

**Department:** Joint Office of Homeless Services      **Program Contact:** Marc Jolin  
**Program Offer Type:** Existing Operating Program      **Program Offer Stage:** As Requested  
**Related Programs:**  
**Program Characteristics:** In Target

**Executive Summary**

The Joint Office of Homeless Services (JOHS) convenes the Homeless Family System of Care, which collaborates as a leadership/direct service team to address the unique housing needs of homeless families throughout the County. Through this program offer, and offer 30301B, MHT, in partnership with Family Futures, Neighborhood House, and the federal Housing Choice Voucher program, maintains capacity to house and provide equitable retention support services to hundreds of families with minor children, using a combination of housing placement and retention staffing and flexible rent/client assistance. MHT is a collaboration of Multnomah County and nine community partners, the majority of which are culturally specific service providers.

**Program Summary**

The Homeless Family System of Care (HFSC) is the primary coordinated effort to assist families experiencing homelessness to make a rapid and sustainable transition back into permanent housing. It is a collaboration of agency leaders and direct service staff that practice shared budgeting, leveraging of resources, shared accountability, case consultation and ongoing process improvement. The system has shared values that include the practice of assertive engagement, using an equity lens to advance racial and social justice, and a shared commitment that all families should be housed. The majority of agencies in the collaborative are culturally specific providers.

When combined with 30301B, this program offer provides 800 households with housing placement/retention services, including short- to medium-term flexible rent assistance (0-24 months) and client assistance. Eligible families may be living in shelter, doubled-up, experiencing domestic violence, living on the streets or in cars, or other places not meant for human habitation. A broader definition of homelessness allows the system to serve families that are most vulnerable in a variety of living situations. In FY 2021, nearly 70% of the families served through MHT identified as being from communities of color, achieving the goal of improving access and outcomes for these communities.

Families experiencing homelessness access the system through Coordinated Access staff, who screen families for immediate safety and overall vulnerability. Because many more families are seeking housing assistance than MHT is resourced to provide, families are prioritized based on vulnerability, housing opportunity and provider capacity.

This program leverages Federal and State funding including U.S. Department of Housing and Urban Development grants.

**Performance Measures**

Measure Type	Primary Measure	FY21 Actual	FY22 Budgeted	FY22 Estimate	FY23 Offer
Output	Number of households enrolled in permanent housing or prevention programs*	882	550	980	980
Outcome	BIPOC placed or retained in housing at rate as high or higher than percent of HUD homeless population	Yes	Yes	Yes	Yes
Outcome	Number of households newly placed into or retained in permanent housing*	732	N/A	790	790
Outcome	Percentage of people not returning to homeless services within a year of exiting a program to housing	90%	85%	90%	90%

**Performance Measures Descriptions**

The COVID-19 pandemic, which began in FY 2020, has significantly impacted the performance measures associated with this program offer. \*The basis for "Placed & Retained" has been changed from Entry Date to Housing Move-in date, consistent with an FY 2022 change to the measure in systemwide reporting, and "Enrolled," which is based on Entry Date, has been added for more robust reporting and to preserve continuity with reporting in previous years.

Revenue/Expense Detail

	Adopted General Fund	Adopted Other Funds	Requested General Fund	Requested Other Funds
Program Expenses	2022	2022	2023	2023
Personnel	\$67,348	\$85,652	\$116,562	\$45,333
Contractual Services	\$3,183,490	\$1,277,620	\$3,070,390	\$1,328,725
Internal Services	\$0	\$1,374	\$0	\$0
<b>Total GF/non-GF</b>	<b>\$3,250,838</b>	<b>\$1,364,646</b>	<b>\$3,186,952</b>	<b>\$1,374,058</b>
<b>Program Total:</b>	<b>\$4,615,484</b>		<b>\$4,561,010</b>	
<b>Program FTE</b>	0.50	0.50	0.75	0.25

Program Revenues				
Intergovernmental	\$0	\$1,364,646	\$0	\$1,374,058
<b>Total Revenue</b>	<b>\$0</b>	<b>\$1,364,646</b>	<b>\$0</b>	<b>\$1,374,058</b>

Explanation of Revenues

City of Portland General Fund \$1,374,058

Significant Program Changes

**Last Year this program was:** FY 2022: 30301A Housing Placement & Retention - Homeless Families

The year-over-year change in General Fund vs. Other Funds relates to how Other Fund resources have been allocated across the department.