



**HOUSING and SUPPORTIVE SERVICE NETWORK**

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

**Wednesday, February 5, 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.**

- Annie Heart, Family Promise  
- Mission and Vision of Family Promise in Washington County
- Jesse Dobson, Community Warehouse  
- Resources and Programs Available
- Carmen Woolf, Social Security Administration  
- Service Changes Effective February 2014

**III. APPROVAL OF MEETING MINUTES: 9:35 a.m.** ..... Action

**IV. GENERAL BUSINESS: 9:40 a.m.**

- CoC Point-In-Time (PIT) Count and Housing Inventory Chart (HIC) on January 29, 2014
- 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 ..... Action Item

**V. ANNOUNCEMENTS: 9:55 a.m.**

**VI. ADJOURNMENT: 10:00 a.m.**

Next Meeting

Wednesday, March 5, 2014

8:30 a.m.

Guest Speaker(s): Project Sponsor Agency's with HUD-funded CoC Programs  
(Former Supportive Housing and Shelter Plus Care Programs)

Lauren Sechrist, Consultation with CoC for Emergency Solutions Grant (ESG)

*For more information contact Annette Evans, Washington County Homeless Program Coordinator  
503-846-4760 Annette\_Evans@co.washington.or.us*

**Department of Housing Services**

111 NE Lincoln Street, Suite 200-L, MS 63, Hillsboro, OR 97124-3072

(503) 846-4794 • fax (503) 846-4795 • TTY (503) 846-4793

www.co.washington.or.us

*Equal Housing Opportunity*

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

Beaverton City Hall  
January 8, 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	McCloskey, Amanda—Wash. Co. Housing Services
Brand, Leah—Community Action	McVey, Jaycanna—Boys and Girls Aid
Brown, Allen—HUD/VASH	Musick, Mark—Veterans in Action
Browning, Rose—Good Neighbor Center	Nelson, Andrea—City of Beaverton
Burton, Valerie—Luke-Dorf, Inc.	Orr, Patrick—HomePlate
Bundy, Valerie—Domestic Violence Resource Ctr	Perkowski, Kaja—Open Door Counseling Center
Calfee, Bridget—HomePlate	Pero, David—Forest Grove School District/HEN
Carpentier, Kristen—Family Promise	Poletski, Jessica—Community Action
Coke, Claudia—Impact NW	Roberts, David—Luke-Dorf, Inc.
Ensley, Eric—DAVS, Wash. Co.	Rogers, Pat—Community Action
Evans, Annette—Wash. Co. Housing Services	Schwab, Jack—Good Neighbor Center
Fletcher, Melanie—Wash. Co. Housing Services	Sechrist, Lauren—Wash. Co. Community Development
Galian, Katherine—Community Action	Seward, Michelle—LifeWorks NW
Graham, Mary—Bridges to Change	Skyrha, Vicki—HUD
Khalid, Haroun—Islamic Social Services of Oregon	Stoullil, Vera—Boys and Girls Aid
Knapp, Mona—Luke-Dorf, Inc.	Tefel, Gordon—Families for Independent Living/DEAR
Layton, Amber—HomePlate	Toevs, Jeremy—Open Door Counseling Center
Liern, Begona—YMCA	Tong, Melanie—Wash. Co. Health & Human Services
Loverin, Robert—Sequoia Mental Health Services, Inc.	Valfre, Val—Housing Authority of Wash. Co.
Ludwig, Kristin—Community Action	Werner, Judy—Lutheran Community Services NW

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**

**SECTION 8 ADMINISTRATIVE PLAN**

Val Valfre, Housing Authority of Washington County

I'd like to introduce Melanie Fletcher as interim Section 8 manager. Former manager Adell Potter left to pursue other ventures in Arizona.

The full Section 8 Administrative Plan is on our website. We are working to streamline procedures and processes to effectively house Washington County individuals. We have budget shortfalls, which mean less staff and larger case loads. We still don't know what our FY 13 -14 budget is. We may have a smaller number of vouchers than we have now.

HUD has given us a partial reprieve to solve regulatory and fiscal dilemmas, with three solutions:

1. Households can self-certify assets of \$5,000 or less.
2. Procedures can be streamlined for elderly and disabled renters.
3. Payment standards can be used for up to 120% of FMR (fair market rent) without going through HUD, as going through HUD increases delays.

Major revisions to the plan are reflected in chapter 4. A prioritized, consolidated and clarified wait list will reduce redundancies to ensure faster delivery. Washington County has had twice the number of preference options as other housing authorities. This takes considerable administrative time. For example, many have moved without leaving forwarding addresses (which they agree to do when they get on the waitlist). With that and other factors, of 100 applicants only 10 to 15 are eligible for Section 8. This processing workload is untenable.

This plan consolidates the menu of preferences and priorities. The revised priorities are:

1. Non-wait listed families who were removed from the Section 8 program (due to insufficient funding).
2. Due to administrative preference, people from other HUD-funded programs – such as a public housing tenant or a SPC client who is done with treatment -- so that they can stay housed.
3. People who are homeless (by the Hearth Act definition), elderly and/or disabled, or victims of domestic violence.

The resulting smaller list helps to get residents housed quicker. Some people have been on the waitlist for eight to 10 years; this will help extremely.

Other changes in our plan are not major. The chapter on project-based vouchers now includes a medical marijuana policy and information on the Violence Against Women Act. Two appendices were removed from plan: Self-sufficiency is now a plan of its own; SPC moved to the CoC Program Administrative Plan. That is in brief the changes. Our mission is to get people housed ASAP, support the Homeless Plan and those who are elderly and/or disabled and need housing.

#### Q&A

Q: So anyone can get on the waitlist, but these changes will reduce what exactly?

A: The screening. We are probably still a year away from opening up the waitlist, depending on funding.

#### **PROJECT HOMELESS CONNECT – 1/24/14**

Kim Marshall, Sonrise Church

This is our eighth year. Not much has changed with the model, which means that participants will know what to expect. For our January event, there will be dental, medical and vision services, thanks to Pacific University and Medical Teams International. There will also be massage and chiropractic care, Cover Oregon staff to help enroll people in health insurance, and veterinarians to provide pet care. TriMet tickets will be available, as will new Homeless Resource Guides. Breakfast, lunch and hot coffee will be served.

This is a good event to keep homelessness in the public eye, and that of elected officials. It's a chance to build personal relationships with our homeless friends with welcoming and compassion etc. Sonrise has been great and will continue to do Project Homeless Connect as long as it meets a need. Fliers were sent out electronically yesterday.

It's important that you all are there to engage our homeless friends, thank you for participating.

## Q&A

Q: Will there be bike repair this year?

A: That's up in the air at the moment.

Q: Will there be access to the clothing closet that Sonrise offers?

A: Yes, Sonrise volunteers will move it down to Project Homeless Connect.

Q: Will the fliers be translated into Spanish?

A: HSSN member Begona Liern just offered to translate the flyers.

Q: Will there be TB testing?

A: No. There will be rapid HIV testing.

## **2014 POINT-IN-TIME HOMELESS COUNT – 1/22/14 to 1/31/14**

Pat Rogers, Community Action (CAO)

Valerie Burton, Luke-Dorf, Inc.

Pat has been coordinating the PIT count for 14 years now. In 2002 the only folks counted were those receiving services. In 2003 the count expanded to include street outreach, and an effort was made to locate and find people who were camped out and literally homeless. Homeless camps in Washington County, such as Nike Woods were identified through word of mouth. That first street count wasn't very good, as it only found 70 people. Count methods have improved since then.

On the Housing Services website there is a summary of homeless count data from past years. In 2006 Luke-Dorf hired PATH-funded outreach workers and partnered with CAO and HomePlate, working together to do a street count. They tried to cover the whole county within a week-long period and eventually created 10 geographic codes.

HUD provides guidance for street counts which can be statistical or observational (without interviewing). Washington County uses a "blitz" approach in that we interview every person engaged on the streets, and perform an outreach saturation of each geographic area on one specific day during the count. This method takes a geographic area and spends 24 hours arm-in-arm walking through that area and interviewing every homeless person found. This is performed with the help of volunteer recruitment through Hands on Portland, and a stationary leadership group, plus outreach workers, to guide volunteers.

Collecting unduplicated information is a critical component of local homeless planning and program development. There are a lot of different subpopulations, and the interview form helps identify the needs of various demographic groups (e.g. youth, veterans). Service planning helps identify requests for additional resources, which can help guide HSSN in bringing in resources to fill service gaps. This can inform city governments and local policy decisions, and also help CoC members measure performance so that HUD can see effectiveness. Last but not least, the PIT count helps HSSN members be in compliance with HUD's reporting requirements.

Valerie Burton presented an organizational chart for the 2014 PIT count. From top to bottom, it reads: leadership structure ("pit bosses"); outreach specialists plus people who have been doing this for several years who might as well be outreach specialists; trained volunteers; new volunteers and Hands on Portland (volunteer recruitment). Volunteers are paired up with outreach specialists, to give newcomers a chance to see what the count involves.

The PIT count takes place over 10 days by geo-area and is coordinated with events in each area. For example, if a veterans group does an event in Banks, the PIT does a street count in Banks that day. Church warming shelters have agreed to be open one day during the PIT count in coordination with the street outreach in that geographic area.

The interview form looks busy and overwhelming but is fairly basic. Interviews are very conversational. Forms are set up to make it easy to collect all the data HUD wants and extra information for Washington County. It's important to make sure people aren't counted twice, so each person interviewed is asked if they have already been interviewed and is given a unique identifier in HMIS to de-duplicate records.

Valerie reviewed various questions from the form, such as, "If you don't stay in a shelter tonight, where do you stay?", "What caused you to leave your last place?", "Where do you usually stay?" Reasons for homelessness include the end of relationships due to divorce or death, addiction issues, mental health issues, etc.

#### Call for Volunteers

On the Housing Services website there is a section for PIT data, and below that is a link to Hands on Portland. Volunteers are needed for January 22 to 31, two four-hour shifts a day, 8 a.m. to noon, 1 p.m. to 5 p.m.

#### Q&A

Q: "Ending relationships" comes up in the "other" category often, why doesn't it have its own box on the form?

A: It will next year.

### **III. APPROVAL OF MEETING MINUTES**

Motion: Approve the December 4 2013 HSSN meeting minutes.

Action: Gordon Teifel

Second: Katherine Galian

Vote: Approved, unanimous.

### **IV. GENERAL BUSINESS**

#### FY2013 CoC Program new Reallocation Project presentations in alignment with HUD Priorities. Scoring of projects by HSSN Members.

Annette Evans gave a brief overview of the CoC Program Request for Proposals valued at \$238,840 that went out to the HSSN (the CoC listserv). These funds became available as a result of the CoC review of current program performance and the 2013 PIT Unmet Need for housing. Three supportive service only (SSO) projects were recommended for reprogramming into housing in support of the federal priorities to end homelessness by 2015 and to end homelessness for families with children by 2020 through creation of RRH.

Annette introduced the two presenters and requested that those who have a funding interest in these programs please recuse themselves from voting. On back of the agenda is the policy for the scoring criteria and voting process, with one vote per agency based on attendance (17 eligible agencies were provided a voting sheet), which was a policy adopted by the HSSN. Scoring criteria are to be turned into Annette after the meeting, and she will tally scores that will be presented to the HSSN Workgroup (the CoC Board) for ranking and rating of projects.

#### Q&A

Q: Andrea Nelson asked, since the City of Beaverton funds both of these organizations but not directly through these programs, shall I recuse?

A: The HSSN discussed it with a greater consensus that funders of an agency for other programming is not a conflict for funding a homeless housing program. A vote was taken with major in support and one objection.

Jack Schwab, Good Neighbor Center (GNC)

GNC is a family homelessness shelter, part of a three-shelter network with Family Promise and CAO in Hillsboro. GNC has nine families living in their shelter at any given time. GNC's Housing Stabilization Program (HSP) is a permanent housing project providing RRH to homeless families with children. The HSP is currently an SSO project receiving CoC Program funds, and it was noted that the program has always had a housing goal consistent with the proposed project, and this is the process required under HEARTH Act to correctly amend the program type from SSO to rapid re-housing. GNC provides case management services and the Housing Authority of Washington County (HAWC) provides housing with subsidized rent at two affordable housing sites in Tigard. The HAWC rent subsidy is based on foregone rents that gradually increase with participants paying the full rent by the end of 12 months.

GNC promotes self-sufficiency, and provides the following: budget planning, goal planning, a Rent Well program, connections to school districts, advocacy and liaison services with landlords, food boxes, school supplies, clothes for job interviews, appropriate clothing for new jobs, paperwork for benefits, and problem solving as needed. GNC's goal is to support these families for one year, though the relationship continues beyond that.

Move ins happen as units become available. The tenancy is between that family and the HAWC. This is permanent housing for the family. That apartment is their home. Traditionally a family comes into the GNC Housing Stabilization Program through a shelter, sometimes from domestic violence, but being in shelter is not a precondition. With the new CCAS – Community Connect – the hope is that families bypass shelter altogether and proceed directly to RRH as soon as they are at imminent risk of homelessness.

Q&A

Q: How often does an apartment come available?

A: We have nine families in housing and three families waiting. Vacancy rates are terribly low everywhere. The other glitch is that the units include few three bedrooms.

Q: Do you case manage while a family is on a waitlist for program?

A: Yes, it's contact but not formal case management, as those families are not officially in the program. Waitlisted families can stay at the shelter.

Q: What has been the longest wait so far?

A: The waitlist was created six months ago. In that time, there's been one family that needs a three bedroom on the list for several months.

Q: What is the program's success rate?

A: It's rare that a family fails. The goal is that 80% of families will be in place one year from entering program. We're well in excess of that. People get centered, they get an apartment, it works.

Q: Does everyone in a waitlisted household need to provide a social security number?

A: HSSN members had conflicting info. Annette will follow-up and get back to HSSN re: SS number requirements for HUD housing.

Katherine Galian, Community Action Organization (CAO)

The CoC Rapid Re-housing (RRH) for Families project will replace the SAFAH program, which Community Action has operated for 15 years as an SSO program funded by HUD. This project currently functions as a RRH, with rent assistance and supportive services. Community Action has a lot of experience with low-income and homeless families.

With additional rent assistance this project will serve 25 families, up to \$6,000 in rents; assuming some don't need that much, may serve more than 25. Families will get housing assistance, eligibility documentation, and reasonable accommodations to overcome rent or credit history, for up to 24 months but most won't need it that long. Housing is scattered site, by family's choice. Same challenges as every one else: low vacancy rates, large families need units with more rooms. Assisted to connect to mainstream resources, visits, identify their own goals, connect to Work Source services. Families don't have to be working to get into the housing, but they do need to be considered low to moderate barrier on the Community Connect scoring sheet. Currently SAFAH has a 75% placement rate. Earned income at exit should be 35%. This project does represent an increase in capacity to serve homeless families.

Rent assistance is always a need; a family can't focus on employment or overcoming other barriers without having housing. RRH is really necessary to really help with other barriers. A lot of the families that have this resource will hope to shorten shelter stays, can go directly into housing, etc.

Q&A

Q: So 25% have barriers that they can't overcome?

A: Yes, some may want to live outside the county, or may decide the program isn't a fit.

Q: Can you give an example of high barrier?

A: Someone with significant barriers to employment or other barriers to long term self-sufficiency – any one who needs permanent housing.

Q: How do you measure satisfaction on part of clients?

A: We ask them with exit surveys.

Adopt "Community Connect" Coordinated and Centralized Assessment System (CCAS) Policy

Annette Evans reported the Community Connect policy has been under development for a year and was vetted out at the December 13<sup>th</sup> meeting. The committee conducted a table top exercise with intake of a homeless individual into housing. Please note that the handout does not include all the documents in the Appendices, which is quite long. For the full version, see <http://www.co.washington.or.us/Housing/EndHomelessness/hssn.cfm>.

Annette walked the HSSN through the document. Highlights included:

- A definition of Community Connect (the CCAS system).
- The screening process and HMIS screening tool.
- The assessment process and HMIS assessment tool (including scoring), so that all documentation taking during the assessment process will be available to the receiving agency.
- Daily availability of beds.
- Referral and housing placement based on scoring. Goal is immediate housing placement. Don't want to pass people around from shelter to shelter; want passing to stop. If nothing is available, it's better to tell them nothing available. Want to avoid people being on multiple agency wait lists.

- Outreach and marketing. The implementation is occurring through existing activities, with the HSSN Workgroup developing the final marketing and public release when there is sufficient staffing to support the system going public.
- Prioritization of populations; the HSSN WG has adopted that people with longest homelessness will have a priority over those who have just become homeless, combined with what's available based on their assessment score.
- RRH is a new model implemented through the HEARTH act, funded through CoC and ESG. Created a matrix to identify who is eligible and who is not.
- Performance measurement: utilize resources well, PIT, keep beds full. Reduction of recidivism, reduction of homelessness, increase of employment, increase in mainstream bennies and permanent supportive housing.
- Policies will be reviewed at least annually by the HSSN.

Melanie discussed the data sharing agreement. It just finished legal review yesterday. It needs an adoption date before it goes out to participating agencies. Basically, data goes out from intake and the only data shared back is entry, exit into programs. Anything that an agency puts on their regular assessments won't be shared back to Community Connect. This still is a semi-closed process. The client gives consent for data to be shared with referred-to agency at intake.

#### Q&A

Q: Annette asked Vicki from HUD if people at imminent risk of losing housing within 14 days and becoming homeless are RRH eligible? It was HUD guidance a year ago, but is not in the current NOFA.

A: Vicki has the question into headquarters; it is a policy question waiting to be answered.

Other questions were addressed to Annette.

Q: Please talk about the contact/referral form. I'm concerned about backlogging appointments, plus we need a contact person at each agency. Want to avoid dead-end referrals.

A: This is in process. We are waiting for agencies to fill out their information. A request went out to participating agencies asking for program eligibility requirements, agency contact person, etc. so that Community Connect person can make referral.

Q: Could we add Washington County School Districts to section 3.4, so their Homeless Education programs would align?

A: Yes, we can add McKinney Vento school districts.

Q: In the table on pages 8 and 9, there are asterisks. Can these be removed?

A: Yes.

Motion: Adopt the CCAS Policy as corrected (add McKinney Vento school districts and remove the asterisks on pages 8 and 9.

Action: Gordon Teifel

Second: Pat Rogers

Vote: Approved, unanimous.

#### Housing Inventory Chart (HIC) and Point-in-Time (PIT) Count – January 29, 2014

Annette reminded HSSN members that January 29 is the date that Housing Services staff will use as the shelter count for who is in beds that night. Please be conscious of empty beds as empty beds equal low performance which could result in reallocation of funds. Please clean up HMIS data, make sure your data is high quality, clean and in by the 29<sup>th</sup>.



## **V. 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.
- Melanie Fletcher announced that even though she is doing two jobs (her own and that of former manager Adell Potter) she will still be working with HSSN members on APRs. The Portland Housing Bureau will handle minor HMIS issues such as password resets, much as they did while Melanie was on maternity leave. HMIS reports will be run for agencies before the PIT count.
- Jaycanna McVey announced that the Boys and Girls Aid transitional program has an opening for a young adult ages 18 – 24. BGA has received approval to rent out a room at their fourplex in Beaverton; please contact Andrea Sanders for information.
- Mona Knapp announced that Luke-Dorf is recruiting for a PATH outreach worker.

## **VI. ADJOURNMENT**

The meeting adjourned at 10:17 a.m. HSSN meets next on February 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](mailto:Annette_Evans@co.washington.or.us)