



COORDINATED HOUSELESS RESPONSE OFFICE (CHRO)

Board Meeting Agenda

11:00 – 12:30 PM on Thursday, April 25th, 2024

Deschutes Services Building, Allen Room (2nd floor), 1300 NW Wall St., Bend, OR

Click this link to access the meeting via Zoom:

<https://us02web.zoom.us/j/81425690298?pwd=ZUpTYnVzTEhyVFd0V1FIZXBwMkVkdz09>

To join by phone: 253-205-0468 Meeting ID: 814 2569 0298 Passcode: 026276

Agenda

- | | |
|--|--------------------------------|
| 11:00 AM 1. Introductions and Agenda Review | Chair Adair |
| 11:02 AM 2. Approval of Minutes & Review of Financials
<i>Attachments A & B</i> | Chris Ogren |
| 11:05 AM 3. Point In Time Count Update for Deschutes County
<i>Attachment C</i> | Ben Scott |
| 11:15 AM 4. Coordinated Entry System (CES) Overview
<i>Attachment D</i> | Ben Scott |
| 11:25 AM 5. Housing Placements in Central Oregon | Rodger Moore &
Molly Heiss |
| 11:35 AM 6. CHRO RFQ Update | Chris Ogren |
| 11:45 AM 7. Lessons Learned from Clackamas County
<i>Attachment E</i> | Vahid Brown |
| 12:05 PM 8. Citizen’s Assembly & Central Oregon Civic Action Project | Josh Burgess &
Alex Renirie |
| 12:20 PM 9. Public Comment | |
| 12:30 PM 10. Other Items & Adjourn | |



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COORDINATED HOUSELESS RESPONSE OFFICE (CHRO) Board Meeting Minutes

11 – 12:30 pm on Thursday, March 21, 2024
Deschutes Services Building, 1300 NW Wall St., Bend, OR

Attendance: Commissioner Adair, Chair, Deschutes County; Councilor Zwicker, City of Redmond; Councilor Blum, City of Sisters; Councilor Perkins, City of Bend; Commissioner DeBone, Deschutes County; Chris Ogren, CHRO; Eric King, City Manager - City of Bend; Mayor Richer, City of La Pine; Eliza Wilson, Homeless Leadership Coalition; Captain William Bailey, Deschutes County Sheriff's Office; Mickie Derting, City of Bend; Erik Kropp, Deschutes County; Nick Lelack, Deschutes County Administrator; Tammy Baney, Executive Director – COIC; Jean Hrabik, COIC; Amy Fraley, City of Bend; Jessica Gamble, Home More Network; Keith Witcosky, City Manager – City of Redmond; Kerry Prosser, City of Sisters; Linda Cline, City of Redmond; Brook O'Keefe, City of Bend; Steven Emerson, Deschutes County; Gwenn Wysling, Bethlehem Inn; Jordan Wheeler, City Manager – City of Sisters; Mike Savara, Oregon Housing and Community Services; Leann Knapp, Oregon Housing & Community Services; Jim Cook, Oasis Village; Carly Congdon, NeighborImpact; Chuck Hemingway, Community Member; Linda Murrer, Community Member

1. **Call to Order**

Chair Adair called the meeting to order at 11:00.

2. **Approval of Minutes & Review of Financials**

Chair Adair reviewed the minutes from the meeting on February 15, 2024, and the financials.

VOTE: Councilor Perkins motioned approval of the February 15th Minutes. Councilor Zwicker seconded the motion. The motion passed unanimously.

3. **Lessons Learned at National Alliance to End Homelessness (NAEH)**

Chris Ogren & Eliza Wilson shared that five individuals from Central Oregon had recently attended the National Alliance to End Homelessness's Conference on Unsheltered Homelessness. Chris and Eliza reviewed some of the highlights of the conference, including lessons learned from other communities and recent trends across national Best Practices. Board members and staff asked questions about lessons learned at the conference, and Councilor Blum asked if there was any indication at the conference that trends around homelessness were improving.

4. **Letter of Request to HLC – Data Dashboard**

Mickie Derting presented a memo regarding the data dashboard, requesting approval to draft a letter to formally request access to information from the Homeless Leadership Coalition, to support the creation of a dashboard on

homelessness data. Eliza Wilson shared that the community, providers, and the HLC all want to see increased transparency on data around homelessness. Chris agreed that a collaborative approach would have the greatest impact.

VOTE: Councilor Perkins moved to approve the memo and directed staff to draft the letter of request to the HLC. Councilor Zwicker seconded the motion. The motion passed unanimously.

5. Legislative Update

Mike Savara and Leann Knapp presented on 2024 Legislative Session and provided updates on bills related to housing and homelessness.

6. CHRO Business Updates

a. RFQ Update - Chris Ogren reported that the Request For Qualifications went live on March 12. Chris noted the ways staff had announced the solicitation, including a press release, outreach to community partners, and an interview in the media. Staff also provided a virtual Open House, to interested applicants. A recording of the open house is available on the COIC website. Chris shared that up to this point, there have not been any applications submitted for the RFQ and suggested delaying the timeline in order to solicit feedback from more statewide providers.

VOTE: Councilor Perkins motioned approval of extending the RFQ deadline to April 12. Mayor Richer seconded the motion. The motion passed unanimously.

b. CHRO Roadshow/Communications Lead Update - Chris provided an update on discussions about the CHRO Road Show. Chris reviewed the request made by the Board during the December CHRO meeting, which outlined initial requests for a way to engage the public. Chris shared that staff had met with each community's communication leads and had shared the CHRO's vision for a roadshow concept, and that staff were eager to engage. Chris noted staff's unanimous preference for a coordinated approach rather than a community-specific approach. Chris the Board if the elements requested in December still resonated with the Board and noted he'd follow up with an email asking for more feedback. Councilor Blum expressed support for a series of meetings, rather than one meeting that tries to accomplish all of the goals.

8. Community Updates

- La Pine - Mayor Richer discussed Low Income Housing Tax Credits (LIHTC) as a potential opportunity to preserve affordable housing in La Pine.
- Sisters - Councilor Blum provided an update for Sisters, including some proposals that are coming in for low income and affordable housing.

- Redmond - Councilor Zwicker stated that Redmond is on task, with Rooted Homes and Housing Works properties coming along. Councilor Zwicker also noted the Squire Hotel being renovated by Hayden Homes.
- Bend - Councilor Perkins attended the National Leagues of Cities Conference, stating that our funding streams are extremely limited compared to other communities and that we need sustainable funding.
- Deschutes – Commissioner Adair thanked Hayden Homes for the work they are doing on the Squire Motel to develop it into workforce housing. Commissioner Adair also noted that she had received a report on Juniper Ridge that said there are 20 people living on County property and that it seems like things are cleaning up and looking better.

9. Public Comment

- Commissioner DeBone presented information regarding Central Oregon prescribed burns.
- Linda Murrer provided input about her concerns with projects operating in the community. Full Statement attached.
- Gwenn Wysling provided an update on Bethlehem Inn, specifically the Redmond location transitioning from shelter to housing.

10. Other Items and Adjourn

- Chair Adair adjourned the meeting @ 12:29.

Full Statement from Linda Murrer:

"Statement for CHRO meeting on 3/21/24

I would like to express my concern over the recent closure and repurposing of the Bethlehem Inn – Redmond. In 2021 Bethlehem Inn was awarded \$2,700,000 of state money through Project Turnkey to purchase and remodel a motel in Redmond to be used for a shelter hosting 88 beds. Another \$900,000 was also awarded by Deschutes County for further remodeling. Once open, BI encountered a lack of need for this type of shelter in Redmond along with reported staffing shortages. In October of 2023 BI announced they were closing their shelter and would eventually reopen as a Rapid Rehousing facility with only 30 beds.

During the November 29, 2023 MAC meeting, the committee voted to award \$84,257.89 to BI Redmond for further renovations to convert the facility to a rapid rehousing model, with the knowledge that there would be another request at a later date for funds for operating costs.

By late 2023, the MAC committee was fully aware that they had met the state's goal for shelter operations in Deschutes County but were coming up very short meeting the state's goal for Rapid Rehousing operations which would create a potential loss of Executive Order funding. It was at this time, BI quickly switched gears and was now to be used for rapid rehousing. COIC Executive Director Baney, who also sits on the Board of Bethlehem Inn, was also advocating for additional funds for BI so they could have operational funding to open before the early January state deadline. At some point in December, in a closed vote via email, the MAC committee voted to grant another \$510,075 to BI for operation costs. This allocation was not made public in the meeting videos.

Bethlehem Inn has received almost \$4,200,000 million dollars of public money for Redmond. They currently only have 13 participants and will only have capacity for up to 30. Their Bend shelter is full with 150 participants.

I have the following questions:

1. Why wasn't this asset used for overflow for their Bend shelter instead of reducing capacity by two thirds? They are helping many fewer people.
2. Their per bed cost is \$140,000. This extravagant expenditure has not been fully transparent to the public.
3. Why was the recent \$510,000 allocated in a private MAC Committee email vote and not made public?
4. Why was Executive Director Baney advocating for this model switch and funding when she has what appears to be a conflict of interest, especially with COIC in jeopardy of missing their RRH goal?
5. Why was BI granted almost \$85,000 for remodeling when they did not have their larger plan flushed out?

In addition to all of these questions, I am very uncomfortable with the amount of public funds that have been allocated or spent with The Old Mill Suites rapid rehousing project in Bend. The total as of January was \$4,700,000 (MAC funding) plus another \$200,000 (MAC funding) which was requested for furnishings.

There has been a grand total of over \$9,000,000 spent or allocated for 2 rapid rehousing projects in Deschutes County and currently less than 20 people are being housed. In my opinion this is an egregious example of unbridled spending of public funds with very limited results.

Where is the oversight? Where is the transparency into the spending of public funds?

I implore the CHRO board to bring COIC Executive Director Baney , Bethlehem Inn Executive Director Gwenn Wysling and the Old Mill Suites Executive Director into a public meeting to answer these and other questions and for a full status update. We the taxpayers of Oregon and Deschutes County deserve to know how and why our public funds are being spent.

Thank you,

Linda Murrer
Concerned Citizen”

DRAFT



Budget to Actuals Report

1|205 - Joint Houselessness Task Force

FY24 YTD YTD (unaudited)

100.0%
Year Complete

RESOURCES	Fiscal Year 2023			Fiscal Year 2024			Projection	%	\$ Variance
	Budget	Actuals	%	Budget	Actuals	%			
Investment Earnings	-	13,337		19,700	17,125	87%	19,700	100%	
State Revenues	1,000,000	192,705	19%	-	807,295		-		
334012 - State Grant	1,000,000	192,705	19%	-	807,295		-		
Charges for Services	-	10,633		-	28,698		-		
343013 - Other Revenue - Misc	-	10,633		-	28,698		-		
TOTAL RESOURCES	1,000,000	216,676	22%	19,700	853,118	999%	19,700	100%	

REQUIREMENTS	Budget	Actuals	%	Budget	Actuals	%	Projection	%	\$ Variance
	Salaries and Wages	181,448	139,773	77%	226,301	59,376	26%	226,301	100%
410101 - Regular Employees	181,448	125,566	69%	226,301	52,679	23%	226,301	100%	
410201 - Extra Help (Temp Employee)	-	-		-	349	999%	-		
410301 - Overtime	-	2,366	999%	-	6,349	999%	-		
410401 - Time Management	-	11,841	999%	-	-		-		
Other Services	225,336	12,608	6%	225,040	1,186	1%	225,040	100%	
450091 - Recruitment	-	10,812	999%	-	-		-		
450094 - Program Expense	225,336	1,796	1%	225,000	1,186	1%	225,000	100%	
450098 - Dept Employee Recognition	-	-		40	-	0%	40	100%	
Benefits	93,216	43,544	47%	117,753	36,759	31%	117,753	100%	
420101 - Health-Dental Ins (ISF)	36,728	19,010	52%	40,882	17,270	42%	40,882	100%	
420201 - PERS Employee-Employer	40,929	11,068	27%	53,368	13,496	25%	53,368	100%	
420202 - PERS - Fund 575 for D-S	-	960	999%	3,452	880	25%	3,452	100%	
420301 - FICA	13,672	11,127	81%	17,682	4,358	25%	17,682	100%	
420401 - Workers' Comp Insurance	116	157	135%	118	34	29%	118	100%	
420501 - Unemployment Insurance	570	487	85%	706	267	38%	706	100%	
420601 - Life-Long Term Disability	487	353	73%	638	225	35%	638	100%	
420801 - Paid Leave Oregon	714	383	54%	907	229	25%	907	100%	
ISF Charges	-	-		11,795	11,795	100%	11,795	100%	
430620 - ISF Facilities	-	-		714	714	100%	714	100%	
430625 - ISF Administration	-	-		2,981	2,981	100%	2,981	100%	
430628 - ISF BOCC	-	-		717	717	100%	717	100%	
430630 - ISF Finance	-	-		4,400	4,400	100%	4,400	100%	
430631 - ISF Finance-HR Proj Reserve	-	-		80	80	100%	80	100%	
430650 - ISF Human Resources	-	-		2,903	2,903	100%	2,903	100%	



Travel	-	1,198	999%	-	690	999%	-	-
450820 - Travel-Accommodations	-	409	999%	-	276	999%	-	-
450850 - Travel-Ground Trans-Parking	-	54	999%	-	17	999%	-	-
450860 - Travel-Meals	-	29	999%	-	102	999%	-	-
450870 - Travel-Mileage Reimb	-	705	999%	-	295	999%	-	-
Minor Equipment	-	6,135	999%	-	(1,781)		-	-
460610 - Computers & Peripherals	-	6,135	999%	-	(1,781)		-	-
Food	-	80	999%	-	-		-	-
460320 - Meeting Suppl (Food etc.)	-	80	999%	-	-		-	-
TOTAL REQUIREMENTS	500,000	203,338	41%	580,889	108,025	19%	580,889	100%

TOTAL □

-	-	-	-	-	-	-	-
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FUND BALANCE

	Budget	Actuals	%	Budget	Actuals	%	Projection	%	\$ Variance
Beginning Fund Balance									0
301000 - BEG NET WORKING CAPITAL	-	-		789,400	13,337	2%	789,400	100%	-
Resources over Requirements	500,000	13,337		(561,189)	745,093		(561,189)		0
Net Transfers - In (Out)	-	-		-	-		-		-
TOTAL FUND BALANCE	\$ 500,000	\$ 13,337	3%	\$ 228,211	\$ 758,430	332%	\$ 228,211	100%	\$0



Deschutes County PIT 2024

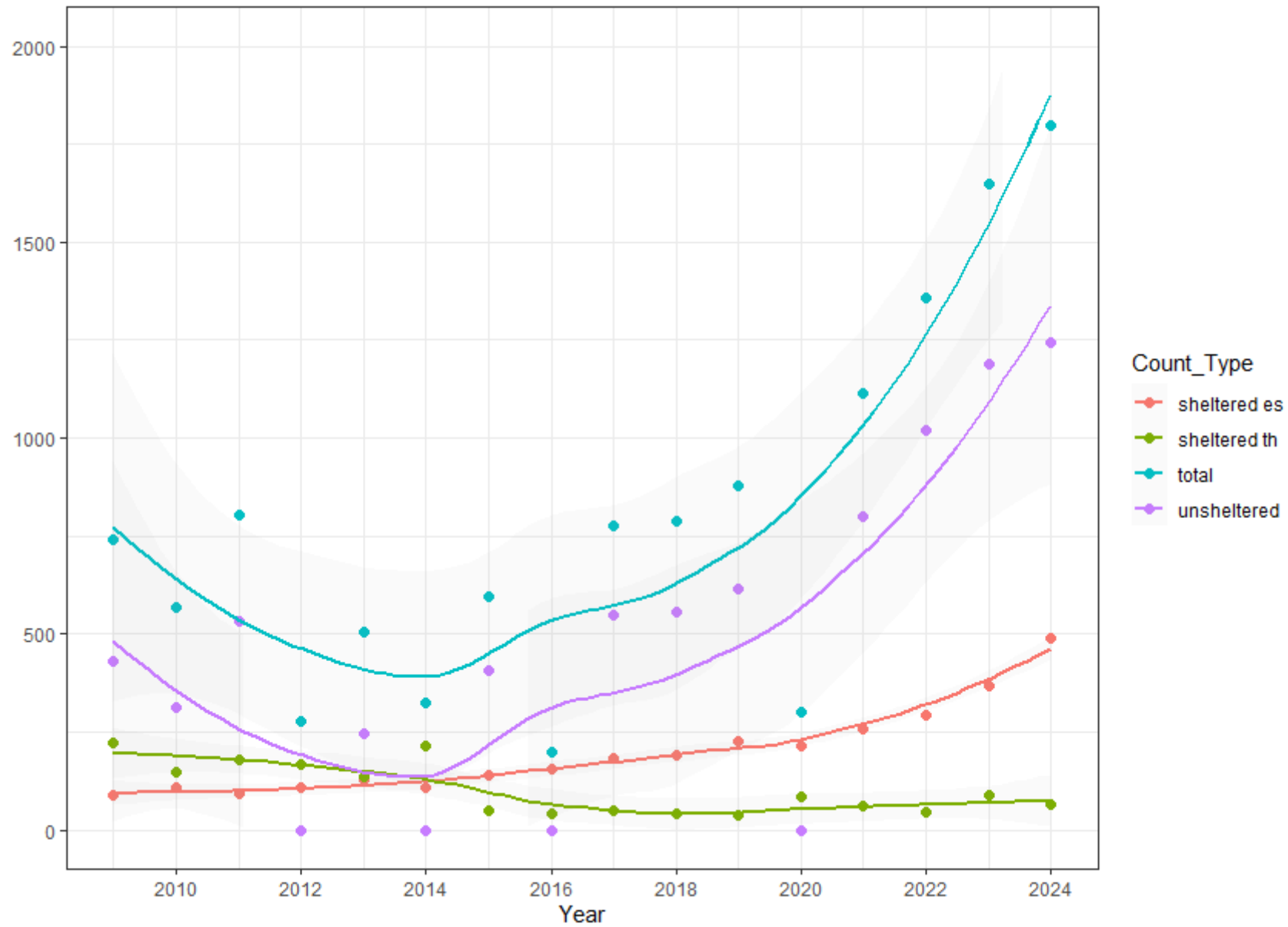
CHRO Board Meeting

April 25th, 2024

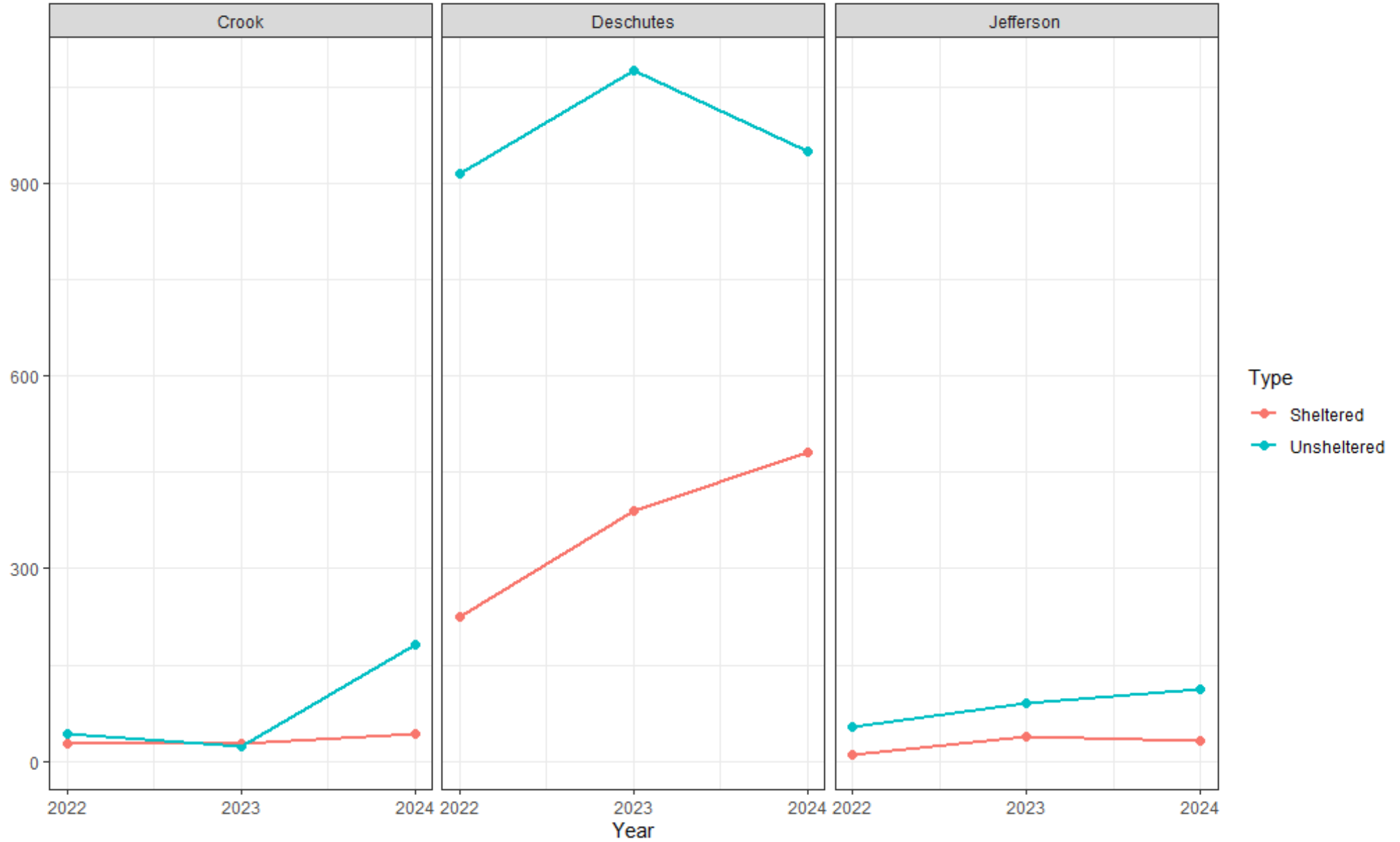
OR-503 PIT Count by Year

Year	Sheltered ES	Sheltered TH	Unsheltered	Total
2009	87	223	432	742
2010	108	148	313	569
2011	93	177	532	802
2012	107	169	0	276
2013	126	135	245	506
2014	107	216	0	323
2015	138	51	405	594
2016	156	41	0	197
2017	181	49	548	778
2018	191	41	555	787
2019	227	39	614	880
2020	216	83	0	299
2021	257	61	798	1116
2022	294	45	1020	1359
2023	368	90	1189	1647
2024	550	66	1195	1799

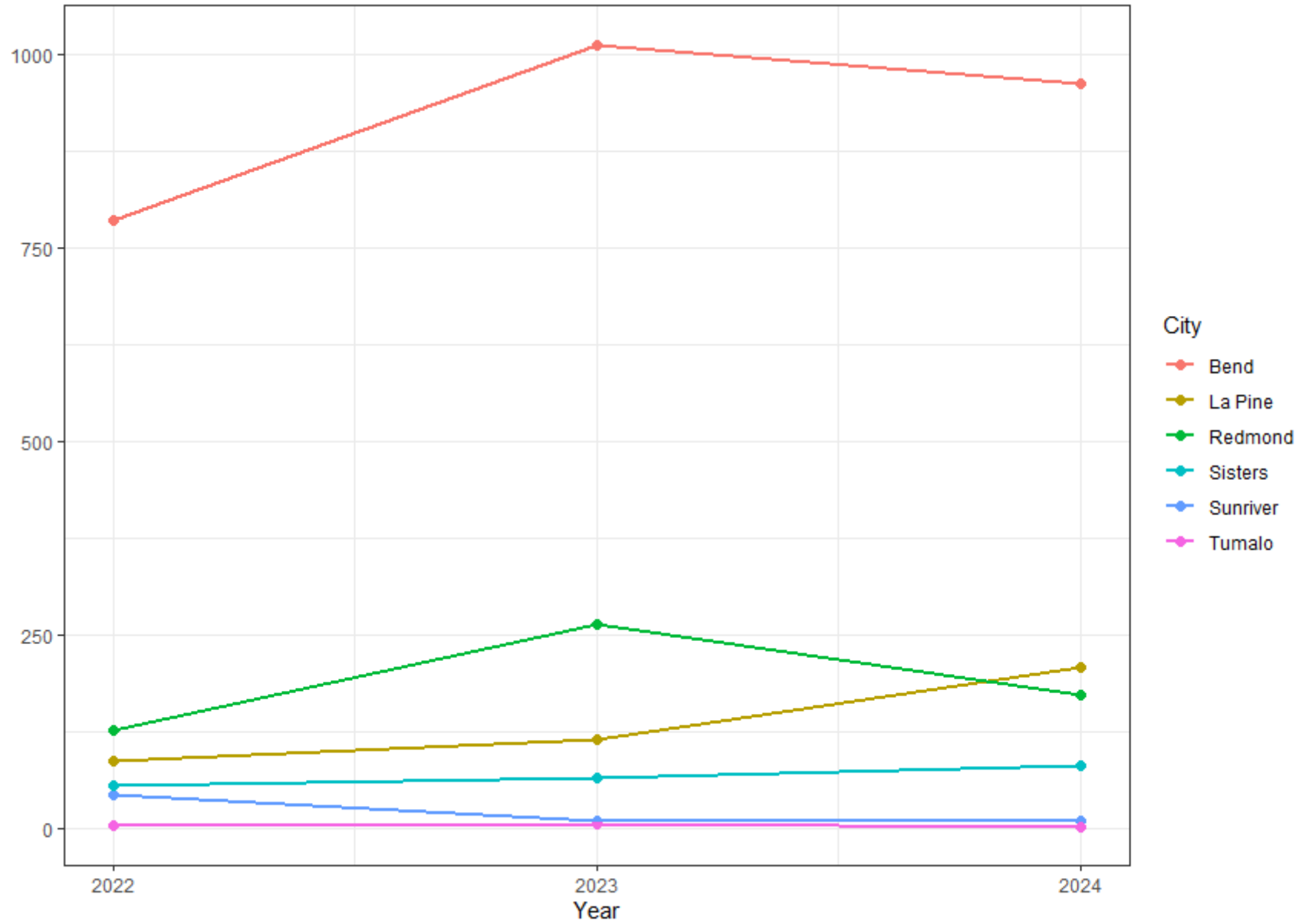
PIT Counts by Year and Count Type - Smoothed Trend Line



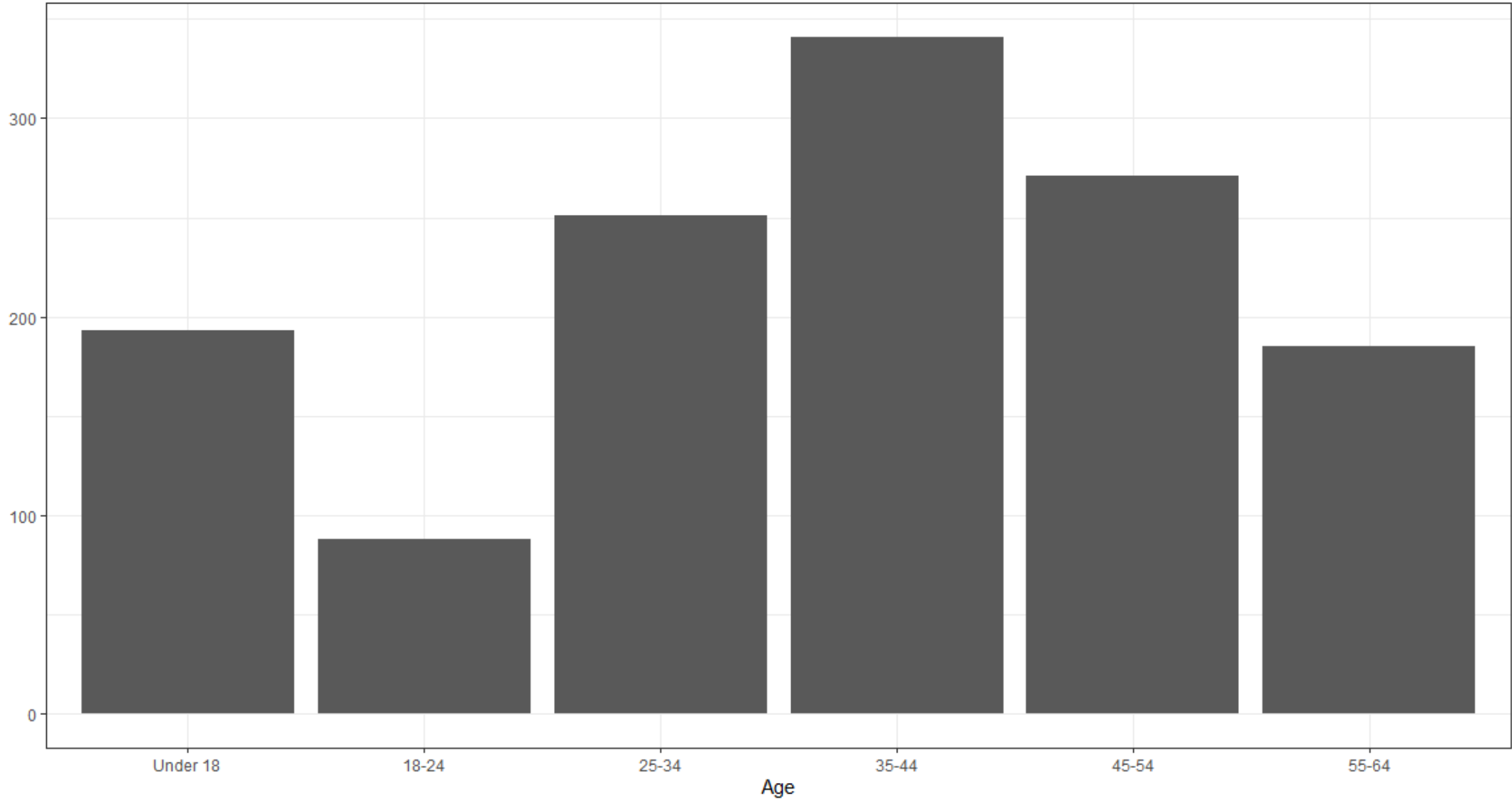
PIT Count by County and Year



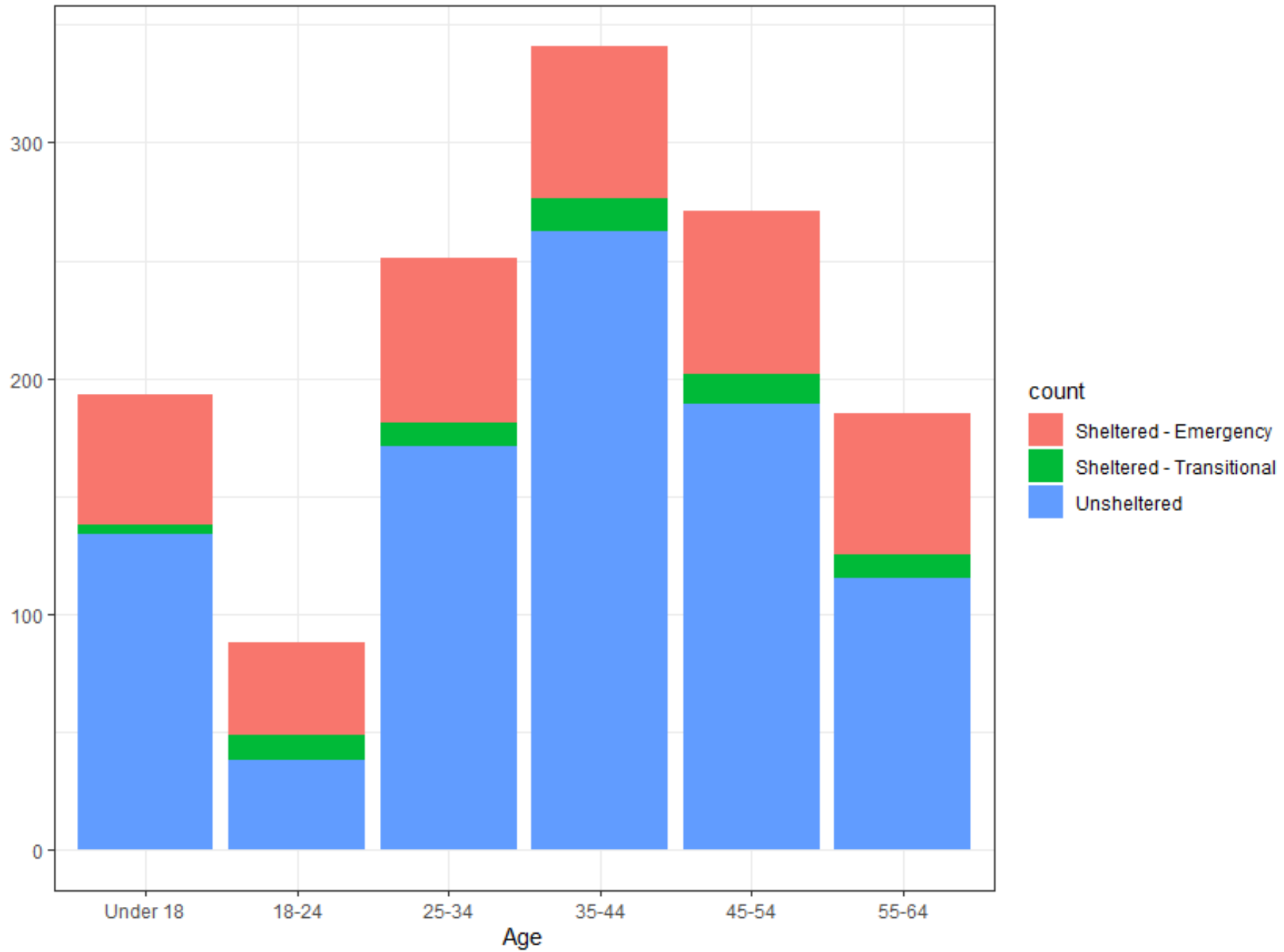
PIT Count by City and Year



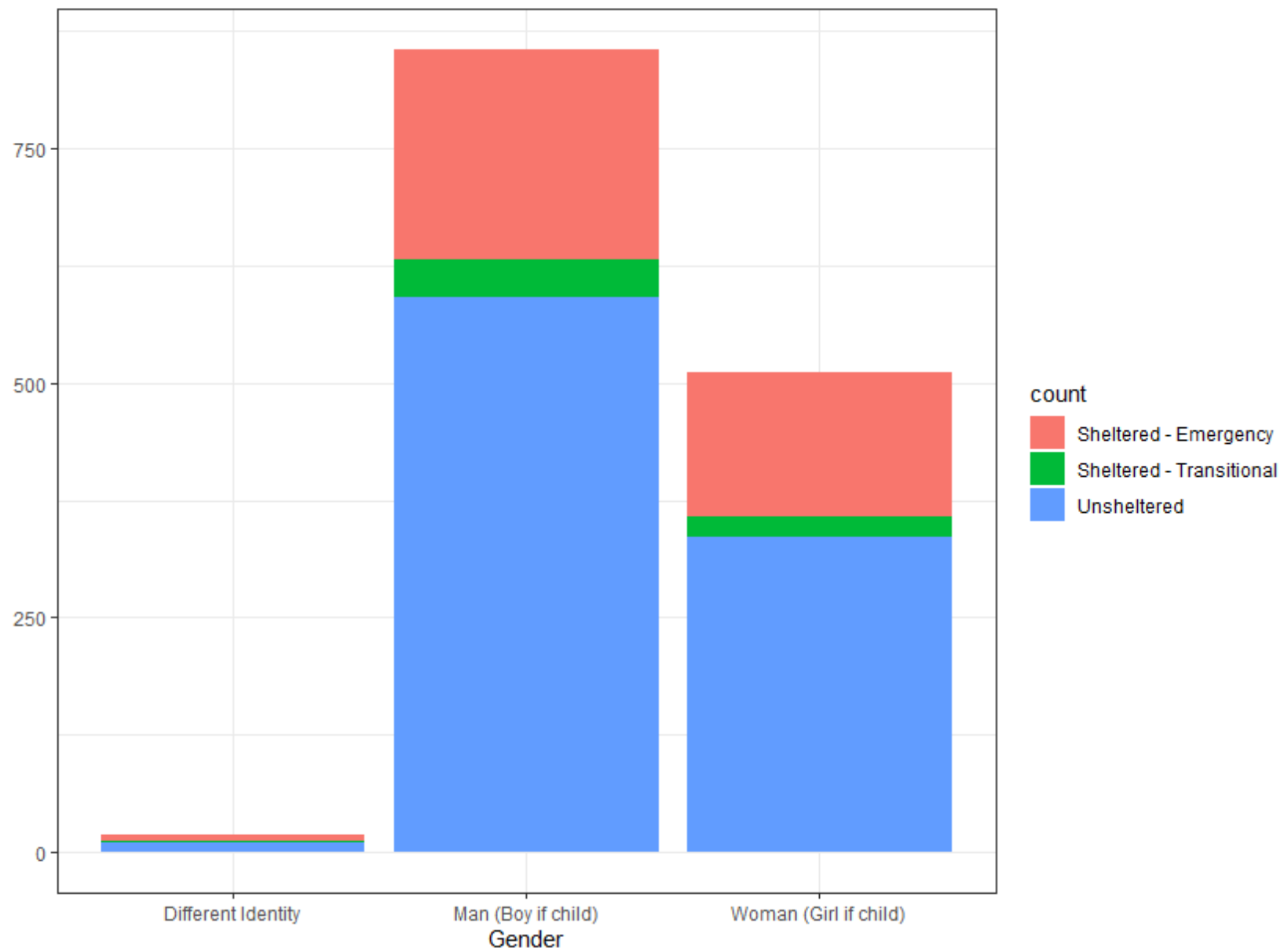
Age Distribution



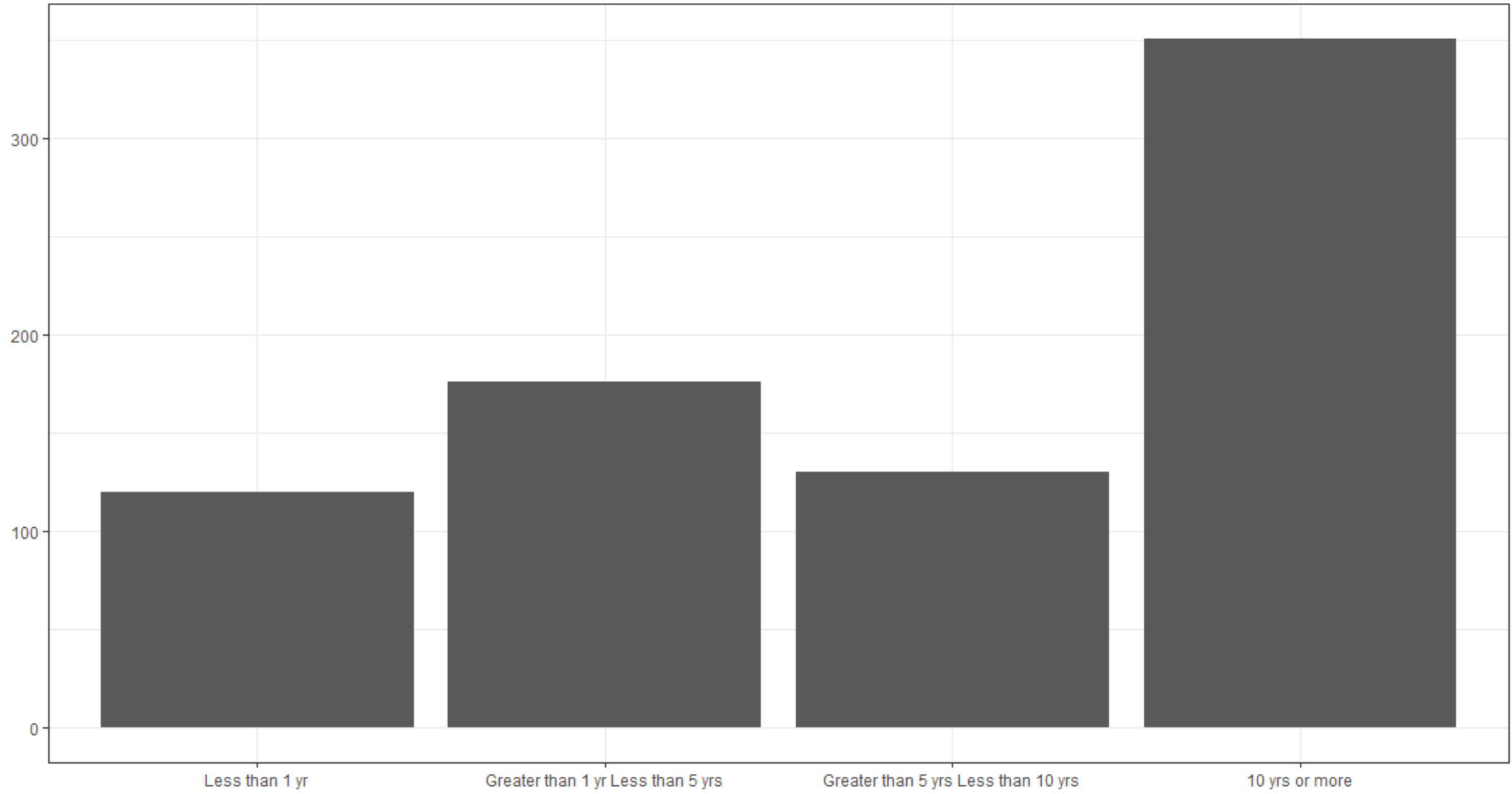
Age Distribution



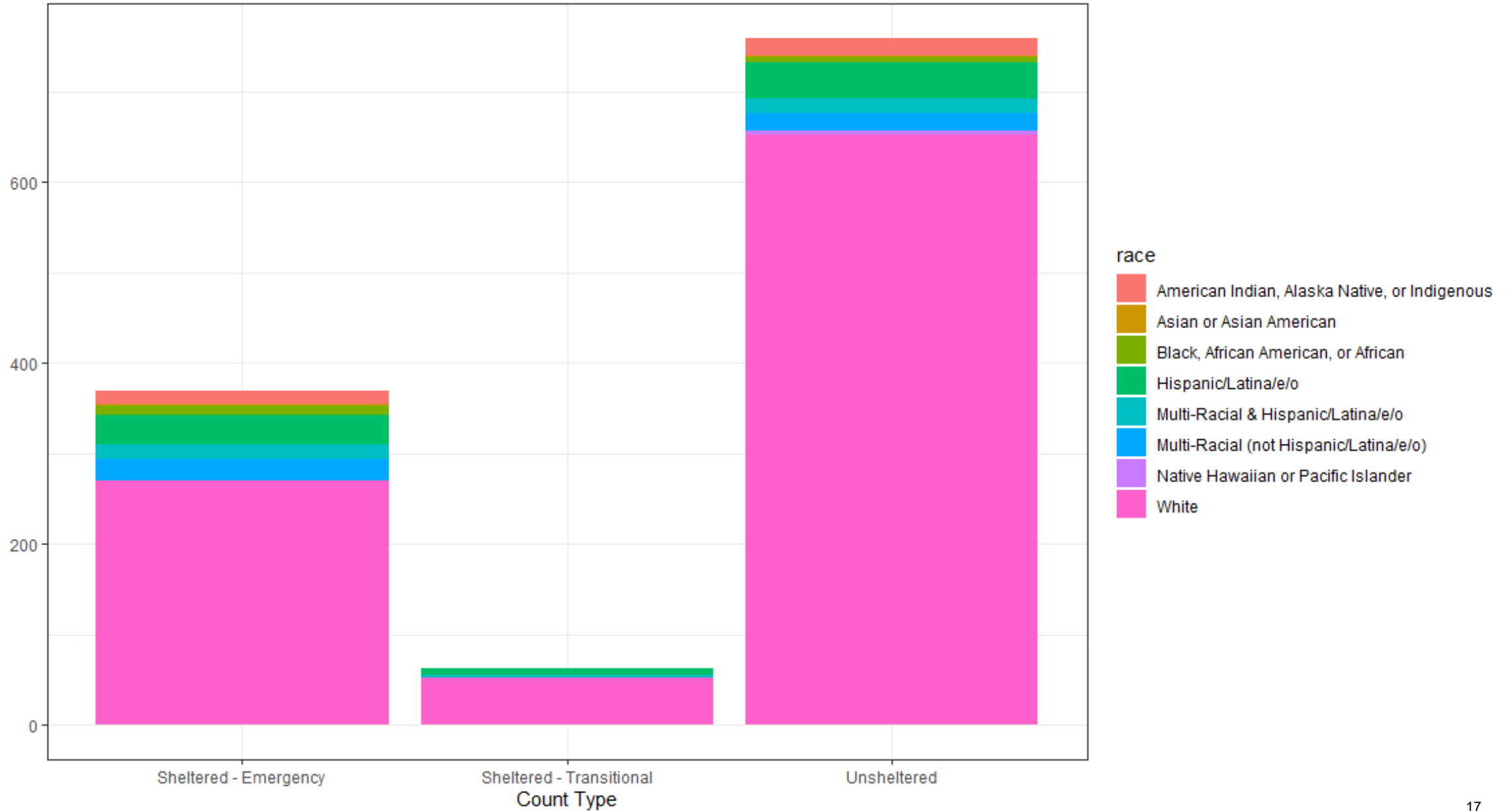
Gender Distribution



Time in Central Oregon



Race Distribution



Deschutes County – Top Causes of Homelessness

Reason	Number Indicating
Unemployment	181
Couldn't Afford Rent	112
Fleeing DV	73
Kicked Out	69
Eviction	67

Coordinated Entry System

CHRO Board Meeting

April 25th, 2024

Coordinated Entry System

- “An approach to coordination and management of a crisis response system’s resources that allow users to make consistent decisions from available information to efficiently and effectively connect people to interventions that will rapidly end their homelessness.”
- Required by CoC and ESG funding
- Client Centric vs Provider Centric

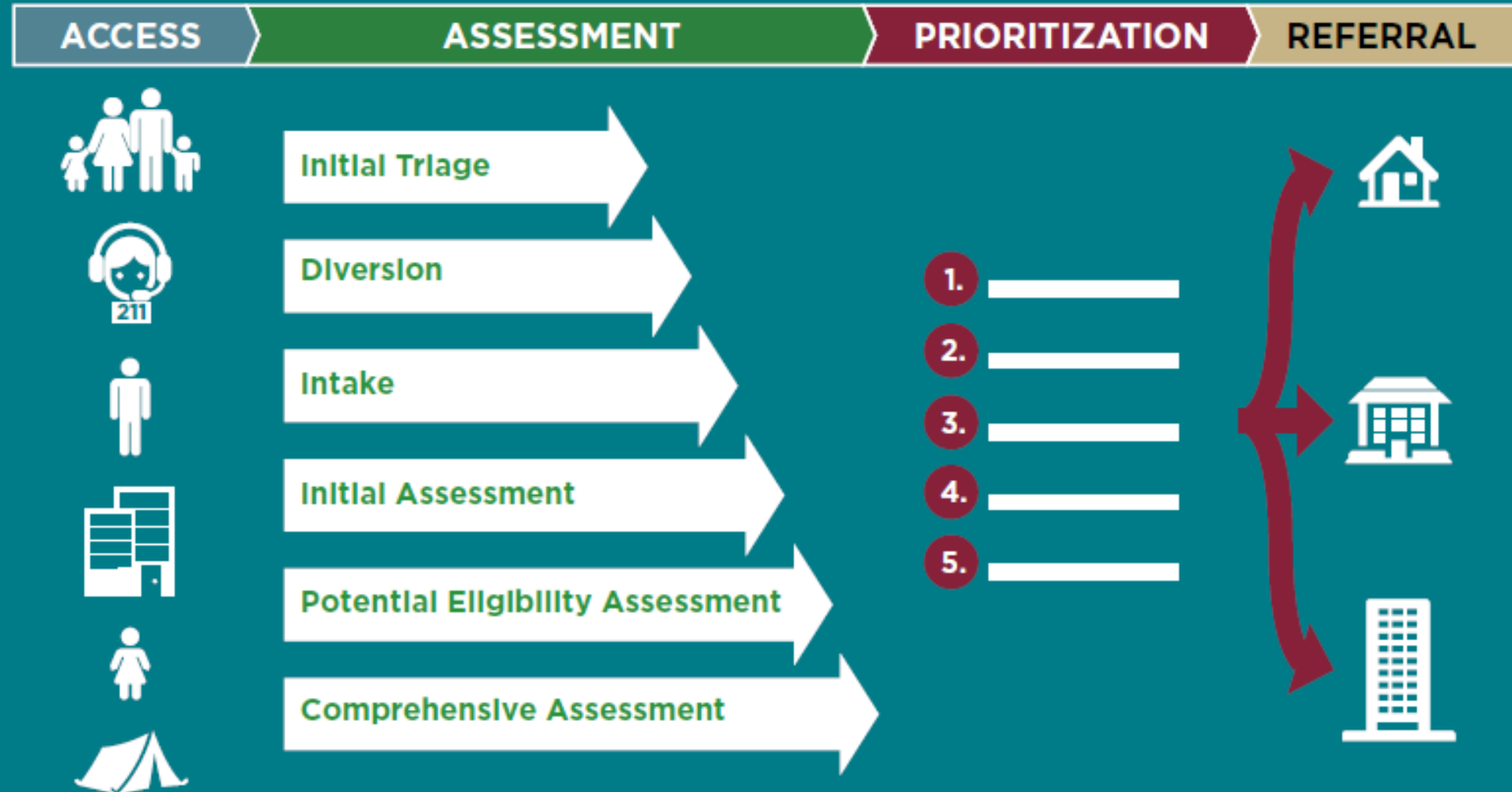
Why CES?

- Improve communication and coordination between community partners and housing projects
- Prevent duplication of services
- Simplify access to services
- Prioritize vulnerable households for limited housing resources
- Improve outcomes

Core Elements

- Access – how people experiencing a housing crisis learn that coordinated entry exists and access response services
- Assessment – the process of gathering info about a person and presenting to the crisis response system
- Prioritization – determining a household’s priority for housing and supportive services
- Referral – offering a household housing or supportive service based on priority and other information

Coordinated Entry Core Elements



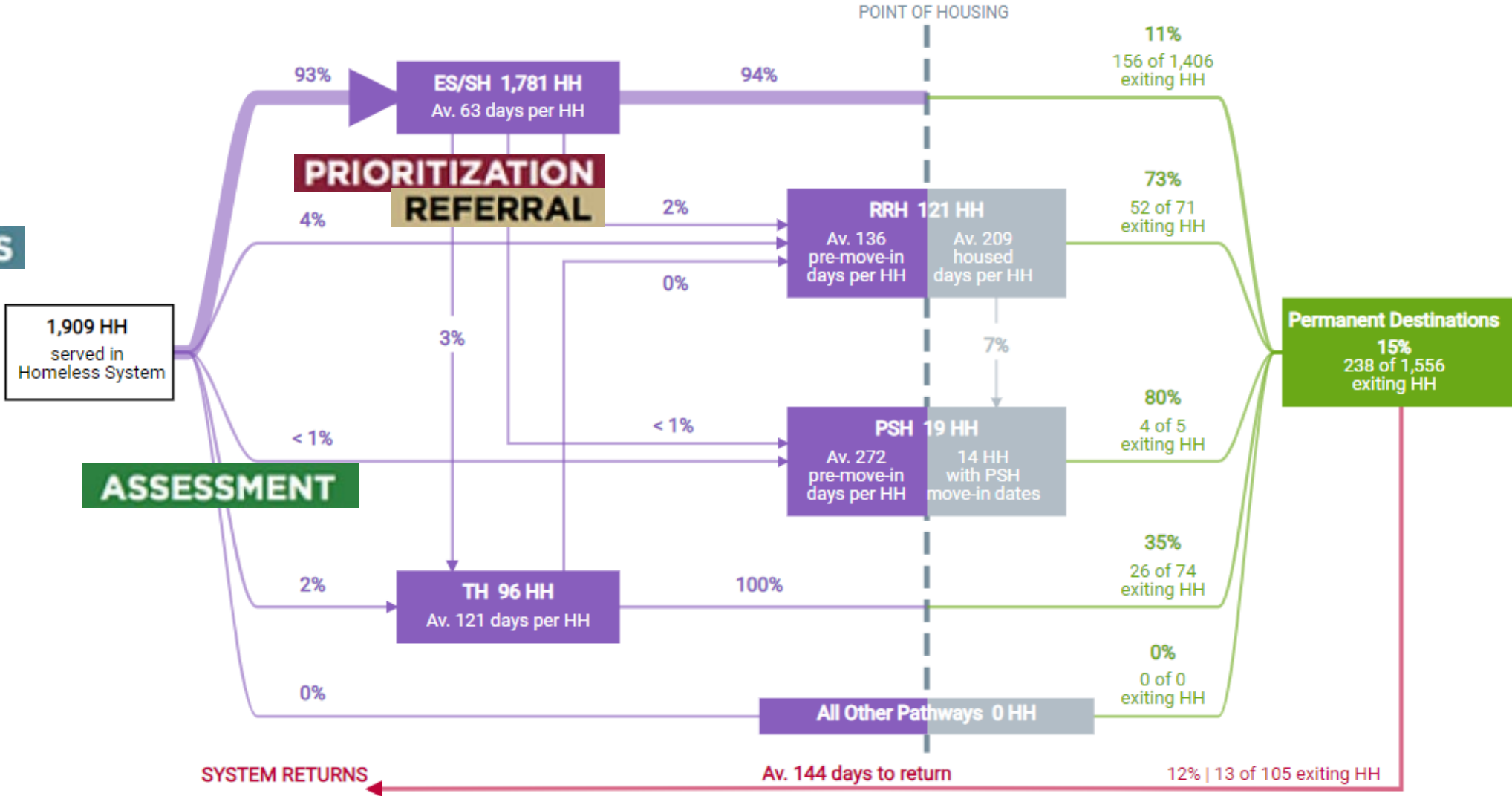
Central Oregon CES

- Access
 - Hotline – Tuesday and Thursday 12 – 4pm
 - In-person through service providers
 - CE entry in HMIS
- Assessment
 - VI-SPDAT
 - Testing HEAT Assessment
- Prioritization
 - Motel Shelters – Stepping Stone / Franklin
 - Rapid Rehousing / Runaway Homeless Youth
- Referral
 - Case-Conferencing

■ Emergency Shelter/Safe Haven (ES/SH), Transitional Housing (TH) RRH/PSH Prior to Housing move-in
 ■ Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH)
 ■ Exits to Permanent Destinations
 ■ Returns

75 Days Homeless

ACCESS



Challenges

- Access Bottleneck
- Data quality
- Training Resources
- HMIS/CES Staff Capacity
- Lack of housing resources



65% reduction in homelessness since 2019

885 households (1,534 people) placed into supportive housing

>95% retention rate

Established coordinated outreach program





Shared understanding of
problem → solutions-oriented
engagement

Cohesive community
collaboration

Continuum of housing
services

City-led initiatives

\$7.2M awarded to
11 cities

Increase geographic
distribution of services

