

Program Guide

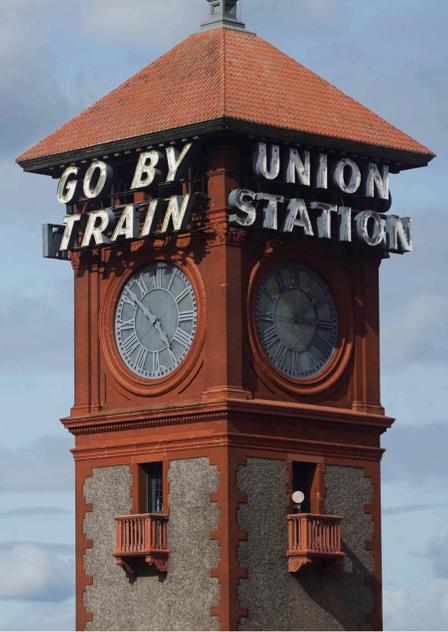
Spring 2025
Provider
Conference

Partnerships with Purpose

Navigating Uncertainty,
Connecting Community,
Strengthening our Systems



Welcome to the **Spring 2025 HSD Provider Conference**



Welcome to the Spring 2025 Homeless Services Department Provider Conference!

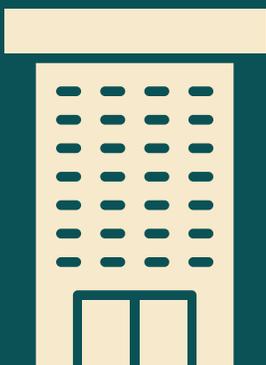
We gather in spirit of today's theme: **Partnerships with Purpose: Navigating Uncertainty, Connecting Community, Strengthening our Systems.**

We know that now is an extremely challenging and uncertain time for homeless services providers. In times like these, intentional and meaningful partnerships are essential. Whether you're someone with lived experience, a direct service worker, an advocate, a policymaker, a leader, or all of the above, your presence here is essential, and it represents our shared commitment to solving homelessness.

Today, we invite you to engage however works best for you, whether that's listening, sharing, asking questions, connecting or observing. These sessions and conversations have been designed to encourage collaboration, increase your understanding of improvements in systems and processes, expand communication with a range of audiences, and much more.

From our department to you — we give our deepest thanks and appreciation to the work you all do and the partnerships you all continue to build.

— **Homeless Services
Department Staff**





Land & Labor Acknowledgment

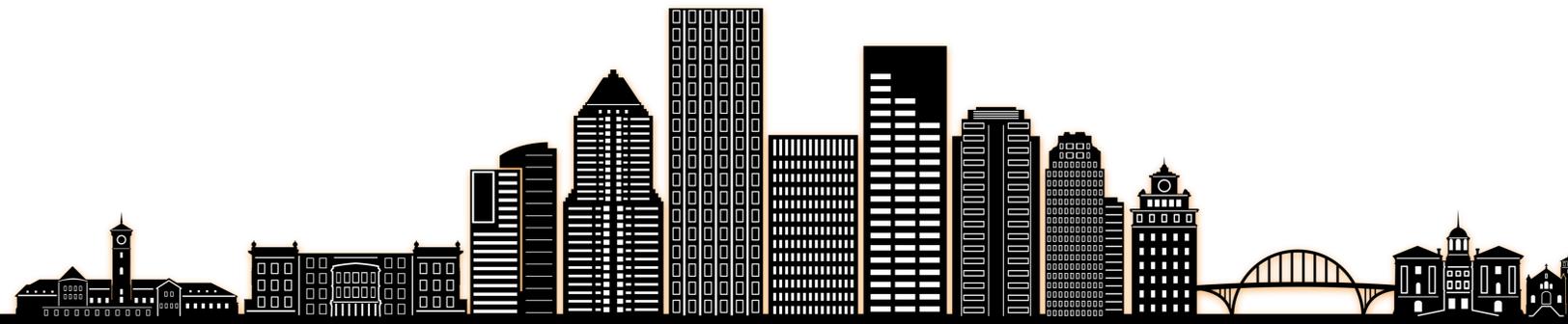
Multnomah County rests on the stolen lands of the Multnomah, Kathlamet, and Clackamas Bands of Chinook Indian Nation; Tualatin Kalapuya; Molalla; and many others along the Columbia River. This country is built on stolen Indigenous land and built by stolen African people. This land was not stolen and 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.

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

Community Acknowledgment

The HSD honors the experiences, time and labor of our unhoused and housing-insecure neighbors, who continually inform our work. We recognize the urgency to meet the community's needs and prioritize creating culturally responsive, community-driven and sustainable systems.

We acknowledge the existence of structural racism and commit to developing, implementing and evaluating policies and practices that achieve equitable outcomes while eliminating disparities that people of color experience. We believe that focusing on racial equity allows us to more effectively serve all communities.



Conference Schedule

Time	Vista Dining Room	Jazz Cafe	Town & Gown	Classroom AC1001	Classroom AC1005
8:30 am	Doors open; morning beverage, and time to network				
8:50 am	Welcome				
9:15 am to 10:30 am	Homelessness and Older Adults in Multnomah County - Status Report		Equity in Focus: Introducing the New HSD Program Dashboard Prototype	Landlord Engagement Scenarios: Collaboration with Property Partners along the Housing Placement Timeline	Pathways Research Project: Leading with Lived Experience
10:45 am to 12:00 pm	Cross Sector Case Conferencing: Healthcare and Homeless Services Connections		That's Not My Job! - The Unfortunate Misconception that Finance and Program Can't Work Together	Improving Case Manager Housing Search: The Community Hub Training	Non-Exploitative Storytelling

Note: Please find the details of each session on pages 8 to 18.

Conference Schedule (continued...)

Time	Vista Dining Room	Jazz Cafe	Town & Gown	Classroom AC1001	Classroom AC1005
12:00 pm to 1:00 pm	LUNCH Box lunches, remarks, and network				
1:15 pm to 2:30 pm	Bridging the Gap: Healthcare, Disability, and Social Support	(STARTS AROUND 1:00pm) Homeless Response System Engagement: HRAP 2.0	Supporting the Supporters: Organizational Practices That Honor Neurodivergence and Lived Experience (ENDS AT 3:00)	Rapid Participatory Action Research in Portland Non-Profit Setting	Demystifying the Village Model (ENDS AT 2:45)
2:45 pm to 4:00 pm	Drop-in discussion and informal check-in		Open space 3:00pm to 4:00pm	[second run] Landlord Engagement Scenarios: Collaboration with Property Partners along the Housing Placement Timeline	Open space

Note: Please find the details of each session on pages 8 to 18.

Provider Conference

Community Agreements



- **Take care of yourself.**
- **Make best efforts to be engaged and support one another.**
- **Interrupt oppression.**
- **Be aware of your own space and positionality.**
 - Share your experiences without assuming others share them. Respect other's perspectives, experiences, and cultures.
- **Practice Inclusive and Accessible Language**
 - Respect names and pronouns.
 - Avoid jargon or acronyms without context.
- Use simple language that is respectful and person-centered.
- **Practice cultural humility.**
 - Be mindful of how power and privilege – whether role, race, gender, ability, economic status, etc. – impact participation.
- **Share The Space**
 - Contribute your voice and create room for others; especially for those with marginalized identities and experiences.
- **Be authentic and speak your truth.**
- **Respect and listen to others, honor other's perspectives and stories.**
 - Practice active listening.
 - Center people with lived experience of homelessness and those impacted by systemic inequities in decision-making and the process.
- **Respect Privacy & Confidentiality**
 - What's shared here stays here and get consent before sharing.
- **Give feedback and be open to feedback.**
- **Be curious and ask questions. Be patient.**
- **Differentiate between opinion and informed knowledge.**
- **Expect and accept discomfort and ambiguity.**
- **Differentiate between safety and comfort.**
- **Be open to trying something different.**
- **Be open to hearing something different.**
- **Expect non-closure – we won't solve all issues and concerns today.**

Activities & Amenities



Activities

Human Bingo

Maybe you've played this game before? Here is our version! You should have your own, unique bingo card with questions mostly related to work. Your job is to find people who meet that quality or question. **The goal is to get five in a row! Or, if you are ambitious, you can try to complete the entire card!**



Photo Booth

Take an individual photo by yourself or with a group of your colleagues or other conference participants with our props (funny and serious) in front of our photo backdrop.



Spin Wheel

Take a chance and give our prize wheel a spin! Everyone gets a chance to win a delicious treat -- a sweet candy, a piece of chocolate, or another tasty snack. It's all about luck and fun, spin away and see what surprise you'll win.



Idea Wall

This will be a small Gallery Walk activity, where you can share where you see strong partnerships in our homeless response work, and where you would like to see new or improved partnerships!

Amenities

Restrooms

Please feel free to use any of the restrooms located outside of the Vista Dining Room and throughout the Academic Center.

Water Stations

Fill your water bottles or get water at any of the fountains and filling stations. You can ask a staff for help locating them.



● Descriptions of ● Conference Sessions

Homelessness and Older Adults in Multnomah County - Status Report

Presenter: **Laura Golino de Lovato (she/her), Jason Coulthurst & Celine Mazoyer** – Northwest Pilot Project, **Amy Thompson & Kay Cockerill** – NARA Northwest

Abstract: As the number of older adults becoming homeless grows, and with more at risk of homelessness, how are service providers working together to serve this vulnerable population?

We'll explore the impact of the prioritization of older adults within homeless and housing services, the gaps in senior-specific services, and ways that we can collaborate more effectively.

Conference Track: Frontline Strategies and Best Practices

Virtual Meeting Link: [Click Here to Join](#)

Equity in Focus: Introducing the New HSD Program Dashboard Prototype

Presenters: **Jenna Kivanc (She/Her), Marisa McLaughlin (She/Her) & Kalera Stratton (She/They)** -- (Homeless Services Department)

Abstract: The HSD data team is excited to offer a first look at our new program dashboard prototype, launching in FY26.

Join us to explore its innovative features including measuring equitable outcomes across programming. This session will introduce the new tool, offering hands-on experience, and a collaborative space to share potential applications and insights.

****Attendees should bring their laptops to allow full participation**

Conference Track(s): Leadership in Challenging Times;
Emerging Needs and Opportunities

Virtual Meeting Link: [Click Here to Join](#)

• Descriptions of • Conference Sessions

Landlord Engagement Scenarios: Collaboration with Property Partners along the Housing Placement Timeline

Presenters:

Casey Kunzat (He/Him), Jack Spaeth (He/Him) -- New Narrative,
Jason Wilde (He/Him) -- Housing Connector,
Terri Hsieh (They/She) & Destinee Sanchez (She/They) --
Homeless Services Department

Abstract: A collaborative panel presentation/discussion that focuses on scenarios that may come up along the housing placement timeline.

Representatives from each agency will speak on their experiences during the Landlord engagement pilot and highlight scenarios where creative collaboration between property partners and landlord engagement providers at the various stages of housing placement led to increased housing stability or identified opportunities for growth.

The stages along our Housing Timeline cycle would include, Pre-Move-In, Move-In, Post-Move-In, and Renewal/Rehousing/Move Out. Each point in the timeline would have specific scenarios highlighted for discussion with attendees.

There will be opportunity for further questions to discuss landlord engagement support and challenges that have arisen within providers. The goal is to increase awareness for engaging with property partners and begin to streamline landlord engagement work across providers, programs, and regions.

Conference Track(s): Frontline Strategies and Best Practices
Emerging Needs and Opportunities

Virtual Meeting Link: [Click Here to Join](#)

• Descriptions of • Conference Sessions

Pathways Research Project: Leading with Lived Experience

Presenters: Kathleen Conte (She/Her), Cassie Marusa (She/Her), Theodore Hutchinson (He/They) & Fawn Hakert (She/Her) -- Portland State Homeless Research and Action Collaborative & **Doc Ramblings (He/Him) --**Homeless Services Department

Abstract: People who have experienced being unhoused can provide expertise and unique insight into how the homeless system works – or doesn’t – and help to identify needed improvements. The “Pathways through Homelessness” research study is currently exploring how people navigate homelessness in Multnomah County.

Researchers at Portland State University have assembled a committee of 17 individuals with various backgrounds who have lived experiences of homelessness. The committee has been working since the beginning of the study to guide, design, and implement this mixed methods research project. The study includes a large-scale survey and in-depth qualitative interviews.

In this session, a panel discussion with the project’s lived experience committee members, researchers, and HSD representatives will describe the committee’s work, present early findings, discuss the value of lived experience in informing research, practice, and policy, and answer audience questions.

Conference Track(s): The Power of Lived Experience

Virtual Meeting Link: [Click Here to Join](#)

● Descriptions of ● Conference Sessions

Cross-sector Case Conferencing: Healthcare and Homeless Services Connections

Presenters: Adam Peterson (He/Him) -- HealthShare of Oregon & **Jenny Greenberg (They/She)** -- Homeless Services Department

Abstract: Cross-sector Case Conferencing is a new dedicated space for cross-system collaboration between HSD's Homeless Services Providers, Health Share of Oregon, other health system partners, and Multnomah County services such as the Behavioral Health Division, Aging, Disability and Veterans Services, and Homeless Services Department staff.

Open to those experiencing homelessness or enrolled in the homeless service system (e.g. Permanent Supportive Housing, Rapid Rehousing, etc.) People, aged 55+ are prioritized; all ages can apply. This pilot case conferencing project is part of a larger regional effort called the Regional Integration Continuum (RIC).

The RIC is a coordination hub at Health Share for each of our three county's homeless services divisions, and the development of a data infrastructure that will create more alignment between the healthcare system and the homeless services system.

Learn about this integration and provide feedback on where connection is needed!

Conference Track(s): Frontline Strategies and Best Practices

Virtual Meeting Link: [Click Here to Join](#)

That's Not My Job! – The Unfortunate Misconception that Finance and Program Can't Work Together

Presenters: Erin Telles (She/Her) -- NAYA Youth and Family Center & **Laura Golino de Lovato (She/Her)** -- Northwest Pilot Project

Abstract: We're all working towards the same goal in our jobs in housing and homeless services: to get the best housing outcomes for our clients. However, the ways to do so are different, sometimes different enough that we get stuck in the mindset that "It's not my job to do xyz" – such as finance staff not being responsible for client qualifications, or direct service staff not being responsible for making the numbers work.

But at the end of the day, it's everyone's responsibility to serve the community by putting every single contract dollars to work in the most appropriate, allowable, and effective ways regardless of our individual roles.

Conference Track(s): Frontline Strategies and Best Practices
Leadership in Challenging Times

Virtual Meeting Link: [Click Here to Join](#)

Improving Case Manager Housing Search: The Community Hub Training

Presenter: June Kissel -- Housing Connector

Abstract: Housing Connector's Community Hub is an online platform centralizing over 530 units in Multnomah County that have reduced screening criteria. By improving case manager efficiency, the Hub allows case managers to do what they are best at: supporting clients. Gain access to the Community Hub by joining this interactive training.

Laptops are recommended but not required.

***Note*:** To be eligible, you or another agency must provide resident retention support for the first year of their tenancy.

Conference Track(s): Frontline Strategies and Best Practices
Emerging Needs and Opportunities

Virtual Meeting Link: This session will not be livestreamed or recorded.

• Descriptions of • Conference Sessions

Non-Exploitative Storytelling

Presenters: Nili Yosha (She/Her) -- Outside the Frame

Abstract: Although it is impossible to completely avoid exploitation when sharing someone's story of their lived experience with homelessness, we work to minimize the impact of sharing these stories. Because sharing personal stories is important to this work – but how can we do this while minimizing harm?

This workshop will offer some tools and techniques that we use to minimize the harm of sharing people's personal stories.

Conference Track(s): The Power of Lived Experience

Virtual Meeting Link: [Click Here to Join](#)

Bridging the Gap: Healthcare, Disability and Social Support

Presenters: Lisa Rose Gagnon (She/Her) -- Homeless Services Department & **Adam Peterson (He/Him)** -- HealthShare of Oregon

Abstract: Many individuals within the homelessness response system require healthcare, disability, and social service support in addition to housing navigation and support.

This session seeks to encourage collaboration among service providers regarding the needs, access challenges, and available resources for clients (and their providers) throughout the homelessness to housing continuum.

The session will include several rotating small group discussions focusing on areas like physical healthcare, specialty care, mental health and substance use services, and long-term in-home care.

Conference Track(s): Frontline Strategies and Best Practices

Virtual Meeting Link: [Click Here to Join](#)

• Descriptions of • Conference Sessions

Homelessness Response Action Plan 2.0

Presenters: Homelessness Response System (HRS) Team

Abstract: Help guide the reorganization and prioritization of the Homelessness Response Action Plan (HRAP). Join the HRS team to help build HRAP 2.0! HRAP 2.0 will result in:

- Increased transparency by making it easier for stakeholders to track the work.
- Identify gaps in the current plan, and what additional actions will need to be taken to have the intended impact on our goals.
- Changes to current or new key performance indicators that better track and measure agreed upon outcomes.

Conference Track(s): Emerging Needs and Opportunities

Virtual Meeting Link:

This session will not be livestreamed or recorded.

● Descriptions of ● Conference Sessions

Supporting the Supporters: Organizational Practices that Honor Neurodivergence and Lived Experience

Presenters: Krysten Hall (She/Her) --WeShine,
Katie Cox (They/She), Madeline Adams (She/They) -- Equi Institute,
Geoff Moser (He/Him) --MHAAO &
Dawn Duran-Conrad (She/Her) -- NARA Northwest

Abstract: Many social service and housing organizations rely on the strengths of neurodivergent staff and those with lived experience of trauma, housing instability, or marginalization. While these perspectives are invaluable, the support structures in place often fail to meet the complex and diverse needs of the very people driving the work.

In this interactive session, panelists will explore how organizational assumptions, limited systems, and one-size-fits-all approaches can inadvertently harm staff—and by extension, the people they serve. Through real-world insights, collaborative strategies, and lived experience, this conversation will offer tools to build trauma-informed, equitable, and sustainable workplace cultures.

Conference Track(s): The Power of Lived Experience
Leadership in Challenging Times

Virtual Meeting Link: [Click Here to Join](#)

• Descriptions of • Conference Sessions

Rapid Participatory Action Research in Portland Non-Profit Setting

Presenters: AJ Fouts (She/Her), Rhonda Fraser (She/Her), Ty Brown, Susan Halverson (She/Her) & Summer Hausman (She/Her) -- Cultivate Initiatives

Abstract: Cultivate Initiatives has completed two rounds of program evaluation and improvement using a Participatory Action Research approach. Program users act as full collaborators in evaluating the programs they participated in. This has proven to be a viable method of conducting research to understand program performance and inform improvements to our programming, with relatively little time and cost investment.

Including program users in all phases of the evaluation – identifying research questions, selecting methods, collecting data, making sense of the data, and presenting the findings – had at least three main benefits.

First, it ensured that we were studying aspects of the program important to program users. Second, it increased the likelihood of data collection that was comfortable for the program users. Finally, it resulted in practical suggestions for program improvement with material impacts on quality of service.

Other ground-level service providers can utilize this approach to understand their programs in a way that directly involves and empowers community members with lived experience.

Conference Track(s): Frontline Strategies and Best Practices
The Power of Lived Experience

Virtual Meeting Link: [Click Here to Join](#)

• Descriptions of • Conference Sessions

Demystifying the Village Model

Presenter: Victory LaFara, MSW (They/Them) & Lisa Larson (She/Her) -- Dignity Village

Abstract: The true foundational principles of the Village Model, created by Dignity Village in 2000, are rooted in democratic structure, mutual aid, professional support, and specialized mobile services.

A key element is the authentic empowerment of unhoused individuals, achieved through the legally protected right to vote in their 501c3 and investing in their leadership development to effectively advocate, organize, and take the lead in shaping service systems design for their own needs.

To provide a comprehensive understanding, we will be hosting a panel of village experts who will offer an overview of the model. Following this brief presentation, we will have an extensive question and answer session to ensure all attendees gain a clear grasp of the principles and practices involved.

Conference Track(s): Frontline Strategies and Best Practices
The Power of Lived Experience
Leadership in Challenging Times

Virtual Meeting Link: [Click Here to Join](#)

• Descriptions of • Conference Sessions

Drop-In Discussion

Presenters: Informal facilitation by Homeless Services Department Staff

Abstract: This will be an informal setting for people to discuss their thoughts about the good work and strong partnerships that exist in our homeless response system, despite all the challenges we face.

Conference Track(s): Emerging Needs & Opportunities

Virtual Meeting Link: This session will not be livestreamed or recorded.

Landlord Engagement Scenarios: Collaboration with Property Partners along the Housing Placement Timeline

** (second of two offerings of this session) **

Presenters: Casey Kunzat (he/him) – New Narrative, Ahlam Osman (she/her) – Somali Empowerment Circle, Jason Wilde (he/him) – Housing Connector, Khadija Sheikh (she/her), Mohamed Amir (he/him) – IRCO, Terri Hsieh (they/she) & Destinee Sanchez (she/they) – Homeless Services Department

Abstract: View Page 9 for full abstract.

Conference Track(s): Frontline Strategies and Best Practices, Emerging Needs and Opportunities

Virtual Meeting Link: [Click Here to Join](#)

**Thank You for
Joining Us**