AGENDA

SPECIAL MEETING OF THE ORS 190 ENTITY, MID-WILLAMETTE VALLEY HOMELESS ALLIANCE BOARD OF DIRECTORS

Monday, April 29, 2024, 2:00 pm
Virtual Meeting Via Zoom

A. WELCOME..... President Gordon

B. STAFFING PROPOSAL (Direction) .....Lozier
Update: Lozier will provide an update on efforts to build staff capacity and provide recommendations regarding HMIS and Coordinated Entry staff positions. Staff memo provided on page 2.
ORS 190 Action: approve proposed job descriptions, salary ranges, and benefits concept for the following positions: HMIS Specialist, HMIS Analyst, and Coordinated Entry Program Supervisor (pages 4-17). ***Staff recommendation:*** *Approve as presented.*

C. OREGON REHOUSING INITIATIVE R&R COMMITTEE..... Lozier
ORS 190 Action: appoint Jackie Leung, Katrina Casas, Jesse Cuomo, and Joshua Wolf to the Oregon Rehousing Initiative Review and Recommendation (R&R) Committee (page 18).
Staff recommendation: *Approve as presented.*

D. OTHER BUSINESS..... President Gordon

E. ADJOURNMENT..... President Gordon

Zoom Meeting
https://wesd.zoom.us/j/91904107554?pwd=Y3h3eHdNcDJ0bldyQjYrN20zOHBwZz09

Meeting ID: 919 0410 7554
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MEMORANDUM

To: ORS 190 Entity Board of Directors

From: Elaine Lozier, Executive Director

Date: April 25, 2024

Subject: Proposal for New Staff Positions

Introduction

This memo proposes the creation of three new staff positions to support HMIS and Coordinated Entry (CE) to meet HUD required CoC requirements, and to help achieve strategic goals and objectives for data collection and analysis.

Background

Largely due to new state revenue sources, and the added tasks of managing day-to-day operations of HMIS and CE beginning July 1, 2024, the Alliance's workload has increased significantly, adding to the already existing need for further capacity.

Proposed New Positions

[List the number and title of each proposed position. Briefly explain the roles and responsibilities of each position and how they will address the identified needs.]

For example:

- One (1) HMIS Specialist will be responsible for maintaining the HMIS system, monitoring and improving data accuracy, and the ability to generate meaningful reports.
- One (1) HMIS Analyst will be responsible for managing HMIS operations, analysis, and reporting.
- One (1) Coordinated Entry Program Supervisor will be responsible for maintaining Coordinated Entry, managing the By-Name-List, and overseeing case conferencing.

Justification

The proposed positions will primarily meet the following HUD requirements:

- Operation of the HMIS and CE systems
- Generate and submit required reports

The recommended ratio of HMIS support staff (fulfilled through the HMIS Specialist) is 1 staff per 75 users. Currently, we have over 180 users within our region. Historically, our region has surpassed the recommended ratio of HMIS staff to users.

Maintaining and operating HMIS and CE is a core function of a CoC.

Financial Considerations

The budgeted annual cost of these positions, including salary, benefits, and fringe is $322,050. The following funding sources will be utilized from present-June 30, 2025: HB 5019 (Governor's

Emergency Order), SB 5511 (sustaining Emergency Order), and the Oregon Rehousing Initiative. Secured funding for the 2025-26 fiscal year includes: Oregon Rehousing Initiative, CE grant, and HMIS grant.

Currently, these positions have sustainability through June 30, 2026. If CE and HMIS grant amounts remain the same, they will cover roughly 16% of budgeted costs. It is essential we pursue increased funding amounts from HUD or secure other funding to sustain these vital resources.

Next Steps

I request the Board's approval to proceed with the recruitment process for these new positions. Detailed job descriptions and a summary of proposed benefits are attached.

I am confident that the proposed staff positions will significantly contribute to the Alliance's success.

Thank you for your time and consideration.

Sincerely,

Elaine Lozier

Elaine Lozier
Executive Director

Attachments: Proposed Staff Benefits, Proposed Workplaces and Schedules, Financial Considerations, Job Descriptions

Proposed Staff Benefits

Benefit	Proposal	Estimated annual Alliance cost per Employee
Medical & Vision	100% employer-paid healthcare insurance premiums for employee and 25% for family	Up to $6,386
Dental	100% employer-paid healthcare insurance premiums for employee and 25% for family	Up to $504
Flexible Spending	Details pending	
Bereavement Leave	7 days/occurrence	
Paid Time Off	All federal holidays (11) 2 weeks of paid time off (80 hours) annually 5 days of designated sick leave per year	
Retirement	Up to 3% employer-paid match	Up to $2,490
Gym/Wellness	$30/month for gym or wellness memberships	Up to $360

Proposed Workplaces and Schedules

Centralized location with co-location offices

- Mid-Willamette Valley Council of Governments (up to 4 staff)
- Polk Community Resource Center in Monmouth (2 staff)
- Other potential locations: Willamette Health Council, Stayton, Woodburn
- While finalizing co-location sites, may need to have some staff work remotely for the first month

Work schedule flexibility

- Within reason, adaptable to employee needs (e.g., school drop off)
- Moderate remote work options for some positions

Financial Considerations

Title	HMIS Specialist	HMIS Analyst	Coordinated Entry Program Supervisor
Funding Source	.25 Emergency Order, .50 SB 5511, .25 Oregon Rehousing Initiative	.25 Emergency Order, .50 SB 5511, .25 Oregon Rehousing Initiative	.50 SB 5511, .50 Oregon Rehousing Initiative
Salary Range	$65,000-70,000	$65,000-70,000	$78,000-83,000
Fringe	$22,750-24,500	$22,750-24,500	$27,300-29,050
Indirect	$29,050	$29,050	$29,050
Total Cost	$117,370-124,120	$117,370-124,120	$134,920-$141,670
		Total Cost for all Positions	**$369,660.96-389,911**

TITLE: HMIS Specialist

SUPERVISION: Reports to and works under the general supervision of the Executive Director (*or Director of Data Management if approved by the board*), who assigns duties and reviews work for effectiveness pursuant to established work standards.

COMPENSATION: Exempt

SALARY: $65,000/year

DESCRIPTION:

The HMIS Specialist for the Mid-Willamette Valley Homeless Alliance serves as a vital link in the effort to address homelessness and improve the quality of services within our community.

Maintains the Homeless Management Information System (HMIS) related to homelessness and community services throughout the Marion County & Polk County region. Ensures, through system monitoring and end-user training, that the HMIS is capable of 1) delivering accurate data and 2) generating meaningful reports to government and non-government funders, as well as Alliance leadership.

ESSENTIAL FUNCTIONS/DUTIES & RESPONSIBILITIES:

The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

- Provide technical assistance to all licensed users on an on-call basis, during normal business hours. Assistance includes assigning HMIS software licenses, creating user accounts, updating access privileges, deleting and merging duplicated database records.
- Assign HMIS software licenses.
- Design and train super users and end-users in data security and confidentiality requirements further ensuring appropriate use and disclosure of HMIS data.
- Maintain regular contact with HMIS database users, particularly programs that are required to produce HUD Annual Progress Reports (APRs) and other state-funded grant reports.
- Work with Alliance staff and partners to create and update policies and procedures as needed.
- Ensure that both self and HMIS licensed users are properly trained and implement HMIS data collection procedures according to the CoC Data Quality Management Plan.
- Co-lead updates to the CoC Data Quality Management Plan with the HMIS Analyst.
- Inform users of updates/changes in the HMIS data collection process, regulations, and compliances in a timely way.
- Act as Security Officer for HMIS, protecting confidential information and adhering to the CoC's policies and procedures.
- Onboard organizations becoming HMIS participating agencies.
- Serve as the support staff person for HMIS Users Workgroup whose purpose is to identify barriers to implementation of the CoC Data Quality Management Plan and ensure agencies

and individual users have what they need to be timely, complete, and accurate in their use of HMIS, and to review and make recommendations on HMIS policies and protocols to the Alliance Board.
- Recommend process changes to improve program operations and outcomes.
- Represent the Alliance on interagency and statewide technical groups addressing participant data issues.
- Advocate for the needs and betterment of HMIS users.
- Perform other tasks deemed necessary for maintaining the quality of HMIS.
- Serve as the first point of contact for staff with data related requests or needs.
- Perform other duties as assigned.

QUALIFICATIONS & REQUIREMENTS

EDUCATION AND EXPERIENCE:
- A bachelor's degree in computer science, data analytics, data science, information management systems, social work, or a related field preferred.
- Two years' experience in end user training and support for software systems/platforms preferred.
- HMIS software experience preferred.
- Four years' experience with data management systems.
- Experience with the nonprofit sector, especially homeless services, preferred.
- Any combination of experience and training which provides the required knowledge, skills, and abilities.

KNOWLEDGE:

- Knowledge of social service programs.

SKILLS:

- Advanced skill in the use of personal computers, office software programs (e.g., MS Office Suite), and database management.
- Advanced skill in presenting information and training end users.
- Skills in Excel, data formatting for tables, graphs, and reports.
- Excellent interpersonal skills; both written and oral.

ABILITIES:

- Ability to build a deep understanding of technical procedures and government regulations, strong analytical skills, and the ability to interpret and communicate complex information to technical and non-technical staff and Alliance members.
- Ability to research and accurately interpret the latest HUD HMIS Data Standards and Data Dictionary.
- Utilize systems and procedures to support overall program compliance.
- Apply strong technical data entry skills with attention to detail.
- Maintain a high degree of discretion when dealing with confidential information.
- Be prompt, dependable, flexible, and able to work independently.

- Maintain a professional and courteous manner to foster harmonious working relationships with other staff, partners, and members of the public.
- Work collaboratively with Alliance including community partners, HMIS users, and providers.

SPECIAL REQUIREMENTS:

- Travel throughout the Marion County & Polk County region, in personal vehicle (up to 15% of time).
- Valid driver's license
- Proof of current auto insurance.
- Access to reliable transportation required.
- Must pass a criminal history background investigation; however, a conviction of a crime may not necessarily disqualify an individual from this classification. Ability to work in remote and in person work environments and the ability to travel to alternate work locations.
- May travel nationally for training purposes occasionally.

WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS:

The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job is typically performed in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with some telephone, personal interruptions, and background noises. In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

BENEFITS

- 100% employer-paid medical, dental, and vision insurance premium.
- Up to 3% employer-paid match for retirement contributions.
- Flexible work schedule with options for partially remote work in accordance with Alliance policy and at manager's discretion.
- Reimbursement for up to $30/month for gym or wellness memberships in accordance with Alliance policy.

LEAVE

- 7 days of paid bereavement leave for the loss of a family member in accordance with Alliance policy.
- All federal holidays are designated as paid days off.
- 80 hours of paid time off per year
- 5 days of designated sick leave per year.

TITLE: HMIS Analyst

SUPERVISION: Reports to and works under the general supervision of the Executive Director (*or Director of Data Management if approved by the board*), who assigns duties and reviews work for effectiveness pursuant to established work standards.

COMPENSATION: Exempt

SALARY: $65,000/year

DESCRIPTION:

The HMIS Analyst for the Mid-Willamette Valley Homeless Alliance serves as a vital link in the effort to address homelessness and improve the quality of services within our community.

Responsible for tracking, managing, analyzing, and overseeing HMIS reporting for the Alliance. Works closely with HMIS Specialist and other staff to ensure ongoing analysis and accuracy of data for the CoC's HMIS system and to produce reports. Prepares, produces, and submits data reports to meet reporting requirements and for creating, maintaining, and updating standard reports the Alliance can use to monitor program performance. Serves as back up support to the HMIS Specialist and the Coordinated Entry Program Supervisor.

ESSENTIAL FUNCTIONS/DUTIES & RESPONSIBILITIES:

The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.

- Prepare and submits reports for local, state, and national submissions like Annual Progress Reports (APRs), Consolidated Annual Performance and Evaluation Report (CAPER), Longitudinal System Analysis (LSA), System Performance Measures (SPM), Point-In-Time (PIT) Count, and other custom reports.
- Manage the HUD HMIS grant.
- Serve as the content expert for the annual HUD HMIS grant application.
- Maintain compliance with participant data and reporting requirements of funding sources such as HUD and the State of Oregon.
- Custom report development, maintenance & troubleshooting.
- Perform regular data monitoring, generate reports, and analyze data for Alliance partners, board, and funders.
- Ensure accurate and complete data collection for various aspects related to Built for Zero efforts (number of people experiencing a specific issue, program participation rates, resource availability, etc.). This might involve cleaning and organizing existing datasets or setting up new data collection systems.
- Create documentation for reports, workflows, and other procedures.
- Schedule and track all activities to ensure internal and external needs are met, including local and federal reporting deadlines.
- Recommend process changes to improve program operations and outcomes.

- Co-lead updates to the CoC Data Quality Management Plan with the HMIS Specialist.
- Work with Alliance staff and partners to create and update policies and procedures as needed.
- Represent the Alliance on federal, interagency, and statewide groups.
- Serve as the lead staff person for the HMIS Users Workgroup whose purpose is to identify barriers to implementation of the CoC Data Quality Management Plan and ensure agencies and individual users have what they need to be timely, complete, and accurate in their use of HMIS, and to review and make recommendations on HMIS policies and protocols to the Alliance Board.
- Serve as back-up for essential duties of the HMIS Specialist (e.g., technical assistance to licensed users) and Coordinate Entry Program Supervisor (e.g., pulling the By Name List) as needed.
- Maintain a professional and courteous manner to foster harmonious working relationships with other staff, partners, and members of the public.
- Perform other duties as assigned.

QUALIFICATIONS & REQUIREMENTS

EDUCATION AND EXPERIENCE:

- A bachelor's degree in computer science, data analytics, data science, information management systems, social work, or a related field preferred.
- At least two years practical experience in data analysis or institutional research in social services.
- Two years' experience in end user training and support for software systems/platforms preferred.
- HMIS software experience preferred.
- Coordinated entry assessment experience preferred.
- Experience submitting reports to HUD preferred.
- Experience with the nonprofit sector, especially homeless services, preferred.
- Experience using business intelligence reporting platforms such as Qlik, Tableau, and SAP, highly preferred.
- Any combination of experience and training which provides the required knowledge, skills, and abilities.

KNOWLEDGE:

- Knowledge of social service programs, grant requirements, business operations and procedures typical in this environment.
- Knowledge of research, evaluation, statistics, data analysis, report writing and data collection systems.

SKILL:

- Advanced skill in the use of personal computers, office software programs (e.g., MS Office Suite), and database management.
- Advanced skill in presenting information to technical and non-technical partners and staff.

- Skills in Excel, data formatting for tables, graphs, and reports.
- Excellent interpersonal skills; both written and oral.

ABILITIES:

- Ability to build a deep understanding of technical procedures and government regulations, strong analytical skills, and the ability to interpret and communicate complex information to technical and non-technical staff and Alliance members.
- Ability to research and accurately interpret the latest HUD HMIS Data Standards, Data Dictionary and Reporting Requirements.
- Demonstrated experience in the evaluation and preparation of internal and external data requests.
- Ability to generate reports from information processing systems.
- Demonstrated experience in report creation.
- Utilize systems and procedures to support overall program compliance.
- Apply strong technical data entry skills with attention to detail.
- Maintain a high degree of discretion when dealing with confidential information.
- Be prompt, dependable, flexible, and able to work independently.
- Maintain a professional and courteous manner to foster harmonious working relationships with other staff, partners, and members of the public.
- Work collaboratively with Alliance including community partners, HMIS users, and providers.

SPECIAL REQUIREMENTS:

- Travel throughout the Marion County & Polk County region, in personal vehicle (up to 5% of time)
- Valid driver's license
- Proof of current auto insurance
- Access to reliable transportation
- Must pass a criminal history background investigation; however, a conviction of a crime may not necessarily disqualify an individual from this classification. Ability to work in remote and in person work environments and the ability to travel to alternate work locations.
- May travel nationally for training purposes occasionally.

WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS:

The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job is typically performed in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with some telephone, personal interruptions, and background noises. In the performance of job duties, the employee is frequently

required to sit; talk or hear; walk; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

BENEFITS

- 100% employer-paid medical, dental, and vision insurance premium.
- Up to 3% employer-paid match for retirement contributions.
- Flexible work schedule with options for partially remote work in accordance with Alliance policy and at manager's discretion.
- Reimbursement for up to $30/month for gym or wellness memberships in accordance with Alliance policy.

LEAVE

- 7 days of paid bereavement leave for the loss of a family member in accordance with Alliance policy.
- All federal holidays are designated as paid days off.
- 80 hours of paid time off per year
- 5 days of designated sick leave per year.

HOW TO APPLY: *Link in job posting*

TITLE: Coordinated Entry Program Supervisor

SUPERVISION: Reports to and works under the general supervision of the Executive Director (*or Director of Data Management if approved by the board*), who assigns duties and reviews work for effectiveness pursuant to established work standards.

COMPENSATION: Exempt

SALARY: $78,000/year

DESCRIPTION:

The Coordinated Entry Program Supervisor for the Mid-Willamette Valley Homeless Alliance serves as a vital link in the effort to address homelessness and improve the quality of services within our community.

Responsible for the day-to-day activities of the Coordinated Entry System (CES) within the Alliance service region. Oversees various aspects of the Coordinated Entry System, including case conferencing meetings, housing provider resource inputs, development of appropriate access points and the adaptation of system flow. Responsible for ensuring compliance with both HUD and local guidelines, recommendations, and policies and procedures. Provides daily administration of, and facilitation for, the Coordinated Entry System to ensure that the system is easily accessible and reduces the amount of time people spend finding the appropriate housing resources.

ESSENTIAL FUNCTIONS/DUTIES & RESPONSIBILITIES:

- Ensure the Alliance complies with HUD expectations and requirements related to the CES.
- Manage the HUD CES Grant.
- Serve as the content expert for the annual HUD CES grant application.
- Prepare reports related to the operation of the CES program, including Annual Progress Reports (APRs) and other reports as required by HUD, the State of Oregon, and the Alliance.
- Manage the By Name List (prioritized list of people experiencing homelessness to be matched to Rapid Rehousing or Permanent Supportive Housing programs).
- Manage the housing referral process in collaboration with homeless service providers.
- Per the Alliance Board and its committees' direction develop and maintain approved program policies and procedures, identifying program components in need of further development, addressing implementation challenges, and consulting on client-level issues as needed.
- Onboard and provide necessary training to CES participating agencies and assessors.
- Serve as the lead staff for Built for Zero meetings.
- Serve as the lead staff for case conferencing meetings whose purpose is to connect people experiencing homelessness to resources to return to housing.
- Serve as the lead staff for the Alliance's Coordinated Entry Committee.
- Facilitate an annual Coordinated Entry System Evaluation with the Alliance's Coordinated Entry Committee.
- Work with the homeless services providers to translate best practices into local policies and procedures.

- Collaborate with stakeholders, including Alliance partner agencies to improve CES service access and availability by addressing issues such as service gaps, barriers to service, and needed resources.
- Provide various data and performance reports as requested by Alliance staff, committees, and Board.
- Other related duties as assigned.

QUALIFICATIONS & REQUIREMENTS

EDUCATION AND EXPERIENCE:

- A bachelor's degree in computer science, data analytics, data science, information management systems, social services, or a related field preferred.
- Three years of responsible administrative staff support and analytical experience.
- HMIS software experience preferred.
- Experience submitting reports to HUD preferred.
- Experience with the nonprofit sector, especially homeless services, preferred.
- Experience facilitating committee/workgroups.
- Any combination of experience and training which provides the required knowledge, skills, and abilities.

KNOWLEDGE:

- Knowledge of social service programs, grant requirements, business operations and procedures typical in this environment.

SKILLS:

- Use of personal computers, office software programs (MS Office Suite), and database management.
- Excel, data formatting for tables, graphs, and reports.
- Technical writing.
- Excellent interpersonal skills; both written and oral.
- Facilitation, meeting management, and conflict resolution.
- Problem-solving skills to develop solutions and strategies.

ABILITIES:

- Analyze information and identify key issues.
- Project management.
- Organizational skills to support committees (meeting logistics, agenda creation, record keeping, document management, etc.).
- Time management.
- Ability to build a deep understanding of technical procedures and government regulations, strong analytical skills, and the ability to interpret and communicate complex information to technical and non-technical staff and Alliance members.
- Ability to generate reports from information processing systems.

- Maintain a high degree of discretion when dealing with confidential information.
- Be prompt, dependable, flexible, and able to work independently.
- Maintain a professional and courteous manner to foster harmonious working relationships with other staff, partners, and members of the public.
- Work collaboratively with Alliance including community partners, housing assessors, and providers.

SPECIAL REQUIREMENTS:

- Travel throughout the Marion County & Polk County region, in personal vehicle (up to 15% of time)
- Valid driver's license
- Proof of current auto insurance
- Access to reliable transportation
- Must pass a criminal history background investigation; however, a conviction of a crime may not necessarily disqualify an individual from this classification. Ability to work in remote and in person work environments and the ability to travel to alternate work locations.
- May travel nationally for training purposes occasionally.

WORK ENVIRONMENT/ WORKING CONDITIONS/ PHYSICAL DEMANDS:

The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job is typically performed in an office environment under usual office working conditions. The noise level in the work area is typical of most office environments, with some telephone, personal interruptions, and background noises. In the performance of job duties, the employee is frequently required to sit; talk or hear; walk; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

BENEFITS

- 100% employer-paid medical, dental, and vision insurance premium.
- Up to 3% employer-paid match for retirement contributions.
- Flexible work schedule with options for partially remote work in accordance with Alliance policy and at manager's discretion.
- Reimbursement for up to $30/month for gym or wellness memberships in accordance with Alliance policy.

LEAVE

- 7 days of paid bereavement leave for the loss of a family member in accordance with Alliance policy.

- All federal holidays are designated as paid days off.
- 80 hours of paid time off per year
- 5 days of designated sick leave per year.

HOW TO APPLY: *link posted in job description*

Oregon Rehousing Initiative Review & Recommendations Committee

Name	Communities most familiar with	Lived experience with homelessness	Representing
Joshua Wolf	Marion County	No	Marion County Law Enforcement Assisted Diversion (LEAD)
Katrina Casas	Salem, Santiam Canyon	Yes	Marion & Polk Early Learning Hub
Samantha Summers	Salem-Keizer	No	Santiam Hospital
Oni Marchbanks	NE Salem	Yes	Lived Experience
Jackie Leung	Salem, Monmouth, Dallas	Yes	Micronesian Islander Community
T.J. Putnam	Salem, Keizer, Polk County	Decline to answer	Family Promise
Rosetta Wangerin	North Marion County	No	Love Inc., Woodburn
Jesse Cuomo	Woodburn and North Marion County	Decline to answer	City of Woodburn
Ari Milroy	Marion County	Yes	Backbone
David Crites	Marion County	No	Northwest Senior & Disability Services

New committee members are in green. The remainder were seated at the April 11 board meeting.