you qualify for benefits you didn't know about even – there are lots of government programs on there. You can fill in an application in for a client. Applications online can be saved; the site will give you a confirmation number. If an advocate sends in a paper application, we still have to enter data.

There's a "Forms and Publications". You can order print copies for free. Publications are available in many languages.

There's a "What's New" link for government and organizations. Subscribe to get email updates.

Under "Our Agency/Program Rules" there's a way to make donations to the Social Security Trust Fund. Currently ½ of 1% of FICA taxes go to administer the SSA program.

Under "Business and Guest Information" the SSA has a data exchange (ODX) available to federal, state and local government agencies. Organizations can apply to be part of the exchange.

Changes
Effective August 1, SSA not be issuing a social security verification document, which is essentially a "print screen" from their computer program. This is not a real verification; only the social security card is proof. Replacement cards can not be obtained online as staff need to see original documents, which can be mailed or taken in in person.

Effective October 1, benefit verification numbers are no long going out via mail. These are now available online. This will make a difference at the field office level - of the 200 people who come in each day, 40 to 50 are asking for benefit verification letters. If someone doesn't have online access, they can call the general 1-800 line, 7:00 a.m. to 7:00 p.m. Monday to Friday. If there's a wait, call during a less trafficked time.

Q&A
Q: What if a client is not sure of their own social security number, or doesn't know it?
A: Try entering their name, data of birth, etc. You can also call the 1-800 line; there will be an option "What are you asking for today? Say "online account" to be immediately transferred to technical assistance to skip the long waits.

Q: Can clients apply for SSI online?
A: Yes, and SSDI. May qualify for SSI, apply online, protected filing date

Q: So no more waiting on the phone for hours to make appointments for our clients with your office?
A: Right. File online.

Q: Are children's benefits on their parents account?
A: Minor children have representation, but you can not check bennies for minors online due to legal reasons. Call the 1-800 #.

Q: Is the one–month wait period for SSI the same concept as the five-month wait periods for SSDI?
A: Yes.

Q: If someone does not have online access, how far can they get on the phone?

A: Not far. We recommend going to the library, borrow a smart phone or coming into the SSA office.

Q: What about adult survivor benefits?
A: If a parent receives retirement benefits, and adult child was disabled prior to age 22, and then the parent dies, the adult child gets 75% of the parent's benefit.

Q: What is the maximum benefit available?
A: Best to look at the calculator on the website. SSA only does withholding up to $117K in income per year, which makes the maximum benefit approx. $2600 per month?

Q: How much earned income is allowed with SSDI? What about the cliff effect?
(http://www.incap.org/cliffeffectreport.html#.UI6kG2_A9Oc)
A: Pull up the publication "Working While Disabled." It's complicated. For 2014, when you make an attempt to go to work, if you earn more than $770, consider that a trial work period. Can have up to 9 months total. For someone making less than $1070 for an extended period, eligible for up to 3 yrs., still eligible for Medicare, up to eight years, have to pay the Medicare premium.

Q: What is the maximum SSI benefit available?
A: $721 in 2014. There are lots of factors that determine the amount.

III. **APPROVAL OF MEETING MINUTES**
Motion: Approve the January 5 HSSN meeting minutes.
Action: Pat Rogers
Second: Mary Graham
Vote: Approved, unanimous.

IV. **GENERAL BUSINESS**

CoC Point-in-Time (PIT) Count and Housing Inventory Count (HIC) on January 29, 2014
Pat Rogers reported on the PIT Count, which took place the last 10 days in January. Each day focused on specific geographic area. Luke Dorf and HomePlate did 95% of the outreach. More interviews were obtained at venues such as the VFW (Veterans of Foreign Wars) and church shelters, as opposed to the streets. The homelessness in the streets was spotty during the day, due to a police crackdown that dispersed the homeless population.

Pat thanked the school district homeless liaisons for turning in their homeless data, with four out of seven districts reporting so far. Community Action is waiting for data from the other three school districts, and also from Washington County Community Corrections.

Valerie Burton added that the weather was great for the count, which makes volunteers happier. She thanked Hands On Portland for recruiting good volunteers, HomePlate for being there every single day, and the Severe Weather Shelter volunteers for conducting the PIT interviews at their own venues. The volunteers were phenomenal.

Community Action is working on data entry, which is not yet finished.

Annette said that the PIT count is used for planning purpose, gap analysis and funding. The next piece is to get the data into HMIS and deduplicate it. Melanie Fletcher will pull bed data on Feb. 12 for HIC tracking (of sheltered persons). Annette requested that all organizations with bed and client data in HMIS enter all their data and check to see that it

is clean. Melanie only has time to do two pulls to check data, then start deduplication and finish by March 5.

The data analysis to determine messaging will take place on March 17, to share at the April 2 HSSN meeting. The goal is to be prepared and have data finalized and be ready to go as soon as HUD says it's time to enter the data, which is used by Congress to make allocations etc.

<u>Recommendation to extend March 5 HSSN meeting to 10:30 a.m. to accommodate the annual HUD-funded Project Performance Outcomes and Challenges as presented by Project Sponsor Agencies and perform annual ESG Consultation</u>

As the CoC, HSSN members determine the system to help the homeless population in our community. At the March HSSN meeting each HUD-funded program describes their program, outcomes, funding, challenges and innovations around key factors that align with federal goals to end homelessness. The feedback from newcomers to HSSN is that these presentations help them put into context the system we have in Washington County.

Also, the ESG funds consultation with the Office of Community Development will take place at the Feb 14 HSSN Working Group meeting. This will discuss changes to ESG such as street outreach, homelessness prevention and rapid rehousing. The Working Group will bring a proposal to the March 5 HSSN meeting to vote and approve funding. So, it will be an information rich meeting, which we need to extend by a half hour.

<u>Motion:</u>	Extend the March 5 meeting by a half-hour, to end at 10:30 am/
<u>Action:</u>	Vera Stoulil
<u>Second:</u>	Lauren Sechrist
<u>Vote:</u>	Approved, unanimous

Annette reported that she submitted the FY 13-14 application requesting $2.6 million for Washington County to HUD. She expressed hope that our collective work will be seen as remarkable, as it has in the past. There is a shortfall in national funding due to sequestration; HUD currently does not have enough funding to renew all projects nationwide. HUD will respond to proposals within 45 days. Some projects will run out of money in that time and will use other funds to ensure continuity of service.

V. ANNOUNCEMENTS
- David Pump of Sequoia Mental Health Services announced his retirement as executive director and introduced Sequoia's incoming director, Marcia Hille. She has worked in the Mental Health community for last 20 years, most recently at FamilyCare Health Plans as director of behavioral health. Annette thanked David for his service and hard work over the years, as a strong leader who took Sequoia to the next level. He helped build our first and only mental health clinic in Washington County. David thanked Annette and Lauren for their help in making that clinic happen.

- Valerie Bundy announced that the DVRC is developing a small animal shelter at Monica's House. They are forming an advisory committee and are looking for volunteers who want to help build the animal shelter.

- Pat Rogers announced that Jesse Adams has been promoted, and Saul Chavez-Hernandez is now the point person for SSVF in Washington County.

- Lana Winnie announced that Lifeworks NW in Beaverton has moved to new offices, which are just up the street. Their phone number is the same but the extensions are different.

- Andrea Nelson with City of Beaverton announced the citizen survey phase of their Five-Year Consolidated Planning process. That input impacts how Beaverton invests CoC and CDBG HUD funds, develops affordable housing, etc. Beaverton is using survey monkey to get responses – it's online and mobile accessible, and available in English and Spanish. HSSN member clients benefit from in the programs Beaverton invests in.

- Lauren Sechrist announced that the Washington County Consolidated Plan survey deadline has been extended through this week

- CAO staff announced that the screening tool for Community Connect has expanded to include questions about Head Start locations and school districts, in order to make referrals to McKinney-Ventro homeless student liaisons. This helps meet a federal requirement to keep homeless children stable.

VI. ADJOURNMENT
The meeting adjourned at 10:00 a.m. The next HSSN meeting is March 5, 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