

## Housing and Homelessness Metrics

Metric	Definition	Baseline # (and year)	Goal	Target	Update Frequency	Lead/ Data Source	Status	Will Metric be on the Public Dashboard?
1. Percent of Olympia Households that Can't Afford Their Housing	Percentage of households in Olympia that are housing cost burdened, that is pay more than 30% of their income on housing costs (rent/mortgage, utilities, insurance.) Can be broken out to also show extreme cost burden (households that pay more than 50% of their income on housing.)	2013-2016 Average: 47%	Decrease	Decrease - No specific target at this time	Annually	CP&D Planning/ American Community Survey via TRPC	Data collection methods are established and underway.	Yes
2. Number of People Experiencing Homelessness	We will use the four best data points available to us to tell this story - see 5.A-5.D below.							
2.A - Point in Time Count	Annual count of people experiencing homelessness in Thurston County on one day in January. Based on respondents' situation the night before. Does not include staying with friends or family. Can be broken out to show those who are unsheltered, sheltered and or in transitional housing.	2006: 441 thru 2020: 1,145	Decrease	None at this time, but that may change as a result of the Built for Zero process.	Annual	Homeless Response Coordin./ Thurston County PIT report	Data collection methods are established and underway. (In November of 2021, Thurston County kicked off "Built to Zero," a data driven, systems approach to reducing the number of people experiencing homelessness in a community to functional zero.)	Yes
2.B - Number of homeless K-12 students in Thurston County	Annual count of Preschool K-12 students enrolled in 8 school districts countywide who "lack a fixed, regular and adequate nighttime residence" over the school year. Includes students staying with friends and family.	2017-2018: 1,706 students (880 in Olympia district)	Decrease	Decrease - No specific target at this time	Annual	Homeless Response Coordin./ Thurston County PIT report	Data collection methods are established and underway.	Yes

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2.C - Number of Tents or Structures in Encampments	Count of tents or similar temporary structures that appear to be occupied in encampments within Olympia. Not a count of people (much more challenging to quantify at any given time.) Includes all known encampments in the city regardless of land ownership.	TBD	Decrease	Decrease - No specific target at this time	Twice a Year	Homeless Response Coordin./ City of Olympia tent count	Working to finalize a methodology for data collection, and with IT to develop a collector app - plan to deploy by Jan 2022 . (Note: Aim is to decrease #'s through connections to housing and services, not by moving campers to other locations.)	Yes
2.D - Number of vehicles being used as a temporary dwelling	Number of known RV's, trailers and car camping vehicles that appear to be used as tempory dwellings within Olympia. Includes public land and public right-of-way in areas monitored by the City (not possible to survey every street). Does not include private land.	2020: 105 2021: 156	Decrease	Decrease - No specific target at this time	Twice a Year	Parking Services/ City of Olympia live-aboard count	Working with Parking Services to develop a consistent and sustainable method for data collection. Prior counts used a method that may not be sustainable moving forward.	Yes
3. Number of New Dwelling Units Permitted	Total # of housing units in projects that receive building permits annually. Will be aggregated on the public dashboard, but can be broken down by housing type.	Average of 316 units per year between 2017-2020	Increase	Average of 714 units per year between 2020-2025	Annual	CP&D Planning/ City's Smartgov Permit Software	Data collection methods established and underway. Smartgov software is being updated to track missing middle housing types. Target may be revised based on updated population and housing estimates in late 2021. This measure is tied to a Housing Action Plan strategy to expand overall housing supply.	Yes

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4. <b>Number of New Housing Units with Low Income Affordability Requirements</b>	Annual total of new housing units permitted that are guaranteed as affordable for households making at or below 80% AMI for a specific period of years through covenants, contracts or some other mechanism (e.g., 12-year MFTE, 80% impact fee reduction, CDBG loan.) Includes Home Fund units as a subset.	2018: 80 units (Merritt Manor)	Increase	Increase (Not enough info yet to form a specific target, but that is a goal to work toward)	Annual	Housing Manager/ City's Smartgov Permit Software and Staff Tracking	In the process of developing a method for consistent data tracking. To extent possible, will provide breakdown of income categories served (i.e., at or below 30%, 50%, 80% AM). This measure is tied to a strategy in the Housing Action Plan to increase the supply of permanently affordable housing for households that make 80 percent or less of AMI.	Yes
5. <b>Percent of Shelter Exits to Housing</b>	Percent of shelter exits that result in a housing placement vs. a less desirable outcome such as exit back to homelessness or into another shelter. Publicly funded shelters only. Will show numbers for each City-funded shelter, compared to aggregate results from other publicly-funded shelters.	2019: PSV = 24% Mitigation Site = 0%, All Other Shelters = 18%	Increase	50% (State goal)	Annual	Housing Manager/ HMIS data provided by State Dept. of Commerce	Data collection methods are established and underway. However, we are still getting used to working with the HMIS data and understanding it's limitations and assumptions.	Yes
6. <b>Number of Supportive Housing Units Funded</b>	Housing units funded by Olympia's Home Fund. Housing units include a lease and a tenant pays rent. Does not include shelter or treatment beds or transitional or other time-limited units.	248 units funded between 2019-2021	Fund 60 units per year	300 units by 2023	Annual	Home Fund Manager/ City of Olympia count	Data collection methods are established and underway. Increasing the number of permanent supportive housing units is identified as a need in Olympia's One Community Plan, the County's 5-year Homeless Crisis Response Plan and Olympia's Housing Action Plan.	Yes

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7 <b>Percentage of Home Fund dollars (vs. non-city dollars) used to build supportive housing projects</b>	Out of total project construction costs, the percentage of Olympia Home Fund grant dollars compared to remaining percentage of non-city funds used to build the project.	2019: 5.8%, \$1.1m grant for \$19m in construction costs for 2828 Martin Way	Maintain	TBD	Annual	Home Fund Manager/ City of Olympia count	Data collection methods are established and underway. This measure demonstrates how the Home Fund (Olympia taxpayer dollars) leverages significant additional funding to meet supportive housing goals.	Not a primary measure on the dashboard, but info can be included in details for #6 above.
8 <b>Number of low-income housing units rehabilitated</b>	Units where CDBG (or other City) funds are used to rehabilitate or provide maintenance on renter or owner units occupied by low or moderate income residents (at or below 80% AMI).	TBD - program started in 2021	Increase/ Maintain	20 homes per year	Annual	CDBG Program Manager/ City of Olympia count	Data collection methods established and underway. This is part of the CDBG Critical Home Repair Program (revolving loan and grant program) administered through contracts with several non-profit agencies. The program was reinstated in 2021. This program relates to a need identified in Olympia's Housing Action Plan.	Yes - once the program has a year of data
<b>9 Homeless Response Team Performance Measures</b>								
<b>9.A - Number of Requests/ Complaints by Type &amp; Location</b>	Number of requests or complaints that come in from public, internal or external stakeholders that relate to homeless response, what type of complaint and the location. These come in in various ways (phone, email, front counter, etc.)	TBD	TBD	None at this time	Monthly	Homeless Response Coordin./ City of Olympia	Working with IT to develop a system for tracking complaints and requests.	No. Internal performance measure

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<b>9.B - Number of Days to Respond to Requests/Complaints</b>	How long it takes to respond to complaints or requests once they are received by the City.	TBD	TBD	3-5 business days	Monthly	Homeless Response Coordin./ City of Olympia	Working with IT to develop a system for tracking complaints and requests.	No. Internal performance measure
<b>9.C - Number of Site Clean Ups</b>	Number of clean up efforts related to homeless response. Includes large-scale clean ups involving contractors and also clean up efforts organized by City and outreach staff.	TBD	TBD	None at this time	Quarterly	Homeless Response Coordin./ City of Olympia	Need to streamline how various efforts are tracked.	No. Internal performance measure

**Notes:**

1. Community Planning and Development is in process of developing department-wide performance measures, which may include additional measures related to housing or homeless response functions (e.g., code enforcement)
2. Another type of measure that relates to housing and homeless response goals is 'Community Perceptions of Safety' (gathered through the City's biannual community survey). This indicator may be linked on the public dashboard to various subjects, including housing and homelessness.

3. Acronyms used in this document are defined as:

- AMI = Area Median Income**
- MFTE = Multi Family Tax Exemption**
- CDBG = Community Development Block Grant**
- HMIS = Homeless Management Information System**
- CP&D = Community Planning and Development**
- TRPC = Thurston Regional Planning Council**
- PIT = Point in Time Homeless Count**