

# MINUTES

## HUMAN SERVICES COMMISSION

Remote/GoToMeeting

March 15, 2021  
12:15 p.m.

**PRESENT:** Pat Farr *Chair*, Matt Keating *Vice Chair*, Claire Syrett, Laurie Trieger, Members; Bob Teter, Craig Opperman, Chris Pickering, Kevin Douglas, Maleigha Myers, Mike Fleck, Michael Yoshioka, Samantha Adams, Susanne Fendler, *Presenters*; Erin Fifield and Sandy Belson, City of Springfield Staff, Jason Dedrick and Teresa Kennedy City of Eugene Staff; Steve Manela, Danielle Bautista, Lisë Stuart, Amanda Borta, Robin Scott, Sarai Johnson, Stephanie Talbott, Lane County Staff; Bruce Abel, David Saez, Kelly Sutherland, Linda Carnine, Michelle Hankes, Scott Eastburn, Sue Paiement, Tim Black, Tom Mulhern, Wayne Martin, Guests.

**ABSENT:** Marilee Woodrow, Shaun Londahl, Members

### I. CALL TO ORDER

Chair convened the meeting at 12:16 pm. Those present introduced themselves.

### II. PUBLIC COMMENT

- Bruce Abel introduced himself, Linda Carnine and Wayne Martin as representatives of The Way Home, a local organization focused on assisting the unhoused population.

### III. CONSENT AGENDA

- Minutes of February 22, 2021
- Statement of Revenue and Expenditures as of February 28, 2021

*Laurie Trieger moved to approve the consent agenda.*

*Claire Syrett provided the second. The motion passed.*

### IV. PANEL DISCUSSIONS: HOMELESS PREVENTION

Program Services Coordinator Danielle Bautista introduced the Homeless Prevention providers representing their programs and agencies. She put the panel questions in the chatbox.

#### Providers panel today:

Community Sharing: Mike Fleck

Catholic Community Services: Samantha Adams and Chris Pickering

Sheltercare: Susanne Fendler

Looking Glass: Craig Opperman and Maleigha Myers

SVDP First Place Family Center: Michael Yoshioka and Kevin Douglas

Siuslaw Outreach Services: Bob Teter

#### Questions:

- 1) Please introduce yourself and state the type of homeless prevention you manage/represent (i.e. ERA, ESG-HP, EHA-HP, HSP funds, CVRRP CARES, STARR, ERRLC, types of services you provide to prevent homelessness)
- 2) What are the current trends you are seeing in Homeless Prevention? How has COVID-19 affected community need for Homeless Prevention services?
- 3) What are limitations to access Homeless Prevention Services?
- 4) Is there anything else that you would like the public and the Human Services Commission to know regarding the work you are doing?

**Catholic Community Services** *Samantha Adams, Supportive Services Manager and Chris Pickering, Operations Director*

1) *Type of housing/homeless programs:* Ms. Adams said that CCS manages programs through all of the noted funding sources.

2) *Trends:* The trends we are seeing is a pickup in employment, but it is still a challenge especially for those who are self-employed such as housekeeping. Folks are struggling financially – restaurant workers, single parents and day cares are starting to reopen and many are struggling to find and pay for day care. It is still susceptible to closing due to COVID. Families need assistance to pay rent and other bills. CCS did the first CVRRP batch and some batches of cares

3) *Limitations to Access:* Many people don't even know where to look, and sometimes the longer they wait the more difficulty it is to prove lost wages.

4) *Anything else:* Ms. Pickering emphasized that if these households lost their housing then they will be literally homeless as there is no other housing. Houses are being bought faster than we can fill out the rental application. Part of this is the basic rental pool and part is the wildfire victims.

**St. Vincent de Paul First Place Family Center** *Director Michael Yoshioka and Housing Navigator Kevin Douglas*

1) *Type of housing/homeless programs:* First Place is similar in the programs; we also run homeless prevention for Emergency Housing Assistance (EHA) and Community Development Block Grant (CDBG) and will also be participating in the STARR program.

2) *Trends:* There is still an upswing of need around rent assistance. In 2019 we utilized about \$60,000 in rental assistance for 47 families. Last year we did \$100,195, and it looks like 2021 will be double that again. The promising note is that there is a great deal of community participation in helping people who need the services to get in contacts with agencies such as ours. Landlords are being more involved in helping their tenants get with the rent assistance challenges probably due to the moratorium, so now they are problem solvers and driving our landlord relationship development. Having new engagement with the public which is an opportunity to not just serve a specific and acute need but to expose them to the whole swath of additional peripheral services that are available.

3) *Limitations to Access:* There is a lack of awareness that someone qualifies for services and that they are available. For many this is their first time in asking for assistance. The ramp-up for services has been so aggressive that there is little time to pivot resources over for cultural.

4) *Anything Else:* Finding skilled and culturally sensitive staff is an ongoing issue and very important for our services. Mr. Yoshioka suggested creating a core workforce that agencies can train, develop and retain perhaps in collaboration with county and city staff so that agencies can be more responsive in the future.

**Sheltercare – Program Manager Susanne Fendler**

1) *Type of housing/homeless programs:* 1) CVRRP, STARR, LC, private funded homeless prevention programs

2) *Trends:* There is still a great deal of unemployment, and landlords frustrated with the situation calling to us to see if we can do something to get their tenants rent paid. Very few have heard about the landlord program, and we're seeing a lot of months stacking up for people who will have no chance to catch up.

3) *Limitations to Access:* People are accruing more and more debt without the ability to move because they owe so much money to the landlord. People who have lost their housing and have a huge debt are moving to live with their parents.

4) *Anything Else:* Technology is a challenge as many don't have a computer and so try to do things on their smart phones. They have a lack of basic skills such as downloading a document.

**Community Sharing Executive Director Mike Fleck –**

1) *Type of housing/homeless programs:* Community Sharing does most of the programs listed but not ERA or ESG-HP.

2) *Trends:* Have spent \$1.5 million so far this year and looking forward to the next round, and we still have 200 people on our internal waiting list. We are working to be sure our clients are on the Lane County Centralized Wait List (CWL). We are also getting a lot of calls from frustrated landlords and many of the complaints are related to the reimbursement of 80 percent on the dollar. Larger payments are becoming more common.

3) *Limitations to Access:* Many of the same issues as other agencies – we are calling clients on our list to be sure and get on the CWL, including information on our facebook page, and reaching out to the LatinX community.

4) *Anything Else:* If the client has already lost their home we're not able to assist with first/last/deposit. There is a huge concern that people won't be able to get back into housing.

**Siuslaw Outreach Services Executive Director Bob Teter –**

1) *Type of housing/homeless programs:* SOS provides a wide range of rental assistance ranging from HSP, EHA, and COVID related funds, also a program related to domestic and sexual violence, and have funds created by the community targeting homeless youth.

2) *Trends:* With the travel ban, Florence saw a record number of visitors. A significant number of homes have been sold and renters are being displaced, with few options available. The homeless prevention funds are being used for multiple months. The average payment is about \$4,300 per household for three to four months. The rents have gone up by an average of 67 percent so that now, someone working a full time job at Fred Meyer or a local restaurant can't even afford

the rent alone. The average rent for a two bedroom apartment is about \$3,500 a month. Those that are considered affordable at \$1,800 a month are not in good condition.

3) *Limitations to Access:* Technology is a large barrier – a number of people in rural areas have no internet access and a significant senior population doesn't use the internet, so signing up on line is unrealistic. Since we're not able to meet in person this has aggravated the ability to gather documentation. Landlords are become resistant to giving us their w9 because they don't want a record of receiving payment. Many landlords are trying to recoup losses by adding fees and additional deposit requirements.

4) *Anything Else:* SOS is seeing the same problems over and over and would like to do it differently – maybe working creatively from a case management side of things. He was concerned about a tipping point after facing a huge crisis, a pandemic, wildfires, and now home sales. Bob encouraged agencies to be a voice with the local and state government working with other home builder and landlord associations to get in this together and make changes.

**Looking Glass – Executive Director Craig Opperman and Program Director Maleigha Myers**

1) *Type of housing/homeless programs:* Many of the programs represented by the acronyms such as Rapid Rehousing, homeless prevention work, and will begin working with the STARR program.

2) *Trends:* Financial aid for youth has been running late which has made it more difficulty to pay bills. Most of the employment is part time and temporary and many have lost jobs due to COVID. Had two clients contract COVID. The financial help is available after two weeks so they were impacted by the loss of income and illness.

3) *Limitations to Access:* Youth clients are inherently impulsive, so they are looking at what they need right now and not paying rent and utilizes down the road. We do a lot of teaching and outreach.

4) *Anything Else:* The available housing is going very quickly and making it even more difficult. Landlords are also trying to recoup losses with extra fees. The process with engaging with them is more difficult.

In the Chatbox:

1:04 Bob Teter – We do a tenant/landlord relationship program both with adults and high school seniors at the local high school.

1:08 Lisë Stuart – [https://www.lanecounty.org/news/what\\_s\\_new/pr\\_031121\\_rent\\_assistance](https://www.lanecounty.org/news/what_s_new/pr_031121_rent_assistance)

1:08 Bob Teter – we send press releases to newspaper, radio, DHS office, school counselors, churches, social media groups and food share

1:11 Claire Syrett – Sharing needs to be done beyond social service providers since we are hearing people who haven't needed assistance before are not aware of the assistance so maybe we need to send more information out to medical offices (Oregon Medical Group, PeaceHealth) for example

Members discussed options to getting the information out to the general public who may not have had a need for assistance before such as PSAs on television and radio.

Agreeing, Mr. Farr said he would like the group to discuss this issue further.

<i>For your reference</i>	ERA..... Elderly Rent Assistance ESG-HP ..... Emergency Solutions Grant - Homeless Prevention EHA-HP..... Emergency Housing Assistance - Homeless Prevention HSP ..... Housing Stabilization Program CVRRP CARES ..... COVID Rental Relief Program – Coronavirus Aid, Relief and Economic Security STARR..... Supporting Tenants Accessing Rental Relief (STARR) ERRLC..... Emergency Rent Assistance in Lane County
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**V. DATA EXPLORATION**

Sr. Management Analyst Lisë Stuart displayed a PowerPoint presentation on the screen. The HSD has just submitted the 2020 System Performance Measure report, referred to as SPM. This is an annual report and the sixth year the HSD has provided to the U.S. Housing and Urban Development (HUD) for Continuum of Care (COC) projects. The date range is the federal fiscal year which is October 1 through September 30. The date range this time is significant due to the impact of the pandemic and wildfires. The report includes information from all the agencies who contribute to our system which includes seven street outreach projects, seven transitional housing projects, 27 emergency shelter projects (COVID and fire response), 34 Rapid Rehousing (including COVID response) and 17 Permanent Supportive Housing (PSH) projects. On an average year we track services and intake for about 45,000 people in Lane County, and this report looks at a very specific project type for about 6,000 individuals and their experience in the system. Ms. Stuart

noted the report compares 2020 to 2019 and 2018. She reviewed the measures identified in the report noting that the COVID and wildfires had a tremendous impact of increasing need for shelter but reducing capacity due to COVID guidelines which has skewed the data. Not counted in this HUD report are alternative shelters due to HUD's description of shelter, and day access centers that provide an important function in the community but aren't considered in the HUD report. She indicated that a more accurate look is related in the Tableau dashboard information that has been shared previously.

The measures were:

- Average length of stay in shelters
- Length of time homeless
- Reduce Returns to homelessness
- Reduce the number of people experiencing homelessness
- Homelessness in Lane County
- Increase incomes for people in CoC projects
- First time homelessness
- Street outreach housing placements
- Shelter and housing permanent placements

Mr. Farr encouraged members to send their questions to Ms. Stuart for more detail.

In the Chatbox:

1:14pm Stephanie Talbott – the CARES and STARR funds both allow paying past-due rent to housing that the household has moved out of to maintain their credit

1:14pm – Lisë

Stuart <https://public.tableau.com/profile/lane.county#!/vizhome/HomelessnessLaneCountyOregon/IntroductiontoLaneCountysHomelessnessData>

1:26 Claire Syrett - It was helpful to me Lisë. Can you tell us if the Permanent Supportive Housing (PSH) from street outreach data includes people who left rest stops for Permanent Supportive Housing (PSH)?

1:28 Lisë Stuart – HI Claire, Only if the people in the rest stops were engaged with a street outreach project. Most rest stops have not been using HMIS until very recently (couple weeks ago)

1:30 Bob Teter – Lisë, I appreciate the data looking at people who are housed and then see how many of them returned to homelessness. That is valuable data.

## **VI. FINANCIAL POLICY REVISION**

Mr. Manela referred members to the *Lane County Human Services Division FY21-22 Human Services Division Financial Policies Memorandum and the Draft Financial Policies FY 2022* on the last two pages of the meeting packet. He related the HSC discussion regarding the required match for contracts, and the presentations from non-profit agencies indicating the extreme hardship this placed on their administration. He noted the staff recommendation to approve the financial Policies revision for FY 2022 to eliminate the 15 percent match requirement.

Members reviewed their previous discussions of reducing the 15 percent requirement to 5 percent, or removing the requirement temporarily.

*Members were in agreement to remove the 15 percent requirement for FY 2022. There was no one in opposition*

Mr. Manela said the review of financials Policies is revisited on an annual basis, so this issue will come back to members in 2022.

## **VII. MANAGERS UPDATE**

Mr. Farr requested Mr. Manela send this by email as the time for the meeting had run out.

## **VIII. NEXT MEETING**

The next regularly HSC meeting is Monday, April 19, 2021.

## **IX. ADJOURNMENT**

The meeting adjourned at 1:32 p.m.

*Recorded by Diana Alldredge  
HSD Staff*

**Lane County, Oregon**  
**Statement of Revenues and Expenditures**  
 Report: CY-0434 - Division by Account  
 Department: Health and Human Services  
 Division: Human Services Division  
 As of March 31, 2021

**Percent of Year**  
75.07%

Account	Description	Budget	MTD Actual	YTD Actual	Variance Over (Under)	Percent of Budget
451251	Department Of Energy	738,601.00	-	204,886.94	(533,714.06)	27.74%
451301	Fema	911,095.00	-	2,500.00	(908,595.00)	0.27%
451351	Health & Human Services	4,240,333.00	380,050.00	1,591,570.74	(2,648,762.26)	37.53%
451369	SAMHSA	411,212.00	-	180,775.47	(230,436.53)	43.96%
451401	Housing & Comm Development	6,495,169.00	528,953.17	1,579,939.29	(4,915,229.71)	24.32%
451901	Miscellaneous Federal	18,938,297.00	99,540.89	11,982,108.23	(6,956,188.77)	63.27%
453120	Community Services Block Grant	1,015,320.00	78,615.00	406,617.00	(608,703.00)	40.05%
453143	Coordinated Care Org-CCO	200,000.00	-	(23,991.81)	(223,991.81)	-12.00%
453144	Coronavirus Relief Fund	3,090,066.00	1,294.74	1,537,139.09	(1,552,926.91)	49.74%
453190	Miscellaneous State	2,056,023.00	79,475.17	520,023.73	(1,535,999.27)	25.29%
453403	Homeless Shelters	14,866,069.00	327,928.00	7,042,172.00	(7,823,897.00)	47.37%
453444	Immune Action & Babies 1st	27,000.00	-	-	(27,000.00)	0.00%
453830	Veterans Affairs	249,596.00	-	124,798.00	(124,798.00)	50.00%
453910	Miscellaneous State Revenue	241,505.00	6,150.00	1,387,138.77	1,145,633.77	574.37%
455120	Eugene	3,016,738.00	-	1,331,027.95	(1,685,710.05)	44.12%
455160	Springfield	584,870.00	-	186,410.18	(398,459.82)	31.87%
456110	Eugene	60,100.00	-	-	(60,100.00)	0.00%
456190	Miscellaneous Cities	25,000.00	-	23,500.00	(1,500.00)	94.00%
466740	Trillium/OHP FEES	315,566.00	103,722.92	279,523.23	(36,042.77)	88.58%
466910	Miscellaneous Svc Charges	30,327.00	4,850.00	14,519.25	(15,807.75)	47.88%
466915	Special Projects	38,331.00	-	12,624.04	(25,706.96)	32.93%
466950	Private Donations	183,055.00	250,000.00	340,000.00	156,945.00	185.74%
466980	Refunds & Reimbursements	792.00	450.05	47,780.35	46,988.35	6032.87%
486100	Investment Earnings	-	1,144.36	6,663.05	6,663.05	100.00%
496110	Fund Balance Carryover	2,488,277.00	-	2,488,275.51	(1.49)	100.00%
498510	Transfer Fr General Fund (100)	1,578,411.00	-	1,217,156.00	(361,255.00)	77.11%
498515	Transfer fr General Fd Ongoing	1,987,672.00	-	1,173,878.25	(813,793.75)	59.06%
498900	Intrafund Transfer	586,943.00	-	282,909.26	(304,033.74)	48.20%
<b>Total Revenues</b>		<b>64,376,368.00</b>	<b>1,862,174.30</b>	<b>33,939,944.52</b>	<b>(30,436,423.48)</b>	<b>52.72%</b>
<b>Personnel and Fringe</b>		<b>4,973,947.00</b>	<b>362,608.78</b>	<b>3,112,464.94</b>	<b>(1,861,482.06)</b>	<b>62.58%</b>
512111	Professional & Consulting	91,210.00	46,923.49	82,341.30	(8,868.70)	90.28%
512173	Training Services	319,598.00	42,524.71	180,715.76	(138,882.24)	56.54%
512178	Support Services	-	2,357.88	44,052.09	44,052.09	100.00%
512179	Subscriptions	600.00	-	-	(600.00)	0.00%
512181	On The Job Training - Services	235,000.00	-	67,871.00	(167,129.00)	28.88%
512211	Agency Payments	46,349,567.00	1,915,385.36	14,913,991.92	(31,435,575.08)	32.18%
512214	Client Support Fund	5,338,114.00	515,424.95	4,115,654.52	(1,222,459.48)	77.10%
512216	Agency Payments Prior Year	-	-	176,346.04	176,346.04	100.00%
512341	Refuse & Garbage	1,750.00	-	(118.29)	(1,868.29)	-6.76%
512343	Light, Power & Water	22,100.00	2,323.29	9,382.35	(12,717.65)	42.45%
512344	Telephone Services	171,951.00	2,026.31	18,914.50	(153,036.50)	11.00%
512345	General Liability	14,498.00	1,208.08	10,873.44	(3,624.56)	75.00%
512366	Real Estate & Space Rentals	1,203,216.00	201,206.13	765,216.78	(437,999.22)	63.60%
512531	Fleet Equipment/Vehicle Svcs.	5,482.00	827.32	4,054.11	(1,427.89)	73.95%
512536	Copier Charges	11,475.00	193.77	1,281.09	(10,193.91)	11.16%
512537	Mail Room Charges	3,038.00	510.84	1,993.90	(1,044.10)	65.63%
512551	License Replacement	11,479.00	956.59	8,609.31	(2,869.69)	75.00%
512552	TS Indirect	224,810.00	18,734.18	168,607.62	(56,202.38)	75.00%
512553	Infrastructure Replacement	5,875.00	489.58	4,406.22	(1,468.78)	75.00%
512554	County Indirect Charges	537,047.00	44,753.91	402,785.27	(134,261.73)	75.00%
512555	TS Direct	93.00	9.25	83.25	(9.75)	89.52%
512556	Dept Support/Direct	138,703.00	11,558.59	104,027.31	(34,675.69)	75.00%
512558	PC Replacement Services	9,375.00	781.24	7,031.16	(2,343.84)	75.00%
512611	Office Supplies & Expense	18,091.00	1,556.26	8,850.32	(9,240.68)	48.92%
512613	Professional Licenses	36,476.00	-	17,880.00	(18,596.00)	49.02%
512614	Printing & Binding	6,300.00	287.06	2,861.16	(3,438.84)	45.42%
512615	Advertising & Publicity	5,400.00	-	3,940.00	(1,460.00)	72.96%
512618	Postage	300.00	-	261.35	(38.65)	87.12%
512619	Radio/Communic Supplies & Svcs	5.00	-	2.62	(2.38)	52.40%
512620	Dues & Memberships	-	-	15,317.40	15,317.40	100.00%
512621	DP Supplies And Access	136,909.00	235.43	114,630.66	(22,278.34)	83.73%
512622	DP Equipment	25,209.00	210.32	19,585.12	(5,623.88)	77.69%
512626	Small Office Furniture	2,892.00	548.00	931.98	(1,960.02)	32.23%
512712	Food	500.00	-	-	(500.00)	0.00%
512716	Miscellaneous Supplies	2,400.00	-	50.94	(2,349.06)	2.12%
512721	Special Supplies	2,400.00	203.98	6,482.57	4,082.57	270.11%
512727	Safety Supplies	300.00	-	38.10	(261.90)	12.70%
512811	Business Expense & Travel	17,757.00	470.79	3,298.85	(14,458.15)	18.58%
512815	Committee Stipends & Expense	6,400.00	-	40.00	(6,360.00)	0.63%
512821	Outside Education & Travel	32,495.00	(1,057.00)	1,275.71	(31,219.29)	3.93%
512822	County Training Classes	100.00	1,645.00	1,680.00	1,580.00	1680.00%
512823	Training Services & Materials	15,589.00	-	6,735.45	(8,853.55)	43.21%
512911	Miscellaneous Payments	268,464.00	-	162,633.96	(105,830.04)	60.58%
512914	Parking	650.00	54.00	706.00	56.00	108.62%
<b>Materials and Services</b>		<b>55,273,618.00</b>	<b>2,812,349.31</b>	<b>21,455,322.84</b>	<b>(33,818,295.16)</b>	<b>38.82%</b>
521120	Equipment Attachments	-	(548.00)	(548.00)	(548.00)	100.00%
521320	Office Furniture	-	-	548.00	548.00	100.00%
522830	Special Projects	978,300.00	-	978,300.00	-	100.00%
<b>Capital Projects/Outlay</b>		<b>978,300.00</b>	<b>(548.00)</b>	<b>978,300.00</b>	<b>-</b>	<b>100.00%</b>
<b>Debt Service</b>		<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>100.00%</b>
532120	Transfer To Spec Rev Fd (200)	(417,007.00)	-	-	417,007.00	0.00%
532125	Transfer to Spec RevFd Ongoing	742,078.00	27,089.25	243,803.25	(498,274.75)	32.85%
532900	Intrafund Transfer	586,944.00	-	282,909.26	(304,034.74)	48.20%
<b>Other Expenditures</b>		<b>912,015.00</b>	<b>27,089.25</b>	<b>526,712.51</b>	<b>(385,302.49)</b>	<b>57.75%</b>
992920	Operational Reserves	2,238,488.00	-	-	(2,238,488.00)	0.00%
<b>Reserves</b>		<b>2,238,488.00</b>	<b>-</b>	<b>-</b>	<b>(2,238,488.00)</b>	<b>0.00%</b>
<b>Total Expenditures</b>		<b>64,376,368.00</b>	<b>3,201,499.34</b>	<b>26,072,800.29</b>	<b>(38,303,567.71)</b>	<b>40.50%</b>
<b>Revenues Over (Under) Expenditures</b>		<b>-</b>	<b>(1,339,325.04)</b>	<b>7,867,144.23</b>	<b>7,867,144.23</b>	