METRO SUPPORTIVE HOUSING SERVICES

Washington County Local Implementation Planning Committee

December 17, 2020; 2 pm – 4 pm

https://us02web.zoom.us/j/87651383379?pwd=MVJTSDNIT0RTZXo5aVdodEEzVkovdz09

To Join by Telephone: +1 253 215 8782

Webinar ID: 876 5138 3379 Passcode: 836352

AGENDA

Facilitators: Anita Yap, Multicultural Collaborative
Heather Lyons, Corporation for Supportive Housing

I. WELCOME (2:00 p.m.) — Anita Yap (5 minutes)

II. BUSINESS ITEMS

A. Draft Recommendations (2:05 p.m.) — Ruth Osuna (60 minutes)
This discussion will review the second draft of the Committee's recommendations which include new information based on conversations with some committee members.

B. Next Steps (3:05 p.m.) — Ruth Osuna/Ally Jamieson (15 minutes)
This will be a discussion of the next phase of Washington County's LIP development.

C. Committee reflections (3:20 p.m.) — Anita Yap (10 minutes)

III. ADJOURNMENT (4:00 p.m.)

Attachments:

- December 10, 2020 Meeting Minutes
- Draft Recommendations – Revised 12/15/2020

Additional information on the Metro Supportive Housing Services *Local Implementation Plan* is available online at www.co.washington.or.us/Housing/SupportiveHousingServices/index.cfm

Local Implementation Committee Meeting Agreements

- Keep one's video on whenever possible but respect that it isn't always possible due to technology limitations and home situations.

- Use the "Raise Hand" option to ensure the facilitator can manage input in an efficient manner.

- Give everyone an opportunity to speak, but in the interest of time, use Thumbs Up/Thumbs Down feature or chat to indicate agreement when comments are similar.

- Be conscious of and give space for people to speak especially those who don't always voice their opinion (Step Up/Step Back).

- Ideas to share/thoughts to convey may come after a meeting. It's okay to share those thoughts with facilitators via email or another format.

- Lead with racial equity. Facilitator and committee members should be conscious of and raise the issue, if and when they become aware of/observe individual experiences that call attention to systemic patterns.

- Strive to understand someone else's perspective when there is disagreement on an issue. Given the limitations of virtual meetings, Washington County staff will assist the facilitator to be aware of cues conveying disagreement.

- Practice "Safe Space," by not sharing stories or experiences outside of the group.

- Recognize and uplift other communication styles such as those using a circular "storytelling" rather than the more typical linear method

- Listen to understand and be willing to do things differently and experience discomfort, recognizing discussion will not always lead to closure.

- Maintain a virtual "Parking Lot" list of ideas/questions/topics for future meetings.

Revised 9.10.2020

FIST FOR FIVE DECISION MAKING

Voting will be done through the chat box by typing in “Fist,” “One,” “Two,” “Three,” “Four,” “Five.” Consensus would be achieved at a minimum of three fingers and members voting with less than three fingers should expect to voice their concerns.

Fist =	No
One finger =	Additional discussion needed/Suggest changes
Two Fingers =	More comfortable with proposal/Need to discuss minor issues
Three Fingers =	Not in total agreement/Feel comfortable to let it pass
Four Fingers =	Good Idea/Will work
Five Fingers =	Great Idea/I will assist in any capacity

WASHINGTON COUNTY
OREGON

METRO SUPPORTIVE HOUSING SERVICES
LOCAL IMPLEMENTATION PLAN (LIP) COMMITTEE MEETING MINUTES
DECEMBER 10, 2020, 2:00 P.M.
Virtual Meeting via Zoom

The Local Implementation Planning Committee is a 21-member committee convened to advise the Washington County Board of Commissioners on the County's plan to implement the Metro Supportive Housing Services Measure. The purpose of the Committee is to provide strategic planning support and to ensure focus and direction of programs and services in accordance with the Supportive Housing Services Measure.

COMMITTEE MEMBERS PRESENT
Brooks, Bridget – City of Tualatin
Curran, Brendan – FG-United Church of Christ
Galian, Katherine – Community Action Organization
Hartye, Chris – City of Hillsboro
Hille, Marcia – Sequoia Mental Health Services, Inc.
Kalevor, Komi – Housing Authority of WC
McCrea, Erroll – WC Sheriff's Office/Jail
McGough, Andrew – Worksystems, Inc.
Mena, Javier W. – City of Beaverton
Pero, David – Forest Grove School District
Salvador, Nelli – Immigrant & Refugee Community Org (IRCO)
Soneoulay-Gillespie, Toc – Care Oregon
Stoulil, Vera – Boys & Girls Aid
Trinh, John – Luke-Dorf, Inc.

COMMITTEE MEMBERS ABSENT
Cohen, Megan – City of Beaverton/SWS-Beaverton
Duyck, Ignolia – Virginia Garcia Memorial Health Clinic
Evans, Annette – WC Dept of Housing Service
Huggins-Smith, Sarah – SOS Shelter
Schnitzer, Cole – U.S. Department of Veteran Affairs
Taylor, Rosemary "Rowie" – DVRC

STAFF MEMBERS PRESENT
Jamieson, Ally – County Administrative Office
Kuyl, Marni – Health and Human Services
Osuna, Ruth – County Administrative Office
Proctor, Jennie – Office of Community Development
Valencia-Aguilar, Mari – Office of Community Development

Facilitators: Anita Yap, Multicultural Collaborative
Heather Lyons, Corporation for Supportive Housing (CSH)

Meeting called to order at 2:02 p.m.

I. WELCOME

II. BUSINESS ITEMS

A. Racial Equity Strategies – Kate Bitney, CSH

Kate reviewed draft recommendations for racial equity strategies developed by CSH, presenting them alongside the objective that aligned with the strategies in Metro's Strategic Plan to Advance Racial Equity, Diversity and Inclusion. She reviewed the sources that were used in the document's development which included published reports on racial equity framework and practices, the Preliminary Findings and Recommendations from Anita Yap's Community Engagement work and notes/discussions from LIP Committee meetings. She invited comments and questions. There was general agreement that the term "peer" used in the draft recommendations should be distinguished from the traditional usage within mental health and homelessness. There was also general agreement that acronyms such as BIPOC not be used in the LIP when referring to people and instead, be specific about the group being referred to. The Draft Recommendations will be revised to incorporate the comments and suggestions.

B. Planned Investments – Heather Lyons, CSH

Heather reviewed Metro's housing interventions as well as proposed services and requested that the LIP committee consider these categories as they prioritized for planned investments. She noted, the "Capital" item was new but was not mutually exclusive of the other housing categories. She also noted while these were considered housing interventions, it didn't mean services couldn't be connected to them, and in fact, Metro encouraged counties to show services were attached to housing interventions. Culturally specific services were not called out as a separate category in response to committee feedback from prior meetings but instead are woven into all services and centered in equity throughout the LIP. She invited feedback on broad service categories that were missing from the list. It was suggested the category, "Advocacy Supports" be expanded to include Social Justice Supports (including mediation and integration with court advocacy), Eviction Court and Partnerships with Public Safety. It was also suggested Child Care and Transportation be added under the Employment and Benefits Support category. There was discussion whether highlighting the value of services would be better than including an exhaustive list of services under each broad category. Committee members felt it would be difficult to vote on priorities for the four broad service categories. In addition to incorporating the additions to services mentioned, Heather suggested including a broad statement that "there may be others." It was suggested Capital didn't need to be a separate housing intervention as it could be incorporated in any of the other housing intervention categories. Many felt the prior housing intervention survey results were still valid and a vote to prioritize again was unnecessary.

C. Committee Issues – Anita Yap

Ruth Osuna shared recent changes at the County for the completion of the LIP would focus on the homeless system in its current form and build on it in phases over a three-year period. She reiterated the LIP was purposefully being drafted at a very high-level in order to provide maximum flexibility in its implementation. She referenced the *Draft Recommendations* document which was sent to committee members and suggested the document be reviewed at a high level as well and emphasized it was a starting point for what committee members considered should be "absolutely included in the LIP." She encouraged committee members to bring their additions to the December 17 meeting, or in the interim, submit suggestions/additions via email to Heather Lyons at heather.lyons@csh.org. How those recommendations were going to be implemented would be part of the next phase of the LIP development beginning in January.

D. Open Discussion – Anita Yap

The meeting was opened for comments from Attendees with no comments being shared.

III. ADJOURNMENT

The meeting djourned at 4:24 p.m.

Minutes prepared by Vara Fellger, Washington County Housing Services.

To be added to the Metro SHS LIP Committee email listserv, contact Vara Fellger, vara_fellger@co.washington.or.us.

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Washington County Local Implementation Planning Committee

DRAFT - Recommendations (12/15/2020)

December 17, 2020

The Washington County Local Implementation Planning (LIP) Committee began meeting in August 2020 to begin the process of creating an implementation plan for a historically significant voter approved measure to meet the needs of the County's most vulnerable population, the chronically homeless or those severely at risk of homelessness.

The Committee's role is to advise the Washington County Board of Commissioners on the County's plan to implement the Metro Supportive Housing Services Measure. Over the course of ## meetings, the 21-member Committee reviewed, discussed and created recommendations on how best to create a new multi-layered system to address one of the most complicated human conditions, homelessness. Recommendations include advice on the proposed use of funds in alignment with the purpose of the Supportive Housing Services Measure and how to position the County strategically to support and ensure focus and direction for programs and services that prioritize people with lived experience and communities of color, advance racial equity outcomes and engage communities of color and historically marginalized communities.

Overall, the Committee reviewed areas with the needs of the people who meet the priority populations must be met based on the following:

- 75% of SHS funds will be devoted to services for population A, as defined as:
  - Extremely low-income; AND
  - Have one or more disabling conditions; AND
  - Are experiencing or at imminent risk of experiencing long-term or frequent episodes of literal homelessness.
- 25% of SHS funds will be devoted to services for population B, defined as:
  - Experiencing homelessness; OR
  - Have a substantial risk of experiencing homelessness

Some of the strategic areas discussed included:

- Developing strategies for equitable geographic distribution of funding and services within Washington County and the Metro district boundary.
- Advancing racial equity, diversity and inclusion, particularly among people experiencing homelessness and the priority service populations.
- Recognizing disparities in access and outcomes in current services for homelessness in the priority service populations.
- Developing service strategies and resource allocation intended to remedy existing disparities and ensure equitable access to funding, services and resources.

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- Centering perspectives of communities of color and culturally specific groups by considering and incorporating those perspectives through community engagement throughout the process.
- Allowing communities of color assist in setting priorities for programs and services.
- Reviewing the current system investments and capacity to serve the priority populations.
- Reviewing the nature and extent of gaps in services to meet the needs of the priority populations, by service type, household types and demographic groups.
- Proposing the allocation of funding for planned investments for priority populations.
- Advising the County on governance models.
- Proposing an evaluation process that measures the extent to which the County is achieving the intent of the Supportive Housing Services Measure.
- Communicating with the community (including funders) to educate and provide outcomes and results from ongoing evaluation and community engagement.

RECOMMENDATIONS

Priorities

- The Committee recommends the following priority areas for funding. These priorities are based on results from meetings and community engagement work.

  Priority Areas
  Housing Interventions – Shelter and Transitional Housing rose to the top. The following are in the order of priority.
    - Shelter and Transitional Housing
    - Supportive Housing
    - Eviction Prevention
    - Short Term Rent Assistance tied with Housing Placement Services
    - Long-Term Rent Assistance

  Services – Behavioral Health rose to the top. The following are in the order of priority.
    - Behavioral Health
    - Addictions
    - Tenancy Support Services
    - Housing Case Management tied with Outreach
    - Employment and Benefits Income
    - Culturally Specific Services

Race, Equity, Diversion and Inclusion

- Weave culturally specific services through all service interventions, and not counted on its own.
- Convene and support regional partners to advance racial equity by recognizing that homelessness is a result of multiple racially inequitable systems.

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- Meaningfully engage communities of color by supporting community collaborations that lead to the elimination of structural racism by leading with race and centering the person.
- By centering the person, do not use acronyms such as BIPOC when referring to priority populations who seek housing and services.
- Hire, train, and promote a racially diverse workforce by retooling recruitment and promotion practices with an equity focus, analyzing (on an ongoing basis) existing staff salaries to ensure equity between Black, Indigenous, and people of color and white staff, and moving toward a workforce that reflects the racial diversity of communities served at all levels of the organization.
- Create safe and welcoming services, programs and destinations by establishing a race equity peer staff network and peer to peer training within agencies.
- Allocate resources to enhance data collection to advance racial equity to inform decision-making and prioritizing contracts with culturally specific organizations.
- Ensure that intersectionality is addressed among Black, Indigenous, and people of color and other highly impacted peoples' voices and perspectives (e.g., LGBTQ+ folks, especially those who identify as transgender and queer; people with disabilities – visible and invisible and others).

Community Engagement

- Develop a robust equitable community engagement program that centers empowering Black, Indigenous and people of color individuals and families within the priority populations to build trust and relationships to participate in decision-making, establishing goals, outcomes and implementation and evaluation efforts on an ongoing basis.
- Develop a capacity building program for the county and service provider organizations that centers racial equity, Black, Indigenous, and people of color communities and priority populations.

Geographic Equity

- Expand outreach to locations in the County that currently do not have services readily available.
- Locate services in areas that were identified as service deserts.
- Recognize that people experiencing homelessness and who live in Washington County sometimes seek services or are placed in treatment locations in another county and allow individuals to access these needed services – some of which may be sought specifically because of their culturally-specific support.

Systems Change

- Build a system, not a program. For example, past lack of funding has prevented Washington County from signing bonuses and holding fees to incentivize participation from private landlords. It is important to distinguish between Brilliant Corners as an organization and the set of effective practices in a Housing First system.

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- Coordinate the integration among systems of care (Housing, Continuum of Care, Homeless Response, Health, Aging, Justice, Economic, etc.). The COVID-19 response can help with modeling the kind of coordination among systems that has occurred.
- Create a governance structure that represents all systems of care. See section on Governance.
- Focus on the needs of the houseless population. While housing is critical, it also equally important to include resources and entry points that are easily accessible.
- Center a Trauma Informed Care approach as well as Targeted Universalism when addressing the needs of people and appropriate systems. Understand that targeted Universalism is about structure and distribution of resources. Trauma informed care is about people and how they interact with the system.
- Create and build capacity for programs and agencies that are culturally responsive, adaptive and committed to racial equity to ensure access and not necessarily co-locating with other services.
- Study other health systems that coordinate care to replicate those service models that work well for people who are houseless.
- Enhance the current system to better integrate and interface with CCOs, ODHS, and ODH and CS.
- Create consistent and coordinated data information systems, with the exclusion of domestic violence, that can follow people and document outcomes across counties. An open data system with staff support is necessary to create good and reliable data system that is essential to a functioning coordinated system and enhanced case management.
- Do not develop or build duplicative systems to serve specific groups. This can contribute to the silo-ing and have a long-term net negative impact.

Inclusive Decision-Making and Governance

- Create a Working Group to examine and create a governance structure over the next 12 to 18 months which centers racial equity, diversity and inclusion and allows the sharing of management and oversight of a system of care for the houseless populations represented in the priority populations which are focus of the Metro SHS Measure.
- Develop a governance structure that centers communities of color and people experiencing houselessness for accountability and oversight for implementation of the plan.
- The governance body should be empowered to develop policies, identify solutions, and ensure that the SHS Program is meeting stated goals, measures and strategic outcomes.
- Ensure alignment with existing funding such as Continuum of Care funding, Medicaid, Housing Choice Vouchers and other resources that help end people's houselessness.
- Ensure that all programmatic efforts and services are centered on race and equity.
- Ensure the governance model includes people with lived experience and members of the Black, Indigenous and people of color communities.

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Procurement and Partners

- Create and support transparent procurement processes and a description of the workforce equity procurement standards.
- Recruit and encourage service providers that demonstrate a commitment to serving Black, Indigenous and people of color with culturally specific and/or linguistically specific services that will be prioritized for funding and technical assistance in Washington County.
- Ensure the County's procurement process contains low barriers to entry and can actively reach out to individuals and communities screened out of or not served by other programs.
- When possible, coordinate with Multnomah and Clackamas counties to procure resources and services to avoid having service providers respond to various requests for proposals or services from the three counties.
- When contracting for services, prioritize providers who demonstrate a commitment to delivery of services to under-served communities and experience with providing culturally specific services.
- Recruit other service providers and organizations in the region to provide support in Washington County.
- Encourage and lift smaller organizations to assist with implementation of the SHS Program.
- Conduct a pay equity analysis to ensure service provider employees have decent/living wages to help attract and retain staff.

Planned Investments

- Allocate funding according to the priorities stated above.
- Coordinate the Affordable Housing Bond Program with the SHS Program to increase the number of permanently affordable multi-family units that can be used in a Housing First Model.
- Build permanent shelters and transitional housing with low barriers for access.

Support Services

- The Committee supports all support services listed in the Metro Addendum for the LIP. However, the Committee recommends support services should:
    - Expand Advocacy Support to include support for the social justice system by including mediation and integration of court advocacy, particularly eviction court, as areas to be funded.
    - Expand Outreach and Engagement Support to include funding to create a stronger partnership between public safety and services for individuals who due to homelessness and behavioral health needs are provided services as an alternative to incarceration.
    - Expand Employment and Benefits Support for childcare and transportation services so individuals and families can benefit from and access support services.

Outcomes and Evaluation

- Ensure and support a continuous quality improvement to understand the effectiveness and impact of the overall program and services provided with SHS funding.

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- Include the community, stakeholders, Black, Indigenous and people of color or persons with lived experience who are users of the system to participate in the continuous quality improvement process.
- Issue an annual report to the community to ensure accountability to the public regarding effectiveness, service outcomes and equitable access and distribution of services are being met.

Regional Outcomes and Metrics

- Invest in a regional data collection to track equity outcomes as defined through regional coordination and with regionally established metrics, including outcomes disaggregated by race and ethnicity per service type.

Youth Services

The Committee is recommending that the SHS Program place a special emphasis on the needs of homeless youth, including underage unaccompanied minors, youth aging out of the foster care system or are homeless due to other circumstances. Washington County must recognize the needs for homeless adults are not the same for homeless youth.

Washington County has a large documented homeless youth population with minimal services for this population. For example, in the Beaverton School District there are approximately 500 unoccupied homeless youth. Federal funding emphasizes assisting individuals increase income for the homeless in order to stabilize their housing and other living supports. This is not necessarily the path needed for youth. Education in many cases for homeless youth should be the emphasis.

The Committee recommends:

- Shelter and transitional housing development for youth 21 years and younger.
- Support services tailored to youth including case management, education support, outreach and engagement, health and wellness support services, employment and training support and advocacy support.
- Understanding and employing services with a youth culture lens to more effectively deliver services to this population.

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