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**Metro**

600 NE Grand Ave.  
Portland, OR 97232-2736

# Agenda

Meeting: Supportive Housing Services Oversight Committee Meeting  
Date: January 27, 2024  
Time: 9:30 a.m. to 12:00 p.m.  
Place: Virtual meeting ([Zoom link](#))  
Purpose: Receive Metro tax collection and disbursement updates, receive FY24 admin rates updates, receive FY24 technical regional report status update, review FY24 transmittal letter, review FY24 recommendations.

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9:30 a.m. Welcome and introductions

9:45 a.m. Conflict of Interest declaration

9:50 a.m. Public comment

10:00 a.m. Metro finance updates: Tax collection and disbursement & FY24 admin rates

10:35 a.m. FY24 technical report update

10:40 a.m. **Break**

10:50 a.m. FY24 transmittal letter-draft review

11:20 a.m. FY24 recommendations development

11:55 a.m. Next steps

12:00 p.m. Adjourn

# Metro respects civil rights

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尊重民權。欲瞭解Metro民權計畫的詳情，或獲取歧視投訴表，請瀏覽網站 [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights)。如果您需要口譯方可參加公共會議，請在會議召開前5個營業日撥打503-797-1700（工作日上午8點至下午5點），以便我們滿足您的要求。

## Ogeysiiska takooris la'aanta ee Metro

Metro waxay ixtiraamtaa xuquuqda madaniga. Si aad u heshid macluumaad ku saabsan barnaamijka xuquuqda madaniga ee Metro, ama aad u heshid warqadda ka cabashada takoorista, booqo [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Haddii aad u baahan tahay turjubaan si aad uga qaybqaadatid kullanka dadweynaha, wac 503-797-1700 (8 galka hore illaa 5 galka dambe maalmaha shaqada) shan maalmaha shaqo ka hor kullanka si loo tixgaliyo codsashadaada.

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## សេចក្តីជូនដំណឹងអំពីការមិនរើសអើងរបស់ Metro

ការគោរពសិទ្ធិពលរដ្ឋរបស់ ។ សំរាប់ព័ត៌មានអំពីកម្មវិធីសិទ្ធិពលរដ្ឋរបស់ Metro ឬដើម្បីទទួលបានកម្មប្រតិបត្តិការរើសអើងសម្រាប់សេចក្តីណែនាំ [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights)។ បើលោកអ្នកត្រូវការអ្នកបកប្រែភាសានៅពេលអង្គប្រជុំសាធារណៈ សូមទូរស័ព្ទមកលេខ 503-797-1700 (ម៉ោង 8 ព្រឹកដល់ម៉ោង 5 ល្ងាច ថ្ងៃធ្វើការ) ប្រាំពីរថ្ងៃ មុនថ្ងៃប្រជុំដើម្បីអាចឲ្យគេសម្រួលតាមសំណើរបស់លោកអ្នក ។

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Iginagalang ng Metro ang mga karapatang sibil. Para sa impormasyon tungkol sa programa ng Metro sa mga karapatang sibil, o upang makakuha ng porma ng reklamo sa diskriminasyon, bisitahin ang [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Kung kailangan ninyo ng interpreter ng wika sa isang pampublikong pulong, tumawag sa 503-797-1700 (8 a.m. hanggang 5 p.m. Lunes hanggang Biyernes) lima araw ng trabaho bago ang pulong upang mapagbigyan ang inyong kahilingan.

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## Metro txog kev ntxub ntxaug daim ntawv ceeb toom

Metro tributes cai. Rau cov lus qhia txog Metro txog cai kev pab, los yog kom sau ib daim ntawv tsis txaus siab, mus saib [www.oregonmetro.gov/civilrights](http://www.oregonmetro.gov/civilrights). Yog hais tias koj xav tau lus kev pab, hu rau 503-797-1700 (8 teev sawv ntov txog 5 teev tsaus ntuj weekdays) 5 hnuv ua hauj lwm ua ntej ntawm lub rooj sib tham.

## Supportive housing services – Oversight committee

Overview of role and responsibilities

Last updated: September 2024

### Background

In May 2020, voters in greater Portland approved Measure 26-210 to fund services for people experiencing or at risk of homelessness. The measure also established a “community oversight committee to evaluate and approval local plans, monitor program outcomes and uses of funds.”

The Metro Council established the Regional Oversight Committee on December 17, 2020 by amending Metro Code Chapter 2.19 via Ordinance No. 20-1453. The purpose of the Regional Oversight Committee is to provide independent program oversight on behalf of the Metro Council to ensure that investments achieve regional goals and desired outcomes and to ensure transparency and accountability in Supportive Housing Services Program activities.

### Oversight committee role and responsibilities

Requirement	Source text
<b>Local implementation plans and Regional Plan</b>	
Evaluate and recommend Local Implementation Plans	<b>SHS Work Plan, section 3.4:</b> The committee will be charged with the following duties...A. Evaluate Local Implementation Plans, recommend changes as necessary to achieve program goals and guiding principles, and make recommendations to Metro Council for approval.
Approve Regional Plan developed by the Tri-County Planning Body	<b>Tri-county planning body charter:</b> Develop a Regional Plan for <i>approval by the Regional Oversight Committee</i> that incorporates regional strategies, metrics, and goals as identified in Metro SHS Workplan and the counties’ Local Implementation Plans.
Review LIP amendments and recommend approval or denial to Metro Council for: <ul style="list-style-type: none"> <li>• Alignment with Tri-County Plan</li> </ul>	<b>Intergovernmental Agreement, section 5.2.4:</b> Within one year of the adoption of the Tri-County Plan, and as needed thereafter, Partner will bring forward any necessary amendments to its Local Implementation Plan that incorporate relevant regional goals, strategies, and outcomes measures. The ROC will review the amendments and recommend approval or denial of the Plan amendments to the Metro Council.
Request County Partner amend its LIP: <ul style="list-style-type: none"> <li>• Based on one or more SHSOC recommendations;</li> <li>• Based on a significant change in circumstances impacting homelessness in the region;</li> </ul>	<p><b>Intergovernmental Agreement, section 5.2.3:</b> Within 60 days of the date that Partner presents its Annual Program Report to Metro Council, Metro or the ROC may, in consultation with the other, request that Partner amend its Local Implementation Plan based on one or more ROC recommendations or a significant change in circumstances impacting homelessness in the Region.</p> <p><b>SHS work plan, section 5.3:</b> The Regional Oversight Committee will review each Annual Progress Report and may recommend changes to the Local Implementation Plan to achieve regional goals and/or to better align the Local Implementation Plan with the Work Plan.</p>

Requirement	Source text
<ul style="list-style-type: none"> <li>To achieve regional goals; and/or</li> <li>To better align LIP with SHS Work Plan.</li> </ul>	
<b>Annual reporting and work plans</b>	
Review county annual work plans	<b>Intergovernmental Agreement, section 5.3:</b> Beginning in FY 2022-23, Partner must annually submit an Annual Work Plan to Metro and the ROC for their review on or before April 1 for the subsequent Fiscal Year.
Accept and review annual reports for consistency with approved Local Implementation Plans and regional goals	<b>SHS work plan, section 3.4:</b> The committee will be charged with the following duties:...B. Accept and review annual reports for consistency with approved Local Implementation Plans and regional goals.
Provide annual reports and presentations to Metro Council and Clackamas, Multnomah and Washington County Boards of Commissioners assessing performance, challenges and outcomes	<b>SHS work plan, section 3.4:</b> The committee will be charged with the following duties:...D. Provide annual reports and presentations to Metro Council and Clackamas, Multnomah and Washington County Boards of Commissioners assessing performance, challenges and outcomes.
<b>Fiscal oversight</b>	
Monitor financial aspects of program administration, including review of program expenditures.	<b>SHS work plan, section 3.4:</b> The committee will be charged with the following duties:...C. Monitor financial aspects of program administration, including review of program expenditures.
Annual review and consideration of whether the recommended administrative costs should be reduced or increased. (for Metro, County Partners and service providers)	<b>SHS work plan, section 5.3:</b> As part of the annual review process, the Regional Oversight Committee will evaluate tax collection and administrative costs incurred by Metro, Local Implementation Partners and service providers and consider if any costs should be reduced or increased. The committee will present any such recommendations to the Metro Council.
Review Metro Budget	<b>IGA 5.4.1:</b> At least annually, Metro will prepare a written budget for its SHS program that details its use of Income Taxes and its Administrative Expenses and will present its SHS budget to the ROC [Regional Oversight Committee]. The ROC will consider whether Metro’s SHS budget, its collection costs, and its Administrative Expenses could or should be reduced or increased. The ROC may recommend to the Metro Council how Metro can best limit its collection and Administrative Expenses in the following Fiscal Year.
Review five-year forecast	<b>IGA 7.2.1.1:</b> Metro’s CFO, in consultation with the FRT, must prepare a five-year revenue forecast to support the Counties in developing their annual budgets and revising current year estimates as needed. The forecast will evaluate Income Taxes collection activity, SHS program expenditure activity, cash flows, adequacy of funds in Stabilization Reserves, economic factors impacting tax collections, and the overall financial health of the SHS program. Metro will provide these forecasts to the ROC and TCPB by the first business day in December, and provide timely updates of those projections, as available.



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Requirement	Source text
<b>Other</b>	
Provide input on corrective action plans before Metro requires them of counties	<b>Intergovernmental Agreements, section 6.3.5:</b> after appropriate notice and opportunity to remedy identified concerns, Metro reasonably determines that Partner is not adhering to the terms of its Plan, current Annual Work Plan or Annual Program Budget, or current spend-down plan, then Metro may, with input from the ROC and from Partner, require Partner to develop a Corrective Action Plan.

## **Supportive housing services regional oversight committee**

### **Meeting guidelines**

Arrive on time and prepared.

Share the air – only one person will speak at a time, and we will allow others to speak once before we speak twice.

Express our own views or those of our constituents; don't speak for others at the table.

Listen carefully and keep an open mind.

Respect the views and opinions of others, and refrain from personal attacks, both within and outside of meetings.

Avoid side conversations.

Focus questions and comments on the subject at hand and stick to the agenda.

When discussing the past, link the past to the current discussion constructively.

Seek to find common ground with each other and consider the needs and concerns of the local community and the larger region.

Turn off or put cell phones on silent mode. Focus on full engagement in the meeting, and refrain from conducting other work during meetings as much as possible.

Notify committee chairperson and Metro staff of any media inquiries and refer requests for official statements or viewpoints to Metro. Committee members will not speak to media on behalf of the committee or Metro, but rather only on their own behalf.

## **Group agreements**

We aren't looking for perfection.

WAIT: why am I talking / why aren't I talking.

You are the author of your own story.

Impact vs intention: Intention is important, but we attend to impact first.

BIPOC folks or folks with targeted identities often don't / didn't have the privilege to assume best intentions in a white dominant space.

Invited to speak in draft- thought doesn't need to be fully formed.

We are all learners and teachers.

Expertise isn't privileged over lived experience and wisdom.

Liberation and healing are possible.

Expect non-closure.

# Memo

Date: December 17, 2024  
To: Supportive Housing Services Oversight Committee  
From: Revenue & Analytics Division  
Subject: FY25 Monthly Tax Collection and Disbursement Update

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This financial update is designed to provide the information necessary for the SHS Oversight Committee to stay up to date on the latest tax collection and disbursement figures.

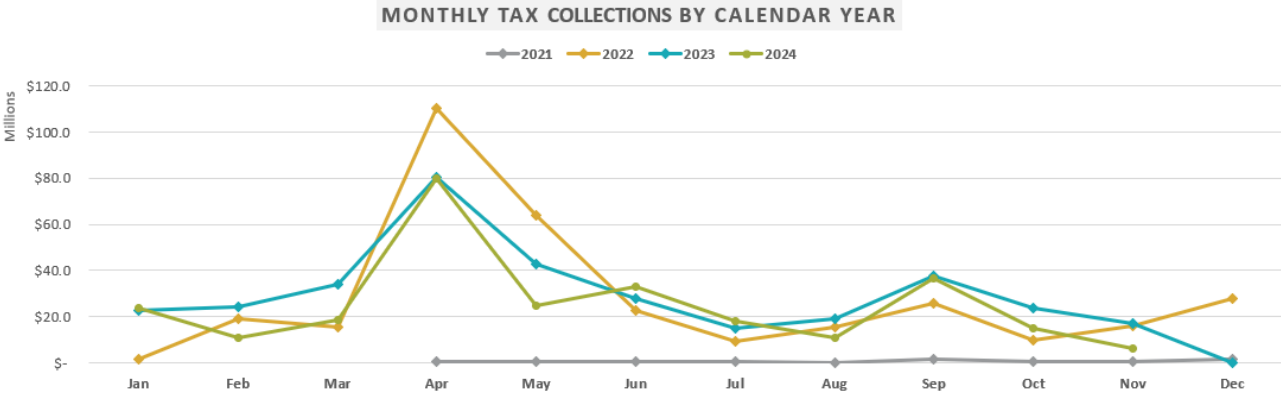
As in October, collections dropped below prior year trends this month. We should expect to see generally quieter October and November revenues as more of a normal collections cycle moving forward, with fewer deadlines or payment cycles. We will need to keep a close eye on collections next month as quarterly estimated payments are due, typically showing higher activity in December and January.

### Tax Collections

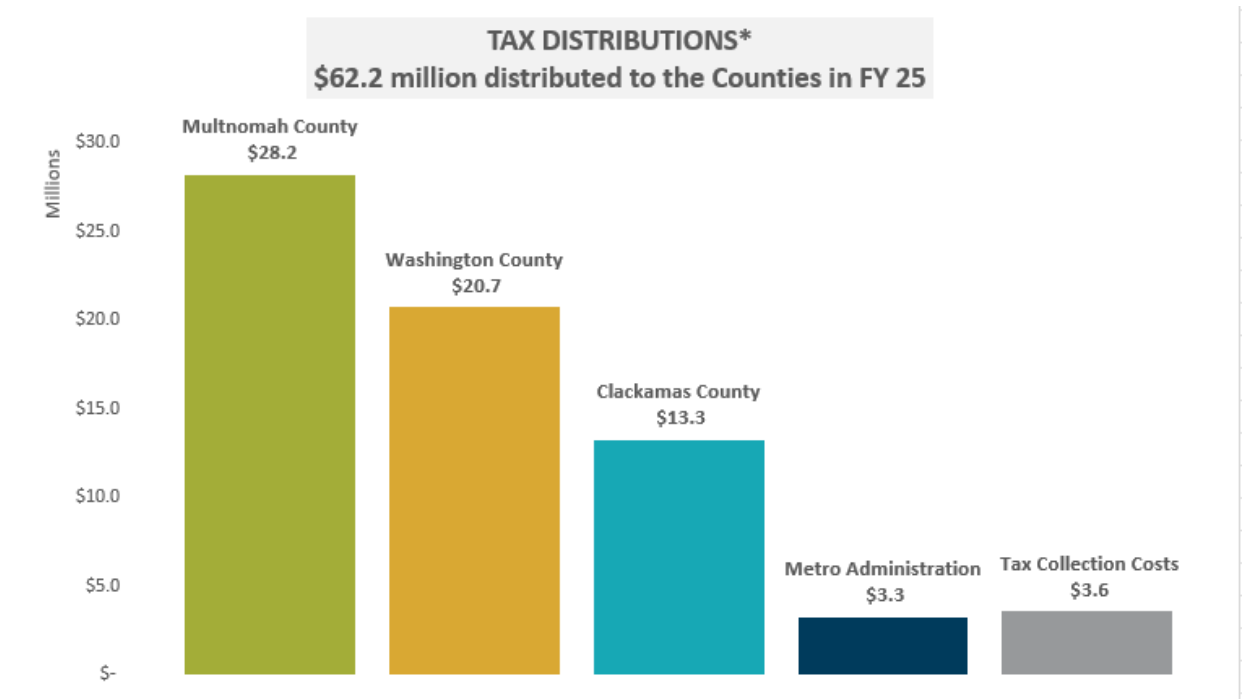
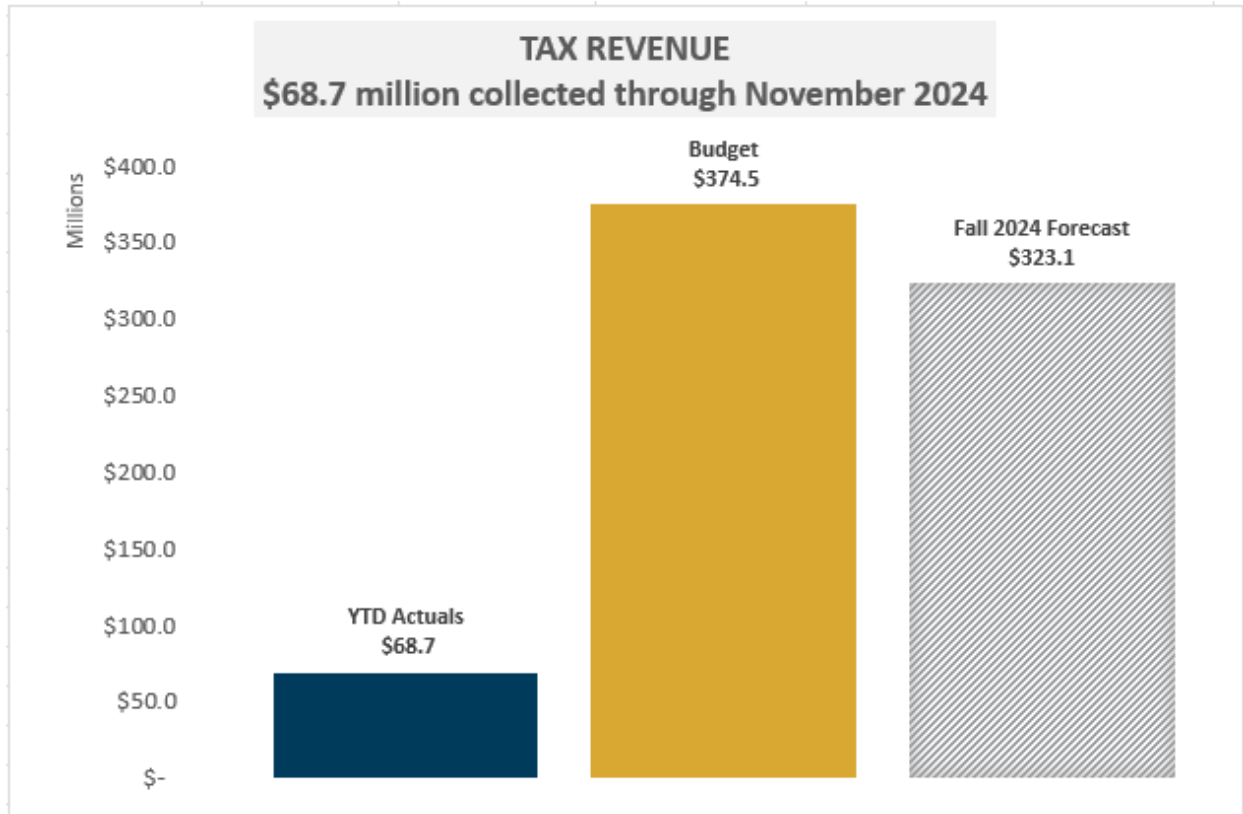
Monthly tax payments made to the tax administrator are shown below.

### Tax Revenue and Disbursement Summary

FY25 tax revenue and the disbursement of that revenue is shown below. This includes collections by the tax administrator in November 2024.







\*This includes \$363,904.31 in interested collected by the tax administrator in FY 2024-25



# Memo

Date: January 17, 2024  
 To: Supportive Housing Services Oversight Committee  
 From: Revenue & Analytics Division  
 Subject: FY25 Monthly Tax Collection and Disbursement Update

This financial update is designed to provide the information necessary for the SHS Oversight Committee to stay up to date on the latest tax collection and disbursement figures.

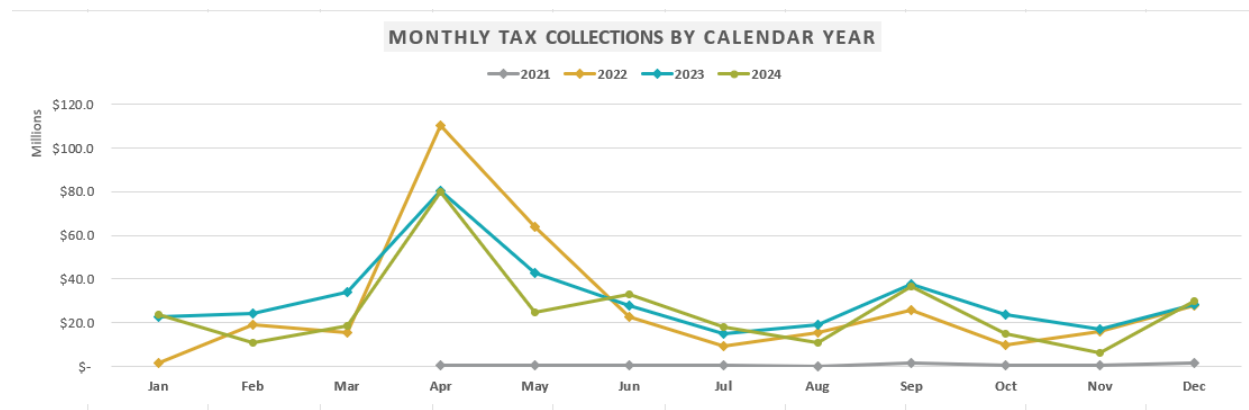
Collections picked up in December as expected compared to the historically slow periods of October and November, throttled by businesses making their timely quarterly estimated payments. We hope to see these stronger collections numbers continue into January as personal income quarterly estimated payments are due. The \$29.9M collected trends just slightly higher than 2023 and 2022 respectively for the same period.

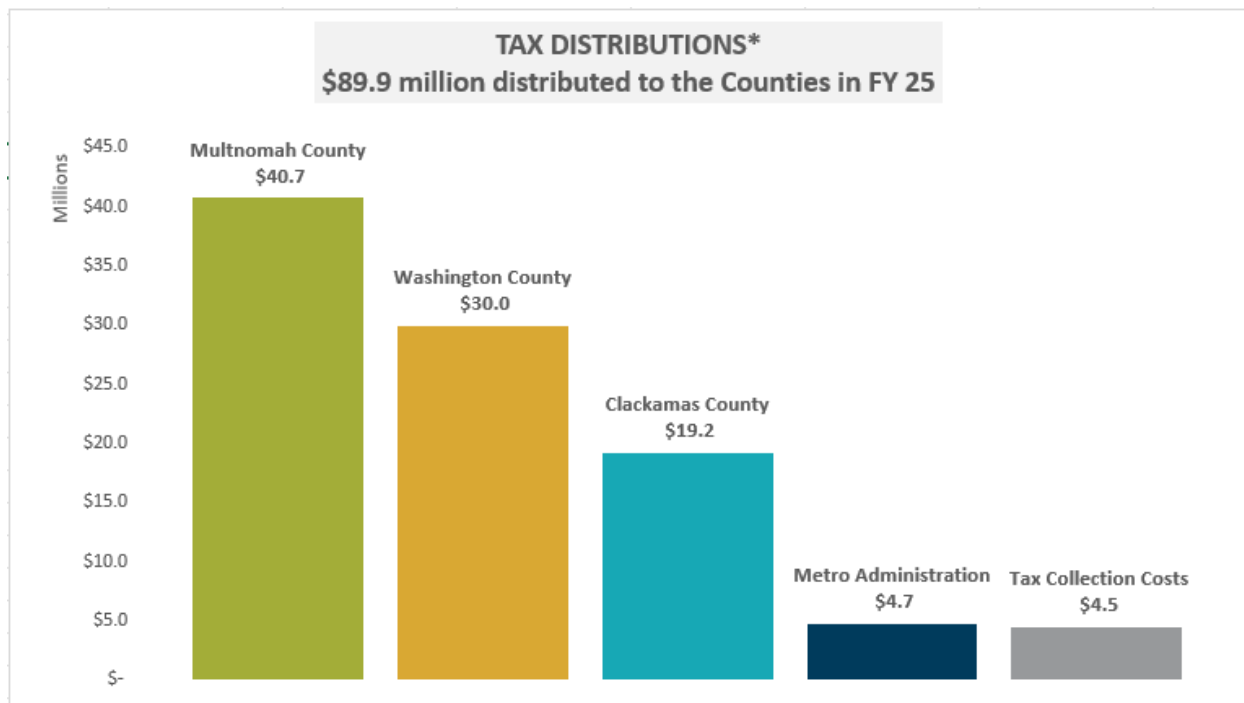
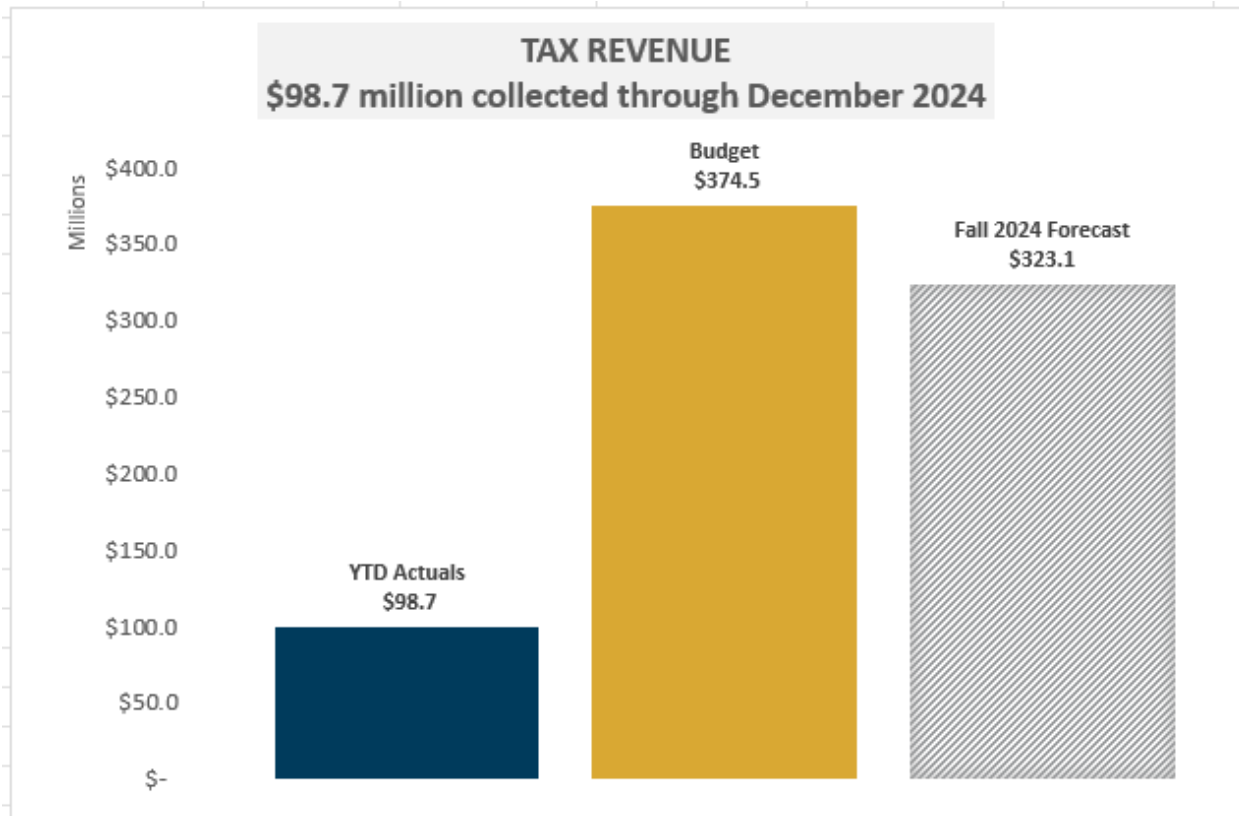
## Tax Collections

Monthly tax payments made to the tax administrator are shown below.

## Tax Revenue and Disbursement Summary

FY25 tax revenue and the disbursement of that revenue is shown below. This includes collections by the tax administrator in December 2024.





\*This includes \$398,506.73 in interested collected by the tax administrator in FY 2024-25

# Metro Supportive Housing Services

## FY 2023-24 Provider Administrative Rates

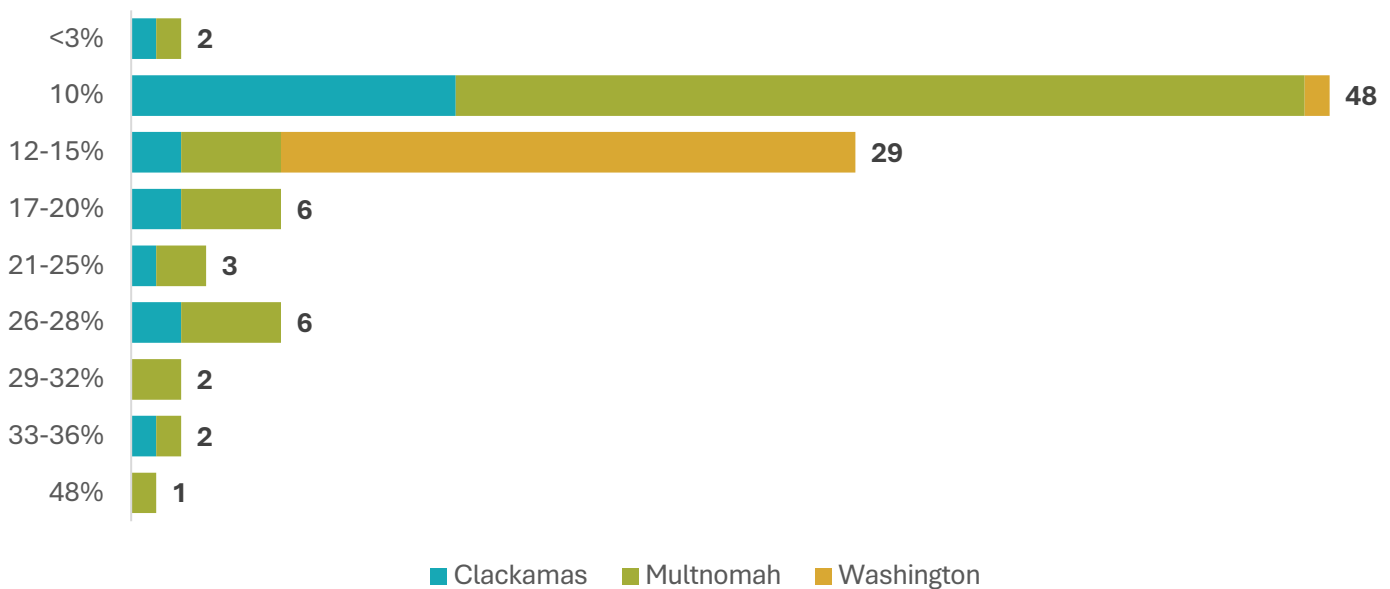
The SHS Oversight Committee is charged with evaluating tax collection and administrative cost incurred by Metro, Local Implementation Partners, and service providers and considering if any costs should be reduced or increased. The Year 3 Annual Report Template included guidance for Counties to share, for each provider:

- Programs and services in the contract
- Whether or not the provider is culturally specific
- Which population is served
- The FY 2023-24 contract amount
- The total invoiced in FY 2023-24
- The total amount paid in FY 2023-24
- The administrative rate in FY 2023-24

### Most providers used the County de minimis administrative rate

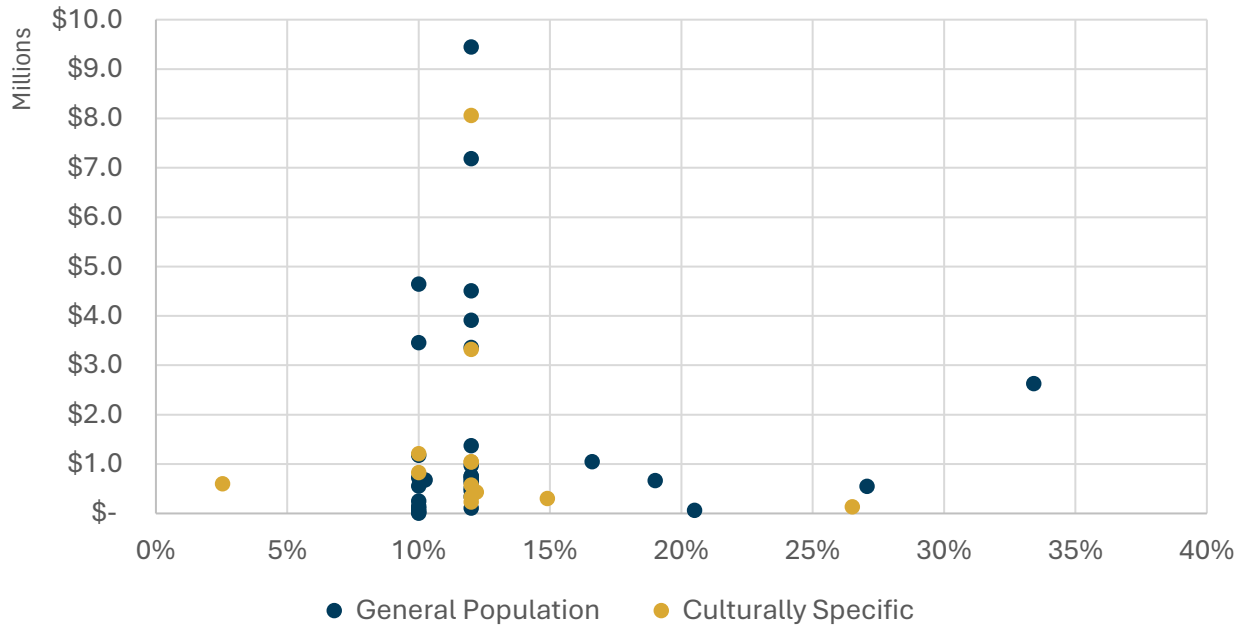
For FY 2023-24, this rate was 10% in Clackamas and Multnomah Counties and 12% in Washington County. These rates will increase to 15% in FY 2024-25 to align with federal guidance on the percentage of the Modified Total Direct Cost that can be used by non-governmental entities who do not have a Negotiated Indirect Cost Agreement (NICRA). All other providers used their NICRA rates, which ranged significantly from approximately 2% to 48%. Figures in the chart below are rounded to the nearest percent.

Number of providers by administrative rate



The chart below shows the administrative rate on the horizontal axis and the dollar value of the contract on the vertical axis. The color coding shows providers that serve the general population

versus those that are culturally specific<sup>1</sup>. This chart includes data from Clackamas and Washington Counties.



<sup>1</sup> One organization has a culturally specific program offering but otherwise serves the general population. This organization is shown as “General Population” in the chart above.

# Memo

Date: February 24, 2025

To: Metro Council

From: Supportive Housing Services Regional Oversight Committee

Subject: Regional annual report for July 1, 2023-June 30, 2024

## **A report to the Metro Council and the community from the Supportive Housing Services Regional Oversight Committee**

Greater Portland faces a widespread housing and homelessness crisis that is impacting communities across our region. Having a stable place to call home is a fundamental human need, but for tens of thousands of our neighbors, stable housing is increasingly out of reach. Incomes in the greater Portland area are not keeping up with rising rents, and the region's affordable housing supply has not kept up with demand. Insurmountable housing costs are a major contributor to evictions, which have risen sharply in recent years. For households facing housing instability, additional challenges such as a job loss, health crisis, lack of support networks or significant unforeseen costs can lead to homelessness.

In May 2020, voters in greater Portland took a historic step to address this crisis by approving a significant new funding source to support housing access and stability for people across our region. The supportive housing services fund, or SHS, reflects voters' commitment to address a problem that has been decades in the making due to chronic underinvestment in systems of care to meet community needs. It provides an unprecedented infusion of flexible resources that expands the region's capacity to meet the needs of people experiencing housing insecurity, with the goal of connecting at least 5,000 households experiencing prolonged homelessness with permanent supportive housing and stabilizing at least 10,000 households experiencing short-term homelessness or at risk of homelessness in permanent housing.

The Supportive Housing Services Regional Oversight Committee is tasked with monitoring the implementation of the SHS fund on behalf of the region's voters. Since the SHS fund's launch in July 2021, the committee has received quarterly and annual reports from Clackamas, Multnomah and Washington counties, which we have reviewed for consistency with the counties' approved local implementation plans, annual work plans and SHS regional goals. We have also received quarterly and annual reports on Metro's administration of the SHS fund. We have worked to promote accountability to voters and address implementation challenges, and we have made recommendations in an effort to strengthen the SHS fund's impact.

Our third annual regional report for the SHS fund covers the period from July 1, 2023 through June 30, 2024. The report provides a formal assessment of counties' performance, challenges and outcomes in year three of the fund's implementation. This

memo highlights some of the key achievements that are summarized in more detail in the report. It also identifies several critical challenges that will need to be monitored and addressed to continue the SHS fund's forward momentum.

Based on this assessment, along with our ongoing monitoring of performance to date, we believe that SHS implementation has reached a critical inflection point. **The growing pains of the first few years of implementation have been largely overcome, and the initial difficulties associated with rapid ramp up have transitioned to the challenges of building a stable and sustainable system of care.** Our 2025 recommendations to Metro Council aim to strengthen the SHS fund's impact as we move into this new phase of implementation.

## KEY HIGHLIGHTS

The results from the SHS fund's first three years of implementation demonstrate the promise of this historic investment in our region's homelessness response system.

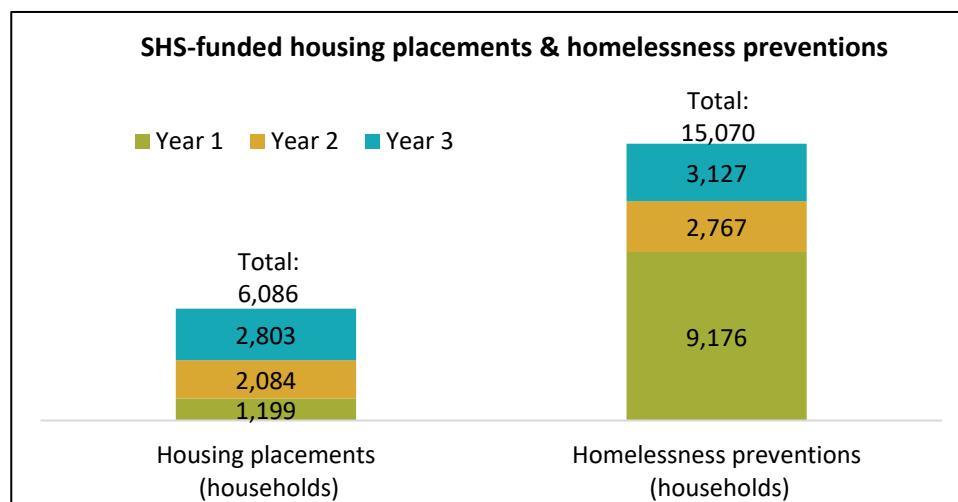
### Permanent supportive housing capacity

The SHS fund prioritizes solutions for people with disabilities experiencing prolonged homelessness through investments in permanent supportive housing, which pairs rent subsidies with ongoing access to services to support housing stability.

**SHS-funded services and rent assistance have supported 4,055 units of permanent supportive housing across the region over the past three years**, including 1,006 units added in year three. Once these units are fully leased up, they will be able to house 49 percent of the estimated households currently in need of this level of support.

### Housing placements and homelessness preventions

In the first three years of implementation, SHS-funded programs placed 6,086 households (9,817 people) experiencing or at risk of homelessness in permanent housing and prevented 15,070 households (23,902 people) from losing their housing.



Housing placements listed for each year represent new placements.

In year three, this included:

- **Permanent supportive housing:** 1,253 households (2,028 people) placed in permanent supportive housing for people experiencing prolonged homelessness
- **Rapid rehousing:** 1,347 households (2,503 people) placed in permanent housing through short- and medium-term rent assistance and services
- **Other permanent housing:** 203 households (244 people) placed in other types of permanent housing
- **Homelessness preventions:** 3,127 households (7,520 people) prevented from losing their homes through rent assistance and eviction prevention services

One of the key tools supporting the SHS fund's housing placements is the **regional long-term rent assistance** program. Over the first three years of implementation, 3,132 households (5,179 people) were housed through this SHS-funded program, including 1,180 households newly leased up in year three.

Once households make the transition from homelessness into housing, SHS funding continues to provide rent subsidies and case management as needed to support housing stability. **Housing retention rates** from year three show that an average of 92% of households placed in permanent supportive housing remained housed 12 months later.

SHS funding also created or sustained 1,430 **emergency shelter** beds/units in year three, providing 2,698 households (3,828 people) experiencing homelessness with interim stability and support.

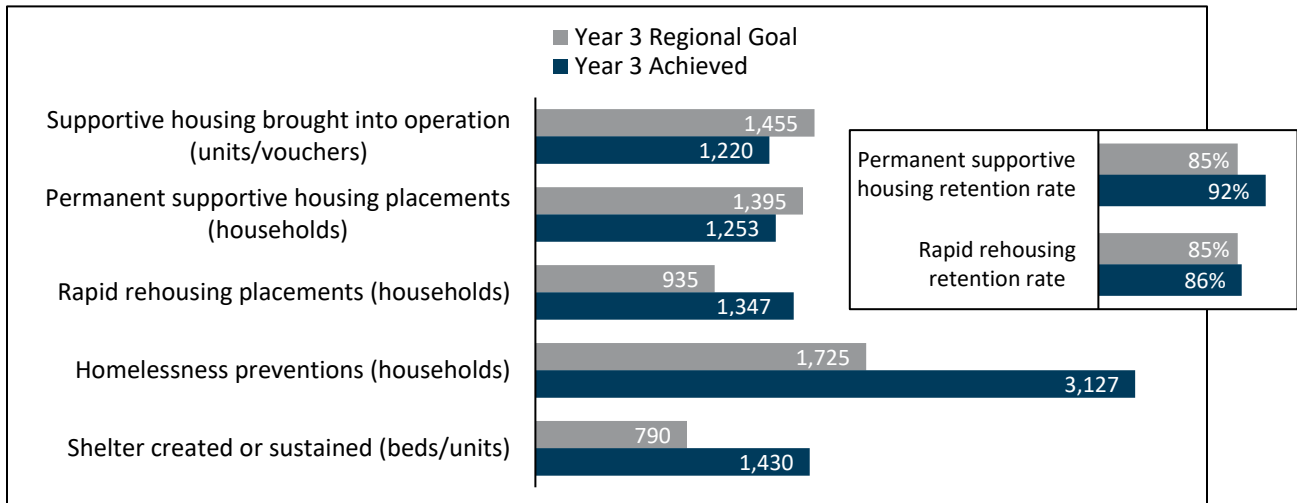
### **Advancing racial equity**

The SHS fund is guided by a commitment to lead with racial equity by improving access to services for communities of color disproportionately impacted by housing instability and homelessness. Data from year three demonstrate that **people of color are accessing SHS-funded services at higher rates than their representation in the region's homeless population:** people of color represent 28 percent of the region's homeless population and 59 percent of SHS-funded housing placements and homelessness preventions. Housing retention rates for people of color in SHS-funded housing placements are also equal or better than the retention rates for non-Hispanic whites.

### **Year three work plan progress**

The counties exceeded their combined year three work plan goals for rapid rehousing placements, retention rates, homelessness preventions and shelter units. They achieved 84 percent of their combined goal for supportive housing brought into operation and 90 percent of their combined goal for supportive housing placements. They also made significant progress on qualitative goals related to racial equity and capacity building.





### Provider partnerships

The SHS fund’s achievements would not be possible without the on-the-ground work of more than a hundred nonprofit and community-based organizations that serve as the backbone of SHS implementation. **Counties contracted with 103 providers to deliver SHS services in year three, with contracts totaling \$234.4 million.** This includes contracts with 19 culturally specific organizations totaling \$42.1 million. The counties’ partnerships with culturally specific providers nearly doubled between years one and three, and the total value of their contracts was more than five times greater.

### Capacity building

Counties increased their capacity building supports to providers in year three, funding technical assistance and capacity building grants, providing expanded access to trainings and implementing strategies to address workforce challenges. **All three counties made improvements to contract administration practices to reduce invoice processing times and alleviate administrative and financial burdens for contracted providers.** They also strengthened contract monitoring and performance evaluation processes to support accountability and continuous improvement.

### Cross-sector alignment

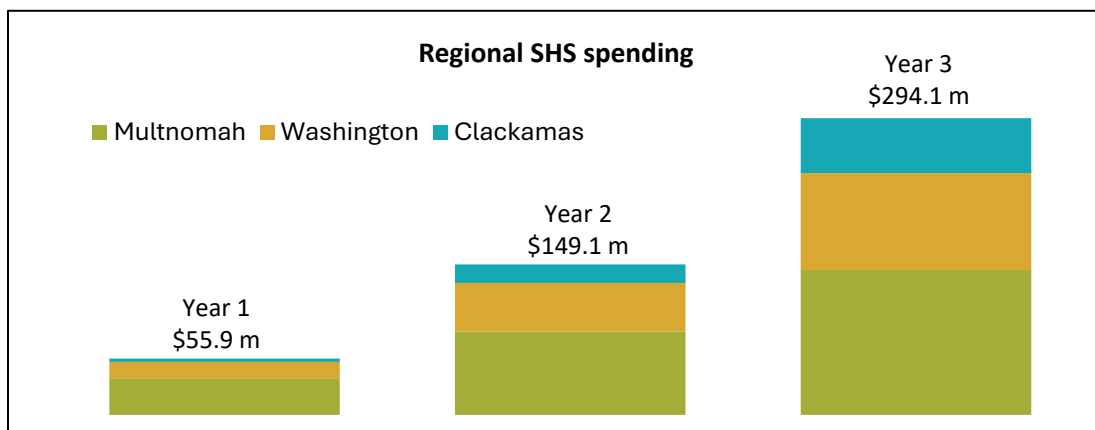
SHS funding has leveraged cross-sector resources and partnerships that are critical to building an effective regional homelessness response infrastructure. **The integration of SHS-funded supportive services and rent assistance with Metro affordable housing bond-funded capital investments has created 348 new permanent supportive housing units.** Counties have also used SHS funding to implement cross-sector initiatives and service integration in partnership with behavioral health, healthcare, community justice, workforce, housing and other systems.

## Regional coordination

The tri-county planning body, or TCPB, is working with Metro, the counties and other partners to develop implementation strategies for six regional goals that aim to strengthen SHS outcomes. **The first approved TCPB strategy directs \$8 million to support a menu of interventions to increase participation from landlords in SHS housing programs.** Metro's new regional capacity team partnered with the counties to develop regional training and technical assistance programs to support nonprofit providers. The counties and Metro also coordinated in year three to advance regional health and housing integration strategies, further align regional data collection and reporting, negotiate a data sharing agreement to facilitate regional evaluation, coordinate implementation of regional long-term rent assistance and share best practices.

## Spending

Total SHS spending by the counties nearly doubled between years two and three, even though tax collections in year three were slightly lower than the previous year. **County spending was equivalent to 95 percent of the tax revenue collected in fiscal year 2023-24** and represented 45 percent of the total available resources including carryover from previous years. The remaining 55 percent of carryover funds have now been fully committed, and counties anticipate fully spending SHS resources in future years to meet current commitments and ongoing program costs.



## CHALLENGES

The first three years of SHS implementation focused on rapid development and scaling up of the region's homeless services infrastructure. The second phase of implementation will focus on building a stable and sustainable regional system of care. As we transition into this second phase, we will need to address several key challenges.

### Growing need

The impact of SHS housing placements and preventions is being outpaced by growing need as broader systemic factors continue to push more people out of their homes. The counties' inflow and outflow data show that **for every 10 households who exited the**

**region's homeless services system to permanent housing in year three, 15 new households entered the system.** The number of households in need of permanent supportive housing across the region has increased by more than 20 percent since SHS launched, even after accounting for the thousands of households that SHS-funded programs have already housed.

### Competing priorities

As we move into the next phase of implementation, **we will need to make difficult decisions about resource allocations to make sure the SHS fund achieves its goals and racial equity commitments.** This includes determining the right balance between competing priorities, such as preventing homelessness through eviction prevention services, managing homelessness by increasing emergency shelter capacity, or creating pathways out of homelessness by investing in permanent supportive housing. These decisions should be informed by a comprehensive understanding of how SHS fits within the context of other available resources, the totality of needs and the areas with the greatest gaps. However, no entity is currently responsible for compiling and analyzing that information, making it difficult to get a full picture of the overall system needs and gaps.

### Financial oversight

Improvements have been made in the quality and consistency of counties' data reporting, but **key gaps remain that undermine the committee's ability to provide effective oversight of the SHS fund.** The most critical gap is in the reporting on expenditures by Population A and B. Since the start of SHS implementation, there was a recognition by all parties that consistent reporting on spending by Population A and B would take additional time, as it required the development of a consistent methodology between the three counties. This information therefore was not provided by the counties in their year one reports. For year two, the committee was not able to conduct regional analysis of the counties' submitted data due to variances in reported service types, data availability and methodologies. In preparation for the year three reports, Metro staff provided a financial reporting template and detailed guidance for reporting on Population A and B expenditures. The counties' year three reports included more robust data, but there were still inconsistencies in service type categories, allocation methodologies, assumptions and definitions that undermined regional analysis. Work is underway to address these issues, but the delay in providing consistent, regionwide information on Population A/B expenditures has undermined the transparency and accountability that voters deserve.

### Regional evaluation

While progress has been made to strengthen regional data collection and reporting, **additional work is needed to develop an effective framework for regional evaluation of the SHS fund's impact.** The four jurisdictions do not share consistent interpretations of some of the key concepts and program components in the SHS work plan, making it difficult to roll up county-level data into a comprehensive analysis of progress toward the SHS fund's numerical goals. Differences in the methodologies and

comparison data used for the counties' annual equity analyses make it difficult to conduct a regional analysis based on each county's findings. The regional outcome metrics in the SHS work plan also do not provide a clear framework or methodology for measuring the achievement of the 10-year regional goals. The counties' local implementation plans provide high-level guidance for SHS implementation, but they do not offer consistent or comprehensive metrics for measuring progress. As the SHS fund enters into its second phase of implementation, having an effective regional framework for evaluating progress will be essential to guide effective stewardship of the fund into the future.

## **RECOMMENDATIONS**

The oversight committee issued a comprehensive package of recommendations in March 2024 to strengthen SHS implementation. Most of these recommendations are multi-year bodies of work. While Metro is responsible for coordinating implementation, many partners, including the counties, service providers and the tri-county planning body are engaged in carrying this work forward. Exhibit C summarizes progress to date on these recommendations and identifies the entities responsible for moving forward the remaining tasks. Over the upcoming year, the oversight committee will continue to monitor and support the work that is underway to further advance each of the recommendations.

Our 2025 recommendations to Metro Council focus on several critical issues that will affect the long-term success of the SHS fund's implementation:

### **1. Data integrity and evaluation**

Providing transparency and accountability to voters requires regionally consistent data. Metro and the counties should work collaboratively to continue to align financial and programmatic data reporting. This includes addressing the challenges preventing consistent reporting on the Population A/B financial split. Metro and the counties will also need to work collaboratively toward shared operationalization of the definitions in the SHS work plan for critical program components such as Population A and permanent supportive housing.

As we move into phase two of implementation, further work is needed to develop clear frameworks for evaluating progress toward the regional 10-year goals and the SHS fund's commitments to advancing racial equity. This will require updates and refinements to the regional outcome metrics in the SHS work plan and the development of consistent methodologies and comparison data for county and regional racial equity analyses. Updates to the counties' local implementation plans should also be considered to provide more consistent and comprehensive frameworks to guide implementation and measure each county's progress toward the regional goals.

### **2. Provider partnerships**

The region's nonprofit and community-based organizations are the backbone of the SHS fund's success. SHS jurisdictional partners and the tri-county planning body should work

to advance critical strategies that will support the capacity and stability of these organizations, with a particular focus on small, emerging and culturally specific providers. This includes:

- Expediting the development and implementation of regional strategies to provide equitable and livable wages for all frontline workers
- Continuing to improve counties' contract administration practices to address challenges related to payment delays and cash flow issues
- Improving contract administration consistency across all three counties to ensure alignment
- Building on promising practices to expand and institutionalize advance payments, multi-year contracts with annual rate increases and capacity building investments

### **3. Regional priorities**

The SHS fund has supported a significant expansion in regional resources to address homelessness, but these resources will not be sufficient to meet the need. As we move into the second phase of SHS implementation, Metro Council should convene a conversation about regional priorities to ensure we are using SHS resources as strategically as possible to achieve the goals and racial equity commitments set forth in the SHS measure. This includes a discussion about how to allocate SHS funds between different priorities such as homelessness prevention, emergency shelter and permanent supportive housing.

This discussion should bring together counties, service providers and other stakeholders to learn about how counties are approaching these difficult decisions and engage in shared decision-making about regional priorities. It should be rooted in the values and guiding principles articulated in the counties' local implementation plans and the Metro SHS work plan and informed by input from the service providers doing the on-the-ground work to implement SHS. It should also be grounded in an understanding of how SHS fits within the context of other available funding and where there are the greatest needs and gaps. To facilitate this conversation, Metro and the counties should ensure that comprehensive and consistent data are readily available to support data-informed decision-making.

### **4. Oversight and accountability**

Appropriate levels of oversight and accountability are essential to ensure effective stewardship of tax dollars. As we enter the second phase of SHS implementation, it is critical for Metro and the oversight committee to be able to effectively monitor progress, measure impact, and perform their oversight and accountability roles. Metro should be empowered to conduct core oversight functions in alignment with funder best practices. This includes performing monitoring, evaluation and compliance activities on a regular basis. Data and updates from these oversight activities should be provided to the oversight committee and Metro Council so they have the necessary information to operationalize their charge. Metro should have mechanisms to take corrective action as

needed based on its performance monitoring to ensure regional accountability to the goals and commitments in the SHS work plan.

## 5. Jurisdictional partnerships and decision making

The development of a cohesive regional system of care requires effective coordination between the three counties and Metro. Further work is needed to clarify the roles and relationships between Metro and the counties and how decisions are made. This includes clarifying who makes what decisions, what is the process for making decisions and how is input incorporated into the final decision. Improved decision making is particularly needed in relation to the development and implementation of regional definitions and standards as well as reporting and monitoring tools and requirements. This may require a reassessment of the decision-making process laid out in the counties' intergovernmental agreements with Metro and potential updates to that process to support more effective decision making moving forward.

Effective regional coordination must be rooted in mutual trust and respect between Metro and the counties; the clarification of decision-making processes should include a shared commitment to dialogue and mutual listening to facilitate those relationships. The oversight committee recommends that collaborative efforts to shape the processes and requirements of the SHS measure are consistently used, with final decision-making authority resting with Metro to ensure key policies can be implemented after engagement is completed.

### Next steps

The oversight committee charges Metro staff with developing a work plan for moving forward these recommendations over the upcoming year, with a timeline that reflects the urgency of these priorities. The annual work plan should also include Metro's plans for advancing the elements from the committee's previous recommendations that are multi-year bodies of work and have not yet been completed.

To support the committee's oversight role, we ask Metro to provide regular reports on annual work plan progress so that the committee can monitor the work happening across the region to move forward our recommendations. As part of this process, the committee will assess and re-evaluate our previous recommendations to adjust and re-prioritize as needed.

## TRANSFORMING LIVES

**Behind the numbers in this report are thousands of people in our region whose lives have been transformed by the housing and services made possible through the SHS fund.**

Metro and the counties have shared many moving stories of community members supported by SHS-funded programs, like Nicole in Washington County:



Nicole is a survivor of domestic violence and human trafficking from a young age. Originally from Eugene, she came to Portland with some friends who left her stranded. She stayed at a women’s shelter for about three months before connecting with Washington County’s SHS-funded rapid rehousing program. From there it was only a week between getting her first call from her case worker Amanda, with the Urban League, and moving into her new home in Beaverton.

At age 34, Nicole is living alone for the first time in her life. “It means more than life itself,” she explained. “This program has done more for me than people will ever know.” The apartment is more peaceful than other places she’s lived, many of which weren’t in a good neighborhood or environment. The apartment windows look out onto a little creek and Nicole finds the water relaxing. Home finally feels like a sanctuary: “Once I close the door, everything out there is out there and it’s not here.”

Amanda helps with necessities like furniture and food boxes, along with providing support and encouragement. “It’s easy to feel like a statistic, but Amanda makes you more than a statistic; she makes you a success story, and she goes above and beyond to do so.”

Now that Nicole has a safe, stable place to live, she’s able to process and heal from a lifetime of trauma and living in survival mode. She plans to go back to school and ultimately would like to start a nonprofit to help other people who have experienced domestic violence and human trafficking. She wants to provide hope and a way out; she wants to be a light like Amanda has been for her.

Stories like Nicole’s demonstrate the transformative potential of our region’s commitment to invest in services that help people exit homelessness and transition into stable housing.

We are honored to have the opportunity to provide oversight for this important work and would like to thank Metro, the counties and especially the nonprofit and community-based organizations across the region working to implement SHS programs and services.

Thank you,

*Supportive Housing Services Regional Oversight Committee members:*

Mike Savara (Co-chair)  
Mandrill Taylor (Co-chair)  
Jim Bane  
Mitch Chilcott  
Dan Fowler  
Cara Hash  
Kai Liang

Jenny Lee  
Carter MacNichol  
Felicita Montebalanco  
Jeremiah Rigsby  
Peter Rosenblatt  
Margarita Solis Ruiz



## Housing Communications Monthly Report – December 2024

The Housing Department's Communications team is working on several stories across Metro news, social media, paid community media, email marketing and earned media.

### Metro News

#### [There's no place like home: Terrace Glen residents tell their stories](#)

**Highlight:** "Over the course of a six-session workshop, nine residents of Terrace Glen considered the meaning of home through 35mm film photography, written reflection, group discussion and other activities."

### Social media

The communications team published content related to the [Terrace Glen community voices photography workshop](#) and associated [exhibition at Blue Sky Gallery](#).

There was also one posting that highlighted Kenny, one of greater Portland's senior residents receiving support from local [housing and supportive services providers](#)

### Email marketing

Metro Housing's monthly email newsletter covers recent affordable housing bond and supportive housing services events, Metro News stories, and housing news from the greater Portland region as well as occasional national housing topics. The newsletter is garnering above-average engagement compared to industry standards for email marketing.

[December's Metro Housing Newsletter](#) highlighted the alarming rise of older adults experiencing homelessness and the efforts of one local nonprofit's permanent supportive housing program to assist aging Portland residents.

### Community voices photo project

Nine residents in the bond-funded Terrace Glen Apartments in Tigard participated in a six-session workshop led by PSU professor and artist Emily Fitzgerald, exploring the meaning of "home." Their final projects were on display at Blue Sky Oregon Center for the Photographic Arts in December and will then move to the Washington County Public Services Building in Hillsboro for a month beginning in mid-January.

### Earned media

#### December print/online stories

December saw a pause in the flurry of grand openings and groundbreakings the Housing Department saw throughout the summer and fall, which also means there was a pause in the accompanying earned media coverage. However, there were in-depth pieces in The Oregonian and Street Roots that began as pitches from our comms team and resulted in positive coverage of our programs:





[After history of loss, Portland's Albina district builds back](#) - The Oregonian

[Residents in affordable housing explore meaning of 'Home' through photography](#) - Street Roots

[Joint Office of Homeless Services releases rapid rehousing report](#) - Street Roots

Our comms team also provided information to journalists covering the SHS extension and expansion effort this past month.

## Marketing

### **'Home is everything' campaign**

On Dec. 22, the Housing Department launched an awareness campaign, managed by the Oregonian Media Group, with GIF performance display ads around the web, and video ads placed on Oregonlive.com. These ads are grounded on the idea that "Metro believes home is everything," and they link to a page on Metro's website that contains information about the Housing Department programs. The ads will run for about a month.

**METRO SUPPORTIVE HOUSING SERVICES TRI-COUNTY PLANNING BODY**

**Monthly progress report | December 2024**

*The goal of this report is to keep the TCPB, the Supportive Housing Services Regional Oversight Committee, Metro Council and other stakeholders informed about ongoing regional coordination progress. A more detailed report will be provided as part of the SHS Regional Annual Report, following submission of annual progress reports by Clackamas, Multnomah, and Washington Counties.*

**tri-county planning body regional goals\***

<b>Goal</b>	<b>Progress</b>
<i>Regional Landlord Recruitment</i>	<i>Metro and county staff are continuing to coordinate on the implementation of strategies in the Regional Landlord Recruitment Regional Implementation Plan adopted by the TCPB, including meeting monthly in the Regional Landlord Recruitment Workgroup. As part of the Plan’s Strategy #1: Communication and education plan, Metro staff are working to create a webpage on Metro’s website with information on county landlord financial incentives. Metro will be working with a consultant on work related to Strategy #2: Align financial incentives and Strategy #5: Investigate needs for property management.</i>
<i>Coordinated Entry</i>	<i>The CE Regional Implementation Plan (CERIP) was approved by the TCPB on 10/9/24 and by Supportive Housing Services Oversight Committee (SHSOC) on 10/28/24. Work on the four strategies outlined in the CERIP (Regionalize visibility of participant data, align assessment questions, Regionalize approaches to prioritization for racial equity, Regionalize approach to case conferencing) has begun.</i>
<i>Healthcare system alignment</i>	<i>The regional planning workgroup with Health Share, Counties, and Metro, with support from Homebase is currently drafting the implementation plan with a focus on regional opportunities to support, supplement, and advance existing health and housing system alignment initiatives. The implementation plan is scheduled to come to TCPB in January 2025. The team will provide an update to the SHS OC in January and present the plan for OC approval in February. A data sharing workgroup continues to meet, learning from existing data sharing agreements</i>

*(DSAs) across the region to discuss regional data sharing infrastructure and scope for the regional plan.*

### *Training + Technical Assistance*

*The Regional Capacity Team is grateful to work in collaboration with the counties to advance both the training and technical assistance goals with discrete projects that will inform future implementation of the goal areas. Please see the attached memo further answering questions from last month's meeting.*

*Permanent Supportive Housing Technical Assistance (TA) Demonstration and Research Project: Late last month, Metro launched RFP 4406 to identify TA consultants for this project, which aims to pair local, culturally specific providers with experts in PSH service delivery to help providers benchmark their PSH services to national best practices, measure the impact of that TA, and help Metro understand how TA delivery can be regionalized. The RFP went out to the list of qualified consultants in the "Housing and Homeless Services Best Practices" and "Program Design, Development and Implementation" categories of RFQu 4269, the regional TA qualification pool Metro led in coordination with the counties earlier this year. The team is now working with the counties to finalize the provider letter of intent process and develop the regional PSH community of practice cohort for this project. The team is also continuing to engage with PSH service providers to gauge their interest in participating in the project.*

*Training: As outlined during last month's presentation, the team is preparing to launch a pilot project to assess the effectiveness, value and regional scalability of the on-demand trainings available through National Alliance to End Homelessness and Corporation for Supportive Housing. In total, two staff at up to 10 agencies will take seven trainings and share their feedback to inform future implementation. The team is also continuing to expand our research into potential training*

pathways, including with workforce boards, or a model similar to a Traditional Health Worker certifications. This research will help inform the implementation pathway or pathways the team and counties recommend.

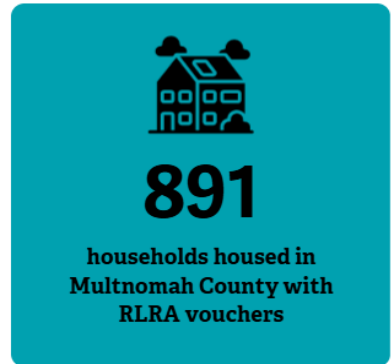
*Employee Recruitment and Retention*

We are meeting monthly with a tri-county workgroup to draft a regional plan, exploring concepts discussed in the June/July progress updates and opportunities to build on existing efforts in counties toward regional approaches. The Regional Implementation Plan is currently scheduled to come to TCPB in May 2025. Outreach and engagement will continue, including with providers and with local and state workforce and contract-related initiatives. In particular, we are tracking the recommendations of the state’s Modernizing Grant Funding and Contracting Task Force, chaired by Mercedes Elizalde.

*\*A full description of regional goals and recommendations is included in Attachment 1.*

**Existing REGIONAL PROGRAMS AND COORDINATION EFFORTS**

***\*Households housed through the RLRA program as of June 30, 2024:***



The data comes from the SHS quarterly reports, which includes disaggregated data (by race and ethnicity, disability status and gender identity) and can be accessed here:

<https://www.oregonmetro.gov/public-projects/supportive-housing-services/progress>

*\*As of 8/15/2024, Metro has updated the way numbers are reported on our SHS dashboards. Beginning at the end of Year 3, Metro has shifted to reporting the number of households served with SHS resources. We are no longer reporting the number of people served, as several people can be*

members of the same household which has been served with SHS resources. Please note: This will cause the number on the dashboard to appear smaller, even though SHS service levels have only continued to increase.

**Risk Mitigation Program:** All RLRA landlords are provided access to a regional risk mitigation program that covers costs incurred by participating landlords related to unit repair, legal action, and limited uncollected rents that are the responsibility of the tenant and in excess of any deposit as part of the RLRA Regional Landlord Guarantee.

The following information is derived from the counties' [FY2022-2023 annual reports](#)

**Landlord Liaison and Risk Mitigation Program:** In January 2023, Metro and tri-county program staff began meeting monthly to coordinate Landlord Liaison and Risk Mitigation Program education activities. Together, staff shared existing engagement tools and identified innovative methodologies for expanding unit availability across the region. Training for existing landlords is coordinated regionally and staff continues to coordinate to identify strategies for expanding unit availability.

**Regional Point-in-Time Count:** In January 2023, the counties conducted the first-ever fully combined regional Point-in-Time Count. This tri-county coordinated effort included creating a shared methodology and analysis, a centralized command structure, and unified logistics around the recruitment and deployment of volunteers. As a result of the combined Count, analyses include regional trends in unsheltered homelessness, sheltered homelessness, and system improvements made possible by regional investments in SHS.

An initial summary of the 2023 Point-in-Time Count data can be found in this May 2023 press release from Multnomah County: <https://www.multco.us/multnomah-county/news/news-release-chronic-homelessness-number-falls-across-tri-county-region-2023>.

**Regional Request for Program Qualifications:** This program year also included a Regional Request for Programmatic Qualifications to procure new and diverse organizations as partners for service provision. Tri-county partners worked to ensure broad engagement and technical assistance to support the full participation of new and emerging organizations, especially culturally specific service providers. 60 applications were qualified to create a broad network of 167 tri-county pre-qualified service providers with diverse expertise and geographic representation.

**Homeless Management Information System (HMIS) Regional Implementation:** Starting in 2023, an updated Privacy Notice & Policy created a more trauma-informed and person-centered approach to obtaining participant consent for data sharing while maintaining a high level of data privacy. Next steps included moving toward regional visibility and more comprehensive integration of each of the counties' HMIS systems.

## Tri-County Planning Body Meeting Summary

Meeting: Supportive Housing Services Tri-County Planning Body Meeting  
Date: Wednesday, November 13, 2024  
Time: 4:00 PM – 6:00 PM  
Place: Zoom Webinar  
Purpose: The Tri-County Planning Body (TCPB) will receive an update on the Technical Assistance and Training Goals.

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### Member attendees

Co-chair Mercedes Elizalde (she/her), Eboni Brown (she/her), Zoi Coppiano (she/her), Yoni Kahn (he/him), Nicole Larson (she/her), Yvette Marie Hernandez (she/her), Cameran Murphy (they/them), Cristina Palacios (she/her), Co-chair Steve Rudman (he/him), Monta Knudson (he/him)

### Absent members

Mindy Stadtlander (she/her), Sahaan McKelvey (he/him)

### Elected delegates

Washington County Chair Kathryn Harrington (she/her)

### Absent delegates

Clackamas County Chair Tootie Smith (she/her), Metro Councilor Christine Lewis (she/her), Multnomah County Chair Jessica Vega Pederson (she/her)

### County staff representatives

Clackamas County – Lauren Decker (she/her), Multnomah County – Cristina Castaño (she/her), Washington County – Nicole Stingh (she/her)

### Metro

Cole Merkel (he/him), Liam Frost (he/him), Michael Garcia (he/him), Justin Barrieault (he/him), Finnegan Budd (they/them), Patricia Rojas (she/her), Ruth Adkins (she/her), Daisy Nguyen (she/her), Craig Beebe (he/him), Ash Elverfeld (they/them), Yesenia Delgado (she/her)

### Kearns & West Facilitators

Ben Duncan (he/him), Ariella Dahlin (she/her)

*Note: The meeting was recorded via Zoom; therefore, this meeting summary will remain at a high-level overview. Please review the recording and archived meeting packet for details and presentation slides.*

## Tri-County Planning Body Meeting Summary

### Welcome and Introductions

Co-chairs Mercedes Elizalde and Steve Rudman provided opening remarks.

Ben Duncan, Kearns & West, introduced himself and welcomed the Tri-County Planning Body (TCPB) to the meeting. He facilitated introductions and reviewed the meeting agenda and objectives.

The TCPB approved the October Meeting Summary.

### Public Comment

Anna Kurnizki, Community Warehouse, provided public comment asking the TCPB to request a regional contract for furnishing housing.

Molly Hogan, Welcome Home Coalition, provided public comment asking the TCPB to request a regional contract for furnishing housing.

Miro Paljevic, Transition Projects, provided public comment in support of a regional contract for furnishing housing.

Alexis Nuckles, Transition Projects, provided public comment in support of a regional contract for furnishing housing.

Co-chair Elizalde stated that the co-chairs have been meeting with Metro and county staff to develop a process for requesting funds outside of the six goal areas. She suggested waiting for that process to be approved and voted on by the TCPB and having a regional contract for furnishing housing as the first item to move through that process.

Co-chair Rudman requested staff to have that process finalized by the December meeting for the TCPB to vote on, and for the TCPB to vote on the regional furnishing contract in December.

Cameran Murphy reflected that Washington County has a contract with Community Warehouse and asked if they could provide a contract template.

Ben reminded the TCPB that it does not deliberate public comment.

Cristina Palacios shared that she has worked with Community Warehouse which provides fast, easy, and important services.

Yoni Kahn stated that this is part of a broader strategy for housing retention.

### Conflict of Interest

Cristina Palacios declared a conflict of interest as Housing Oregon is on Metro's contractor list and could potentially receive future Supportive Housing Services (SHS) funding.

Cameran Murphy declared a conflict of interest as Boys and Girls Aid receives SHS funding.

Zoi Coppiano declared a conflict of interest as Community Action receives SHS funding.

Eboni Brown declared a conflict of interest as Greater Good Northwest receives SHS funding. She noted her position is not funded by SHS.

Yoni Kahn declared a conflict of interest as the Northwest Pilot Project receives SHS funding. He noted that he serves on the TCPB to share provider perspectives and does not represent his employer.

## Tri-County Planning Body Meeting Summary

Yvette Hernandez noted that she works for Home Forward which receives SHS funding, but she participates on the TCPB as a community member.

### Staff Updates

Yesenia Delgado, Metro, shared updates on the SHS Oversight Committee. The Oversight Committee has received presentations on permanent supportive housing (PSH) work, the TCPB's Coordinated Entry Implementation Plan, and Quarter 4 programmatic updates and year-end numbers. It also received updates on Metro Council's housing funding recommendation and is about to start its annual report process.

TCPB members and elected delegates had the following questions:

- **Question, Washington County Chair Kathryn Harrington:** When is the next forecast due to the Oversight Committee?
  - **Metro Response, Yesenia:** The five-year forecast will be reviewed at the December 9<sup>th</sup> meeting.

Craig Beebe, Metro, shared that Metro Council received the TCPB's Co-chair letter in September and considered it in its October 17 meeting, where Council passed [Resolution No. 24-5436](#). He reviewed the key actions of the Resolution, that Metro staff are working to provide analysis and information to support Council, and that there will be a proposed allocation approach work session on November 26.

TCPB members and elected delegates had the following questions:

- **Question, Co-chair Elizalde:** In the different scenarios being built out for consideration, where would the Regional Investment Fund (RIF) live? Is Metro still considering cutting the tax rate? I hope the data guides this work.
  - **Metro response, Craig:** The tax rates are still being considered, especially if the sunset is extended. We acknowledge that this funding source cannot fund everything we need, and our housing and finance team are working hard to determine what to prioritize for conversation.
  - **Metro response, Patricia Rojas:** We will have to nail down how to structure funding to meet multiple needs.
- **Comment, Cameran:** The ballot measure conversation needs to consider how not to conflate the multiple distinct questions in one measure. Voters will want to vote yes or no to the individual questions going into this possible measure.

Ben shared there will be dedicated space in the December meeting to discuss this further.

### Technical Assistance Goal Update

Liam Frost, Metro, reflected on the SHS fund lifecycle and the need for technical assistance and training. He noted that Metro has led the work for these goal areas.

Lauren Decker, Clackamas County, Cristina Castaño, Multnomah County, and Nicole Stingh, Washington County highlighted capacity building work the counties have recently done.

Cole Merkel, Metro, reviewed the technical assistance and training goal language and recommendations and highlighted the current opportunities the counties offer. He reviewed the goals of Metro's Regional Capacity Team and noted that there are now 67 technical assistance consultants qualified to provide regional services.



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Daisy Nguyen, Metro, described that technical assistance is tailored, individualized support to implement policy or streamline an organization's operations.

Nui Bezaire, Metro, presented Metro's PSH work to develop a regional framework for PSH that includes programmatic policies, regionally consistent definitions, and standards of practice.

Cole reviewed the PSH project's guiding values and goals, including avoiding duplicating technical assistance counties are already providing and building a regional technical assistance program.

Daisy discussed how a scope of work would be developed, and the benefits providers would receive by being a part of the program including customized services and trainings, and funding for staff time. She shared that providers would commit to a six-month project and engage weekly with the project to implement strategies.

TCPB members and elected delegates had the following questions:

- **Question, Co-chair Elizalde:** How is this different than the Oregon Supportive Housing Institute? How is this work aligned with the State's work?
  - **Metro response, Nui:** This technical assistance is focused on ongoing operational needs for providers and is not about creating a project from start to finish. I have talked to the State about this, and their work is not an ongoing resource for PSH services and not a full technical assistance program.
  - **Metro response, Patricia:** Alignment with the State and other places is part of Metro's focus to align and leverage funding sources. Metro does not want to create more complexity.
- **Question, Yoni:** I generally like the idea. I am scared that SHS spending seems to be a sporadic investment that does not lead to a broader strategy for regionalization. How is this regionalized?
  - **Metro response, Cole:** The reasoning for the demonstration project is to demonstrate what investments are needed to support PSH implementation. Good work is being done and we want to ensure consistency with best practices to keep people housed long term.
- **Comment, Cristina:** I fully support this because this is focused on multicultural organizations. If there are no wrap-around services for immigrant and refugee communities, especially in the next four years, there will impacts on these communities.

### Training Goal Update

Cole reviewed the guiding values for the Housing Service Worker Certification and Research Project including ensuring people experiencing homelessness can expect a high quality of care and developing a core training curriculum to meet the needs of providers.

Justin Barrieault presented research done to understand what training resources currently exist in the region and what new resources might need to be created to better support provider training. He reviewed the survey research of college programs, certifications, national models, and potential pathways forward. Potential pathways forward are higher education pathways and pathways via other bodies. He shared that there is currently an On-demand Training Program Pilot and interested agencies can email [MetroHousingRegionalCapacity@oregonmetro.gov](mailto:MetroHousingRegionalCapacity@oregonmetro.gov) to participate.

TCPB members and elected delegates had the following questions:

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- **Question, Co-chair Elizalde:** Was Welcome Home Coalition part of the research outreach? What is the process to get credit for prior experience? How many trainings and certifications are being utilized in the region?
  - **Metro response, Cole:** Welcome Home Coalition and the Coalition of Communities of Color were part of the outreach to coalitions.
- **Comment, Nicole Larson:** It could be helpful to link what provider roles would be most applicable and best suited for all the training options.
- **Comment, Yoni:** I love the standardization and definitions for positions, this can be tied to certifications and wages and connect to those TCPB goals.

Ben asked TCPB members to place additional questions in the chat for Metro to consider and track. The following are questions captured in the Zoom chat.

- **Question, Co-chair Elizalde:** How much will providers be paid to participate? Will they get additional staffing to participate or are they expected to do this with existing capacity?
- **Question, Cameran:** For technical assistance (TA), there were at least a few organizations I know in Washington County that had no housing services programs before SHS funding and had to build their SHS from the ground up with little to no guidance and support. I know TA is needed for organizations to build programs that are in alignment with the minimum requirements of service provisions and program development. All too often I know participants are having vastly different experiences from organization to organization because these organizations have had to figure out how to implement SHS largely on their own.
- **Question, Cameran:** To Mercedes' comment about housing providers, pairing TA to the landlord retention is what I'd like to see (and I know landlord retention was before my time in TCPB). As I have seen that goal be implemented, I know housing providers have not received the support they need to work with their SHS residents in combination with the residents' case managers and TA could manage that gap from the landlord retention goal.
- **Comment, Co-chair Elizalde:** Also, let's not lean too hard on formal education, also needing to provide language-accessible, on-the-job training. Some train-the-trainer opportunities for long-time high-quality veterans in the work.

### Closing and Next Steps

Ben shared that the next steps are:

- Next meeting: December 11, 2024
  - Metro staff to potentially share a TCPB process for funding non-goal related items
    - *Tentative:* The TCPB to vote on the regional furnishing contract in December.
  - TCPB to discuss Metro's housing funding recommendation.
  - Landlord Recruitment Update

Co-chairs Elizalde and Rudman thanked everyone for their participation.

### Adjourn

Adjourned at 6:00 p.m.