Washington County
Supportive Housing Services

Implementation Readiness Update

June 2021

Department of Housing Services

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Agenda

- SHS Implementation readiness overview

- Building and supporting our service provider network

- Deploying housing case managers, with housing solutions

- Introducing Bridge Shelter

- Modernizing Community Connect

- Expanded and supported rent assistance programs

SHS implementation readiness

- Network of service providers procured (RFPQ)

- Contract allocations begin
- Bridge shelters open
- Regional Long term Rent Assistance (RLRA) available

- First Quarterly Report
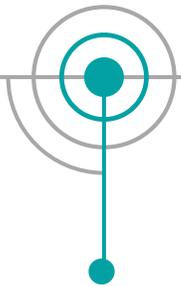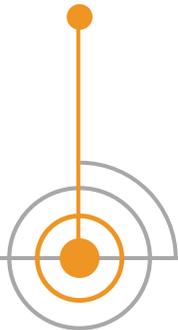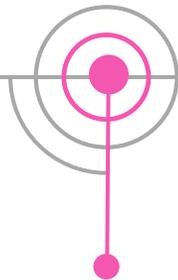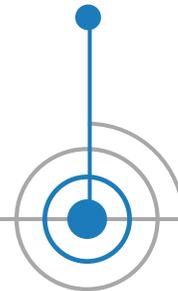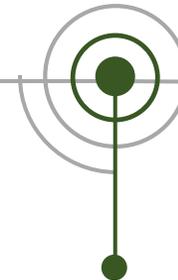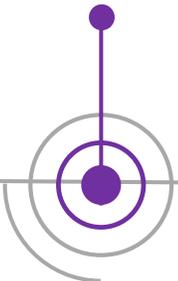
April

May

June

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FY21-22

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- Local Implementation Plan approved

- Provider network announced
- IGA negotiations finalized
- Community Connect modernized

- Case manager trainings
- Capacity building grants
- Landlord recruitment begins
- Community Connect refined

Service provider network

Community-based organizations will provide supportive housing services:

- Outreach and engagement

- Shelter and transitional housing operations

- Housing navigation and case management

- Supportive housing on-site and retention services

- Wrap-around supports: peer supports, employment supports, community based behavioral health care

Service provider network: RFPQ

Qualifying partners:

- Alano Club of Portland
- ASSIST Program
- Bienestar
- Boys and Girls Aid
- Bridges to Change
- Catholic Charities of Oregon
- Centro Cultural del Condado de Washington
- College Housing Northwest
- Community Action Organization
- Community Partners for Affordable Housing
- Community Warehouse
- Easterseals Oregon

- Ecumenical Ministries of Oregon
- Family Promise of Greater Washington County
- Family Promise of Tualatin Valley
- Forest Grove Foundation
- Friendly House Inc.
- Good Neighbor Center
- HomePlate Youth Services
- Immigration and Refugee Community Organization (IRCO)
- Impact NW
- JOIN
- Just Compassion of East Washington County
- Latino Network
- LifeWorks NW
- New Narrative

- Open Door HousingWorks
- Project Homeless Connect
- Reach CDC
- Salvation Army
- Sequoia Mental Health Services, Inc.
- Telecare Corporation
- The Commons Law Center
- Transition Projects
- Unite Oregon
- Urban League of Portland
- Virginia Garcia Memorial Health Center
- Worksystems, Inc.

Service provider network: Next steps

Allocation processes begin

- Housing case management services
- Bridge shelter
- Crisis response & multi-disciplinary teams

Case manager and partner trainings

- Standards of care – culturally responsive, housing first, trauma informed
- HMIS, Community Connect, and data management

Capacity building grants and technical assistance

Service provider network: Next steps

Service contract allocations – Phase two:

- Winter and emergency year-round shelter

- Housing stabilization services

- Supportive and transitional housing

  - Youth transitional housing, host homes

  - Affordable housing resident services

- Wrap around supports

  - Benefits and legal advocacy

  - Employment programs

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Housing Case Managers

Intensive Case Management Services (ICMS) – *for households who need supportive housing placement and retention supports*

- 1-20 caseload

- Outreach, assessment, housing navigation and retention

- Serving households

  - Disabled or 55+ and extremely low income

  - Experiencing or at risk of prolonged homelessness

- Anticipated allocation of 30-40 ICMS workers

Bridge Shelter

Temporary non-congregate shelter will serve households referred to ICMS and working towards supportive housing

- **Aloha Inn** (22 units)
  - Operated by Good Neighbor Center
  - Supported by Urban League and Bienestar
- **Econolodge** (60 units)
  - Operated by Greater Good Northwest
  - Supported by Urban League and Bienestar
- Referral through Community Connect
- Programs begin with units occupied by guests from Econolodge and Comfort Inn.

Community Connect modernized

Community Connect began - 2014

- Designed to prioritize and coordinate limited housing resources for efficient and effective use.

Community Connect modernization- 2021

- Abundance approach
  - 500+ housing placements added
  - all ICMS workers will be trained to provide assessments
- Phased approach

New assessment tool to roll out over Summer 2021

- Continued feedback and refinement

Community Connect: Phased Assessment

Phase 1 Front Door	Phase 2 Housing Program Enrollment	Phase 3 After Lease Signing	Phase 4 After housed for 6 Months
Initial Access Tool	Housing Placement Assessment	Housing Stabilization Plan	Housing Needs Review
Basic Eligibility Questions to access housing resource	Screening For: Housing history Legal History Housing Budget ADL's Housing Preference Tenant Screening Report	Screening For: Medical Needs Behavioral Health Mental Health Physical Health Social Supports Employment History Educational History	Screening For: Housing Stability Personal Strengths Additional Needs or Reconnections Higher Levels of Care

Rent assistance programs

Long-term Rent Assistance — *for households with fixed and extremely low incomes*

- Shelter plus care, Mainstream

- NEW: Emergency Housing Vouchers **(EHV)**

- NEW: Regional Long-term Rent Assistance **(SHS - RLRA)**

- NEW: Referral roles:

  - Referred through Community Connect

  - Barrier buster funds and move in costs available

  - DHS staff provide voucher processing

  - CBO Case managers provide housing navigation, placement and retention support

Rent assistance programs

Time-limited Rent Assistance - *For households with time-based income or housing needs*

- Rapid Rehousing programs (2-24 months, assistance tapers down)
- New: Barrier buster funds and ICMS workers to support placement and retention (SHS)

One-time Rent Assistance - *For households needs move in and barrier buster costs only*

- New: One-time rent assistance needs (SHS)

Eviction Prevention Assistance - *For currently housed, at risk due to income or financial need only*

- New: Barrier buster funds and ICMS workers to support placement and retention (SHS)

SHS implementation readiness

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- RLRA and EHV available

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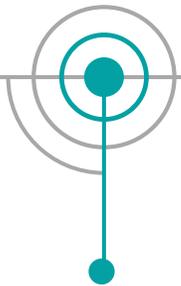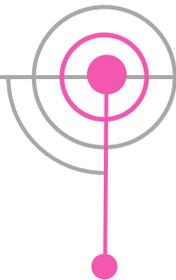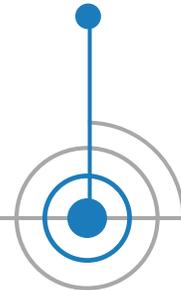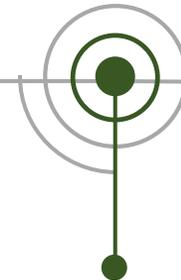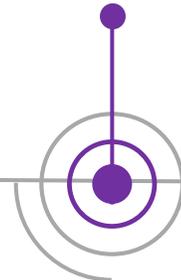
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Questions and Feedback

- New housing resources?

    - EHA and RLRA

    - Bridge Shelter

- Case management role and training?

- Organizational support and training?

- Systems coordination and program referral/ access?