

# OREGON HOUSING AND COMMUNITY SERVICES 2019-21 EPIC OUTCOMES CARD



## AN OUTCOMES-ORIENTED TOOL FOR IMPROVING OREGON'S HOMELESS SERVICE SYSTEM

Each Community Action Agency will select one performance measure per outcome, in addition to reporting on and setting goals for the two continuing Legislatively-required key performance measures. All performance measures will be displayed with disaggregated data by race/ethnicity, Veteran status, and families with children.

This first biennium (2019-21) will be used to ensure quality data collection, get reliable baselines and provide substantial training and technical assistance. Once baselines are established, CAAs will identify annual goals over this baseline for each performance measure and establish strategies for achieving goals. Strategies will include ways to address gaps in services for communities of color, families with children and Veterans experiencing homelessness. Accountability expectations that include benchmarks for success will be established for CAAs and OHCS.

OUTCOMES

PERFORMANCE MEASURES

ENDING HOMELESSNESS	PREVENTING HOMELESSNESS	INCLUSION AND DIVERSITY	CAPACITY OF COMMUNITY
<p>Oregon has some of the nation's highest rates of homelessness, particularly unsheltered homelessness, which causes trauma to individuals and significant costs across multiple systems of care. Resources should be focused on ensuring that homelessness is rare, brief and a one time event when it can't be prevented.</p>	<p>Rates of homelessness have increased in Oregon in recent years. Through prevention programs CAAs have the ability to prevent families with children and other Oregonians from experiencing the trauma of homelessness and from utilizing more expensive services.</p>	<p>Building CAA organizational capacity to provide inclusive services to diverse constituencies is a first step to ensure equitable and culturally responsive services for all Oregonians in need.</p>	<p>Homeless services funding is not adequate to ensure that all people experiencing homelessness receive the holistic services they need to obtain housing and remain stable. It is essential for CAAs to work collaboratively with community partners to provide wrap-around services to support.</p>
<p><b>EQUITY AND RACIAL JUSTICE:</b> OHCS and CAAs commit to set goals and adopt strategies to reduce and eliminate racial disparities. These efforts and the development of subsequent performance measures will be informed using baseline data focused on race and ethnicity.</p>			
<p><input checked="" type="checkbox"/> <b>Required KPM:</b> Exits to permanent housing from programs.</p>	<p>OHCS and CAAs will adopt the Global Diversity and Inclusion Benchmarks (GDIB) as a tool to improve organizational capacity around diversion and inclusion (D&amp;I). The GDIB will help to:</p> <ul style="list-style-type: none"> <li>• Develop a strong rationale for D&amp;I vision and strategy and align it to organizational goals</li> <li>• Hold leaders accountable for implementing the organization's D&amp;I vision, setting goals, achieving results, and being role models</li> <li>• Provide dedicated support and structure with authority and budget to effectively implement D&amp;I</li> </ul>		<p><input type="checkbox"/> Increase in household income and/or mainstream benefits as a proxy for increased CAA connection to community partners providing workforce and employment services.</p>
<p><input checked="" type="checkbox"/> <b>Required KPM:</b> 6 month housing retention rate after exits to permanent housing.</p>	<p>OHCS and CAAs will establish a work group in order to promote practices and performance measures for CAAs based on the GDIB.</p>		<p><input type="checkbox"/> Increased CAA collaboration with community partners through participation in local homeless services coordinated entry system.</p>
<p><input type="checkbox"/> Percentage of households/persons entering programs from unsheltered locations, as defined by sleeping in places not meant for human habitation.</p>	<p><input type="checkbox"/> Increase in household income and/or mainstream benefits as a proxy for increased ability to sustain housing when assistance ends.</p>	<p>OHCS and CAAs will establish a work group in order to promote practices and performance measures for CAAs based on the GDIB.</p>	
<p><input type="checkbox"/> Length of participation in homeless programs as a proxy for measuring the ability to move participants to permanent housing.</p>	<p><input type="checkbox"/> Percentage of households who received prevention assistance but return for housing assistance within one year.</p>	<p>OHCS and CAAs will establish a work group in order to promote practices and performance measures for CAAs based on the GDIB.</p>	
<p><input type="checkbox"/> Length of time homeless system-wide as a proxy for measuring the ability of participants to move to and sustain permanent housing across jurisdictions over time.</p>	<p>OHCS and CAAs will establish a work group in order to promote practices and performance measures for CAAs based on the GDIB.</p>		
<p><input type="checkbox"/> Returns to homelessness after previous exit to permanent housing.</p>	<p>OHCS and CAAs will establish a work group in order to promote practices and performance measures for CAAs based on the GDIB.</p>		