



## Community Advisory Forum Minutes

DATE: June 21, 2017

TIME: 2:00 to 4:00 PM

LOCATION: Bud Clark Commons  
Multipurpose Room  
650 NW Irving Street  
Portland, OR 97209

ATTENDEES: Mose Berkowitz, Caitlin Campbell, Celeste Duvall, Natasha MacDonald, Jennie L. Kamau, Dick LaFever, Jessica Mathis, Bill Moore, Katherine Moore, Erin Pidot, Walter Robinson II, RJ Stangland, Wade A. Varner, Emily Volpert.

### MEETING DISCUSSION

- Welcome and Introductions
  - We have been hosting these meetings every other month and will be in touch about what will occur during the summer months through the email list.
- Diversity and Equity Question
  - We like to have a monthly conversation about equity, especially in terms of racial disparity in homelessness in our community.
    - The group discussed Juneteenth, and answered the question “How important is access to information or knowledge in addressing current disparities in our community? What can we as individuals or organizations do to create more equitable access throughout our underserved communities?” Responses to this question included:
      - We need to be in those places and spaces where our consumers are located. This means we should focus our services on the availability—on the spreading of information to consumers.
      - Access to information is essential, empowering.
      - We need to be transparent and be aware that the bureaucracy that we may be familiar with as people working within these systems is not necessarily familiar to the consumers.
      - Translation services and language services are essential.
      - Access points (internet space, direct face-to-face, phone accessibility).
      - Best practices around housing options say you should provide a continuum of access, and that is the same for communicating our resources and accessibility.
      - Authentic invitation of folks into the conversation.
      - Adaptation to people’s needs and understanding of changing needs.
      - Working on providing treatment on demand, drug treatment centers, etc. even in the wake of any possible reforms to the Healthcare System.
      - Collaboration of organizations—not just sending someone to another organization without communication between community partners.
      - Being aware of what labels are stigmatizing to certain groups (“disabled,” “veteran,” “homeless”).
      - Language in general is extremely important (rhetoric of homelessness and accessibility).

- A way within the system for people who are unable to self-advocate to have access to advocacy. When consumers call us for help, they should not be faced with bureaucracy, but with help. When consumers fall through the cracks and are not able to be picked back up, we know our system needs major improvement.
- What are the ways that we can communicate with our consumers?
  - Day centers, updating information to the most relevant
  - 211info
  - Succinct marketing materials (one-pagers)
  - Tabling to culturally specific groups and in forums
  - Language accessibility (translations)
  - Staff should be talking directly to people on the streets
  - When people call your service, asking them whether they have access to the internet instead of assuming that they do
  - LGBTQ Community communications
  - Communicating a very simple message
- Coordinated Access Overview – Erin Pidot, Joint Office of Homeless Services
  - Coordinated Access is a term we use when we talk about the vision of how people access housing services in our community. Trying to shift away from a model where you have to go to every single organization and get on various waitlists, and to get people on one waitlist for services that they may be eligible for.
  - Our community has been working on this for a long time (Youth system since 1998). The adult system is a newer effort.
    - Targeted services are essential for each of those different systems (youth, families, domestic violence survivors (those who are actively fleeing or attempting to flee a domestic violence situation), veterans, and adults.
      - Someone could be in multiple coordinated access systems if they fit in multiple categories.
  - The Coordinated Access System for Adults will be expanded on July 1, 2017 to incorporate Permanent Supportive Housing.
    - Permanent supportive housing is relevant for any of those populations.
    - The Adult System is in a transition period.
      - Erin Pidot explained the Coordinated Access system overview including access, assessment, prioritization, matching and referral.
      - Erin mentioned that they are always looking for process improvement and are relying on feedback to determine how well this is working for folks in the next few months.
  - Access
    - De-centralized approach
    - Many organizations conducting assessments
    - Coordinated Housing Access Team (CHAT)
  - Assessment – the idea is that you could walk into any of the participating organizations and fill out the same assessment tool.
    - Direct to appropriate coordinated access systems and determine basic eligibility
    - Locally tailored Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)
    - Project-specific eligibility and matching questions
  - Prioritization
    - Prioritization for Permanent Supportive Housing takes into account:
      - Level of need as determined by assessment
      - Length of time homeless

- When assessment completed
  - Case conferencing process
- Matching and Referral
  - Informed by persons' preference, project-specific eligibility requirements, and Case Conferencing Team
  - Coordinated House Access Team collaborates with partner organizations and participants to facilitate the referral process.
- Erin Pidot responded to questions from attendees about Coordinated Access Systems
- 2017 Point-in-Time Report: Preliminary Data—Joint Office of Homeless Services Staff
  - Walter Robinson II went through the Point-in-Time Count Preliminary Briefing PowerPoint
    - This data brings with it a lot of questions about why we are in the situation that we are in.
      - There is a lot of information that the Point-in-Time Count provides, and there is a lot of information that it does not provide.
        - ◆ We perform this count every two years, as required by the U.S. Department of Housing and Urban Development (HUD).
        - ◆ We collected our data one month late (February 22<sup>nd</sup>, 2017) due to the severe weather we experienced in January 2017.
      - An attendee was wondering what is the count from individuals in shelters during that period to compare to the Point-in-Time data. What would that look like? Would it be the majority of the homeless population? How would that number compare to what we have seen before? There would be complications/limitations in terms of the data collected at shelters during that severe weather. The data is likely available, so we could take a look at those numbers.
        - ◆ This data provides us with detailed information on unmet need.
        - ◆ This does not measure our overall success.
    - There are limitations in terms of methodology of the Point-in-Time Count
      - There is an inherent undercount, especially for: communities of color, immigrant and refugee communities, unaccompanied youth, and families with children.
      - HUD definitions do not count people who are doubled-up.
  - The Point in Time Count will be released in its entirety in July 2017.
- Fiscal Year 2018 County and Joint Office of Homeless Services Budget Staff
  - Did not occur due to time constraints.

## ACTION ITEMS

### ITEM

1. Update will be sent through email regarding scheduling for the upcoming summer meetings

### ASSIGNED

Staff leads

## NEXT MEETING

Wednesday, July 19<sup>th</sup> 2017

2:00 – 4:00 PM

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