



Reference Guide: Draft Goals, Key Performance Indicators, and Key Environmental Indicators

August 2026

This reference guide provides a high-level overview of supporting information for each draft Supportive Housing Services (SHS) goal, key performance indicator (KPI) and key environmental indicator (KEI). A reference table for the Positive Destinations category is also included at the end of the document.

Goals

Note: Baseline data for goals is anticipated by September 2026.

Goal 1: Reduce the length of time people experience homelessness.

Outcome: Reduce the average length of time people are enrolled in a homeless program (outreach and shelter).

What is measured

The number of days enrolled in a homeless program reduces.

Additional information

Includes Emergency Shelter and Street Outreach.

Goal 2: Increase efficiency and effectiveness in housing placements and service connections.

Outcome (2a): Increase percentage of households exiting shelter programs who achieve a positive destination.

What is measured

The number of households exiting shelter to positive destination increases.

Additional information

Includes Emergency Shelter and Transitional Housing. *Full list of positive destinations included below.*

Outcome (2b): Reduce the median length of time from household enrollment in a housing program to housing placement.

What is measured

The number of days from enrollment to housing reduces.

Additional information

Measured by Permanent Supportive Housing and Rapid Re-housing.

Goal 3: Ensure housing stability and retention for people placed in housing.

Outcome (3a): 85% or more of households housed through Permanent Supportive Housing, Rapid Rehousing and Housing with Services remain housed at 12 and 24 months.

What is measured

Exit Destination is blank, or Exit Destination is a Permanent Housing Destination

Additional information

This goal tracks retention for only SHS funded programs. This is measured differently than the federal housing retention system performance measure as Metro does not currently have access to comprehensive system-wide data for placements made outside of SHS funding.

Outcome (3b): The rate of return to homelessness from Permanent Supportive Housing, Rapid Rehousing and Housing with Services will not exceed 15% within 12 months.

What is measured

Exit Destination is a Homeless Destination

Additional information

This goal tracks retention for only SHS funded programs. This is measured differently than the federal housing retention system performance measure as Metro does not currently have access to comprehensive system-wide data for returns to homeless captured outside of SHS funding.

Key Performance Indicators (KPIs)

KPI: Eviction prevention interventions		
Intervention areas: Eviction Prevention		
What is measured	Data disaggregation	Additional information
Number of households (specific to a subset of Population B, who are housed) served with Eviction Prevention	- Populations served (families, seniors, veterans, etc.) - Race/ethnicity - Other client characteristics	Eviction prevention includes all homelessness prevention services.
KPI: Shelter utilization rates		
Intervention areas: Emergency Shelter		
What is measured	Data disaggregation	Additional information
Individuals served relative to total shelter capacity	N/A	Emergency Shelter only.
KPI: Exits to housing		
Intervention areas: Emergency Shelter; Transitional Housing		
What is measured	Data disaggregation	Additional information
Number of households with Permanent Housing destinations at exit from shelter	- Populations served (families, seniors, veterans, etc.) - Race/ethnicity - Emergency Shelter and Transitional Housing - Other client characteristics	<i>Full list of permanent destinations below.</i>
KPI: Exits to other positive destinations		
Intervention areas: Emergency Shelter; Transitional Housing		
What is measured	Data disaggregation	Additional information
Number of households with Temporary Housing, Institutional*, and Safe Haven destinations at exit from shelter (* Does not include incarceration)	- Populations served (families, seniors, veterans, etc.) - Race/Ethnicity - Emergency Shelter and Transitional Housing - Other client characteristics	<i>Full list of positive destinations below.</i>

KPI: Housing placements

Intervention areas: Permanent Supportive Housing; Rapid Re-Housing; Other Permanent Housing Programs

What is measured	Data disaggregation	Additional information
Number of households newly placed into housing and previously placed into housing but still active in the program	• Populations served (families, seniors, veterans, etc.) • Race/ethnicity • Prior living situation, such as unsheltered • Length of time in SHS housing • Newly placed and still active	This measure will highlight households actively receiving SHS assistance.

KPI: Retention rates

Intervention areas: Permanent Supportive Housing; Rapid Re-Housing; Other Permanent Housing Programs

What is measured	Data disaggregation	Additional information
Number of households placed into housing, and who have remained housed at 12 and 24 months after placement, relative to the number of households placed into housing	• Populations served (families, seniors, veterans, etc.) • Race/ethnicity • Prior living situation, such as unsheltered • Other client characteristics • Length of time in housing funded by SHS	This is measured differently than the federal housing retention system performance measure as Metro does not have access to comprehensive system-wide data for outcomes occurring outside of SHS funding.

Key Environmental Indicators (KEIs)

KEI: Total number of evictions		
Context: System inflow; eviction prevention resources needed		
What is measured	Data disaggregation	Data source
Number of evictions in Clackamas, Multnomah and Washington County	TBD	Evicted in Oregon data
KEI: Total number of people and/or households experiencing homelessness		
Context: System inflow and outflow		
What is measured	Data disaggregation	Data source
Total people and households experiencing homelessness across the regional homeless services system	Unsheltered and Sheltered	County; each county uses slightly different processes for producing this information.
KEI: Number of people and/or households experiencing homelessness with specialized needs		
Context: System inflow and outflow; need for supportive housing		
What is measured	Data disaggregation	Data source
Number of people and/or households experiencing homelessness with specialized needs (e.g. older adults (65+), people with disabilities, people with substance use disorders, people with severe mental health concerns)	* See “What is measured” for example data disaggregation categories	HMIS and/or HealthShare and Counties per data sharing agreements. Combined data set from Multnomah County HMIS export and HealthShare Medicaid Claims data. This KEI is in alignment with Multnomah County and City of Portland’s Homeless Response Action Plan KPI, “Intersection of Behavioral Health & Housing Retention.”

KEI: Median length of time experiencing homelessness by self-report		
Context: System inflow and outflow		
What is measured	Data disaggregation	Data source
Median length of time people across the homeless services system have been experiencing homelessness	N/A	County. This uses the HMIS data element “Approximate date this episode of homelessness started.”
KEI: Vacancy rates		
Context: Vacant housing units relative to the overall stock of housing; Housing affordability and need; System inflow and outflow		
What is measured	Data disaggregation	Data source
Vacant housing units relative to the overall stock of housing	N/A	American Community Survey, U.S. Census Bureau
KEI: Median rents		
Context: Housing affordability and need; System inflow and outflow		
What is measured	Data disaggregation	Data source
Median monthly rent cost across the Metro jurisdiction	N/A	Zillow; Observed Rent Index
KEI: Construction rates		
Context: Housing need; System inflow and outflow		
What is measured	Data disaggregation	Data source
Number of new permits issued for residential construction across the Metro jurisdiction	N/A	Building Permits Survey, U.S. Census Bureau
KEI: Median income		
Context: Housing affordability and need		
What is measured	Data disaggregation	Data source
Median income earned by people across the Metro jurisdiction	N/A	American Community Survey, U.S. Census Bureau

KEl: Housing burden**Context:** Housing affordability and need**What is measured****Data disaggregation****Data source**

Median rent cost as a share of median income across the Metro jurisdiction

N/A

American Community Survey, U.S. Census Bureau

Reference table: Positive destinations

The table below identifies which exit destinations are considered positive destinations for each program type.

A “Yes” indicates the destination is categorized as a positive destination for that program type.

A “No” indicates that the destination is not categorized as a positive destination for that program type.

Destination	Outreach	Shelter
Homeless situations		
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway/airport or anywhere outside)	No	No
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter	Yes	No
Safe Haven	Yes	Yes
Institutional situations		
Foster care home or foster care group home	Yes	Yes
Hospital or other residential non-psychiatric medical facility	<i>Excluded from calculation</i>	<i>Excluded from calculation</i>
Jail, prison, or juvenile detention facility	No	No
Long-term care facility or nursing home	Yes	Yes
Psychiatric hospital or other psychiatric facility	Yes	Yes
Substance abuse treatment facility or detox center	Yes	Yes
Temporary housing situations		
Transitional Housing for homeless persons (includes homeless youth)	Yes	Yes
Residential project or halfway house with no homeless criteria	Yes	Yes
Hotel or motel paid for without emergency shelter voucher	Yes	Yes
Host home (non-crisis)	Yes	Yes
Staying or living with family, temporary tenure (e.g., room, apartment, or house)	Yes	Yes
Staying or living with friends, temporary tenure (e.g., room, apartment, or house)	Yes	Yes
Moved from one Housing Opportunities for Persons With AIDS (HOPWA) funded project to HOPWA transitional housing	Yes	Yes

Destination	Outreach	Shelter
Permanent housing situations		
Staying or living with family, permanent tenure	Yes	Yes
Staying or living with friends, permanent tenure	Yes	Yes
Moved from one HOPWA funded project to HOPWA permanent housing	Yes	Yes
Rental by client, no ongoing housing subsidy	Yes	Yes
Rental by client, with ongoing housing subsidy	Yes	Yes
Owned by client, with ongoing housing subsidy	Yes	Yes
Owned by client, no ongoing housing subsidy	Yes	Yes
Other		
No exit interview completed	No	No
Other	No	No
Deceased	<i>Excluded from calculation</i>	<i>Excluded from calculation</i>
Client doesn't know	No	No
Client prefers not to answer	No	No
Data not collected	No	No