



SHS Advisory Committee Meeting

November 9, 2023 | 3:00-4:30 pm

Attendance: Jamar Summerfield, Xenia Gonzalez, Cheryl Carter, Jessica Mathis, Jessica Harper, Julia Delgado, Sandra Comstock, Desiree' DuBoise, Patrick Reynolds, Ria Tsinas

STAFF: Breanna Flores, Anna Johnson, Bill Boyd, Malka Geffen

Agenda Item	Discussion Points	Decision/Action
Welcome Land and Labor Introductions Updates		
SHS Annual Report Highlights Time for Q&A	<p><i>Please refer to slides for content of presentation</i></p> <ul style="list-style-type: none"> ● Question—Re: the shelter bed goal, was the goal to sustain 400 or add 400 beds? <ul style="list-style-type: none"> ○ Answer— The goal was to add beds and also sustain shelter beds that would have gone away without SHS support. ● Question- 1,114 PSH units were added last fiscal year. Are these units operational now, or in the process of being built? <ul style="list-style-type: none"> ○ Answer—The PSH units are in different phases of the work right now. We can go back to our PSH team and find out what is operational right now. ● Question- What is the difference between traditional and nontraditional shelters? <ul style="list-style-type: none"> ○ Answer- Traditional typically means a concrete building and nontraditional 	<p>Action: SHS team will gather information to help answer the Annual Report questions that came up during the meeting</p>

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us

	<p>would be like a pod site. The difference is less about service provision and more about location and type. Our FY24 evaluation study will look at the outcomes of these two approaches.</p> <ul style="list-style-type: none"> ● Comment- Committee member representing Gresham would like to hear more about the geographic equity study. If there is a way to engage in that, she would like to. It's critical to the east side community. <ul style="list-style-type: none"> ○ Response-Geographic equity work is gearing up for this year and community engagement hasn't happened yet-SHS team can loop in folks who are interested. ● Question-How did we decide on the 800 bed number? Rooted in planning or arbitrary? Our outcomes say \$16.4M was spent, and 460 beds were maintained or added, which would be \$400,000 per bed unit. Did the \$16.4M fund just the 460 beds, or were there other beds that money funded? Just wondering how we're thinking about the allocation over time and how we will reach the goals in this next fiscal year. ● Question-Can we define what retention rate means in the context of RRH? Do we need more providers, or do we hope to reach our targets by adding new projects among existing providers? <ul style="list-style-type: none"> ○ Answer-Retention rates for RRH look at a 12 month period for folks to determine if they are remaining in housing. We assume the RRH number was developed with the first annual work plan as a basis but we can find out more. ● Question-How many PSH beds do we need as a community (compared to our target 10yr goal)? <ul style="list-style-type: none"> ○ Answer-2,235 PSH number for Multnomah County was based on the 	
--	---	--

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us

	<p>overall need within our region. When we created the LIP that is the percentage Multco was responsible for based on the need in our community.</p> <ul style="list-style-type: none"> ● Question–Can we see a draft of the Coordinated Access plan that’s going to be rolling out this next year? <ul style="list-style-type: none"> ○ Answer–The CA team is piloting the plan and is in a communications process now with providers. We can find out if we can share the draft. ● Question– How is retention measured? On the continuum of care side, retention is assessed after someone has stopped using the subsidy. Want to make sure that we’re not measuring two different ways. For RRH ideally it’s done after a subsidy. ● Question–How is a shelter bed defined? Are some of these “beds” outside? Does a shelter bed require access to plumbing? It looks like we spent half of the dollars on shelter. <ul style="list-style-type: none"> ○ Answer–SHS team can give a breakdown of the different programs and shelter beds if that is helpful ● Question–Re: the new Coordinated Access tool, there is still a lot of confusion around how people are accessing entry points into housing. Will the new tool address this? How do people currently know where to go to get into housing? The thing we consistently hear is that there’s only one place. Will that issue be addressed in the redesign? <ul style="list-style-type: none"> ○ Answer–We can raise that to the team that is moving this forward and see if that is part of the equation ● Question–Re: Expanding Coordinated Access–what is being coordinated, and whose access is being expanded? Is the expansion for service providers? Will there be a one-stop shop where people can apply and know where the resources are? 211 is not 	
--	--	--

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us

	<p>doing a great job.</p> <ul style="list-style-type: none"> ○ Answer–Not sure if it will be the same system we’re working with or if it will be different. This is feedback we can share with the Coordinated Access redesign team. We can also obtain a description of what they are changing and how it’s going to work. <ul style="list-style-type: none"> ● Question–Do we have data on both the duration of time people are spending in shelter overall and also the average percentage of beds that are being used? We’re supporting all these beds, but how many are being used? And how long do they stay? Used to get a report on this from A Home for Everyone. <ul style="list-style-type: none"> ○ Answer–This information is not featured in the annual report, but we can ask our data team. These data points exist in HMIS. ○ Feedback–This should be public data. City council makes claims about people in shelter—we need the data available publicly. ● Question–Re: Alternative shelter outcomes evaluations, can we get more information about what kind of evaluation they are going to be doing and if that will be independent or if orgs will report on it themselves? Will user experience and staff experience around issues of equity, inclusion, transparency be part of that evaluation? <ul style="list-style-type: none"> ○ Answer–We can pose this question to the team working on it. Participant experience is going to be a key part of what they’re looking at but we can reemphasize. ● Comment–Housing folks from historically targeted communities is important, and there doesn’t seem to be any information about the LGBTQ population. if you’re not tracking it, you won’t be able to change it. Would love to hear back from folks reporting this if there’s a way to capture it without making people feel 	
--	--	--

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us

	<p>vulnerable sharing the information. If we don't have a sense of that, that's concerning.</p> <ul style="list-style-type: none"> ○ Response–JOHS equity team is working on framing demographics questions–how can we ask in a way that won't cause harm to people. We can circle back with our staff who are working on this. ○ Feedback–Access is not great because there aren't a lot of places that are culturally specific in this way. Also, the transgender population specifically should be taken into account <ul style="list-style-type: none"> ● Comment–Concerned about counting shelter beds at temporary sites because these have both pods and tents. Tents should not be counted as shelter beds because they're unsafe/inhumane. Shelter that doesn't have four walls and plumbing/climate conditioning should not be counted as shelter beds. A tent platform should not be counted as a shelter bed. Also, if the data is not disaggregated, it needs to be. ● Question–Has there been any followup or oversight of the 211 partnership–single mom was told that since her son is in high school she can't get help with housing, but only after two months of waiting for a reply. Who is overseeing the partnership with 211? <ul style="list-style-type: none"> ○ Answer–Working within that specific platform has been challenging. Not sure currently if there has been a formal evaluation. If there are certain recommendations that the SHS committee would like to put together as an alternative, we could do that. ● Question–Re: Coordinated Access. There is a limited amount of provider access to the CA tool, correct? A person individually routes requests to appropriate locations. Is that an accurate characterization–it's mostly manual–one person? <ul style="list-style-type: none"> ○ Answer–There is a CA interest list for 	
--	---	--

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us

	<p>people interested in PSH/RRH. Once/month providers do case conferencing and whatever unit is available gets matched to the right person. Multiple agencies come together to do this. That's how it's supposed to be working, but the interest list is like a thousand people. If your VISPDAT score is not in the high 20's you would never get a placement. Even if you assess at 15 or 16, you're still likely to be homeless for a long time. Because of our crisis being so large you have to be extremely high on the acuity score to even reach the top of the list.</p> <ul style="list-style-type: none"> ○ Answer—SHS team can gather more info on CA and the entry points —whether that be in writing or having someone come and present. <ul style="list-style-type: none"> ● Question—The annual report was great; is there a forward looking document that addresses budget and goals this year? ● Comment—Outreach workers struggle to maintain connections. Because people are paid low wages, they leave these positions but they have built relationships and those have to start from zero when they leave. It's very hard to find people who can pick up where someone left off. Not seeing in the narrative how the cycle of wages and retention is feeding into some of the lower outcomes—staffing issues can affect retention, etc. The cycle is being perpetuated by all the moving parts. <ul style="list-style-type: none"> ○ Response—Metro provides the template for our annual report content, but this is a great point and the SHS team can consider how to incorporate some of this narrative into our report next year. <p>If members have more follow up questions outside of the meeting, please feel free to reach out to the SHS team.</p>	
--	---	--

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us

Recommendations Update Vote on process	<i>Ran out of time for this agenda item</i>	Action: Revisit this agenda item in the December meeting or over email
--	---	---

ZOOM Chat:

From Desiree' DuBoise (She/They) to All Panelists 03:07 PM



From Cheryl's iPad to All Panelists 03:08 PM

Congrats Patrick

From Cheryl's iPad to All Panelists 03:23 PM

Can you enlarge this thx

All good

From Patrick Reynolds to All Panelists 03:38 PM

- How did we decide on the 800 bed number? Rooted in planning or arbitrary
- Can we define what retention rate means in the context of RRH?
- How many PSH beds do we need as a community(compared to our target 10yr goal)?

From Cheryl's iPad to All Panelists 03:40 PM

Thank you

From ria to All Panelists 03:46 PM

There's definitely going to be a staffing need for sure!

I think it's going to be more than just wages that will impact staffing- there will need to be alternative credentialing options, or lowering barriers to employment. (If that makes sense)

From Cheryl's iPad to All Panelists 03:46 PM

This is an amazing journey that SHS/Joint Staff has embarked upon again thank you for this work and much appreciated and needed 🍷

From Me to All Panelists 03:48 PM

PIT = Point in time count

From Jessica Harper to All Panelists 03:48 PM

every other year in odd years

From Cheryl's iPad to All Panelists 03:59 PM

This is a home run ❤️

Will there be more people hired to do the outreach work and counting

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us

From Desiree' DuBoise (She/They) to All Panelists 04:00 PM
Just requesting that we are sent examples of the measurement tools.

From Jessica Mathis to All Panelists 04:02 PM
Sorry, I unmutes myself.

From Julia Maria Delgado to All Panelists 04:10 PM
shelter point pushes out utilization data but it confounds the issue when it's all broken out by funding source.

gender identity is on the report
(but not lgbtqia+ broadly)

From Patrick Reynolds to All Panelists 04:12 PM
Is there a place where we can see the planned spending this year on each item that we're discussing?

From ria to All Panelists 04:15 PM
211s a joke!
I never refer anyone to or use 211. It's unfortunate because it could be an awesome resource!

From Cheryl's iPad to All Panelists 04:16 PM
Just need to hire some more contractors to help with 211

From ria to All Panelists 04:20 PM
Well, they and the fact that often they are waaay behind in resource knowledge.
There's sooo much confusion as to how to even engage with an outreach worker.. people give up Like no one knows where to go to get help

From Sandra Comstock she/her Hygiene4All to All Panelists 04:21 PM
^^^

From Cheryl's iPad to All Panelists 04:22 PM
I hear the behavior health center might be able to get a bit more information

From Sandra Comstock she/her Hygiene4All to All Panelists 04:23 PM
Good point Julia
Need for more analysis and identification of the bottlenecks that are created across thees data points/ access levels etc

From ria to All Panelists 04:29 PM
That's pretty awesome!

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us

A Committee that's actually more than window dressing!

From Breanna Flores (she/they) JOHS to All Panelists 04:30 PM
Excellent feedback everyone, thank you!

From Julia Maria Delgado to All Panelists 04:30 PM
thanks you all it is an honor to share space with you all.

From Cheryl's iPad to All Panelists 04:30 PM
2 hr mtgs work

Accessibility: To help ensure equal access to services and activities, the Joint Office of Homeless Services will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 3 days in advance to request ADA assistance and 2 days in advance for translation services: 503-988-2520, TTY, 503-823-6868. Reimbursement for travel and childcare costs are available. Please contact SHS Admin Analyst Anna Johnson by email at anna.johnson@multco.us