

Welcome

**Please make yourself comfortable.
We will get started in a few minutes.**



Homeless Services
Department

SHS Advisory Committee Meeting

August 14, 2025

3:00 PM - 5:00 PM



**Homeless Services
Department**

Agenda

Time	Agenda Item	Facilitator	Action
3:00	Welcome Land and Labor Acknowledgement Introductions	Mack Vohs	Inform
3:15	Presentation on Access by Homeless Services Department Staff: Housing First & Low Barrier Practices in Contracting with Program Compliance Project Manager Kaytee Evans	Mack Vohs, Kaytee Evans	Inform, Discuss
4:00	Following Up on Committee Questions Related to Access	Mack Vohs	Inform, Discuss
4:30	Advisory Committee Ongoing Recruitment Feedback Session	Mack Vohs	Discuss
5:00	Session closes	Close	

Land & Labor 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 and Heather Heater, Multnomah County

Introductions

- Name
- Pronouns (if comfortable sharing)
- Organization/community you represent

Updates

Access & Collaboration Definitions Feedback Survey

- In June the committee approved problem statements and definitions for your top priorities and asked for some changes. The SHS team made edits and shared the new versions for feedback via email survey.
- Those who responded to the survey asked for minor changes. The SHS team will work on these and provide updated versions in the meeting packet for September.

Presentation: Housing First & Low Barrier Practices in HSD Contracting



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Framing the Conversation: Access Presentation

What are we talking about?

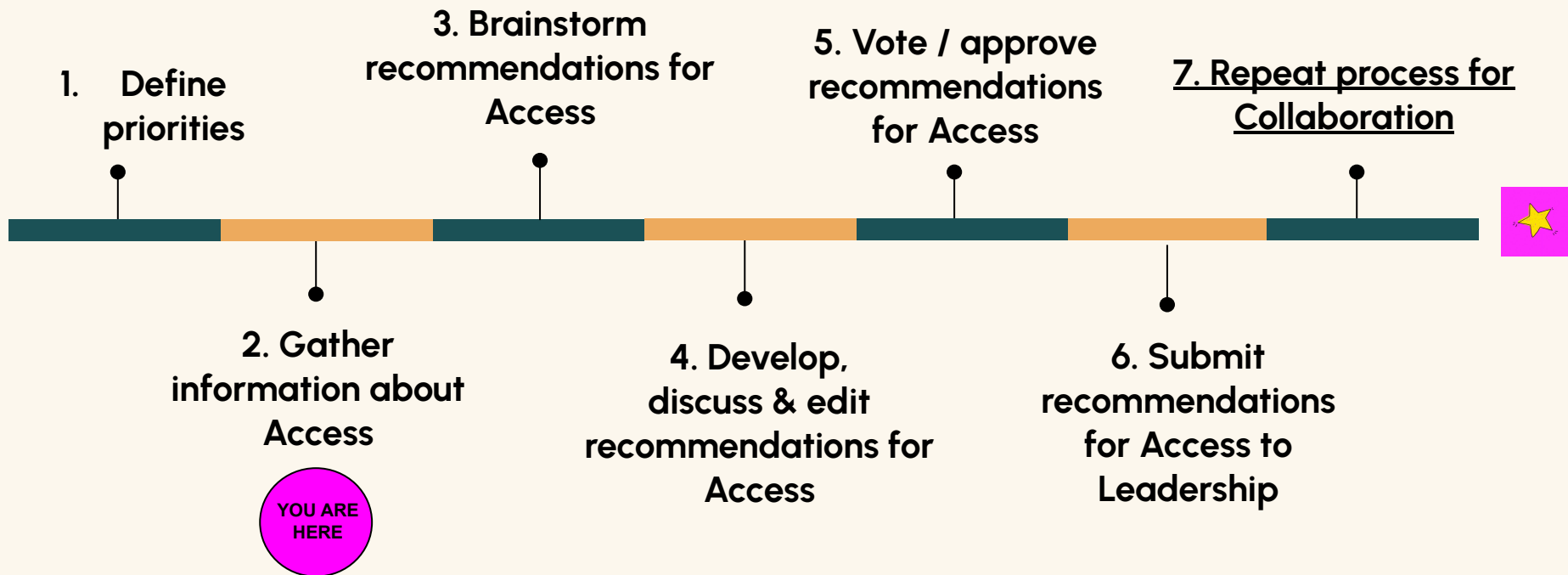
We have defined Access and we are currently in the info-gathering phase.

Our presentation today and our guest speaker will help fill in gaps and address topics the committee wants to know more about.

Why is it important?

The info gathering phase will provide extra context that members can pair with their lived and learned experience in order to make recommendations to HSD leadership to improve Access.

Process Update



HSD Guest Speaker

Kaytee Evans (she/her/hers)

Homeless Services Department Program Compliance
Project Manager



Access to Services & HSD Contracting

Developed for the
SHS Advisory
Committee

August 2025

Agenda

Overview of
presentation and
key takeaways

01 Overview of contract service
delivery standards & approaches

02 Introduce other key contract
clauses supporting access

03 Review HSD monitoring &
accountability practices

04 Questions?

HSD Service Delivery Approaches

These four system-wide approaches are expected to be utilized by service providers in the delivery of HSD-funded services:

- Housing First and Low Barrier
- Racial and Social Justice
- Assertive Engagement
- Commitment to Culturally Responsive Services

Housing First and Low Barrier

Services should be designed to support the community's commitment to Housing First and Low Barrier services

- Quickly & successfully connect households to housing without preconditions & barriers to entry
- Everyone is ready for housing as soon as a suitable unit becomes available
- Absent very specific programmatic justifications (e.g. Recovery Housing), services should be designed to expedite returns to housing

Racial and Social Justice

Eliminating disparities requires contractors & any subcontractors understand and carry out their obligations under federal, state & local civil rights statutes designed to protect people against unlawful discrimination

- Requires services be delivered in a manner that addresses disparities
- No discrimination based on protected class
- Individual contractors and the homeless services system as a whole be accountable for equitable access to and benefit from the services provided

Assertive Engagement

Approach to working with people that honors them as the experts in their own lives

- Draws from various theories including but not limited to strengths-based approaches, trauma informed care, motivational interviewing and unconditional positive regard
- Applies holistically to clients, service providers, supervisors, agencies, and systems by helping navigate power dynamics and using empathy in interactions

Culturally Responsive Services

All contractors are expected to deliver services in a Culturally Responsive and/or Culturally Specific manner

- Contractors must have an organizational equity assessment and plan on file at HSD, and submit a progress report annually
- New Contractors will have six months to complete an organizational equity assessment and up to a year to complete an equity plan
- HSD has an equity tool available for Contractors or they may select or create their own

Access: Other key contract clauses



Accountability

Grievances

Staff & Client
Feedback

Termination Policy

All contractors are required to provide adequate training to staff to carry out activities in the contract, and have written policies and procedures in place that ensure staff and volunteers provide respectful and effective services, and have clearly defined methods for obtaining feedback on the provision of services

HSD contract administration

Contract Administration is the process of administering an executed contract according to the terms and conditions set forth within the contract

The **Contract Administrator** is the delegated person(s) within a department responsible for ensuring that a supplier fulfills their obligation to deliver on the requirements contained within the contract, and ensures that deliverables are properly tracked

Formal Monitoring Activities

01

**Desk
Assessment
Tool**

02

**Contract
Performance
Letter**

03

**On-Site
Program
Monitoring**

Formal Monitoring Practices

HSD policy guides regular monitoring practices to support contract compliance

Desk Assessment Tool is used to evaluate the level of risk presented by a contract based on the previous year's performance

Contract Performance Letter is used to communicate feedback to the supplier about the contract performance from the previous year

On-site program monitoring is conducted in-person and is more intensive than other activities - it can be scheduled for multiple days

Recent examples of findings/concerns

Contract Clause		Finding	Concern	Required Action or Recommendation
1	Housing First	X		Remove criminal history eligibility criteria as cause for denial to align with Housing First principles
2	Termination/ Exclusion Policy	X		Develop policy that ensures clear and consistent timeline/steps toward exit due to non-engagement
3	Culturally Responsive Services		X	Translate all intake forms into Spanish and other common languages
4	Low Barrier		X	Review standards for rooms that ensure no safety risks are present but does not go beyond that

HSD Accountability



Annual review of findings/concerns by system



System meetings & workgroups



Identify areas for enhanced TA



Compliance CQI projects

Q&A

What questions do you have for our presenter?

What would be helpful to know as you think about potential recommendations you could make to improve access?

Following Up on Committee Questions Related to Access



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You Asked: Who's Talking About Access?

Lived Experience Advisory Committee, Homeless Services Department

The LEAC seeks to improve access by addressing discrimination, strengthening case management and housing support, updating facilities, and revising sensitive data collection policies.

The LEAC is currently developing recommendations on **improving shelter**, specifically:

- 1) Behavior and exclusion policies
- 2) Shelter accountability mechanisms
- 3) Provider alignment and system-wide training

You Asked: Who's Talking About Access?

Equity Advisory Committee, Homeless Services Department

The EAC has made recommendations to improve equity evaluations that could also improve access. They have recommended training HSD staff in the step by step processes HSD will utilize when providers do not fulfill equity contract requirements, and that the HSD create and share a clear outline of those processes with providers.

You Asked: Who's Talking About Access?

Tri-County Planning Body, Oregon Metro

This regional SHS group set a goal to make the Coordinated Entry system more accessible, equitable and efficient for staff and participants. A workgroup is mapping the challenges and successes of the Multnomah, Washington, and Clackamas County Coordinated Entry systems and assessing opportunities to create connectivity/ co-enrollment with other systems.

You Asked: Who's Talking About Access?

Tri-County Planning Body, Oregon Metro

This body is also working on regional training goals that meet the needs of direct service staff, with sensitivity to the needs of BIPOC agencies.

- **Implementation strategy #1:** develop a non-credit training program through a community college
- **Implementation strategy #2:** identify and scale up existing trainings

You Asked: Who is Being Served?

SHS reports (quarterly and annual) provide data on race/ethnicity, disability, and gender identity for various service types (PSH, RRH, prevention, shelter, RLRA, etc.). The Q4 report is due August 15, and the annual report October 31. All reports are available at <https://hsd.multco.us/shs>.

By Name List shows the latest estimate of the number of people experiencing homelessness in Multnomah County with a breakdown of sheltered vs. unsheltered, inflow vs. outflow, and demographic categories like race/ethnicity, gender, age, and veteran status.

You Asked: Who is Being Served?

Demographics SHS Q3 Report (Jan- March 2025)	Permanent Supportive Housing	Rapid Re-Housing	Eviction & Homeless Prevention	Regional Long- Term Rent Assistance
BIPOC	61%	75%	79%	70%
Non-Hispanic White	39%	25%	21%	30%
Persons with disabilities	72%	37%	33%	56%
Woman (girl if child)	41%	64%	50%	54%
Man (boy if child)	50%	35%	47%	43%
Trans/Nonbinary/Other	9%	1%	3%	3%

You Asked: Who is Being Served?

Race & Ethnicity Data for SHS-funded Permanent Supportive Housing programs July 2024 - March 2025	#	%
American Indian, Alaska Native or Indigenous	132	23%
Asian or Asian American	11	2%
Black, African American or African	129	23%
Hispanic/Latina/e/o	105	18%
Middle Eastern or North African	0	0%
Native Hawaiian or Pacific Islander	19	3%
White	285	50%

You Asked: Who is Being Served?

Disability Status Data for SHS-funded Permanent Supportive Housing programs July 2024 - March 2025	#	%
Persons with disabilities	438	77%
Persons without disabilities	102	18%
Disability unreported	31	5%

You Asked: Who is Being Served?

Gender Identity Data for SHS-funded Permanent Supportive Housing programs July 2024 - March 2025	#	%
Woman (girl, if child)	255	45%
Man (boy, if child)	282	49%
Culturally Specific Identity	1	0.2%
Non-Binary	30	5%
Transgender	15	3%
Questioning	0	0%

You Asked: Who is Being Served?

Race & Ethnicity Data for SHS-funded Shelter Programs, July 2024 - December 2024	#	%
American Indian, Alaska Native or Indigenous	242	10%
Asian or Asian American	55	2%
Black, African American or African	421	18%
Hispanic/Latina/e/o	350	15%
Middle Eastern or North African	12	1%
Native Hawaiian or Pacific Islander	114	5%
White	1,418	59%

You Asked: Who is Being Served?

Disability Status Data for SHS-funded Shelter programs, July 2024 - December 2024	#	%
Persons with disabilities	1,779	74%
Persons without disabilities	502	21%
Disability unreported	113	5%

You Asked: Who is Being Served?

Gender Identity Data for SHS-funded Shelter programs, July 2024 - December 2024	#	%
Woman (girl, if child)	833	35%
Man (boy, if child)	1,452	61%
Culturally Specific Identity	3	0.1%
Non-Binary	68	3%
Transgender	41	2%
Questioning	2	0.1%

Discussion

Questions to consider:

- **Demographics-** What stood out to you about the demographics data shared?
- **Landscape of Access-** Knowing what some of the other conversations have been, where do you want to focus?
- **Recommendations-** Does this information bring any potential recommendations to mind?

Ongoing Recruitment Feedback Session



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Framing the Conversation: Ongoing Recruitment

What are we talking about?

HSD committees are moving to an "ongoing recruitment" model where the application will be open throughout the year and a pool of candidates will be created. Launch is anticipated for this fall.

Why is it important?

This change will create an ongoing opportunity for community members to express interest in our committees and create a stable, predictable and efficient process for HSD staff to recruit and fill vacancies within committees.

How Was the Plan Created?



1

HSD staff met with Metro (they currently run a year-round recruitment) & reviewed our plan



2

Completed and discussed a Racial Equity Lens Tool (RELT)



3

Developed a recruitment framework & process

Ongoing Recruitment Plan



Through outreach, staff will promote the opportunity to serve on a committee (the HSD has five committees and boards).



Candidates can express interest through an online interest form and is entered into a "pool" of candidates.



When there is an opening, staff will review the pool for interested candidates, send an online application form or accessible method to ask additional questions, including the applicant's connection to their community and lived and learned experience.

Ongoing Recruitment Plan (cont.)



Based on the responses from the application, a panel of reviewers will select candidates for an interview to assess their understanding of houselessness/equity mindedness and abilities to work in a group. Their responses will be scored using a rubric.



Interview panels may include existing committee members. The panel will select top scoring applicants for open committee seats.

Outreach Plan & Discussion

A key part of the ongoing recruitment will be ensuring our outreach is accessible, equitable, and comprehensive

A few of our existing ideas for external outreach:

- Provider email list; provider meetings
- Ad in Street Roots
- Flyers with QR code at shelters, day centers, PSH sites
- Neighborhood Associations

Other ideas?

Pool Engagement & Discussion

Communications candidates will receive:

- Initial email to thank them for filling out the interest form
- Weekly updates on the process when positions are open
- Personalized invitation to interview if selected
- Welcome/onboarding email to selected candidates
- Feedback for unselected candidates who will go back in the pool
- Quarterly touchpoints with the pool of candidates

If you were in the candidate pool, what kind of communications would you like to receive? How regularly?

Google Form Review & Discussion

There will be two online forms a candidate will fill out at different times—an interest form, and an application.

- What are your thoughts about the **accessibility** of using Google Forms for the recruitment process? Any feedback from your experience of using Google Forms for committee work?
- (If time to review forms) What thoughts do you have about the **clarity** of the forms? Are the instructions and questions clear and understandable?

Close

