

**SHS Advisory Committee  
Meeting  
September 14th, 2023  
3:00 PM - 4:30 PM**



# Agenda

Time	Agenda Item	Facilitator
3:00	Welcome, Land & Labor Acknowledgement, Introductions, SHS updates	Breanna Flores
3:25	Followup: SHS AC questions to JOHS leadership	Cristal Otero
3:35	Wage study presentation/ Q&A	Claudia Sharygin
3:55	SHS Q4 report highlights/ Q&A	Anna Johnson
4:15	Retreat brainstorming	Anna Johnson
<b>4:30</b>	<b>Session closes</b>	<b>Close</b>

# Welcoming New Co-Chair

- The committee has elected Jessica Mathis as its new co-chair.
- Jessica's appointment will last from September 2023 through September 2024 with the option to renew via committee vote.
- Welcome, Jessica!

# Labor & Land Acknowledgement

Multnomah County rests on the stolen lands of the Multnomah, Kathlamet, and Clackamas Bands of Chinook Indian Nation; Tualatin Kalapuya; Molalla; and many others along the Columbia River. This country is built on stolen Indigenous land and built by stolen African people. This land was not stolen and people were not enslaved by ambiguous entities and actors. The land was stolen by, and African peoples were enslaved by White settlers who had government support.

We also want to honor the members of over 400 tribal communities who live in Multnomah County. Many of these people and their cultures still survive and resist despite the intentional and ongoing attempts to destroy them. Let us please take a moment of silence to acknowledge the history of how we are here in this place and to honor the People.

**Credit to: Dr. Aileen Duldulao ad Heather Heater, Multnomah County**

# Introductions

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- Name
- Pronouns
- Organization/community you represent

# SHS Updates: Remaining Co-Chair Position

- The remaining co-chair position is open.
- Current and new members are eligible.
- SHS team will follow up with a nomination survey (nominate yourself or someone else).
- Deadline to respond will be by the end of September.

# SHS Updates: Remaining Co-Chair Position, cont.

- Examples of co-chair duties from the charter:
  - Attend an orientation session at the beginning of their Co-Chair term
  - Chair committee meetings (co-chairs can alternate meetings)
  - Participate to create meeting agendas
  - Help set high-level priorities for the committee's annual work plan
  - Maintain regular communication with the JOHS SHS team
  - Welcome and mentor new committee members
  - Review meeting minutes before they are shared with the committee
  - Write brief quarterly reports on committee activities
  - Be available to attend and contribute to presentations about the committee's work

# SHS Updates: Remaining Co-Chair Position, cont.

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Expected time commitment:

- Attendance at monthly SHS Advisory Committee meetings (1.5 hours/ month)
- Debrief and planning with JOHS staff after each Committee meeting (1 hr/ month)

# SHS Updates: Meeting Frequency & Length

In our **August** meeting, the committee:

- Voted and gained consensus to meet **every month** rather than every other month.
- Afterward the committee voted and gained consensus over email to designate a monthly meeting length of **1.5 hours**.

# SHS Updates: Committee Spending Recommendations

- In August, committee members created a list of **SHS spending recommendations** for JOHS leadership.
- In the first round of voting, the list did not gain consensus to move forward. Feedback:
  - The list is too long to be impactful
  - There are key items missing
- The SHS team revised the list with this in mind.
- In the second round of voting, the document passed.
- The recommendations were sent to JOHS leadership last week.
- **What happens now?** The SHS team will provide status updates. Our formal recommendation process is still in development.

# SHS Updates: Committee Retreat

- The SHS committee's first annual retreat will be held this fall, likely in November / December.
- In-person day retreat locally in Portland.
- Opportunity to meet fellow members in person, learn more about & discuss topics of interest to the committee, and take action.
- More info to come.

# SHS Advisory Committee Questions for JOHS Leadership

# Questions for JOHS Leadership

- At our June meeting, the SHS Advisory Committee had an impromptu discussion about the SHS underspend in Multnomah County.
- **Two primary themes** emerged from this discussion: low recruitment and retention rates, and provider requests for additional FTE.
- The SHS team created the following questions speak to these themes, and submitted them to JOHS leadership (Dan Field, Joshua Bates, Kanoe Egleston, and Lori Kelley) via a memo on June 15.

# Questions for JOHS Leadership, cont.

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*What is the current strategic plan to address low recruitment and retention?*

*Some SHS providers sought additional FTE allocations last year that were declined. Why was additional FTE not funded, and will the Joint Office add additional FTE this fiscal year?*

# Classification, Compensation and Benefits Study

SHS Advisory Committee Meeting  
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# Origin and Goals

- Identifying key issues affecting program effectiveness
- Workforce stability - the ability to attract and retain an effective workforce - is a key issue
- Wage Study Goals:
  - Identify factors contributing to workforce stability among contracted providers
  - Develop recommendations to improve workforce stability

# Overview

- Technical Assistance Providers: Homebase and North Third
- Study Design: JOHS team, agency staff and County advisory team
- Participants: 20 funded agencies (of 40 contacted)

- Data Collection:

Individual level  
compensation data

Agency level  
benefits data

Survey data from  
about 1700  
employees

Focus groups with  
subset of  
employees

- Timeline

- Data Collection: May-August 2022
- Analysis and Drafting: September-December 2022
- Policy Recommendations and Rollout: 2023

# Key Takeaways

- Compensation:
  - Median associate-level wage is \$42,795
    - \$49,920 among small orgs and \$41,995 among large orgs
  - Fewer than a third (30.6%) of employees felt compensation allows them to take care of their needs
- Retention:
  - Over half of employees somewhat/very likely to look for a new job soon
  - Median of 2.4 years experience at organizations
  - Over three-quarters (78 percent) would leave for better pay elsewhere

# Key Takeaways

- Avoiding Burnout:
  - Availability of and the ability to use PTO
  - Workload Management
  - Workplace Culture
- Equity:
  - Transparency in pay scales
  - Opportunities for career advancement/better pay

# Policy Recommendation Areas

*Agency and role-specific approach that aims to inform rather than mandate*

- Technical Assistance
- Contracting Incentives
- Compensation, Benefits and Other Supports
- Equity Priorities
- Coordination among Funding Organizations

# Next Steps

- Follow-up outreach with participating agencies
- Technical Assistance
- Assess impact of FY23 targeted contract increase
- Include workforce goals in equity work plans
- Sharing the results of the study

## [Link to study:](#)

<https://live-johs.pantheonsite.io/wp-content/uploads/2023/08/REVISED-JOHS-CCB-Study-August2023.pdf>

## [Press release:](#)

<https://www.multco.us/multnomah-county/news/joint-office-homeless-services-releases-wage-study-homeless-service-providers>

# Classification, Compensation and Benefits Study

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Time for Q&A

# Highlights from the SHS Q4 Report

Last quarter's report was significant because it concluded our second year of SHS implementation.

## **In FY23, SHS funds supported:**

- **624** people to move from homelessness into permanent supportive housing
- **694** people to move from homelessness into RRH
- **5,380** people to avoid homelessness and stay in housing with homeless prevention

# Highlights from the SHS Q4 Report, cont.



Overall, Multnomah County served **6,698 people** with SHS funds, and **exceeded** last year's SHS outcomes for moving people out of homelessness and back into housing.

# Highlights from the SHS Q4 Report, cont.

- A high priority in Q4 was to address the pace of SHS spending in the first three quarters.
- Overall, in Q4 the Joint Office spent \$42 million — more money than in the previous 3 quarters combined.
- The increase in spending was mainly due to one-time-only investments made by the Department of County Human Services (DCHS) in homelessness prevention work.

# Highlights from the SHS Q4 Report, cont.

Throughout FY23, our community partners provided **eviction prevention assistance** to **5,380 people in 2,067 households**—far above our Work Plan goal of 800 households.

Much of that success came in Q4, thanks to \$12.2 million in one-time-only rent assistance funds administered through DCHS.

# Highlights from the SHS Q4 Report, cont.



In year two, a total of **1,318** individuals (**98% of our goal of 1,345 individuals**) were housed through SHS funding, across all housing types—exceeding last year's total of 1,129 individuals.

# Highlights from the SHS Q4 Report, cont.

In FY23, we met 71% of our goal of placing 545 households in **permanent supportive housing** (PSH), placing **387** households overall, including 87 who moved in during Q4. That means **624** individual community members now have a safe place to live and services to assist them in achieving housing stability.

# Highlights from the SHS Q4 Report, cont.



By Q4 we **doubled** our FY23 Work Plan goal of initiating contracts with at least 5 new culturally specific community based organizations, **bringing on 10 new providers** throughout the year.

# Highlights from the SHS Q4 Report, cont.

At the end of year two of SHS implementation, we are already **44% of the way** to our **10-year goal of adding 2,235 supportive housing opportunities in Multnomah County.**

Of the total new supportive housing opportunities, **453 are tenant-based** permanent supportive housing (rent assistance and services move with the household), **499 are project-based** permanent supportive housing (rent assistance and services are tied to units at a specific property), and **35 are recovery-oriented transitional housing.**

# Highlights from the SHS Q4 Report, cont.

**Encouraging themes:** Collaboration in every system and across County departments

*"Same as last quarter, I think there is synergy in the partnerships forming within these teams and also with other programs out in the community. Many folks are partnering with other programs."*

*"[We look] forward to continued partnerships with various agencies that provide PSH programming. There is such a value to getting to know other service providers and learning about one another's programs, especially as [we] develop and improve program guidelines."*

# Highlights from the SHS Q4 Report, cont.

**Encouraging themes:** Client assistance was a big success and led to many positive outcomes.

*"With the one time allotment of client assistance, [we were] able to help families in ways that were not possible before [SHS funding]. The funds assisted a single mom who immigrated here years ago to sign up for driving lessons. She has never had a license before. With ongoing health issues and frequent meetings at her child's school (her child has special needs), she needs more flexible transportation than the bus or relying on another child to drive the family car. In addition, staff helped families sign up their children for summer camps, educational opportunities for youth, and purchasing bus passes. Another individual was able to purchase furniture for all three bedrooms that she would never be able to afford as a single mom on a limited income."*

# Highlights from the SHS Q4 Report, cont.



Time for Q&A

# Retreat Brainstorming

From the SHS Charter: *There will be a minimum of six SHS advisory committee meetings per year (once every two months) and one annual retreat.*

## **We want to hear from you:**

- What topics would the committee like to discuss at our day retreat this fall?
- What **information** can we provide / what **discussions** can we have / what **activities** can we complete that would make the best use of your time?

# Close

