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PROS Board Kicks-Off Standard Setting Discussion to Create Transparent and Comparable Measures for Providers of Homeless Services

Discussion Paper Frames the Challenging Conversation on Measuring Performance

San Diego County, CA (May 24, 2022) – Today the **Public Regional Outcomes Standards Board (PROS Board)** released its first Discussion Paper to begin establishing clear measures of success in services to the homeless. This Discussion Paper guides the anticipated dialogue of future working groups of the PROS Board, which will then recommend such standards to clearly and comparably measure outcomes related to the billions of taxpayer dollars spent on providing homeless services.

The SDTEF launched the PROS Board in February 2022 and directed the Board to initiate standards for homeless services as its first area of review. Not only is the community challenge of homelessness persistent, but service provisions and funding are balkanized, and there are no current means by which funders (public and private) can measure their success across providers or longitudinally over time.

The PROS Board since held numerous stakeholder discussions resulting in the discovery of the most impactful opportunities for creating measurement standards in homelessness services.

Today, the PROS Board announces the convening of working groups of public and private funders of homelessness services, service providers to the homeless, and those who were formally homeless and invites broad participation to validate and improve upon initial findings and create recommendations for implementation. There will be two working groups:

1. One will focus on measurement standards on the homeless support system writ large. This group will discuss how we should measure, for instance, information sharing on space availability in housing. Other questions for discussion are under the Discussion Paper's section on "Questions at the 'Macro'-level of Service Coordination, Improvement, and Measurement: The 'System.'"
2. The other will focus on measurement standards at interaction points between an individual experiencing or at risk of homelessness and a service provider. This group will discuss, for instance, what should be the standard way to capture, record, and share an individual's needs so that a homeless person can be appropriately referred and/or treated without retraumatizing that individual. Other questions for discussion are under the Discussion Paper's section on "Questions at the 'Micro'-level of Service Provision and Processes: Interactions between providers and recipients."

"If you care about the homeless and want to see progress made, come join our conversations," said Haney Hong, president and trustee with the SDTEF. "Our goal is to create regional consensus on the standards in measurement of homelessness services, and with regionally accepted standards, we will be able to create trust that taxpayer and charitable dollars are actually making a meaningful difference for those in need.

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Federal Tax Identification Number: 33-0354443



More importantly, we will be able to see where things aren't working and drive changes to make such services more effective and efficient increasing value for taxpayers.”

For information on working group meetings and to request participation, please contact the staff of the PROS Board at sdprosboard@sdcta.org or go to the web at www.sdcta.org/prosboard.

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The San Diego Taxpayers Educational Foundation supports the San Diego County Taxpayers Association and the general taxpaying public with in-depth research and educational programming for community leaders and civil servants. The Foundation convenes the regional community of public policy practitioners, educators, and artists who want to study issues objectively and to facilitate civility and citizenship in public policy discussions. The Foundation also administers the new Public Regional Outcomes Standards Board (PROS Board), which sets regionally accepted rules and methods for our region in reporting public good outcomes.