

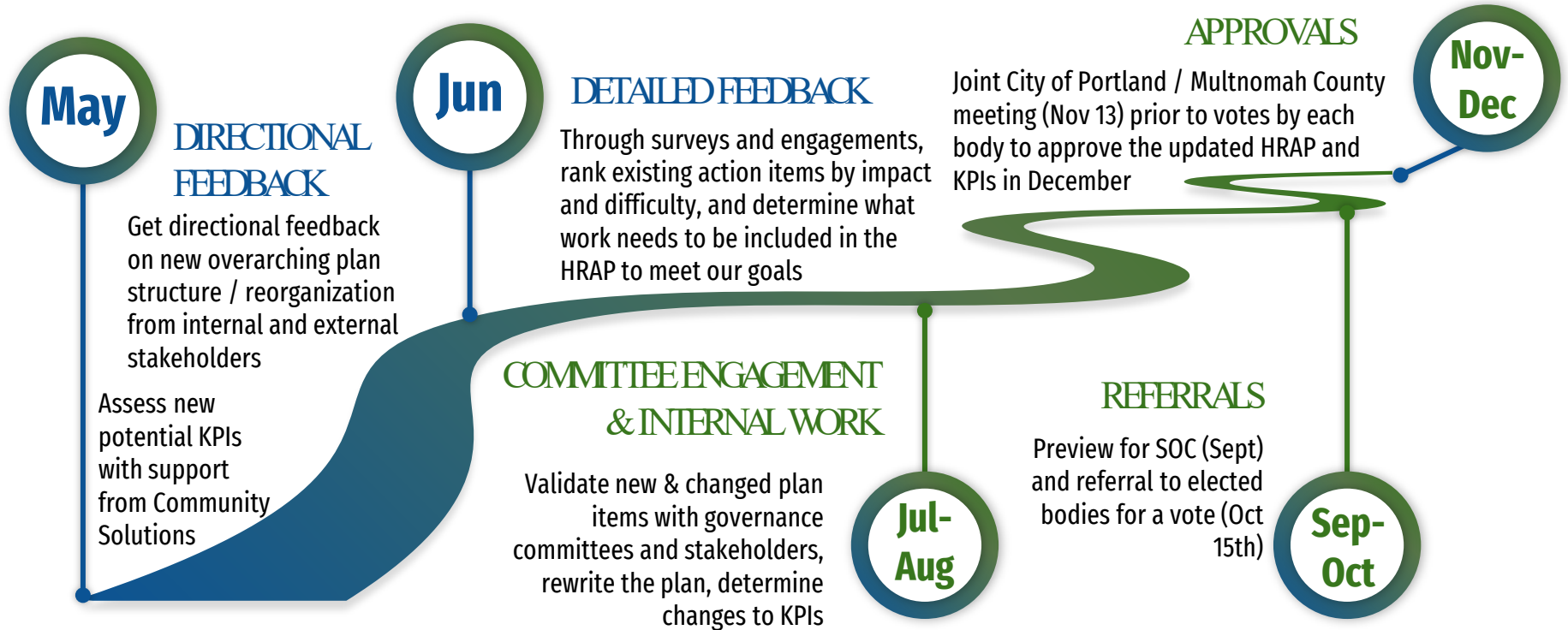


Homelessness Response System

Homelessness Response
Action Plan &
Key Performance Indicators

HSD Fall Provider Conference
HRAPfeedback@multco.us

HRAP 2.0 Timeline



HRAP 2.0 and New KPIs Engagement

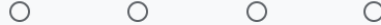


Survey Overview

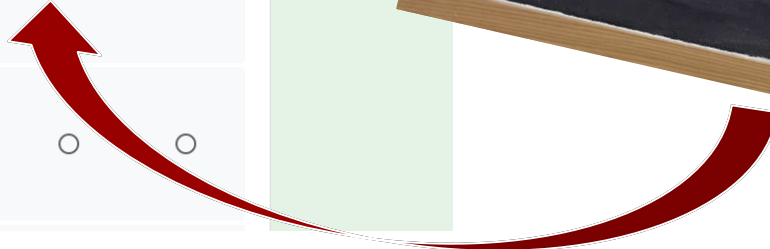
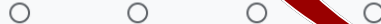
What [level of effort and impact](#) do you think each of these actions will have on preventing individuals from exiting systems to the streets?

High Effort & Low Impact (hard slogs)	High Effort & High Impact (major projects)	Low Effort & Low Impact (fill ins)	Low Effort & High Impact (quick wins)
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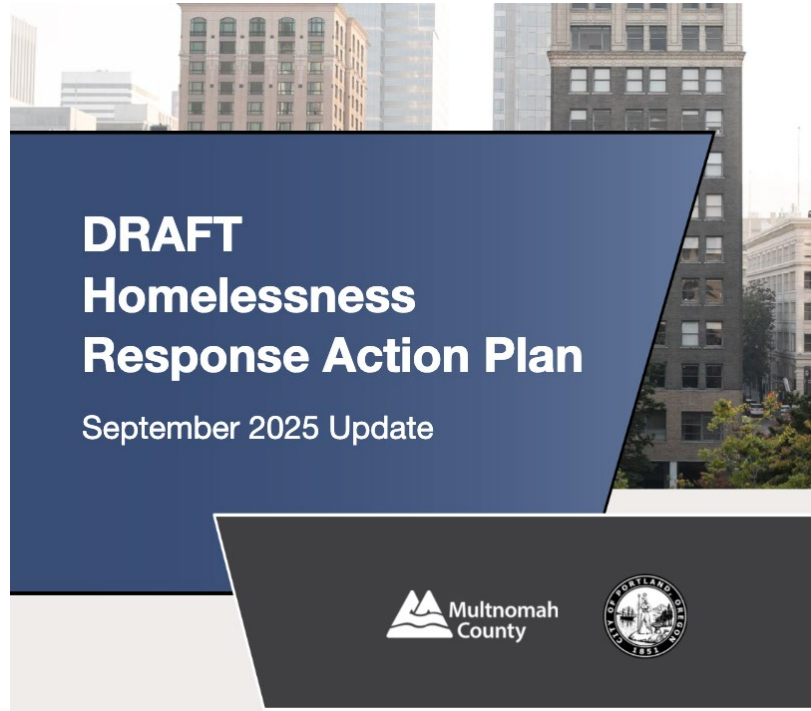
1.1.5 Review and strategize on needed changes to the referral and placement system to navigate individuals leaving institutional healthcare systems to the appropriate setting for their needs.



4.1.1 Secure agreements for flexible housing vouchers for youth aging out of foster care.



HRAP 2.0 - Reorganized and Updated



HRAP 2.0 and New KPIs Engagement



HRAP 2.0 Reorganization!



HRAP 2.0 - New Goal and Strategies

5 Goal Areas

16 Strategies

91 Action Items



HRAP 2.0 - New Goal and Strategies

New Goal Area	New Strategy Categories	
Inflow	Housing Stability & Eviction Prevention	Workforce
	Homelessness Prevention at System Exit	
Safety on/off the Streets	Shelter System	Health & Safety on the Streets
	Outreach & Day Services	Information Technology
Outflow	Permanent Housing Placement	Housing Production
	Landlord Engagement & Mitigation	
Care Coordination & Cross Sector Collaboration	Healthcare Access & Continuity	
	Behavioral Health Capacity	Carceral Health
Research, Data & Evaluation	Data Framework & Metrics	Regional Alignment
	System & Contract Evaluation	



HRAP 2.0 and New KPIs Engagement



Understanding HRAP 2.0

Goal number, name & definition



Goal 1: Inflow

Actions that keep individuals and families stable in their housing, reduce the number of households that are at risk of being newly homeless or returning to homelessness.

Strategy number, name & definition

New action item number (and old 1.0 number, if applicable)

1. Housing Stability & Eviction Prevention: Keeping individuals and families stably housed and preventing them from becoming homeless or returning to homelessness.

Number	Status	Action Item	Responsible
1.1.1 (2.3.3)	 Underway	Develop and implement a Housing Support Team to provide onsite and mobile crisis response services to tenants that bridge nights and weekends to increase housing stability and prevent eviction.	HRS, HSD, MCHD-BHD
1.1.2 (A.1.1 / A.1.2)	 Up Next	Convene a Housing Stability workgroup to align strategies and recommend investments to address and reduce inflow into homelessness.	HRS, DCHS, HSD

Action item language and team(s) responsible for completing the work

Status indicator - underway or up next; blanks indicate further down the list



KPIs: A Guide to Electeds' Budget Decisions



HRS: New Key Performance Indicators

INDICATORS ACROSS CONTINUUM

1. People Experiencing Homelessness (BNL Population)

2. People who returned to homelessness (BNL Inflow Population)

3. Inventory of ($\leq 30\%$ AMI) Affordable Homes per 100 Extremely Low-Income ($\leq 30\%$ AMI) Renter Households (By Unit Type)

HRS: New Key Performance Indicators

INFLOW

Prevent people from experiencing homelessness

4. Retention of individuals in HABH in permanent housing programs

5. People who became homeless

6. Number of people living without a lease agreement in HHs earning $\leq 30\%$ AMI

7. Eviction judgements

SAFETY ON/OFF STREETS

Support people who are experiencing homelessness

8. People experiencing unsheltered homelessness

9. People experiencing chronic homelessness

OUTFLOW

Provide sustainable pathways out of homelessness

10. People who exited homelessness system

11. People who exited homelessness to housing

12. Average & median length of time homeless

Current State:

Total Population Increasing Monthly

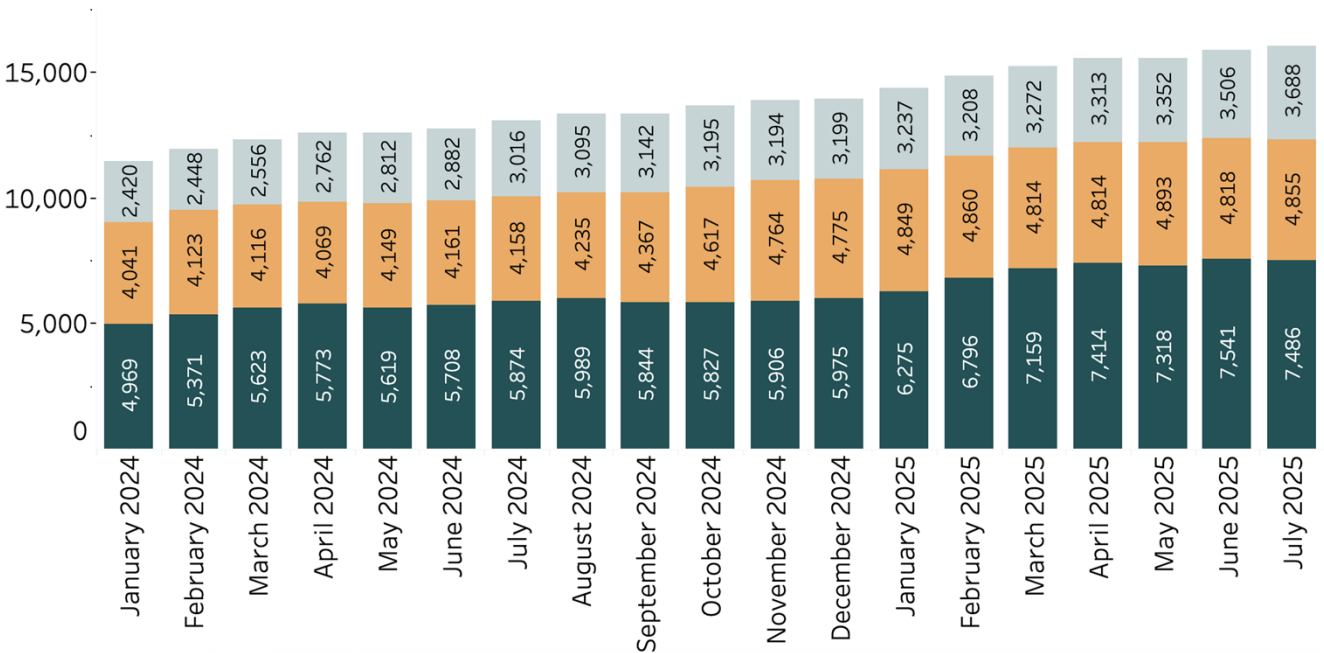
- Average +275/mo.
- 16,000 as of July
- 4,800+ sheltered
- ~7,500 (48% unsheltered)

Number of People Experiencing Homelessness by Shelter Status

Unknown
Sheltered
Unsheltered

Select Year to Display

(All)



Caveats for Estimating KPI Goals, Level of Effort

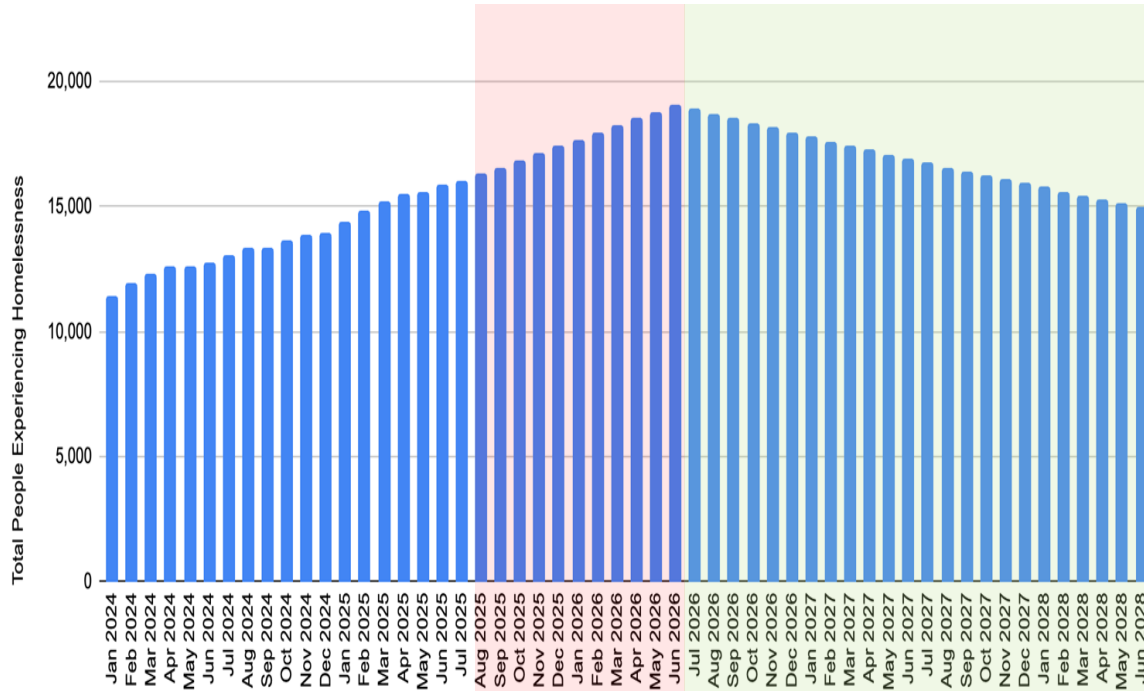
- Solely for rough estimation, high-level planning purposes
- Estimates are “orders of magnitude” or “in the neighborhood”
- Based on FY25 system-level performance data
- Do not yet reflect anticipated impacts of state/federal cuts, including FY26 rebalances at City and County

Caveats for Estimating KPI Goals, Level of Effort

- Assume inflow rates remain on current upward trend
- Currently structured to primarily demonstrate impacts of increased outflow interventions (e.g. housing placement and diversion)
- Can/will incorporate better inflow intervention (prevention) impacts
- Will need to be updated once final FY25 fiscal performance data, FY26 rebalance impacts, and FY27 budget forecasts are better defined
- More detailed modeling needed to recommend cost/scale of specific interventions (e.g. rapid rehousing vs. permanent supportive housing)

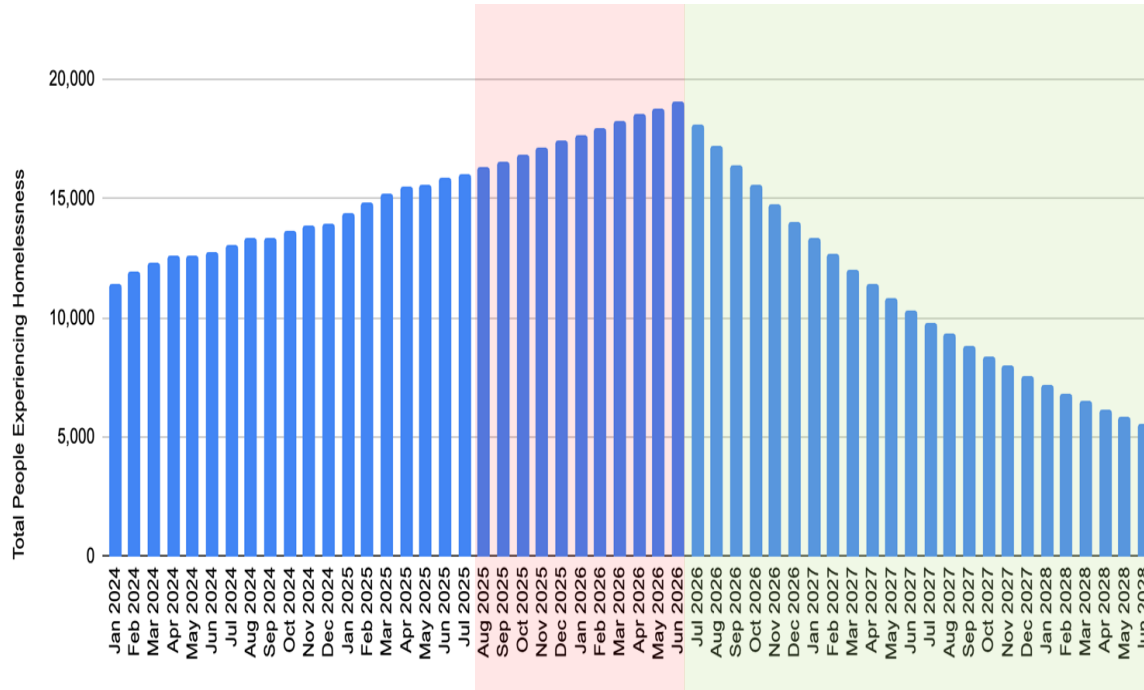
KPI #1, Goal Scenario 1:

20% decrease in homelessness over two years



- Projects ave. growth through FY26
- Estimates 1% monthly decline FY27 - FY28
- Roughly 20% decrease over two years
- Roughly 50% increased level of effort (+13,000)

KPI #1, Goal Scenario 2: 70% decrease in homelessness over two years



- Projects ave. growth through FY26
- Estimates 5% monthly decline FY27 - FY28
- Roughly 70% decrease over two years
- Roughly 90% increased level of effort (+23,000)

KPI #8: Decrease percentage unsheltered

$$\frac{500 \text{ sheltered}}{1,000 \text{ homeless}} = 50\% \text{ sheltered}$$

$$\frac{500 \text{ sheltered}}{1,000 \text{ homeless}} + 500 \text{ shelter beds} = \frac{1,000 \text{ sheltered}}{1,000 \text{ homeless}} = 100\%$$

$$\frac{500 \text{ sheltered}}{1,000 \text{ homeless}} - 500 \text{ housed} = \frac{500 \text{ sheltered}}{500 \text{ homeless}} = 100\%$$

KPI #8: Decrease percentage unsheltered

Goal Scenario 1:

- Estimated overall 20% reduction in homelessness
- 50% increased level of effort
- Shifts from 48% unsheltered to approximately 41%
- (Roughly 6,500 unsheltered)

Goal Scenario 2:

- Estimated overall 70% reduction in homelessness
- 90% increased level of effort
- Shifts from 48% unsheltered to approximately 0%
- (Roughly 5,000 sheltered)

Conversation Tables



The Homeless Response System
Community Advisory Committee:

- Advises on strategies and approaches related to the Homelessness Response System.
- They are asked to identify emerging issues and trends within the connected systems.



Conversation Tables



- Join a table with a goal area that you'd like to discuss with the your colleagues and the HRS CAC.
- Each table group will discuss emerging issues within that goal area.
- Each table group will take notes on their discussion and prioritize if they wish to.



Conversation Tables

- Questions to start



- What do your elected officials need to know right now about those living outside or in shelter?
- What do your elected officials need to give more time and discussion to in the coming six months?



Conversation Tables

- Questions to start



- Share a recent positive outcome or story that has stuck with you?
- What issue wakes you up in the middle of the night or what is something that lives “rent-free” in your head?
- What is missing that you need more of?

