

SUPPORTIVE HOUSING SERVICES FY22 REGIONAL ANNUAL REPORT

Date: June 13th, 2023
Department: Housing
Meeting Date: June 29, 2023

Prepared by:
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Presenters:
Patricia Rojas, Regional Housing Director;
Liam Frost, Assistant Director;
Nui Bezaire, Supportive Housing Services
Manager;
Susan Emmons, Supportive Housing
Services Oversight Committee Co-Chair;
Dr. Mandrill Taylor, Supportive Housing
Services Oversight Committee Co-Chair

Length: 1 hour

ISSUE STATEMENT

In accordance with Metro Code, Housing Department staff will present findings from the Supportive Housing Service's (SHS) first regional annual report highlighting implementation progress, successes and challenges, and Supportive Housing Services Oversight Committee co-chairs will present committee recommendations.

During its first year of implementation, the SHS program laid a strong foundation to deliver on the promises made to voters and our neighbors experiencing homelessness over the next ten years. The pandemic exacerbated our region's homelessness crisis and created unprecedented challenges with SHS implementation in its first year. Nonetheless, the SHS Oversight Committee confirms that counties and their partners advanced the fund's 10-year goals and developed key infrastructure needed to achieve those goals over time. In response to challenges and opportunities as well as strengthening oversight and accountability, the committee developed recommendations for improvements moving forward.

Committee recommendations:

- Create a **robust communications strategy** on the progress and nature of Metro supportive housing services that effectively reaches the broader community.
- **Improve reporting templates** by the start of FY23-24 to clearly show quarterly and annual progress toward annual work plan goals.
- Develop a work plan and timelines that incorporate short-term and long-term strategies for **addressing workforce issues**.
 - Determine the feasibility and potential design of multi-year capacity building investments for service providers and report findings back to the oversight committee.

- 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.
- Identify and implement regional strategies that facilitate **integration of health services**, with a focus on behavioral health including mental health and substance use services, that lead to increased service access/options for people experiencing homelessness.
- Evaluate current practices for **data collection, reporting and evaluation** to ensure that all reporting, evaluation, and program needs are being met.
 - Create a plan to address ongoing regional data alignment and community input needs, including developing regional data definitions, standards and methodologies.

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 Oversight Committee’s recommendations for improving program outcomes.

POLICY OPTIONS FOR COUNCIL TO CONSIDER

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

STAFF RECOMMENDATIONS

Staff suggest 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 recommendations.

STRATEGIC CONTEXT & FRAMING COUNCIL DISCUSSION

The purpose of the Supportive Housing Services 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 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, 2022, the IGA 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 December of 2022. Between January and April, Metro staff engaged the SHS 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 one progress;
- A summary of the following bodies of work across the region:
 - housing and services,
 - partnerships and capacity building,
 - cross-sector work,
 - regional coordination;
- Progress in advancing racial equity;
- An overall performance assessment; and
- A financial review of Fiscal Year 21-22.

BACKGROUND

Approval of Measure 26-210 created a new tax that is projected to generate an average of \$250M per year to fund 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 supportive housing services 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 **Supportive Housing Services Oversight Committee**, to provide program oversight on behalf of the Metro Council;
- Approval of the **Supportive Housing Services 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.

ATTACHMENT

- 1) Supportive housing services regional annual report July 1, 2021 – June 30, 2022