

# Supportive Housing Services Audit Follow-Up

## Why this audit is important

The purpose of this audit was to follow up on recommendations from our January 2024 audit, *Supportive Housing Services: Shared Oversight reduces transparency and accountability*. The audit included 18 recommendations focused on governance, data reliability, and long-term planning.

Voters in the Metro region approved a ballot measure in 2020 to establish a region-wide supportive housing services program (SHS). The measure’s income and business taxes were projected to generate about \$250 million annually. The 10-year program sought to connect 5,000 households experiencing homeless to permanent supportive housing and stabilize 10,000 households at risk of, or experiencing, homelessness in permanent housing.

The scope of this follow-up audit was the activities of the Supportive Housing Services program since the release of the audit in January 2024 through September 2025.



Source: SHS 2023-24 Regional Annual Report

## What we found

The Housing Department made progress implementing most of the 2024 audit recommendations. Some areas related to program oversight and data reliability could benefit from continued improvement.

Status of 2024 Audit recommendations
<b>Program oversight</b>
<ul style="list-style-type: none"><li>3 implemented</li><li>2 in process</li><li>2 not implemented</li></ul>
<b>Data reporting and reliability</b>
<ul style="list-style-type: none"><li>1 implemented</li><li>5 in process</li></ul>
<b>Long-term planning and communications</b>
<ul style="list-style-type: none"><li>5 implemented</li></ul>

Source: Summary of recommendation status for 2025 SHS follow-up report

Most recommendations for program oversight were either implemented or in process. Oversight bodies received more timely updates and more data. The Regional Oversight Committee received improved guidance about their responsibilities. Some areas would benefit from continued improvement, including program monitoring, corrective action plans, and the spending guidelines for target populations. In addition, funding allocations still do not align with each county’s need.

Most of the recommendations related to data reporting and reliability were in process. New reporting guidance implemented one recommendation. Work was done to improve data reliability and add information about costs and housing retention. Although data reporting and reliability improved, decision makers and the public need more specific and accurate data to understand program outcomes.

The Department implemented all recommendations related to long-term planning and communications. The Tri-County Planning Body approved implementation plans for most of their regional goals and those plans were based on research. The Department expanded their communications team and stated they were developing a regional communications strategy. Some areas, such as eviction prevention and shelter care, could still benefit from research to inform strategies.