

**City of Bend and Deschutes County  
Emergency Homelessness Task Force Meeting  
Action Planning Meeting: Expanding Services  
December 14, 2021**

The meeting of the Emergency Homelessness Task Force (EHTF) was called to order at 2:00 p.m. on Tuesday, December 14, 2021, online and by phone.

**1. Introductions & Strategic Plan Overview**

Brittani Manzo, Policy Strategist and Facilitator, presented the following slides:

- Group Agreement and Norms
- Vision
- Milestones
- Strategies
  - Expanding Services
  - Addressing the Crisis of Unsheltered Homelessness
  - Addressing Affordable Housing
  - Establish a Joint Office/Community-Wide Efforts
  - Community Engagement

**2. Strategies for Action Planning Meeting: Expanding Services**

**3. Brainstorming Actions:**

The participants were asked the following question, “What work is already underway and aligned with these strategies?” Participants provided the following input in terms of actions, challenges, and needs:

- Rebuild the service sector work force
  - Actions
    - College and Pacific Source Partnering on classes for community health services
    - State level work for equitable pay for case managers
    - Considering collaboration for EPIC Property Management, NeighborImpact, and maybe Bethlehem Inn Joint Job fair – hiring struggles across the board
  - Challenges
    - Low applications rates for open positions
    - Training, engaging providers to understand barriers to expanding services
    - Supporting additional provider capacity
- Supporting Service providers in expanding case management and service provision
  - Actions
    - County approval for two plus case managers and peer navigators

- Behavioral Health regional networks (Measure 110) requesting two additional Recovery Peers and Case manager
    - Measure 110 – contracted beds within shelters
    - Coordinated entry generalist (Redemption House, Dawn’s House, JBarJ to focus on housing retention with Emergency Housing Choice Vouchers)
  - Challenges
    - Housing Affordability
  - Needs
    - Case conferencing and management software to complement Homelessness Management Information System (HMIS) and or By-name list
    - REACH (Relationship, Empowerment, Action, Compassion, and Heart) using Salesforce nonprofit
    - Shared and universal case management (Health Insurance Portability and Accountability Act (HIPAA) compliant shared across agencies for case management), Bethlehem Inn uses Apricot
    - Increasing peer supports (less intensive, available for semi-weekly support, potentially tapers off); support in navigation once someone is housed
    - Employment job training for mid to higher income positions
    - Improving service coordination across providers (BNL/case conferencing)
    - Financial literacy rent readiness supports and classes, beyond budgeting, “Softer Skills”
  - Funding
    - Aligned to Central Oregon Health Council (COHC) data collection metrics
    - Medicaid waiver and funding
- Identifying, creating and leveraging additional funding streams to fund supportive services
  - Actions
    - Behavioral Health Resource Network (BHRN) grant – best care championing initiatives for Substance Use Disorder (SUD) services for people experiencing homelessness
    - Sampling six to eight rural (20 to 45 unit) Permanent Supportive Housing projects to identify
  - Challenges
    - Pool of flexible funding (common application) for grant dollars and technical assistance for managing federal funds and compliance
  - Needs
    - Identifying funding for Community-based Organizations (CBO) to expand services based on CBO feedback input from people with lived experience
    - Flexible funding for prevention and diversion, light touch services

- Supporting new behavioral health program in ensuring the needs of people experiencing homelessness are met
    - Community engagement and public education as that program gets established – correcting misconception around measure 110
    - Connecting private grant funding and donors to supportive service funding needs (as well as other funding needs)
    - Supportive services bond
    - Affordable housing bond to support 0 to 33% Area Median Income (AMI)
    - Supporting and working with Oregon Health Authority on federal advocacy
  - Funding
    - State Medicaid waiver
    - Cascade East Transit and transient room tax revenue
- Helping make other community and public resources accessible to people experiencing homelessness
  - Actions
    - Family Access Network (FAN) advocates
    - Across shelters, access to: Oregon Health Plan Sisters, FAN, health care, mail delivery, secure storage, pet care, SUD support, educational resources, human services, faith-based community (resource with will! and community, strength to offer), vaccine clinics, HIV and AID testing, STD testing and care, Narcan distribution
  - Needs
    - Transportation, health care, employment, grocery, school accessible to all housing options made available
    - Coordination between FAN advocates and providers

#### **4. Break**

#### **5. Action Planning:**

The participants were asked the following question, “What is needed in order to fully implement these actions over the next three years?” Participants provided the following input in terms of actions, challenges, and needs:

- Rebuild the service sector workforce
  - Challenges
    - Minimizing documentation requirements – every question is another barrier
  - Who will lead each action?
    - Deschutes County, City of Bend, other funding partners
- Supporting service providers improving case management and service provision
  - Challenges
    - Strengthening information sharing and referral processes between Saving Grace, domestic violence providers, trafficking supports and

- homeless services, understanding how to access services agency by agency
- Needs
  - Advocacy, education, transparency around what is being done and why, creating opportunities for feedback within many different sectors of the community
  - Neighborhood Associations, streamlining approaches with law enforcement, Bend Central District
  - Hawthorne Station, Bi-Mart, Central District – ensuring businesses and partners understand the rights and honoring the dignity of people experiencing homelessness
  - Syringe exchange accessible across the community
  - Support immediate care facilities in ensuring quality care understanding of medical concerns (training)
- Identifying, creating, and leveraging additional funding streams to fund supportive services
  - Challenges
    - Need elected officials and leadership to define and delineate roles between Homeless Leadership Coalition (HLC), Central Oregon Intergovernmental Council (COIC), need of tri-county area
  - Needs
    - Notice of Funding Opportunity (NOFO) independent review team support and elected leadership to walk that journey to understand community needs
    - Support HLC in braiding funding and leveraging local funds aligned with CoC funding (prioritization, needs analysis)
    - Streamlining partnerships
- Helping make other community and public resources accessible to people experiencing homelessness
  - Action
    - Support Central Oregon Veterans Outreach (COVO) and the Veterans Affairs (VA) in expanding partnerships, prioritize veteran service needs, braiding and leveraging against other local funding; letters of support and advocacy in getting more VA presence into Central Oregon – lift up the needs of that population
  - Needs
    - Supporting more leadership from other cities within the County
    - Define how other communities within the County will be represented
    - Veterans Village template and success paving the way for broader community-wide efforts to prevent and end homelessness

## **6. Confirming Strategies:**

## **7. Summary, Next Steps, and Closing**

Manzo said to look for next steps in the new year.

Adjourned at 4:16 p.m.

Respectfully Submitted,

Kayla M. Duddy,  
Deputy City Recorder