

## Draft email to organizational staff

Hello,

Metro's Housing Department is excited to provide an update on their training work and recruit for an engagement opportunity they need the support of frontline providers on that is quickly approaching, and to request feedback on programming that is being developed.

Metro's housing department is reaching out today to:

- Update you on the training work that we are currently involved in and get your feed on training programming that's being developed in collaboration with Portland Community College,
- Alert you to some immediate training opportunities/resources that Metro has stood up, and
- Invite you to apply to a limited-duration workgroup that will help to ensure that the programming through PCC meets the unique needs of the region's providers.

As mentioned above, Metro is currently partnering with Portland Community College to develop two courses for front-line housing service workers to ensure they have the tools they need to succeed early in their careers. The courses are Basics of Housing System Navigation and Housing Service Worker Case Management and Metro is hopeful that the first cohort for both courses will enroll in late spring/early summer 2026. These courses will require no pre-requisite education to enroll in and are currently being planned to be non-credit courses (meaning attendees will not get college credit for attending, though there may be future opportunities to create non-credit certifications from the course).

Metro is currently in the curriculum development process and **plans to stand up a workgroup comprised of providers from the region** to get feedback on what is being developed.

### **The asks**

It is very important to Metro to get feedback from the people actually doing the work on the programming that we are developing. To help ensure this, Metro is hosting several engagement opportunities that they are hoping you will consider giving some time to:

**Ask #1: Metro Housing Fall 2025 Front-Line Service Worker Survey:** This survey should take 20 minutes to complete and will gather your feedback on several areas relating to the training and technical assistance work that Metro is spearheading. Your input will be used to help develop current programming and identify future training needs/initiatives.

You can access the survey here: <https://forms.office.com/r/ncjaRc7nWA>.

**Please only complete this survey if you are a front-line housing service worker.**

**Ask #2: PCC Curriculum Development Workgroup Survey:** The survey is being circulated to recruit for the limited-duration PCC Curriculum Development Workgroup, which will likely meet monthly between November 2025 through April 2026. This survey provides an overview of the workgroup's logistics and allows interested applicants to apply. **Selected workgroup participants will receive a stipend of \$200 per meeting!**

You can access the application here: <https://forms.office.com/r/RM65FMYHZW>.

**Please only complete this survey if you are interested in joining the PCC Curriculum Development Workgroup.**

**Ask #3: Metro Housing Fall 2025 Leadership Survey:** This survey should take about 20min to finish, asks some logistics questions relating to the PCC courses that are being developed (Basics of Housing System Navigation and Housing Service Worker Case Management), identifies skills/training needed to advance in the housing services field, and asks questions about the long-term sustainability of the program.

You can access the survey here: <https://forms.office.com/r/CBQ6zv13V5>.

**Please only complete this survey if you are a manager/supervisor/director within your organization.**

**Please make sure to complete these surveys no later October 15<sup>th</sup>, 2025.**

Attached to this email you will also find 2 documents (you can also find these documents **HERE**):

- **Memo #1 - PCC Course Progress + Workgroup:** This memo provides an update on the work that Metro has been doing to stand up the PCC course, recruits for the workgroup, and includes a link to allow front-line staff and organizational leadership to provide feedback on the program and identify additional training needs/priorities.
- **Training Website/On-Demand Pilot Program flyer:** This flyer provides an overview of the Metro Housing Training website, which can be accessed [HERE](#), and provides a brief update on the work Metro is doing to make on-demand trainings from National Alliance to End Homelessness broadly available to frontline staff.

Please take the time to review all of these resources, complete the applicable survey(s), and consider participating in the PCC Curriculum Development workgroup. Metro truly appreciates your consideration, and all that you do.

**Questions? Want to provide feedback in another way? Reach out to [MetroHousingRegionalCapacity@oregonmetro.gov](mailto:MetroHousingRegionalCapacity@oregonmetro.gov)**