

# Home Again

*A 10-year plan to end homelessness in  
Portland and Multnomah County*

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## **2009 Annual Report**

Portland/Multnomah County  
Coordinating Committee to End Homelessness (CCEH)  
May 2010

## Executive Summary

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This report highlights some of our community's accomplishments and progress towards ending homelessness in 2009. As part of the larger *Home Again* 10-year plan, we effectively built upon the strong programs, innovation and collaborations established in previous years, including the provision of rent assistance and eviction prevention funds to help families and individuals move into and retain permanent housing.

The accomplishments in this report are the results of 2009 annual goals that were developed by the Coordinating Committee to End Homelessness (CCEH), a committee of community stakeholders committed to the 10-Year Plan and ending homelessness in Portland/Multnomah County. The comprehensive list of goals and outcomes is provided in Appendix A.

In 2009, homeless families and individuals, as well as community providers and stakeholders achieved significant successes:

- 1,932 households moved from homelessness to housing. Of this number, 576 chronically homeless individuals and 361 families experiencing homelessness moved into housing.
- 1,043 households avoided homelessness through rent assistance and eviction prevention funds provided through the Short-Term Rent Assistance (STRA) program. Of these, 81% were still housed 6 months after the end of rent assistance and 81% at 12 months.
- 757 individuals were connected to housing and support services at the time of discharge/release from institutions (including hospitals, psychiatric institutions, jails, and the foster care system) to prevent their exiting to homelessness.
- Celebrated the ground-breaking of the Resource Access Center (RAC) in November 2009. This landmark building will provide 130 units of housing, 90 beds of shelter, as well as daytime services with linkages to housing and services for Portlanders experiencing homelessness. The RAC will open in May 2011.
- Collaborative workgroups enhanced services and leveraged funds, to support such initiatives as Bridges to Housing (permanent housing and services for homeless families) and the Housing Partnership Workgroup (linking landlords and service providers to assist homeless and formerly homeless individuals secure and maintain permanent housing).



These are just a few of the many successes our community accomplished over the past year. As we look forward to next year, we will build on the effective and successful approaches and collaborations from 2009 and prior years. We will also need to include new strategies that effectively address current needs and garner the required resources and support to ensure a safe home for all Portlanders. These topics will be more fully addressed in the *Home Again* Mid-Plan Report to be released in Summer/Fall 2010.

## INTRODUCTION

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In December 2004, a committed group of more than 250 concerned leaders and residents of Portland and Multnomah County launched ***Home Again: A 10-Year Plan to End Homelessness***. Through coordinated efforts and increased funding associated with the plan, nearly 7,000 households have moved from homelessness into housing since the start of the plan. However, despite this significant progress, in 2009 more than 16,000 people remained actively enrolled in programs with one or more homeless service providers in the community. On any given night, more than 2,500 people<sup>1,2</sup> slept on the streets or in shelters. Due to the economic recession, national and local trends indicate that thousands more have become homeless, many for the first time. The continued shortage of affordable housing, combined with increased cuts to social services, continues to heavily strain our already overwhelmed delivery system, resulting in diminished access to housing and services for Portland's most vulnerable residents.

Eliminating homelessness will require the continued investment and involvement of all sectors of our community. Over the past five years, ***Home Again*** has effectively responded to the crisis of homelessness by aligning our current homeless services and housing delivery system to be more efficient. It has also focused community resources on solutions that have demonstrated success in getting people off of the streets and keeping them in permanent homes.

Our approach is built on the following principles:

- ◆ Invest in effective solutions for the most chronically homeless and high resource-using individuals and families,
- ◆ Support a system of care that provides equitable access and culturally appropriate services for diverse racial/ethnic groups and other traditionally underserved populations,
- ◆ Streamline access to existing services to prevent and reduce homelessness,
- ◆ Concentrate resources on programs that offer measurable results.

These principles are inherent in the goals and activities of our nine action steps:

1. Move people into housing first.
2. Discharge/release homeless individuals from institutions to housing with services.
3. Improve outreach to homeless people.
4. Emphasize permanent solutions through homelessness prevention and rapid re-housing.
5. Increase the supply of permanent supportive housing (PSH).
6. Create innovative solutions to end homelessness.
7. Make the rent assistance system more effective.
8. Increase economic opportunity for homeless people.
9. Implement new data collection technology throughout the homeless system.

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<sup>1</sup> 2009 Street Count, City of Portland.

<sup>2</sup> 2009 One Night Shelter Count, Multnomah County.

## 2009 ACCOMPLISHMENTS & OUTCOMES

Since *Home Again's* inception, community members have established annual goals and activities to advance the nine strategic action areas of the plan. This locally-driven process, facilitated by the Coordinating Committee to End Homelessness (CCEH) Steering Committee, gathers input and feedback on priority goals from diverse constituent groups of the CCEH and the broader community. Progress and outcomes achieved over the last calendar year (January 1, 2009 to December 31, 2009) are included in this annual progress report. This report highlights just a few of the many effective programs that are occurring in our community and provides a snapshot of the successes we have accomplished as a community. The programs in this report are from the 2009 goals established and approved by CCEH through a community process conducted in early 2009. The complete list of annual goals and outcomes is found in Appendix A.

### 1. Move people into housing first.

Based on the nationally recognized “Housing First” model, service providers have demonstrated the success of placing individuals and families into permanent housing directly from the streets or shelter, and then connecting them to the supportive services they need once they are in their own homes. In 2009, community programs helped **1,932 homeless households move into permanent homes**. The following populations and housing retention percentages are summarized in Table 1.

<b>Population</b>	<b>Number of permanent housing placements</b>	<b>Of Contacted Households</b>		<b>Of Total Households</b>	
		<b>6- month housing retention</b>	<b>12- month housing retention</b>	<b>6- month housing retention</b>	<b>12- month housing retention</b>
Chronically homeless individuals <sup>4</sup>	576 individuals	86%	80%	83%	74%
Homeless families <sup>5</sup>	361 households (representing 1,087 <sup>6</sup> individuals in families)	94%	94%	79%	75%
Other homeless households <sup>7</sup>	995 households	90%	83%	84%	74%

<sup>3</sup> Despite providers' best efforts to contact households for follow-up, they occasionally are unable to do so. Therefore, providers offer two sets of housing retention figures to measure successful housing retention (“Of Contacted Households” and “Of Total Households”)

<sup>4</sup> Based on the federal definition, chronically homeless individuals are “unaccompanied homeless individual(s) with a disabling condition who have either been continuously homeless for a year or more, or have had at least four episodes of homelessness in the past three years.”

<sup>5</sup> Households that contain any children younger than age 18, including: female or male single parents, two parent families, foster parents, and grandparents.

<sup>6</sup> This number is derived from the average household size of 3.01 children per household. ServicePoint housing data only collects placement information on 1 household member, the Head of Household, to reduce the data entry burden on users. 361 HH with children x 3.01 = 1,087 individuals in families.

<sup>7</sup> Includes all other households that were neither chronically homeless nor families. This group includes unaccompanied adults, couples without children, and parents with adult children.

## 2. Discharge/release homeless individuals to housing with appropriate services.

Institutions (including hospitals, jails, the foster care system and psychiatric institutions) continue to serve critical roles in connecting clients to appropriate housing and services at the time of discharge or release. These clients may have been either homeless upon entry or, without help, would exit to homelessness. In 2009, institutions and service agencies maintained several community partnerships to coordinate the discharge or release of at-risk clients to appropriate housing and services. Through these programs, a total of 757 individuals were assisted, 674 (89%) of whom transitioned to stable or permanent housing. More details on the description and outcomes of these programs are found in Appendix A, Action Area 2.

In upcoming years, local agencies will continue to work to adopt a “Universal Discharge Form” used by the State Department of Corrections. This action will allow for greater coordination between institutions and agencies to ensure timely and effective discharge and release of clients into housing and services.

## 3. Improve outreach to homeless people.



One of the milestone goals of *Home Again* is the opening and operation of a centralized access center to serve thousands of homeless Portlanders annually.

Through this center, individuals will gain increased access to basic services (including showers, bathrooms, laundry and mail services), as well as connect to myriad partners to address and overcome barriers to housing and self-sufficiency.

Plans for the center, known as the Resource Access Center (RAC), are well underway. The City’s design review process for the RAC facility was successfully completed in August 2009 with strong community support from the Old Town Chinatown and Pearl District Neighborhood Associations. Partnerships are being developed with several public and nonprofit community service providers, including Multnomah County Mental Health Department (mental health services), Social Security Administration (public benefits assistance) and the Macdonald Center (legal services). The ground-breaking ceremony occurred in November 2009 and marked the start date of construction. The RAC is scheduled to open in May 2011.

#### 4. Emphasize permanent solutions through homelessness prevention & rapid re-housing.

***Home Again*** is built on the principle of investing in effective solutions that offer measureable results. Building on the strength and experience of our existing homeless service and shelter providers, the plan supports improved cost-effective efforts to equip providers with the resources they need to ***prevent individuals and families from losing their homes, and rapidly re-housing individuals and families if they become homeless.***

In 2009, our community was awarded \$1 million from the U.S. Department of Housing and Urban Development for the *Opening Doors Rapid Re-Housing Project*. The three-year multi-agency collaborative project provides rapid re-housing for homeless families with moderate barriers to permanent housing stability, and reaches out to families living on the streets, in emergency shelters or in temporary motels. An estimated 40 permanent housing units located throughout Multnomah County will be available each year, for a total of 120 units over the three-year period.

The Portland Housing Bureau and the Housing Authority of Portland launched Rent Well, a comprehensive new tenant education curriculum. Rent Well focuses on assisting individuals to become successful, stable renters. Among other topics, the curriculum includes tenants' rights and responsibilities, approaches for overcoming screening barriers, and linkages to legal and rent assistance. The curriculum was piloted in Fall 2009 and instructors were trained in November and December 2009. Within Multnomah County, a total of 71 instructors from 36 agencies were certified. Approximately 15 participants graduated from the class through the pilot sessions, with all 15 (100%) reporting increased skills and knowledge related to accessing and maintaining stable rental housing. In 2010, more participants will participate in the training and housing retention rates will be tracked to determine program impacts.

The Short Term Rent Assistance (STRA) program continues to report effective outcomes. This multi-jurisdictional partnership, implemented in 2005, consolidates rent assistance funding from the City of Portland, Multnomah County and the Housing Authority of Portland (HAP). Since its inception, STRA has helped more than 3,643 households to avoid homelessness through rent assistance and eviction prevention. Administered by HAP, services are provided through 19 community agencies that serve individuals and families representing diverse racial and ethnic backgrounds and who reside in geographic areas that have high concentrations of poverty. In 2009, the program helped 1,043 households avoid homelessness. Of the placed households who were contacted, 81% were still housed at 12 months after the end of assistance.

*Since its inception in 2005, STRA has helped more than 3,643 households to avoid homelessness through rent assistance and eviction prevention.*

## 5. Increase the supply of permanent supportive housing (PSH).

Permanent supportive housing (PSH) is one of the most effective tools for ending long-term and chronic homelessness for people with permanent disabling conditions, including various cognitive disorders and major health problems. *Home Again* established an ambitious goal of producing 2,200 PSH units (1,600 units for chronically homeless individuals and 600 units for families) through new construction as well as rent and operating subsidies<sup>8</sup>. In 2009, some of the new PSH units that opened included:

- 15 units at the Clifford Apartments for chronically homeless adults with mental illness
- 20-25 units for chronically homeless women affected by domestic violence
- 35 new HUD-VASH units for homeless veterans with disabilities

In addition, our community continues to increase its investment in PSH unit production. In the 2009 HUD Continuum of Care competitive application, a new project to develop more PSH units for homeless youth was selected. If funded, the project will add 26 new PSH units for homeless youth to Portland/Multnomah County's Homeless Youth Continuum. Furthermore, community partners successfully advocated to secure nearly \$400,000 to support Bridges to Housing, an innovative four-county collaborative that provides permanent housing and supportive services to extremely high-risk homeless families. Cumulative results of PSH development will be reported in the mid-plan report, to be released in Summer/Fall 2010.

## 6. Create innovative new partnerships to end homelessness.

In order to effectively reduce and end homelessness, we will need on-going partnership and support from multiple sectors of our community, including service providers, law enforcement, businesses, healthcare providers, faith groups, resident and neighborhood groups and other leaders and advocates. Many stakeholders have formed and maintained strategic partnerships over the last year which support the housing and supportive services needs of homeless families and individuals.

One example is the Housing Partnership Workgroup, which forms alliances between property management agencies and social service agencies on housing and access issues for individuals who are homeless or formerly homeless. Last year, the workgroup:

- Held 4 meetings that engaged 84 property management staff and 134 social service providers on issues including: background screening, resident services models, low barrier landlords, and social services for the elderly and disabled
- Assisted property managers in identifying vacant apartments where service agencies could refer homeless clients

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<sup>8</sup> Home Again goal: By 2015, the City and County will create 2,200 new permanent supportive housing units for chronically homeless individuals and homeless families with special needs. This will include 1,200 units via new construction or acquisition/rehab (850 for individuals & 350 for families) and 1,000 units through rent and operating subsidies (750 for individuals and 250 for families).

- Provided current information and resources about affordable properties and social service programs for new and experienced property managers and social service staff alike in an effort to reduce homelessness.

Bridges to Housing, an innovative four-county initiative is another successful collaboration. Since Spring 2007, Bridges to Housing has provided permanent affordable housing, intensive family services and child care services for homeless families with high needs. In 2009, Multnomah County providers served 129 homeless families, supporting the families in achieving housing stability and greater self-sufficiency. Programs in the three surrounding counties – Clark, Washington and Clackamas – are serving an additional 171 families, with more units in development.

In 2009, the Multnomah County Department of Community Justice initiated a training effort for case managers in the criminal justice system. Trainers provide case managers with valuable resources, referrals and best practices to assist homeless individuals that they encounter in their day-to-day work. In Spring 2010, a case manager training will be held for those who serve homeless clients in corrections facilities across five counties.

## **7. Make the rent assistance system more effective.**

The successful Short-Term Rent Assistance (STRA) program (described on page 6) continues to provide accessible rent assistance funds through community agencies that directly serve vulnerable and culturally-specific populations. The existence of STRA and its central administration by the Housing Authority of Portland (HAP) allowed our community to effectively and quickly receive and infuse more than \$4 million in Homeless Prevention and Rapid Re-housing (HPRP) federal stimulus funding into our community in 2009. These funds were contracted out to 18 nonprofits to assist homeless and at-risk individuals and families with rent assistance and eviction prevention funds. Though the program didn't begin until October, more than 238 households were served by the end of December 2009.

HAP also worked with providers to place and keep homeless households in permanent housing through the Section 8 and Shelter Plus Care voucher programs. In 2009, an average of 7,828 households were served with Section 8 project-based and tenant-based vouchers, with a utilization rate of 101%<sup>9</sup>. Through the Shelter Plus Care program, an average of 483 households were served, with a utilization rate of 120%.

*HAP piloted the Landlord Risk Mitigation Fund, to cover damages that may occur to Section 8 rented units. In 2009, over 57 households accessed the fund.*

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<sup>9</sup> Utilization rate percentages were calculated based on the total number of households actually served versus the number of households that were committed to be served under HAP's original contracts with HUD.

## 8. Increase economic opportunity for homeless people.

Unemployment rates in Oregon have exceeded the national average for 25 of the last 33 years<sup>10</sup>. Our nation's economic recession has especially compounded the financial challenges of low-income and homeless residents, making our state and our communities some of the most difficult places to find work. For thousands of Portland's homeless residents, access to employment and economic opportunity is the solution to ending homelessness in their lives. One of *Home Again's* original goals was to challenge government and community entities to work more collaboratively to promote greater access to employment, opportunities and public benefits for individuals, resulting in increased income generation.

Over the past year, we have achieved the following successes:

- In FY 2008-09, the City of Portland's Economic Opportunity Initiative programs provided employment assistance and training to 561 homeless individuals. Of these, 100 were placed in employment and several hundred received ongoing support to maintain and advance in their employment.
- BEST (Benefits & Entitlement Specialist Team) filed 126 new claims for long-term disability benefits and oversaw 30 additional claims that had been previously filed by clients. In 2009, a total of 135 individuals received benefits with assistance from this program.
- The Employment Access Center (EAC) provided more than 7,000 unduplicated individuals with employment assistance services. Of these, 2,141 were able to access EAC staff support and of these, 490 secured employment. Through the Supported Employment program, 349 individuals were enrolled and 216 (62%) secured employment.



A new job is found through EAC.

In addition, Multnomah County received \$1.3 million in federal stimulus funds to support the Action for Prosperity Project (AFP), which stabilizes homeless families by resolving their immediate basic needs and preparing them for higher-level employment training and employment. In close partnership with WorkSystems Inc., the program offers eligible households access to literacy and job skills development, occupational training and job placements. In 2009, 320 families were served through the program, receiving housing and increased income through benefits acquisition and employment.

<sup>10</sup> "Why is Oregon's Unemployment Rate So High?" Worksource Oregon Development Department, February 2009.

## **9. Implement new data collection technology throughout the homeless system.**

Starting in 2007, PHB began the complex task of transitioning the data collection and reporting practices of dozens of homeless service providers into one centralized Homeless Management Information System called ServicePoint. As of 2009, PHB has successfully migrated more than 45 City and Multnomah County-funded service providers onto ServicePoint. With more than 500 registered users (representing 290 different homeless programs), ServicePoint has greatly enhanced our community's capacity to collect and analyze unduplicated data through standardized reporting. PHB has also established partnerships with two other counties – Clackamas and Washington - to include them on ServicePoint and provide expanded data collection capacity for the broader region.

Additionally, our community continues to track the data collected from other information sources in our community, including 211info. In 2009, 211info received and responded to a total of 6,466 calls for rent assistance, 3,374 calls for shelter and 335 calls for homeless services. Approximately 76% of callers were female, and 67% were callers with extremely low incomes (0-30% MFI). In upcoming years, we will continue to improve and refine the data collection and reporting capabilities of ServicePoint and our other data sources in order to provide meaningful, accurate information on the individuals and families accessing the homeless service system and the types of services they are seeking.

## OPPORTUNITIES & CHALLENGES FOR 2010

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Homelessness continues to be one of our community's most urgent challenges. The economic recession and diminishing affordable housing stock are just two of the many factors that dynamically change the landscape of homeless services, housing and our community's response.

Some priority areas for 2010 and beyond include:

- Homelessness prevention and rapid re-housing
- Focus strategies to increase the availability of affordable housing units and opportunities
- Equitable access for underserved and culturally-diverse populations
- Immediate options for shelter off of the streets, including the potential creation of an Emergency Housing Fund to provide assistance for unsheltered people experiencing homelessness.
- Employment opportunities and resources
- Strategic partnerships with the faith community

In face of the many challenges in 2010, stakeholders of the ***Home Again*** 10-Year Plan to End Homelessness remain committed to building upon our past successes. We will continue to advance and replicate solutions that we know are effective, and we will work on refining our strategies to achieve an even greater and far-reaching impact. Through our continued partnership, our community will remain readily responsive to assist homeless Portlanders to find the assistance they need to secure a permanent home of their own.

## ACKNOWLEDGEMENTS

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### CCEH Steering Committee Members

Caitlin Campbell, Multnomah County - Department of County Human Services ♦ Jean DeMaster, Human Solutions  
Liv Jenssen, Multnomah County - Department of Community Justice ♦ Marc Jolin, JOIN  
Tiffany Kingery, Multnomah County – Department of County Human Services ♦ Rachel Post, Central City Concern  
Shannon Singleton, The Salvation Army ♦ Ian Slingerland, Housing Authority of Portland

The **Coordinating Committee to End Homelessness (CCEH)** and the following list of partners worked to achieve progress towards the Home Again 2009 goals:

211info	Knowing Me Ministries
Bradley Angle House	KWAMBA Productions
Can We Help?	Luke-Dorf
Cascade AIDS Project	MacDonald Center
Cascadia Behavioral Healthcare	Multnomah County Commissioner Deborah Kafoury, District 1
Census 2010	Multnomah County Community Justice
Central City Concern	Multnomah County DDSD
City of Portland Commissioner Nick Fish	Multnomah County Health Department
City of Portland – Office of Emergency Management	Multnomah County Human Services
City of Portland – Office of Neighborhood Involvement	Multnomah County Domestic Violence
City of Portland – Portland Housing Bureau	Native American Rehabilitation Association
City of Portland – Portland Police Bureau	Native American Youth and Family Center
Coalition for Homeless Families	Neighborhood Partnerships
Community Alliance of Tenants	New Avenues for Youth
Complete Count Committee	Northwest Pilot Project
Dignity Village	Oregon Community Warehouse
Disability Rights Oregon	Oregon Health and Sciences University
Downtown Chapel	Oregon Law Center
Giving Tree	Oregon Opportunity Network
First Presbyterian Church	Outside In
First United Methodist Church	Portland Development Commission
First Unitarian Church	Poverty Advisory Council
Goose Hollow Family Shelter	Portland Women’s Crisis Line
Housing Authority of Portland	Sisters of the Road
HOMEpdx	Soapbox Under the Bridge
Homeless Youth Oversight Committee (HYOC)	Street Roots
Human Solutions	The Salvation Army
Impact NW	Transition Projects, Inc.
Innovative Housing Inc.	U.S. Department of Veterans Affairs
Janus Youth Programs	WorkSystems Inc
JOIN	

**Home Again** is led by the CCEH, a community committee, and supported by staff from the Portland Housing Bureau (PHB), under City of Portland Housing Commissioner Nick Fish.

## APPENDIX A: Annual Report – January to December 2009

Action Area	Goals	Actual Outcomes	Status
<b>1. Move people into housing first<sup>11</sup></b>	387 chronically homeless people will move into permanent housing with supportive services. Of those placed, 75% will remain housed at six months and 65% after one year.	<b>576 chronically homeless people</b> moved into permanent housing with supportive services. Of those contacted who were placed in housing, 86% were still housed after six months and 80% after one year.	★
	370 homeless families with children will move into permanent housing. Of those placed, 75% will remain housed at six months and 65% after one year.	<b>361 homeless families with children</b> moved into permanent housing, representing 1,087 <sup>12</sup> individuals. Of those contacted who were placed in housing, 94% were still housed after six months and 94% after one year.	✓
	475 other homeless households will move into permanent housing. Of those placed, 75% will remain housed at six months and 65% after one year.	<b>995 other homeless households</b> moved into permanent housing. Of those contacted who were placed in housing, 90% were still housed after six months and 83% after one year.	★
<b>2. Discharge/release homeless individuals to housing with appropriate services.</b>	The Recuperative Care Program (RCP) will provide short term shelter and after-care for homeless persons discharged from hospitals. 175 individuals will be served, with 98% being connected to primary health care and 60% moving into stable housing.	The RCP served 216 individuals, 214 (99%) of whom were connected to a primary care home and 119 (55%) who were discharged to stable housing.	★
	The Hospital to Home project will assess 40 homeless seniors who are ready for discharge from hospitals, but have medical needs which make them inappropriate for shelter.	Through the project, 68 seniors were assessed, with 33 placed into permanent housing. An additional 5 individuals were placed into foster care/assisted living/nursing home facilities, and 9 others were placed into transitional housing to await permanent housing.	★
	Oregon Statewide Supportive Community Re-entry (OSSCR) will assist 26 people who are HIV+ and involved with corrections with permanent housing assistance.	OSSCR assisted 33 individuals with case management, eviction prevention support and other support services to reduce recidivism.	★

<sup>11</sup> Cumulative results of permanent housing placements of homeless individuals and households for 2009 were obtained from ServicePoint-reported data. ServicePoint is the Portland/Multnomah County region centralized Homeless Management Information System (HMIS) for homeless service providers in the community.

<sup>12</sup> This number is derived from the average household size of 3.01 children per household. ServicePoint housing data only collects placement information on 1 household member, the Head of Household, to reduce the data entry burden on users. 361 HH with children x 3.01 = 1,087 individuals in families.

Action Area	Goals	Actual Outcomes	Status
	Multnomah County's Mental Health Department will work with mental health providers to provide stable housing placements with services for 600 seriously mentally ill adults discharged from hospitals (acute care, OR State Hospital), supporting their transition into stable housing.	440 individuals were diverted from psychiatric institutions and corrections facilities into stable housing. Fewer individuals were served than projected partially due to a lack of structured residential care development.	🕒
<b>3. Improve outreach to homeless people.</b>	A funding plan for the Resource Access Center (RAC) will be developed in to secure resources for the center's opening in Spring and 2010 and on-going operations.	The ground-breaking for the RAC occurred in November 2009. A funding plan is underway, in partnership with the City of Portland, Housing Authority of Portland and other community partners.	✓
	An expanded day space will be made available to the community to better support individuals and families who are currently homeless or have recently moved into housing.	Remodeling of a new center at 81 <sup>st</sup> and Halsey Avenue is scheduled to open in February 2010. In the interim, the building is being used as a Family Warming Center.	★
	Implement the Housing Authority of Portland's-Key Not a Card (HAP-KNAC) partnership to provide 30 units of affordable housing and supportive services for homeless households.	A total of 26 units were leased up by the end of December. The remaining units are in the process of being leased. To date, the retention rate is 100%.	✓
<b>4. Emphasize permanent solutions through homelessness prevention and rapid rehousing.</b>	Provide 40 individuals who are HIV+ and at risk of becoming homeless with emergency rental assistance and/or eviction prevention assistance using Ryan White funds. 75% will remain housed after 6 months.	A total of 63 individuals were assisted with emergency rent assistance, and 86% remained housed after 6 months.	★
	Advocate to fund more alcohol & drug treatment services, including organizing around such issues as the malt beverage tax or alternative legislation.	The following community outreach efforts occurred: <ul style="list-style-type: none"> <li>Organized 200 individuals to attend City and County Budget sessions and advocated for increased support.</li> <li>The Recovery Community Advisory Group was convened, to coordinate advocacy efforts statewide.</li> <li>Clients were trained to articulate their personal stories of transitioning from living on the streets with addictions to securing their own homes.</li> <li>A multi-year grant was awarded from Northwest Health Foundation to focus on healthcare reform and advocacy, including alcohol and drug free housing.</li> </ul>	★
	Assist 170 individuals in moving from transitional alcohol and drug-free housing into permanent housing through the Alcohol and Drug Free Community housing program.	All program units remained at full capacity, serving a total of 417 individuals in 2009. Of the 265 who exited, 135 (51%) exited to permanent housing. [Did not meet the goal, so it gets a little clock instead]	🕒

Action Area	Goals	Actual Outcomes	Status
	Develop and implement a new tenant education curriculum. 15 agencies will offer the curriculum and 200 individuals will participate, with 90% gaining increased skills/knowledge related to accessing and maintaining stable housing.	The "Rent Well" curriculum was launched in late fall and instructor certifications offered in November/December 2009. Most classes will begin in early 2010. From Multnomah County, 71 instructors from 36 agencies were certified. 15 participants graduated from the first class. 100% increased skills/knowledge related to accessing and maintaining stable rental housing.	⊕
	Giving Tree will launch <i>Clean Homes: Adult Mentoring Program (CH:AMP)</i> at a building that houses adults on fixed incomes, many of whom transitioned from homelessness into housing. A maximum of 30 individuals will enroll in the program.	The CH:AMP program was successfully launched and served 10 residents. Three households were averted from eviction through the program.	⊕
	The Short-term Rent Assistance program (STRA) will prevent homelessness for families, chronically homeless individuals, and other persons (adults, couples). A total of 700 households will be prevented from becoming homeless. After rent assistance ends, 80% will retain housing after 6 months and 70% will remain housed at one year.	<b>829 households were prevented from becoming homeless through rent assistance.</b> Retention (of all households contacted) was 81% at 6 months and 81% at 12 months. Retention (of all households placed) was 77% at 6 months and 73% at 12 months.	★
5. Increase supply of permanent supportive housing (PSH).	Advocate to secure funding to continue the Bridges to Housing collaborative.	Efforts to advocate for continued funding were successful, resulting in close to \$300,000 from Multnomah County in 2009-2010.	✓
	Provider(s) in the homeless youth continuum will coordinate with City, County and other community organizations to link SAMSHA-funded supportive services for transition age youth with new or existing permanent supported housing units. 20-25 new or existing PSH units will be secured for homeless youth with substance abuse, mental health or co-occurring issues.	Funding for new PSH units for youth was submitted through the HUD Bonus Project Application process. If funded, an increase of 26 new PSH units will result, including 16 units at Rose Quarter Housing and 10 units at Roads to Housing.	✓
	By December 2009, a minimum of 800 PSH units for chronically homeless individuals and 300 PSH units for homeless families will be funded and/or have committed funding for development.	Results will be reported in the Mid-Plan report, Summer 2010.	⊕

Action Area	Goals	Actual Outcomes	Status
<p><b>6. Create innovative new partnerships to end homelessness.</b></p>	<p>Advocate to continue public funding of the Housing Partnership workgroup</p>	<p>The Housing Workgroup achievements included:</p> <ul style="list-style-type: none"> <li>• 4 meetings engaged 84 property managers and 134 social service providers on issues including: background screening, resident services models, low barrier landlords, and services for the elderly and disabled.</li> <li>• New partnerships between property managers and social service agencies, resulting in many homeless applicants overcoming admissions barriers and becoming tenants. Many at-risk tenants received eviction prevention services and avoided homelessness.</li> </ul>	<p>✓</p>
	<p>The Coalition for Homeless Families will train 30 homeless families as advocates. Over 50 presentations will be made by homeless families.</p>	<p>The Coalition trained 15 families as advocates and made approximately 10 presentations in 2008-09.</p>	<p>⊕</p>
	<p>Bridges to Housing will provide housing and on-going support services to 100 families with high levels of need.</p>	<p>The program served a total of 129 families, providing them with permanent housing and intensive family and child services.</p>	<p>★</p>
<p><b>7. Make the rent assistance system more effective.</b></p>	<p>The Housing Authority of Portland (HAP) will align rent assistance and service dollars by piloting a program-based voucher program to assist a minimum of 30 homeless households move towards self-sufficiency.</p>	<p>25 households have been served, and only 1 household failed to maintain housing. Enrollment began in July, so the program has not been operating long enough to review income increases.</p>	<p>⊕</p>
	<p>Maintain full utilization of Section 8 tenant-based and project-based vouchers. More than 7,707 households will be served.</p>	<p>In 2009, an average of 7,828 households were served with Section 8 project-based and tenant-based vouchers, with a utilization rate of 101%.</p>	<p>★</p>
	<p>HAP will pilot a Landlord Risk Mitigation Fund to cover damages to units rented by Section 8 voucher holders.</p>	<p>This program was not fully implemented due to overutilization of Section 8 vouchers in 2008 and 2009. 57 households from the 2009 waitlist were given access to the Landlord Guarantee Fund. The lease-up success rate cannot be evaluated at this time.</p>	<p>⊕</p>
	<p>Maintain at least 95% utilization of 400 slots of Shelter Plus Care.</p>	<p>An average of 483 households were served in 2009 through the Shelter Plus Care voucher program, with a utilization rate of 120%.</p>	<p>★</p>
	<p>An assessment of STRA will be conducted to evaluate success at meeting program goals, identify strengths and challenges, and evaluate opportunities for better connection between STRA and larger housing assistance systems.</p>	<p>An evaluation of the STRA program was completed in July 2009, which provided highlights on the successes of the program and also identified areas for improvement in the system.</p>	<p>✓</p>

Action Area	Goals	Actual Outcomes	Status
8. Increase economic opportunity for homeless people.	Provide increased employment and economic opportunity through Portland Development Commission's Economic Opportunity Initiative (EOI) programs.	In FY 2008-09, the EOI programs provided employment assistance and training to 561 individuals. Of these, 100 were placed in employment and several hundred received on-going support to maintain and advance in their employment.	✓
	The BEST (Benefits & Entitlement Specialist Team) will increase the percentage of disabled individuals assisted by services to expedite acquisition of benefits and entitlements. A total of 120 claims will be filed and 80% will be awarded.	The program filed 126 new claims and picked up 30 additional claims that had been previously started by clients. In 2009, <b>135 individuals received benefits with assistance from the program.</b>	★
	Provide supported employment programming to 500 homeless and formerly homeless individuals with an emphasis on integrated and competitive employment with ongoing retention services. A total of 300 individuals will secure employment.	The Employment Access Center (EAC) served more than 7,000 unduplicated individuals. Of these, <b>2,141 were able to access EAC staff support and of these, 490 secured employment.</b> Through the Supported Employment program, <b>349 individuals were enrolled and 216 (62%) secured employment.</b>	★
	Develop a Community Volunteer Corps to provide employment training to homeless individuals in recovery from addiction disorders. 70 volunteers will be offered the opportunity to provide 80 or more hours each of community service. A total of 65 volunteers are projected to complete the program.	84 volunteers have been offered the opportunity to provide 80 or more hours each of community service within a 3 month period. A total of 49 volunteers (59%) completed the program, increasing their confidence and gaining job skills to ease transition into the workforce.	✓
	Human Solutions will provide employment training and job coaching to 100 individuals who are homeless or at high risk of homelessness.	<b>505 individuals received supported employment services</b> through Human Solutions' four programs which served people who were homeless or at high risk of homelessness.	★
9. Implement new data collection technology throughout the homeless service system.	211info will provide quarterly reports to the community (CCEH, City of Portland, Multnomah County) indicating number of calls received for shelter, rent assistance and homeless services. Expected: 6,000 calls for rent assistance, 4,500 calls for shelter and 450 calls for homeless services.	211 info received and responded to a total of 6,466 calls for rent assistance, 3,374 calls for shelter and 335 calls for homeless services. Approximately 76% of callers were female, and 67% were callers with extremely low incomes (0-30% MFI).	✓
	HMIS work group will be formed to make data collection more "user friendly" for providers of services to homeless families.	City and County staff met with representatives from anti-poverty agencies participated in a forum. Work is still pending on furthering the definition and work of the group.	🕒
	Develop a console of key aggregated reports to be generated and published to the Bureau's website on a recurring schedule.	Reports and resources for ServicePoint are available on the website. Technical assistance on the availability and use of updated forms and procedures was provided by Portland Housing Bureau technology staff.	✓

For more information on Home Again, go to: [www.portlandonline.com/phb](http://www.portlandonline.com/phb)