

HOUSING and SUPPORTIVE SERVICES NETWORK(HSSN) CoC Board

Friday, June 11, 2021 - 8:30 to 9:55 am

AGENDA

<https://us02web.zoom.us/j/83051897634?pwd=NkpRb255NHlUZ2NSTnTjhxOGQ4QT09>

Meeting ID: 830 5189 7634, Passcode: 551333

Mobile: +12532158782, 89587246956#, *252415#(Tacoma), +13462487799,89587246956#, *252415#(Houston)

Chair: Annette M. Evans, Washington County Department of Housing Services

Co-Chair: Katherine Galian, Community Action Organization

I. Introductions (8:30 a.m.)

II. Public Comment (8:35 a.m.)

III. Approve Minutes (8:40 a.m.)

A) **Board Action: Approve CoC Board minutes for April 9, 2021.**

B) **Board Action: Approve CoC Board Special Meeting minutes for April 28, 2021.**

IV. Business Items (8:45 a.m.)

A) New Emergency Housing Voucher (EHV) Initiative (MOU attached) – Liz Morris

Board Action: Approve the EHV Program MOU outlining the Continuum of Care (CoC) role in partnership with the Housing Authority of Washington County.

B) Supportive Housing Services (SHS) Implementation Readiness Update – Jes Larson and Alex Devin

C) Response to proposed tri-county HMIS Implementation with Joint Office of Homeless Services with list of essential technical and administrative supports (Letter attached) – Annette Evans

Board Action: Approve a letter to Joint Office of Homeless Services (JOHS) supporting tri-county HMIS Implementation and essential HMIS supports.

D) Report on Project Reset Initiative– Rick Peel and Vernon Baker

E) CoC Board terms ending June 30, with election at the July 7 HSSN meeting – Annette Evans

F) Proposed August 13 CoC Board Meeting Agenda – All

1. Ranking and Rating of CoC Program New and Renewal Project Applications
2. Community Connect Redesign
3. Tri-County HMIS Implementation

V. Agency Announcements and Open Discussion (9:50 a.m.)

VI. Adjournment (9:55 a.m.)

Future Meeting Information:

- Friday, August 13, 2021, 8:30 a.m.
- Friday, October 8, 2021, 8:30 a.m.
- Friday, December 10, 2021, 8:30 a.m.

The CoC Board meeting is open to the public, with the [agenda](#) online. Please direct comments to [Annette Evans](#), 503-846-4760.

Department of Housing Services

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www.co.washington.or.us/homeless



CoC BOARD MEETING MINUTES

Virtual Meeting via ZOOM

April 9, 2021, 8:30 a.m.

COC BOARD MEMBER PRESENT

- Baker, Vernon – Just Compassion EWC
- Brooks, Simone – City of Hillsboro
- Brouse, Renee – Good Neighbor Center
- Calvin, Mellani – ASSIST Program
- Cardwell, Shawn – Forest Grove Foundation
- Cohen, Megan – City of Beaverton
- Downen, Lindsay – New Narrative
- Evans, Annette – Washington County Housing
- Galian, Katherine – Community Action Org.
- Gustafson, Hanna – Cascade AIDS Project
- Hille, Marcia – Sequoia Mental Health Services
- Logan-Sanders, Andrea – Boys & Girls Aid
- Peel, Rick – Oregon Law Center
- Pero, David – Homeless Education Network/
McKinney-Vento Homeless Student Liaison
- Radke, Lydia – WC Parole and Probation
- Rogers, Patrick – Community Action
- Taylor, Rowie – Domestic Violence Resource Center
- Teifel, Gordon – Families for Independent Living & DEAR
- Valencia, Mari – WC Office of Community Dev

COC BOARD MEMBER NOT PRESENT

- Ram, Sarala – CODA, Inc.
- Schaeffer-Bicht, Blair – WorkSystems, Inc.
- Smith, Gary – U.S. Dept of Veteran Affairs
- Wyatt, Kent – City of Tigard

OTHER ATTENDEES

- Bonvino, Cecilia – Community Action Org.
- Fellger, Vara – WC Housing Services
- Jolin, Marc – Joint Office of Homeless Services (JOHS)
- Larson, Jes – WC Housing Services
- Mullins, Angela – WC Housing Services
- Richards, Steve – Joint Office of Homeless Services (JOHS)
- Smith, Wendy – Portland Housing Bureau (PHB)
- Triplett, Stacey – WorkSystems, Inc.

Chair: Annette Evans, Public Agency Representative, Annette_Evans@co.washington.or.us

Co-Chair: Katherine Galian, Nonprofit Agency Representative, kgalian@caowash.org

Meeting called to order at 8:31 a.m.

I. INTRODUCTIONS

II. PUBLIC COMMENT

No public comment.

III. APPROVAL OF MEETING MINUTES

Action: Approve February 12, 2021 meeting minutes.

Motion: Renee Brouse

Second: Rowie Taylor

Vote: Approved, unanimous.

IV. BUSINESS ITEMS

A. Proposal to Create New HMIS Implementation with Joint Office of Homeless Services (JOHS) as Regional HMIS Lead – Annette Evans, Jes Larson of SHS Program, Marc Jolin and Steve Richards of JOHS, Wendy Smith of Public Housing Bureau (PHB)

Annette provided some background to the original HMIS implementation that began in 2005 with Portland Housing Bureau (PHB) as the HMIS Lead. The CoC currently has 179 HMIS licenses being used between the COMP and Live sites. PHB is now stepping aside and Oregon Housing and Community Services (OHCS) is taking over as HMIS Lead for a new statewide HMIS implementation expected to launch in October 1, 2021. All CoC's aside from the Metro area counties and Lane County are choosing to go with the OHCS implementation. Lane County went on their own in 2019 with a direct relationship with the vendor, Wellsky.

Specific regional metric and outcome reporting is required as part of the Supportive Housing Services (SHS) Program prompting JOHS to initiate discussions with PHB to become the HMIS lead agency for a new Tri-County HMIS implementation. Counties in the Metro area that choose to join the new Tri-County implementation would be required to migrate their data out of the PHB HMIS tree into the new JOHS implementation. Marc Jolin and Steve Richards presented their proposal for JOHS to become HMIS Lead to facilitate and support the regional work not only with the Supportive Housing Services (SHS) Program but also to support local HMIS needs to include HUD and state funded programs, as well as privately funded programs.

Jes Larson of the SHS Program shared the ultimate goal was to create a seamless system that could meet both HUD reporting requirements and provide the necessary regional data to comply with the metric and outcome reporting requirements of the SHS Program. Work was already underway to integrate the SHS Program into the CoC and going forward all reporting to HUD will include SHS Program funded project data. Moving to the Tri-County HMIS implementation and migrating the HMIS data would be another step toward regional coordination. The SHS Program metrics and outcome requirements are included in the Local Implementation Plan (LIP) that was recently approved by the Washington County Board of Commissioners, the link for which is available [here](#) as well as included in Metro's Work Plan.

Marc Jolin shared the SHS Program, with its regional metric and outcome reporting requirements, is not only the catalyst for a regional system, but is also providing an unprecedented amount of funding to build out a regional system of support for people experiencing homelessness. The timing of the move to a Tri-County HMIS implementation is driven by the state's move to a new statewide HMIS implementation with OHCS as HMIS Lead. Multnomah County has had the benefit of more resources for some time and were able to build out a basic data infrastructure with the county and within JOHS over the past couple of years. The additional resources from the SHS Program will allow them to take on the HMIS implementation for all three counties. Given the regional reporting requirements, it makes sense to move to a regional HMIS implementation and JOHS is ready to take on the role of HMIS Lead. There is an opportunity to create a partnership and define what each partner needs as well as what the region needs as a whole. JOHS is developing a project plan and timeline for PHB to begin the data migration to the new implementation and is not under the same October timeline as the statewide implementation.

Steve Richards reported he has begun the purchasing discussion with Wellsky and is scheduled to meet with JOHS finance and legal representatives in two weeks. He confirmed the biggest conversation was around how the regional implementation is to be set up (what will the balance of roles and responsibilities be both within the JOHS data team and across CoCs). He acknowledged receiving the list of questions from Cecilia Bonvino and Katherine Galian of Community Action Organization which has given him a solid list of items to address. He has started laying out the ideal scenario (what the region needs to see given what is known of at this time) but will continue to assess who needs to be in on the conversation. HMIS Lead responsibilities will be distributed across the JOHS Data Team, some of which have already been transitioned from Wendy Smith of PHB. Striking a balance between the level of technical assistance, support and training to be provided by each CoC and that of the JOHS Data Team is also to be determined. He is excited about the opportunity to structurally reconfigure HMIS to have a more efficient and better functioning system. He acknowledged data governance on a regional scale will require a regional lens, specifically around the need to address data integration/data sharing across domains in a planful and strategic way in order to manage expectations and the flow of projects amidst the increased scrutiny of justice and health and HUD annual changes.

Annette Evans shared both Washington and Clackamas County CoCs request the timeline for data migration not begin before April 1, 2022, given new HUD Data Standards released October, schedule for HUD compliance reporting that includes four significant reports due

November through March, and concerns of vendor capacity to migrate data at the same time as OHCS migration project.

How different are the three counties' usage of HMIS?

Wendy Smith explained the HMIS system and governance designed for each county in 2005 was tailored to whatever each county wanted to implement for their funding, operating independently with program visibility isolated within each county. As needs grew and HMIS was changed to meet those needs, the support for any changes was left to each respective CoC. In 2021, projects such as the SHS Program are moving across counties and it is time to re-imagine HMIS implementation. With regard to the timing of data migration, it was her perspective, there was never a good time and generating HUD reports would not be an easy process whether in the current system or the new.

Cecilia Bonvino shared the answers to the questions she submitted were fundamental to understanding the plan for the proposed Tri-County HMIS implementation. Katherine Galian added the ability to manage the separate funding requirements for CoC, OHCS and SHS Program were of specific concern. It was important for CAO to continue to have the flexibility and local control necessary to support partner agencies to not only meet reporting requirements for the three main funding streams, but also allow them to continue to use the system to meet their organizational needs.

Steve Richards recognized CAO as a key stakeholder for their commitment to Community Services (formerly known as ServicePoint) and acknowledged the unique support needs they require as a result. He planned to meet with Cecilia Bonvino and Katherine Galian in the coming months to work through their specific needs. The flexibility required at the local level reinforced the need for regional data governance to provide a robust and representative body of staff to focus and provide the due diligence on the various areas of funding requirements.

Marc Jolin affirmed JOHS was merely proposing a willingness to lead a regional implementation of an HMIS system. The system itself would be built collaboratively with Tri-County partners to address the collective needs in the most cost-effective way. There was no set way of how the system would be implemented. In order to move forward, JOHS needed confirmation from Washington County of their intention to join the Tri-County implementation and then provide a list of needs and requirements for what the HMIS system needed to do. JOHS would then move forward to develop a governance structure with participation from all three counties that will allow for continued system improvement and modification over time.

Jes Larson clarified, CAO in Washington County was unique in that it was an independent non-profit organization, separate from the county. Because of their role and responsibility with funding and data they will need to be in full partnership with the three counties to help build the system.

Marcia Hille asked that the end user (providers) be kept in mind throughout the system development process so that it would be simple for them to use and provide as much support as they needed. Steve Richards confirmed customer service and user friendliness were both extremely important in the development of a system that was useful and approachable for the end user.

Wendy Smith confirmed having conversations with Steve Richards to share what she knows about Clackamas and Washington Counties and their unique needs to provide some context for JOHS to begin conversations with the counties and the players involved.

Rowie Taylor asked that Qualified Domestic Violence Service providers be kept in mind as the new system was being developed as they had strict confidentiality laws and mandates. Data collection and reporting systems/programs that in all ways protect the personally identifying

information for each survivor were very involved. Many programs throughout the state use Osnum as their data reporting system which interfaces with Oregon reporting requirements for Violence Against Women Act (VAWA) and Victims of Crime Act (VOCA). Wendy reiterated the importance of the new HMIS implementation to continue to support the victim service providers using the COMP site and the confidentiality and security that needed to be maintained. Steve confirmed they were absolutely factoring in the COMP site, the comparable data system used exclusively by the domestic violence system present in all three CoCs.

Lindsay Downen agreed with Marcia Hille on the value of simplicity for the end user which she believed resulted in better data quality overall. She also expressed her desire for the new system to provide backup support across counties for those agencies that work in more than one county.

Mellani Calvin asked whether it would be easier to replicate the system that was currently being used, or start “rearranging the furniture” in the midst of implementing the SHS Program, a huge project in and of itself? Marc acknowledged not knowing the answer to that question right now but felt they will very quickly learn the stages that were needed for implementation. He didn’t believe everything had to be done all at once. It may be that initially, there wouldn’t be any difference from the existing system, but over time, with a plan in place and through guidance from people who do this work every day, it could evolve and change to be the system that we all needed it to be.

After discussion, it was agreed the CoC Board would reconvene at another meeting to further discuss the local needs and weigh those against what was being presented. Annette asked board members to put their questions and concerns into the chat box and she would roll them up for review at the special meeting. She encouraged board members to extend an invitation to HMIS users from their agencies to provide some framework to move forward with.

B. Report on *Project Reset* – Vernon Baker and Rick Peel

Rick reported the Oregon Law Center was still looking for a list of people being impacted by the implementation of unreasonable fines and fees and that might be good case studies for *Project Reset*. He asked agencies working with justice-involved persons share client story that have barriers to housing or high court fines and fees that were impacting them in a myriad of ways. Contact Rick Peel at rpeel@oregonlawcenter.org. Vernon Baker added having challenges with connecting with individuals. Some were reluctant and not sure how it was going to impact them but will keep looking.

C. Report on 2021 (Point-in-Time (PIT) Homeless Count and Housing Inventory Chart (HIC) – Angela Mullins and Annette Evans

Angela provided an overview of the 2021 PIT Count, noting a total of 716 people were counted with 357 unsheltered, 90 in transitional housing programs and 269 in emergency shelters, representing a 15.86% increase over the 2020 PIT Count. Adult-only households constituted almost 83% (592) of the total homeless counted and almost 66% (470) of the total were male, 54% (252) of whom were unsheltered. Homeless identifying as Hispanic/Latino comprised 21% (47) of the unsheltered count, 24% (22) were living in transitional housing and 14% (38) staying in emergency shelter on the day of the count. Of the unsheltered counted, almost 19% self-reported having a serious mental illness, 8% reported having a substance use disorder, almost 6% reported surviving domestic violence and less than 1% reported being HIV/AIDS positive.

Pat Rogers reported the use of the mobile app and built-in GPS showed the majority of the unsheltered that were counted were located in Hillsboro, a fact confirmed by the year-round street outreach as well.

Annette explained the HIC was a total count of available beds on January 27, 2021, the same day as the 2021 PIT Count. A total of 1,248 beds (1,034 year-round and 214 winter shelter

beds). Due to COVID restrictions there was a decrease in bed utilization in year-round shelter and transitional housing, a net decrease of 62 beds in rapid rehousing and a net increase of 99 beds in permanent supportive housing. She provided detail on the actual bed utilization within each housing type and an explanation for the differences compared to 2020, noting winter shelter beds had utilization rates of 96% on the night of the PIT. She noted the decline in rapid rehousing bed utilization was partly due to more vouchers being available in the Mainstream Voucher Program which were utilized instead of rapid rehousing to provide a more permanent subsidy and as more long-term permanent housing resources become available, the CoC will need to discuss a systemic process to ensuring referral and utilization of all housing resources.

Action: Approve the Point-In-Time (PIT) Homeless Count and Housing Inventory Chart (HIC) reports and authorize submittal to HUD.
Motion: Renee Brouse
Second: Marcia Hille
Vote: Approved, unanimous.

V. AGENCY ANNOUNCEMENTS AND OPEN DISCUSSION

- Jes Larson announced Heather Skriver has joined the SHS Program as a Data Analyst and will help build the new data requirements for the SHS Program metrics and outcomes reporting.
- Simone Brooks announced the City of Hillsboro's Community Services Coordinator position closes on Monday, April 12. The person selected will replace her on the CoC Board and be a partner to all agencies in the CoC. She encouraged interested persons to apply at <https://www.governmentjobs.com/careers/hillsboro/jobs/3021657/community-services-coordinator>.

VI. ADJOURNMENT

The meeting adjourned at 9:56 a.m.

Minutes prepared by Vara Fellger, Washington County Housing Services

CoC BOARD SPECIAL MEETING NOTES

April 28, 2021, 3:00 p.m. (Virtual Meeting)

COC BOARD MEMBER PRESENT

- Baker, Vernon – Just Compassion SWS
- Brouse, Renee – Good Neighbor Center
- Calvin, Mellani – ASSIST Program
- Cardwell, Shawn – Forest Grove Foundation
- Downen, Lindsay – Luke-Dorf, Inc.
- Evans, Annette – Washington County Housing
- Galian, Katherine – Community Action Org.
- Hille, Marcia – Sequoia Mental Health Services
- Pero, David – Homeless Education Network/
McKinney-Vento Homeless Student Liaison
- Radke, Lydia – WC Probation & Parole
- Rogers, Patrick – Community Action
- Schaeffer-Bisht, Blair – WorkSystems, Inc.
- Taylor, Rowie – Domestic Violence Resource Center

COC BOARD MEMBERS NOT PRESENT

- Gustafson, Hanna – Cascade AIDS Project
- Kalevor, Komi – Housing Authority of WashCo
- Logan-Sanders, Andrea – Boys & Girls Aid
- Peel, Rick – Oregon Law Center
- Ram, Sarala – CODA, Inc.
- Smith, Gary – U.S. Dept of Veteran Affairs
- Teifel, Gordon – Families for Independent Living & DEAR
- Valencia-Aguilar, Mari – WC Office of Community Development

OTHER ATTENDEES

- Williamson, Drew (for Andrea Logan-Sanders)
– Boys And Girls Aid
- Devin, Alex – WC Housing Services
- Fellger, Vara – WC Housing Services
- Larson, Jes – WC Housing Services
- Meyer, Renae – WC Housing Services
- Heather Scriver – WC Housing Services

Chair: Annette Evans, Public Agency Representative, Annette_Evans@co.washington.or.us

Co-Chair: Katherine Galian, Nonprofit Agency Representative, kgalian@caowash.org

Meeting called to order at 3:00 p.m.

I. Introductions

II. Objectives

Annette shared Portland Housing Bureau (PHB) is stepping out of the role as Statewide HMIS Lead and as a result the CoC is required to choose a new HMIS implementation. She reviewed the pros and cons of each of the following options, noting there would be a cost associated with each option that was currently unknown.

- A. On our own with WellSky HMIS vendor.
- B. Contract with Oregon Housing & Community Services (OHCS) – New Statewide HMIS Lead.
- C. Contract with Joint Office of Homeless Services (JOHS)/Tri-County

III. Discussion

- SHS Program staff's starting position was to go with JOHS because it will allow the required data work in full partnership with Clackamas and Multnomah counties. Challenges that arise would be easier to address with the JOHS option, rather than the other two.
- **How many CoCs were going with the OHCS Statewide implementation?**
All counties outside of the Metro area were going with the OHCS implementation. Lane County have their own HMIS implementation working directly with WellSky vendor.
- **Are all three implementations aware of and able to comply with the reporting requirements of HUD (CoC), OHCS and SHS Program?**

If going with WellSky or OHCS there would need to be coordination for anything SHS Program related. All three counties have a shared interest and are the only three counties effected by the SHS reporting requirements. The Tri-County Data Workgroup has included discussions about incorporating data from state, private and publicly funded projects in addition to HUD (CoC, ESG and VASH).

- JOHS is the only option that would allow potentially real-time visibility into where a client was interacting with any other part of the Metro area system.
- WorkSystems, Inc. has found JOHS in Multnomah County to be very responsive and easy to work with.
- **Is there a long-term possibility to expand HMIS implementation across the state as many program participants do not stay within the Metro region?**
HMIS was a statewide implementation. The decision before us is to move from a current statewide implementation to one that only includes the three Metro counties. The bigger the implementation, the more challenging and less functional the system tends to be.
- **Is there a plan in place for the regional implementation to be open at some point?**
JOHS, if they assume the HMIS lead role, will be looking at a phased approach to initially staff up and migrate data out of the PHB tree into a JOHS tree and make sure everything is operational and then explore options to open the system up so that everyone could see data across the three counties with all privacy and security policies in place and consistent written standards.
- **Is it necessary to specify the agreement to move to the JOHS implementation would be conditional upon a system with shared data?**
- JOHS has stated they were beginning with all of the functionality of the current HMIS implementation and then building upon it. We will want to put together a list of additional things that our jurisdiction needs.
- **Do any of these options create challenges at the ground level that agencies need to be aware of as they utilize HMIS and grow their program offerings?**
No option is expected to create additional burdens for agencies at the program level. The intent for all of the options is to ease the burden of the end user with the additional capacity. Each of the options have different tradeoffs in terms of who you can share data with and what levels of control and access and support you have.
- **Will coordinated entry systems be required to work consistently across the Metro region?**
No, at this time, coordinated entry is contemplated as a locally derived policy and program. In Washington County, it will go through review and revision in order for people to get through it faster and more effectively to access resources available through SHS Program.

4. Recommendation

A poll was taken for the best option of the three presented. The JOHS Regional HMIS Implementation option received a unanimous vote.

Annette shared she had started a list of implementation “essential” technical and administrative supports that she will send out to members via email to review and add comments to form one list that will go to JOHS.

5. Adjournment

The meeting adjourned at 3:51 p.m.

Notes prepared by Vara Fellger, Washington County Housing Services