

# Steering & Oversight Committee

March 11, 2025  
Portland City Hall



**Homelessness  
Response  
System**



# HRS SOC Quorum

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- A quorum exists for purposes of voting when four (4) voting members and three (3) non-voting members are present.



# Agenda

Agenda Item	Time	SOC Actions
HRS Work in Progress <ul style="list-style-type: none"><li>Update on current HRS team and system work and priorities</li></ul>	15 min	
Community Advisory Committee Appointment	10 min	<b>Approve:</b> One HRS Community Advisory Committee Member
Recommendations from Quarterly Reports <ul style="list-style-type: none"><li>Status updates on prior recommendations</li><li>New recommendations</li></ul>	25 min	<b>Discussion</b>
Data Update <ul style="list-style-type: none"><li>Update from Homeless Services Department on data improvement project, dashboard preview, and related timelines</li></ul>	40 min	



# Homelessness Response System: Work in Progress



# Active Policy Table Discussions

Table Topic	Membership
<b>Healthcare Systems to Housing/Shelter Placements (1.1.5)</b>	HSD, DCHS, ODHS, Hospital Systems, Metro, City of Portland, Health Share
<b>Foster Youth Vouchers (4.1.2 / 4.4.1)</b>	HSD, Home Forward, DCHS, ODHS
<b>Workforce Opportunities (5.3.1)</b>	DCJ, City of Portland, WorkSystems, ODHS
<b>Medicaid for Navigation/Coordination (5.1.1)</b>	Health Department, Health Share, DCHS
<b>Expand PSH Capacity to Existing Affordable Units (5.4.2)</b>	HSD, PHB, Metro, Home Forward, Health Share
<b>HC Management Platform (7.2.7)</b>	HSD, Health Share, MCHD, Metro, DCHS, Northwest Pilot Project, Community Information Exchange



# Carceral-Related Items: Table Plan

Table Topic	Membership	Status
Telepsychiatry Services in Carceral Settings (4.2.3)	DCJ, Health Share, Corrections Health, Sheriff's Office	A number of these tables have met and begun moving on their specific action items; Driven by these discussions, and given the significant overlap in membership, we will be creating and chartering an overarching policy table on all items related to exits from carceral settings and healthcare needs, with workgroups to continue tackling specific action items.
Carceral Discharge Medication Continuity (4.2.4)	DCJ, Health Share, Corrections Health, Sheriff's Office, Multnomah Public Defenders	
Continuation of Medicaid in Jail (4.2.5)	DCJ, Sheriff's Office, State of Oregon, Corrections Health	
CCO Notification of Jail Booking (4.2.6)	Health Share, DCJ, Sheriff's Office, Corrections Health	
Housing Navigators for Leaving Corrections (4.3.2)	DCJ, Health Share, Sheriff's Office	
Vouchers for Those Leaving Jail (4.3.4)	DCJ, JOHS, Corrections Health, Sheriff's Office, Multnomah Public Defenders	



# Existing Shelter System - Active Discussions

## City-County Staff Level Discussions & Policy Work

City-County Referral Process
Outreach Worker Assessment
Shelter Availability Tool, Phase 2
Bed Utilization and Bed Stays, including Assessment of Set Aside Programs & Policies
Distribution of Shelter Services, including Housing Vouchers
Housing Placement, including looking at the existing Housing Connector contract
Tents and Tarps, as interim policy soon expires



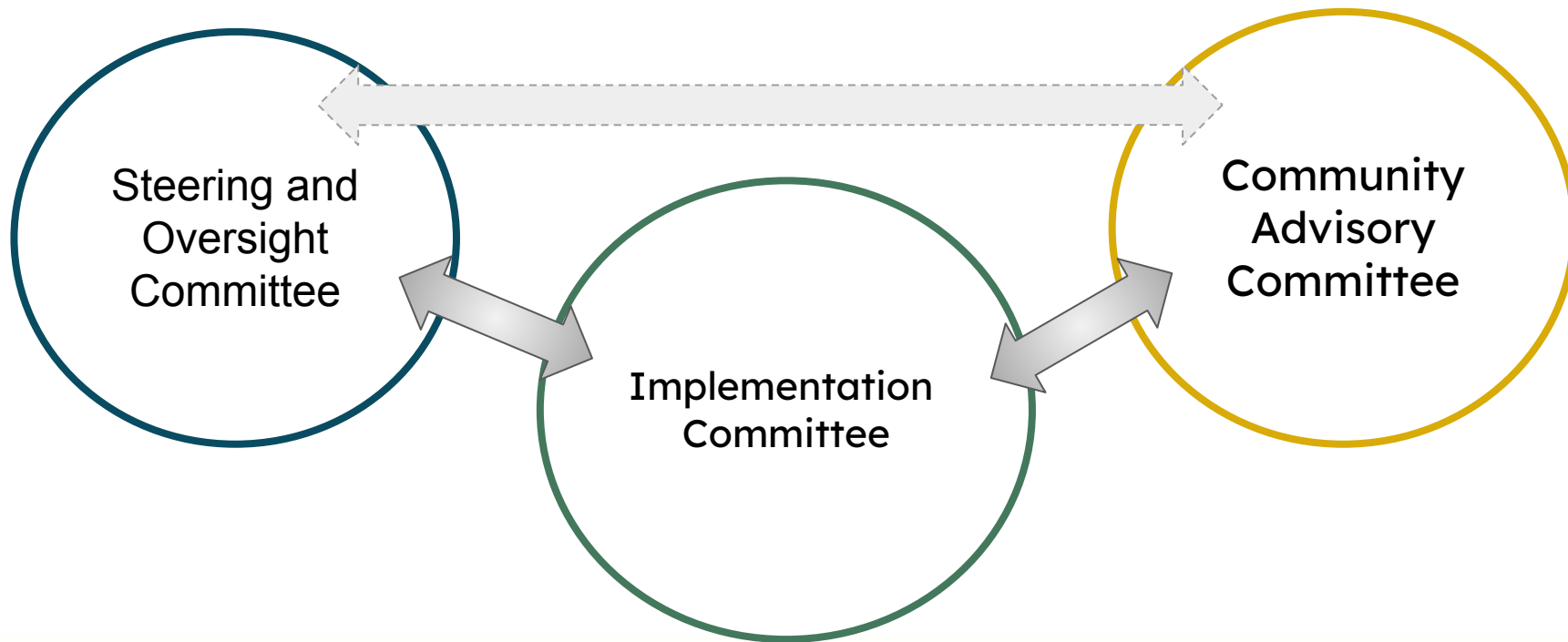
# Community Advisory Committee Appointments





# HRS Committees

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# HRS Community Advisory Committee

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## 16 Members

People with lived experience,  
Service providers,  
Advocates,  
Community members

- 13 appointed members
- 7 with lived experience of homelessness
- 8 work for housing & homeless services organizations
- 13 with intersecting personal and lived experience and identities



# HRS SOC Decision Making Process

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Committee members agreed to use a consensus process to illuminate the questions, input, and opinions of all committee members before any final vote on a matter.

- “One” indicates full support - a “yes” vote
- “Two” indicates that the participant agrees with the proposal but would prefer to have it modified in some manner to give it full support
- “Three” indicates the member does not support the proposal. It is a “no” vote



# HRS CAC Appointment

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- Questions and discussion by all SOC
- Consensus of all members
- Motion to appoint new member to HRS CAC
- Vote by the five elected members to appoint new CAC member
  - Simple majority of voting members



# Quarterly Report Directives: Updates and Discussion



# SOC-Prior Adopted Recommendations

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- Use new and existing data to better understand opportunities for system improvement:
  - Track inflow/outflow to understand net changes in homelessness
  - Separately count sheltered and housed for Measure 1
- Better meet needs for Black/African American/African in existing programs and through potential new programming



# Additional Recommendations

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- Use our existing data better to monitor opportunities for system improvement:
  - Examine differences in housing placement outcomes by:
    - client identity, age, and acuity
    - shelter or program type and relative resource level
    - provider
- Scale housing placement to meet goals



# Prior SOC Directives - Update

Purpose	Directive
1. Improve shelter and housing outcomes for people who are Black, African American, or African.	Implement strategies within the next 3-6 months to shift these outcomes, then report out to the SOC on those strategies and articulate the barriers to reaching the goal.
Updates and next steps	
<ul style="list-style-type: none"><li>● Communicate with providers and community partners on progress toward HRAP KPI</li><li>● Utilize previous engagements with community and providers on housing shelter and housing needs, barriers, and successful strategies</li><li>● Convene sector and joint engagements with advisory bodies, providers, community leaders</li><li>● Provide prioritized recommendations to HSD leadership and SOC</li></ul>	







Joint Office of  
**Homeless Services**

# Homeless System Data Overview

# Presentation Overview

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- HMIS and BNL Background
  - What we collect and how we collect it
  - How we use the data collected
- System Improvement currently in process (Data Modernization)
- Improvements on the Horizon
  - New HMIS System
  - Data Dashboard

# HMIS Background

HMIS stands for Homelessness Management Information System  
Participation is required for federal and Metro funding, but current system designed primarily federal compliance

- City of Portland transitioned administration of the HMIS to Multnomah County in **March 2024**
- Multnomah County administers on behalf of Clackamas and Washington Counties in support of a coordinated homeless response system
- Three Counties working to improve HMIS with modernized system and a new vendor

# HMIS Background

HMIS Data includes:

- ✓ Participant data
- ✓ Services data
- ✓ Housing data
- Counties define terms and create data standards
- Service providers trained to collect and enter data into HMIS
- Counties conduct data quality checks and provide technical assistance to providers
- HMIS data is 'pulled' to create data reports and By-Name Lists

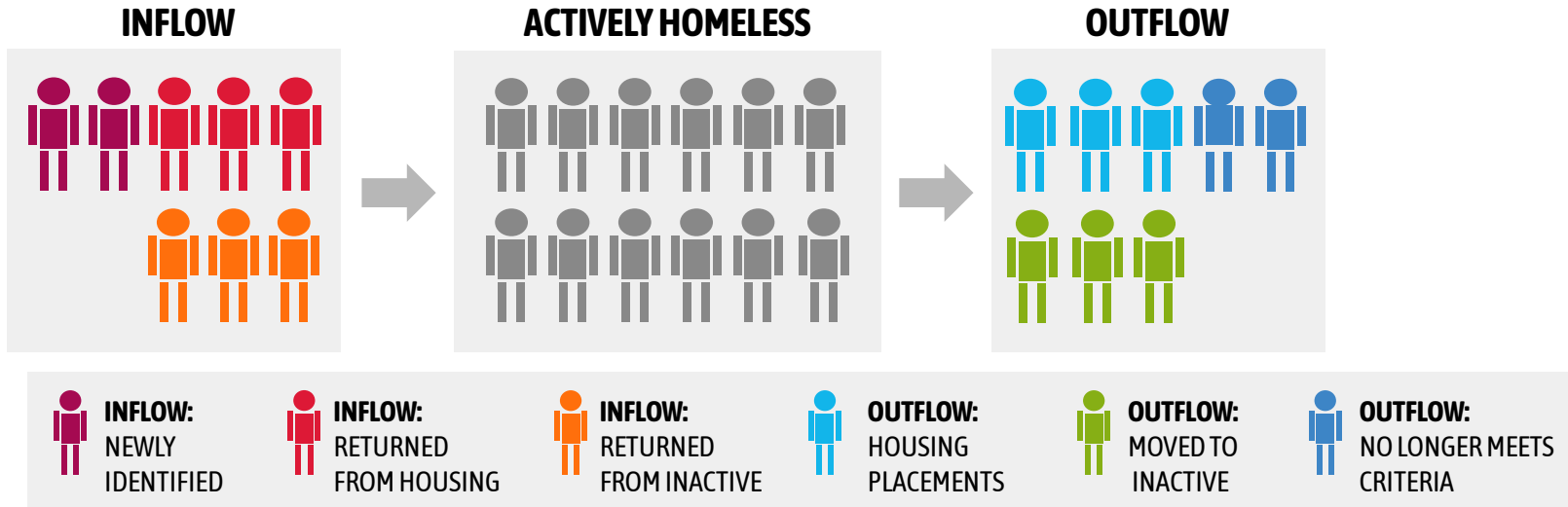
# HMIS Background

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- How (generally) do we use the data we have?
  - Reporting/Compliance
  - Monitoring (@ contract and system level)
  - Evaluation
  - Research

# HMIS Background: What's a BNL?

- HMIS Data is used to produce By Name List Reports including Snapshots of Who is Actively Homeless by Population: Population A, Unsheltered, and All Homeless



# HMIS Background: What's a BNL?

What is Quality Data (what is required to build a QBNL)?

- Community Solutions has two ways they measure quality data standards
  - Data Fidelity (Checks and Balances: can we balance inflow and outflow?): **We established this in 2023**
  - Data Quality: Community Solutions Data Scorecard (20/29 points)
  - Data comprehensiveness and Data infrastructure
    - Biggest gaps exist in outreach data collection and policy
    - Two "points" address whether we collect data in 90% of population

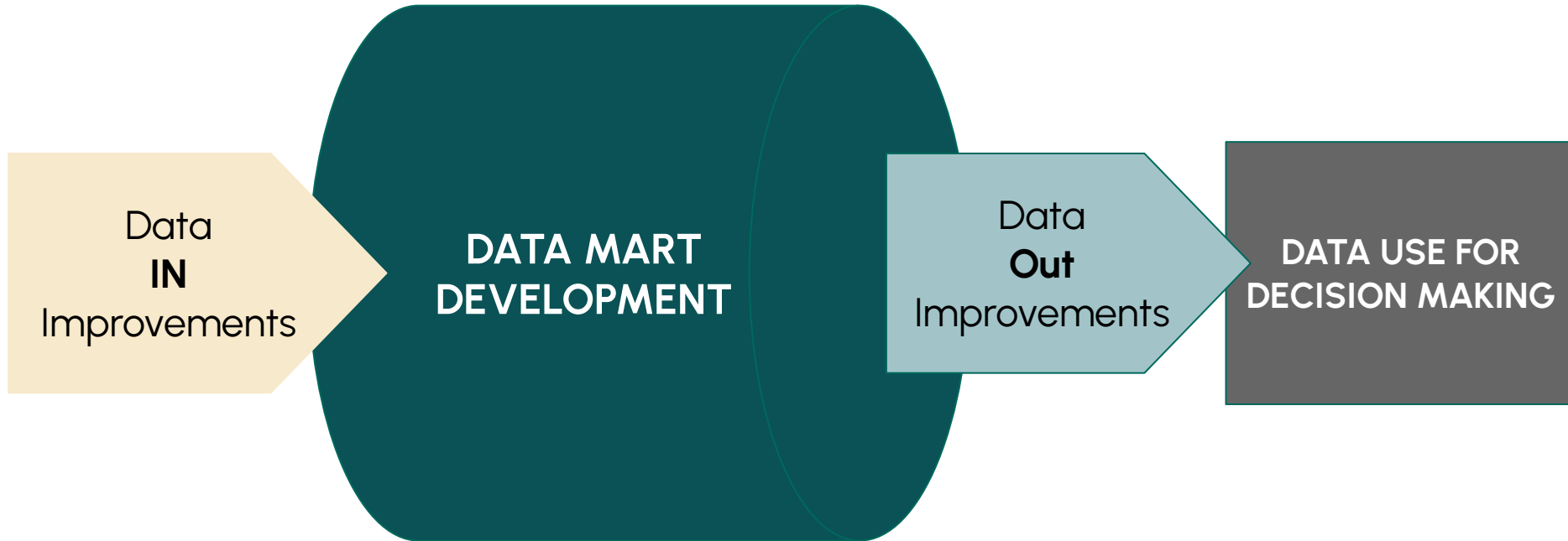
# *Data Modernization Goals*

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- Better quality data going in
- More timely access to data and analytics
- Development of robust system-wide Performance Metrics
  - For internal and external purposes
- Future data integration with other systems



# Data Modernization Overview



# Data IN Improvements

- Not Started
- In Progress
- Completed

- Data Entry:
  - Digital Training (Focus Strategies)
  - Learning Management System
  - Updated Data Quality Plan
- Data Collection & Navigation Expansion:
  - Outreach tools
  - Shelter strategy tools
- Data Integration:
  - Integration with other systems
- HMIS Vendor Strategic Sourcing
  - Technical needs analysis and findings (Gartner)
  - Procurement and contract for new HMIS (based on Gartner findings)

# Data Mart

- Not Started
- In Progress
- Completed

## DATA MART DEVELOPMENT

- HMIS transfer from PHB to MultCo (target launch 3/25/24 achieved!!)
- Data mart stand-up

# Data OUT Improvements

- Not Started
- In Progress
- Completed

- Systems & Program Level Metrics Dashboard (Public Facing)
  - Homeless response system (HRS)
  - System-wide (~Apr '25)
- Internal Functions
  - Standardized Outcomes & Outputs in for contracts and program offers
  - Program monitoring dashboards (~Oct '25)
- Community Provider Accessibility
  - Program monitoring dashboards (~Dec '25)

# External Dashboards (System-wide)

Currently System Data is reported in System Performance Reports

Will also include population level data on homelessness



Public Facing Dashboard (April 2025)

# ***External Dashboards (System-wide)***

New Dashboards will replace system performance reports with Monthly Dynamic reporting

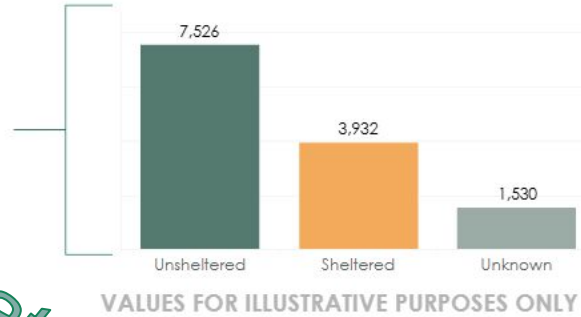
**All Dashboards** will disaggregate demographic data

- Population Data: Inflow, Outflow, Total Population
  - Disaggregated by Population A, Homeless Location Status
- Shelter Data: By Shelter Type, Capacity/Occupancy, Placement out of Shelter. Also includes Shelter map.
- Housing Placement: Program & Placement Data, By System, RRH/PSH
- Prevention Data

# Who is experiencing homelessness in Multnomah County?

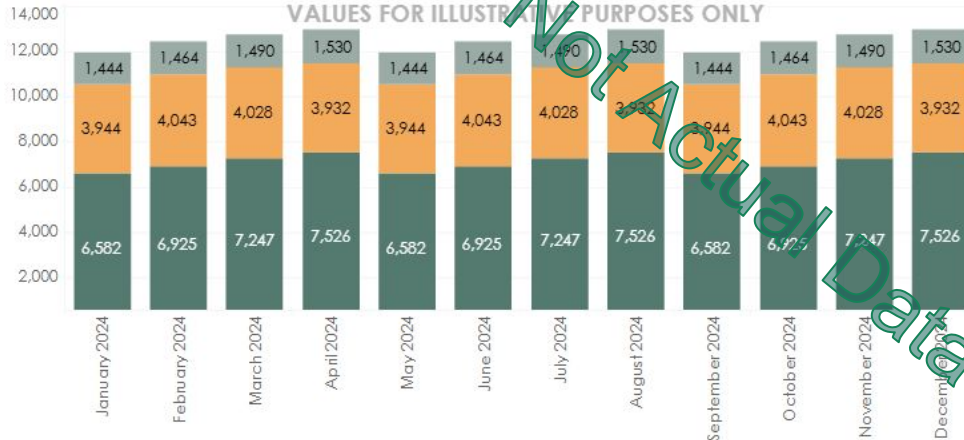


People Experiencing  
Homelessness  
in December 2024



Number of People Experiencing Homelessness by Shelter Status

Select Year to Display  
2024



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“Dummy Data” -  
not actual  
numbers

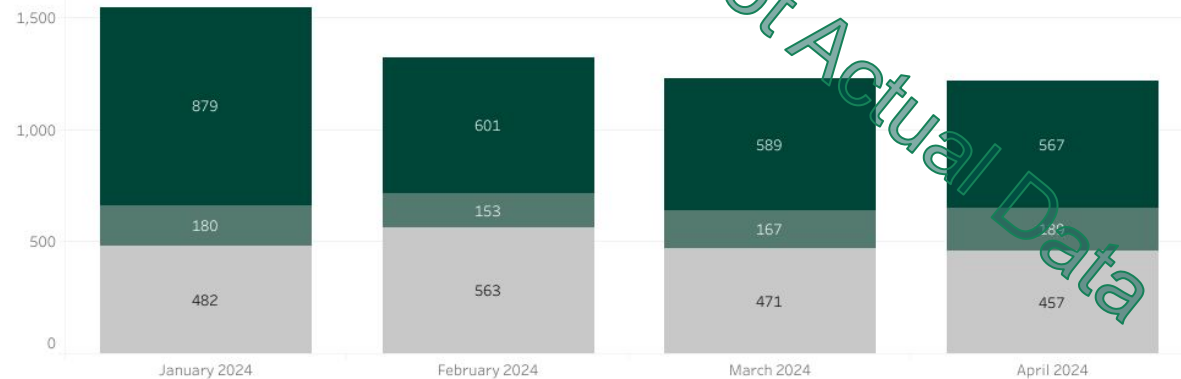
### Inflow and Outflow from the Total Population Experiencing Homelessness

Select Year to Display  
2024



### Inflow to the Total Population Experiencing Homelessness by Type

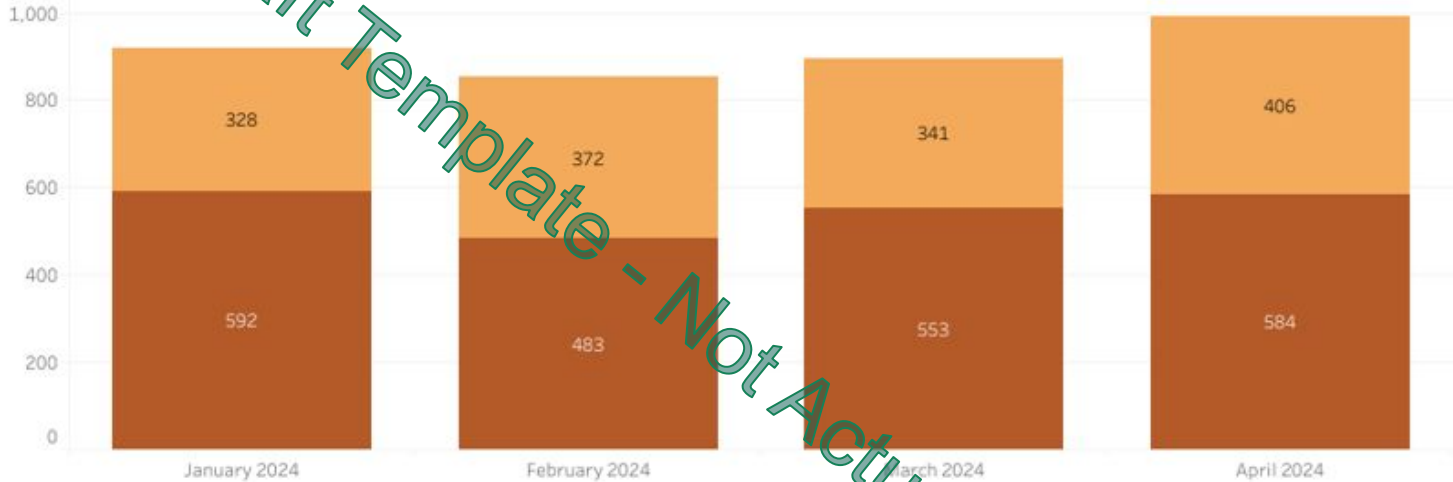
■ New to System  
■ Returned from Permanent Housing  
■ Returned from Inactive



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numbers



## Outflow from the Total Population Experiencing Homelessness by Type

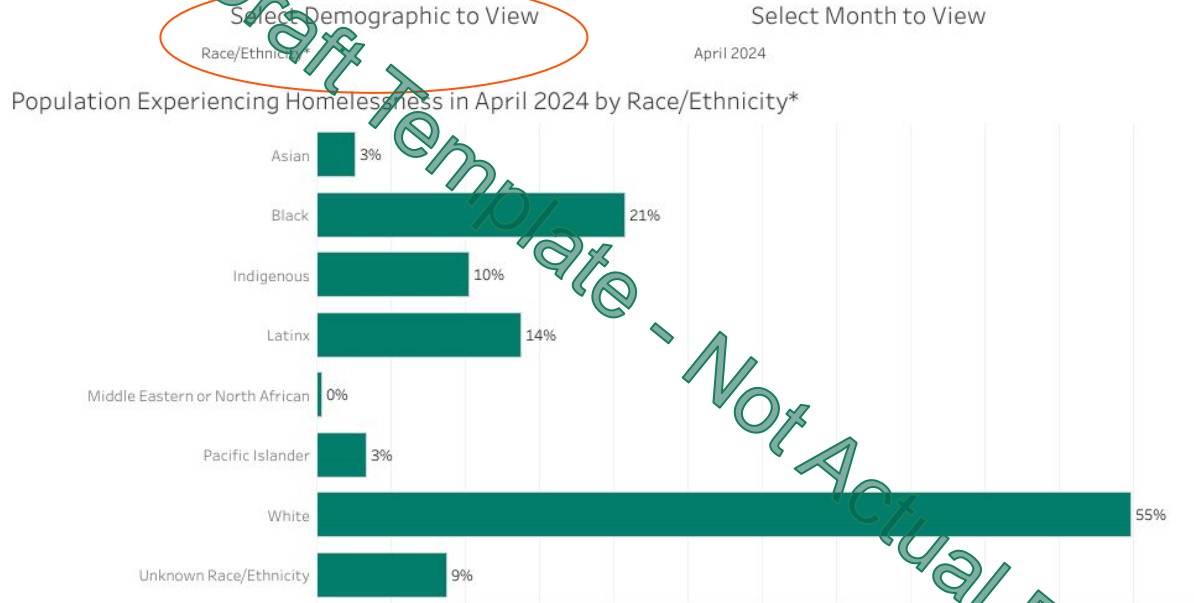


**Permanently Housed** includes people who were previously on our by-name list of people experiencing homelessness and are now in permanent housing.

**Moved to Inactive or Removed from System** includes people who were previously on our by-name list of people experiencing homelessness, but they haven't used services recently or were removed from the ..

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"Dummy Data" -  
not actual  
numbers

# What are the characteristics of the population experiencing homelessness?



\* Because people can identify as more than one race or ethnicity, these percentages may add up to more than 100%. People selecting more than one race/ethnicity will show up in both of those categories.

\*\* Because people can identify as more than one gender, these percentages may add up to more than 100%. People selecting more than one gender will show up in both of those categories.

\*\*\* If fewer than 20 people fall into a category, that number will be hidden to protect clients' privacy.

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numbers



## What homelessness services are available in Multnomah County?

The services dashboards provide monthly data on the capacity and performance of homelessness programs in Multnomah County for each of three service types: shelter, housing, and prevention. These dashboards show how many individuals are being served and their characteristics, along with insights into how those numbers change over time. This data is sourced from the local Homeless Management Information System (HMIS) and has been supplemented with data from programs that serve survivors of domestic violence. The dashboards are updated monthly, offering a comprehensive, up-to-date view of how resources are being allocated and their impact on addressing homelessness.

### Shelter

The shelter dashboard highlights total shelter capacity, current occupancy levels, and provides a map showing the locations of shelters across the County. In addition, the dashboard offers a detailed breakdown of the demographics of people enrolled in shelter programs where people go after leaving shelter.

### Housing

The housing dashboard focuses on the progression of individuals through various stages of the housing system. It tracks the number of people enrolled in housing programs, how many people have moved into a unit, and the percentage that retain their housing over time. The dashboard also provides insights into the demographics of individuals served by housing programs and their outcomes as they transition into stable housing.

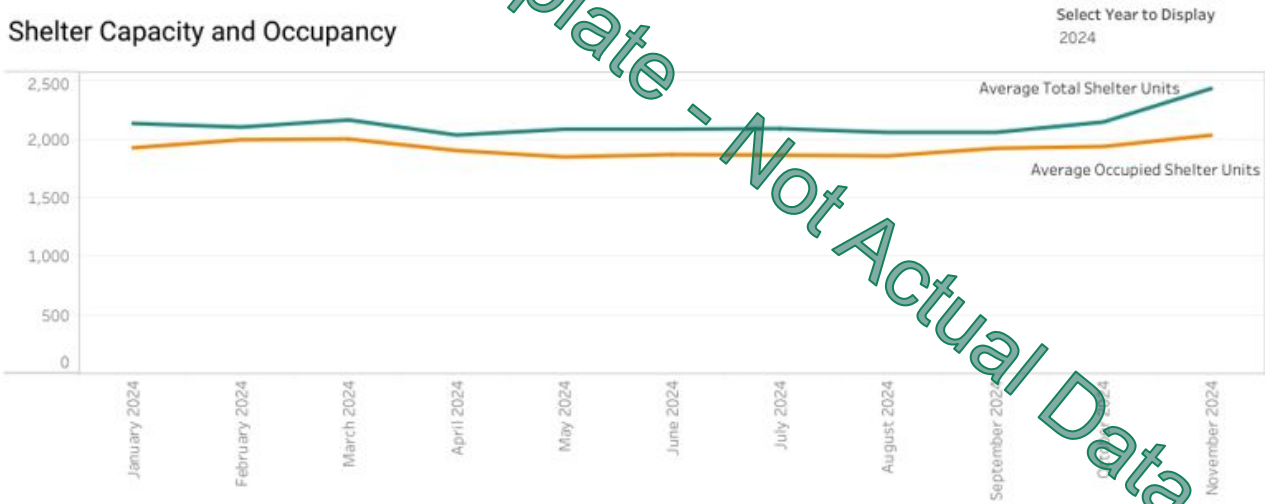
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numbers**

## How much shelter is available in Multnomah County?

**83.6%**  
Shelter Occupancy Rate  
*in November 2024*



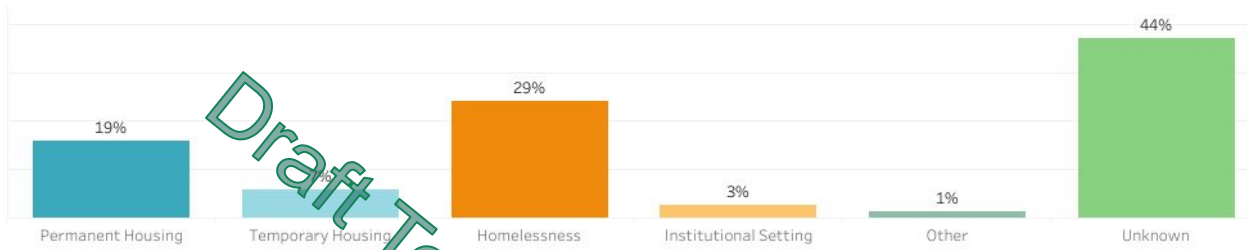
Shelter Capacity and Occupancy



Draft Template - Not Actual Data

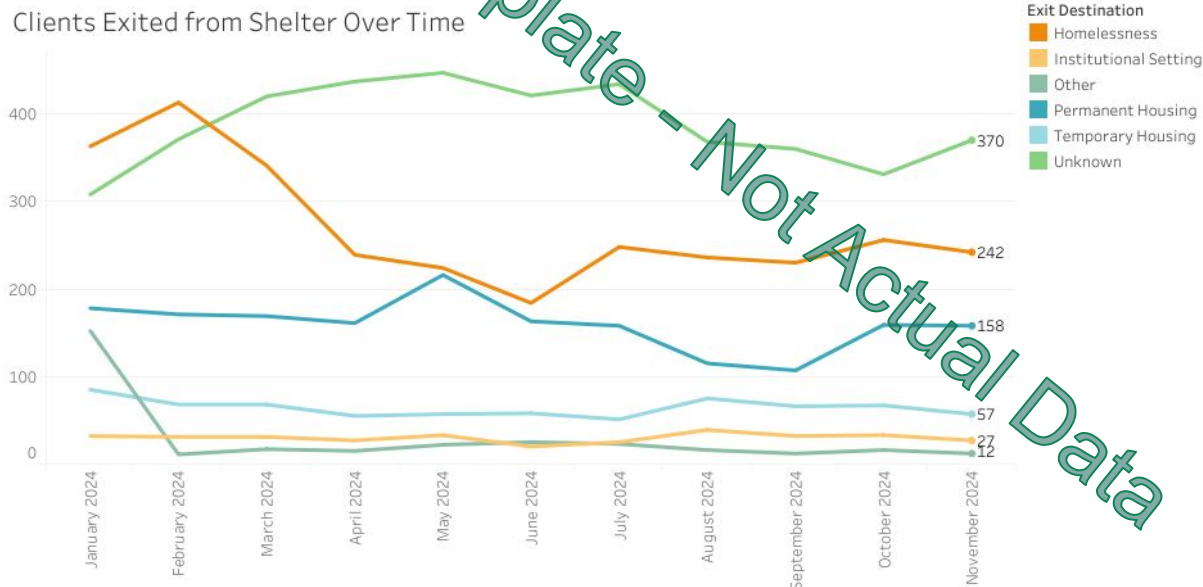
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Exits from Shelter in November 2024 by Exit Destination



Shelter Type: All  
System Type: All  
Priority Population: All  
Year of Exit Date: 2024

Clients Exited from Shelter Over Time

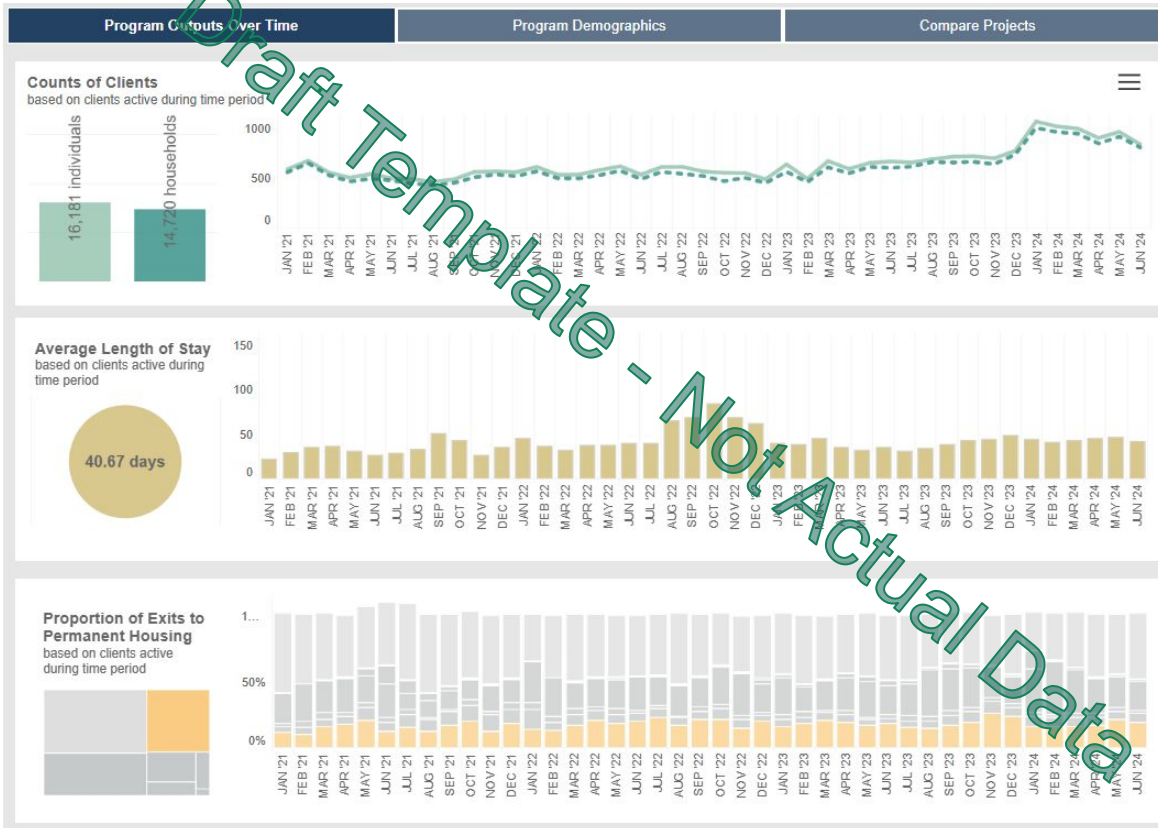


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# Internal Dashboards: Future

- HSD is also building internal dashboards with metrics by program and by provider
  - *Program*: All Permanent Supportive Housing; All Congregate Shelter; All Motel Shelter, All Alternative Shelter, etc.
  - *Provider*: information at provider level for provider use and for JOHS contract monitoring purposes
- Will include
  - Outcomes and Outcomes (same as System Dashboards)
  - Demographics
  - Equity metrics

# Internal Dashboards: Future (by Agency)



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# Internal Dashboards: Future (by Agency)

Disaggregate across demographics: Race/Eth, Gender, Age

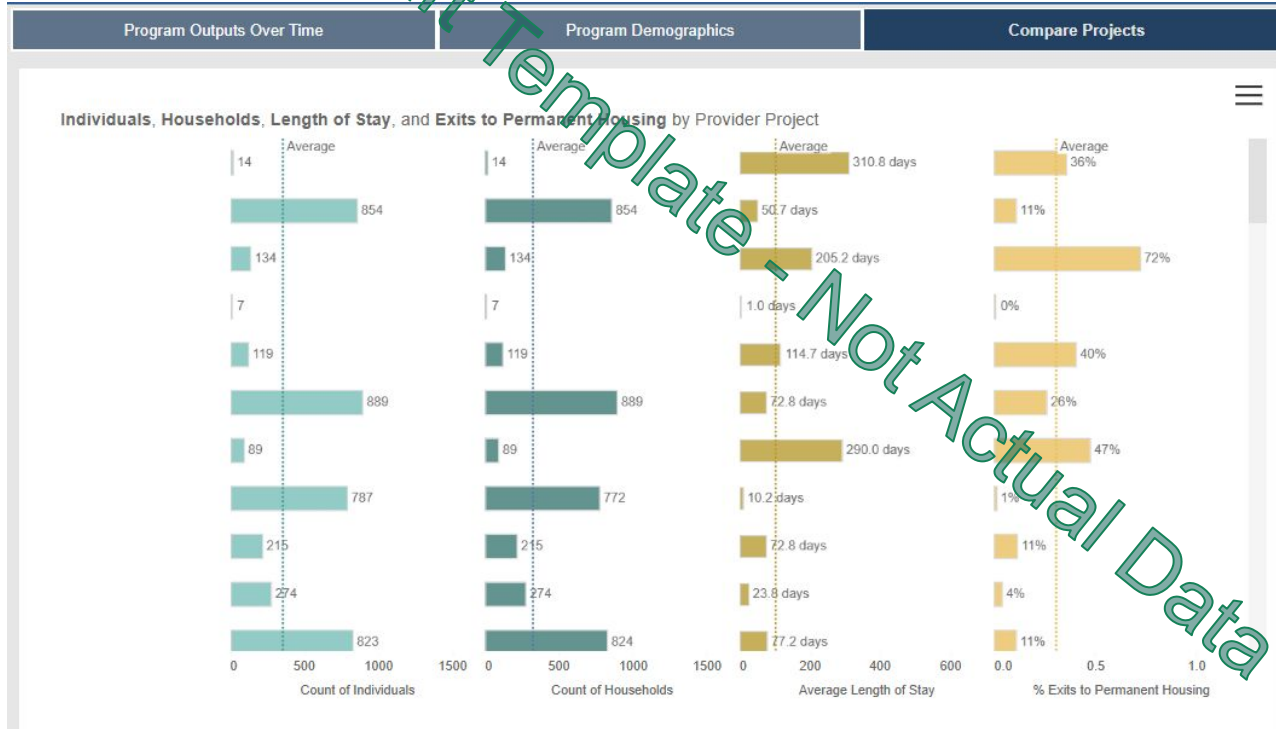


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# Internal Dashboards: Future (by Agency)

Each row represents a shelter that has been removed for demo purposes:



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# System Improvements: Procuring new HMIS Vendor

The **current** Tri-County regional homelessness response system has limited capabilities in terms of functionality, usability, and data insights.

**A new vendor for our system is being procured** to support a Modern Homelessness



Facilitate regional strategies and data standardization across the homelessness response system



Enable the goals of each county throughout the Tri-County area



Enable equitable access for people seeking care



Provide an effective tool to support people providing care



Provide a consistent tool for standardized data collection and analysis



Facilitate cooperation within and across systems of care



Provide easy access to the information needed to make strategic decisions



Ensure compliance with HUD and other reporting requirements

# Data Requests: Further Shelter Analysis

- Additional system analysis by request with current data:
  - For example, shelter length of stay at system level, can include shelter type; placement data
- Best practice in Shelter often requires paired qualitative and quantitative analysis.
  - A comparative shelter report discussing best practice will be available in Spring 2025.
  - Pathways evaluation project with HRAC currently is evaluating the system through a Lived Experience lens

# Summary

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- New public dashboards with population and service data coming soon
  - Who is entering, leaving and/or remaining homeless, with de-duplicated By-Name-List (inflow, outflow, total snapshots)
  - Information on sheltered/unsheltered, demographics
- New internal tools for monitoring and evaluation
- New HMIS Vendor selection set for Spring 2025
  - Designed to meet dynamic service, monitoring, and evaluation needs



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# SOC Meeting Map

Agenda Highlights	Meeting Date	SOC Actions
<ul style="list-style-type: none"><li>• <i>SOC Grounding and Processes</i></li><li>• <i>Update on Directives from November</i></li><li>• <i>Shelter Expansion Discussion</i></li></ul>	<i>January 22</i>	
<ul style="list-style-type: none"><li>• <b>CAC Member Appointments</b></li><li>• <b>HRS Quarterly Report overview and recommendations</b></li><li>• <b>Data Preview</b></li></ul>	<b>March 11</b>	<ul style="list-style-type: none"><li>• <b>Work Plan Presentation</b></li><li>• <b>Approve New CAC Members</b></li><li>• <b>Quarterly Report Presentation</b></li><li>• <b>Data Preview</b></li></ul>
<ul style="list-style-type: none"><li>• HRAP Policy Table - Briefing</li><li>• Existing Shelter System - Update</li><li>• HRS System Charter</li></ul>	April 16	<ul style="list-style-type: none"><li>• Approve and adopt committees charter</li></ul>

