

Housing Service Worker Certificate

Metro's Regional Capacity Team

- Cole Merkel: Regional Capacity Team Manager
 - Cole.Merkel@oregonmetro.gov
- Justin Barrieault: Training Program Manager
 - Justin.Barrieault@oregonmetro.gov



Housing and Supportive Services Network



Outline

- I. Background on Metro Housing Department and Regional Capacity Team
- II. Overview and feedback: Housing Service Worker Certification and Research Project

Metro Housing Department

2018 Regional Affordable Housing Bond—Affordable housing construction:

- \$652 million investment that aims to bring 4,671 affordable homes to the region
- Highly successful: 771 more units than anticipated! And it's running out of funding.

2020 Supportive Housing Services (SHS) measure—Housing and homeless services:

- Funds services for people experiencing or at risk of homelessness
- Since 2021: 6,297 households placed in housing, 15,073 evictions prevented, 1,890 shelter beds created or sustained. **Thank you for your work!**

The housing bond cannot fund services; SHS cannot fund housing construction.

Metro's Role in Homeless Services

- To ensure that the commitments made to voters in housing ballot measures are fulfilled
- Make homeless services systems more **simple, connected and effective** with shared regional expectations and best practices
- To make certain that anyone seeking homeless services can expect care that meets their needs, *irrespective of their identity or location, with a core focus on racial equity*

Metro Housing's *Regional Capacity Team*

Increasing the ability of systems to provide consistent, sustainable and quality services across the tri-county region

Current priorities:

- Accessible trainings for frontline workers
- Technical assistance for permanent supportive housing services providers

Housing Service Worker Certification

Guiding Values for Project

- Ensure people experiencing homelessness can expect a high quality of care
- Research and identify cost-effective pathways for providers to have access to a well-trained workforce
- Develop a core training curriculum to meet the needs of providers
- Identify training access points throughout the region

What do we mean when we say "service worker?"

- Case managers
- Shelter workers
- Street outreach workers
- Housing retention workers
- Coordinated entry staff
- Drop-in center workers
- And more

Potential Courses

Substance use
recovery and
mental health

Basics of
housing case
management

Basics of
housing system
navigation

Diversity
equity and
inclusion

Trauma-
informed care
and self-care

Potential Courses

Substance use recovery and mental health	Basics of housing case management	Basics of housing system navigation	Diversity equity and inclusion	Trauma-informed care and self-care
<ul style="list-style-type: none"> • Boundary Setting • Crisis Intervention • Conflict Resolution • Bystander Intervention • Emergency Response <ul style="list-style-type: none"> ○ Naloxone ○ First Aid ○ CPR 	<ul style="list-style-type: none"> • Benefits Navigation • Fundamentals of Case Management • Data Systems (HMIS and Community Services) • Financial Wellness Education 	<ul style="list-style-type: none"> • Housing Systems <ul style="list-style-type: none"> ○ Vouchers ○ Rapid Rehousing ○ Eviction Prevention • Coordinated Entry • The Principles of Housing First 	<ul style="list-style-type: none"> • Cultural Humility • Implicit Bias • Power Dynamics • Harm Reduction • Honoring Lived Experience • History of racial exclusion in Portland 	<ul style="list-style-type: none"> • Coping Strategies • Foundations of Trauma Informed Care and Trauma Intervention Programs • Employee Resilience and Self Care

Research Findings

College programs

Certificates

Degrees

Non-credit options

Associate

Bachelor's

Non-credit
Training
Certificate
(NCTC)

PSU's Center
for Executive
and
Professional
Development
(CEPE)

Continuing
education
units (CEUs)

Other pathways

Scaling up
existing
trainings

Workforce
boards

Peer
training

An Immediate Opportunity

On-Demand Training Program Pilot

Goal: Meet provider training needs today by offering free access to NAEH, CSH on-demand trainings

Get Involved

- Two staff per agency (frontline worker and a supervisor), up to 10 agencies
- Each takes seven on-demand trainings at their convenience over a two-month period
- Complete a survey for each training
- Help Metro understand the efficacy of the on-demand training
- Email MetroHousingRegionalCapacity@oregonmetro.gov to participate!

Questions for Feedback

- How would or wouldn't a training curriculum like the one we shared help your agency in the training of team members?
- Of the potential courses outlined, what curriculum area would be most useful?
- Is there a curriculum area or training component missing?
- Fill out the full survey at <https://forms.office.com/r/zhp0BRUZRY> and please share with your colleagues