

Housing Stability Council

MEETING MATERIALS PACKET



Julia West Apt.
Downtown Portland, Or.



September 05, 2025
9:00 a.m. – 12:00 p.m.
Oregon Housing & Community Services
Webinar

AGENDA

September 05, 2025 9:00 a.m. – 12:00 p.m.
 Oregon Housing and Community Services
 725 Summer St NE, Salem OR 97301



Council Members:
 Claire Hall, Chair
 Sami Jo Difuntorum
 Mary Ferrell
 Maggie Harris
 Mary Li
 Erin Meechan
 Javier Mena
 Kristy Willard
 Sharon Nickleberry Rogers

Webinar Mtg Only
 Public [register](#) in advance for this webinar
 *Please note the [public hearing process](#)

TIME	TOPIC	SWHP Priority	ACTION
9:00	Meeting Called to Order		Call Roll
9:05	Review & Follow-up Action Items		Briefing
9:10	Report of the Chair		Briefing
9:20	Report of the Director		Briefing
	Affordable Rental Housing Division (pg. 05)		
	Natasha Detweiler-Daby, Director of Affordable Rental Housing Division		
	<ul style="list-style-type: none"> • Public Hearing Comments in accordance with ORS 456.561 • Transactions: Tai Dunson-Strane, Assistant Director Production; Roberto Franco, Deputy Director Development <ul style="list-style-type: none"> ○ Barbur Apartments ○ Jamii Court • ORCA Project Recommendation: Amy Cole, Assistant Director Development Resources; Roberto Franco, Deputy Director Development <ul style="list-style-type: none"> ○ Allenwood Apartments ○ Bull Mountain ○ Chenowith Affordable Housing ○ Compass Points ○ Cottages United ○ Flatworks Building ○ Gussie Belle II ○ Joseph Street ○ Meadowlark Place ○ Quarterdeck Apartments 	Decision	
9:30	<ul style="list-style-type: none"> • ORCA Monthly Update: Natasha Detweiler-Daby, Director 		Briefing
	Homeownership Division (pg. 61)		
	Keeble Giscombe, Director of Homeownership Division		
10:15	<ul style="list-style-type: none"> • LIFT Borrower Change for Abbey Lot Project: Jessica MacKinnon, Senior Homeownership Development Program Analyst 		Decision
10:30	Break		

The Housing Stability Council will provide [public hearing](#) time in accordance with ORS 456.561. Council's review of loan, grant or other funding award proposals under this section shall be held at a public hearing of the council. A public hearing is a formal proceeding held in order to receive testimony from all interested parties, including the general public, on a proposed issue or action. A public hearing is open to the public but is regarding a specific proposal/project.

All times listed on this agenda are approximate and subject to change. Agenda items may also be taken out of order and addressed at different times than listed. The agenda may be amended by the Council at the time of the meeting.

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Housing Stabilization Division (pg. 67)

Liz Weber, Director of Housing Stabilization Division

10:45

- **Statewide Shelter Program:** Liz Weber, Director of Housing Stabilization; Danielle Bautista Sylten, Unhoused Policy and Planning Analyst



Briefing

Equity, Diversity, and Inclusion (pg. 97)

Chelsea Bunch, Director of Equity, Diversity & Inclusion

11:30

- **OHCS Language Accessibility Update & Draft Language Access Plan**
Magda Bejarano B., Language Services Policy Advisor



Briefing

12:00

Meeting Adjourned

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The Housing Stability Council helps to lead OHCS to meet the housing and services needs of low- and moderate-income Oregonians. The Housing Stability Council works to establish and support OHCS' strategic direction, foster constructive partnerships across the state, set policy and issue funding decisions, and overall lend their unique expertise to the policy and program development of the agency.

Statewide Housing Plan Policy Priorities



Equity & Racial Justice



Homelessness



Permanent Supportive Housing



Affordable Rental Housing



Homeownership



Rural Communities

For more information about the Housing Stability Council please visit Oregon Housing and Community Services online at <https://www.oregon.gov/ohcs/OSHC/Pages/index.aspx>

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**OREGON HOUSING and
COMMUNITY SERVICES**

725 SUMMER STREET NE, SUITE B | SALEM, OR 97301
503-986-2000 | www.oregon.gov/OHCS

Date: September 5, 2025

To: Housing Stability Council Members;
Andrea Bell, Executive Director

From: Tai Dunson-Strane, Assistant Director, Transactions
Hattie Iott, Housing Production Manager
Alan Borges, Production Team Manager
Ian Meisner, Production Analyst
Samantha Cameron, Production Analyst
Roberto Franco, Deputy Director of Development
Natasha Detweiler-Daby, Director, Affordable Rental Housing

Re: **Approval for Resolution #2025-09-05**

Motion: Approve the Resolution #2025-09-05 recommendations for the following projects:

BOND RECOMMENDED MOTION: Move approval of Pass-Through Revenue Bond Financing in an amount up to and not to exceed \$ 39,000,000 to 8205 Barbur Limited Partnership for the new construction of Barbur Apartments, subject to the borrower meeting OHCS, Portland Housing Bureau, Key Bank Real Estate Capital Corp, and Raymond James' Affordable Housing underwriting, closing criteria, and documentation satisfactory to legal counsel and Treasurer approval for the bond sale.

BOND RECOMMENDED MOTION: Move approval of Pass-Through Revenue Bond Financing in an amount up to and not to exceed \$ 37,500,000 to CPAH Jamii Court Limited Partnership for the new construction of Jamii Court Apartments, subject to the borrower meeting OHCS, PHB, Metro, Ready Capital and Red Stone Equity Partner's underwriting, closing criteria, and documentation satisfactory to legal counsel and Treasurer approval for the bond sale.

At the upcoming Housing Stability Council meeting, we will be presenting two (2) transactions - 4% LIHTC/Conduit Bond and for Council approval.

The projects included in the Resolution following this memo were approved by the OHCS Finance Committee or is scheduled for an approval by the Finance Committee. In this memo we are providing you with a high-level summary of the recommended projects. More detailed



information regarding the projects and the additional funding recommendation can be found in the individual project summaries.

4% LIHTC Applications

The 4% LIHTC program has focused primarily on helping OHCS meet its unit production goals; often in partnership with policy aligned gap funds from OHCS or other public funding partners. All applications that are submitted and conform to OHCS's underwriting guidelines and the baseline policy standards established across programs are brought to OHCS's Finance Committee for review and approval, in addition to transactional authority given through Housing Stability Council resolution.

All applications are subject to underwriting and programmatic requirements and goals established under the Qualified Allocation Plan, General Policy and Guideline Manual (GPGM) and MWESB/SDVBE Compliance Manual are eligible to be considered for funding. All applications proposed a percentage target of MWESB contractors and subcontractors above the minimum standards set forth in the OHCS MWESB Compliance Policy, and all have an Affirmatively Furthering Fair Housing Marketing Plan including a Tenant Selection Plan that will market to those least likely to apply. All projects sponsored have signed our Diversity, Equity, and Inclusion (DEI) Agreement.

ORCA Application

The Oregon Centralized Application (ORCA) funding reservation recommendation for approval is based on projects that have met the HSC approved ORCA standards. The project being recommended today has met all standards for the Impact Assessment step and moved to the second step in the ORCA process, Financial Eligibility. Once the HSC approves the updated funding allocation, the project will move to the third and final step, Commitment, and from there move to financial closing and project construction.

Funding Recommendations:

We are recommending funding reservations for two (2) projects. These projects will create **246** units of new affordable housing communities across the state. The recommendation is for an award totaling over \$76.5 million.



Projects with Other OHCS gap funding

Project Name	County	Total Units	Sponsor	Underwriting Stage
Barbur Apartments	Multnomah	150	Innovative Housing, Inc.	FC Approval on 2/11/2025
Jamii Court Apartments	Multnomah	96	Community Partners for Affordable Housing (CPAH)	FC Approved on FC 6/30/2025
Total 246				

See following resolution and project summaries.



STATE OF OREGON
OREGON HOUSING AND COMMUNITY SERVICES
HOUSING STABILITY COUNCIL

RESOLUTION No. 2025 – 09-05
ADOPTED: SEPTEMBER 9TH, 2025

A RESOLUTION OF THE HOUSING STABILITY COUNCIL APPROVING PASS-THROUGH REVENUE BONDS AND HOUSING PROGRAM FUNDING TO FINANCE THE PROJECTS DESCRIBED HEREIN, SUBJECT TO THE BORROWERS AND PROJECTS MEETING CERTAIN PROGRAM REQUIREMENTS, CLOSING AND OTHER CONDITIONS AS DESCRIBED HEREIN; AND AUTHORIZING AND DETERMINING OTHER MATTERS WITH RESPECT THERETO.

WHEREAS, the State of Oregon (the “**State**”), acting by and through the State Treasurer (the “**Treasurer**”) and the Oregon Housing and Community Service Department (the “**Department**” and collectively with the State and the Treasurer, the “**Issuer**”), is authorized, subject to Housing Stability Council (the “**Council**” or “**HSC**”) review and approval, pursuant to Oregon Revised Statutes (“**ORS**”) Chapter 286A and ORS Sections 456.515 to 456.725, inclusive, as amended (collectively, the “**Act**”) and Oregon Administrative Rules (“**OAR**”) Chapter 813, Division 35 pertaining to the Department’s Pass-Through Revenue Bond Financing Program (the “**Conduit Bond Program**”), to issue revenue bonds, notes and other obligations (collectively, “**Bonds**”) and to loan the proceeds thereof to borrowers (“**Borrowers**”) in order to finance certain costs associated with the acquisition, rehabilitation, development, construction, improvement, furnishing and/or equipping of multifamily housing;

WHEREAS, through the federal 4% Low-Income Housing Tax Credit Program (“**LIHTC Program**”), the Department allocates tax credits (the “**Credits**”) in accordance with the Act and OAR Chapter 813, Division 90 pertaining to the Department’s LIHTC Program;

WHEREAS, through the Department’s various financing programs as authorized by the Act and ORS Chapter 458 (collectively, “**Housing Programs**”), the Department, subject to the Council’s review and approval, provides loans, grants and other financing pursuant to the Act, ORS Chapter 458, applicable OARs and in conformance with Department policies (the “**Housing Program Funding**”). The Conduit Bond Program, the LIHTC Program and the Housing Programs are collectively referred to herein as the “**Programs**”; and

WHEREAS, the Department’s Finance Committee (the “**Committee**” or “**FC**”) has (i) approved the allocation of Credits, (ii) recommended to the Council the issuance of Bonds, and (iii) approved or recommended providing the Housing Program Funding to finance each of the affordable multifamily rental projects as listed on Exhibit A attached hereto (each an “**FC-Approved Project**” and collectively, the “**FC-Approved Projects**”); and

WHEREAS, Council desires to accept the recommendations of the Committee by (i) approving the Bonds and directing the Department to request that the State Treasurer issue the Bonds and (ii) further ratifying and/or approving providing the Housing Program Funding to finance each of the FC-Approved Projects; and

WHEREAS, the further Council desires to (i) approve the Bonds and direct the Department to request that the Treasurer issue the Bonds and (ii) further ratify and/or approve providing the Housing Program Funding to finance each of the affordable multifamily rental projects as listed on **Exhibit B** attached hereto (each a “**Proposed Project**” and collectively, the “**Proposed Projects**”), in each case subject final approval of the Projects by the Committee, including the allocation of Credits by the Committee to each of the Projects; and

NOW, THEREFORE, be it resolved by the Council as follows:

SECTION 1. HSC APPROVAL. The Council hereby acknowledges that it has reviewed the information and materials included in **Exhibit A** and **Exhibit B** attached hereto describing the Bonds and the Housing Program Funding, each FC-Approved Project and each Proposed Project (each a “**Project**” and collectively, the “**Projects**”) and the financing of each of the Projects, and hereby approves the issuance of the Bonds for the financing of each of the Projects, as described therein. Subject, in the case of each Project, to the Borrower’s compliance with all legal and other requirements of the Act and the applicable Programs and confirmation by the Department, including final approval by the Committee in the case of each Proposed Project, that the conditions described in Section 2 below have been satisfied, the Council finds that no further meeting or action of the Council is needed for the Department to request and the Treasurer to proceed with the issuance of the Bonds and for the Department to proceed with the financing of the Project.

SECTION 2. CONDITIONS TO ISSUANCE, SALE AND DELIVERY OF BONDS. The Council hereby approves the issuance, sale and delivery of the Bonds for each of the Projects. For each Project, such approval is subject to any remaining final approval(s) that may be required by the Committee (including the allocation of Credits to and final approval of each Proposed Project by the Committee) and/or the Department’s Executive Director (or her designee), and further subject to the Borrower meeting all requirements of the applicable Programs and satisfying all closing and funding conditions, including:

- (A) completion by the Department of all necessary due diligence related to the Project and the financing, consistent with applicable Program requirements, Department policies and practices;
- (B) the absence of any material change to the Project or the financing following the adoption of this Resolution;
- (C) confirmation that all legal and other requirements of the Act and the Conduit Bond Program for the issuance, sale and delivery of the Bonds have been satisfied, as determined by the Department, the Oregon Department of Justice and Bond Counsel; and
- (D) confirmation that all legal and other requirements of the Act and the Programs have been satisfied, as determined by the Department and the Oregon Department of Justice.

SECTION 3. COUNCIL REVIEW, APPROVAL AND PUBLIC MEETING. The Council hereby acknowledges that it has reviewed the information and materials included in **Exhibit A** and in **Exhibit B** attached hereto describing the Projects and the financing of each of the Projects, including the Bonds, and conducted such additional review and made such additional inquiry, if any, as it determined to be necessary or appropriate, in compliance with the Council’s obligations

under ORS 456.561(3) and other relevant authority, to review, and to approve or disapprove the financing of the Projects. The Council hereby further acknowledges that the adoption of this Resolution and the HSC approval set forth herein has been made at a public meeting of the Council as required by ORS 456.561(4) and other relevant authority, and that such meeting has been conducted in accordance with applicable law, including any required advance public notice of such meeting. Further, the Council acknowledges that in connection with the adoption of this Resolution and the HSC approval set forth herein, opportunity has been provided to the public to testify or otherwise provide public comment on the Projects and any other matters directly related thereto.

SECTION 4. EFFECTIVENESS; CONFLICTING RESOLUTIONS. This Resolution shall be effective immediately upon its adoption. Any prior resolutions of or other previous actions by the Council and any parts thereof that are in conflict with the terms of this Resolution shall be, and they hereby are, rescinded, but only to the extent of such conflict.

[Signature follows next page]

CERTIFICATION OF RESOLUTION

The undersigned does hereby certify that I am the duly appointed, qualified and acting Chair of the Oregon Housing and Community Services Oregon Housing Stability Council (the “Council”); that the foregoing is a true and complete copy of Resolution No. 2025-09-05 as adopted by the Council at a meeting duly called and held in accordance with law on September 5th, 2025; and that the following members of the Council voted in favor of said Resolution:

the following members of the Council voted against said Resolution:

and the following members of the Council abstained from voting on said Resolution:

In witness whereof, the undersigned has hereunto set [his/her] hand as of this 5th day of September 2025.

Chair Claire Hall

EXHIBIT A

1- N/A

EXHIBIT B

PROPOSED PROJECT

- 1- El Nido Apartments (FC – Meeting Schedule for 5/13/2025)**
- 2- Prairie Avenue Apartments (FC – Meeting Schedule 5/27/2025)**



**OREGON HOUSING and
COMMUNITY SERVICES**

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SUMMARY			
Project Name:	Barbur Apartments		
City:	Portland	County:	Multnomah
Sponsor Name:	Innovative Housing, Inc. (IHI)		
Management Agent:	NW Real Estate Capital Corp		
Urban/Rural:	Urban	Total Units:	150
		Total Affordable Units:	149
# Rent Assisted Units:	38	Units by Size & Affordability:	46 one beds @ 60% MFI 83 two-beds @ 60% MFI 16 three-beds @ 60% MFI 4 four-beds@ 60% MFI 1 two-bed Manager's Unit
Cost Per Unit:	\$488,921	Construction Type:	New Construction
Affordability Term(s):	LIHTC – 30 years LIFT – 30 Years	# of Units with Non-OHCS Requirements:	0
Funding Request		Funding Use	
LIFT Request:	\$4,048,772	Acquisition	\$1,589,993
4% LIHTC:	\$3,369,476 annual allocation	Construction	\$51,002,389
Conduit Bonds	Up to \$39,000,000	Development	\$20,745,818
		Total:	\$73,338,200

PROJECT DETAILS	
Project Description:	Barbur Apartments will transform an equipment rental business on a major transit corridor into a vibrant family-focused community with 150 affordable apartments. New investment is coming to Portland's SW Corridor and Barbur Apts is intended to limit displacement of the communities of color that call this neighborhood home. Barbur Apts will offer 1, 2, 3, and 4-bedroom units; 21% of the units (32) will be affordable to households with incomes under 30% MFI and another 25 units will be affordable to households earning 45% MFI. Other site amenities include: a large outdoor play area, community laundry facilities, bike parking, on-site resident service and management offices, and two large community rooms. All 3 and 4-BR units will have in-unit washers and dryers. Residents will benefit from wraparound support services and a rich array of culturally specific services designed to meet the needs of future residents, including immigrant and refugee families.



	<p>Barbur Apartments was originally scheduled for a February 2025 closing and was initially approved by Housing Stability Council during the February 2025 HSC meeting. Project closing was delayed due to a breakdown in negotiations with the owner of a cell tower easement on the project site. The project has now been redesigned around this existing easement and is expected to have no further site issues. Barbur Apartments and its 150 units are a stand-alone project and not subject to a master plan development. Closing is anticipated to be in October 2025.</p>
Partnerships to Serve Communities of Color:	<p>In an effort to prevent displacement and serve communities of color that are currently living, working, and worshipping in the SW Corridor, IHI's outreach and service plans focus on immigrant and refugee communities, specifically Muslim and East and North African households. There is a significant Muslim community in this neighborhood - the City's largest Mosque is located nearby, among others, along with many Muslim religious and service organizations.</p> <p>Resident Services at Barbur Apartments will be provided by 1.5 FTE Resident Services Coordinators. IHI will work in collaboration with the Immigrant and Refugee Community Organization (IRCO) to identify and hire at least one Resident Services Coordinator with specific cultural and language expertise to serve our target population and will provide a second half-time position to further support residents. A combination of two RSCs will be able to provide culturally specific supports along with IHI's full resident program and foster a vibrant housing community while helping residents meet basic needs, maintain their housing, and access opportunities for improved household stability. These services and the design of the community spaces will be centered on feedback from the Muslim and immigrant/refugee community, as well as other communities of color with ties to the SW Corridor.</p> <p>In designing the service plan for Barbur Apartments, IHI has developed several partnerships with several other culturally specific and geographically specific service providers to complement its on-site resident services program and deliver a full range of family-focused support services for residents at Barbur Apartments. These partnerships/relationships include:</p> <ul style="list-style-type: none">• Islamic Social Services of Oregon State (ISOS) - Priority housing referrals, ongoing family stabilization services to residents, including rent assistance, and collaboration with IHI on community outreach to the Muslim community• Black Parent Initiative (BPI) - Priority housing referrals, parenting and early childhood development services to residents, and assistance with community outreach



	<ul style="list-style-type: none">• Neighborhood House - Family stabilization services including access to food, youth programs, senior programs, culturally responsive parenting classes, after-school academic support• The Community Services Network - Network of existing service providers in SW Portland, including many culturally specific providers that serve the immigrant and refugee community in the SW Corridor
Reaching Underserved Communities:	IHI has outreach partnerships with culturally specific service agencies (Immigrant and Refugee Community Organization, Islamic Social Services of Oregon State, and Black Parent Initiative) to help connect with the communities they serve and make introductions to community leaders and institutions such as mosques, churches, schools, and businesses. IHI has/will also connect with SW Corridor stakeholders via the SW Corridor Equity Coalition. IHI will use a variety of methods to engage these communities, including focus groups, community meetings, and different technology (SMS texting, social media, flyers) with all modes translated into multiple languages. We have intentionally reserved areas of the project design specifically for community guidance in planning the project features, especially community space, open space and unit space planning. Additionally, early community connections that we have already made provided feedback on washer/dryers in units for large families, and so we will be including washers/dryers in units for all the three-bedroom and four-bedroom units.
MWESB Target:	Innovative Housing, Inc. and TODD Construction are committed to meeting the Metro Region 1 goal of 30%.
The LIFT program requires that all project sponsors sign a Diversity, Equity, and Inclusion (DEI) agreement and engage MWESB organizations.	
Upon Housing Stability Council approval of the established conduit bond funding limit, ultimate approval will be based on conformance with OHCS underwriting standards and due diligence and is delegated to OHCS Finance Committee and the Executive Director.	



Barbur Apartments – Housing Stability Council





**OREGON HOUSING and
COMMUNITY SERVICES**

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SUMMARY			
Project Name:	Jamii Court		
City:	Portland	County:	Multnomah
Sponsor Name:	Community Partners for Affordable Housing (CPAH)		
Management Agent:	Northwest Real Estate Capital Corp.		
Urban/Rural:	Urban	Total Units:	96
		Total Affordable Units:	96
# Rent Assisted Units:	39	Units by Size & Affordability:	13 Studios at 40% AMI 9 1-BR at 60% AMI 8 2-BR at 60% AMI 1 3-BR at 60% AMI 1 4-BR at 60% AMI 10 Studios at 50% AMI 5 1-BR at 50% AMI 10 2-BR at 50% AMI 2 Studios at 30% AMI 10 1-BR at 30% AMI 11 2-BR at 30% AMI 8 3-BR at 30% AMI 8 4-BR at 30% AMI
Cost Per Unit:	\$680,290	Construction Type:	New Construction
Affordability Term(s):	30 Years – PSH, LIFT 30 Years – LIHTC	# of Units with Non-OHCS Requirements:	0
Funding Request		Funding Use	
LIFT Request:	\$4,550,000	Acquisition	\$2,415,000
PSH Request:	\$4,750,000	Construction	\$43,699,399
4% LIHTC:	\$24,303,104	Development	\$19,193,410
Conduit Bonds	up to \$37,500,000	Total:	\$65,307,809

PROJECT DETAILS

Project Description:	Jamii Court will provide 96 units of affordable housing in the West Portland Park Neighborhood of Southwest Portland. Many members of the East African Immigrant community and other low-income households currently reside in nearby naturally occurring affordable housing and are at risk of displacement as the area sees greater investment, this project will help ensure that the area's population can remain in their community.
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	<p>Jamii Court will offer a range of studio to four-bedroom apartments and will feature 15 units of Permanent Supportive Housing for families with supportive services to be provided by the Urban League of Portland. Amenities at Jamii Court include a community room with kitchen, a second flexible community space, lending library, computer stations, secure bike room with 86 bike parking spaces, and 32 on-site parking spaces (including 17 EV-ready spaces) that will be available to residents. Jamii Court will have ample open space, with flexibility to serve as a community garden space for growing food, play area for children to play outdoors safely, and space dedicated to family activities and entertaining outdoors.</p> <p>Jamii Court and the 96 units are a stand-alone project and not subject to a master plan development. The closing is anticipated to be in September 2025.</p>
<p>Partnerships to Serve Communities of Color:</p>	<p>CPAH is partnering with HAKI and Urban League to provide culturally responsive services to tenants.</p> <p>HAKI is a local nonprofit that serves East African immigrants who are often both Muslim and Swahili Speaking. In addition to providing a baseline of culturally specific service, HAKI will focus on supporting youth engagement and emergency family support. All children living on the property will have access to on-site programming facilitated by HAKI staff.</p> <p>CPAH will concentrate on eviction prevention and housing stabilization. Their team will work closely with residents to resolve lease-related issues, accompany them to property management meetings or court appearances, and help secure rent and utility assistance. CPAH will also provide referrals to health and wellness resources and support residents with accessing income enhancing service.</p> <p>Urban League will offer on-site support for Permanent Supportive Housing tenants through a dedicated case manager and peer specialists. Services will include application assistance, service plan development, goal setting, and help accessing medical care, behavioral health services and income benefits.</p>
<p>Reaching Underserved Communities:</p>	<p>To ensure all residents can access housing opportunities, CPAH has translated lease up materials into Swahili, Arabic, and Spanish. Spanish translations are provided by bilingual CPAH staff, while live interpretation in Swahili and Arabic is offered through the partnership with HAKI. For written lease and marketing materials, CPAH collaborates with IRCO and will continue to rely on their expertise or seek other qualified providers if needed.</p> <p>By offering applications in Spanish, Arabic and Somali, CPAH has successfully reached a broader and more diverse pool of applicants. They work closely with property management to implement low barrier screening practices addressing financial, criminal and eviction criteria that often exclude underserved communities. Together, they remain committed to affirmatively furthering fair housing and reducing systemic barriers of stable housing.</p>



MWESB Target:	The project is committed to meeting at least the 30% designated MWESB target.
The LIFT program requires that all project sponsors sign a Diversity, Equity, and Inclusion (DEI) agreement and engage MWESB organizations.	
Upon Housing Stability Council approval of the established conduit bond funding limit, ultimate approval will be based on conformance with OHCS underwriting standards and due diligence and is delegated to OHCS Finance Committee and the Executive Director	

Rendering: Project Layout





Date: September 5, 2025

To: Housing Stability Council Members
Andrea Bell, Executive Director

From: Amy Cole, Assistant Director, Development Resources
Roberto Franco, Deputy Director, Development Resources and Production
Natasha Detweiler-Daby, Director, Affordable Rental Housing

Re: September 2025 ORCA Funding Recommendations

Motion: Approve the funding reservation recommendations for the following projects:

- **Allenwood Apartments in Grants Pass, up to \$37,060,000 in LIFT funds in alignment with the ORCA framework and process.**
- **Bull Mountain in Tigard, up to \$22,645,000 in LIFT funds in alignment with the ORCA framework and process.**
- **Chenowith Affordable Housing in The Dalles, up to \$18,500,000 in LIFT funds and \$2,529,967 in OAHTC to attach to a permanent loan in alignment with the ORCA framework and process.**
- **Compass Points in Salem, up to \$23,340,000 in LIFT funds in alignment with the ORCA framework and process.**
- **Cottages United in Salem, up to \$2,389,128 in LIFT funds in alignment with the ORCA framework and process.**
- **Flatworks Building in Portland, up to \$26,000,000 in LIFT resources in alignment with the ORCA framework and process.**
- **Gussie Belle II in Salem, up to \$21,400,000 in LIFT funds in alignment with the ORCA framework and process.**
- **Joseph Street in Salem, up to \$33,000,059 in LIFT funds in alignment with the ORCA framework and process.**
- **Meadowlark Place in Beaverton, up to \$10,625,000 in LIFT funds and up to \$6,600,000 in PSH Capital funds in alignment with the ORCA framework and process.**
- **Quarterdeck Apartments in Dallas, up to \$7,702,022 in Veterans' GHAP funds and \$2,737,978 in HOME funds in alignment with the ORCA framework and process.**

Summary

At the upcoming Housing Stability Council (HSC) meeting, we will be presenting Oregon Centralized Application (ORCA) recommendations for approval by the Council. These



recommendations are based on projects that have met the HSC approved ORCA standards for Impact Assessment, the first step of the three-step ORCA process.

In this memo, we are providing you with a high-level summary of the project recommendations. More detailed information regarding each project can be found in the attachments following this cover memo.

Applications

In all, there are over 96 project applications actively in the Impact Assessment step of the ORCA that applicants are in various stages of completing. The ten projects being recommended today have met all standards for the Impact Assessment step.

These ten projects will add a total of 925 new units to the state affordable housing stock. Rent restrictions for rental units range in affordability from 30% AMI-60% AMI.

Development	Location	Number of units
Allenwood	Grants Pass	116
Bull Mountain	Tigard	74
Chenowith Affordable Housing	The Dalles	76
Compass Points	Salem	120
Cottages United	Salem	15
Flatworks Building	Portland	143
Gussie Belle II	Salem	60
Joseph Street	Salem	183
Meadowlark Place	Beaverton	104
Quarterdeck Apartments	Dallas	34
Total		925

The projects recommended for funding this month have demonstrated a priority for serving community needs, including intentional strategies to build housing that is responsive to the needs of historically underserved cultural communities, while serving families, seniors, persons with disabilities, agricultural workforce, immigrants, and persons experiencing homelessness. Applications were reviewed for completeness and to ensure they meet all evaluation standards that are part of the Impact Assessment step. These standards include review of the following information:

- Affirmative Fair Housing Marketing Plan (AFHMP)
- Conceptual site plan
- Construction costs
- Development team capacity
- Diversity, Equity, and Inclusion (DEI) Agreement
- Engagement and community needs



- Environmental reports
- Equity and Racial Justice strategy
- Financial proforma for Impact Assessment
- HUD requirements review
- Infrastructure readiness
- Location preferences
- Minority-owned, Woman-owned, and Emerging Small Businesses (MWESB) strategy
- Permanent Supportive Housing (PSH) standards
- Permit strategy
- Prequalification
- Resident services
- Site control
- Zoning in place

Next steps

If projects are approved for a funding reservation, they will receive a conditional commitment of funds and move to the second step in the ORCA process, Financial Eligibility, where they will have up to 6 months to complete the requirements of that step. Once the requirements of the Financial Eligibility step are met, projects will move to the third and final step, Commitment, and from there move to financial closing and project construction.





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Allenwood Apartments		
City:	Grants Pass	County:	Josephine
State House District:	3	State Senate District:	1
Sponsor Name:	Oregon Human Development Corporation / NeighborWorks Umpqua		
Set Aside:	Culturally Specific Organization (CSO)	Total Units:	116
		Total Affordable Units:	116
# Rent Assisted Units:	0	Units by Size & Affordability:	<p>3 1-BR at 30% AMI 3 2-BR at 30% AMI 2 3-BR at 30% AMI</p> <p>16 0-BR at 60% AMI 31 1-BR at 60% AMI 30 2-BR at 60% AMI 31 3-BR at 60% AMI</p>
# of Units with OHCS PSH Services Funding:	0	Manager's unit/size:	Yes/ 2-BR
Cost Per Unit:	\$400,355	Construction Type:	New construction
Affordability Term:	30 years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS Request:	\$37,060,000	Total project cost:	\$46,441,190

This project is currently in the Impact Assessment Step and there may be changes as it progresses through the ORCA process. We recommend to Housing Stability Council the reservation of an up to amount of \$37,060,000 in LIFT resources for this project, with the expectation that the project retains the characteristics submitted in the original application without substantial changes.



PROJECT DETAILS	
Project Description:	Allenwood Apartments are 4 plex townhomes on a nearly 10-acre parcel, awarded to the project by the City of Grants Pass, and will include a 3.5-acre park with play area and barbecue space. The community building will include gathering spaces, WI-FI, common laundry, property management and resident services offices, and a large community room.
Anticipated closing date:	November 2025
Focus Population(s):	Agricultural workers and low-income households
ERJ Strategy:	<p>NeighborWorks Umpqua's (NWU's) ERJ approach is ensured through relevant training, coaching, and policies intended to develop strong communities, financial development, and supportive housing for a broad cultural climate. NWU supports BIPOC residents in Southern Oregon by offering opportunities for personal growth and security while partnering with other agencies to strengthen positive outcomes.</p> <p>Oregon Human Development Corporation (OHDC) partners with many service providers for mental health crisis management, jobs training with key local employers, employment assistance; all provided in culturally specific services appropriate to the agricultural workers served.</p> <p>OHDC provides services primarily to the farmworker community which is Black, Indigenous and other people of color and provides culturally specific services for this population, which include: eviction prevention, job training, linguistic services, crisis management, individual wellness programs, and much more.</p> <p>NWU works with culturally specific organizations to provide wealth building services to Indigenous (Tribal and Latino) populations. They work with Coos Hispanic Allies and the Cow Creek Umpqua Development Account program and Downpayment Assistance programs. Additionally, NWU provides many services directly that are culturally responsive through bilingual staff, which support Hispanic residents.</p>
Resident Services:	Resident services for Allenwood Apartments will be provided by both NWU and OHDC. NWU will provide a manager's unit to have on-site 24-hour management and also provide health services, veterans services, mental health services, and those provided through documented third-party partnerships. The local Coordinated Care organization is AllCare, providing health-related support through a bilingual NWU community health worker. Veterans Affairs and the housing authority will provide HUD-VASH vouchers, case management and peer support to veterans. A partnership



	<p>with Adapt Integrated Health will provide tenancy support, access to mental health, and substance use disorder therapy.</p> <p>OHDC provides Culturally Specific services to Black, Indigenous and other people of color who are primarily farmworkers. These services are tailored to the persons served and include eviction prevention, crisis management, job training and employment services, extensive linguistic services, legal counseling, and much more. Wellness initiatives provided are designed to reflect the unique cultural contexts and traditions of the communities served, making them more relevant and effective. Services will be delivered through a combination of in-person consultations and virtual support ensuring accessibility. The staffing model includes experienced housing advocates and legal specialists fluent in multiple languages, along with staff from Indigenous backgrounds to provide culturally relevant support.</p>
Location Preferences:	Allenwood Apartments will be located immediately adjacent to a park and greenspace associated with the project development. Additionally, a grocery store is located within .6 of a mile. Van service and dial-a-ride will be available, the nearest fixed transit stop is .7 miles away.

Allenwood Apartments





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Bull Mountain Apartments		
City:	Tigard	County:	Washington
State House District:	25	State Senate District:	13
Sponsor Name:	Home First Development		
Geographic Set-aside:	Metro	Total Units:	74
		Total Affordable Units:	74
# Rent Assisted Units:	0	Units by Size & Affordability:	15 1 BR at 30% AMI 34 1 BR at 60% AMI 25 2 BR at 60% AMI
# of Units with OHCS PSH Services Funding:	0	Manager's unit/size	N/A
Cost Per Unit:	\$385,503	Construction Type:	New Construction
Affordability Term:	30 Years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS Request:	\$22,645,000	Total project cost:	\$28,527,252

This project is currently in the Impact Assessment Step and there may be changes as it progresses through the ORCA process. We recommend to the Housing Stability Council the reservation of an up to amount of \$22,645,000 in LIFT resources for this project, with the expectation that the project will retain the characteristics submitted in the Impact Assessment without substantial changes.

PROJECT DETAILS	
Project Description:	Bull Mountain Apartments is a 74-unit garden style development located in the Bull Mountain neighborhood of Tigard. Each residential unit will have air conditioning, dishwashers, washers and dryers, energy-efficient lighting, and low-flow fixtures. The project will have community spaces including a playground, plaza and lawn area, covered exterior seating, bike parking, and easy access to neighborhood parks and



Bull Mountain Apartments – Housing Stability Council

	natural areas. The landscaping plan prioritizes native, low-maintenance plants to enhance local biodiversity and blend with the surrounding neighborhood.
Anticipated closing date:	6/2026
Focus Population(s):	Families/Workforce, Seniors
ERJ Strategy:	<p>The developer expects the primary languages spoken and read by prospective tenants will be Spanish and English. All marketing and leasing materials will be available in both languages. The property management agent will also have interpretation and translation services available as necessary.</p> <p>In planning for the Bull Mountain Apartments, the developer has prioritized community engagement, collaboration, and responsiveness to the needs of underserved communities. This development will be enhanced by significant community support and input from a diverse group of culturally responsive service and referral partners to ensure the support and success of residents. These include Friendly House Elder Pride Services (Friendly House) and Cornerstone Community Housing (Cornerstone). From these partners, tenants receive the benefit of financial and resource support, activities to build a strong and supportive on-site community, and various resource enhancement opportunities.</p> <p>The developer's organizational goal is to surpass OHCS MWESB targets by ten percentage points, which they report to frequently achieve. They have collaborated with Rubitone Development Services (RDS) and, more recently, partnered with the National Association of Minority Contractors (NAMC) to improve their outcomes with minority contracting rates.</p>
Resident Services:	<p>Home First Development has engaged Cornerstone Community Housing to provide resident services using their Healthy Homes program framework. This program helps residents have equitable access necessary to support to maintain household stability. Cornerstone will have a staff person at the property for 10-15 hours per week.</p> <p>Services will include:</p> <ul style="list-style-type: none">• housing stability• asset-building opportunities• secondary and continuing education resources• youth programming services <p>Cornerstone is skilled at coordinating and providing referrals to employment services, rent and utility assistance, nutrition services, counseling, and community-building activities.</p>



Bull Mountain Apartments – Housing Stability Council

	<p>Additionally, Home First has partnered with Friendly House to provide resident services aimed at fostering housing stability, community wellness, and individual well-being through ongoing lease compliance education, advocacy, and mediation between residents and property management.</p>
Location Preferences:	<p>The project site is located half a mile from East Butte Heritage Park and has several grocery stores within half a mile. There is also access to public transit immediately adjacent to the project site. The proposed site is less than a mile away from three early care and education facilities.</p> <p>The Walk Score for the site is 68, slightly below the required threshold of 70. The property's proximity to accessible walking routes, detailed in the City of Tigard's walking map, mitigates this shortfall. Tigard is implementing initiatives aimed at improving walkability and transportation access for residents.</p>

Bull Mountain Apartments





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Chenowith Affordable Housing		
City:	The Dalles	County:	Wasco
State House District:	52	State Senate District:	26
Sponsor Name:	Northwest Housing Alternatives & Columbia Cascade Housing Corporation		
Geographic Set Aside:	Suburban or Small City	Total Units:	76
		Total Affordable Units:	75
# Rent Assisted Units:	40	Units by Size & Affordability:	20 1 BR at 60% AMI 34 2 BR at 60% AMI 21 3 BR at 60% AMI
# of Units with OHCS PSH Services Funding:	0	Manager's unit/size	Yes/2-BR
Cost Per Unit:	\$625,171	Construction Type:	New Construction
Affordability Term:	30 Years	# of Units with Non-OHCS Requirements:	1
Estimated Funding Request			
Total OHCS Request:	\$18,500,000 LIFT \$ 2,529,967 OAHTC \$ 2,211,954 4% LIHTC \$23,971,919 PAB	Total project cost:	\$47,513,025

This project is currently in the Impact Assessment step and there may be changes as it progresses through the ORCA process. We recommend to Housing Stability Council the reservation of an up to amount of \$18,500,000 in LIFT resources and \$2,529,967 in OAHTC to attach to a permanent loan from a lender to be determined, for this project, with the expectation that the project retains the characteristics submitted in the Impact Assessment without substantial changes.



PROJECT DETAILS	
Project Description:	Chenowith Affordable Housing will provide 75 new 1, 2, and 3-bedroom units for residents of The Dalles, focused on family/workforce housing, seniors, veterans, and people with severe and persistent mental illness. The 4-story building will have on-site management, resident services, a large community room and offices for case management and resident services staff. The project will also provide outdoor amenities including, but not limited to, a playground space, raised garden beds, outdoor gathering space, and community laundry rooms. The site is located adjacent to the main transit hub for The Dalles, which will provide transportation options for residents.
Anticipated closing date:	5/1/2026
Focus Population(s):	Families/Workforce, Seniors, Veterans, People with SPMI (Severe and Persistent Mental Illnesses)
ERJ Strategy:	<p>CCHC and NHA are Culturally Responsive Organizations providing resident level tailored supports for a deep variety of culturally specific services within each property. NHA understands that no community is homogenous in their needs, a community's demographics change over time, and every individual is unique in their life experience. At Chenowith, key service partners are Mid-Columbia Community Action, a nonprofit supporting low-income households with many services, but significantly onsite through their Supportive Services for Veteran Families; Mid-Columbia Center for Living which provides behavioral health services onsite and The Next Door Inc. serving families and Latinx community members.</p> <p>CCHC provides culturally responsive services by conducting an ongoing examination of our policies and practices to advance racial equity and inclusion. CCHC's staff is reflective of the diverse communities we serve, and we prioritize hiring bilingual/bicultural staff. We ensure program documents and policies are culturally competent and take reasonable steps to ensure all persons have meaningful access to and equal opportunity to participate in our services, activities, programs, and other benefits.</p>
Resident Services:	<p>Chenowith Affordable Housing will serve a broad base of residents with different backgrounds and specific needs. CCHC, in addition to being co-developer, is one of the culturally responsive service providers for the site. They are also partnering with Mid-Columbia Community Action Council, Mid-Columbia Center for Living, and The Next Door, Inc., all community non-profits with a history serving the local population and helping navigate to services.</p> <p>Services provided have been identified as, but are not limited to:</p> <ul style="list-style-type: none"> • Health and Wellness – Access to health screenings, meal services, nutrition education, food bank access, mobile health care and immunizations.



	<ul style="list-style-type: none"> • Asset Building – Individual Development Account (IDA) navigation and enrollment, robust financial literacy courses, homebuying class, homeownership counseling, credit-building, entrepreneurship support, and small business advising. • Veteran’s Services – Case management, legal aid, transportation assistance, security deposit assistance, job readiness courses, rental assistance, and navigation assistance for Veteran’s Affairs services. • SPMI Services – Case management, housing stability, housing transition assistance, individual placement and support, and diversion services.
Location Preferences:	<p>The project is located on the north end of The Dalles, close to highway 84 and adjacent to public transit. The site is within 3 miles of public parks, schools, shopping centers, groceries, restaurants, and the Columbia River.</p> <p>The property has a walk score of 39 out of 100. While the walk score is lower, the project is adjacent to The Dalles Transit Center, which provides public transit service to the city and on the inter-city Hood River Route.</p>

Chenowith Affordable Housing





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Compass Points		
City:	Salem	County:	Marion
State House District:	19	State Senate District:	10
Sponsor Name:	Catholic Community Services		
Geographic Set Aside:	Non-Metro Urban	Total Units:	120
		Total Affordable Units:	120
# Rent Assisted Units:	0	Units by Size & Affordability:	20 1-BR at 60% AMI 52 2-BR at 60% AMI 16 3-BR at 60% AMI 12 1-BR at 30% AMI 12 2-BR at 30% AMI 8 3-BR at 30% AMI
# of Units with OHCS PSH Services Funding:	0	Manager's unit/size	N/A
Cost Per Unit:	\$346,662	Construction Type:	New Construction
Affordability Term:	30 years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS Request:	\$23,340,000 LIFT \$ 1,581,017 4% LIHTC \$12,015,880 PAB	Total project cost:	\$41,599,405

This project is currently in the Impact Assessment step and there may be changes as it progresses through the ORCA process. We recommend to Housing Stability Council the reservation of an amount up to \$23,340,000 in LIFT resources for this project, with the expectation that the project retains the characteristics submitted in the Impact Assessment without substantial changes.



Compass Points – Housing Stability Council

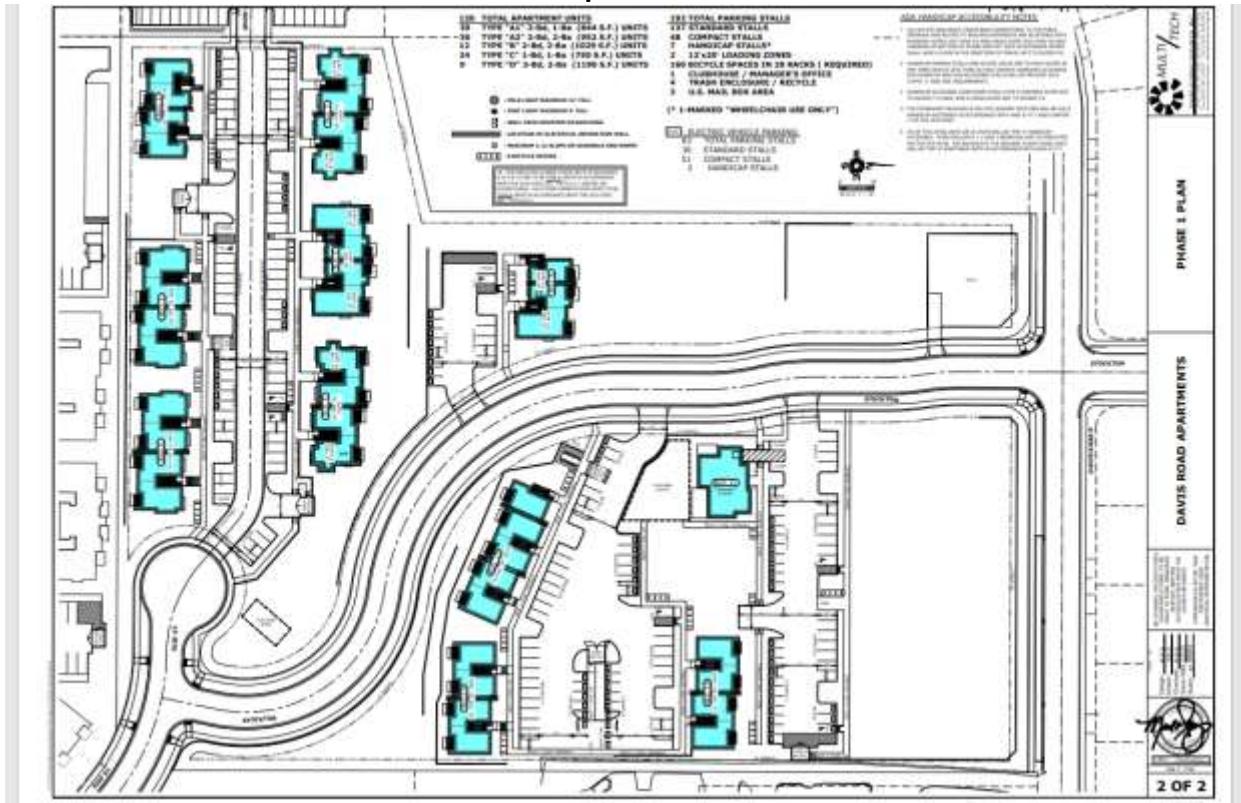
PROJECT DETAILS	
Project Description:	The Compass Points affordable housing development in Salem, OR consists of 10 garden-style buildings, with 120 units consisting of a mix of one-bedroom, two-bedroom, and three-bedroom units serving 30%-60% AMI. The project also includes a 2,483 sq ft community room/clubhouse with amenities such as leasing offices, support services offices, mobile reception kiosk, conference room, kitchen, food pantry, and a multipurpose space for social gatherings, workshops and children's activities.
Anticipated closing date:	March 2026
Focus Population(s):	This project will serve low-income families including refugees, families exiting homelessness, and seniors.
ERJ Strategy:	<p>The four Compass Points Partners: Fostering Hope Initiative, Church at the Park, Center 50+ and Salem for Refugees are leaders in providing culturally specific services for historically marginalized populations. For example, Fostering Hope Initiative bilingual, bicultural Community Health Workers will provide bilingual, certified Doula services with knowledge and appreciation for family norms of Spanish speaking tenants who are pregnant or newly parenting. Intergenerational dinners will be hosted by Center 50+. Community Cafés in Spanish addressing culturally specific topics related to the Strengthening Families Protective Factors will be coordinated by Fostering Hope Initiative. English language learner tutoring and home consultation educating tenants about how to care for U.S. housing materials that may not have been used in the tenants' home country will be provided by Salem for Refugees. Gatherings in the community room will allow tenants from BIPOC communities to share their culture, food and language with elders and other Compass Points community members.</p> <p>Compass Points includes four distinct social service providers, each with their own unique referral populations. The development team expects the primary language groups to be English, Spanish, Dari, Arabic, Pashto, Swahili and French. With multiple service partners having multilingual staff, the necessary outreach and tenant-specific materials can be rapidly translated internally. This ensures that context and language complexity are factored into the translation process. Case managers or their equivalents in the various service partner organizations will provide in-person support through the leasing process, ensuring that documents are explained in the clients' primary language.</p>
Resident Services:	Salem For Refugees, one of the four service partners, has 14 multilingual staff members who can professionally translate materials into 12 languages including all



	<p>of the target languages of the project. Through comprehensive case management, refugees' core needs are met including cultural orientation, connection to English Language Learner classes and resources such as health providers, SNAP and TANF.</p> <p>Church at the Park serves families exiting homelessness. Church at the Park will provide health integrated case management, care coordination, and peer support services to support families in developing connections to long-term support systems based on each family's specific needs. Church at the Park will bring medical and behavioral health services on-site, provide transportation to appointments and community resources, and work collaboratively with the landlord to mitigate tenancy challenges as they arise.</p> <p>Fostering Hope Initiative serves a majority of BIPOC individuals including many who identify as Latinx or Pacific Islander. FHI's experience with BIPOC communities has led to a varied service array including housing, health and parenting education and support. Services are based on individual needs and lived experience.</p> <p>Center 50+ serves senior citizens over the age of 50 who have diverse needs for housing and community inclusion. This project will serve low-income seniors who have faced barriers to finding housing including a lack of accessibility in older complexes.</p>
Location Preferences:	Secor Park, is within a quarter mile of the project site. Crossler Middle School is also less than a quarter mile from the site. Project site is located less than 1.5 miles from shopping. Alternative transportation will be provided through Fostering Hope Initiative Resident. This location at 1656 Davis Rd S is situated in the Sunnyslope neighborhood of Salem, which ranks as the 16th most walkable neighborhood in the area. Local parks include Sumpter School City Park, Wendy Kroger City Park and Sprague School/Skyline Park. A Cherriots transit stop is located less than 0.1 miles, right next to the project site.



Compass Points





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Cottages United		
City:	Salem	County:	Marion
State House District:	21	State Senate District:	11
Sponsor Name:	United Way Mid-Willamette Valley		
Geographic Set Aside:	Non-Metro Urban	Total Units:	15
		Total Affordable Units:	15
# Rent Assisted Units:	0	Units by Size & Affordability:	15 1-BR at 60% AMI
# of Units with OHCS PSH Services Funding:	0	Managers unit/size:	N/A
Cost Per Unit:	\$159,275	Construction Type:	New construction
Affordability Term:	30 years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS Request:	\$2,389,128	Total project cost:	\$2,389,128

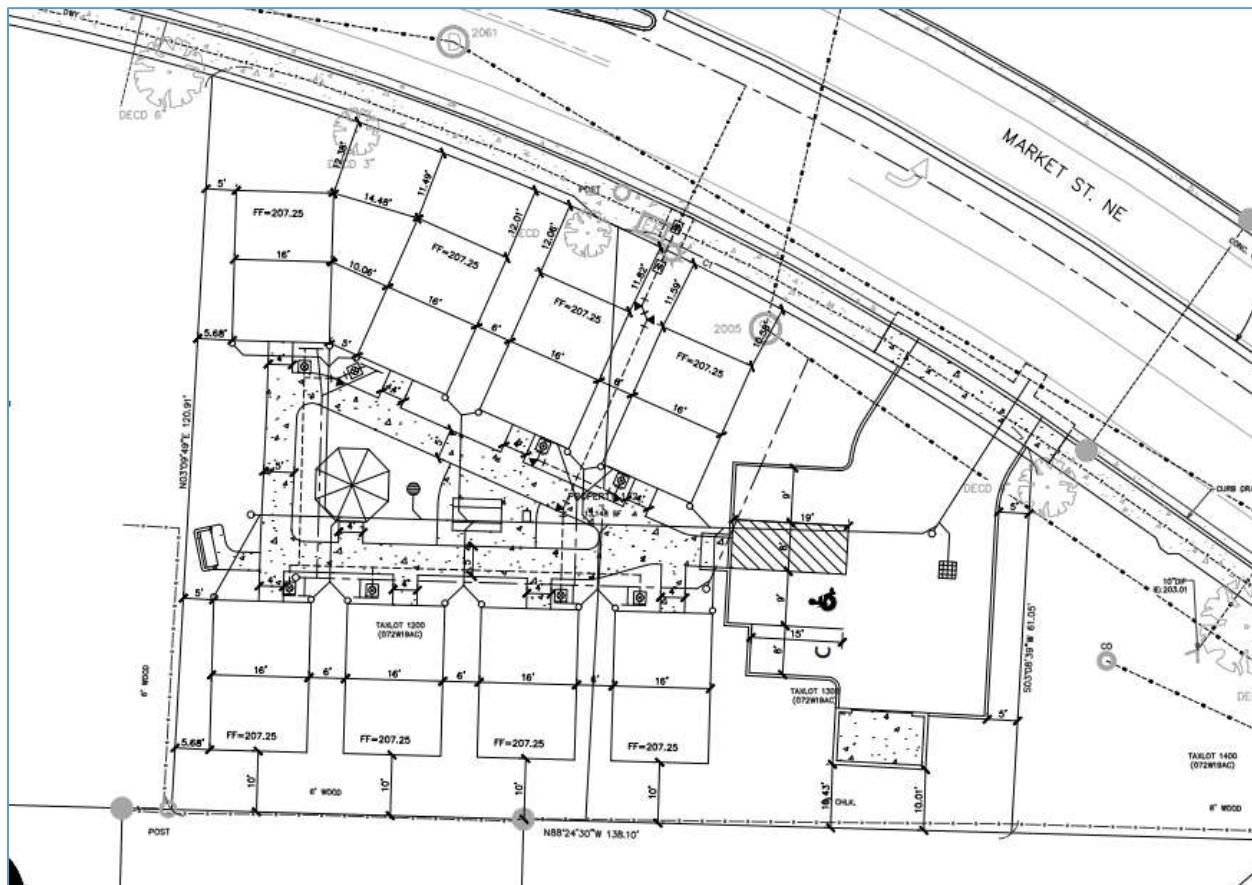
This project is currently in the Impact Assessment step and there may be changes as it progresses through the ORCA process. We recommend to Housing Stability Council the reservation of an up to amount of \$2,389,128 in LIFT resources for this project, with the expectation that the project retains the characteristics submitted in the original application without substantial changes.



PROJECT DETAILS	
Project Description:	Cottages United is 15 free-standing 1-bedroom cottages for low-income seniors. The cottages will be shaker style and centered around a covered gazebo to provide outdoor community space. The project will also include parking, a barbecue area, and raised garden beds for tenant use.
Anticipated closing date:	December 2025
Focus Population(s):	Low-income seniors (55+)
ERJ Strategy:	The United Way Mid-Willamette Valley is committed to approaching all programs and services through an equity lens as is evidenced by their organizational equity work, DEI Agreement, and commitment to trained staff, and a focus on outreach and marketing to potential tenants least likely to apply. For the Cottages United project, they will be working with contracted resident service providers to ensure that culturally appropriate services are provided as necessary.
Resident Services:	Resident Services will be provided primarily through a .5 FTE MOU with Church of the Park (C@P) who will utilize trained community health workers to liaison with mainstream health resources as well as provide care coordination, connections to OHP, assistance with navigating insurance and the medical system. C@P has a signed MOU with the Oregon Department of Human Services (ODHS) to coordinate self-sufficiency services to streamline access to mainstream benefits and troubleshoot challenges in participants accessing their benefits. C@P's Navigation Services Manager is trained in Supported Employment. C@P will assist residents with resumes and job applications as well as conversations with prospective employers about the job requirements. Cottages United also has an MOU with Center 50+ to assist residents in connecting with the immediate and surrounding community and the resources that are available to senior households through transportation and accessibility support.
Location Preferences:	Cottages United will be located close to a Fred Meyer grocery store, nearby park, and transportation stop.



Cottages United





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Flatworks Building		
City:	Portland	County:	Multnomah
State House District:	42	State Senate District:	21
Sponsor Name:	SDP-ODP Management LLC		
Geographic Set Aside:	Metro	Total Units:	143
		Total Affordable Units:	143
# Rent Assisted Units:	0	Units by Size & Affordability:	130 1-BR at 60% AMI 13 2-BR at 60% AMI
# of Units with OHCS PSH Services Funding:	0	Manager's unit/size	N/A
Cost Per Unit:	\$478,417	Construction Type:	New Construction
Affordability Term:	30 Years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS request:	\$26,000,000 LIFT \$ 3,190,844 4% LIHTC \$34,205,000 PAB	Total project cost:	\$68,413,571

This project is currently in the Impact Assessment Step and there may be changes as it progresses through the ORCA process. We recommend to the Housing Stability Council the reservation of an up to amount of \$26,000,000 in LIFT resources for this project, with the expectation that the project will retain the characteristics submitted in the Impact Assessment without substantial changes.

PROJECT DETAILS	
Project Description:	<p>The Flatworks Building is an eight-story, mid-rise elevator building in Portland, with 143 residential units. Amenities will include air conditioning, dishwashers, washers and dryers, quartz countertops, vinyl plank flooring, energy-efficient lighting, and low-flow fixtures.</p> <p>The ground floor will have a community room space and a 1,025 sq ft residential lobby and leasing office. The landscape design incorporates native, low-maintenance</p>



Flatworks Building – Housing Stability Council

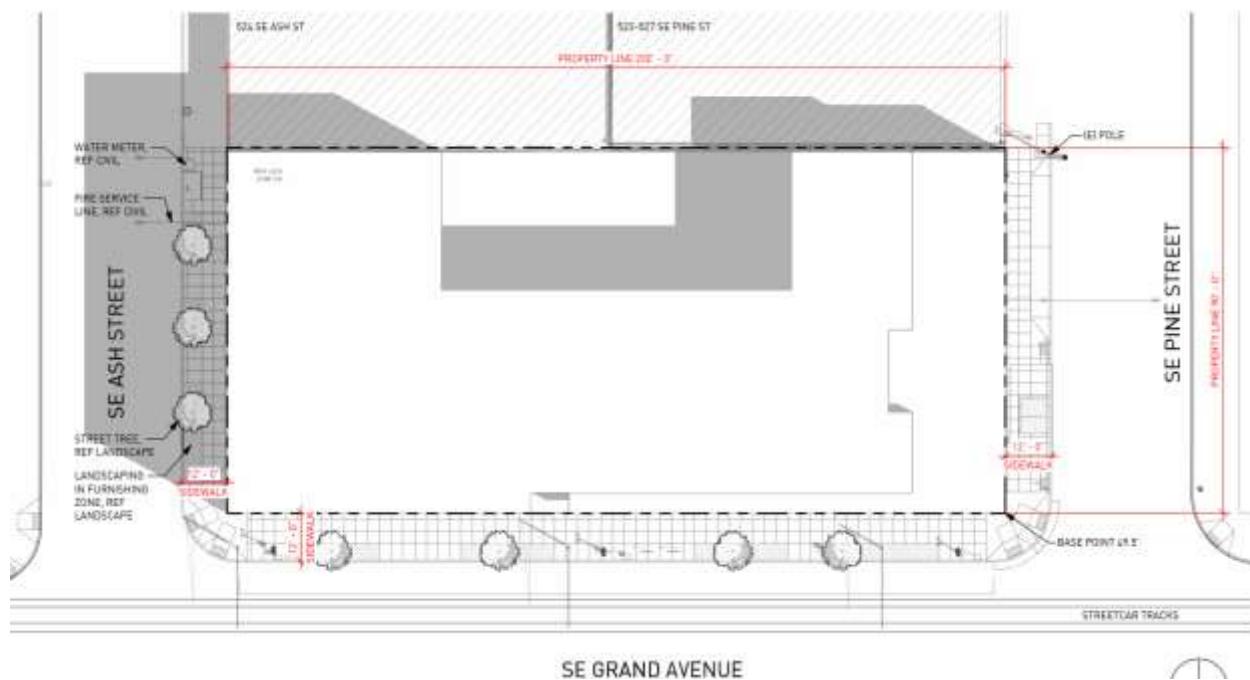
	flora to support biodiversity while blending with the surrounding neighborhood. The eighth floor will have an outdoor terrace for tenants.
Anticipated closing date:	May 2026
Focus Population(s):	Seniors
ERJ Strategy:	<p>Resident services at the Flatworks Building will be delivered by Cornerstone Community Housing, a culturally responsive resident service provider with decades of experience serving diverse, low-income communities across Oregon. Cornerstone's services are rooted in a trauma-informed, person-centered approach that recognizes and responds to the systemic barriers that communities of color often face in accessing and maintaining housing. Their Healthy Homes model integrates culturally specific strategies into programming, staffing, and service delivery.</p> <p>Key culturally specific elements of the resident services plan include:</p> <ul style="list-style-type: none"> • Bilingual and bicultural staff who are trained to provide culturally responsive support to residents from diverse racial and ethnic backgrounds, including Black, Indigenous, and Latino/a/x communities. • Culturally relevant programming and events that celebrate and honor the diverse cultural identities of residents, helping to build connection and community. • Community engagement strategies that ensure residents of color have a voice in shaping services, including through feedback surveys, informal listening sessions, and resident advisory opportunities. • Low-barrier, equity-focused screening, and service navigation support acknowledging and addressing the challenges that many tenants of color face in accessing housing due to systemic discrimination, lack of generational wealth, or non-traditional income sources. • Ongoing staff training in equity, inclusion, and anti-racism, ensuring that service delivery is rooted in respect, dignity, and cultural humility.
Resident Services:	<p>SDP-ODP Management has engaged Cornerstone Community Housing to provide resident services using their Healthy Homes program framework. This program helps residents have equitable access to necessary support to maintain household stability. Cornerstone will have a staff person stationed at the property for 40 hours per week. Services will include:</p> <ul style="list-style-type: none"> • housing stability • asset-building opportunities



Flatworks Building – Housing Stability Council

	<ul style="list-style-type: none">secondary and continuing education resources <p>Cornerstone is skilled at coordinating and providing referrals to employment services, rent and utility assistance, nutrition services, counseling, and community-building activities.</p>
Location Preferences:	<p>The project site is immediately adjacent to the Eastbank Promenade. There is a grocery store less than half a mile from the site. There is accessible public transit available next to the project site as well.</p> <p>The project location has a Walk Score of 86.</p>

Flatworks Building





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Gussie Belle II		
City:	Salem	County:	Marion
State House District:	21	State Senate District:	11
Sponsor Name:	Green Light Development, Seed of Faith Ministries, and the Mid-Willamette Valley Community Action Agency		
Geographic Set Aside:	Non-Metro Urban	Total Units:	60
		Total Affordable Units:	60
# Rent Assisted Units:	0	Units by Size & Affordability:	2 1-BR units at 30% AMI 4 2-BR units at 30% AMI 6 3-BR units at 30% AMI 10 1-BR units at 60% AMI 14 2-BR units at 60% AMI 24 3-BR units at 60% AMI
# of Units with OHCS PSH Services Funding	0	Manager's unit/size	N/A
Cost Per Unit:	\$356,667	Construction Type:	New Construction
Affordability Term:	30 years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS Request:	\$21,400,000	Total project cost:	\$21,400,000

This project is currently in the Impact Assessment Step and there may be changes as it progresses through the ORCA process. We recommend to the Housing Stability Council the reservation of an amount up to \$21,400,000 in LIFT for this project, with the expectation that the project will retain the characteristics submitted in the Impact Assessment without substantial changes.

PROJECT DETAILS	
Project Description:	Gussie Belle II is a new construction rental development designed in conjunction with the Gussie Belle Commons (Phase I). Gussie Belle II consists of 1, 2, and 3-BR homes and all units include a washer/dryer, air conditioning, and energy star



Gussie Belle II – Housing Stability Council

	certified appliances and low flow fixtures. Gussie Belle II will share site amenities of the Gussie Belle I which includes community building, large playground, full solar array, EV stations, and other green building measures. The project is 5 separate buildings.
Anticipated closing date:	January 2026
Focus Population(s):	Low income families
ERJ Strategy:	<p>Seed of Faith Ministries (SOF): SOF is an established culturally specific organization that is the co-developer of the Gussie Belle I. Services will be delivered from the community room which was designed in collaboration with SOF to serve the local community. Private offices for service providers and multiple large gathering spaces will be included in the design to support service delivery and community-building needs. SOF will provide additional support through:</p> <ul style="list-style-type: none"> • SOF Food Bank: Available every Friday to provide food to those in need will now have the option to use the community room. A large pantry was included in the design for this purpose. • Education Programs Impacting Communities (EPIC): Engage high school students to prepare them for tertiary education including assistance with college entrance exam prep, FAFSA forms, college campus visits and scholarship incentive and guidance. The Community room will be available to increase classes to young students. • Community Recovery & Wellness Living (CRAWL): CRAWL focuses on navigating local housing resources for those struggling to keep their home or pay bills. • Referral program: SOF will have between 25 and 50 units (combined between Gussie Belle I & II) set aside for referral preference to serve the Black community in Salem. <p>MWVCAA will provide culturally responsive resident services through their programs: Energy Services, Head Start, Youth Services, Childcare resource and referrals, De Muniz Resource Center, and nutrition first.</p>
Resident Services:	SOF will use the community space on Gussie Belle to operate community programs including their Food bank, Education Programs Impacting Communities, and Community Recovery & Wellness Living. SOF will have a full-time office available to them and will have representation on site. SOF will assist property management with referrals and resident representation, as well as supporting and providing feedback for all programs and services with MWVCAA.



Gussie Belle II – Housing Stability Council

	<p>MWVCAA will provide resident services through their programs, outlined above, will use the communal areas for resident events, including a wraparound and system navigation program that helps individuals and families meet basic needs and access resources across the social determinants of health.</p> <p>Evergreen Community Partners will work to bridge the gap between service providers, ownership, property management, asset management, and other local resources through on-site meetings, resident surveys, and outreach to ensure that the needs of residents and service providers are met.</p>
Location Preferences:	<p>Gussie Belle II is in the Northeast neighborhood of Salem. The site is located within half a mile to a mile of parks, transportation, and grocery stores. A commercial lot adjacent to the building site is reserved for the development of a complementary low-cost daycare in partnership with MWVCAA.</p> <p>The assigned elementary school has a GreatSchools rating of 4.</p>

Gussie Belle II





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Joseph Street		
City:	Salem	County:	Marion
State House District:	17	State Senate District:	9
Sponsor Name:	Neighborly Communities, LLC/Community Resource Trust (CRT)		
Geographic Set Aside:	Suburban or Small City	Total Units:	183
		Total Affordable Units:	183
# Rent Assisted Units:	0	Units by Size & Affordability:	42 1-BR at 60% AMI 108 2-BR at 60% AMI 33 3-BR at 60% AMI
# of Units with OHCS PSH Services Funding:	0	Manager's unit/size:	N/A
Cost Per Unit:	\$331,550	Construction Type:	New Construction
Affordability Term:	30 years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS Request:	\$33,000,059 LIFT \$2,266,203 4% LIHTC \$18,748,344 PAB	Total project cost:	\$64,288,120

This project is currently in the Impact Assessment step and there may be changes as it progresses through the ORCA process. We recommend to Housing Stability Council the reservation of an up to amount of \$33,000,059 in LIFT resources for this project, with the expectation that the project retains the characteristics submitted in the original application without substantial changes.



Joseph Street Apartments– Housing Stability Council

PROJECT DETAILS	
Project Description:	Joseph Street Apartments will be of 183 units in 16 3-story garden-style buildings offering a mix of one, two, and three-bedroom units affordable to households with incomes at 60% AMI. The project also includes a clubhouse with leasing offices, a community kitchen, activity room, resident services coordinator office, and other amenities. The project will include outdoor amenities such as a community garden, playground, sports court, picnic areas, splash pad and additional green space for residents' use.
Anticipated closing date:	March 2026
Focus Population(s):	Low-income families
ERJ Strategy:	<p>Community Resource Trust (CRT) has developed relationships with organizations and leaders who represent populations facing racial disparities. Examples include but are not limited to: relationships with Mano a Mano, Catholic Community Services, the Mid-Valley Literacy Center, and Salem for Refugees. CRT has also entered into formal agreements with many of these organizations to ensure clarity of roles and services for tenants receiving services.</p> <p>All CRT projects address culturally specific needs/barriers through implementation of culturally specific services. Service plans are based on community feedback and input from culturally specific service organizations. CRT sits on community impact boards/advisory groups that address racial disparities, utilizing information obtained through researched-based data, community cafes, surveys, and other forms of community input. They have established a services contract with Catholic Community Services (CCS) to provide an onsite, full-time Community Health Worker (CHW) who is trained in culturally specific needs and services. In addition to individual and family case management – which are culturally specific – the CHW will partner with residents and with service organizations in the community to provide resident services and community events.</p>
Resident Services:	Joseph Street Apartments has executed a services contract with Catholic Community Services to provide a full time, certified Level III Community Health Worker (CHW) through their Fostering Hope Initiative (FHI) program. The CHW will facilitate all resident services –through the FHI program and through community partners and/or resident volunteers. When appropriate, management staff will collaborate with the CHW to facilitate services, all offered onsite.



Joseph Street Apartments- Housing Stability Council

	<p>Services will include case management, community leadership, events, tangible support, and other activities. Services will promote overall health & wellbeing, as well as the Strengthening Families Five Protective Factors.</p> <p>The bilingual CHW will help residents overcome any language barriers to resources and/or achievement of goals. They will facilitate Spanish-speaking community cafes, encouraging leadership among communities of color and eliminating language barriers that often impede community involvement for people whose first language is not English. Based on the protective factors, the plan addresses the needs of families with children, identified through and supported by research.</p>
Location Preferences:	Joseph Street Apartments is within 2.5 miles of Bonesteel County Park and 5 miles from Cascade Gateway Park. The project site is located half a mile from an existing transit stop. The property will provide an onsite shuttle service to residents.

Joseph Street Apartments





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Meadowlark Place		
City:	Beaverton	County:	Washington
State House District:	27	State Senate District:	14
Sponsor Name:	Community Partners for Affordable Housing		
Geographic Set Aside:	Metro	Total Units:	104
		Total Affordable Units:	104
# Rent Assisted Units:	49	Units by Size & Affordability:	9 Studios at 30% AMI 60 1-BR at 30% AMI 35 1-BR at 50% AMI
# of Units with OHCS PSH Services Funding:	30	Manager's unit/size:	N/A
Cost Per Unit:	\$665,077 (residential only)	Construction Type:	New Construction
Affordability Term:	30 years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS Request:	\$10,625,000 LIFT \$ 6,600,000 PSH \$3,684,827 LIHTC \$36,862,580 PAB	Total project cost:	\$74,327,201 including Head Start \$69,168,074 residential only

This project is currently in the Impact Assessment step and there may be changes as it progresses through the ORCA process. We recommend to Housing Stability Council the reservation of an up to amount of \$10,625,000 in LIFT and \$6,600,000 in PSH Development Capital resources for this project, with the expectation that the project retains the characteristics submitted in the Impact Assessment without substantial changes.



PROJECT DETAILS	
Project Description:	<p>Meadowlark Place is an affordable housing mixed-use development located in downtown Beaverton devoted to serving seniors (55 years or older). A Head Start program will operate on the ground floor. This project will redevelop the former Beaverton Community Center site to include a 6 & 5-story, podium-style building that will support 104 affordable housing units consisting of 9 studio and 95 one-bedroom apartments. The development will be entirely devoted to serving very low-income (35 units at 50% AMI) and extremely low-income (69 units at 30% AMI) seniors. Thirty of the extremely low-income units will be set aside for permanent supportive housing (PSH) and serve seniors who have experienced chronic homelessness.</p> <p>Residential amenities include on-site residential services and property management offices; a parcel room; community room with kitchen, community flex space, secure bike room, on-site laundry on each floor, outdoor courtyard seating area, community garden, and onsite parking. Additionally, an “active loop” walking path around the building has been integrated into the outdoor design so that residents can use the layout of the building for routine exercise. The second floor includes an amenity deck which overlooks the building’s courtyard, community garden, and Head Start outdoor play area.</p>
Anticipated closing date:	2026
Focus Population(s):	Seniors (55 or older) and persons experiencing chronic homelessness
ERJ Strategy:	<p>Community Partners for Affordable Housing (CPAH) centers racial equity, diversity, and inclusion in its mission, values, and internal policies. Its mission is to advance equitable communities and housing justice through developing sustainable and long-lasting housing, providing tenants with services for stabilization and growth, and connecting people who are unhoused with a place to call home. CPAH seeks to prioritize communities that have been historically and are currently underserved so that their housing, services, and workplace meet the needs of diverse individuals and cultures. CPAH’s 2022-2026 Strategic Plan defines how the organization will “Fortify Equity” with a commitment to continual learning, confronting barriers for growth, and evaluation of their efforts to ensure the organization improves as an equitable and anti-racist organization. To this end, the organization seeks to fulfill three outcomes: 1. Promote equitable outcomes for diverse residents through culturally affirming services; 2. Internal culture will value racial and social justice, lived experience, and continued learning; and 3. Align their recruiting, staffing, and contracting practices with their commitment to racial and social justice. Equity and equity goals are also woven throughout their strategic plan.</p>



Meadowlark Place – Housing Stability Council

	For Meadowlark Place, materials will be translated into Spanish and translation services will be provided by IRCO.
Resident Services:	<p>The Resident Services plan consists of two components: CPAH's building-wide services coordination and the PSH Supportive Services team. The Resident Services Coordinator will promote the senior program, Thriving in Place (TIP), as well as eviction prevention and housing stabilization services. Housing stabilization includes supporting residents in accessing rent and energy assistance, as well as linking them to resources that address housekeeping issues, behavioral health, physical health, food security, educational and employment opportunities. CPAH staff will also provide community building opportunities to foster healthy social connections between residents, further stabilizing the whole community. Additionally, the TIP program includes access to health and wellness resources and activities.</p> <p>For the 30 PSH households, a PSH Supportive Services team will provide comprehensive and long-term case management. Examples of support include initial application assistance, goal planning, connection to physical and behavioral health services and ongoing advocacy throughout tenancy.</p>
Location Preferences:	<p>The site is located 164 ft from Library Park which is part of the city library. Beaverton City Park is located 0.1 miles away and hosts the monthly Beaverton downtown Farmer's market and other community events.</p> <p>A Head Start program will operate out of the ground floor of the development.</p> <p>The property has a walk score of 95 out of 100 and a bike score of 84.</p>



Meadowlark Place





Housing Stability Council Project Summary Impact Assessment Application Step

SUMMARY			
Project Name:	Quarterdeck Apartments		
City:	Dallas	County:	Polk
State House District:	23	State Senate District:	12
Sponsor Name:	Polk CDC		
Geographic Set Aside:	Suburban or Small City	Total Units:	34
		Total Affordable Units:	34
# Rent Assisted Units:	0	Units by Size & Affordability:	8 2-BR at 50% AMI 24 1-BR at 60% AMI 2 2-BR at 60% AMI
# of Units with OHCS PSH Services Funding:	0	Manager's unit/size:	N/A
Cost Per Unit:	\$408,257	Construction Type:	New construction
Affordability Term:	60 years	# of Units with Non-OHCS Requirements:	0
Estimated Funding Request			
Total OHCS Request:	\$ 7,702,022 VGHAP \$ 2,737,978 HOME	Total project cost:	\$13,880,735

This project is currently in the Impact Assessment step and there may be changes as it progresses through the ORCA process. We recommend to Housing Stability Council the reservation of an up to amount of \$7,702,022 in Veterans GHAP and \$2,737,978 in HOME for this project, with the expectation that the project retains the characteristics submitted in the Impact Assessment without substantial changes.



Quarterdeck Apartments – Housing Stability Council

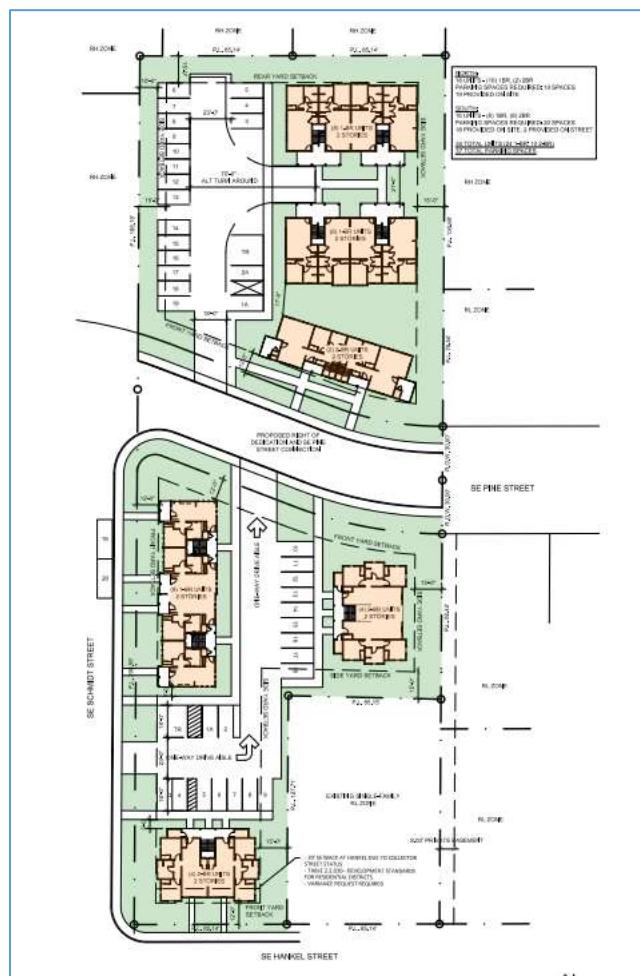
PROJECT DETAILS	
Project Description:	Quarterdeck Apartments is 34 units including 24 one-bedrooms, 8 two-bedroom flats, and 2 two-bedroom townhouses for tenants under 60% AMI. All units and site amenities will be connected via a network of pedestrian walkways bordered with landscaping. Each unit will have access to private storage, adjacent to their unit entrance, along with a private covered porch. Additionally, 40% of the project site is green space, providing residents spaces to interact with each other outdoors. All ground floor units and 52% of units property wide will be accessible or adaptable.
Anticipated closing date:	January 2026
Focus Population(s):	Primarily veterans with disabilities, some low-income families
ERJ Strategy:	<p>Following participation in the Meyer Memorial Trust six-month DEI Practicum, Polk CDC formed a DEI committee that works closely with all staff, board members, and stakeholders. The committee works to inform policies to improve and communicate commitment to DEI values and program delivery to a diverse tenant population. Polk CDC also works with the Fair Housing Council to train staff and communicate its commitment to end discrimination and stand up for fair and equal housing for all. This commitment has led them to work with and reach out to both culturally responsive and culturally specific organizations who may be able to provide additional resident services.</p> <p>Polk CDC also employs bilingual staff, has subscribed to a language translation service, and has a written Language Access Plan describing how to provide services to people who have a limited proficiency in speaking English.</p>
Resident Services:	<p>Resident Services will be provided by Polk CDC, who is a member of the Service Integration Program. Ongoing support includes medical, mental, and dental care from Northwest Human Services, legal assistance via the Veterans Service Organization (VSO) and Mid-Willamette Valley Community Action Agency (MWVCAA), mentorship through the VSO's Battle Buddies, employment assistance from the VSO, VETcare and Easter Seals, parenting classes with Mid-Valley Parenting, homelessness prevention programs, and other services from providers such as local Community Resource Centers and the VA Community Reintegration program. MOUs have been provided for several of these partners.</p> <p>HUD Veterans Supportive Housing (VASH) case managers will provide essential long-term support to Veteran tenants, following up on average for 2-8 years. If a tenant is</p>



Quarterdeck Apartments – Housing Stability Council

	at risk of losing housing, they are referred to MWVCAA, Northwest Human Services, and/or other programs.
Location Preferences:	Quarterdeck is located within .2 miles of Gala Park, with 2 additional parks being within 1 mile of the property. There is a Walmart within half a mile and a Safeway and Grocery Outlet within 1 mile of Quarterdeck.

Quarterdeck Apartments





DATE: September 5, 2025

TO: Housing Stability Council
Andrea Bell, Executive Director

FROM: Affordable Rental Housing Division
Natasha Detweiler-Daby, Director

SUBJECT: Oregon Centralized Application (ORCA) September 2025 Update

ORCA is one of the primary ways the state advances housing progress. This document expands and provides information about the data that we have available on our website, to increase understanding and share insights about our observations as we continue to lean into our commitments to evaluate and adjust.

September represents an important milestone in the ORCA. All funding that was set-aside for the regions has now been recommended to HSC for funding reservations. This work would typically take at least 9 months for the agency to develop a NOFA, and then several months for evaluation and scoring; under the ORCA, the agency was able to do all of this work and get the resources out within 2 months. This is a testament to the hard work by both agency staff and our development partners.

ORCA pipeline as of 7-22-2025:

	Intake	Impact Assessment	Resource Waitlist	Financial Eligibility	Commitment	Total
# Projects	68	89	38	16	7	218
# Units	5,185	6,160	2,679	1,403	523	15,950
\$ Requested	\$958,131,045	\$1,441,703,176	\$691,073,457	\$214,701,356	\$136,976,600	\$3,442,585,633

*Additional information can be found online for **available resources & waitlist** ([link](#)) and **all pipeline data** ([link](#)).*

Key updates:

- Capacity Building Grants
- Fully exhausting LIFT regional set-asides
- 9% update

LIFT project selection update: in order to provide visibility on the process through which the newly established resource pooling policies were implemented on the ORCA waitlist pipeline we are providing the detail on the waterfall of funds to show project selection.

Methodology

- **Step 1:** Exhaust regional Gap and TC set-asides
- **Step 2:** Pool within each region to fund TC projects first then Gap projects
- **Step 3:** Pool across regions to fund TC projects first then Gap projects

In managing the ORCA waitlist pipeline, OHCS works to ensure equity for project placement by not skipping eligible projects if there is insufficient funding. Instead, as resources within a set-aside are insufficient for the top eligible project, the resources are then pooled and used to provide funding to the top project within the pooled set-aside areas.

Metro	
Step 1	<ul style="list-style-type: none">• Gap set-aside: \$27,834,285 available<ul style="list-style-type: none">○ Fund <u>Goose Hollow Lofts</u>, then not enough resources to fund next project.• TC set-aside: \$83,502,855 available<ul style="list-style-type: none">○ Fund <u>Hillside Park Buildings D&E</u>, <u>Meadowlark Place</u>, and <u>Flatworks Building</u>, then there are no remaining projects on TC waitlist.
Step 2	<ul style="list-style-type: none">• Pool within region: \$32,263,573 available<ul style="list-style-type: none">○ No TC projects remain, move to Gap waitlist. Fund <u>Bull Mountain Apartments</u>.

Non-Metro Urban	
Step 1	<ul style="list-style-type: none">• Gap set-aside: \$31,500,264 available<ul style="list-style-type: none">○ Fund <u>Retro Electro</u>, <u>The Coleman</u>, and <u>Cottages United</u>, then not enough resources to fund next project.

	<ul style="list-style-type: none"> TC set-aside: \$47,250,396 available <ul style="list-style-type: none"> Fund <u>Farmdale</u> and <u>Compass Point</u>, then there are no remaining projects on TC waitlist.
Step 2	<ul style="list-style-type: none"> Pool within region: \$25,641,532 <ul style="list-style-type: none"> No TC projects remain, move to Gap waitlist. Fund <u>Gussie Belle II</u>, then not enough resources to fund next project.

Suburban / Small City	
Step 1	<ul style="list-style-type: none"> Gap set-aside: \$21,724,320 <ul style="list-style-type: none"> Fund <u>The Lucy</u>, then not enough resources to fund next project TC set-aside: \$21,724,320 <ul style="list-style-type: none"> Not enough resources to fund top TC project.
Step 2	<ul style="list-style-type: none"> Pool within region: \$25,641,532 <ul style="list-style-type: none"> Not enough resources to fund top TC project.

Rural	
Step 1	<ul style="list-style-type: none"> Gap / TC set-aside: \$38,017,560 <ul style="list-style-type: none"> Fund <u>Olalla Meadows</u>, <u>Sheridan Road MHC</u>, and <u>Phoenix Corner</u>, then there are no projects in Rural region.
Step 2	<ul style="list-style-type: none"> Remaining: \$3,262,560 <ul style="list-style-type: none"> There are no projects in Rural region.

Cross-Region	
Step 3	<ul style="list-style-type: none"> Cross-region pool: \$92,586,304

	Start with TC waitlist, fund <u>Joseph Street and Chenowith Affordable Housing</u> , then there are no other TC projects on the waitlist. Move to Gap waitlist.
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Pipeline summary:

Step: Intake

There are 32 projects that recently submitted Intake information that will likely move to Impact Assessment soon.

Finally, there are 36 remaining projects in the Intake step that are currently on hold due to the two projects per sponsor limit. These projects will move forward once the sponsor's other projects are moved into the next ORCA step or are withdrawn. OHCS adopted policy restricts sponsors to not having more than 2 projects in any one step of the ORCA, excluding preservation projects. Those three steps are: Impact Assessment (and resource waitlist); Financial Eligibility; and Commitment.

Step: Impact Assessment

There are 75 projects that are actively working on their Impact Assessment applications, which is down from last month. That means that their Procorem work centers with application materials are open, and sponsors are gathering the appropriate information to submit to OHCS.

There are 14 projects that have submitted their Impact Assessment application and are being actively reviewed by OHCS.

Step: Resource Waitlist

There are a total of 38 projects currently awaiting resources. Of these, 32 projects are seeking gap-only resources, and 6 projects are seeking 4% tax credits and gap resources.

OHCS recently refreshed its [currently available resources document](#) and its [set-aside strategy](#) in order to commit new legislative investments for the 2025-27 biennium. Here is a summary of current resource availability:

- *LIFT*: Approximately \$339M of the state's new \$450M investment of Local Innovation and Fast Track (LIFT) Article XI-Q bonds have been allocated to be offered to the ORCA this year. These funds are offered with set-asides for Culturally Specific Organizations as well as for four new geographic regions which include: Portland Metro Counties, Urban Areas, Suburban Areas, and Rural Areas. With the September 2025 project recommendations, all resources offered in regional set asides will be fully subscribed. Resources will remain in the Culturally Specific Organization set-aside.
- *PSH*: Approximately \$125M was initially offered to support the development of Permanent Supportive Housing (PSH). This includes set-asides for Oregon Supportive Housing Institute participants, as well as dedicated resources for the Culturally Specific Organizations as well as the four new geographic regions. Four projects are currently seeking to leverage PSH resources with their selected 9% LIHTC project in Impact Assessment, and other funding will be used to support a September HSC project recommendation.
- *GHAP/HDGP*: Approximately \$20M is available from the General Housing Account Program (GHAP) and Housing Development Grant Program (HDGP) for Native Nations projects.
- *GHAP Veterans*: Approximately \$7M in funding was available and is fully subscribed as of the September 2025 funding recommendations.
- *GHAP Capacity Building*: An additional \$2.4M in organizational capacity building grants will be made available in the ORCA in late-September 2025.
- *HOME*: Approximately \$13M available for HOME Balance of State projects; of which nearly \$3 m is included in September project recommendations.

OHCS will match ORCA waitlist projects with available resources to bring forward funding recommendations over the next several months and anticipates that the majority of offered resources will be fully subscribed with the current ORCA waitlist pipeline.

Future resources anticipated to be offered through the ORCA include: stabilization and preservation, gap funds for older adults and persons with disabilities, and direct lending.

Step: Financial Eligibility

Once projects are approved by HSC, they are given up to six months to proceed through the Financial Eligibility step. There are 16 projects currently in this step. OHCS is working to update its public dashboard with additional information about

development readiness (local government entitlements, permitting, environmental review, etc.) to increase transparency of production delays/barriers outside of OHCS's control.

Step: Commitment

There are currently 7 projects in the Commitment step. This is the final step where projects move to financial close and receive funding reservation letters. After this step, construction begins.



DATE: September 5, 2025

TO: Housing Stability Council
Andrea Bell, Executive Director

FROM: Jessica MacKinnon, Senior Homeownership Development Program Analyst
Talia Kahn-Kravis, Assistant Director of Homeownership Programs
Keeble Giscombe, Director of Homeownership

SUBJECT: Recipient Change for Abbey Lot Townhomes

Motion: Approve the transfer of a reservation of funds for \$1,398,127 LIFT and \$201,873 LIFT Supplemental from Self Enhancement, Inc. to Proud Ground for the Abbey Lot Townhomes development.

Summary: Abbey Lot Townhomes, a development producing 8 affordable homes in the Albina District of Portland, is supported by a team of strong and experienced partners. While LIFT was originally awarded to Self Enhancement, Inc. (SEI), the partners have determined that, due to a complicated structure, multiple funding sources, and land ownership requirements, it is more cost-effective and feasible for Proud Ground, the long-term steward of the project, to also serve as Borrower for the LIFT loan.

Background: In June of 2024, Housing Stability Council approved funding in the amount of \$1,398,127 LIFT and \$201,873 LIFT Supplemental to the Abbey Lot Townhomes development. Producing 8 affordable units on a former parking lot, this development is part of a larger initiative by Self Enhancement, Inc. (SEI) and Community Development Partners (CDP) to reconnect African American families to the Albina District in Portland, especially those displaced by the rapid gentrification of the area.

Abbey Lot Townhomes will be the first homeownership portion of the initiative. In 2023, SEI and CDP were awarded OHCS Pre-Development and Capacity Building funding to develop a homeownership model that was most suitable for the community and the African American populations that the project would serve. The development team elected to move forward with the project using a shared equity model and brought in Proud Ground to assist. Originally, SEI planned to serve as the project sponsor, CDP as the developer, and Proud Ground as the long-term land steward once construction was completed.



In most LIFT Homeownership projects, the borrower of LIFT funds is also the long-term ground steward. In the case of Abbey Lot Townhomes, OHCS was prepared to transfer the LIFT loan from SEI to Proud Ground after all homes were built and sold. However, after significant work with their attorneys, SEI, CDP, and Proud Ground have determined that the best way to structure their project is for Proud Ground to own the land and be the recipient of LIFT funding. This structure will be more cost-effective for the project, reduce the number of land transfers needed, and better support their development agreements with one another.

While OHCS is changing the recipient of the funds, this will not change any aspect of the project. SEI and CDP will continue to be involved throughout development and will preserve their roles and responsibilities in a legally binding development agreement. SEI will continue to offer culturally specific services within the project, and homebuyers will receive access to the many programs and opportunities offered to the Albina community through SEI.

Further details about Abbey Lot Townhomes are attached.



Housing Stability Council Project Summary – Homeownership Development

SUMMARY			
Project Name:	Abbey Lot Townhomes		
City:	Portland	County:	Multnomah
State House District:	43	State Senate District:	22
Sponsor Name:	Proud Ground, Self Enhancement, Inc (SEI), Community Development Partners Oregon		
Special Designation:	CSO, Equity Set-Aside (2024)	Total Units:	8
		Total Affordable Units:	8
AMI Breakdown:	8 at 65% AMI	Units by Size:	8 3-BR 2.5 Bath
Cost Per Unit:	\$702,750	Average Sales Price:	\$285,000
Housing Type:	Townhouse	Affordability Term(s):	20+20 years
Estimated Funding Request			
Recommended Funding:	\$1,389,127 LIFT \$201,873 Supplemental	Total project cost:	\$5,622,000

In June 2024, Housing Stability Council approved this award and reservation of funds for the full LIFT amount, and the Sponsor accepted it. However, today we are requesting HSC's approval to reassign the award to one of the Project partners, Proud Ground.

PROJECT DETAILS	
Project Description:	<p>Self Enhancement, Inc (SEI) is a culturally specific organization seeking to make a lasting impact on the historically displaced community affected by the rapid gentrification in Portland. As part of a larger effort to reconnect African American families to the Albina District after a long history of exclusion and displacement, these homes and the supporting outreach strategy seek to bring those whose families have been displaced back to this neighborhood. The development will provide 8 3-bedroom townhomes with front porches and private outdoor space. Homes will be solar-ready, feature native landscaping and irrigation reduction techniques, and all units will align with Portland's visitability standards.</p> <p>Homeowners in this development will have access to services through SEI's Community and Family Programming including energy assistance, domestic violence prevention and support, housing assistance, and parenting support, and children of the homeowners will have access to SEI's in-school services.</p>



Request to reassign Sponsor:	<p>The development is a collaboration between SEI, Community Development Partners (CDP), and Proud Ground that will manage the Community Land Trust and serve as the long-term steward of the land. With this structure, SEI intended to use the LIFT funds to purchase the land from CDP and then immediately transfer the land to Proud Ground to their community land trust portfolio. However, after lengthy discussions with their legal counsel and considering the costs associated with this transaction process, SEI, CDP, and Proud Ground determined that it would be more cost and time effective if OHCS funds went directly to Proud Ground.</p> <p>Consequently, that would require that Proud Ground be the Recipient of the LIFT funds. Therefore, SEI, in partnership with Proud Ground, is requesting that the Recipient of the Reservation Letter for \$1,590,964 be assigned to Proud Ground.</p>
Anticipated closing date:	October 2025
Focus Population(s):	SEI's target population for this project is low- to moderate-income families, many of whom have roots tracing back to the Albina neighborhood. This project aims to re-connect displaced community members to Albina through homeownership by targeting low-income African American families, specifically those earning between 60% - 80% AMI.
ERJ Strategy:	<p>CDP and SEI hired We All Rise to help develop a homeownership model that prioritizes the experiences of displaced Black Portlanders. This collaboration was made possible through the Pre-Development and Capacity Building grant awarded to the CDP and SEI partnership by OHCS. We All Rise conducted one on one interviews with experts in affordable homeownership and held several focus groups with stakeholders from the community and experts in the field to work on establishing another model of equitable homeownership that would center the African American community.</p> <p>Proud Ground is a non-profit partner founded in 1999 and has extensive experience working with families of color seeking affordable homeownership opportunities. Proud Ground will work closely with homeowners and act as the long-term steward of the land. Outreach for sale of the homes will include bilingual, BIPOC staff members and translation services as needed. Proud Ground will provide culturally specific information sessions targeted toward their diverse audience and reach out to local CSOs in the Albina and North</p>



	<p>Portland neighborhoods. While this development is not specifically part of Portland's N/NE Preference Policy, specific outreach will be targeted to those on the waitlist to offer opportunities for households to return to the neighborhood.</p> <p>Eichler Construction Group, the general contractor for the Abbey Lot Townhomes, will take reasonable steps to ensure that MWESB/SDVBE businesses have equal opportunity to participate in this development, including active pursuit and support of MWESB/SDVBE bidders. Eichler has achieved over 30% MWESB participation on their two previous affordable housing projects. In Tillamook, their project achieved a 37% participation rate, while their Salem project is presently expected to hit 31%.</p>
Additional Features:	<p>This project will be constructed in a high-opportunity area, just a short distance from the center of the Historic Mississippi Commercial District. The site is rated 100 of 100 points for bikers and 87 of 100 for walkers.</p> <p>Planned in response to community feedback and insights from the Portland Housing Bureau's N/NE Oversight Committee, each home will offer 3 bedrooms, 2.5 bathrooms, an open concept floor plan, parking, a front porch, and a private backyard.</p>
Alignment with Statewide Housing Plan:	<ul style="list-style-type: none">• Homeownership• Equity and Racial Justice



Abbey Lot Townhomes Preliminary Site Plan





DATE: September 5, 2025

TO: Housing Stability Council
Andrea Bell, Executive Director

FROM: Liz Weber, Housing Stabilization Director

SUBJECT: Statewide Shelter Program

Summary

The Statewide Shelter Program (SSP) is funded by a legislative appropriation of \$204 million to Oregon Housing and Community Services (OHCS) in General Funds through [House Bill 5011](#), half of which is current service level funding. The legislative intent of this funding is to support a statewide shelter network, ensuring that state-funded shelter capacity across Oregon during the 25-27 biennium maintains at least the current number of beds created and/or supported during the 23-25 biennium. Additionally, [House Bill 3644](#) is a policy bill passed in the 2025 regular session that directs OHCS to create the SSP using a regional coordinator model to administer funding. OHCS is developing a Request For Application (RFA) to select regional coordinators to administer shelter funding in their region(s). HB 3644 also directs OHCS to adopt new rules to support this program. OHCS solicited feedback from partners and interested parties across the state to inform the administrative rules, program manual, and the RFA for the program. This memo provides background information, an overview of policy intent and implementation, engagement efforts to date, the RFA, and equity considerations. OHCS invites HSC members for reflections on the Statewide Shelter Program implementation planning.

Background

The SSP builds on Oregon's progress towards creating an effective statewide homelessness response system. In July 2024, Governor Kotek's office and Representative Pam Marsh of Southern Jackson County convened the Sustainable Shelter Work Group to develop recommendations on implementing a coherent, effective, and sustainable statewide structure to support existing shelter investments over the long term. The work group included a coalition of state, city, and county government agency representatives, legislators, direct service providers and shelter operators, culturally responsive organizations (CROs), community action agencies (CAAs), and Continuums of Care (CoCs).



In December 2024, Governor Kotek and Representative Marsh provided the Oregon State Legislature's Legislative Policy and Research Office with the [Sustainable Shelter Work Group Report](#). This report detailed the recommendations of the shelter work group, focusing on the distribution of shelter funds, the types of shelters and services that the state should fund, and how data and technical assistance would further support the outcomes of Oregon's shelter system. These recommendations underpin HB 3644, which directs OHCS to create a Statewide Shelter Program and select regional coordinators by **May 2026** to administer funding to shelter providers in their region. HB 3644 also directs OHCS to adopt new administrative rules to support this program by **January 2026**.

In June 2025, the Legislature adopted the 25-27 biennium budget, which includes \$204,918,652 in General Fund to support a statewide shelter network, ensuring the state maintains the same number of shelter beds during the 25-27 biennium as were created and/or supported in the 23-25 biennium. Of the \$204 million, \$102,459,326 is current service level and assumed ongoing through Jan. 2, 2034.

Policy Intent and Implementation

The Statewide Shelter Program aims to reduce unsheltered homelessness by transitioning people from experiencing homelessness into housing stability through increased coordination and stable funding. HB 3644 creates a new model of funding in which OHCS selects regional coordinators to distribute shelter funding in their regions. Regional coordinators will be approved for five to six years. This regional coordinator model allows local communities to identify shelter needs and determine how funds are spent in their region. It also emphasizes collaboration among city, county, tribal governments, CROs, service providers, and individuals with lived experience. There are other policy priorities identified to primarily fund low-barrier shelters, to create shelter and program standards and habitability requirements, and to ensure more equitable outcomes. Regional coordinators will be required to conduct an assessment and develop a regional plan that details the services and outcomes that their program funds will support.

OHCS has divided the program implementation into two phases to create a new funding model that meets the requirements of HB 3644, while ensuring existing shelters can continue to operate while the new model is established. During phase one (July 1, 2025-June 30, 2026), OHCS will continue to fund existing OHCS-funded shelters while designing and implementing a statewide shelter program as required by HB 3644. During phase two (July 1, 2026-June 30, 2027), OHCS will develop an RFA to select regional coordinators who will receive and administer shelter funding. The regional coordinator model will be operational by July 2026.

Engagement Strategies

OHCS designed a series of engagements to give those directly affected meaningful input on key program design issues and the development of an RFA. OHCS engaged the Sustainable Shelter



Work Group, current shelter grantees, CROs, potential regional coordinators, tribes, and individuals with lived experience of homelessness. OHCS tailored the engagement sessions to each audience and offered a survey for those wishing to provide anonymous feedback or those who were not able to attend a listening session.

- Ninety-eight individuals across all 36 Oregon counties participated in listening sessions,
- Sixty individuals completed a survey, and
- Fifteen people with lived experience participated in a listening session at the Peerpocalypse event hosted by Mental Health and Addiction Association of Oregon—most session attendees had experienced homelessness within the last two years, including five participants who were currently homeless.

The engagement topics were primarily driven by the requirements in HB 3644 to adopt specific administrative rules. They included minimum requirements for shelter, shelter operations, minimum requirements for vehicular camping, and basic freestanding structure programs. Additionally, they included new policies on low-barrier and non-exclusionary shelters, new policies on exit and separation from shelter services, and funding formula. Additionally, the engagement asked about important qualities and experience that regional coordinators should have, developing regional plans, the grant application process, and insurance requirements.

Engagement Themes

The feedback from engagement participants resulted in the following themes. You can learn more about the sessions and survey results in the engagement summary provided herewith.

- **Shelters need additional resources to meet increasing standards.** A recurring observation was that as shelters are required to meet more standards, they need more resources, infrastructure, and time to fulfill these requirements. Participants also noted that rural areas struggle with a lack of resources, including trained staff and shelter space, so they may need more help to be able to meet higher minimum requirements. Above all, participants emphasized the need for flexibility, allowing communities to creatively meet local needs using the resources available to them.
- **Minimum shelter requirements should include basic facilities and services.** When asked about the minimum requirements of shelter, several participants shared that the following should be required: bathroom facilities, case management, regular cleaning, space to securely store belongings, and appropriate disposal of hazardous materials. Additionally, while kitchen/meal preparation facilities, accommodations for pets, access to financial assistance to help with move-in costs, and security were deemed helpful, many noted shelter operators face barriers, including costs and infrastructure, in providing these services.
- **Investing in staff is crucial for effective shelter management.** Participants stressed the importance of investing in staff to reduce turnover, aid in recruitment, and increase staff with lived experience and/or cultural competency. There was strong consensus on



funding staff training in areas such as case management, trauma-informed care, crisis management, conflict resolution, data collection, and cultural competency. Many participants with lived experience emphasized the need to increase staff levels to avoid staff burnout and ensure shelter guests can access case management services and increase peer support.

- **Collaboration with health providers is essential for comprehensive support.** Participants expressed a desire for shelters to collaborate more closely with mental, behavioral, and physical health providers. Increasingly, shelters help guests with medical and disability-related support needs, and accommodating these needs takes more staff time and resources, as well as relationships with or integration of health care providers. Participants with lived experience said shelters must provide more support with independent living skills such as budgeting, housing readiness, and workforce re-entry, as well as more support with addiction, mental health, and parenting skills.
- **Equity concerns need to be addressed in shelter policies.** When asked about equity, several participants shared their organizations currently have culturally responsive and trauma informed care when setting program rules and procedures. Most shared they are not currently using racial equity lens to ensure termination policies do not disproportionately impact Black, Indigenous and people of color, and others from historically underserved communities. Several also shared they are not currently doing regular evaluation of shelter exit data to assess for any disparities. However, most participants expressed interest in training and technical assistance related to equity.
- **Regional coordinators should have experience and strong communication skills.** Several participants expressed that regional coordinators should have existing connections in their entire region and experience working collaboratively across differences. Some shared a Regional coordinator should have a record of success in administering OHCS funds, and staff capacity in place to be able to make payments quickly to subgrantees. Additionally, they emphasized transparency, consistency, clearly documented requirements, and strong communication skills are necessary for working with subgrantees.

Engagement Next Steps

OHCS is using the feedback gathered from the listening sessions and survey to draft the Oregon Administrative Rules, program manual, and the RFA. The next engagement opportunity will be the Rules Advisory Committee (RAC) on Sept. 2, 2025, where RAC members can review and comment on the proposed administrative rules and program manual.

Request for Applications (RFA)

OHCS is developing a Request for Applications (RFA) to identify and fund regional coordinators to administer shelter services for an assigned region(s), no smaller than a single county. The services must be trauma-informed, culturally responsive, and primarily low-barrier, aiming



to reduce unsheltered homelessness and transition Oregonians experiencing homelessness into stable housing.

Regional Coordinators will be required to work toward the following goals and outcomes:

- Ensure no net loss of agency-funded shelter beds for the region;
- Ensure at least 70% of the region's shelter funding is provided for shelters using low-barrier practices, with the balance available for recovery-based shelter;
- Increase permanent housing placements; and
- Reduce returns to unsheltered homelessness.

OHCS is working to ensure the RFA is accessible, reduces administrative burden, and the evaluation process reflects the needs in the community. OHCS proactively engaged partners prior to developing the RFA about essential qualities of regional coordinators, best practices around regional plans, and experience with applying for grants through OHCS. OHCS anticipates the release of the RFA in October 2025.

Equity Considerations

This program is using the Racial Equity Analysis Tool (REAT) to inform program design and community engagement strategies. This work is ongoing, but to date, OHCS has:

- Worked with MHAAO to host a listening session specifically with individuals with lived experience of housing instability or homelessness,
- Emphasized the importance of equity within the RFA in alignment with HB 3644
- Built a racial equity mapping tool to help regions identify and track outcomes by race and ethnicity,
- Incorporated equity as part of the evaluation plan for the program to have a better understanding of where there may be disparate outcomes in shelters statewide,
- Emphasized collaboration with those most impacted by homelessness, including those with lived experience and culturally responsive organizations in regional planning,
- Drafted a shelter exit policy intended to foster equity in outcomes for those disproportionately impacted by structural inequities in homelessness and the homeless response system, and
- Identified areas where agencies are already working on equity practices and where they may need more training and support.

Housing Stability Council Involvement

- **Discussion:** OHCS invites HSC members for reflections on the Statewide Shelter Program implementation planning.

Oregon Housing and Community Services

Statewide Shelter Program Engagement Summary:

Key Design Issues and Developing the Request for Applications

Background

The Statewide Shelter Program (SSP) builds on Oregon's progress towards creating an effective homelessness response system. In July 2024, Governor Kotek's office and Representative Pam Marsh of Southern Jackson County convened the Sustainable Shelter Work Group to develop recommendations on implementing a coherent, effective, and sustainable statewide structure to support the existing shelter investments over the long term. The work group represented a coalition of state, city, and county government agency representatives, legislators, direct service providers and shelter operators, culturally specific organizations (CSOs), Community Action Agencies (CAAs), and Continuums of Care (CoCs). In December 2024, Governor Kotek and Representative Marsh provided the Oregon State Legislature's Legislative Policy and Research Office with the [Sustainable Shelter Work Group Report](#). This report detailed the recommendations of the shelter work group, focusing on the distribution of shelter funds, the types of shelters and services that the state should fund, and how data and technical assistance would further support outcomes of Oregon's shelter system. These recommendations underpin House Bill (HB) 3644, which directs Oregon Housing and Community Services (OHCS) to create a Statewide Shelter Program and select regional coordinators to administer funding to shelter providers in their region. HB 3644 also directs OHCS to adopt new rules to support this program. OHCS solicited feedback from stakeholders across the state to inform decision-making in creating an effective and sustainable shelter system that ensures access for all Oregonians needing shelter.

Engagement Objectives

OHCS designed a series of engagements to connect with key stakeholders, including the sustainable shelter work group, current shelter grantees, culturally responsive organizations, potential regional coordinators, and individuals with lived experience of homelessness. The goals of the engagements included:

- Soliciting feedback on key design issues to give those directly affected meaningful input in the development of Oregon Administrative Rules and program guidance for the Statewide Shelter Program. The topics were primarily driven by the requirements in HB 3644 to adopt specific rules, and included minimum requirements for shelter, shelter operations, minimum requirements for vehicular camping and basic freestanding structure programs, new policies on low-barrier and non-exclusionary shelters, new policies on exit and separation from shelter services, and funding formula.

- Request feedback on the development of a Request for Applications (RFA) to select regional coordinators. Topics included important qualities and experience regional coordinators should have, developing regional plans, grant applications, and insurance requirements.
- Ensuring broad awareness of the opportunity for the Shelter 25-27 biennium funding and proposed funding parameters.

Engagement Strategies

OHCS hosted four listening sessions on key design issues and one listening session on RFA development. Invitees included CAAs, multi-agency coordination groups (MACs), balance of state local planning groups (LPGs), shelter operators and passthrough entities, tribal government, public housing authorities (PHAs), culturally responsive organizations, and shelter work group members. Engagement sessions were tailored to the target audience and used existing meeting spaces when possible. A survey was offered for those wishing to provide anonymous feedback or those who were not able to attend a listening session (survey results are attached to this report as Appendix A). Those who were unable to attend a listening session or submit a survey before the deadline were offered the opportunity to email their feedback for consideration. Individuals with lived experience were engaged during a listening session with the Mental Health and Addiction Association of Oregon (MHAAO) at the 2025 Peerpocalypse Conference.

Partner Participation

Ninety-eight people participated in the listening sessions, and 60 surveys were completed. Partners from all 36 counties in Oregon participated in either the surveys or the listening sessions. Fifteen people with lived experience participated in Peerpocalypse – most session attendees had experienced homelessness within the last two years, including five participants who were currently homeless.

Overall Themes

One recurring observation was that as shelters are required to meet higher standards, they need more resources, infrastructure, and time to meet those standards. Participants also frequently noted that rural areas struggle with a lack of resources, including trained staff and shelter space, so they may need more help to be able to meet higher minimum requirements. Above all, listening session and survey participants emphasized flexibility so communities can creatively meet the needs in their local area with the resources that are available to them.

Participants also noted the importance of investing in staff to lower turnover, aid recruitment, and increase staff with lived experience and/or cultural competency. Participants largely agreed that funding staff training in case management, trauma-informed care, crisis management, conflict resolution, data collection, and cultural competency is important. Many participants with lived experience emphasized the need to increase staff levels to avoid staff burnout and ensure shelter guests can access case management services and increase peer support. Participants also wanted shelters to have more involvement with mental, behavioral, and physical health providers. Increasingly, shelters help guests with medical and disability-related

support needs, and accommodating these needs takes more staff time and resources, as well as relationships with or integration of health care providers. The lived experience participants said shelters need to provide more support with independent living skills such as budgeting, housing readiness, and workforce re-entry, as well as more support with addiction, mental health, and parenting skills.

Shelter Services and Operation Themes:

OHCS asked about service requirements for emergency shelters to create minimum standards for all OHCS-funded shelters across the state and asked participants for input on what shelter costs are needed to maintain and operate shelter facilities.

- It is important that shelters are clean places, with adequate trash removal, infestation control, and guest access to bathrooms, laundry, showers, first aid/medical care, clothing, and hygiene products. Keeping shelters habitable long term also requires paying for facility maintenance and repairs.
- Most participants noted that requiring access to food, as opposed to requiring kitchen facilities or meal service, would allow more flexibility for shelters, especially in rural areas where space and resources are lacking.
- There were mixed feelings about requiring pet access. Many noted that the fear of being separated from pets was a major barrier to getting folks into shelters. Others raised issues around pet health, pet fights, pet storage, and pet liability that made them hesitant to require pet access in all shelters.
- Insurance was a major concern for participants—both getting and keeping insurance has been difficult for shelters, and insurance costs have risen.

Vehicle Camping and Basic Freestanding Structure Themes:

OHCS asked about the minimum habitability standards and service requirements for vehicular camping and basic freestanding structure programs. These programs provide individuals experiencing homelessness with a place to stay, either in their vehicle or in a freestanding structure such as a Conestoga Hut, a yurt, or other structure provided by the site when available. These structures would be a new program type under the statewide shelter program.

- Accommodating vehicle camping or providing freestanding structures help more guests who would otherwise be unsheltered access shelter, but it is hard to get community support for placing these sites. It generally requires costly investments in infrastructure to be able to provide electricity, lighting, potable water, walkways and parking spots, shower and toilet access and RV waste disposal. Local jurisdictions may have additional zoning requirements that these shelters need to meet.
- Because these are temporary sites, it's important to offer the most immediately needed services like case management and housing navigation. Other important considerations for these sites include sanitation, adequate security, fire suppression, and a plan or resources for dealing with abandoned or disabled vehicles, as well as for operating during weather events like fires, extreme heat or freezing temperatures.

- Participants stressed the need for flexibility with this type of program, as it can be set up in a variety of ways and the ability to provide amenities depends on the setup and location.

Low Barrier Policy Themes:

HB 3644 requires OHCS to develop low-barrier shelter policies. OHCS asked participants about what practices or policies are most important for creating shelter spaces that are more welcoming and easier to access.

- Population-specific shelters are an important tool to provide both access and safety for everyone. Across all listening sessions, participants struggled with the question of how to operate a low-barrier shelter for folks with intersecting levels of vulnerability (families, children, DV victims, folks in recovery), specifically in reference to guests with convictions for violent crime or an active addiction.
- Communities need flexibility to provide a mix of intentionally designed shelter options to maximize guests' space, autonomy, and safety.
- Investing in shelter staff is important to shelter outcomes; optimally staff should receive training in trauma-informed care, de-escalation, cultural competency, and harm reduction, have lived experience, earn a living wage, and receive sufficient support to prevent burnout.

Shelter Exit Themes:

House Bill 3644 requires OHCS to create policies emphasizing equity in shelter exits and separation from services. OHCS asked participants what actions would improve equity in shelter exits.

- When asked about equity, several participants shared that their organizations currently have culturally responsive and trauma-informed care when setting program rules and procedures. However, most participants shared they are not currently using a racial equity lens to ensure termination policies do not disproportionately impact Black, Indigenous and people of color, and others from historically underserved communities. Several also shared they are not currently regularly evaluating shelter exit data to identify disparities.
- Successful outcomes require tracking pathways to housing and case management as well as time and resources to reflect on what is going well and what could be improved. Both require good data entry and technical assistance with identifying and evaluating exit data to address disparities. Training should focus on how the data can support shelter staff's efforts, rather than merely being 'paperwork.'
- Shelter rules should prioritize staff and guest safety, with clear communication to guests. There should be an established appeals process and a commitment to corrective action.

Equity Policy Themes:

Most participants expressed interest in more training and technical assistance related to equity, as well as identifying resources that could help improve shelter access and outcomes for historically underserved populations.

- Equity in outcomes could be improved through flexible housing assistance to better support people who are black, indigenous or people of color.
- Shelters need to invest in training staff who are bicultural, bilingual, and represent the populations being served and/or staff with lived experience (peer model).
- There is an opportunity for OHCS to establish standards and guidance on equity through clear and consistent communication, define commonly misunderstood terms and make baseline recommendations around promoting equitable outcomes and access to resources.
- Participants additionally emphasized needing more training and technical assistance related to supporting undocumented and immigrant households, specifically around Oregon's sanctuary laws and federal immigration enforcement.

Funding Formula Themes:

OHCS sought input on the funding formula to use for the allocation of funds to regions. Under HB 3644, OHCS must develop a funding formula that considers both the needs of the region and the past performance of the region, which is a new metric that has not previously been included in funding formulas.

- Respondents shared that every data source has its flaws, so a combination of data should be used to get an accurate snapshot of the need. Some suggested data sources and metrics other than the Point In Time (PIT) count and Homeless Management Information System (HMIS) data include:
 - 1) A region's housing inventory, including affordable housing units
 - 2) Mckinney-Vento data
 - 3) Community needs assessment
 - 4) Head start numbers
 - 5) Increasing sheltered homelessness and/or decreasing unsheltered homelessness
 - 6) Shelter bed utilization rates
 - 7) Average and fair market rent costs in the community
 - 8) The gap between affordable housing units and non-affordable housing units available
 - 9) The county's cost of living
 - 10) Eviction rates
 - 11) Doubled up count
 - 12) HUD's Housing Inventory Count (HIC)
 - 13) Local data sources, such as Multnomah's 'by name' count
- Total number counts put smaller regions at a disadvantage when compared to larger regions and may not be reflective of overall need, so consider using per capita counts.
- External factors impact shelters' ability to move guests to permanent housing, so should not be used as the only metric for success. Regardless of how successful a shelter is at meeting established metrics, we need to ensure we are funding shelters' basic shelter operation costs, so we do not lose any existing beds.

Request for Applications

The purpose of a request for applications (RFA) is to solicit applications for regional coordinators. OHCS had one listening session devoted entirely to developing an RFA. In that session, participants were asked about the most important qualities of a regional coordinator and also about creating a regional plan as required by HB 3644.

Regional Coordinator Qualities

“Regional coordinator” means a local government or nonprofit public benefit corporation that develops a regional assessment and plan, an annual report, and receives and distributes state funding for shelter and rehousing programs for the region. OHCS gathered feedback on the most important qualities of a regional coordinator.

- A regional coordinator should have existing connections in their entire region and experience working collaboratively across differences between OHCS and others in the area.
- A regional coordinator must have experience with OHCS systems and processes, a record of success in administering OHCS funds, and the staff capacity in place to be able to make payments quickly from the start.
- Transparency, consistency, clearly documented requirements, and strong communication skills are necessary for working with subrecipients who may be unfamiliar with state processes.

Regional Planning

Regional coordinators will be responsible for developing a regional plan that details the region’s services and outcomes that will be supported by program funds. At a minimum, regional plans must integrate support for tribal sovereignty and support culturally responsive shelter providers, rural shelter providers, and planning partners to meet the unique needs of the communities. The regional plan may include diverse housing-focused shelter options.

- Developing a regional plan requires extensive community engagement, and doing it right takes a lot of time and resources, especially when getting feedback from tribal partners and folks with lived experience.
- A successful regional plan requires OHCS to clearly and consistently communicate standards to all regional coordinators before they develop the regional plan.
- To ensure an inclusive and equitable regional plan, regional coordinators must actively involve those who have historically been left out and give those voices a meaningful say in the plan’s development. Tribal communities, culturally responsive organizations, and people experiencing homelessness have traditionally been left out of the process or tokenized when they should be central to the process (“Nothing about us without us”).

Next Steps

OHCS is using the feedback gathered from the listening sessions and survey to draft the Oregon Administrative Rules, program manual, and the request for applications. The next engagement opportunity will be the Rules Advisory Committee on Sept. 2, 2025, where committee members

can review and comment on the proposed administrative rules. OHCS anticipates the release of the RFA, including the regional plan template, in the fall of 2025.

Appendix: Statewide Shelter Program Engagement Questions and Responses

Introduction

This appendix provides an overview of questions and responses to both the virtual listening sessions and the survey. The narrative responses are summarized to include all engagement sessions, including responses from the OHCS-hosted listening sessions, Mental Health Addiction and Association of Oregon hosted listening session at the PeerPocalypse, and the survey. The tables only illustrate the responses to closed-ended questions in the survey. Survey respondents had the option to complete the entire survey or complete specific sections that are applicable to their agency.

Shelter operations

Question: Are there other shelter operations costs not included here that, if not funded, would limit or restrict shelter service or operating hours?

- **Lease or rent payments for shelter facility**
- **Utilities**
- **Security equipment or service to operate shelter facility**
- **Janitorial supplies and services to operate shelter facility**
- **Facility management (staff costs for a facilities manager to manage day-to-day operations necessary to ensure a physical environment that also supports a shelter's needs and core function)**
- **Minor maintenance/repairs to facility**
- **Furnishings for shelter facility necessary for operation and maintaining bed capacity**
- **Food for congregate shelter facility settings**
- **Costs to board and care for shelter residents' animals, such as boarding costs, kennels, leashes, food, toys, veterinary services not available or inaccessible within the community**

Responses: The majority of responses indicate costs are missing. **The most frequently reported missing cost was staffing.** Respondents emphasized the high cost of full-time, non-managerial staffing, particularly when providing the robust, specialty care necessary for shelter operation and efficacy. Other common responses include:

- Medical/behavioral health staff and supplies,
- Training,
- Technology and data management,
- Flexible funds for participant needs,
- Transportation,
- Equipment,

- Move-in costs/flexible funds for housing placement, Laundry, Storage (particularly off-site storage), Insurance, Bed bug treatment, Supplies for hygiene harm reduction,
- Facility upgrades, maintenance or repairs.

OHCS staff noted that some of the costs that respondents described as missing are currently allowable or are being implemented in the next iteration of the shelter program.

Shelter services

Question: What other service requirements should be included as required or optional for emergency shelters?

Responses: Many responses indicated the need for staff training as a requirement with emphasis on trauma-informed care, mental and behavioral health, and familiarity interacting with highly vulnerable populations. Additionally, adequate case management services and data collection competency were mentioned as possible requirements. Designated areas for certain populations, children, and domestic violence survivors, were also mentioned.

Question: What are minimum services emergency shelters should provide to ensure they are safe, easy to access, and help participants with their housing goals?

Responses: Many responses indicated food provided or meal prep areas, as well as showers, toilets and laundry should be minimum services. Additionally, many noted there should be case management, housing navigation, and coordination of mental health and physical health services. Others noted that there should be laundry facilities, showers, restrooms, and measures to mitigate infestation (like a heat tent). Others suggested that there should be basic needs available, such as clothing and hygiene products. Many shared there needs to be minimum training that is culturally responsive, uses harm reduction, trauma-informed care, and other safety-focused topics. There were other comments that shelters should be available 24/7, have on-site security, be near public transportation or provide transportation options, ensure units are climate-controlled, provide parking to shelter guests, keep families together, accommodate pets, and use Coordinated Entry or HMIS.

Shelter Services Survey Responses (N=42)	Required	Optional	Other
Shelter provides space to live and securely stores belongings (including ability to securely store prescription medications)	66.7%	19.0%	14.3%
Shelter includes kitchen/meal preparation facilities	38.1%	45.2%	16.7%
Shelter provides meals	48.8%	41.5%	9.8%
Shelter includes bathroom (toilet/shower) facilities	92.9%	0.0%	7.1%
Shelter is free of accumulated trash and debris, and all trash is kept securely in closed/covered bins	88.1%	2.4%	9.5%
Shelter does regular cleaning, and areas of high traffic must be regularly disinfected to reduce the spread of germs.	95.2%	0.0%	4.8%
Shelter appropriately disposes of hazardous materials, such as needles/sharps	95.2%	0.0%	4.8%
Shelter creates access to refrigeration for required prescription medication that is needed for a resident or their pet	81.0%	11.9%	7.1%
Shelter accommodates pets	47.6%	38.1%	14.3%
Shelter has case management staff available	71.4%	16.7%	11.9%
Shelter has training and written policies for engaging shelter participants to gather required data elements related to homelessness	83.3%	7.1%	9.5%
Shelter has access to financial assistance to help with rental applications, deposits, and move-in costs	57.1%	31.0%	11.9%
Shelter has security on-site	33.3%	35.7%	31.0%

Question: What would be barriers to meeting these standards and why?

Responses: Many responses shared that service requirements should vary based on the type of shelter being offered (inclement weather, day center, year-round, etc.). The most common barrier noted is funding to meet standards, as well as recruiting and maintaining staff. Other common barriers include:

- On-site kitchen/meal preparation facilities can be cost-prohibitive, or there isn't space.
- Accommodating pets because of concern of conflict with other pets or guests, allergies, and the added space they require.

- On-site security due to the cost and in some cases the belief the focus should be more on de-escalation training than security.
- Providing financial assistance to help guests with rental applications, deposits, and move-in costs. Respondents agreed this would be helpful but that funding for move-in costs is not typically available or enough.
- Providing storage for belongings because there is not enough space at the shelter.
- Having on-site plumbing, without which they are limited in being able to offer showers and plumbed toilets, although porta-potties are an option.

Barriers to Shelter Standards Survey Responses (N=31)	1- Not at all challenging	2- Slightly challenging	3- Somewhat challenging	4- Moderately challenging	5- Extremely challenging	Average Rating
Shelter provides protection from the elements	51.6%	19.4%	12.9%	9.7%	6.5%	2.00
Shelter provides space to live and securely stores belongings (including ability to securely store prescription medications)	22.6%	25.8%	19.4%	22.6%	9.7%	2.71
Shelter includes kitchen/meal preparation facilities	12.9%	29.0%	16.1%	22.6%	19.4%	3.06
Shelter includes bathroom (toilet/shower) facilities	51.6%	29.0%	3.2%	6.5%	9.7%	1.94
Shelter is free of accumulated trash and debris, and all trash is kept securely in closed/covered bins	54.8%	25.8%	6.5%	12.9%	0.0%	1.77
Shelter does regular cleaning, and areas of high traffic must be regularly disinfected to reduce the spread of germs.	58.1%	22.6%	12.9%	3.2%	3.2%	1.71
Shelter appropriately disposes of hazardous materials, such as needles/sharps	63.3%	6.7%	20.0%	10.0%	0.0%	1.77
Shelter creates access to refrigeration for required prescription medication that is needed for a resident or their pet	35.5%	22.6%	25.8%	12.9%	3.2%	2.26
Shelter accommodates pets	16.1%	19.4%	22.6%	22.6%	19.4%	3.10
Shelter has case management staff available	35.5%	16.1%	19.4%	16.1%	12.9%	2.55
Shelter has training and written policies for engaging shelter participants to gather required	38.7%	22.6%	16.1%	16.1%	6.5%	2.29

data elements related to homelessness						
Shelter has access to financial assistance to help with rental applications, deposits, and move-in costs	6.5%	25.8%	12.9%	25.8%	29.0%	3.45
Shelter has security on-site	23.3%	10.0%	23.3%	23.3%	20.0%	3.07

Basic Freestanding and Vehicular Camping

Question: What should be minimum services and amenities for vehicular camping or basic freestanding structures programs?

Response: There was an underlying theme and ask that OHCS consider regional flexibility as community needs, resources, and community support may vary region to region. Many respondents identified minimum services that mirrored services and amenities required of traditional emergency shelters, such as access to potable water, access to showers and restrooms, waste management, site cleanliness, case management, and housing navigation/housing-focused services.

Those who participated in the PeerPocalypse listening session emphasized robust supportive services, including trauma-informed staff, peers, and support to avoid staff burnout. Other minimums were also identified, including vehicle repair, removal/towing, support with vehicle registrations, and other resources directly tied to RV related expenses. For all programs, but especially with RVs, respondents stressed the need to prevent and suppress fires. Respondents shared the need for inclement weather response, especially for hot and smoky events. Other respondents, although less common, shared that there is a need for proper lighting for security, 24/7 staff, tech access (for job search, applications, etc.), pet waste areas, meal storage and prep areas, and climate-controlled areas for freestanding structures without heating/cooling units. There are mixed responses regarding the need for security. Some shared that there should be a disposal plan for abandoned vehicles, but not a requirement that vehicular camping provides removal/towing. There are a couple of comments related to alternatives to these types of programs, like motel vouchers and emergency shelters, noting that some individuals sleep in their vehicles because they are concerned about the safety in emergency shelters.

Vehicular Camping and Basic Freestanding Structure: Amenities Survey Responses (N=19)	Required	Optional	Other
Sanitary facilities on-site, such as portable toilets or access to toilet facilities	94.7%	0.0%	5.3%
Potable water	73.7%	21.1%	5.3%
Direct access from electricity to unit	21.1%	68.4%	10.5%
Access to electricity anywhere on-site, not necessarily directly to the unit	63.2%	31.6%	5.3%
Access to showers	52.6%	42.1%	5.3%
Locking door	52.6%	36.8%	10.5%
Site cleanliness/janitorial services for regular clean-up of the site	84.2%	10.5%	5.3%
Garbage collection, inclusion of “sharps” and other bio-hazard disposal	89.5%	5.3%	5.3%
Waste management that includes plans to address spills and RV waste disposal	84.2%	15.8%	0.0%

Vehicular Camping & Basic Freestanding Structure: Services Survey Responses (N=18)	Required	Optional	Other
Refrigeration and space available for participants to prepare their own food	16.7%	77.8%	5.6%
Meals provided by the program	22.2%	77.8%	0.0%
Provision of services to participants, such as case management, rehousing options, housing navigation, links to employment, and needed medical services, etc.	83.3%	16.7%	0.0%
Financial assistance to help with rental applications, deposits, move-in costs	38.9%	61.1%	0.0%
Security on-site	33.3%	50.0%	16.7%
Timely and appropriate responses to compliance with zoning requirements, when identified by state, local, or county officials	66.7%	22.2%	11.1%
For vehicular camping only: Removal/towing of inoperable and/or abandoned vehicles	64.7%	17.6%	17.6%



Question: Recognizing these programs are not considered shelter because they do not meet HUD shelter habitability standards, for programs where it may be possible to align with habitability standards, which of these standards are most challenging to meet and why?

Responses: The most common barriers to meeting shelter habitability standards are related to health and sanitation, including air quality, electricity to each unit, and sanitation services. Other challenging habitability standards to meet are water and meal preparation sites. These barriers are heightened in severe weather conditions (examples of extreme heat, cold, and smoke) as respondents noted the need for mitigation strategies.

Respondents shared barriers/ challenges in general for vehicular camping and basic-freestanding structures. Many emphasized the need for flexibility with these programs. A common barrier reported was the infrastructure needed to provide access to electricity, including lighting and refrigeration for participants' medication. Another common barrier was how to handle vehicles that require repair or are inoperable, which, in some cases, an abandoned vehicle can create health hazards like asbestos. Other barriers include lack of community support, local zoning/permitting, hazmat waste if sites are not properly set up, the location's access to transportation or proximity to resources, and the availability of storage, water and shower facilities.

Vehicular Camping and Basic Freestanding Structures: Habitability Standard Survey Responses (N=13)	1- Not at all challenging	2- Slightly challenging	3- Somewhat challenging	4- Moderately challenging	5- Extremely challenging	Average Rating
Structure and materials	30.8%	7.7%	23.1%	15.4%	23.1%	2.92
Access	7.7%	15.4%	15.4%	7.7%	53.8%	3.85
Space and security	23.1%	15.4%	23.1%	15.4%	23.1%	3.00
Interior air quality	7.7%	23.1%	38.5%	7.7%	23.1%	3.15
Water supply	23.1%	30.8%	38.5%	7.7%	0.0%	2.31
Sanitary facilities	38.5%	15.4%	23.1%	15.4%	7.7%	2.38
Thermal environment	7.7%	23.1%	0.0%	7.7%	61.5%	3.92
Illumination and electricity	16.7%	8.3%	8.3%	25.0%	41.7%	3.67
Food preparation	7.7%	23.1%	7.7%	7.7%	53.8%	3.77
Sanitary conditions	23.1%	30.8%	23.1%	15.4%	7.7%	2.54
Fire safety	23.1%	15.4%	30.8%	7.7%	23.1%	2.92

Low Barrier

Question: What policies or practices would contribute to creating more welcoming and easier to access shelter spaces? / What other practices or policies should be included?

Responses: Many requested clarification on the definition and practical application of “low-barrier,” with particular emphasis on how to operate a low-barrier shelter with considerations of where to place high-risk populations (families, survivors of domestic violence, those with criminal justice involvement, and those with mental and physical disabilities). Many responses touched upon the need for a clear strategy on where and how to place participants who have a history of sexual violence. Respondents shared that they may exclude those with sex offences because of insurance requirements and because of the safety of other shelter guests.

Others expressed the need for shelters to better accommodate families, including larger families, so they can stay together and feel safe. Another common response was around the need for a mix of shelter types and services, such as congregate vs non-congregate, low-barrier vs recovery-based, and different spaces within a shelter for those in active recovery. Respondents noted that more resources are needed to manage low-barrier services, including additional staffing and training. Respondents emphasized the importance of communicating shelter rules to participants, with a focus on behavior and respect, to ensure accountability among clients and staff. Some shared it would be helpful to have a connection to Coordinated Entry, while others expressed concerns about waitlists and the potential conflict between Coordinated Entry and low-barrier policies.

There were other responses around:

- Having an appeals process for shelter denials
- How to enforce low-barrier
- Using harm reduction approach
- More training for staff
- Addressing staff wages
- Accommodating pets
- Gender and inclusivity
- Incorporating trauma-informed care in design
- No requirements around citizenship
- Consideration of mandatory reporting
- Language access
- Proximity to transportation or other resources
- Acknowledging the health care needs and challenges, particularly those being discharged from health care settings

Low Barrier Policy Survey Responses (N=47)	1- Not at all important	2- Slightly important	3- Neutral	4- Moderately important	5- Extremely important	Average Rating
Sobriety and treatment are voluntary	2.1%	2.1%	19.1%	19.1%	57.4%	4.28
No required documentation of identification, custody, or gender	8.7%	10.9%	13.0%	10.9%	56.5%	3.96
Services are available to all individuals regardless of sexual orientation, gender identity, or marital status	2.1%	0.0%	2.1%	6.4%	89.4%	4.81
No charge to individuals or families for stays, meals, or services rendered	2.1%	2.1%	2.1%	10.6%	83.0%	4.70
Does not exclude people with criminal convictions	0.0%	10.6%	14.9%	25.5%	48.9%	4.13
Does not exclude people with poor credit or eviction history	8.5%	0.0%	2.1%	4.3%	85.1%	4.57
Limits access to individuals who have a history or record of prior sex offenses	12.8%	19.1%	21.3%	23.4%	23.4%	3.26
Shelter accommodates pets and belongings	0.0%	4.3%	10.6%	21.3%	63.8%	4.45
Shelter's intake process and housing navigation services coordinate closely with community-based outreach services and coordinated entry	4.3%	2.1%	8.5%	14.9%	70.2%	4.45
Shelter creates flexible and predictable access for people seeking shelter	0.0%	2.1%	4.3%	10.6%	83.0%	4.74
Shelter focuses on addressing disruptive or dangerous behaviors rather than compliance with rules or a case plan	0.0%	2.1%	21.3%	19.1%	57.4%	4.32
Shelter welcomes self-defined family and kinship groups to seek shelter together	0.0%	4.3%	14.9%	21.3%	59.6%	4.36
Shelter staff are trained in cultural competency, implicit bias, and other racial equity topics to promote and further racial equity within their programs	2.1%	2.1%	2.1%	19.1%	74.5%	4.62

Shelter Exits/ Equity

Question: What policies or practices would contribute to more equitable outcomes in shelter exits?

Responses: Several respondents shared that successful outcomes depend on tracking participants' pathways to housing and case management, which requires accurate data entry and data tracking. Many shared training and technical assistance would contribute to more successful outcomes. Additionally, respondents emphasized funding for housing placement, including flexible housing assistance resources that better support underrepresented populations. Many said there needs to be investment in staffing that is bicultural, bilingual, represents the populations being served, and includes those with lived experience (peer model). Others shared that they need additional administrative funding for planning, creating opportunities for behavior change (such as corrective action/behavior and pathways back to shelter if exited), enforcement of Oregon sanctuary law, case management, review of all shelter exits, consideration of mandatory reporting, and building relationships with community-based organizations.

Question: What is your shelter or community currently doing to reduce disparities in shelter exits?

Responses: Most respondents shared that they are working toward cultural responsiveness and trauma-informed care when setting program rules and procedures. Others shared that they are working toward having clear, documented information on reasons for termination and appeals processes, as well as policies that involuntary exits occur only as a last resort. Fewer respondents said they use a racial equity lens to ensure termination policies do not disproportionately impact Black, Indigenous, and people of color and other people from historically underserved populations. However, respondents shared an interest in additional training and technical assistance, particularly in utilizing an equity lens and conducting regular evaluations of shelter exit data to assess disparities.

Shelter Exits Survey Responses (N=31)	Currently in use	In the process of implementing	Not yet implemented	Unsure
Use of a racial equity lens to ensure termination policies do not disproportionately impact BIPOC and other people from historically underserved communities	29.0%	16.1%	16.1%	38.7%
Cultural responsiveness and trauma-informed care when setting program rules and procedures	71.0%	3.2%	0.0%	25.8%

Regular evaluation of shelter exit data to assess for any disparities	35.5%	19.4%	6.5%	38.7%
A process for ensuring documentation of steps or actions that were taken to avoid any denials, limitation or reduction of benefits, such as restorative justice engagement, mediation, or similar step	38.7%	16.1%	9.7%	35.5%
Clear, documented information on reasons for termination and an appeals process	59.4%	0.0%	3.1%	37.5%
Policies that ensure that involuntary exits occur only as a last resort in the most serious cases to protect the health, safety, and respect of shelter participants and staff	48.4%	9.7%	6.5%	35.5%

Training and Technical Assistance Survey Responses (N=21)	Yes, would like more training and technical assistance
Use of a racial equity lens to ensure termination policies do not disproportionately impact BIPOC and other people from historically underserved communities	71%
Cultural responsiveness and trauma-informed care when setting program rules and procedures	57%
Regular evaluation of shelter exit data to assess for any disparities	71%
A process for ensuring documentation of steps or actions that were taken to avoid any denials, limitation or reduction of benefits, such as restorative justice engagement, mediation, or similar step	57%
Clear, documented information on reasons for termination and an appeals process	52%
Policies that ensure that involuntary exits occur only as a last resort in the most serious cases to protect the health, safety, and respect of shelter participants and staff	57%

Funding Formula

Determining Need

Question: Which factors do you support in using in the funding formula for determining the needs of the region?

Responses: Respondents shared they would need support, such as funding and technical assistance, to improve Homeless Management Information System (HMIS) data reporting. Some respondents supported factors such as percentage tied to sheltered homelessness, unsheltered homelessness, and shelter utilization. Some shared that a combination of both Point in Time Count (PIT) and American Community Services data was discussed; however, using the PIT as a standalone report remains a concern. Regarding data collection, respondents expressed a desire for standardization and consistency in data reporting requirements.

Additionally, several participants shared their support using rental costs and available units, as well as the per capita homeless count rather than the total homeless count. Respondents also shared that some data may not align with HUD criteria, such as McKinney-Vento. Others mentioned the desire to include poverty-focused data in comparison to homeless services utilization.

Formula Factor Survey Responses (N=39)	Strongly Oppose	Somewhat Oppose	Neutral	Somewhat Support	Strongly Support	Average Rating
Total people experiencing homelessness, including both sheltered and unsheltered (PIT)	17.9%	15.4%	12.8%	20.5%	33.3%	3.36
The rate of unsheltered homelessness (PIT)	15.4%	12.8%	12.8%	25.6%	33.3%	3.49
Homelessness per capita or homelessness rate (PIT)	12.8%	17.9%	2.6%	25.6%	41.0%	3.64
Households with income less than \$35,000 experiencing severe rent burden (ACS)	10.3%	0.0%	12.8%	35.9%	41.0%	3.97
Number of people experiencing poverty (ACS)	5.1%	5.1%	10.3%	41.0%	38.5%	4.03
Poverty Rate (ACS)	5.1%	7.7%	15.4%	30.8%	41.0%	3.95
Number of homeless students (Department of Education McKinney-Vento)	5.1%	7.7%	2.6%	25.6%	59.0%	4.26

Question: (For survey respondents only): You indicated you oppose using “total people experiencing homelessness, including both sheltered and unsheltered Point in Time Count” in the funding formula. Please describe the reason for your response.

Responses: Many shared that the Point in Time Count is an undercount in their regions, and it does not often reflect how many people are experiencing homelessness. Some suggested that a per capita measure of homelessness would be more representative.

Question: (For survey respondents only): You indicated you oppose using “Poverty Rate (ACS)” in the funding formula. Please describe the reason for your response.

Responses: Some shared they opposed poverty data because it is not targeted enough to people experiencing homelessness, and it seems less directly related to the need, as not everyone in poverty or experiencing rent burden is homeless.

Question: (For survey respondents only): You indicated you oppose using “McKinney-Vento” in the funding formula. Please describe the reason for your response.

Responses: Some believe McKinney-Vento is not a direct reflection of the number of adults who are experiencing homelessness. However, they noted it would make sense to use this method to determine funding of family and youth-specific shelters.

Question: Are there other data sources you wish we were using?

Responses: Several shared that it would be helpful to include a by-name list and HMIS data. Others shared it would be beneficial to include available rental units, rental and affordable housing vacancy rates, fair market rents, average rent costs, gap of affordable and non-affordable housing units available, cost of living in a county, eviction rates, doubled-up count, rural factor, community needs assessment, shelter utilization, shelter operations costs, shelter beds supported by state funding, and the Housing Inventory Count.

Performance Metrics

Question: Which factors do you support in using in the funding formula for performance metrics for the region?

Responses: Many shared concerns regarding utilizing the same metrics if organizations do not have the same data systems or capacity. There were also concerns about how unsheltered homelessness data is measured, as it could be influenced by factors outside of the shelter's control, such as long-term stays and exits, and how this data is tracked. Participants expressed a desire to include metrics that demonstrate their participants' experience and performance tied to racial equity. Others performance metrics mentioned include fiscal monitoring compliance/financial performance, shelter utilization rates, and exits to a broad spectrum of housing.

Performance Metric (N=38)	Strongly Oppose	Somewhat Oppose	Neutral	Somewhat Support	Strongly Support	Average rating
Reducing unsheltered homelessness	5%	13%	24%	32%	26%	3.61
Transitioning people from homelessness to housing stability	0%	8%	16%	34%	42%	4.11
Housing retention for people rehoused through the program	8%	8%	18%	26%	39%	3.82

Question: (For survey respondents only): Please explain why you oppose using “percentage of households served who return to unsheltered homelessness” as the performance metric for reducing unsheltered homelessness in the funding formula.

Responses: Some respondents opposed this because there are too many external factors outside the shelter’s control that come into play, such as a limited number of units, limited case management and support services, and a lack of Permanent Supportive Housing units.

Question: (For survey respondents only): Please explain why you oppose using “percentage of households served who have permanent housing placements” as the performance metric for reducing unsheltered homelessness in the funding formula.

Responses: Some respondents opposed this because they felt it seemed more appropriate for transitional housing than emergency shelter.

Question: (For survey respondents only): Please explain why you oppose using “percentage of households served who re-engage with another homeless provider within one year” as the performance metric for reducing unsheltered homelessness in the funding formula.

Responses: Some respondents opposed this because they felt it seemed more appropriate for housing programs than shelter. They were also opposed because homeless provider may offer basic needs navigation, food support, and other connections to services, so engaging with a provider again can be considered positive.

Request for Application

Regional Coordinator

What other/most important qualities of a regional coordinator would you like to see listed in the Request For Applications?

Responses: Respondents said the most important qualities of a regional coordinator are past experience in receiving and administering state and federal funding, ability to administer funds to other entities, neutral and equitable approaches, established relationships with culturally responsive organizations and a continuum of care. They also emphasized the importance of collaboration, alignment across communities and values, and adaptability and flexibility. Some emphasized the ability to demonstrate experience, capability, and effectiveness in collaboration, partnership, program administration, efficiency in reimbursement of payment processing, and regional knowledge.

Qualities of a Regional Coordinator Survey Responses (N=33)	Not at all important	Slightly important	Neutral	Moderately important	Extremely important
Experience distributing funding to subgrantees	0.0%	0.0%	3.0%	21.2%	75.8%
Experience involving relevant stakeholders, including local government, nonprofit providers, and service agencies, and individuals with lived experience of homelessness, to develop a comprehensive plan for addressing homelessness	0.0%	3.0%	3.0%	21.2%	72.7%
Strong relationship building, coordination, and communication with community stakeholders, including but not limited to local government, nonprofit providers, service agencies, and individuals with lived experience.	0.0%	0.0%	3.0%	21.2%	75.8%
Experience providing technical assistance to subgrantees, including training, guidance on best practices, and capacity building to ensure shelter and housing programs are designed and delivered effectively	3.0%	0.0%	6.1%	33.3%	57.6%
Experience utilizing Homeless Management Information System (HMIS) to collect data on the number of people experiencing homelessness, the types of services they use, and the effectiveness of homeless service programs	0.0%	9.1%	12.1%	21.2%	57.6%
Experience using data to monitor program performance, identify areas for improvement, and inform future planning	3.0%	6.1%	9.1%	27.3%	54.5%
Experience leveraging various funding sources to support homeless services and programs, and uses resources effectively to ensure they are used efficiently to meet the needs of the community	0.0%	0.0%	6.1%	30.3%	63.6%

Insurance

Question: Have you experienced any challenges related to obtaining insurance typically required for OHCS grants? If yes, please describe those challenges.

Responses: Respondents shared that the cost of insurance, insurance requirements, and the limited number of insurers willing to insure shelters are challenges. Respondents mentioned the same barriers, asking if the regional coordinator could cover the insurance requirements instead of the smaller organization. Some note that they would need to adjust their shelter model to receive necessary insurance coverage. The prolonged time to obtain coverage is a barrier for some. Some mentioned the need for clarity on how insurance requirements will be broken up between grantees and their subrecipients; grantees may need further guidance on determining what limits subrecipients need to hold. An additional issue is that once insurance is obtained, retaining that coverage is challenging.

Registering for OregonBuys

To apply for grants, applicants must be a registered vendor in OregonBuys. Is your organization a registered vendor in OregonBuys? Have you experienced any challenges registering?

Responses: Respondents find OregonBuys is not user-friendly. Most noted that they are registered with OregonBuys and have received technical assistance; however, the system remains hard to navigate. Some noted that resources, such as user manuals, don't align with the interface, and that it freezes in the middle of complex processes.

Registering with the State to do business in Oregon

Question: To apply for grants, applicants must be registered with the state to do business in Oregon. Is your organization registered to do business in Oregon? Have you experienced any challenges registering?

Responses: Respondents did not share any feedback on this question.

Applying for Grants

Question: Do you have any other feedback about applying for grants?

Responses: Respondents noted the importance of transparency, consistency, and clearly documented requirements, particularly for those who are unfamiliar with state requirements. Some shared that there are stricter requirements for funding and that it is necessary to consider how this impacts grantees and subgrantees.

Regional planning

Question: If your organization has participated in developing a regional plan or similar comprehensive plan for addressing homelessness, what were the challenges or barriers experienced in achieving set goals?

Responses: Respondents noted challenges with overall collaboration, including competing priorities, strong feelings, and organizational competition instead of collaboration for OHCS resources. They reported difficulty finding shared accountability and alignment, as well as coming to consensus. Some of the challenges were organizations having different capacities, philosophies, and scopes of services. It was noted that mental and behavioral health providers are important partners who are not always involved or do not participate when invited. Other challenges were personal interests, local politics, “not in my backyard” mentality in the community that hindered support for services. A lack of time, insufficient staffing, limited diversity among staff (specifically not enough Spanish-speaking staff) were other barriers. Limited resources, lack of sustainable funding, and funding requirements were other challenges. Lack of available housing, lack of affordable housing, challenging landlords, and credit/eviction barriers for program participants were other challenges. Respondents noted that a challenge is that different data systems are not compatible with one another. Some shared that there are barriers to including people with lived experience and highly vulnerable populations.

Question: What type of training and TA would have supported efforts in achieving those goals?

Responses: The most common response was the desire for clearer and consistent communication about funding and expectations so that grantees can plan ahead. Others suggested more technical assistance at the local level, including on data collection, programmatic content (housing barrier removal/ landlord engagement), cross-learning around the state, and more intentional tribal engagement.

Question: What went well and/or what were successes you experience [with regional planning]?

Responses: Many shared that they were able to focus on outcomes and meet their goals that resulted in new programs or growth within the homeless service system. Some commented that they had strong partnerships, diverse perspectives from service providers and people experiencing homelessness, and other key partners. Some noted that by working in partnership, they were able to leverage other community resources.

Question: What feedback do you have on strategies regions would use to develop a regional plan, including strategies to collaborate with key stakeholders and to ensure regional planning is equity-focused and inclusive of marginalized voices?

Responses: Respondents shared their need for more adequate time to effectively engage with the community. They also expressed the need for more involvement from tribal governments. Some suggested that OHCS should be more involved, while others argued for less involvement and greater trust in local regions. Concerns were raised about the loudest voices being heard in the regional planning process, which could potentially leave some areas out. Some shared that those with lived experience and culturally responsive organizations should be at the table, but they should be compensated to do so and shouldn't be forced.

Question: The initial regional plan will start in the middle of the biennium. Subsequent regional plans will then need to be updated every two years. To get the regional plan timing in sync with a full biennium, there are two options: 1) To start with a 1-year regional plan 2) To start with a 3-year regional plan. What do you see as the pros and cons to each approach?

Response: There was a strong preference for an initial 3-year plan over a 1-year plan.



**OREGON HOUSING and
COMMUNITY SERVICES**

725 SUMMER STREET NE, SUITE B | SALEM, OR 97301
503-986-2000 | www.oregon.gov/OHCS

DATE: September 5, 2025

TO: Housing Stability Council
Andrea Bell, Executive Director

FROM: Magda Bejarano B., Language Services Policy Advisor
Chelsea Bunch, Director of Equity, Diversity, & Inclusion

SUBJECT: Second Update on OHCS' Language Accessibility Work

Since visiting the HSC in February of this year, the Equity, Diversity, and Inclusion Office has been working to update the Agency's original Language Access Plan (LAP) created in 2015. The program offerings and services of OHCS have grown significantly since then, and so has the Agency's awareness of the need to reach out to and communicate effectively with all Oregonians seeking housing stability.

A key aspect of the new LAP is the introduction of organizational policies and processes that integrate our existing best practices into an agency-wide structure of services to allow us to track our work and evaluate its impact in the community. These new policies and procedures ensure not only that adequate and quality services are consistently available to the community when needed, but that everyone in the agency knows how to remove or mitigate language barriers and plan for inclusive communications.

Today's presentation will provide details of the process followed to update OHCS's LAP and the contributions of OHCS staff, community partners, and the Center for Public Service (CPS) and the Population Research Center (PRC) of Portland State, who have accompanied the process since the beginning. We will also share some of the policies that we hope to implement this biennium in the areas of language service, such as notification to the public, translation, interpretation, and agency accountability.

We would love to hear your reactions and any questions that this work brings up for you. Attached to this memo is the draft of the 2025 LAP. If you have a chance, we would love for you to see it and comment on it. We will be back to see you in November and share the final document.

OHCS's work for Language Access is grounded in Oregon's government values of equity and inclusion, and constitutes a key aspect of the Agency's strategy to serve all Oregonians seeking



housing stability. Although the agency's request for dedicated funds for accessibility was not included in the Legislative Adopted Budget for the 2025-2027 biennium, the Agency has built some of these resources into the operating budget, ensuring we can continue to ensure access to opportunities and participation for people with limited English proficiency, disabilities, or other communication needs.



OHCS Language Access Plan 2025

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Introduction

Spoken language is the main way we communicate with each other. It is also one of the principal ways in which we make sense of the world and participate in it. According to the American Community Survey (ACS), Oregon is home to speakers of over 75 different languages from all over the world. Each language represents a unique way to experience life in Oregon and to interact with each other. The languages we speak are witnesses to the paths we walked to be here and are part of the fabric and nature of our current community.

The multiplicity of languages spoken by Oregon residents also implies that many of us have different levels of knowledge and comfort speaking English. While most bilingual and multilingual Oregonians communicate and receive information effectively in English and their native language, some do not. According to the ACS, 5.3% of Oregonians ages five and older struggle to understand, read, or write English very well. For them, communicating and participating in community life will be challenging, or impossible in the worst-case scenario, without the services of an interpreter or translator.

The Civil Rights Act of 1964 was signed to ensure that no one is denied access to important public services or opportunities for participation because of their national origin and heritage, which includes language. The Americans with Disabilities Act protects in a similar way the rights of people with disabilities that impact communications, for example, those who communicate through American Sign Language (ASL) or with the use of assistive technology. Both of these laws created important rights. However, they also created responsibilities for recipients of federal assistance, mainly, the responsibility to offer reasonable and meaningful accommodations to make their services accessible to people, regardless of their language and ability to use public funds to ensure equitable and inclusive access to their services. Access to interpretation and language services is crucial for ensuring equitable access and reducing some of the gaps in housing opportunities for community members with limited English proficiency or those who may have unique communication needs related to a disability. However, beyond compliance, it is essential to acknowledge that the communication and language policy decisions of a local government have significant impacts on a community and can either benefit or burden some of its members, all residents, and taxpayers alike.

For state agencies, like Oregon Housing and Community Services, breaks in communication, due to language differences, represent a break in the agency's ability to equitably serve the community and carry out its mission to serve all Oregonians. Without language services to facilitate communication, the agency would disconnect from parts of the community, and they would be effectively disadvantaged and excluded from services and opportunities. This Language Access Plan (LAP) reaffirms OHCS's commitment to utilize its resources to eliminate discrimination and segregation, and to communicate with all Oregonians in their languages. The LAP begins with an assessment of the language services that the agency will provide in light of the linguistic makeup of the state and the demand for language services that OHCS and its community partners have experienced in the last few years. It introduces the guiding policies and procedures that will articulate and expand the work to provide effective language services and better communication with all Oregonians, and it ends with a list of future steps to expand the work and increase the effectiveness of the agency's efforts.

OHCS knows that housing equity cannot be realized without services that are inclusive and reflect the voices and languages of Oregonians. The update to the agency's language access plan reaffirms the agency's commitment to inclusive communications, equitable service, and meaningful relationships with the Oregonians who speak languages other than English or need assistance to communicate.

Methodology and Structure of the LAP

Since 2015, when the original Language Access Plan was developed, the agency's range of programs and services has grown, both as a response to the growing need for affordable housing and the state's response to it. It became necessary to integrate the work that programs and sections of the agency were doing to increase access, particularly by individuals who require language services or assistance. The agency is set up to update its Language Access Plan through a collaborative process that integrates the knowledge and experience gained by staff in the last 10 years, and the perspective of the agency's community partners and other community-based housing service providers. Additionally, during October 2024 and June 2025, OHCS worked with the Center for Public Service (CPS) and the Population Research Center (PRC) of Portland State University's Mark O. Hatfield School of Government, which provided technical assistance, and data research and analysis for the LAP update.

This new LAP follows the framework offered by the U.S. Housing and Urban Development (HUD) in 2007 regarding the prohibition against national origin discrimination affecting "Limited English Proficient Persons" of Title VI of the Civil Rights Act. The framework was developed in response to the requirements of improving access to services by persons with limited English proficiency under EO 13166 in 2000.¹ Since its issuance, this framework has been considered best practice and has been used widely by government organizations, at all levels, and by non-governmental organizations, to assess, plan, and evaluate the provision of language services. This framework outlines elements of a systematic and fact-dependent language needs analysis and the elements that would make a LAP serve as evidence of compliance with federal non-discrimination requirements.

The first part of the LAP outlines the legal and administrative framework that underpins the agency's language access work, noting the federal laws and state policies that support equitable and inclusive access to services. It continues with the Four-Factor Analysis, a methodology offered by HUD, which helped re-assess the agency's need for language services and determine which are most appropriate for the community and can reasonably be provided by OHCS based on its current resources.

The second part of this LAP introduces the policies that will integrate and guide the provision of language services in the agency. While the 2015 LAP outlined some guidelines, they were adopted mostly by federally funded programs. The policies and processes introduced in the LAP will help provide consistency for staff, the agency's partners, and the public. It outlines the steps needed to request and the roles of staff members to assist. Additionally, the LAP establishes the

¹ [Executive Order 13166](#) of August 11, 2000. Improving Access to Services for Persons with Limited English Proficiency. [Federal Register: Improving Access to Services for Persons with Limited English Proficiency](#).

forms in which the agency will remain accountable for its language services, including a process for the community to provide feedback or complaints when services are not provided.

The LAP concludes with a series of recommendations that articulate the insights of the staff and partners who participated in the process. An important shared hope is that the Language Access work in OHCS continues to grow alongside its capacity to engage meaningfully with the community and through the commitment, operation, and budgets of all programs and divisions. The recommendations captured by the Center for Public Service (CPS) of Portland State University at the end of the document will guide the work of the Language Access program in the 2025-2027 biennium.

Participation of OHCS Staff

The experiences and perspectives of OHCS staff were key in the articulation of this LAP. Staff from different teams were engaged in a focus group facilitated by the Center for Public Service of PSU in January of 2025 to discuss the agency's language services. Among other topics, they discussed how the services are provided and what the agency can do to implement an articulated approach to language services across the agency. This initial conversation helped affirm the staff's commitment to operationalizing diversity, equity, and inclusion values through their daily work and to better understand the tools staff need to feel equipped for the implementation of the LAP.

Several OHCS staff also participated in a series of four working sessions during April and May of 2025². These sessions focused on specific elements of language access, such as translation, interpretation, staff training, and service evaluation, and weighed on community needs and implementation strategies. Together, staff mapped up the points of interaction between OHCS staff and the community, discussed the types of language services needed at each point, identified vital documents and information to be translated, and discussed the roles of different staff in the process. Notably, staff also discussed and drafted an agency vision for inclusive communications and the policies that will guide the provision of language access as we advance this work. Engagement of Community-Based Service Providers

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Portland State University's Center for Public Service facilitated five focus groups with community-based housing service providers during March and April of 2025. The invitation to participate was extended to several of the organizations that partner with OHCS through grants and contracts in the areas of housing stabilization and homelessness prevention, rental housing assistance and

² The sessions included representatives from OHCS Strategic Communications, Community Engagement, Public Affairs, Procurement, Data Research and Analytics, and Human Resources teams.

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administration, Homeownership Services, and Disaster Recovery and Resilience services. The participating organizations were:

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- Housing Authority of Lincoln County
- NeighborWorks Umpqua
- Jackson County Community Long-Term Recovery Group
- DevNW
- Neighbor Impact
- Klamath & Lake Community Action Services
- Community Action of Washington County

Additionally, the focus group included organizations that offer services for different linguistic communities in Oregon, such as Pueblo Unido PDX, serving Oregonians who speak indigenous languages from Central and South America, Asian Pacific American Network of Oregon (APANO), serving Asian and Pacific Islander communities, and Housing Oregon and Point West Credit Union, who have participated in state-wide initiatives to advocate for language access in housing in Oregon.

Consulting with these organizations allowed OHCS to contextualize the data from the American Community Survey about the languages spoken in Oregon and learn about the frequency of encounters between their organizations and the speakers of languages other than English (LOTE) in their communities³. The groups also shed light on the language services that partners currently provide, the challenges they face in the process, and what may be needed for them to feel that they can provide meaningful, quality, and consistent language services.

The contributions of the partners and community are incorporated throughout the document into the criteria that OHCS will use to determine the type of information and documents that need to be translated, the languages that will be used for translation, and the process to notify the public of the availability of language services. Additionally, their insight is reflected in the next steps and the recommendations made to our agency by the PSU-CPS team to advance meaningful language access, beyond the services of translation and interpretation, through collaboration with local housing service providers.

Support by the PSU Center for Public Service (CPS) and Population Research Center (PRC)

The Portland State University Center for Public Service and Population Research Center provided technical assistance, research support, and project management throughout the development of this LAP. Their main contributions were in the areas of:

- Collection and analysis of data on the community's languages and their level of English proficiency from the American Community Survey (ACS).

³LOTE or Languages Other Than English is a term often used in education for languages besides English in some Australian and American jurisdictions. This LAP uses the term for its practicality in naming as a group all those individuals who speak languages other than English at home.

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- Collection of data and analysis of existing agency language data to identify the frequency with which individuals who speak languages other than English encounter the programs and the points and types of contact that staff may have with them.
- Facilitation of focus groups with OHCS staff and community-based organizations to support the language needs assessment and the development of the implementation plan.
- Documentation of the outcomes of the process into the LAP, identifying gaps and suggesting additional steps to the Agency as needed.
- Process evaluation of the project to examine strengths, areas of improvement, and future changes.

Legal and Institutional Framework

OHCS's work to remove language barriers to agency information, services, and opportunities stems from our commitment to upholding people's rights under Title VI of the Civil Rights Act, the Fair Housing Act, and the Americans with Disabilities Act. These protect people from exclusion and discrimination because of their race, color, national origin, or physical ability in programs or activities receiving federal funding.

- *Title VI of the Civil Rights Act of 1964* requires that organizations receiving federal financial assistance take steps to ensure equal access to their programs and activities by all people, regardless of their race, color, or national origin⁴.
- *Title VIII of the Civil Rights Act of 1968 (Fair Housing Act)* protects people from discrimination when they are renting or buying a home, seeking housing assistance, or engaging in other housing-related activities.
- *The Americans with Disabilities Act of 1990 (ADA)* prohibits discrimination based on disability, including individuals who are deaf, hard of hearing, or have visual impairments.

Additionally, OHCS's work for inclusive communications and language access is rooted in the values of equity, diversity, and inclusion of Oregon's state government and in the acknowledgement that not all individuals, or communities, start from the same place when trying to meet basic needs and access public services. Some of the anchoring guidelines to lead with the values of inclusion and accessibility include:

- The **Oregon State Diversity, Equity and Inclusion (DEI) Action Plan of 2021**, which set goals to improve equitable access to services and resources, and to strengthen public involvement through community engagement, access to information, and decision-making opportunities⁵
- The **Guidance on Accessibility for E-Government Program Services**⁶, originally published in March of 2022 by the E-Government Program of the Oregon department of Administrative Services. The guidance aims to improve the accessibility and usability of information and communication technologies for all State of Oregon government end-

⁴ In 1974, the U.S. Supreme Court interpreted this to include the prohibition of policies and actions that have a disproportionate effect on persons with limited English proficiency (LEP), arguing that such conduct constitutes national-origin discrimination *Lau v. Nichols*, 414 U.S. 563 (1974).

⁵ [State of Oregon Diversity, Equity, and Inclusion Action Plan: A Roadmap to Racial Equity and Belonging, August, 2022, DEI Action Plan 2021.pdf](#)

⁶ [Guidance on Accessibility for E-Government Program Services](#)

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users; striving to ensure that online services are accessible to intended audiences. It requires Oregon.gov websites to comply with Web Content Accessibility Guidelines (WCAG 2.1 level AA), Federal Law, translate content into relevant languages, and to follow the Oregon Plain Language Law (ORS 183.750).

- **Executive Order 22-15** issued by former Governor Kate Brown in August of 2022, directing agencies to take specific steps to improve equity in state procurement and contracting, one of which is to improve proactive outreach through the use of “language access (e.g. translation, interpretation, American Sign Language services) as needed to ensure all Oregonians have access to the same level of information and support.”⁷

Governor Tina Kotek carried on these principles and asked state agencies to develop individual Diversity, Equity, and Inclusion Plans to further develop and operationalize equity and inclusion in the policies and operations of individual state agencies. OHCS finalized its first official DEI Action Plan in June of 2024, after a five-year process of organizational learning about advancing racial justice initiatives in government. Notably, one of the focus areas and challenges identified through the process was the area of Communications and Language Access. OHCS realized that not all Oregon communities are fully aware of the programs and investments available to them and that some of them are often overburdened by the agency's engagement process.

In a practical sense, this Language Access Plan maps the agency's strategy to face the challenges we experience in communicating effectively and meaningfully in a diverse community. But in its essence, this LAP is an extension of the values and guidance of Oregon's government and its mission to create opportunities for economic stability through affordable housing for all Oregonians.

Language Services Need Assessment

The following language needs assessment follows the structure recommended by the U. S. Department of Housing and Urban Development for recipients of federal funds. It analyses and balances four different factors to inform the language measures “that are both reasonable and necessary” for OHCS to ensure meaningful access to services by individuals with Limited English Proficiency (LEP)⁸.

The four factors of the analysis applied to OHCS are:

1. The number or proportion of individuals with limited English proficiency in OHCS's area of service;
2. The frequency with which persons with limited English proficiency come in contact with the OHCS's programs and services;
3. The nature and importance of the information, programs, activities, or services provided by OHCS to people's lives; and

⁷ Executive Order NO. 22-15: Directing State Agencies to Take Specific States to Improve Equity in State Procurement and Contracting; Rescinding and Replacing Executive Order 18-03. [eo_22-15.pdf](#)

⁸ The United States Department of Justice (DOJ) refers to individuals who do not speak English as their primary language, and who have limited ability to speak and understand it as “Limited English Proficient”, or “LEP”. This document favors the use of people-first language so the terms “LEP individuals” and “LEP speakers”, have been replaced whenever possible for “people or individuals with limited English proficiency”.

4. The resources available to OHCS and the costs of offering language services.

Factor 1: Number or Proportion of LEP Individuals in Oregon

Oregon Housing and Community Services (OHCS) serves the state of Oregon. To identify the number or proportion of individuals with limited English proficiency who are likely to be encountered or eligible for services in this area of service, we used data from the American Community Survey (ACS). The ACS is the most comprehensive, robust, and current source of information about America's changing population, housing, and workforce, and it is, by far, the largest survey program gathering data about the community's languages and their level of English proficiency. The ACS receives an average of 25,000 responses per year from Oregon residents.

OHCS is aware of some important limitations of the ACS survey. For example, the ACS has a relatively high undercount rate for racial and ethnic groups in the country, as well as in small geographic communities. Notably, the survey does not reflect the languages of Oregonians who speak indigenous languages, which we have learned about from community organizations such as Pueblo Unido. According to them, "Over 50,000 Oregonians speak an Indigenous language from regions presently known as Mexico, Central America, or South America as their primary language."⁹ Additionally, the ACS' response rate has declined since 2014, and the Census Bureau suspended many data collection operations in 2020 during the peak months of the coronavirus pandemic, affecting the quality of the available data in the most recent years.¹⁰

Knowing this, OHCS also considered the experience and insight of agency staff and the community-based organizations collaborating in this process. They provide services directly to the community and can speak about the languages in the community from that perspective.

This first factor looked at:

- The languages spoken in Oregon and the number of speakers per language
- The proportion of speakers of non-English languages who have limited ability to communicate in English.

Languages Spoken in Oregon

According to the ACS, about one in every six or seven Oregonians ages 5 and over speaks a language other than English (LOTE) at home. They represent about 15.2% of all state residents in that age range¹¹. The survey also says that:

⁹ Pueblo Unido PDX. Campaign for Indigenous Language Justice: [Indigenous Language Justice | Pueblo Unido PDX](#)

¹⁰ Additionally, to account for the statistical uncertainty inherent in a population sample, the ACS team publishes margins of error around the point estimates: <https://www.census.gov/acs/www/methodology/sample-size-and-data-quality/>. Additional methodology details can be found here: https://github.com/PSU-Population-Research-Center/census_reald/blob/main/README.md.

¹¹ The specific ACS data sources consulted were: 5-year Public Use Microdata Samples (2013-2017, 2018-2022); Tables C16001 (Language spoken at home for the population 5 years and over, years 2018-2022), and B16001 (Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over,

- The five most commonly spoken languages in Oregon after English are Spanish, Chinese, Vietnamese, Russian, and German. The speakers of these five languages make up 73% of the Oregonians who speak a non-English language at home.
- Forty-two of the languages spoken in Oregon are spoken by at least 1,000 individuals.
- Only fourteen are spoken by fewer than 500 individuals. The least common languages are: Irish, Kurdish, Ilocano, Siouan, and Mande/Manding.

The table below shows the languages that are spoken in Oregon by at least 100 individuals, and the estimated number of speakers for each one:

Language	Number of Speakers	Language	Number of Speakers
Spanish	355,412	Chuukese	1,065
Chinese ¹²	30,986	Malayalam	1,028
Vietnamese	27,447	Indonesian	1,010
Russian	21,982	Bulgarian	969
German	13,901	Urdu	931
French	12,862	Swedish	929
Tagalog	12,239	Oromo	924
Korean	10,809	Swahili	924
Japanese	10,566	Gujarati	905
Arabic	9,304	Burmese	905
Hindi	6,802	Tongan	880
Ukrainian	5,849	Tibetan	852
Persian ¹³	5,198	Hungarian	834
Romanian	4,990	Cebuano/Bisayan	809
Telugu	4,076	Danish	801
Italian	3,642	Norwegian	714
Somali	3,187	Turkish	656
Portuguese	3,121	Samoan	654
Tamil	2,941	Armenian	643
Iu Mien/Yao	2,769	Czech/Slovak	626
Dutch/Afrikaans	2,610	Chamorro	617
Thai	2,600	Sinhalese	562
Khmer	2,520	Karen	542
Serbo-Croatian	2,209	Hawaiian	486
Lao	2,203	Finnish	466
Nepali	2,162	Chin	449
Hebrew	1,854	Tigrinya	423
Other AIAN	1,771	Lithuanian/Latvian	350
Hmong/Miao	1,706	Navajo	342
Marshallese	1,566	Fulah/Fulani	320
Polish	1,516	Haitian	317
Kannada	1,501	Pashto	315

years 2011-2015 and 2018-2022). The languages not specified by survey respondents, those that cannot be disaggregated from the available data, and those with fewer than 100 speakers statewide are not included in the data sets.

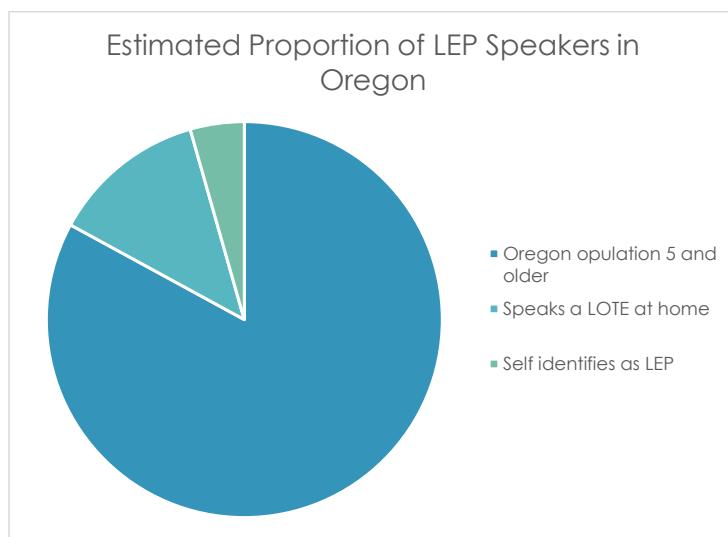
¹²The total number of Chinese speakers of simplified and traditional Chinese.

¹³The total number of Persian speakers includes speakers of Dari and Farsi.

Punjabi	1,462	Irish	299
Marathi	1,460	Kurdish	288
Bengali	1,432	Ilocano	259
Amharic	1,391	Siouan	207
Akan/Twi	1,315	Mande/Manding	160
Greek	1,211		

Proportion of Population with Limited English Proficiency

About one in every three persons who speak a language other than English at home in Oregon self-identified as having limited English proficiency. This means they do not believe they can read, speak, or understand English well. These Oregonians represent 5.3% of Oregon's total population of individuals ages five and older and 34.8% of those who speak a language other than English at home.



Safe Harbor Provision

The U.S. Department of Justice (DOJ) developed the *Safe Harbor* provision to assist recipients of federal funds in determining what type of information should be translated and into what languages. This takes into consideration the cost and logistic difficulties of translating all materials into all the community languages. The *Safe Harbor* provision recommends translating vital written materials into the languages of LEP groups that constitute at least 5% of the population eligible to be served, or 1,000 individuals, whichever is less.

In Oregon, no language has a group of speakers with limited English proficiency as large as 5% of the state's population. The group of Spanish speakers with limited English proficiency is the

closest in size, with 126,581 individuals representing 3.6% of Oregon's population, 5 years old and older. The next group in size is the group of Vietnamese speakers with limited English proficiency, which represent 0.4% of the population (15,915 speakers), followed by Chinese speakers with limited English proficiency, about 0.37% of the population (14,885 speakers), and Russian speakers with limited English proficiency representing about 0.2% of the state's population ages 5 years and older (8,064 speakers).

However, 18 languages in Oregon are spoken by at least 1,000 individuals with limited English proficiency. The table below shows the number of speakers for each one and the proportion of Oregon's population ages 5 and older that they represent:

Language	Number of Speakers with Limited English Proficiency	Percentage of Speakers with Limited English Speakers in Oregon's Population
Spanish	126,581	3.6%
Vietnamese	15,915	0.4%
Chinese	14,885	0.37%
Russian	8,064	0.2%
Korean	4,751	0.1%
Tagalog	3,088	0.1%
Arabic	2,968	0.1%
Ukrainian	2,822	0.1%
Japanese	2,709	0.1%
German	1,817	0%
French	1,627	0%
Thai	1,598	0.1%
Persian	1,481	0%
Khmer	1,336	0%
Romanian	1,298	0%
Somali	1,079	0%
Nepali	1,062	0%
Hindi ¹⁴	957	0%

Languages with the Highest Proportions of LEP Speakers

In addition to identifying the languages with the largest groups, in size, of persons who have trouble communicating in English, OHCS identified the languages with higher proportions of speakers with limited English proficiency. That is, the languages in which the majority of speakers

¹⁴ Hindi was included in the list as they are only slightly under the translation Safe Harbor of 1,000 LEP individuals recommended by DOJ.

are unable to communicate well in English. The assumption is that the communities with less proficient English speakers are more likely to miss out on important information and benefit from public services if the information is not available in languages they can understand.

For example, 61% of Thai speakers in Oregon reported speaking, reading, and understanding English "less than very well". Given that the majority of members in this community do not understand English well, the community as a whole may be more likely to miss out on opportunities or benefit from services. As a community, they face a unique need for interpretation services and information in languages they understand or feel comfortable with.

Other language communities in a similar situation are Vietnamese and Khmer-speaking communities, as more than half of their members reported that they do not communicate in English well. The following table shows the languages spoken in Oregon where about a third of its members report having limited English proficiency:

Language	Number of Speakers with Limited English Proficiency	Percentage of the Language Speakers they Represent
Thai	1,598	61.46%
Vietnamese	15,915	58%
Khmer	1,336	53%
Nepali	1,062	49%
Ukrainian	2,822	48%
Chinese	14,885	48%
Amharic, Somali, and other Afro-Asiatic	2880	46%
Korean	4,751	44%
Gujarati	354	39%
Haitian	120	38%
Russian	8,064	37%
Spanish	126,581	36%
Somali	1,079	34%
Arabic	2,968	33%
Iu Mien/Yao	869	31%
Persian (incl. Farsi, Dari)	1481	28.5%
Swahili and other languages of Central, Eastern, and Southern Africa	488	28.5%

Factor 1 Summary and Takeaways

- One in every six or seven Oregonians speaks a language other than English (LOTE) at home. They represent about 15.2% of Oregon residents aged 5 and older.
- More than one-third of LOTE speakers in Oregon (34.8%) report having limited English proficiency, which means they believe they do not read, write, and speak English well.

- The five most commonly spoken languages in Oregon, after English, are Spanish, Chinese, Vietnamese, Russian, and German¹⁵.
- Eighteen of the languages spoken in Oregon have groups of at least 1,000 individuals with limited English proficiency.
- Spanish speakers with limited English proficiency are the largest with 126,581 individuals, followed by Vietnamese (15,915), Chinese (14,885), Russian (8,064), and Korean (4,751).
- There are 17 languages, of which about a third of speakers are unable to communicate well in English. Given the high proportion of LEP, these linguistic communities may be at increased risk of missing out on opportunities and benefits when information is not available in the languages they can understand.

Factor 2: The Frequency with which LEP individuals come in contact with the Agency

The second factor of this analysis seeks to identify the frequency with which LEP individuals come into contact with OHCS programs, services, and activities. Knowing the languages most commonly spoken by the community members who interact with OHCS will help the agency prioritize its resources and be prepared to offer adequate language services.

Learning about the languages of the community members seeking OHCS services and the frequency of contact was perhaps the most challenging task of the assessment. One of the challenges encountered in the process was the lack of formal, standard, or centralized records of the provision of services by OHCS staff or its contracted partners. In cases when language data was gathered, it was slightly different between programs. For example, while one program may track the preferred language, the other may track the need for language assistance, or while one program may track the language of applicants, the other may track the language of program beneficiaries.

Nonetheless, the combination of the data we used and present below represents a step toward learning about the languages of the community members seeking and receiving services through OHCS programs. Besides including the language data available through a few OHCS programs, this section includes records of the agency's use of on-demand interpretation services and insight from staff and community partners serving the community directly.

Use of On-Demand Interpretation Services

OHCS uses on-demand interpretation services for immediate interpretation needs. This service allows the agency to access professional and qualified interpreters for many different languages. OHCS's contract with the current provider of this service started in April 2022. This LAP reviewed the call records for the 34 months between April of 2022 and January 2025, when we began working on this LAP.

The service records show that on-demand interpretation services were used by OHCS staff an average of twelve times per month (12.52 times), and that the language used most often was Spanish (94% of the time), followed by Russian (2% of the time). Besides Spanish and Russian, this

¹⁵ These same five languages were identified as the most commonly spoken in languages in Oregon in 2015 when the last OHCS's LAP was last updated. The proportion of speakers of LOTE at home in Oregon back then was close 15%.

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service was used to communicate with community members who spoke Romanian, Vietnamese, Oromo, Ukrainian, Haitian Creole, Mandarin, and Portuguese.

The table below shows a summary of all call records, and the languages encountered:

Language Requested by Caller	Number of Calls
Spanish	401
Russian	8
Romanian	4
Vietnamese	4
Oromo	3
Ukrainian	2
Haitian Creole	2
Mandarin	1
Portuguese	1
Total Number of Calls	426

In addition to the on-demand interpretation service, OHCS staff have scheduled interpreters for virtual and in-person community events. This type of interpretation has not been tracked consistently; however, through the focus groups, OHCS staff shared that Spanish and American Sign Language have been the two languages most used. These languages have both been requested by community members or offered at events in anticipation of being needed based on previous events.

Language Data by OHCS Programs

The following section reviews language data gathered by the Oregon Energy Assistance Program (OEAP) and the Homeowner Assistance Fund (HAF). OEAP is an income-based program assisting income qualifying households to prevent breaks, or restore home energy services, due to late payments. The HAF program provided financial assistance to homeowners at risk of foreclosure due to mortgage delinquencies resulting from financial hardships associated with the Covid-19 pandemic.

Both programs were delivered with the assistance of community-based housing service providers located throughout the state, such as Community Action Agencies (CAAs).

Oregon Energy Assistance Program (OEAP)

Program data for FFY 2023 show that the beneficiaries of OEAP spoke at least 15 different languages, which represented about 16.4% of the program beneficiaries for the year. The most

commonly encountered languages were Spanish (12.85% of participants), Russian (1.07%), Arabic (0.35%), Vietnamese (0.29%), and Chinese (0.14% including Mandarin and Cantonese)¹⁶.

The program served 78 Mayan speakers and 29 ASL speakers. Both mentions are noteworthy as these languages do not appear in the ACS survey among Oregon's languages. The table below shows the number of all clients who received OEAP assistance during FFY 2023 (a total of 162,642 individuals) and their reported preferred language:

Preferred Language of Beneficiary	Number of Beneficiaries	Percentage of the Total Number of Participants
English	134,044	82.41%
Spanish	20,912	12.85%
Other	2,065	1.26%
Russian	1,753	1.07%
Null	1,027	0.63%
Arabic	613	0.37%
Don't Know	573	0.35%
Vietnamese	476	0.29%
Refused	358	0.22%
Mandarin / Cantonese	243	0.14%
Korean	196	0.12%
Farsi	167	0.10%
Mayan	78	0.04%
Romanian	52	0.03%
ASL	29	0.01%
Japanese	23	0.01%
Mien	18	0%
Laotian	10	0%
Khmer	3	0%
Hmong	2	0%
Total beneficiaries:	162,642	100%

Homeowners Assistance Program (HAF)

The HAF program was part of the American Rescue Plan Act of 2021 and operated in Oregon for forty-one months between November 2021 and March 2025. During that time, the program received 6,789 applications and assisted 2,619 homeowners with paying mortgage and homeownership fee delinquencies that put them at risk of losing their homes.

Twelve community-based organizations based in counties across the state helped conduct outreach and intake families and applications into the program. Three of these organizations offered culturally specific services for Latino and Hispanic community members and had Spanish bilingual workers helping applicants through all steps of the process. Their support may have decreased the requests for language services for Spanish speakers; in the data we are presenting below.

¹⁶ 0.2% of clients chose "other", "Don't Know", and "Null" as their language preference information. These answers do not provide information about their preferred language; however, the preference "other" affirms the preference for a language other than English.

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the program data showed that 4.5% of HAF applicants spoke a language other than English. The most commonly encountered language was Spanish (4.02% of applicants), followed by Russian (0.1% of applicants), Chinese, Vietnamese, and Korean. The table below shows the number of applications received by HAF, the preferred language of applicants, and whether they requested language assistance to apply for benefits¹⁷.

Preferred Language of Applicants	Number of Applicants	Percentage of the Total Number of Applicants	Number of Applicants who Required Language Assistance
English	4,741	69.83%	7
Spanish	273	4.02%	32
Russian	7	0.10%	n/a
Mandarin / Cantonese	6	0%	n/a
Vietnamese	6	0%	n/a
Korean	5	0%	n/a
German	4	0%	n/a
Arabic	2	0%	n/a
Japanese	1	0%	n/a
Swahili	1	0%	n/a
Undefined	1,743	25.67%	3
Total Number of Applicants:	6,789	100%	-

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Community Partner Insight

The Center for Public Service of Portland State University's Mark O. Hatfield School of Government explored the languages of the community members seeking housing assistance through organizations that partner with OHCS to implement programs in areas of Housing Stabilization and Homelessness Prevention, Affordable Rental Housing, homeownership, and Disaster Recovery and Resilience. The partners that participated in the focus groups during the process shared about the language communities in their areas of services, the languages that they encounter more often, and the frequency with which they come into contact with them.

Overwhelmingly, partners identified Spanish as the non-English language that is most commonly encountered. The need for interpreters and materials in Spanish is considerable as the speakers of this language make up the second largest linguistic group they serve, and language services are needed almost daily. Next in number and frequency were, were Russian and Chinese speakers, who are encountered almost every week, and last were Somali, Arabic, Korean, Ukrainian, and Tagalog, which were encountered less than weekly, but consistently, particularly in counties with larger urban areas.

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In addition to discussing the languages and frequency of encounter, OHCS partners shared about their strategies and services to meet the language needs of their communities. We found that they vary with the capacity and resources of each organization. For example, some are

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¹⁷ The "Undefined" language group is the second largest in this data set and represents 25.67% of applicants. We do not know what the preferred languages for these applicants are.

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able to use professional third-party language services consistently, some have bilingual staff that can help translate documents or interpret, and some rely on the assistance of other community-based organizations or free translation technology.

They coincided in their understanding of how important language services have been to maintain meaningful relationships with their local communities, and how these services have helped remove language barriers to housing services accessible to many families in their areas of service.

Factor 2 Takeaways

The purpose of Factor 2 is to learn about the languages most often encountered by OHCS's programs and how often they are encountered in order to help the agency be prepared to meet the existing need adequately. The table below helps bring together the program, provider, and partner data reviewed for this factor. It summarizes the data available, notes the 10 languages most often encountered by each source (some encountered fewer than 10), and the percentage of the total number of clients served that they represent.

OHCS On-Demand Interpretation Service		OEAP Program		HAF Program		Community Partners
Language Encountered	% of language speakers	Language Encountered	% of language speakers	Language Encountered	% of language speakers	
Spanish	94%	Spanish	12.85%	Spanish	4%	Spanish
Russian	2%	Russian	1.%	Russian	0.1%	Russian
Romanian	1%	Arabic	0.37%	Chinese	0.08%	Chinese
Vietnamese	1%	Vietnamese	0.29%	Vietnamese	0.08%	Somali
Oromo	0.7%	Chinese	0.14%	Korean	0.07%	Arabic
Ukrainian	0.4%	Korean	0.12%	German	0.05%	Korean
Haitian Creole	0.4%	Farsi	0.10%	Arabic	0.02%	Ukrainian
Mandarin	0.2%	Mayan	0.04%	Japanese	0.01%	Tagalog
Portuguese	0.2%	Romanian	0.03%	Swahili	0.01%	

After English, Spanish, and Russian appear as the languages most frequently encountered by the OHCS partners and staff consulted for this factor. The frequency of encounters with Spanish-speaking clients surpasses by far the frequency of encounters with Russian-speaking community members. Chinese and Vietnamese appear in third and fourth place. It is worth noting that these four languages (Spanish, Russian, Chinese, and Vietnamese) also appear in the five most

commonly spoken languages in Oregon and the five languages with the largest LEP communities according to the ACS Survey (though not in the same order).

Korean and Arabic appear as the next two languages more frequently encountered and show at the top for three of the four sources consulted (though they are encountered significantly less often than the four above). The last two languages are Romanian and Ukrainian, which are identified as encountered only sometimes by two of the four sources.

While it is difficult to establish the frequency of encounter with precision at this time, given that most of the sources used do not track it systematically, we organized the findings around a standard scale of frequency ranging from "very often" to "very rarely" below, for the purpose of this LAP. The results are as follows:

Freq. of Encounter	Very Often	Often	Sometimes	Rarely	Very Rarely
Language	Spanish	Russian	Chinese Vietnamese	Korean Arabic	Ukrainian Romanian

Factor 3: Nature and importance of the program, activity, or service provided by OHCS to LEP individuals.

An analysis of this factor was carried out with the help of the OHCS partners, community-based service providers, and OHCS staff who offered their insight through the focus groups and work sessions that took place for the development of the LAP. The purpose of this is to determine "the nature and importance" of information, program, service, or activity provided by OHCS, and "the consequence to the LEP person if the information in question is not provided accurately or in a timely manner". The greater the impact on the possibilities of participating and receiving benefits, by community members with limited ability to communicate in English, the more necessary language services are.

Generally, OHCS communicates with two distinguishable audiences. One is the network of organizations and local governments that partner with the agency to develop and implement housing opportunities across the state. The other is the community members who are potential beneficiaries or beneficiaries of these programs. These are individuals and households seeking or receiving housing assistance.

Given that the determination of relevance of the information is made considering the impact to the lives of the community members seeking or receiving services, particularly of those who face language barriers, the conversation was centered on agency information that is directed to the public in general, rather than to other organizations. We leaned on HUD's considerations about what information or materials are considered "vital":

- "Vital documents are those that are critical for ensuring meaningful access by beneficiaries or potential beneficiaries generally and LEP persons specifically." And, "Whether or not a document is "vital" may depend upon the importance of the program, information, encounter, or service involved, and the consequence to the LEP person if the information in question is not provided accurately or in a timely manner. For instance,

applications for recreational activities would not generally be considered vital documents, relative to applications for housing."

Vital Information and Documents

To better understand this difference and its impact on LEP individuals of OHCS information, OHCS staff worked to answer these questions:

- What type of information does OHCS share with the public? How is it shared?
- What is the importance and consequence to LEP people if the information is not provided accurately or on time?

Staff listed the documents and information that the agency typically produces and discussed the impact on access that it may have to LEP individuals. They found that the information directed to program beneficiaries, or potential beneficiaries, can be considered vital given its impact on people's ability to obtain or maintain benefits, or to participate in decision-making opportunities. This would be information related to program eligibility, benefits, and participation. Additionally, any documents or notices required by law or program administrative rules should be considered vital given their official requirement.

Based on this, staff developed the following list of documents and information that may be considered vital for OHCS:

- Program application, eligibility forms, and information
- Program participant/beneficiary rights and responsibilities information
- Program consent and complaint forms
- Program letters/notice of changes in services or benefits
- Program information requests or notices that require a response
- Program outreach and education materials (brochures, one-pagers, program factsheets, flyers, etc.)
- Community surveys
- Invitations and registration forms for public hearings or community meetings, or community engagement opportunities
- Emergency preparedness and response information
- Notices of Proposed Rulemaking
- Notices of public comment
- Notices of community engagement opportunities
- Community surveys

Conversely, the documents or information that were identified as non-vital or non-critical for the access of LEP individuals to program benefits and services are:

- Funding Opportunities such as Notices of Funding Availability (NOFA), Request for Applications (RFA), and Request for Proposals (RFP).
- Grant agreements
- Press releases
- Agency reports (may depend on the report and the length of the report. Vital information from a report may be shared as part of an executive report or summary).

The community partners' perspectives were aligned with this differentiation and general classification. As a group, we identified intake forms, reporting and compliance notices, and educational and outreach materials as vital and highlighted the importance of translating into non-English languages.

OHCS staff also brought attention to the fact that vital information is shared through online and in-person events, probably as often as it is shared through electronic or printed materials. They considered it important to be prepared to offer interpretation services at all events, and particularly at those where eligibility information is shared or where the community is invited to offer feedback about programs and investments. These events include:

- Community listening and feedback sessions
- Rulemaking hearings
- Disaster site visits
- Agency and program information, planning, and evaluation sessions

Factor 3 Takeaways

To help ensure equitable opportunities, OHCS should be prepared to translate information that more directly relates to housing programs' eligibility and to program decision-making, as it is more likely to affect LEP persons' access to services and benefits. Similarly, OHCS must consider the need for interpretation and prioritize offering the service at community events where vital information is shared or where community feedback is requested.

Less priority can be given to information, documents, and events directed to other organizations or local governments about funding or opportunities that do not directly affect the circumstances of LEP community members.

Factor 4: Resources available to assist LEP individuals

The final factor of this analysis is the cost of providing language services, balanced against the resources available to the recipient of federal funds providing the service. According to HUD, "The correct mix of services" should be based on what is necessary and reasonable in light of the Four-Factor Analysis, while maintaining service quality to ensure meaningful and equitable access and participation by community members speaking languages other than English.

OHCS has two main ways to provide language services:

1. Oral and ASL interpretation (in person, via telephone, or virtual interpretation services), and
2. Through written translation of printed and electronic content

These services are provided by third-party interpretation and translation service providers procured through competitive processes. They are paid for with funds allocated to the OHCS Office of Equity, Diversity, and Inclusion and by program and division-specific funds, such as those available to the Homeownership Division to help reduce racial disparities in homeownership, and those available to the Division of Disaster Recovery and Resilience to ensure language access.

The majority of funding sources dedicated to language access are relatively new for OHCS. The first allocation to address racial disparities in homeownership was approved by the legislature and allocated for the 2021-2023 budget cycle, while the first agency-wide allocation, to cover the cost of services and stand up the Agency's Language Access Program, was approved for the 2023-2-25 budget cycle. This speaks of the growing state's response to the need to communicate effectively with all Oregonians and the recognition of language access as a requirement of equitable service.

Bilingual OHCS staff are also a key part of the agency's broader effort to ensure access and meaningful relationships with the Oregonians who speak languages other than English. The agency currently employs 9 bilingual staff who are compensated for their language skills. Eight of them are Spanish-speaking, and one is Spanish and German-speaking. These staff members use their bilingual skills to translate and communicate with the public over the phone, through online conferences, and in-person events in the community.

As the Language Access Program is developed and implemented, OHCS will continue learning about the resources needed to communicate and adequately meet the linguistically diverse state that we have. OHCS currently tracks the expenditure of translation and interpretation services and will continue doing so while articulating the work and resources that exist across the agency's programs and divisions.

The Agency asked for \$1.3M in the 2025-27 agency requested budget in an effort to continue advancing equitable housing solutions and invest in resources that can help remove barriers to meeting our housing mission, increasing access to critical housing resources. The goal for these resources included:

1. Development, operationalization, and maintenance of a Language Access Plan (LAP) (resourced via staff support)
2. Implementation of agency-wide American Sign Language (ASL) policy to support internal and external engagement and meetings.
3. Continued funding of translation and interpretation services contracts agency-wide
4. Funding ongoing community validation of translated materials working in collaboration with a to-be-determined set of culturally specific organizations
5. Ensuring adherence to Web Content Accessibility Guidelines (WCAG) for all public-facing OHVS web content.

This \$1.3M ultimately was not included in the Legislatively Adopted Budget; however, the Agency has built some of these resources into the operating budget, ensuring we can continue to meet the goals of the LAP.

Factor 4 Takeaways

OHCS's resources to provide language services include dedicated funds allocated to the agency and specific divisions, as well as bilingual staff. As OHCS continues to integrate the provision of language services and build out the language services program, its use of language services will likely increase. The agency will monitor and assess the resources available for

interpretation and translation through the biennium to prioritize the provision of services if needed.

OHCS Policies and Procedures for Language Access

OHCS envisions being an agency known and trusted by Oregonians with limited English proficiency, disabilities, and other communication needs, because of its inclusive and easy access to information and services. This section outlines the policies and steps that OHCS will take to strengthen trust and provide meaningful language access to the agency's programs and services.

General Policy Statement:

OHCS will provide timely and meaningful language services to people with limited English proficiency, disabilities, and other communication needs to facilitate equitable access to the agency's information, services, and benefits. OHCS will inform the community of the availability of language assistance services free of charge and will facilitate access by the community.

Additionally, OHCS will provide educational opportunities for staff and partners to ensure that community members are assisted in the language they prefer and will address service or access concerns without delays. Anyone seeking language assistance from OHCS can request it by calling the agency's main phone number, 1-800-453-5511, or by emailing Language.Access@HCS.oregon.gov.

Notice of Availability of Language Assistance

OHCS will inform community members of their right to communicate in their preferred language, the availability of translation and interpretation services free of charge, and how to request the services. The agency will include access statements in public-facing materials and will inform community members how to file complaints if barriers or violations occur.

The written notices will be shared through OHCS printed and electronic materials, social media, and agency websites in the following languages:

- The languages of the ten largest LEP groups in Oregon,
- The eight languages most commonly encountered by OHCS Staff and community partners
- The eight languages with LEP groups of at least 45% of their language speakers.

These languages, in alphabetical order, are:

Arabic, Chinese (simplified), Japanese, Khmer, Korean, Nepali, Spanish, Romanian, Russian, Somali, Tagalog, Thai, Ukrainian, and Vietnamese.

Interpretation Services

OHCS will provide interpretation services at no charge to community members when requested. OHCS will make its best effort to provide these services in a timely manner and to accommodate the needs and preferences of community members.

The agency will prioritize the use of certified, professional, and qualified interpreters to ensure the quality of services and protect the privacy of clients. Bilingual OHCS staff can assist clients in their preferred language or use professional interpretation services.

Community members are welcome to receive interpretation support from adult family members or friends; however, OHCS staff may engage professional interpretation services to ensure accurate and effective communication.

How to Request Interpretation Services:

Community members can request interpretation services by asking any OHCS staff, when registering for an OHCS event or activity, by calling one of the agency's phone numbers 1-800-453-5511 or 503-986-2000, or by emailing language.access@hcs.oregon.gov. Requests for Interpretation services will be made available in advance of OHCS public events or meetings.

OHCS staff can:

- Schedule interpretation for telephone, virtual, or in-person conversations by emailing Language.Access@HCS.oregon.gov with as much anticipation as possible or,
- Access 24/7 on-demand interpretation services by following these steps:
 1. Dial 1-866-874-3972
 2. Enter Client ID: 683405
 3. Indicate the language needed

Additionally, OHCS can request the transcription of audio content, such as voicemails, and video subtitling by emailing Language.Access@HCS.oregon.gov.

Translations of OHCS Information and Documents:

OHCS will translate vital information and documents into languages needed by the community to ensure equitable and timely access to the agency's programs and services. The agency will prioritize the use of certified, professional and qualified translators to ensure the quality of services and culturally appropriate translations.

OHCS will strive to release translations at the same time, especially if the information is time-sensitive.

Emergency preparedness and emergency response information will be translated widely into:

- The languages of the ten largest LEP groups in Oregon,
- The eight languages most commonly encountered by OHCS Staff and community partners
- The eight languages with LEP groups of at least 45% of their language speakers.

These languages, in alphabetical order, are:

Arabic, Chinese (simplified), Japanese, Khmer, Korean, Nepali, Spanish, Romanian, Russian, Somali, Tagalog, Thai, Ukrainian, and Vietnamese.

Other vital information and documents will be translated into Spanish. They will be translated into other languages if needed and requested by OHCS staff, a community member or a community partner. Vital documents are those that are “critical for ensuring meaningful access by beneficiaries or potential beneficiaries generally and LEP persons specifically”. The following list can be used as a reference:

- Program intake and application forms
- Program participant/beneficiary rights, responsibilities information
- Program consent and complaint forms
- Letters/notices about eligibility for benefits, rights, reduction, denial, or termination of services or benefits, or that require a response
- Program brochures, one-pagers, flyers, and educational materials
- Community surveys
- Registration forms/emails for community meetings or events
- Emergency preparedness information
- Emergency response services
- Notice of Proposed Rulemaking
- Notices of public comment
- Public Hearing Invitation
- Public Hearing Registration
- Notices of community engagement opportunities
- Community surveys
- Press Releases
- Program Fact Sheets
- Program brochures, one-pagers, flyers, and educational materials

OHCS will consider carefully whether a document should be translated to ensure that LEP community members have equitable access to vital information. The agency will prioritize the translation of emergency and vital information and documents.

How to Request Translation Services:

Community members and partners can request translations through any OHCS staff member or by emailing language.access@hcs.oregon.gov, OHCS staff can email language.access@hcs.oregon.gov for translations or translation assistance.

Staff Training and Support

OHCS will provide learning opportunities and tools to support staff in providing meaningful and effective communication with community members who prefer to speak languages other than English.

Learning opportunities will include topics such as:

- Language Access and Equity
- Legal and Administrative Framework of Language Access
- OHCS's Language Access policies and procedures
- Resources and tools available to OHCS

OHCS will coordinate language skills assessments to evaluate the proficiency of bilingual staff and will compensate those who can facilitate meaningful and accurate communication in non-English languages.

The Language Service Policy Advisor will serve as a resource to staff, partners, and the community in identifying and addressing language barriers and on improving access to OHCS services and programs by community members who communicate in languages other than English and in ASL.

LAP Monitoring and Evaluation

OHCS Language Access Program will reassess its need for language services and will evaluate the effectiveness of its policies, procedures, and services at least once every two years. These evaluations seek to ensure that the language services provided are adequate and make a positive difference in securing equitable access to the agency's programs and services by the community members who communicate in languages other than English and in ASL.

The LAP evaluation will include a revision of:

- Changes in the languages spoken in Oregon, the proportion of residents reporting limited English proficiency, and the languages most often encountered by the agency and its partners;
- Whether the agency's existing language assistance meets the needs of the community members who use it;
- Whether staff members feel adequately equipped to assist the community members who communicate in languages other than English and utilize the resources available to them;
- Whether additional or different language services are needed; and
- The agency's resources are available to meet the language needs of the community.

Community Feedback and Agency Accountability

OHCS will respond promptly to language access requests, questions, and complaints from the community. OHCS staff will inform community members of their right to file a complaint if effective language services are not provided or if they believe they have been mistreated because of the language of their choice.

Written notices of the community's right to file complaints will be shared through OHCS printed and electronic materials, social media, and agency websites. They will be available in:

- The languages of the ten largest LEP groups in Oregon,
- The eight languages most commonly encountered by OHCS Staff and community partners
- The eight languages with LEP groups of at least 45% of their language speakers.

These languages, in alphabetical order, are:

Arabic, Chinese (simplified), Japanese, Khmer, Korean, Nepali, Spanish, Romanian, Russian, Somali, Tagalog, Thai, Ukrainian, and Vietnamese.

OHCS will solicit feedback from the community regarding the effectiveness of its language services to help improve its services through surveys and feedback forms made available to the community in the languages needed.

Community members, partners, and OHCS staff can share their questions, comments, complaints, and general feedback, in any language, by reaching out to:

OHCS's Language Access Program

Email: language.access@hcs.oregon.gov

Telephone: (503) 986-2000, or (503) 510-4836

or,

OHCS' Language Services Policy Advisor

Magda Bejarano B.

Email: magda.bejarano@ohcs.oregon.us.

Telephone: (503) 510-4836

Additionally, discrimination complaints can be filed with:

OHCS Ombuds office:

Email: ohcs.ombuds@HCS.oregon.gov

Website: [Oregon Housing and Community Services Ombuds Office](#)

and,

Fair Housing Council of Oregon

Email: enforcement@fhco.org

Telephone: (503) 223-8197 Ext 2 (Tuesdays and Thursdays 9:00 am to Noon)

Website: [Report Housing Discrimination - Fair Housing Council of Oregon](#)

Recommendations and Next Steps

The following recommendations originated through conversation and collaboration with OHCS Staff, community organizations, and the consulting partners of the Center for Public Service (CPS) of Portland State University throughout this process. These steps and ideas will guide the work of the Language Access Program during the next two years and will help strengthen the culture of inclusive service and the tools available to the agency to carry out its responsibilities and goals to advance equity in housing and economic stability:

1. **Develop a streamlined process for language data gathering** (administrative level and program level – with partners). For example, work with programs to add data fields to demographic info requests for languages spoken, preferred language, or whether language assistance is needed. Align data collection between all OHCS programs

with partners (consistency in language data collected). This will improve language identification needs and plans to offer adequate services.

2. **Identify programs that allow funds to be used** on providing language interpretation or translation resources to LEP persons. Encourage OHCS programs to work with the DEI Office to determine the implementation of funds.
3. **OHCS will develop and implement a language proficiency evaluation** to ensure the language proficiency of bilingual staff. This will support staff and ensure that clients receive accurate information.
4. **Work with contracted partners to conduct a more localized analysis of the language needs in their service areas** and identify sustainable language access practices for LEP individuals.
5. **OHCS follow-up with non-contracted community partners/ organizations** and provide opportunities to engage in wider outreach to broader populations.
6. **OHCS will build an internal cross-sectional LEP team** made of representatives from throughout the agency that reviews, supports, and adheres LAP guiding principles on an ongoing basis.
7. **Assess the agency's need to recruit bilingual staff** for programs and positions where language and skills are more likely to be needed to serve LEP community members.