

Home Again

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

2010 Annual Report

Portland/Multnomah County, Oregon

This report was made possible by support from
the Coordinating Committee to End Homelessness (CCEH),
City of Portland, Home Forward and Multnomah County

August 2011

Introduction

This report highlights the accomplishments and outcomes achieved in 2010, the sixth year of **Home Again**, the 10-Year Plan to End Homelessness in Portland/Multnomah County. Annual goals were developed by the Coordinating Committee to End Homelessness (CCEH), community stakeholders committed to the 10-Year Plan and ending homelessness in Portland/Multnomah County. **Home Again** is built on strategic approaches and planning in nine priority areas:

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

In 2010, our community achieved the following successes:

- 2,272 households moved from homelessness to permanent housing. Of this number, there were 396 families, 544 chronically homeless individuals, 36 youth, 288 survivors of domestic violence and 1,008 other homeless households.
- Multnomah County Department of County Human Services secured funds to provide year-round shelter for families. At least 150 families received emergency shelter and assistance, of which 100 were assisted in moving to permanent homes.
- Home Forward (formerly known as the Housing Authority of Portland) provided 7,707 households with permanent homes through the Section 8 voucher program.
- 957 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.
- The Gateway Center, for victims and survivors of domestic violence, opened in September. In the first several months, the center served 562 individuals, providing access to advocacy, criminal, civil legal & housing resources.
- \$1 million in City funds was awarded to reduce homelessness in downtown Portland. In the 1st quarter, October to December 2010, funds helped 56 people move to permanent housing, assisted 13 people with benefits and provided 17 youth with job training.
- 1,112 individuals secured employment, including youth, heads of households and survivors of domestic violence. Furthermore, 4,852 individuals received employment services and/or training for enhanced economic opportunity.

These are just a few of the many highlights from the past year. A full list of goals and outcomes is contained in the rest of this report.

Who did we serve?

A total of 18,398 individuals received homeless services or housing in Multnomah County¹ in 2010. The charts below give a snapshot of some of the characteristics of the people served:

CHART 1: GENDER

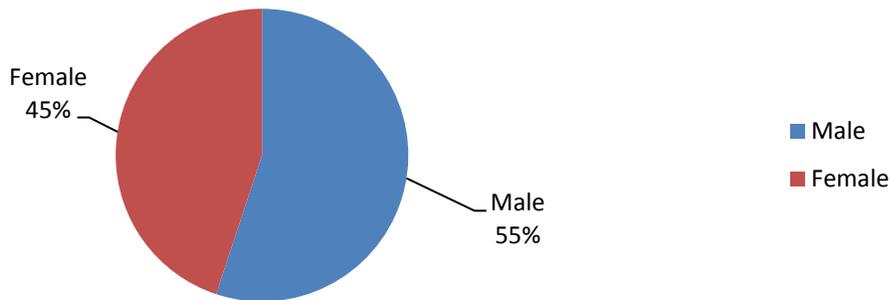


CHART 2: RACE

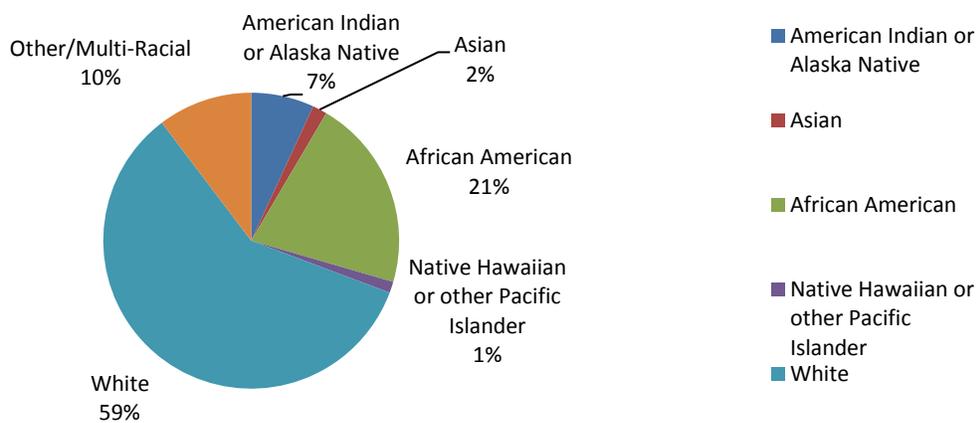
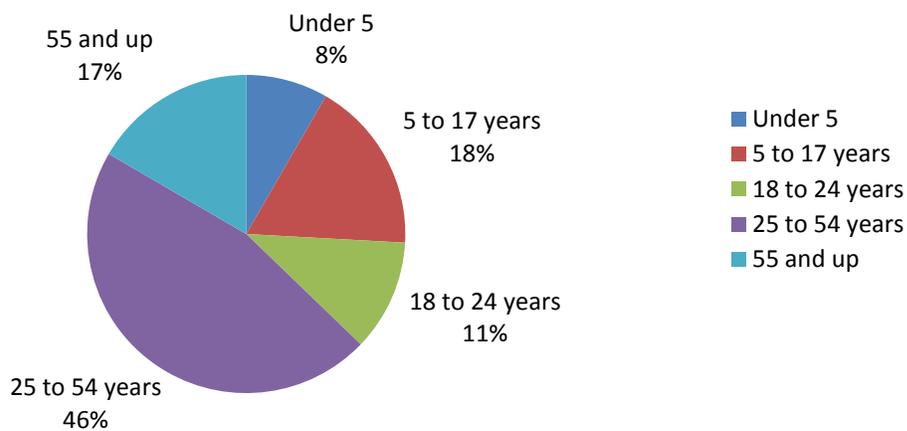


CHART 3: AGE



¹ This number is taken from the ServicePoint – Active Client Demographic Count report, which includes all programs within the Portland/Multnomah County Continuum of Care.

Questions facing us in the coming years

Although our community has achieved many successes over the past year, there is still much work to be done. During the worst economic recession of our time, we need to adapt our approaches to meet the challenges of ending homelessness in the coming years. Some questions to be addressed include:

- How can we enhance cross-jurisdictional collaboration between the City of Portland, Home Forward and Multnomah County around resource development and improving efficiency of existing “systems” and services?
- How can we expand homelessness prevention efforts, especially to address the rise of homelessness among families, and those experiencing homelessness for the first time?
- What culturally-specific strategies can we use to reduce disparities in homelessness among communities of color (particularly Native Americans and African Americans)?
- How can we build on the success of employment and benefits acquisition services, to allow for sustainable housing?
- How do we do a better job of preventing discharge to homelessness from institutions -- foster care, hospitals, etc. -- and coordinate care?
- What are the best ways for us as a community to share our own learning and effective practices, across jurisdictions and agencies, to improve our community’s overall efforts?

The work ahead

In order to address these questions and issues, the continued investment and partnership of all sectors – at local, state and national levels – is needed to finish the job of ending homelessness. Local government and nonprofits can’t do it alone.

Over the remaining years of our 10-Year Plan and beyond, we will commit to building greater cross-jurisdictional collaboration between the City of Portland, Home Forward and Multnomah County. Jurisdictional partners will work more closely with the Steering Committee of the CCEH, the community stakeholder committee which oversees the progress and goals of the 10-Year Plan, to address broader system-wide issues to further align, coordinate and sustain our existing services and housing resources. We will also strengthen partnerships with community and faith-based agencies to support, initiate and replicate programs and approaches that have demonstrated success in permanently ending homelessness for families, adults and youth in our community.

2010 ANNUAL GOALS & OUTCOMES

Status Key:

★ Exceeded goal ✓ Achieved/On schedule ⊕ Still collecting data or behind schedule

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
1. Move people into housing first. The most critical issue facing people experiencing homelessness– the lack of permanent housing – will be addressed first. Services and programs designed for individuals and families will emphasize permanent housing and promote housing success.			
A. 500 chronically homeless ² adults (disabled adults who've been homeless for a year or more) will move to permanent housing.	<ul style="list-style-type: none"> • 500 permanent housing placements • 80% housed at 6 months (<i>of those contacted</i>) • 75% housed at 12 months (<i>of those contacted</i>) 	<ul style="list-style-type: none"> • 544 disabled, homeless adults moved into their own homes • 89% housed at 6 months (<i>of those contacted</i>) • 81% housed at 12 months (<i>of those contacted</i>) 	★
B. 350 families experiencing homelessness will move to permanent housing.	<ul style="list-style-type: none"> • 350 permanent housing placements • 90% housed at 6 months (<i>of those contacted</i>) • 85% housed at 12 months (<i>of those contacted</i>) 	<ul style="list-style-type: none"> • 396 families moved into their own homes • 94% housed at 6 months (<i>of those contacted</i>) • 87% housed at 12 months(<i>of those contacted</i>) 	★
C. 500 other homeless households (neither families nor chronically homeless) will move to permanent housing.	<ul style="list-style-type: none"> • 500 permanent housing placements • 85% housed at 6 months (<i>of those contacted</i>) • 80% housed at 12 months (<i>of those contacted</i>) 	<ul style="list-style-type: none"> • 1,008 couples and other households moved into their own homes • 89% housed at 6 months (<i>of those contacted</i>) • 85% housed at 12 months(<i>of those contacted</i>) 	★
D. 100 youth experiencing homelessness (ages 18 to 25) will move to stable and/or permanent housing.	<ul style="list-style-type: none"> • 100 safe and stable housing placements • 70% housed at 6 months (<i>of those contacted</i>) • 65% housed at 12 months (<i>of those contacted</i>) 	<ul style="list-style-type: none"> • 86 young people moved into safe and stable homes, of which 36 were permanent homes • 76% housed at 6 months (<i>of those contacted</i>) • 65% housed at 12 months (<i>of those contacted</i>) 	⊕
E. 200 domestic violence survivors and their children will move to permanent housing.	<ul style="list-style-type: none"> • 200 permanent housing placements • 80% housed at 6 months (<i>of those contacted</i>) 	<ul style="list-style-type: none"> • 288 families and individuals moved into their own homes • Retention rate not available 	★

² Chronic homelessness refers to people with disabilities who have experienced long periods of homelessness, such as one year or more.

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
2. Discharge/release individuals experiencing homelessness to housing with appropriate services. Institutions (like jails, hospitals, the foster care system and mental health/psychiatric centers) often lack the capacity to connect individuals experiencing homelessness with appropriate housing and services. These strategies will help prevent the discharge/release of individuals to the streets by providing linkages to appropriate housing and services.			
A. 175 adults experiencing homelessness who are discharged from hospitals will receive short-term shelter and after care. 98% will be connected to primary health care and 60% will move to stable housing.	<ul style="list-style-type: none"> • 175 individuals served • 98% (170 individuals) connected to primary health care • 60% (105) placed into safe and stable housing 	Through the Recuperative Care Program: <ul style="list-style-type: none"> • 198 individuals were served • 97% (192 individuals) were connected to primary health care • 66% (131) were placed into safe and stable housing 	★
B. 70 seniors experiencing homelessness who are discharged from hospitals and/or living on the streets with significant medical issues will be placed in safe and stable housing.	<ul style="list-style-type: none"> • 70 seniors will be placed quickly into safe housing 	<ul style="list-style-type: none"> • 84 seniors moved into their own homes 	★
C. Convene hospitals and homeless service providers to discuss other efforts to improve discharge processes to connect individuals experiencing homelessness to services.	<ul style="list-style-type: none"> • 2 strategies will be developed and implemented to improve discharge/ release of patients experiencing homelessness 	<ul style="list-style-type: none"> • <i>This item will be revisited for 2011 goals and planning.</i> 	⊕
D. 50 adults experiencing homelessness who are discharged from corrections facilities (local) will be placed in safe and stable housing.	<ul style="list-style-type: none"> • 50 adults placed into safe and stable housing, rather than returning to the streets 	<ul style="list-style-type: none"> • 400 adults experiencing homelessness, released from local jail, were assisted in moving into safe and stable homes 	★
E. City of Portland, Multnomah County and the State will form improved data system integration to enhance service coordination.	<ul style="list-style-type: none"> • Statewide taskforce will be created in early 2011 to create opportunities for data linkage and coordination 	<ul style="list-style-type: none"> • A county-wide representative participated in a taskforce working on improved data coordination to enhance data access and linkage for persons involved in the criminal justice system. In addition, the local efforts were instrumental in providing necessary support for developing an automated form to begin in June 2011. 	✓

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
F. 450 adults experiencing homelessness with mental illnesses will be diverted from psychiatric and corrections facilities into stable housing.	<ul style="list-style-type: none"> 450 adults placed into stable housing, rather than returning to the streets 	<ul style="list-style-type: none"> 303 mentally ill adults were placed into stable housing with mental health supports. 	⊕
G. Promote greater awareness on issues related to the foster care system and homeless youth among community partners.	<ul style="list-style-type: none"> One panel discussion and/or presentation will be held through CCEH 	<ul style="list-style-type: none"> Representatives from Oregon Department of Human Services and Commission on Children, Families & Community presented on the "Safe & Equitable Foster Care Reduction Initiative" at the September CCEH meeting. 	✓
3. Improve outreach to people experiencing homelessness. Outreach workers will have the tools to offer individuals experiencing homelessness with access to rapid housing and appropriate services. The Resource Access Center (RAC), scheduled to open in Spring 2011, will provide a central location for Portlanders without homes to access basic services and housing resources. Other strategies will be developed to enhance outreach to families and individuals experiencing homelessness and connect them to housing and services.			
A. Expand County-funded family shelter from Winter-only to year-round, allowing opportunity to engage families and quickly re-house them.	<ul style="list-style-type: none"> Number of families served with emergency housing; number placed into permanent housing 	<ul style="list-style-type: none"> 129³ families received emergency shelter 108⁴ families were placed in permanent housing 	★
B. A funding plan and program plan will be finalized for the RAC (Resource Access Center), which will include a description of on-site social service partners.	<ul style="list-style-type: none"> Completed funding plan Completed program plan 	<ul style="list-style-type: none"> Transition Projects completed a program and funding plan for the Bud Clark Commons (formerly RAC). Working closely with Portland Housing Bureau and partners, outreach on BCC services will continue in 2011. 	✓
C. Develop approaches to partner with culturally-specific agencies and providers to: (a) assess effectiveness of programs to reach individuals from diverse race and ethnic groups; (b) enhance outreach to communities of color, and (c) connect individuals to culturally-appropriate services.	<ul style="list-style-type: none"> Form linkages between 10-Year plan and collaborations serving communities of color, including the Coalition of Communities of Color and Multnomah County's Anti-Poverty group Develop plan that summarizes findings from the assessment, timeline and measurable outcomes 	<ul style="list-style-type: none"> CCEH Steering Committee members met with members of the Coalition of Communities of Color and other stakeholders representing and serving communities of color to discuss 10YR Plan and CCEH Additional items for this task area will be revisited in 2011 	⊕

³ Results for period 7/1/10 to 6/30/11.

⁴ Results for period 7/1/10 to 6/30/11.

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
D. The Gateway Center, scheduled to open in Summer 2010, will provide a single public location for victims of domestic violence to access advocacy, criminal, civil legal & housing resources.	<ul style="list-style-type: none"> Number of individuals served through the Center will be recorded 	<ul style="list-style-type: none"> The Gateway Center opened on September 9, 2010. From its opening through the end of the year, the center served 562 unduplicated individuals for 1,164 total visits. 	✓
E. Enhance Veterans Administration (VA) collaboration with homeless providers to: a) assess effectiveness of current services for veterans experiencing homelessness; b) limit barriers to accessing VA services; c) quickly connect Veterans to services	<ul style="list-style-type: none"> Hire a new VA outreach worker that will coordinate with community providers to improve and enhance outreach to Veterans A VA representative will participate in the Outreach & Engagement Workgroup to identify opportunities for greater linkages 	<ul style="list-style-type: none"> A new VA outreach worker was hired and actively participates in the Outreach & Engagement Workgroup 	✓
4. Emphasize permanent solutions through homelessness prevention and rapid re-housing. Under this plan, existing shelters and other community programs will be equipped with resources to more rapidly transition individuals and families experiencing homelessness into permanent housing, including survivors of domestic violence and their children, chronically homeless individuals and couples without children. We will also focus on efforts that prevent people from becoming homeless and entering the shelter and homeless service system.			
A. 800 new households will be prevented from becoming homeless through short-term housing assistance to households at risk of homelessness ⁵ .	<ul style="list-style-type: none"> 800 new households will be prevented from becoming homeless through eviction prevention After rent assistance ends, 80% will remain housed at 6 months, 70% will remain housed at one year 	<ul style="list-style-type: none"> 1,077 new households were prevented from becoming homeless through eviction prevention Retention: Of those contacted, 93% remained housed at 6 months, and 92% at 12 months.⁶ 	★
B. 300 new households will move from the streets, emergency shelter or transitional housing to permanent homes with short-term housing assistance ⁵ .	<ul style="list-style-type: none"> 300 new households placed into permanent housing 80% housed at 6 months (<i>of total housed</i>) 70% housed at 12 months (<i>of total housed</i>) 	<ul style="list-style-type: none"> 366 new households (families, couples, individuals) were placed into permanent housing. Retention: Of those contacted, 92% remained housed at 6 months, and 89% at 12 months.⁷ 	★

⁵ Outcomes are from the Short-Term Rent Assistance (STRA) program, administered by Home Forward. Numbers represent a sub-set of the total housing placements listed on page 4.

⁶ Of those housed, 82% remained housed at 6 months, and 74% at 12 months. This number may under-represent actual households in housing, as those households who couldn't be reached were counted as not being housed, although they may have been housed.

⁷ Of those housed, 83% remained housed at 6 months, and 77% at 12 months. This number may under-represent actual households in housing, as those households who couldn't be reached were counted as not being housed, although they may have been housed.

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
C. The HomeSafe program will support young families (headed by pregnant or parenting youth) with housing stability, life skills and parenting education. The program will assist families in achieving a sustainable income and self-sufficiency.	<ul style="list-style-type: none"> 50 young families will receive housing and services support to promote self-sufficiency 	<ul style="list-style-type: none"> 55 young families (55 parents and 63 children) received housing and services support to promote self-sufficiency. 58% of families served were African American, 20% White and 22% of Native American, Latina or multi-racial descent. 	★
D. The “Rent Well” tenant education curriculum will offer classes to access and maintain stable rental housing.	<ul style="list-style-type: none"> 30 agencies will become certified to provide training 300 individuals will go through the curriculum 90% of participants will increase skills/knowledge related to accessing and maintaining stable rental housing 	<ul style="list-style-type: none"> 49 agencies are certified to offer Rent Well 583 individuals graduated from Rent Well All participants (100%) increased their skills/knowledge related to accessing and maintaining stable rental housing 	★
E. Secure 300 additional VASH vouchers for the community over the next five years. Seek additional Veterans funding for the region to provide permanent supportive housing for Veterans.	<ul style="list-style-type: none"> 60 additional VASH vouchers secured in 2010 	<ul style="list-style-type: none"> 90 additional VASH vouchers secured in 2010 	★
5. Increase supply of permanent supportive housing. Permanent supportive housing (PSH) is one of the most effective tools for ending long-term homelessness. By 2015, the City and County will create 2,200 new permanent supportive housing units. Of this total, 1,600 units will be for chronically homeless individuals and 600 units for homeless families with special needs.			
A. The 10-Year Plan established the goal of creating 2,200 new PSH units (1,600 units for chronically homeless individuals, 600 units for families). By the end of 2010, at least 60% of this goal will be met.	For January 2005 to December 2010, an estimated 1,320 new PSH units will be created for chronically homeless individuals and homeless families.	631 publicly-funded affordable housing units are designated as PSH and supported by Portland’s risk mitigation pool ⁸ . More broadly, at least 2,325 PSH units were in operation or under development within Multnomah County as of January, 2010 ⁹ .	✓

⁸ As part of the regional 10-year Plan to End Homelessness, the Portland Housing Bureau administers a risk-mitigation pool which helps to support affordable housing providers who agree to provide PSH, by offsetting potential increased financial risks (beyond those typical of affordable housing) associated with operating PSH units.

⁹ HUD requires localities applying for Continuum of Care homeless services funding to conduct an annual housing inventory count (HIC) of emergency shelter, transitional, and permanent supportive housing units. These numbers are from the most recent (2010) Multnomah County HIC.

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
B. Secure funding to continue support of Bridges to Housing program.	<ul style="list-style-type: none"> Secure public and private funds to support on-going services in the 129 PSH units for high resource-using families. Secure funding for 10 PSH units scheduled for construction in Summer '10. 	<ul style="list-style-type: none"> Multnomah County and Home Forward provided key service and housing funding in combination with private funding support for 129 PSH units for high resource-using families. City of Portland and other funding was secured for 10 new PSH units to serve a total of 139 families in 2010. 	✓
C. Develop screening criteria, tools and process for assessment and placement of medically vulnerable households into 130 PSH new units at the RAC.	Criteria, tools and screening process will be developed.	A tool was identified and, with the support of the Coalition of Community Health Clinics, 350 homeless people will be assessed for vulnerability in 2011 by member clinics, to identify residents for the Apartments at Bud Clark Commons (formerly RAC).	✓
6. Create innovative new partnerships to end homelessness. Ending homelessness requires tremendous effort and resources from all sectors of the community. Under this action area, we will work on improving and building relationships and partnerships among government agencies, non-profits and other community agencies and institutions to leverage funding for PSH and other effective solutions.			
A. Enhance the coordination between Multnomah County, Department of County Human Services (DCHS) and the Portland Housing Bureau (PHB) in conducting one-night Street and Shelter Counts of homeless persons.	DCHS, leading the annual Shelter Count, and PHB, leading the bi-annual Street Count, will designate staff and resources to conduct a collaborative 2011 homeless count and report.	Collaborative efforts are well underway to plan the January 2011 Street and Shelter Count, as well as a combined report. A project manager has actively engaged jurisdictions and community agencies on methodology, including outreach, staff/volunteer training and survey design.	✓
B. Support and promote existing and new partnership models among faith groups, homeless service agencies and government entities.	<ul style="list-style-type: none"> Multnomah County will hire a new staff position to facilitate enhanced linkages and coordination with faith groups around ending homelessness efforts 4 presentations held to promote effective or new models 	<ul style="list-style-type: none"> Multnomah County continues with plans to recruit and hire a new staff position to focus on faith outreach. Strengthened partnerships with faith groups enhanced coordination of severe weather response. New City Initiative organized <i>Day of Awareness</i> in November; more than 30 congregations engaged in community efforts. New partnership with Eastminster Presbyterian Church established to host Family Warming Center. 	✓

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
C. Advocate for continued public funding and community support for the Housing Partnership Workgroup to strengthen relationships among landlords, property management companies and service providers.	<ul style="list-style-type: none"> • 20 property managers and 20 service agency staff will regularly attend quarterly workgroup sessions • 10 new partnerships between property managers and service agencies will be formed 	<ul style="list-style-type: none"> • 113 property managers and 133 service agency staff attended workgroups • 26 new partnerships between property managers and service agencies were formed, which facilitated 23 housing placements and prevented 12 evictions 	★
D. Engage homeless service community in Census 2010, to ensure improved accuracy in counting unsheltered individuals in the Census.	<ul style="list-style-type: none"> • Hire 1.0 FTE to promote Census involvement • Partner with 20 homeless providers and other agencies to improve counts of unsheltered individuals 	<ul style="list-style-type: none"> • A part-time trainer was hired • Hundreds of service providers and property managers at over 35 agencies were trained to conduct Census counts 	★
E. Explore new resources and funding opportunities to support ending homelessness efforts	<ul style="list-style-type: none"> • Outreach & engagement of unsheltered youth and adults downtown • Housing placement from the streets, shelter, and transitional housing • Homelessness prevention • Income and/or benefits acquisition 	<p>City of Portland supported \$1 Million Special Appropriation for services to people experiencing homelessness in downtown Portland:</p> <ul style="list-style-type: none"> • Collaboratives led by JOIN and New Avenues for Youth were funded. • From October to December 2010, funds supported: <ul style="list-style-type: none"> ○ 56 permanent housing placements, including 19 women who moved from shelter to housing ○ 338 youth contacted through outreach ○ 13 individuals received benefits assistance ○ 17 youth received job training 	★
7. Make the rent assistance system more effective. Rent assistance subsidies are one of the best tools to end homelessness. This action area focuses on programs and approaches that maximize effectiveness through enhanced streamlining of funding and service access. Rent assistance is particularly important for families, who fare best when placed in permanent housing as quickly as possible.			
A. Maintain full utilization of Section 8 tenant-based and project-based vouchers, & serve 7,707 households.	<ul style="list-style-type: none"> • 7,707 households served with Section 8 vouchers • 100% utilization rate 	<ul style="list-style-type: none"> • 7,707 households were served with Section 8 vouchers • The program maintained a 100% utilization rate 	✓
B. Maintain a utilization rate of 95% or higher for Shelter Plus Care slots (445 total slots available).	<ul style="list-style-type: none"> • 480 SPC voucher slots will be filled in the year • 100% or higher utilization rate 	<ul style="list-style-type: none"> • The number of SPC voucher slots filled increased from 506 (114% utilization) in January 2010 to 524 (118% utilization in Dec. 2010) 	★

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
C. The Landlord Guarantee Fund will provide landlords with incentives to participate in and rent to clients from Section 8.	<ul style="list-style-type: none"> 80% of people issued a Section 8 voucher will be successful in leasing units (increase from 74% in 2009) 	<ul style="list-style-type: none"> 83% of people issued a Section 8 voucher were successful in leasing units 	★
D. The Agency Based Assistance program will continue to provide service-enriched rent assistance to high barrier households.	<ul style="list-style-type: none"> 10 households who are elderly, disabled, have zero income, and are homeless will find and maintain housing and make progress towards attaining benefits 10 people transitioning out of prison and at risk of homelessness will find and maintain housing and employment, and transition off assistance in 18 months 	<ul style="list-style-type: none"> 18 individuals were placed into permanent housing and made progress towards attaining benefits. 10 acquired benefits in an average of 5 months. 20 people transitioning out of prison and at risk of homelessness received rent assistance to prevent eviction or end homelessness. 9 were employed and 8 remained in the program seeking employment. 	✓
8. Increase economic opportunity for people experiencing homelessness. The City and County will coordinate efforts to improve access to employment and workforce assistance for individuals and families experiencing homelessness. For families, this includes increasing childcare support. The City and County will also work with the State of Oregon and federal agencies to streamline access to disability benefits by individuals who are eligible but not receiving benefits.			
A. 550 individuals experiencing homelessness will receive employment assistance and training through Portland Development Commission's Economic Opportunity Initiative (EOI). Of those served, 20% (110) will secure new employment.	<ul style="list-style-type: none"> 550 individuals receive employment services 110 individuals secure new employment 	<ul style="list-style-type: none"> 493 individuals received employment services 303 individuals experiencing homelessness secured employment and/or employment training 	✓
B. 2,500 adults experiencing homelessness will receive employment assistance and training through the Employment Access Center. Of those served, 20% will secure new employment.	<ul style="list-style-type: none"> 2,500 individuals receive employment services 500 secure new employment 	<ul style="list-style-type: none"> 3,600 individuals received services at the Employment Access Center 988 received individualized supported employment services Of these, 510 secured employment through 368 employers with an average wage of \$13.46 per hour 	★
C. Families experiencing homelessness or at risk of homelessness will receive basic needs, employment training and job placement support through Action for Prosperity Project (AFP).	<ul style="list-style-type: none"> 287 families receive basic needs and employment services 60% of parents receiving services will become employed by program exit 	<ul style="list-style-type: none"> 287 families received basic needs and employment services 175 (61%) of parents were employed by program exit 	★

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
D. Homeless individuals with disabilities will receive services to expedite their acquisition of benefits and entitlements.	<ul style="list-style-type: none"> • 300 individuals served • 80% of filed claims will be successfully accepted 	<ul style="list-style-type: none"> • The Benefits & Eligibility Specialists Team (BEST) program provided services to 347 individuals. Of the 247 claims that were filed, 192 were awarded (77% success rate). Funding for the program was provided by Multnomah County and the Portland Housing Bureau. 	✓
E. 100 Domestic Violence survivors in transitional housing will receive employment assistance and training services. Of those served, 40% will secure new employment.	<ul style="list-style-type: none"> • 100 DV survivors will receive employment services and 40 will get jobs • 90% of households receiving case management will have increased income by program exit 	<ul style="list-style-type: none"> • 47 survivors received employment services • 15 survivors got jobs • 58% of households receiving case management increased their income by program exit 	⊕
F. 250 youth experiencing homelessness will receive employment assistance and training. Of those served, 35% will secure new employment.	<ul style="list-style-type: none"> • 250 youth receive employment services • 88 secure new employment 	<ul style="list-style-type: none"> • 425 youth received employment services • 109 secured jobs 	★
G. 350 youth experiencing homelessness will receive enhanced education skills and opportunities through the Homeless Youth Continuum.	<ul style="list-style-type: none"> • 350 youth will receive education services • 50 youth will earn a GED • 45 youth will enter college 	<ul style="list-style-type: none"> • 465 youth received education services • 36 youth earned a GED • 63 youth entered college 	★
H. Establish an Employment and Economic Opportunity Workgroup to strategize ways to increase awareness of the benefits and effectiveness of employment support, and to better coordinate and advocate for funding and resources.	<ul style="list-style-type: none"> • Convene workgroup by Summer 2010; hold minimum of two meetings. • Develop and work towards implementation of action/advocacy goals. 	<ul style="list-style-type: none"> • A representative from WorkSystems Inc. met with CCEH Steering Committee in Winter 2010-11 to discuss opportunities for partnership; WorkSystems was scheduled to present at CCEH community meeting in early 2011. • <i>Follow-up actions on this item will be revisited in 2011 goals and planning.</i> 	⊕

Task Areas	2010 Goal: Outputs / Outcomes	2010 Actual: Outputs / Outcomes	Status
9. Implement new data technology throughout the homeless system. All partners in the homeless system will adopt the use of a web-based database, which will allow us to better count the unduplicated number of persons experiencing homelessness who are served, and the frequency, depth, and breadth of homelessness. This tool will greatly improve our ability to track the outcomes of individuals accessing services, and enable us to plan more effectively to serve people experiencing homelessness in our community.			
A. Hire a new data staff person to cover data training, collection, reporting for Homelessness Prevention and Rapid Re-housing (HPRP) funds.	<ul style="list-style-type: none"> • New staff person hired and trained by February 2010. • On-going training and technical assistance to be provided to HRPR contractors 	<ul style="list-style-type: none"> • The City of Portland hired a new staff person in February to cover HPRP data reporting • On-going training and technical assistance was provided to HPRP contractors 	✓
B. Conduct improved training, monitoring and coordination of data entry and quality with Multnomah County and agency users to ensure higher data and reporting accuracy.	<ul style="list-style-type: none"> • Conduct on-site monitoring visits for 5% of all participating providers to assess data quality and reporting accuracy • Host 5 system administrator trainings to provide users and partners with system processes and updates 	<ul style="list-style-type: none"> • On-site monitoring visits were implemented in late 2010. Future data monitoring visits will be conducted into 2011 in partnership with PHB program and fiscal monitoring. • A total of 6 agency-level trainings and 6 systems-level trainings were conducted to provide users and partners with system processes and updates 	★

ACKNOWLEDGEMENTS

CCEH Steering Committee Members

Caitlin Campbell, Multnomah County - Department of County Human Services
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, Home Forward

The **Coordinating Committee to End Homelessness (CCEH)** and the following list of partners worked to achieve progress towards the Home Again 2010 goals:

13 Salmon Advisory Council	Legal Aid Services of Oregon
211info	Luke-Dorf
Bradley Angle House	MacDonald Center
Can We Help?	Multnomah County Commissioner Deborah Kafoury, District 1
Cascade AIDS Project	Multnomah County Community Justice
Cascadia Behavioral Healthcare	Multnomah County Department of Human Services
Census 2010	Multnomah County Developmental Disabilities Services Division
Central City Concern	Multnomah County Domestic Violence
City of Portland Commissioner Nick Fish	Multnomah County Health Department
City of Portland – Office of Emergency Management	Native American Rehabilitation Association
City of Portland – Office of Neighborhood Involvement	Native American Youth and Family Center
City of Portland – Portland Housing Bureau	Neighborhood Partnerships
City of Portland – Portland Police Bureau	New Avenues for Youth
Coalition for Homeless Families	Northwest Pilot Project
Community Alliance of Tenants	Operation Nightwatch
Complete Count Committee	Oregon Community Warehouse
Dignity Village	Oregon Health and Sciences University
Disability Rights Oregon	Oregon Law Center
Disability Benefits Training & Consulting, LLC	Oregon Opportunity Network
Downtown Chapel	Outside In
Giving Tree	Portland Development Commission
First Presbyterian Church	Portland Rescue Mission
First United Methodist Church	Poverty Advisory Council
First Unitarian Church	Portland Women’s Crisis Line
Friendly House	Right 2 Survive
Goose Hollow Family Shelter	Rose Haven
Home Forward (formerly known as the 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	Union Gospel Mission
JOIN	WorkSystems Inc.
Knowing Me Ministries	YWCA
KWAMBA Productions	

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

For more information on Home Again, go to: www.portlandonline.com/phb