

September 2025

# Housing training updates



September 2025

# Metro housing overview



## Affordable Housing Bond

Approved by voters in 2018

On track to add 5,288 new affordable housing units

Partnership with seven jurisdictions and housing authorities

Over 10,000 people will have a safe and affordable place to call home

## Measure 26-210 Supportive Housing Services

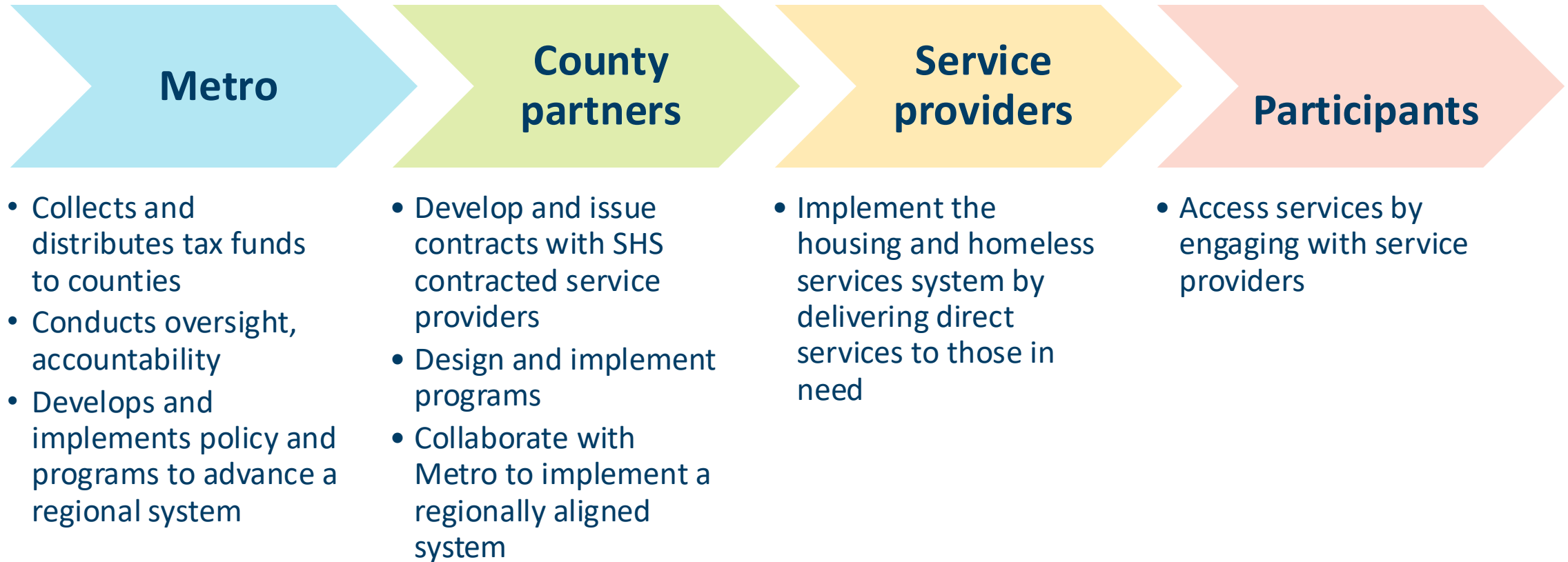
Approved by voters in 2020

Estimated at **\$2.5 B** in the region over 10 years

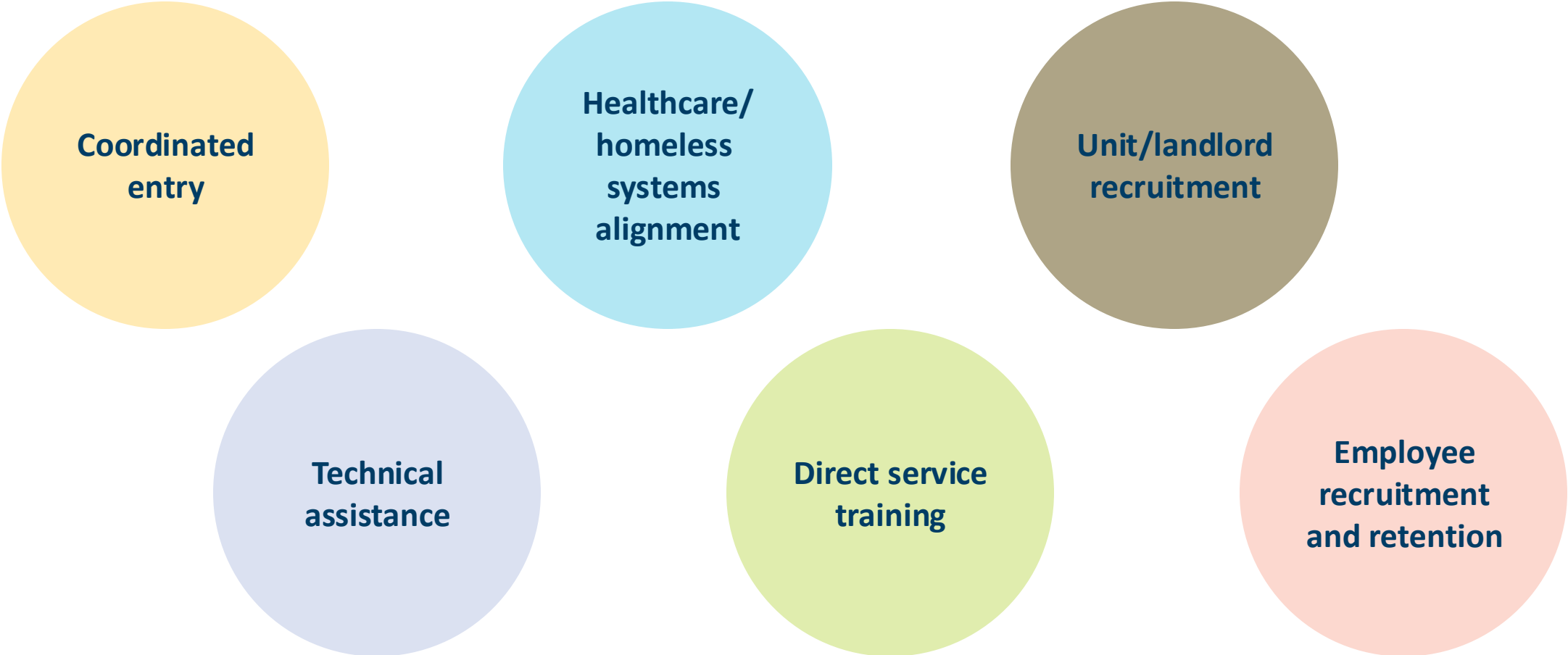
Partnership with Clackamas, Multnomah and Washington counties

5,000 chronically homeless households and 10,000 households at risk of or experiencing homelessness will have stable housing

# Unique roles in the SHS system



# Advancing a regionally aligned system



**Coordinated  
entry**

**Healthcare/  
homeless  
systems  
alignment**

**Unit/landlord  
recruitment**

**Technical  
assistance**

**Direct service  
training**

**Employee  
recruitment  
and retention**

# Metro Housing's *regional capacity team*

Increasing the ability of systems to provide consistent, sustainable and quality services across the tri-county region

## Current priorities:

- Accessible trainings for frontline workers
- Technical assistance for permanent supportive housing services providers

# Racial equity

Racial equity is embedded into every stage of program development and implementation. To ensure this, the training project team has operationalized equity work within the program, and is committed to:

- Performing a collaborative, cross-jurisdictional racial equity lens analysis on each new implementation strategy that has been identified,
- Committing time in weekly team meetings and 1:1's to move findings/recommendations from each analysis forward
- Allowing racial equity findings to inform to program design/implementation

# Housing service worker training program





# Housing training program



## What?

Metro and Portland Community College's (PCC) Professional Development and Training department are creating a housing training program.

The initial courses will focus on:

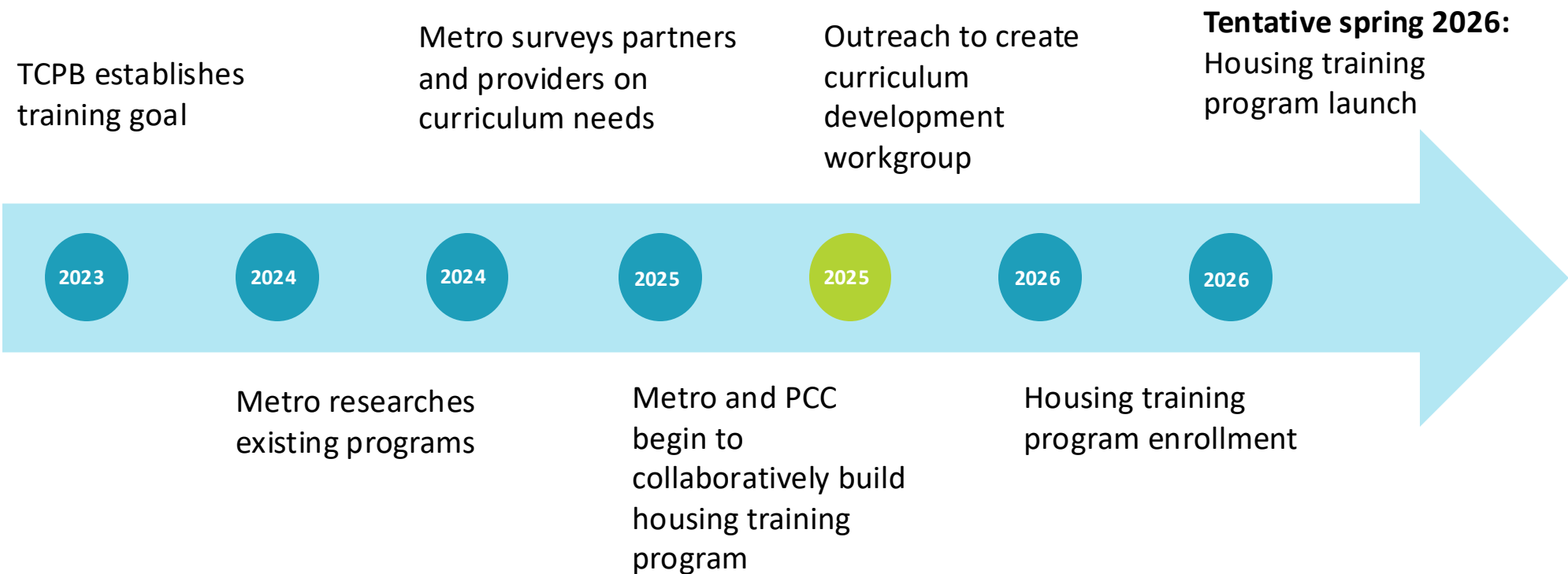
- Fundamentals of housing case management
- Basics of housing system navigation

## Who?

The first cohort of up to 24 will be comprised of staff who:

- Work at agencies with Supportive Housing Services contracts
- Have been hired in the last 0-6 months

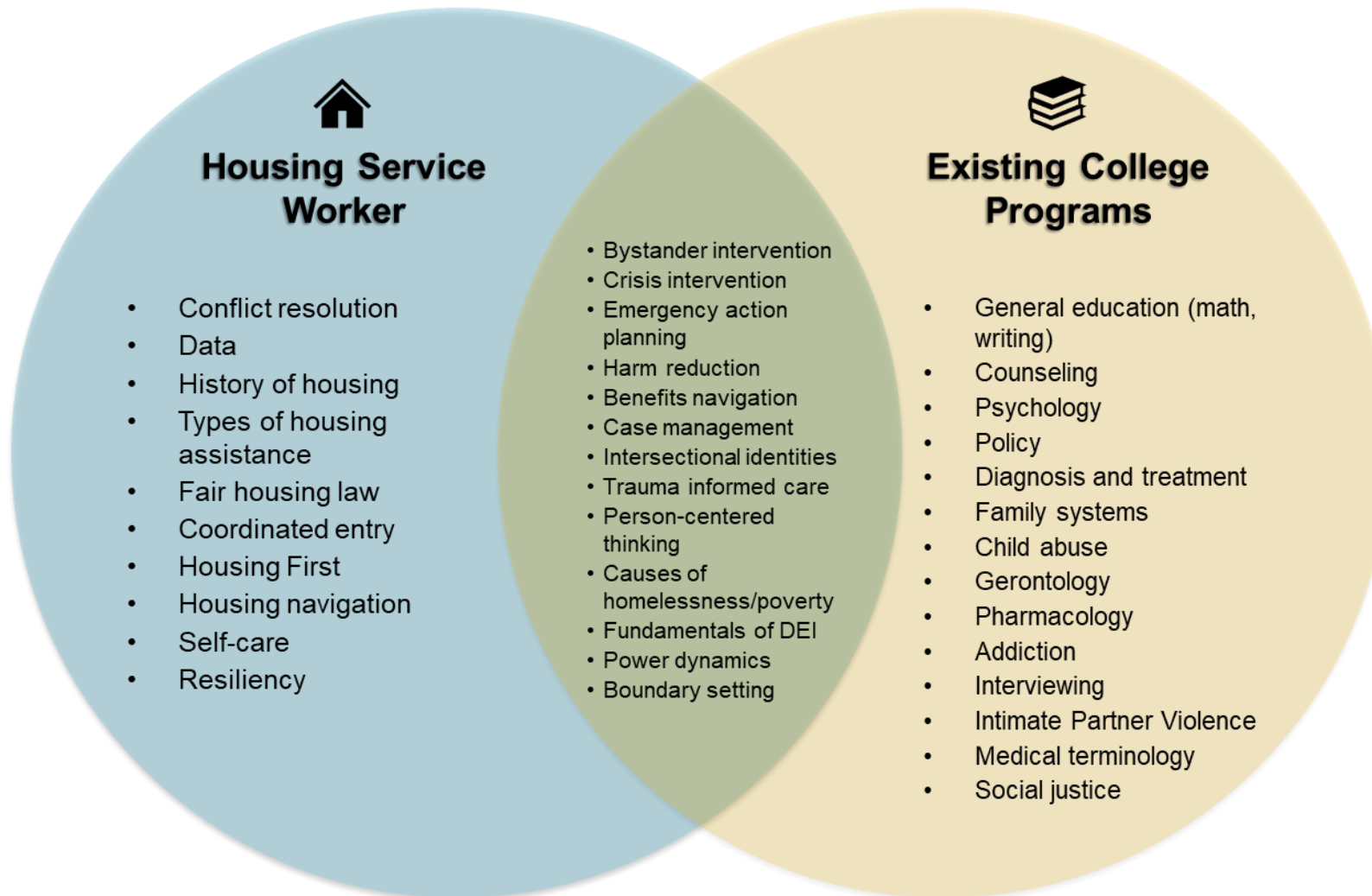
# Housing training program



# Potential Courses

Housing service worker case management	Basics of housing system navigation	Substance use, recovery and mental health	Diversity, equity and inclusion	Trauma-informed care and self care
<ul style="list-style-type: none"> <li>• Benefits Navigation</li> <li>• Fundamentals of Case Management</li> <li>• Data Systems (HMIS and Community Services)</li> <li>• Financial Wellness Education</li> <li>• Employment services</li> <li>• Barrier reduction</li> <li>• Unconditional positive regard</li> </ul>	<ul style="list-style-type: none"> <li>• Housing Systems</li> <li>• Vouchers</li> <li>• Rapid Rehousing</li> <li>• Eviction Prevention</li> <li>• Coordinated Entry</li> <li>• The Principles of Housing First</li> <li>• Sustainability in housing</li> <li>• Housing individuals with a legal record</li> <li>• Tenant rights</li> </ul>	<ul style="list-style-type: none"> <li>• Boundary Setting</li> <li>• Crisis Intervention</li> <li>• Conflict Resolution</li> <li>• Emergency Response               <ul style="list-style-type: none"> <li>• Naloxone</li> <li>• First Aid</li> <li>• CPR</li> </ul> </li> <li>• Mental Health First Aid</li> <li>• Recovery housing options</li> <li>• Relapse and relapse prevention</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural Humility</li> <li>• Implicit Bias</li> <li>• Power Dynamics</li> <li>• Harm Reduction</li> <li>• Honoring Lived Experience</li> <li>• History of racial exclusion in Portland</li> <li>• Self-awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Coping Strategies</li> <li>• Foundations of Trauma Informed Care and Trauma Intervention Programs</li> <li>• Employee Resilience and Self Care</li> <li>• Access to recovery support</li> <li>• Secondary trauma</li> </ul>

# Community college course overlap



# Housing training program



## Want to get involved?

- You are right now, thanks!
- Take a feedback survey, links will be emailed to you and dropped in the chat.
- Apply to participate in a workgroup that will help review and shape the curriculum of the housing training program at PCC.

# Immediate opportunities



# On-demand training



# Center for Learning

**\*\*NEW\*\*** Caring for Older Adults Experiencing Homelessness: For System Leaders! Visit us on YouTube: [https://youtube.com/@cfl\\_naeh](https://youtube.com/@cfl_naeh)

[See our FAQs](#)[Search](#)

or

[All Categories](#)[Filter](#)

## Improving Street Outreach as a Community Learning Series

Supercharge your outreach through community partnerships. Persons living unsheltered are especially vulnerable. Learn how to reach them, build a system-level strategy, and get some partners. Courses in this series cover: Strategies for outreach staff to build strong connections with people experiencing homelessness Strategies for recruiting partners from outside the homeless response system Coordinating across the system to ensure clients have good outcomes This course is...[Read more](#)

Content  
3 courses

Price  
\$119.95

[Add](#)

## Racial Equity Learning Series



# On-demand training pilot



	Average rating out of 10 Corporation for Supportive Housing	Average rating out of 10 National Alliance to End Homelessness
Did the training content effectively prepare you for the responsibilities of a front-line housing service worker?	7.7	8.5
How confident do you feel in applying the skills learned from this course in a real-world housing service worker role?	8	8.7

# On-demand training pilot



*“One of the biggest take-aways is that policy and procedure matters but so do the actions of the service provider more than anything. I plan to analyze my process for ways to improve and try to influence the policies that my organization uses as much as I can.”*

*“All courses were very informative; I will be taking more when I can whether they are free or we have to purchase.”*

*“Some things just need to be learned through experience, but these virtual trainings lay out a lot of really valuable foundational information, and I learned more than I expected to.”*

*“My most significant takeaways are 1) how I train my street outreach staff & day center staff to approach housing diversion and 2) how I as a leadership approach death and dying within the programs I manage....taking these courses have challenged me to rethink how I structure the program I manage to better support participants we serve and staff when we encounter death and grief.”*

# On-demand training available to frontline SHS providers



- National Alliance to End Homelessness (NAEH)
- Self-guided training enrollment and training completion at the provider's own pace
- No participant limit per organization (participants can access a limited number of trainings)
- Timeline: October 2025 - June 2026 (while funding lasts)

Reach out to [MetroHousingRegionalCapacity@oregonmetro.gov](mailto:MetroHousingRegionalCapacity@oregonmetro.gov) to be added to the announcement list.

# Training resource webpage



## GRANTS AND RESOURCES

2040 planning and  
development grants

+

Brownfields assessment  
grants

+

Civic engagement grants

Climate pollution reduction planning  
grantsCommunity enhancement  
grants

+

Community Placemaking  
grants

+

Cooling corridors study

Housing and homelessness  
resourcesInvestment and Innovation  
grants

+

Landlord incentives

Large-scale community visions

Local share

Nature grants

+

Home &gt; Tools for Partners &gt; Grants and resources

## Regional housing-related training resources

Training platforms, resources and vendors for housing and homeless services providers and staff in greater Portland.

This page is intended to identify training resources for housing service providers in Clackamas, Multnomah, and Washington Counties. It provides training resources in different topic areas such as housing case management, housing navigation, substance use and mental health, trauma informed care and self-care, and diversity, equity and inclusion.

The page includes a mixture of free and paid training opportunities, virtual and in-person trainings, and more. Beneath each training organization there is logistical and categorical information about what types of training the organization offers.

These training resources have been identified by research and crowd-sourced information. The trainings are not individually vetted by Metro, nor does Metro endorse them as trainings. It is not a complete list of all trainings available. To add a training or provide feedback on any trainings from this list, please fill out our contact form. To add a training or provide feedback on any trainings from this list, please [fill out our contact form](#).

### Training resources

[American Red Cross](#): Offers in person trainings which have associated fees. Content includes CPR, First Aid, and other emergency planning.

Training area: housing case management

[Bradley Angle](#): Offers training on domestic and intimate partner violence for a fee. Training is

# Training resource webpage



[www.oregonmetro.gov/tools-partners/grants-and-resources/regional-housing-related-training-resources](http://www.oregonmetro.gov/tools-partners/grants-and-resources/regional-housing-related-training-resources)

- Training resources for housing and homeless services organizations
- Includes a variety of training opportunities:
  - Free
  - Fee-for-service
  - In-person
  - Virtual
  - English
  - Spanish

# Questions?





**Thank you**

[oregonmetro.gov](http://oregonmetro.gov)