



Tier 1: Metrics Included on Service Hub Dashboard

Item	Level
Total households served	By Service Hub
Positive exits from shelter	By Service Hub
Length of Stay in shelter	By Service Hub
Number of Households First Time Homeless	Statewide, must be organized by Service Hub
Number of Veterans Served	Statewide, must be organized by Service Hub
Number of Youth 18-24 served	Statewide, must be organized by Service Hub
Racial Demographics	Statewide, must be organized by Service Hub

Tier 2: Data collected but not included on dashboard

Calls to 211 by Service Hub	Held by 211, not in HMIS
Active BNL/ Number of individuals on the By-Name List	Collected, must be organized by Service Hub
Number of Chronic/Long term stayers in shelter	Collected, must be organized by Service Hub
Living Situation Prior	Collected, must be organized by Service Hub
Living Situation upon exit	Collected, must be organized by Service Hub
Returns/Returns to homelessness within 1 year; 2 years	Collected, must be organized by Service Hub
Changes in income	Collected, must be organized by Service Hub
Returns to homelessness within 6 months	Statewide, must be organized by Service Hub

Tier 3: Data not yet collected, but necessary

Referrals to Service Hubs
Referrals to Service Hub Appointment (Attended, No Show)
Outcomes of Referral to Service Hub (Diverted, Accepted for shelter, Shelter waitlist, Client refused services, Referral to different Hub, Other)
Number of Individuals/Households Diverted from Shelter

Phase 2: Metrics from other programs (not Emergency Shelter)

Rapid Rehousing, Supportive Housing, Transitional Housing
Entering
Exiting
Housed
Households served
Returns
Time spent in the program/Length of stay
Average income increase
Living situation before



Living situation after program

Providers/Sectors included on Resource Dashboard

Emergency Shelters
Cap Agencies
Justice (Jail, Juvenile Justice Facility, Re-entry Center, Prison)
COVID Decompressions site locations
Domestic Violence resources
Hospitals
Housing Authorities
Licensed Mental Health Providers
Licensed Substance Use Treatment Facilities
Substance Use Recovery Center
Harm Reduction Syringe Exchange Services
Tribal Service Centers
VA Medical Centers

Key Questions

- How frequently should dashboards be updated?
- What should the process for updates look like?
- Special Population considerations? (Veterans, Youth, Families)
- What additional service providers should be included on the resource dashboard? (Coordinated Entry Access Points, Food Banks/Pantries, General Assistance Offices?)

Service Hub Structure

- Hub1: York
- Hub 2: Cumberland
- Hub 3: Midcoast: Sagadahoc, Knox, Lincoln, Waldo and Towns of Brunswick and Harpswell
- Hub 4: Androscoggin
- Hub 5: Western: Oxford, Franklin and Towns of Livermore and Livermore Falls
- Hub 6: Central: Somerset and Kennebec
- Hub 7: Penquis: Penobscot and Pisquataquis
- Hub 8: Downeast: Washington and Hancock
- Hub 9: Aroostook