

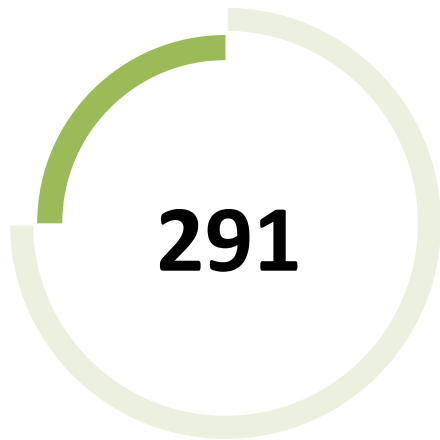
TRANSITION PROJECTS

AGENCY METRICS

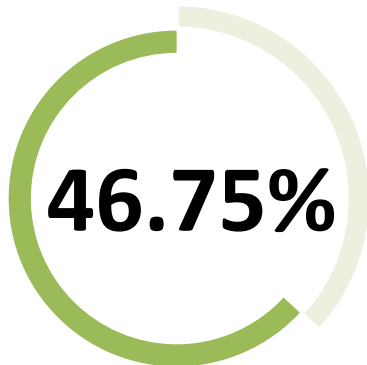
July – September 2019

Agency

1,100 people will obtain permanent housing



70% of people housed will remain in housing 12 months after our subsidy ends



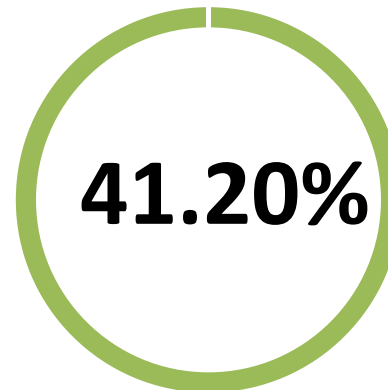
35% of people exiting our residential shelters will exit to permanent housing



20% of people exiting our residential shelters will exit to stable housing



41% of people placed into permanent housing will be people of color

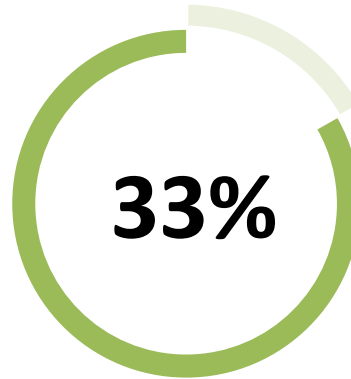


People of color will retain permanent housing at rates equal to or greater than white people



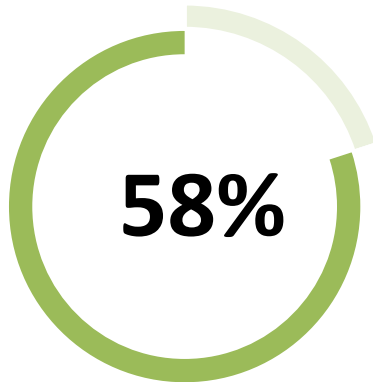
Development

40% of meal provider dates filled
in emergency shelter

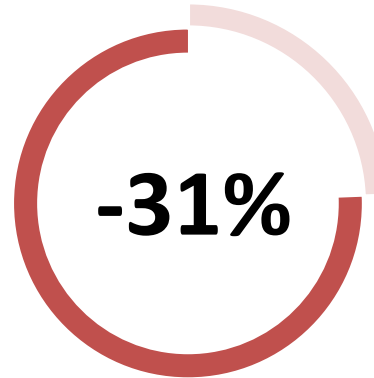


**Implement an
integrated agency
marketing &
communications plan**

70% of meal provider dates filled
in residential shelter



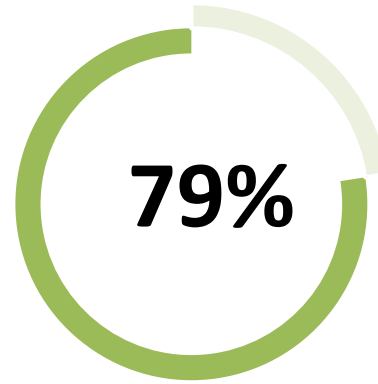
10% increase in fundraising: unrestricted,
restricted, events



Emergency Operations

Maintain 100% compliance in staff training of CPR/Narcan/First Aid

Perform 20 CPR drop drills per quarter across programs



3,000 bed nights

Train and maintain 35 safety wardens across agency programs and facilities

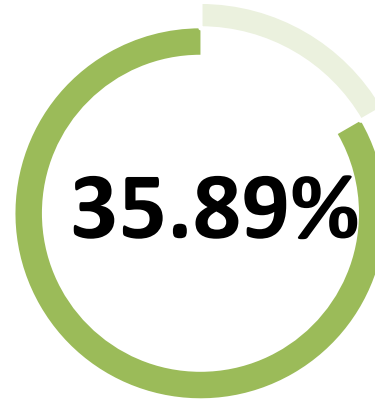


Emergency Shelters

2,900 people will have a safe place to sleep



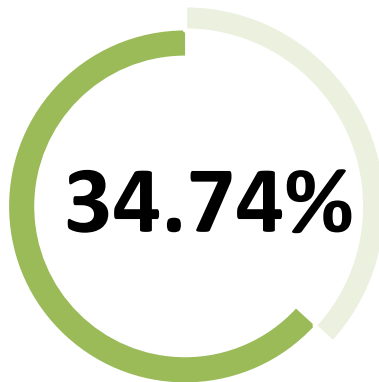
41% of shelter guests will be people of color



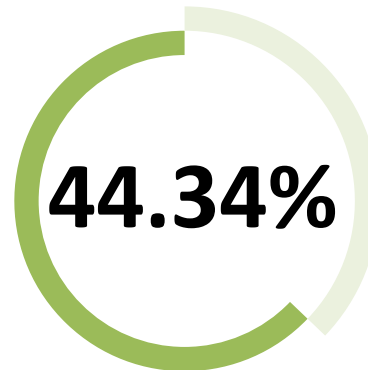
There will be a 25% decrease in exclusions from the shelters



60% of guests will connect to a supportive service



75% of guests will be assessed for Coordinated Access

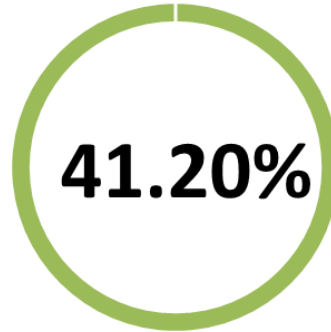


5% or fewer data fields will be left empty at shelter entry



Equity and Inclusion

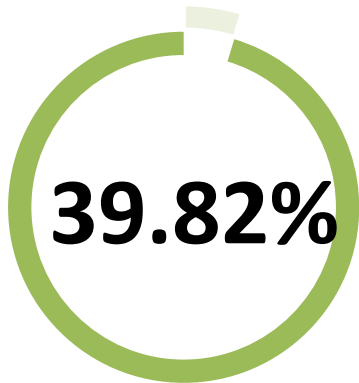
41% of people placed in housing will be people of color



People of color will retain permanent housing at rates equal to or greater than white people



41% of shelter guests are people of color



41% of promotions to case manager and above will be qualified people of color



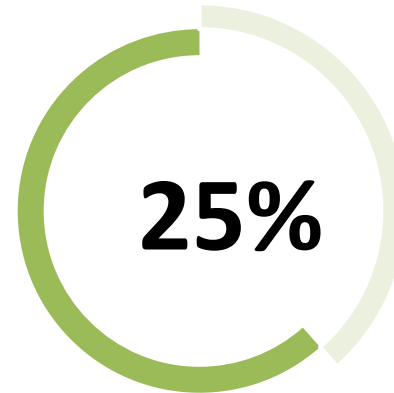
Provide 2 culturally responsive trainings for management this fiscal year

Health and Wellness

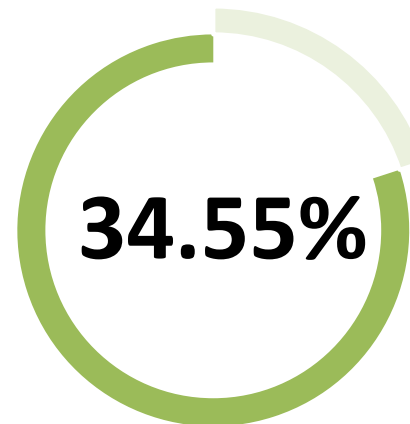
70% of referrals will result in a connection to community care



40% of people served in shelter programs will engage in services with a Wellness Access Specialist

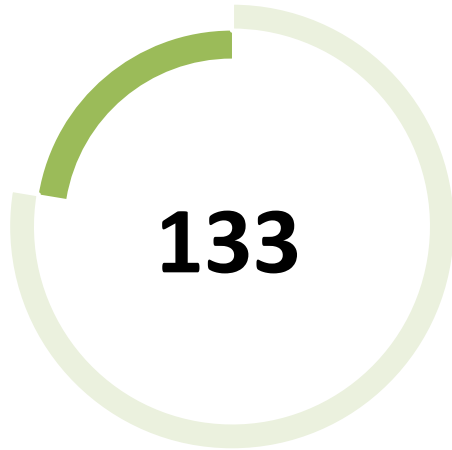


41% of people served will be people of color

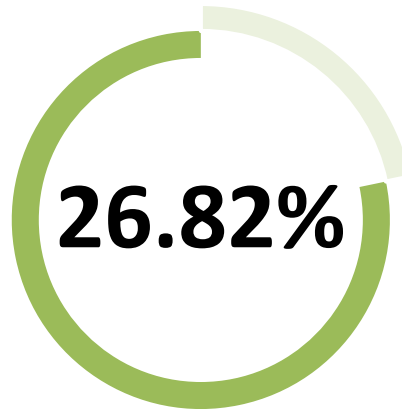


Housing Case Management

600 people will obtain housing



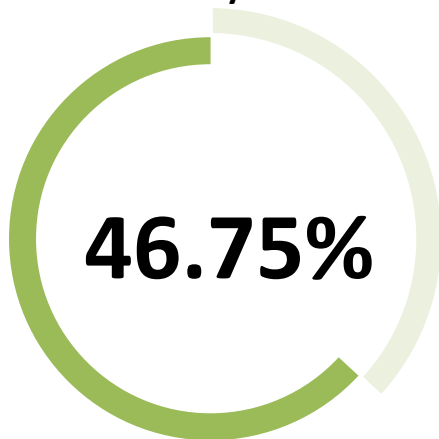
35% of people exiting our residential shelters will exit to permanent housing



20% of people exiting our residential shelters will exit to stable housing



70% of people housed will remain in housing 12 months after our subsidy ends



45% of people placed into permanent housing will be people of color



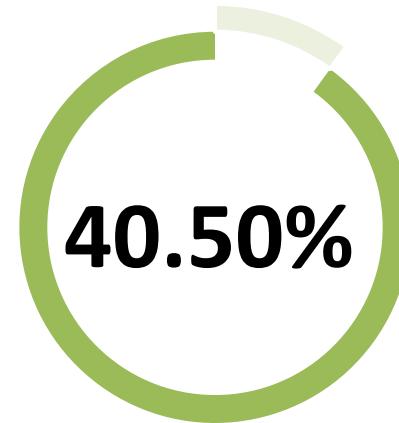
Time from connection to housing placement is fewer than 70 days

Human Resources

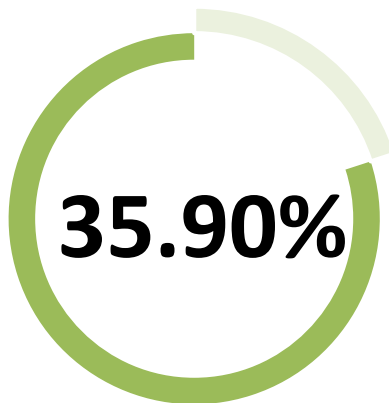
Reduce regular staff annual turnover to <20%



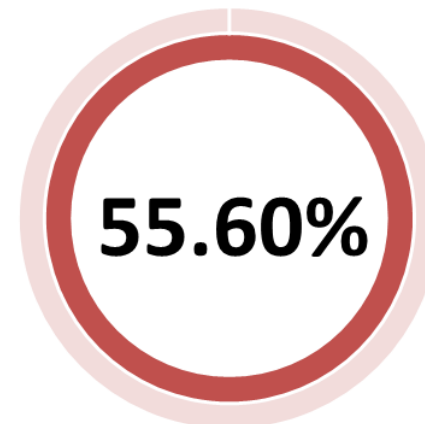
Promote people of color on staff at a rate matching overall staff levels (i.e., 45% or greater)



Increase people of color representation on programs management team to 45%



Reduce people of color attrition to match overall staff levels (i.e., <45% of staff exits)



Income Development

20% of veterans will increase their income



25% of people in the housing retention program will increase their incomes



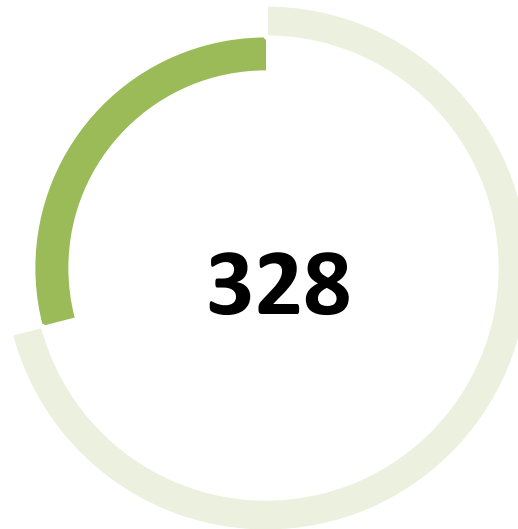
20% of shelter guests will increase their incomes



Complete 6 SOAR applications for SSI/SSD benefits

Landlord Engagement

Provide teams with 1100 affordable housing leads

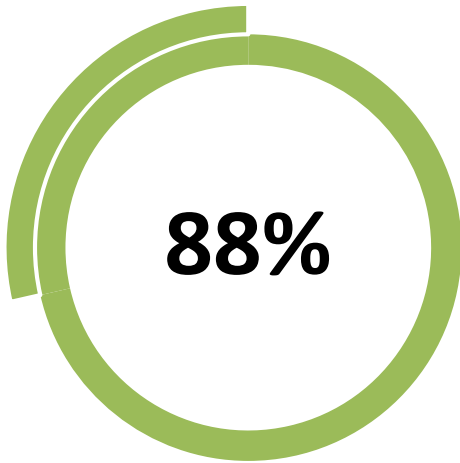


**Utilize landlord
feedback surveys to
create and distribute a
placement
performance review**

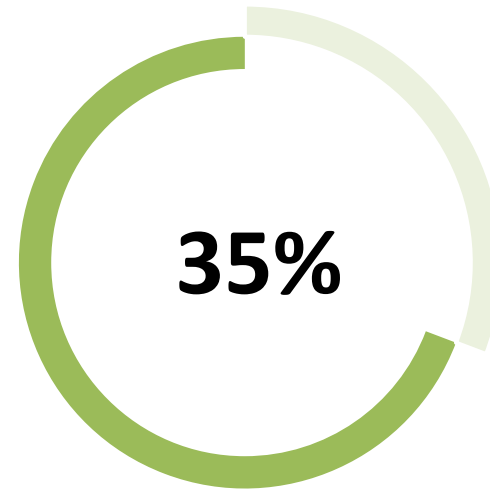
**Maintain monthly
contact with landlord
for at least 3 months
post-subsidy**

Mentor Program

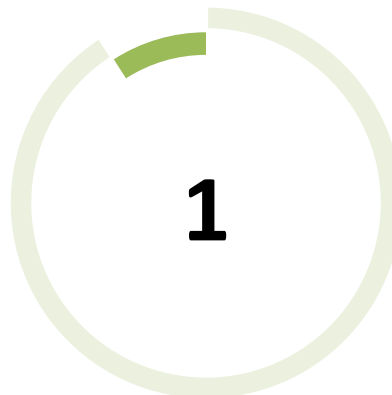
70% of mentor graduates will gain employment,
begin volunteering, or go to school



50% of mentors will be people of color



10 mentor graduates will be veterans

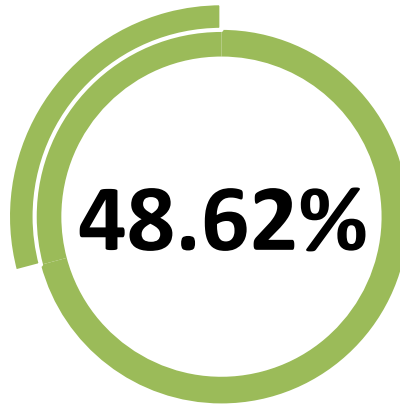


Outreach

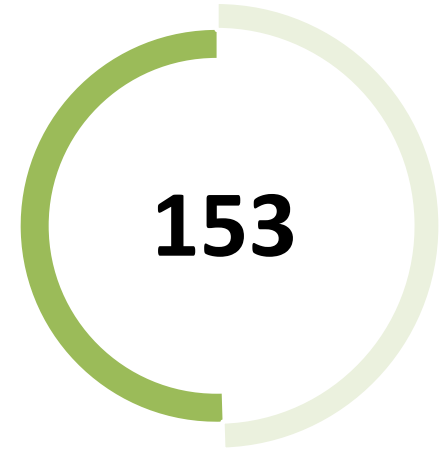
Complete 500 assessments for permanent supportive housing



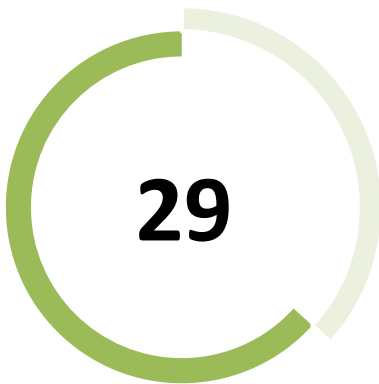
41% of people served will be people of color



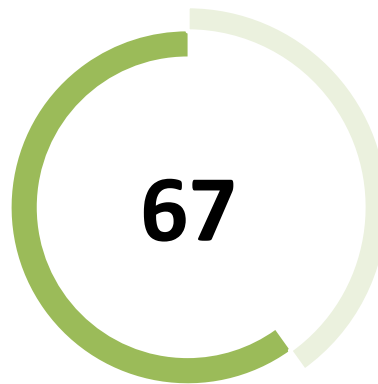
300 people provided a Ticket Home



50 people are navigated from the street to stable housing



100 people are navigated from the street to shelter

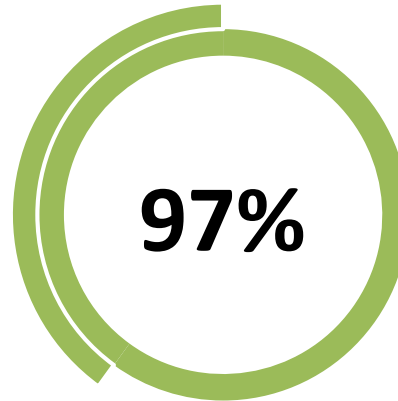


Permanent Supportive Housing

85% of Grant and Per Diem participants will exit to permanent housing



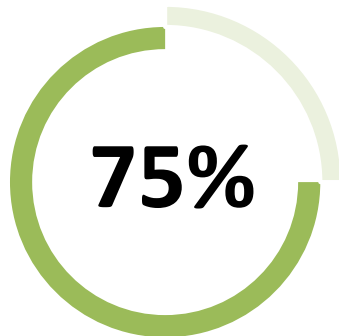
94% occupancy at the Barbara Maher



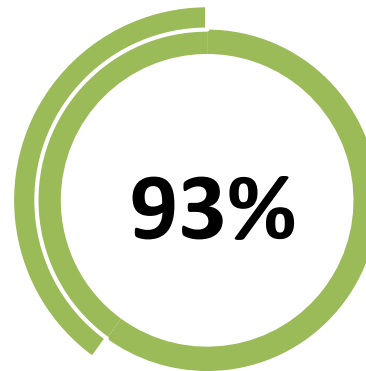
People of color will retain permanent housing at rates equal to or greater than white people



80% of all exits are into stable or permanent housing



90% occupancy at the Clark Center Annex

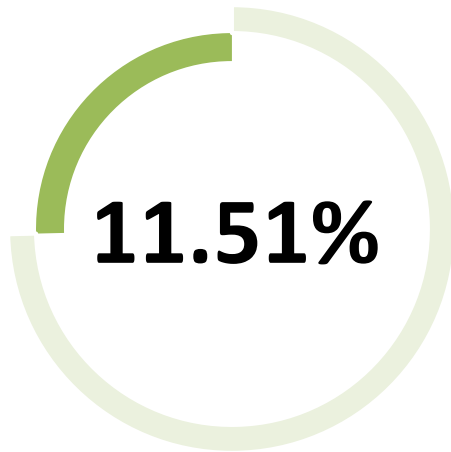


100% of units at LISAH are leased by June 1, 2020

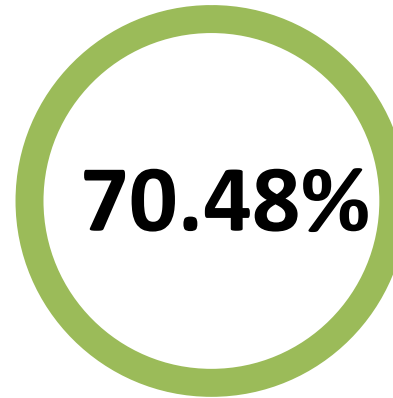


Rent Well

40% of those enrolled will be veterans



70% of Rent Well attendees will graduate



**Implement Rent Well
curriculum for first
time renters**

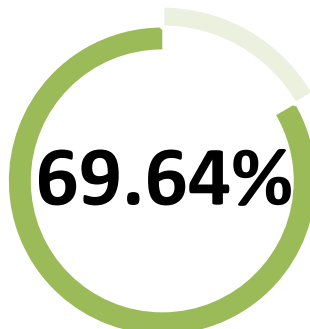
**5 agencies will deliver
Rent Well in Spanish**

Residential Shelters

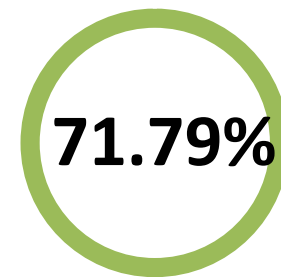
1300 participants will have a safe place to sleep



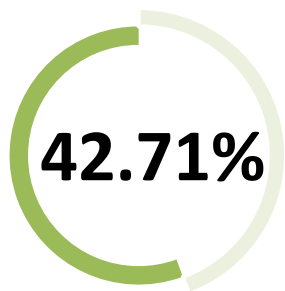
75% of guests will connect to a supportive service



70% of veterans will exit into permanent or stable housing from Doreen's Place



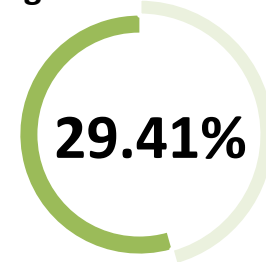
75% of guests will be assessed for Coordinated Access



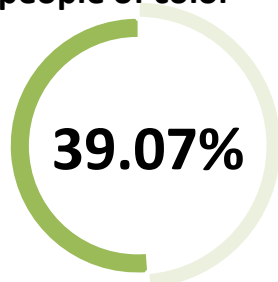
20% of guests will increase their incomes



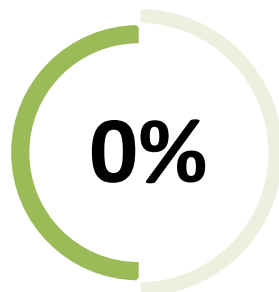
35% of corrections referrals will exit into permanent or stable housing from Jean's Place



41% of participants served will be people of color



15% decrease in drug and alcohol exclusions

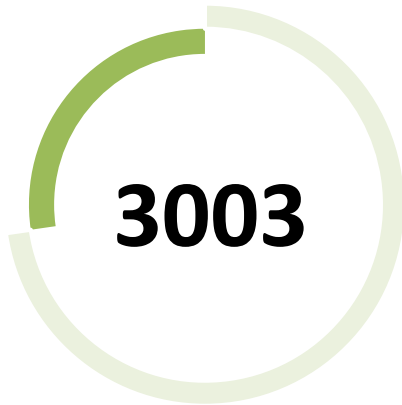


35% of corrections referrals will exit into permanent or stable housing from the Clark Center

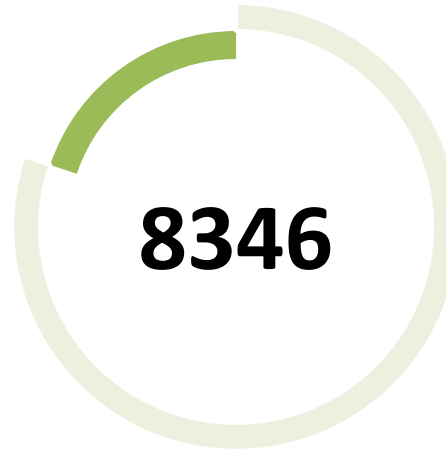


Resource Center

8,000 people will be served by the Resource Center



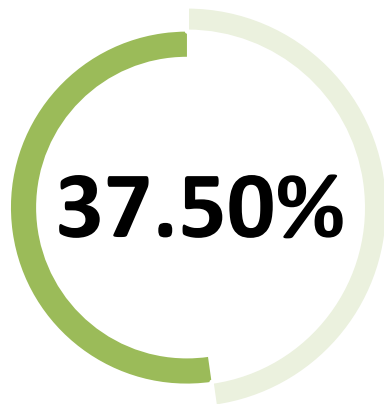
40,000 hygiene services will be provided



75% of those served report feeling very satisfied with the program and services



41% of participants served will be people of color

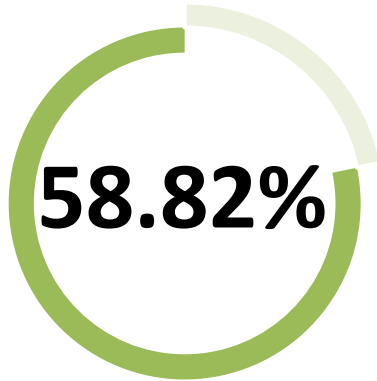


50% of participants will connect to a housing-focused support service



Retention Case Management

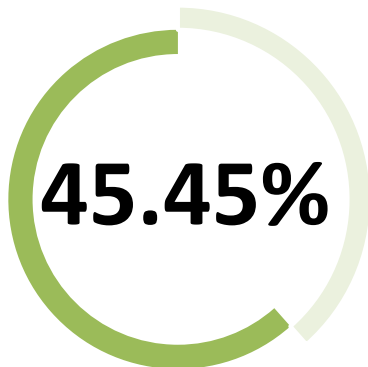
70% of people housed will remain in housing 12 months after our subsidy ends



95% of people in permanent supportive housing will retain their housing 12 months post placement



80% of people in a rapid rehousing program will retain their housing one year after our subsidy ends



People of color will retain permanent housing at rates equal to or greater than white people

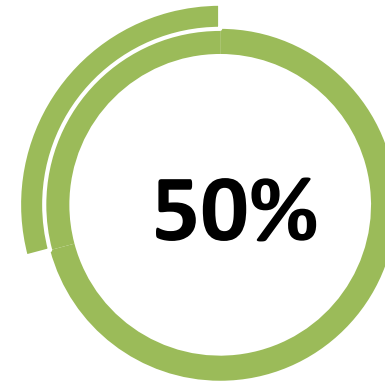


River District Navigation Center

10% of participants will exit to permanent or stable housing



41% of participants served will be people of color



80% of participants who complete a 90-day stay will leave with a valid state ID

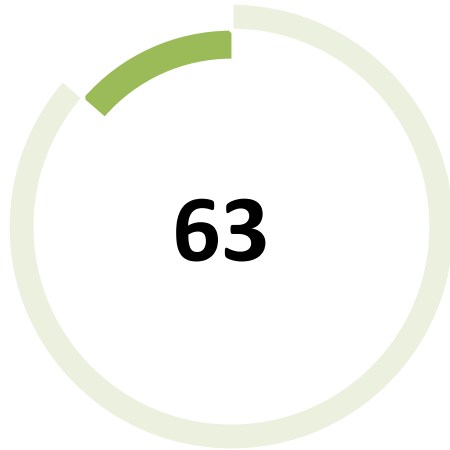


80% of participants will be connected to a medical service

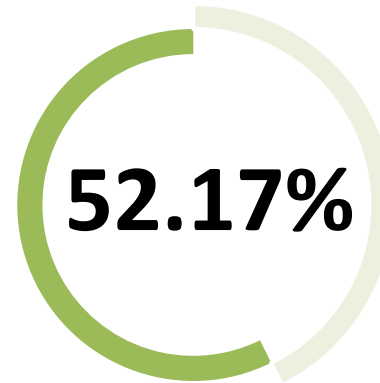


Veterans Case Management

400 veteran families will obtain housing



70% of people housed will remain in housing 12 months after our subsidy ends

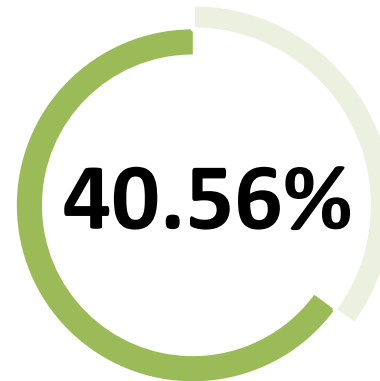


10% of veterans screened will achieve a positive outcome via Rapid Resolution/Diversion

41% of people placed into permanent housing will be people of color

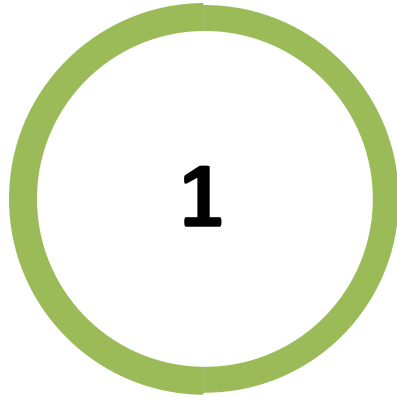


75% of veterans in shelter will be engaged in Veteran Services

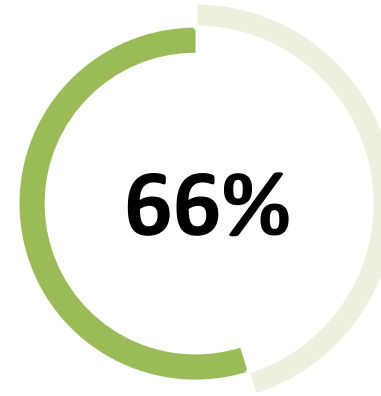


Quality Assurance

Audit one program subcontractor per quarter



**80% of households placed/retained in housing
are contacted for a follow up**



**Complete quarterly
internal audits of all
housing rent assistance
programs**

**New case managers are
trained in housing
department best
practices within 14
days of starting**

**Develop and implement a
comprehensive housing
department best
practices guide on
program policies,
procedures, and
expectations by October
1, 2019**