Draft HOC 2026 Response

Hitting the Performance Bullseye: Contracting for Better Outcomes in Homelessness Services [June 28, 2023]

The Homelessness Oversight Commission (HOC) supports the Department of Homelessness and Supportive Housing's (HSH) ongoing efforts to strengthen performance measurement, transparency, and accountability across the Homelessness Response System. These efforts include implementation of the Department's Performance Measurement Plan (PMP) and its comprehensive, multi-year reprocurement initiative.

The Commission recognizes the importance of establishing standardized, results-based performance measures to evaluate program effectiveness, monitor provider performance, and support continuous improvement. HSH's reprocurement initiative, which will continue into 2029, presents a significant opportunity to integrate these measures into contracts and establish a more consistent, transparent, and performance-based contracting framework. The Commission supports an approach that emphasizes measurable client outcomes, service quality, provider accountability, equity, and trauma-informed care while maintaining continuity of critical services.

The Commission also supports HSH's continued efforts to strengthen the use of performance data to inform decision-making and continuous improvement, including its collaboration with the Controller's Office and technical assistance from the Harvard Government Performance Lab.

HSH anticipates releasing a detailed timeline for individual solicitations in late 2026. As reprocurement progresses, the Commission will continue to exercise its oversight role by monitoring the Department's progress toward integrating standardized performance measures into contracts, evaluating program outcomes, and strengthening accountability for public investments.