

BEFORE THE METRO COUNCIL

FOR THE PURPOSE OF ADOPTING)	RESOLUTION NO. 26-5567
OVERSIGHT AND ACCOUNTABILITY)	
MEASURES AND AGENDA PRIORITIES)	Introduced by Councilor Duncan Hwang and
FOR THE SUPPORTIVE HOUSING)	Councilor Juan Carlos Gonzalez in
SERVICES REGIONAL POLICY AND)	concurrence with Council President Lynn
OVERSIGHT COMMITTEE)	Peterson

WHEREAS, on February 25, 2020, the Metro Council referred to the Metro area voters a personal and business income tax for the purposes of funding Supportive Housing Services in the Metro region (Measure 26-210, the “Supportive Housing Services Measure”), which Metro area voters approved on May 19, 2020; and

WHEREAS, the Metro Council subsequently codified Measure 26-210 in Metro Code Chapters 11.01, 7.05, 7.06, and 7.07; and

WHEREAS, on December 16, 2025, the Metro Council adopted Ordinance 25-1539 outlining the provisions governing the Supportive Housing Services (SHS) Regional Policy and Oversight Committee (SHS RPOC) in Metro Code Section 2.19.280; and

WHEREAS, on December 16, 2025, the Metro Council adopted the SHS Reforms Work Plan (the “Work Plan”) which outlines implementation for sunsetting the Supportive Housing Services Oversight Committee and the Tri-County Planning Body and launching the new SHS RPOC (see Resolution 25-5534); and

WHEREAS, The Tri-County Planning Body and Supportive Housing Services Oversight Committee were created as part of the SHS measure codification in order to provide public input and oversight in guiding implementation of the SHS measure; and

WHEREAS, the year 2025 marked the midpoint of SHS’s 10-year lifespan, approved by voters in 2020. Metro and its partners are applying lessons learned to refine the systems and administrative procedures that will stabilize and strengthen the regional homeless services system; and

WHEREAS, over the past two years, Metro received consistent feedback from the Metro Council President’s Work Group, the Metro COO’s Stakeholder Advisory Table, SHS’s advisory committees, public opinion research, and a wide range of regional and statewide stakeholders emphasizing both the urgency of this work and the importance of the SHS program’s success; and

WHEREAS, stakeholders consistently underscored that the goal of the SHS program is to deliver critical and comprehensive supportive housing services - made possible through SHS funding - to help people experiencing homelessness get housing and stay housed; and

WHEREAS, this feedback identifies three near-term improvement priorities for the SHS program: streamlined regional implementation and oversight; improved metrics and reporting that enable transparent and accessible communication with the public; and demonstrated efficient use of public resources; and

WHEREAS, stakeholders consistently emphasized that SHS resources remain vital to the region's ongoing efforts to address homelessness for people living in our region, particularly amid continued uncertainty surrounding federal funding; and

WHEREAS, the Work Plan reflects extensive Metro-led engagement from January 2024 through December 2025, as well as ongoing feedback from community members, jurisdictional partners, and Metro Councilors; and

WHEREAS, the Work Plan proposes that Metro Council endorse draft regional key performance indicators (KPIs), key environmental indicators (KEIs), and goals for consideration by the future SHS RPOC, which would then provide recommendations to Metro Council for approval, as these proposed metrics are intended to support effective regional oversight and decision-making (Action 3. KPSs and Goals, pg. 12-17); and

WHEREAS, the Work Plan proposes additional priorities for consideration beyond the essential duties of the SHS RPOC in response to feedback from the Metro Council and jurisdictional and community partners in addition to its core responsibilities as outlined in Metro Code and the intergovernmental agreements with counties; and

WHEREAS, the Work Plan directs the development of a new regional data dashboard and calls for quarterly reporting to SHS RPOC and the Metro Council once the KPIs and goals are approved (Action 3. KPSs and Goals, pg. 12-17); and

WHEREAS, the Metro Housing Department provides counties with a Quarterly Performance Review letter to evaluate progress towards adopted targets and provides follow up analysis related to compliance; and

WHEREAS, the Metro Council codified the initial SHS allocation in Metro Code section 11.01.090 (Allocation of Revenue and Program Funds); and

WHEREAS, the Metro Housing Department is coordinating with Multnomah County to upgrade the regional Homeless Management Information System (HMIS) to support more accurate and timely data; and

WHEREAS, the Metro Housing Department is addressing consistent reporting expectations for counties and providers through existing data collection and reporting framework efforts, including the development of a new regional public data dashboard (Work Plan - Action 4. Data Transparency, pg. 18-19); and

WHEREAS, the Metro Housing Department verifies, validates, and analyzes data submitted by implementing partners to ensure alignment with SHS requirements and best practices; and

WHEREAS, the Metro Auditor has reviewed key performance data and provided recommendations to strengthen data collection and reporting for the Housing Department to implement; and

WHEREAS, the Work Plan directs Metro staff to collaboratively develop a Regional Investment Fund (RIF) budget framework and financial reporting tools with County implementation partners to improve transparency and effectiveness, and better support the original intent of strengthening the regional system (Action 2. Regional Investments, pg. 10-11); and

WHEREAS, the Work Plan directs the SHS RPOC to consider performance-based systems management through a continuous improvement framework (Action 1. Governance, pg. 7); and

WHEREAS, Multnomah, Washington and Clackamas counties have adopted a “Built for Zero” methodology and approach, a national initiative and methodology (led by Community Solutions) that helps communities end homelessness for specific populations like veterans, chronic homelessness, youth, and similar targeted groups;

WHEREAS, regionalism in the SHS system depends on counties and service providers within the tri-county Portland metro area sharing alignment on treatment philosophy and continuums of care, so that they may execute a coordinated, data-informed decision strategy to plan, fund, and deliver housing and support services—rather than each jurisdiction operating independently; now therefore,

BE IT RESOLVED the Metro Council directs as follows:

1. Regional Performance Metrics and Dashboard

Metro staff will launch a regional performance dashboard that includes clear, outcome-based KPIs and KEIs aligned across Metro and the counties. This should include:

- Inflow
- Outflow
- Housing placement and retention
- System throughput measures
- Number of people served and SHS funds spent by Population A (defined by extremely low-income; and have one or more disabling conditions; and are experiencing or at imminent risk of experiencing long-term or frequent episodes of literal homelessness)
- Number of people served and SHS funds spent by Population B (defined as experiencing homelessness; or have a substantial risk of experiencing homelessness)

The regional performance dashboard should interface with the regional HMIS system, include standardized definitions and reporting; and be supported by a publicly accessible dashboard that includes regional goals approved by Metro Council to enable transparent monitoring, performance management, and timely corrective action.

2. Regional Investment Fund (RIF) Governance and Alignment (by September 2026)

Metro Council directs staff, after consultation with county staff, to recommend to RPOC consideration of governance and management models for the Regional Investment Fund (RIF) to better achieve regional outcomes. Staff must present the RPOC recommendations on governance and management model frameworks to Metro Council by September 30th, 2026.

Additionally, Metro staff will present on the six existing goal areas as identified by the Tri-County Planning Body for SHS RPOC to consider using as criteria for prioritization of future investments under the RIF. The six goals are:

- Landlord recruitment and retention
- Employee recruitment and retention
- Coordinated entry

- Healthcare system alignment
- Technical assistance
- Training

3. Regional Continuous Improvement Framework and System Capacity

The SHS RPOC will develop and recommend to Metro Council a recognized continuous improvement framework to support systemwide efficiency across Metro counties and providers. Metro and the counties should support capacity for training, technical assistance, and implementation using Regional Investment Fund resources to assist partners with identifying barriers, improving performance, and achieving regional system goals.

Additionally, SHS RPOC will be responsible for assessing its own structure regarding effectiveness in achieving the adopted regional and system performance goals, including transparency, funds sufficiency, and allocation priorities after the two-year mark of the committee. SHS RPOC may propose modifications to its structure and roles, as well as consideration of potential technical committees, for review and determination by Metro Council.

4. Regional Funding Framework for Performance and Accountability (by May 2028)

The SHS RPOC will develop and recommend to Metro Council a unified regional funding framework that aligns allocations with performance, outcomes, and system needs, while ensuring baseline operational stability. This framework should enable transparent, data-driven investment decisions, support regional system optimization, and provide Metro Council with a clear basis for a future funding distribution framework.

5. Regional Accountability and Corrective Action Plan Framework (by December 2026)

The SHS RPOC will develop and recommend to Metro Council a clear accountability framework that defines performance expectations, monitoring procedures, and escalation pathways for non-performance, building on existing IGA language. This framework should include standardized criteria and timelines for Corrective Action Plans, and conditions for resolution to ensure timely intervention and sustained system effectiveness.

ADOPTED by the Metro Council this 12th day of March 2026.

Duncan Hwang

Duncan Hwang, Deputy Council President

Approved as to Form:

Carrie MacLaren

Carrie MacLaren, Metro Attorney

STAFF REPORT

IN CONSIDERATION OF RESOLUTION NO. 26-5567, FOR THE PURPOSE OF ADOPTING OVERSIGHT AND ACCOUNTABILITY MEASURES AND AGENDA PRIORITIES FOR THE SUPPORTIVE HOUSING SERVICES REGIONAL POLICY AND OVERSIGHT COMMITTEE

Date: 3/6/26
Department: Council Office, Housing
Meeting Date: 3/12/26

Prepared by: Robin Ye,
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Length: 60 minutes

ISSUE STATEMENT

Councilors Duncan Hwang and Juan Carlos Gonzalez are bringing forth an addendum resolution to the newly created SHS Regional Policy Oversight Committee workplan on March 12, 2026 for council adoption. Previously, Councilors brought this resolution for discussion and feedback during work sessions on February 24, 2026 and March 3, 2026. This was a companion resolution to follow Metro Council's December 2025 adoption of Resolution No. 25-5534 [Supportive Housing Services (SHS) Reform Work Plan].

ACTION REQUESTED

Metro Council vote to adopt Resolution No. 26-5567 during a council business meeting on March 12, 2026.

IDENTIFIED POLICY OUTCOMES

The proposed reform actions outlined in this addendum Work Plan are expected to focus on the following policy outcomes:

- Regional Performance Metrics and Dashboard
- Regional Investment Fund (RIF) Governance and Alignment
- Regional Continuous Improvement Framework and System Capacity
- Regional Funding Framework for Performance and Accountability (by May 2028)
- Regional Accountability and Corrective Action Plan Framework (by December 2026)

Many of these items are requested for staff to report back to Metro Council over the next two years after adoption of this resolution.

POLICY QUESTION(S)

- Does Metro Council support adopting and directing staff to implement the addendum to the SHS RPOC Work Plan?

- Should Council direct Metro Housing Department to work with RPOC to address topics such as continuous improvement methodology, minimum performance-based contracting standards and oversight practices, compliance, outcomes-based funding framework, escalating corrective action, revenue allocation and allocation formula?

POLICY OPTIONS FOR COUNCIL TO CONSIDER

Council could adopt this resolution, informed by SHS coalition partners, to emphasize certain accountability and oversight components to the RPOC workplan.

Council could provide not adopt the resolution and provide no further instruction and maintain the status quo on SHS governance .

STRATEGIC CONTEXT & FRAMING COUNCIL DISCUSSION

This resolutions follows the December 16, 2025 adoption vote and the Nov 6, 2025 presentation that outlined proposed reform action areas. Prior to that, Metro staff presented to Council on October 14, 2025 on the current state of SHS, gaps and lessons learned, and an update on state and federal headwinds due to unanticipated budget cuts and federal policy changes. Council first took on this resolution at a February 24, 2026 work session and again on March 3, 2026 to review feedback.

Over the past two years, Metro has engaged with a broad range of partners and key interested parties across the region to better understand both the challenges and the opportunities within our homeless response system. These conversations have been instrumental in shaping a series of commonsense improvements aimed at making the system more effective.

In response, Councilor Hwang and Metro staff have brought forward this reform package a outlining proposed work plan areas. The Reform Work Plan identifies a set of near-term, practical reforms that can be implemented without requiring a ballot measure. These changes are designed to streamline oversight, speed up coordination, and better support our regional system to deliver better outcomes for people experiencing homelessness.

BACKGROUND

Metro is responsible for ensuring the effectiveness of the system that supports SHS investments regionwide—for the benefit of the individuals it serves, for our partners, and for voters and taxpayers across the region. On December 16, 2025 Metro Council voted to adopt Resolution No. 25-5534 which created the new SHS Regional Policy Oversight Committee (RPOC), consolidating the previously existing committee structures. The RPOC formally becomes a legal entity and is set to convene in April 2026.

Resolution No. 25-5534 also adopted the Supportive Housing Services (SHS) Reform Work Plan (Work Plan) and directs staff to implement the identified actions.

Draft SHS reform actions outlined in the Work Plan for Metro Council consideration:

1. **GOVERNANCE:** Consolidate the Supportive Housing Services Oversight Committee and the Tri-County Planning Body into a single Regional SHS Policy and Oversight Committee; expand membership and clarify decision-making
2. **REGIONAL INVESTMENTS:** Establish new framework for the Regional Investment Fund
3. **KPIs AND GOALS:** Update regional key performance indicators, introduce new key environmental indicators, and establish both new five-year regional goals and an interim regional goal
4. **DATA TRANSPARENCY:** Create new regional financial and programmatic data dashboard
5. **STANDARDS:** Codify programmatic definitions and guidelines in administrative rule

ATTACHMENTS

- **None**