

# AGENCY METRICS

## FY 2018-2019

For over 50 years, Transition Projects has delivered lifesaving and life-changing assistance to some of Portland's most vulnerable residents. Along the way, we have tried to develop effective ways to measure impact and monitor progress towards meeting organizational goals. These processes include:

- Annual goal setting, with corresponding outcomes and performance metrics for every program, service, department, and strategic agency goal
- Quarterly reviews of outcomes, with goal adjustments as necessary
- Monthly performance metrics reports to managers
- Performance metrics charts displayed and updated quarterly in each program space
- Biannual Participant Satisfaction Surveys to capture more qualitative feedback on our programs and services

# OUTCOMES FY 2018-2019

## AGENCY

	Q1	Q2	Q3	Q4	YTD
1,200 people will obtain permanent housing	305	279	275	300	1151
41% of people placed into permanent housing will be people of color	40.66%	44.8%	41.09%	39.67%	41.7%
70% of people housed will remain in housing 12 months after our subsidy ends	38.43%	46.4%	59.68%	61.54%	50.8%
55% of people exiting our residential shelters will exit to permanent or stable housing	43.6%	37.85%	43.24%	56.16%	42.42%
25% of people exiting our emergency shelters will exit to permanent or stable housing	14.04%	14.24%	17.26%	17.62%	15.72
People of color will retain permanent housing at rates equal to or greater than white people	-3.82%	-4.54%	4.64%	-3.87%	-3.43%

# OUTCOMES FY 2018-2019

## HOUSING CASE MANAGEMENT

	Q1	Q2	Q3	Q4	YTD
450 people will obtain housing	100	98	118	152	467
35% of people exiting our residential shelters will exit to permanent housing	33.54%	27.4%	31.83%	31.58%	31.86%
20% of participants exiting our residential shelters will exit to stable housing	10.06%	10.45%	11.41%	9.97%	10.56%
15% of people exiting our emergency shelters will exit to permanent housing	8.89%	10.87%	10.46%	12.33%	10.61%
10% of participants exiting our emergency shelters will exit to stable housing	5.38%	3.37%	6.8%	5.29%	3.99%
41% of people placed into permanent housing will be people of color	37%	45.92%	41.74%	40.13%	41.54%

# OUTCOMES FY 2018-2019

## PERMANENT HOUSING

	Q1	Q2	Q3	Q4	YTD
85% of Grant and Per Diem participants will exit to permanent housing	100%	N/A	100%	100%	100%
90% occupancy at the Clark Center Annex	98.52%	92.41	88%	88.76%	91.41%
94% occupancy at the Barbara Maher	101.1%	100%	79%	79%	79%
75% of all exits are into stable or permanent housing	100%	100%	75%	100%	95%
People of color will retain permanent housing at rates equal to or greater than white people	33.33%	0%	28.57%	0%	-3.89%

# OUTCOMES FY 2018-2019

## RETENTION CASE MANAGEMENT

	Q1	Q2	Q3	Q4	YTD
70% of people housed will remain in housing 12 months after our subsidy ends	54.84%	60%	50%	80.95%	63.64%
50% of participants enrolled in our retention program will engage in supportive services	91.01%	83.1%	82.59%	80.09%	91.1%
20% of people housed will increase their incomes	21.58%	26.83%	32.48%	34.04%	28.97%
People of color will retain permanent housing at rates equal to or greater than white people	-11.14%	.04%	-2.13%	-3.9%	-8.4%

# OUTCOMES FY 2018-2019

## VETERANS CASE MANAGEMENT

	Q1	Q2	Q3	Q4	YTD
450 veteran families will obtain housing	79	87	61	54	331
60 veteran families will have evictions prevented	42	27	18	16	102
70% of people housed will remain in housing 12 months after our subsidy ends	37.5%	44.74	62.5%	62%	53.07%
41% of people placed into permanent housing will be people of color	34.26%	39.45%	39.71%	32.88%	36.52%

# OUTCOMES FY 2018-2019

## RESOURCE CENTER

	Q1	Q2	Q3	Q4	YTD
8,500 people will be served by the Resource Center	3192	3269	2772	2796	6391
40,000 hygiene services will be provided	9322	8342	6859	7877	32400
41% of participants served will be people of color	38.16%	38.73%	46.83%	38.66%	38.08%
75% of those served report feeling very satisfied with the program and services		62.3%	N/A	56.73%	56.73
50% of participants will connect to a housing-focused supportive service	18.29%	30.91%	49.21%	26.93%	24.99%

# OUTCOMES FY 2018-2019

## EMERGENCY SHELTERS

	Q1	Q2	Q3	Q4	YTD
2,795 participants will have a safe place to sleep	771	879	944	808	1881
There will be a 15% decrease in exclusions from the shelters	12.9%	21.4%	34.33%	58.06%	-68%
41% of participants will be people of color	37.35%	38%	37.61%	36.51%	39.45%
50% of guests will connect to a supportive service	46.56%	43.12%	40.15%	45.42%	49.76%
75% of guests will be assessed for Coordinated Access	39.56%	40.93%	35.91%	47.03%	38.7%



# OUTCOMES FY 2018-2019

## RESIDENTIAL SHELTERS

	Q1	Q2	Q3	Q4	YTD
1300 participants will have a safe place to sleep	480	493	478	497	1198
75% of guests will connect to a supportive service	72.5%	69.98%	70.92%	72.8%	72.87%
75% of guests will be assessed for Coordinated Access	37.71%	48.68%	46.44%	50.7%	44.82%
41% of participants served will be people of color	37.92%	39.15%	37.66%	38.15%	39.57%
20% of guests will increase their incomes	14.44%	9.45%	11.89%	18.18%	15.78%

# OUTCOMES FY 2018-2019

## EQUITY & INCLUSION

Metric	Q2	Q4
60% of staff report being better equipped to interrupt oppression	71.23%	72.26%
Trans & POC have experiences that are just as positive as White people	0.90%	-0.80%
70% of staff report using the equity lens in decision making	73%	76.09%

# OUTCOMES FY 2018-20190

## OUTREACH

	Q1	Q2	Q3	Q4	YTD
Complete 500 assessments for permanent supportive housing	149	183	324	406	656
60 individuals waiting for PSH get application-ready	38	32	25	24	122
300 people provided a Ticket Home	100	82	91	99	371
41% of people served will be people of color	48.42%	43.75%	41.12%	38.53%	43.02%
50 people are navigated from the street to shelter	21	43	24		79
50 people are navigated from the street to housing	24	35	15		74

# OUTCOMES FY 2018-2019

## 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	141	113	74	426
70% of referrals will result in a connection to care	63.87%	56.15%	54.23%	52.7%	58.66%
41% of people served will be people of color	38.18%	38.27%	38.28%	36.14%	38.46%

# OUTCOMES FY 2018-2019

## EMERGENCY OPERATIONS

	Q1	Q2	Q3	Q4	YTD
3,000 bed nights	0	0	2413		2413
Maintain 100% compliance in staff training of CPR/Narcan/First Aid	95%	95%	95%		95%
Train and maintain 30 safety wardens across agency programs and facilities	25	25	25		25

# OUTCOMES FY 2018-2019

## DEVELOPMENT

	Q1	Q2	Q3	Q4	YTD
25% increase in fundraising: unrestricted, restricted, events	98%	20%	61%	41%	20%
70% of meal provider dates filled	54%	38%	52%	39%	43%
20% increase of social media supporters	1.60%	51.05	236%	157.17%	30.52%
10% of new volunteers recruited are people of color and/or have lived experience of homelessness	29%	30%	31%	42%	33%

# OUTCOMES FY 2018-2019

## HUMAN RESOURCES

	Q1	Q2	Q3	Q4	YTD
Reduce regular staff annual turnover to <20%	7.13%	8.16%	9.66%	8.33%	33.2%
Reduce people of color attrition to match overall staff levels (i.e., <41% of staff exits)	46.42%	31.58%	64.5%	36.1%	43.05%
Promote people of color on staff at a rate matching overall staff levels (i.e., 41% or greater)	20%	31.8%	53.33%	28.57%	35.71%
Increase people of color representation on programs management team to 41%	40.35%	43.39%	39.53%	30%	43.75%

# OUTCOMES FY 2018-2019

## MENTOR

	Q1	Q2	Q3	Q4
Mentors will provide 4,000 hours of support to our programs	926	1175	1020	823
90% of mentor graduates will gain employment, begin volunteering, or go to school	92.80%	76.92%	86.67%	58.82%
50% of mentors will be people of color	70.59%	84.61%	52.63%	41%



# OUTCOMES FY 2018-2019

## LANDLORD OUTREACH

	Q1	Q2	Q3	Q4	YTD
50 new property managers will partner with us	7	52	50	35	144
20 property management disputes will be successfully resolved	4	2	7	5	17
60% of Rent Well graduates entering housing will register for a landlord incentive fund	0%	13%	13.3%	0%	13%
Attend or host 20 landlord networking events	5	28	40	45	20
35% of property managers will respond to satisfaction surveys	NA	26.9%	NA	14.89%	41.79%

# OUTCOMES FY 2018-2019

## RENT WELL

	Q1	Q2	Q3	Q4	YTD
400 Transition Projects participants will enroll in Rent Well	105	123	148	141	517
50% of Transition Projects Rent Well enrollees will graduate	33%	29%	26%	28%	29%
12 new agencies will begin teaching Rent Well	6	6	3	3	18
Two agencies will deliver Rent Well in Spanish	0	0	0	2	2