



SHS Advisory Committee Meeting
July 10, 2025 | 3:00-4:30 pm

Attendance: Cheryl Carter, Daniel Carrillo, Ed Johnson, Ria Tsinas, Jamar Summerfield, Patrick Alexander, Theo Hathaway Saner, Xenia Gonzalez, Crystal Magaña, Dwight Minniweather, Sandra Comstock

STAFF: Mack Vohs, Anna Johnson, Breanna Flores, Doc Ramblings

Agenda Item	Discussion Points	Decision/Action
Welcome Land and Labor Introductions SHS Updates		
Presentation on Access by Homeless Services Department Staff / Time for Q&A	<p>Depending on where/how someone connects to our services, that can determine what services they receive. For instance, substance use treatment can look very different depending on what provider you're working with.</p> <p>Presentation from Doc Ramblings, Homeless Services Department Research & Evaluation Analyst Senior</p> <p>We are working on a shelter availability tool that will allow providers to see all shelter openings. Currently people find their way into shelter via relationship-based pathways that are difficult to navigate. We are hoping to even the playing field so everyone doing the work has the same access.</p> <p>Some challenges–The city has their own contracts with providers offering shelter with different contractual requirements.</p> <p>Pathways to Housing Study</p>	

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	<p>(See slides for more info)</p> <p>Collaboration with Portland State University (PSU) Homelessness Research and Action Collaborative (HRAC) to interview 500 people with lived experience to understand their journey to housing. Using a community centered research approach..</p> <p>TREES committee—This is a special lived experience group that was set up just for the Pathways project. PSU facilitates the group.</p> <p>One of the SHS committee members (CM) also serves on TREES and has had a great experience.</p> <p>Question—Can the SHS committee review the survey and offer any suggestions we might have, especially if you are going to use the survey again?</p> <p>Answer—We have entertained the idea of more stakeholders—there is a long list. The bigger the survey is it becomes difficult to keep it focused. The first round focused on TREES priorities, leadership, HRAC. Not completely off the table though—we may remove some questions to make room for others.</p> <p>Question—I'm worried about recent cuts to housing navigators from shelter programs because untrained case managers are having to step in. Are you thinking about these dynamics?</p> <p>Answer—Doc is also working on a project that will evaluate adult shelter. This will include the impact of staffing levels. It's tricky to measure the impact of recent staffing cuts until more time has passed, but until then we can look at the strengths of shelters with more staffing. There's not as much of an opportunity for this in the Pathways project because it's more specifically centered on folks with lived experience.</p> <p>Request—One of the next phases of the Pathways Project will involve folks with lived experience in a</p>	<p>Optional: Reach out to Crystal M.</p>
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	<p>process of mapping their journey to homelessness and housing through art—a mapping exercise. The TREES committee wants to be very intentional about this and is concerned about retraumatizing folks. . If SHS committee members have recommendations about that, Crystal Magaña (TREES / SHS advisory committee member) is happy to bring those to their next meeting. They are still fine tuning the mapping part in preparation for that stage. One thing they have talked about is having mental health counselors on site during the mapping process</p> <p>Another project Doc is working on: Adult shelter evaluation—Ideally done by early December. This study will look at staffing levels, cost, outcomes, etc to see which shelters are the most efficient. Using evaluation as a tool to potentially make future cuts in the budget deficit environment. The City of Portland has introduced some new overnight only shelters and we are working with them on the best way to measure the impact of these because they don't follow the same practices as our other Multco shelters. The adult shelter project may be expanded to day centers and possibly outreach workers.</p> <p>We are also working to give folks using services a way to provide feedback directly to the Homeless Services Department. Currently shelter feedback goes to the provider. We would like to create a direct pipeline from service users to our dept. This will give us line of sight into why people leave or stay, and we can use those perspectives paired with evaluations and data to mitigate negative experiences.</p> <p>Feedback / Question—I'm alarmed about housing navigation staff that have been cut. in the key performance indicators and reporting requirements, do providers have to discuss what kind of training they're giving folks for housing navigation? Are there minimum requirements? So frustrated because this feels like we're going into a shelter only approach.</p> <p>Answer—Staffing level isn't one of the metrics we ask providers for. I will have an answer next week for what is required contractually for</p>	<p>with ideas about how to make the Pathways to Housing mapping project more trauma-informed for participants.</p>
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	<p>staffing levels and types of staff—feel free to shoot Doc an email for more information.</p> <p>Question—City/county coordination—can you share what some of the challenges are?</p> <p>Answer—The City set up a lot of shelters as a COVID emergency response, and they have recently transitioned to using shelters as a tool to help with their campsite engagements. Some of them you can only get into via a city of portland outreach worker/firefighter/police, etc which most people don't want to do. We would like them to be accessible to more community partners and are working with them on this. We are also working with them on better training for city shelter workers who enter information into HMIS.</p> <p>What we're hearing from people is that a lack of trained folks at a lot of places (trauma informed, making referrals, etc) are big reasons why people aren't going to shelters. Also restrictions around pets, etc</p> <p>Propublica just published a report on sweeps (has great info for informing the narrative) https://projects.propublica.org/homeless-encampment-sweeps-taken-belongings/</p> <p>Member recommendation—There should be trauma informed staff on site when sweeps happen.</p> <p>We also hearing that folks have been scared to answer the survey questions about sweeps and shelters because they fear retaliation.</p> <p>XG recently had a negative exp at Willamette shelter, which is meant to be low barrier. Staff have punished folks they assumed were doing drugs. There needs to be better trauma informed training in the shelter system. The trainings should be required and frequent.</p> <p>I'm not sure there are standards for training in the contracts. Shelter should feel like a safe space—it's the last place you should feel fear.</p>	
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	<p>There are also some conversations happening at the regional level about training. They are trying to improve access to training for orgs so no matter what agency you work for you can have the same opportunities. The SHS team will elevate these conversations to our regional team. We are also exploring what other meaningful connections we could make between the SHS committee and the regional group; more to come on that.</p> <p>CM–At the state level I recently advocated for the only holistic program that supports incarcerated moms. People with lived experience go through the program and then teach corrections officers how to work with folks with trauma in the carceral system.</p> <p>Question–In the Pathways to Housing survey you're asking about where people feel safe....is there a question to understand participant satisfaction and wellbeing? I am wondering more about how the process felt to people. What was the experience like? That seems to fall through the cracks.</p> <p>Answer–We asked who people would be willing to accept help from but not as much about satisfaction. It was more if you used the service, how useful did you find it. Of the things you tried, which actually helped? We're hoping to find out more about people's experiences through the feedback pipeline to our dept.</p> <p>Question–Can we get a copy of the Pathways report when it's final? It may be really helpful for our recommendations process</p> <p>Answer–Yes, and we may be able to share a draft before it's final as well</p> <p>The Homeless Services Department also has a Lived Experience Advisory Committee that is making recommendations about improving shelter. This could be an opportunity to amplify our messages together.</p> <p>Question for the committee–Is there anything else you want to know more about related to access that could inform what we cover in our next meeting?</p>	
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	<p>Answer– Housing first focused resources. A lot of things are getting cut but it's even more important now for money to go to housing resources and housing first models and making them more accessible. If you have SUD plus a disability it's near impossible to find resources to help you with all those things. It would be nice to see more funding going to build these resources.</p> <p>Welcome Home Coalition put together a housing first brief. Co-chair SC also put together a paper about shelter outcomes and is happy to share. SHS team will include this in the followup email.</p>	
Member Updates/Advocacy Opportunities	<p>Jamar– Handing out socks, shirts, food, meeting folks where they're at, day and night. Accepting donations!</p> <p>🔴 Giving out Socks and Soap in PDX</p>	
Next Steps	<p>SHS team to follow up with minutes, slides, and resources discussed today in an email next week.</p>	

Zoom Chat:

15:00:44 From xenia to Hosts and panelists:
Hi y'all Xenia

15:01:53 From Mack Vohs (they/them) to Hosts and panelists:
Hi everyone! We'll get started in a couple minutes!

15:02:31 From Cheryl's iPad to Hosts and panelists:
Mz Cheryl she/her and ready for vaca

15:03:12 From Anna J., SHS team (she/her) to Hosts and panelists:
❤️

15:06:28 From Jamar Summerfield to Hosts and panelists:
"Hi, I'm Jamar, and I'm here to represent the Black, elderly, and formerly incarcerated communities—groups often overlooked but deeply resilient."

15:08:02 From PATRICK ALEXANDER to Hosts and panelists:
Patrick Alexander
He
PA Speaker 24

15:08:25 From Cheryl's iPad to Hosts and panelists:

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Mz Cheryl I rep OHA/HSD

15:08:56 From Edward Johnson to Hosts and panelists:

Ed Johnson

He/him his

Volunteer community member

15:13:27 From Anna J., SHS team (she/her) to Hosts and panelists:

Please take care of yourself! Thank you for being here Crystal!

15:13:42 From Crystal Magaña to Hosts and panelists:

thankyou

15:13:49 From Glyceria Tsinas to Hosts and panelists:

Glad you're here! Sending you healing and positive vibes!

15:14:23 From xenia to Hosts and panelists:

Pronouns she/her

15:14:39 From Crystal Magaña to Hosts and panelists:

thankyou. it was a cancer scare. but tests just came back negative for that. praise God

15:15:09 From Anna J., SHS team (she/her) to Hosts and panelists:



15:15:27 From Anna J., SHS team (she/her) to Hosts and panelists:

Love the connections!

15:15:56 From Glyceria Tsinas to Hosts and panelists:

So happy to hear that! I'm celebrating from over here!

15:16:11 From Cheryl's iPad to Hosts and panelists:



15:19:09 From sandracomstock to Hosts and panelists:

Sorry I was hung up in another meeting !

15:21:16 From Jamar Summerfield to Anna J., SHS team (she/her)(direct message):

HSD?

15:21:38 From Anna J., SHS team (she/her) to Hosts and panelists:

Homeless Services Department--our office recently rebranded--thanks so much for the question!

15:22:35 From Jamar Summerfield to Anna J., SHS team (she/her)(direct message):


lol so many acronyms

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15:22:51 From Anna J., SHS team (she/her) to Jamar Summerfield(direct message):
I know haha

15:26:04 From Crystal Magaña to Hosts and panelists:
we are definitely getting great info. I'm on this committee.

15:26:56 From Crystal Magaña to Hosts and panelists:
it is an amazing committee.


15:28:55 From sandracomstock to Hosts and panelists:


15:30:20 From Jamar Summerfield to Anna J., SHS team (she/her)(direct message):
<https://www.youtube.com/watch?v=ONpp1vknTUU>


15:30:43 From Jamar Summerfield to Anna J., SHS team (she/her)(direct message):
i take any donations and meet the community where they are at

15:30:46 From Breanna Flores (she/they) HSD to Hosts and panelists:
Thank you for sharing that experience, Crystal!

15:30:57 From Crystal Magaña to Hosts and panelists:
your welcome


15:31:07 From Mack Vohs (they/them) to Hosts and panelists:


15:32:53 From Anna J., SHS team (she/her) to Jamar Summerfield(direct message):
This is so great! I think you might have just sent that message to me--you can click hosts and panelists if you want everyone to see.

15:33:44 From sandracomstock to Hosts and panelists:
 sweeps impact so important

15:35:13 From Glyceria Tsinas to Hosts and panelists:
Totally understandable!

15:36:20 From Glyceria Tsinas to Hosts and panelists:
Not so much questions, just an ability to review the questions. I agree, it would be nice to be able to review the questions for potential blind spots.

15:36:51 From Crystal Magaña to Hosts and panelists:


15:39:43 From sandracomstock to Hosts and panelists:
I have 3 recently housed staff members - would love to have them do the survey if possible

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15:41:48 From sandracomstock to Hosts and panelists:

We have talked about that a lot in our sweeps research and tried to mitigate retraumatization - would love to share w you crystal !!!!

15:41:54 From Glyceria Tsinas to Hosts and panelists:

So glad you mentioned that! I was just thinking about it being trauma informed and how you're doing it.

15:43:41 From Glyceria Tsinas to Hosts and panelists:

Maybe team interviewers up with lcsws? In other projects where we discuss people's lived experience we use that resource.

15:44:33 From Crystal Magaña to Hosts and panelists:

crystallmagana@gmail.com

15:46:00 From Crystal Magaña to Hosts and panelists:

I will definitely share. thankyou

15:49:29 From sandracomstock to Hosts and panelists:

Would love to support in finding other funding sources for this critical research if anyone is interested in exploring possibilities for foundation/ donor funding ?

15:58:18 From sandracomstock to Hosts and panelists:

Crystal - would love to connect with you to develop a narrative to share with city council :-) via welcome home

16:00:00 From Crystal Magaña to Hosts and panelists:

absolutely my email is crystallmagana@gmail.com

16:00:56 From sandracomstock to Hosts and panelists:

<https://projects.propublica.org/homeless-encampment-sweeps-taken-belongings/>

16:01:09 From Breanna Flores (she/they) HSD to Hosts and panelists:

thank you for sharing the link, Sandra

16:01:09 From Mack Vohs (they/them) to Hosts and panelists:

Thanks for sharing that link I was just going to ask for it!

16:01:17 From sandracomstock to Hosts and panelists:

<https://www.propublica.org/article/portland-homeless-deaths-multnomah-county>

16:01:46 From sandracomstock to Hosts and panelists:

<https://projects.propublica.org/impact-of-homeless-sweeps-lost-belongings/>

16:02:07 From sandracomstock to Hosts and panelists:

They've done 3 stories - very proud to have been involved in them

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16:02:38 From sandracomstock to Hosts and panelists:

<https://www.propublica.org/article/homeless-encampment-removals-property-storage>

16:02:51 From sandracomstock to Hosts and panelists:

Oops! 4 articles - everyone should read them !!!!

16:03:04 From Glyceria Tsinas to Hosts and panelists:

I think that's part of a larger problem with attitudes toward investments in staff be it training or compensation.

16:03:11 From Mack Vohs (they/them) to Hosts and panelists:



16:03:26 From Cheryl's iPad to Hosts and panelists:

Thank you crystal

16:03:41 From sandracomstock to Hosts and panelists:

47% of our patrons at hygiene4all report having been swept in the previous 2 weeks . We ask about sweeps each time people visit us

16:04:00 From Crystal Magaña to Hosts and panelists:

thankyou for allowing me to share with all of you honestly and frankly.

16:04:11 From sandracomstock to Hosts and panelists:

So appreciate you crystal !

16:05:08 From Cheryl's iPad to Hosts and panelists:

Absolutely this is the cases most of the time so let us stop this cycle and put people in places with training of course and train people to meet them where they stand.

16:05:10 From Crystal Magaña to Hosts and panelists:

I'm so sorry you went thru that. air hugs to you.

16:05:43 From Glyceria Tsinas to Hosts and panelists:

I think so much of our shelter and social service systems have deep roots in the carceral system and it's been particularly difficult to disentangle those beliefs and attitudes from staff and service providers. As well as distrust from houseless community

16:05:53 From sandracomstock to Hosts and panelists:

❤️ thank you Xenia - this is so prevalent and devastating

16:06:14 From sandracomstock to Hosts and panelists:

So true glyceria

16:07:16 From Doc Ramblings (He/Him) to Hosts and panelists:

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This is especially problematic when staff is primarily people coming out of carceral settings, without adequate training and experience.

16:07:44 From Crystal Magaña to Hosts and panelists:

I think lived Experience folks need to have the training and be able to administer it

16:08:05 From Crystal Magaña to Hosts and panelists:

administer it to others.

16:08:28 From Crystal Magaña to Hosts and panelists:

thankyou for letting this conversation take place.

16:08:32 From Anna J., SHS team (she/her) to Hosts and panelists:



16:10:34 From Crystal Magaña to Hosts and panelists:

yes!!! Please

16:11:04 From xenia to Hosts and panelists:

Thank for sharing that

16:11:59 From sandracomstock to Hosts and panelists:

RE Doc's comment - Urban Alchemy which runs the lion's share of tiny house shelters explicitly says on their website that because their employees are largely recently incarcerated they already have the experience to interact with their homeless residents - Urban Alchemy is famous for little to know training according to reporting and of having incidents of coercion related to lack of training and carceral treatment of residents in their tiny house shelters

16:12:37 From sandracomstock to Hosts and panelists:

Little to no training - typing too fast ;-)

16:13:24 From Breanna Flores (she/they) HSD to Hosts and panelists:

Thank you for sharing, Crystal. Pairing training with how people show up with their own experiences can greatly impact the experience people have

16:13:25 From sandracomstock to Hosts and panelists:

Maybe we make some explicit recommendations around standards for training staff - in our access work group ?

16:13:41 From Mack Vohs (they/them) to Hosts and panelists:

From Bill (HSD): the Lived Experience Advisory Committee is engaged in a project on accountability in shelter, and they are elevating many of the issues and concerns raised here today

16:15:07 From Crystal Magaña to Hosts and panelists:

yes the lived Experience Committee is doing that. I'm also on that Committee but if we attack from multiple places I believe it will be enforced/implemented faster.

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16:15:14 From sandracomstock to Hosts and panelists:

Thanks for this Mack - would be good to know what they are developing so we can lift up and also be additive in our recommendations

16:19:17 From Glyceria Tsinas to Hosts and panelists:

I say accessing harm reduction services aren't about the supplies, it the relationships and the services. It's like a diner. People don't go to diners for the fantastic food. (most of the time) they come back for the service.

16:21:08 From Crystal Magaña to Hosts and panelists:

I don't think the committee would have an issue.

16:21:23 From Crystal Magaña to Hosts and panelists:

maybe you all can come to a mtg??

16:21:41 From Doc Ramblings (He/Him) to Hosts and panelists:

doc.ramblings@multco.us

16:21:45 From Theo Hathaway Saner to Hosts and panelists:

Thank you

16:24:31 From Crystal Magaña to Hosts and panelists:

Welcome Home is pushing for housing first

16:24:44 From Glyceria Tsinas to Hosts and panelists:

I think that's a definition problem.

16:25:02 From Crystal Magaña to Hosts and panelists:

They have been mtg with mayor and commissioners on this.

16:28:10 From Pastor Dwight to Hosts and panelists:

yes can I get a copy of that that will be great

16:28:40 From Jamar Summerfield to Hosts and panelists:

Thanks all for having me <https://www.youtube.com/watch?v=GtFodKV5JVM>

16:29:01 From xenia to Hosts and panelists:

Hella ya jamar

16:29:24 From Jamar Summerfield to Hosts and panelists:

<https://www.youtube.com/watch?v=GpE2AdtwKaM>

16:29:43 From Doc Ramblings (He/Him) to Hosts and panelists:

Great work!

16:30:01 From Pastor Dwight to Hosts and panelists:

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Hi Dwight here and I am working at the Oak Street Village and we are doing really good we have 6 people that have gone to housing and or treatment but just we are still just working hard

16:30:01 From Crystal Magaña to Hosts and panelists:

Thankyou all for an amazing mtg.

16:30:20 From Glyceria Tsinas to Hosts and panelists:

I'm mobility impaired but would love to help somehow Jamar

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