

Agenda



Metro

600 NE Grand Ave.
Portland, OR 97232-2736

Meeting: Supportive Housing Services Stakeholder Advisory Table Meeting #3
Date: Thursday, August 27, 2020
Time: 9:30 a.m. to 12 p.m.
Place: Virtual Zoom Meeting

9:30 a.m. Welcome and land acknowledgment Michael Buonocore,
Home Forward, Executive Director

9:40 a.m. Overview and introductions Toni Tabora-Roberts, Esper House, Facilitator

10:05 a.m. Presentation: Outcome metrics and equity subcommittee report
Jes Larson and Reed Brodersen, Metro,
Mercedes Elizalde, Central City Concern,
Tabitha Alajmi, Clackamas Service Center

10:45 a.m. Break

11:00 a.m. Discussion: Outcome metrics

11:45 a.m. Closing

Proposed Regional and Racial Equity Outcomes Metrics

Supportive Housing Services Program

08.19.2020 draft | For discussion at Stakeholder Advisory Table meeting #3

Purpose of document

This document aims to outline the regionally proposed outcome metrics that will be used to understand the impacts of the program in each county. These regional metrics will ensure 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. Further work 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. They do not include "program evaluation" metrics. Further regional coordination will be conducted to establish evaluation standards and procedures to analyze performance of programs. Program evaluation metrics may include metrics such as costs per services type and hours of services per household.

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 a regionally standardized values and methodology to understand disparate outcomes for people by race, ethnicity, disability status, sexual orientation and gender identity.

Regionally required outcome metrics

1. Housing and stability

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 they experience 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 rate of chronic homelessness is significantly reduced, and disparate impacts to BIPOC communities is eliminated, until chronic and prolonged homelessness is ended in greater Portland.

Proposed regional metrics

- Number of supportive housing units compared to households in-need to measure increased supportive housing capacity to meet the need over time.
- Number of households experiencing housing instability or homelessness compared to households placed into stable housing on an annual basis to 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 to measure the number of people being served.
- Retention outcomes to measure ongoing housing stability through supportive housing.
- Duration of homelessness and returns to homelessness to measure supportive housing services system capacity and efficacy over time.
- Number of people experiencing homelessness, by type of homelessness and priority populations to analyze change in homelessness over time.

2. Health and safety desired impacts**Desired Impacts**

- Health and well-being is 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.

Measurable goals

- Health equity is advanced by health service outcomes for BIPOC folks that are equal to better than health outcomes for non-Hispanic white folks served in the program.

Proposed regional metrics

- Number of participants that report access to healthcare and food security that meets their physical and mental health needs.

- Rate of placements into health services including mental healthcare, addiction and recovery services, and peer supports.
- Rate of housing placement and retention for people with disabilities.
- Rate of individuals reporting experiencing domestic violence.

Metrics to be developed with expanded data systems

- Health outcomes for participants before and after housing stability.
- Rates and types of criminal justice interactions before and after housing stability.

3. Financial stability desired impacts

Desired impacts

- Economic equity is advanced through financial stability and access to wealth-building opportunities for BIPOC folks through the program.
- Economic equity is advanced through pay equity for service provider staff. members and representation among BIPOC and individuals with lived experience of homelessness is increased in leadership positions.

Proposed metrics

- Employment income, educational or training certificate, and benefits gained by participants through services.
- Rate of income to housing costs by race/ethnicity in the regional population and among participants to measure housing cost burden for low income residents compared to participants of the program.
- Income distribution among service provider staff by agency and staff positions (range of pay from lowest paid staff to highest paid staff).

4. Culturally inclusive services 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.

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

- Investments made through culturally specific service providers to measure increased capacity over time.

5. 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.

6. Self-assessment survey for program participants

In addition to the 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 throughout enrollment in 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.