



## HOUSING and SUPPORTIVE SERVICE NETWORK

*Providing a Continuum of Care for Vulnerable Populations in Washington County*

**Wednesday, February 7, 2024 - 8:30 a.m. to 10:00 a.m.**

Join Zoom Meeting <https://us02web.zoom.us/j/85060025655?pwd=RE1zcWEzTmVWYnJ2S0JZRmV6YkgYz09>

Meeting ID: 850 6002 5655 | Passcode: 294026 | To Join by Telephone: +1 253 215 8782 US (Tacoma)

## AGENDA

- I. **INTRODUCTIONS: 8:30 a.m.**
- II. **SPEAKERS/TRAINING: 8:35 a.m.**
  - Nathan Howard, WC Housing Services & Caleb Peterson, Just Compassion EWC, “Locally Coordinated Command Centers (LC3) - Outcomes and Lessons Learned.”
  - Mandy Gawf, City of Hillsboro, Megan Cohen, City of Beaverton, Kim Ezell, City of Tigard & Megan George, City of Tualatin, “Time/Place/Manner – What Implementation Looks Like.”
- III. **MEETING MINUTES: 9:35 a.m.**
  - **Action:** Approve the January 3, 2024 meeting minutes.
- IV. **GENERAL BUSINESS: 9:40 a.m.**
  - A. OHP-Certified Community Partner Program – Ruby Graven, Oregon Health Authority
  - B. Homeless Solutions Advisory Council Update – Nadia Mohammad, WC Housing Services
  - C. Shelter Update – Elise Ruiz-Home, WC Housing Services
- V. **ANNOUNCEMENTS: 9:55 a.m.**
- VI. **ADJOURNMENT: 10:00 a.m.**

Next Meeting: Wednesday, March 6, 2024

The HSSN is the meeting of the continuum of care in Washington County and is open to the public - all are invited to join – see [HSSN](#) webpage for additional information and past meeting agenda, minutes and handouts. Comments regarding the agenda can be directed to [homeless\\_services@washingtoncountyor.gov](mailto:homeless_services@washingtoncountyor.gov)



**HOUSING AND SUPPORTIVE SERVICES NETWORK**  
**Providing a Continuum of Care (CoC) in Washington County**  
January 3, 2024, 8:30 a.m. (Virtual Meeting)

**Mission: Housing and service provider agencies working to bring a broad spectrum of organizations together as partners in the community to perform strategic planning, gaps analysis, prioritize resources needed to provide a continuum of care for individuals and families who are at-risk of or experiencing homeless.**

**ATTENDEES:**

Adams, Alyssa – Providence	Lilith, Zafire – Community Action Organization
Baker, Melissa – Clackamas County	Lucas, Krishelle – Forest Grove Foundation
Bancroft, Shelly – Just Compassion EWC	Ludlam, Mandie – Community Housing Fund
Barrett, Valentina – WC Housing Services	Magdalene, Sage – Good Neighbor Center
Biggs, Brittney – Community Action Organization	Marshall, Kim – Project Homeless Connect
Calo, Lauren – WC Office of Community Development	Matousek, Christina – NAMI Washington County
Camp, Kaylie – Oregon DHS	McCauley, Ryan – Boys & Girls Aid
Castaneda Loreda, Bianka – Beaverton SD/MVEN	McGuire Anderson, Acacia – Clackamas County
Cooke, Beth – New Narrative	McQueen, Icis – Community Action Organization
Coppiano, Zoi – Community Action Organization	McVey, Drew – Citizen At-Large
Del Castillo, Jade - Providence	Mercado, Elia – Community Action Organization
Dent, Lindsay – WC Housing Services	Moshkowski, Melody – The Salvation Army
Donner, Crystal – Community Action Organization	Oliverio, Kristina – Boys & Girls Aid
Dwyer, DaNene – Portland Community College	Palestino, Sara – Beaverton SD/MVEN
Dzubay, Dawn – Oregon DHS SSP	Pauley, Eva – WC Office of Community Development
Espinoza, Robyn – Community Action Org.	Pero, David – Forst Grove SD/MVEN
Ezell, Kim – City of Tigard	Pinto, Ursula – Sherwood SD/MVEN
Farr, Danielle – WC Health & Human Services	Potter, Yvette – WC Disability Aging & Veteran Services
Fellger, Vara – WC Housing Services	Rogel, Naomi – Community Action Organization
Fleming, Hannah – Community Action Organization	Rubio Coyote, Jatelyne – Community Action Organization
Fletcher, Torey – Centro Cultural	Sanchez, Vanessa – Community Action Organization
Fontenot, Justin – WC Housing Services	Sell, Wendy – Lifeworks NW
Gallian, Katherine – WC Housing Services	Sellers, Zena – New Narrative
Garcia, Angelina – Boys & Girls Aid	Shankel, Julie – New Narrative
Garcia Gomez, Abelmar – Hillsboro SD/MVEN	Smith, Anne – US Dept. of Veteran Affairs
Garrett, Kim – The Salvation Army	Sparks, Amber – HomePlate Youth Services
Gawf, Mandy – City of Hillsboro	Stanwood-Gorvine, Alyssa – Beaverton SD/MVEN
Gibb, Courtney – Hillsboro SD/MVEN	Stingh, Nicole – WC Housing Services
Gonzalez, Adriana – OHSU	Stoller, Rick – EMO-Second Home
Guillen Couple, Nicholas – Good Neighbor Center	Taylor, Rowie - DVRC
Hageman, Heidi – New Narrative	Teifel, Gordon – Families for Ind. Living & DEAR
Harvey, Adam – The Salvation Army	Valdovinos, Kelvin – WC Office of Community Development
Hill, Amanda – Family Promise-GWC	Vasquez, Joel – Community Action Organization
Hoffman, Shawna – WC Housing Services	Voss-Flowers, Charlie – CPAH
Irwin, Theo – Community Action Organization	Williams, Carrie – Community Action Organization
James, Karen – Citizen At-Large	Williamson, Drew – Boys & Girls Aid
Kennedy, Carolyn – New Narrative	Worthy, Danita – The Miracles Club
Kightlinger, John – New Narrative	Yan, Courtney – WC Office of Emergency Management
Kinish-Omier, Kelsea – Community Action Organization	Yehle, Staci – Community Action Organization
	Zimmerman, Leslie – The Salvation Army

Chair: Katherine Galian, WC Housing Services  
Co-Chair: Charlie Voss Flowers, CPAH

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

Presentations and flyers are available on the [HSSN Agendas and Minutes](#) webpage. Select “2024 Meetings” and scroll down to “January 3, 2024.”

## I. INTRODUCTIONS

HSSN members were asked to identify themselves in the chat listing their organization followed by their name for purposes of attendance.

## IV. SPEAKERS/TRAINING

### **Kaylie Camp & Dawn Dzubay, Oregon DHS, “Benefits offered by Oregon DHS SSP”**

Oregon DHS Self Sufficiency Program (SSP) Offices in Washington County are located in District 16 which comprises the Hillsboro, Beaverton, and Tigard locations. The vision of SSP is to support the safety, health, and independence for all Oregonians. Their mission is to provide a safety net, family stability, and a connection to careers that guide individuals and families out of poverty. SSP is one of five departments within the Oregon DHS umbrella that also include Agins and People with Disabilities, Developmental Disabilities, Child Welfare, and Vocational Rehabilitation. It offers food assistance, temporary assistance for needy families (TANF) for pregnant women and families with low incomes, employment related day care, healthcare, temporary assistance for domestic violence survivors, safety, and cash assistance (RCA) for refugees.

The Supplemental Nutrition Assistance Program (SNAP) provides food benefits based on gross income that cap at 200% of the federal poverty limit. Undocumented noncitizens are ineligible for SNAP, however other household members may be eligible. Those who are between the ages of 18-52 who are able bodied adults without dependents (ABAWD) can receive SNAP benefits longer than the stipulated three months in a three-year period if they participate in verified work or work related activities or have an approved exemption. The SNAP Training and Employment Program ([STEP](#)) is voluntary and available for people 16 or older who receive SNAP benefits, but no TANF cash benefits. It provides training in various career fields that may also cover the associated costs of training. The Oregon Health Plan (OHP) Plus covers most medical, dental, behavioral health, vision, and prescription costs. Free food markets are available on a monthly basis. The Hillsboro market takes place on the second Tuesday of the month and the Tigard market is on the fourth Monday of the month. Resources are also available during the food markets. Information and a full list of benefits can be found [here](#).

Applications for benefits can be submitted online at [one.oregon.gov](https://one.oregon.gov), calling 1-800-699-9075 (M-F 7am-6pm), or in person at one of the three local offices. Drop boxes are located outside of each Oregon DHS SSP office. The Oregon ONE mobile app is available to report changes and view benefit letters but does not include a platform for applying for benefits. Links to a list of available resources and upcoming events are included in the presentation. For more information contact Kaylie Camp at [Kaylie.N.Camp@ODHS.Oregon.gov](mailto:Kaylie.N.Camp@ODHS.Oregon.gov) or Dawn Dzubay at [Dawn.Dzubay@ODHS.Oregon.gov](mailto:Dawn.Dzubay@ODHS.Oregon.gov).

### **What documentation is needed to be approved for an exemption for the ABAWD Program?**

All exemptions except for disability income are self-attestation.

### **Where can I find more information on TA-DVS?**

Information on the TA-DVS program can be found [here](#) or contact Kaylie or Dawn for program specific questions.

**Is a social security number required to apply for OHP?**

No. As of July 2023, benefits are available to anyone meeting eligibility requirements.

**Hannah Fleming, CAO, “The Community Connect Experience” and Vanessa Sanchez, CAO, “Utility Assistance Program.”**

Community Connect is Washington County’s coordinated entry system to connect families experiencing homelessness to housing resources and shelter. It does not manage Section 8, low-income housing, or sober living programs. Managed by Community Action, the system assesses individuals and matches them to programs that best fit their situation and where there may be openings. Households cannot directly enroll in mainstream benefits at Community Connect but they can be connected to other resources that can as well as other programs available through Community Action. Connecting with Community Connect can be via phone at (503) 640-3263, by email at [communityconnect@caowash.org](mailto:communityconnect@caowash.org) or by walking into one of the three Multi-Service Centers located in Tigard at 11515 SW Durham Rd. Ste. E8, Tigard, OR 97224; in Hillsboro at 1001 SW Baseline St., Hillsboro, OR 97124; or Beaverton at 5050 SW Griffith Dr., Ste. 100, Beaverton, OR 97005. Translation services are available at the Hillsboro and Beaverton locations. Community Connect Phase 1 assessments are active within the system for 90 days; however, monthly check-ins are recommended to update any information that may have changed and confirm there is still a need for housing resources.

**Given the mobile nature of our clients, how is it decided whether someone is located in Washington County?**

When a client says they are outside of Washington County, the Community Action team takes a “screening in” approach rather than a “screening out” one. They try to look for any possible tie to the community before redirecting them to other resources. So if they spend most of their time in the county, even if they are mobile, we will proceed.

The Community Action [Utility Assistance Program](#) assists low-income households within Washington County by providing federal, state, and local funds to meet utility needs, connect families to their utility provider and prevent disconnections. Program eligibility is based on 60% area median income and household size. Applications to receive assistance/discounts for garbage, gas, water, or internet, can be completed [online](#), submitted by mail or by scheduling an in-person appointment at a Community Action Multi-Service Center location at Hillsboro, Beaverton or Tigard, by calling (503) 615-0771. Clients must provide identification, most recent utility bill or account number, prior month proof of income or fill out a zero-income form.

**Is there a maximum for the number of times a client can receive assistance in one year?**

There may be a limitation at different times of the year and based on the amount of funding available. Currently there is no limitation. Anyone needing utility assistance is encouraged to apply.

**Is the Launch Program still available?**

The new Launch program is a partnership between Community Action and the Oregon Department of Human Services (Oregon DHS) providing rental assistance for those receiving or exiting TANF. Oregon DHS sends referrals to the Rent Assistance team at Community Action who then provide rental and utility assistance.

To request a Community Connect or Utility Program presentation at your agency, contact [ZCoppiano@caowash.org](mailto:ZCoppiano@caowash.org).

### III. MEETING MINUTES

Motion: Approve the December 6, 2023 meeting minutes

Action: Abel Garcia-Gomez

Second: Rowie Taylor

Vote: Approved, consensus.

### IV. GENERAL BUSINESS

#### A. Access Team Update – Justin Fontenot

Emergency shelters in Washington County include congregate, non-congregate, alternative (pods), and youth shelters. Currently there are 426 shelter beds available which will increase to 486 this year. The Street Outreach team responds to reports of new encampments and builds relationships with these individuals with a goal to connect them with shelter and housing. Outreach teams work within the Locally Coordinated Command Centers (LC3) sites to collaboratively case conference and problem solve those individuals identified on the By-Name list. These lists are prioritized based on guidelines established by the county. Currently, 479 individuals are sheltered with 91% of the total capacity utilized. There are a total of 863 individuals on the waitlist, of which 246 include families with children (51 unsheltered) and 605 are adult-only (327 unsheltered). Phase 1 assessment completion is high at 95% and 30% are enrolled in a housing program.

#### B. Homeless System Performance – Katherine Galian

The Longitudinal Systems Analysis (LSA) is a data collection and analysis tool that allows the homeless response system to measure impact of the coordinated effort to make homelessness rare, brief, and non-recurring. This report is utilized by HUD in their Annual Homeless Assessment Report (AHAR) to Congress to help inform decisions on funding and project priorities. The data reported reflects inflow into the homeless system (who is accessing our shelter, transitional housing, rapid rehousing and permanent supportive housing programs); outflow from the system (how long it takes to move people into housing after they are enrolled in a program); and flow-through within our homeless system (how long people are staying engaged with the homeless system before and after being housed). Street outreach, coordinated entry, CompSite data, and other permanent housing programs (like Housing Case Management Services) are not included in the LSA.

For federal fiscal year, October 1, 2022 through September 30, 2023 the data predictably reflects that our homeless response system continues to grow and that we are serving more people. As a result more households are spending time in emergency shelters, transitional housing, rapid rehousing and permanent supportive housing programs, as well as more people spending more time in homelessness prior to their housing move-in date. When reviewing data from 2021 through 2023, even though the percentage who exited from the homeless system to permanent destinations in 2023 was smaller, the total number was significantly higher (492 in 2021, 914 in 2022 and 1197 in 2023). There was a significant increase in returns to homelessness across all household types, lower than that seen in 2021, but just larger overall. The majority of family households are exiting to permanent destinations; however, only about a quarter of those adult-only and child-only households do. Households served by program type data shows that our rapid rehousing and permanent supportive housing programs serve approximately half of the number of individuals being served by emergency shelter and transitional housing programs. She noted that the majority of those being served across all program types came directly from the street and for permanent supportive housing specifically, a large percentage came from shelter. The demographic data reflected that those being served within emergency shelter, transitional housing and rapid rehousing programs were a diverse population; however the PSH program is serving predominantly white or non-Hispanic population, due in part to the disability status documentation required by HUD being

less accessible to communities of color. She then sought feedback from those present whether the data presented reflected what was seen in their programs and what factors might be driving some of the trends.

Feedback provided included:

- More mental health advocates within organizations to assist with incoming households to reduce barriers to accessing those services.
- More shelter beds, rapid re-housing support, navigation support, and knowledge. Other issues include barriers to get approved for a unit and the lack of affordable units in the county along with affordability, system support, and health, mental health, and engagement.
- Not providing intensive and mental health support after being housed are the main reasons people are returning to homelessness. The feeling of isolation after being housed is also an issue. Young people feel isolated as having friends over risks their lease agreement.
- The numbers of transgender and non-binary households that have come through Boy & Girls Aid is not representative of the data shown in the LSA.
- A number of people return to homelessness because of the difficult transition of moving from the streets to an empty apartment. Many need a substance abuse treatment or mental health program or both or need assistance in everyday living to function independently.
- Case managers who have 20 people on their caseload with minimal requirements of one home visit and one phone call is not sufficient to address the needs of people who have been living unhoused on the streets for extended periods of time.

#### **Are tents available to individuals in need who are waiting for housing?**

Basic life needs are available to individuals and directing them to a day shelter would be a great option to inquire about the availability of resources.

- Open Door HousingWorks outreach team and The Salvation Army is another resource for tents.
- Gigi's House often has tents and sleeping bags as well as other types of camping needs.
- Forest Grove Foundation's outreach team can be reached at (503) 218-3705.
- HomePlate Youth Services serves individuals between the ages of 12-24. A referral to their Street Outreach team can be made [here](#).

#### **Is there data on households 55 years of age and older?**

Yes, this data is available and can be provided.

#### **• ANNOUNCEMENTS**

- The [January Learning Community](#) is scheduled for January 10, 2024, 10:00am -12:00pm. This will be an in-person only training on Mediation and Conflict Resolution presented by the City of Beaverton Center for Mediation and Dialogue.
- NAMI offers peer support for persons or families with mental health conditions. A drop in center is available Monday-Friday in Aloha and Zoom support groups are also offered.

#### **V. ADJOURNMENT 10:00 AM**

Minutes prepared by Michelle Rubio.

To be added to HSSN email list, submit a request to [homeless\\_programs@washingtoncountyor.gov](mailto:homeless_programs@washingtoncountyor.gov).