

# SUPPORTIVE HOUSING SERVICES ANNUAL WORK PLAN



FISCAL YEAR 2024-2025

## QUANTITATIVE GOALS\*

Housing placements include permanent supportive housing (using long-term rent assistance and case management services), rapid rehousing (short-term rent assistance with case management services), and one-time assistance for move-in ready households. In addition to new housing placements, we also provide eviction prevention resources and a shallow subsidy to help households successfully transition to self-sufficiency.



**950 housing placements**



**1,400 evictions prevented**



**85% housing retention**

for PSH & rapid rehousing program participants

\*Goals may shift if program reductions are necessary given lower than forecasted SHS revenue

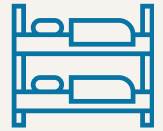
## SYSTEM CAPACITY GOALS\*

Our system of care is designed to meet the needs of people experiencing homelessness where they are at, preventing a bottleneck to services and dispersing resources where they are most needed. As we fund this system of care, we also recognize the importance of ensuring long-term capacity and offering ways for people with lived experience to do this work through workforce development and employment readiness.



**30 new careers**

through workforce development & employment readiness



**400 shelter units**

at sites across the County



**20 outreach workers**

sustained across 10 organizations to serve 280 individuals at any time



**22 housing liaison**

positions maintained

## RACIAL EQUITY GOALS

Government played a role in creating lasting, harmful racial disparities and systemic racism is pervasive across all social structures. Data consistently demonstrates Latina/o/e and Black/African/ African American people are disproportionately likely to experience homelessness.

SHS resources are reaching Latina/o/e and Black/African/African American communities and providing access to housing options consistent with the disproportionate need. The data also demonstrates that Asian American and Pacific Islander populations are less likely to seek services from our system than would be expected based on the rate of poverty of these populations in Washington County. It is important to continue strategies to reach communities of color.

**Increase cultural responsiveness of providers** by expanding diversity, equity, and inclusion training curriculum and measure participation in trainings and track percentages

**Increase access for non-English speakers seeking services** through training and by convening at least one peer learning space

**Support culturally specific providers with capacity building** with a goal to ensure 100% of contracted partners access technical assistance and capacity building resources

**Address disparities for Asian Americans seeking services** with regular review of equity analysis data to monitor for an increase in households served across homeless services program



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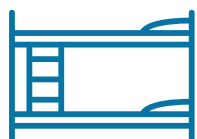
### CAPACITY BUILDING: SYSTEMS INFRASTRUCTURE GOALS

The County's capacity has increased with scaled up staffing and a restructured Homeless Services Division to address organizational needs resulting from growth. However, we have identified additional needs for transitional housing (with access to substance abuse and behavioral health resources onsite) and increased alignment through the new Medicaid 1115 waiver. Understanding the current unmet need and state of our system is crucial. To keep up with the inflow of newly homeless households in the system, some households will need to achieve stability and graduate from SHS programs. With this in mind, our goals for the upcoming year include:



Fund **transitional supportive housing** with a goal to award capital funding this fiscal year

Elevate community needs in budget planning and program development through a **community listening session**, a **community survey**, and expanding public comment period during our Housing and Supportive Services Network meeting



Expand permanent shelter system capacity by **opening one permanent, year-round shelter**

Increase **healthcare system alignment** in partnership with Coordinated Care Organizations to support the implementation of the Medicaid 1115 Waiver



### CAPACITY BUILDING: PROVIDER CAPACITY

Washington County's network of 20+ providers urgently scaled up operations over the last three years of SHS. Looking forward, our goal is to sustain investments, make refinements, and deploy targeted technical assistance to support organizational development and accountability.



- Help providers **tell and amplify their stories** to increase public understanding of SHS impact
- Expand Locally Coordinated Command Centers' ability to **utilize by-name lists** to more effectively and urgently connect unsheltered community members to services
- Support provider outcomes and **increase collective accountability** in achieving program outcomes through:



- Financial monitoring with technical assistance to improve operational infrastructure for community-based organizations
- Conduct impact analysis of technical assistance and capacity building investments to identify successes and existing gaps



**Get in touch with us at:** [Homeless\\_Services@washingtoncountyor.gov](mailto:Homeless_Services@washingtoncountyor.gov)  
**Learn more:** [washingtoncountyor.gov/Housing](http://washingtoncountyor.gov/Housing)