



## SHS Regional Policy and Oversight Committee Agenda Item Summary and Presentation Navigation Tool

**Agenda Item Number:** 4.1.2

**Agenda Item Title:** SHS reform: Continuous Quality Improvement (CQI) Framework

**Presenter:** *Cole Merkel, Housing Regional Capacity Manager*

### Executive Summary

In March 2026, Metro Council adopted Resolution 26-5567, which included the following directive:

*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.*

In response to that resolution, Housing Department staff have researched established CQI frameworks, tools and methodologies, which is ongoing.

The goal of the presentation is to establish a shared understanding of CQI frameworks and their potential applications in a homeless services context. Staff will also share a brief high-level landscape analysis of select jurisdictions around the country using CQI frameworks in housing, homeless or social services.

The discussion will focus on gathering feedback on the guiding values or priorities the SHS RPOC would like staff to consider while supporting the development of the committee's CQI recommendation to Council. The discussion will also include areas the committee would like to see CQI applied to strengthen SHS.

This is the first time that this item has been brought to SHS RPOC for discussion.

### Preparation Guidance

To prepare for this meeting, please take the time to reflect on the following questions:



- What guiding values or priorities would SHS RPOC members like staff to consider or affirm while supporting the development of the committee's CQI recommendation to Council?
- What areas of the SHS system do RPOC members envision the CQI framework could be applied to?

**Requested Action**

- ☐ Information Only
- ☒ Discussion
- ☐ Recommendation

- ☐ Vote/Approval
- ☐ Other:

## Presentation Navigation Tool

| Presentation Topic / Discussion Area | Supporting Document                                           | Document Page(s) | Notes                                                                                                                                                         |
|--------------------------------------|---------------------------------------------------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CQI research                         | Continuous Quality Improvement: Established concepts overview | Whole document   | Outlines several CQI frameworks, tools and methodologies with a crosswalk of various purposes, features and uses.                                             |
| CQI research                         | Continuous Quality Improvement: National examples             | Whole document   | An initial, high-level report of a national scan of how CQI is being used in housing and homeless service and human service systems across the United States. |