



OCTOBER BOARD MEETING

BOARD OF DIRECTORS

THURSDAY, OCTOBER 26, 2023

Addendum A

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COMMUNITY ACTION PROMISE

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.

Helping People Changing Lives

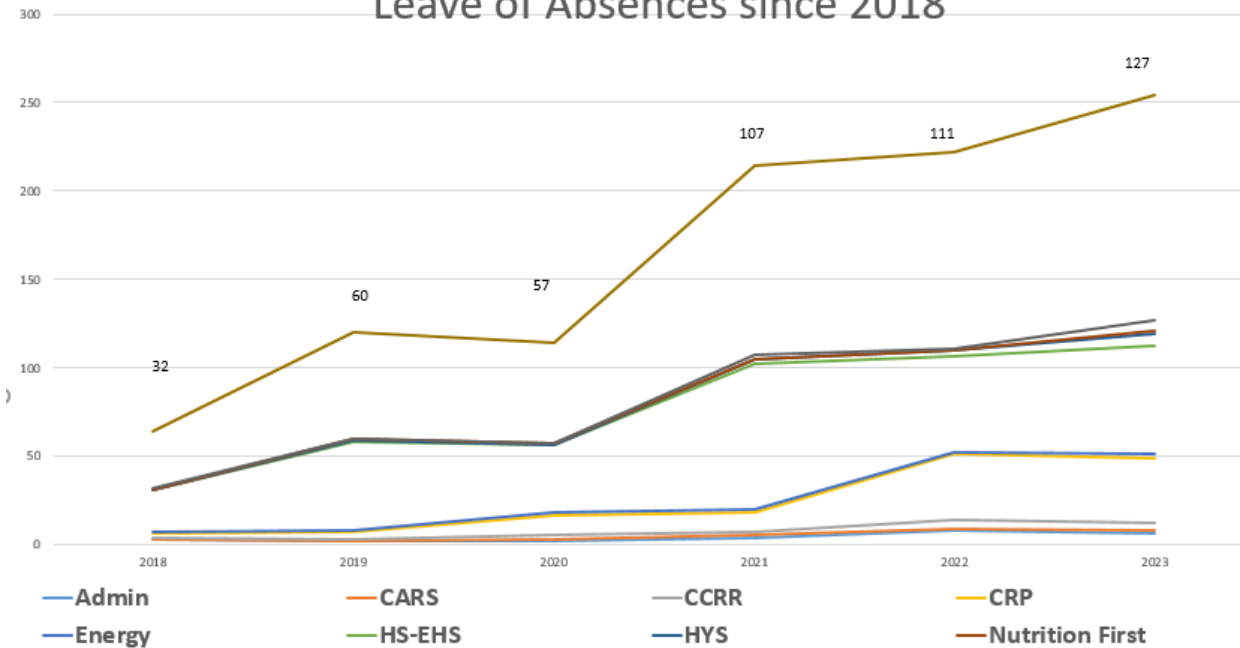
**Chief Operations Officer Report
To The Community Action Agency Board
Helana Haytas, COO October 2023**

Staff on Leave

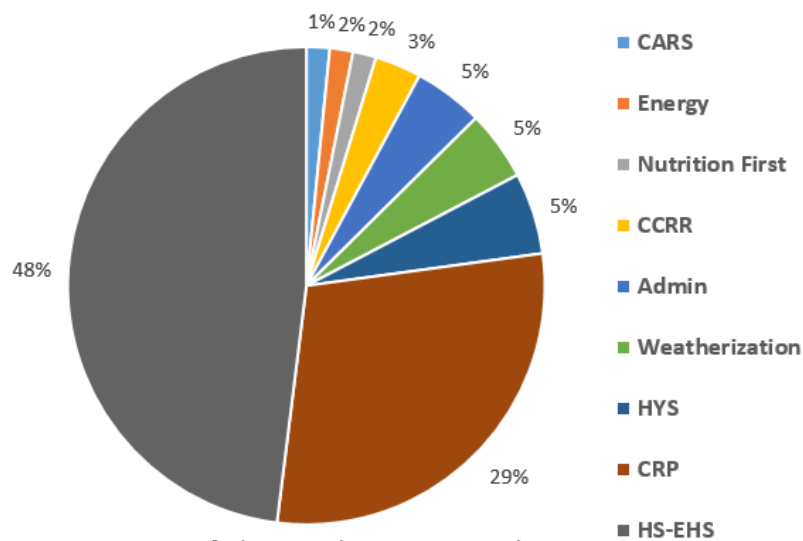
With the start of Paid Leave Oregon in September, we have seen an increase in leave of absences across all programs. We also know that the staffing shortage locally and nationally are affecting current staff health. LOA data below has given us some insights on the trends, including 127 current year to date for 2023 with 2.5 months left in the calendar year.

Below are the leaves that are in an approved status. There are 10 additional leaves not reflected that are pending State approval. Typically about half of all leaves related to childbirth and parental leaves followed by serious health conditions such as medical conditions that are chronic or have flaring episodes and surgeries.

Leave of Absences since 2018



10/21/23



2023 Leave of Absences by Program to date

HOME Youth Services Board Report

Q1: July-September 2023

The Drop-In Day Center

The Drop-In Day Center serves youth ages 11-18, and is currently open Monday, Wednesday, and Friday from 12pm-7pm, with hours available other days throughout the week for case management, access to resources, and access to basic needs items like hygiene products, clothing, food, and school supplies.

In late June 2023, The Drop In moved out of the Union St building and moved into 1255 Broadway St. NE. This transition allows for more efficient and effective service of youth. This transition also allows the Drop In to serve more youth, as the square footage is almost double the square footage of 625 Union St, with a lot more open space for service transactions.

July was spent preparing the new Drop In space at 1255 Broadway St. for serving youth. Because of the work put in to create a functional space, youth were not served on site during this time. This included activities like building furniture, setting up spaces, and hiring and training new staff members to work in a new space. The Youth Action Board through the Continuum of Care (Backbone) was consulted during this time to provide feedback on the layout of the space, and brainstorm ways to make the space more functional and youth centered.

The Drop In was cleared to open again in August, and while awaiting clearance to serve hot food, the Drop In served pre-prepared meals. In September, new flooring was installed, which helped warm up the space and make it feel more functional for both staff and youth. In late September, the Drop In passed the Marion County health inspection, which allowed hot meals to be cooked and served in the new space. Although daily attendance and averages are still low, youth are consistently attending the Drop In and receiving vital services. In quarter two, the Drop In plans to have an open house to share and promote the new space.

	July	August	September
Attendance	-	53	30
Daily Average	-	4	2
Daily High	-	8	10
New Intakes	-	14	2
Meals	-	53	30
Food Boxes	4	13	4
Snack Bags Served	-	19	19
Hygiene Items	-	0	24
Clothes	-	11	41
School Supplies	-	8	3

One afternoon Rodney, Allan, and Grayson came to the Drop In. These three youth are youth that had previously been to the Drop In, but it had been a while. Rodney, Allan and Grayson asked for snack bags and ate the whole snack bag very quickly. After expressing they were still hungry and hearing that dinner was going to be later, staff started making some lunch to feed them. They stayed all day and ate two full hot meals and each had a hot shower. Eventually, they disclosed that the three of them were sleeping outside. Staff provided sleeping bags, a tent, blankets, and a food box. Even though it is not ideal for youth to be camping, the Drop In is available for youth who find themselves in

these situations. These youth are now consistently using Drop In services, engaging in case management, eating regularly, and getting basic needs met like hygiene items, clean clothing, and showers. Through case management and building connections, Drop In staff hope to continue to work with Rodney, Allan, and Grayson to find a safe housing solution.

Outreach

HOME Youth Services' outreach team serves youth in both Marion and Polk counties. The outreach team meets youth serves to provide vital resources to youth where they are at, and begin engagement with services at HOME Youth Services. Outreach, as a team, travels to areas where youth are known to either stay or hang out to engage with youth. The team also attends and hosts community tabling events to engage with youth and inform them about HOME Youth Services' services.

The Outreach team conducted approximately 40 hours of street outreach this quarter. The Outreach team has continued connections with Northwest Human Services HOST program, and will continue weekly outreach efforts. The Outreach team has also continued to connect with the Church at the Park team to coordinate efforts and attend outreach events at Oak Park Church in Salem. The three service providers, as well as others invited from the CoC's Youth and Young Adult Subcommittee meeting have monthly meetings at IKE Box to check in, coordinate efforts, discuss challenges and strengths, and develop a plan to ensure youth are being met where they are at in outreach efforts. Outreach is an essential piece in the HOME Youth Services puzzle, and the team is dedicated to effectively and creatively reach all youth in need in Marion and Polk counties. With efforts from Safety Compass, youth engagement and contact has increased during outreach. The Outreach team has made meaningful connections with youth and has increased housing referrals with these efforts.

		Total
July	Hours	7.5
	Youth	18
	Contacts	3
August	Hours	14.4
	Youth	33
	Contacts	11
September	Hours	9
	Youth	16
	Contacts	25
Q1	Hours	30.9
	Youth	67
	Contacts	39

Taylor's House Emergency Housing

Taylor's House is an emergency shelter for youth ages 11-18. Taylor's House has ten beds for youth, four of which are set aside for youth in ODHS custody. The additional six beds are set aside for youth in the community who are experiencing homelessness or at risk of experiencing homelessness. Taylor's House opened in 2018, and has been a vital resource for at risk youth in the community. While at Taylor's House, youth engage in pro-social activities like house meetings, groups, and outings. Once in shelter, youth also engage in case management with staff at Taylor's House to work on goals like housing, health, mental health, and education. Youth work with Taylor's House staff to identify safe, long term supports for after they transition from emergency shelter.

During Quarter 4, Taylor's House served 11 unique individuals for a total of 285 shelter nights. Staff are trained in emergency response, de-escalation techniques and crisis communication. This training is especially important while navigating challenges that occur due to the increased vulnerability of youth in crisis. During this quarter, the incidents staff managed ranged from out of range cameras, to mandatory reports, to suicidal thoughts, to medical needs. The ratio of critical incidents to standard incidents decreased in September this quarter, even with an increase of youth in shelter. Staff handled each of these incidents with swift action, following both policy and procedure and training protocols. After incidents, staff have the opportunity to debrief as a team and discuss what went well, what could have gone better, and what things they would have done differently next time. Staff are working well together to create a safe and home-like space for vulnerable youth to live as they are challenged with unstable housing.

Taylor's House Q1				
	July	August	September	Total
Community Youth	3	5	5	13
ODHS Youth	1	1	2	4
Total Youth (Duplicated)	4	6	7	17
Community Bed Nights	76	116	93	285
ODHS Bed Nights	2	10	20	32
Total Bed Nights	78	126	113	317
Minor Incident Reports	3	9	5	17
Standard Incident Reports	12	18	24	54
Critical Incident Reports	5	8	8	21
Total Incident Reports	20	35	37	92
Meals Served	199	299	229	727

Rapid Re-Housing Program

HOME Youth Services' Rapid Re-Housing Program began as a pilot project from the state of Oregon to provide housing assistance to youth in Marion and Polk counties. The program has continued to connect with community partners to discuss the program and the referral process for the

program. The Rapid Rehousing program began connecting with youth in May, and have been able to connect with a total of 18 youth so far, with 1 youth entering housing at the end of June and multiple youth in the process of completing paperwork and moving through the system to engage in housing opportunities.

	<i>July</i>	<i>August</i>	<i>September</i>
<i>Referrals received</i>	27	15	3
<i>Youth contacts made</i>	2	7	0
<i>Intakes</i>	3	6	9
<i>Apartment tours</i>	3	3	4
<i>Apartment applications</i>	5	8	10
<i>Clients moved into housing</i>	1	5	1
<i>Marion County youth served</i>	1	3	1
<i>Polk County youth served</i>	0	2	0
<i>Case management</i>	7	33	22

Jacob and Celene have been homeless for 4 years and have a 2-year-old son. While meeting with them for enrollment, they stated that they feel Rapid Rehousing could be the help that finally gets them on their feet and are hopeful for their future with this opportunity. In August, the young family moved into their apartment and were finally able to sleep laying down.

Youth Homelessness Demonstration Program (YHDP)

In June 2022, MWVCAA was awarded three separate Youth Homelessness Demonstration Program grants to better serve youth in Marion and Polk Counties. Two of those programs will operate within the purview of HOME Youth Services: Joint Transitional Housing-Rapid Rehousing, and Support Services. Both of these projects will be based within the Central School District boundaries of Polk County, expanding HOME Youth Services' capacity to serve youth in the area. In late April 2023, the purchase of 719 Jackson St. in Monmouth was completed, and will be the home base for the joint component. The support services component will serve youth with an outreach model, in the Central School District boundary, as well as throughout rural Polk County.

This quarter was spent hiring staff, completing repairs necessary for functionality and safety, furnishing the house, and working on licensure through ODHS. Staff hired were trained at Taylor's House to ensure that best practices carry over into the Polk County project as well. Staff who will be working with the project began engaging at Backbone meetings to further the collaboration with staff who will actually be working in the project. The Program is also in the process of looking for and purchasing a vehicle to ensure youth are able to get to school and appointments efficiently. Youth and staff are excited about the new opportunity and look forward to opening another safe housing option for youth. It is expected that the house will have an open house in October 2023, and begin serving youth in November.

*All client names have been changed to ensure anonymity.

Mid-Willamette Valley Community Action Agency, Inc.
Board of Directors Program Committee
Meeting Minutes
WEDNESDAY, OCTOBER 4, 2023

ATTENDANCE

Committee Members Present: Erika Romine, Board Member and Program Committee Chair; Catherine Trottmann, Board Member; Chris Lopez, Board Member; and Steve McCoid, Board Member

Absent: None

Staff: Ashley Hamilton, Chief Program Officer: Housing and Homeless Services; Breezy Poynor, CRP Housing Program Director; Christopher Lopez, HOME Youth Services Associate Program Director; and Jade Wilson, Executive Assistant

The meeting of the Program Committee started at 12:31pm. It was determined that a quorum was present.

1. General CRP (ARCHES) Program Updates:

- a. **Warming Shelters:** Ashley Hamilton, CPO: Housing and Homeless Services, shared the plan for opening the warming shelters during the colder months in both Salem and the rural areas.
- b. **Volunteer Information Session:** CRP will be participating in a Volunteer Information Session taking place on October 17 at the new YMCA Courtney's Place apartment complex. CRP is working to increase their volunteer base as it has significantly decreased after the pandemic. Volunteers are vital during the warming shelter season.
- c. **Youth Drop-In Open:** The Youth Drop-In has opened at its new location on Broadway and is open Monday, Wednesday, and Friday from 12pm to 7pm. We are seeing an increase in new youth engaging with services.
- d. **Monmouth House:** A Neighborhood Open House is scheduled for October 20, 2023. This will be to welcome local partners and neighbors to the facility to drop in and see the house and learn about the services being provided. There will be a presentation to the City of Monmouth regarding services scheduled for October 17, 2023.
- e. **Active and Pending Monitorings;**
 - i. **ODHS – Taylor's House:** Scheduled to begin November 1, 2023
 - ii. **OHCS – Fiscal:** Currently taking place.
 - iii. **COS – TBRA/AHOP:** Currently taking place.
 - iv. **VA – GPD – ARCHES Lodge:** Scheduled to begin November 1, 2023.
- f. **Tentative Family Shelter:** The former Tanner Project is under renovation currently. The roof and sewer lines are being repaired and the hope is this will become the location for a Family Shelter.

2. ARCHES Inn – Lessons Learned:

- a. One-hundred thirty-three clients were served at the Inn in FY22. Sixty-eight were Shelter+ clients meaning they were medically vulnerable. Thirty-seven of that one-hundred thirty-three clients served were then placed into permanent housing. Twelve of those thirty-seven that were placed into permanent housing were Shelter+ clients.
- b. The Shelter+ program serves medically vulnerable populations. Multiple health conditions and exposure (outside elements) related issues are most common. These

clients require longer stays in our facilities as the focus is to heal those clients prior to housing them.

- c. Our shelters have some limitations, which affects the types of referrals we can receive. Staff hope to continue training providers in order to improve referrals being made to our shelters.
- d. The Shelter+ program would have greater success if an onsite medical provider was available to our clients in order to continue their care.

3. Adult vs. Youth Housing

- a. Ashley invited Breezy Poynor, ARCHES Housing Program Director, and Chris Lopez, HOME Youth Services Associate Program Director, to share the differences between housing adults and housing youth. MWVCAA offers prevention services, Transitional Housing, Rapid Re-Housing and Permanent Supportive Housing to adults and we expanding our youth services to include the same programing. Breezy and Chris both shared common barriers that affect their clients when searching for housing and housing stabilization strategies for each population. There was further discussion amongst board members and the program staff.

Meeting adjourned at 1:33pm.

Respectfully Submitted:

Jade Wilson, Executive Assistant

Kevin Karvandi, Board Secretary

Mid-Willamette Valley Community Action Agency, Inc.
Board of Directors Executive & Finance Committee
Meeting Minutes
THURSDAY, OCTOBER 12, 2023

ATTENDANCE

Committee Members Present: Jade Rutledge, Board Chair; Shelaswau Crier, Board Vice-Chair; Kevin Karvandi, Secretary; and Steve McCoid, Board Member

Absent: Helen Honey, Board Member.

Staff: Jimmy Jones, Executive Director; Kaolee Hoyle, Chief Financial Officer; Helana Haytas, Chief Operations Officer; and Ashley Hamilton, Chief Program Officer: Housing and Homeless Services.

The meeting of the Executive & Finance Committee started at 5:30pm. It was determined that a quorum was present.

1. Executive Director's Program Updates

- a. **Vacation:** Jimmy is on vacation this week but has been able to attend public engagements he already had scheduled.
- b. **Presentations:** Jimmy presented to the medical system in Lane County. He presented on the differences between Lane County's approach to homelessness and our local approach.
- c. **Funding:** We are still waiting on a response back regarding the request made to the Governor's office for additional sheltering funds. Gov. Kotek's office announced additional funding specifically for sheltering during these colder months. This is out of the Emergency Order funding presented earlier this year.
- d. **Monmouth House:** Our youth shelter in Monmouth will be named "David's House" following the passing of a youth that was involved in our services. The hope is to have this youth shelter open this fall following an open house. Board members were in support of the name choice.
- e. **Renovations:** Jimmy provided some updates on the renovations for ARCHES Lodge, ARCHES Inn and the Family Shelter (previously Tanner Project).
- f. **Sequoia Crossing:** This transitional housing facility is set to open in January 2024. There was a request to have the November board meeting at this facility. Kevin Karvandi, Board Secretary, expressed interest in having regular board meetings at different MWVCAA sites. This will provide a great learning opportunity for current and new board members. Other board members in attendance agreed.
- g. **New Energy/Weatherization Building:** We had submitted a bid for purchase on a location but the current owner has a tenant in the space currently so our bid may not be accepted. The agencies goal is to put both Weatherization and Energy Services into a cost-controlled space. This space we had bid on might be a little less accessible than we had liked but it did offer more office space and room for program expansion while also

providing ample warehouse space. The Energy Assistance program is growing out of their current space.

- h. Shelter Data Tracking:** Jimmy shared the data metric through which clients are tracked in HMIS (Homeless Management Information System). He shared how the system tracks client demographics, system performance measures and long-term client retention outcomes.
 - i. Emergency Order Funding:** Homeless prevention funds are on track for spending. The most recent numbers suggest 51% of the funds were spent by the end of September. The deadline for spending is January 10, 2024. We are seeing a slow start to the Rapid Re-housing programs in both Marion and Polk counties. Our current numbers show that eight clients have been housed. We have identified all the clients that need to be housed for this program.
 - j. Agency Bank:** The agency is looking to switch from US Bank to Columbia/Umpqua as our main banker. With payroll expanding, we are running into difficulties with our current banker when fulfilling payroll. Our agency was offered a \$1 million dollar line of credit at Umpqua Bank, whom has provided great customer service over the years. There was further discussion about the stability of a smaller regional bank like Umpqua and further research will be conducted and brought back to the committee at a future meeting.
 - k. HOME Youth Services Director:** Alisa Nelson, current HOME Youth Services Program Director, will be resigning in November. Plans for the transition are being developed amongst the two Associate Directors and Program Managers with a long-term plan to be developed soon.
 - l. Energy Assistance Program Complaint:** Board member Shelaswau Crier, whom met with the client, addressed a client complaint regarding Energy Services program access and customer service practices. Helana Haytas, COO, has also met with program staff to address complaint. This has provided a good opportunity to evaluate current program processes and look at modernizing how clients access services.
 - m. Marketing:** The agency is looking into collaborating with a marketing firm, to look at updating our website and marketing materials.
 - n. Weatherization Day:** October 30, 2023 Weatherization will be celebrating Weatherization Day with a Trunk or Treat/Resource Fair event. The event is taking place at the current Weatherization building and will be from 4pm to 7pm.
- 2. Financials** – Kaolee Hoyle, CFO, provided the August 2023 Budget to Actual document for review. Kaolee also provided information regarding our 401k audit which is set to be completed on Monday, October 16. Our agency just completed the GPD monitoring from the VA. The agency full audit is scheduled for the week of December 11 and we on time to meet that deadline. The Federal Department of Administrative Services will be conducting a Fiscal Monitoring soon. OHCS will be completing their OERA (Oregon Emergency Rental Assistance) program monitoring soon as well.

MOTION: To approve the August 2023 Budget to Actual Financials made by Steve McCoid,

SECOND: Kevin Karvandi.

APPROVED: Unanimously approved

- 3. October 2023 Full Board Meeting Draft** – No changes were made.

MOTION: To approve the October 2023 Full Board Meeting Agenda made by Kevin Karvandi,

SECOND: Steve McCoid.

APPROVED: Unanimously approved

Meeting adjourned at 7:00pm.

Respectfully Submitted:

Jade Wilson, Executive Assistant

Kevin Karvandi, Board Secretary