



Washington County

Supportive Housing Services

Annual Report & Program Updates

September 15, 2022

Department of Housing Services

co.washington.or.us



Questions up front:



- *What recommendations do members have about how we demonstrate outcomes?*
- *What outcome metrics matter most for the public and our community?*



SHS Annual Report



First year in review

- Building a system of care
- Network of community-based providers
- Standardized and equitable contracting
- Training and technical assistance



Program participant Donna moved into housing in May with the help of EasterSeals case managers!



SHS Annual Report



“One of our winter shelter participants was an expecting single mother struggling with her mental health.

Through case conferencing with health partners, we were able to connect her with appropriate pre-natal care, collaborate to provide ongoing mental health support, and connect her with post-natal care during her time in shelter.

I am proud to say that she is now stably housed and doing well.”



-Yesenia, Family Promise of Greater Washington County



SHS Housing Programs



Year 1 goal* achieved:

- Launched: Housing Case Management Services (HCMS)
- Launched: Regional Long Term Rent Assistance (RLRA, “Arla”)
- 305 formerly homeless households placed in permanent and supportive housing

**Program goal was adjusted midyear from 500 to 300, on account of delay in housing placements*



Program participant Manny moved into housing with the help of Project Homeless Connect case managers and an RLRA voucher!



SHS Housing Programs



Year 2 expansion:

- Rapid Rehousing (RRH) and Rapid Resolution (RR) to serve Population B
- Landlord Liaison program
- 400 + households already 'shopping' for apartments
- Goal: Serve 1100 more households



Dora moved into her apartment in November 2021 with the help of Greater Good Northwest



Supportive Housing Placements





SHS Annual Report



“Without this program, I don’t know where we’d be right now.

It’s great to wake up in your own house and know it’s just you, and you don’t have to worry about anyone else. To know that you’re okay and you’re going to be okay.

I feel like every addict needs to know there is another way out, and there’s a way they can live and be happy, clean and sober.”



Kahneeta Atkin moved into permanent, affordable housing with her family over the summer



SHS Shelter Programs



Year 1 goal achieved:

- 100 new year-round shelter beds

Year 2 expansion:

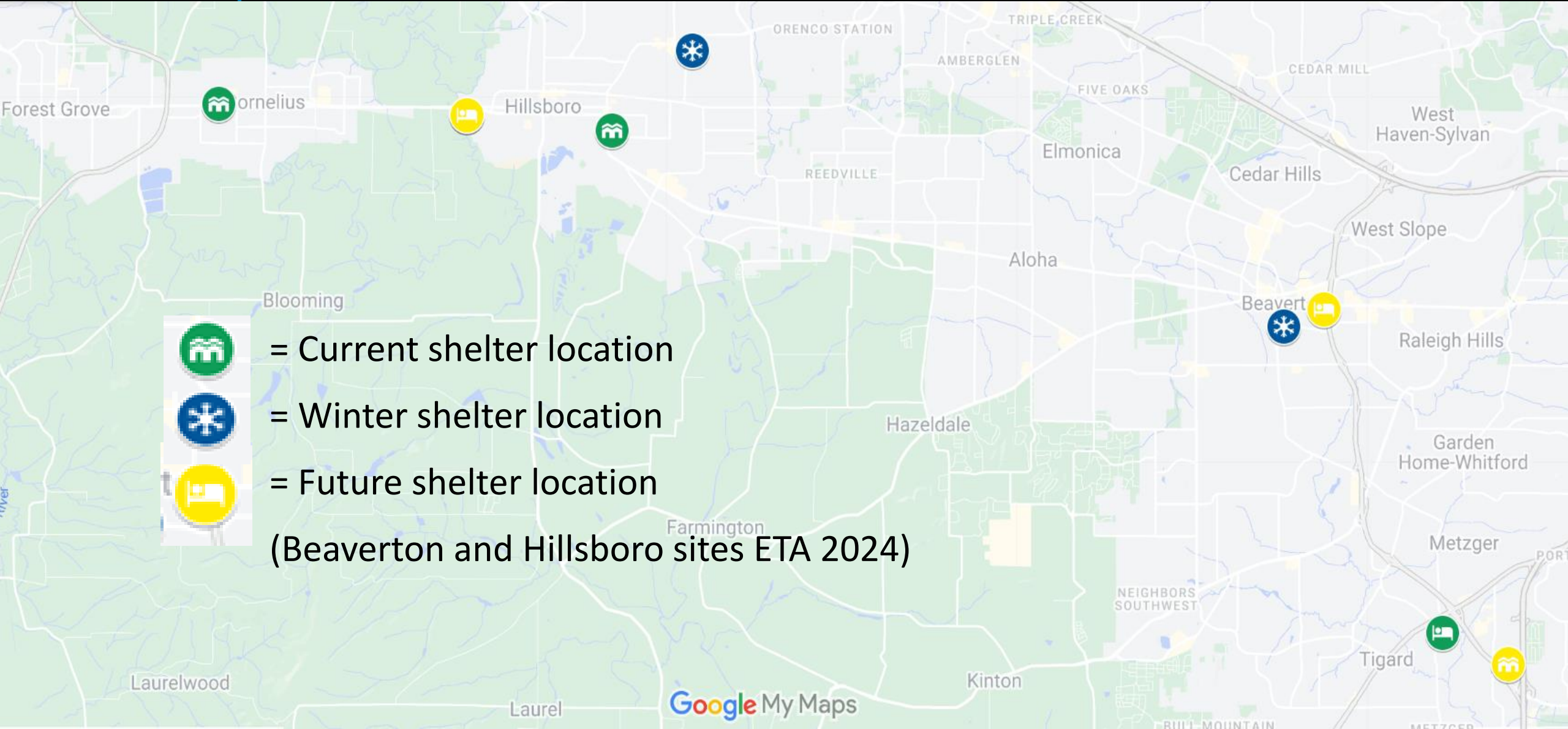
- 40 bridge shelter beds (Tigard)
- 30 village pods (Hillsboro)
- 155 winter shelter beds (dispersed)
- \$7.5 million capital fund



Jenny Aguirre, and Hillsboro Bridge Shelter tour for housing leaders



SHS Shelter Programs



= Current shelter location

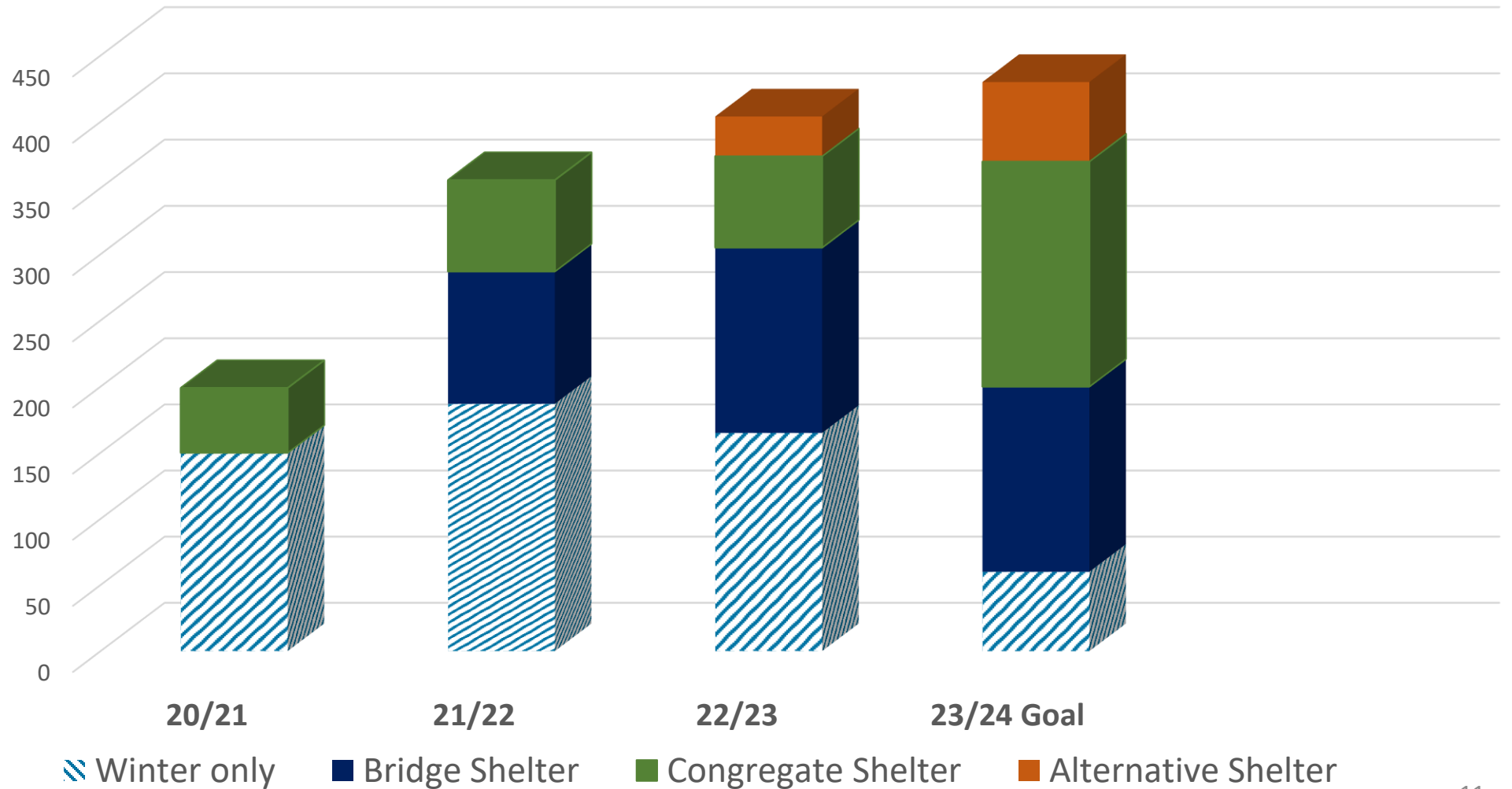
= Winter shelter location

= Future shelter location

(Beaverton and Hillsboro sites ETA 2024)



Shelter System Capacity

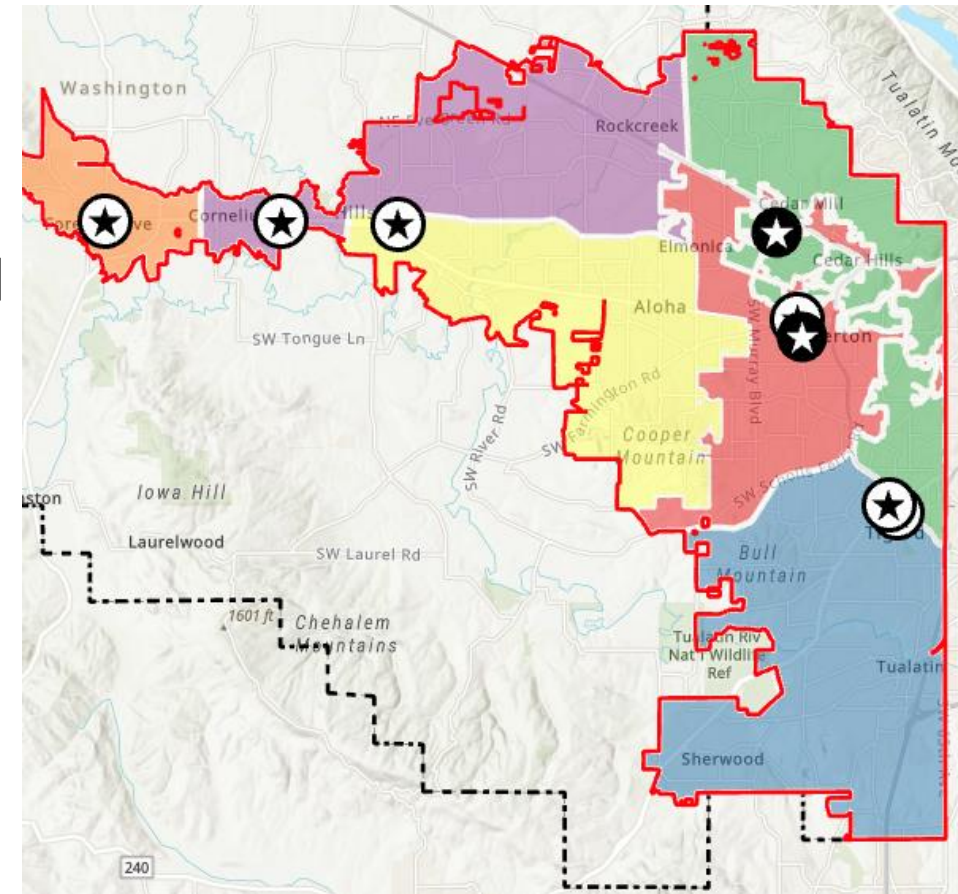




SHS Outreach Program

Year 2:

- NEW program!
- Outreach workers connect unsheltered residents to shelters and housing programs
- Coordinate with Encampment Management Program (EMP)
- 16 outreach workers in teams of two





SHS Outreach Program



“I am truly humbled to be allowed into peoples’ lives. Everyone’s story is different.”

- *Tory Gonzalez, Outreach worker at Project Homeless Connect*

“Tory seemed trustworthy to me. She sees how we live and what we need.”

- *Jeff, recently housed program participant*





SHS Systems Integration



Year 1 & expanding in Year 2:

- Launched: Housing Liaison Pilot
- Underway: Lived Experience Workforce Pilot
- Underway: PSH integrated with affordable housing bond
 - Aloha Inn, Viewfinder and more
- Underway: Welcome Home Kits and building a volunteer network



SHS Service Network



Community-Based Partners

- 22 service provider organizations
- 6 culturally specific
- Cross-program coordination
- Universal program standards and training

	Shelter Provider	HCMS Program	Housing Liaison	RRH Program	Outreach Provider
1.		X	X	X	
2.	X	X		X	
3.		X		X	
4.	X	X		X	
5.		X		X	
6.		X		X	
6.		X		X	
7.		X	X	X	
8.	X	X		X	
9.		X		X	
10.	X	X			X
11.		X		X	
12.		X		X	X
13.		X		X	
14.	X	X		X	X
15.		X		X	X
16.		X		X	
18.		X	X	X	X
19.		X	X	X	X
20.		X		X	X
21.		X			
22.		X		X	



SHS Equity Analysis



Year 1 Findings:

- Households served proportionate to population in need
- Culturally Specific organizations serve more households of color
- Data quality technical assistance needed for partners

Year 2 Improvements:

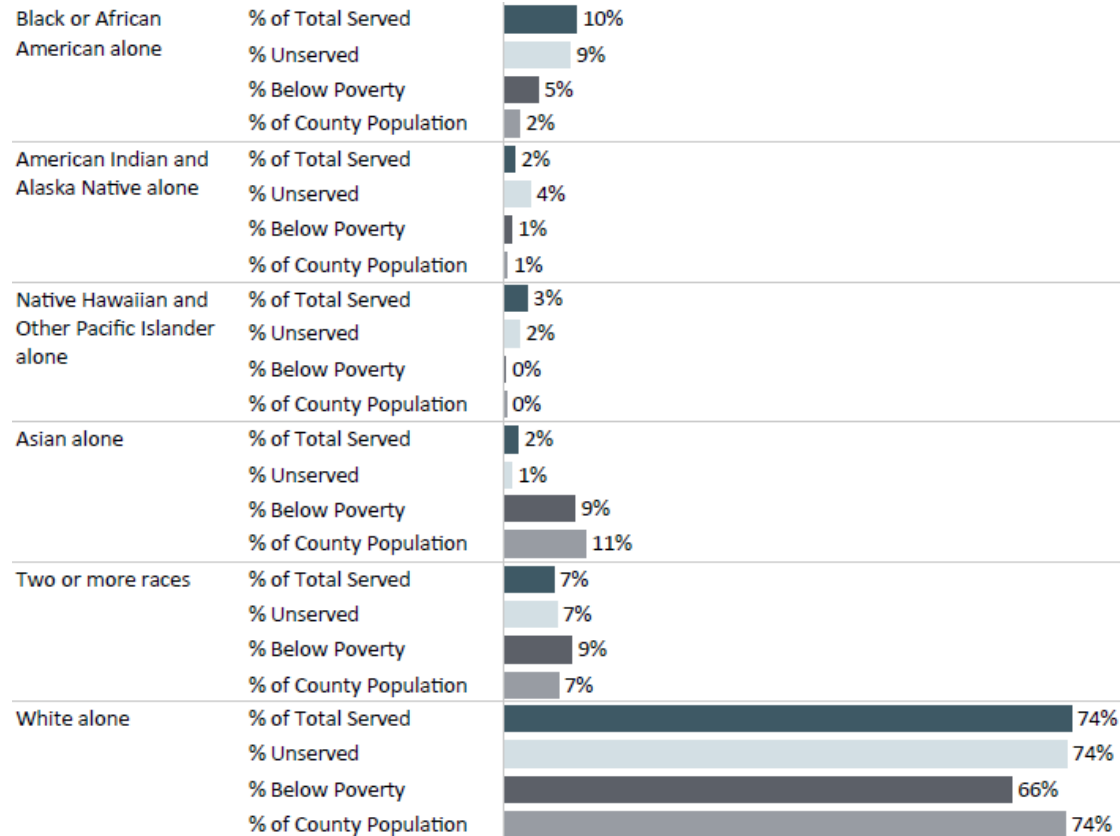
- REALD data values and quality improvements
- Expand number of and capacity for culturally specific organizations
- Expand housing programs that serve more households of color



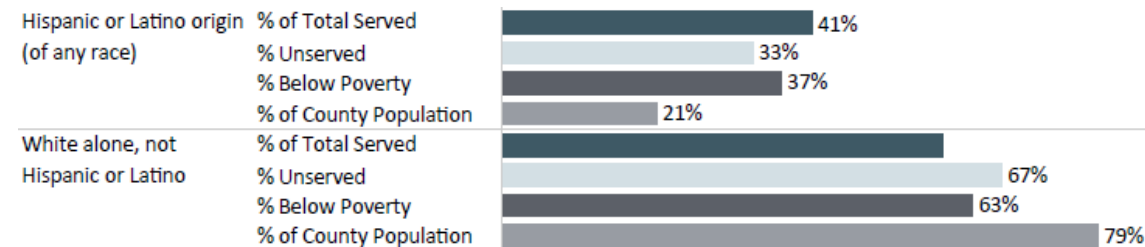
SHS Equity Analysis



Race :

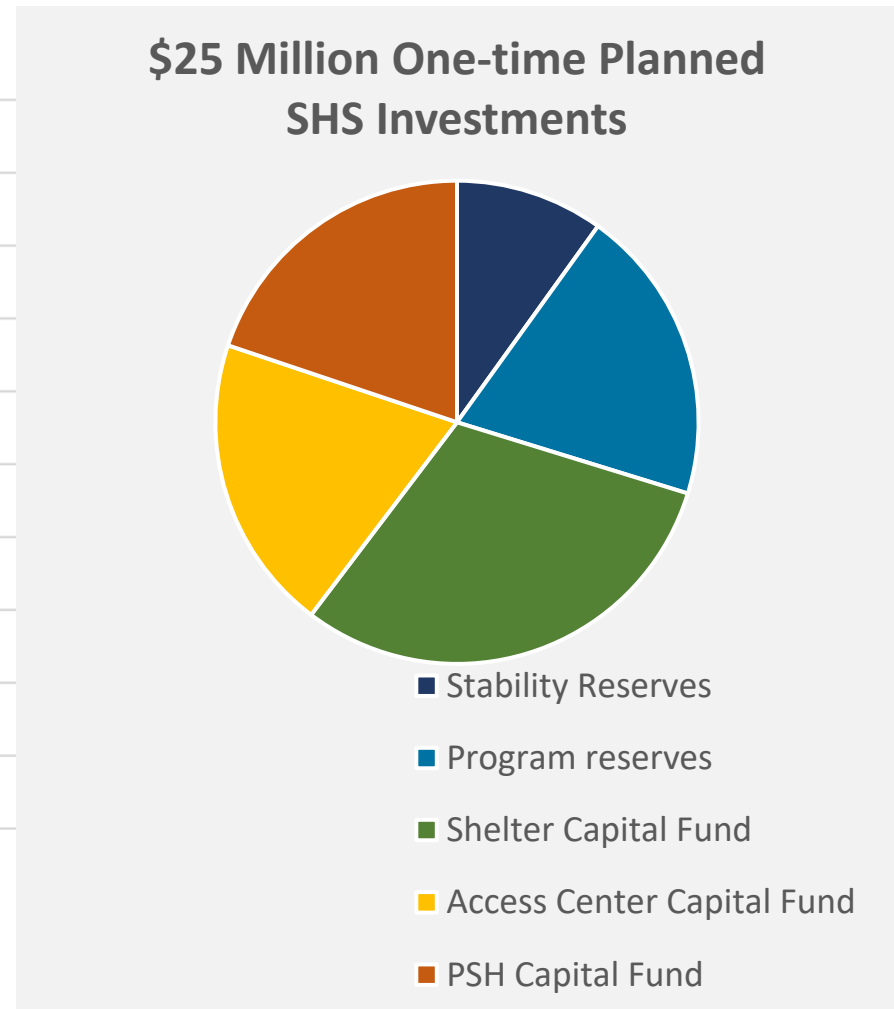
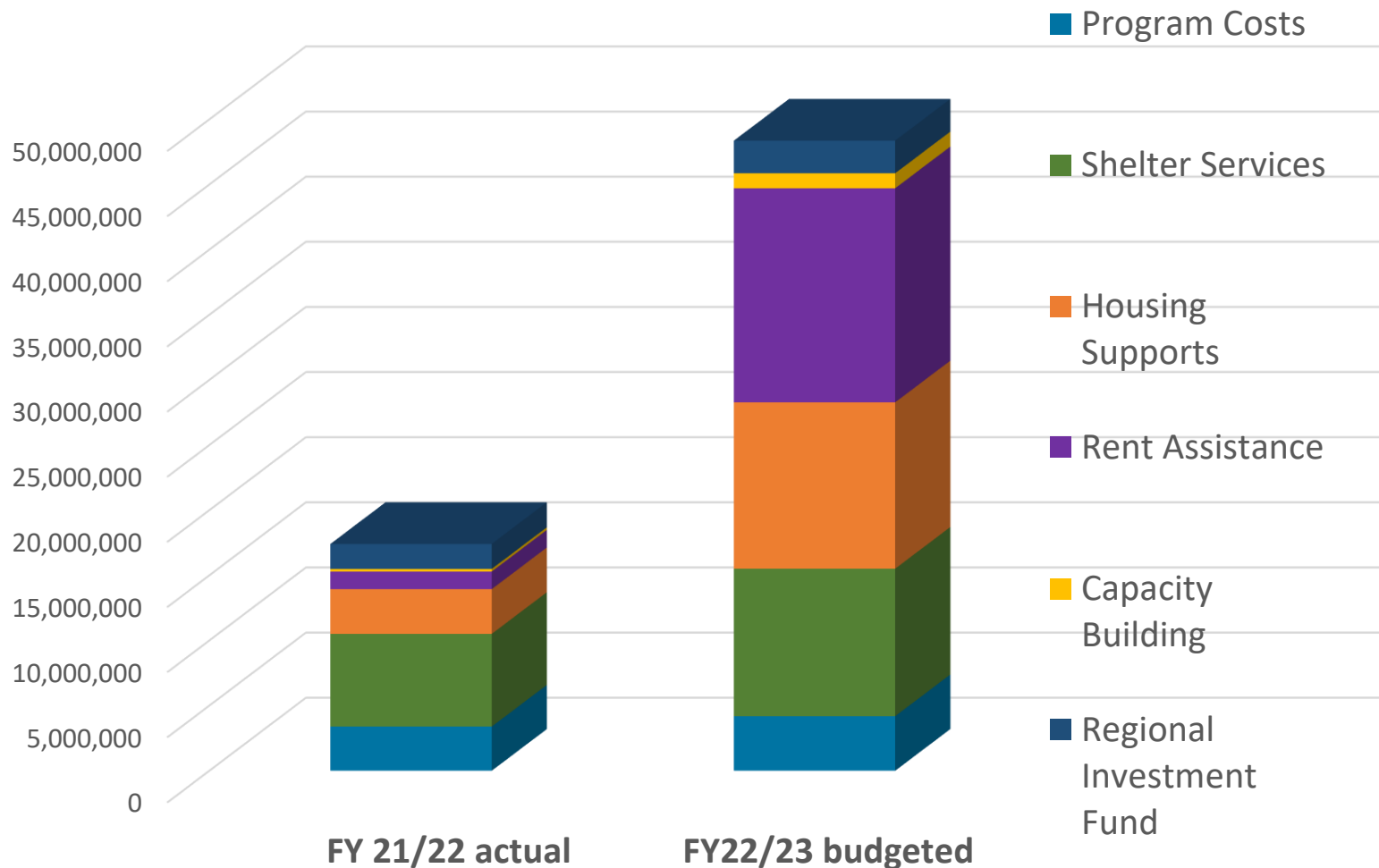


Ethnicity:





SHS Revenue and Expenses





SHS Annual Report



“To anyone who needs it this program is where it's at! It has helped change my life; I now have a new Life! I am able to take care of myself now, mentally and physically. It's changed my life.”

-Colbert “Best Smile” Willis moved into permanent, affordable housing in May





SHS Year Two Goals



Work Plan Goals: FY 22/23		Year 1 outcomes	Year 2 goals	Total
Outcomes	Supportive Housing Placements (Population A)	305	500	805
	Rapid Rehousing Placements and Rapid Resolution Assistance (Population B)	-	600	600
Capacity	Community-based housing workers (Outreach, housing navigators, retention)	38	72	110
	Project-based PSH capacity	-	100	100
	Year-round shelter capacity	100	75	175



Questions and Feedback



- *What questions or does the HPAC have about the Supportive Housing Services program?*
- *What recommendations do members have about how we demonstrate outcomes?*
 - *What outcome metrics matter most for our program dashboard?*