SUPPORTIVE HOUSING SERVICES PROGRAM

A program of Washington County Department of Housing Services

2021-2022 ANNUAL REPORT

October 31, 2022

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Hillsboro, OR 97124
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ANNUAL REPORT

CONTENT

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EXECUTIVE SUMMARY

The first program year of Supportive Housing Services in Washington County was a year of building and creating new housing opportunities for our community. To scale our homeless and supportive housing services system to meet the needs of Washington County residents with this new regional investment program, the Department of Housing Services focused on building strong systems for coordination, contracting, and capacity building with our community-based providers. Simultaneously, the Department released funding for **permanent rent assistance for more than 750 households** with the Regional Long-term Rental Assistance program and matching funds for **housing-focused case managers** to successfully achieve stable housing placements.

The program also launched **100 new and permanent shelter placements**, significantly scaling capacity for shelter options in Washington County, from 44 shelter placements for families and youth only to 144 placements that can serve all ages and all family types with a variety of program models. The new Bridge Shelter program offers a more private and trauma informed shelter setting, with staffing capacity to focus services on housing placement and long-term stability.

In addition to these program investments, the Department led an overhaul of our coordinated entry system. This overhaul modernized the system from a scarcity-based model designed to prioritize limited resources for the neediest households, to a system based on abundance connecting households as quickly as possible to newly available housing options matched to meet their individual needs. The **modernization of Community Connect** reduced the burden of entry to our housing programs with the intention to advance equity by reaching more households of color.

Another signature of the first program year was our investment in the **long-term health and growth of culturally specific organizations**. We partnered with four culturally specific organizations across program implementation and in addition to their service contracts, we provided three-year capacity building grants, ongoing technical assistance, and cohort support. This commitment is one demonstration of Washington County's intention to advance racial equity in our programming.

Before voter approval of the Supportive Housing Services measure, Washington County struggled to meet the need of our community members experiencing homelessness. Our homeless services system consisted of approximately $4 million in federally funded voucher and services, $1.5 million from County General Fund and a County Safety Levy, and the matching services a few partner agencies could provide. Outreach workers frequently advised unsheltered residents to take the MAX to Portland where they could seek shelter and services because it was the only solution they could offer.

After one year of implementing the Supportive Housing Services (SHS) program, Washington County has built a strong foundation for **a system of care prepared to deliver nearly $70 million in coordinated services to resolve homelessness** and achieve a rate of functional zero chronic homelessness, (defined as a system with the capacity to promptly meet the housing needs of any person experiencing chronic homelessness). Already the program has expanded shelter capacity threefold, doubled capacity for supportive housing placements and stably housed more than 300 formerly chronic homeless households. There is much more program growth and housing placements already underway in the second year of the program, because of these program foundations created in partnership with more than 20 community-based organizations working across Washington County.

INVESTMENT AREAS AND IMPACT

HOUSING CASE MANAGEMENT SERVICES

The **Housing Case Management Services** (HCMS) program successfully assisted 305 households in securing permanent supportive housing and exiting long term homelessness in Washington County. This achievement was made possible by partnering with 19 agencies to develop and ramp up services to support community members experiencing homelessness. Much of the HCMS program's work in year one was supporting policy, program, and staff development for each of the 19 partner agencies. As we look to year two, the HCMS program will monitor housing retention for newly housed households and continue the work to house 500 more households with this program.

> In February, I began working with a family experiencing homelessness and fleeing domestic violence. Over the course of two months, I was able to find temporary housing for the family and collaborated with five agencies to provide wraparound supports for this family, while working toward a permanent housing option. Six months later, I am proud to say that this family has been stably housed since April 2022. We've been able to help one daughter with a disabling condition welcome home an emotional support animal while her older sister has graduated high school and will begin college in the fall. Recently, they even got to go swimming for the first time at their new apartment home.
>
> San Juana,
> Case Manager, Bienestar, Inc.

REGIONAL LONG-TERM RENTAL ASSISTANCE

The success of moving so many households out of homelessness and into stable housing is made possible by the **Regional Long-term Rental Assistance** (RLRA) program. A tremendous accomplishment of the RLRA program has been the collaboration between community partners, the SHS team, and the rental assistance division of the Department of Housing Services that has resulted in 370 people obtaining stable housing in year one.

To support the work of finding rental units for families and individuals experiencing homelessness, the SHS program launched the **Landlord Liaison** program in the spring of 2022. This program offers financial incentives for landlords to rent to participants with screening barriers, expertise in negotiating with landlords, and a warm line that supports case managers as they assist their participants in navigating the landlord tenant relationship. The program also offers a risk mitigation fund to ensure landlords will be supported with up to $5,000 in the event of damages or lost rental income incurred while renting to one of our program participants.

RLRA participant David, pictured with Greater Good Northwest case manager

BRIDGE SHELTER PROGRAM

In year one, the Department of Housing Services worked to bring much needed shelter capacity to Washington County. Three **Bridge Shelter** programs in Aloha, Hillsboro, and Forest Grove added 100 shelter beds for community members experiencing homelessness. The Bridge Shelter program provides non-congregate shelter rooms for families and individuals, with wrap-around supports geared towards achieving a permanent housing placement before they leave the program. So far 46 households have exited our Bridge Shelter program for permanent housing. The Bridge Shelter in Hillsboro, operated by Greater Good Northwest, has been a committed partner in investing in the community where the site is located. One restaurant next door was initially unsure of the shelter's arrival; now the restaurant provides breakfast for shelter participants every morning.

> We are coordinating across organizations now more than ever and have worked really hard to create a welcoming and positive environment for our guests that allows them to be successful.
>
> Jenny Aguirre, Program Manager, Hillsboro Bridge Shelter

		Outcomes	
Year 1 Program Goals		**Capacity**	**Placements**
Supportive Housing Placements	300*	770	305
Year-round shelter capacity added	100	102	N/A

**The program initially set a goal to place 500 households in supportive housing but adjusted this goal to 300 households due to program training and hiring needs that delayed housing placements in the first year.*

A full data report of program outcomes, disaggregated by race and ethnicity is available at the end of this report, in Appendix A.

WINTER SHELTER

In November of 2021, the Department of Housing Services led another year of the **Winter Shelter** program in collaboration with new and existing winter shelter partner agencies. We expanded shelter bed capacity from 150 beds to more than 212 beds with stable funding from the SHS measure. Moreover, population specific shelter capacity was added, a collaborative case conferencing table was initiated with health care partners, and the winter shelter season was extended into May of 2022. One winter shelter site, a Tigard location whose building is owned and operative by Just Compassion, was able to expand its operations year-round, offering 20 beds of congregate shelter.

> One of our winter shelter participants was an expecting single mother struggling with her mental health. Through the case conferencing with health partners, we were able to connect her with appropriate pre-natal care, collaborate to provide ongoing mental health support, and connect her with post-natal care during her time in shelter. I am proud to say that she is now stably housed and doing well.
>
> Yesenia,
> Lead Case Manager,
> Family Promise of Greater Washington County

INCLEMENT WEATHER SHELTER

In addition to Bridge and Winter Shelter programs, the Department of Housing Services also strengthened coordination and capacity of the **Inclement Weather Shelter** program, adding much needed shelter capacity during the coldest nights of winter and hottest days of the summer. People looking for help in extremely cold conditions who sought shelter in the middle of the night were able to access around the clock transportation to shelter, no matter the hour. This was made possible by popping up lifesaving “no-turn away” shelter capacity during extreme weather events.

COMMUNITY CONNECT

The modernization of **Community Connect**, Washington County's Coordinated Entry System, has focused on capacity building and equity improvements throughout our first program year. A four-month iterative and collaborative community engagement process allowed us to develop a path to modernize the program to better serve the community in an equitable, trauma-informed manner. This has been made possible by breaking our assessment into a phased approach while increasing access points through training over 240 community partners to conduct assessments.

There are currently 1033 people with open initial assessments in Washington County. Because the intake assessment has been shortened and there is an increased number of partner agencies completing the assessment, we've been able to bring more people through Community Connect than ever before. In fiscal year 2022, there was an average of 226 households assessed each month, which is a 60% increase over the prior 2-year average of 140 households per month.

> Being able to do a non-invasive, culturally responsive, 20-minute assessment immediately with households has changed our system! Households used to have to schedule appointments, sometimes three weeks out. We had constant no-shows and couldn't offer an immediate assessment when someone called in with emergency need.
>
> Melia Deters,
> Homeless Access Coordinator for Community Connect

| TRAINING AND TECHNICAL ASSISTANCE

While the SHS program is proud to have launched and expanded so much programming in its first year, staff understands that **robust training and technical assistance** is needed by our partners to successfully deliver these programs. The Department of Housing Services provides ongoing training support for new and existing partners, including topics such as harm reduction best practices, conflict resolution, housing navigation skills, suicide prevention, mental health first aid, safety planning, navigating health care and benefits, and understanding community resources for vulnerable populations.

Weekly office hours and reoccurring trainings are also hosted to provide technical assistance for partner agencies. The Department of Housing Services team routinely supports partners with expertise on billing and invoicing, data reporting, housing assessments, policy guidance, and more. This technical support is made possible by cross departmental collaboration and routine feedback from community partners and has proven critical to launching this system of care with so many new community-based partners.

| HOUSING PLANNING ADVISORY COMMITTEE

The Housing Planning Advisory Committee (HPAC) body oversees and provides policy direction to the SHS program and other homeless services work carried out by Washington County. In the past year, the HPAC underwent an update to its bylaws that included the oversight and advisory of the SHS Local Implementation Plan. The HPAC also completed successful recruitment of new and diverse HPAC membership. The HPAC went from 31% to 41% of our members that identify as Black, Indigenous, Latino/a/e, Asian, Pacific Islander, refugees, or immigrants. The HPAC also established a new shelter siting subcommittee to advise the ongoing work of finding and developing permanent shelter sites across Washington County.

> "The issue of homelessness goes beyond what we can see. The work I've seen this year by the SHS program and HPAC leads me to be optimistic that we'll continue to see mindful and compassionate solutions to address the homeless issue that is impacting our community.
>
> Robert Heard,
> Incoming HPAC Chair,
> CareOregon

After the initial launch of the three bridge shelter sites, Washington County conducted a community engagement series to develop community guidelines that will direct future shelter siting work. We hosted engagement events and conducted surveys with community members experiencing homelessness, service providers, and community members at large to solicit feedback on shelter locations, design, services, and ongoing community involvement. Included throughout the guidelines are considerations and directives that will support equitable outcomes for those accessing shelter services and the entirety of the Washington County community.

REGIONAL AND CROSS SECTOR COORDINATION

HOUSING LIAISON PILOT

To foster more multisystem collaboration, the SHS program launched the **Housing Liaison** pilot in its first year. This program embeds five housing liaisons within five Health and Human Services (HHS) Department programs at Washington County, including Behavioral Health Division's Intensive Care Coordination Team and the Hawthorn Walk-in Center (which houses the county's mental health crisis services). Each liaison provides housing systems expertise and navigation services for their respective program. This pilot aims to leverage the service capacity of existing systems of care while creating better access to the housing system and housing expertise. The housing liaison program continues to get underway with 31 households served and connected into our housing system and interventions to date.

COMMUNITY-BASED BEHAVIORAL HEALTH PROVIDERS

Three of the county's housing program partners are **community-based behavioral health providers**: Bridges to Change, Sequoia Mental Health, and New Narrative. These partnerships enable the agencies to refer participants accessing behavioral health services into housing services while providing behavioral health expertise for the housing system. Additionally, much of the training support provided to partners is in collaboration with behavioral health experts. The SHS program provides a **behavioral health training series** on a range of behavioral health topics with the aim of equipping direct service providers with the tools to successfully engage and serve participants with complex mental health and substance use symptoms.

PROCUREMENT OPPORTUNITIES

The SHS program also launched an ongoing procurement opportunity for owners and developers of affordable housing, especially through the regional affordable housing bond. The **Permanent Supportive Housing (PSH) Request For Information (RFI)** is a standing opportunity for affordable housing owners seeking to attach ongoing rental assistance and supportive services to designated PSH units. Through this initiative two developer owners have applied to create PSH funded with SHS services and RLRA and have moved into the contract negotiation phase. We are also nearing the opening of Washington County's first 100% PSH building at the Aloha Inn, a hotel acquired through the Affordable Housing Bond that will soon provide permanent and supported housing to 54 households who previously experienced chronic homelessness.

Washington County co-led the SHS **Tri-County Request for Program Qualifications (RFPQ),** a procurement process inviting community-based organizations to become pre-qualified suppliers for future SHS program contracts. This partnership with Clackamas and Multnomah counties built on the transparent and equitable procurement practices established in the first Washington County-only SHS RFPQ in 2020. Washington County hosted bi-lingual pre-proposal conferences for 276 attendees and recruited a diverse panel of proposal reviewers with both racial and geographic representation. All qualified providers demonstrated a commitment to provide culturally responsive or culturally specific service provisions. The SHS program added 89 new regional services providers bringing the total of pre-qualified SHS pool of providers up to 116. The expanded list of qualified providers has offered Washington County with a wider range of diverse suppliers to meet our population's housing service needs.

PROVIDER CAPACITY AND EXPANSION

Washington County's partners in implementing the Supportive Housing Services programs described above include the following:

Community-based Service Provider	Shelter Programs	HCMS Program	Housing Liaison Program	RRH Program (FY22/23)	Outreach Program (FY22/23)	Culturally Specific Provider
1. Bienestar		X	X	X		X
2. Boys and Girls Aid	X	X		X		
3. Bridges to Change		X		X		
4. Centro Cultural	X	X		X		X
5. Community Action		X		X		
6. CPAH		X		X		
7. Easter Seals		X		X		
8. Family Promise GWC		X		X		
9. Family Promise TV	X	X		X		
10. Good Neighbor Center		X		X		
11. Greater Good NW	X	X			X	X
12. Homeplate					X	
13. IRCO		X		X	X	X
14. JOIN		X		X		
15. Just Compassion	X	X		X	X	
16. New Narrative		X		X	X	
17. Open Door			X	X	X	X
18. PHC		X	X	X	X	
19. Sequoia		X				
20. Urban League		X		X		X

EQUITY ANALYSIS

The Supportive Housing Services program, though rapidly growing, is still in its early stages. Analysis of program data is limited by the amount and quality of data that has been collected over the course of just one year. We are **establishing a baseline** now, and will continue to evaluate, adjust, and enhance data to identify critical programmatic needs and successes. Establishing and collecting baseline information will enable full assessment of the effectiveness and areas for improvement in the Supportive Housing Services program.

One early indication finds that "programmatic inflow and outflow" measuring individuals entering and exiting the system (disaggregated by race and ethnicity) demonstrates **general proportionality in who is reaching out for services and who is being served**. This general proportionality is also observed in data comparing households housed in our programs with households waiting to be served, households captured in the Point in Time Count, and households living in poverty in Washington County. This data is early and must continue to be evaluated as new housing programs are added and the system expands. The program aims to do better and "overserve" communities that experience disproportionate housing instability and need. These various baseline data sets will be important tool in evaluating program outcomes over time and adjusting programming to ensure all communities in need are being reached.

Furthermore, the data indicates that the program is **retaining a vast majority of white households** due to previous housing programming that did not effectively serve communities of color. 80% of households retained in supportive housing identify as white participants. However, the second highest newly placed population is Black/African American/American/African community members, whom make up 13% of our participants in housing. The program needs to work even harder to advance equity through our supportive housing programs.

A hopeful finding in our racial equity analysis is that **culturally specific organizations are serving more Black, Indigenous, Asian, Pacific Islander, Latina/o/e, refugees, and immigrants** than other organizations. This data is an early finding and many white-dominant organizations are also serving higher percentages of communities of color through their programs. We will continue to track these outcomes and simultaneously invest in the capacity and expansion of our culturally specific providers. In collaboration with these partners, we will work to better serve our community and achieve the program results to which Washington County has committed.

As part of Washington County's commitment to **Building Capacity for Culturally Specific Organizations**, the SHS program includes a three-year $50,000 annual administrative support grant for all culturally specific organizations contracting with the Department of Housing Services through the SHS program. Culturally specific organizations have long been underinvested in across the region and in Washington County. These capacity building funds seek to lend some rebalancing, so that these organizations can better serve our community. One partner used their funds to rent office space in Beaverton as they expand their service capacity in Washington County. To date, the SHS program has issued these funds to four organizations and will continue to build on this practice in the coming year along with targeted assistance for culturally specific partners.

> The capacity-building funds have enabled Centro to work with skilled consultants that lend their expertise in developing programs, policies, and financial reporting.
>
> MaryAnn Potter, Chief Financial Officer, Centro Cultural

Looking ahead, Washington County will take two critical and clear steps in data practices this program year to support our overall commitment to advancing equity. Currently, the program utilizes both HUD and REALD processes to collect demographic information, but reports data using only HUD standards, consistent with our county partners. The traditional HUD categories used to identify race and ethnicity do not provide correct detail to identify and understand the very communities we seek to reach with our programs. When a participant does not have a race or ethnicity category to choose from that represents how they identify, they are more likely to not answer this question at all. This creates a misrepresentation of who is in need.

REALD (Race, Ethnicity, and Language, Disability) data collection standards were developed to offer identifying data consistent with the communities most impacted by housing inequities. This data collection and reporting practice also informs how to assess racism, disablism and barriers of language access that result in disproportionate program outcomes. Washington County will begin to report our outcomes using REALD standards to better acknowledge and understand the diverse communities we serve in partnership with Clackamas and Multnomah Counties, and Metro in the coming year.

Finally, the program will provide expanded **training, technical assistance, and program monitoring** to support the collection of quality data in partnership with our community-based partners. Our partners are required to collect the race and ethnic identity data of program participants but do not practice data collection standards consistently. The use of different practices, such as how and when questions about race and ethnicity are asked, creates data quality issues that challenge proper evaluation of race/ethnic outcomes such as Length of Time Homeless (Outcome Metric 5). Recognizing that our equity analysis will only be as good as the data collected, the program will invest in data quality improvement and training with our partners. Accurate data will allow us to evaluate and improve programming to better respond to the specific needs of our diverse community. Training, technical assistance and program monitoring will create a shared language in how demographic data is collected, recorded, and reported to improve how we can use this data to advance equity.

A full data report of program outcomes, disaggregated by race and ethnicity is available at the end of this report, in Appendix A.

FINANCIAL REPORT

Consistent with program requirements, Washington County did not reduce funding commitments from our Continuum of Care or General Fund in the first fiscal year. In fact, dedicated investments in homeless and supportive housing programs grew from approximately $5 million to a total $68 million, excluding one-time funding from Federal COVID-19 response.

In the first year of the program, Washington County budgeted approximately $38,000,000 in programming but received more than $63,000,000 million in revenue. Most funding was received in the final months of the program year consistent with income tax collection. The program will roll over this additional program revenue and unspent funding from the first year to stabilize programs and support significant expansion in the next fiscal year. This additional revenue will also fund program and stabilization reserves, and the Tri-County Investment Fund. Funding will also support capital investments in shelters, permanent supportive housing development, and access centers to build out community infrastructure for the delivery of supportive housing services.

While actual expenses are less than the allocated contracts and overall budget for the first program year, these service contracts and rent assistance funds are expected to be fully expended. The program will also expand considerably in the second program year with service provider staffing and organizational capacity in place to support program growth and provide the shelter and housing services planned for the second year.

Pending FY21/22 Financial report:

Revenues			
Revenue projected			38,329,500
Revenue received			63,288,153
Expenditures			
Program	**Budgeted**	**Allocated**	**Actuals**
Housing and support services	8,433,525	6,630,130	2,846,685
Shelter services	6,000,000	5,746,855	3,964,627
Non-congregate shelter services pending FEMA reimbursement			3,307,513
Housing financial assistance	5,250,000	4,375,000	1,319,384
Systems and capacity building	4,200,000	200,000	200,000
Regional Investment Strategy Fund	1,916,475	1,916,475	
Program operating costs	3,454,663	3,003,932	3,391,212
Interfund repayment			1,140,000
Totals	**29,254,663**	**21,872,392**	**16,169,421**
Reserves			
Program reserves			5,000,000
Economic stability reserves			2,934,837
Totals			**7,934,837**

EVALUATION/QUALITY IMPROVEMENT

In reflection, many lessons have been learned and opportunities identified over the past year of designing and building this new system of care. The primary lesson is that effective **program development takes time** to create, teach, adjust, and strengthen, especially when working with a diverse array of community-based partners. Washington County set ambitious goals that did not account for the time needed to develop this system with our partners and our first housing placement did not occur until December 2021. However, together as a system, we were successful in achieving our adjusted outcome goals for the year, and agreed to set **ambitious targets for Year 2**, confident in the structures and capacity in place and ready for program expansion.

LOOKING AHEAD

As year two begins, the SHS team has begun the work of coordinating and supporting outreach services across the county. The Outreach program will expand to include 16 outreach workers providing robust services across Washington County. Services will be geographically coordinated and include youth and culturally specific service providers. Partner agencies will quickly respond to hot spots and connect people experiencing homelessness with housing services.

Tory Gonzalez has been an outreach worker for Project Homeless Connect for over three years, providing this life-saving service during all kinds of weather, including the recent heat wave. Tory explains, "I have lived experience and was homeless 17 years ago with my kids. A lot has changed over 17 years and I am truly humbled to be allowed into peoples' lives." One participant Tory has known for years, Jeff, shares "Tory seemed trustworthy to me. She sees how we live and what we need." Jeff moved into his first apartment later just after this photo was taken, in part thanks to the support of outreach workers like Tory.

Year two also brings the launch of medium-term and short-term housing resources for the Washington County community. The **Rapid Rehousing** program will launch in fall 2022 and seeks to support 400 households experiencing episodic homelessness or at risk of homelessness with up to 24 months of rental assistance and case management services. **Rapid Resolution** will also launch in Year 2, reducing inflow into the homeless response system with one-time assistance for 200 households who only have minimal barriers to resolving their housing crisis and do not need ongoing case management support. Both programs will be available to all households needing either service but will likely be focused on serving Population B households.

Washington County is also working to roll out a **Workforce Development Pilot** program to train and support people with lived experience of housing instability or homelessness that identify as BIPOC and/or LGBTQ+ to enter the housing services career track. Participants will receive ongoing support services and a paid internship placement in the housing services field in Washington County. The goal of this pilot is to address workforce challenges while building a workforce that is more representative of the communities we serve experiencing homelessness and housing instability.

In addition to expanding permanent shelter capacity again in Year 2, Washington County also seeks to specialize our shelter programs to better meeting our community needs. This shelter expansion will include the addition of a safe rest **pod shelter program** and hopefully a **recuperative care shelter program** in partnership with our health systems. To support the expansion of shelter capacity across the County, we will also release funding though a non-competitive **shelter capital fund** to provide gap financing through a capital fund for acquisition and rehabilitation for all permanent shelter sites.

In addition to program expansion, program improvements in year 2 will focus on expanding and supporting the capacity of our culturally specific organizations, and evaluating the **diversity of our housing, outreach, and shelter workforce**. Consistent with our Local Implementation Plan, Washington County is committed to ensuring the provision of culturally specific and responsive services for our participants, which is best achieved through a diverse and strengthened network of our partner agencies and their staff.

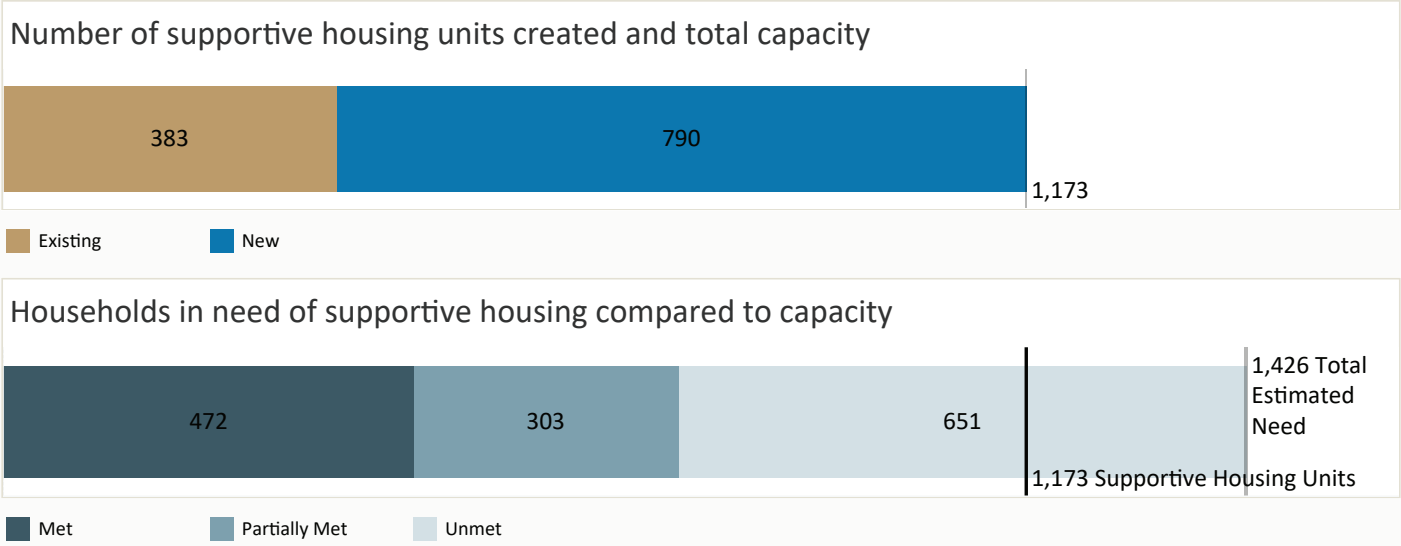
Finally, in Year 2 the program aims to focus on **evaluation and quality improvement across all program areas**. While the first-year prioritized building and launching programs with support and training in partnership with our providers, the second year will also prioritize monitoring and evaluating program outcomes and opportunities for growth. With housing placements underway, we can begin to evaluate how long it takes for the average participant to secure housing, the length of stay in shelter programs, retention rates in housing and all of our outcomes disaggregated by race and ethnicity. Furthermore, with the new Community Connect system underway and housing opportunities expanding, it is time to evaluate the impact of the redesigned system and opportunities for further improvement.

Appendix: Annual Systems Outcomes Data Report

For the period 7/1/2021 - 6/30/2022

Outcome Metric 1: System Capacity

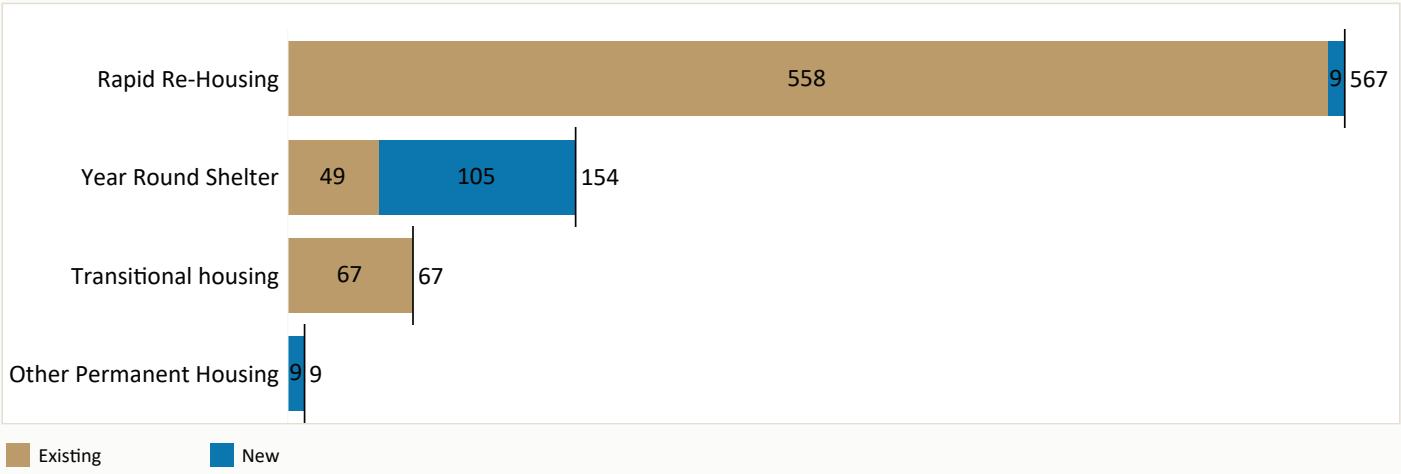
Number of supportive housing units created and total capacity, compared to households in need of supportive housing. This will measure change in supportive housing system capacity and need over time.



Households in Need are defined as households who meet the SHS Population A definition

Households with needs Partially Met are households that have been connected to a housing program, but have not moved into housing yet

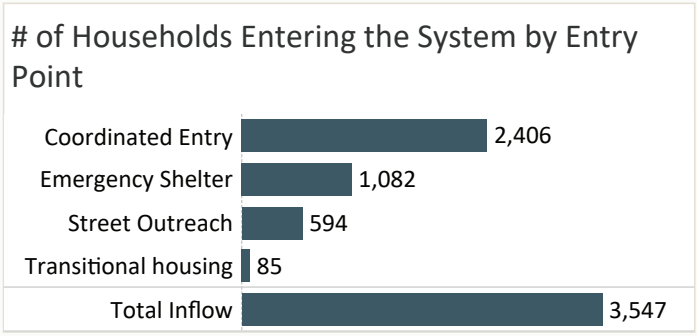
Other non-supportive housing and shelter options that provide system capacity

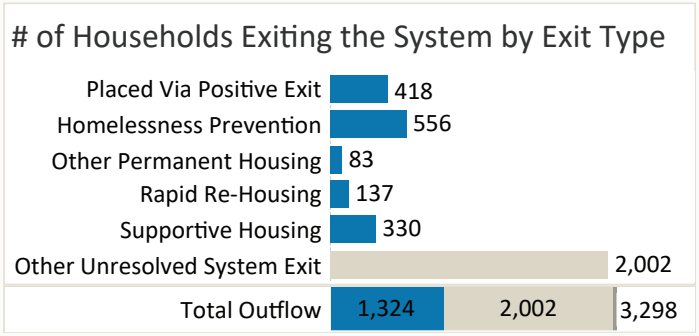


Outcome Metric 2: Programmatic Inflow and Outflow

Number of households experiencing housing instability or homelessness compared to households placed into stable housing each year. This will measure programmatic inflow and outflow.

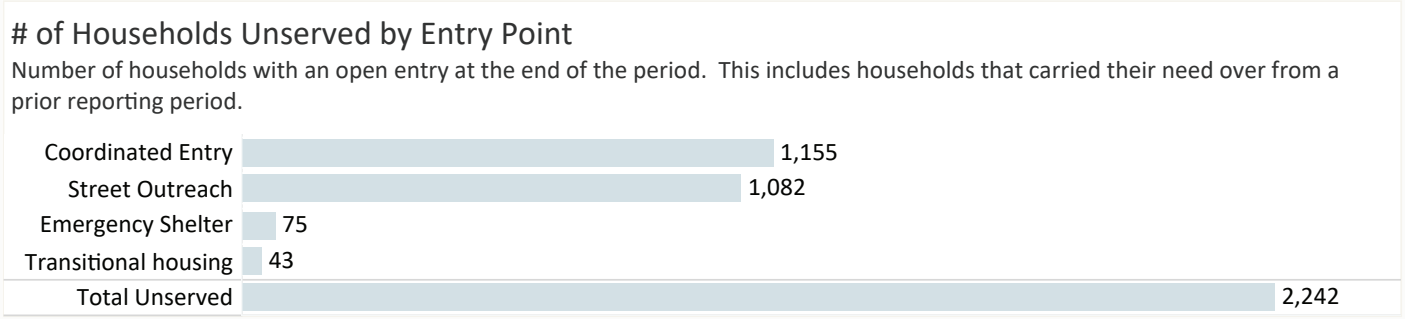
Households



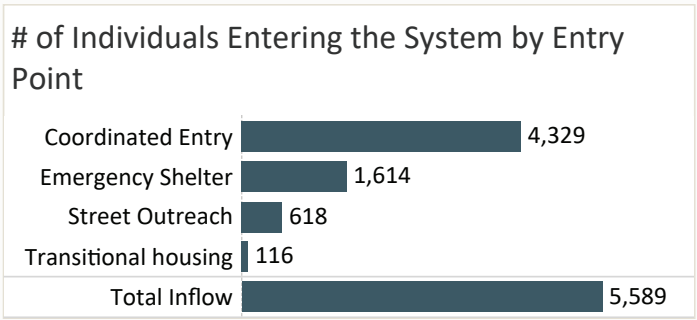


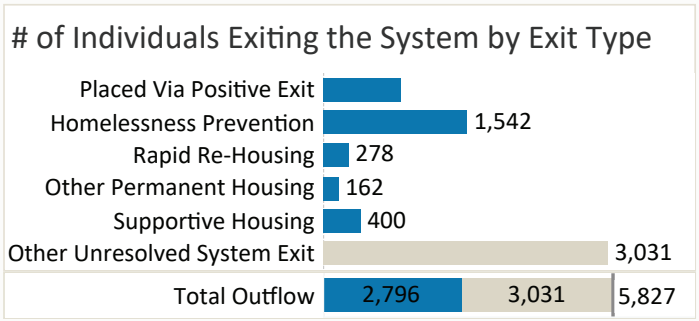
Placed Via Positive Exit includes all households or individuals who exited a program with a permanent housing destination, but was not placed in a housing program in our system

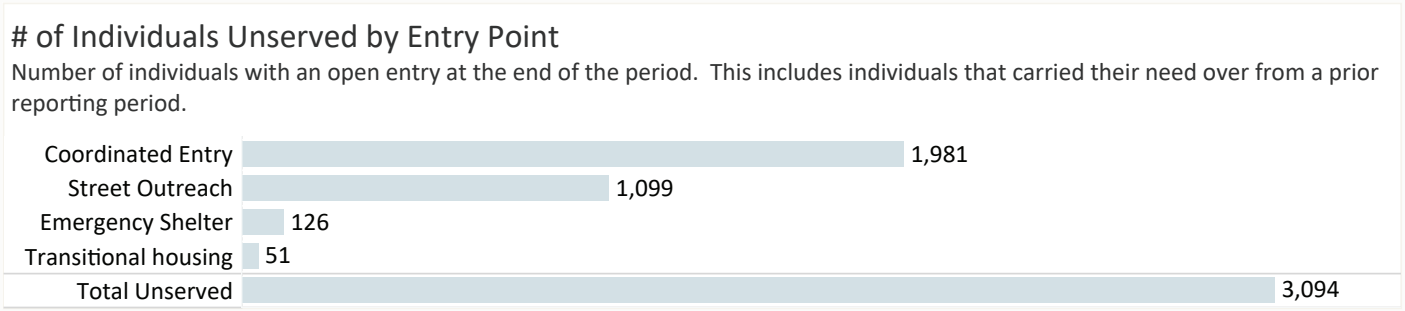
Other Unresolved System Exit includes all households or individuals who exited Coordinated Entry, Shelter, Street Outreach, or Transitional Housing to a non-permanent housing destination and we are not able to determine if their housing crisis was resolved or not



Individuals



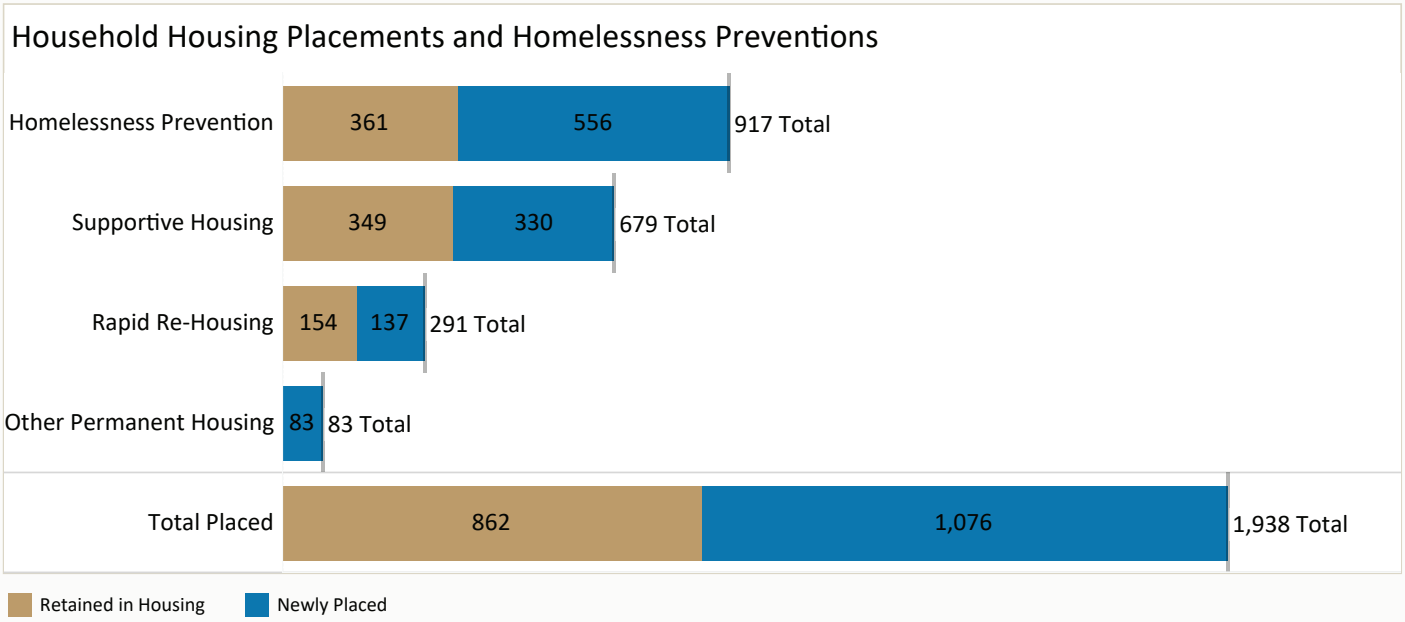




Outcome Metric 3: Housing Placements & Homelessness Preventions

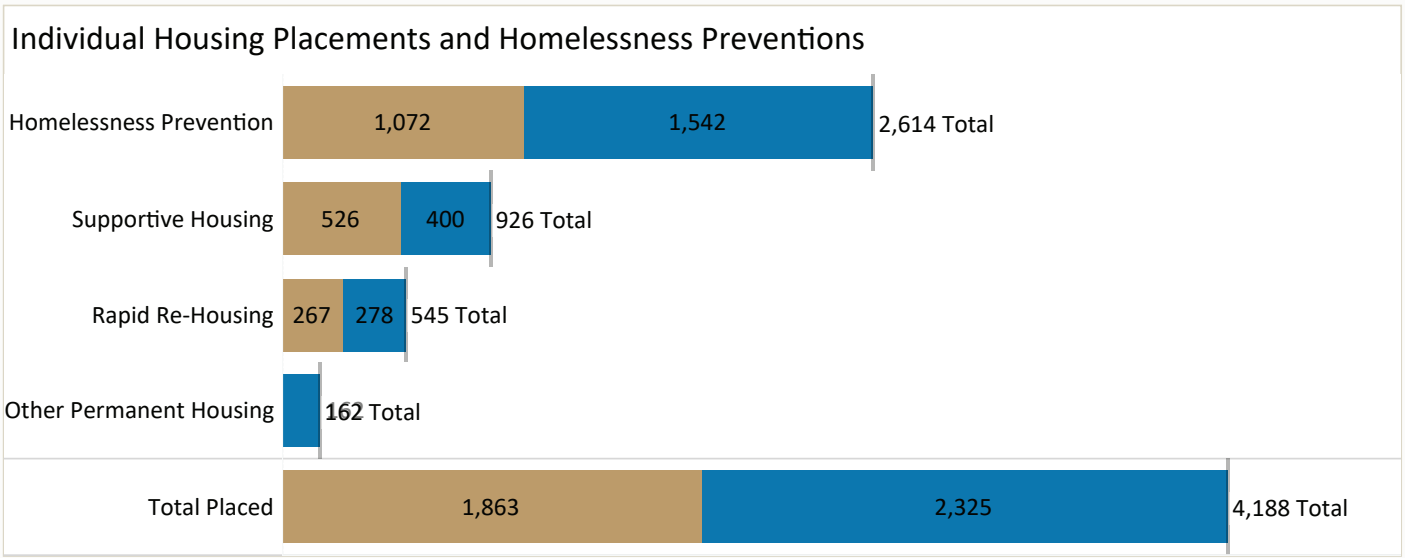
Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).

Households



Households newly housed and retained in projects during the reporting period. Households in permanent housing projects must have a valid housing move-in date.

Individuals



Outcome Metric 5: Length of Homelessness and Returns to Homelessness

'Length of homelessness' and 'returns to homelessness'. These will measure how effectively the system is meeting the need over time.

Length of Homelessness (Years)

Length of time between approximate date homelessness started (prior to system or program entry) and the last day of the reporting period (if unhoused) or Housing Move-in Date (if housed).

Note: Unhoused is anyone with an open entry into CES, ES, SO, or TH with a homeless Prior Living Situation. For CES, entries are assumed closed after 180 days even if no exit date. For SO, entries are assumed closed after 2 years if no exit.

Household Returns to Homelessness Services

Households who exited the homelessness services system to a permanent housing destination, and returned to the homelessness services system within two years of exit.

% of Households Returning to Homelessness Services	
6.8%	
Households Returning to Services within 2 years	407
Households Exiting Services in the Last 2 years	5,953

Households are considered to have returned to services if they have an entry in an CES, ES, SO, or TH project anytime after exiting to a PH destination.

Individual Returns to Homelessness Services

Individuals who exited the homelessness services system to a permanent housing destination, and returned to the homelessness services system within two years of exit.

% of Individuals Returning to Homelessness Services	
11.8%	
Individuals Returning to Services within 2 years	734
Individuals Exiting Services in the Last 2 years	6,246

Outcome Metrics broken down by Racial and Ethnic Identity

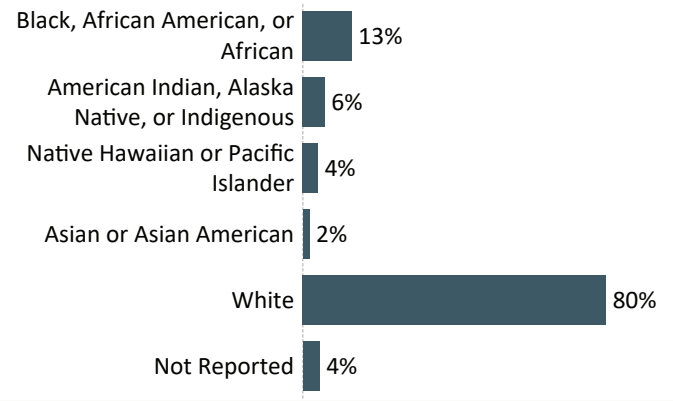
Note: Race and Ethnicity are broken out separately due to HUD data standards. We will be moving toward using REALD once it is available regionally.

Outcome Metric 2: Programmatic Inflow and Outflow

Number of households experiencing housing instability or homelessness compared to households placed into stable housing each year. This will measure programmatic inflow and outflow.

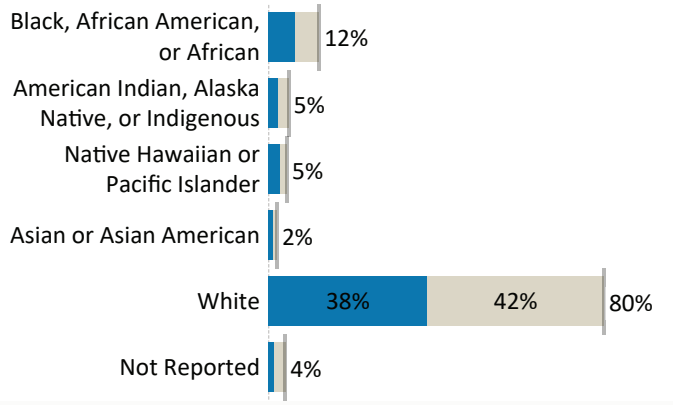
% of Individuals Entering the System by Racial Identity

(alone or in combination)

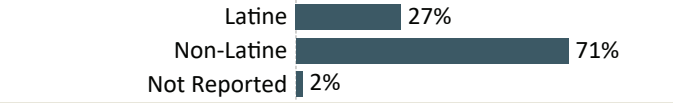


% of Individuals Exiting the System by Racial Identity

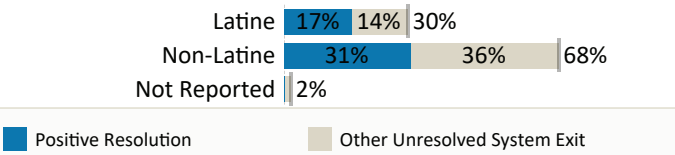
(alone or in combination)



% of Individuals Entering the System by Ethnic Identity

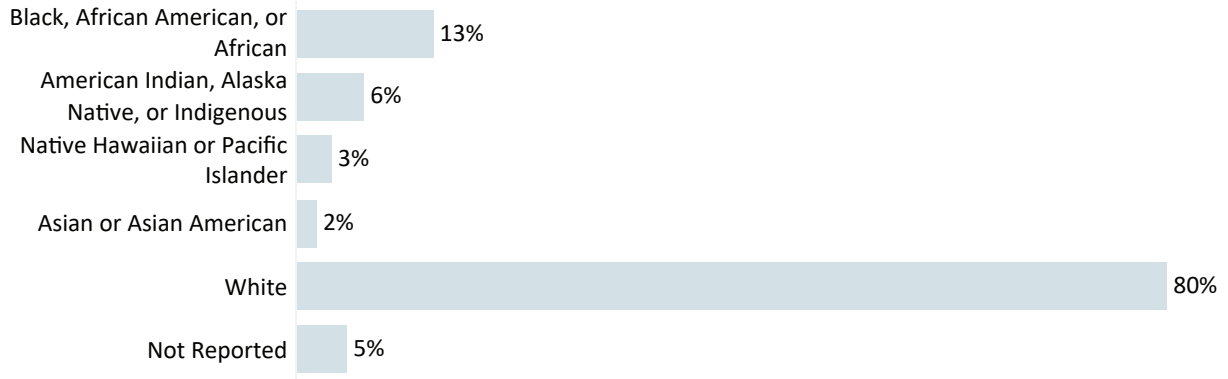


% of Individuals Exiting the System by Ethnic Identity

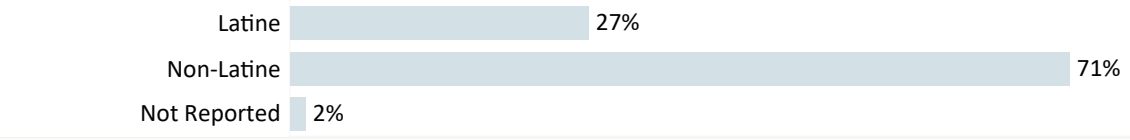


of Individuals Unserved by Entry Point and Racial Identity

(alone or in combination)

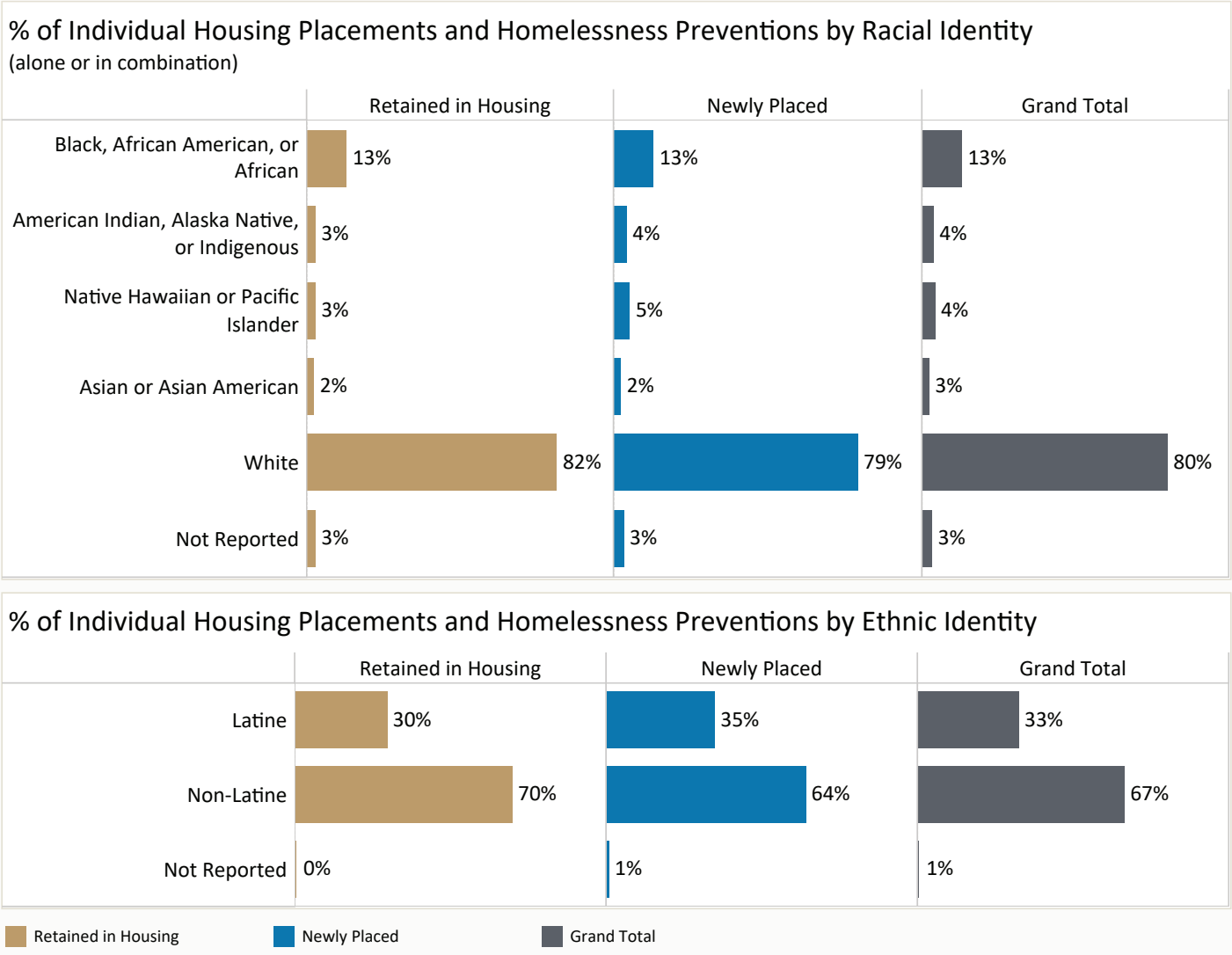


Unserved at end of Period by Ethnic Identity



Outcome Metric 3: Housing Placements & Homelessness Preventions

Number of housing placements and homelessness preventions, by housing intervention type (e.g. supportive housing, rapid rehousing).



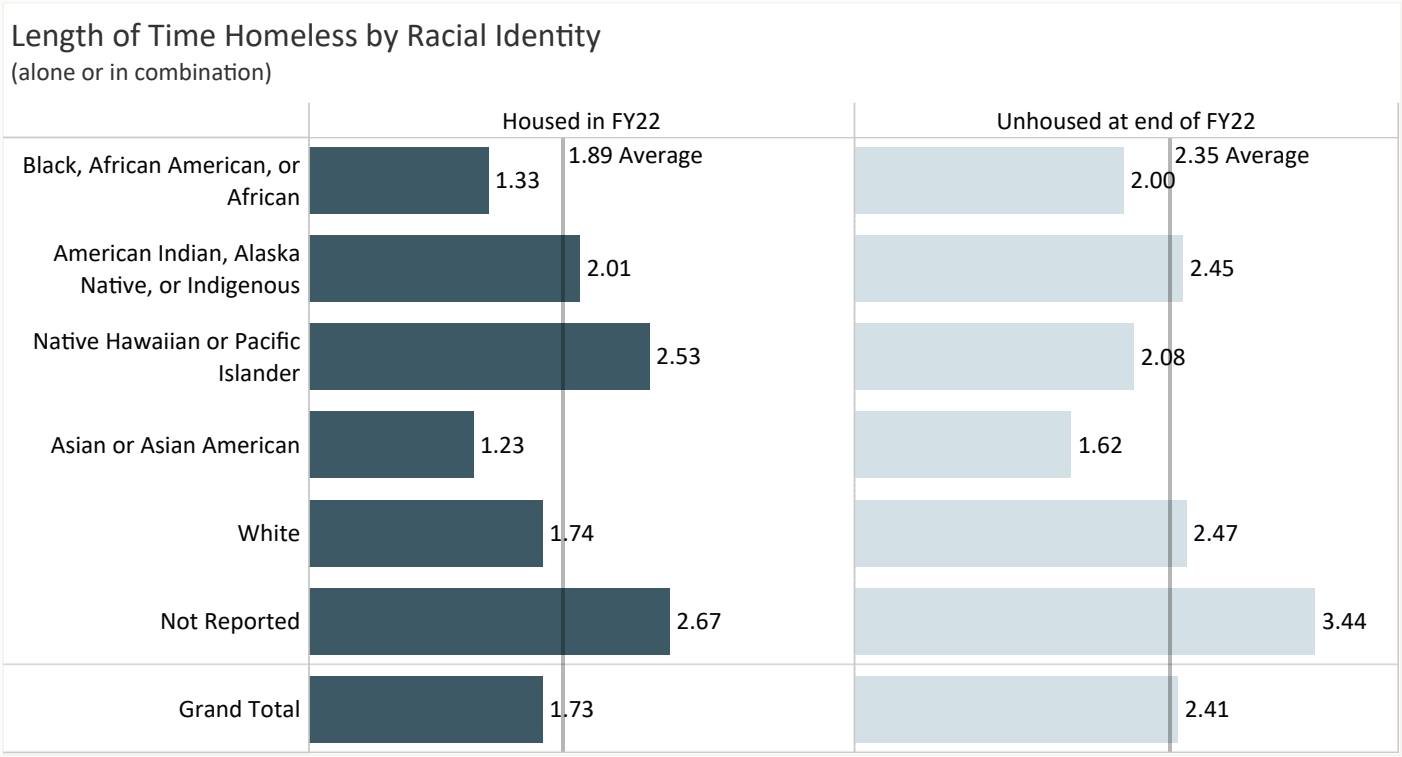
Outcome Metric 5: Length of Homelessness and Returns to Homelessness

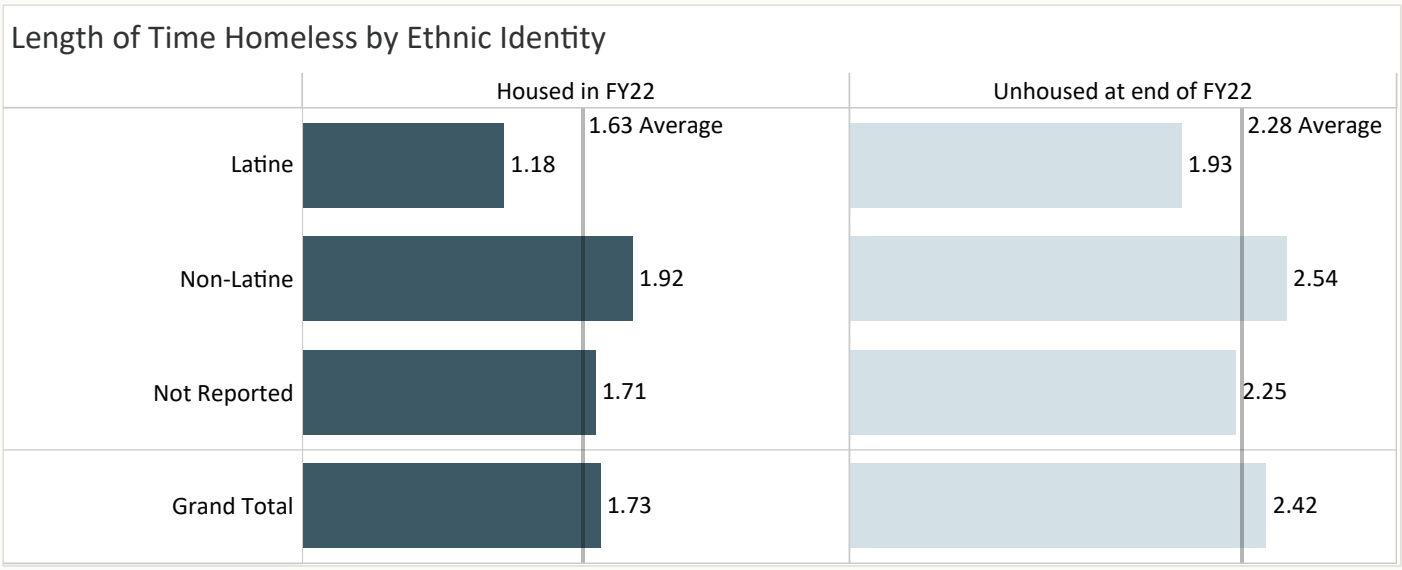
'Length of homelessness' and 'returns to homelessness'. These will measure how effectively the system is meeting the need over time.

Length of Homelessness (Years)

Length of time between approximate date homelessness started (prior to system or program entry) and the last day of the reporting period (if unhoused) or Housing Move-in Date (if housed).

Note: Due to the limited numbers of people in each racial and ethnic group where we are able to accurately calculate the length of homelessness for, these averages could be easily skewed by outliers within each group.





Returns to Homelessness Services

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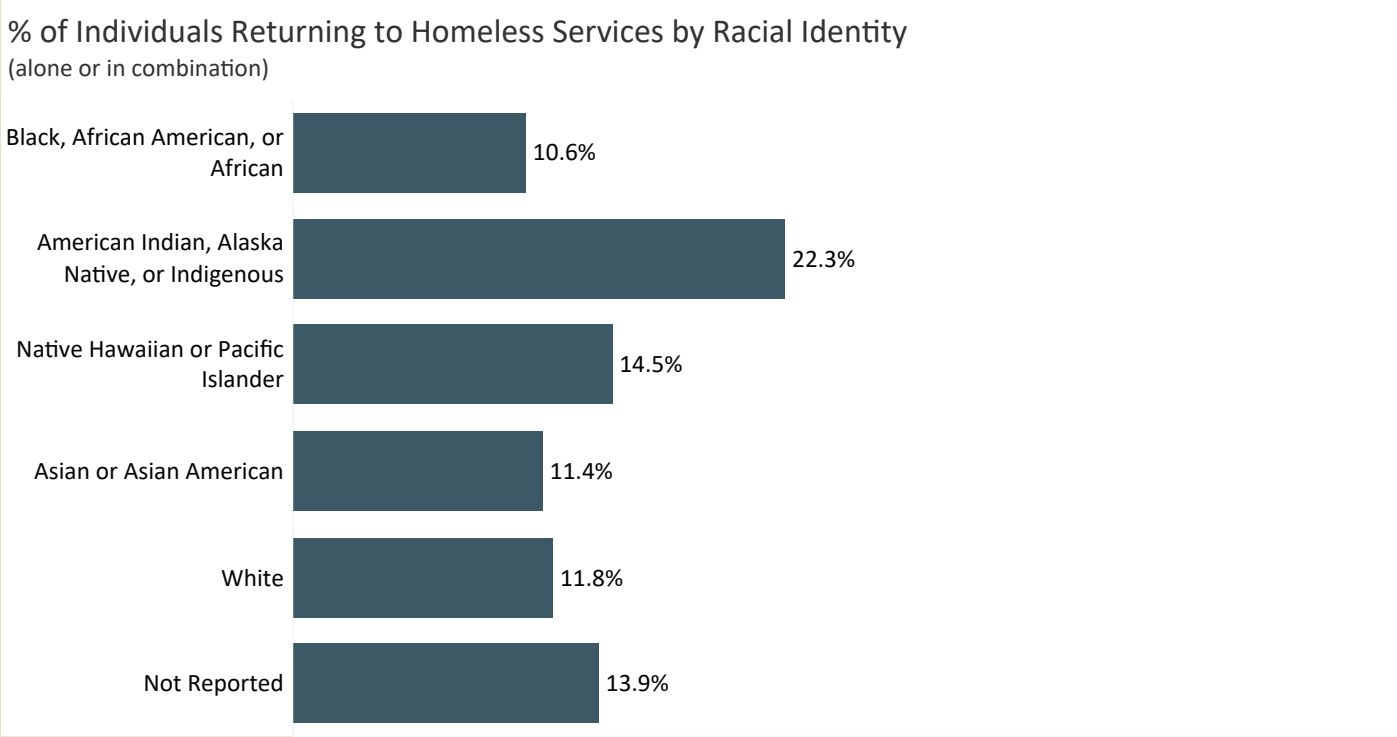
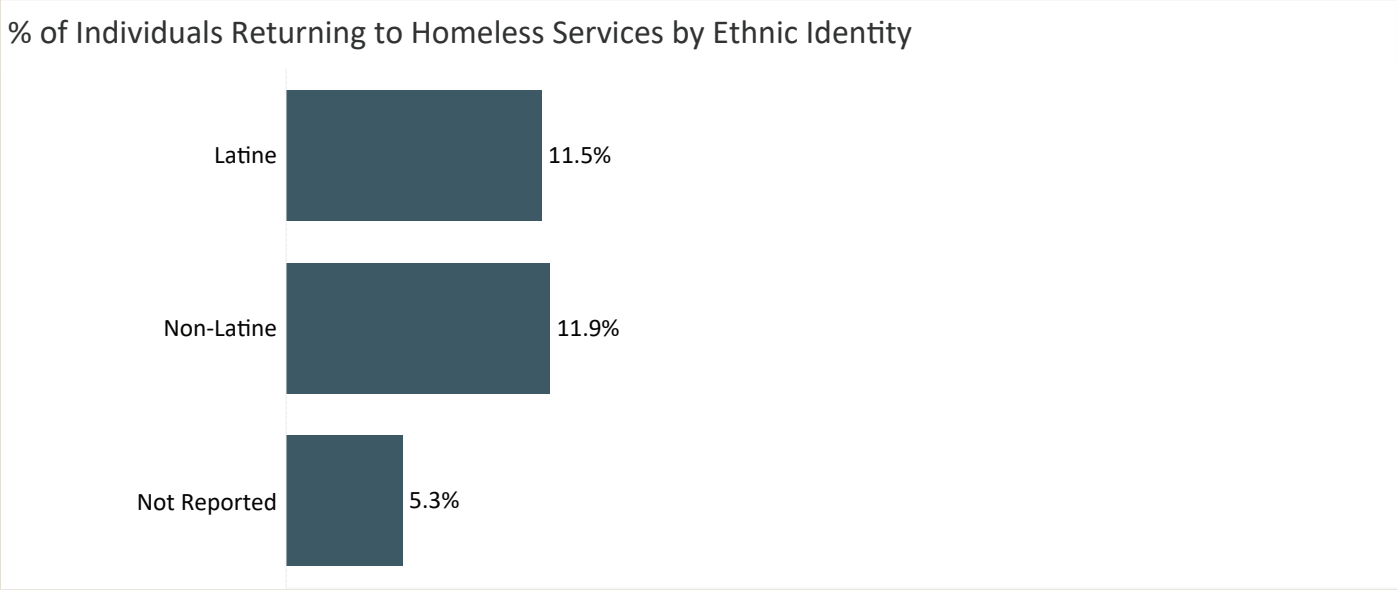


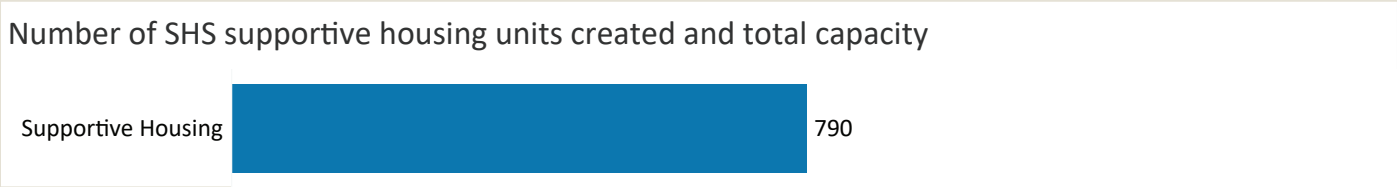


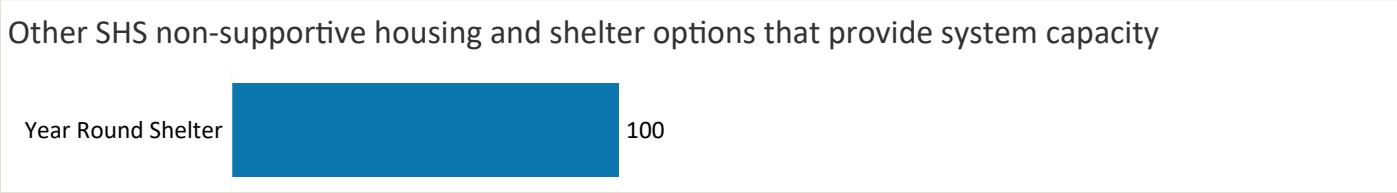
SHS Annual Outcomes Data Report

For the period 7/1/21-6/30/22

Outcome Metric 1: System Capacity

Number of supportive housing units created and total capacity, compared to households in need of supportive housing. This will measure change in supportive housing system capacity and need over time.





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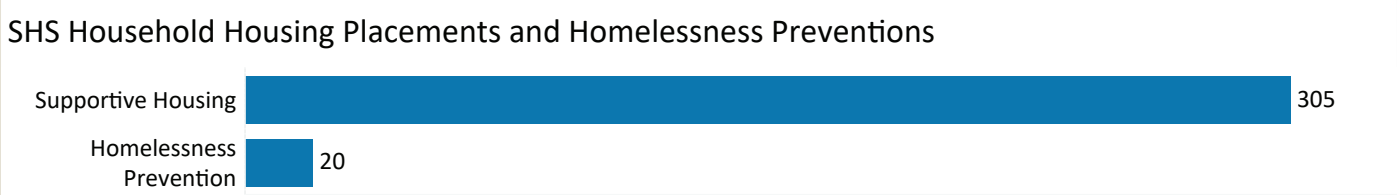
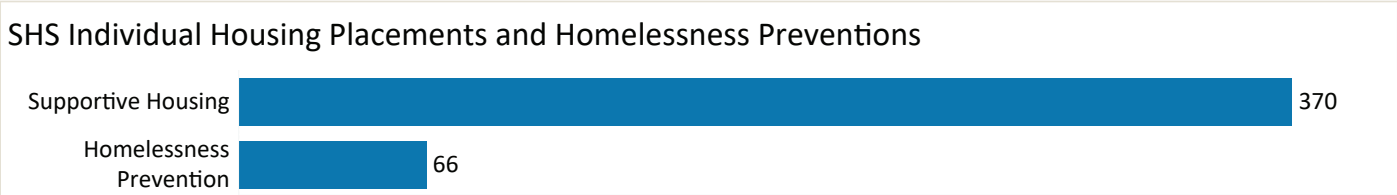


Households newly housed and retained in projects during the reporting period. Households in permanent housing projects must have a valid housing move-in date.



SHS Outcome Metrics broken down by Racial and Ethnic Identity

Note: Race and Ethnicity are broken out separately due to HUD data standards. We will be moving toward using REALD once it is available regionally.

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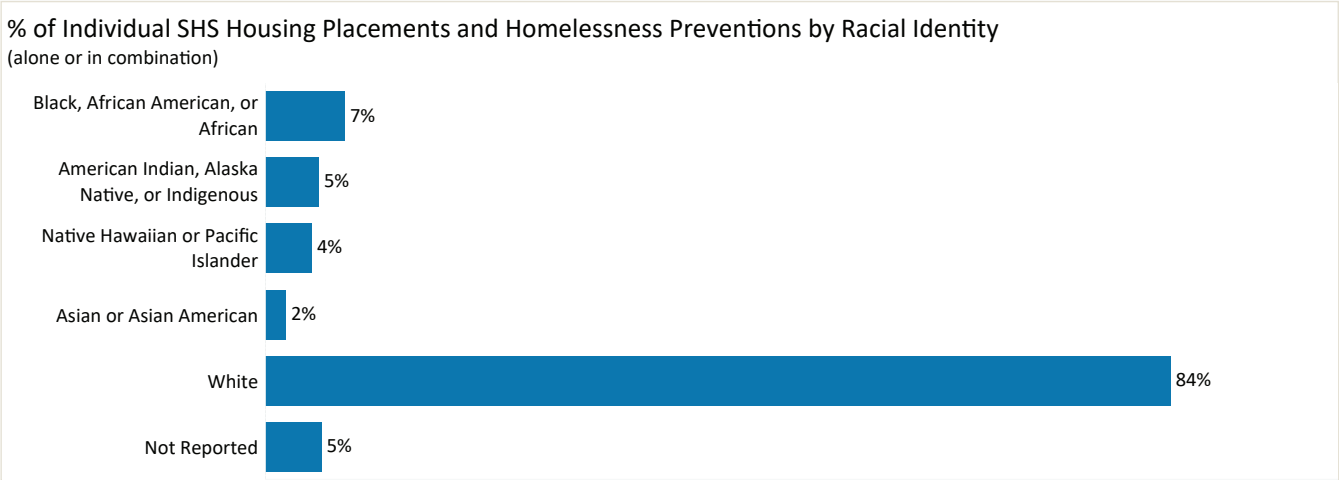
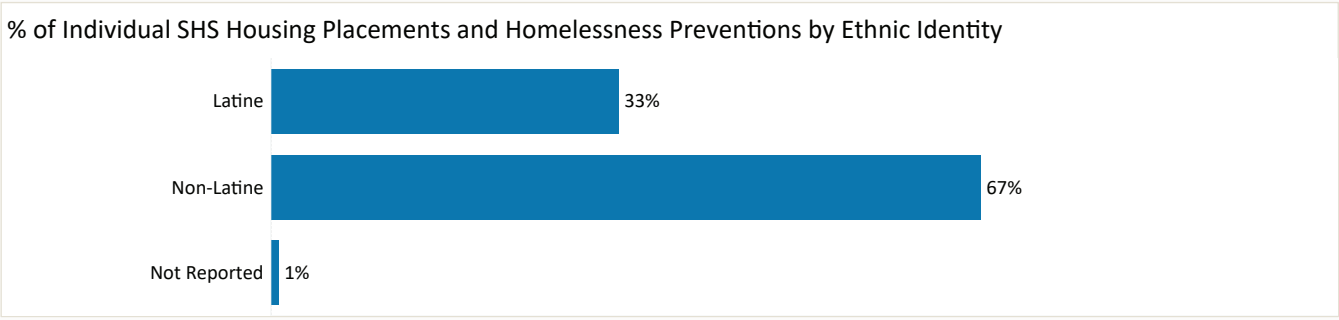


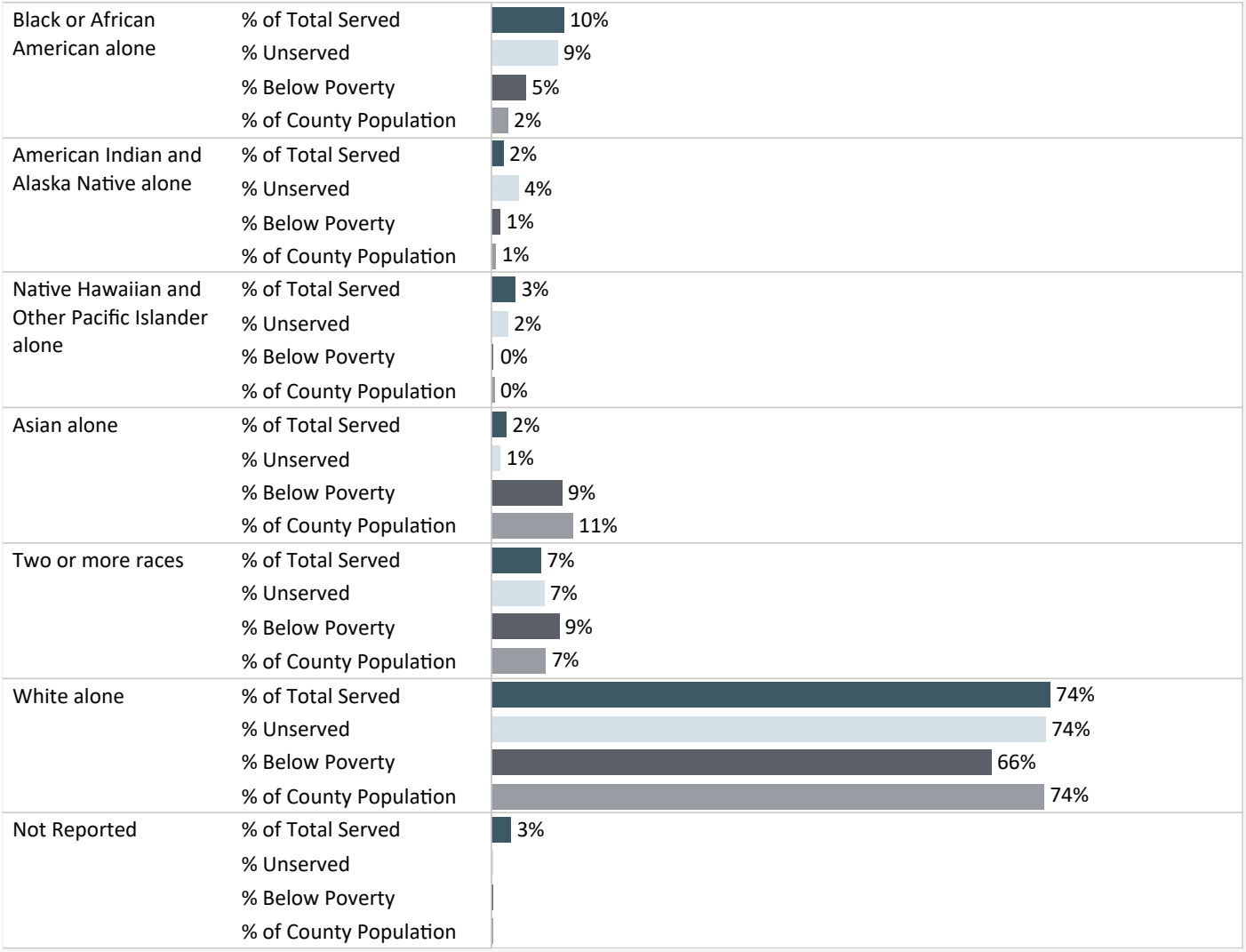


Appendix: Additional Racial Equity Information

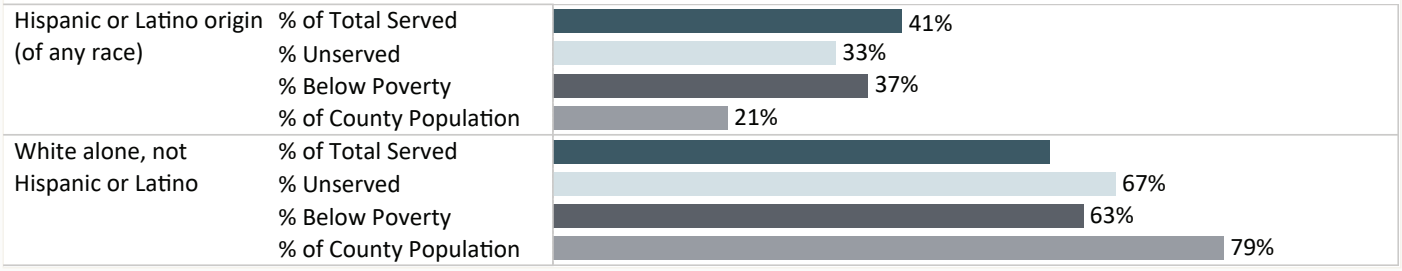
How do the populations we work with (system-wide) compare to the overall population and populations in poverty in Washington County?

% of Individuals served by Housing Programs and Homelessness Preventions or still awaiting housing services by Racial Identity in comparison to the population

(mutually exclusive)



% of Individuals served by Housing Programs and Homelessness Preventions or still awaiting housing services by Ethnic Identity in comparison to the population



Population data is from the American Community Services 2020 poverty data found at:
https://data.census.gov/cedsci/table?q=S1701%20&g=0500000US41067&tid=ACSST5Y2020.S1701

Appendix B: Other Required Annual Reporting Metrics

This additional reporting information was not required in Quarterly reporting, so was not included in Appendix A. These additional reporting metrics have been prepared specifically for the annual report:

Total funding for culturally specific organizations:

FY 21/22 total contracting allocated to culturally specific providers:	$5,512,454.00
FY 21/22 actual expenditures from culturally specific providers:	$3,376,418.25

Washington County partnered with five culturally specific providers in the first program year of the program. These partners include Greater Good Northwest, IRCO, Bienestar, Centro Cultural, and Urban League. These organizations provided housing case management services, bridge, and winter shelter services, and the housing liaison program that launched in Q4. Each Culturally Specific organization received $50,000 for additional administrative support and will receive this funding for two additional years. These partners have been involved in the Homeless Services system in Washington County; however, most are receiving fully funded contracts for the first time that afford them the opportunity to provide supportive services to their community experiencing homelessness in Washington County.

Funding leveraged from other systems:

Washington County primarily focused on launching critical shelter and housing programs that did not adequately exist prior to the SHS program and did not significantly focus on leveraging other funding or capacity in other systems. However, there were three programs that were launched with the explicit purpose to leverage other funding and systems of care:

One-Time Emergency Rent Assistance for Culturally Specific Providers:
This program lasted for 6 months with the intention to help leverage Federal Emergency Rent Assistance for underserved communities of color. Several programs working to enroll participants in ERA, were concerned that culturally specific households would not be protected by state legislation due to concerns about documentation status or housing discrimination. These partners requested flexible one-time funds to provide immediate rent assistance to prevent eviction while enrolling participants in the state ERA system. The program was discontinued due to underutilization, however, the $27,258.17 rent assistance funded with the SHS program was able to leverage an additional $123,552.41 in ERA rent assistance.

Housing Liaison Programs:
This program launched in five unique Health and Human Services Divisions to leverage existing support services and systems of care. Through this pilot, program participants access housing services with assistance from a Housing Liaison trained to effectively navigate resources and enroll participants in the housing system. The $812,000.00 per year SHS investment for five Housing Liaison positions, is leveraging the capacity of 11 registered nurses, 53 resource coordinators, 5 behavioral health care coordinators, and population-specific resource navigation services funded through Health and Human Services funding sources, to increase the quality of housing care provided through this partner system.

Affordable Housing Bond:
The program also leveraged funding from the Affordable Housing Bond in FY 21/22 through two projects. Washington County operated a bridge shelter for 6 months at the Aloha Inn before it was converted to new PSH housing, which will open with SHS funding in early 2023 for 54 households. The County also partnered with the owners of the Viewfinder, an affordable housing bond project, to fund additional resident services and case manager support for 30 households who moved in with PSH vouchers from VASH, Housing Choice vouchers and RLRA.

Housing Retention Rates:

Housing retention could not be measured in the first year of the program as participants had just achieved housing placement and this metric is measured one year after housing placement. This data will be available in the FY 22/23 Annual Report. Of the 305 households placed into RLRA programs this past year, 299 are still housed, 4 passed away, and 2 are working towards re-housing in the program.

Partner organization staff diversity:

This information was not gathered in the first program year due to missing collection methodology. A survey is being created to gather this data from our partners in the second year of reporting and will be available in the FY22/23 Annual Report.

Partner organization pay equity:

This information was not gathered in the first program year due to missing collection methodology. A survey is being created to gather this data from our partners in the second year of reporting and will be available in the FY22/23 Annual Report.

Advisory Body Membership Diversity:

The Homeless Plan Advisory Body supports ongoing implementation and advisement of the Washington County SHS program through the Local Implementation Plan. This body intentionally recruited new members over the past year and increased diversity in membership.

HPAC 2022 Race and Ethnicity

- 6% Asian or Asian American
- 16% Black or African American
- 9% Hispanic, Latino or Spanish Origin
- 1% Native Hawaiian or other Pacific Islander
- 8% Two or More Races
- 60% White

HPAC 2021 Race and Ethnicity

- 0% Asian or Asian American
- 11% Black or African American
- 9% Hispanic, Latino or Spanish Origin
- 1% Native Hawaiian or other Pacific Islander
- 8% Two or More Races
- 18% did not identify
- 71% White

THANK YOU!

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