



Portland Housing Bureau

Mayor Ted Wheeler • Interim Director Shannon Callahan

Portland Housing Advisory Commission

April 3, 2018

3:00 – 5:00 p.m.

Portland Housing Bureau, Suite 500

421 SW 6th Ave.

Portland, OR 97204

- ✓ = PHAC member action item
- ▶ = PHB staff member action item

April 3, 2018 Meeting Minutes (approved)

Note: Meeting minutes are intended as a meeting summary that records the members present, all motions, resolutions, votes taken, and the general substance of any discussion. If a more detailed record is necessary, full audio recordings of all PHAC meetings are available upon request.

Members Present: Amy Anderson, Cameron Herrington, Hannah Holloway, Diane Linn, Ed McNamara, Ramsay Weit, Sarah Zahn

Members Excused: Dike Dame, Betty Dominguez, Maxine Fitzpatrick, Nate McCoy, Shannon Singleton

Staff Present: Shannon Callahan, Matthew Tschabold, Jessica Conner, Stacy Jeffries

Guests Present: Marc Jolin (Joint Office of Homeless Services)

As always, all PHAC meeting materials are archived on the website at <http://www.portlandoregon.gov/phb/phac> (see “Meeting Schedule & Materials” in the gray block on the left side of the page).

Agenda Item	Discussion Highlights	Outcomes / Next Steps
Call to Order, Roll Call, Minutes	<p>Sarah Zahn called the meeting to order.</p> <p>Quorum was reached.</p>	
Joint Office of Homeless Services	<p>Marc Jolin, Director of the Joint Office for Homeless Services (JOHS), gave an overview of the Joint Office’s organizational structure, accountability, system level goals and outcomes, budget, et al.</p> <p>Amy Anderson posed a question about morbidity and mortality rates in the homeless population. She would like to see data on the number of folks passing away from health conditions that could have been treated or managed (diabetes, stroke, heart disease, cancers). She asked if that information (serious health issues that require extensive medication regimens) was captured in the data anywhere, in addition to mental illness and addiction.</p> <p>Marc Jolin said the data was captured, but only “very imperfectly”; the point in time count asks people to identify if they have a chronic physical condition, mental health</p>	

condition, or addiction disorder, but his office doesn't have more in-depth information. He feels Central City Concern would have some of that information, but that it could not be easily disclosed. He said the Joint Office does assess for vulnerability now in all of their systems; they've introduced a vulnerability assessment to prioritize those who are most vulnerable, and there are a number of physical condition questions. While that assessment doesn't get to the level of detail that Amy is asking about, it does allow them to identify what percentage of that population is struggling with chronic physical conditions v. mental health issues v. addiction disorders, or a combination of those afflictions.

Ramsay Weit posed several questions about the JOHS budget: First, he asked if the JOHS is only beginning to spend the \$20M from the current budget, why would they need another \$20M?

Marc clarified that it wasn't that the JOHS was just beginning to spend that money; rather, it's that they're just beginning to stabilize the programs they created with it. When they got the funding, they had to program those dollars into new initiatives that take time to get off the ground and start working.

Ramsay asked if Marc could give an idea how the \$20M was spent; how much was going to people, rent, etc.

Marc estimated that \$18M went straight to rent assistance. With larger shelters, significant funding (\$130 - \$140K) goes to facilities costs. Everything else goes to staffing in one form or another.

Ramsay referenced the old method of the County providing social services and the City taking care of bricks and mortar, and asks if this model has changed.

Marc said by the time the Joint Office was created, the City had invested heavily in the service delivery (to homeless singles in particular); JOIN, TPI, Central City Concern—most of their service dollars were coming from the City. When they consolidated, they took everything except the prevention dollars and DCHS and moved that into the Joint Office on the County side, and everything on the City side was being spent on homeless services (plus the continuum of care grant). There wasn't a 50/50 split.

Sarah Zahn asked what the Join Office was doing in terms of increasing permanent supportive housing.

Marc noted that a lot was in the planning phases to achieve at least 2,000 units. He says there's a good understanding that the services side of the equation is with JOHS; they hold the services dollars, and the County is the services provider. JOHS will continue to be at the table to understand what the service needs are, and to work with the other County departments and with PHB. He says it will be an "all-in" conversation going forward.

Diane Linn asked Marc if he had a sense that they were going in the direction of the right balance between harm reduction and giving people the opportunity to get settled permanently.

Marc acknowledged the need to continually revisit the balance between prevention investments, placement investments, and shelter investments. Because they've put such emphasis during the first two years on increasing shelter capacity, the placement work has lagged a little bit. He said he would like to see JOHS continue to expand their capacity to place folks, and he sees the new local, long-term voucher as a really important investment, because he sees the limitations of short-term rent assistance for a growing number of people who are on fixed incomes and just can't find anything on the market anymore.

Amy Anderson commented on transportation, mentioning where people's belongings end up after camp clean-ups, how far they have to go to retrieve it (out to Tigard, in some cases), and TriMet's new low-income fare. She asked how JOHS would imbed transportation costs and needs in the work they do.

Marc said they allow their contracted non-profits to pay for bus fare and transit passes as part of their client assistance budgets. However, there isn't a stand-alone program (other than the Ticket Home program) that just spends money on transportation. He says some communities are proactive about trying to help people get to their belongings, and JOHS is in conversations to figure out how they might problem-solve that.

Ed McNamara commented that the JOHS had accomplished an enormous amount in only 18 months. He said it struck him that the Office had a complicated structure, reporting to two elected bodies and trying to coordinate with them, in addition to dealing with year-to-year budgets and managing multiple service providers, which he says could make it difficult for consumers to access the system. He asked if Marc had any thoughts on how an ideal, streamlined system might look.

	<p>Marc replied that—whatever the difficulties of working in both the City and County space—he still feels it’s absolutely the right thing to do. As long as there is a shared values framework and set of policy priorities, there are benefits to working together in an intentional way. The point of creating the Office was that, over time, the County had built its systems in its way, and the City built its systems in its way, and there was a lot of energy going back and forth just having the homeless teams trying to figure each other out, instead of the homeless teams working on homelessness. There’s a level of complexity in the JOHS, but Marc says they’ve also simplified things considerably. He says they’re also simplifying things for the providers, because there’s now a single process, a single set of contracts, and a single set of outcomes. He used the example of permanent supportive housing (PSH): they have 15 different PSH providers, but now only one system of entry, and one evaluative tool, so that folks trying to access services don’t have to tell their story 15 times. JOHS knows where they are, and they can coordinate with them when their name comes up for a resource.</p> <p>Ed asked if they would be expanded the geography to the tri-county region or metro region.</p> <p>Marc answered that they have started meeting as continuum of care leads from Clackamas, Washington, and Clark Counties on a quarterly basis. He thinks there is an effort to regionalize some of the core policy questions surrounding PSH. He feels there’s more regional-level conversation and coordination going on now than he’s seen since they started, and the Metro Bond regional conversation is another piece of that.</p>	
<p>Director’s Update</p>	<p>38:55 – 52:20</p> <p>Portland Housing Bureau Interim Director Shannon Callahan gave updates on events related to the 50th anniversary of the Fair Housing Act and the incenting the pipeline program that PHAC approved and sent to City Council last month. The project went to City Council with one modification, which was a per-project tax exemption cap at the request of Mayor Wheeler, who felt it would help bring in a number of different projects. The next step for that program is for the County Commission to introduce their portion of the work, and we don’t yet have a date for that. She reminded the Commission that any tax exemption policies have to be approved by both bodies, as we have to have a majority of the taxing jurisdictions under state statute.</p> <p>Shannon further noted that the N/NE Oversight Committee Report would be coming to Council on April 4; it’s their third annual report, and they’ve acknowledged some</p>	

	<p>successes of the program, but have also raised some concerns, particularly around home ownership.</p> <p>Ed McNamara said he'd heard talk of Oregon Housing capping annual increases at 5%, and asked if that would affect rents that the city publishes, or affordable housing projects and inclusionary housing projects.</p> <p>Shannon said it was too early to say for sure, and that a policy has not yet been adopted. To her knowledge, this cap would not affect IH projects, since there is no direct financing either from the City or the State. She said the Housing Bureau has engaged in internal conversations thinking about both the highs and the lows. We've taken positions almost on an ad hoc basis depending on what we see each year, and she feels it's time to look at an overall policy, rather than making judgements year after year.</p> <p>Ed pointed out that because HUD's increases year after year were so low, and because some years there weren't any increases, his total increases over 11 years were 7%. He said there were even rent decreases in recent years, when rent skyrocketed and there was no increase in MFI. He expressed the opinion that a property needed to be able to recapture those losses.</p> <p>Diane Linn asked when Shannon expected the inclusionary housing homeownership rules to come out.</p> <p>Shannon says there is no date yet, but that she is committed to getting something out this month (April).</p> <p>Sarah Zahn had a question for the Commission regarding the "incenting the pipeline" process; PHAC sent a letter to City Council noting they were in support of the program, and she's wondering if they would want to do the same thing for the County. (We don't yet have a date for when the County will consider this proposal.) There seemed to be general consensus, and Sarah said she would work on the letter.</p>	<p>✓ Work on letter to the County supporting the "incenting the pipeline" program for IH</p>
<p>Public Testimony</p>	<p><u>53:06 – 1:19:02</u></p> <p>The following individuals provided public testimony:</p> <p>Sara Brassfield (representing the Holgate Manor Tenants' Union) distributed documents detailing the situation at Holgate Manor and read a prepared letter requesting that the</p>	

Housing Bureau use funds from the City’s \$258M housing bond to buy the property and convert it into permanently affordable housing.

Ethan Harrison from Portland Tenants United (PTU) spoke on behalf of the tenants of Holgate Manor. He spoke to their uncertain futures, daily fears, and the state of limbo they faced. He urged the Housing Bureau to meet with the tenants and take bold action to save their homes.

Nikolay Beynya (speaking through an interpreter), an 18-year resident of Holgate Manor, expressed wanting to remain at the property, where his father (whom he cares for) also lives. He said the best option for them would be if the City could purchase the complex to lock in lower rents. He said he is disabled and does not receive assistance, and that he and his wife cannot afford higher rent on her salary. After the renovations the new owner will make, his rent will go up to \$1400 (for a small 2-bedroom).

Vasiliy Ugluanitsa (speaking through an interpreter), a 20-year resident of the complex, said he was there to petition on behalf of others like him who were unable to attend. He is 86 years old and spoke to the stress this situation is causing him. He asked the City to buy Holgate Manor. He said the new owner is not considering their circumstances like the previous owner did, that they can’t afford to pay what he’s proposing, and that his conditions are not flexible.

Rokheliya Levitskaya (speaking through an interpreter), an 18-year resident of Holgate Manor, spoke of her fondness for the complex, noting friendships and others who came from her village who live there. She spoke of the stress and fear faced by current residents since they received letters from the new owners detailing new conditions; she said they feel they’re being intimidated and forced to leave. At 66, she is still working and lives alone, and cannot rely on anyone else financially, or to help her with the physical aspects of a move. She said for the City to buy the building is their only hope. She said she won’t be able to pay the increased rent the new owners are asking.

Margot Black of Portland Tenants United and the Rental Services Commission highlighted the following issues: Holgate Manor is an 82-unit complex; she said she believed 18 families moved out this past weekend, and that many of them became the kind of homeless mentioned by Marc Jolin in his presentation as “hard to count”—living in cars, doubled- and tripled-up with their families, etc. She asked how a California investor knew about the sale of this building, and the City did not. The former owners said they didn’t know about the housing bond, and probably would have sold the property to the City. Margot expressed concern with where the outreach is, with respect

	<p>to the Bond, and why investors in California know more about our naturally-occurring affordable housing stock than the City. She pointed out that the letter tenants received outlined three move-out options, but didn't inform them that they would still be eligible for relocation assistance if they declined those options and received a no-cause eviction. She says this happened because the Relocation Ordinance did not require that information to be included on what she called "trick" notices like the ones the tenants at Holgate Manor received. She said she raised this issue numerous times, and she urged PHAC to support rapid and forward progress on the necessary tenant protections.</p> <p>Janne Keskinen finished the letter that Sara Brassfield began reading at the beginning of public testimony.</p> <p>LaQuida Lanford from the Urban League of Portland (who also works with JOIN) said she had been able to house 35 people in the past year, and spoke to the necessity of funding moving forward. She said the need for permanent supportive housing is especially crucial, and she urged allowing people to receive up to 1 year of rental support, saying that 6 months just isn't enough for a lot of the cases she's seen. She urged more alternative housing solutions like Right 2 Dream, Dignity Village, and space for women. She expressed the need for the City to move toward housing everyone, instead of focusing on the concept of affordability.</p>	
<p>Discussion</p>	<p><u>1:19:03 – 1:52:54</u></p> <p>Ramsay Weit asked Margot Black to provide context regarding Holgate Manor: He wanted to know if anyone had been in touch with Princeton to see if they'd contacted the buyers, or if there had been any dialogue at all about selling to the City.</p> <p>Margot Black said she did not think anyone from the Holgate Tenants' Union or PTU had been in touch with the buyer, and she didn't know if anyone from Princeton had been in touch either. She said they wanted to make an ask of the City before reaching out to the buyer.</p> <p>Amy Anderson asked about the timeline; it appears notices went out in October 2017 that the building would be sold. Sara Brassfield interjected to say that tenants did not receive that notification until January 5, 2018.</p> <p>Amy then asked if any notification had been provided in languages other than English for those tenants whose first language is not English. The answer is no; all communication</p>	

continues to be exclusively in English, though Princeton has made guarantees to provide necessary translations now that the tenants' native languages are known.

Margot expressed a strong desire to see standardized forms in multiple languages available through PHB's Rental Services Office.

Amy posed questions about discounts and incentives mentioned in the notice the tenants received.

Margot said she met with the portfolio manager and got price points for the market-rate units, and was told the complex was doing roughly 20% discounts for tenants who were moving back in (though the portfolio manager conceded that the updates being done to older units did not require tenants to move out). Margot pointed out that—even with the 20% discount—the rent is still hundreds more than the tenants are paying now, and the discount is only for one year.

Sara Brassfield pointed out the case of a tenant who signed the move-out notice; he had been paying \$760/month, but did not meet the income requirements under the new agreement, which would be \$1225 for the first year (with the one-year discount), and then over \$1500/month after that, essentially doubling his rent.

Ed McNamara asked if \$760/month was typical for a 2-bedroom at Holgate Manor; **Sara Brassfield**, who is a tenant, says she currently pays \$1,000/month for a 2-bedroom, with her rent set to increase \$99/month.

The interpreter pointed out that she had been hired by Legal Aid Services and Portland Tenants United (and not the property manager or owner). She said she's been bombarded with requests from people who needed her help and asked her to interpret. While management said they would provide translation/interpretation, they had yet to do so. She said that—in addition to the services she had been hired to provide—she was doing additional work on a volunteer basis. She said the level of need is higher than Legal Aid and PTU can provide. She said the Russian-speaking tenants at Holgate don't understand the law, or anything written on the notices, and even if she tries to explain, it's still complicated.

Sarah Zahn suggested putting the work plan off until the next meeting, given interest in continuing the Holgate Manor discussion further. The Commissioners agreed.

Cameron Herrington asked if any work had been done by Bureau staff to evaluate the property in terms of feasibility for acquisition.

Shannon Callahan explained how evaluations were conducted with an internal panel to meet the Bond criteria framework, and that, no, there had been no in-depth assessment of this particular property.

Cameron then asked if any of that process could be done without having an agreement with the owner.

Shannon explained that the Bureau would normally be having dialogue with someone (owner or agent of the property) regarding price point and feasibility for purchase *before* going to the Bond internal review committee. PHB hasn't evaluated a property yet without having some kind of lead from a party interested in selling to us. Shannon explained that she was loath to suggest properties for purchase when we haven't engaged in dialogue with an owner or property manager, given that our Bond Oversight Committee members are volunteers.

Amy Anderson pointed out that the community might not understand the Bond process like the Commissioners do, and asked about the possibility of creating a handout. She also asked if there were resources that immigrants, refugees, and other non-English-speaking people could access *now*, and figure out who the best outreach team would be to assist them.

Shannon said the process for buying properties is probably too complex for a handout, but said there was good information at portlandhousingbond.com

Matthew Tschabold spoke to Amy's inquiry about language resources, pointing out that the funding is not to scale with the need for such services. The Bureau has put in a request for culturally- and language-specific outreach services and legal services as a part of this fiscal year's budget request.

Ramsay Weit, who was a legal aid lawyer representing tenants for 12 years, mentioned the possibility of class-action litigation (for notices issued exclusively in English). He stressed the importance of not losing track of the issue of advanced notice, and emphasized the need for a policy solution to keep tenants in the know if owners intend to sell.

Cameron Herrington moved that PHAC recommend that the Housing Bureau meet with Holgate Manor tenants and coordinate with their legal representation to begin whatever

work can be done internally to evaluate the property with an eye toward a potential purchase offer to the current owner.

Ramsay Weit seconded the motion for further discussion.

Ed McNamara said there was really nothing the City could do to put a price together if the owner isn't willing to have a discussion, and that having staff do this work without knowing if the owner is willing to sell doesn't make sense to him. If the owner is interested and willing to sell, then he supports that discussion.

In light of **Ed's** comments, **Cameron** amended his proposal to say the Bureau should take the meeting with the tenants and coordinate with them and their legal representation about how best to approach the owner to discuss options, including an offer from the City to buy the property.

Ramsay confirmed his second after this amendment to the motion.

Ed objected to the Bureau taking an advocacy role in this matter, since they're a potential buyer.

Diane Linn voiced the opinion that, if a group of citizens makes a request of a City or County entity, it's respectful to take the time to talk to them.

Shannon Callahan expressed concern that the Commission's request seemed more like staff direction than providing advice on high-level policy issues. She stressed that—while she appreciated this conversation—she could not make guarantees on the timeline requested (by the end of the week).

The Commissioners voted on Cameron's motion as follows:

Amy Anderson: nay

Diane Linn: aye

Ramsay Weit: aye

Hannah Holloway: aye

Cameron Herrington: aye

Ed McNamara: abstain

Sarah Zahn: abstain

Good of the Order	Cameron Herrington requested that next month's agenda include discussion of advance notice from sellers of rental properties. Sarah Zahn adjourned the meeting.	▶ Request to add advance notice from sellers of rental properties to next month's agenda.
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