



Coordinated Houseless Response Office (CHRO) 5-Year Strategic Plan August 14th, 2023

Priority 1. Engage the Whole Community

Community Engagement

- Create a consistent program which educates, engages, and informs leaders, service providers, and the community at-large.
 - **Examples:** *Sponsoring community outreach and education events, communicating about the activities of the board, sharing opportunities for involvement and influence.*

Support Philanthropy

- Empower the community to support the work.
 - **Examples:** *Streamline volunteer process, create tools and trainings for organizations to enable volunteers to help more, etc.*

Priority 2. Initiate the Coordinated Houseless Response Office (CHRO)

Advisory Group

- Activate an advisory body comprised of community members with subject-matter-expertise who can help advance the CHRO Strategic Plan.

Align with Continuum of Care

- Enhance and grow partnerships with providers, local and regional governments, and key stakeholders
- Assist providers, local governments, and the community in tracking investments and outcomes in the homeless response system.
 - **Examples:** *tracking data, performance metrics, and outcomes on major investments, sharing information from the Continuum with key stakeholders in the community, etc.*
- Through intergovernmental agreements, clearly define the roles and responsibilities between the cities and county for addressing homelessness among governmental entities.

Establish Funding to Support Ongoing Operations

- Identify and secure financial resources to keep the Office operational through the required 5-year period.



- **Examples:** *Federal, State, and Local grants.*

Priority 3: Expanding Services for People Experiencing or At Risk of Homelessness

Develop/Increase Funding Streams

- Assist with the creation of a Regional Sustainable Services Funding Plan.
 - **Examples:** *how to develop and sustain Permanent Supportive Housing, how to increase funding for prevention, how to increase funding for Rehousing, how to scale community behavioral health supports, etc.*

Support Service Providers

- Increase access to training related to Best Practices for service providers across the Continuum of Care
 - **Examples:** *Best Practices around pets/animals, domestic violence survivors, veterans, trauma informed care, etc.*
- Address Gaps in Administrative Capacity
 - **Examples:** *Creating a shared service model, sponsoring an Internship Program, assisting with Project Management and Program Development, document creation, etc.*

Expand Access to Services

- Advocacy around increased access to subsidized transportation
 - **Examples:** *Bans from public transit, connective services, emergency weather routes, etc.*
- Expand Coordinated Entry by Service Providers
- Address Racial and Equity Disparities with Strategic Investment
 - **Examples:** *Multilingual access to programs, forms, and services.*
- Streamline Resources/Services
 - **Examples:** *Facilitate Regional Partnerships, support prevention, and support rehousing*
- Partner with providers and the County to expand Supportive Services

Support Development of Authorized Camping Spaces

- Support participating communities in their efforts to create camping programs and connect them with subject matter experts and providers.



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- **Examples:** *Assistance with plans and programs, convening and connecting with appropriate providers, assist with Safe Parking program implementation, etc.*

Priority 4: Address the Crisis of Unsheltered Homelessness

Reduce Burdens of Unsheltered Homelessness

- Improve Services to Meet Individuals' Needs While Living Unsheltered
 - **Examples:** *Increased Access to Basic Needs, Hygiene, Safe Storage, Mail, etc.*

Emergency Weather Response

- Coordinate amongst Emergency Services, local governments, and providers to ensure community-members have access to shelters.
 - **Examples:** *weather-dependent shelter plan with pre-determined thresholds for each community, resources are available to meet the needs.*

Enhance Data

- Improve data quality and usability
 - **Examples:** *Supporting Point in Time Count, Leveraging Built for Zero and by name list, etc.*
- Transparency
 - **Examples:** *Sharing and communicating accomplishments, access to information, increasing understanding of data by hosting educational events, etc.*

Improve Access to all Types of Shelter

- Support shelter providers
 - **Examples:** *Advocate for reduced barriers for shelter development, assist local governments develop dedicated shelter funding, etc.*
- Increase awareness about shelter availability
 - **Examples:** *Facilitate shelter provider meetings to encourage communication, advocate for transportation access between shelters, facilitate partnership with 2-1-1 to disseminate information, etc.*

Priority 5. Improve Access to Affordable Housing



Support Affordable Housing Development

- Advocate for more funding at the Local, State, and Federal Level
- Advocate for increased 0-30% Area Median Income (AMI) housing options
- Prioritize Permanent Affordable Housing
 - **Examples:** *Advocating for Land-Trust Model, Public-Private Partnerships, etc.*
- Increase Voucher Access & Utilization
 - **Examples:** *Collaborate with Regional Housing Authority, research successes in other communities, advocacy for homeless prioritization, etc.*