



Washington County **Housing Liaison Program**

December 4th, 2024

Department of Housing Services

co.washington.or.us



Agenda



- Overview of Coordinate Entry System
 - How does the Housing Liaison Program fit into CES?
- Housing Liaison Program Overview
 - Short-Term Solutions Resources
- Q&A



Housing Liaison Program History



- Program year #3 for the HHS/CC liaisons
- 8 liaisons partnered with county agencies
 - Hawthorn Walk-In Center
 - Developmental Disabilities
 - Disability, Aging and Veteran Services
 - Maternal Child & Family Program
 - Community Correction Center
 - Probation and Parole
 - Behavioral Health
- Program year #2 for Shelter Housing Liaisons
- 15 liaisons embedded with each of our shelter programs



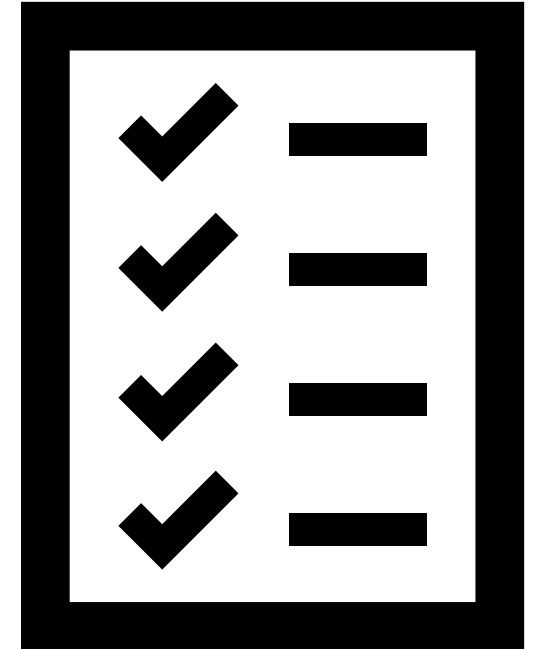
What is a Housing Liaison?

- Housing Liaisons provide households experiencing homelessness or at imminent risk of homelessness with a connection to housing services, resource distribution, housing navigation and other limited term direct assistance.
- Housing liaisons are “subject matter experts” within their partner agencies/shelters to advise and assist mutual clients.
- Housing Liaisons are not housing case managers – rather, the Housing Liaison helps households get the connections they need to enter a housing program or help prevent an episode of homelessness in the first place.
- Housing Liaisons can be, and often are, a household's first point of contact within our Housing Services system.



What can a housing liaison do?

- Phase 1s!
- Create a housing plan and goals
- Warm hand-off connections to housing program (HCMS, Rapid Re-Housing, shelter services)
- Collaborate with agency or shelter staff to meet specific client needs
- Negotiate with landlords, help with applications, write accommodation letter
- Provide eviction prevention counseling, advocacy, intervention, referrals etc.
- Provide short term direct services to make appropriate connections to community resources





Who is eligible?

- **If a client receiving services from a program partner, they can be referred to the liaison to determine eligibility.**
- **The household meets income and homelessness definitions.**
 - People and/or households who meet eligibility under Population A and B definitions of the Metro Supportive Housing Service Program Work Plan *Addendum C, pages 20-21*.
 - Household is earning between 0-50 % Area Median Income (AMI); AND Literally Homeless (staying in a tent, car, emergency shelter, transitional housing or hotel paid by third party); OR
 - Fleeing DV; OR
 - Imminently at Risk of becoming homeless (will be losing their residence within 30 days); OR
 - In an institution or publicly funded system of care (e.g. hospital, jail/prison, foster care); OR
 - Involuntarily doubled up
- **They are located in or receiving services in Washington County, or receiving services from program in Washington County and wish to be housed in Washington County.**



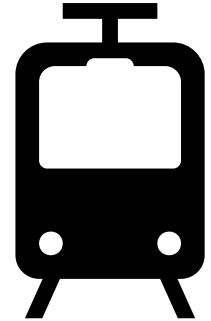
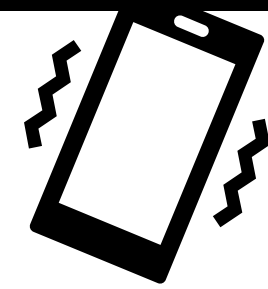
Additional Program Parameters

- The HLP is intended to be a short-term relationship – 90 day enrollment period
- Upper limit of caseload is 30 households, but can vary depending on needs.
- Housing liaisons are not long-term case managers and will often not work with a household through to them being housed.
 - Clients who are housed with diversionary resources should be able to self-sustain within those 90 days.
- The housing liaison program is not intended to be an emergency or street outreach service.



Eligible Expense Guide

- Housing Liaisons have a flex spending budget and can provide financial assistance to help achieve a household's housing goal.
- Financial assistance is available to remove barriers to housing, assist with housing goals and promote self-sustainability.
- Each program has and is responsible for maintaining a budget.
- The housing liaisons and their supervisors work from an Eligible Expense Guide to determine what to approve.



Short-term Solutions Defined



Short-term Solutions (STS) is an intervention designed to prevent households from becoming homeless or immediately resolve a household's homelessness once they enter shelter, transitional housing or an unsheltered situation



STS includes both diversion and Rapid Exit strategies with the aim of ensuring that homelessness is avoided or is as brief as possible when it does occur. STS must be explored with every potential eligible household

Short-term Solutions Continued

Short-term Solutions Is:

- *A tool and resource*
- *A system-wide intervention*
- *Diversion technique to end homelessness*
- *Person-centered creative solutions*
- *A collaborative conversation*

Short-term Solutions is Not:

- *A program*
- *A barrier to shelter*
- *A long-term solution*
- *For everyone*
- *A checklist or assessment*

Short-term Solutions Approach



**SHORT-TERM SOLUTIONS FUNDS
PROVIDE LIMITED FINANCIAL
ASSISTANCE TO HOUSEHOLDS**



**EXPLORE ALL OTHER OPTIONS FIRST
AND UTILIZE FUNDS ONLY IF IT WILL
DIRECTLY RESULT IN THE
HOUSEHOLD BEING IMMEDIATELY
HOUSED**



**FINANCIAL ASSISTANCE MUST BE
PRIORITIZED FOR THOSE WHO DO
NOT HAVE ALTERNATIVE RESOURCES
AVAILABLE TO THEM**

Prevention Pathways

Self-Resolve

- Self resolve through Short-term Solutions conversation without use of funds

Short Term Solutions

- One-time short-term solutions to prevent or shorten a shelter stay, reunify with family, or maintain housing

Eviction / Prevention

- One-time assistance to help a household or individual maintain tenancy

Move-in Ready Funds

- One-time assistance to help with security deposits and first month's rent to help a household access housing they can sustain on their own




Eligibility

1. Homeless Status

- a. Households must be determined to be homeless under Category 1 (Literally Homeless) or Category 4 (Fleeing DV) according to [HUD's Final Rule on "Defining Homeless."](#)
OR
- b. Imminently at Risk of becoming homeless and will be losing their residence within (30) days.
OR
- c. Extremely rent burdened-paying more than 50% of gross income for rent and utilities AND lacks the resources or support networks to obtain other safe, permanent housing

2. Income Requirements

- a. Household must be determined to be income eligible by meeting the income threshold by being at or below 50% of Area Median Income ([AMI](#)) for Washington County, OR.
- 

QUESTIONS



Alli Holmes – DHS Program Admin
Alli_Holmes@washingtoncountyor.gov

Hanin Arqasous – Short-Term Solutions Specialist
Hanin_Arqasous@washingtoncountyor.gov