



**Stable Housing and Supports**  
Regional Health Improvement Plan Workgroup

Join Zoom Meeting

<https://us02web.zoom.us/j/88373502126?pwd=OFIOa3RVVmdGdjNJSXNWeUhZdjhYQT09>

Join by phone:

+1 669 900 6833

Meeting ID: 883 7350 2126

Passcode: 685088

Friday, October 21, 2022

10:30am-12:00pm

**Future State Metrics**

1. By December 2023, decrease the combined severely rent and mortgage burdened households in Central Oregon by 2 percentage points to 16%.
2. By December 2023, 50% of Housing Choice Vouchers (HCV) holders will be able to find and lease a housing unit.
3. By December 2023, a comprehensive system for accurately capturing the extent of Central Oregonians experiencing homelessness will be in place and utilized.

**AGENDA**

- |               |  |
|---------------|--|
| 10:30 - 10:45 | Welcome & Announcements  |
| 10:45 - 11:15 | Homeless Leadership Coalition Annual Report – Eliza Wilson   |
| 11:15 - 12:00 | Implementation Plan <ul style="list-style-type: none"><li>• What’s the Next Step? A Focused Conversation</li></ul> |

Google Slides: [https://docs.google.com/presentation/d/1NFn88z5gXBzUMGFy\\_EyuxF9F4kji841Guluj-TFIOkg/edit?usp=sharing](https://docs.google.com/presentation/d/1NFn88z5gXBzUMGFy_EyuxF9F4kji841Guluj-TFIOkg/edit?usp=sharing)

Budget: <https://docs.google.com/spreadsheets/d/1Gw9dL6ilRe1olGhJRMloXg9pEUofJ-KzU5WnscBbEX8/edit?usp=sharing>

## Land Acknowledgment

*We recognize and acknowledge the indigenous land on which we live, work, learn, play, and grow. This is the land of the Warm Springs, Wasco, Northern Paiute, Tenino, Klamath, Molalla, and Yahooskin. We acknowledge them as the past, present, and future caretakers of this land. It is on their traditional land that we partner to improve the health and well-being of Central Oregonians. We aspire to be good guests honoring the concept in the Warm Springs culture: "This land is for you to know and live upon and pass on to the children."*

## Stable Housing & Supports

RHIP Workgroup Virtual Meeting



**Central Oregon  
Health  
Council**

**Regional Health Improvement Plan (RHIP) Workgroup**

**Guiding Principles**

**Shared Focus**

We come together to improve the health and well-being of individuals living in various and diverse communities throughout Central Oregon region. We use the Regional Health Improvement Plan (RHIP) as our guide. It is our region's shared vision of current problems and our aims. As workgroup partners we develop agreed-upon actions to solve the issues and keep the needs of our communities as the main focus.

**Shared Metrics**

We measure progress, process and outcomes through a shared lens. We use the Regional Health Assessment (RHA), Regional Health Improvement Plan and community dashboard.

**Partner with Priority Populations**

The individuals living in our diverse Central Oregon communities are the center of our work. We make every effort to include people from every part of the region in our workgroups, discussions, processes and decisions.

**Collaborate to Solve Complex Issues**

Inviting diverse perspectives from throughout the Central Oregon region deepens our shared understanding of complex issues and propels us toward better progress and outcomes. We practice frequent, structured, open communication to build trust, assure shared objectives, and create common motivation. We respect the privacy and sensitivity of information partners share.

**Coordinate Collective Efforts**

We are made up of diverse partner organizations and individuals with unique strengths, skills, and resources. We coordinate our efforts and use our unique strengths and skills to meet the goals of the RHIP.

**Learn and Adapt Together**

We embrace shared learning and a growth mindset. We create a space that allows for mistakes, failures, second changes, and a celebration of brave attempts. We adjust and apply our learnings to the complex and changing landscape of health and well-being in Central Oregon.

# Stable Housing and Supports

Background: Why are we talking about this?	
<b>1990s</b> Mill Closures / Timber Industry Decline Federal Housing Policy <b>2000s</b> Population Growth in Central Oregon Housing shortage The Great Recession Wage Vs. Housing Costs Single Income Households	Stable, healthy housing is a basic need. Insecure housing and an unhealthy living environment impact both physical and behavioral health conditions. By spending much of their income on housing, individuals and families must cut corners on other living expenses such as food, transportation, and medications, which can also significantly influence their health outcomes and overall well-being.

Current Condition: What's happening right now?
<ul style="list-style-type: none"> <li>In 2017, 18% of Central Oregonians paid more than half of their income for rent and mortgage</li> <li>In Central Oregon, minority households experience more housing challenges than their white counterparts</li> <li>Central Oregon has a critical shortage of supportive housing units to meet the needs of people with disabilities, with co-occurring mental health or substance use disorders, and/or extended history of homelessness</li> </ul> <b>Current State Metrics:</b> <ol style="list-style-type: none"> <li>In 2017, 18% of Central Oregon households were severely rent or mortgage burdened</li> <li>In 2018, only 30% of Housing Choice Voucher holders were able to find and lease a housing unit</li> <li>No system to determine an accurate number of those experiencing homelessness exists in Central Oregon</li> </ol>

Goal Statement: Where do we want to be in 4 years?
<b>Aim/Goal</b> Central Oregonians experiencing homelessness and those most at-risk of homelessness will have increased and equitable access to housing and supports that offer opportunities for stability and increased individual well-being.
<b>Future State Metrics - By December 2023:</b> <ol style="list-style-type: none"> <li>Decrease severely rent and mortgage-burdened households</li> <li>Increase Housing Choice Voucher holders able to find and lease a unit</li> <li>Accurately capture Central Oregonians experiencing homelessness</li> </ol>

Analysis: What's keeping us from getting there?
<ul style="list-style-type: none"> <li>Inaccurate and accurate assumptions reduce acceptance of diverse housing</li> <li>Housing cost &amp; supply outweigh wealth &amp; income</li> <li>Uncoordinated common advocacy goals, problems &amp; efforts</li> <li>Inconsistent disjointed &amp; inaccurate systems of data collection</li> <li>Housing is considered a commodity not a human necessity</li> <li>Prohibitive income &amp; background requirements</li> </ul>

Date updated:	Workgroup:	Version:
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Strategic Direction: What are we going to try?
Creating and increasing housing resources and opportunities Developing and implementing advocacy strategies for housing policies and zoning Aligning efforts across systems to address the housing crisis and homelessness Educating the public to increase understanding and de-stigmatize housing needs

Focused Implementation: What are our specific actions? (who, what, when, where?)			
COIC	Regional Housing Council (Pilot)	2021-2023	Region
FUSE	Permanent Supportive Housing	2021-2024	Region
HLC	Housing Case Management Infrastructure	2021-2024	Region

Follow-Up: What's working? What have we learned?
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## Stable Housing and Supports

### Root Cause Barriers: What is blocking us from moving toward our future state measures?

Inaccurate and accurate assumptions reduce acceptance of diverse housing	Housing is considered a commodity not human necessity	Uncoordinated common advocacy goals, problems and efforts	Prohibitive income & background requirements	Housing cost / supply outweigh wealth and income	Inconsistent, disjointed, & inaccurate systems of data collection
Landlord perceptions of Housing Choice Vouchers Program	Empty seasonal and investment homes	Unformed Central Oregon Housing Advocacy org.	Qualifying factors creating barriers for rentals/hcvs	Construction labor shortages	Area Median Income policy is not representative of population
Willingness/fear to admit homelessness and seek services	Decrease housing stock/increase pop.	Resource allocated advocacy	Income/ background requirements	Rent/ mortgage burden	Functional Definition of Homelessness
Community Education/awareness of population is lacking	Density allows more multifamily	501c3 regulations on lobbying	Skills on how to interview for housing	Living wages	Service provider access to system to document/ count
Negative assumptions of voucher holders	Land use UGB limitations	Language barriers to advocacy	Security deposit up front	Wealth/Income gap	Homeless Count- Definition of Homeless
Public policy is discriminatory			Eviction and Credit Barriers		Resources does not support actionable data
Systemic racism			High application fees		
Community of not welcoming low income housing			Felony Background		

# STRATEGIC DIRECTIONS: What Moves Us Toward Our 2023 Practical Visions

Create New Affordable Housing Opportunities	Develop Renter Supports
<ul style="list-style-type: none"> <li>• Development of housing that is affordable to individuals who ear 80%, 60%, and 30% and less of area median income</li> <li>• Partner with AirBnB for short-term housing in the off-season</li> <li>• Develop process for transitional housing</li> <li>• Develop subsidized housing and market rate housing for people who depend on local wages</li> <li>• Partner with developers to build affordable housing</li> <li>• Fund Housing Works and EPIC Properties</li> <li>• Create incentives for landlords to be more flexible</li> <li>• Create a landlord mitigation program to cover liability</li> </ul>	<ul style="list-style-type: none"> <li>• Provide a security deposit fund</li> <li>• Develop a class to prepare for housing interviews</li> <li>• Support housing barriers removal fund (rental assistance, deposit, utility, property debt forgiveness)</li> <li>• Translation of housing-related outreach materials</li> <li>• Enforce existing tenant rights regulations</li> </ul>

**Creating and increasing housing resources and opportunities**

Advocate for Local Zoning	Advocate for State Policy
<ul style="list-style-type: none"> <li>• Align building of all levels of housing with transportation networks, walkable areas, and food access</li> <li>• Enact and/or restructure local ordinances and policies to prioritize the preservation</li> <li>• Inclusionary zoning and restructuring the Construction Excise Tax</li> <li>• Amend local zoning to allow for variety of housing types</li> <li>• Local ordinances to prioritize housing preservation and production to serve low and middle income</li> <li>• Work directly with communities to co-create policies, programs and strategies to ensure that housing interventions are equitable and culturally responsive</li> <li>• Identify and implement strategies to work collaboratively with organizations whose activities advance health equity and promote health in all policies</li> </ul>	<ul style="list-style-type: none"> <li>• Advocate for more vouchers</li> <li>• Review the Oregon Housing Alliance 2020 endorsements. Ask them what is a priority in the next legislative session</li> <li>• Differentiate between advocacy &amp; lobbying</li> </ul>

**Developing and implementing advocacy strategies for housing policies and zoning**

<p><b>Collaborate to Serve People Experiencing Homelessness</b></p>	<p><b>Unify our Community Approach</b></p>
<ul style="list-style-type: none"> <li>• Develop partnerships with agencies that serve marginalized homeless populations</li> <li>• Incorporate people with lived experience of homelessness and housing insecurity into identifying gaps and goals</li> <li>• Build community coalition capacity to address health inequities related to substance use and mental health</li> <li>• Collaborate with law enforcement to ensure critical connection for outreach to individuals experiencing homelessness</li> </ul>	<ul style="list-style-type: none"> <li>• Need regional housing council group or add more building and landlords to Health Council</li> <li>• Identify and resource existing housing advocacy groups to be point of contact and lead city/city council housing issues working with state advocacy groups</li> <li>• Build coordination/ partnership/ transparency/ de-duplicate efforts between regional housing actors (HLC, Housing Works, NeighborImpact, H4A, county, city, COHC)</li> <li>• Create a regional housing council (Housing 4 All? Reach out to Scott)</li> <li>• Develop a method for counting that can be used by all</li> <li>• Better, robust (coordinated) continuum of care/ data collection “HLC”</li> <li>• Which system works best? Then consolidate, streamline, create centralized dashboard. Have an entity that holds this and funds this.</li> <li>• Involve relevant stakeholder to update regional 10-Year Plan to End Homelessness. Assess gaps &amp; include tangible goals &amp; responsibilities</li> <li>• Identify and implement strategies to assure more diverse representation on local committees</li> <li>• Ensure that members of this workgroup have access to information about current needs (are metrics still relevant?)</li> </ul>

**Aligning efforts across systems to address the housing crisis and homelessness**

<p><b>Education to increase understanding and access</b></p>	<p><b>Educate the Public</b></p>
<ul style="list-style-type: none"> <li>• Education campaign about vouchers</li> <li>• Education/ Info campaign for landlords/ property management groups about the benefit of HUD vouchers</li> <li>• Provide culturally appropriate training, engagement and education for landlords and housing service providers</li> <li>• Develop a PR campaign about vouchers</li> </ul>	<ul style="list-style-type: none"> <li>• Develop forums and other opportunities to educate elected officials and other decision-makers on the housing crisis and the nexus between insecure housing and health</li> <li>• Build awareness of existing affordable housing policies, projects, and what various funding sources are currently used for (ESG, SHAP, HOME, Sec. 8, CoC, CDBG, LIHTC, etc.)</li> <li>• Identification of commodity, education campaign about housing as expensive commodity</li> </ul>

**Educating the public to increase understanding and de-stigmatize housing needs**

**Five-Year Investment Overview**  
**All Workgroups**  
 January 2020–December 2024

Budget	Spent	Available
\$12,000,000	\$7,046,943	\$4,953,057

Workgroup	Spent	Available
Address Poverty	\$941,994	\$1,058,006
Behavioral Health	\$1,879,623	\$120,377
Physical Health	\$1,116,132	\$883,868
Stable Housing	\$1,119,654	\$880,346
Substance and Alcohol Misuse	\$581,214	\$1,418,786
Upstream Prevention	\$1,408,326	\$591,674.00



## HOUSING 2022 Budget

### Overview

	Budget	Spent	Available
5-Year	\$2,000,000	\$1,119,654	<b>\$880,346</b>
Cycle to Date	\$1,000,000	\$1,119,654	<b>-\$119,654</b>
Yearly	\$500,000	\$10,000	<b>-\$119,654</b>
Yearly Mini-Grant	\$20,000	\$10,000	<b>\$10,000</b>

### By Future State Measure (5 year)

	Budget*	Spent	Available	Currently Allocated	Projected Available	Notes
Rent Mortgage Burden	\$651,666.67	\$117,500.00	\$534,166.67		\$534,166.67	
Housing Choice Vouchers	\$651,666.67	\$574,827.00	\$76,839.67		\$76,839.67	
System for Counting Houselessness	\$651,666.67	\$407,327.00	\$244,339.67		\$244,339.67	

\*Budget for each FSM reflects the agreed upon 5 year 'soft budget' minus the portion contributed to shared minigrant budget.

### Investments

Organization	Process	Project	Award	Decision Date	Future State Measure	Latest Report
St. Vincent De Paul Redmond	Mini-Grant	Decreasing Rent and Mortgage Burden Through Social Determinant Supports	\$5,000.00	7.15.2022	Rent and Mortgage Burden	
Habitat for Humanity La Pine Sunriver	Mini-Grant	Critical Home Repairs- Southern Deschutes County	\$5,000.00	8.15.2022	Rent and Mortgage Burden	



**Form Name:**

**RHIP Annual Report: Year One**

**Homeless Leadership Coalition**

Increasing continuum capacity in the effort to end homelessness

FollowUp Snapshot	
Amount Requested	\$604,654.00
Organization Contact	Lindsey Stailing Colleen Thomas
Contact Phone	541-323-6561
Contact Email	info@cohomeless.org
Organization Address	334 NE Hawthorne Ave. Bend, OR 97701
Website	<a href="http://cohealthcouncil.org/">http://cohealthcouncil.org/</a>
Project Lead	Lindsey Stailing & Colleen Thomas
Project Lead email	info@cohomeless.org

**RHIP Workgroup:**

Stable Housing and Supports

**Future State Measure:**

Stable Housing and Supports > Increase Housing Choice Voucher holders able to find and lease a housing unit

Stable Housing and Supports > Create a system and accurately capture individuals experiencing homelessness

Note: \* indicates required questions

## Contact Information

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### Organization Name\*

Homeless Leadership Coalition

### Project Name

Increasing continuum capacity in the effort to end homelessness

### Date you are submitting this annual report\*

10/03/2022

### Name and Title of Submitter\*

Lindsey Stailing, Vice-Chair, HLC

### Email Address\*

info@cohomeless.org

### Phone Number\*

541-617-5382 (Mosaic direct)

## Project Details

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### Annual Report: Primary Activities\*

*Please describe the **project** and primary activities.*

Homeless Leadership Coalition is the HUD designated Continuum of Care (CoC) for Central Oregon. This model promotes regional planning to prevent and end homelessness and is a collective impact approach with the goal of improving coordination and integration of mainstream resources and other programs targeted to people experiencing homelessness; Securing funding for programs and projects serving those at risk of or experiencing homelessness; Improving data collection; and responsible for measuring the performance of a region's homeless response system.

This project was designed to contribute to several specific capacity needs of the Homeless Leadership Coalition. The funds requested supplement staffing at key organizations within our homeless response system. This funding request also helped HLC to better support the increasing demands on the HUD mandated Coordinated Entry System (CES) and the regional need for data and improved data quality. There was also a very time sensitive demand for an increase Coordinated Entry System support with the release of 96 Emergency Housing Choice Vouchers as part of the American Recovery Plan Act. Vouchers were awarded to housing authorities across the nation and the resource was contingent on cooperation with the local Continuum of Care and utilization of the Coordinated Entry System. Communities were also mandated to coordinate parallel referral pathways for Survivors of Domestic Violence and Trafficking.

The submission of this funding conveniently coincided with the regional launch of Built for Zero. Built for Zero (BFZ) is a national movement of communities working to achieve an end to homelessness that lasts by using population specific, data driven goal setting and leverages the work and goals of the Continuum of Care program. NeighborImpact has utilized their awarded funds to support the management of the Coordinated Entry System (CES) and provide essential leadership regarding the implementation of Built For Zero in Central Oregon.

Through this funding opportunity, the HLC set 6 objectives that were targeted at critical aspects of the homeless response system including housing navigation and retention, enhancing utilization of available Housing Choice Vouchers, improving relationships with landlords and providing supplemental funds to support the Coordinated Entry System and the launch of the Built for Zero By Name List. This grant request spans three years as it takes time to see results in system performance outcomes and develop programs strategically.

### Annual Report: Summary of Results\*

*Please provide a summary of the results, outcomes, and benefits of the project, including a current overall assessment of its success and impact to date.*

The HLC is proud to report that with the support of this grant and the technical assistance from Built for Zero (BFZ) we see the Coordinated Entry System (CES) is strengthening. The designated Coordinated Entry Specialist developed standardized scripting, standardized training and developed a quality assurance process for the CES phone line. There has been an increase in the cadence of meetings shifting from 1-2x a month to weekly, since February. Additional providers are engaging with CES to conduct screenings and contribute to regional data which improves our region's overall data quality. The HLC is excited that Shepherd's House Emergency Shelter and Navigation Center and are in the process of getting each of the new case managers comfortable utilizing CES for their Lighthouse clients. With Shepherd's House being the largest low barrier shelter in the area, having them as CES assessors allows for those who are in the most need able to be connected to additional resources and eligible for permanent housing that comes through CES. The CES is also cooperating to explore referrals and placements within Mountain View Community Development's Safe Parking Program, St. Vincent de Paul of Bend's Villages, and Central Oregon Villages, and Nancy's Place. This helps to expand the variety of non-congregate shelter options that can be accessed quickly through CES. NeighborImpact's Unhoused Data Manager, Caitlin Rodgers, plays a leadership role in the local implementation of BFZ in cooperation with HLC. HLC Chair, Eliza Wilson, and Caitlin Rodgers assembled a cohort of partners to attend regular systems improvement work sessions. These technical assistance meetings are lead by BFZ. Each session includes cohorts from across the nation and there is opportunity to ask questions of and learn from one another. BFZ led us through process evaluations and discussed community level strategies for managing and sharing data managing case conferencing, and undertaking community goal

setting based on the successes of other communities. Cooperation with Central Oregon Veterans Outreach, Saving Grace & atProject allows for our By Name List to account for the distinct populations they serve. Dialogue continues with Saving Grace and atProject and statewide partners to ensure local participants are confidentially represented on the BNL and can access resources through the CES. In May, Initial racial equity program evaluation reports were developed and will be used by the CES committee to make steering decisions on how to make improvements. We are in the process of deepening the analysis of the Coordinated Entry program and creating reports that go beyond displaying who is accessing CES and who is moving out of CES to permanent or homeless destinations, but looking at where in the process do people spend the most time, where people are routinely getting stuck in the system, and if and where here are racial disparities within the homeless response system.

### Annual Report: Stories\*

*Please provide a **brief story or quote** that illustrates how this project has had a positive impact on the Central Oregon region.*

Story from Dawn's House: Toni Williams our first TS (Transition Specialist) worked with a gal named "A". "A" came to Dawn's House in May desperately seeking housing with the ultimate goal of being reunified with her children. Toni worked tirelessly to help "A" her fill out and pay for housing/apt applications in communities throughout Central Oregon. With support and encouragement from the community at Dawn's House, and the regular goal setting and application assistance support from Toni, "A" was approved as a renter. "A" found a cute 2 bedroom home in La Pine. She then worked to transition employers to reduce commuting obligations given the rising cost of gas. In time, having achieved sobriety, secured housing, and after adjusting her employment situation, she was able to explore reunification. After several months of dedicated work, "A" was able to turn her attention to parenting goals. "A" now has her three children back in her care, is sober, and thriving.

J Bar J: Lily has been a client of J Bar J Youth Services for the past year, she is a 20 year old single mother of a one year old child, she works full-time and goes to school at COCC. In the past year, Lily has been living at Grandmas House, a shelter for pregnant and parenting youth who are experiencing homelessness. She first came to GH when she and her child were staying in her car last December after she had lost housing due to missing a couple weeks of work when her daughter caught COVID. Lily was at Grandmas House for little over 9 months. In that time she was able to learn how to budget, find stable childcare and move into a job where she had more flexibility in her schedule. Lily began working with JBJYS Housing Navigator to address past debt that would have prevented her from getting into an apartment. The Housing Navigator worked with Lily to find housing that she could afford and once Lily was approved for an apartment, the Housing Navigator worked with Furnish Hope to furnish Lily's apartment. Lily and her daughter are now living in their own apartment and has weekly check-ins with JBJYS staff to make sure they have the support they need to remain housed.

Redemption House: "Having a housing navigator on our team has positively impacted our community by placing several guests that have been and would most likely still be living on the street, in a tent or uninhabitable housing here in Prineville in permanent housing. With the housing shortage for low income individuals here in Crook County we have count ourselves quite fortunate to have such success, and truly feel it is as a direct result of having a housing navigator on staff full time." Cindy, Redemption House Executive Director

### Permission to Share Annual Report Stories\*

*Please indicate whether or not the COHC has permission to use the story or quote you provided above in social media and/or other mediums/publications.*

Yes, the COHC is permitted to publicly share the stories I've shared above.

### **Project Completion at Time of Annual Report\***

*Please indicate whether your project is complete or in progress. If it is in progress, please estimate the percent complete at the time of this report.*

My project is in progress and is approximately 26-50% complete

### **Timeline\***

*If your project is in progress, please indicate whether you are on track with the timelines indicated in your application.*

My project is in progress, and we are ahead of the timelines indicated in our application

### **Estimated Completion Date for Project at Time of Annual Report**

*Please provide an estimated completion date for your project. If your project is complete, leave blank.*

09/30/2024

### **Are you encountering any problems or challenges in fulfilling the terms of the project agreement?\***

No

### **Mid-Course Problems or Challenges (Continued)\***

*If you stated that you are encountering problems or challenges in fulfilling the terms of the grant agreement, provide detail below. Please explain what mid-course corrections you plan to implement to help mitigate those challenges/barriers.*

*If you are not encountering challenges, please type N/A.*

Redemption House clients continue to experience a significant need for ongoing behavioral and mental health support. Available community resources are not sufficiently meeting the needs of Redemption House clients at this time.

JBarJ: The biggest challenge the HN has ran into is working with property management companies. Often property management companies do not follow or are unaware that they are not following fair housing laws and will deny clients simply based on having a voucher or housing subsidy, for inability to meet income requirements (even though they do not have to meet income requirements if they have a subsidy). Additionally, housing subsidies do not come anywhere near the normal range of rentals in Central Oregon.

An additional need that exist within our Continuum, which impacts our Built for Zero efforts of having quality By Name List, is local Street Outreach having the staff capacity to complete data entry on their outreach clients. Outreach agencies have expressed their need to have additional funding for data entry staff to ensure that all their clients are represented in the Homeless Management Information System (HMIS) which feeds into the By Name List. Without additional capacity to record and document all individuals Street Outreach connects with, we are unable to fully understand the scope of our unsheltered homelessness population and their ongoing needs. The CES and BFZ teams are exploring strategies to improve data entry/collection across the street outreach provider network.

### Mid-Course Community Connections\*

*Are there any connections within the community that the COHC can help facilitate that might be helpful with respect to the implementation or success of your project?*

Yes

### Mid-Course Community Connections (Continued)

*Please provide detail on the community connections that you feel the COHC might be able to help with.*

*Please note, we strive to make connections and break-down siloes whenever possible. We will do our best to facilitate a relationship with the party or parties you mention.*

Support amplifying landlord recruitment and engagement efforts would be appreciated. Materials crafted for landlord engagement are located here: <https://housing-works.org/landlords-homepage/>. Jennifer Ball of Kindheart Connections is happy to meet with private landlords to explore their interest or hear their reservations.

NeighborImpact is evaluating the idea of leveraging interns to assist with coordinated entry staffing, data entry requirements and case management with the goal of transitioning clients to services within established agencies/programs. This idea would require NeighborImpact or another agency to oversee these MSW students and will be considered. We would welcome partnership from agencies who have hosted interns previously help us evaluate this as a strategy to increase system capacity.

### Progress on Sustainability\*

*If applicable, please describe any progress made toward sustaining this project beyond the current granted funds. Please provide details about other resources secured and plans for receiving additional*

*funding sources.*

*Please write*

This funding opportunity built in an expectation that programs would take responsibility for funding their staff positions over the course of the three years to ensure continuity of services. Therefore each organization is responsible for their own sustainability plan and any resulting fundraising. We hope their demonstrated success will help prove the value of their future requests. The HLC has also secured funding via HUD for a Coordinated Entry at about \$37,000 and currently receives about 50,000 a year to operate the Homeless Management Information System (our data system). The HLC was notified on September 30th of the opportunity to secure additional capacity funds targeted for data and system planning via Oregon Housing and Community Services. Members of the HLC board will be meeting with partners at Central Oregon Intergovernmental Council and NeighborImpact to discuss our strategic funding request next week.

## Older Adults Served

*Please provide the unique number of individuals ages 60+ served to date by this project*

20

## Adults Served

*Please provide the unique number of individuals ages 18-59 served to date by this project.*

138

## Children & Adolescents Served

*Please provide the unique number of adolescents and children ages 17 & under served by this project.*

26

## SMART Objective #1 (Target/Future State)

All positions are hired by Jan 2022.

## Objective #1: Progress\*

*Please provide your current progress on this objective.*



All positions were initially filled. One position has been successfully replaced due to turnover. The other funded agencies retained their hires.

## SMART Objective #2 (Target/Future State)

For 2024 data, increase Housing Choice Voucher holders able to find and lease a housing unit by 5% a year for 2022 and an additional 3% in 2023.

By 2023 have placed households using 90 of the 96 Emergency Housing Choice Vouchers.

### Objective #2: Progress\*

*Please provide your current progress on this objective.*

*If your proposal only contained one objective, please type N/A.*

All of our region's awarded Emergency Housing Choice Vouchers are now leased. Our very first EHV leased up August 12th, 2021, and our most recent one lease on August 1st, 2022. In less than one year, we were able to house 96 individuals/families under the Emergency Housing Voucher program. This success was thanks to extensive collaboration. Collaborators included HLC, Housing Works, NeighborImpact, Saving Grace, atProject, and the combined efforts of regional referring partners and the housing navigation supports provided by funded partners (Redemption House, JBarJ and Dawn's House). Additionally much credit goes to Housing Works' foresight to develop a separate dedicated contract for housing navigation by Thrive Central Oregon for clients without an assigned case manager. Together our community housed 96 vulnerable families and provided them with an opportunity for stable housing.

## SMART Objective #3 (Target/Future State)

Increase cadence of Coordinated Entry meetings from 2x a month to 1x a week by Nov. 2021

Develop a quality assurance process for CE phone line by Nov 2021.

Develop standard reports for CES program evaluation by Jan 2022.

### Objective #3: Progress\*

*Please provide your current progress on this objective.*

*If your proposal only contained two objectives, please type N/A.*

Coordinated Entry meetings are now weekly. The QA process and reports have been developed and are regularly utilized.

Caitlin has created a shared calendar for easier scheduling between the 4 agencies who manage the CES hotline. She has established a process to consistently check and return voicemails left outside of hotline hours to expand hotline reach and accessibility through a community partner intern. She is currently in the process of exploring additional phone/ hotline services, such as Google Voice to remove the dependency on a physical phone and expand hotline access and possibly share the hotline responsibility with more agencies.

## SMART Objective #4 (Target/Future State)

Leverage Coordinated Entry and work with the Built for Zero Initiative to develop a By Name List that can be used as a real-time alternative to Point in Time Count data by the time of the 2024 Point in Time Count.

### Objective #4: Progress\*

*Please provide your current progress on this objective.*

*If your proposal only contains less than four objectives, please type N/A.*

Locally we have accomplished 27 of 29 scorecard metrics that help communities measure data quality. To date, we have 9 months of BFZ data resulting in a By Name List of active client names. We have a 4% variability rate for our data for chronically homeless and veteran homeless populations. The expectation from BFZ is that communities maintain their data variability percentage at >15%.

## SMART Objective #5 (Target/Future State)

Develop the landlord engagement materials by Jan 2022

Distribute landlord materials to area landlords by May 2022.

Regularly engage (at least 1x a quarter) with a variety of mid and large sized landlords throughout 2022 and 2023.

### Objective #5: Progress\*

*Please provide your current progress on this objective.*

*If your proposal only contains less than five objectives, please type N/A.*

Updated affordable apartment lists for Crook, Jefferson and Deschutes

Updated property management list for all of central Oregon with listings within HCV parameters

Developed 6 FAQ forms: Benefits for Landlords, Housing Choice Voucher Program, Housing Quality Standards

Inspections, Housing Works Programs, Landlords Roles and Responsibilities, Rent Determination and Payment Process

Developed a summary 1 pager on the Lease Up Process for landlords

Distribute landlord materials to area landlords and all revised materials were added to the HousingWorks website.

Emailed all FAQs and website link to landlords and property managers who engaged in housing survey and those who responded to calls and emails but didn't schedule a meet up

The role is engaging with with a variety of mid and large sized landlords through survey tools, industry meetings and phone calls.

## SMART Objective #6 (Target/Future State)

Return our successful program exits to housing placements to at least 37%, if not better, by August 2024

### Objective #6: Progress\*

*Please provide your current progress on this objective.*

*If your proposal only contains less than six objectives, please type N/A.*

HUD has developed a new report that combines information from our Longitudinal Systems Analysis and System Performance Measure reports for greater accuracy regarding exits. We now have improved baseline data and a standardized report for continuous monitoring. We hope the continued cooperation of housing focused case managers, the sharing of training materials, best practices and collaborative case management, as well as additional vouchers and landlord outreach will help us improve our housing placement rates for the region. HUD recently released the potential to gain additional vouchers and our region is exploring the opportunity due to our success with emergency vouchers. These vouchers are designed to serve Individuals and families who are currently experiencing homelessness or at risk of homelessness; or fleeing/ attempting to flee domestic violence, dating violence, stalking, sexual assault; and Veterans that meet one of the preceding criteria.

### Annual report: Photos Associated with Project

*Please attach any photos you would like to share associated with your project. You may attach up to three. Photos must be uploaded separately under the 'photo attachment' headings below this question. Please indicate whether the COHC may share and/or publish these photos publicly.*

N/A: Please select this option ONLY if you did not share any photos

### Annual Report: Photo Attachment #1

*Please briefly describe the photo.*

### Annual Report: Photo Attachment #2

*Please briefly describe the photo.*

### Annual Report: Photo Attachment #3

*Please briefly describe the photo.*

## Additional Reports

*If you have any additional dashboards or reports, you may attach the first one here.*

*This is optional.*

*Please note, you must attach files one at a time separately, for a maximum of three files.*

*If you have more than three files you would like to submit to the COHC, please reach out to the COHC staff.*

*Please provide a brief description of each document you are attaching.*

## File Upload/Report 2

*If you have an additional report, you may attach it here. Please briefly describe the file you are uploading.*

## File Upload/Report 3

*If you have an additional report, you may attach it here. Please briefly describe the file you are uploading.*

## Other Comments for Annual Report

*Is there anything else you would like us to know?*

A training on delivering “housing focused case management” was held on July 15th for the funded housing navigators as well as staff from St. Vincent De Paul Villages, Shepherd’s House/ Lighthouse and Bethlehem Inn. In addition to reviewing best practices for case management and barrier removal, J Bar J shared their transition planning tools and the contracted Landlord Liaison provided an introduction and update to the group and shared the resources revamped for the HousingWorks website.

Dawn's House reports that shifting to a house focused case management process from day one of program entry has been crucial to the success of their program participants.

- Credit review and clean up goals as soon as entering the program
- Expungement of drug and alcohol and past evictions
- Payment programs to pay past down debt.

They also attribute the community model and seeing and sharing success within their community as motivating for all program participants.

## FollowUp Files

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### Applicant File Uploads

*No files were uploaded*