

CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS

Policy Session Worksheet

Presentation Date: October 7, 2025

Approx. Start Time: 1:30pm

Approx. Length: 30 minutes

Presentation Title: Coordinated Housing Access and the By Name List

Department: Health, Housing, and Human Services

Presenters: Mary Rumbaugh, Director of Health, Housing, and Human Services; Shannon Callahan, Director of the Housing and Community Development Division

WHAT ACTION ARE YOU REQUESTING FROM THE BOARD?

This is an informational update only on Coordinated Housing Access and the By Name List.

EXECUTIVE SUMMARY:

Coordinated Housing Access, or CHA, is Clackamas County's coordinated entry system. Coordinated entry is required by HUD to ensure fair access to housing and homeless services. CHA is often referred to as the "front door" through which people in housing crisis can access a range of services, right sized to fit their level of need.

Trained assessors answer calls live, Monday through Friday, 8am to 6pm, and gather basic information to understand the situation. All interactions are trauma-informed and focus on dignity and respect. Questions an assessor may ask include the following:

- How long have you been experiencing homelessness?
- What do you need to resolve your housing crisis?
- Do you have a disabling condition?
- How many hospitalizations have you had in the past year?

The CHA team partners with service providers, including public agencies and local nonprofits, to ensure connections to resources are up-to-date, appropriate, and effective. When referrals to available programs are made, service providers call participants directly.

About half of callers are seeking rental assistance. CHA staff screen these requests for eligibility, assessing their situation, income, and any current agency involvement, and refer callers to the appropriate available program if possible.

Many callers are literally homeless or fleeing domestic violence. For these callers, CHA staff conduct an assessment, confirm Clackamas County residency, and add them to the By Name List. The By Name List is a comprehensive list of every person in the county experiencing homelessness, updated in real time. There are currently 1,188 people on the By Name List, 94% of whom have had contact with at least one service provider.

Call volume has grown year after year, from about 3,000 calls in 2020, to nearly 24,000 calls in 2024. Last calendar year, about 40% of callers were repeat callers. While calls sharply increased throughout the pandemic and continued to grow thereafter, the number of assessments decreased. Assessments are now completed only for those who are literally homeless or fleeing domestic violence, a streamlining effort to ensure staff capacity to provide resources to all callers. In FY 24-25, 1,192 assessments were completed.

Assessments determine the appropriate level of care, from homelessness prevention to short- and long-term support. Prioritization is based on urgency and vulnerability, with an override process for emergencies. Highly vulnerable individuals are prioritized for permanent housing openings. Program matches and referrals are conducted through HMIS, the county's Homeless Management Information System, always with client consent.

To protect confidentiality of those fleeing domestic violence, assessment information is entered into a separate "comp site" from the county's Homelessness Management Information System (HMIS). Data coordination ensures anonymized outcomes are shared and program referrals are made. Additionally, staff recently trained service providers in entering and tracking clients into the database using limited personally identifying information, in rare instances when participants are unwilling to provide name or contact information, or when the provider believes entering such information would compromise the participant's safety.

CHA's partnership network across the county includes collaborations with public, nonprofit, and faith-based organizations, and assessors receive daily updates on resource availability. In FY 24-25, the CHA team piloted the Resource Navigation program to work directly with individuals on the By Name List, diverting them from chronic homelessness and freeing housing resources for other community members in need. The program has had early success, successfully problem solving with 73 homeless individuals navigating them into housing last fiscal year.

The CHA Core Team, an advisory group of people with lived experience of homelessness and front-line staff of community partners, guides the continuous improvement of the system. Focus areas have included accessibility, caller experience, and alignment with regional Coordinated Entry strategies. Celebrating its innovation, creativity, and effectiveness, CHA was the recipient of the 2024 Achievement Award from the National Association of Counties.

FINANCIAL IMPLICATIONS (current year and ongoing):

Is this item in your current budget? ☒ YES ☐ NO

What is the cost? \$ 1,559,620

What is the funding source? U.S. Department of Housing and Urban Development Continuum of Care & Metro Supportive Housing Services Measure Funds

STRATEGIC PLAN ALIGNMENT:

- How does this item align with your Department's Strategic Business Plan goals?

This item aligns with the following Department strategic priorities:

- Assist individuals and families in need to be healthy and safe
- Increase self-sufficiency
- Increase community safety and health
- Continually improve the efficiency and effectiveness of services

- How does this item align with the County's Performance Clackamas goals?

This item aligns with the County strategic priorities:

- Healthy People
- Ensure safe, secure and livable communities
- Public trust in good government

LEGAL/POLICY REQUIREMENTS: N/A

PUBLIC/GOVERNMENTAL PARTICIPATION:

Coordinated Housing Access is a free service open to all members of the community, by calling (503) 655-8575, Monday to Friday, 8am to 6pm.

OPTIONS: N/A, Informational only.

RECOMMENDATION: N/A, Informational only.

ATTACHMENTS:

Attachment #1: CHA Information Sheet

Attachment #2: By Name List Information Sheet

Attachment #3: Presentation Slides

SUBMITTED BY:

Division Director/Head Approval Shannon Callahan via email 9/22/25

Department Director/Head Approval _Mary Rumbaugh_____

County Administrator Approval _____

For information on this issue or copies of attachments, please contact Shannon Callahan @ 971-480-0189
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Coordinated Housing Access



Coordinated Housing Access, or **CHA**, is Clackamas County's coordinated entry system.

- Coordinated entry, required by HUD, ensures **fair access to housing and homeless services** across the county. It is the front door through which people in housing crisis access a range of services, right sized to fit their level of need.
- About **half** of callers are **seeking rental assistance**. Many callers are **literally homeless** or at **immediate risk of losing their housing**.

When someone calls 503-655-8575, the CHA phone number, a **trained assessor** gathers basic information to understand the situation. All interactions are **trauma-informed** and focus on dignity and respect.

Calls are answered live, 8am-6pm, Monday to Friday.

The CHA team partners with public agencies and local nonprofits to ensure connections to **resources that are up-to-date, appropriate, and effective**. CHA callers receive a call back directly from referred programs in **warm hand-offs**.

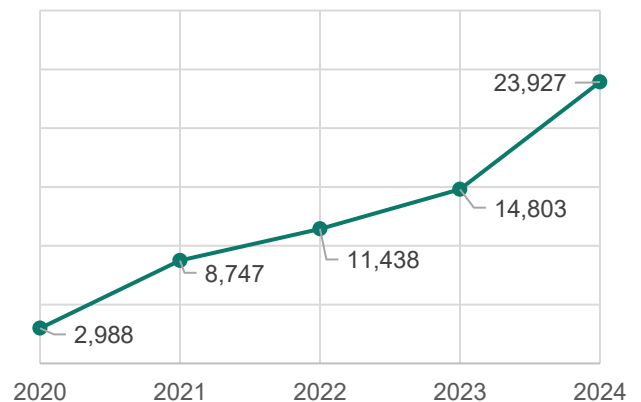
Example questions asked by the assessor

*How long have you been experiencing homelessness?
What do you need to resolve your housing crisis?
Do you have a disabling condition?
How many hospitalizations have you had in the past year?*

Common Call Types & Responses

Rental assistance	→	Screen for eligibility (situation, income, agency involvement) and refer to available program if possible
Currently homeless	→	Assess, confirm Clackamas County residency, add to By Name List if no other options exist
High vulnerability	→	Prioritize for permanent housing openings or available RLRA vouchers
Out of county	→	Refer to the coordinated entry system in the caller's county

Call Volume & Growth



About 40% of callers in 2024 were repeat callers.

While CHA saw a sharp increase in calls throughout the pandemic and continued growth thereafter, the number of assessments has decreased. Assessments are now completed for those who are literally homeless or fleeing domestic violence. Assessment streamlining ensures staff availability to provide resources to all callers.

Screening & Matching

CHA assessments determine the right level of care.

Prevention	Short-term Support	Long-term Solutions
Eviction Prevention Landlord-tenant Mediation	Resource Navigation Rapid Rehousing	Permanent housing programs via the By Name List

- Prioritization is based on urgency and vulnerability, with an override process for emergencies.
- Matches are made using HMIS, the county’s Homeless Management Information System, with client consent.

Key Figures

1,192

CHA assessments completed in FY 24-25

1,188

people currently on the By Name List

94%

of people on the By Name List have had contact with at least one service provider

Promising Practices

- CHA’s network across the county includes collaborations with public, nonprofit, and faith-based organizations. Daily team huddles help assessors stay up to date on resource availability. The team invites partner guest speakers to staff meetings to provide regular program updates.
- The new CHA Resource Navigation program works directly with individuals on the By Name List, diverting them from chronic homelessness and freeing housing resources for other community members in need. In FY 24-25, Resource Navigators successfully problem-solved with 73 homeless individuals to navigate them into housing.
- The CHA Core Team, an advisory group of people with lived experience of homelessness and front-line staff of community partners, guides continuous improvement. Focus areas have included accessibility, caller experience, and alignment with regional Coordinated Entry strategies.
- CHA was the recipient of the 2024 Achievement Award from the National Association of Counties, celebrating its innovation, creativity, and effectiveness.

By Name List Data

The **By Name List** is a comprehensive list of every person in the county experiencing homelessness, updated in real time with data from the coordinated entry system.

Of the **1,188** total individuals experiencing homelessness on the By Name List:

557
are chronically homeless,
unsheltered, **single**
adults

191
are unsheltered **youth**
(18-24)

139
are unsheltered **veterans**

149
are chronically homeless,
unsheltered **youth** (18-24)

56
are chronically homeless,
unsheltered **veterans**

260 unsheltered **families** and **143** chronically homeless **families** are on the By Name List.

Average length of time homeless for:

Non-Veterans

Chronically homeless: **910 days**

Not chronically homeless: **447 days**

Veterans

Chronically homeless: **238 days**

Not chronically homeless: **96 days**

Youth (18-24)

Chronically and non-chronically
homeless: **333 days**

Length of time homeless is an established HUD measure between the head of household's approximate start date of homelessness to their exit from homelessness.

HUD's definition of a **chronically homeless individual** is one who has a qualifying disability, lives in a place not meant for human habitation or an emergency shelter, and has been homeless for at least 12 months, or on at least 4 separate occasions in the last 3 years totaling 12 months or more.

Coordinated Housing Access

Policy Session
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Coordinated Entry

- The front door to a range of housing and homeless services
- About half of callers are seeking rental assistance
- Many callers are literally homeless or at immediate risk of losing their housing

Good Shepherd Village

Calling CHA

503-655-8575

- Trained assessors answer live, M-F, 8-6
- Trauma-informed questions
- Warm hand-offs to providers

Vuela

Veterans Village

Addressing Common Calls

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Rental assistance



Screen for **eligibility** (situation, income, agency involvement) and refer to available program if possible

Currently homeless



Assess, confirm Clackamas County residency, add to **By Name List** if no other options exist

High vulnerability



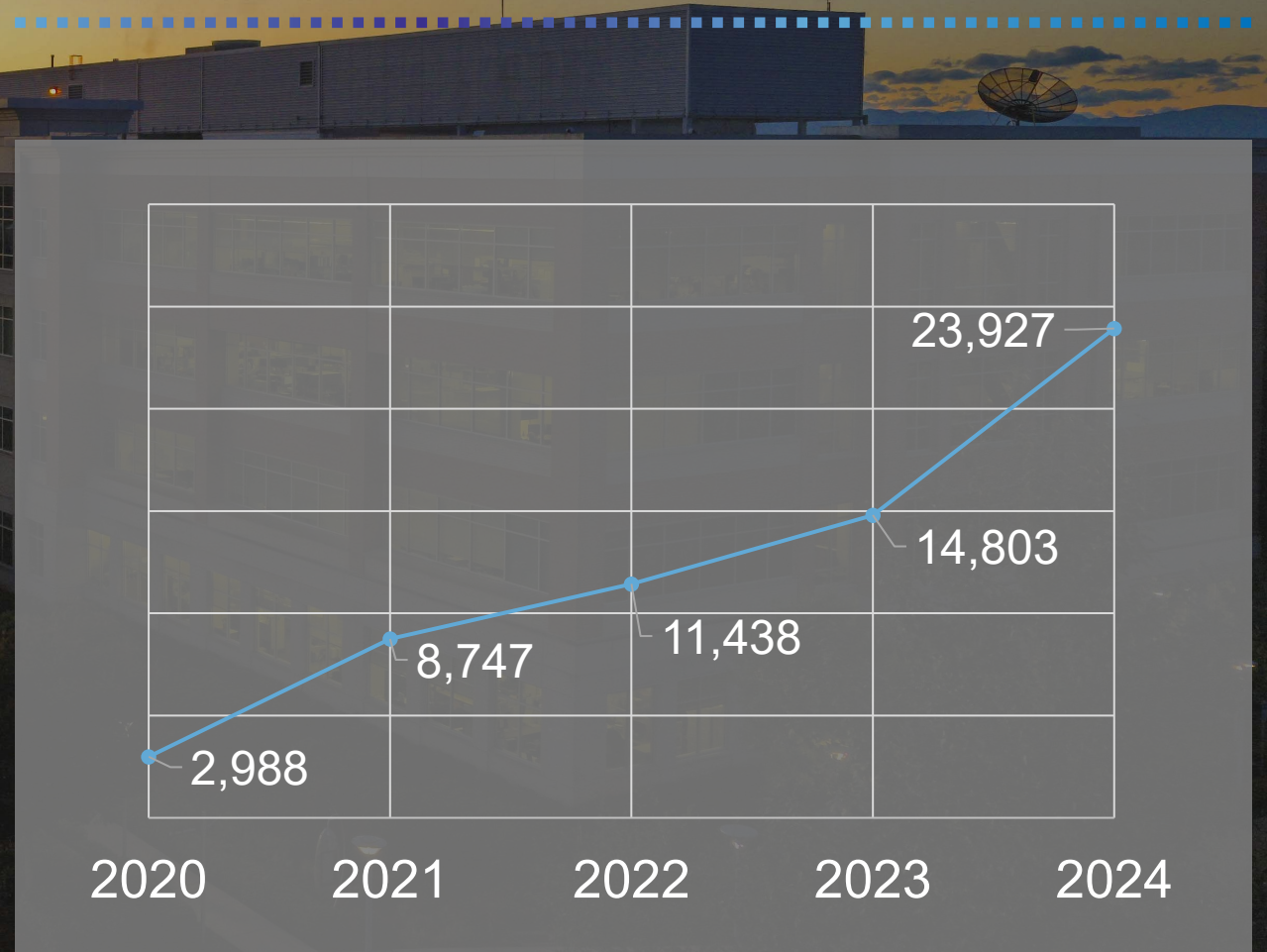
Prioritize for **permanent housing** openings or available RLRA vouchers

Out of county



Refer to the coordinated entry system in the caller's county

Call Volume and Growth



Red Soils Campus

Screening & Matching

Prevention

Eviction Prevention
Landlord-tenant
Mediation

Short-term Support

Resource Navigation
Rapid Rehousing

Long-term Solutions

Permanent housing
programs via the By Name
List

Mercy Greenbrae

Behlen
COUNTRY
Land & Garden Solutions

Behlen
COUNTRY

Young Gardeners at Work
OST Use Only, Please

Key Figures

1,192

CHA assessments
completed in FY
24-25

1,188

People currently
on the By Name
List

94%

Of people on the
By Name List
have had contact
with at least one
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Las Flores

By Name List Data

557

Chronically
homeless,
unsheltered,
single adults

260

Unsheltered
families

910 days

Average length of
time homeless for
chronically
homeless, non-
veterans

El Nido

Promising Practices



- Collaborations, partnerships, and continuous improvement
- Resource Navigation Program
- CHA Core Team
- NACo 2024 Award Winner

Tukwila Springs