



Deschutes County & the Cities of Bend, La Pine, Redmond, & Sisters- Coordinated Homeless Response Office (CHRO)

## CHRO BOARD MEETING

4:00 p.m. – 5:15 p.m. on Monday, September 22, 2025

Oregon State University Extension – Deschutes County Fairgrounds

3800 SW Airport Way, Redmond, OR

Click this link to access the meeting via Zoom

<https://us06web.zoom.us/j/89404087573?pwd=nk2Ooahx9KwGH9AShy0vjRixE1JOG.1>

Meeting ID: 894 0408 7573 Passcode: 611918

### AGENDA

Time	Duration	Agenda Item	Board Action	Presenter / Facilitator	Materials
4:00 p.m.		Call to Order		Co-chair Megan Perkins	
4:00 p.m.		August 25, 2025, Meeting Minutes Approval	Motion to Approve	Co-chair Perkins	August 25, 2025, Meeting Minutes
4:00	5 minutes	CHRO Budget Update	Receive	Co-chair Perkins	Deschutes County – Department Budget Level – Fund 205
4:05 p.m.	10 minutes	Public Comment (2 minutes each, 10 minutes total)	Receive	Co-chair Perkins	
4:15 p.m.	5-10 minutes	Data Dashboard Update	Receive	Co-chair Molly Heiss	Memo
4:25 p.m.	10-15 minutes	Community Data Conversation	Receive	Co-chair Heiss	
4:40 p.m.	15 minutes	HUD Continuum of Care (CoC) Program aka Central Oregon Homeless Leadership Coalition (HLC) – Strategic Plan Overview	Receive	Tenfold Health Consultant, Margaret Van Vliet	
4:55	20 minutes	National Vehicle Residency Collective	Receive	Graham Pruss, PhD	
5:15 p.m.		Adjourn		Co-chair Perkins	

[end]

DESCHUTES COUNTY AND CITIES OF BEND, LA PINE, REDMOND, AND SISTERS  
COORDINATED HOUSELESS RESPONSE OFFICE (CHRO)  
**Board Meeting Minutes**  
4:00 p.m. to 5:15 p.m. on Monday, August 25, 2025  
Virtual Only

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## Attendance

- Commissioner Phil Chang, Deschutes County
- Vice-Chair Megan Perkins, City of Bend Mayor Pro Tem
- Councilor Cat Zwicker, City of Redmond
- Mayor Jeannine Earls, City of La Pine
- Council President Sarah McDougall, City of Sisters
- Eliza Wilson, HLC Chair

## Call to Order

Meeting called to order at 4:03 p.m.

## Approval of Minutes

Minutes from June 2 (regular) and July 30 (special) Board Meetings were presented for approval.

- **Motion:** Councilor Cat Zwicker
- **Second:** Mayor Jeannine Earls
- **Vote:** Approved

## Public Comment

No public comment was received.

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## Agenda item #1

### CHRO Budget – Prioritizing Remaining Balance

Co-Chair Perkins opened discussion on how best to allocate the remaining CHRO budget, with reference to the organization's five priorities:

1. Community engagement
2. CHRO launch and operations

3. Service expansion
4. Addressing unsheltered homelessness
5. Improving access to affordable housing

### Key guidance included:

- Prioritizing homelessness prevention to keep people housed.
- Hiring a consultant to create a regional plan for homelessness on public lands.
- Advancing the NeighborImpact data dashboard project.
- Developing an accountability framework to track spending and outcomes.
- Collecting both qualitative (community experience) and quantitative (HMIS/CES data) insights to help inform decisions and guide advocacy.
- Exploring interim housing models such as regulated, low-rent RV parks.
- Evaluating investment in staffing sustainability (for capacity building and resource development) versus direct programming.

### Action recap:

- Staff to provide subject-matter expertise and/or information needs/gaps related to prevention, public lands regional planning, data collection, interim housing – RV park, and staffing sustainability funding.
- NeighborImpact to update the Board on the Data Dashboard project that CHRO funded.
- Staff to share past allocations and outcomes, and provide an impact report.
- Advocacy Focus: Staff to prepare a strategy for also engaging Oregon state leaders (e.g., Andrea Bell, OHCS ED) with emphasis on:
  - Demonstrating program effectiveness.
  - Positioning Central Oregon for future funding opportunities.
  - Making the case for sustainable state and federal support.
  - Highlighting unique local needs.

*Note: The Board confirmed CHRO funds will not be used to hire a lobbyist.*

## Agenda Item #2

### Introduction to Resource Development Strategy Discussion

Co-Chair Perkins transitioned the group from discussing staffing and keeping this group running into further long-term thinking around the future of the group and their role in resource development to help the region. The importance of coordinating with non-profits, partners, and marrying the efforts of the other regional groups was highlighted. Ultimately the goal is to use the strength of this group's voice as elected officials to work regionally.

The group would like to present at the next Regional Housing Council their ideas and how they see themselves working alongside the RHC.

**Action recap:** Staff to bring the resource development conversation to the **Regional Housing Council**, introducing the concept for broader discussion and potential additional champions.

## **Agenda Item #3**

### **Bend Human Rights and Equity Commission – Recommendations for Encampment Closures**

Eli Loewenstern read the recommendations for encampment closures. The group did not have time for further discussion, but the letter was sent out after the meeting.

**Action recap:** Share a copy of the letter with the Board – **Completed**. Please see attached.

**Adjourned** at 5:18 p.m.

Respectfully submitted,  
Jenn Greco, COIC Program Assistant II

Edits and action recap addition submitted by,  
Mickie Derting, COIC Housing Programs Director

DESCHUTES COUNTY - DEPARTMENT BUDGET LEVEL  
FISCAL YEAR 2027

9/11/2025

## FUND 205 - Joint Houselessness Task Force

OBJECT - DESCRIPTION -----	FY 2024 ACTUALS -----	FY 2025 ACTUALS -----	FY 2026 ADJ BUDGET -----	YTD END OF SEP '26 -----	FY 2027 DEPARTMENT -----	\$ BDGT CHG FR FY 2026 -----	% BDGT CHG FR FY 2026 -----
* Resources							
301000 - BEG NET WORKING CAPITAL	13,337	36,679	62,480	613,816	62,480	0	0.00
334012 - State Grant	100,542	706,753	519,000	0	519,000	0	0.00
343013 - Other Revenue - Misc	37,772	0	0	0	0	0	0.00
361011 - Interest-Pooled Investments	23,341	26,168	20,000	4,052	20,000	0	0.00
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* Total - Resources	174,993	769,599	601,480	617,868	601,480	0	0.00

DESCHUTES COUNTY - DEPARTMENT BUDGET LEVEL  
FISCAL YEAR 2027

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* Personnel Services							
410101 - Regular Employees	70,479	0	0	0	0	0	0.00
410201 - Extra Help (Temp Employee)	442	188	0	0	0	0	0.00
410301 - Overtime	6,901	0	0	0	0	0	0.00
410401 - Time Management	1,769	0	0	0	0	0	0.00
420101 - Health-Dental Ins (ISF)	21,240	0	0	0	0	0	0.00
420201 - PERS Employee-Employer	17,713	1,472	0	0	0	0	0.00
420202 - PERS - Fund 575 for D-S	1,165	0	0	0	0	0	0.00
420301 - FICA	5,820	14	0	0	0	0	0.00
420401 - Workers' Comp Insurance	42	0	0	0	0	0	0.00
420501 - Unemployment Insurance	268	2	0	0	0	0	0.00
420601 - Life-Long Term Disability	278	0	0	0	0	0	0.00
420801 - Paid Leave Oregon	306	1	0	0	0	0	0.00
* Total - Personnel Services	126,425	1,678	0	0	0	0	0.00
* Material & Services							
430620 - ISF Facilities	714	785	0	0	0	0	0.00
430625 - ISF Administration/BOCC	2,981	4,327	5,345	891	5,345	0	0.00
430628 - ISF BOCC	717	1,669	0	0	0	0	0.00
430630 - ISF Finance	4,400	5,408	4,639	773	4,639	0	0.00
430631 - ISF Finance-HR Proj Reserve	80	0	0	0	0	0	0.00
430650 - ISF Human Resources	2,903	3,360	0	0	0	0	0.00
450094 - Program Expense	1,186	139,733	500,000	20,000	500,000	0	0.00
450820 - Travel-Accommodations	276	0	0	0	0	0	0.00

DESCHUTES COUNTY - DEPARTMENT BUDGET LEVEL  
FISCAL YEAR 2027

9/11/2025

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* Material & Services							
450850 - Travel-Ground Trans-Parking	17	0	0	0	0	0	0.00
450860 - Travel-Meals	102	0	0	0	0	0	0.00
450870 - Travel-Mileage Reimb	295	0	0	0	0	0	0.00
460610 - Computers & Peripherals	(1,781)	(1,176)	0	0	0	0	0.00
* Total - Material & Services	11,890	154,106	509,984	21,664	509,984	0	0.00
*							
521851 - Reserve for Future Expenditu	0	0	91,496	0	91,496	0	0.00
* Total -	0	0	91,496	0	91,496	0	0.00
*** TOTAL FUND 205 RESOURCES							
	174,993	769,599	601,480	617,868	601,480	0	0.00
*** TOTAL FUND 205 REQUIREMENTS							
	138,314	155,783	601,480	21,664	601,480	0	0.00



## CHRO Regional Data Investment Summary:

In July 2024, NeighborImpact with support from the Homeless Leadership Coalition (HLC) requested \$46,372.00 in support of the Regional Data System. Funds were received from Deschutes County in November 2024. [Current balance: \\$16,494.33](#)

Funding was requested for the following costs:

- 33% of the Coordinated Entry System (CES) Specialist (NeighborImpact staff position), partially supported by HUD CoC services only grant
- Transition of the CES Phone Line to a Google Voice Platform in an effort to easily offer more days and hours for unhoused populations to complete assessments for housing opportunities
- Purchase of Tableau software to create data dashboards for the HLC to better illustrate the realities and progress of our region through data
  - Added line item for Tableau trainings
- ArcGIS purchase to be able to create mapping functionalities to coordinate and support street/camp outreach efforts and an internal understanding for the HLC and CHRO of the areas that we are seeing unhoused communities emerge
  - Also beneficial as part of the Point In Time Count efforts with the unsheltered populations
  - Added line item for ArcGIS trainings
- Language Access contract to support CES callers with languages other than English
- Honorarium/stipend for Lived Experience participation in By Name List planning and Built For Zero initiative

### Update:

- CES has implemented the transition from the VI-SPDAT to the HEAT assessment tool
  - Staff is hosting case conferencing once a week to accommodate placements for all CES participating projects, and will increase meetings to twice a week to accommodate new projects
  - The HEAT was translated to Spanish for Spanish Speaking staff and participants
- Google Voice transition was delayed by a staff transition, training period and technical troubleshooting. The CES line was ported effective 3/26/25.
  - Current findings related to the transition to Google Voice
    - Total number of inbound calls from 3/27/25-9/15/25 = 2575
      - Google Voice does not distinguish unique callers from the total



- Larger volume of calls during posted hotline hours
- Fewer scheduling issues since no physical phone needs to be passed between providers
- The Google Voice line securely gave operators hotline access and allowed calls to be forwarded to staff, reducing missed calls and voicemails while boosting CES entries
- Higher CES entries have strengthened case conferencing and project referrals
- Investment in CES Specialist have resulted in increased placements, increased trust in the system and overall increase in provider satisfaction
- Tableau has been purchased, licenses assigned
  - Dashboard creation is proving to be a greater challenge than assumed
  - First step is creation of a dashboard template
    - Free and paid trainings and IT support have been utilized
    - Template is in place but will not accept data
    - In the interest of progress, NeighborImpact will explore technical assistance from a third party
      - Plan is to consult with Simtech Solutions
  - 2025 PIT data be first published dashboard
    - Several connections were made with other CoC and HMIS entities at NHSDC
    - Conversations were enthusiastic with promises of template sharing
    - Despite persistent communication attempts, no template sharing was achieved
- ArcGIS has not been purchased due to staff turnover and constraints
  - Proposed shifting this budget line item to support Show the Way purchase and ongoing utilization
    - Integration into HMIS is possible
    - Can be used to support PIT and BNL management
    - Have contract template and pricing
- Language Access contract will be implemented after full transition to Google Voice
  - With Google Voice now implemented, the Language Access contract will be reviewed and initiated. In the interim, NeighborImpact's Language Link contract utilized for language needs outside current staff/partner capabilities
- Built For Zero initiative by Community Solutions have paused
  - Stipends will be held for all lived experience opportunities that CHRO identifies, NeighborImpact will retain for the original intention
  - As Community Solutions and BFZ initiative are redefined, NeighborImpact and Homeless Leadership will re-engage
    - The composition of the CHRO mirrors a BFZ core group composition
    - Hoping new leadership will reinvigorate Community Solutions engagement and support

Please send any additional questions or comments to Molly Heiss,  
[mollyh@neighborimpact.org](mailto:mollyh@neighborimpact.org)

## Regional Data Systems Budget

Annual Requested Project Funds: \$ 245,000.00

Personnel Costs: Name	Position (FTE dedicated to this project)	Salary	Benefits	Total Cost	Amount Requested				Expended	Balance
CES Coordinator	1 FTE NeighborImpact	53,664	20,058	73,722	36,004					
HMIS Specialist	1 FTE NeighborImpact	48,337	19,154	67,491	14,491					
Unhoused Services Data Coordinator	1 FTE NeighborImpact	57,234	20,654	77,887	77,887					
CES Specialist	1 FTE NeighborImpact	48,337	19,154	67,491	67,491	\$ 22,497.00	33%	\$ 15,975.75	\$ 6,521.25	
Sub-Total: Personnel		\$ 207,571.72	\$ 79,019.60	\$ 286,591.32	\$ 195,873.00					
Materials & Supplies				Total Cost	Amount Requested					
CES dedicated cell phone line - Teams/Google Phone				9500	9500	\$ 9,500.00	100%	\$ 1,290.82	\$ 8,209.18	
Tableau				3500	3500	\$ 3,500.00	100%	\$ 2,340.00	\$ 1,160.00	
ArcGIS				3125	3125	\$ 3,125.00	100%	\$ -	\$ 3,125.00	
Sub-Total: Materials & Supplies				\$ 16,125.00	\$ 16,125.00					
Travel Expenses				Total Cost	Amount Requested					
NHSDC Training and Travel - 3 staff				5000	5000			\$ 2,155.15		
Sub-Total: Travel Expenses				\$ 5,000.00	\$ 5,000.00					
Consultants & Contracted Services				Total Cost	Amount Requested					
Built For Zero BNL contract				10,000	0					
Language Access contract				1250	1250	\$ 1,250.00	100%	\$ -		
Sub-Total: Consultants & Contracted Services				\$ 11,250.00	\$ 1,250.00			\$ 5,000.00	Formal PIT Report	
Meeting Expenses				Total Cost	Amount Requested					
Zoom account for CE meetings				250	250			\$ 329.30		
By Name planning (agency honorarium & stipend for lived experience)				3000	3000	\$ 3,000.00	100%	\$ -		
Sub-Total: Meeting Expenses				\$ 3,250.00	\$ 3,250.00					
Professional Training and Development				Total Cost	Amount Requested					
NHSDC Training - See Above				0	0					
Tableau + ArcGIS training				3502	3500	\$ 3,500.00	100%	\$ -		
Sub-Total: Professional Training and Development				\$ 3,502.00	\$ 3,500.00					
Other Budget Items				Total Cost	Amount Requested					
Admin				12,898	12,898			\$ 2,786.65		
Sub-Total: Other Budget Items				\$ 12,898.42	\$ 12,898.42					
Total Annual Budget					\$ 237,896.42	\$ 46,372.00	HLC Request of CHRO	\$ 29,877.67	\$ 16,494.33	