

# Piloting Change

Combining deeply-affordable housing with long-term services

## Expanding Permanent Supportive Housing for Seniors

Of the hundreds of calls we receive each year, most are from people requesting help to locate more affordable housing. When barriers to stable housing are primarily financial, affordable housing – typically in the form of a tenant-based or project-based rental subsidy – is often enough to solve the pressing housing need. But for people who have experienced homelessness for years at a time, or at several different times through their lives, access to affordable housing may be just part of the solution.

**Permanent Supportive Housing (PSH)** is a service model that combines deeply affordable housing with long-term services. PSH is considered a best practice in addressing the needs of people exiting chronic homelessness. The PSH model provides extra support to those with the highest barriers to housing in securing housing and maintaining their housing successfully for the long-term.

NWPP has been providing supportive services to people moving from homelessness into affordable housing for years. However, new funding from Metro’s Supportive Housing Services program has allowed us to create a project specifically designed to provide services using the PSH model. In our new PSH project, each PSH case manager works with an average of 15 clients and conducts most of their work outside the office—either in the community or at the client’s home.

As people are enrolled in our project, the focus is on finding housing, which involves tracking down information and documentation needed for the application process, addressing a variety of barriers, coordinating the lease-signing, and making sure the client is set up with furniture, cleaning supplies, kitchen items, and bedding when they move in. After clients move in, the case manager will maintain regular contact and work on goals specific to each person, including coordination of health care and transportation, communication



*Julann believes the combination of rental subsidy and support services will provide long-term stability. Read her story on page 3.*

with landlords or neighbors, nutrition and food security, social isolation, or anything else the client has identified as important.

NWPP is currently providing Permanent Supportive Housing to ninety households with local tenant-based rental subsidies and project-based vouchers from Home Forward. Thirty-five of those households are new tenants in the recently opened Emmons Place, a building in NW Portland that was championed by and named after our former Executive Director, Susan Emmons.

### The Supportive Housing Services Program’s Impact on NWPP

In 2020, voters in the Metro regional government area—the three-county jurisdiction that includes Portland—funded a Supportive Housing Services (SHS) Program through a tax measure that expands dedicated funding

*Continued on page 3*



*From the*  
**EXECUTIVE DIRECTOR**  
 Laura Golino de Lovato

As we shared in our cover story, NWPP was able to create a new service delivery team – our Permanent Supportive Housing or PSH team – that provides extra support to those with the highest barriers to housing. Funding from the Supportive Housing Services (SHS) tax measure, passed in 2020, made this possible.

This program has been very successful: we’ve provided housing and services for over ninety households. But there is so much more that we could do if the fully budgeted amount of SHS funding was distributed to NWPP and other eligible organizations.

In the past couple of weeks, it was reported that the Joint Office of Homeless Services’ had failed to spend all of these critical funds this year during a growing homeless crisis. Like many of you, we are disappointed and discouraged, and we find the situation unacceptable. Even Multnomah County Chair Jessica Vega Pederson acknowledged that the severe under-spending by the office and has promised to take quick action.

That and more must be done now, both in spending and in initiating a sense of urgency to advance the work to aid homeless community members forward.

Why is it so critical that these funds be spent now? Because without these financial resources that complement our other sources of funding, NWPP is more challenged to fully address our mission. Public funds such as those from county or city general funds, pass throughs from state and federal governments, and tax dollars like SHS are critical resources for nonprofit organizations.

Like other nonprofits working with homeless people and housing-unstable community members, NWPP must balance the tough reality of providing critical services, operating as a business and working in a highly visible and politically charged arena. To operate effectively and sustainably, we rely on many streams of funding including public, private and foundational giving. Public funding is a critical source of financing for nonprofit organizations and serves to fill multiple gaps.

NWPP knows how to put those resources to work to make a difference. We bring decades of experience in this very specific area of work. **Here’s what we would be able to do if funds were made available to us immediately:**

- Provide basic **in-home care services to over 100 older adults** in housing to ensure long-term housing stability.

- Provide locally funded and controlled **vouchers to 300 households.**
- Provide **wage increases** or bonuses to frontline staff to ensure they are paid a living/housing wage.
- **Build capacity** in both staff and program delivery so that we can serve more vulnerable older adults.

It is unconscionable that critical funds sit unused while organizations like NWPP are ready to put the funds to immediate use. While we know that new Multnomah County Chair Vega Pederson and the Joint Office’s new director, Dan Field, deserve support at this early stage in their tenure, the people that NWPP provides services and housing placement need rent assistance, services, and support *now*.

We, along with many of our partners, have concrete suggestions for our new leaders about what meaningful change, effective leadership and a positive future can look like. A future that leverages all streams of funding to build efficient social service delivery and helps us meet our primary goal: housing our most vulnerable community members.

We hope that Chair Vega Pederson and Dan Field see the same critical opportunities we do with rapid deployment of the Supportive Housing Services to fund: more homeless seniors in housing, more older adults living without fear of eviction, and all with the safety and dignity of permanent housing they can afford.

Onward,

Laura Golino de Lovato

## Expanding Permanent Supportive Housing for Seniors continued

for PSH and eviction prevention services. The program's 10-year goals are to connect 5,000 chronically homeless households with supportive housing and to stabilize 10,000 households at risk of or experiencing homelessness in permanent housing.

SHS funds pay for NWPP's Permanent Supportive Housing project, and also cover some of the costs for our Housing Case Management and Retention services, allowing us to move more older adults out of homelessness and prevent more older adults from losing their homes.



*The south building of Emmons Place created 47 units of affordable housing for seniors with funding from the housing bond. NWPP is providing the Permanent Supportive Housing Case Management services with funds from the Supportive Housing Services measure. It's a great example of how funds for construction and services are working together to end homelessness for Portland's seniors.*



“I have my happy ending.”

Julann had been without housing for four years when she was referred to the Older Adult PSH project at NWPP. She lost her apartment during a tough time when, as she put it, she “put my trust in the wrong people.” She moved in temporarily with a friend, and then moved outside with her cat for 18 long days before she was able to get a shelter bed at Our Just Future's Gresham Women's Shelter.

Julann lived at the shelter for a year and a half, until her health diagnoses made her a priority for the Chestnut Tree Inn, a social distancing shelter. Living in a room with 14 other people at the Gresham Women's Shelter had been challenging, but Julann's compromised immune system now made that

arrangement impossible. At the Chestnut Tree Inn, Julann had a room to herself and more protection from Covid-19. She had already recovered from kidney cancer in 2016 and a broken hip while in shelter, but now she had new health concerns to address.

Julann was happy to have a room to herself, but says the social isolation was a new challenge. She began painting, drawing, exercising, and exploring spirituality. Julann lived at the motel for over two years, when she was referred to NWPP for permanent housing.

Julann began working with Lyneth Torres, PSH Case Manager, on identifying permanent housing in July 2022. It took a while to find the right

place, in part because of the added complications of her health care needs, but Julann finally moved into a beautiful apartment this past January. Julann is back in the same neighborhood where she grew up, and she loves her place. She believes the combination of rental subsidy and support services will provide long-term stability. “I can live here forever,” she says, sounding a bit amazed. The first morning she woke up in her new home “was like a dream. I thought I was housesitting someone else's home.” Julann worries about people she left behind in the shelter, and wants them to find something similar. She says hope is the key that got her through those tough years. She never gave up. Julann brings that same fighting spirit to her health concerns. “I have my happy ending,” she says, “and I plan to hold onto it for a long time to come.”



# Our 44th Walk-A-Thon

Thanks to YOU:  
Walkers, Donors,  
Teams & Sponsors

The 2023 annual Walk-A-Thon was a huge success! We met our ambitious goal and raised **\$175,500** for the programs and services of Northwest Pilot Project. We are overjoyed with this.



With the support of our sponsors – businesses, community partners, and government – we are able to use 100 percent of the money raised to meet the specific needs in our community rather than pay overhead. This year's sponsors include:

**Presenting Sponsor:**

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Dental

**Friend Sponsors:** J.D. Fulwiler

# ★ 2023 Walk-A-Thon Super Stars



## Top Individual Fundraiser

**Ann Middleton Raises \$26,344!!!**  
Ann has been participating in our Walk-A-Thon since 1990 and this year she raised \$26,344 and is our top individual fundraiser. Ann served on our board of directors from 1989 to 2019 and has been a superstar supporter ever since. Ann is one of the most enthusiastic fundraisers we have ever known.

Thank you Ann for all you do for NWPP and the seniors we serve!

## Big Raffle Winner

Congratulations to our \$500 Airbnb Raffle winner, Peter Rux!

## And a Far Out Band!

Our special thanks to **Green Tambourine**, the band that provided us with groovy music from the 1960's while we walked and danced this year.



**Top Team Fundraiser** Terwilliger Plaza Raises \$19,000! That sea of blue t-shirts is the Terwilliger Plaza team, coming in on top in their category once again. We are grateful for their generosity, their enthusiastic fundraisers and their donors. Thank you for all your support over so many years.



Todd Adkins  
 Ruth Adkins  
 Karen Allen  
 Hardy Anderson  
 Kathy Anderson  
 Jacob Anderson  
 Ann Augustine  
 Brent Baumann  
 Jo Baumann  
 Sue Beardwood  
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## Thanks to:

**130** fundraisers

**22** sponsors

**8** teams

& all our donors!!

You came as individuals, teams, families, church groups, business groups and as groups of friends united by passion for the services NWPP provides. On behalf of our Board of Directors and the clients served through NWPP, **THANK YOU!**



# Maintaining Independence for Older Adults

*Addressing the gaps in in-home care support and assistance for low-income older adults*

In April, Multnomah County's Aging, Disability, and Veteran Services (ADVSD) and the Joint Office of Homeless Services (JOHS) released a report on home care. It outlines in detail why ongoing in-home supports and services are essential for establishing stable housing and health outcomes for people who have experienced housing instability and homelessness.

This report was requested by NWPP last year because we have long known that in-home supports and services help with activities of daily living such as housekeeping, laundry, shopping, meal preparation, transportation, appointments, managing medications, and finances. Support in these areas can mean the difference from a senior being institutionalized, evicted or maintaining independence.

Older adults at risk of eviction or housing instability tend to have a combination of social and health related risk factors that converge to make independent living more challenging. For example, someone recently housed after experiencing chronic homelessness may not have the physical, cognitive, or behavioral ability or skills to maintain housekeeping.

A more common example is someone like our client Jessica (pictured) who has been living stably in her apartment but due to worsening medical conditions was no longer able to do all her own housekeeping and laundry. Rather than being forced into an assisted living situation, Jessica has been able to stay in her own home with the support of an



*“My in-home care provider has been with me for ten years. Not only does she assist me with daily living but she has also become emotionally supportive. Because of the support I receive, I have been able to stay in my home successfully for thirteen years, the independence provides me a life with dignity.”* – JESSICA

in-home care provider. In their report, ADVSD echoes NWPP's assessment and believes it is time to immediately address increasing these support services.

## NWPP's Approach to Housing Retention

The NWPP Housing Retention Team connects with clients after they are placed into housing and works to address many basic needs using a client-centered approach. These clients need additional supports to maintain their housing stability and ability to age in place. The ultimate goal of NWPP's retention work is to stabilize our clients in permanent housing, ensuring that they are not just surviving, but thriving.

Retention work isn't just about eviction prevention. Every day the retention team provides a range of services from basic to lifesaving for our older adult community members who often have no other support system. Our job does not end with placement. We continue to support our clients and their landlords for as long as needed. Sometimes the visits are following up after recent housing placement; other times it's to do a monthly delivery of basic household and hygiene supplies for clients on very low-incomes.

In Fall 2022, Retention Team members stopped to check in with our client Jeff, age 62 at his apartment. When the team knocked on his door to check in, Jeff greeted them barely able to breathe. He shared that he was battling lung cancer but was not taking cancer medication. Our team helped get Jeff connected with medical care and set up with the right medication, and then worked with him to evaluate options for a higher level of care. Jeff is now in adult foster care where he is getting the level of medical attention and care he deserves and needs.

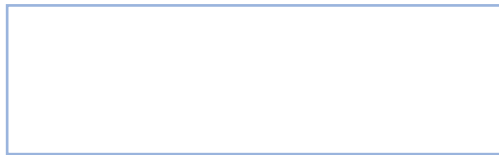
It is known that older adults may find it more challenging to maintain their home and, for our clients, failure to do so may put them at risk of eviction. Jill Williams, co-chair of Multnomah County's Hoarding Task Force, emphasizes the importance of providing routine cleaning services as a critical hoarding intervention and eviction prevention tool. Housekeeping is one of the main retention services that NWPP arranges for clients to mitigate eviction and that's why these services are a priority for us.



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PILOT PROJECT**

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## Consider a Contribution to our **Emergency Fund**

More seniors than ever are requesting help from our Housing Program. On average, we receive about 100 inquiries every week from men and women 55 years or older seeking relief from their housing crisis. The team at NWPP works tirelessly to address these requests. But we need your help.

This year we have a goal to raise \$150,000 for our Emergency Fund, which covers things like deposits, rent, application fees and moving expenses. We need your support so that we can continue to respond to the need in our community. Please use the envelope inside this newsletter to make a gift to NWPP's Emergency Fund or give online at: [nwpilotproject.org/donate](http://nwpilotproject.org/donate)

Please support our work and help us continue to keep seniors housed.