

# HOUSING and SUPPORTIVE SERVICE NETWORK (the CoC) CoC Board

Friday, January 6, 2023 – 1:00pm – 2:00pm

<https://us02web.zoom.us/j/81940130089?pwd=WFBNTep1cmVaMnBWT05oemZEM0tOZz09>

Meeting ID: 819 4013 0089; Passcode: 179653; Phone/Call-In: +1 253 215 8782 US (Tacoma)

## AGENDA

HSSN Chair: Katherine Galian  
HSSN Co-Chair: Charlie Voss-Flowers

- I. Roll Call and Agency Announcements (8:30 a.m.)
- II. Public Comment (8:35 a.m.)
- III. Minutes (8:40 a.m.)
  - A) **Board Action: Approve CoC Board minutes for October 14, 2022.**
  - B) **Board Action: Approve CoC Board minutes for December 9, 2022.**
- IV. Business Items (8:45 a.m.)

Review Longitudinal Systems Analysis (LSA) Data – Katherine Galian/Heather Skriver  
**Board Action: Approve LSA data for submission to HUD by January 11, 2023.**
- V. Adjournment (9:55 a.m.)

### Future Meeting Schedule:

- February 10, 2023; 8:30am – 9:55am
- April 14, 2023; 8:30am – 9:55am
- June 9, 2023; 8:30am – 9:55am
- August 11, 2023; 8:30am – 9:55am
- October 13, 2023; 8:30am – 9:55am
- December 8, 2023; 8:30am – 9:55am

The CoC Board meeting is open to the public and agenda also available online. Please direct comments to [Vara Fellger](#).



**CoC BOARD MEETING MINUTES**  
**Virtual Meeting via ZOOM**  
**December 9, 2022, 8:30 a.m.**

**CoC BOARD MEMBER PRESENT**

- Baker, Vernon – Just Compassion EWC
- Cardwell, Shawn – Forest Grove Foundation
- Downen, Lindsay – New Narrative
- DSouza, Deanna – Worksystems, Inc.
- Gawf, Mandy – City of Hillsboro
- Hille, Marcia – Sequoia Mental Health Services
- Kalevor, Komi – Housing Authority of Wash Co
- Pero, David – McKinney-Vento Liaison/HEN
- Smith, Gary – US Dept of Veteran Affairs
- Taylor, Rowie - DVRC
- Thomas, Lauren – WC Office of Community Dev.

**CoC BOARD MEMBER NOT PRESENT**

- Calvin, Mellani – ASSIST Program
- Cohen, Megan – City of Beaverton
- Grant, Bambi – WC Community Corrections
- LeSage, Amy – Cascade AIDS Project
- Logan-Sanders, Andrea – Boys & Girls Aid
- Lopez, Nansi – Centro Cultural, Latino Policy Council
- Money, Rose – Family Promise-Tualatin Valley
- Peel, Rick – Oregon Law Center
- Rose, Dixie – Homeless/Formerly Homeless Consumer
- Studer, Hannah – Bridges to Change
- Teifel, Gordon – Families for Ind. Living/DEAR

**OTHER ATTENDEES**

- Dockery, Katie, WC Housing Services
- Ellertson, Megan – WC Housing Services
- Fellger, Vara – WC Housing Services
- Galian, Katherine – WC Housing Services
- Gong, Leslie – WC Housing Services
- Larson, Jes – WC Housing Services
- Moore, Kayla – WC Housing Services
- Quanbeck, Kisa – WC Housing Services
- Skriver, Heather – WC Housing Services

HSSN Chair: Katherine Galian, Program Manager  
HSSN Co-Chair: Charlie Voss-Flowers, CPAH

Katherine Galian called the meeting to order at 8:32 a.m.

**I. Roll Call and Agency Announcements**

No agency announcements.

**II. PUBLIC COMMENT**

No public comment.

**III. APPROVAL OF MEETING MINUTES**

Due to lack of quorum, the vote on the minutes was held over to the Special CoC Board Meeting scheduled for January 6, 2023.

**IV. BUSINESS ITEMS**

**A. Community Connect Waitlist Data – Kisa Quanbeck**

Kisa reported the HCMS Program had 854 households enrolled and 548 households leased (as of 12/5/22); Emergency Rapid Rehousing Program had 109 households enrolled and 36 leased (as of 12/8/22); CoC Rapid Rehousing programs had 124 households housed (as of 9/30/22); CoC Supportive Housing programs had 340 households housed (as of 9/30/22); and Coc Emergency Housing Voucher programs had 82 households housed (as of 9/30/22).

She reported data was being pulled to identify gaps in services to assess how prioritization was working when creating the Community Connect Prioritization list. Data has been cleaned prior to sharing which may lead to changes in the list in the coming months. Community Connect is working on increasing data quality which include detailed HMIS workflows in staff training and HMIS video trainings. Phase 1 Assessors and RRH/HCMS Case Managers are encouraged to attend the presentation by the HMIS data team on December 14 that will provide vital information and increase data quality. The intent of the trainings and data cleaning is to build more accountability structures in supporting agencies in their data quality efforts. It also provides improved data quality to match participants to available resources more efficiently. There are between 1,000 and 1,200 participants on the prioritization list right now and because of the fluidity of the list it has been renamed a “prioritization” list instead of “waitlist.” The percentages by service level was 33% long term, 48% medium term, 4% short-term, and 15% were unidentified. This last category is part of the data clean up to correctly categorize the service level for these participants. This data has been produced based on information collected from participants to identify gaps and assess where to invest funds. Four case conferencing meetings have occurred with 16 agencies participating allowing for successful matching of participants to programs.

**With the growth in programming, is there an organizational chart to identify contact information for those who are overseeing different areas?**

Yes, and that will be made available and distributed to the CoC Board.

**B. 2023 Housing Services Department Budget Planning – Leslie Gong**

Leslie explained the purpose of the budget planning process was to gather feedback to inform the work of the Department of Housing Services and their partners to sustain and build housing services in Washington County. She shared the five divisions within Washington County Department of Housing Services: Policy and Strategy, a roadmap and guide; Finance, to sustain funds and keep the work moving; Housing and Homeless Services; Rental Assistance; and Development and Asset Management, to implement the work in collaboration with a network of partners. Board members were then asked to think through questions regarding solutions, equity, and unmet and/or ongoing needs in the community as it relates to housing and homelessness that can be addressed through budget priorities with board members providing the following feedback:

- Provide projections for the additional SHS funding resources that were unused due to the increase of tax revenue to show how it will be used.
- Identify what budget resources can be used toward priorities.
- How to maintain dollars and priority spending to the rural portions of western Washington County.
- Emphasize and focus on keeping houseless resources and services in the communities in which they live. This increases the propensity of people to stay in their communities and most do not want to leave their home to receive services. Place-based strategies should be considered.
- Create housing with some support onsite as a creative way to combat mental health and addiction with shared or community housing. Having this type of housing would be valuable to seniors as well.
- Look at prevention resources in place to keep people that potentially are on the edge to understand and assess their needs and ensure they receive the resources they need to prevent houselessness.
- Collect information on how partner organizations can be a support using the programs they already have in place to help meet the services needed. This is especially important with shelter and mental health space and to better connect people that are stable to employment opportunities.

- Increased data analysis from a quantitative perspective would be helpful to provide input on the budget.
- Provide more detail and statistical data on households served.

The proposed budget will address unmet needs and be submitted to the Board of County Commissioners by February 2023. In 2022 a vast majority of the funding was allocated to the Metro Affordable Housing Bond (31.6%), Housing Choice vouchers (26.5%) and Supportive Housing Services (34.5%). These funds served over 2,000 households in permanent supportive housing, almost 1,000 within rapid rehousing programs and eviction prevention and 400 year-round shelter beds. It also provided 3,227 households with rental assistance and funded nine projects that created 731 new units of affordable housing.

Leslie reported Metro has provided a new format to report quarterly updates for the SHS program that is different from what information was included last year. Heather Skriver is working on a way to add that information back into the revised report. Contact [Leslie Gong](#) for more information or to provide further input. Her full presentation can be found [here](#).

**Is there more information on the County’s homeless plan: [A Road Home](#) and the [SHS Local Implementation Plan](#) that can be provided?**

Both plans are available on the [county website](#).

**Is there budget distribution data of impacted individuals by demographics?**

That is not information that is currently available but would be provided in the future.

**C. One Homeless Services System – Katherine Galian**

Katherine shared, the community has indicated difficulty in understanding the homeless services network (how and when decisions are being made), noted challenges in providing guidance on systems and plans with so many plans in place, and the difficulty in knowing how the system is working together and being prioritized in the community. She reported the current structure includes the Homeless Plan Advisory Committee (HPAC) which provides oversight to the county’s homeless plan, *A Road Home: Community Plan to Prevent and End Homelessness* as well as oversight for the Local Implementation Plan (LIP) that governs the Metro SHS program. The CoC Board represents the continuum of care (OR-506CoC) which operates in Washington County as the Housing and Supportive Services Network (HSSN). The HSSN also includes various subcommittees. The goal is to create a system that reflects best practices of good community governance and involve community engagement with known goals that measure results regularly and include a level of transparency and collaboration where the community feels empowered to provide feedback.

The expectations of governance (CoC, Metro-SHS, and Washington County) include drafting and overseeing a system plan, provide equity, diversity and inclusion, coordinate with other systems of funding, convene with stakeholders, the community and people with lived experience, ensure client civil rights and review and approve reports.

The initial goals for governance of the new structure includes guidance and engagement (to create meaningful engagement of the community and stakeholders), accessible participation, and unified governance. The process will include four separate phases:

- Phase I: Inquiry, to gather information and forming a steering committee.
- Phase II: Bring all current plans together into one community plan to address homelessness countywide.

Phase III: Draft proposal for a governance structure.

Phase IV: Finalize and approve the plan.

Board members were posed questions (what they think good governance feels like, the values that should guide the work, and what “one homelessness services system” means for Washington County) and provided the following responses:

- How do we have unification between SHS, Metro bond, and CoC and unified values and vision for the individuals being served.
- It's a combination of top down and bottom up and making sure there's equal representation for both.
- From the provider's perspective, the past couple of years have provided the greatest infusion of resources but has also been the most complicated at the same time.
- Understanding both role and clarity in terms of good governance as well as transparency to include people from all spectrums of involvement within the programs.
- Balancing values with boundaries and guidelines and having creative solutions and community buy-in to ensure they are present in the decision making process in a meaningful way. (Collaboration).
- Making what is complex accessible for the user coming in no matter the framework you are approaching the system with.

Katherine encouraged board members to apply to the One Homeless Services System steering committee that will be convened, comprised of no more than 15 members and require a one-year commitment of 2-3 hours per month. The goal was to have representation from all current governance bodies. This committee will be advising on early inquiry including outreach and research, help draft a community survey and discussion questions, and be an advocate for the process.

#### **D. HMIS Privacy Notice – Heather Skriver**

Heather reported, the privacy notice had been revised and includes the *Community Connect* system values, which include person centered, low barrier, trauma informed, and advance racial equity. She noted the current privacy notice requires a Release of Information (ROI) to obtain data which limits visibility of data and creates challenges that do not allow for the maximum visibility needed to function effectively and efficiently. HUD's recommendations and best practices guided the proposed new privacy policy. She also noted HUD does not require written consent or an ROI but do require a privacy notice that states what is required to share data and how the data will be used. As long as the privacy notice is visible to everyone who enters the system and they have the opportunity to review it and ask questions in their preferred language then the policy can operate under inferred consent. Best practice recommends a privacy notice model with inferred consent. The benefit of this model is decreased administrative costs, being trauma informed as it prevents someone from having to repeat their story and is more efficient, allowing providers to focus on service delivery. This model is already being used by Oregon Housing and Community Services (OHCS), Lane County and about half of WellSky's clients. The ROIs being input into the system now have a large number of errors and the inputting of this information requires an estimated 5,000 hours of staff time if done correctly. Out of all the ROIs that have been collected, only 1.26% of people indicated they did not want to their information released. The first step in the new process would be to obtain approval of the new Privacy Notice and implement it. The first person who interacts with a participant under the new policy, would only be required to cover what is in the Privacy Notice via a [script](#) and document in the client profile of HMIS that it was completed. Per HUD requirements, as long as the Privacy Notice is visible and available to participants, consent can be inferred. HMIS will still require an ROI for the visibility setting to get turned on; however provider visibility settings will still control

what data gets shared. Training for this new privacy notice model will take place in late-December and take effect January 1, 2023.

**Since mental health providers are guided by HIPAA guidelines, is the revised Privacy Policy in line with those requirements?**

Heather will confirm that the new privacy policy is in line with HIPAA guidelines. She noted providers should avoid entering HIPAA information in HMIS and if HIPAA information needed to be shared, the data sharing for that information can be turned off.

**Action:** Approve HMIS Privacy Notice

**Motion:** Sean Cardwell

**Second:** Vernon Baker

**Vote:** Due to lack of quorum, voting was continued via email to provide board members who were not able to attend, an opportunity to submit their vote.

**Action:** Approve Implementation of the Privacy Notice Practice, Sunset ROI

**Motion:** Lauren Thomas

**Second:** Deanne DSouza

**Vote:** Due to lack of quorum, voting was continued via email to provide board members who were not able to attend, an opportunity to submit their vote.

**V. ADJOURNMENT**

The meeting adjourned at 10:03 a.m.

Minutes prepared by Michelle Rubio.

**CoC BOARD MEETING MINUTES**  
**Virtual Meeting via ZOOM**  
**October 14, 2022, 8:30 a.m.**

**COC BOARD MEMBER PRESENT**

- Baker, Vernon – Just Compassion EWC
- Cardwell, Shawn – Forest Grove Foundation
- Cohen, Megan – City of Beaverton
- Downen, Lindsay – New Narrative
- DSouza, Deanne – Worksystems, Inc .
- Gawf, Mandy – City of Hillsboro
- Galian, Katherine, WC Housing Services
- Grant, Bambi – WC Community Corrections
- Hille, Marcia – Sequoia Mental Health Services
- Kalevor, Komi – Housing Authority of Wash Co
- LeSage, Amy – Cascade AIDS Project
- Logan-Sanders, Andrea – Boys & Girls Aid
- Lopez, Nansi – Centro Cultural, Latino Policy Council
- Money, Rose – Family Promise of Tualatin
- Peel, Rick – Oregon Law Center
- Pero, David – Forest Grove SD/HEN
- Smith, Gary – US Dept of Veteran Affairs
- Taylor, Rowie - DVRC
- Teifel, Gordon – Families for Ind. Living/DEAR
- Thomas, Lauren – WC Office of Community Dev.

**COC BOARD MEMBER NOT PRESENT**

- Calvin, Mellani – ASSIST Program
- Cooper, Sarah, City of Tigard
- Rose, Dixie – Providence-St. Vincent's Hospital
- Studer, Hannah – Bridges to Change

**OTHER ATTENDEES**

- Dockery, Katie, WC Housing Services
- Fellger, Vara – WC Housing Services
- Gramp, Heather – US Dept of Housing and Urban Development
- Moore, Kayla – WC Housing Services
- Quanbeck, Kisa – WC Housing Services
- Skriver, Heather – WC Housing Services
- Smock, Kris – Kris Smock Consulting
- Wilson, Shannon - WC Office of Community Development

HSSN Chair: Katherine Galian, CoC Program Manager  
HSSN Co-Chair: Vacant

Katherine Galian called the meeting to order at 8:32 a.m.

**I. Roll Call and Agency Announcements**

- Katherine Galian introduced the two new CoC Board members, Dixie Rose of Providence-St. Vincent's Hospital and Sarah Cooper from the City of Tigard. She also recognized Heather Gramp, the local HUD representative who was also in attendance.
- Rose Money announced Family Promise-Tualatin Valley expanded their motel shelter program to 40 rooms on October 1 and were accepting referrals through Community Connect. The program includes a food and clothing pantry.
- Rowie Taylor announced October was Domestic Violence Awareness month and DVRC were working with various organizations and agencies throughout the county to bring notice and support to survivors. Also, DVRC has partnered with Pacific University to provide free dental cleaning and screening services for survivors of domestic violence through their dental program and free eye exams and glasses to survivors through their optometry program (vision clinic van). She committed to forwarding contact information to agencies wanting to connect with Pacific University on utilizing these resources.
- Gary Smith announced the Veteran Stand Down event will be taking place at Sunrise Church in Hillsboro on October 28 from 10:00 am to 2:00 pm. The event provides much needed resources for homeless veterans. He also shared, The Salvation Army facility on Farmington Road is under renovations and as a result had reduced capacity by about 25 percent.
- Deanne D'Souza announced Worksystems has a training program in partnership with Intel. This opportunity provides paid high-tech training for individuals.

## II. PUBLIC COMMENT

No public comment.

## III. APPROVAL OF MEETING MINUTES

Action: Approve August 12, 2022 meeting minutes.

Motion: Vernon Baker

Second: Lindsey Downen

Vote: Approved, unanimous.

Action: Approve September 14, 2022 special meeting minutes.

Motion: Vernon Baker

Second: Lindsey Downen

Vote: Approved, unanimous.

## IV. BUSINESS ITEMS

### A. Emergency Solutions Grant (ESG) Proposed Allocation Plan – Lauren Thomas

At the March HSSN meeting OCD expressed its desire to step back from the activities for ESG allocation it had been applying for the past several years (all funds allocated to rapid rehousing), to consider how best to use ESG funds in order to strengthen the homeless system and address gaps. Lauren noted ESG funds can be used for street outreach, emergency shelter, homeless prevention, and rapid rehousing activities, funds were highly regulated (required rigorous reporting) and required 1:1 matching funds. Following input from HUD and the CoC, the current consultation is to report on the proposed allocation of ESG Program funds for FY 2022/2023 and FY 2023/2024 and applied only to ESG funds administered through Washington County OCD, not ESG funds administered through the State of Oregon. For FY2022/2023 (\$161,798) and FY2023/2024 (estimated \$161,798), all funds will be allocated to rent and financial assistance to prevent homelessness, withholding 7.5% for administration costs. Depending on the need in FY 2023/2024, a percentage could be re-allocated to rapid rehousing activities. The required 1:1 match (approximately \$161,798 per year) will be provided by Metro Supportive Housing Services funds for both program years.

Eligible expenses for the proposed allocation includes short and medium term rental assistance, rental arrears, and housing relocation and stabilization services available to those meeting the minimum standards. Agencies are required to participate in Community Connect, Washington County's coordinated entry system and report data to HMIS or a comparable database. They also must be an active member of the CoC, comply with CoC assessment and prioritization requirements, and coordinate with other programs serving homeless and those at-risk of homelessness. Applications will be available November 16 with proposals due back by January 6. Once approved, funding will be available by July 2023. All funds must be expended by June 2024 to prevent de-obligation.

#### **Does the two-year funding begin July 2023?**

Yes.

#### **Regarding the coordinated entry for homeless prevention, would that still be required to go through the full ranking process or can it be funded separately?**

The agency awarded the funds will receive referrals of those who are at risk of homelessness through Community Connect.



**Are there other resources available outside the Coordinated Entry system to serve others who are outside of population A?**

The coordinated entry system is available to anyone and is not restricted to only those in population A. If individuals meet the qualification for ESG funds, the coordinated entry system could provide them a referral.

**With SHS matching the ESG funds, are those outside the Metro service area disqualified from receiving ESG funds?**

SHS match funds cannot be used on rent outside of the UGB but the SHS match can allow for some support service costs outside of the UGB as long as ESG funds are used on the rent. An applicant will have to track to make sure none of the match is used on rent outside the UGB.

Action: Recommend ESG Allocation Plan to the 11.5.2022 HSSN for final approval.  
Motion: Marcia Hille  
Second: Gordon Teifel  
Vote: Approved, unanimous.

**B. Community Connect Policy Updates – Kisa Quanbeck**

Kisa reviewed a list of changes to the Community Connect policy to reflect the current system:

- Section 7 – Access to Community Connect. Currently states a prioritization list is not maintained. Revisions will be made to show a list is maintained and used to match eligible households to open housing resources.
- Section 8.b - Phase One Assessment Process and Procedure. A change will be made to the scope of who would be included at case conferencing tables to bring flexibility with the growth of the system.
- Section 8.8.6 – Phase 1 Assessment Process and Procedure. References to “Community Connect Assessment Specialist” will be changed to “Community Connect Matching System” as the matching system is what is currently being utilized.
- Section 8.9 – Phase 2 Assessment Process and Procedure. Rapid ReHousing Subsidy Definition would be removed from the CES policy due to lack of relevance and move it into a more specific document related to Rapid ReHousing program standards for HUD funded programs.
- Section 11.1.h - Assessment Specialist Training. Would remove the specificity of a required “Rent Well” course and replace with a “diversion training course” to provide flexibility in the event a Rent Well course is not available.
- 11.2 – Assessment Specialist Training. Remove references to “HIC overview” and replace with “Homelessness service continuum.”
- 12.5 – Performance Measures and System Evaluation. Remove “Survey Monkey” and replace with “secure cloud-based software platform.”

A request was made to send proposed policy changes to the board for review in advance of voting.

Action: Approve Community Connect Policy Updates  
Motion: Gordon Teifel  
Second: DeAnne D’Souza  
Vote: Approved, unanimous.

**C. HMIS Update – Heather Skriver**

Heather reported all CoC programs had transitioned to ShelterPoint, a data entry workflow which allows providers to see all of their enrollments on one screen and make adjustments when needed. ShelterPoint also allows tracking and reporting on available capacity to use the system more effectively. The transition is expected to be completed by mid-November. Also, HMIS User Agreements will now be processed through PowerDMS, a document management storage system requiring users to sign and agree to reading documents which reduces administrative time and creates efficiency within the system.

With regard to the move to the Tri-County HMIS implementation with Joint Office of Homeless Services (JOHS) as HMIS Lead, there is no longer an estimated launch date due to challenges that have arisen in the contracting process between WellSky and JOHS. The review of the draft IGA at JOHS with all three counties will take place next week.

Heather reviewed a new HMIS privacy policy and committed to sending a copy to board members following this meeting for further review. A vote will take place at the December 9 CoC Board meeting.

**D. Letter of Commitment for Housing Stability Voucher Program – Katherine Galian**

The amount of requested Housing Stability vouchers is calculated and distributed through a formula based on the proportion of households in a jurisdiction that are housing cost burdened and rates of homelessness. These vouchers are given to the Housing Authority and must be distributed in coordination with the Continuum of Care through the coordinated entry system. A letter has been drafted to the Housing Authority to be signed by the Continuum of Care committing to collaborate with them in the Housing Stability Voucher Program. The commitment would be to identify and refer eligible households through Community Connect, pair support services that are available through the CoC, and collaborate with stakeholders to develop and implement a prioritization plan for these vouchers. An MOU will be in place to clarify the responsibilities of both the Housing Authority and the CoC.

**Will there be additional information on how the Housing Stability Vouchers would be utilized in the communities within Washington County?**

Vouchers will not be issued to a specific agency to administer but will be accessed and distributed through Community Connect. As more information becomes available it will be shared with the CoC Board.

Action: Approve signing a letter of commitment.  
Motion: Marcia Hille  
Second: Rowie Taylor  
Vote: Approved, unanimous.

**E. A Road Home 2022/2023 Annual Work Plan – Katherine Galian**

Since the passing of the Supportive Housing Services levy, there are several revisions needed to the A Road Home work plan to reflect the additional resources made available through the levy. The changes will also reflect changes to align it with the SHS Local Implementation plan and the overall county wide plan.

**V. ADJOURNMENT**

The meeting adjourned at 9:37 a.m.

Minutes prepared by Michelle Rubio.