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Long-term Stability After Mediation:
Analysis of Housing Outcomes in a Homelessness Prevention Program
Clackamas County, OR

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Overview

Clackamas County Health, Housing & Human Services researched the housing outcomes of tenants who participated in landlord-tenant mediation services with Clackamas County Resolution Services during the 2-year period of January 1, 2023 – April 15, 2025.

Analysis

Homeless Management Information System data from Clackamas County Resolution Services and Clackamas County Coordinated Housing Access was analyzed to identify the last known housing status of tenants who received landlord/tenant mediation services.

Last Known Housing Status
After Mediation
January 1, 2023 – April 15, 2025

885
tenants (99.9%) in housing arrangements

"This is a strong indicator that the program supported long-term stability for many households."

1
tenant (0.1%) experiencing homelessness

Highlighted Outcomes

"The Homelessness Prevention [mediation] program supported positive housing outcomes for the majority of participants, with **extremely low rates of returns to homelessness."**

"The program's ability to engage and retain survivors—particularly those with longer-term trauma histories— **demonstrates its potential as a stabilizing resource."**

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Community Resolution Center

Clackamas County Resolution Services provides no cost mediation and conflict resolution

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services for both housing providers and renters. Clackamas County Resolution Services' goal is to support all sides of the housing crisis in having direct and meaningful conversations about what it would take to make the situation work best for all parties.

Housing Stability Mediation

In concert with other community support programs, community mediation services:
- Help stabilize housing for both the renter and the housing provider;
- Provide community members tools to craft durable agreements;
- Offer referrals to services provided by other agencies;
- Improve relationships; and
- Reduce homelessness.

> Mediation participants are assisted by a mediator to reach a mutually acceptable resolution to a dispute.

> Conflict coaching helps both parties to anticipate problems, test options, and strategize solutions.

More Information

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Equity and Trauma-Informed Analysis of Exit Outcomes in a Homelessness Prevention Program: CFCC
Reporting Period: January 1, 2023 – Present
Clients Served: 1,016 | **Households:** 705 | **Clients with Exit Destinations:** 886

This analysis highlights promising outcomes and opportunities for growth within a Homelessness Prevention program serving 1,016 individuals across 705 households. Using a trauma-informed and equity-centered lens, the report explores exit destinations, racial and ethnic trends, and the prevalence of gender-based violence and human trafficking. The data reflect meaningful progress toward preventing homelessness, while also identifying areas where outcomes can be strengthened and disparities more fully addressed.

Housing Stability Outcomes

A large proportion of participants (53.7%) exited to permanent housing. This is a strong indicator that the program supported long-term stability for many households. Notably, only one individual (0.1%) exited into homelessness. This suggests a highly effective prevention response that aligns with the U.S. Department of Housing and Urban Development (HUD) definition of a positive housing destination, which refers to a stable, housed outcome at the point of program exit (U.S. Department of Housing and Urban Development [HUD], 2024).

An additional 45.9% of participants exited to "other" destinations. This category may reflect a wide range of outcomes, including reunification with family, informal housing arrangements, or relocation outside of the service area. However, it also introduces ambiguity that warrants further exploration. Clarifying the quality and stability of these "other" outcomes will be important for capturing the full impact of the program.

According to the 2024 HUD data standards, exit destination data is required only for the head of household and not for every individual participant (HUD, 2024). Given this standard and the program's adherence to household-level data practices, some apparent gaps at the individual level are likely attributable to accurate, standards-aligned reporting rather than incomplete data collection.

Racial and Ethnic Trends

The program demonstrated meaningful success in supporting positive housing outcomes among several communities of color. Native Hawaiian or Pacific Islander participants had the highest rate of permanent housing exits (88.9%), followed by Black or African American participants (58.9%) and those identifying as multiracial and Hispanic/Latina/e/o (62.1%). These outcomes reflect areas of strong alignment between service delivery and equity goals, particularly in the context of systems that have historically underserved these groups.

At the same time, the data suggest opportunities to strengthen outcomes for other populations. Hispanic/Latina/e/o (44.1%) and Asian or Asian American (41.2%) participants exited to permanent housing at rates below the overall program average. White participants, while comprising the largest proportion of exits, had a slightly below-average permanent exit rate of

(48.2%). These variations, while not extreme, underscore the importance of ongoing monitoring and adaptive program strategies to ensure that all households are receiving support that is culturally responsive and accessible.

Approximately (11.6%) of exit records did not include race or ethnicity data. This limits the depth of analysis and reinforces the importance of consistent, trauma-informed demographic data collection practices.

Experiences of Gender-Based Violence and Human Trafficking

Among the 1,016 participants, 124 individuals (12.2 %) reported experiencing domestic violence, sexual assault, stalking, dating violence, or human trafficking at some point in their lives. Most participants (56.5 %) experienced violence more than one year prior to program enrollment, while approximately (22%) experienced harm within the past 12 months. Roughly one-third of survivors were part of households with children. This highlights the intersection of safety, trauma, and housing stability in family contexts.

The presence of survivors within the program reflects its reach to populations navigating layered vulnerabilities. Research has long documented the link between gender-based violence and housing instability, lease disruption, and forced relocation (National Alliance for Safe Housing, 2023). The program's ability to engage and retain survivors—particularly those with longer-term trauma histories—demonstrates its potential as a stabilizing resource. Continued integration of trauma-informed planning and partnerships with survivor-serving organizations will help sustain this progress.

Summary and Considerations

This Homelessness Prevention program supported positive housing outcomes for the majority of participants, with extremely low rates of returns to homelessness. The data reveal areas of strong performance, particularly among Black, Native Hawaiian, and multiracial Hispanic/Latina/e/o participants, and highlight where more focused attention may further advance equity

References

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