

HSD Provider Conference

June 16, 2026

Notes from Session: Homeless Response System Key Performance Indicators

Presenters: Homeless Response System (HRS) staff - Jillian Schoene, Maggie Williams, Robyn Johnson

Moderators: Lisa Rose Gagnon

Notetaker: Lori Kelley

-Main Points from Session Overview/Presentation (high level; detail not required):

- The city and county have been partnering since 1993, but the details and oversight has changed.
 - Multiple Advisory bodies inform the HRS, and multiple vested parties
 - Key Performance Indicators (KPIs) and Key Experience Indicators (KEIs) were recently developed
- You can find the full quarterly report with data online
- We are in a transitional phase, as we move into new KPIs and KEIs, with final decisions happening in September 2026
- KEIs are affected by budgets, and modeling predicts how our funded programs might impact how KEIs and KPIs will look in a year or two

-Questions/Answers (summarization):

- Demographic Slide: broken by population race?
 - Yes, all can and will be disaggregated, please look at the HSD dashboard
- Explain inactivity:
 - 90 days from closing
- Transitional Housing: Youth utilize TH, what is the plan
 - We need to track separately
- How do we track different systems (family etc).
 - Adult system can dwarf other systems
 - This group is championing the work of smaller systems, realizing that innovation often happens in these smaller, underfunded systems
- Do we ask why?
 - Pathways!

- Do we track stability
 - We do! On the dashboard
- Will the NOFO affect this
 - We now have data to analyze how these changes will impact overall system
- Are there other data sources
 - Medical Claims Data
 - Census
 - Eviction Data
 - Future might have more prevention data
 - Housing Connector?
- People exiting foster systems, health systems, justice systems?
 - This policy level work is part of the action plan
 - There are partnerships are being built
 - Re entry hub
- Suggested KPI: average gross rent for RA
 - There are hundreds of things we can measure, we can drill down
 - This could be a subindicator