

SUPPORTIVE HOUSING SERVICES QUARTERLY REPORT

SUBMITTED BY (COUNTY): WASHINGTON COUNTY

FISCAL YEAR: 2023- 2024

QUARTER: THIRD

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 Three Summary:

In the third program year (FY 23/24) Washington County's Homeless Services Division's Supportive Housing Services programming continues to focus on system improvements and sustainability while managing continued growth and scaling new investments. Below is a summary of successes, challenges, system improvements, and highlights from quarter three.

1. Program Successes

In February, Washington County opened its third safe rest pod village in Aloha. This site added **30 brand new pallet homes** to the shelter system to support up to 30 individuals at a time. This brings the County's alternative shelter pod sites to three with the capacity to serve up to 110 individuals at any given time. The **Housing Careers Pilot Program continues to see success in the third quarter as it has served 42 individuals** with lived experience of homelessness or housing instability this program year. The pilot program continues to serve individuals through tailored career coaching services, career training, and internship placement. As the pilot program moves toward its third year, it will shift to more broadly serve the needs of individuals enrolled in homeless services programs who are ready and able to engage in career training and placement opportunities by offering individualized career coaching, training, and paid internship opportunities.

The Homeless Services Division released its **Access Centers Capital Notice of Funding Offering (NOFO)** in quarter three to make strategic investments in up to four access centers that will be geographically distributed across Washington County. The Division will partner with up to four community-based partners to allocate approximately \$20,000,000 in capital funds for the construction, acquisition, and rehabilitation of permanent access center sites. This critical investment is made possible by SHS carryover resources. Access centers will serve a key function in the homeless services continuum in providing walk-in services where individuals experiencing or at risk of homelessness can get connected to housing and social services, access basic hygiene items and support, and stay cool or warm during inclement weather events. Washington County will award two sites this fiscal year and anticipates additional awards to be announced later this summer.

2. Performance Evaluation Improvements

In quarter three, the Division also **launched the Performance Evaluation Subcommittee** as a subset of the recently formed Homeless Solutions Advisory Council (Solutions Council). The Performance Evaluation Subcommittee will play an important role in supporting system improvement across the Division's programs. They will inform rating and ranking process for the Continuum of Care and Washington County's strategy for improved evaluation of system performance for the entire homeless services system.

Other performance evaluation activities in quarter three included the Division's **Annual Performance Evaluation** of all Supportive Housing Services-funded community-based organizations. The Annual Performance Evaluation was launched in March and evaluates system and partner performance, pay equity, staff demographics, and financial performance. Results and findings from the evaluation will be

released in quarter four. As this is the Division's second year conducting the Annual Performance Evaluation, adjustments were made to ensure the partner's final scores from the evaluation will inform contract allocations for the 2024-2025 fiscal year. In particular, **high-performing organizations are eligible to receive multi-year contracts** in the form of three-year contract allocations beginning in the 2024-2025 fiscal year. As Washington County looks to quarter four, annual monitoring of Supportive Housing Services funded programs will be piloted with the Enhanced Rapid Rehousing Program and comprehensive monitoring is set to take place in the fall of 2024.

3. Challenges and Opportunities

Unfortunately, placements for the Rapid Rehousing Program and Housing Case Management Program continued to lag behind our goals in the third quarter. A thorough evaluation of both programs revealed the slow rate of housing placements is largely due to extended enrollment and engagement periods that delay housing search and placement. The Homeless Services Division is already working closely with our provider agencies in quarter four to clarify expected timelines, procedures, and engagement activities to successfully move households into permanent housing. The Division is hopeful the rate of housing placements will trend up quickly in the fourth quarter and Washington County will be back on track to achieve these housing placement goals this summer.

In partnership with Clackamas County, Multnomah County, and Metro, Washington County **created the Regional Landlord Recruitment Implementation Plan** in quarter three which aligns with the goals of the Tri-County Planning Body (TCPB). This represents the first of the six TCPB goals that resulted in an implementation plan to share and support the work of each of the three counties in advancing landlord recruitment efforts as part of the regional strategy to address homelessness. While unit acquisition is not the primary challenge facing providers in our housing placement rates, expanded partnerships with landlords will support the system to serve more participants with challenging housing barriers, and support long term success of the program.

4. Financial Analysis

As reflected in the financial report for the third quarter, the **Homeless Services Division amended its 2023-2024 fiscal year budget to reflect an anticipated increase in expenditures** that included both increased programmatic expenses and planned one-time investments in capital acquisitions. Updated financial information reflects that Washington County anticipates that it will spend 85% of its Supportive Housing Services budget rather than the 80% anticipated at the beginning of the fiscal year. This uptick in spending is also reflective of the additional \$9.9 million in funds added to the amended budget. These financial projections demonstrate that Washington County continues to pace on track with its planned spending rate while also spending down carryover funds from the first two program years.

5. Equity Analysis

In an effort to more accurately represent the race and ethnicity of those served in the homeless services continuum, **the Homeless Services Division added** Middle Eastern or North African as a new category in

the quarter three report. This race category was initially added in October 2023 and the data collected to date is limited due to the short collection window. Previously, individuals who identified as Middle Eastern or North African were recorded as White in HMIS. The Division anticipates this additional reporting category will increase the accurate representation of race and ethnicity in the homeless services system.

The racial equity analysis across programs for quarter three reflects strong similarities to quarter two data. However, some key highlights include that the **Enhanced Rapid Rehousing Program demonstrated an increase in Asian households served** at 3% of total households year to date identified as Asian compared to 0% reported in quarter two. Consistent with year-to-date trends, Eviction Prevention Services continue to be most effective at serving households that identify as Asian with those who identify as Asian representing 4% of households served. **Eviction Prevention services continue to serve the most diverse group across Washington County homeless services programs** with only 35% of households served identifying as Non-Hispanic White. The Division will continue to track this data closely to ensure that our programs are successful in serving diverse populations to advance equitable outcomes in Washington County and this third-quarter analysis reflects that our programs are generally on track to achieve this policy commitment.

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	99		431	
Total households	76		296	
Race & Ethnicity				
Asian or Asian American	1	1%	12	3%
Black, African American or African	15	15%	49	11%
Hispanic or Latin(a)(o)(x)	14	14%	96	22%
American Indian, Alaska Native or Indigenous	3	3%	39	9%
Native Hawaiian or Pacific Islander	3	3%	20	5%
Middle Eastern or North African	0	0%	3	1%
White	71	72%	301	70%
Non-Hispanic White (subset of White category)	65	68%	251	60%
Client Doesn't Know	1	1%	2	0%
Client Refused	1	1%	8	2%
Data Not Collected	2	2%	4	1%
Disability status				
	#	%	#	%
Persons with disabilities	72	73%	303	70%
Persons without disabilities	18	18%	84	19%
Disability unreported	9	9%	44	10%
Gender identity				

	#	%	#	%
Male	47	47%	200	46%
Female	50	51%	214	50%
A gender that is not singularly 'Male' or 'Female'	0	0%	10	2%
Transgender	3	3%	7	2%
Questioning	0	0%	0	0%
Client doesn't know				
Client refused	0	0%	1	0%
Data not collected	0	0%	2	0%

**Supportive housing = permanent supportive housing and other service-enriched housing for Population A such as transitional recovery housing*

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

# housing placements – RRH**	This Quarter		Year to Date	
	#	%	#	%
Total people	115		354	
Total households	49		180	
Race & Ethnicity				
Asian or Asian American	6	5%	11	3%
Black, African American or African	15	13%	43	12%
Hispanic or Latin(a)(o)(x)	52	45%	144	41%
American Indian, Alaska Native or Indigenous	1	1%	23	6%
Native Hawaiian or Pacific Islander	5	4%	17	5%
Middle Eastern or North African	0	0%	2	1%
White	73	63%	234	66%
Non-Hispanic White (subset of White category)	52	48%	154	45%
Client Doesn't Know	3	3%	3	1%
Client Refused	2	2%	3	1%
Data Not Collected	2	2%	6	2%
Disability status				
	#	%	#	%
Persons with disabilities	31	27%	137	39%
Persons without disabilities	74	64%	187	53%
Disability unreported	10	9%	30	8%
Gender identity				
	#	%	#	%
Male	58	50%	159	45%
Female	57	50%	190	54%
A gender that is not singularly 'Male' or 'Female'	0	0%	3	1%
Transgender	0	0%	2	1%
Questioning	0	0%	0	0%
Client doesn't know				

Client refused	0	0%	0	0%
Data not collected	0	0%	0	0%

**** RRH = rapid re-housing or short-term rent assistance programs**

Housing Placements By Intervention Type: Other Permanent Housing Programs (if applicable)

If your county does not have Other Permanent Housing, please write N/A: _____ N/A _____

# housing placements – OPH***	This Quarter		Year to Date	
	#	%	#	%
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				
Middle Eastern or North African				
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				
A gender that is not singularly 'Male' or 'Female'				
Transgender				
Questioning				
Client doesn't know				
Client refused				
Data not collected				

*** OPH = other permanent housing programs (homeless preference units, rent assistance programs without services) that your system operates and SHS funds

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

N/A

Eviction and Homelessness Prevention

# of preventions	This Quarter		Year to Date	
	#	%	#	%
Total people	1301		3279	
Total households	457		1153	
Race & Ethnicity				
Asian or Asian American	22	2%	123	4%
Black, African American or African	196	15%	515	16%
Hispanic or Latin(a)(o)(x)	641	49%	1435	44%
American Indian, Alaska Native or Indigenous	19	1%	82	3%
Native Hawaiian or Pacific Islander	55	4%	174	5%
Middle Eastern or North African	12	1%	15	0%
White	782	60%	2120	65%
Non-Hispanic White (subset of White category)	397	32%	1141	35%
Client Doesn't Know	0	0%	2	0%
Client Refused	2	0%	4	0%
Data Not Collected	40	3%	50	2%
Disability status				
	#	%	#	%
Persons with disabilities	52	4%	177	5%
Persons without disabilities	181	14%	460	14%
Disability unreported	1068	82%	2642	81%
Gender identity				
	#	%	#	%
Male	580	45%	1466	45%
Female	694	53%	1780	54%
A gender that is not singularly 'Male' or 'Female'	5	0%	8	0%
Transgender	3	0%	4	0%
Questioning	0	0%	2	0%
Client doesn't know				
Client refused	0	0%	0	0%
Data not collected	19	1%	20	1%

Section 2.B Regional Long-Term Rent Assistance Program

The following data represents a **subset** of the above Housing Placements data. The Regional Long-term Rent Assistance Program (RLRA) primarily provides permanent supportive housing to SHS priority Population A clients (though RLRA is not strictly limited to PSH or Population A).

RLRA data is not additive to the data above. Housing placements shown below are duplicates of the placements shown in the data above.

Please disaggregate data for the **total number of people in housing using an RLRA voucher during the quarter and year to date.**

Regional Long-term Rent Assistance Quarterly Program Data	This Quarter		Year to Date	
	#	%	#	%
Number of RLRA vouchers issued during reporting period	90		283	
Number of people newly leased up during reporting period	143		520	
Number of households newly leased up during reporting period	85		303	
Number of people in housing using an RLRA voucher during reporting period	1922		1982	
Number of households in housing using an RLRA voucher during reporting period	1125		1171	
<i>Number of people in housing using an RLRA voucher since July 1, 2021</i>	2111		2111	
<i>Number of households in housing using an RLRA voucher since July 1, 2021</i>	1250		1250	
Race & Ethnicity				
Asian or Asian American	15	1.3%	16	1.4%
Black, African American or African	130	11.6%	133	11.4%
Hispanic or Latin(a)(o)(x)	241	21.4%	246	21.0%
American Indian, Alaska Native or Indigenous	68	6.0%	71	6.1%
Native Hawaiian or Pacific Islander	35	3.1%	36	3.1%
White	925	82.2%	968	82.7%
Non-Hispanic White (subset of White category)	675	60.0%	710	60.6%
Client Doesn't Know	0	0.0%	0	0.0%
Client Refused	15	1.3%	16	1.4%
Data Not Collected	130	11.6%	133	11.4%
Disability status				
	#	%	#	%
Persons with disabilities	904	80.4%	943	80.5%
Persons without disabilities	221	19.6%	228	19.5%
Disability unreported	0	0.0%	0	0.0%
Gender identity				
	#	%	#	%
Male	510	45.3%	535	45.7%
Female	596	53.0%	616	52.6%

A gender that is not singularly 'Male' or 'Female'	17	1.5%	18	1.5%
Transgender	2	0.2%	2	0.2%
Questioning	0	0.0%	0	0.0%
Client doesn't know	0	0.0%	0	0.0%
Client refused	2	0.2%	2	0.2%
Data not collected	0	0.0%	0	0.0%

Definitions:

Number of RLRA vouchers issued during reporting period: Number of households who were issued an RLRA voucher during the reporting period. (Includes households still shopping for a unit and not yet leased up.)

Number of households/people newly leased up during reporting period: Number of households/people who completed the lease up process and moved into their housing during the reporting period.

Number of households/people in housing using an RLRA voucher during reporting period: Number of households/people who were in housing using an RLRA voucher at any point during the reporting period. (Includes (a) everyone who has been housed to date with RLRA and is still housed, and (b) households who became newly housed during the reporting period.)

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

N/A

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	128		516	
Population A: Total households placed into permanent housing/preventions	94		360	
Race & Ethnicity				
Asian or Asian American	1	1%	3	1%
Black, African American or African	20	23%	66	14%
Hispanic or Latin(a)(o)(x)	19	22%	120	26%
American Indian, Alaska Native or Indigenous	5	6%	53	11%
Native Hawaiian or Pacific Islander	0	0%	14	3%
Middle Eastern or North African	0	0%	3	1%
White	61	69%	339	73%
(Subset of White): Non-Hispanic White	51	58%	259	56%

Client Doesn't Know	1	1%	2	0%
Client Refused	1	1%	3	1%
Data Not Collected	20	23%	66	14%
Disability status				
	#	%	#	%
Persons with disabilities	95	74%	383	74%
Persons without disabilities	21	16%	90	17%
Disability unreported	12	9%	43	8%
Gender identity				
	#	%	#	%
Male	58	45%	221	43%
Female	68	53%	280	54%
A gender that is not singularly 'Male' or 'Female'	0	0%	8	2%
Transgender	3	2%	9	2%
Questioning	0	0%	0	0%
Client doesn't know				
Client refused	0	0%	1	0%
Data not collected	0	0%	0	0%

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	1400		3560	
Population B: Total households placed into permanent housing/preventions	506		1319	
Race & Ethnicity				
Asian or Asian American	28	2%	142	4%
Black, African American or African	204	15%	535	15%
Hispanic or Latin(a)(o)(x)	691	49%	1551	44%
American Indian, Alaska Native or Indigenous	18	1%	90	3%
Native Hawaiian or Pacific Islander	60	4%	193	5%
Middle Eastern or North African	12	1%	17	0%
White	838	60%	2289	64%
(Subset of White): Non-Hispanic White	434	31%	1261	35%
Client Doesn't Know	4	0%	6	0%
Client Refused	3	0%	6	0%
Data Not Collected	42	3%	55	2%
Disability status				

	#	%	#	%
Persons with disabilities	60	4%	234	7%
Persons without disabilities	259	19%	647	18%
Disability unreported	1081	77%	2679	75%
Gender identity				
	#	%	#	%
Male	632	45%	1610	45%
Female	741	53%	1910	54%
A gender that is not singularly 'Male' or 'Female'	5	0%	13	0%
Transgender	3	0%	4	0%
Questioning	0	0%	2	0%
Client doesn't know				
Client refused	0	0%	0	0%
Data not collected	19	1%	22	1%

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

N/A

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 23-24 Goal	Progress this Quarter	Progress YTD
New Governance Structure	Launch new aligned governance structure to oversee and advise entire homeless service system	Launched the Performance Evaluation Technical Subcommittee of the overall body.	Launched the Homeless Services Solutions Council, a new governance structure, and one of five subcommittees.

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

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

N/A

Section 3. Financial reporting

Please complete the quarterly financial report and include the completed financial report to this quarterly report, as an attachment.