

SUPPORTIVE HOUSING SERVICES QUARTERLY REPORT

SUBMITTED BY (COUNTY): **MULTNOMAH**

FISCAL YEAR: **2024**

QUARTER: **QUARTER 3**

SUPPORTIVE HOUSING SERVICES

QUARTERLY REPORT

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

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

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

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Section 1. Progress Narrative

In no more than 3-5 pages, please tell us about your investments and programming during the reporting period, focusing on at least one of the following topics per quarter: racial equity, capacity building, regional coordination and behavioral health, new investments, leverage, service systems coordination or any other topic connected to your local implementation plan.

Please also provide updates and information (including numbers or data) to demonstrate progress towards your work plan goals. Note that each topic/work plan goal must be covered in at least one quarterly report during the year. [Example, if you set an annual goal to increase culturally specific provider organizations by 15%, please tell us by quarter 2 how much progress you've made towards that goal (e.g. 5%)]

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

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

Executive Summary

In the third quarter of FY 2024, Multnomah County and the Joint Office of Homeless Services made significant progress toward Supportive Housing Services (SHS) goals for housing placements and capacity building. We served 2,974 people with SHS-funded services and spent \$47.5 million in SHS funds, keeping pace with our spending plan for this fiscal year. In partnership with contracted providers and other Multnomah County departments, the Joint Office brought new behavioral health investments online, increased county investment in day shelter services, and provided legal services that removed housing barriers, kept people housed, and cleared over \$100,000 in past landlord debt and fees.

This quarter, the Joint Office’s key accomplishments are:

- Providing 2,974 people with SHS-funded rent assistance and support services.
- Spending \$47.5 million in SHS funds, bringing the total spend for the first three quarters of FY 2024 to \$91 million, staying on track with our annual spending plan.
- Executing contracts for \$3 million in day center services, representing the first time the Joint Office has contracted with the Blanchet House, Rose Haven, Operation Nightwatch, and the Marie Equi Institute.
- Partnering with United Way to issue \$10 million of grant funding to 61 service providers.
- Staying on target with our Corrective Action Plan goals, which are on track to be completed by the end of the fiscal year.

This report will cover those achievements in further detail and provide context for ongoing and emerging challenges.

Annual Program Goals

In Q3 Multnomah County placed 351 individuals into housing, staying on track to meet our annual supportive housing goal. With new project-based permanent supportive housing programs Meridian Gardens, 74th and Glisan, and the Fairfield opening at the end of Q3 and/or opening in Q4, we anticipate supportive housing placements will increase by the end of the year.

FY 2024 Annual Housing and Program Quantitative Goals			
Category 1: Regional Metrics	Year to Date Q1+Q2+Q3	FY24 Work Plan Goal	% Achieved of goal <i>Based on people</i>
Supportive Housing (PSH + Recovery TH)	429 people / 354 households	655 people / 490 households	66%
Rapid Rehousing	578 people / 431 households	690 people / 515 households	84%
Other Permanent Housing	68 people / 34 households	N/A	N/A
Homeless Prevention (Eviction Prevention)	298 people / 251 households	800 people / 600 households	37% ¹

¹ Homeless prevention outcomes are addressed in the following section on page 6.

Our biggest increase in housing placements this quarter was rapid rehousing. In Q3 an additional 253 people were placed, which is higher than the number of new individuals served in previous quarters. RRH placement is funded with additional SHS funding allocated from the unanticipated revenue from FY 2023, and many RRH programs achieve higher staffing levels, increasing program performance effectiveness.

Leveraging SHS Funding for Staffing to distribute ARPA-funded Homeless Prevention

Eviction prevention outcomes funded by SHS are lower than expected due to changes in funding. In September 2023, the Multnomah County Board approved a plan that included \$50 million in unexpected SHS revenue and \$12 million in unspent American Rescue Plan (ARPA) funds. As part of this plan, \$8 million of the ARPA funds were used for homeless prevention instead of SHS funding. This decision was made after the 2024 Annual Work Plan’s homeless prevention goal was set, using a goal number that assumed using SHS funds. The work of preventing evictions continued using ARPA funding, but prevention outcomes funded by ARPA are not reflected in the chart showing SHS-funded outcomes above.

SHS funds were used to maintain staffing levels for the Expanded Provider Network, which distributes Homeless Prevention funds. Specifically, SHS supports 10 staff members at culturally specific organizations: five at IRCO, two at SEI, one at El Programa Hispano Católico, one at Latino Network, and one at the Native American Youth and Family Center. Despite the change in funding source, the county's need for and provision of homeless prevention remains consistent. When looking at prevention outcomes from both ARPA-funded rent assistance and SHS-funded FTE, we see the following outcomes. As of Q3:

- 5,685 people (2,198 households) have been served
- 81% of those served are Black, Indigenous, People of Color, including Slavic households

In the proposed budget for the next fiscal year (2025), the Joint Office has asked to allocate \$5 million of SHS funding to the Department of County Human Services for homeless prevention, aiming to support a minimum of 800 people next year. This ongoing investment will build our capacity to serve 1,000 people annually in line with the goals of the Local Implementation Plan. We will have a clear picture of the level of SHS investment for this goal when the Multnomah County Chair releases her approved budget in Q4.

Financial Spend-Down

During the first three quarters of fiscal year 2024, the Joint Office surpassed its year-to-date expenditure target. It disbursed \$91 million in Supportive Housing Services funds, with \$47.5 million spent in Q3 alone. With one quarter remaining, this represents 72% of our Metro-approved \$127 million spending target and 53% of our \$170 million program budget.

The vast majority of our SHS spending has gone toward contracted service providers — \$78 million in the first three quarters of the fiscal year, equivalent to 87% of our SHS expenditures. Most of these funds have been allocated to shelter, outreach, permanent supportive housing, and rapid rehousing. Looking ahead, the Joint Office is committed to maintaining this positive trajectory. Traditionally, expenditures peak in the fourth quarter of the fiscal year. With this trend in mind, we are confident we can fulfill the

objectives outlined in the Corrective Action Plan and exceed our minimum annual spending target for FY 2024 (\$127 million, or 75% of the total program budget).

SHS Program Capacity Continues to Expand

In Quarter 2, we served 2,338 individuals through our Supportive Housing Services (SHS) programming. By Quarter 3, this number increased to 2,974 people, a 21% increase from Q2. Building on the success of our enhanced reporting approach introduced last quarter, we continue to provide a comprehensive view of ongoing SHS utilization of housing services. This approach captures not only new individuals served but those still benefiting from SHS housing programming that they were enrolled in before this fiscal year. This broader view provides a deeper understanding of the sustained impact and growth of SHS programming.

FY2021 - Present: 2,974 People Actively Served in Quarter 3				
Project type	FY 2024 Q3 Newly served this quarter	FY 2024 Q1+Q2+Q3 Newly served in FY 2024	FY 2021-FY2023 Still receiving services from previous years	FY 2021-Present Total receiving services in Q3
Supportive Housing	<i>77 people 68 households</i>	<i>429 people 354 households</i>	540 people 427 households	<i>969 people 781 households</i>
Rapid Rehousing	<i>253 people 149 households</i>	<i>578 people 431 households</i>	269 people 114 households	<i>847 people 545 households</i>
Other Permanent Housing	<i>21 people 9 households</i>	<i>68 people 34 households</i>	448 people 188 households	<i>516 people 222 households</i>
Homeless Prevention (Eviction Prevention)	<i>123 people 106 households</i>	<i>298 people 251 households</i>	344 people 183 households	<i>642 people 434 households</i>
Total	<i>474 people 332 households</i>	<i>1,373 people 1,070 households</i>	1,601 people 912 households	<i>2,974 people 1,982 households</i>

Investments & Programming

Execution of \$3 Million Contract Allocations for Day Shelter Services

This quarter, the Joint Office executed nearly \$3 million in day services contracts with providers, helping increase critical daytime services throughout the community. These investments were made possible because of an unanticipated revenue budget package approved by the Multnomah County Board of Commissioners in September 2023. That \$62 million package combined \$50 million in unanticipated SHS revenue with \$12 million in American Rescue Plan Act funds that will be spent by the end of FY 2024. This additional funding has supported the county’s ability to address longstanding gaps in substance use

disorder treatment and critical lifesaving services. Implementation and spending of this plan are reported monthly to the Metro SHS Oversight Committee.

For the \$3 million to increase daytime services, the Joint Office created a comprehensive strategy to expand and create new day services for adults, youth, women, and families. Those investments will increase hygiene access, meal service, access to case management, and offer safety from the elements. One key investment will be a new day center in Portland’s St. Johns neighborhood, which is planned to open in late 2024. The day services investments have also allowed the Joint Office to contract with longstanding community providers Rose Haven, Operation Nightwatch, and the Blanchet House for the first time. This investment also funds an additional new day center with the Marie Equi Institute to deliver culturally and gender-specific services to people who are LGBTQIA2S+.

\$3 Million SHS Day Shelter Programming	
Service Provider	Amount Allocated
Blanchet House, <i>adult system</i>	\$350,000
Do Good Multnomah, <i>adult system</i>	\$290,399
Ecumenical Ministries of Oregon, <i>adult system, culturally specific Slavic services</i>	\$70,746
Marie Equi Institute, <i>adult system, gender-specific LGBTQ services</i>	\$830,000
New Avenues for Youth, <i>youth system</i>	\$310,037
Operation Nightwatch, <i>adult system</i>	\$200,000
Rose Haven, <i>adult system, women and families services</i>	\$350,000
Transition Projects, <i>adult system</i>	\$181,500
Trash for Peace, <i>adult system</i>	\$101,063

NEW INVESTMENTS

New Behavioral Health Programming

Multnomah County’s Local Implementation Plan made a clear commitment to use SHS funds to expand behavioral health services for all people experiencing homelessness, including those experiencing chronic homelessness (Population A) and episodic or short-term homelessness (Population B). In furthering this commitment, the County is moving forward with new behavioral health investments funded with unanticipated SHS revenue collected in FY 2023. Progress on these investments includes:

- **Launching a new program for substance use disorder treatment**

In Q3, the Bridges to Change stabilization and transitional housing project successfully closed on a property. This project will provide two housing programs: a short-term stabilization center for 10-12 people and a longer-term transitional housing project for 10-12 people. SHS will fund the stabilization center, and Care Oregon will fund the transitional housing project. Services will include substance use, mental health stabilization, and transitional housing services, including screening and assessments, peer-related groups and activities, case management, employment support, life-skills services, and housing navigation. The project is in partnership with Multnomah County's Behavioral Health Division.

- **Moving forward with a 24/7 Stabilization Center**

The Behavioral Health Division is moving forward with a 20+ bed Stabilization program for individuals leaving withdrawal management or sobering services. The program will leverage a few sources of funding. Supportive Housing Services funding will be used for a one-time capital investment in building costs of \$6.85 million. In addition to SHS funding, there will be an ongoing investment of \$1.4 million from the opioid settlement funds for the year-over-year operation costs. Two local service providers will serve clients at the Stabilization Center: Fora Health, formally De Paul Treatment Centers, and the Oregon Change Clinic.

- **Creating new recovery housing programs to increase transitional housing capacity**

This quarter also saw progress on a project that will expand recovery-oriented transitional housing by providing \$5.1 million in one-time funding for capital investments associated with the acquisition/renovation of residential house settings to serve as long-term recovery-oriented housing. A NOFA for this funding closed on March 13, with 16 qualified providers submitting strong proposals for recovery housing programs. The 16 applications demonstrated significant interest from the provider community in creating recovery housing programs. Seven local service providers will receive the funds, increasing recovery housing capacity by 83 beds. We look forward to sharing more about this SHS investment in future quarters, as the evaluation panel met at the beginning of Q4 to select and notify recipients.

SUCCESES

SHS-Funded Legal Services are Helping People Move into Housing

In Q3, the Joint Office continued to leverage SHS funding to remove legal barriers for those seeking housing through our partnership with Metropolitan Public Defender (MPD). For people experiencing homelessness, legal challenges like past eviction records and debts owed to past landlords can be a major hurdle to obtaining housing.

In the three months covered by this reporting period, MPD's team filed motions to expunge 315 cases, negotiated 27 debts to landlords, expunged 31 evictions, appealed nine housing denials, defended eight cases against eviction, and made five reasonable accommodation requests. MPD's team reported that many participants moved into housing once these barriers were removed. Attorneys also saved community members \$123,676, primarily in landlord debt and court fees or fines.

In response to the high demand for these services, the Joint Office increased funding for MPD's contract in early April. Within two hours of receiving the additional funding, MPD's team used \$40,000 of the allocated \$100,000 to pay participants' landlord debt that had previously blocked them from being

approved for housing. Debts to landlords often reach \$15,000 or even higher (attorneys negotiated to save one individual this quarter upward of \$28,000 in debt). Without intervention, these debts linger and cause barriers to housing indefinitely as they grow with interest in a collection agency.

In one case, MPD worked with a survivor and her children who were experiencing homelessness as a result of domestic violence. The attorneys helped settle her old landlord debt and expunged an eviction on her record. They also helped reinstate her driver's license, which had been suspended in circumstances relating to the abuse, and wrote a housing support letter outlining her progress. Thanks to this work, she and her children are now housed. The team also reported several success stories of working with participants who had previous involvement in the justice system. One client had been denied housing because of her partner's criminal record, but after several housing denial appeals, they were both accepted into an apartment. Another individual had a warrant preventing them from obtaining housing. MPD's team lifted the warrant and wrote a housing support letter, which paved the way for them to move into housing.

The investment of SHS dollars in legal services has been successful in helping advance our overall housing goals, especially in situations where a legal barrier may be the only thing keeping a person on the streets. As discussed in this report, there is a high demand for these services and a continued need for them.

OPPORTUNITIES

This quarter marked a significant milestone for the staffing of SHS programs. Several SHS-funded programs, particularly those within Multnomah County's Behavioral Health Division, achieved full staffing levels, representing a substantial opportunity for the success of the Supportive Housing Services (SHS) measure in Multnomah County. As highlighted in previous reports, staff recruitment and retention pose significant challenges to SHS implementation. Adequately compensated and trained employees are crucial for effectively housing and supporting community members experiencing chronic homelessness.

Since the measure's inception, providers have consistently faced difficulties expanding their staff teams to accommodate the new and expanded programs facilitated by SHS. Our Board of Commissioners-approved Local Implementation Plan (LIP) designated the first three years of SHS as a ramp-up phase to address this. During this phase, the Joint Office has implemented various capacity-building strategies, including increased funding for staff wages, hiring Joint Office staff dedicated to culturally specific capacity building, hosting provider conferences, and distributing capacity-building and workforce stabilization grants to providers across the system in partnership with United Way of the Columbia-Willamette.

Overcoming Staffing Challenges in Multnomah County Through Capacity Building

In Q3, providers noted the positive impacts of achieving full staffing, including community building, increased time with program participants, eviction prevention, and employment support. This shift underscores the potential of SHS programs when supported by adequate staffing.

For example, the Health Department's Bridging Connections Motel Emergency Shelter, a voucher emergency shelter serving 70 people annually across two locations, achieved full staffing for the first time this year thanks to additional SHS funding enabling the hiring of a housing specialist. This specialist

was onboarded this quarter and facilitated several participants' transition out of the shelter and into permanent housing, largely through Regional Long-Term Rent Assistance (RLRA) vouchers. The specialist also coordinates VI-SPDAT assessments, housing screenings, referrals, and documentation acquisition and helps participants access furniture for their new housing through Community Warehouse.

The Bridging Connections team reported that the biggest success stories from this quarter stemmed from the addition of this role. One story involved a participant who moved into the shelter last year and received an RLRA voucher but could not navigate the process independently and lacked someone in their support network to assist them. They mentioned feeling hopeless and overwhelmed by their situation. When the housing specialist started in their role, they met with the participant frequently to search for housing within their preferred criteria, helped gather all the necessary documentation, coordinated with several entities to overcome barriers, navigated conversations with the landlord, and supported the participant in going to Community Warehouse and then moving into their new place. The participant shared that having someone dedicated to supporting them in every step of the long process significantly impacted their overall mental wellness.

Full staffing for the program has made it more effective overall, allowing staff to provide more support to each participant and other team members to focus on skills training and case management. The Behavioral Health Division also noted several strategies it plans to employ in Q4 to boost retention, including prioritizing professional development, providing team-building opportunities, focusing on collaboration, and emphasizing staff appreciation. With full staffing comes the opportunity to fully deliver on the promises of the SHS measure. We are eager to see the continued impact of these fully staffed programs on community members seeking housing in Multnomah County.

Expanding Outreach Initiatives in Multnomah County

In Q3, multiple providers reported successful pilot programs for new outreach initiatives, aligning with goals in both Multnomah County's 10-year Local Implementation Plan (LIP) and the SHS measure's regional goal of expanding and establishing outreach teams over ten years. The LIP particularly highlighted the necessity for community outreach and in-reach, with a focus on communities of color and other marginalized populations, including youth and LGBTQIA2S+.

- **Expanding Critical Youth Drop-In Services**

During this quarter, the New Avenues for Youth (NAFY) Drop-In Center leveraged funding from the unanticipated revenue package to expand its day services significantly. That included hiring three new staff members, extending the service hours of its drop-in center, and launching downtown street outreach initiatives. The expansion allowed outreach workers to connect with and refer 29 youth to essential services. Additionally, the Drop-In Center partnered with the Health Department's Behavioral Health Resource Center, which receives SHS funding, to conduct monthly downtown street outreach, fostering collaboration and continuity of care between the two organizations. These outreach efforts positively impacted NAFY's Drop-In Center participation, evidenced by an increase in attendance compared to the same period in the previous fiscal year. In Q3 of last fiscal year, 196 youth visited the center, averaging 38 per day, while 242 youth visited the Center in Q3 of this year, averaging 42 per day.

- **Targeted Outreach at Bottle Drop**

Another outreach pilot project that experienced success in Q3 resulted from a partnership between the Health Department's PATH Outreach (Promoting Access to Hope) team, the Department of County Human Services (DCHS), and provider Cultivate Initiatives. Over the span of 10 weeks, the team provided food, information, and referral services to an average of 30 people per week at a Bottle Drop facility in Northeast Portland. During this time, the team also successfully referred 13 individuals to shelter and substance use services. Due to its initial success, the project will expand to downtown Portland in future quarters.

While these examples illustrate the success of outreach efforts in connecting community members to essential services that remove barriers to housing, they also demonstrate the power of conducting these efforts collaboratively to strengthen our system as a whole.

Annual Work Plan Progress

In addition to progressing on the housing/program quantitative goals described in the System Capacity section, the Joint Office also worked toward our capacity-building goals in Q3, primarily through distributing \$10 million in grants to contracted providers.

Work Plan Milestones Strengthening Homeless Services Workforce

The Joint Office, in partnership with United Way of the Columbia-Willamette, has taken a significant step toward addressing enduring labor challenges within the homeless services sector by distributing \$10 million in flexible workforce stabilization grants across 61 providers of homeless services. Thanks to these grants, these providers now have more resources available to enhance the stability and capacity of their workforce. This initiative aims to support 3,520 individuals employed in the housing and homelessness services system, fostering employee retention and mitigating position vacancy rates.

Aligned with the Wage Study Work Plan goal, these grants are intentionally flexible, allowing providers to use the dollars to address their individual workforce stabilization and organizational health needs. Of the 61 recipients, 10 are culturally specific providers addressing the needs of marginalized communities disproportionately affected by homelessness.

The distribution process, facilitated by the expertise and infrastructure of the United Way, ensured rapid disbursement of funds, with all grants allocated within 11 weeks of when the collaboration began. Providers have outlined diverse plans for the funding, including increasing employee compensation, creating new positions, and enhancing employee wellness services. This adaptable approach reflects the recommendations of the 2023 Joint Office wage study, advocating for tailored solutions to address the unique challenges faced by each organization.

All eligible providers who applied for the funding were approved. Award amounts were determined based on the number of full-time employees dedicated to housing and homeless services within each organization, ensuring a minimum grant for smaller organizations and scaling based on workforce size. At the end of the calendar year, providers will provide reports on how the funds were used and provide updated employee retention and vacancy rates — helping the Joint Office assess the effectiveness of the funding at stabilizing the workforce. This work marks progress toward strengthening the homeless services workforce and delivering vital services to the community.

61 organizations awarded a Supportive Housing Services Workforce Stabilization Grant	
All Good Northwest	Native American Rehabilitation Association of the Northwest
Beacon Village	Native American Youth and Family Center
Black Community of Portland	New Avenues for Youth
Blanchet House of Hospitality	New Narrative
Bradley Angle	Northwest Pilot Project, Inc.
Bybee Lakes Hope Center	Operation Nightwatch Portland
Call to Safety	Outside In
Cascade AIDS Project	Outside the Frame
Cascadia Clusters	Our Just Future
Cascadia Health	Path Home (Portland Homeless Family Solutions)
Central City Concern	Portland Street Medicine
City of Gresham	Rahab's Sisters
Catholic Charities of Oregon	Raphael House of Portland
College Housing Northwest	Rockwood CDC
Cultivate Initiatives	Rose Haven, CIC
Do Good Multnomah	Salvation Army, The
Ecumenical Ministries of Oregon	Self Enhancement, Inc
El Programa Hispano Catolico (EPCH)	Somali Empowerment Circle
Family Essentials LLC	Stone Soup Pdx
Family Promise of Metro East	Straightway Services
Greater New Hope Family Services	Street Roots
Housing Connector	Transition Projects, Inc.
Hygiene4All	Trash for Peace
Immigrant and Refugee Community Organization	Urban League of Portland
Innovative Housing Inc	Volunteers of America Oregon
Janus Youth Programs	WeShine Initiative
JOIN PDX	Worksystems, Inc.
Latino Network	YWCA of Greater Portland
Marie Equi Institute, The	211info
Mental Health & Addiction Association of Oregon (MHA AO)	4D Recovery
Metropolitan Public Defender	

Key Challenges

OVERALL CHALLENGES AND BARRIERS

While the Joint Office successfully added staff to programs this quarter, some systems of care still faced challenges with recruitment and retention. Providers in the family system of care experienced turnover and recruitment difficulties in Q3. Our Permanent Supportive Housing (PSH) team also noted struggles in hiring and maintaining direct service staff, resulting in higher caseloads and slower lease-ups, impacting participants' housing support. Providers across our systems have continued to overcome challenges with recruiting and retaining staff and have identified the need for increased support from the county as services expand. To better support providers navigating expanded programming, the Joint Office plans to hire new full-time employees in Q4 to provide individualized technical assistance to support organizations' capacity-building efforts. These efforts are taking place in tandem with other SHS initiatives to support provider capacity.

EMERGING CHALLENGES AND OPPORTUNITIES

Legal Barriers

An increasing number of providers across our systems point to legal issues as a primary barrier preventing people from accessing housing. As outlined above, the Joint Office has successfully partnered with Metropolitan Public Defender, whose legal services have removed barriers for people accessing housing. However, the demand for these services remains high. While we have been able to leverage SHS funds for this purpose, it continues to be a need across our system. This trend represents both a challenge and an opportunity for SHS implementation in Multnomah County.

For example, the Bridging Connections Motel Emergency Shelter referenced in the Opportunities section of this report shared that there are limited housing opportunities for individuals with legal charges, leading to longer stays in the shelter. With additional legal services, shelter stays could be reduced and the housing process expedited for these individuals. The Housing Multnomah Now pilot program initiative, which aims to house people experiencing unsheltered homelessness in targeted geographic areas, has also reported significant challenges with legal barriers that have impacted the rate the program can move households from the street into stable housing.

Across systems, an emerging need for eviction defense also appeared. Metropolitan Public Defender reported receiving twice the amount of eviction defense referrals this year compared to last year. While past evictions can be negotiated over a longer period of time, active eviction defense cases frequently require several court appearances, tight timelines, and specialized staffing. If this trend in eviction defense continues, our legal partners will struggle to meet the need with existing staffing.

Another challenge in providing legal services involves staying in contact with participants throughout the legal process. This fiscal year, 15% of case files from referred and accepted clients were closed due to loss of contact. Legal services can last a very long time — expungement timelines are currently close to 18 months — so staying in contact with participants can be challenging for legal representation. While MPD reopens cases if a participant gets back in touch, the lapse in representation can cause these cases to stall.

In response to these challenges, the Joint Office added funding to Metropolitan Public Defender's contract; however, despite the increase, MPD reported receiving a higher influx of referrals than attorneys can handle, even at max caseload sizes. MPD's team served 473 people in FY24 and will serve 42 more between now and the end of the fiscal year, for a total of 515 people.

The Joint Office will continue to monitor this trend in the coming fiscal year and consider how best to support our partners in leveraging SHS funds to remove legal barriers to housing.

Regional Coordination to Improve Permanent Supportive Housing Services

Many Permanent Supportive Housing (PSH) providers voiced the need for consistent PSH policies and programs across the three counties this quarter. Our PSH team is working with a group of providers and the Joint Office data team to align expected PSH outcomes. It will subsequently begin refining evaluation and monitoring practices for PSH programs. In alignment with the practice of regionalism outlined in our Local Implementation Plan (LIP), the team has been moving through these opportunities in collaboration with Clackamas and Washington Counties, as well as the State of Oregon.

Multnomah County's SHS team also meets weekly with SHS representatives from Washington and Clackamas counties. We worked together in Q2 to align our definitions of system improvement. These shared definitions will operate as a guiding framework for our increasingly regional approach and help us move quickly to implement the Tri-County Planning Body's goals of improving and modernizing our regional approach to reducing homelessness.

Section 2. Data & Data Disaggregation

Please use the following table to provide and disaggregate data on Housing Placement and Homelessness Prevention outcomes for Populations A and B. Please use your local methodologies to track and report Populations A and B. You can provide context for the data you provided in the context narrative below.

Data Disclaimer

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

NEW Information as of FY 2024 Q3

The Joint Office is implementing a new approach to the reporting categories in the data tables in alignment with recent changes to HUD data standards. The changes are as follows:

1. A new Race/Ethnicity category has been added to the report template (Middle Eastern or North African).
2. Gender will now be a multiple-selection field.

NEW Information as of FY 2024 Q2

The Joint Office is implementing a new approach to the reporting categories in the data tables. The changes are as follows:

1. In the Supportive Housing table, we removed permanent housing outcomes that resulted from programs that provide rent assistance but NOT wrap-around support services. Those programs are now being reported in the Other Permanent Housing Programs table.
2. The Supportive Housing table now includes outcomes from our recovery-oriented transitional housing programs. Previously, it was unclear where to include housing outcomes. Still, we determined that because recovery-oriented transitional housing provides housing AND wraparound support services, this is categorized within the Supportive Housing outcomes.
3. In the RLRA table, Home Forward is now collecting gender identity information on everyone in the household, not just the head of the household. The gender identity outcomes now reflect everyone benefiting from the RLRA program.

Section 2.A Housing Stability Outcomes: Placements & Preventions

Housing Placements By Intervention Type: Supportive Housing

# Housing Placements – Supportive Housing*	This Quarter		Year to Date	
	#	%	#	%
Total people	77		429	
Total households	68		354	
Race & Ethnicity				
Asian or Asian American	6	8%	18	4%
Black, African American or African	23	30%	137	32%
Hispanic or Latin(a)(o)(x)	8	11%	81	19%
American Indian, Alaska Native or Indigenous	7	9%	75	17%
Native Hawaiian or Pacific Islander	4	5%	18	4%
Middle Eastern or North African	2	3%	3	1%
White	40	52%	211	49%
Non-Hispanic White (subset of White category)	32	42%	147	34%
Client Doesn't Know	0	0%	0	0%
Client Refused	0	0%	0	0%
Data Not Collected	3	4%	11	3%
Disability Status				
	#	%	#	%
Persons with disabilities	60	78%	342	80%
Persons without disabilities	12	16%	72	17%
Disability unreported	5	6%	15	3%
Gender Identity				
	#	%	#	%
Male	47	61%	256	60%
Female	25	32%	145	34%
A gender that is not singularly 'Male' or 'Female'	1	1%	9	2%
Transgender	1	1%	8	2%
Questioning	0	0%	1	0.2%
Client doesn't know	0	0%	0	0%
Client refused	0	0%	2	0.5%
Data not collected	3	4%	9	2%

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

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

# Housing Placements – Rapid Re-Housing (RRH)**	This Quarter		Year to Date	
	#	%	#	%
Total people	253		578	
Total households	149		431	
Race & Ethnicity				
Asian or Asian American	12	5%	20	3%
Black, African American or African	98	39%	213	37%
Hispanic or Latin(a)(o)(x)	62	25%	137	24%
American Indian, Alaska Native or Indigenous	15	6%	39	7%
Native Hawaiian or Pacific Islander	27	11%	32	6%
Middle Eastern or North African	2	1%	2	0.3%
White	82	32%	219	38%
Non-Hispanic White (subset of White category)	57	23%	153	26%
Client Doesn't Know	0	0%	0	0%
Client Refused	0	0%	0	0%
Data Not Collected	4	2%	29	5%
Disability Status				
	#	%	#	%
Persons with disabilities	103	41%	231	40%
Persons without disabilities	137	54%	289	50%
Disability unreported	13	5%	58	10%
Gender Identity				
	#	%	#	%
Male	103	41%	243	42%
Female	143	57%	311	54%
A gender that is not singularly 'Male' or 'Female'	5	2%	10	2%
Transgender	0	0%	4	0.7%
Questioning	0	0%	0	0%
Client doesn't know	0	0%	0	0%
Client refused	0	0%	1	0.2%
Data not collected				

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

Housing Placements By Intervention Type: Other Permanent Housing Programs (if applicable)

If your county does not have Other Permanent Housing, please write N/A: **N/A**

# Housing Placements – Other Permanent Housing Programs (OPH)***	This Quarter		Year to Date	
	#	%	#	%
Total people	21		68	
Total households	9		34	
Race & Ethnicity				
Asian or Asian American	0	0%	4	6%
Black, African American or African	4	19%	29	43%
Hispanic or Latin(a)(o)(x)	2	10%	9	13%
American Indian, Alaska Native or Indigenous	10	48%	11	16%
Native Hawaiian or Pacific Islander	0	0%	4	6%
Middle Eastern or North African	0	0%	0	0%
White	10	48%	29	43%
Non-Hispanic White (subset of White category)	6	29%	19	28%
Client Doesn't Know	0	0%	0	0%
Client Refused	0	0%	0	0%
Data Not Collected	0	0%	1	1%
Disability Status				
	#	%	#	%
Persons with disabilities	9	43%	28	41%
Persons without disabilities	12	57%	35	52%
Disability unreported	0	0	5	7%
Gender Identity				
	#	%	#	%
Male	8	38%	24	35%
Female	11	52%	41	60%
A gender that is not singularly 'Male' or 'Female'	1	5%	1	1.5%
Transgender	1	5%	2	3%
Questioning	0	0%	0	0%
Client doesn't know	0	0%	0	0%
Client refused	0	0%	0	0%
Data not collected	0	0%	0	0%

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

Eviction and Homelessness Prevention

# Houseless Prevention – Newly Served Final	This Quarter		Year to Date	
	#	%	#	%
Total people	123		298	
Total households	106		251	
Race & Ethnicity				
Asian or Asian American	2	2%	7	2%
Black, African American or African	30	24%	87	29%
Hispanic or Latin(a)(o)(x)	14	11%	30	10%
American Indian, Alaska Native or Indigenous	8	7%	20	7%
Native Hawaiian or Pacific Islander	0	0%	0	0%
Middle Eastern or North African	2	2%	2	1%
White	71	58%	172	58%
Non-Hispanic White (subset of White category)	60	49%	147	49%
Client Doesn't Know	0	0%	0	0%
Client Refused	0	0%	0	0%
Data Not Collected	11	9%	16	5%
Disability Status				
	#	%	#	%
Persons with disabilities	75	61%	208	70%
Persons without disabilities	27	22%	67	22%
Disability unreported	21	18%	23	8%
Gender Identity				
	#	%	#	%
Male	42	34%	111	37%
Female	70	57%	171	57%
A gender that is not singularly 'Male' or 'Female'	4	3%	8	3%
Transgender	4	3%	4	1.5%
Questioning	0	0%	0	0%
Client doesn't know	0	0%	0	0%
Client refused	1	1%	2	0.5%
Data not collected	2	2%	2	0.5%

Section 2. B Regional Long-Term Rent Assistance Program

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

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

Please disaggregate data for the **total number of people in housing using an RLRA voucher during the quarter and year to date.**

Regional Long-term Rent Assistance Quarterly Program Data	This Quarter		Year to Date	
	#	%	#	%
# of RLRA vouchers issued during reporting period	113		322	
# of people newly leased up during reporting period	183		486	
# of households newly leased up during reporting period	102		309	
# of people in housing using an RLRA voucher during reporting period	961		997	
# of households in housing using an RLRA voucher during reporting period	674		708	
Race & Ethnicity				
Asian or Asian American	23	1.9%	23	1.8%
Black, African American or African	359	35.3%	371	35.3%
Hispanic or Latin(a)(o)(x)	177	14.4%	179	14%
American Indian, Alaska Native or Indigenous	113	13.8%	117	13.7%
Native Hawaiian or Pacific Islander	38	3.4%	39	3.4%
White	520	54.9%	540	54.8%
Non-Hispanic White (subset of White category)	326	37.8%	345	38.4%
Client Doesn't Know	0	0%	0	0%
Client Refused	0	0%	0	0%
Data Not Collected	0	0%	0	0%
Disability Status				
	#	%	#	%
Persons with disabilities	593	88%	626	88.4%
Persons without disabilities	81	12%	82	11.6%
Disability unreported	0	0%	0	0%
Gender Identity				
	#	%	#	%
Male	359	53.3%	384	54.2%
Female	298	44.2%	307	43.4%
A gender that is not singularly 'Male' or 'Female'	12	1.8%	12	1.7%
Transgender	5	0.7%	5	0.7%
Questioning	1	0.1%	1	0.1%

Client doesn't know	0	0%	0	0%
Client refused	1	0.1%	1	0.1%
Data not collected	1	0.1%	1	0.1%

Gender Identity Categories in RLRA Data

Update—As of FY 2024 Q2, Home Forward is collecting gender identity for everyone in the household, and the information presented in the table now reflects everyone newly enrolled in an RLRA program.

Definitions

The number of RLRA vouchers issued during the reporting period: Number of households who were issued an RLRA voucher during the reporting period. (Includes households still looking for a unit and not leased up.)

The number of households/people newly leased up during the reporting period: Number of households/people who completed the lease-up process and moved into their housing during the reporting period.

The number of households/people in housing using an RLRA voucher during the reporting period: Number of households/people who were in housing using an RLRA voucher at any point during the reporting period. Includes (a) everyone who has been housed to date with RLRA and is still housed and (b) households who became newly housed during the reporting period.

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

Section 2. C Subset of Housing Placements and Preventions: Priority Population Disaggregation

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

Population A Report	This Quarter		Year to Date	
	#	%	#	%
Population A: Total people placed into permanent housing/prevention	173		616	
Population A: Total households placed into permanent housing/prevention	126		483	
Race & Ethnicity				
Asian or Asian American	10	6%	16	3%
Black, African American or African	69	40%	220	36%
Hispanic or Latin(a)(o)(x)	32	18%	116	19%
American Indian, Alaska Native or Indigenous	15	9%	79	13%
Native Hawaiian or Pacific Islander	10	6%	24	4%
Middle Eastern or North African	2	1%	2	0.3%
White	68	39%	306	50%
(Subset of White): Non-Hispanic White	51	29%	221	36%
Client Doesn't Know	0	0%	0	0%
Client Refused	0	0%	0	0%
Data Not Collected	4	2%	14	2%
Disability Status				
	#	%	#	%
Persons with disabilities	106	61%	461	75%
Persons without disabilities	56	32%	126	20%
Disability unreported	11	6%	29	5%
Gender Identity				
	#	%	#	%
Male	81	47%	324	53%
Female	83	48%	259	42%
A gender that is not singularly 'Male' or 'Female'	3	2%	12	2%
Transgender	2	1%	8	1%
Questioning	0	0%	0	0%
Client doesn't know	0	0%	0	0%

Population A Report	This Quarter		Year to Date	
	#	%	#	%
Population A: Total people placed into permanent housing/prevention	173		616	
Population A: Total households placed into permanent housing/prevention	126		483	
Client refused	0	0%	4	1%
Data not collected	4	2%	9	1%

The table above asks for the number of people and households placed into permanent housing and/or *prevention*. Population A, by definition, excludes people in housing. We do not include homeless prevention (eviction prevention) outcomes in the Population A Report.

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

Population B Report	This Quarter		Year to Date	
	#	%	#	%
Population B: Total people placed into permanent housing/prevention	301		757	
Population B: Total households placed into permanent housing/prevention	206		514	
Race & Ethnicity				
Asian or Asian American	10	3%	33	4%
Black, African American or African	86	29%	246	32%
Hispanic or Latin(a)(o)(x)	54	18%	141	19%
American Indian, Alaska Native or Indigenous	25	8%	66	9%
Native Hawaiian or Pacific Islander	21	7%	30	4%
Middle Eastern or North African	5	2%	5	1%
White	135	45%	325	43%
(Subset of White): Non-Hispanic White	104	35%	240	32%
Client Doesn't Know	0	0%	0	0%
Client Refused	0	0%	0	0%
Data Not Collected	14	5%	43	6%
Disability Status				
	#	%	#	%
Persons with disabilities	141	47%	348	46%
Persons without disabilities	132	44%	337	45%
Disability unreported	28	9%	72	10%
Gender Identity				
	#	%	#	%
Male	119	40%	310	41%
Female	166	55%	409	54%
A gender that is not singularly 'Male' or 'Female'	10	3%	16	2%
Transgender	4	1%	9	1%
Questioning	0	0%	1	0.1%
Client doesn't know	0	0%	0	0%
Client refused	1	0.3%	1	0.1%
Data not collected	1	0.3%	11	1%

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

Section 2.D Other Data: Non-Housing Numeric Goals

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

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

All counties, please complete the table below:

Goal Type	Your FY 23-24 Goal	Progress this Quarter	Progress YTD
Shelter Beds	245 beds	371	371

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

Goal Type	Your FY 23-24 Goal	Progress this Quarter	Progress YTD
N/A			

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

Methodology to Track Shelter Bed Goal

The JOHS measures the programmatic capacity in HMIS of the active SHS-funded shelter beds, which is the number of beds the provider reports as active in HMIS.

Emergency shelter beds include non-congregate, alternative, and congregate programs that will serve adults, youth, families with children, and people fleeing domestic violence.

Section 3. Financial Reporting

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

Multnomah County has included the financial report in this document.
FINANCIAL REPORT ON THE FOLLOWING PAGES.

	Annual Budget	Q1 Actuals	Q2 Actuals	Q3 Actuals	Q4 Actuals	Total YTD Actuals	Variance Under / (Over)	% of Budget	Comments
Metro SHS Resources									
Beginning Fund Balance	108,677,054	126,381,795				126,381,795	(17,704,741)	116%	Counties will provide details and context on any unbudgeted amounts in Beginning Fund Balance in the narrative of their report, including the current plan and timeline for budgeting and spending it.
<i>FY23 Revenues exceeding Forecast</i>		46,943,361				46,943,361			
<i>Diff FY23 Actual vs Budgeted Exp</i>		58,146,092				58,146,092			
<i>July-August 23 (FY24) collections recorded in FY23</i>		17,704,741				17,704,741			
<i>Interest Earnings and Other Misc Revenues</i>		3,587,601				3,587,601			
Metro SHS Program Funds	96,190,265		33,648,238	33,167,092		66,815,330	29,374,935	69%	September's program funds reflected in October
Interest Earnings		1,911,716	3,183,676	(1,651,531)		3,443,861	(3,443,861)	N/A	
<i>insert add'l lines as necessary</i>						-	-	N/A	
Total Metro SHS Resources	204,867,319	128,293,511	36,831,914	31,515,561	-	196,640,986	8,226,333	96%	
Metro SHS Requirements									
Program Costs									
Activity Costs									
Shelter, Outreach and Safety on/off the Street <small>(emergency shelter, outreach services and supplies, hygiene programs)</small>	45,945,076	1,661,456	2,582,452	26,766,055		31,009,963	14,935,113	67%	
Short-term Housing Assistance <small>(rent assistance and services, e.g. rapid rehousing, short-term rent assistance, housing retention)</small>	45,743,787	2,297,893	7,125,511	7,253,728		16,677,132	29,066,655	36%	
Permanent supportive housing services <small>(wrap-around services for PSH)</small>	35,391,252	3,256,109	8,968,063	7,886,581		20,110,753	15,280,499	57%	
Long-term Rent Assistance <small>(RLRA, the rent assistance portion of PSH)</small>	13,593,179	802,246	1,646,854	2,058,450		4,507,551	9,085,628	33%	
Systems Infrastructure <small>(service provider capacity building and organizational health, system development, etc)</small>	13,907,295	156,204	10,172,663	1,118,378		11,447,244	2,460,051	82%	
Built Infrastructure <small>(property purchases, capital improvement projects, etc)</small>	20,473,881					-	20,473,881	0%	
Other supportive services <small>(employment, benefits)</small>	6,505,399	574,505	1,477,716	1,595,837		3,648,059	2,857,340	56%	
<i>insert add'l lines for other activity categories</i>						-	-	N/A	
Subtotal Activity Costs	181,559,869	8,748,412	31,973,260	46,679,029	-	87,400,701	94,159,168	48%	
Administrative Costs [1]									
County Admin: Long-term Rent Assistance	1,133,265	131,742	224,967	238,091		594,800	538,465	52%	Service Provider Administrative Costs are reported as part of Program Costs above. Counties will provide details and context for Service Provider Administrative Costs within the narrative of their Annual Program Administrative Costs for long-term rent assistance equals 12% of Partner's YTD expenses on long-term rent assistance.
County Admin: Other	2,632,694	411,835	343,700	348,868		1,104,403	1,528,291	42%	
Subtotal Administrative Costs	3,765,959	543,577	568,667	586,958	-	1,699,202	2,066,757	45%	Administrative Costs for Other Program Costs equals 1% of total YTD Other Program Costs.
Other Costs									
Regional Strategy Implementation Fund [2]	4,809,513	586,870	568,076	288,000		1,442,946	3,366,567	30%	
<i>insert add'l lines as necessary</i>						-	-	N/A	
Subtotal Other Costs	4,809,513	586,870	568,076	288,000	-	1,442,946	3,366,567	30%	
Subtotal Program Costs	190,135,341	9,878,859	33,110,002	47,553,987	-	90,542,849	99,592,492	48%	

Contingency [3]	4,809,513	4,809,513				4,809,513	-	100%
Stabilization Reserve[4]	9,619,026	9,619,026				9,619,026	-	100%
Regional Strategy Impl Fund Reserve [2]						-	-	N/A
RLRA Reserves						-	-	N/A
Other Programmatic Reserves	303,439	303,439				303,439	-	100%
<i>insert add'l lines as necessary</i>						-	-	N/A
Subtotal Contingency and Reserves	14,731,978	14,731,978	-	-	-	14,731,978	-	100%
Total Metro SHS Requirements	204,867,319	24,610,837	33,110,002	47,553,987	-	105,274,827	99,592,492	51%
Ending Fund Balance	-	103,682,674	3,721,912	(16,038,426)	-	91,366,159	(91,366,159)	N/A

Spend-Down Report for Program Costs

This section compares the spending plan of Program Costs in the Annual Program Budget to actual Program Costs in the Financial Report.

Program Costs (excluding Built Infrastructure)	% of Spending per Quarter			Comments
	Budget	Actual	Variance	
Quarter 1:	5%	6%	-1%	<i>Explain any material deviations from the Spend-Down Plan, or any changes that were made to the initial Spend-Down Plan.[1]</i>
Quarter 2:	10%	20%	-10%	
Quarter 3:	25%	28%	-3%	
Quarter 4:	35%	0%	35%	
Total	75%	53%	22%	
\$ Spending YTD				Comments
Built Infrastructure	Budget	Actual	Variance	<i>Provide a status update for below. (required each quarter)</i>
Annual total:	20,473,881	-	20,473,881	

[1] A "material deviation" arises when the Program Funds spent in a given Fiscal Year cannot be reconciled against the spend-down plan to the degree that no reasonable person would conclude that Partner's spending was guided by or in conformance with the applicable spend-down plan.