

SHS Regional Policy and Oversight Committee - Feedback Log (all)

Revised 8/5/2026

#	Feedback	Who	Date	Status	Response/Next Steps	Topic
1	Formalize deadline and expectations for when Committee members will receive meeting packets	Commissioner Shannon Singleton	4/15/2026	Complete	Metro added "Metro staff will provide Committee members with the meeting packet at least seven days before each meeting." to Article XI of the Committee bylaws adopted by Metro Council on April 30, 2026.	Administration
2	Share more information on serial meetings with members	Angela Martin	4/15/2026	Complete	Metro shared serial meeting information from the Oregon Government Ethics Commission with members in the April post-meeting email on April 23, 2026.	Administration
3	Provide clarity on voting procedures	Commissioner Shannon Singleton	4/15/2026	Complete	Mero provided more information on the committee voting procedures at the May meeting on May 13, 2026.	Administration
4	Add KEIs that reflect the broader homelessness system, including braided funding and how SHS intersects with other funding sources.	Peter Rosenblatt	4/15/2026	Complete	Metro agreed this is a common theme and is committed to making the relationship between SHS and the broader system easier to understand.	Goals, KPIs, and KEIs
5	Consider measuring and/or advocating around funding gaps outside SHS.	Councilor Gonzalez / Peter Rosenblatt	4/15/2026	Pending	Data on non-SHS funding for homeless services received by the Counties is reported to Metro through the Counties' annual reports. However, these reports are not fully comprehensive because service providers may also receive funding directly from non-SHS sources, including federal, state, and philanthropic funders. Currently, the Counties are not required to provide Metro with service provider-level funding data. Implementing this change would require a joint agreement between Metro and each County.	Oversight
6	Include transitional housing as a distinct measure and recognize its role in stabilization.	Commissioner Ben West	4/15/2026	Complete	Transitional housing is tracked in two KPIs, Exits to Housing and Exits to Positive Destination and measured in Goal 2a, "Increase percentage of households exiting shelter programs who achieve a positive destination."	Goals, KPIs, and KEIs
8	Strengthen eviction prevention goals with clearer outcomes and more environmental indicators.	Margaret Salazar	4/15/2026	Complete	Eviction prevention is included as a KPI, Eviction Prevention Interventions and is disaggregated by populations served, race/ethnicity and other client characteristics. This includes all homelessness prevention services. "Total Number of Evictions" is also a KEI and measures the number of evictions in each county per year.	Goals, KPIs, and KEIs
9	Include family homelessness and racial equity measures.	Margaret Salazar	4/15/2026	Complete	Families and race/ethnicity are measured in disaggregated "poluations served" data in all KPIs except Shelter Utilization Rates.	Goals, KPIs, and KEIs
10	Break housing retention out by market-rate, affordable housing, and PSH.	Margaret Salazar	4/15/2026	Complete	Metro tracks Permanent Supportive Housing types where possible. Retention is captured in Goal 3, "Ensure housing stability and retention for people placed in housing."	Goals, KPIs, and KEIs
11	Compare Metro KPIs with county and city KPIs to show alignment.	Angela Martin	4/15/2026	Complete	Clackamas, Multnomah and Washington Counties use HUD-aligned system performance measures (SPMs). In addition, Multnomah County and the City of Portland's Homeless Response System developed additional KPIs, and Metro has worked to align KPIs and SPMs when applicable. Metro is completing crosswalk analysis of federal and county level KPIs and SPMs for the August 12, 2026, meeting.	Goals, KPIs, and KEIs

12	Show current performance alongside proposed goals and benchmarks.	Mike Savara	4/15/2026	In Progress	Baseline data for current performance metrics expected by September 2026.	Goals, KPIs, and KEIs
13	Develop comprehensive regional resource mapping.	Sahaan McKelvey	4/15/2026	In Progress	Feedback received; some resource mapping work has been done historically, however further conversations are needed to understand Committee priorities to move this work forward.	Oversight
14	Focus KPIs on outcomes meaningful to both program participants and the public.	Mayor Joe Buck	4/15/2026	Complete	Metro noted this strategy informed the President's Work Group recommendations and SHS Reforms Work Plan, which included the development of draft KPIs, KEIs and goals.	Goals, KPIs, and KEIs
15	Disaggregate outcomes by race, gender, disability, and distinguish permanent housing from other positive exits.	Commissioner Shannon Singleton	4/15/2026	Complete	Regional Data Workgroup updated goal wording and methodology to distinguish permanent housing from other outcomes.	Goals, KPIs, and KEIs
16	Clarify outreach and service connection measures and define "appropriate services."	Commissioner Shannon Singleton	4/15/2026	Complete	Metro revised methodology to include positive exit destinations. A full list of Positive Exits tracked is included in the "Reference Guide: Draft Goals, KPIs and KEIs" document.	Goals, KPIs, and KEIs
17	Add measures of overall system health (staffing, turnover, provider capacity, acuity).	Angela Martin	4/15/2026	In Progress	Metro received additional written recommendations from HereTogether. Revised recommendations provided by HereTogether will be discussed at the Committee meeting on Aug 12, 2026.	Goals, KPIs, and KEIs
18	Data on polling and outreach that happened during the Presidents Work Group	Mayor Joe Buck	4/15/2026	In Progress	Metro staff will connect with Government Affairs to provide information for committee.	Oversight
19	Clarify Metro point-of-contact for Committee members.	Andrew Rowe	5/13/2026	Complete	Metro staff included this information, "All communication should be sent to housingservices@oregonmetro.gov" in the post-meeting email sent on May 20, 2026.	Administration
20	Provide information on community engagement along with county engagement when presenting deliverables to RPOC	Commissioner Shannon Singleton	5/13/2026	Complete	Metro committed to including this information in future presentations, as appropriate.	Oversight
21	Present on updated HMIS as part of data dashboard work; provide deeper understanding of homeless system data	Andrew Rowe; Commissioner Shannon Singleton	5/13/2026	In Progress	This topic will be included in supplemental trainings developed for the committee in fall 2026 -winter 2027.	Oversight
22	Present on RLRA voucher program	Angela Martin	5/13/2026	In Progress	This topic will be included in supplemental trainings developed for the committee in fall 2026 -winter 2027.	Oversight
23	Clarify whether housing retention requires remaining at the same address.	Peter Rosenblatt	6/10/2026	Complete	Metro clarified retention means remaining in permanent housing, regardless of address.	Goals, KPIs, and KEIs
24	Goals should be more targeted and measurable.	Commissioner Ben West	6/10/2026	In Progress	Baseline data for the current performance metrics is expected by September 2026. Metro intends to use this baseline data to inform the development of more targeted goals in the future, should the Committee choose to establish them.	Goals, KPIs, and KEIs
25	Eviction prevention still needs its own goal.	Margaret Salazar	6/10/2026	Pending	Metro agrees that this feedback warrants further exploration as part of future goal-setting considerations for FY27.	Goals, KPIs, and KEIs
26	Continue tracking exits from transitional housing.	Commissioner Shannon Singleton	6/10/2026	Complete	Metro updated methodology to better track exits from transitional housing.	Goals, KPIs, and KEIs
27	Reconsider where transitional housing belongs within Goal 1.	Mindy Standlander	6/10/2026	Complete	Regional Data Work Group agreed to move Transitional Housing to Goal 2(a).	Goals, KPIs, and KEIs

28	Present KPIs, KEIs, goals, and existing metrics together in one understandable framework.	Multiple members	6/10/2026	Complete	Metro acknowledged this recurring theme and committed to better integration; the presentation at the July 8 meeting was intended to respond to this feedback and Metro will continue to refine supporting materials to better achieve this goal.	Goals, KPIs, and KEIs
29	Better define interventions, especially shelter service levels.	Commissioner Ben West	6/10/2026	In Progress	Metro is developing new SHS Administrative Rules with counties which includes agreed definitions PSH, Housing Only, Housing with Services, Homelessness Prevention, Shelter and Homelessness Outreach, Transitional Housing and Rapid Re-Housing. This work is expected to be complete in fall of 2026.	Goals, KPIs, and KEIs
30	Include federal System Performance Measures for context.	Mike Savara	6/10/2026	Complete	Metro completing crosswalk analysis of federal and county level KPIs for August 12, 2026, meeting.	Goals, KPIs, and KEIs
31	Focus goals on the highest-need population (Population A).	Councilor Christine Lewis	6/10/2026	Complete	Discussion noted importance of prioritizing highest-need households.	Goals, KPIs, and KEIs
32	Include cost estimates associated with achieving goals.	Angela Martin	6/10/2026	In Progress	Metro is assessing how the region can better integrate financial and programmatic reporting data to analyze how funding is spent toward achieving the new SHS goals.	Goals, KPIs, and KEIs
33	Include city-funded services and add a public trust goal.	Mayor Joe Buck	6/10/2026	In Progress	Mayors presented additional recommendations in July, and will discuss at August 12, 2026, meeting.	Goals, KPIs, and KEIs
34	Better address root causes of homelessness and improve messaging to the public.	Gretchen	6/10/2026	Complete	Feedback noted for messaging and framing.	Oversight
35	Integrate root causes and messaging into goals and KEIs.	Andrew Rowe	6/10/2026	Complete	Feedback noted for messaging and framing around KEIs and goals.	Goals, KPIs, and KEIs
36	Better integrate race, equity, fiscal context, and broader regional metrics.	Mike Savara	6/10/2026	Complete	Metro agreed that incorporating broader contextual KEIs and disaggregated data would provide a more holistic analysis of SHS outcomes and performance.	Goals, KPIs, and KEIs
37	Add affordability and clarify efficiency measures.	Zoila	6/10/2026	Complete	Affordability indicators such as median rents, median income, housing burden are included in KEIs. Efficiency indicators are intended to be measured in the draft Regional Coordination and Alignment KPI.	Goals, KPIs, and KEIs
38	Address structural barriers such as contracting, mental health, and affordable housing.	Commissioner Shannon Singleton	6/10/2026	Complete	KEIs are intended to measure structural barriers or external conditions affecting the regional system of care. Metro intends to begin addressing structural barriers related to mental health through a coordinated legislative agenda with the state. Metro has also convened a work group to identify and implement improvements to its contracting processes.	SHS oversight
39	Measure engagement and qualitative experiences of participants.	Sahaan McKelvey	6/10/2026	In Progress	Metro will launch SHS evaluation work this fiscal year which will be a critical way in which we engage with participants and better track qualitative experiences to inform future SHS programming.	SHS oversight
40	Clearly communicate that SHS alone cannot solve homelessness.	Councilor Gonzalez	6/10/2026	Complete	Metro agreed this broader context is important and committed to incorporating into regional communications work.	Communications
41	Better recognize county successes and establish accountability triggers.	Mayor Wilson	6/10/2026	Complete	Feedback acknowledged.	Communications
42	Counties should clearly identify barriers and gaps that prevent implementation of regional programs funded by Regional Investment Fund.	Adam Brown	6/10/2026	Complete	Feedback shared with County partners.	Regional Investment Fund

43	Transparency regarding how RIF funds are being used in other counties	Commissioner Ben West	6/10/2026	In Progress	As part of the SHS Reforms Work Plan adopted by Metro Council in December 2025, Metro and the Counties developed new reporting financial and annual report templates which will provide transparency and greater insight into RIF spending per County. This work is expected to be finalized by fall 2026.	Regional Investment Fund
44	Develop subcommittee proposals in consultation with RPOC	Commissioner Shannon Singleton	7/8/2026	In Progress	Staff will provide an update to the Committee on subcommittees at the August 12, 2026 meeting.	Administration
45	Create a matrix comparing Metro KPIs with county KPIs.	Andrew Rowe	7/8/2026	Complete	Metro completing crosswalk analysis of federal and county level KPIs for August 12, 2026, meeting.	Goals, KPIs, and KEIs
46	Specifically identify Veterans in specialized needs KEI.	Mayor Batey	7/8/2026	Complete	Metro does not currently have access to disaggregated data for the KEI, "Number of people and/or households experiencing homelessness with specialized needs." However, Metro can include Veterans and Veterans with disabilities in disaggregated data for the KPI "Exit to Housing."	Goals, KPIs, and KEIs
47	Add baseline/benchmark numbers before adoption.	Peter Rosenblatt	7/8/2026	In Progress	Baseline data for the current performance metrics is expected by September 2026.	Goals, KPIs, and KEIs
48	Avoid using KEIs to shift responsibility away from SHS.	Commissioner Ben West	7/8/2026	In Progress	Metro agrees that incorporating KEIs into the system will more accurately distinguish between outcomes the system can influence and those beyond its control. Additionally, further analysis is underway to explore the inclusion of new KEIs that monitor state and federal funding trends.	Goals, KPIs, and KEIs
49	Specifically track transitional housing exits, returns to homelessness, and PSH fidelity.	Commissioner Shannon Singleton	7/8/2026	Complete	Transitional housing is tracked in two KPIs, Exits to Housing and Exits to Positive Destination and measured in Goal 2a, "Increase percentage of households exiting shelter programs who achieve a positive destination." Returns to homelessness is tracked in Goal 3b, "The rate of return to homelessness from Permanent Supportive Housing, Rapid Rehousing and Housing with Services will not exceed 15% within 12 months." PSH fidelity is not currently measured in the goals or KPIs, but could be guided by Metro in coordination with the Counties.	Goals, KPIs, and KEIs
50	Better connect multiple dashboards and explain relationships among KPIs and KEIs.	Councilor Duncan Hwang	7/8/2026	In Progress	As part of the SHS Reforms Work Plan adopted by Metro Council in December 2025, Metro is developing a Regional Data Dashboard that will integrate data found in multiple housing services dashboard and demonstrate the relationships between KPIs and KEIs.	Goals, KPIs, and KEIs
51	Provide final KPI drafts before meetings and allow Mayors to propose changes.	Mayor Joe Buck	7/8/2026	Complete	Recommendations submitted through Metropolitan Mayors Consortium at the July 8, 2026 meeting.	Goals, KPIs, and KEIs
52	Add regional outcome metrics for unsheltered homelessness and homelessness prevention.	Mayor Joe Buck	7/8/2026	Complete	President Gonzalez believes these concepts are already reflected but welcomed further discussion.	Goals, KPIs, and KEIs
53	Show how committee feedback is incorporated and include system health measures.	Angela Martin	7/8/2026	Complete	President Gonzalez agreed to explore improvements. Here Together will present on their recommendations at the August 12, 2026 meeting. Metro will also provide an update to the committee on an Employee Recruitment and Retention Work Group recommendation by the former Tri-County Planning Body, which will include system health work.	Goals, KPIs, and KEIs
54	Add a dedicated eviction prevention goal.	Margaret Salazar	7/8/2026	Pending	Request reiterated with written recommendations. Metro agrees that this feedback warrants further exploration as part of future goal-setting considerations for FY27.	Goals, KPIs, and KEIs
55	Show how feedback evolves over time and measure participant experience.	Sahaan McKelvey	7/8/2026	In Progress	Feedback acknowledged. Metro will launch SHS evaluation work this fiscal year which will be a critical way to engage with participants and better track qualitative experiences to inform future SHS programming over time.	Goals, KPIs, and KEIs

56	Compare Metro dashboard data with peer regions.	Zoila Coppiano	7/8/2026	Complete	Feedback acknowledged. As part of the SHS Reforms Work Plan adopted by Metro Council in December 2025, Metro is developing a Regional Data Dashboard. The development of the dashboard included research of peer regions.	Goals, KPIs, and KEIs
57	Better connection to housing production discussions and coordination between MPAC and RPOC.	Commissioner Shannon Singleton	7/8/2026	In Progress	President Gonzalez and Liam agreed to evaluate future coordination.	Administration
58	Allow additional deliberation time before final vote.	Councilor Gonzalez	7/8/2026	Complete	President committed to exploring additional meeting time or delaying the vote. The vote is delayed to the September 9, 2026, meeting.	Goals, KPIs, and KEIs
59	Focus committee on whether to invest in CQI and home pilot projects should be supported with RIF funds.	Angela Martin	7/8/2026	Complete	Feedback acknowledged.	Continuous Quality Improvement
60	Focus on CQI tools rather than framework	Mindy Standlander	7/8/2026	Complete	Feedback acknowledged.	Continuous Quality Improvement
61	Include a framework for evaluating the relative value of investments in CQI	Adam Brown	7/8/2026	Pending	Feedback acknowledged. Metro commits to returning with budget scenarios after the Committee provides additional direction on the CQI frameworks it would like to pursue.	Continuous Quality Improvement
62	Provide committee with more information regarding CQI costs, funding sources, and implementation responsibilities	Mayor Lacey Beaty	7/8/2026	Pending	Feedback acknowledged. Metro commits to returning with budget scenarios after the Committee provides additional direction on the CQI frameworks it would like to pursue.	Continuous Quality Improvement
63	Created dedicated CQI workgroup	Andrew Rowe	7/8/2026	Pending	Feedback acknowledged; this is at the Chair's discretion and additional Committee discussion is needed before proceeding.	Continuous Quality Improvement
64	Ensure packet materials match presentation slides and provide greater consistency.	Multiple		Complete	Process improvement noted.	Administration
65	Clarify Goal 1 details, HMIS measurement, and consistently reference RRH and PSH across materials.	Multiple		Complete	Process/documentation improvement noted.	Goals, KPIs, and KEIs