

Welcome

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



Homeless Services
Department

**SHS Advisory Committee
Meeting**

April 9, 2026

3:00 PM - 4:30 PM



**Homeless Services
Department**

Introductions

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

Agenda

Time	Agenda Item	Facilitator	Action
3:00	Welcome Introductions Land and Labor Acknowledgement Update Community Agreements	Mack Vohs	Inform
3:15	Budget Update	Mack Vohs	Inform
3:25	Q&A Followup from March Meeting	Mack Vohs	Inform
3:30	Research & Evaluation Overview	Claudia Sharygin, Doc Ramblings	Inform, Discuss
4:00	Past Committee Recommendations Refresher	Mack Vohs	Discuss
4:30	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. *The historical foundation of stolen land and forced labor led to decades of intentionally prejudicial policies and practices that have created racial disparities in every area of society. These practices include, but are not limited to, forced cultural assimilation, Black Exclusion Laws, redlining of BIPOC neighborhoods, "urban renewal" projects that displaced BIPOC homes and businesses, policing and justice system practices that unfairly target communities of color, and chronic underinvestment in essential resources. Furthermore, interpersonal racism and bias compound these systemic challenges for people of color as they navigate social services. These factors create barriers to housing that disproportionately affect communities of color and make it more difficult for people of color to exit homelessness.*

We honor the people from these communities who came before us who dedicated their lives to advancing racial equity and resisting oppression despite intentional and ongoing attempts to destroy them. The SHS Advisory Committee is committed to confronting the systemic racial disparities that disproportionately impact communities of color. We commit to centering racial equity in every decision, using an anti-racism lens to recommend investments that reduce racial disparities in chronic and short-term homelessness and make a place to call home accessible to all.

Community Agreements

Self-Awareness and Presence

- Take care of yourself
- **Be aware of your own space and positionality**
- Be authentic and speak your truth
- Stay focused/stay present
- Be aware of time

Respectful Communication & Engagement

- Make the best effort to be engaged and ready to support one another
- Share the air and give everyone a chance to speak
- Respect and listen to each other, honor each other's perspectives and story
- Respect confidentiality and don't share other's stories without their permission
- **Differentiate between opinion and informed knowledge**

Community Agreements

Inclusivity, Equity, and Cultural Humility

- **Practice cultural humility. Respect the validity of other's perspectives, experiences and cultures**
- Interrupt oppression
- Correct with care—assume good intentions
- Respect names and pronouns (help others when they may make mistakes)

Learning, Feedback, and Embracing Growth

- Give feedback and be open to feedback
- Differentiate between safety and comfort
- Be curious and ask questions. Be patient.
- Expect and accept discomfort and ambiguity
- Be open to trying something different
- **Be open to hearing something different**
- Share gratitude for feedback
- Understand we are all collectively learning and growing

Budget Update



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Framing the Conversation: Budget Update

What are we talking about?

Each year the Board of County Commissioners approve and adopt an annual budget. The budget is the roadmap for County spending for the fiscal year and lays out the services and programming that will be funded.

Why is it important?

At the request of the committee we are incorporating a regular budget update in our meetings as an opportunity for folks to stay updated on what is happening with the County budget process and identify avenues for participation.

Budget Timeline

November

Central Budget Office releases the General Fund forecast

December/January

Department budget planning

February 13

Departments submit budgets to Chair for consideration



March/April

Chair develops and releases her proposed budget on the [Budget Office website](#) on **April 16**.

April/May

Board deliberation, work sessions, community engagement

May/June

Board amends and adopts the budget by early June. Fiscal year begins July 1, 2026.

Upcoming Engagement Opportunities

The Chair's office will be providing a **training** on the Executive Budget after its release in mid-April. This will be a virtual hour with Chair Vega Pederson as she talks about her budget priorities and answers your questions.

Details to come; fill out the interest form [here](#).

There will also be in-person and virtual public budget hearings that community members are welcome to attend.

They are currently scheduled for:

- **Wednesday, April 29, 6-8 p.m.**
- **Wednesday, May 13, 6-8 p.m.**
- **Wednesday, May 20, 6-8 p.m.**

Learn more at <https://multco.us/info/get-involved-countys-fy-2027-budget>

Q&A Followup from March Meeting



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Framing the Conversation: March Meeting Followup

What are we talking about?

HSD Interim Director Anna Plumb attended the March meeting to share leadership's response to the committee's access recommendations.

During the discussion, the committee asked several questions that the SHS team committed to following up on. Full responses can be found in your meeting packet.

March Meeting Followup

Q: What is the average time from screening to housing for the family and adult systems?

A: In the adult system, the average time it takes from entry into the system to housing referral is 138 days. In the family system it takes about 86 days.

Q: How much funding for regular eviction prevention is going to be recommended for DCHS in the upcoming budget?

A: DCHS is requesting about \$11.4 million in eviction prevention funding for the upcoming fiscal year. HSD is requesting about \$2 million in SHS eviction prevention funding.

March Meeting Followup

Q: Is there a one-stop shop for affordable housing units in Portland?

A: Home Forward (Portland's Housing Authority) has a list that is updated monthly and can be accessed on their website at <https://www.homeforward.org/community-home-listings/>

Q: Do we know anything about the process of updating HMIS?

A: The project kicked off in February 2026 and the majority of work will take place between now and the end of next fiscal year. Multnomah County's IT team is project managing and HSD data team members are supporting.

March Meeting Followup

Q: Can you share the HSD's recent Adult Shelter Review report and the shelter equity report article?

A: You can find the HSD Adult Shelter Review at <https://hsd.multco.us/wp-content/uploads/2026/01/Adult-Shelter-Review-FY25.pdf>

You can find the Street Roots shelter equity article at <https://www.streetroots.org/news-stories/2026/02/25/portland-shelters-continue-to-have-a-racism-problem/>



**Homeless Services
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Research and Evaluation Overview

Spring 2026

Framing the Conversation: Evaluation Staff Presentation

What are we talking about?

We had a co-chair suggestion to bring in evaluation staff from the Homeless Services Department to discuss their recent and upcoming work, especially the aspects that relate to SHS.

Why is it important?

Evaluation and accountability has been a priority for the SHS committee over the years. This is an opportunity to hear about what our evaluation staff are currently working on, learn what they are finding, and ask questions.

Evaluation Team Areas of Focus

System, Housing, & Prevention (Claudia)

Claudia has a background in housing economics and affordable housing program design. Her research centers quantitative methodologies (statistical analysis, large data sets).

Shelter, Outreach, & Navigation (Doc)

Doc has a background in community-based research and working with vulnerable populations. His research includes quantitative and qualitative methodologies, and emphasizes lived experience.

System, Housing and Prevention

Current Projects

- Rapid Rehousing Evaluation (*with Focus Strategies*)
- HRAP 2.0 Key Performance Indicators (*with HRS*)
- Coordinated Entry/MSST “mini-evaluation”

Annual Projects

- Tri-County Point in Time Count (*with PSU HRAC*)
- SHS Equity Analysis
 - Outputs and Outcomes
 - Workforce Equity Analysis (*with Focus Strategies*)

System, Housing and Prevention

Recently Completed Projects (2025)

- Research Resources Repository (*with HRAC*)
- Landlord Engagement Survey

Upcoming Projects

- Inflow to Homelessness Analysis
- HRS System Modeling (*with HRS and TA provider TBD*)

Shelter, Outreach and Navigation

Current Projects

- Shelter Participant Survey
- Pathways to Housing (*with PSU's HRAC*)

Recently Completed Projects

- Adult Shelter Review (FY 2025)
- Emergency Shelter Report
- Shelter Referral/Geography Briefing
- Rapid Shelter Assessment (Exits to PH)

Key Findings from Pathways Study Part 1

The drive for permanent housing: 98% of participants want permanent, affordable housing that meets basic safety, shelter, hygiene, and sustenance needs, and allows visitors.

System instability and displacement: Participants moved where they slept an average of 5.6 times in 6–12 months (between shelters, unsheltered, or doubled up). Of 160 people impacted by involuntary displacement (sweeps), 48% were displaced more than 10 times.

Understanding differences: While financial needs are urgent for all, causes of homelessness differ by demographic. For example, women reported higher rates of domestic violence than men.

Meeting basic needs: Food access was the most helpful and used service. Other helpful services include hygiene and government benefits. Legal assistance and help with employment remain unmet needs.

Stability in housing: About 80% of participants who moved into housing in the last 12 months feel stable, with good case management cited as the most productive resource.

Project Links

Reports, Presentations,
and Resources from the
HSD Evaluation Team

- [2025 PIT Count](#)
- [Resource Repository](#)
- [Landlord Engagement Survey](#)
- [Adult Shelter Review](#)
- [Emergency Shelter Report](#)
- [Pathways to Housing Project](#)
- [Shelter Referral/Geography Briefing](#)
- [Rapid Shelter Assessment \(26-40\)](#)

Review of Past Committee Recommendations



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Framing the Conversation: Past Recommendations

What are we talking about?

We had a co-chair suggestion to put together a refresher on the committee's past recommendations as you all begin thinking about what you want to focus on this year.

Why is it important?

Understanding what has been important to the committee over time is important context for where you have been and will help you think about what to focus on moving forward.

Past Committee Recommendations Refresher

2025: Access

2024: Equity, Capacity Building, System Improvement

2023: Spending

Access Recommendations (2025)

Address historic harms and integrate accommodations

Address systemic issues that perpetuate stigma, strengthen cultural responsiveness and prevent participant alienation

Coordinated access & intake

Improve system navigation by creating a centralized intake system with clear, streamlined processes and standardized waitlist policies that reduce barriers

Prioritize investments in homelessness prevention

Prioritize supportive services aimed at preventing homelessness and addressing housing stability

Prioritize investments in housing options

Expand housing options, especially in underserved geographic areas. Prioritize population-specific services and participant preferences

Contracted provider requirements

Establish requirements for contracted providers, including:

- A. Participant eligibility and termination policies
- B. Provision of livable wages, benefits, and development opportunities - especially for peers and people with lived experience

Ensure outreach is equitably distributed

Strategize outreach to reach diverse areas of the community as well as targeted to frequently visited locations

Equity Recommendations (2024)

Equity Evaluation Tool

Develop an equity evaluation tool to measure provider commitment to equity goals. The tool shall measure organizational equity (i.e. how well equity ingrained in training, programs and services), participant experience and accessibility (i.e. how participants are treated), and culturally appropriate staffing (i.e. workforce diversity, fair compensation and hiring policies)

Accountability & Technical Assistance

Accountability and technical assistance for providers who need to improve on equity goals

Grievance Process

Grievance process for participants to address incidents with provider staff; HSD take a role in providing accountability

Support small & emerging organizations

Create opportunities for small and emerging organizations

Flexible assistance

Provide long-term rental assistance, tenant-based assistance, and direct cash assistance

Equity Recommendations in Action at HSD

Grievance Process

Grievance process for participants to address incidents with provider staff; HSD take a role in providing accountability

Learn more:

<https://hsd.multco.us/hsd-reasonable-accommodations/>

The Homeless Services Department recently launched a new grievance process.

This policy clarifies, formalizes, and builds on existing departmental practices and identifies clear lines of responsibility for responding to grievances among our administrative team, program leadership team, and other program staff. If working directly with the provider does not yield a solution, folks can reach out to our office and we can refer grievances to the appropriate team member.

Capacity Building Recommendations (2024)

Strategic Expansion

Prioritize significant and substantial investments to expand provider capacity rather than urgently distributing one-time-only funds

Increase partnerships

Increase partnership with new and small organizations through capacity building grants

Lived Experience

Fund organizations that hire, engage and compensate peers and people with lived experience.

Evaluation & Accountability

- Develop an evaluation tool that measures SHS providers' success in service delivery and creates accountability for the outcomes described in their contracts.
- Build in opportunities for provider evaluations to include perspectives of direct service workers and service participants.
- Develop KPIs to measure provider success (e.g., # of participants exiting shelter to housing, how many are keeping the housing they obtain, etc.)

Capacity Building Recommendations In Action at HSD

Evaluation & Accountability

- Develop an evaluation tool that measures SHS providers' success in service delivery and creates accountability for the outcomes described in their contracts.
- Develop KPIs to measure provider success (e.g., # of participants exiting shelter to housing, how many are keeping the housing they obtain, etc.)

Learn more:

[https://hsd.multco.us/data-dashboard/
contract-monitoring-dashboard/](https://hsd.multco.us/data-dashboard/contract-monitoring-dashboard/)

Contract Monitoring Dashboard

This is a tool we have developed to assist HSD contract managers and community providers measure the extent to which service delivery expectations are being met. This dashboard uses a consistent set of standardized outputs and outcomes and targets found in FY26 contracts. It allows us to track actual performance against program targets to identify what's working and where to potentially improve. Please note this new tool is only accessible to HSD-contracted community providers and HSD staff.

System Improvement Recommendations (2024)

Shelter Accessibility

Increase shelter accessibility and standardize policies that support participant choice and autonomy

Behavioral Health

Invest in behavioral health: increase the supply of high-quality, low-barrier shelter and housing options for people with substance use disorders

System Improvements

Prioritize system improvements that decrease wait times, streamline processes, and increase coordination.

Spending Recommendations (2023)

Client Assistance

Direct cash assistance to those enrolled in SHS services; rent and utility assistance; flexible client assistance; car repair and maintenance support

Housing First

Prioritize SHS services & housing for people whose camps are swept

Eviction Prevention

Increase investment in homelessness prevention. While implementation ramps up, invest more in rent & utility assistance—our community needs money now.

Referral System

Expansion of 211 capacity & modernize system infrastructure

System Infrastructure

Increase technical support with contracting and overall contracting capacity at JOHS to support community-based organizations.

Peer Support

Peer support programming for people experiencing housing insecurity to regain long-term housing.

For Next Time...

What topics would you like the committee to focus on in 2026?

- Collaboration was a focus area we brainstormed last year and could be a topic we prioritize now

What other ideas do you have?

Resource List



Homeless Services
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Resource List

Land and Labor resources:

- [The Racist History of Portland, the Whitest City in America](#)- Article from The Atlantic about Portland's history of racist housing policy
- [Native Governance Center Guide to Land Acknowledgements](#)- A guide to creating a more in-depth land acknowledgement.
- [Native Land Digital Map](#)- An app to help map Indigenous territories, treaties, and languages.
- [Ecotrust Alternatives to Land Acknowledgements](#)- Actions to take in allyship with Native communities as an alternative to land acknowledgements.

SHS Measure resources:

- [Multnomah County SHS Local Implementation Plan](#)
- [SHS Quarterly and Annual Reports](#) (scroll to the bottom of the page)

SHS Advisory Committee resources:

- [SHS Advisory Committee page](#) on the HSD website (all the committee's recommendations are linked here)

Close

