



Washington County

One Governance System

Zoi Coppiano, Community Action Organization
Kim Marshall Gordon, Project Homeless Connect

June 7, 2023

Department of Housing Services

washingtoncountyor.gov



Recap of One Governance TAG



Transition Advisory Group members:

- Kim Marshall, Project Homeless Connect
- Zoi Coppiano, Community Action Org
- Rachael Duke, CPAH
- Robert Heard, CareOregon
- Lisa Montesana, Beaverton Resource Center
- Vernon Baker, Just Compassion EWC
- Nicole Swearingin, New Narrative

January 2023

- Members of three bodies applied to participate in the Transition Advisory Group (TAG).
- Align separate governance bodies to create single, effective homeless system governance structure.

February 2023 TAG meeting

- Reviewed draft proposal.
- Identified next steps for continuing conversation with stakeholders.
- Encouraged staff to develop and share survey with community.
- Mapped required activities from funders that advisory bodies will oversee.

March 2023 Survey

- Provide input to help guide work forward.
- Build on successes and address areas for improvement.



Survey Results

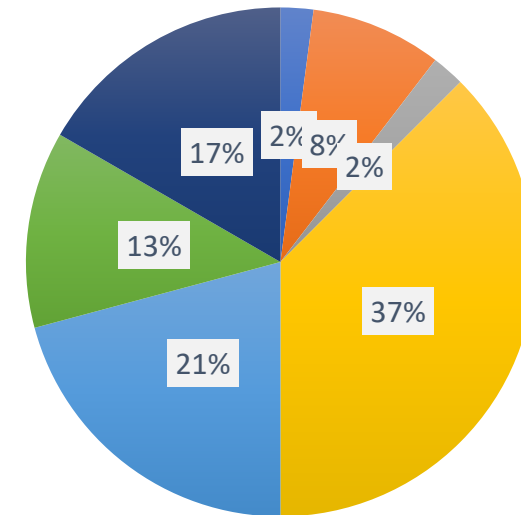


Which advisory bodies do you participate in?

# Field	Choice Count
Housing Authority Board of Directors (HABOD)	2.08% 1
Housing Advisory Committee (HAC)	8.33% 4
Resident Advisory Board (RAB)	2.08% 1
Housing and Supportive Services Network (HSSN)	37.50% 18
Continuum of Care Board (COC)	20.83% 10
Homeless Plan Advisory Committee (HPAC)	12.50% 6
Other:	16.67% 8

Total: 48

Advisory Bodies Participants



- Housing Authority Board of Directors (HABOD)
- Housing Advisory Committee (HAC)
- Resident Advisory Board (RAB)
- Housing and Supportive Services Network (HSSN)
- Continuum of Care Board (COC)
- Homeless Plan Advisory Committee (HPAC)
- Other:



Survey Results



What is working well in these committees? What do you like about these meetings?

- Networking
- Information sharing
- Collaboration
- Openness to new ideas
- Passion and engagement

Survey Respondent Quote:

"Great collaborations. Deep dive by practitioners and experts. Well-organized and clear focus for the group. Collective agencies collaborating for homeless resolutions through participation, seeking results, and taking responsible action."



Survey Results



What is working well in the overall advisory body structure for homeless services?

- Collaboration and Unity
- Regular Attendance
- Experience and Idea Sharing
- Leadership
- Community Participation

Survey Respondent Quote:

"There is good, regular attendance. Members are invested in the issue."

"Collaboration, unity, passion, and knowledge of participants."



Survey Results



What doesn't work so well? What kind of improvements would you recommend?

Part 1 Theme: Providing information and resources for accessing homeless services & Streamline processes for accessing resources and services.

- Invest in partnerships with medical institutes/CCOs for preventative measures.
- Provide accessible communication channels for homeless individuals without electronic access.
- Implement inter-county transfer options for homeless individuals.

Survey Respondent quote:

"Provide organizations with information on homeless services."



Survey Results



What doesn't work so well? What kind of improvements would you recommend?

Part 2 Theme: Providing information and resources for accessing homeless services & Streamline processes for accessing resources and services.

- Make it easier for homeless individuals to get the help they need.
- Provide more support for homeless individuals who are trying to get back on their feet.
- Increase collaborations with school districts and early childhood learning centers.

Survey Respondent quote:

"Creating simple systems that will connect our people to affordable housing and services needed for sustainability."



Survey Results



What doesn't work so well? What kind of improvements would you recommend?

Theme: Address public fears and concerns through clear communication and transparency.

- Include youth representation in meetings with appropriate compensation.
- Simplify language and reduce overwhelming acronyms.
- Prioritize meaningful discussions over large agenda items.
- Improving inter-agency communications and collaborations
- Community engagement and sensitivity to public concerns

Survey Respondent quote:

"Addressing public fears and concerns, but rather treating them as prejudice towards the vulnerable."



Survey Results



What doesn't work so well? What kind of improvements would you recommend?

Theme: Reduce the number of committees and streamline processes for more effective decision-making.

- Clarify the roles of different agencies involved in addressing homelessness.
- Streamlining processes for accessing resources and services

Survey Respondent quote:

"Reducing the number of committees and clarify their role."



Required Governance Activities

– General oversight & accountability



- Advise on system planning, policy development, and program oversight
 - Annual workplan and budget planning
- Develop and maintain governance charter
- Bodies are diversely representative and community-based
- Convene an open membership meeting to coordinate system implementation
 - Issue public invitation for new members no less than annually
 - Review Governance Charter/Bylaws annually
- Ensure the provision of a Lived Experience advisory body

Staff Recommendation: Single Advisory Body with clear lines of accountability to:

- *Open Membership*
- *Lived Experience bodies*
- *all Technical Advisory Committees*



Required Governance Activities

– Performance management & system oversight



- Ensure and approve system reporting (timeline below)
 - Overall system plan updates (LIP, A Road Home, Consolidated Plan) and annual reports
 - HUD required reports: PIT, HIC, LSA, SPM, APR, & CAPER
 - Equitable outcomes analysis and racial disparities
- Ensure and conduct grievance review processes
- Establish and regularly review written program standards



Required Governance Activities

– Performance management & system oversight



- Establish system performance targets by program type and population
- Ensure provision of data management system (HMIS)
 - Monitor participation in the HMIS
 - Review and approve policy changes as needed
 - Review and approve privacy, security, and data quality plans
 - Establish user groups as needed to review data entry workflows and recommend process changes

Staff Recommendation: Standing Subcommittee.



Required Governance Activities

– HUD Program and process oversight



- Oversee and ensure annual HUD NOFO and ESG grant processes
 - CoC rating and ranking
 - Issue RFP for new projects
 - ESG Consultation
- Review overall contract allocation process
- Reallocate funding as needed to address program performance, utilization, or significant changes in community needs or resources
- Approve Submittal of HUD Application
- Convene technical workgroups as needed

Staff Recommendation: Standing Subcommittee.



Required Governance Activities

– Community Connect System Oversight



- Review and approve policy changes as needed
- Regular and ongoing process evaluation, oversight, and system improvement recommendations
 - Conduct and review findings of annual Partner Agency and Consumer survey
- Convene technical workgroups as needed

Staff Recommendation: Standing Subcommittee.

HOMELESS ADVISORY BODY (HAB)

- General oversight & accountability
- Convened by BCC
- Diverse Membership
- Consistent with Metro, HUD & County requirements
- Makes recommendations to BCC and staff re budget/program priorities
- Program evaluation & improvements
- Systems integration & alignment
- Approves reports & plans to HUD, Metro and other funding jurisdictions

Permanent Sub Committees

- HUD or other funder requirement
- Convened by HAB & included in Bylaws
- Includes HAB & community members with related expertise.

Temporary Technical Work Groups

- Convened by staff as needed or requested by HAB
- Contracted and system partners convened by program area to coordinate and solve program needs
- Prepare technical feedback for advisory bodies as requested.

Lived Experience Advisory
Body

System Performance & Oversight
Technical Advisory Body

Technical Work Group

Technical Work Group

HUD Programs
Technical Advisory Body

Community Connect
Technical Advisory Body

Technical Work Group

Technical Work Group

Community & Stakeholder Convenings

HSSN

Learning Communities

Other Convenings
(as needed)



Next Steps: Timeline

