

Regional Coordination & Alignment Key Performance Indicator Brief

August 2026

Overview

Metro Council directed staff to add a regional coordination and alignment key performance indicator (KPI) as part of the draft goals, key performance indicators and key environmental indicators included in the Supportive Housing Services Reforms Work Plan adopted in December 2025. At the time of adoption, however, the KPI measurement was left as “TBD” to allow for the SHS Regional Policy and Oversight Committee (SHS RPOC) to provide input on its development.

The regional coordination and alignment KPI is intended to measure the region’s progress toward building a coordinated regional homeless service system through consistent frameworks, methodologies, data collection, reporting, systems and infrastructure. This is the first time Metro will establish and monitor a KPI focused specifically on regional coordination and alignment.

SHS RPOC feedback

On May 13, 2026, Committee members prioritized the following KPI and outcomes:

Regional outcome: Consistent data collection, reporting, methodologies and definitions will support effective evaluation, accountability and compliance.

Key performance indicators: A regional dashboard tracking progress toward all SHS regional goals and key performance indicators to be updated quarterly.

Progress to date

- **Aligned Population A and B reporting.** Formed under the former SHS Oversight Committee, the Population A and B work group consisting of staff from Metro and the Counties, completed its charge to improve the region’s ability to assess progress towards the Population A and B requirements accurately. Metro and the Counties reached agreement on improving four priority areas:
 - Definitions alignment
 - Consistent data tracking in HMIS
 - Enhanced financial reporting

- Developing strategies for showing prior-year data
- **Established regional HMIS data sharing and validation.** Metro executed HMIS Data Sharing Agreements with each county and, in collaboration with county partners, Metro developed data validation procedures and a data validation form. These tools enable Metro to use a regional SHS HMIS dataset for reporting, with county review and verification.
- **Standardized regional reporting.** The SHS Jurisdictional Leadership Team developed standardized quarterly and annual reporting templates. This work aligned reporting concepts and definitions, including:
 - Housing Placements
 - On-going Stability or Active Households
 - Move-on or Graduation programs
 - Permanent Supportive Housing housing intervention
 - Established new reporting on emergency shelters, street outreach, and transitional housing programs.
- **Updating Administrative Rules.** Metro and the Counties worked to further align definitions and methodologies of allowable expenses for Metro and the Counties, ensuring more accurate program categorization. This work is part of the SHS Reforms Work Plan adopted by Metro Council in December 2025 and is expected to be complete by fall 2026.
- **Implementing county monitoring.** Metro began monitoring designated SHS process within each county. Regular discussions with county partners have improved consistency in data collection, reporting, methodologies, and definitions. Per Intergovernmental Agreements, Metro and each County must agree on the designated monitoring activities each year. Monitoring for FY27 will be completed by November 2026.
- **Advancing data transparency and launching regional data dashboard.** This initiative will create a public-facing interactive digital dashboard that presents SHS programmatic and financial data in a more transparent and accessible format, improving the public's ability to understand and track regional progress toward SHS goals, KPI's and commitments. This work is part of the SHS Reforms Work Plan adopted by Metro Council in December 2025 and is expected to be complete by winter 2027.
- **Strengthened regional collaboration.** Metro, the counties and other regional partners continue to collaborate on Regional Investment Fund goals, including Coordinated Entry and Healthcare alignment, further improving regional consistency which has directly improved this outcome. This work is ongoing and will make significant strides in Spring 2027 when the new HMIS software is implemented.

Monitoring the KPI

Metro will complete the following actions:

- Continue regional coordination with the counties through the Regional Data Work Group, Jurisdictional Leadership Team, SHS Executive Team and HMIS data teams.
- Complete key deliverables and milestones, including:
 - **February – November 2026:** Create data validation forms and supporting documentation, and complete data validation processes with the counties to ensure uniform data methodologies across the region.
 - **August – December 2026:** Develop, test and refine Metro's interactive regional dashboard for approval and soft launch.
 - **December 2026 – April 2027:** Launch interactive regional dashboard, provide training and education, and establish ongoing maintenance and continued internal coordination to maintain accuracy, transparency and effectiveness.
- Monitor dashboard usage through website analytics.
- Hold regularly scheduled monitoring meetings with county partners.
- Review quarterly and annual reports submitted by each county.
- Conduct periodic check-ins or surveys with Committee members to assess if the dashboard provides the information needed to effectively track regional progress.