



Poverty and Homelessness Board

All-Member Meeting

February 21, 2019

12:00 p.m. – 1:30 p.m.

Eugene Public Library Downtown, Bascom-Tykeson Rooms, Eugene

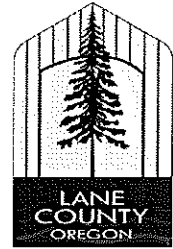
AGENDA

Topic

1. Welcome and Agenda Review
2. Follow up from Previous Meeting and Consent Agenda
 - Approve Minutes of November 15, 2018*
 - Accept Financials*
 - SSVF Letter of Support*
 - CSBG Annual Report Submission*
3. Committee Updates
 - Healthcare Workgroup (Dr. Kincade)*
 - Youth Homeless Solutions Workgroup (Susan Lopez)*
 - RFP HMIS Evaluation Committee (Kris McAlister)*
 - Employment Committee (Jessica McCormick and Dave Heavirland)*
 - Shelter and Supportive Housing Development Committee (Pat Farr)*
4. Membership and Leadership Update
 - Rural and At-Large Elected Official Positions*
 - Chair and vice-chair elections*
 - Adding Veteran's Initiative Subcommittee*
5. Homeless Service System Updates
 - Memo on Budget (Steve Manela, Human Services Division)*
 - TAC Implementation (Steve Manela, Human Services Division)*
 - Strategic Planning (Chairs, all)*
 - Continuum of Care Awards (Amanda Borta, Human Services Division)*
 - Data Analytics for HMIS (Lise Stuart, Human Services Division)*
6. LEAGUE Report
 - Participant Feedback Follow-Up Report; Lived Experience Report to PHB*
7. Wrap up
 - Summarize board decisions, assignments, next steps, planning next month's agenda.
8. Public Comment
 - Individuals who plan to offer comment must sign in with name and contact information prior to beginning of the meeting.

The Poverty and Homeless Board (PHB) is an action oriented group of elected officials, community stakeholders, and individuals who represent low-income and homeless people's concerns. The purpose of the PHB is to create innovative partnerships and programs that use best practices to reduce poverty and homelessness in Lane County. The PHB will work to generate resources, community and legislative support for housing and services to achieve its goals.

January 29, 2019



Supportive Services for Veteran Families Program Office
National Center on Homelessness Among Veterans
4100 Chester Avenue, Suite 201
Philadelphia, PA 19104

RE: Support letter for St. Vincent de Paul Society of Lane County, Inc., Supportive Services for Veteran Families renewal grant application

To Whom it may concern:

As the lead agency for the Continuum of Care (CoC) for Eugene/Springfield/Lane County Oregon, this letter strongly endorses and supports St Vincent de Paul's (SVDP) application for Supportive Services for Veteran Services (SSVF) renewal funding for 18-OR-066.

SVDP has been a community leader in serving homeless veterans since 2006. SVDP has developed a continuum of services and housing options for homeless veterans including 18 CoC funded permanent supportive housing (PSH) units, 12 Grant and Per Diem Bridge beds and 5 emergency shelter units. All of these programs are fully integrated into the HMIS data system. SVDP successfully implemented a 3-year surge grant awarded to the Lane County CoC. SVDP has continuously received SSVF funding since 2012, and has enrolled over 2,100 veterans including 478 chronically homeless veterans with 1,113 exiting to permanent housing. Veterans have also received referrals for employment, health care, legal services, financial counseling and assistance in accessing mainstream benefits.

In addition to providing services to homeless veterans, SVDP has been an active participant in CoC planning, annual application development and annual Point-In-Time counts. SVDP is a member of the Lane County Poverty and Homelessness Board. In this capacity, SVDP was a member of the Mayor's Challenge, successfully housing 404 veterans in a 12-month period. SVDP is currently participating in 'Operation 600', a project whose goal is the creation of 600 units of permanent supportive housing. Two project sites have been identified and preliminary architectural and financial planning is underway.

SVDP has also participated in Lane County's recent planning efforts to improve the overall system of care. Lane County hired Technical Assistance Collaborative to conduct a Public Shelter Feasibility Study, the purpose of which was to assess the full homeless service system in Lane County, identify gaps, and outline strategies for improvement. SVDP participated fully as a key stakeholder, providing expertise and information through in depth interviews.

Additionally, SVDP actively participates in the Coordinated Entry system, helping to identify and prioritize the most vulnerable chronically homeless veterans for PSH units in our community. SVDP maintains 3 'Front Door' assessment sites, and has a total of 13 trained assessors on staff.


SVDP has also been able to bring a significant SSVF tool to the community: the concept of a master list of homeless veterans. This by-name list (BNL) helps target outreach efforts, identifies housing successes and fosters partnerships with the VA, Lane County and SVDP. This concept has been an invaluable tool in the Continuum's efforts to identify and house frequent systems users. SVDP is engaged in the SSVF

initiative to ensure that all VA housing programs and services are connected with the Coordinated Entry system. This effort will ensure full access across agencies and systems to scarce housing resources. To facilitate a more effective BNL and to fully integrate VA systems into the CWL process, our CoC has obtained an *Operation Welcome Home* grant. This grant will allow our CoC to invest in proven local initiatives to expand homeless prevention resources and permanent, affordable housing options for veterans and their families throughout Oregon. Oregon receives a Technical Assistance Award to start veteran services systems mapping and to start actively working together to end veteran homelessness in our communities and to achieve the USICH benchmark of ending veteran homelessness in our community.

Finally, the CoC and SSVF are planning to coordinate our efforts in implementing a system wide Diversion strategy in Lane County. Given the additional resources within SSVF, as well as the newly released system analysis report from TAC which calls for additional Diversion staffing and training, together we will ensure trained specialists are available at all appropriate entry points. SVDP and SSVF will continue to collaborate on this new system tool, ensuring it is well staffed and effective.

Over the years, SVDP has demonstrated capacity, creativity and stewardship of the resources granted to them. We fully support this application for renewal funding of SSVF grant 18-OR-066.

Sincerely,

A handwritten signature in black ink, appearing to read "Karen Gaffney". The signature is fluid and cursive, with a long horizontal stroke at the end.

Karen Gaffney, Director
Lane County Health & Human Services

2018 HUD CoC Application PROJECT RANKING

GRANTEE	Project Name	Project Type	Description	Current Grant Amount	FY18 AWARD	Difference	FINAL RANK	
TIER 1	LC	SAHALIE	PSH	NEW Permanent Supportive Housing Project for CH individuals prioritizing FUSE participants.	\$ 196,767.00	\$ 206,300.00	\$ 9,533.00	1
	LC	HMIS	HMIS	Homeless Management Information System (HMIS) is local information technology system used to collect client-level data and data on the provision of housing and services to homeless individuals and families and persons at risk of homelessness. Lane County uses ServicePoint.	\$ 98,185.00	\$ 98,185.00	\$ -	2
	Homes for Good	SHELTER PLUS CARE/MADRONE	PSH	70 Homeless and Chronically Homeless Households (Adult only and Households with Children) with long term disabling condition (mental health/substance abuse, medical or developmental).	\$ 802,019.00	\$ 861,875.00	\$ 59,856.00	3
	LC	SHANKLE Safe Haven	PSH	27 Chronically Homeless Adults with a severe and persistent mental illness	\$ 537,958.00	\$ 537,958.00	\$ -	4
	LC	CASCADES	RRH	9 Homeless Adults who are medically fragile	\$ 97,889.00	\$ 104,165.00	\$ 6,276.00	5
	LC	EMERALD	PSH	15 Homeless Households (Adult only and Households with Children) with long term disabling condition (developmental).	\$ 187,701.00	\$ 194,729.00	\$ 7,028.00	6
	LC	CAMAS	PSH	14 Chronically Homeless Households (Adult only and Households with Children) with long term disabling condition (severe mental illness) and acute medical needs.	\$ 168,021.00	\$ 177,925.00	\$ 9,904.00	7
	LC	MCKENZIE	RRH	42 Homeless Households (Adult only households, Households with Children, Households of Children only)	\$ 550,749.00	\$ 579,957.00	\$ 29,208.00	8
	SVDP	Vet LIFT	PSH	18 Chronically Homeless Male and Female Veteran Households (Adult only and Households with Children) with long term disabling condition (Dual Diagnosis of Mental Illness With Substance Abuse).	\$ 192,188.00	\$ 205,281.00	\$ 13,093.00	9
	SVDP	LIFT	PSH	18 Chronically Homeless Adults & Homeless Households with Children With Co-occurring Mental illness and Addictions	\$ 267,787.00	\$ 276,969.00	\$ 9,182.00	10
	SVDP	CONNECTIONS	TH	21 Homeless Households With Children	\$ 226,452.00	\$ 226,452.00	\$ -	11
	LC	HMIS Expansion	HMIS	New (Reallocation) - Additional Licenses for Homeless Management Information System (HMIS)	\$ 37,810.00	\$ 37,810.00	\$ -	12
Homes for Good	MADRONE	PSH	25 Chronically Homeless Households with Children and/or Adults with mental illness, physical disability or chronic health condition, developmental disabilities, substance abuse issues or HIV/AIDS	\$ 121,748.00	Consolidated		13	
Tier 2	Homes for Good	MADRONE	PSH	25 Chronically Homeless Households with Children and/or Adults with mental illness, physical disability or chronic health condition, developmental disabilities, substance abuse issues or HIV/AIDS	\$ 201,812.00	Consolidated		13
	LC	CE-SSO	CE-SSO	New CE-SSO project for Coordinated Entry System Implementation	\$ 201,812.00	Not Awarded		14
	LC	TBD	TH-RRH	DV Bonus Project	\$ 76,840.00	Not Awarded		15
PLANNING	LC	PLANNING	Planning	Staffing to support the HUD CoC Program application, administer ranking and prioritizing of renewals and new projects, evaluate the outcomes of individual CoC and ESG program projects, compliance activities for the CoC re: environmental reviews and coordinated entry system for homeless services	\$ 98,383.00	\$ 100,906.00	\$ 2,523.00	NOT RANKED
	Total				\$ 3,363,548	\$ 3,507,628	\$ 146,603	NET INCREASE

LEAGUE REPORT TO PHB: PARTICIPANT FEEDBACK SESSIONS 2018

In 2018, LEAGUE launched a new Participant Feedback Process (PFP) for Continuum of Care (CoC) and Lane County funded housing projects. It is a priority of the PHB, LEAGUE, and Lane County to ensure our system is responsive to the needs of people experiencing homelessness. The PFP was intended to provide an opportunity for current program participants to contribute their views and expertise as it relates to the services they are receiving through a peer-led focus group.

THE PROCESS:

Programs are selected at random, are notified about 30 days out, and are asked to provide dates/times that would work for participants to attend the session. 2-3 LEAGUE members volunteer to lead each session. During the session, LEAGUE members walk through a satisfaction survey, lead the group in discussion, and encourage participants to share their experiences with all aspects of the program. Lane County staff takes notes, collects all surveys at the end, and provides a summary report back to the agency. Following the feedback session, CoC funded programs are asked to respond to at least one issue that arose from the feedback, explain how they responded to it, and how that response was communicated to participants. This response contributes to their overall score during the annual local Evaluation process for CoC renewals.

RESULTS:

In 2018, LEAGUE conducted Participant Feedback Sessions at four programs between October and December. The programs visited were St. Vincent de Paul Connections (TH); Homes for Good Madrone (PSH); Catholic Community Services McKenzie (RRH); and Looking Glass McKenzie (RRH). Attendance at the sessions ranged from 3 – 11 participants.

Generally, the feedback received from participants was positive. Participants largely felt that the services they were receiving were helpful. Most were extremely grateful to have a housing opportunity and assistance in finding housing. Some expressed that it was very helpful to have a case manager or program staff to help complete paperwork, look for housing, and negotiate with partner landlords. Most participants felt fully supported by the program and case management staff in particular.

“No one would rent to me with no rental history and credit history. Having partnerships with rental agencies is really helpful.”

There were a few areas for improvement noted:

- **Employment** - Participants in the sessions conveyed the need for additional assistance in obtaining employment or pursuing individual goals. While it is clear that employment is addressed, it seemed that programs could benefit from a more robust effort in this area. Participants also noted that they often felt the expectation was for full-time employment which does not allow for the pursuit of educational opportunities and presents challenges with childcare needs. Lane County would like to further explore how the system can be more responsive to this need by coordinating employment and housing services, increasing system collaboration efforts, and enhancing partnerships.
- **Property Management** - Participants also expressed that there are often issues with property management, including property management affiliated with a service provider or affordable housing provider. Participants expressed that they sometimes feel as though they are treated differently or have different, greater expectations than other tenants. In receiving this feedback, there is opportunity to improve collaboration between service providers and property management, as well as provide additional fair housing training or support for participants.
- **Stability** - Many participants across all sessions discussed having a significant feeling of instability, despite most of them being in a permanent housing program. While some programs involve time-limited subsidies, it may be beneficial to discuss ways that all programs can help households achieve greater stability such as through savings programs, or stronger system supports at the point of program exit. It may also be beneficial to ensure all staff are trained in trauma-informed care to better address the ongoing impacts of trauma as a result of homelessness.

“Even after two years, you’re still in survival mode.”

Overall, LEAGUE has found the process to be essential, and the feedback shared to be invaluable, in better understanding the experiences of people engaging with the homeless service system. In 2019, LEAGUE plans to continue the process and hopes to conduct more sessions to ensure all programs are visited at least once every other year. By providing an avenue for participants to share their experience, we have the opportunity to strengthen not only the programs, but the system as a whole.