

SUPPORTIVE HOUSING SERVICES FY23 REGIONAL ANNUAL REPORT

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Department: Housing

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Presenters:

Patricia Rojas, *Regional Housing Director*;
Liam Frost, *Assistant Director*;
Yesenia Delgado, *Supportive Housing Services Manager*
Susan Emmons, *Supportive Housing Services Oversight Committee Co-Chair*

Length: 60 minutes

ISSUE STATEMENT

In accordance with the Supportive Services Regional Oversight Committee will present the Supportive Housing Service's (SHS) second regional annual report highlighting implementation progress, assessment of performance, successes and challenges, and the committee recommendations for fiscal year 2022-2023.

The results from the SHS fund's first two years demonstrate the promise of this historic investment in our region's homelessness response system and also highlight the work still needed to build the infrastructure for a regional system of care where homelessness is rare, brief and non-recurring. The oversight committee has identified specific opportunities for improvement and a comprehensive package of recommendations to strengthen the SHS fund's impact in producing visible and measurable outcomes.

Regional report SHS highlights:

- Almost 3000 households have been served of the 5,000 PSH goal.
- 98% of households placed in permanent supportive housing remained housed 12 months later.
- Across the region, people of color accounted for 48% of people placed in supportive housing, 61% of rapid rehousing placements and 68% of people served by homelessness prevention programs in year two.
- Counties invested \$114 million in contracts with 77 providers.
- Counties have paired SHS funding with Metro's Affordable Housing Bond-funded housing projects to create 571 units of permanent supportive housing.

Regional report SHS implementation challenges:

- Infrastructure building
- Workforce and capacity issues
- Spending
- Program delays
- Data and analysis

- Growing need

Committee recommendations:

- **Strengthen understanding:** Create and implement a robust regional communication strategy for the SHS fund that effectively reaches the broader community.
- **Optimize financial reporting:** Strengthen strategic oversight and accountability by improving the quality, clarity and consistency of regional financial reporting.
- **Enhance data integrity:** Strengthen the accuracy, reliability and consistency of program data to support regional analysis and oversight.
- **Evaluate to inform improvement:** Evaluate regional progress and refine strategies and goals as needed to maximize SHS outcomes.
- **Address providers' workforce and capacity needs:** Develop a regional work plan reflective of community-identified needs with timelines that incorporate short-term and long-term strategies for addressing workforce and capacity issues.
- **Provide multi-year capacity building funding:** Develop and implement a regional strategy for providing multi-year capacity building investments for service providers.
- **Institute livable wages:** Address service provider wage/compensation equity to provide better guidance to county partners in meeting their SHS equity goals and to develop more consistency in wage standards across the region.
- **Streamline county administrative practices:** Work collaboratively with the counties to support the development of systems for managing procurements, contracts and spending that match the urgency of the crisis.
- **Expand access to health and behavioral health services:** Continue work to identify and implement regional strategies that facilitate integration of health services, with a focus on behavioral health including mental health and recovery support services.
- **Strengthen implementation of new programs:** Monitor implementation of new and expanded program areas to support accountability and effectiveness.
- **Promote comprehensive outreach:** Increase the visible impact of SHS investments through outreach strategies that are scaled to match the need.

ACTION REQUESTED

No Council action is requested at this time.

IDENTIFIED POLICY OUTCOMES

- Metro Council has strong awareness of implementation progress, challenges and opportunities for the Supportive Housing Services fund, as well as opportunities to further improve outcomes.
- Metro Council considers the Supportive Housing Services Regional Oversight Committee's recommendations for improving program outcomes.

POLICY OPTIONS FOR COUNCIL TO CONSIDER

Council may consider the recommendations from the Supportive Housing Services Regional Oversight Committee or choose other courses of action to address the challenges and opportunities identified in the Annual Report.

STAFF RECOMMENDATIONS

Staff recommend that Metro Council accept the Committee's recommendations and provide direction to staff to implement the recommendations.

Staff will return to Council in the winter of 2024 to provide an update on progress towards implementing the recommendations.

STRATEGIC CONTEXT & FRAMING COUNCIL DISCUSSION

The purpose of the Supportive Housing Services Regional Oversight Committee is to provide independent program oversight on behalf of the Metro Council to ensure that investments achieve regional goals and desired outcomes and to ensure transparency and accountability in Supportive Housing Services program activities and outcomes.

The SHS Regional Oversight Committee is charged with the following duties:

- Evaluate Local Implementation Plans, recommend changes as necessary to achieve program goals and guiding principles, and make recommendations to Metro Council for approval;
- Accept and review annual reports for consistency with approved Local Implementation Plans and regional goals;
- Monitor financial aspects of program administration, including review of program expenditures; and
- Provide annual reports and presentations to Metro Council and Clackamas, Multnomah and Washington County Boards of Commissioners assessing performance, challenges and outcomes.

On October 31, 2023, the Intergovernmental Agreement deadline, Metro received annual progress reports from the three local implementation partners, Clackamas, Multnomah and Washington counties. The Committee reviewed local progress through those reports, analysis from staff and presentations from each implementing partner and Metro staff. County partners provided presentations to the Committee in November of 2023. Between December and February, Metro staff engaged the SHS Regional Oversight Committee to analyze report data, deliberate on regional progress and performance, and prepare a

regional report with recommendations to improve implementation and strengthen oversight and public transparency.

The regional report includes:

- A transmittal letter from the oversight committee covering key highlights, challenges, and their recommendations;
- An overview of year two progress;
- A summary of the following bodies of work across the region:
 - housing and services,
 - populations served,
 - provider partnerships,
 - capacity building,
 - cross-sector work,
 - regional coordination;
- Progress in advancing racial equity;
- An overall performance assessment; and
- A financial review of Fiscal Year 2022-23.

BACKGROUND

Approval of Measure 26-210 created a new tax that funds a regional system of care governed by four jurisdictions: Metro, and Clackamas, Multnomah and Washington counties. The tax took effect in January 2021 and will expire in 2031 unless reauthorized by voters.

In December 2020, the Metro Council adopted a SHS Work Plan to guide implementation. The Work Plan defines the fund's guiding principles, racial equity goals, priority populations, service areas, accountability structures and funding allocations.

Within the framework of the regional Work Plan, each county's specific SHS investments and activities are guided by local implementation plans informed by community engagement and approved by Metro Council in spring 2021.

SHS implementation is guided by the following regionally established principles:

- Strive toward stable housing for all.
- Lead with racial equity and work toward racial justice.
- Fund proven solutions.
- Leverage existing capacity and resources.
- Innovate: evolve systems to improve.
- Demonstrate outcomes and impact with stable housing solutions.
- Ensure transparent oversight and accountability.
- Center people with lived experience, meet them where they are, and support their self-determination and well-being.
- Embrace regionalism: with shared learning and collaboration to support systems coordination and integration.
- Lift up local experience: lead with the expertise of local agencies and community organizations addressing homelessness and housing insecurity.

Since the measure’s passage, Metro Council has taken the following actions to direct implementation of the program:

- Creation and appointment of the **SHS Regional Oversight Committee**, to provide program oversight on behalf of the Metro Council;
- Approval of the **SHS Work Plan**, which provides an operational framework for the program;
- Approval of **local implementation plans** for all three of Metro’s local implementation partners, as part of **intergovernmental agreements** which lay out the terms and conditions upon which Metro will disburse tax funds to local implementation partners; and
- Creation and appointment of the **Tri-County Planning Body** to strengthen coordination and alignment of program implementation across the Metro region.
- Review and approve recommendations presented by the **SHS Regional Oversight Committee** in the FY21-22 annual regional report.
- As required by the SHS Metro Work Plan, Counties must submit an annual report to the SHS Regional Oversight Committee and Metro Council as part of an annual review process. As stated in the Metro Work Plan section 5.3 the Regional Oversight Committee summarized its progress and outcomes under the Local Implementation Plan, including:
 - A full program accounting of investments or a financial report;
 - Reporting on required outcome metrics; and
 - An equity analysis incorporated into all facets of the report, including reporting on the success or failure of racial inequity mitigation strategies and steps being taken to improve racial equity outcomes.

ATTACHMENT

- 1) Supportive Housing Services regional annual report July 1, 2022 – June 30, 2023

[For work session:]

- Is legislation required for Council action? **No**
- If yes, is draft legislation attached? **No**
- What other materials are you presenting today? **None**