

Proposed Regional and Racial Equity Outcomes Metrics

And other data metric considerations

*Developed with the Stakeholder Advisory Table for the Supportive Housing Services Program
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Section 1. Metrics overview

Purpose of document

This document aims to outline the regionally proposed outcome metrics that will be used to understand the impacts of the Regional Supportive Housing Services program in each county. These regional metrics will establish clear and consistent data sets that ensure transparent accountability and regional analysis of outcomes.

The outcome metrics described in this document are not yet fully defined or described. Additional collaboration between with Metro, County partners and community experts will further refine and ensure quality control for each metric. Furthermore, current capacity for data collection is limited and will require expansion, improvement and regional coordination. Metrics will be phased in over time according to the regional system's capacity to comply with the newly established regional standards.

These regional outcome metrics aim to analyze the collective impacts of the overall Supportive Housing Services program. This document does not define program performance evaluation to measure the effectiveness and efficiencies of specific program types. However, Section 3 describes some of these metrics and methodologies that have been identified by the subcommittee and will be incorporated into future staff work and regional coordination to establish such program evaluation standards and procedures.

Data disaggregation that evaluates equity

In keeping with Metro's commitment to advance racial equity, and the Regional Supportive Housing Services program overarching goal to ensure racial justice, data will be disaggregated to evaluate existing and continued disparate impacts for BIPOC communities, and other impacted populations. As such, all applicable data sets will be disaggregated by regionally standardized values and methodology to understand disparate outcomes for people by race, ethnicity, disability status, sexual orientation and gender identity.

Systems indicators to advance alignment and coordination with other systems

Separate from regional outcome metrics, systems indicators are data points that demonstrate changes in the population of people experiencing homelessness over time. These data points will demonstrate how the need in each community is changing and indicate opportunities for program coordination and alignment between the housing and homelessness service systems, as well as other systems serving people experiencing homelessness. Systems indicators will be

used to inform gaps analysis and investment strategies and provide further information about the impacts of the regional program over time.

Regional systems indicators to be developed:

- Rates and types of homelessness through various methodologies including the Point in Time Count.
- Rates and types of homelessness of people released by the criminal justice system.
- Rates and types of homelessness of people discharged from hostpitals and healthcare settings.
- Rates of homelessness for school age children and youth.
- Income to housing costs ratios to measure housing cost burden for low income residents.
- Rate of individuals experiencing housing instability or homelessness that report experiencing domestic violence.

Section 2: Regionally required outcome metrics

These metrics will demonstrate the impacts and outcomes of the Regional Supportive Housing Services program. They will be measured consistently in each county and reported to Metro and the regional community oversight committee to demonstrate transparent accountability of program implementation.

1. Housing stability (All outcomes to be disaggregated as described above to measure equity.)

Desired Impacts

- Homelessness becomes a rare and short-term experience without disparate impacts on BIPOC communities in greater Portland.
- Housing options allow BIPOC folks choices to meet needs, achieve long-term stability, access opportunity, and improve their quality of life.

Measurable goals

- Housing equity is advanced by providing access to services and housing for BIPOC folks at greater rates than BIPOC folks experiencing homelessness.
- Housing equity is advanced with housing stability outcomes (retention rates) for BIPOC folks that are equal or better than housing stability outcomes for non-Hispanic white folks.
- The disparate rate of BIPOC experiencing chronic homelessness is significantly reduced.

Proposed regional metrics

- Number of supportive housing units created and total capacity, compared to households in-need of supportive housing. This will measure change in supportive housing system capacity and need over time.
- Number of households experiencing housing instability or homelessness compared to households placed into stable housing each year. This will measure programmatic inflow and outflow.
- Number of housing placements and homelessness preventions, by housing intervention type (ex. supportive housing, rapid-rehousing) and priority population type. This will measure people being served.
- Housing retention rates. This will measure if housing stability is achieved with supportive housing.
- 'Length of homelessness' and 'returns to homelessness'. These will measure how effectively the system is meeting the need over time.
- Funds and services leveraged through coordination with capital investments and other service systems such as healthcare, employment, and criminal justice. This will measure leveraged impact of funding in each county.

2. Equitable service delivery desired impacts

Desired impacts

- BIPOC communities access housing and care through strengthened and expanded capacity of culturally specific community organizations.
- Culturally responsive services are readily accessible through standardized, people-centered and inclusive practices across the housing service system.
- Service provider organizations are implementing equitable policies and procedures within their organizations with a goal of eliminating racism and inequitable outcomes.
- Economic equity is advanced through equitable and living wages for service provider staff and representation among BIPOC and individuals with lived experience of homelessness is increased in leadership positions.

Measurable goals

- Increase culturally specific organization capacity with increased investments and expanded organizational reach for culturally specific organizations and programs.
- All supportive housing services providers work to build anti-racist, gender-affirming systems with regionally established, culturally responsive policies, standards and technical assistance.

Proposed metrics

- Scale of investments made through culturally specific service providers to measure increased capacity over time.
- Rates of pay for direct service roles and distribution of pay from lowest to highest paid staff by agency to measure equitable pay and livable wages.

- Diversity of staff by race, ethnicity, sexual orientation, gender identity, disability status and lived experience.

3. Engagement and decision-making desired impacts

Desired impacts

- BIPOC people are engaged in program design and implementation and are overrepresented in decision-making roles.
- People with lived experiences of homelessness and housing instability are engaged at all levels of decision making, are represented on decision making bodies and supported in these roles.
- BIPOC folks lead in program development and system redesign to create more equitable and inclusive structures and practices.

Measurable goals

- BIPOC folks are overrepresented on all decision-making and advisory bodies.
- BIPOC folks and people with lived experience are engaged disproportionately to inform program design and decision making.

Proposed metrics

- Percent of all advisory and oversight committee members who identify as BIPOC or as having lived experience of housing instability or homelessness.

Section 3: Additional program performance evaluation metrics and methodologies

These metrics and methodologies have also been identified as priorities areas for impact. These performance evaluation metrics and methodologies will measure the impact of programs for participants served through specific programs types that address health, safety and financial stability. Program performance evaluation metrics and methodologies will be further developed by jurisdictional partners, with stakeholder guidance.

1. Health, safety and financial stability desired impacts

Desired Impacts

- Health and well-being are improved with housing stability and supportive services.
- BIPOC participants experience excellent health outcomes and have access to culturally responsive, gender-affirming health care through the program.
- BIPOC participants are free from physical or psychological harm, domestic violence, and discrimination as participants of the program.
- Economic equity is advanced through financial stability and access to wealth-building opportunities for BIPOC folks through the program.

Proposed performance evaluation metrics

- Number of participants that report access to healthcare and food security that meets their physical and mental health needs.
- Number of placements into health services including mental healthcare, addiction and recovery services, and peer supports,
- Number of transitions from institutional settings into supportive housing placements to measure coordination with other systems.
- Rate of housing placement and retention for people with disabilities.
- Employment income, educational or training certificate, and/or benefits gained by participants through services.
- Rate of income to housing costs among participants to measure housing cost burden.
- Health outcomes for participants before and after supportive housing.

2. Proposed self-assessment survey methodology

In addition to the evaluation metrics listed above, a self-assessment survey tool will be developed to gather qualitative data directly from program participants. The goal is to offer the self-assessment annually to participants who are served ongoing through the Supportive Housing Services programs. Survey topics for participants would include:

- Experience with housing quality, accessibility, and access to opportunities.
- Experience with healthcare quality, change in health and well-being, and supports to “age in place”.
- Financial wellbeing change in income, access to financial stability and wealth creation tools.
- Access to and experience with culturally specific and culturally responsive programs.