

OUTCOMES FY 2018-2019

MENTOR

	Q1	Q2	Q3	Q4	YTD
Mentors will provide 4,000 hours of support to our programs	926	1,175			2,101
55% of mentor graduates will gain employment, begin volunteering, or go to school	92.80%	76.92%			84.86%
50% of mentors will be people of color	70.59%	84.61%			77.60%

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VETERANS CASE MANAGEMENT

	Q1	Q2	Q3	Q4	YTD
450 veteran families will obtain housing	78	83			161
60 veteran families will have evictions prevented	39	23			62
70% of people housed will remain in housing 12 months after our subsidy ends	33.33%	44.23%			42.06%
41% of people placed into permanent housing will be people of color	31.19%	34.95%			33.33%

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HUMAN RESOURCES

	Q1	Q2	Q3	Q4	YTD
Reduce regular staff annual turnover to <20%	7.69%	8.14%			15.83%
Reduce people of color attrition to match overall staff levels (i.e., <41% of staff exits)	46.88%	30.77%			38.03%
Promote people of color on staff at a rate matching overall staff levels (i.e., 41% or greater)	63.64%	50%			54.29%
Increase people of color representation on programs management team to 41%	32.00%	36.36%			36.36%

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PERMANENT HOUSING

	Q1	Q2	Q3	Q4	YTD
85% of Grant and Per Diem participants will exit to permanent housing	100%	NA			100%
90% occupancy at the Clark Center Annex	98.52%	92.41%			94.96%
94% occupancy at the Barbara Maher	100%	100%			100%
75% of all exits are into stable or permanent housing	100%	100%			100%
People of color will retain permanent housing at rates equal to or greater than white people	0.00%	16.67%			16.67%

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OUTREACH

	Q1	Q2	Q3	Q4	YTD
Complete 500 assessments for permanent supportive housing	149	183			332
60 individuals waiting for PSH get application-ready	36	32			68
300 people provided a Ticket Home	100	82			182
41% of people served will be people of color	48.42%	43.75%			44.42%
50 people are navigated from the street to shelter	21	43			64
50 people are navigated from the street to housing	24	35			59

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HOUSING CASE MANAGEMENT

450 people will obtain housing	100	97			197
35% of people exiting our residential shelters will exit to permanent housing	33.44%	27.12%			28.74%
20% of participants exiting our residential shelters will exit to stable housing	10.12%	10.17%			10.14%
15% of people exiting our emergency shelters will exit to permanent housing	8.89%	10.90%			9.78%
10% of participants exiting our emergency shelters will exit to stable housing	5.38%	3.45%			4.82%
41% of people placed into permanent housing will be people of color	37%	46.39%			40.71%

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RETENTION CASE MANAGEMENT

	Q1	Q2	Q3	Q4	YTD
70% of people housed will remain in housing 12 months after our subsidy ends	50.00%	64.29%			56.25%
50% of participants enrolled in our retention program will engage in supportive services	89.89%	83.45%			91.10%
20% of people housed will increase their incomes	21.58%	26.83%			26.67%
People of color will retain permanent housing at rates equal to or greater than white people	-3.52%	-5.45%			-10.50%

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LANDLORD OUTREACH

	Q1	Q2	Q3	Q4	YTD
50 new property managers will partner with us	7	52			59
20 property management disputes will be successfully resolved	4	2			6
60% of Rent Well graduates entering housing will register for a landlord incentive fund	0%	13%			13%
Attend or host 20 landlord networking events	5	28			33
35% of property managers will respond to satisfaction surveys	0%	26.90%			26.90%

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HEALTH AND WELLNESS

	Q1	Q2	Q3	Q4	YTD
800 people will be referred to health and wellness services, including medical, mental health, and substance abuse disorder services	195	138			314
70% of referrals will result in a connection to care	63.87%	53.48%			58.57%
41% of people served will be people of color	38.37%	37.04%			37.89%

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RESOURCE CENTER

	Q1	Q2	Q3	Q4	YTD
8,500 people will be served by the Resource Center	3,193	3,276			4,758
40,000 hygiene services will be provided	9,321	8,343			17,664
41% of participants served will be people of color	37.80%	37.17%			37.47%
75% of those served report feeling very satisfied with the program and services	NA	62.30%			62.30%
50% of participants will connect to a housing-focused supportive service	17.54%	30.21%			30.21%

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EMERGENCY OPERATIONS

	Q1	Q2	Q3	Q4	YTD
3,000 bed nights	0	0			0
Maintain 100% compliance in staff training of CPR/Narcan/First Aid	95%	95%			95%
Train and maintain 30 safety wardens across agency programs and facilities	25	25			25

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RENT WELL

	Q1	Q2	Q3	Q4	YTD
400 Transition Projects participants will enroll in Rent Well	105	123			228
50% of Transition Projects Rent Well enrollees will graduate	33%	29%			31%
12 new agencies will begin teaching Rent Well	6	6			12
Two agencies will deliver Rent Well in Spanish	0	0			0

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EMERGENCY SHELTERS

	Q1	Q2	Q3	Q4	YTD
2,795 participants will have a safe place to sleep	772	882			1230
There will be a 15% decrease in exclusions from the shelters	30.65%	57%			38%
41% of participants will be people of color	37.05%	42.97%			37.89%
50% of guests will connect to a supportive service	45.98%	44.07%			49.27%
75% of guests will be assessed for Coordinated Access	34.72%	39.91%			35.45%

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RESIDENTIAL SHELTERS

	Q1	Q2	Q3	Q4	YTD
1300 participants will have a safe place to sleep	480	562			738
75% of guests will connect to a supportive service	72.50%	61.57%			71.95%
75% of guests will be assessed for Coordinated Access	37.71%	38.43%			34.69%
41% of participants served will be people of color	37.92%	37.72%			38.89%
20% of guests will increase their incomes	14.44%	9.45%			11.05%

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DEVELOPMENT

	Q1	Q2	Q3	Q4	YTD
25% increase in fundraising: unrestricted, restricted, events	98%	20%			20%
70% of meal provider dates filled	54%	38%			38%
20% increase of social media follows	1.60%	3.51%			2.85%
10% of new volunteers recruited are people of color and/or have lived experience of homelessness	29%	30%			30%

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ADVOCACY

- Support passage of the Yes for Affordable Housing bond measure
- Support Mortgage Interest Deduction reform in Oregon
- Help A Home for Everyone meet its goals

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EQUITY & INCLUSION

	Q1	Q2	Q3	Q4	YTD
60% of staff report being better equipped to interrupt oppression	NA	71.23%			71.23%
Trans & people of color have experiences that are just as positive as white people	NA	.9%			.9%
41% of people placed into permanent housing will be people of color	38.82%	41.83%			40.18%
People of color will retain permanent housing at rates equal to or greater than white people	-0.33%	0.01%			0.25%
70% of staff report using the equity lens in decision making	NA	73%			73%
Promote qualified POC staff to case manager and above at rates of at least 41% of promotions	64%	50%			54.29%

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AGENCY

	Q1	Q2	Q3	Q4	YTD
1,200 people will obtain permanent housing	304	273			577
41% of people placed into permanent housing will be people of color	39.47%	42.49%			40.09%
70% of people housed will remain in housing 12 months after our subsidy ends	36.20%	47.17%			42.08%
55% of people exiting our residential shelters will exit to permanent or stable housing	43.56%	37.29%			38.98%
25% of people exiting our emergency shelters will exit to permanent or stable housing	14.27%	14.35%			14.53%
People of color will retain permanent housing at rates equal to or greater than white people	-0.33%	0.01%			0.25%