

SUPPORTIVE HOUSING SERVICES QUARTERLY REPORT

SUBMITTED BY (COUNTY): WASHINGTON COUNTY

FISCAL YEAR: FY21/22

QUARTER: SECOND

SUPPORTIVE HOUSING SERVICES

QUARTERLY REPORT TEMPLATE DRAFT

*The following information should be submitted **45 calendar days after the end of each quarter**, per IGA requirements. When that day falls on a weekend, reports are due the following Monday.*

	Q1	Q2	Q3	Q4
Report Due	Nov 15	Feb 15	May 15	Aug 15
Reporting Period	Jul 1 – Sep 30	Oct 1 – Dec 31	Jan 1 – Mar 31	Apr 1 – Jun 30

Please do not change the formatting of margins, fonts, alignment, or section titles.

Section 1. Progress narrative

*In no more than 3-5 pages, please tell us about your investments and programming during the reporting period, focusing on at least one of the following topics per quarter: **racial equity, capacity building, regional coordination and behavioral health, new investments, leverage, service systems coordination** or any other topic connected to your local implementation plan Please also provide updates and information (including numbers or data) to demonstrate progress towards your work plan goals. Note that each topic/work plan goal must be covered in at least one quarterly report during the year.*

[Example, if you set an annual goal to increase culturally specific provider organizations by 15%, please tell us by quarter 2 how much progress you've made towards that goal (e.g. 5%)]

*Please also address these areas in **each quarter's** narrative.*

- Overall challenges and barriers to implementation
- Opportunities in this quarter (e.g. promising findings in a pilot)
- Success in this quarter (e.g. one story that can represent overall success in this quarter)
- Emerging challenges and opportunities with service providers

Quarter Two Summary:

At the mid-way point in the program year, the Supportive Housing Services programs are on track to achieve annual goals set for the year. The program is at the halfway mark for the permanent supportive housing (PSH) placement goal of 500 placements with 124 households placed into PSH this quarter and 348 this year. Additionally, the new Rapid Rehousing program has achieved 76 placements this quarter and 82 households placed this year, hopeful towards our goal of 400 placements as this program continues to gain traction. Through SHS funding, the Division has also added 70 year-round shelter beds this quarter (for a total of 170 new year-round shelter beds funded with SHS). The program is just five beds away from achieving the program Year 2 goal of adding 75 new year-round shelter beds, and on track to surpass this goal with new shelter plans in the works.

The second year of programming remains focused on training, technical assistance, and capacity building for the network of more than 20 service providers in the program. New staff at the County, along with new staff with our partners, and new programs and procedures for all to learn has required a continued focus on teaching at every level of programmatic work, from the principles of case management to invoice processing. To aid the programs and organizational partners, the County will release technical assistance and capacity building grant funding opportunities for all contracted vendors through the Homeless Services Division in the third quarter.

The program has received \$29 million in grant revenues during this program year and carried forward \$47 million in unspent funds from the first program year. In the second quarter expenditures increased, as forecasted, to 16% of the budget, reaching nearly \$13 million for this year so far. The rate of expenditure is projected and on track to increase throughout the program year as our partners hire on additional staff and are able to serve and house more clients. The program is forecasted to expend 75% of its \$50.5 million program budget in Year 2 providing direct homeless services and is working towards several potential capital investments for Permanent Supportive Housing and Shelter programs to utilize the unspent prior-year funds remaining. These major one-time investments will likely be allocated and obligated during the second year of programming, but not appear in actual expenditures until program Year 3 or 4.

The second quarter of program updates includes significant progress with regional governance work including the first annual report to the Regional Oversight Committee (ROC) which was well received. The ROC will be presenting the first-year findings and recommendations to the three County

1. Shelter Programs

In the second quarter of the second SHS program year, the Homeless Services Division significantly expanded shelter capacity. Two sites were opened that will offer new year-round shelter capacity, and the winter shelter season opened early on November 1st with a commitment to extend through May 31st this year. In addition, the shelter program launched a streamlined referral process to make it easier for people seeking shelter to access available space, and more equitable for people waiting for shelter availability.

Family Promise of Tualatin Valley Family Bridge – 40 additional shelter units

- Opened October 1st as a year-round family shelter program in a SE Washington County motel.
- Is serving 40 families and adults waiting for permanent supportive housing placements at a motel-based shelter program.
- opportunity to secure a permanent motel shelter site. The program goal is to transition and expand the current program to the future site once secured by Family Promise of Tualatin Valley through the Oregon Community Foundation Project Turnkey program

Safer Rest Pods on 17th – 30 additional shelter units

- 30 Conestoga Huts that provide a private shelter setting for up to 40 people (singles and individuals) operated by Open Door.
- A partnership with City of Hillsboro at their future permanent shelter site. A temporary program that will relocate to another site before construction begins in summer 2023.

Winter Shelter – 150 winter-only shelter beds

- Opened November 1st through May 31st, extended season made possible through funding and building availability.
- 80 congregate beds at two locations- Hillsboro Clover Leaf and Beaverton Community Center
- 65 non-congregate units (dispersed motel units) and 5 youth spaces

300 permanent shelter beds, helping to ensure that the County reaches our goal for a permanent shelter system that can meet the diverse and emergency needs of unsheltered residents in our County.

2. Outreach Programs

The new outreach system overseen through County contracts continues to strengthen in partnership with the 9 service provider agencies providing this service. The 7 geographically assigned teams along with 2 population specific teams for a total of 18 outreach workers working in pairs. The SHS program funds the teams working in urbanized Washington County, and other homeless services funds support two teams working in rural Washington County to ensure full geographic coverage. The outreach teams work in coordination with each other and other systems including law enforcement, the Encampment Management Program (EMP), shelters, and housing case managers.

Recently, outreach teams responded to an emergency closure of an encampment at 197th Avenue due to rising flood waters. This response helped connect 6 campers to shelter and helped all campers safely leave the area. The event was a learning opportunity for the coordination between the Encampment Management Program and our Outreach program, resulting in a new contract with one of the providers to work specifically in coordination with the EMP program to increase coordination and provide clear and consistent communication for impacted campers.

3. Housing Programs

In the second quarter of the program year, the Homeless Services Division saw visible traction in the Housing Case Management Services (HCMS) program. By the end of quarter 2 HCMS housing placements had reached almost 300 in Year 2, already reaching the total housing placement outcomes achieved in the first full year of programming. With over 900 households enrolled in the program and a higher rate of housing placement, the HCMS program is right on target to meet the program goal of 500 placements by June 30th.

To assist in the progression of the program's performance the Homeless Services Division focused on providing the 47 housing case managers (many newly hired) needed technical assistance and training. All HCMS workers are invited to weekly open office hours to discuss struggles, obstacles, and share success with their peers and receive guidance and support. This ongoing forum has been highly beneficial for the case management staff as they grow in honing their craft. In Quarter 2 an

provide ongoing technical assistance, weekly office hours, and training support based on provider partner needs with a goal to increase the rate of weekly housing placements in hopes to reach the program goal of 400 by June 30th.

The Homeless Services Division is excited to finally launch the Rapid Resolution program in quarter 3. This projected launch will close a gap within the rehousing system in Washington County, by offering all case managers within the Washington County homeless response system the ability to access one-time (short-term) funds to any houseless households who can resolve their homelessness with short term support and do not require ongoing program enrollment supports. Once launched Washington County will have a three-path rehousing system; Short-term Rapid Resolution, medium-term Rapid Rehousing, and long-term Housing Case Management Services, to ensure that there is an appropriate and suitable rehousing intervention to meet the needs of those experiencing homelessness in Washington County.

Finally, in addition to re-housing programs, the Division is also increasing investments into Eviction Prevention with SHS funding into the existing county-wide program implemented by Community Action. In Q3, Community Action will leverage capacity expanded during COVID Response to provide eviction prevention rent assistance to households with pending eviction notices. This contract will more than double our county's capacity to respond to the eviction crisis that contributes to new homelessness every month in Washington County. This program is anticipated to be funded by SHS for 2-3 years using underspent revenue while SHS homeless programs continue to build out, with the expectation that additional and permanent resources are will be identified at the federal or state level to address the ongoing and elevated risk of eviction after the end of pandemic era funding.

4. Other Supportive Programs

Housing Careers Pilot Program- The workforce pilot project has officially launched and been renamed the Housing Careers Pilot. In Quarter 2, the team finished building out the pilot's operations and service components in partnership with Worksystems, Inc., Open Door Housing Works, Portland Community College, and Immigrant and Refugee Community Organization (IRCO). The pilot prepared for the launch of its first cohort on January 9th, 2023, and secured internship placements with five homeless services providers in Washington County. As the inaugural cohort is underway with eleven participants, the SHS team looks to launch up to two additional cohorts beginning in the spring of 2023.

PSH- SHS continues to work toward the goal to bring 100 project-based permanent supportive housing units on board in year 2. In the second quarter, a contract with the Viewfinder, an affordable housing complex in Tigard, reached the final stages of negotiation and will be executed in the first part of quarter 3. The contract will support resident services and building operations for 30 PSH units at the Viewfinder, 20 funded by SHS and 10 units funds with VASH.

The Aloha Inn, Washington County's first 100% PSH building, was a large focus of work during quarter two, as the construction phase nears completion. On site services will include case management, resident services, and behavioral health supports. Over the past three months, service providers in coordination with county staff hired to fill those roles, created building policies, and began the leasing up process. Construction is set to be complete in February, with participants moving into the building in March 2023. Those additional 54 units of project-based PSH will bring our PSH capacity funded with SHS to 84 units.

To reach our goal of 100 PSH units this program year, the SHS team will be conducting outreach in Q3 to already planned affordable housing developments as well as existing buildings that have a high number of vouchers attached to layer in additional PSH services and project-based vouchers.

Landlord Liaison: In quarter 2, Washington County's Landlord Liaison worked on finalizing contracts and processes for the financial protections that are a part of our wrap around landlord supports. This includes the Landlord Repair Fund and the Risk Mitigation Fund, both of which will be online early in quarter 3. The launch of those financial protection programs, along with the already existing landlord incentive payments, will allow for an official launch of a widescale landlord recruitment campaign in partnership with Multnomah and Clackamas counties. This launch will include media and events geared toward bringing landlords along as partners in SHS's mission to create long term tenancies to end chronic homelessness.

The landlord liaison program has also been focused on training case managers in housing navigation and long-term housing retention, and how to best work through barriers and conflicts that can arise in both areas in full partnership with landlords. There is a landlord warm line and a landlord liaison specific email for landlords to use if they are experiencing any issues, whether the issues are with the tenant, case manager, or any part of the voucher paperwork process, so that there is always a direct way to access support. This support and initial

Data disclaimer:

HUD Universal Data Elements data categories will be used in this template for gender identity and race/ethnicity until county data teams develop regionally approved data categories that more accurately reflect the individual identities.

Section 2.A Housing Stability Outcomes: Placements & Preventions***Housing Placements By Intervention Type: Supportive Housing***

# housing placements – supportive housing*	This Quarter		Year to Date	
	#	%	#	%
Total people	140		403	
Total households	124		348	
Race & Ethnicity				
Asian or Asian American			5	1%
Black, African American or African	15	11%	31	8%
Hispanic or Latin(a)(o)(x)	36	26%	112	29%
American Indian, Alaska Native or Indigenous	9	7%	23	6%
Native Hawaiian or Pacific Islander	2	1%	12	3%
White	113	83%	328	85%
Non-Hispanic White (subset of White category)	83	61%	230	60%

Housing Placements By Intervention Type: Rapid Re-Housing & Short-term Rent Assistance

# housing placements – RRH**	This Quarter		Year to Date	
	#	%	#	%
Total people	183		206	
Total households	76		82	
Race & Ethnicity				
Asian or Asian American	4	2%	4	2%
Black, African American or African	19	10%	19	9%
Hispanic or Latin(a)(o)(x)	122	67%	134	66%
American Indian, Alaska Native or Indigenous	21	12%	21	10%
Native Hawaiian or Pacific Islander	3	2%	8	4%
White	137	75%	154	75%
Non-Hispanic White (subset of White category)	37	20%	42	21%
Client Doesn't Know	6	3%	6	3%
Client Refused	1	1%	1	0%
Data Not Collected				
Disability status				

# housing placements – OPH***	#	%	#	%
Total people				
Total households				
Race & Ethnicity				
Asian or Asian American				
Black, African American or African				
Hispanic or Latin(a)(o)(x)				
American Indian, Alaska Native or Indigenous				
Native Hawaiian or Pacific Islander				
White				
Non-Hispanic White (subset of White category)				
Client Doesn't Know				
Client Refused				
Data Not Collected				
Disability status				
	#	%	#	%
Persons with disabilities				
Persons without disabilities				
Disability unreported				
Gender identity				
	#	%	#	%
Male				

Total households				
Race & Ethnicity				
Asian or Asian American				
Black, African American or African				
Hispanic or Latin(a)(o)(x)				
American Indian, Alaska Native or Indigenous				
Native Hawaiian or Pacific Islander				
White				
Non-Hispanic White (subset of White category)				
Client Doesn't Know				
Client Refused				
Data Not Collected				
Disability status				
	#	%	#	%
Persons with disabilities				
Persons without disabilities				
Disability unreported				
Gender identity				
	#	%	#	%
Male				
Female				

Number of RLRA vouchers issued during reporting period	153		278	
Number of people newly leased up during reporting period	216		573	
Number of households newly leased up during reporting period	119		324	
Number of people in housing using an RLRA voucher during reporting period	617		623	
Number of households in housing using an RLRA voucher during reporting period	1001		1017	
Race & Ethnicity				
Asian or Asian American	15	1.5%	15	1.5%
Black, African American or African	130	13.0%	131	12.9%
Hispanic or Latin(a)(o)(x)	314	31.4%	327	32.2%
American Indian, Alaska Native or Indigenous	53	5.3%	53	5.2%
Native Hawaiian or Pacific Islander	34	3.4%	34	3.3%
White	816	81.5%	830	81.6%
Non-Hispanic White (subset of White category)	499	49.9%	501	49.3%
Client Doesn't Know	0	0.0%	0	0.0%
Client Refused				
Data Not Collected				
Disability status				

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided above on the RLRA program.

[enter narrative here]

Section 2.C Subset of Housing Placements and Preventions: Priority Population Disaggregation

The following is a **subset** of the above Housing Placements and Preventions data (all intervention types combined), which represents housing placements/preventions for SHS priority population A.

Population A Report	This Quarter		Year to Date	
	#	%	#	%
Population A: Total people placed into permanent housing/preventions	149		308	
Population A: Total households placed into permanent housing/preventions	109		247	
Race & Ethnicity				
Asian or Asian American			3	1%
Black, African American or African	18	12%	30	10%
Hispanic or Latin(a)(o)(x)	44	30%	73	24%
American Indian, Alaska Native or Indigenous	21	14%	32	11%
Native Hawaiian or Pacific Islander	1	1%	14	5%
White	1			

Data not collected				

The following is a **subset** of the above Housing Placements and Preventions data (all intervention types combined), which represents housing placements and preventions for SHS priority population B.

Population B Report	This Quarter		Year to Date	
	#	%	#	%
Population B: Total people placed into permanent housing/preventions	174		301	
Population B: Total households placed into permanent housing/preventions	91		183	
Race & Ethnicity				
Asian or Asian American	4	2%	6	2%
Black, African American or African	16	9%	20	7%
Hispanic or Latin(a)(o)(x)	114	67%	173	60%
American Indian, Alaska Native or Indigenous	9	5%	12	4%
Native Hawaiian or Pacific Islander	4	2%	6	2%
White	132	78%	239	84%
(Subset of White): Non-Hispanic White	41	24%	92	32%

[enter narrative here]

Section 2.D Other Data: Non-Housing Numeric Goals

This section shows progress to quantitative goals set in county annual work plans. Housing placement and prevention progress are already included in the above tables. This section includes goals such as shelter beds and outreach contacts and other quantitative goals that should be reported on a quarterly basis. This data in this section may differ county to county, and will differ year to year, as it aligns with goals set in county annual work plans.

Instructions: Please complete the tables below, as applicable to your annual work plans:

All counties please complete the table below:

Goal Type	Your FY 22-23 Goal	Progress this Quarter	Progress YTD
Shelter Beds	75 new year-round beds	70 year-round beds	70 year-round beds

If applicable for quarterly reporting, other goals from your work plan, if applicable (e.g. people served in outreach, other quantitative goals)

Goal Type	Your FY 22-23 Goal	Progress this Quarter	Progress YTD
[ADD here]			

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided in the above tables.

[enter narrative here]