

Welcome

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



Homeless Services
Department

**SHS Advisory Committee
Meeting**

June 11, 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 Community Agreements | Mack Vohs | Inform |
| 3:05 | Budget Update / General Updates Q&A Followup from May Meeting | Mack Vohs, Breanna Flores | Inform |
| 3:15 | Leadership Response: Access Recommendations (Part 2) | Mack Vohs, Kanoe Egleston | Inform, Discuss |
| 4:00 | Recommendations Priorities Brainstorm | 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.

This 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

Bring self-awareness and authentic presence

Engage thoughtfully and communicate respectfully

Foster inclusivity, equity, and cultural humility

Embrace learning, feedback, and growth

Updates



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Budget Update

The Multnomah County Board of Commissioners **adopted their budget** for the upcoming fiscal year last Friday, June 5.

The new fiscal year begins on July 1, 2026.

All currently available public budget information can be found here: <https://multco.us/info/fy-2027-budget>

You can also view the County's budget press release here: <https://multco.us/news/news-release-multnomah-county-board-commissioners-closes-significant-spending-gap-adopts>

Staff & Membership Update

- SHS team staff changes
- Recruitment process update: new members joining this summer

Q3 SHS Report Update

The SHS team submits four quarterly reports to Metro each fiscal year, plus an annual report. The SHS Q3 report came out on May 15. You can view it (and all SHS reports) on our website [here](#).

Highlights:

- Housing 711 households (1,050 individuals) across all housing types year-to-date who were experiencing homelessness.
- Adding 47 new units of permanent supportive housing through the opening of the Cesar Apartments.
- Distributing ~43,000 cold weather supplies to providers during enhanced outreach efforts in January and February.

Q&A Follow-up from May Meeting



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May Meeting Follow-up

Q: Could you provide a per household cost for the annual work plan prevention goal?

A: Prevention costs are incredibly complex and vary widely by provider. Because of how the data lives in our systems right now, we would not be able to calculate a clean "cost-per-household" estimate.

However, in the new fiscal year we can provide some metrics, including the number of providers accessing prevention funding, the total number of individuals and HH served, and the average length of time a household receives support.

May Meeting Follow-up

Q: In the SHS annual work plan you set a goal for the number of households who will receive ongoing support, but can you tell us more about who isn't being served?

A: The inflow and outflow data in our [by-name list dashboard](#) can offer some insight on this. Inflow will show everyone coming into the system, and outflow represents everyone we were able to serve or who exited homelessness. The difference between the two would help us get at an answer to this question.

For instance, in March 2026 inflow was 1,687 people and outflow was 1,468 people.

May Meeting Follow-up

Q: What percentage of HSD contracted organizations have only County funding? Or if there are multi-funding sources, is there a second most common source?

A: As of September 2025, HSD's biggest funding source was SHS (\$153.5M), followed by federal and state funds (\$89.1M), County general funds (\$67.6M), and all other funds (\$8.5M).

May Meeting Follow-up

Q: Can we use info on funders (see last slide) **to collaborate better on training across funding sources?**

A. Currently, most training initiatives are coordinated across the 3 counties.

Metro/Regionally:

- Coordinates and funds regional training (e.g. a community college non-credit training for providers on case management and system navigation)
- Hosting monthly community of practice cohorts for SHS providers

County:

- SHS regional investment funds support 65+ annual trainings, including Domestic Violence and Sexual Assault & the distribution of a monthly calendar of equity based learning opportunities
- Staff analyze service gaps for culturally specific providers and direct technical support, focusing on culturally specific delivery & equity in contracting

Leadership Response: Access Recommendations (Part 2)



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Framing the Conversation: Recommendations Response

What are we talking about?

In January, the SHS committee approved its recommendations to improve access to services. In March, interim Director Anna Plumb came to respond to the recommendations, but ran out of time to discuss all of them.

Why is it important?

We have HSD Program Director Kanoe Egleston here with us today to follow up with a leadership response to your access recommendations re: eligibility & termination.

Recommendations 4 Refresher

Recommendation 4: Contracted provider requirements

Establish requirements for contracted providers, including **A.)**

Participant eligibility processes:

- Housing first & harm reduction
- Keep families together
- Fast and fair standards for eligibility determinations
- Eliminate near-poverty penalties
- Reform criminal history assessment
- Flexibility with identification
- Remove financial and screening barriers

Participant termination processes:

- Transparency and standardization
- Prohibit termination for vague reasons
- Accessibility and equity for the elderly and folks with disabilities
- Prevent terminations when possible
- Temporary exclusions & re-entry options
- Enhanced communications
- Review & oversight for terminations

Recommendations 4 Refresher

Recommendation 4: Contracted provider requirements

Establish requirements for contracted providers, including:

- B.)** Provision of liveable wages, benefits, and development opportunities—especially for peers and people with lived experience

Leadership Response & Discussion

Kanoe Egleston

Homeless Services Department Program Director

Emily Nelson

Homeless Services Department Equity Manager



Access Recommendations & HSD Contracting

Developed for the
SHS Advisory
Committee

June 2026

Agenda

Overview of
presentation and
key takeaways

- 01 Recommendation 4: Contracted provider requirements

- 02 Participant Eligibility & Termination Policies

- 03 Provider Support and Compensation

- 04 Questions?

HSD Service Delivery Approaches

Four system-wide approaches required for the delivery of HSD-funded services:

Housing First and Low Barrier

Connecting households to housing without preconditions or barriers to entry.

Racial and Social Justice

Eliminating disparities and ensuring equitable access and benefit from services provided.

Assertive Engagement

A holistic approach that honors people as experts in their own lives using empathy.

Culturally Responsive Services

Delivering services respectful of and relevant to the beliefs and culture of diverse populations.

Housing First and Low Barrier

HSD Contract Language: Housing first and low barrier services should be designed to support the community's commitment to Housing First. Housing First is an approach to quickly and successfully connect households experiencing homelessness to permanent housing without preconditions and barriers to entry. Housing First recognizes that everyone is "ready" to return to permanent housing as soon as a suitable unit becomes available. Therefore, absent very specific programmatic justifications (for example, Recovery Housing models), services should be designed to expedite and not delay a participant's return to permanent housing.

Tri-County RFPQ 2025: All SHS services must be delivered in a manner that is culturally responsive, low barrier, and ensures equitable access and outcomes in alignment with Housing First methodology.

Examples of Participant Eligibility



Keep families together

Do not separate partners, families, children, etc.



Fast and fair standards

Set rapid eligibility determination



Flexibility with identification

Removing barriers related to traditional identification requirements.

Key Contract Clauses

Accountability

Contractors must provide adequate training to staff for contract activities.

Grievances

Written policies must ensure staff and volunteers provide respectful and effective services.

Staff & Client Feedback

Clearly defined methods for obtaining feedback on the provision of services are required.

Termination Policy

Mandatory written procedures and policies must be in place for all service provision.

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

Review & Oversight



Equity Accountability

Provider equity assessments and equity work plans ensure alignment with departmental goals.



Contract Monitoring

Comprehensive contract monitoring activities to maintain high standards of service provision.

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 room cleanliness that ensure no safety risks are present but do not go beyond that |

Provider Support and Compensation

Annual Provider COLAs

Regular cost-of-living adjustments to maintain service sustainability and staff retention.

Caseload Ratios

Assertive Engagement 1:15-20

Pay Equity Studies

Comprehensive analysis to assess fair and competitive compensation across the workforce.

Recruitment & Retention

Regional Workgroup

Incorporating Participant Feedback into Support Systems

Q & A

Recommendations Priorities Brainstorm



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Reflecting on this fiscal year: SHS Annual Report

The SHS annual report tells the story of SHS efforts in Multnomah County in the fifth year of implementation, both for our funder and for the public.

What's in the report?

- Data on housing and services, populations served, racial equity
- SHS Advisory Committee highlight
- Provider or participant stories & features
- Other Sections:
 - Provider Partnerships & Capacity Building
 - County Infrastructure & Financial Review
 - Regional Coordination & Cross-Sector Coordination
 - Advancing Racial Equity
 - Work Plan & LIP Performance

Reflecting on this fiscal year: SHS Annual Report

What are the messages or stories about SHS programs and investments that you would want the public to know?

What do you want the public to know about the advisory committee?

Framing the Conversation: Priorities Brainstorm

What are we talking about?

We've recently reviewed HSD teams and projects that could potentially turn into focus areas for recommendations. The committee also has a handful of recommendation topics that were put in the parking lot last year.

Why is it important?

We can now brainstorm initiatives you want to learn more about or explore as a potential subject for recommendations. Your interest areas can help us determine the best opportunities to give HSD meaningful feedback.

Priorities Brainstorming: 2026 - 2027

Given the current environment (financially, politically, etc.), what truths do you want HSD to keep front of mind?

What are the core themes or priority areas you want HSD to focus on in the next year?

Are there topics in our "parking lot" you'd like us to revisit as a focus area?

- **Collaboration** (i.e., between HSD and the City of Portland, other County Departments, Metro, tri-county region, and/or service providers)
- **Access** (i.e., topics not selected in top 5, including: case management standards, training requirements, housing-first resources)

Priorities Brainstorming: Current HSD Projects

With your interest areas in mind, which of these current projects would you like to know more about or engage with?

Admin Rules:

Give input on how to implement the admin rules (standardized guidelines for PSH, RRH, HWS, HO, HP, Shelter, TH)

Rapid Rehousing Evaluation:

Give input on what questions we ask RRH participants

New HMIS:

Give input on how to rollout new HMIS and what TA is needed for providers

SHS Local Implementation Plan (LIP):

Review the current LIP & give input on potential updates in next 1-2 years

Outreach:

Give input on how to implement the Outreach Services Manual with providers

Other:

- Cross-Sector Case Conferencing
- Landlord Recruitment and Retention

Resource List



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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

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

