



Dekum Redevelopment
Community Advisory Committee – Meeting #4
(focus on resident services, education, and property management)
Zoom meeting notes on June 10, 2020

Introductions and community building – with the on-going COVID-19 pandemic, plus the Black Lives Matter demonstrations against police violence, many of us are feeling overwhelmed. Dr Holt asked for us to give a short three word summary of where we're at this evening to recognize this point in time during our time together.

Vivian (CAC co-chair, Board member)

Spencer (CAC co-chair, resident)

Karen (CAC, resident)

Karen (CAC, neighbor)

Blanca (CAC, resident)

Jeb (CAC, resident)

Barbara (CAC neighbor)

Maija (CAC, Woodlawn NA)

Laura (CAC, Trash for Peace)

Miranda (CAC, NAYA)

Mateo (CAC, Legal Aid)

Kevin (CAC, Hacienda CDC)

Kevin (CAC, neighbor)

Barbara (CAC, neighbor)

Steve (CAC, Home Forward CAC)

Sheila (staff, property management)

Alescia (staff, resident services)

Rachel (staff, educational partnerships)

Jonathan (staff, development)

Wubet (staff, property management)

Odalis (staff, resident services)

Julie (staff, development)

Monica (staff, executive)

Samantha (lever)

Chandra (lever)

Pamela (staff, development)

Ericka (TryExcellence)

Dr Holt (TryExcellence)

Where we're at: Concerned yet hopeful; hoping to come out better on the other end; a crater where my heart was; working to unpack; learning to speak out better; ready and down for it; searching for positive impact; inspired by youth leadership; daily roller coaster; personal responsibility for action; collaborating and educating; shared community and courage; concerned decisions are being made without voices of people most impacted; frustrated and reaching end of patience; surviving daily stronger and hopeful tomorrow; sad, angry, committed; devastated yet inspired by youth; overwhelmed yet effective with community; staying focused; frustrated yet hopeful; scared yet inspired by community strength; stressful yet hopeful; exhausted looking to inner strength; "this is us"

Tonight's Focus: Overview of Resident Services and Property Management

Odalis and Alescia presented a slide presentation providing an overview of the types of resident services activities that have been provided at Dekum Court. Resident services primary objectives focus in three main areas: housing stability; self-reliance; and community building as summarized in the slide below.

Resident Services Focus		homeforward
Housing Stability	Self Reliance	Sense of Community
<ul style="list-style-type: none">• Mutual accountability• Lease engagement• Eviction prevention• Housekeeping• Crisis intervention• Advocacy & education	<ul style="list-style-type: none">• Coaching• Education & training• Employment• Income• Asset building• Health	<ul style="list-style-type: none">• Relationship• Community• Leadership• Partners• Safety

Dekum Resident Services



The **Resident & Community Services Coordinator (RCSC)** provides support to residents by coordinating an array of social, community building and educational services to improve the stability, quality of community life and wellness of individuals and families at Dekum Court.



Examples of Dekum activities

- Summer Lunch
- Multnomah County Summer Reading Program
- National Night Out

The former resident services coordinator had been at the site for many years. However, she was promoted in January and has taken a Home Forward supervisor's role working with programs in east county. A new resident services coordinator will begin working in July. The RCSC works closely with community partners who have included:

Partnerships



- Trash for Peace
- Portland Parks and Recreation
- Feel the Noise Arts Program
- **Healthcare focus:** Concordia School of Nursing, University of Portland School of Nursing, Janus Youth Program, Meals on Wheels
- **Culturally-specific services:** NAYA/NARA, Hacienda CDC, IRCO, SEI, POIC
- **Education & Workforce focus:** Portland Community College, WorkSource, Faubion School, Woodlawn Elementary School, Vernon Elementary School, St. Andrews Elementary School, Save First, Innovative Changes

Wubet summarized goals for property management which include coordinating closely with resident services. Day to day operational goals include:

Property Management Goals
homeforward

- ✓ Provide high quality community-oriented property management services
- ✓ Support and provide ongoing resident education related to **housing stability and resident retention** (lease terms, tenancy, landlord tenant law)
- ✓ Employ **trauma informed approach and utilize equity lens** during tenant screening, leasing, tenancy, lease compliance, community building, etc.
- ✓ Proactively work with the Resident Community Services Coordinator to ensure a strong **sense of team in support of resident and community goals**

Comments and questions from CAC members (items with quotation marks come from the “chat” function during the Zoom recording):

Availability of additional funding resources – Is Home Forward applying for Covid-19 related federal funding? For example, funds are available to help people avoid eviction, obtain food, and access counseling services.

- “Very interested in internet as a utility and how HF can apply for the Chromebooks through the City of Portland COVID-related relief efforts”
- “Yes, we have applied for funds from the care act for chrome books for our high rise properties and some of our family properties as well.”

Eviction prevention – Concern that some residents may take advantage; can there be increased enforcement of lease rules? Staff described the multiple barriers that many residents face and how we work with them to keep them housed. If they don’t change their behavior, eviction proceedings begin but often are not visible to other residents due to confidentiality. Home Forward’s process is known as a “progressive lease enforcement process”.

Comments from culturally-specific service partners –

- Appreciate Home Forward’s services package; Hacienda CDC is working to expand with additional “Resident Advocates” and looks forward to working with Dekum staff to provide new assistance; open to thinking about “what hasn’t been invented yet”

- Looking forward to learning more about equity lens and trauma-informed approach; hoping to focus on “how is trust being built?” (property management responded that they would appreciate hearing about resident experiences shared with partners; “it will help us refine our processes and shift gears as necessary”)
- Oregon Student Success Act – Grant from Dept of Education focuses on early learning, middle and high school students.

Potential Educational Supports - Rachel provided a summary of Home Forward’s thinking about space for some type of educational facility along with Head Start. We know lots more kids are coming, and Faubian as a K-8 is already at capacity. Looking at education as “cradle to career”. Portland Public Schools, POIC’s Rosemary Anderson and Open School have all been contacted about their interest to partner. Home Forward can commit land, but a capital campaign would need to happen with partners to construct some type of facility.

What are your priorities for educational opportunities? Initial comments from CAC members:

- Summer youth programs
- Continued youth programming like Dekum has done in the past has been really important to residents.
- Adults making transitions
 - “Being able to offer GED support to older youth and adults would be great.”
- “Connections to environmental assets in the area such as the Columbia Slough - opportunities for youth to be engaged in environmental education e.g. solar panel builds (STEM education), rain garden design and construction, etc. (Verde offers these activities)” “Trash for Peace does field trips and solar education activities, too”
- Closing the digital divide – need access to free computers!

Additional comments: Importance of recognizing residents with paid stipends for their contributions to planning process. “I am highly supportive of stipends for participants.”

Comments from CAC members received after reviewing these notes:

“These notes really don't reflect the depth of conversation.

Especially around the washer and dryers in the unit, as well when we discussed underground parking. The reason listed for not considering underground parking is that it can not be repurposed as well as the cost. Of course it would not be repurposed, because the above ground land would then be freed up and be accessible to purpose however seen fit for building or creating other functions for the space instead of it being used as parking, also I wonder if underground parking could potentially be repurposed for storage or function in another way even if it could not be repurposed for housing.

When discussing washers and dryers there was a lot of feedback you all got around how we need to evaluate who bears the burden of cost since that seemed to be a benefit to home forward if they didn't have to focus on any repairs from leaks. However, if children can not get clean clothes to go to school in, or adults can not afford to wash their clothes how can that impact their self image, success and how they present in the world outside of their homes, and should that financial and social emotional burden be placed on families? I understand that home forward might be wanting to save some money but does the benefit of them not having to occasionally make repairs outweigh the disadvantage it could place on families shoulders?

Also, I feel confused when I am in space with the consulting team. It seems the home forward employees are running the show and are not sharing power equally in the space with their consultants. I would like to see how the productivity of this project could be if powered were shared more evenly.”
