

A Listening Session with JOHS Director Dan Field

October 31, 2023 Provider Conference

Notes:

Facilitators: Dan Field (with input from other JOHS Managers)

Moderators: Bill Boyd and Claudia Sharygin

Description: After brief remarks, Dan and other members of the JOHS executive team will hold space to hear your questions and comments about JOHS and our work. While the team hopes to be able to answer questions live, they will also confirm a process to share responses after the session ends.

QUESTION: Why, with so many agencies here providing services to the homeless community, do we not have a unified plan that we can work off of so that we can be more effective? We are making some progress but we could be doing better.

- (Response) Work in the pipeline that addresses this concern:
 - One of the big findings from HMA assessment is to better understand our homelessness system strategy - this work will start in earnest in January. A smaller part of this project that focuses on sheltering strategy is starting now
 - Setting the stage for this session as a piece of a larger focus on community engagement

(QUESTION: What are your thoughts on additional day space capacity needed in the wake of the Time/Place/Manner ordinance enforcement

- (Response) Working on the NOFA for day spaces, should be released within the next two weeks. We are not trying to be overly prescriptive, acknowledging that providers know space better. We already have some interest
- NOFA should be released in a week...

QUESTION: Getting folks access to basic job training is really important, especially for chronically homeless folks. How can we help support JOHS to go to other funders (e.g. Metro, the state) to get more funding for workforce development? How do we make the case for this funding on a larger scale? Housing First is great but people also need to stay housed.

- (Response) This is not a new issue for us; it's on our radar and we do fund some of this work. Participating in sessions like this is a good reminder for us; and a good reminder that

- *(Follow up question)* Clean Start program is OK, but Cultivate has a low-barrier program, but there is a big need in East County for more funding for these programs, especially on the East side
- *(Response)* There also is an upcoming NOFA for workforce development coming out of the SHS

QUESTION: What percentage of funding - and workforce development funding in particular - actually makes it to agencies from the original sources? e.g. workforce development funding goes from DOL to Worksystems to agencies... Can we step back to the days when community villages (Beacon Village, R2D2) started, and learn from them since they have survived through multiple administrations and JOHS incarnations/leadership. Think listening sessions are very important. Also, people need workforce training, because they won't be able to pay their rent long-term once they have housing. Sober living facilities also are needed.

QUESTION: Really excited about being able to support JOHS, specifically in providing primary care services in addition to behavioral health services. Recently obtained a mobile health unit as well as a mobile prescription provider (if you are interested in funding something like that...) Experience with the county in funding this type of program is, either go to one department or another department. What is your interest in funding this kind of program

- *(Response)* Team SHS has stepped up to lead hybrid funding efforts across County departments. For mobile services specifically: what would you need from County to be more effective in supporting mobile health services?
- *(Follow up question)* Financial support for supplies and transportation costs. There also is an opportunity to get some billable services in there, but folks may not be willing to provide necessary personal info
- *(Follow up question)* I forgot to say one more thing. HUD funded PSH providers need more matching funds. HUD does not give us enough \$ for supportive services, so we aren't able to pay our staff a living wage with HUD funds alone. Any other PSH providers experiencing that challenge?
- Also more RLRA vouchers please!

QUESTION: A couple of things in play that I see happening: Measure 110, Medicaid (11-15) waiver. What partnerships are going on here with OHA and County Health Dept?

- *(Response)* Not quite there yet to be able to connect these funding sources, but JOHS has been active in conversations with OHA, HealthShare, Care Oregon etc around the Medicaid waiver funds. OHA is moving quite slowly to make these funds available to us. There is a meeting planned for Thursday 11/2 to see if we

can make progress on this. WashCo will share their experience with piloting a joint case conferencing approach with health care providers and housing providers

- (follow up question from the meeting chat): A questions for the larger group, I'm wondering how many houseless services providers are aware of the 1115 waiver and how they might be able to help their clients access those funds. I'm thinking about an opportunity for JOHS/OHA to provide training and technical assistance.
- (follow up question from the meeting chat): Other questions I have that I don't think we'll have time for:
 - What specific equity strategies are being employed right now at JOHS?
 - How feasible do you think it is to move the contracting process away from the reimbursement method? Who is ultimately responsible for approving contract process changes?

QUESTION: There are many high-acuity people getting housed without a sufficient number of social workers to help them. If people are getting housed but not getting services, this could potentially be very expensive and the asset (*e.g. housing*) will not be as useful to folks as it could be.

- (*Response*) Long term, we may need to adapt our models

QUESTION: We need more funding for mental health services for people of color, and more training/understanding to help agencies understand how to gain access to Medicaid waiver funds.

QUESTION: We are consistently seeing higher-acuity residents in our housing. These residents need long-term supports – perhaps not PSH-level, but a higher level of services than what is normally provided in affordable housing units.

- (*Response*) What are the top 1-2 services that these folks need to remain stably housed?
- (*Follow up*) Service coordinator at a lower client-staff ratio than is traditionally provided in affordable housing (200-300/staff) but lower than PSH (15/staff). Property management services to help people take care of their units. Long term rent assistance because these clients will never be able to afford market rent.

QUESTION: What about moving the contract processing away from reimbursement? Who is ultimately responsible for making that decision?

- (*Response*) [JOHS Director] is responsible for this project and the final decision. Would like to try a pilot of this to see if it will work in this context. Moving from fee-for-service can be difficult, especially when it comes to measuring outputs.

JOHS business manager, is working on this and we encourage you to reach out to her

QUESTION: We are struggling with getting clients from Coordinated Access with very high acuity, without the funding levels to support these clients on the older contracts. The older contracts have 50 clients per staff member, newer contracts have closer to 15 clients per staff member. This creates a lot of tension in the workforce between staff and makes it difficult to hire for the older contracts.

QUESTION: What is the long term plan for solving homelessness – will we find housing for the people in pods or will there still be pods in 20 years?

- *(Response)* Question for you – do you think pods are helpful or should they be gone in 20 years?
- *(Follow up)* In 20 years I would love to see the pods gone and houses for people built there instead. People should be in housing instead of pods
- *(Response)* this is a great vision

QUESTION: A few things that she wants to uplift from her organization and community being served. (1) Access to services from County differs between providers, and it is difficult for people to self-refer to programs. It appears that most spaces are reserved people who are being swept. (2) Housing that is affordable long-term for people earning between 0-30% AMI. What are their options

- Lots of agreement in the chat with this comment

(Carl Knudson) It looks like most of the funding for housing goes to the adult system compared to the family system, because families do not score high enough in Coordinated Access for PSH. Is there the possibility that funding for RRH (similar to MiM) will be available again in the future?

(Laura G. de L.) Want to understand better how/why the County Chair was able to use her executive authority to fast-track the SHS unanticipated revenue spending

- *(Dan F.)* Chair's EO was for selected elements of this spending plan (e.g. United Way's management of the \$10M organizational development grants)

(Dan F.) Final comments: thanks to JOHS staff, and to providers for giving us the opportunity to listen and hear their feedback

PARTIAL CHAT (from Andrea)


14:15:04 From Shane Wilson To Everyone:
Thank you

14:15:20 From Laura Golino de Lovato she/her NWPP To Everyone:
Way to go, Bill!

14:16:20 From jennifer collins To Everyone:
thank you for organizing this


14:19:17 From jennifer collins To Everyone:
It's SO great having you at JOHS Anna!

14:19:30 From Anna Plumb To Everyone:
Thank you Jenn!!


14:19:36 From jennifer collins To Everyone:
Reacted to "Thank you Jenn!!" with 

14:20:29 From Emily Nelson To Everyone:
she was just here...

14:22:36 From Katie Cox To Everyone:
I have a question or two I'd like to ask when we can get started

14:22:41 From Emily Nelson To Everyone:
Reacted to "I have a question or..." with 

14:23:40 From Nora Guajardo (She/Her) To Everyone:
I have a question

14:23:46 From Emily Nelson To Everyone:
Reacted to "I have a question" with 

14:24:14 From Carly Laney To Everyone:
Who did the ghost take to the dance??? His GHOULfriend

14:24:25 From Sarah Williamson To Everyone:
What did the fish say when he hit the wall? Dam!

14:24:44 From Emily Nelson To Everyone:
not Halloween but fall-themed: Why did the Scarecrow win a Nobel Prize?

14:24:55 From Anna Plumb To Everyone:
Why did the witches cancel their baseball game? (They couldn't find their bats)

14:25:05 From Natalie Martin To Everyone:
I have an 8 year old: her joke this morning "How do you fix a broken jack o'lantern"? A pumpkin patch!

14:25:08 From Amanda Hawley To Everyone:
What do you call a pony with a sore throat? (a little hoarse)

14:25:33 From Emily Nelson To Everyone:
What do you do when you imagine yourself on an island full of monsters?

14:25:38 From Emily Nelson To Everyone:
quit imagining that!

14:26:06 From Erin Pidot (she/her) To Everyone:

I feel so much more prepared for Halloween with these jokes

14:26:45 From Erin Pidot (she/her) To Everyone:

I really enjoyed getting to connect with new people across organizations and learn from our amazing provider partners

14:26:51 From Emily Nelson To Everyone:

Reacted to "I really enjoyed get..." with ❤️

14:27:04 From Laura Golino de Lovato she/her NWPP To Everyone:

Reacted to "I feel so much more ..." with 🤔

14:27:20 From Natalie Martin To Everyone:

Reacted to "I feel so much more ..." with 😄

14:27:27 From Natalie Martin To Everyone:

Reacted to "I really enjoyed get..." with 👍

14:28:36 From jennifer collins To Everyone:

Bill Boyd: composed and cool as a cucumber under pressure- can I be you when I grow up

14:28:50 From Natalie Martin To Everyone:

Reacted to "Bill Boyd: composed ..." with 👍

14:28:56 From tiffany she/her To Everyone:

Reacted to "Bill Boyd: composed ..." with 👍

14:29:18 From Katie Cox To Everyone:

Reacted to "Bill Boyd: composed ..." with 🎉

14:29:44 From Erin Pidot (she/her) To Everyone:

Reacted to "Bill Boyd: composed ..." with 🙌

14:29:52 From Alyssa Plesser To Everyone:

Reacted to "Bill Boyd: composed ..." with 🙌

14:32:35 From Kimberly Bacon To Everyone:

that is totally understandable glad to hear it will be ok

14:32:38 From Nicki Dardinger To Everyone:

Reacted to "Bill Boyd: composed ..." with 🎉

14:32:42 From Laura Golino de Lovato she/her NWPP To Everyone:

Reacted to "that is totally unde..." with ❤️

14:32:50 From Nora Guajardo (She/Her) To Everyone:

Glad you're here

14:33:37 From Breanna Flores (she/they) To Everyone:

Reacted to "Bill Boyd: composed ..." with 🙌

14:34:25 From Laura Golino de Lovato she/her NWPP To Everyone:

Dan- Hope everything works out well for your dad.

14:34:35 From Emily Nelson(she/her)_JOHS To Everyone:

Reacted to "Bill Boyd: composed ..." with 🦄

14:39:56 From Andrew Olshin To Everyone:

What relationship does Worksystems Inc have with JOHS ?

14:40:20 From Anna Pendas she/her JOHS To Everyone:

@Andrew Olshin we have a contract for employment services with Worksystems

14:43:16 From DesireeEden Ocampo she/siya To Everyone:

82nd avenue and further east desperately need funding services especially for day centers

14:43:24 From Kaylyn Berry(she/her) - Rahab's Sisters To Everyone:

Reacted to "82nd avenue and furt..." with 👍

14:44:16 From Laura Golino de Lovato she/her NWPP To Everyone:

brb

14:46:03 From Stefanie Hines To Everyone:

Here here @Andrew Olshin!!! So good to see you!

14:57:35 From Katie Cox To Everyone:

A questions for the larger group, I'm wondering how many houseless services providers are aware of the 1115 waiver and how they might be able to help their clients access those funds. I'm thinking about an opportunity for JOHS/OHA to provide training and technical assistance.

14:58:22 From Katie Cox To Everyone:

Other questions I have that I don't think we'll have time for:

- What specific equity strategies are being employed right now at JOHS?
- How feasible do you think it is to move the contracting process away from the reimbursement method? Who is ultimately responsible for approving contract process changes?

15:00:45 From DesireeEden Ocampo she/siya To Everyone:

Reacted to "Other questions I ..." with 👍

15:01:46 From Katie Cox To Everyone:

For future provider conferences, I think it would be helpful for providers to learn more about what providers in MultCo are offering M110 services and which services they're providing.

15:01:49 From Alison Dunfee To Everyone:

I forgot to say one more thing. HUD funded PSH providers need more matching funds. HUD does not give us enough \$ for supportive services, so we aren't able to pay our staff a living wage with HUD funds alone. Any other PSH providers experiencing that challenge?

15:01:58 From Emily Nelson(she/her)_JOHS To Everyone:

@Katie Cox I would be happy to follow up with you re: equity strategies

15:02:10 From Katie Cox To Everyone:

Reacted to "@Katie Cox I would b..." with ♥

15:02:26 From Katie Cox To Everyone:

Replying to "@Katie Cox I would b..."

I had a feeling you might have the answers! ;) Thanks, Emily
15:02:33 From Emily Nelson(she/her)_JOHS To Everyone:
Reacted to "I had a feeling you ..." with ❤️
15:02:49 From Alison Dunfee To Everyone:
Reacted to "For future provider ..." with 👍
15:02:50 From Alyssa Plesser To Everyone:
Reacted to "I forgot to say one ..." with ❤️
15:03:23 From Erin Yanke To Everyone:
Reacted to "Other questions I ha..." with 👍

Capturing chat from what wasn't saved:

Hi Bill,

My comment was that we need to make Affordable Housing units truly affordable, as they are still too high for low income folks to maintain housing stability which is the overall goal.

Thanks,
Tammy Montgomery

More RLRA vouchers, please!

Lol!

Alison

Hi Bill,

It was nice to see you yesterday, I hope you are enjoying your position over at JOHS.

A few of my comments were:

- Participants seem to thrive at Chestnut Motel Shelter because there is community, housekeeping, meals on site, support, free laundry, safety, staff, etc. Many of the participants are fearful of moving in to an apartment alone and would prefer to stay there where they are safe, warm and have a place to lay their head and not worry about their stuff being stolen. I think we need PSH housing options such as this. There could be a partnership with a mental health provider that could provide onsite services. PSH support staff can be hired for day hours. Perhaps rather than having staff available 24 hours, there could be on-call staff for weekends and evenings.
- We need a partnership with Mental Health providers so we can make internal referrals, similar to the relationship with MPD. So many of our participants are suffering from delusions, fear, alternate realities, etc but don't recognize they are. Many of them

would sit down and talk with someone if we don't label it as "counseling" or "Mental Health Support", rather build the trust first and then dive in to deeper topics when they are ready.

- o Some of the RLRA providers are requiring that before a referral can be made, the participant has to already be enrolled in Behavioral Health Services. This can be difficult as there is a long wait for many of these services and will hold up their ability to qualify for these housing opportunities, which don't come along often.
- More affordable housing with supportive services tied in, such as on site Mental Health providers and Case Managers (not just Resident Services).
- For many of the single adults the PSH housing opportunities are SROs with shared bathrooms and/or kitchens. Many of our single female participants are not comfortable with sharing due to past trauma, former domestic violence/abuse, fears, etc. There needs to be more housing opportunities offering 1 bedrooms instead.

Thank you, Amie

Hey Bill,

I didn't mention this during the Listening Session but I forgot to say that I would like to see more subsidized properties that allow sex offenders due to the amount of individuals I see in my program with terminal diagnoses that end up unfortunately passing away on the streets due to lack of opportunities.

Thank you!

Alena Bellue

Hi Bill,

This is selfishly motivated but I know that Alison Dunfee called out the need for support with more HUD CoC Match because they cannot pay living wages with the HUD funding that they receive.

Thanks!

Hi Bill,

Here you go:

- Need for community based mental health provider on site at PSH locations.
- Need for Resident Services staffing at PSH locations. (Resident Services can be helpful to do community building and resources sharing that would benefit PSH

households and the other residents living in the apartment. What we have found at our OJF properties, Resident Services has really helped to connect residents to the community and also sometimes is a bridge between Property management and residents)

- Need for mission focused property management companies that understand and know how to implement Trauma Informed practices and approaches with their staff.

There were other comments I recall:

- Mental health and substance use/addictions resources needed to support people we house.
- Creating a permanent housing similar to how we operate Chestnut shelter. Participant have their own units, but they live in a small community with staff, meals and cleaning available. We have housed participants, but they lose their housing because they don't have that kind of support and community. They come revolve back into shelter.
- Need for HUD match, it is really hard for providers to come up with our own match. Funding to help us is needed also because HUD supportive services budget line and admin line is not enough to support the staffing structure that truly provides sufficient case management.

Thanks

Nancy

Hi Bill,

I don't think I was able to save all of it in my brain but here's what I typed down and pasted in the chat:

- Partnerships with public health, specifically the OHA with the rollout of the Medicaid 1115 waiver as well as M110 services.
- What specific equity strategies are being employed right now at JOHS?
- How feasible do you think it is to move the contracting process away from the reimbursement method? Who is ultimately responsible for approving contract process changes?
-

Katie Cox