



Emergency Rent Assistance Budget Note

Department of County
Human Services

November 5, 2024

Background // Budget Note

Directed that during the FY25 transition year, efforts be made to right-size staffing model, continue quality improvement and explore Medicaid 1115 waiver opportunity.

Requested evaluation of current and future practices to ensure they maximize support to households in our community, including analysis of:

- Unmet need
- Appropriate staff-to-client case management ratios
- Efficacy and outcomes of county-delivered services and services delivered by contracted providers
- The short-term (6 month) and long-term (12 month) housing stability outcomes for households served in FY24



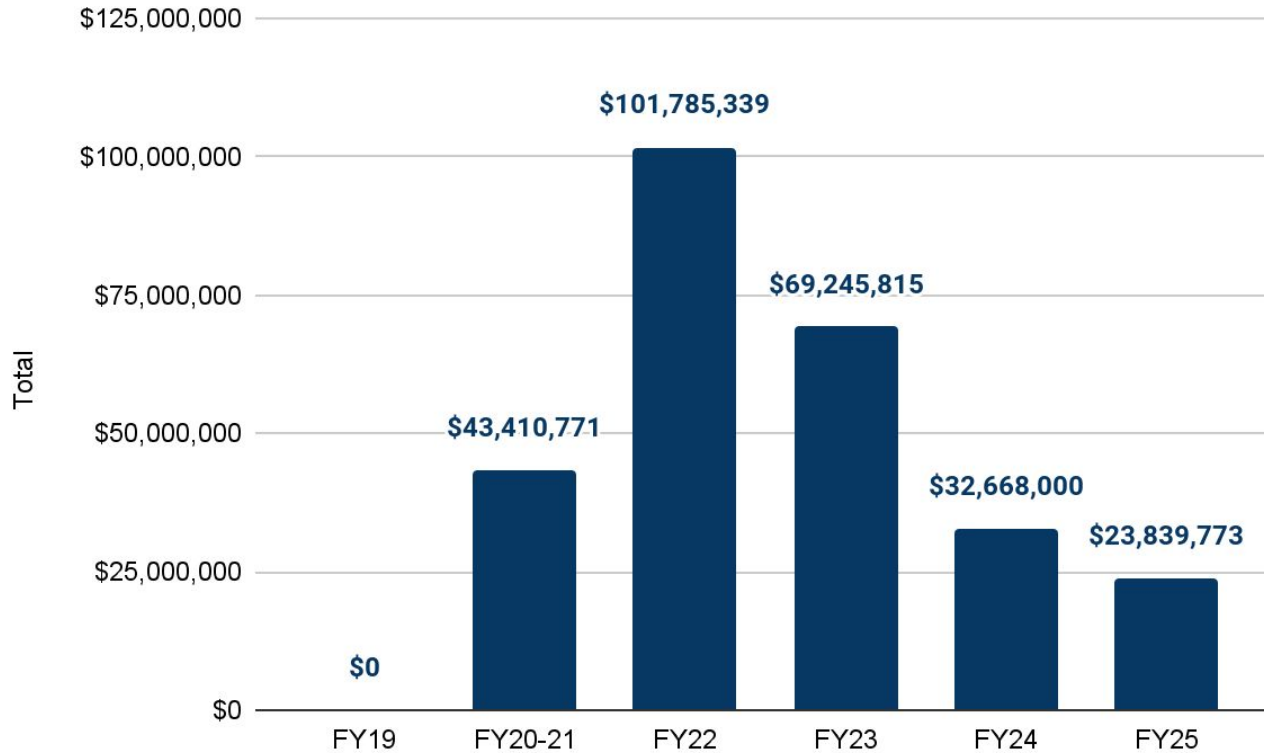
Agenda // What We'll Be Covering

- FY25 eviction & emergency rent assistance overview
 - Analysis and considerations
 - Framework and services
- Measuring need
- Required staffing
- County and community based organization contributions
- FY24 retention rates



Eviction Prevention Overview

Funding // County/City Eviction Prevention Funding FY19-25



Funding // FY25 Eviction Prevention Resources

The following resources within the County DCHS and JOHS budgets support eviction prevention efforts, including emergency rent assistance

\$23.8 million
total funding

State of Oregon OREDAP - \$9.6 million

Multnomah County ARPA - \$2 million

Multnomah County CGF - \$7.7 million

JOHS Metro SHS - \$4.5 million

\$6.1 million
ongoing*

\$17.7 million
one time only

*while \$6.1M in FY25 is ongoing, \$3.3M is the estimated ongoing amount in the future

What was working

- Experience in the field - staff and client perspectives
- Retrospective participant survey

What was needed

- Deeper support program/model in the array of services
- Increasing resources & providers through centralized access point

Staffing & administrative capacity required needed

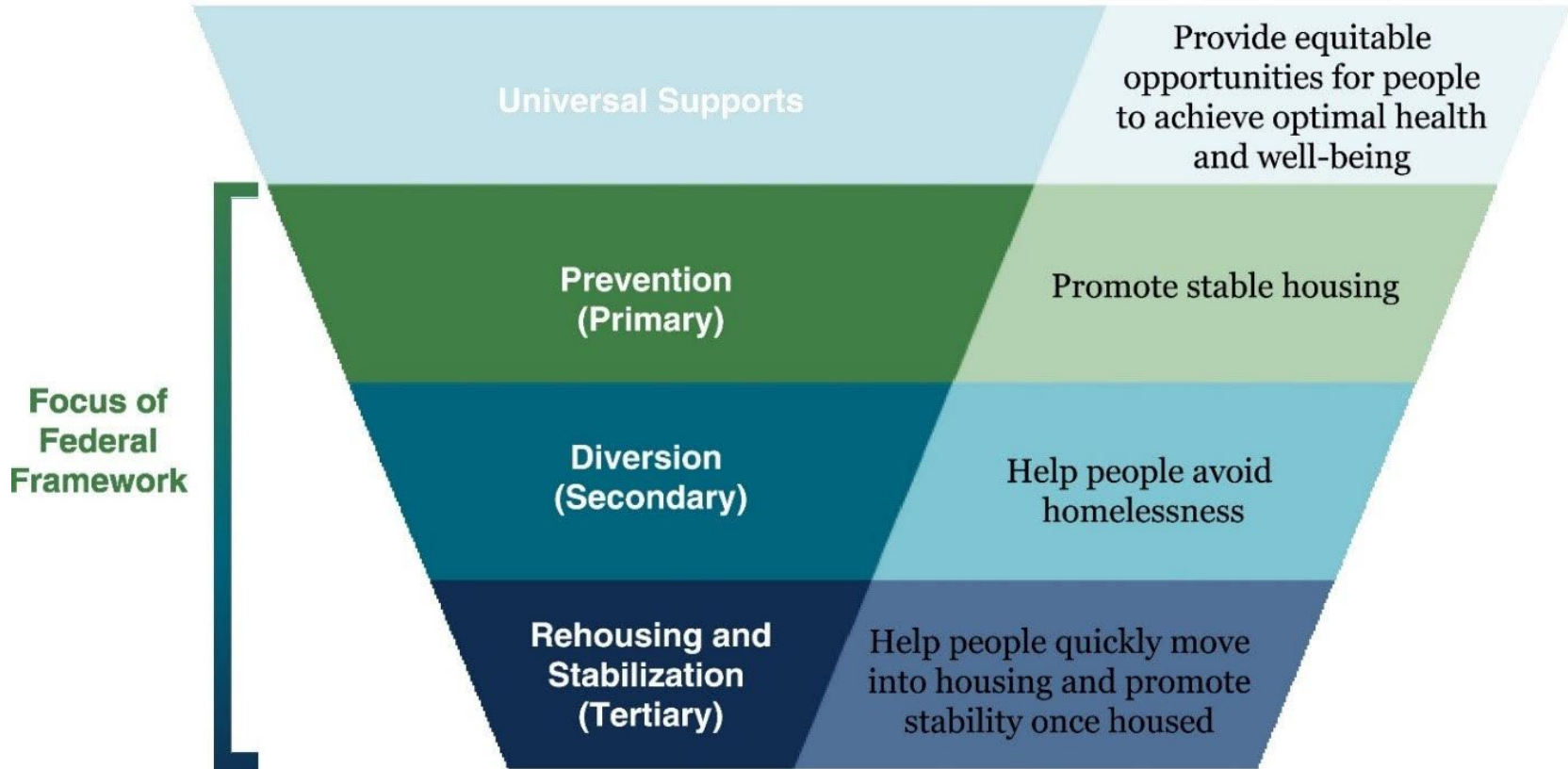
Contribution to homelessness prevention

Challenges

- **One time only funding**
 - Hiring and retaining staff
 - Planning for continuity across years & having capacity to handle fluctuating funding
 - Collecting follow up data

- **Capacity/resources for evaluation**

Context // Framework for Homelessness Prevention



Eviction Prevention & Housing Stability

Rent Assistance & Case Management

for those at imminent risk of eviction



Crisis Response
One-time rent assistance

Short term stability support
services and rent assistance



Access & Information

Eviction triage

Access to
centralized
emergency
eviction \$



Tenant Resources & Advocacy

Tenant rights information and resources
Referral to legal support and advocacy



Court Outreach & Legal Support

Legal representation to dismiss case
Court outreach
Legal representation to cure eviction in court

FY25 Preventing Eviction // Support Services & Rent

Access & Information



211

Outreach & Advocacy



Community Alliance of
Tenants

Court & Legal Support



Bienestar Court Outreach

Metropolitan Public
Defender & PCC

Oregon Law Center

Commons Law Center



Case Management & Rent Assistance

Community Based Organizations

+

County Programs

Bienestar de la Familia

- Emergency Rent Program
- Economic Recovery Program

Intellectual & Developmental Disabilities

Health Department

Rent Assistance Available

~\$16.3 Million

serving 3,500-3,600 households

New on November 1 // Medicaid 1115 Waiver

The Medicaid 1115 waiver just launched on November 1st. It will complement and enhance our current efforts. We are evaluating how it will fit into our other rent assistance programs.

Multnomah County will act as a HUB, which will entail:

- Providing technical assistance to providers
- Monitoring implementation
- Removing barriers for those accessing the waiver

Eligible Oregon Health Plan members will qualify for:

- rent assistance
- nutrition support
- climate devices

Measuring Need

Measuring Need // Current Environment

- Rent increases are likely to exceed income increases
- Utility rate hikes
- Inflation, including essential goods, such as groceries and household items



11.23%

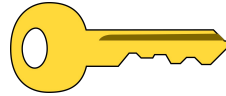
of Oregon tenants reported not being caught up on rent payments in last Census Pulse survey

Measuring Need // Cost of Living Example

Ricardo works full time at a warehouse and makes minimum wage



Take home pay: \$2006/ month



Rent: \$1700/ month

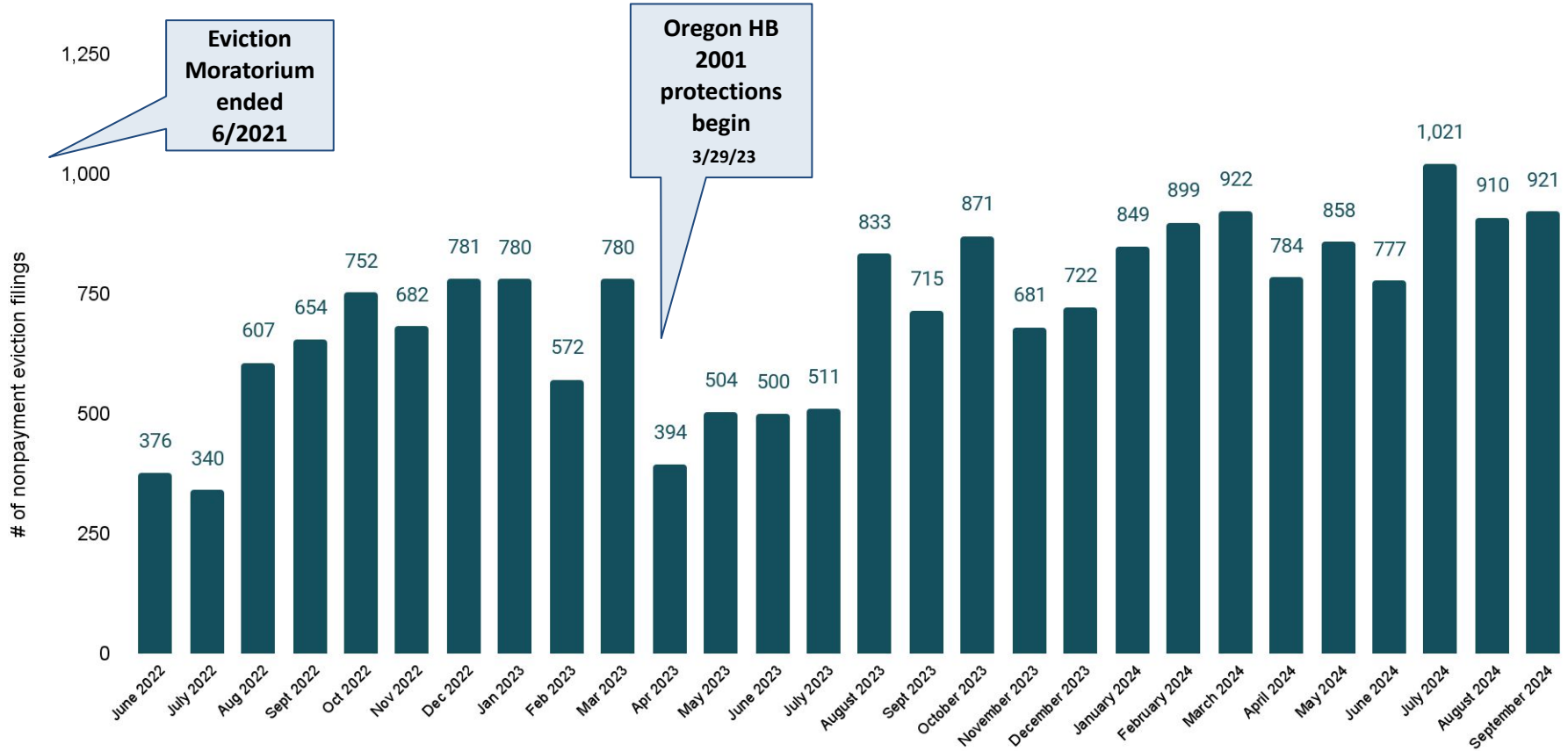


\$306 remaining for groceries, gas, utilities, savings, medical expenses, insurance, pet costs, car payment

Provider

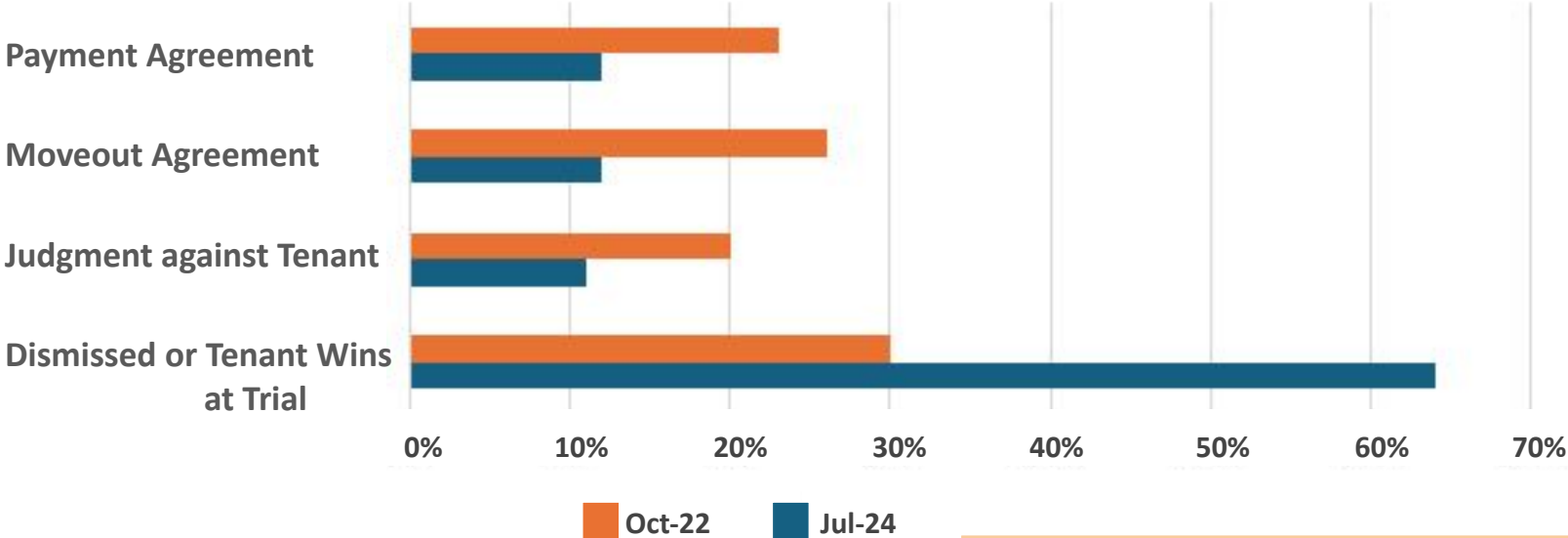
Becky Straus from Oregon Law Center

Measuring Need // Nonpayment Eviction Filings in Multco



Measuring Need // Court Outcomes

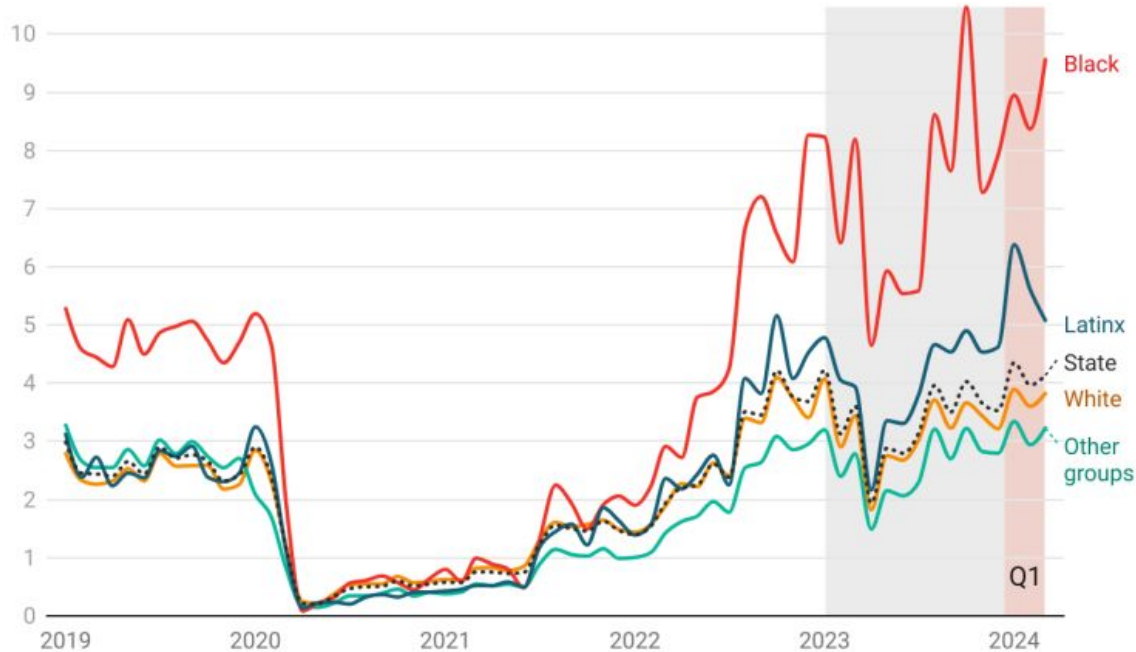
Nonpayment case outcomes in Multnomah County - October 2022 vs July 2024



HB 2001 offers more time to connect tenants to help, but the need for rent assistance remains high

Measuring Need // Who is Facing Need: Racial Disparities

Figure 1. Eviction Filings per 1,000 Renters by Race Between January 2019 to March 2024

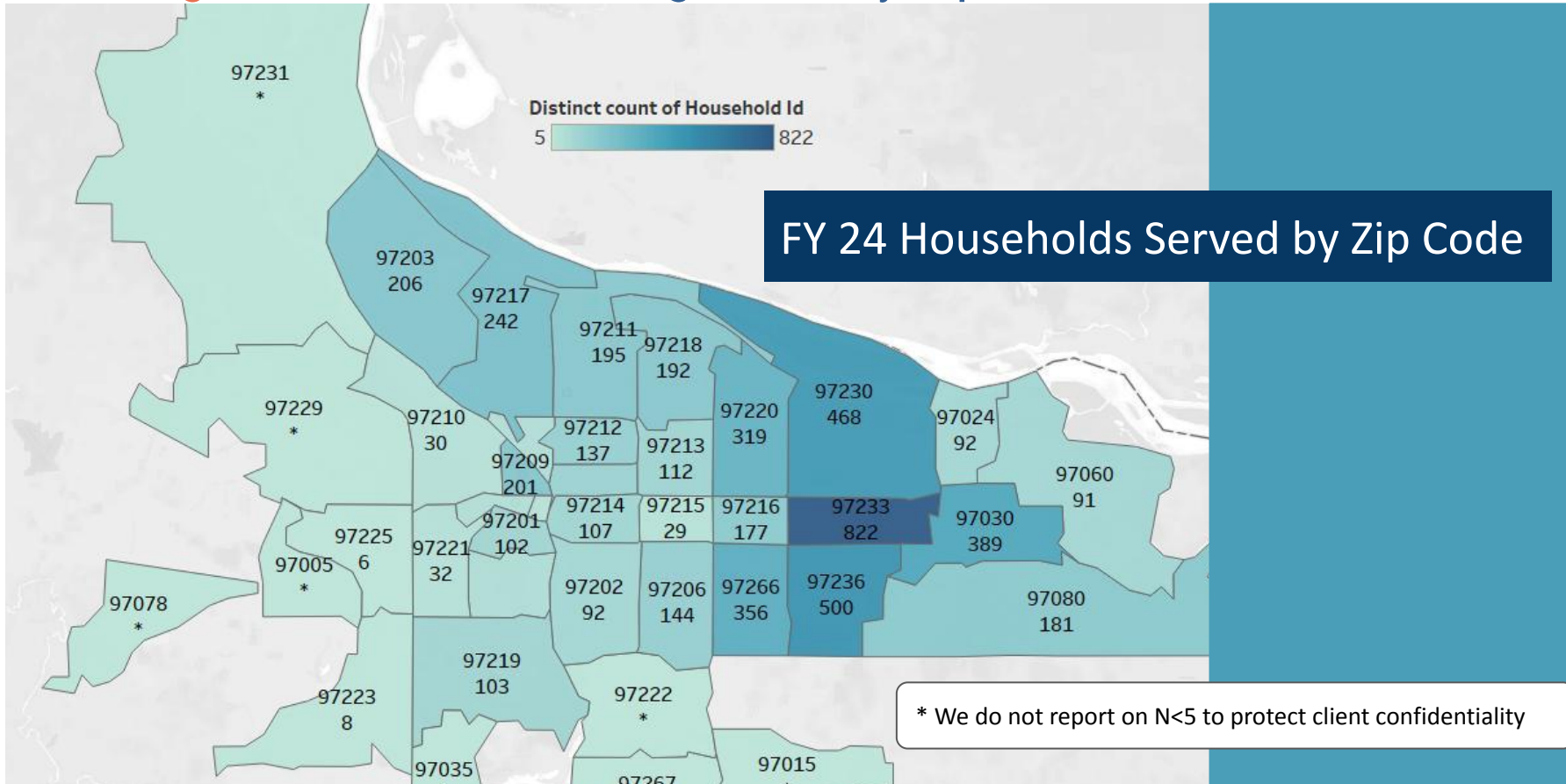


Clackamas, Douglas, Linn, Malheur, Marion, Morrow, Tillamook, Baker, Gilliam, Grant, Harney, Sherman, and Wheeler Counties are omitted for missing data. Filings per 1,000 renters by race = (filings by race ÷ renter households by race) x 1,000.

Chart: The Eviction Research Network • Source: Evicted in Oregon & U.S. Census Bureau • Created with Datawrapper

Evictions do not
impact
all groups
equally

Measuring Need //Who is Facing Need: By Zip Code FY24



County & CBO Provider Reflections

Demand growing at a rapid pace & rent increasing

Unprecedented rise in need from working people

Heightened need for mental health support

Increased need for ongoing rent support

In addition, at Bienestar de la Familia:

Significantly restricting the amount of referrals

Not enough resources to provide rent assistance to all the tenants at court each day

Stipulated agreements with impossible terms



Measuring Need // Need vs Available Services

If nonpayment eviction case filing rates stay at the same rate for the rest of the fiscal year, could have **over 11,000 eviction filings in FY25.**

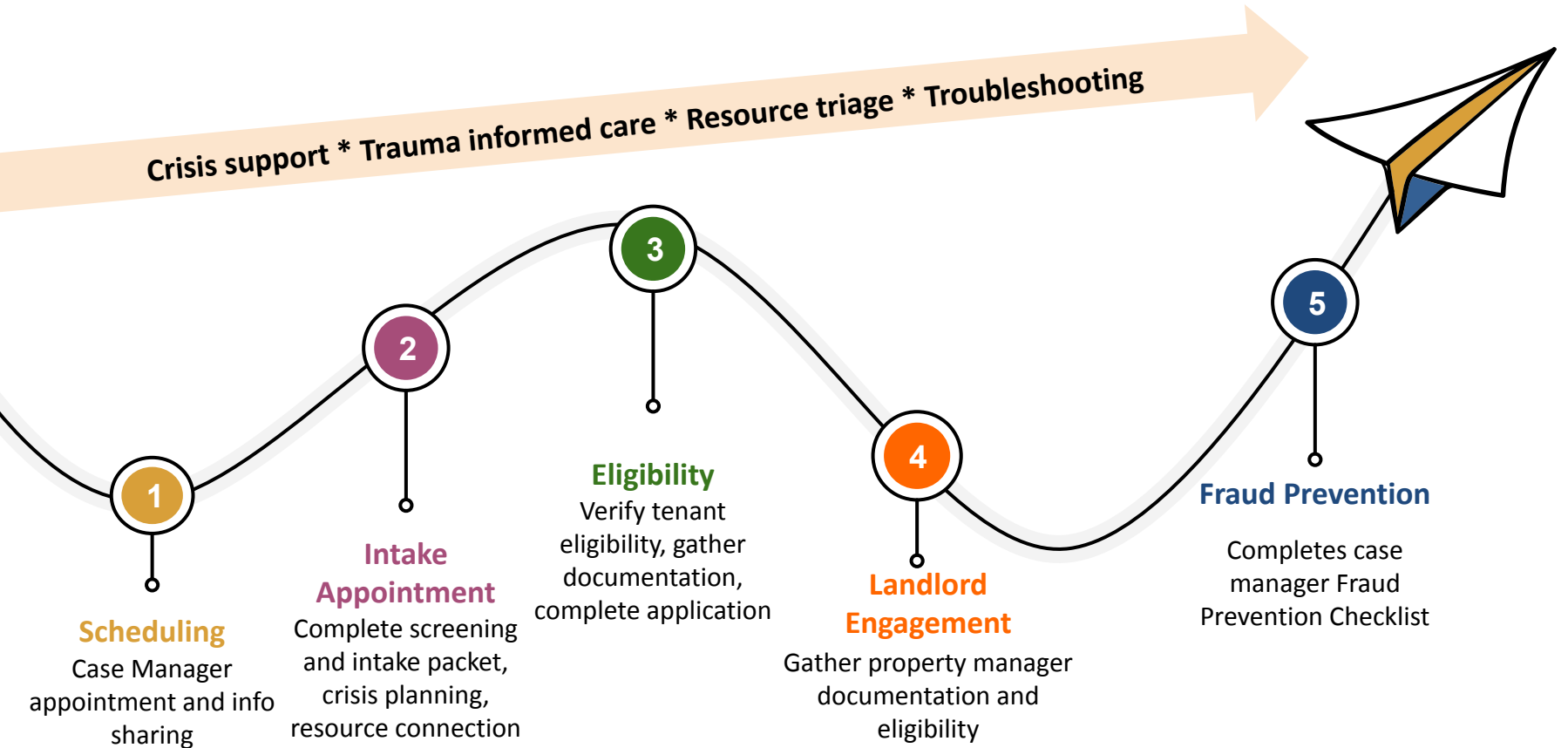
Rates of tenants leaving or losing due to eviction are likely much higher. A University of Washington study showed for every eviction case actually filed, 5 tenants self-evicted

Estimated # able to serve with emergency rent assistance in FY25
= 3,500-3,600 households

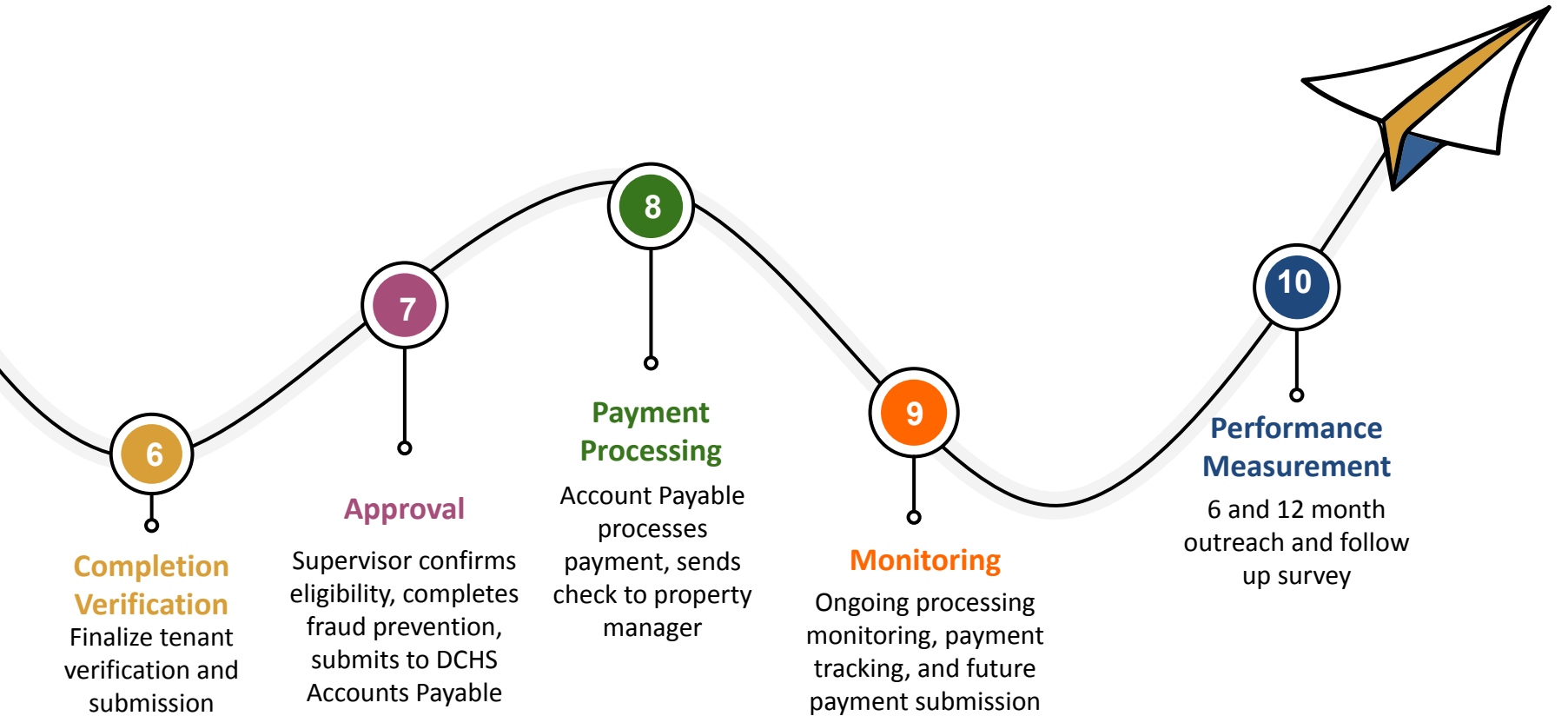
Required Staffing

Case Management Ratios & Positions

Case Management Ratios // Rent & Crisis Support Process



Case Management Ratios // Rent & Crisis Support Process



Case Management Ratios // Emergency Rent Assistance

Program	Acuity of Households	Case management ratio (annual)
Emergency Rent Assistance & Crisis Support	Imminent risk of eviction & very low income One-time assistance <u>will</u> keep tenant(s) housed	1:300 client appointments
Economic Recovery	Imminent risk of eviction & very low income One-time assistance <u>will not</u> keep tenant(s) housed Needs beyond rent assistance - employment, education, financial literacy, transportation, other basic needs Ability of households to participate & contribute	1:30 households

Case Management Ratios // Required Staff Capacity

Case manager level expertise is required in staff who interact with tenants, landlords and legal services providers

Additional needs:

- **Outreach staff** - court and community outreach to tenants with court cases
- **Office assistants** - scheduling appts, collecting documentation, fielding phone calls
- **Supervisors** - training and supervising staff, consulting, reviewing all applications, fraud prevention, approving and processing requests for payment, appeals/complaints, managing budgets
- **Fiscal staff** - checking for duplicate payments and fraud, processing and making payments
- **Data collection, reporting and evaluation** - data entry and quality, survey development and administration, completing reports, data analysis and evaluation



Participant Story

Bienestar de la Familia

**County and Community Based
Organizations
*Contributions & Collaboration***

County & Community Based Organizations// Complementary Capacity

Majority of YFS funding goes to services provided through community-based organizations

YFS staff directly deliver several key programs

DURING COVID-19

Expanded network of culturally specific organizations

+

New County teams increased capacity for:

- Emergency rent assistance
- Data entry & quality

TODAY

Complementary Assets

CBOs

- No wrong door & link to other programs
- Culturally specific
- Specific vulnerable populations
- Non-governmental

County Teams

- Countywide reach & centralized access point
- Respond quickly to urgent situations
- Reach to specific focus populations

County & Community Based Organization Outcomes // Equitable Access FY24

Multco Programs

2,862
households served with 6,903 individuals

78%
BIPOC

Community Based Orgs

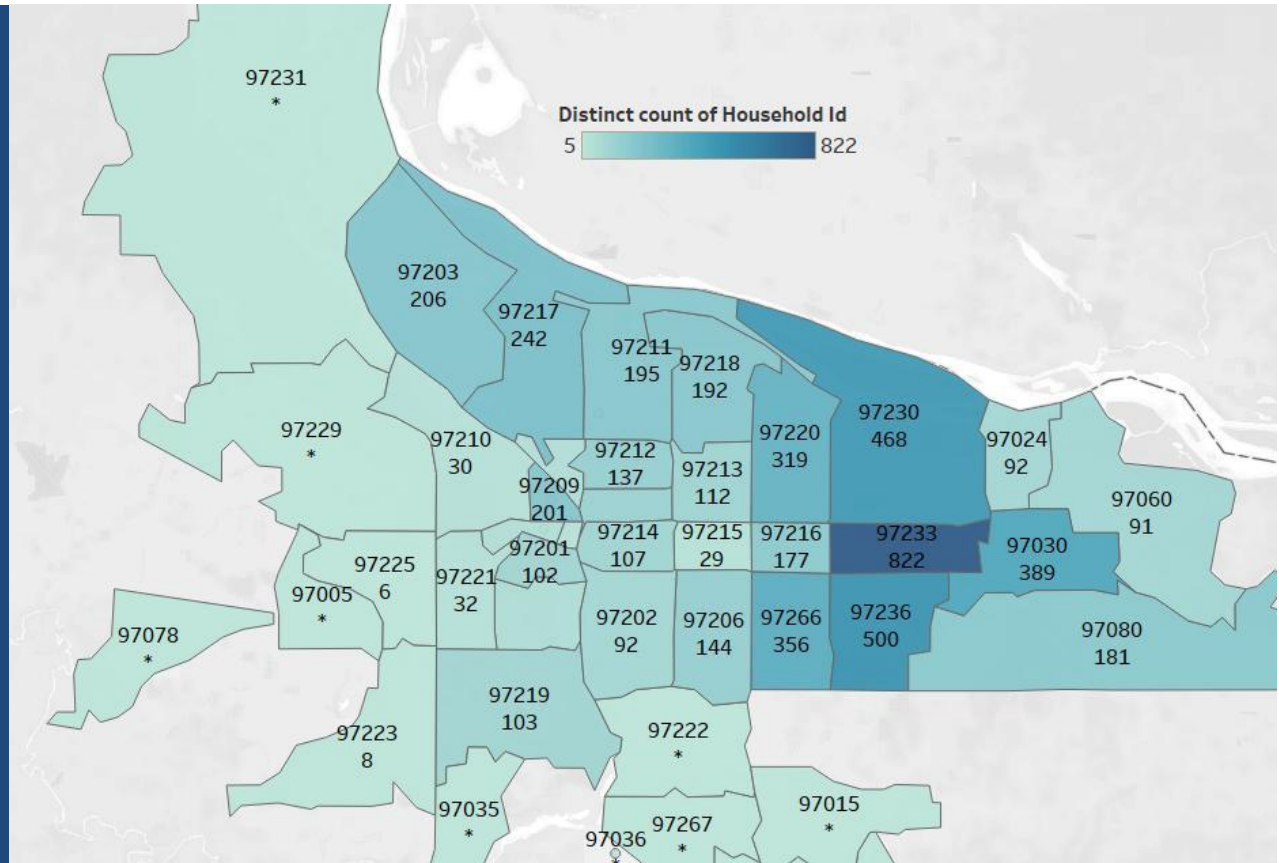
3,022
households served with 7,719 individuals

86%
BIPOC

Multco	CBOs	Race/Ethnicity
43.7%	50.3%	Black/African American/ African
33.8%	21.2%	White
29.5%	18.9%	Latino/e/x or Hispanic
5.3%	5.4%	Native Hawaiian/Pacific Islander
4.8%	5.3%	Native American/Alaska Native/ Indigenous
3.6%	15.7%	Asian/Asian American
1.8%	3.0%	Middle Eastern/North African
0.4%	4.5%	Slavic

County Programs and Community Based Organizations

Drawing on the strengths and reach of each other to provide equitable access countywide



Survey Outcomes

- Outcomes strong for both County and community based organizations
- Moving forward, it will be possible to disaggregate data

Cost

Challenging to conduct an exact cost comparison

- For Community Based Organizations some costs are part of centralized shared support services (data entry, review, fraud prevention & payment)
- County programs benefit from shared services within the county that aren't budgeted as direct costs to this program (fiscal support)

Clear benefit to having both - they complement each other to achieve more equitable access and responsiveness to cultural needs

FY24 Retention Rates

**At follow up 12 months
after service**

Over 92%
stayed in or
moved to
stable housing

79%

had an eviction notice when
they received assistance

86%

were able to avoid an eviction
on their record

Outcomes // FY24 Participant Follow Up Surveys 6 & 12 month

	Stayed in same housing	Stayed in same housing or moved to other stable housing
6 month All providers Summer/Fall 2024	79%	94%
12 month All providers Summer/Fall 2024	71%	92%
6 month Bienestar Winter/Spring 2024	79%	— not measured

Closing & Questions

