

SUPPORTIVE HOUSING SERVICES QUARTERLY REPORT

SUBMITTED BY (COUNTY): WASHINGTON COUNTY

FISCAL YEAR: FY22/23

QUARTER: Q1

SUPPORTIVE HOUSING SERVICES

The following information should be submitted 45 calendar days after the end of each quarter, per IGA requirements. When that day falls on a weekend, reports are due the following Monday.

Contents:

- **Pages 1-7: Progress narrative**
- **Pages 8-14: Data and Data Disaggregation**
- **Page 15-18: Financial Reporting**

Progress narrative

In no more than 3-5 pages, please tell us about your investments and programming during the reporting period, focusing on at least one of the following topics per quarter: racial equity, capacity building, regional coordination and behavioral health, new investments, leverage, service systems coordination or any other topic connected to your local implementation plan Please also provide updates and information (including numbers or data) to demonstrate progress towards your work plan goals. Note that each topic/work plan goal must be covered in at least one quarterly report during the year.

[Example, if you set an annual goal to increase culturally specific provider organizations by 15%, please tell us by quarter 2 how much progress you've made towards that goal (e.g. 5%)]

*Please also address these areas in **each quarter's** narrative.*

- Overall challenges and barriers to implementation
- Opportunities in this quarter (e.g. promising findings in a pilot)
- Success in this quarter (e.g. one story that can represent overall success in this quarter)
- Emerging challenges and opportunities with service providers

Washington County's Department of Housing Services Supportive Housing Services program

Washington County's Department of Housing Services continues to urgently expand programming with new Regional Supportive Housing Services tax revenue to address the needs of people experiencing homelessness and create permanent housing solutions to resolve homelessness. The program remains focused on achieving a rate of functional zero chronic homelessness, while also working 'upstream' to prevent homelessness and ensure long-term housing stability for families and individuals at risk.



[Where all Roads Converge: Housing Case Management](#): This story and video recently produced by Metro describes the integration of our housing programs with our outreach system, and the impact of housing case managers helping to end homelessness in Washington County.

In the second program year, the Department has set ambitious, yet achievable, goals to build an efficient and effective system, quickly and effectively linking households to a range of services that achieve stable housing placements and support a community-based provider network working together to meet the needs of unhoused people. We work together to build a future when homelessness is a rare and brief experience. The program goals for Year 2 include:

Housing outcomes:

- Achieving 500 additional permanently supported housing placements for Population A households
- Achieving 400 temporarily supported housing placements for Population B households
- Preventing or ending homelessness for 200 households with short-term financial assistance

System capacity outcomes:

- Increasing shelter capacity with 80 year-round shelter beds
- Increasing Permanent Supportive Housing capacity with 120 dedicated project-based PSH units
- Increasing provider capacity with 72 additional outreach, shelter, and housing case workers
- Adding three culturally specific providers to the provider network

After the first quarter of the program year, this growing homeless services system of care is on track to meet most of these goals. Of note, the program achieved 224 housing placements in the first quarter, and at the time of this report, has housed a total of 529 formerly homeless households since the

program began. The program did not increase shelter capacity in the first quarter, however at the time of this report an additional 70 year-round and 150 winter-only shelter beds have been opened. This brings the total shelter capacity funded with SHS funds in Washington County to 320 beds across nine shelter programs.

1. Supportive housing program expansion

In the first quarter of the second program year, the Supportive Housing Services program significantly expanded capacity for housing programs by adding more than 400 slots in the **Housing Case Management Services (HCMS) program**. The SHS programs now have funded capacity to provide nearly 1200 Permanent Supportive Housing placements and will serve this many households when staff are fully hired, trained, and have enrolled participants into their program. At the time of this report, a total of 808 households have been enrolled into the HCMS program meaning approximately 300 households are actively working with case managers to secure new housing placements. Prior to the Supportive Housing Program, Washington County was able to support approximately 300 permanent supportive housing slots on an annual basis and housed 42 households into this program over the course of an entire year. Washington County has significantly scaled up capacity to provide Permanent Supportive Housing, the cornerstone of the SHS program, and yet significant unmet need remains in our community. Approximately 500 homeless or at-risk households continue to await enrollment into a housing program.

In addition to expanding the HCMS program, the Department of Housing Services also launched a new **Rapid Rehousing (RRH) program** with SHS revenue. This program mirrors the federal program matching housing case management and rent assistance for up to two years, with households experiencing homelessness who do not need permanent assistance. The SHS funded RRH program will add capacity to serve 400 households at a time, in addition to existing capacity through the federally funded program.

Contracts were issued in the first quarter to support the expansion of these 400 housing program slots and case managers are currently being hired and trained to implement this new program. Nearly all of the twenty-two providers offering the HCMS program now also offer the RRH program. This approach to program expansion enables each provider to offer a variety of housing program options to best meet the needs of their participants.

Notably, the Department of Housing Services is pleased to have expanded our service provider network to include Native American Rehabilitation Association (NARA) which will be providing housing services primarily for Indigenous and Native American residents in Washington County who have previously or are currently experiencing homelessness. With the addition of NARA, the Department of Housing Services is now working with **six culturally specific organizations** in our homeless service provider network.

First Quarter Housing Outcomes:

- HCMS housing placements: 222
- RRH housing placements: 2 households

- Enrolled households seeking housing: 415 households (as of 11.15.2022)

2. System capacity outcomes

No additional **shelter capacity** was added in the first quarter of the year, however staff secured two shelter program sites and worked with providers to open these new shelter programs while also working to launch the 22/23 winter shelter season. Family Promise of Tualatin Valley is now operating a year-round family shelter program in SE Washington County serving 40 families and medically vulnerable individuals at a motel-based shelter program. Family Promise of Tualatin Valley was also awarded a Project Turnkey grant opportunity to secure a permanent motel shelter site. Our goal is to transition and expand the current program to the future site after it has been purchased and renovated for use as a permanent shelter program.

In Hillsboro, Open Door is now operating a temporary pod-style alternative shelter program. The site is currently being prepared for redevelopment to convert a former restaurant into a permanent shelter program. Washington County has partnered with the City of Hillsboro to host a temporary pod shelter program serving up to 40 people in the meantime. This program uses Conestoga Huts to provide a private shelter setting for participants while they are connected to housing program and wrap-around supports. When construction breaks ground in Spring 2023, the pods and shelter program will be relocated to another (yet to be determined) site and continue to serve up to 40 participants.

At the time of this report, the SHS program has also relaunched winter shelter capacity, adding 150 beds throughout the County from November 1 to May 15. These temporary sites add needed capacity through the harshest weather months of the year. The winter shelter program is a stopgap measure until future permanent sites can be opened and offer year-round shelter.

SHS funded shelter capacity overview:

- Q1 shelter beds: no capacity added in Q1
- As of November 15, 2022: 220 shelter beds added
- Total SHS funded shelter capacity: 320 beds

Another system capacity goal is to add 150 dedicated **project-based PSH units** in the second program year. The first milestone towards this goal is the much-anticipated opening of the Aloha Inn, a regional bond acquisition that will be operated entirely with SHS program funding. Unfortunately, due to supply chain challenges, the building opening has been delayed again until early 2023. When the project is complete, it will offer 54 PSH placements in partnership with Bienestar, Sequoia, Community Partners for Affordable Housing, and Cascade Management together providing onsite wrap-around supports to the formerly homeless residents.

While no PSH capacity was added in the first quarter of the program year, at the time of this report 30 project-based PSH placements have been secured at the Viewfinder. When the project originally opened, it was planned to provide 18 PSH placements but lacked adequate funding to support these placements. With SHS funding and the RLRA voucher program, we have been able to secure 12

additional PSH placements with project- based RLRA, provide case management services for the 30 PSH residents, and have increased funding for resident services to ensure the long-term stability of all tenants in the building.

SHS funded PSH capacity overview:

- Q1 PSH capacity: no capacity added in Q1
- As of November 15, 2022: 30 PSH placements
- Anticipated PSH capacity: 54 beds

Finally, the homeless services system continues to rapidly expand through a variety of new programs designed to reach people where they are at and connect them to housing and shelter programs. In the first quarter of the program year, the Department of Housing Services assumed responsibility for a nascent outreach program that had been funded with one-time COVID related funds. SHS funding was able to ensure permanent funding for the **Outreach system** and expand the program to ensure adequate coverage of outreach services in our most densely populated areas. The SHS funded outreach program now supports 16 outreach workers who work in pairs of two, each assigned to designated areas where they engage campers and other unsheltered people experiencing homelessness. Other homeless services funds support 2 additional teams that focus outside of the Metro Service area to ensure full geographic coverage of Washington County. The outreach teams work in coordination with each other and other systems including law enforcement, the Encampment Management Program (EMP), shelters, and housing case managers. The outreach system provides engagement and health and safety supports and are trained to help connect unsheltered households to shelter and housing programs as quickly as possible.

The Homeless Services system is also expanding our **Housing Liaison pilot program**. Currently five housing system experts hired and trained through the homeless system network, are embedded in divisions and programs of the Health and Human Services system of care. This pilot program has demonstrated early success, such that we are currently working to expand this partnership with the Corrections Department, Healthshare, and Care Oregon.

The primary challenge before the Supportive Housing Services program is the task of hiring and training a new housing workforce to stand up and implement all the new housing and homeless services programs. Our 22 organizational partners continue to report that hiring is a significant challenge and many new staff are learning the skills of housing navigation, outreach services, data reporting, and other tools of the trade for the first time. The Department of Housing Services has building out a training system platform to support all newly hired staff and provide ongoing training supports for veteran staff, however this system is in its infancy. **Technical assistance and workforce development** are the most important next challenges to tackle for our Washington County system.

SHS funded case manager capacity overview:

- Q1 housing workers hired and trained: 44 housing workers
- Total case managers: 82 housing workers

3. One Homeless Services Governance re-structure

Finally, another major system's advancement underway in Washington County is the reorganization of our homeless services governance system. The current governance structure was developed over the past 20 years, primarily in response to HUD requirements and HUD funding during a time of limited capacity within the system. The need to rapidly stand-up and deploy SHS funded programs has required the formation of additional groups to oversee the expanded body of work. Community members and stakeholders have expressed concerns that the current governance structure is difficult to access and understand how decisions are made, it can seem duplicative with multiple bodies advising on the same issues, and the division between CoC funded programs and SHS funded programs can make it difficult for committee members to provide meaningful guidance for the system and strain their organizational capacity for program management.

The significant scaling up of the homeless services system ushered in by the Supportive Housing Services revenue offers an important opportunity to reimagine our governance structures in a new context. This moment of transformation allows for the development of a community advisory system that builds on our strengths of collaboration and engagement while meeting HUD and Metro requirements. In partnership with our community, we can design a system of governance that makes sense for our community and supports the work of our local government and non-profit partners to build one unified homeless services system.

Over the next 9 months or so, staff will work with stakeholders, especially from the HSSN, CoC Board and Homeless Plan Advisory (HPAC) committees, and the broader community to understand the challenges, opportunities, and needs for a remodeled governance structure. A transition advisory committee will be comprised of members from all three groups. This committee will consider stakeholder feedback, support the development of a unified homeless services system plan, and advise on a draft proposal for the new governance structure. Following the first three phases of 1) inquiry, 2) plan drafting, and 3) governance structure proposal development, a final proposal will be brought forward to the Board of County Officials for their review and recommendations to finalize this community process and launch the next phase of community governance for the homeless services system.



Housing Our community: Celebrating a year in action. A community event hosted September 23, 2022 in celebration of the first program year of Supportive Housing Services.

	Q1	Q2	Q3	Q4
<i>Report Due</i>	Nov 15	Feb 15	May 15	Aug 15
<i>Reporting Period</i>	Jul 1 – Sep 30	Oct 1 – Dec 31	Jan 1 – Mar 31	Apr 1 – Jun 30

Please do not change the formatting of margins, fonts, alignment, or section titles.

Data and data disaggregation

Data disclaimer:

HUD Universal Data Elements data categories will be used in this template for gender identity and race/ethnicity until county data teams develop regionally approved data categories that more accurately reflect the individual identities.

Section 1.A Housing Stability Outcomes: Placements & Preventions

Housing Placements By Intervention Type: Supportive Housing

# housing placements – supportive housing*	This Quarter		Year to Date	
	#	%	#	%
Total people	235		235	
Total households	222		222	
Race & Ethnicity				
Asian or Asian American	5	2%	5	2%
Black, African American or African	15	7%	15	7%
Hispanic or Latin(a)(o)(x)	56	26%	56	26%
American Indian, Alaska Native or Indigenous	13	6%	13	6%
Native Hawaiian or Pacific Islander	5	2%	5	2%
White	191	87%	191	87%
Non-Hispanic White (subset of White category)	141	64%	141	64%
Client Doesn't Know	4	2%	4	2%
Client Refused	3	1%	3	1%
Data Not Collected	6	3%	6	3%
Disability status				
	#	%	#	%
Persons with disabilities	174	74%	174	74%
Persons without disabilities	41	17%	41	17%
Disability unreported	20	9%	20	9%
Gender identity				
	#	%	#	%
Male	96	41%	96	41%
Female	117	50%	117	50%
A gender other than singularly female or male				
Transgender	2	1%	2	1%
Not Reported	20	9%	20	9%

*Supportive housing = permanent supportive housing and other service-enriched housing for Population A such as transitional recovery housing

Housing Placements By Intervention Type: Rapid Re-Housing & Short-term Rent Assistance

# housing placements – RRH**	This Quarter		Year to Date	
	#	%	#	%
Total people	9		9	
Total households	2		2	
Race & Ethnicity				
Asian or Asian American	0	0%	0	0%
Black, African American or African	0	0%	0	0%
Hispanic or Latin(a)(o)(x)	9	100%	9	100%
American Indian, Alaska Native or Indigenous	0	0%	0	0%
Native Hawaiian or Pacific Islander	0	0%	0	0%
White	9	100%	9	100%
Non-Hispanic White (subset of White category)	0	0%	0	0%
Client Doesn't Know	0	0%	0	0%
Client Refused	0	0%	0	0%
Data Not Collected	0	0%	0	0%
Disability status				
	#	%	#	%
Persons with disabilities	4	44%	4	44%
Persons without disabilities	5	56%	5	56%
Disability unreported	0	0%	0	0%
Gender identity				
	#	%	#	%
Male	4	44%	4	44%
Female	5	56%	5	56%
A gender other than singularly female or male				
Transgender				
Not Reported				

** RRH = rapid re-housing or short-term rent assistance programs

Housing Placements By Intervention Type: Other Permanent Housing Programs (if applicable) If your county does not have Other Permanent Housing, please write N/A:

 N/A

*** OPH = other permanent housing programs (homeless preference units, rent assistance programs without services) that your system operates and SHS funds

Eviction and Homelessness Prevention

# of preventions	This Quarter		Year to Date	
	#	%	#	%
Total people	0		0	
Total households	0		0	
Race & Ethnicity				
Asian or Asian American	0		0	

Black, African American or African	0		0	
Hispanic or Latin(a)(o)(x)	0		0	
American Indian, Alaska Native or Indigenous	0		0	
Native Hawaiian or Pacific Islander	0		0	
White	0		0	
Non-Hispanic White (subset of White category)	0		0	
Client Doesn't Know	0		0	
Client Refused	0		0	
Data Not Collected	0		0	
Disability status				
	#	%	#	%
Persons with disabilities	0		0	
Persons without disabilities	0		0	
Disability unreported	0		0	
Gender identity				
	#	%	#	%
Male	0		0	
Female	0		0	
A gender that is not singularly 'Male' or 'Female'	0		0	
Transgender	0		0	
Questioning	0		0	
Client doesn't know	0		0	
Client refused	0		0	
Data not collected	0		0	

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided above on Housing Placements.

Washington County launched SHS funded Rapid Rehousing, an additional housing program geared to primarily serve Population B households in the first quarter of the second program year. The County also significantly expanded capacity in the Housing Case Management Services (HCMS) program. The 22 organizations implementing these housing programs continue to hire out and train staff to fully utilize this additional housing program capacity. However, the new RRH program has launched effectively and more efficiently, likely due to the foundational work in systems and capacity building during the first program year.

Washington County is not currently using SHS funds for eviction prevention, as it continues to focus program development in areas to address the unmet needs of people experiencing homelessness. However, a short term (2-3 year) Eviction Prevention program is anticipated in Q3. This program will utilize one-time resources to augment other state and federal funded eviction prevention programs, effectively doubling eviction prevention capacity in Washington County.

Section 1.B Regional Long-Term Rent Assistance Program

The following data represents a **subset** of the above Housing Placements data. The Regional Long-term Rent Assistance Program (RLRA) primarily provides permanent supportive housing to SHS priority Population A clients (though RLRA is not strictly limited to PSH or Population A).

RLRA data is not additive to the data above. Housing placements shown below are duplicates of the placements shown in the data above.

Please disaggregate data for the **number of people leased up** during the quarter and year to date.

Regional Long-term Rent Assistance Quarterly Program Data	This Quarter		Year to Date	
	#	%	#	%
Total people enrolled in the program				
Total households enrolled in the program	769		769	
Total people newly leased up	327		327	
Total households newly leased up*	192		192	
Total number of RLRA vouchers issued	769		769	
Race & Ethnicity				
Asian or Asian American	8	1%	8	1%
Black, African American or African	44	8%	44	8%
Hispanic or Latin(a)(o)(x)	142	26%	142	26%
American Indian, Alaska Native or Indigenous	35	6%	35	6%
Native Hawaiian or Pacific Islander	19	4%	19	4%
White	463	86%	463	86%
Non-Hispanic White (subset of White category)	334	62%	334	62%
Client Doesn't Know	10	2%	10	2%
Client Refused	6	1%	6	1%
Data Not Collected	13	2%	13	2%
Disability status				
	#	%	#	%
Persons with disabilities	391	69%	391	69%
Persons without disabilities	137	24%	137	24%
Disability unreported	42	7%	42	7%
Gender identity				
	#	%	#	%
Male	249	44%	249	44%
Female	281	49%	281	49%
A gender other than singularly female or male	1	0%	1	0%
Transgender	3	1%	3	1%
Female, Transgender	1	0%	1	0%
Male, A gender other than singularly female or male	1	0%	1	0%
Not Reported	34	6%	34	6%
Male	249	44%	249	44%

*Number of households leased up during reporting period: this is the households who leased up for the first time under the RLRA program during the reporting period.

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided above on the RLRA program.

The data provided represents program totals, which includes households placed in the first program year, and continuing to be served by the voucher program in the second program year (and for as long as the long-term rent assistance is needed.) Data was not available at the time of this report to provide number of people enrolled into the RLRA program, though this data will be available in future reporting if needed.

RLRA continues to be the most transformative component of the SHS program for our participants, organizational partners, and program outcomes. While participants and case managers report some challenges securing housing placements, the overwhelming feedback is that the RLRA program is working effectively to serve chronically homeless households.

Section 1.C Subset of Housing Placements and Preventions: Priority Population Disaggregation

*The following is a **subset** of the above Housing Placements and Preventions data (all intervention types combined), which represents housing placements/preventions for SHS priority population A.*

Please use the following table to provide and disaggregate data on Population A, Population B housing placement outcomes and homelessness prevention outcomes. Please use your local methodologies for tracking and reporting on Populations A and B. You can provide context for the data you provided in the context narrative below.

Population A Report	This Quarter		Year to Date	
	#	%	#	%
Population A: Total people placed into permanent housing/preventions	137		137	
Population A: Total households placed into permanent housing/preventions	136		136	
Race & Ethnicity				
Asian or Asian American	3	2%	3	2%
Black, African American or African	11	8%	11	8%
Hispanic or Latin(a)(o)(x)	21	16%	21	16%
American Indian, Alaska Native or Indigenous	11	8%	11	8%
Native Hawaiian or Pacific Islander	3	2%	3	2%
White	113	85%	113	85%
(Subset of White): Non-Hispanic White	96	72%	96	72%
Client Doesn't Know	2	2%	2	2%
Client Refused	3	2%	3	2%
Data Not Collected	5	4%	5	4%
Disability status				

	#	%	#	%
Persons with disabilities	131	96%	131	96%
Persons without disabilities	1	1%	1	1%
Disability unreported	5	4%	5	4%
Gender identity				
	#	%	#	%
Male	64	47%	64	47%
Female	66	48%	66	48%
A gender other than singularly female or male	0	0%	0	0%
Transgender	2	1%	2	1%
Not Reported	5	4%	5	4%

The following is a **subset** of the above Housing Placements and Preventions data (all intervention types combined), which represents housing placements and preventions for SHS priority population B.

Population B Report	This Quarter		Year to Date	
	#	%	#	%
Population B: Total people placed into permanent housing/preventions	107		107	
Population B: Total households placed into permanent housing/preventions	88		88	
Race & Ethnicity				
Asian or Asian American	3	2%	3	2%
Black, African American or African	11	8%	11	8%
Hispanic or Latin(a)(o)(x)	21	16%	21	16%
American Indian, Alaska Native or Indigenous	11	8%	11	8%
Native Hawaiian or Pacific Islander	3	2%	3	2%
White	113	85%	113	85%
(Subset of White): Non-Hispanic White	45	47%	45	47%
Client Doesn't Know	2	2%	2	2%
Client Refused	0	0%	0	0%
Data Not Collected	1	1%	1	1%
Disability status				
	#	%	#	%
Persons with disabilities	47	44%	47	44%
Persons without disabilities	45	42%	45	42%
Disability unreported	15	4%	15	4%
Gender identity				
	#	%	#	%
Male	36	34%	36	34%
Female	56	52%	56	52%

A gender other than singularly female or male	0	0%	0	0%
Transgender	0	0%	0	0%
Not Reported	15	14%	15	14%

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided above on Population A/B.

Section 1.D Other Data: Non-Housing Numeric Goals

This section shows progress to quantitative goals set in county annual work plans. Housing placement and prevention progress are already included in the above tables. This section includes goals such as shelter beds and outreach contacts and other quantitative goals that should be reported on a quarterly basis. This data in this section may differ county to county, and will differ year to year, as it aligns with goals set in county annual work plans.

Instructions: Please complete the tables below, as applicable to your annual work plans:

All counties please complete the table below:

Goal Type	Your FY 22-23 Goal	Progress this Quarter	Progress YTD
Shelter Beds	80	0	0

If applicable for quarterly reporting, other goals from your work plan, if applicable (e.g. people served in outreach, other quantitative goals)

Goal Type	Your FY 22-23 Goal	Progress this Quarter	Progress YTD
Housing Worker Staff Capacity	72 staff	44 housing workers	44 housing workers

Context narrative (optional): In no more than 500 words, please share any additional context about the data you provided in the above tables.

Washington County is on track to achieve our shelter goals with 70 long-term shelter beds opening November, and an additional 150 winter shelter beds opening in November. This capacity was not online at the end of the first quarter.

Staff are continuing to be hired and trained by our community partners with expanded contract capacity and the addition of the Rapid Rehousing and Outreach programs. However, hiring remains the most significant challenge expressed by our community partners and program capacity continues to be delayed due to this challenge.

Financial reporting

Please complete the quarterly financial report and include the completed financial report to this quarterly report, as an attachment.