



December 11, 2021

Joint Interim Committee on the Second Special Session 2021  
900 Court Street NE  
Salem, Oregon 97301

Co-Chair Beyer, Co-Chair Fahey, Co-Vice Chair Knopp, Co-Vice Chair Wallan, and Members of the Committee:

Public Partnership LLC (PPL) is proud to work with Oregon Housing and Community Services (OHCS) to help process and deliver emergency rent assistance to Oregonians. Nothing is more important to us than working to keep individuals and families in their homes and communities. As a mission-based organization, it is at the core of what we do. **We are thrilled to report that we have delivered \$62.8 million in direct rental assistance to more than 9,100 Oregon families in less than 4 months.**

PPL has helped many individuals with disabilities, chronic illness, or individuals who are simply aging to remain in their homes. PPL is proud to have partnered with the State of Oregon over the years. That work has focused primarily on individuals with developmental disabilities. Since 2016, PPL has been the fiscal intermediary helping more than 10,000 developmentally disabled Oregonians self-direct their Medicaid long-term home care under a contract with the Department of Human Services.

PPL started processing applications in mid-August of 2021 and has paid out 9,155 applications totaling \$62.8 million in rental assistance as of December 10<sup>th</sup>. As of last week, our average processing time was 57 days. A key piece of context for these statistics: when we first began processing, PPL was narrowly focused on a subset of applications untouched by program administrators. We only began providing a statewide OERAP processing and payment solution in late October.

PPL started with approximately 50 processors in August. Since then, we have ramped up and have roughly 300 people managing, processing, and reviewing applications. PPL continues to build our staffing team and make adjustments to meet the demand, and perhaps most importantly, increase the response and processing time to help Oregon families get relief as quickly as possible. Our weekly output is now rising dramatically.

Over the Thanksgiving break, we were able to payout \$6M to families in need. This past week, PPL's employees were able to pay 1,569 applications totaling more than \$11 million in assistance. We are monitoring daily and weekly efforts to ensure that the number of applications processed continues to rise.

To help us meet those goals, email outreach and phone connections are critical. PPL's email outreach continues to increase, and more applicants are contacted daily. Daily email outreach peaked on December 6<sup>th</sup> at 967. Total email outreach for the first 6 days in December totaled 3,041 and is tracking to be over 12,000 email outreaches by the end of the month. That would nearly double what we were able to do in October and November. Furthermore, PPL's call volume continues to increase including the number of applicants contacted. 92% of all call attempts to applicants are successful.

We also pride ourselves in customer service that shows compassion towards those individuals we are working to ensure can remain stably housed. We are constantly monitoring feedback for how our employees interact with our customers. We want to share some of that feedback with you.

- **Applicant Feedback:** *"I am sending you this e-mail in regard to your staff. Your staff helped me navigate my emergency rental application with the utmost kindness, compassion, and professionalism during a very difficult, stressful time in my life. I feel Mr. Walker deserves recognition for his sincere kindness. Mr. Walker gave me hope and definitely reduced my stress level if only for a while. It's people like him that remind me there are still good, compassionate people in the world. Thank you for reading my e-mail and please give him some positive recognition. He deserves it!"*
- **Applicant Feedback:** *"I can't thank you enough for your help. Things are moving fast finally and it looks like funding should happen right away. With everything that has happened, my girlfriend passed away 3 days ago from organ failure, it being right before thanksgiving, everything with the pandemic, it's been the roughest time in my life, this really changes my stress level completely. I just wanted you to know how truly grateful I am of you seeing this through. I'm in tears and a huge weight has been lifted...So thank you from the bottom of my heart."*
- **Applicant Feedback:** *"I wanted to reach out and say thank you so much for helping me out these past couple months with rent it really helps especially during the holiday season and has kept my child and I off of the streets, so thank you ever so much."*
- **Landlord Feedback:** *"I am a retired Federal employee on a fixed income and I am a landlord. My renter is now over \$10,000 in arrears, so I am anxiously awaiting news about whether I will receive payment of that back rent. I called your office today to find out where my renter's application for rental assistance was in the process. What a surprise I had when your representative began to help answer my questions. She was responsive, patient, explained things clearly and even expressed genuine empathy. I think the real gift she gave me was her sense of humor. (I need laughter just to get through the day.) At the end of the conversation, I had the information I wanted and felt some hope again, a rare thing in today's world. Please tell her how much I appreciate her skills and talents in dealing with people in trying times."*

We know these are trying times for many Oregon renters and many across the country. Whether it's through self-directed long-term home care or rental assistance, we remain committed to doing all we can to help.

We ask that you support legislation proposed in the special session as we remain committed to helping ensure that rent relief will be administered as quickly and efficiently to ease the stress and uncertainty that too many Oregon families are faced with. If you have any further questions about our work, please reach out our representative Justen Rainey at [justenr@pacounsel.com](mailto:justenr@pacounsel.com).

Best regards,



Richard S. Albertoni  
Contract Administrator