

Program Guide

**Spring 2026**

**HSD Provider Conference**







Welcome to the Spring 2026 Homeless Services Department Provider Conference,

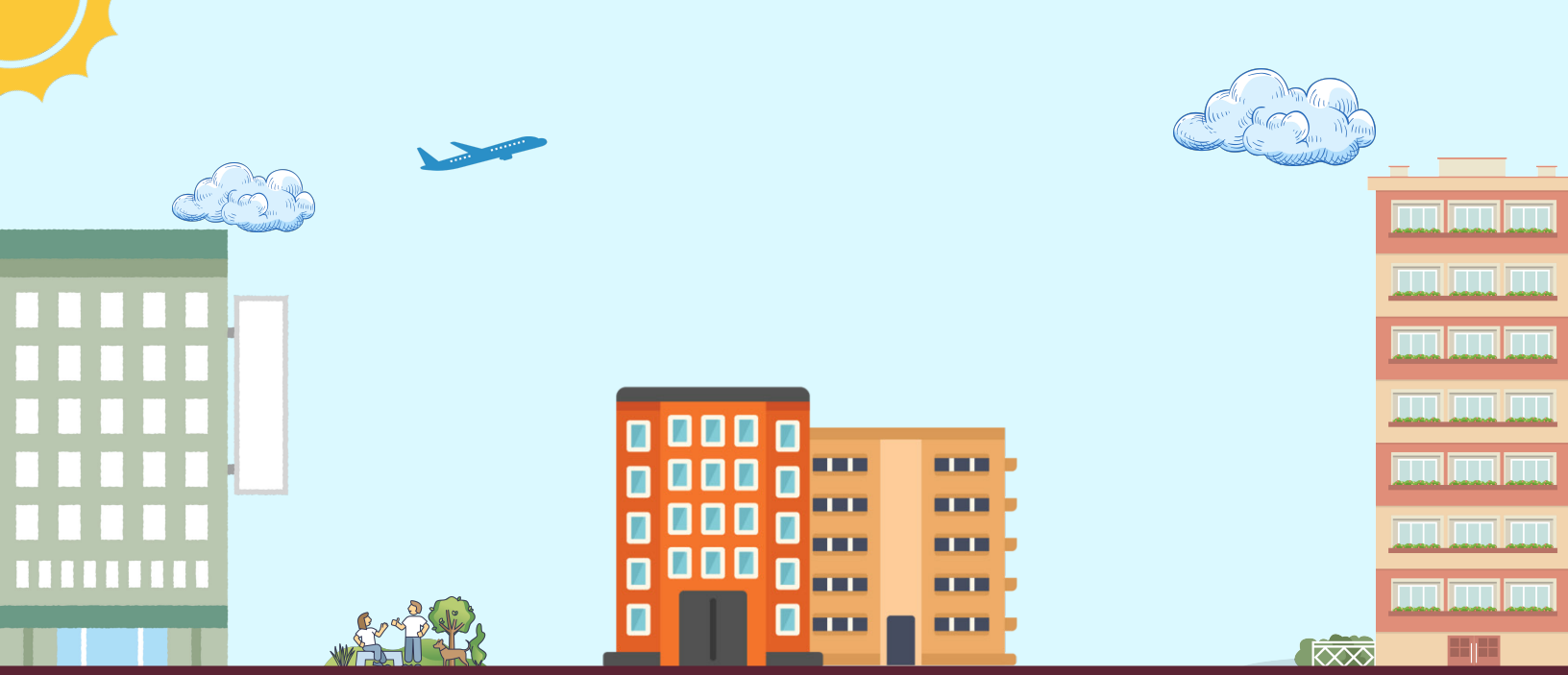
On behalf of the entire Homeless Services Department, we want to extend our warmest welcome to today's conference. Every day, we are profoundly impressed by the incredible expertise, dedication, and resilience that drives our local homelessness response system. We are honored to gather with you today, united by an unwavering commitment to our community and to the critical mission we all share.

We recognize that we are navigating a particularly heavy and uncertain season together. Between federal uncertainties and recent budget cuts, this is an exceptionally challenging time that has created real strain across our entire provider network. In moments like these, intentional and meaningful partnerships are not just an ideal—they are essential. We are fully committed to working hand-in-hand with everyone across our homeless services community to navigate the road ahead together.

Whether you bring lived experience, work on the front lines, advocate, guide policy, lead an organization, or all of the above, your presence here today is invaluable to our collective mission. We invite you to engage today in whatever way works best for you, whether that means speaking up to share insights, asking tough questions, or quietly listening and observing. These sessions were intentionally designed to spark genuine collaboration, deepen our understanding of evolving systems and processes, and expand dialogue across our diverse network.

Thank you for showing up today, for your tireless dedication to this work, and for the vital partnerships we will continue to build together.

Warmly,  
The Homeless Services Department



## 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.

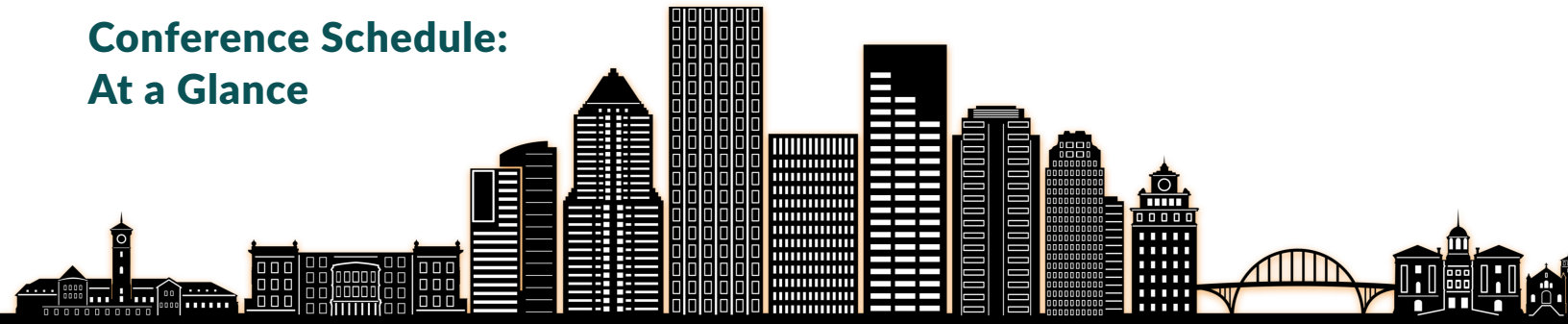
Credit to: Dr. Aileen Duldulao and Heather Heater, Multnomah County

## 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: At a Glance



| Time                             | Ballroom                                                                               | Room 327/8                                                                                | Room 296/8                                 |
|----------------------------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------|
| 8:30 a.m.                        | Doors open; morning beverage, and time to network                                      |                                                                                           |                                            |
| 9:00 a.m. to 9:30 a.m.           | Welcome remarks; HSD Director, Nathaniel VerGow                                        |                                                                                           |                                            |
| 9:45 a.m. to 10:50 a.m.          | Cross-sector Case Conferencing                                                         | Beyond the Numbers: The Essentials of Fiscal Contract Compliance                          | Currently open                             |
| 11:05 a.m. to 12:10pm            | Behavioral Health Support and Care Navigation: Practical Tools for Frontline Providers | Eviction Defense                                                                          | Results from the Pathways Study            |
| LUNCH<br>12:10 p.m. to 1:05 p.m. | Box Lunches, networking                                                                |                                                                                           |                                            |
| 1:15 p.m. to 2:20 p.m.           | Homeless Response System Key Performance Indicators                                    | Building Resiliency in our Staff: Intro to a Debriefing Model for Addressing Moral Injury | Setting Providers Up for Success           |
| 2:40 p.m. to 3:45 p.m.           | Currently open                                                                         | Beyond Self-care: A Three-tiered Approach to Preventing Burnout in Homeless Services Work | Best Practices in Rapid Rehousing Programs |

**Note:** Please find the details of each session on pages 7 to 10.



## 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.**



### **Providers in our Tabling Room (SMSU 338)**

#### **ADVSD Homeless Mobile Intake & Navigation Team**

Amanda Britting (she/her) & Ceara Carder (she/her)

#### **CCC -- Hooper Detox & Stabilization Center**

Alice King (she/her) & Kim White (she/her)

#### **Quest Center for Integrative Health**

Courtney Hollis (she/her) & Erin Gillingham

#### **New Narrative -- Landlord Liaison Team**

Casey Kunzat (he/him), Nicole Hagen (she/her) & Luke Hall (he/him)

#### **Worksystems, Inc.**

Jennifer Fox (she/her), Ernesta Ingeleviciute (she/her),  
Kajaria Johnson (she/her), Stephen Blackford (he/him),  
Isis Ilias (she/her) [Latino Network], Chuck Kornbrodt (he/him) [CCC],  
Israel Hammond (he/him) [POIC]

#### **SE Works**

Kristin Anderson, Veronica Reyna, Penelope Harvey



### **Amenities**

#### **Restrooms**

Please feel free to use any of the restrooms located outside of the Smith Ballroom and throughout the Smith Memorial Student Union.



#### **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.



## Cross-sector Case Conferencing (CSCC)

**Location:** SMSU Ballroom

**Presenter(s):** **Jenny Greenberg (they/she)** – Homeless Services Department

**Adam Peterson (he/him)** – HealthShare of Oregon

**Yoni Kahn & Laura Golino de Lovato** – Northwest Pilot Project

**Abstract:** Multnomah County's CSCC is a case management tool for Homeless Service Providers to receive support with identifying resources for participants with unmet health care needs. This table facilitates the ability for service providers to case conference with healthcare and social service systems at one table in an effort to enable real time health navigation and care coordination.

This resource is available to the homeless services continuum within Multnomah County including Youth, Family and Adult systems, Permanent Supportive Housing, Rapid Rehousing, Shelter, Outreach, CoC Programs, RLRA etc.

During this session, we will present general information about Cross Sector Case Conferencing, review evaluation and outcomes over the past year of operation, discuss updates on the project including creating a new formalized space to convene providers and stakeholders to provide feedback, and take questions from the audience.

**Conference Track(s):**

Frontline Strategies and Best Practices, Emerging Needs and Opportunities

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

[View Presentation Slides](#)

## Beyond the Numbers: The Essentials of Fiscal Contract Compliance

**Location:** SMSU 327/8

**Presenters:** **Cora Bell (she/her) & Luke Donaldson** – Multnomah County

**Abstract:** Join the County Fiscal Compliance Team for a look at what we do and how we can support your program's success. We will share best practices for building a program budget, what we look for when reviewing submitted invoices, and explain how a cost allocation plan is different than an indirect rate. Our goal is to demystify what happens during a monitoring review so you know exactly what we look for and how to keep your records ready. You'll walk away with a clear roadmap for managing your funds and the confidence to handle any fiscal requirement.

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

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

## Behavioral Health Support & Care Navigation: Practical Tools for Frontline Providers

**Location:**  
SMSU Ballroom

**Presenters:** **Cristal Otero, Lisa Rose Gagnon** – Homeless Services Department

**Abstract:** This panel will help frontline providers and supervisors better understand the behavioral health continuum of care across Multnomah County and effective engagement strategies. Rather than focusing on one program, it will highlight how various resources connect and share best practices from behavioral health professionals for working with individuals with mental health and substance use conditions.

The goal is to clarify roles, timing, available supports and engagement methods. Attendees will gain practical, provider-focused insights on care navigation, addressing survey feedback requesting clearer pathways to mental health, aging and disability services.

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

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

## Eviction Defense

**Location:** SMSU 327/8

**Presenters:** **Stephanie Back (she/her) & Adrienne Del Monte Hoxha (she/her)** – Metropolitan Public Defender

**Abstract:** We will give an overview of the services Metropolitan Public Defender's Community Law division can provide, and go into specifics about eviction defense.

**Conference Track(s):** Frontline Strategies and Best Practices

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

[View Presentation Slides](#)

## Results from the Pathways Study

**Location:** SMSU 296/8

**Presenters:** **Kathleen Conte (she/her)** – Portland State University, **Lisa Larson (she/her)**, **CB Bone (they/them)** and **other members of the TREES Committee**

**Abstract:** We will report the findings from the quantitative survey. TREES committee members will attend to speak to key findings and learnings. Participants should expect to learn what is working across the HSD service system, and where unmet needs remain.

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

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

[View Presentation Slides](#)

### Homelessness Response System: Key Performance Indicators

**Location:** SMSU Ballroom

**Presenters:** Robyn Johnson (she/her), Maggie Williams (she/her), Jillian Schoene (she/they) & TJ Noddings – Homelessness Response System

**Abstract:** Staff from the Homeless Response System will provide an overview of the Homeless Response Action Plan (HRAP) system-wide key performance indicators. Looking at those KPIs, HRS staff will review how the system is currently doing, as well as address the direction of the system performance under pending budget impacts.

**Conference Tracks:** Leadership in Challenging Times, Emerging Needs and Opportunities

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

### Building Resiliency in our Staff: Introduction to a Debriefing Model for Addressing Moral Injury

**Location:**  
SMSU 327/8

**Presenters:** Drew Grabham (he/him) – Central City Concern

**Abstract:** This interactive session will 1) Discuss the importance of addressing staff moral injury, 2) introduction to the STAR-T model, 3) begin/continue your organizations plan for supporting staff when they have deep impacts from their outreach work.

**Conference Tracks:** Leadership in Challenging Times, Emerging Needs and Opportunities

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

[View Presentation Slides](#)

### Setting Providers Up for Success

**Location:**  
SMSU 296/8

**Presenters:** Tonya Jones – HSD Equity Advisory Committee,  
Raquel Barajas – HSD, Yemaya Bention – Black Community of Portland

**Abstract:** Members of the HSD's Equity Advisory Committee have worked on the challenges small, culturally specific, new, and emerging providers face while navigating government contracts. Learn about their findings and experiences navigating this process.

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

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



### Building Organizations that Sustain their People: A Three-tiered Approach to Preventing Burnout in Homeless Services Work

**Location:** SMSU 327/8

**Presenter(s):** **Katricia Stewart (she/her)** – Community Wellbeing REC

**Abstract:** Homeless services work is meaningful, demanding, and deeply human — and the people who do it deserve organizations that are built to sustain them. This session introduces a three-tiered framework (structural, relational, and personal) for understanding and preventing burnout, with a brief look at empathy fatigue as a specific pathway relevant to direct service work. Rather than focusing on what's going wrong, we explore what it looks like when organizations get this right — and how to build toward that.

Participants will spend parts of the session in facilitated small-group conversation, identifying strengths already present in their organizations and collaborating on concrete, realistic steps they can take at each tier to protect and support their workforce. Attendees can expect a grounded, research-informed framework, honest peer conversation, and a practical starting point to bring back to their teams.

**Conference Track(s):** Frontline Strategies and Best Practices

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

[View Presentation Slides](#)

### Best Practices in Rapid Rehousing (RRH) Programs

**Location:** SMSU 296/8

**Presenters:** **Claudia Sharygin (she/her)** – HSD

**Hana Gossett & Mandy Gawf (she/her)** – Focus Strategies

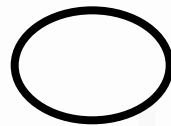
**Abstract:** RRH is a core element of HSD's homelessness services strategy. The Multnomah County Chair's proposed budget has prioritized this programming, proposing \$10 million in new funding for housing placement out of shelter. This interactive session, led by staff from HSD and Focus Strategies, will provide an evidence-based overview of best practices in RRH programs. The goals of this session are to present research and evidence from communities across the country on proven strategies that improve housing outcomes, explore how these practices align with our current work in Multnomah County, and identify areas where additional guidance or support would be helpful. The session will include a café-style workshop where attendees will collaboratively brainstorm solutions to common challenges in RRH programs.

**Conference Track(s):** Frontline Strategies and Best Practices

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

[View Presentation Slides](#)

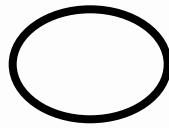
# PSU SMSU, 2nd Floor Map

 = where sessions are held



-  DRINKING FOUNTAIN/REFILL STATION
-  WOMEN'S RESTROOM
-  MEN'S RESTROOM
-  LACTATION
-  ELEVATOR  
Access To Main Levels & Sub-Basement
-  STAIRS
-  MEZZANINE STAIRS

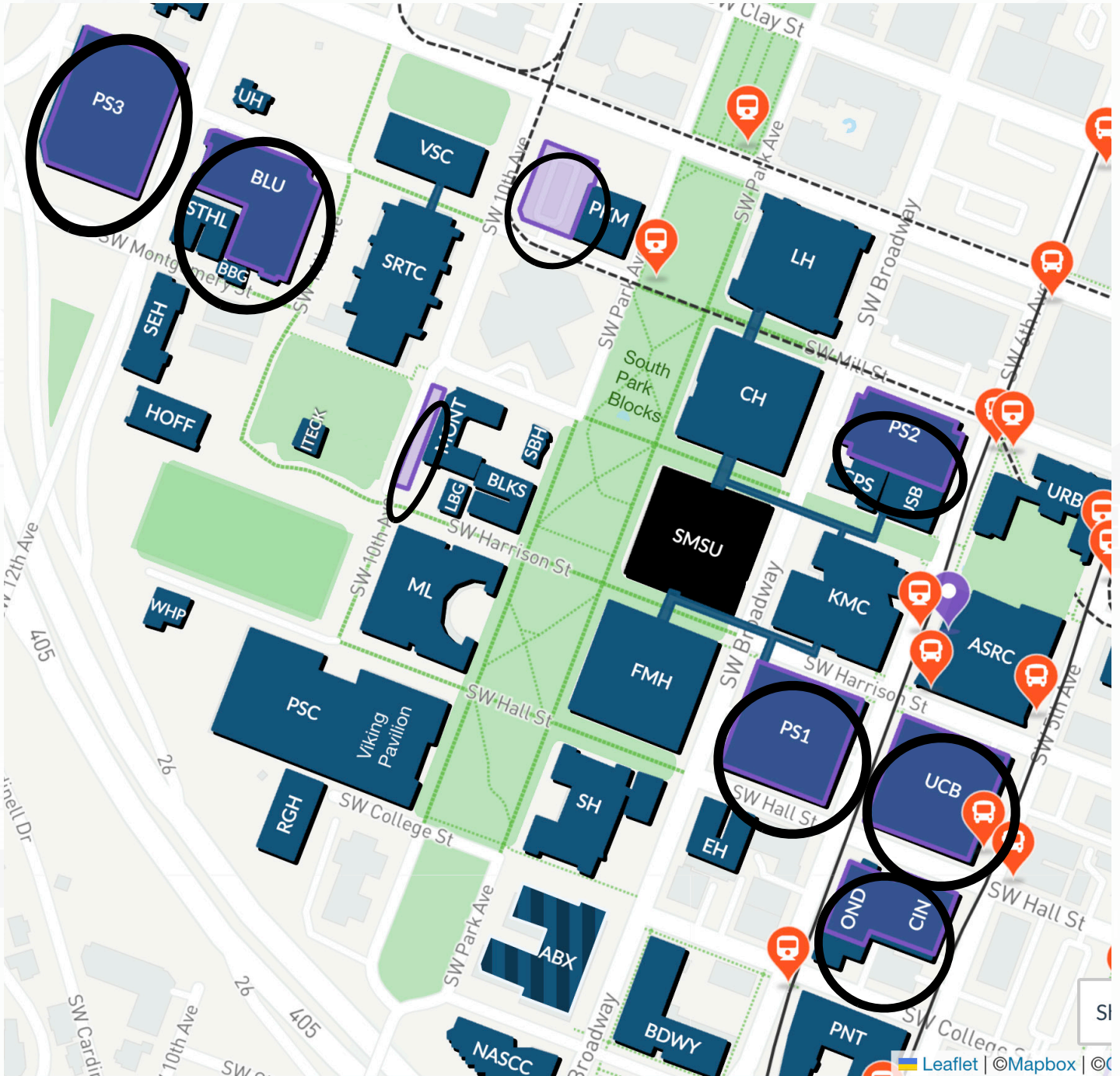
# PSU SMSU, 3rd Floor Map

 = where sessions are held





## PSU - Conference Parking



## Plan Your Journey to the Conference!

We encourage people to take public transportation to the event. Please use the TriMet transit trip planner to find your best route.

If you must drive, please review this webpage for PSU parking options and fees. Parking Structures 1 and 2 are the closest lots to SMSU. You can see a campus map [here](#).



**Visit Our Website**

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