



Department of  
Housing Services

# Washington County SHS Updates

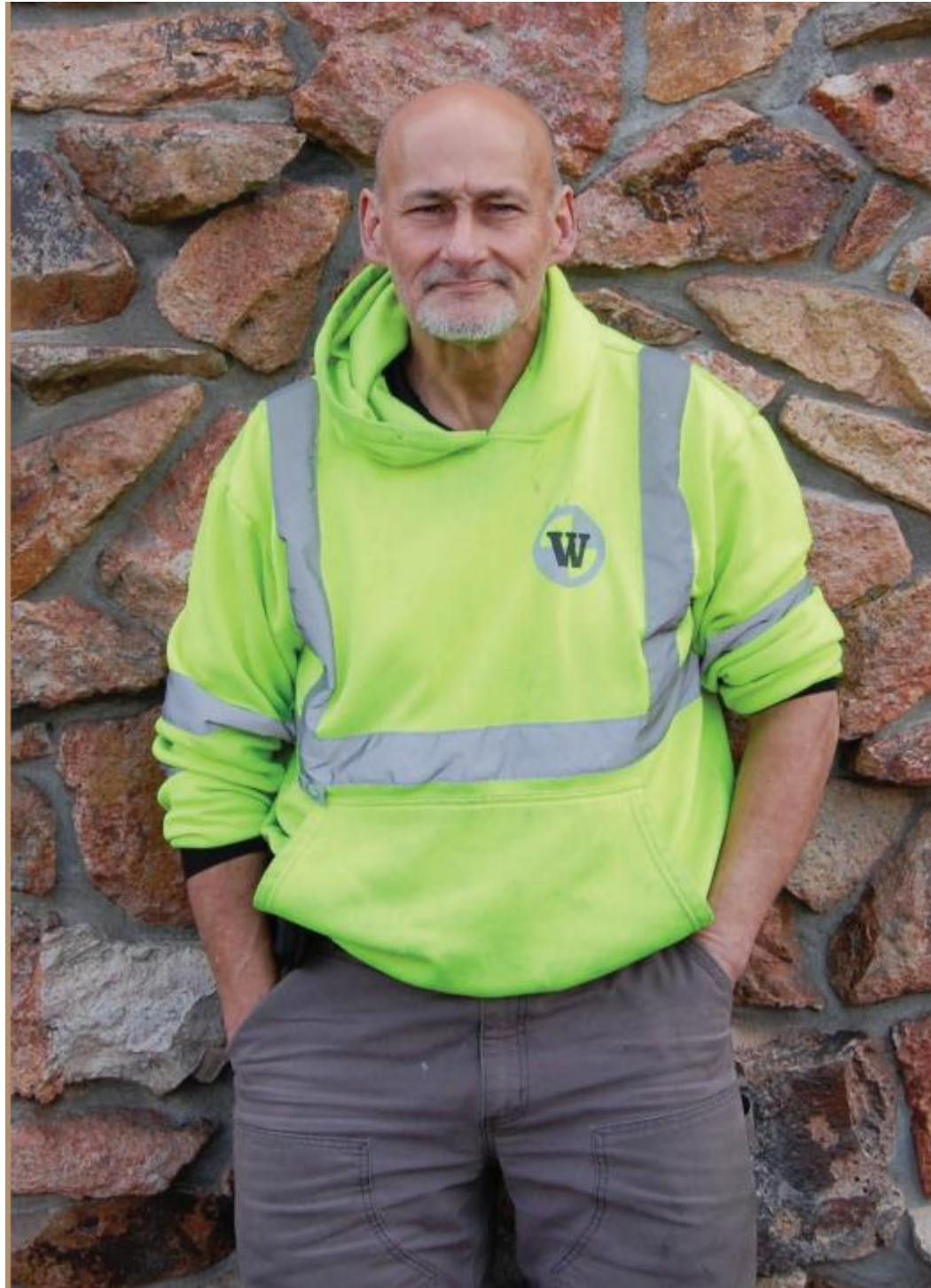
**Tualatin City Council**



| December 11, 2023



# Stories of Hope: Russell's story



Russell experienced unsheltered homelessness

Dedicated outreach workers built a relationship with Russell

Engaged with Hillsboro Bridge Shelter program and is working with a housing case manager to find permanent housing

“I’m still getting used to not needing to check on my stuff, knowing it is safe inside. I slept outside for the better part of eight years.”

- Russell



# Year 2 Highlights



**1,385**

**Housing placements for previously homeless individuals** (866 households)

**1,137**

**Evictions prevented with emergency rent assistance** (414 households)

**2,522**

**Total People Served**

**84**

**Project based PSH apartments** (Heartwood Commons & The Viewfinder)

**220**

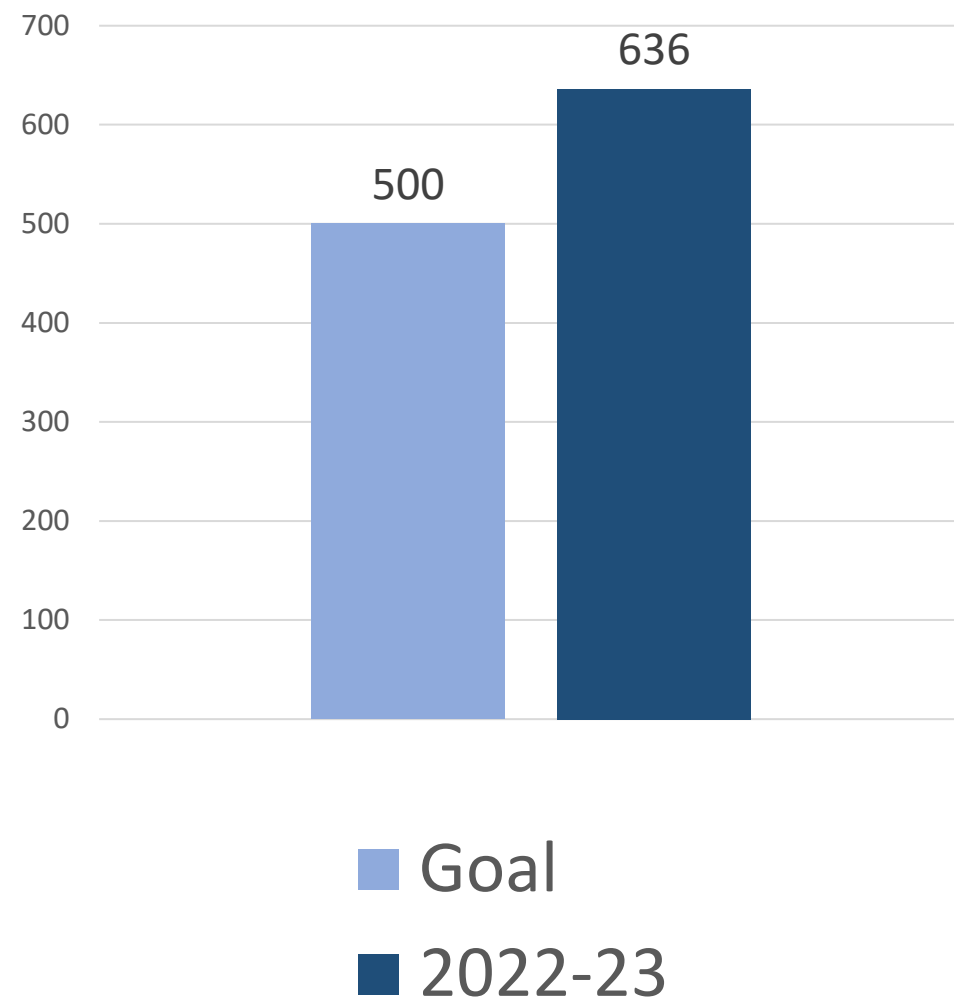
**Shelter beds/rooms added.** Total capacity doubled to more than 400 shelter beds/rooms currently open



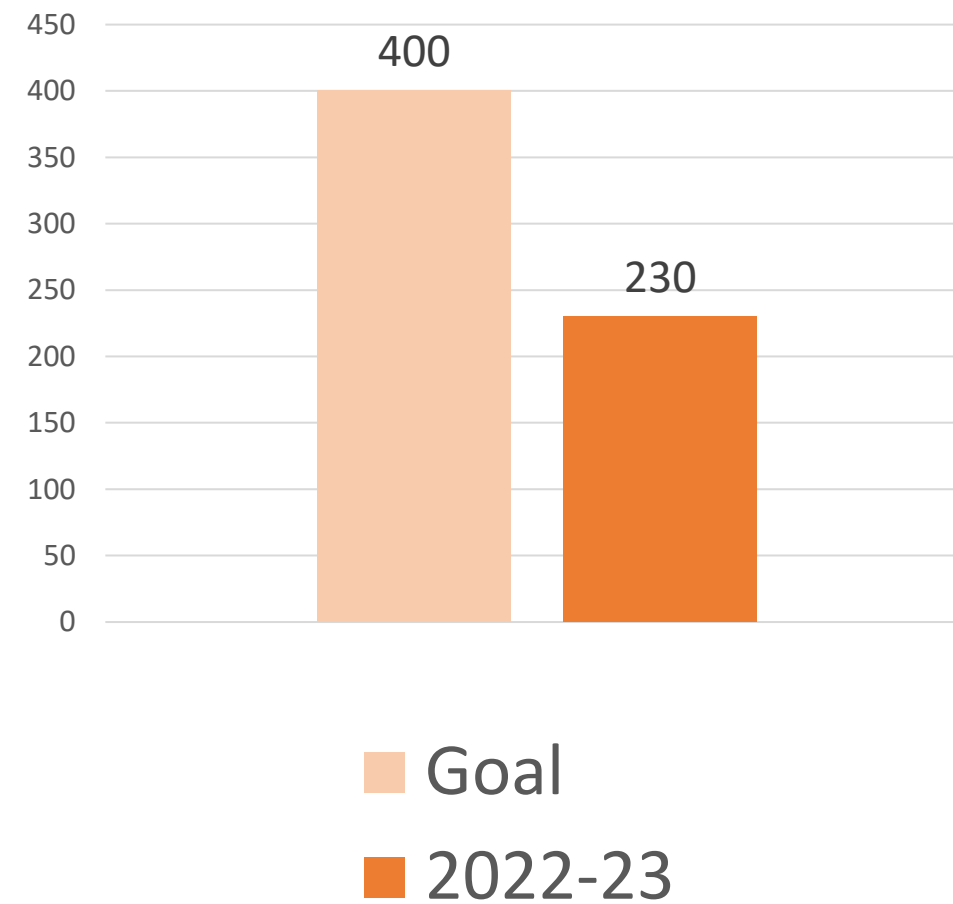
# Housing Goals to Outcomes



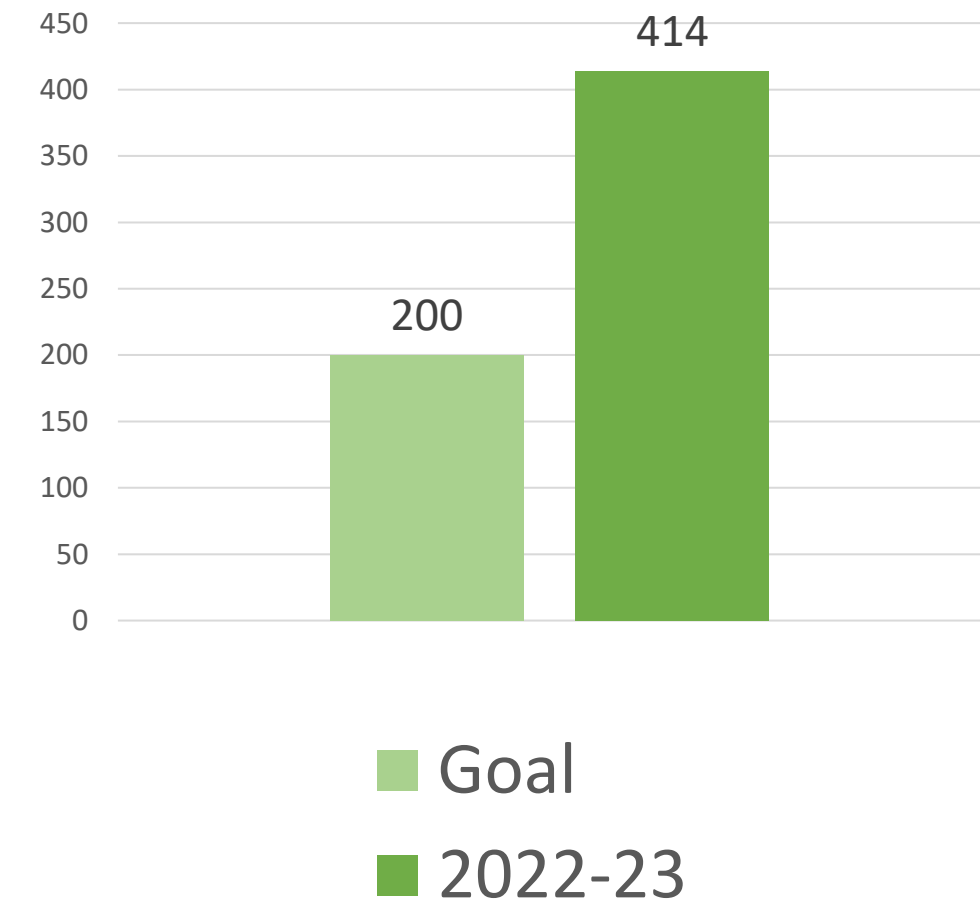
### Housing Case Management System (Permanent Supportive Housing)



### Rapid Rehousing



### Eviction Prevention

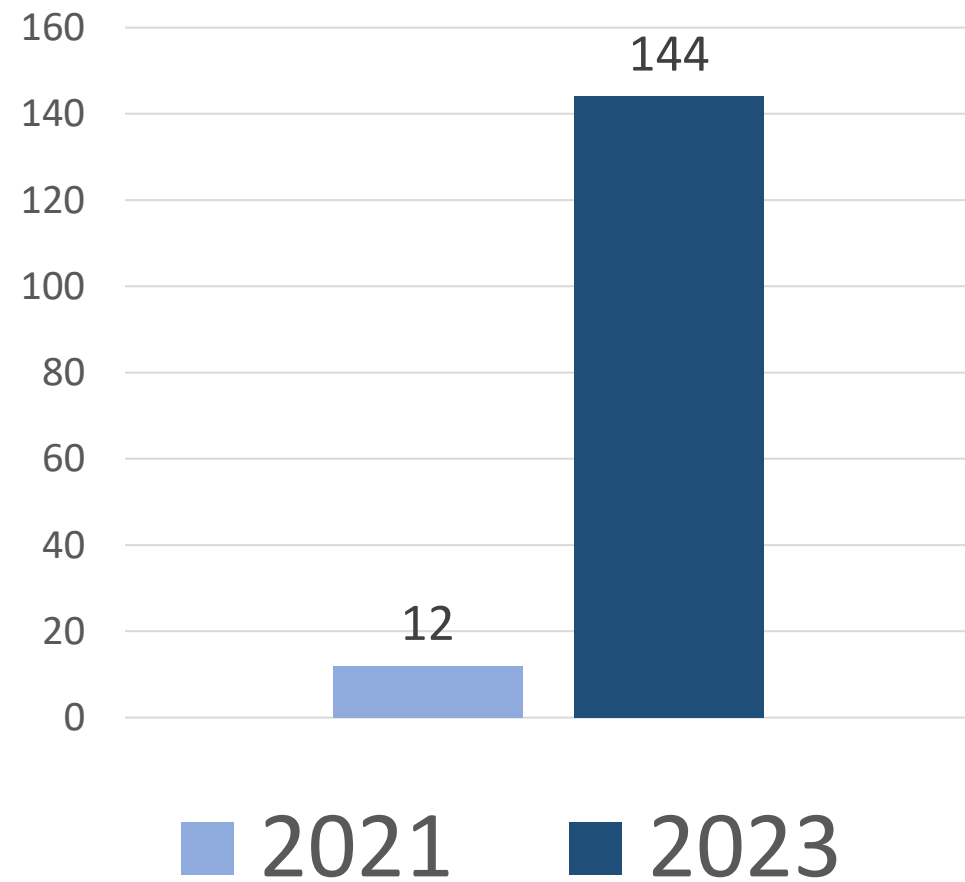




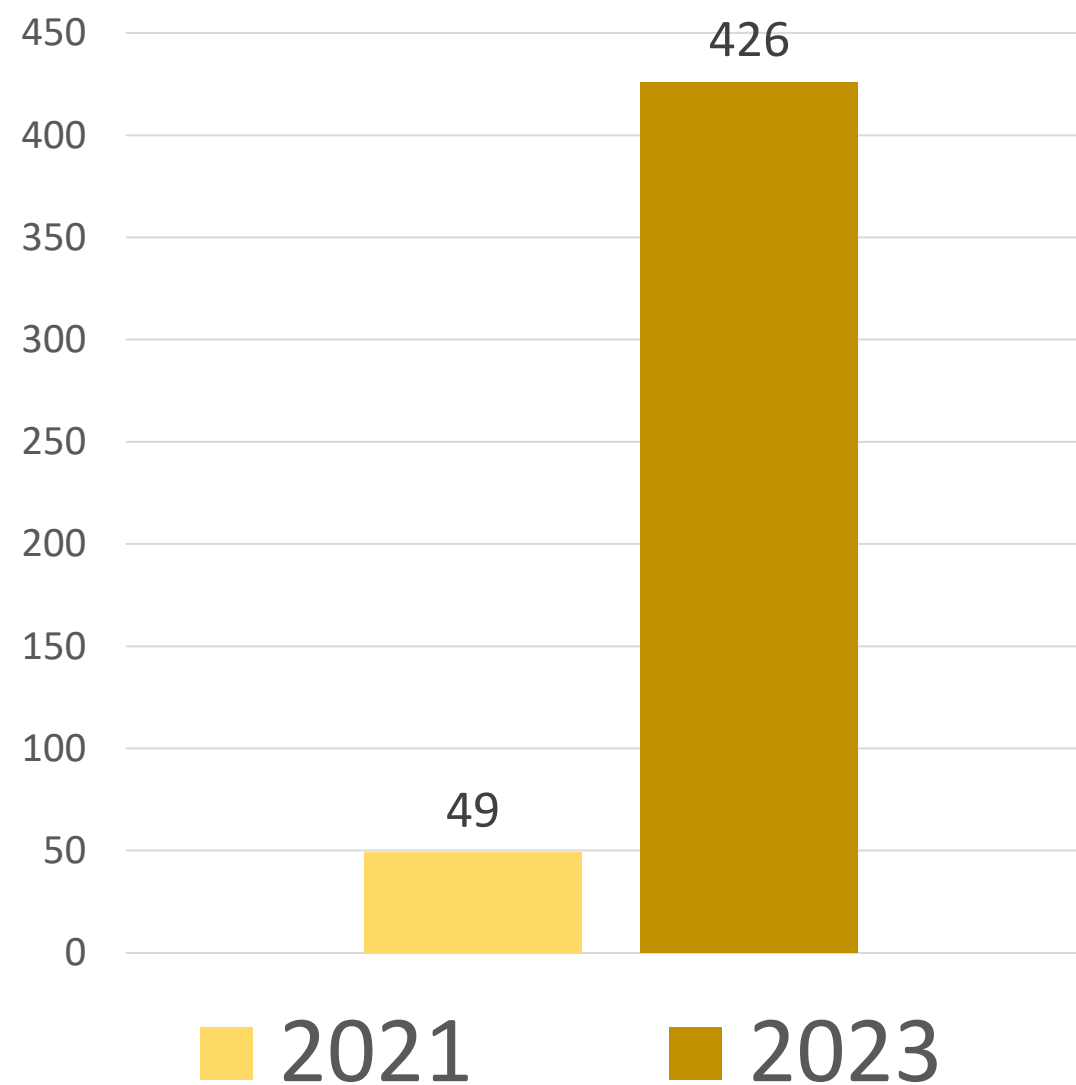
# Building a system of care



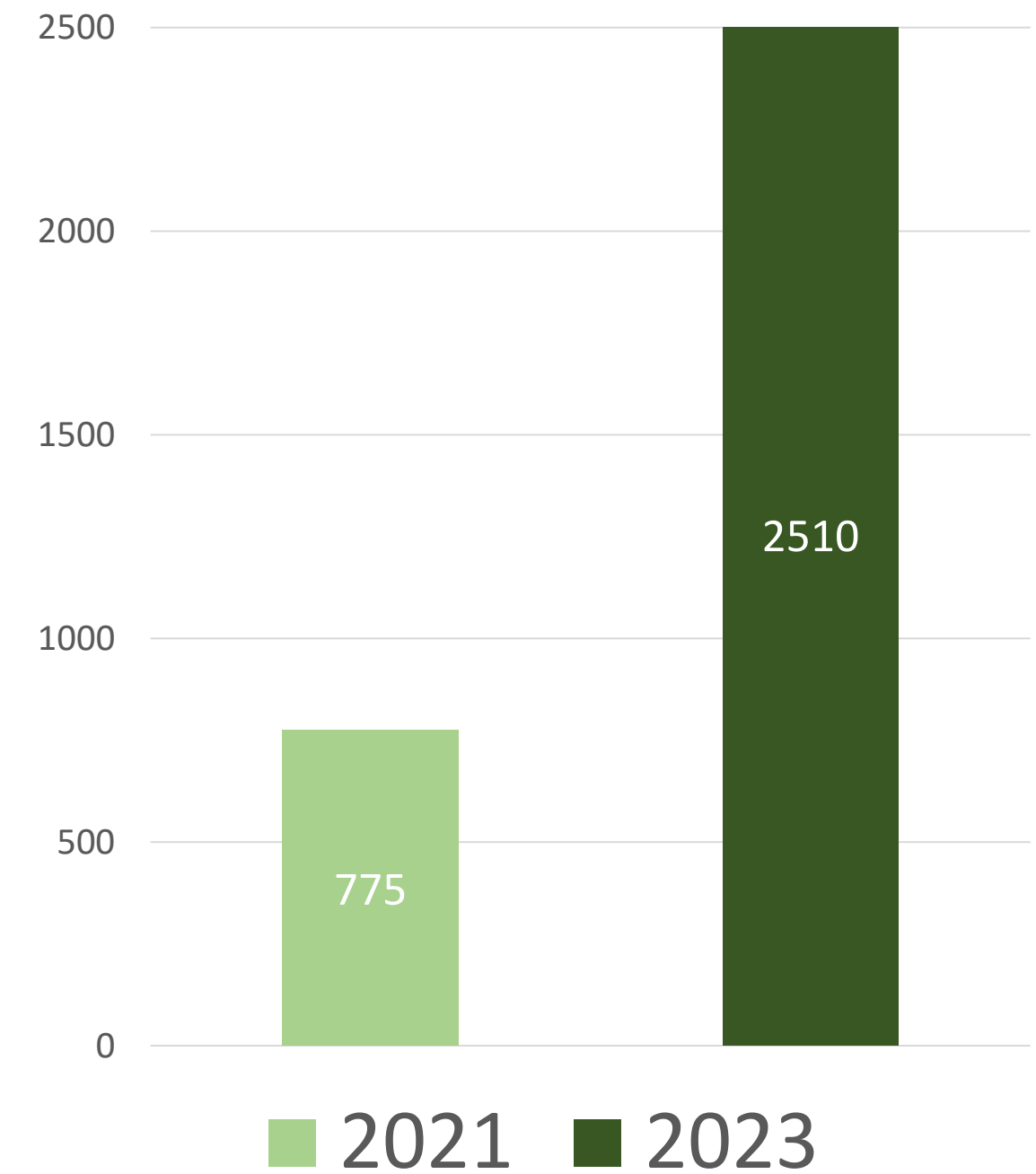
## Case Managers/ Outreach Workers



## Shelter Capacity



## Housing Capacity



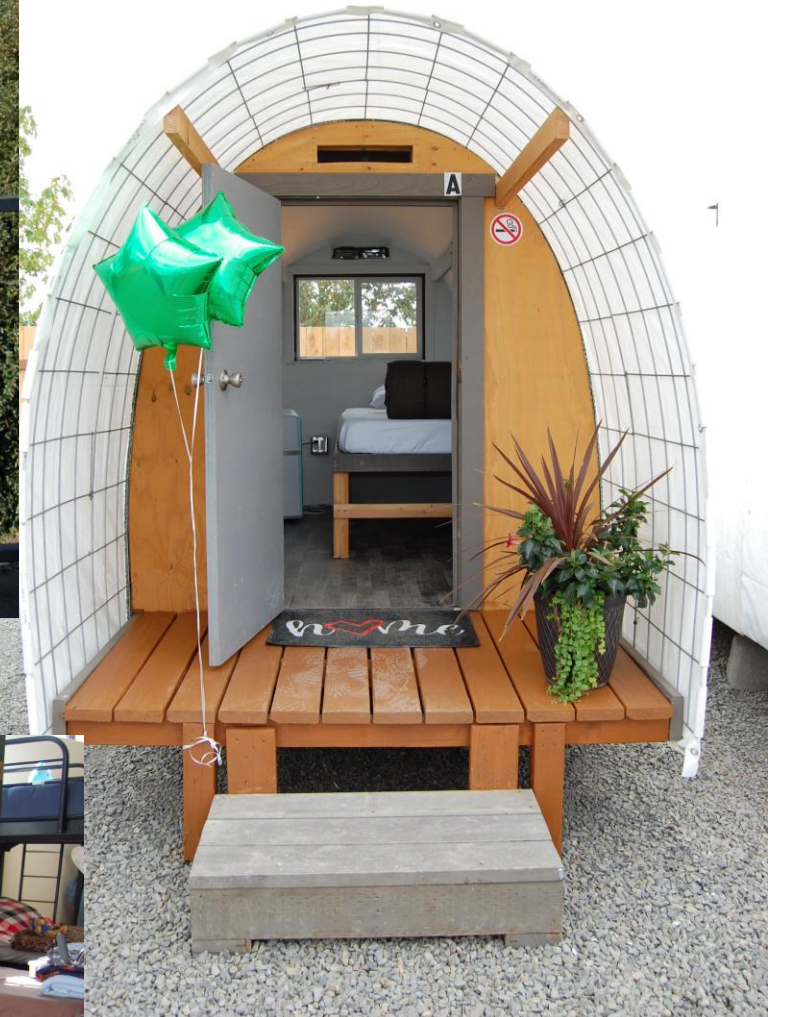


# Shelter Program Outcomes

Scaled up year-round shelter capacity to **400+ beds or rooms**

- **Family Promise of Tualatin Valley** purchased Tigard hotel to serve 70 families
- Winter-only shelters now **open year-round**

**Next Up:** Beaverton shelter construction underway & 60 more shelter pods to open this winter





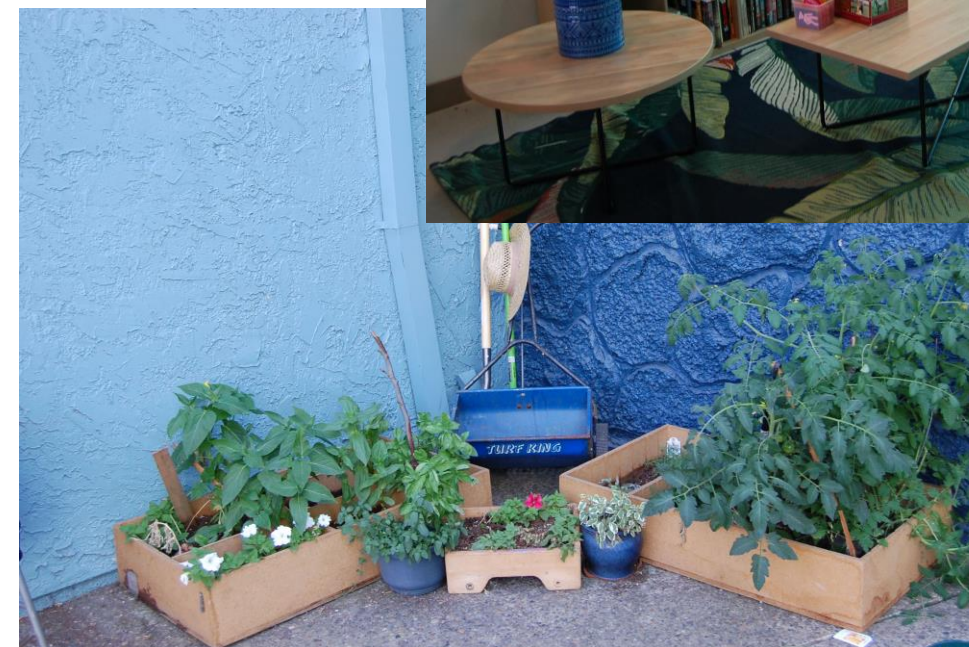
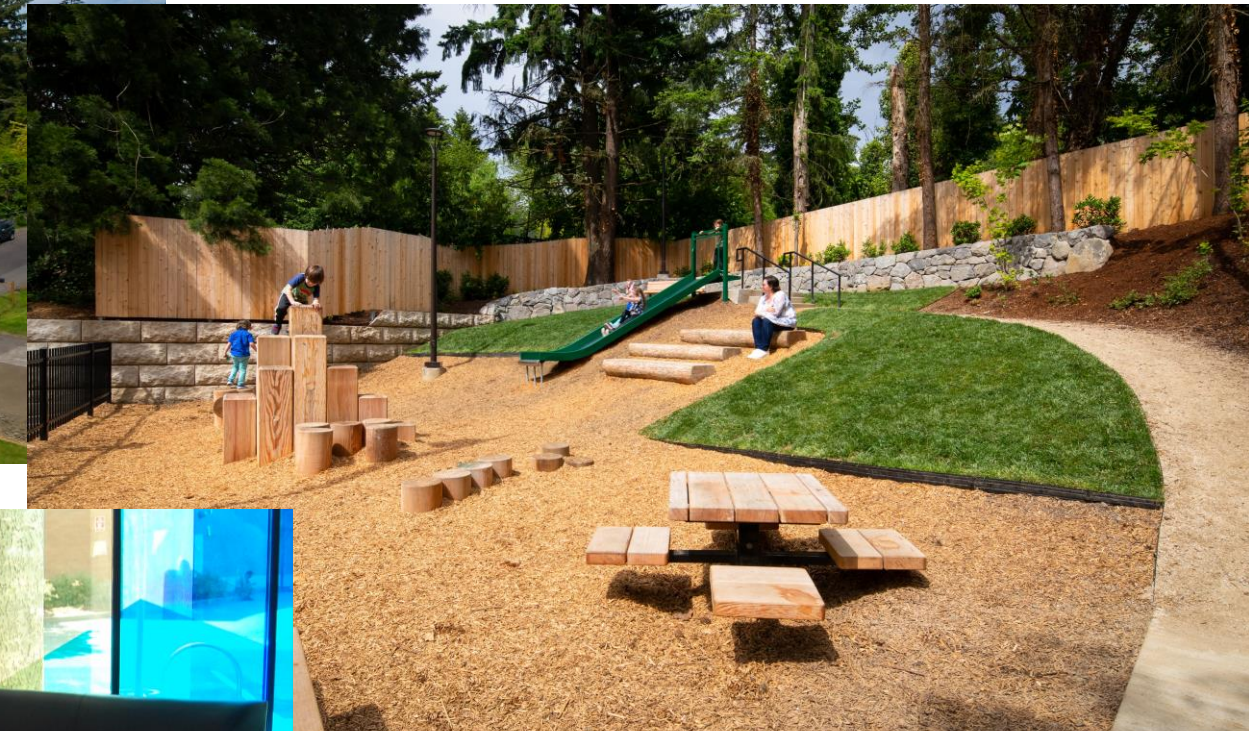
# PSH in Affordable Housing



**84 PSH homes** with wrap-around services opened in last year

- **Heartwood Commons**, the first fully PSH building in Washington County

**28 more PSH homes** planned at The Opal





# Strategies for System Alignment

**Medical case conferencing** with Health Share, Kaiser, and Providence

## **Housing Liaisons**

- Health system programs
- Corrections systems
- Shelter system (Year 3)

## **Partnering with landlords**

- Funding to create PSH and support tenants in new bond buildings
- Risk Mitigation Fund and incentives



*Willow Grace, Project Homeless Connect Housing Liaison*





# Investments in Equity

## Equity in our workforce

- staff diversity > general pop.
- 50% have lived experience
- \$46,000 - \$52,000 average salary
- Culturally specific orgs pay more!

## Expanded culturally specific services:

- Virginia Garcia
- NARA
- Greater Good NW



*Greater Good NW staff photo*



# Equity Analyses

On track with most communities

Especially reaching Latine families

Need to do better reaching Asian American families

## Next Steps:

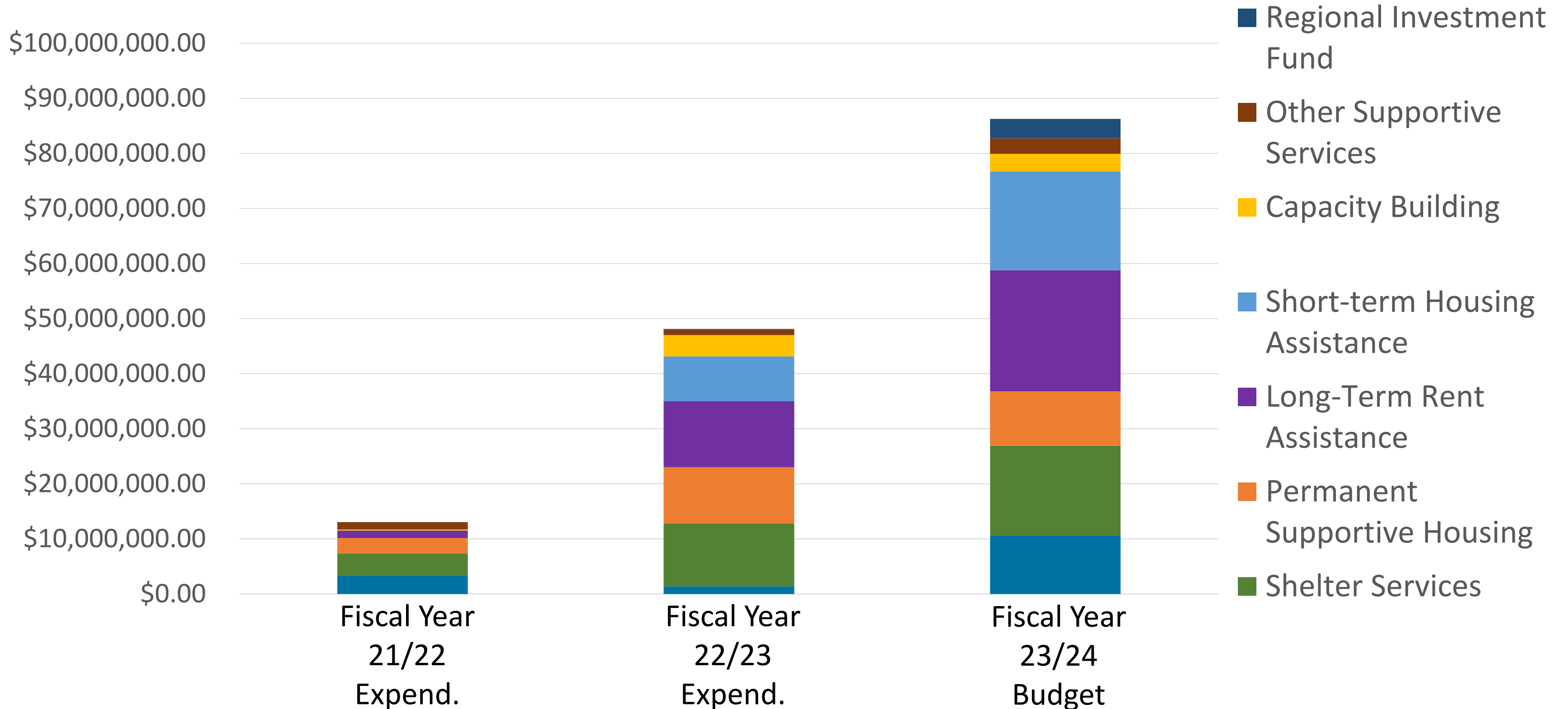
- Culturally Specific Cohort
- Equity training for workforce
- Analyze and address barriers for Asian American families



*Maria Caballero Rubio, Centro Cultural director, at Casa Amparo Shelter*



# Financial Overview





# Quality Improvements for Year Three



**Expanding evaluation and monitoring**  
to build system efficiencies and cross  
sector alignment

**Continuous improvement**

**Scaling up programs** and planning  
for large system investments



*Program participant opening her mailbox*



# Why we do this: Danica's story



PC: Lauren Everett, Metro

Danica started her career as a case manager connecting shelter guests with housing.

Now, she helps people who are already housed at Heartwood Commons as a resident services coordinator.

Danica brings services and resources to the building including free hair cuts, lending library partnerships, and community dinners.

**“It’s not just that you aren’t homeless anymore... but that you are going home”**



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