

STAFF REPORT 26-6420

SUPPORTIVE HOUSING SERVICES PERFORMANCE METRICS UPDATES

Date: Feb. 24, 2026

Department: Housing

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Presenters: Liam Frost (he/him), *Interim Housing Director*; Yesenia Delgado (she/hers), *SHS Division Director*

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Length: 45 minutes

ISSUE STATEMENT

Metro's Housing Department staff will provide an overview of performance metrics Metro Council endorsed through the Supportive Housing Services (SHS) Reforms Work Plan in December 2025. The Work Plan identified draft key performance indicators (KPIs), key environmental indicators (KEIs) and goals for consideration by the new SHS Regional Policy and Oversight Committee (SHS RPOC.)

This presentation will also include an engagement timeline for future SHS RPOC and Metro Council approval of KPIs, KEIs and goals, and updates on data and other contextual information.

ACTION REQUESTED

No Council action is requested at this time.

IDENTIFIED POLICY OUTCOMES

Feedback provided by Metro Council during this presentation and other engagement opportunities will inform SHS RPOC's considerations and recommendations.

SHS RPOC will consider Metro Council's endorsed draft KPIs, KEIs and goals, then vote to recommend final KPIs, KPIs and goals for Metro Council's approval.

POLICY QUESTION

What would Council like staff to consider as the new SHS RPOC considers the draft KPIs, KEIs and goals?

STRATEGIC CONTEXT & FRAMING COUNCIL DISCUSSION

In December 2025, Metro Council approved the SHS Work Plan (Resolution 25-5534) which outlined five reform actions. Reform action #3 outlines adding new Key Performance Indicators, establishing Key Environmental Indicators, developing new five-year regional goals and an interim 18-month goal.

Updating KPIs, adding new KEIs, and establishing clear regional goals—both five-year and interim—will help strengthen accountability and transparency, foster a more aligned and coordinated regional system, and enable the system to adapt effectively to changing conditions.

Since Metro Council adopted the SHS Reforms Work Plan and endorsed the draft KPIs, KEIs and goals included, Metro Housing Department staff completed an initial analysis of all draft KPIs, KEIs and goals. Data collection for all draft KPIs is feasible and available under the current HMIS system; quarterly and annual reporting is expected. Data for KEIs will be collected from a variety of local, state and federal sources and annual reporting is expected for most environmental indicators.

The proposed five-year goals include numerical or percentage placeholders depending on what is being measured. Metro and County are working together to propose goal options for RPOC and Metro Council consideration, and a joint data work group formed to work through implementation and updating reporting templates.

The Metro Housing Department has recently strengthened its data-sharing agreements and expanded its data tools and staffing capacity. This foundation will support the development and maintenance of a regional dashboard that clearly communicates progress in more transparent and interactive ways.

Metro staff are building a new regional data dashboard to make regional data, KPIs, and progress more accessible to regional leaders and the public. The new dashboard will serve as a transformative data visualization tool, offering a significantly improved understanding of how SHS is affecting the community. With more robust and integrated data, the dashboard will allow users to explore SHS key performance indicators and track progress toward regional goals in greater depth. For example, it will make it possible to see how long households are spending in SHS-supported programs and what proportion of households entering the shelter system ultimately receive SHS-funded housing placements—insights that were previously difficult to measure and share.

BACKGROUND

In May 2020, voters across the greater Portland region took a historic step to address homelessness by approving a significant new funding source dedicated to housing access and stability. Through Metro, the Supportive Housing Services (SHS) fund was created to

provide long-term, stable investments in services and housing solutions for people experiencing or at risk of homelessness.

Halway through SHS's 10-year timeline, the region has largely met—and in several areas exceeded—the goals originally outlined in the 2020 Work Plan. This progress reflects both the scale of the investment and the coordinated efforts of regional partners working to expand permanent supportive housing, prevent homelessness, and stabilize households in housing.

From the outset, the SHS fund has been grounded in Metro's commitment to racial equity. In alignment with these goals, the program is guided by a commitment to lead with equity—expanding the availability of culturally specific services, improving outreach and access for historically underserved communities, and ensuring that all services are delivered in culturally responsive ways.

The SHS Work Plan, adopted by Metro Council in 2020, lays out a comprehensive roadmap for implementing the Supportive Housing Services (SHS) fund, including long-term regional goals and outcome metrics to measure progress. When the plan was adopted, Metro set ambitious 10-year goals: to connect at least 5,000 households experiencing prolonged homelessness to permanent supportive housing and to stabilize at least 10,000 households who were either at risk of homelessness or already experiencing it. By the end of the fourth year, county annual reports showed strong progress. The region was on track to meet its first goal, with 4,887 households placed in permanent supportive housing. It had already surpassed the second goal, placing 4,135 households into permanent housing and serving an additional 19,134 households with homelessness prevention services.

The 2020 Work Plan also established performance metrics focused on housing stability, equitable service delivery, and inclusive engagement and decision-making. These measures align with the key performance indicators outlined in the SHS reform work plan and include metrics such as housing retention rates, returns to homelessness, and length of time spent experiencing homelessness.

Building on this progress—and informed by feedback from invested partners—Metro Council has embarked on a reform effort and adopted a series of changes to strengthen SHS in December 2025. These reforms are designed to streamline oversight, improve regional coordination, and ultimately ensure that the homeless services system delivers better outcomes for people experiencing homelessness.

ATTACHMENTS

- SHS Reforms Work Plan: Section 3 KPIs and Goals

[For work session:]

- Is legislation required for Council action? No
- If yes, is draft legislation attached? No
- What other materials are you presenting today? None