



THE JOINT OFFICE OF HOMELESS SERVICES

***Community Budget
Advisory Committee***

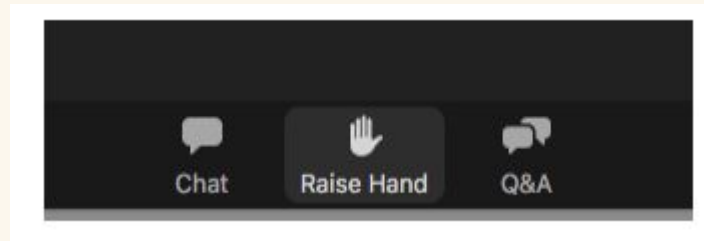
October 21, 2024 meeting



Joint Office of
Homeless Services

Zoom - Webinar

- Utilizing Zoom webinar, as CBAC is a Public Meeting
- Non-CBAC member attendees can watch the meeting, and can use Zoom's Q&A feature to enter comments (questions may not be answered in real-time, but we can follow up if you provide your email address)
- Online CBAC member participants can use the Chat, but it is not visible to attendees



Meeting Agenda

- 4:00 Welcome and meeting review
- 4:04 Introductions
- 4:06 Approve 9/30/2024 meeting minutes
- 4:10 Presentation: JOHS Programming and Outcomes
- 5:00 Break as needed
- 5:10 Values Discussion, continued
- 5:30 Plan for upcoming CBAC meetings
- 5:40 Open discussion and next steps

Meeting Guidelines

1. We make ourselves comfortable
2. We respect and listen to each other
3. We make space for different participation levels and styles
4. We move up, and we move back
5. We recognize our own social positionality
6. We differentiate between opinion and informed knowledge
7. We speak from our own experience
8. We differentiate between safety and comfort
9. We choose to respectfully interrupt oppression

Modified Consensus Process

"Fist to Five" Consensus Decision Making



Welcome!!

1. Name
2. Pronouns



Joint Office of
Homeless Services

JOHS Overview: Programs and Outcomes

October 21, 2024

Lori Kelley, Planning and Evaluation Manager

Kanoe Egleston, Program Director



Programs Overview

*What Programs are
Supported by JOHS*

*How do we measure
success?*

*Recent Data and
Metrics*

Measuring Success

JOHS Measures Success on a System, Program and Contract Level

- Overall System Expectations are set and monitored
- Program Offers reflect in greater detail and track funding to expectations
- Contract Managers and Program Managers reflect system expectations on a program level and monitor expectations (ie all metrics are also tracked on a contract level)

Types of Programs Supported at JOHS

1

Safety Off & On the Streets
Shelter & Outreach

3

Housing Placement & Retention
*Short-term Rent Assistance (RRH) &
Housing Case Management*

2

Supportive Housing
*Long-term Rent Assistance &
Wrap-around services*

4

Prevention
Emergency Rent Assistance

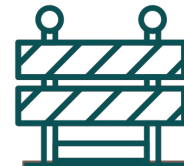
Safety Off & On the Streets

Shelter

- 24/7 year-round shelters
- Temporary winter and seasonal overnight shelters
- Severe weather shelters
- Alternative shelter models
- Motel vouchers
- Daytime services and resource centers

Outreach & Engagement

- Survival outreach
- Housing focused outreach
- Navigational outreach



FY 25 JOHS
funded total



Emergency Shelter | 3,258 Units

Measuring Success in SOS

Success Measures in Shelter are designed to look at shelter from multiple perspectives

1. Do Shelters Serve our Population in equitable manners
2. Are Shelters operating at expected capacity
3. Are shelters working to navigate people to a broader array of services and permanent housing

There are different types of outreach, and we measure them differently

1. Survival Outreach (severe weather) : Measured in volume (survival supplies distributed)
2. Housing Focused Outreach: People engaged in housing case management, services
3. Navigational Outreach: People referred to housing and other applicable services (such as shelter)

Measuring Success in Shelter

Emergency Shelter

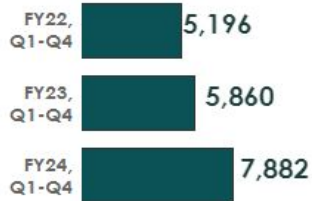
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Quarter(s)

Q1-Q4

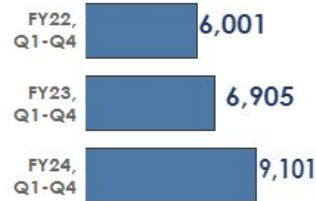
People Newly Served in Shelter

Counts unique people newly enrolled via their Entry Date within the reporting period. People counted here may or may not still be in a shelter program as of the end of the reporting period.



Total People Served in Shelter

Counts unique people newly enrolled or retained in a shelter program within the period. People who were "retained" enrolled prior to the beginning of the period. People counted here may or may not still be in a shelter program as of the end of the period.



<https://public.tableau.com/app/profile/johs/viz/JOHSSystemPerformanceQuarterlyReport-FY24Q4/Report>

Measuring Success in Outreach

FY 24 Measures for the Navigation Outreach Team

- 5862 contacts per year outreach
 - 49 individuals moved into transitional housing
 - 50 individuals moved into permanent housing
 - 63 individuals referred to treatment programs

<https://public.tableau.com/app/profile/johs/viz/ShelterUtilizationReport/Report>

Housing Placement & Retention

Rapid Rehousing (RRH)

- Short-term rent assistance
- Barrier mitigation
- Housing placement services
- Retention support services
- Income acquisition



Supportive Housing

Permanent Supportive Housing

- Long-term rent assistance
- Wrap-around support services
- Housing retention support
- Site based or tenant based

Regional Long-Term Rent Assistance (RLRA)



FY 25
Annual Goal



Permanent Supportive Housing | 401 New Units

Measuring Success in Housing

Success Measures in Housing look at both output and outcomes

1. **Are People Being Housed (how many people are being connected to housing)**
2. **Are People Staying Housed (Housing Stability)**
3. **We also look at Pathways to Housing**
4. **...and Time to Housing (and will speak more about this in system navigation)**

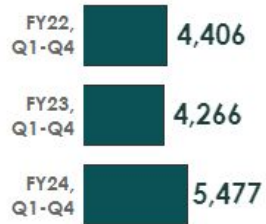
We measure retention separately for SHS and PSH.

Measuring Success in Housing

Success Measures in Housing look at both output and outcomes

People Newly Placed in Housing

Counts unique people in Permanent Supportive Housing (PSH) programs, Rapid Rehousing (RRH) and/or other housing programs with a valid Housing Move-In Date (HMID) within the reporting period, as well as people who exited street outreach, shelter or transitional housing programs to a permanent housing exit destination within the period.



Total People Enrolled in Housing Programs

Counts unique people newly enrolled (via an Entry Date) or retained in a housing program within the reporting period. People who were "retained" enrolled prior to the beginning of the period. People counted here may or may not still be in a housing program as of the end of the period.



<https://public.tableau.com/app/profile/johs/viz/JOHSSystemPerformanceQuarterlyReport-FY24Q4/Report>

Measuring Success in Housing

Success Measures in Housing look at both output and outcomes

Permanent Housing Retention

Hover your cursor over graph elements for more information, if viewing this report online.

Permanent Supportive Housing (PSH) Retention

An improved PSH retention metric is currently under construction. The JOHS Data Team is committed to continuous and rigorous improvement of these important metrics. The improved measure will be included in the Q1 FY2025 release of the System Performance Report.



Rapid Re-Housing (RRH) Retention

New for FY23 - The Retention Rate measures the percent of individuals who ended a RRH housing subsidy in FY23 who did not Return to Homelessness, were housed at their 12-month follow-up, were in a new PH project or had other evidence of housing in FY24.

87%

Note: Of the 2,342 people who had a RRH housing placement in FY23, 53% were in an unknown housing situation in FY24 due to non-contact or missing data.

<https://public.tableau.com/app/profile/johs/viz/JOHSSystemPerformanceQuarterlyReport-FY24Q4/Report>

Measuring Success in Housing

Success Measures in Housing look at both output and outcomes

Total Percentage of Returns

	% Returned Within Group	Exited to Permanent Housi..	Returned to homeless service..
All People Who Exited to Housing	26.0%	4,841	1,258

Percentage of Returns by Race & Ethnicity (Mutually Exclusive Categories)

BIPOC	28.3%	2,776	785
Non-Hispanic White	22.6%	1,913	432
Race/ethnicity unreported	27.0%	152	41

<https://public.tableau.com/app/profile/johs/viz/JOHSSystemPerformanceQuarterlyReport-FY24Q4/Report>

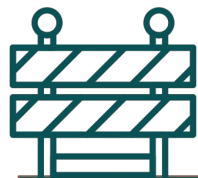
Prevention

Emergency Rent Assistance

- Short-term rent assistance
- Prevent immediate eviction

Rapid Response Eviction Prevention Programs

- Access & Information
- Legal Services
- Court Outreach
- Tenant Information and Advocacy



Annual Goal



Homelessness Prevention | 1000 Households

Measuring Success in Prevention

Prevention is a slightly different story (and administered in a different place in the county..)

1. We measure Prevention looking at people served
2. We are also developing measures to look at the connection between prevention and entry into the homeless system (Built for Zero Inflow, Eviction Prevention studies etc)

Measuring Success in Prevention

Homelessness Prevention

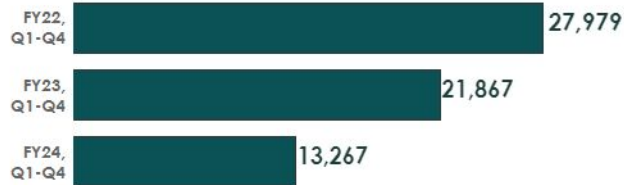
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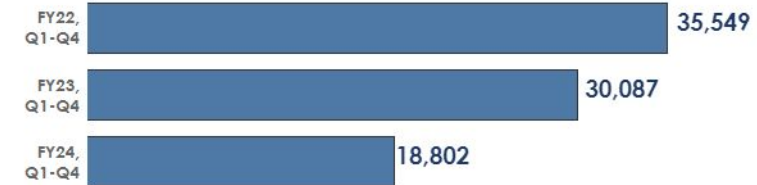
People Newly Enrolled in Prevention Programs

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Total People Enrolled in Prevention Programs

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System Goals and Measurement

- **Equity Metrics: We track system level equity performance**
 - **Goal: Over representation of BIPOC and LGBTQ2S+ individuals in homelessness is reversed by ensuring those populations are served at higher rates to reverse trends**
 - **Currently working on new equity data benchmarks, researching best practice on best populations for comparison**
- **Homeless Population Numbers (By Name Lists): Inflow, Outflow, Overall number of those experiencing homelessness, chronically homeless individuals experiencing homelessness**



Any questions?

Social Media (X, IG, FB) | @multco_johs



Joint Office of Homeless Services

Visit Us At

johs.us

General Inquiries

johs@multco.us

503-988-2525

Media Inquiries

pressoffice@multco.us

Social Media (X, IG, FB) | @multco_johs

Values Discussion

- Many other CBACs begin each year developing or validating a statement of values for their work
- Does this CBAC have a set of values about how it wants to approach its work together?
- Today, the plan is for JOHS CBAC to continue the discussion and see if the committee can agree on a set of values (using the consensus decision making process)

Values Discussion

Values: principles, standards, morals, ethics, and ideals. They are “the heartbeat” of an advisory committee and guide it’s decision-making, actions and behaviors

<https://prosper-strategies.com/seven-nonprofit-core-values-examples/>

Multnomah County Values

- Accountability – Taking responsibility for delivering the services we say we will, and being transparent and communicative in what we do and how we do it.
- Social and Environmental Justice – Remedying inequitable and unsustainable systems that harm and oppress communities.
- Inclusively Leading with Race – Centering race, a leading indicator of inequalities and disparities, in our intersectional approach to breaking down systemic barriers created by all forms of oppression within our workplace and in our community.
- Equity and Inclusion – Developing and using policies and practices that promote access, equity, fairness, and belonging for all.
- Safety and Well-being – Creating an environment of psychological, physical, and emotional safety that improves quality of life.

JOHS Values

- Collaboration - We recognize our interdependence as individuals and as an organization, and approach our work with a spirit of partnership and shared power with those experiencing homelessness and other stakeholders.
- Equity - We commit to achieving equity for all individuals. We acknowledge the existence of structural racism and develop, implement, and evaluate policies and practices that achieve equitable outcomes with a focus on eliminating the disparities that people of color experience. We believe that focusing on racial equity will allow us to more effectively serve all communities.
- Inclusion - We foster within our office and within the community that we serve a culture of safety and belonging that ensures that the voices of people who have been historically excluded, including people of color, women, people with disabilities and LGBTQIA2S+ people, are truly heard and shape the direction of our work.
- Integrity - We strive to be humble, honest and fair in our roles, function and actions. We are open and accountable to each other and to the community that we serve. We encourage asking and answering tough questions or having difficult conversations.
- Creativity - We are always open to approaching problems and solutions in new ways, taking calculated risks, and testing innovative ideas. We recognize the importance of not letting the possibility of failure dissuade us from experimenting with promising new ways of doing things. We realize that sometimes our current policies and practices pose barriers to change and improvement.
- Quality - We commit to doing the highest quality work, and to continuously evaluating and improving our internal operations, contracting and community planning efforts. We recognize that it is our responsibility to be good stewards of the public resources entrusted to us and to ensure that those resources achieve the best possible outcomes for our community

JOHS CBAC Values Discussion

Possible values shared during September 30, 2024 meeting:

- Bold/forward thinking (having a lot of resources)
- Being human centered
- Curiosity (opposed to judgment/skepticism)
- Dignity and respect
- Social justice
- Equity
- Community-focused
- Transparency
- Contributing to making something better

JOHS



Next CBAC Meetings

November Opportunities

- Virtual all-CBAC orientation November 14, 2024 6pm
 - Tentative: date and time to be confirmed ASAP
 - Will be recorded
- Review of County, CBAC purpose, County Legal overview of public meetings/public records, Budget forecast

Regular CBAC meeting cadence: 3rd Monday at 4pm

Other relevant updates

Recruitment

- Several candidates to interview
- Some increased representation from community; may do additional outreach

OCI efforts re: CBAC improvements

- Completing meetings with commissioners per recommendations from 9/24/2024 BOCC presentation
- Researching the budget calendar & process for optimal times for CBAC perspectives to be submitted for consideration by the chair.
- Completing recruitment, interviews and placement of 30+ applicants for CBAC positions
- Ongoing monthly meetings with all CBAC staff to increase coordination and collaboration
- October 30, 2024: Basic CBAC Orientation for applicants & current members (noon & 6 p.m.)
- November: OCI to submit "CBAC Appointments Memo" to BOCC listing ALL new CBAC appointments for 25-26 budget process
- November 14, 2024: 6:00pm. OCI hosts CBAC Onboarding Session 1 ***date to be confirmed*
- Completing legal review of code changes
- December 5, 2024: first reading & December 12, 2024: second reading for CBAC code changes
- January 2025: Coordination of Central CBAC group to begin work on function and process, code changes and outcomes.

Open Discussion





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