

HSD Provider Conference

October 22, 2025

Notes from Session: Regional Training Opportunities for Housing Service Providers

Presenters: Justin Barrieault, Cole Merkel, Malia Deters

Moderators: n/a

Notetaker: Emily Gardner

Main Points from Session Overview/Presentation:

- Review of Affordable Housing Bond and Supportive Housing Services Bond
- Metro collects and distributes tax funds, oversight & accountability, policy and programs to build a regional system
- QRC code available - takes you to a list of trainings
- 395 slots for trainees

Questions/Answers:

- Why only 395 slots? Budget.
- Who are the curriculum developers? Portland Community College, finalizing instructors now.
- Are there plans to develop broader training programs that more providers can attend? Two current programs are both pilots (Housing Training at PCC and...). Also working on other trainings, on-demand trainings, cohort trainings.

Main Discussion Points not captured above:

- Activity - Identify training needs
 - Difficult situation to navigate - share an example; what training could have helped you navigate that scenario?
 - Income calculations for eligibility - should be take home, not gross - using gross income makes people look like they have more money than they do.

- More 35-60% AMI housing options, gap between 30-60 is large.
- 'Affordable' vs. 'subsidized', other nuances - which projects will accept sex offenders. Some kind of tool that would break all of this down and make it easier to track and understand.
- Tenant/Landlord law - access to legal experts
- Property managers often don't know the laws either, some need to be held accountable to the actual laws/rules
- Housing opportunity fairs, 'lease-up' fair with affordable housing sites represented
- Ethics and boundaries trainings for case managers - many case managers are coming from all walks of life, not necessarily social work training. Knowing what's ok to share with participants.
- Survey of leasing agents and property managers on what they want from resident services organizations at their sites
- SSVF, VASH, vets benefits and programs
- ADA in housing, mobility concerns and accommodations. Lists of units that are accessible, making more units that are accessible.
- Building rapport with property managers - PSH units get higher levels of services than other residents in the same building. Landlords feel like they're giving PSH residents 'extra privileges'.
- Properly filling out app forms - reasonable accommodations, appeals letters, reference letters, income documentation, etc.