



BOARD OF COUNTY COMMISSIONERS

PUBLIC SERVICES BUILDING

2051 KAEN ROAD | OREGON CITY, OR 97045

August 4, 2026

Regional Policy and Oversight Committee
c/o Metro Council
600 NE Grand Ave
Portland, OR

Dear Chair Gonzalez and RPOC Members,

At our recent meeting on July 8, I made some comments regarding Supportive Housing Services (SHS) data, outcomes and continuous quality improvement. I am taking an additional opportunity to reiterate my core messages.

Let me start by acknowledging, the SHS measure funding has been transformative for Clackamas County. Prior to receiving these dollars our budget for homeless services was a little over \$8 million a year, we now receive over \$60 million annually. We have had the unique opportunity to build a full continuum of services intentionally from the ground up. I am incredibly proud of the work we have done and the outcomes we have achieved over the last 5 years as a county and a region.

The Regional Policy and Oversight Committee has been charged with reviewing and approving the SHS key performance indicators, key environmental indicators and goals. A formal decision is expected in September 2026. In advance of that adoption, I offer the following:

SHS Reform: KPIs, KEIs and Goals

Please consider adding a Key Environmental Indicator to **“monitor trends in federal and state funding for homeless services.”** Most of us know that our homeless services programs are not solely funded by SHS but funding from a variety of sources. Even a slight change in that larger landscape can have impacts on service delivery at our tri-county regional level. This KEI would be a useful tool in providing the necessary context to the outcomes SHS is able to achieve in any given year.

One additional point on the subject of KPIs, KEIs and goals - the Metro Mayor's consortium shared a letter asking for acknowledgement as system partners and for this body to think about how we set goals reporting improvements in unsheltered homelessness. I am grateful for their involvement in our system and support their request. I would ask Metro staff to find a viable solution.

SHS Reform: Continuous Quality Improvement

As homeless services professionals in this region, we share the responsibility to monitor, review and improve our system. This is essential to its success. We must learn from mistakes, changes in the environment and adapt to better serve our community members. The many experienced professionals of the homeless service department of Clackamas County are performing these duties regularly.

I do understand that the public may question our strategies, implementation and/or outcomes. Therefore, I put forward for consideration under a CQI goal: **support and strengthen initial proposal evaluations, ongoing contract monitoring and continuous quality improvement efforts for homeless services.** The goal is to ensure public funds are used responsibly, contracted services are delivered as intended, providers are meeting performance and compliance expectations and individuals experiencing homelessness receive high quality, outcome-based services.

These efforts will promote accountability, transparency, data informed decision making and timely corrective actions that maintain public confidence in the stewardship of public resources. This CQI goal can be adopted by RPOC and then given to the Counties for implementation. The Counties should be asked to present a progress report within 6 – 9 months.

I am a champion of the SHS measure. However, as we do our work at this RPOC table working on regional policies, developing Key Performance Indicators and investing in the regional system, we need to do this with an eye to the sobering reality of what's happened to the Portland Metro area. We need to approach our work with an urgency to get this done right for everyone who lives here.

Thank you for allowing me an opportunity to share my thoughts once again with you and I look forward to our work ahead, together.

Sincerely,



Ben West, Commissioner
Clackamas County Board of Commissioners