



# Performance Overview

HMIS Name: All Coordinated Assessment Projects  
Reporting Term: 07/01/2024 - 12/31/2024  
Coordinated Entry (CE): The gateway by which households' access projects in the system.

Number of Households Served

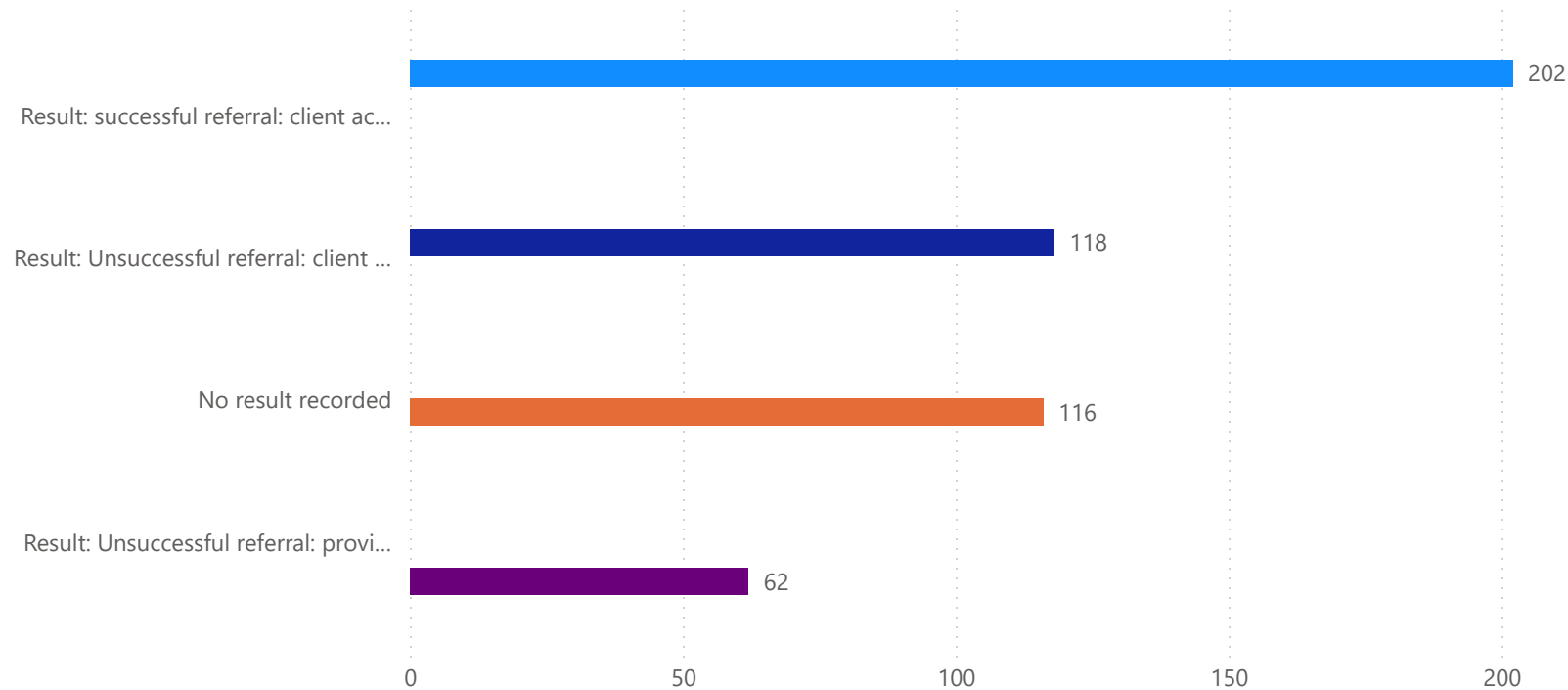
1189

Average Length of time from  
Assessment to Acceptance (Days)

34

Max: 30 Days

## Referral Results

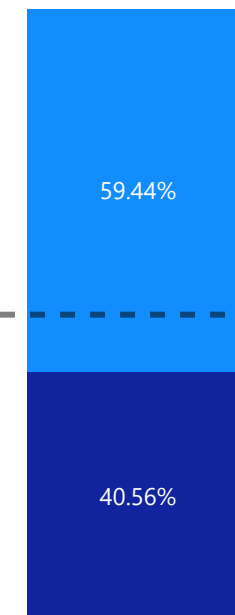


## % of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





# Spend Down Overview

HMIS Name: All Coordinated Entry (CA/CE) Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

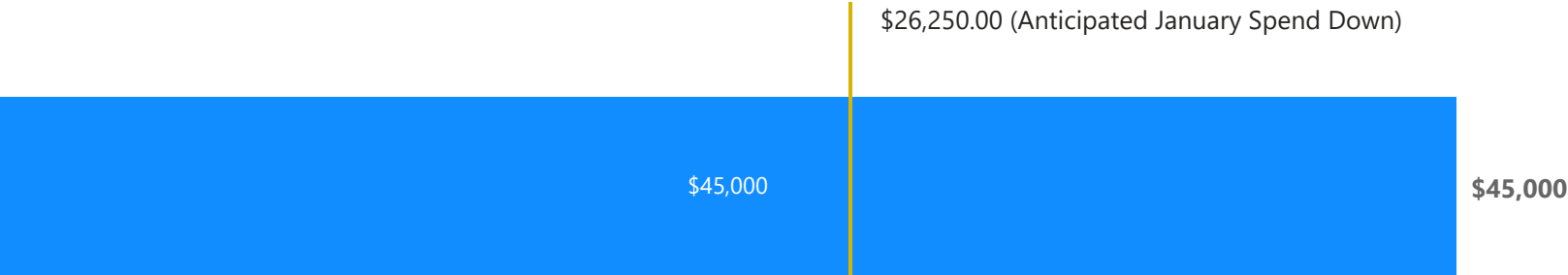
April

May

June

● Sum of Total Spent ● Sum of Total Remaining

SNAP--CE--Singles



\$26,250.00 (Anticipated January Spend Down)

CC--CA--HFCA



\$65,000

\$37,916.67 (Anticipated January Spend Down)



# Homeless Family Coordinated Assessment

HMIS Name: CC--CA--HFCA  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0761  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - HUD: Continuum of Care (CoC) - Supportive Services Only (SSO)

Number of Households Served

Projected Number: 377

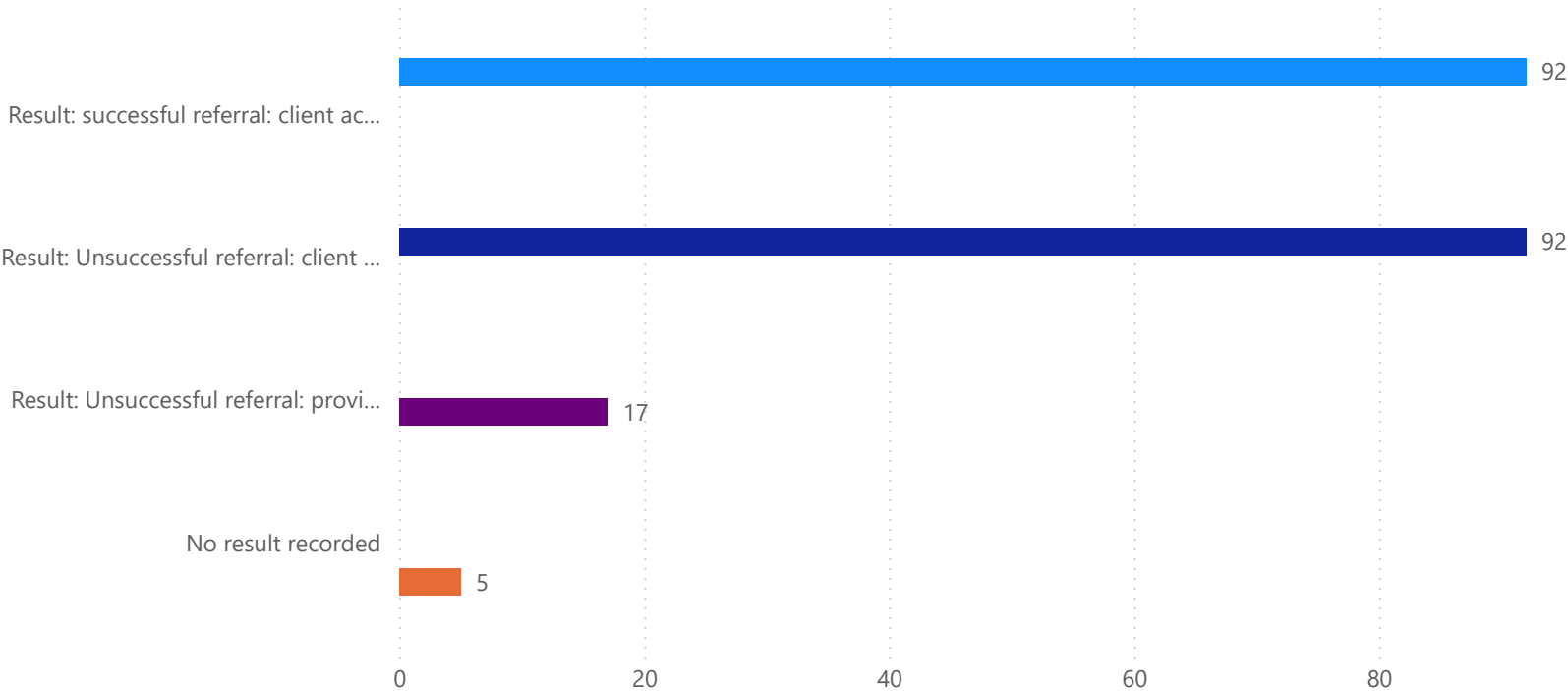
469

Average Length of time from  
Assessment to Acceptance (Days)

22

Max: 30 Days

Referral Results

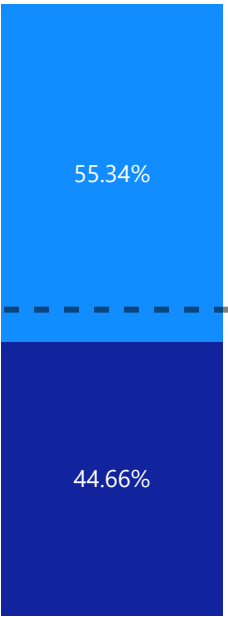


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





# Singles Coordinated Assessment

HMIS Name: SNAP--CE--Singles  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0704  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - HUD: Continuum of Care (CoC) - Supportive Services Only (SSO)

Number of Individuals Served

Projected Number: 300

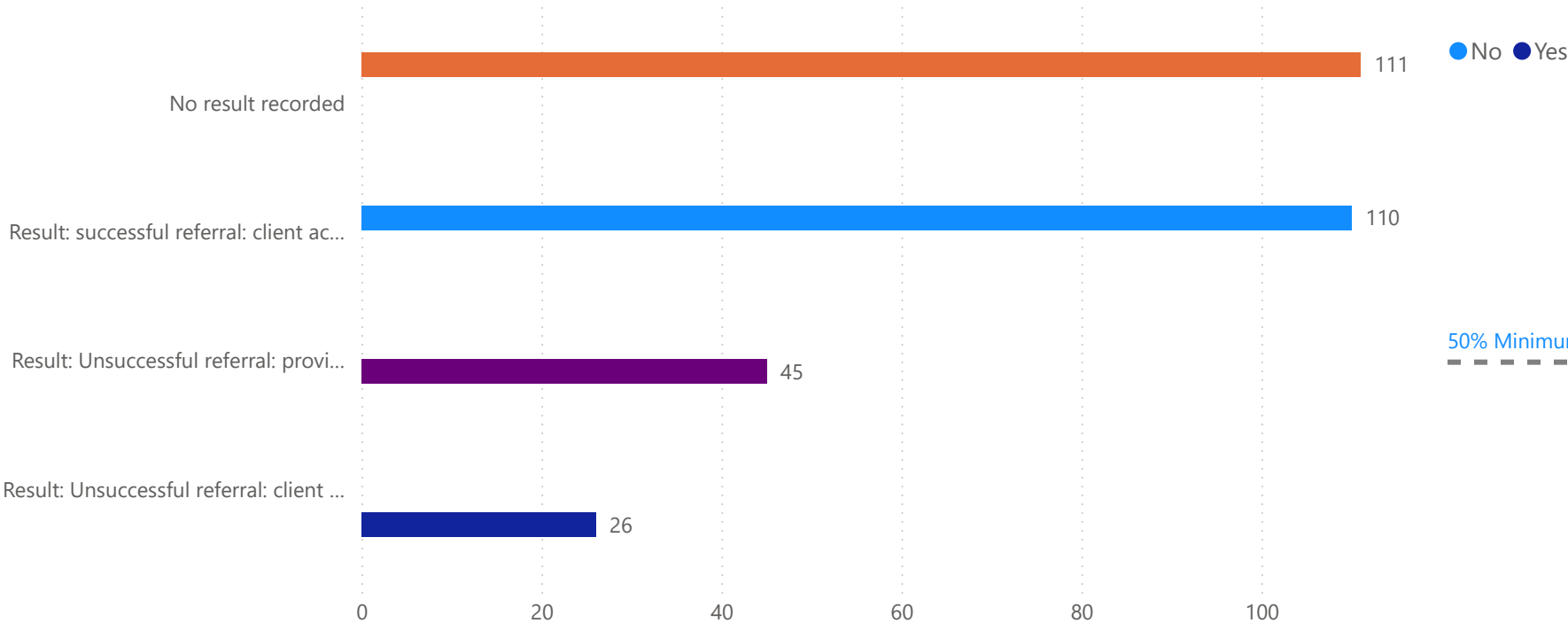
720

Average Length of time from  
Assessment to Acceptance (Days)

43

Max: 30 Days

Referral Results

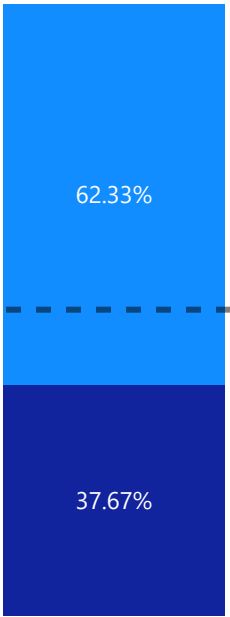


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





# Performance Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects  
Reporting Term: 07/01/2024 - 12/31/2024  
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

355

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

59

Max: 90 Days

Average Rate of Utilization

(Local Measure)

108%

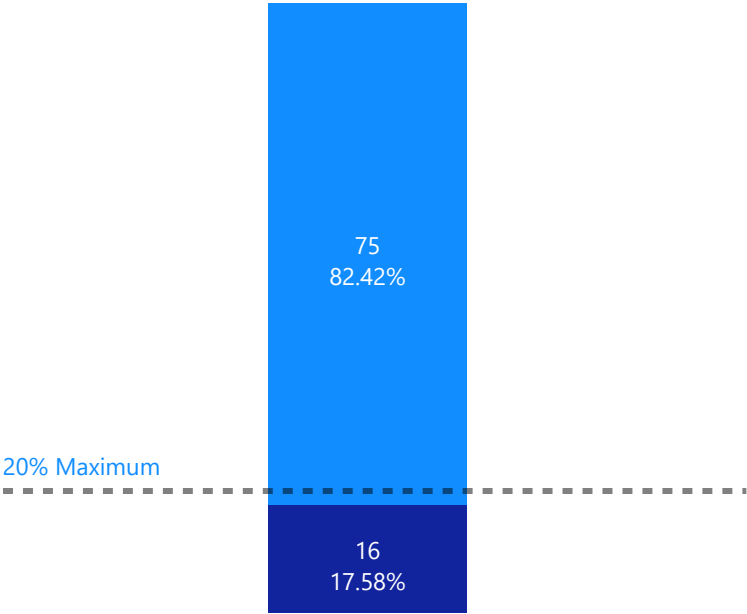
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

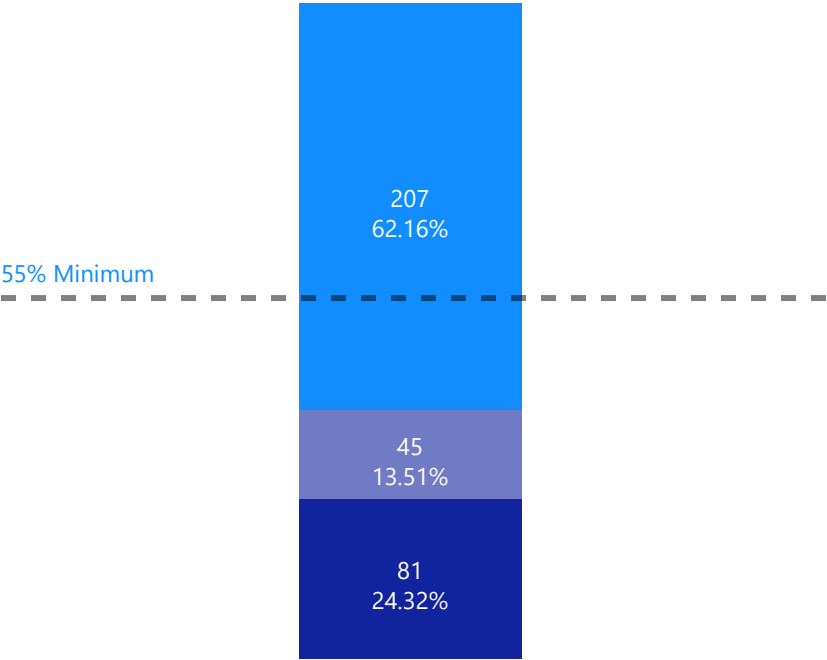
(SPM Metric 2b)

No Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Spend Down Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects

Q1

Q2



Q3

Q4

July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining

YWCA--ES--DV Shelter

\$219,244.14

\$258,822.08 (Anticipated January Spend Down)

\$224,450.86

\$443,695

VOA--ES--Crosswalk Youth Shelter

\$35,424.7

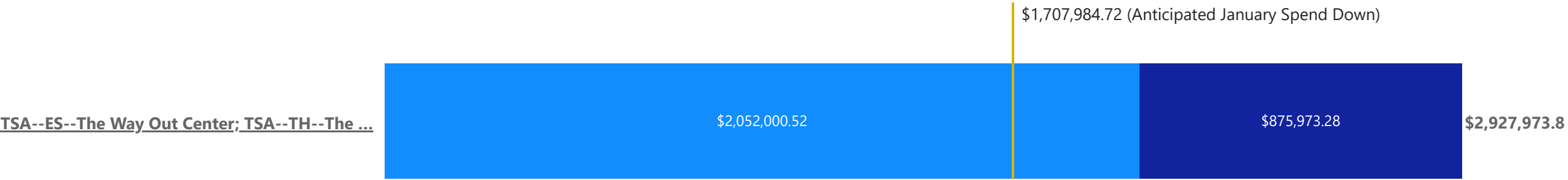
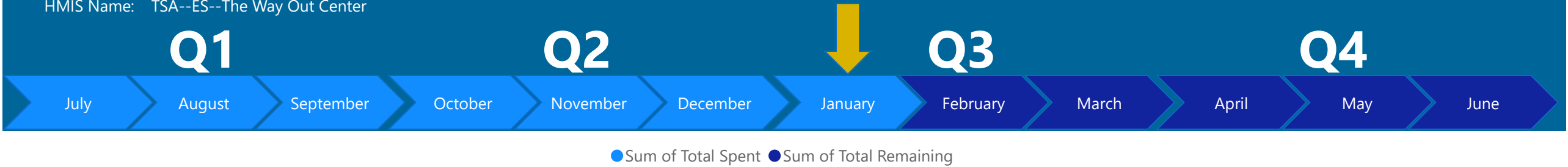
\$40,000

\$23,333.33 (Anticipated January Spend Down)



# Spend Down Overview

HMIS Name: TSA--ES--The Way Out Center





# The Way Out Shelter

HMIS Name: TSA--ES--The Way Out Center  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0038  
Contract Number of Beds: 6 and 11  
HMIS Total Number of Beds: 30

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - Spokane County: Homeless Housing Assistance Act (HHAA)

## Number of Individuals Served

Projected Number: 144

150

## Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

30

Max: 90 Days

## Average Rate of Utilization

(Local Measure)

151%

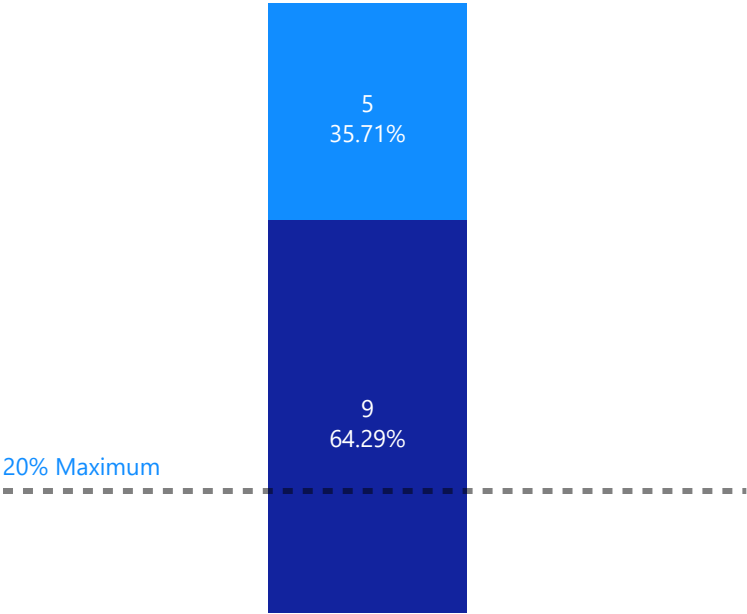
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

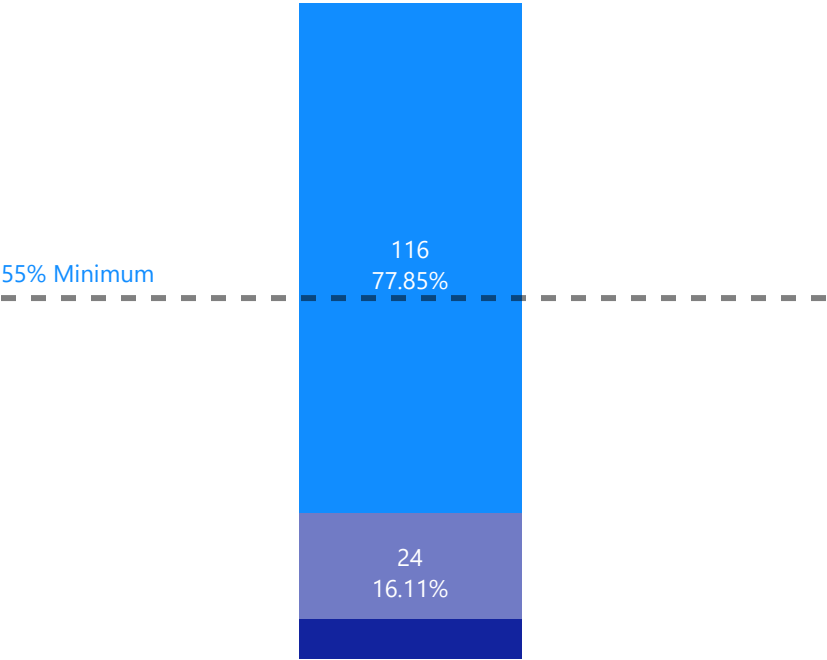
(SPM Metric 2b)

No Yes



### Exits to Permanent Housing

No No (Still Enrolled) Yes







# Crosswalk Youth Shelter

HMIS Name: VOA--ES--Crosswalk Youth Shelter  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0770  
Contract Number of Beds: 18  
HMIS Total Number of Beds: 18

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - Department of Health and Human Services (HHS): Runaway and Homeless Youth (RHY) - Basic Center Program
  - Commerce: Systems Demonstrations Grant (SDG)
  - Commerce: Consolidated Homeless Grant (CHG)

Number of Individuals Served  
Projected Number: 104

66

Length of Time Homeless in ES (Days)  
(SPM Metric 1a.1)

128  
Max: 90 Days

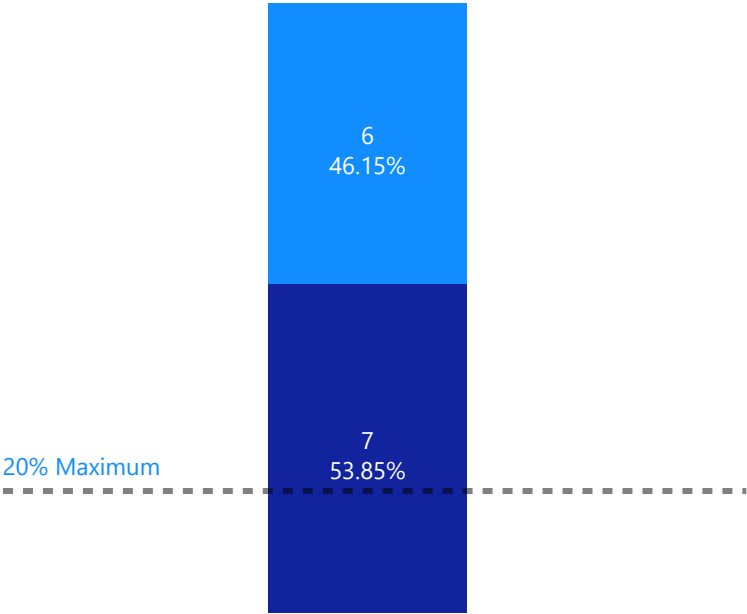
Average Rate of Utilization  
(Local Measure)

111%  
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

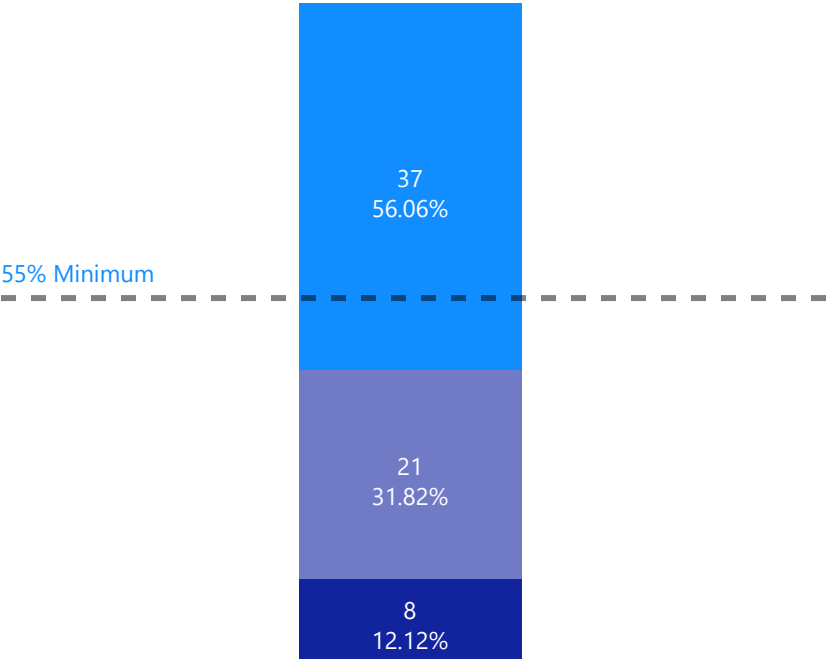
Returns to Homelessness  
(SPM Metric 2b)

No Yes



Exits to Permanent Housing

No No (Still Enrolled) Yes





# DV Shelter

HMIS Name: YWCA--ES--DV Shelter  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0778  
Contract Number of Beds: 72  
HMIS Total Number of Beds: 21

- Grants:
- Commerce: Systems Demonstration Grant (SDG)
  - Federal: American Rescue Plan Act (ARPA)
  - Commerce: Consolidated Homeless Grant (CHG)

## Number of Individuals Served

Projected Number: 48

139

## Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

61

Max: 90 Days

## Average Rate of Utilization

(Local Measure)

62%

Min: 85%

### Returns to Homelessness

(SPM Metric 2b)

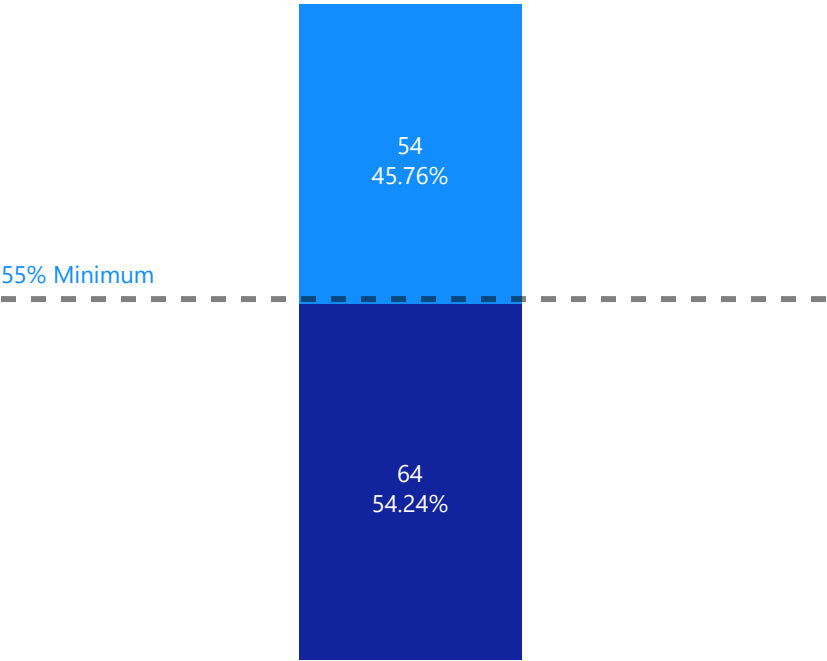
No



20% Maximum

### Exits to Permanent Housing

No Yes



55% Minimum



# DV Shelter

HMIS Name: YWCA--ES--DV Shelter  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0778  
Contract Number of Beds: 72  
HMIS Total Number of Beds: 21

Grants:

- Commerce: Systems Demonstration Grant (SDG)
- Federal: American Rescue Plan Act (ARPA)
- Commerce: Consolidated Homeless Grant (CHG)

Narrative regarding the **YWCA DV Shelter** HMIS QPR Report for **Q2** Reporting Period: **July 1, 2024 - December 31, 2024**

## **Grant OPR-2024-0778 (Emergency Shelter - Continuous Stay):**

"We are writing to provide clarification regarding the occupancy reporting system used to evaluate our shelter's performance, particularly as it relates to how we are assessed on our bed utilization. Currently, the tracking system is based on the number of primary beds occupied within our shelter. This system does not fully align with the way our program operates, specifically with regard to the allocation of rooms and beds for families. In our shelter, families are provided with private, separate rooms to ensure their privacy and dignity. For example, a family of two might occupy a room with four available beds. From a programmatic perspective, this room is considered fully occupied (100%), as it is being used by a family in need of housing. However, according to the city's rules, this would be considered only 50% occupied, as the room contains more beds than the number of family members residing in it. This discrepancy between the bed-count-based occupancy system and our operational model presents challenges in how our performance is perceived. While our shelter provides full accommodation for every family and ensures that they don't share a room, the occupancy system does not account for the actual usage of space in the way we manage it. As a result, we appear to have lower occupancy rates than we actually do, which could misrepresent our shelter's true effectiveness in providing housing. We respectfully request that this distinction be considered when evaluating our performance. Our program is focused on delivering high-quality services to survivors, and the occupancy system based solely on beds occupied does not fully reflect the impact or success of our efforts."

-- Jennifer Haynes-Harter, Director of Housing - YWCA Spokane



# Performance Overview

HMIS Name: All Emergency Shelter (Night-by-Night) Projects  
Reporting Term: 07/01/2024 - 12/31/2024  
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

806

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

97

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

11

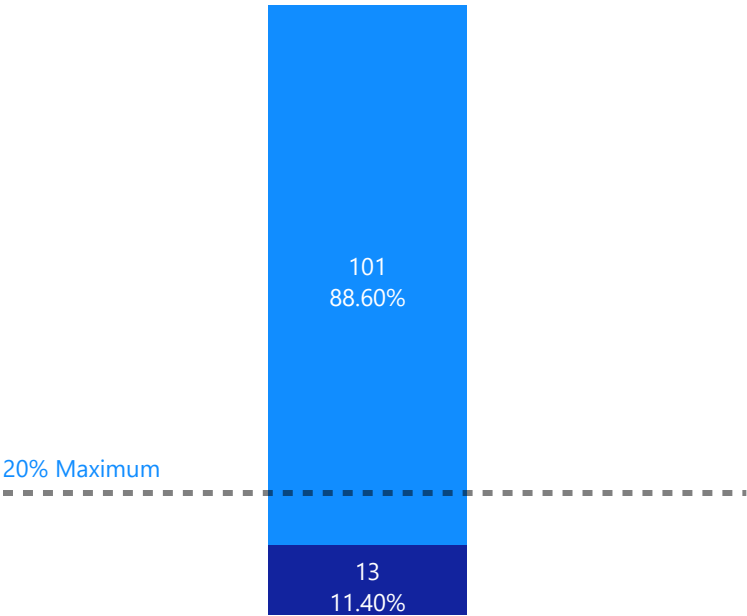
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

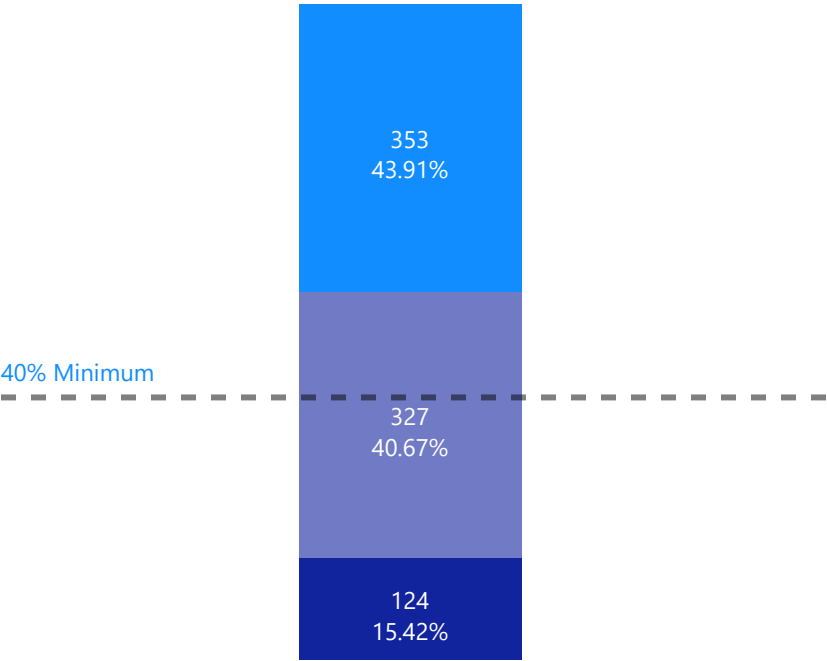
(SPM Metric 2b)

No Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Spend Down Overview

HMIS Name: All Emergency Shelter (Night-by-Night) Projects

Q1

Q2



Q3

Q4

July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining

VOA--ES--Hope House Shelter



\$758,333.33 (Anticipated January Spend Down)

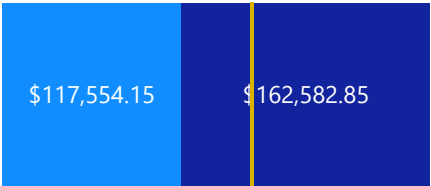
\$1,300,000

FPS--ES--Open Doors



\$780,000

CC--ES--HOC Shelter



\$280,137

\$455,000.00 (Anticipated January Spend Down)

\$163,413.25 (Anticipated January Spend Down)



# House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0753 and 2024-0696  
Contract Number of Beds: 6 and 11  
HMIS Total Number of Beds: 99

- Grants:
- City of Spokane: Human Services Grant (HSG)
  - HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)
  - Commerce: Systems Demonstration Grant (SDG)
  - Commerce: Consolidated Homeless Grant (CHG)

Number of Individuals Served

Projected Number: 144

306

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

132

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

4

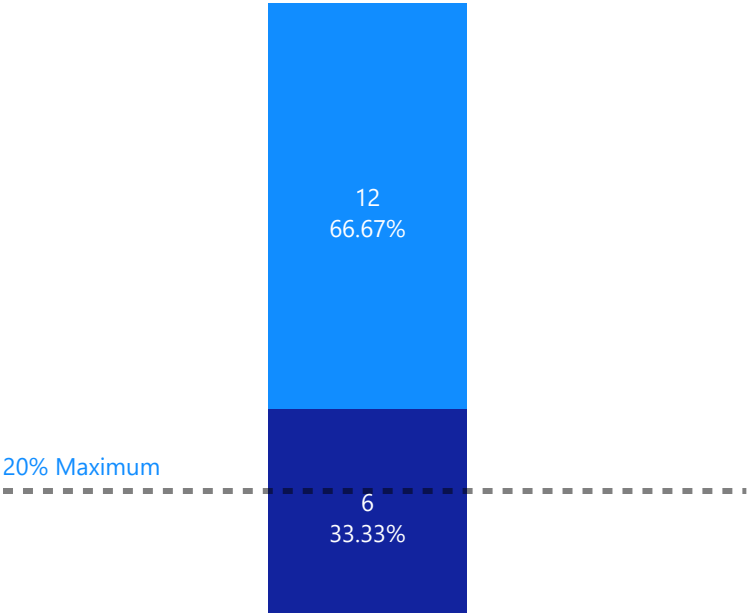
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

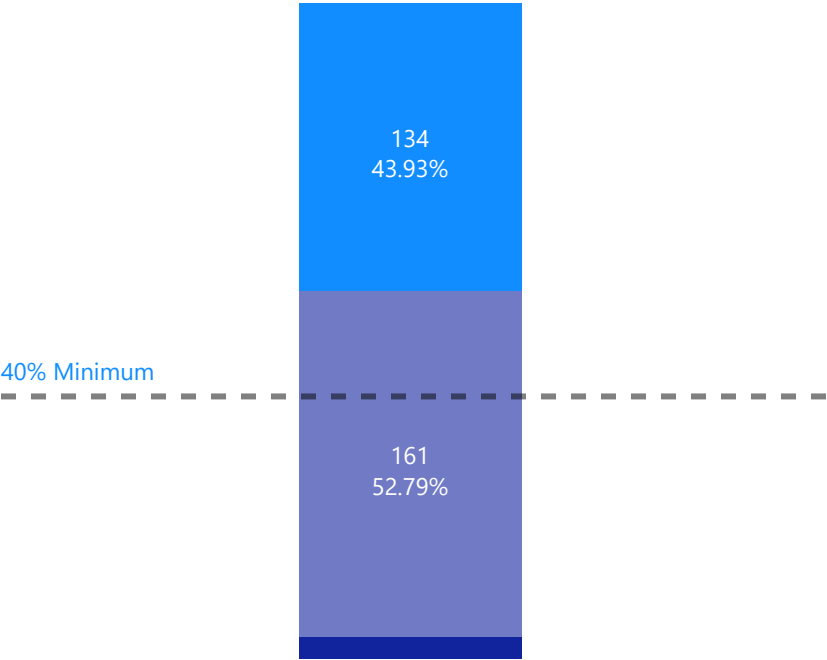
(SPM Metric 2b)

No Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0753 and 2024-0696  
Contract Number of Beds: 6 and 11  
HMIS Total Number of Beds: 99

Grants:

- City of Spokane: Human Services Grant (HSG)
- HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)
- Commerce: Systems Demonstration Grant (SDG)
- Commerce: Consolidated Homeless Grant (CHG)

Narrative regarding the **House of Charity Shelter** HMIS QPR Report for **Q2** Reporting Period: **July 1, 2024 - December 31, 2024**

## Grant OPR-2024-0753 and OPR-2024-0696 (Emergency Shelter - Night-by-Night):

- "**Individuals Served**: We served a significantly higher number of clients in our emergency shelter program than our contracted 72 beds—we served **306** with City HHOS funding.
- **Length of time homeless**: Clients are staying longer in our emergency shelter due to low vacancy rates, lack of affordable housing, and other significant rental challenges—making our average length of time in shelter above the 90-day mark at **132 days**.
- **Length of time to Engagement**: Our team works extremely hard to quickly engage clients as they enter our shelter, so our length of time to engagement is incredibly quick, at **4 days**.
- **Exits to Permanent housing** are below the 40% standard, coming in at **12.66%**. As mentioned above, we are serving a significantly higher number of clients than our contracted amount—each client with significant challenges in obtaining permanent housing which our team of skilled staff are diligently working to overcome in partnership with our clients.
- **Returns to homelessness** are slightly above the benchmark of 20% at **33.3%**. Our team works incredibly hard to help increase the stabilization factors for our clients as they leave our program into permanent housing and will continue to do so."

-- Brian Myers, Vice President of Shelter & Specialized Programs - Catholic Charities



# Open Doors Shelter

HMIS Name: FPS--ES--Open Doors  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0757  
Contract Number of Beds: 34  
HMIS Total Number of Beds: 55

- Grants:
- Commerce: Consolidated Homeless Grant (CHG)
  - City of Spokane: Human Services Grant (HSG)

## Number of Individuals Served

Projected Number: 102

193

## Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

58

Max: 90 Days

## Average Length of Time to Date of Engagement (Days)

4

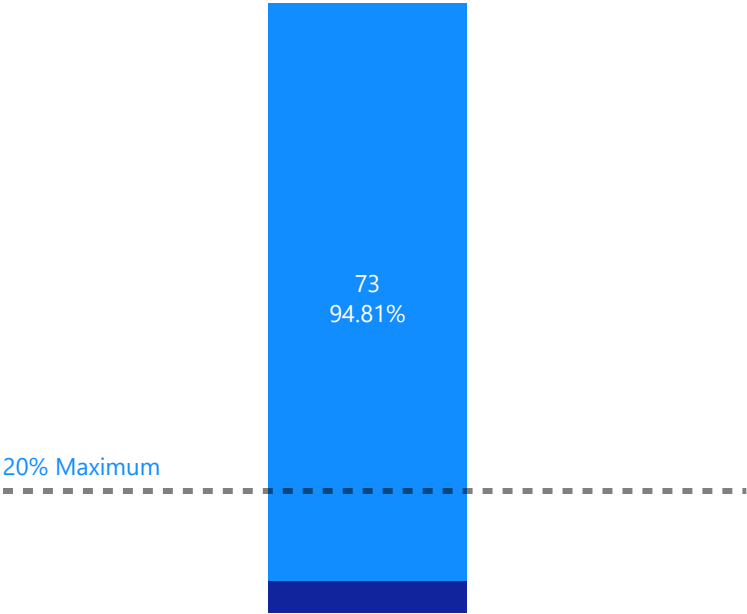
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

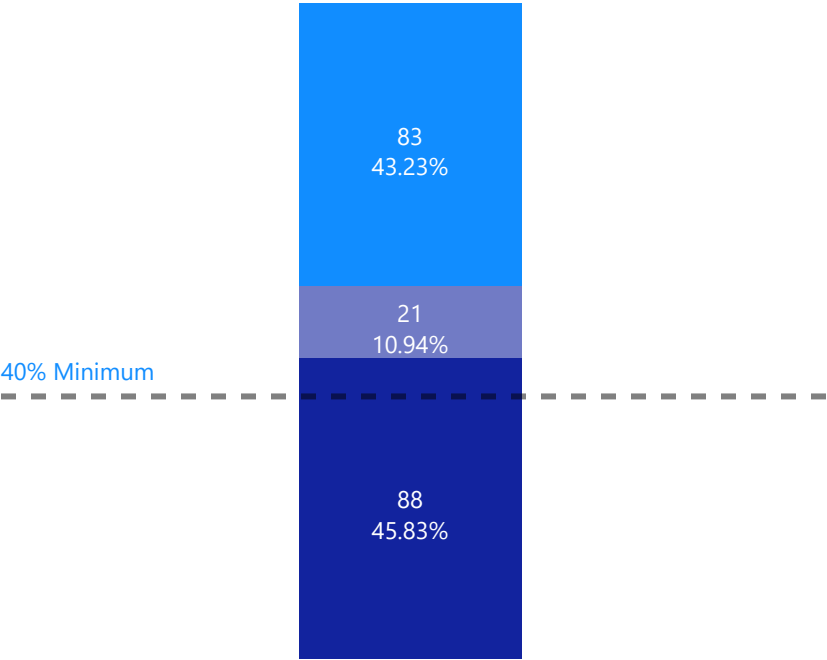
(SPM Metric 2b)

No Yes



### Exits to Permanent Housing

No No (Still Enrolled) Yes







# Hope House Shelter

HMIS Name: VOA--ES--Hope House Shelter  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0771  
Contract Number of Beds: 80  
HMIS Total Number of Beds: 80

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - Federal: American Rescue Plan Act (ARPA)

Number of Individuals Served

Projected Number: 400

307

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

88

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

15

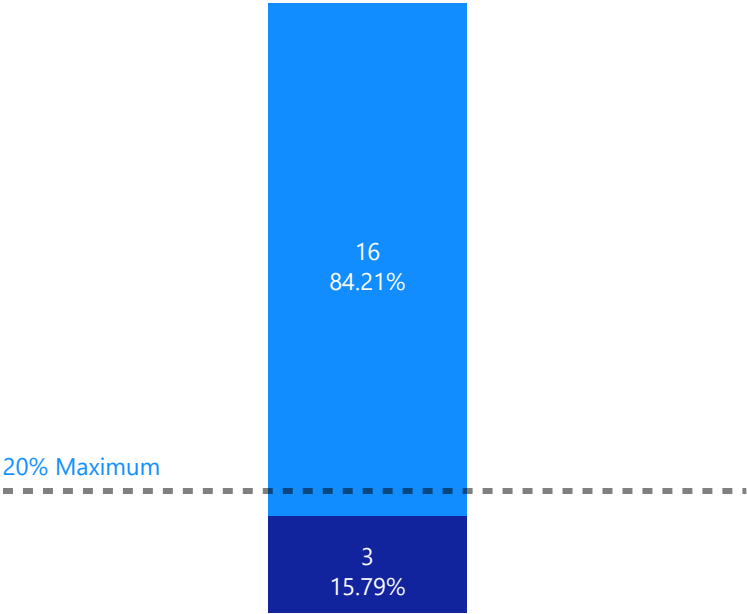
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

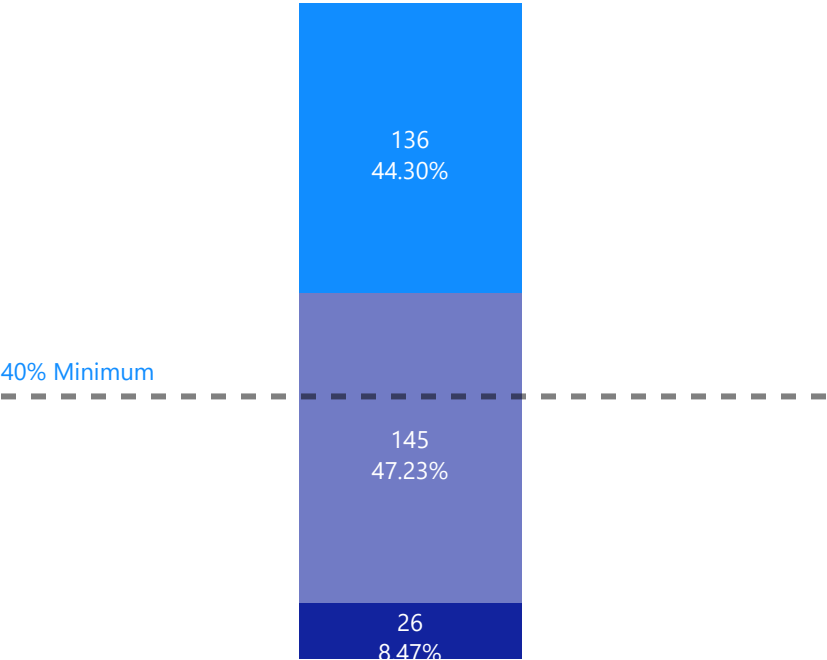
(SPM Metric 2b)

No Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Performance Overview

557

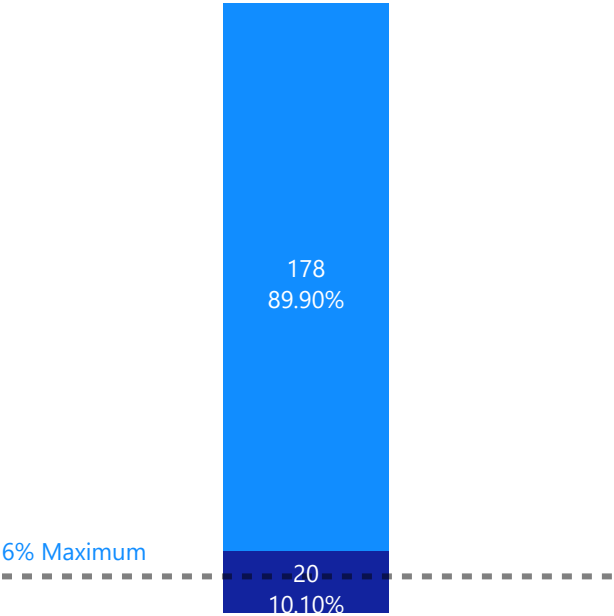
HMIS Name: All Homelessness Diversion Projects  
Reporting Term: 07/01/2024 - 12/31/2024  
Diversion: Project focus is on keeping households out of the traditional homeless system. Requires literal homelessness and typically very little financial assistance is paired with this intervention.

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

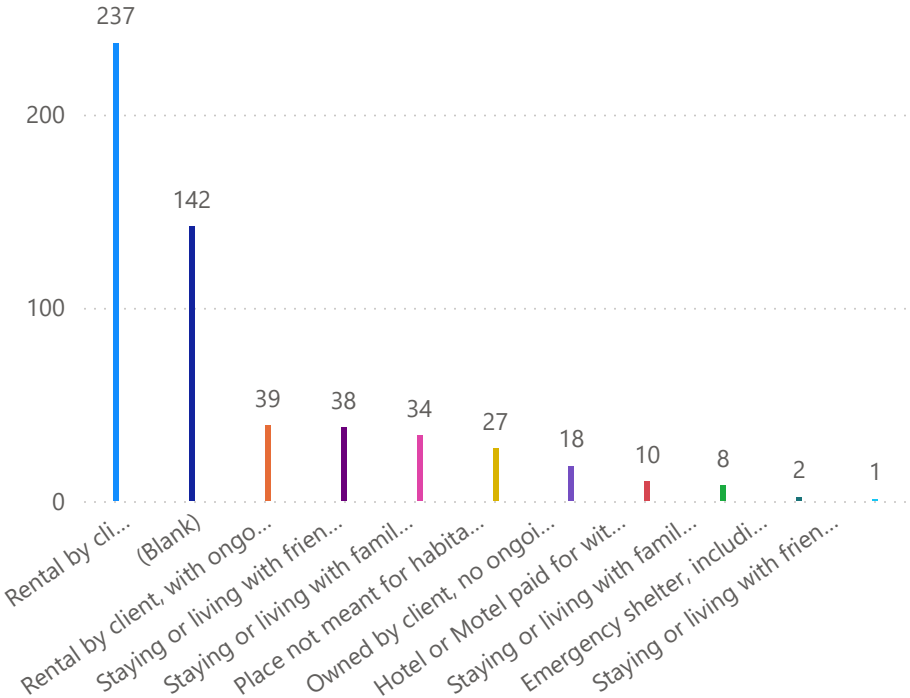
## Returns to Homelessness

(SPM Metric 2b)

● No ● Yes



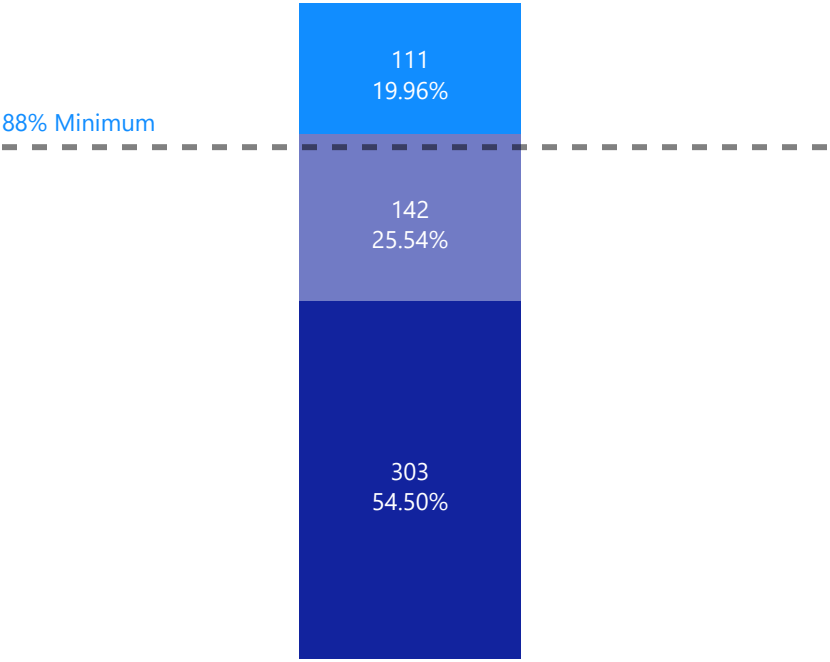
## Exit Destinations



## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes

88% Minimum





# Spend Down Overview

HMIS Name: All Homelessness Diversion Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

CC--SSO--City Diversion--City HHAA

\$88,196.66

\$92,750.00 (Anticipated January Spend Down)

\$70,803.34

\$159,000

SNAP--SSO--Singles Diversion

\$54,737.66

\$13,262.34

\$68,000

\$39,666.66 (Anticipated January Spend Down)



# SNAP Singles Diversion

80

HMIS Name: SNAP--SSO--Singles Diversion

Reporting Term: 07/01/2024 - 12/31/2024

OPR: 2024-0763

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

## Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)
- Commerce: Consolidated Homeless Grant (CHG) - Eviction Prevention (EP)

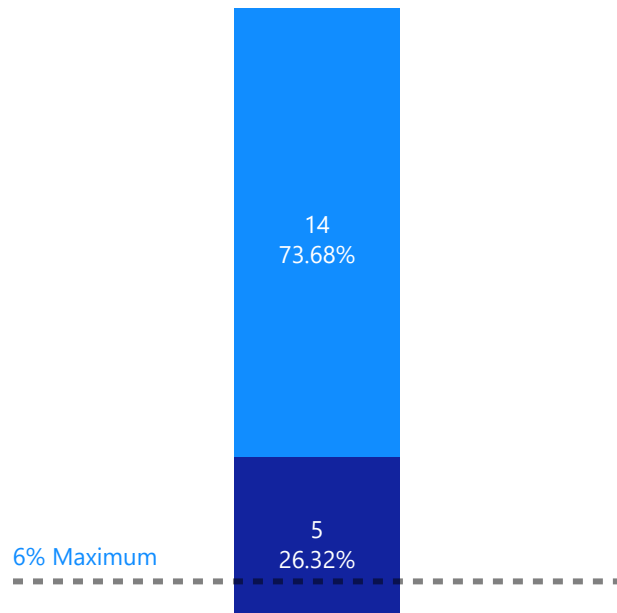
**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

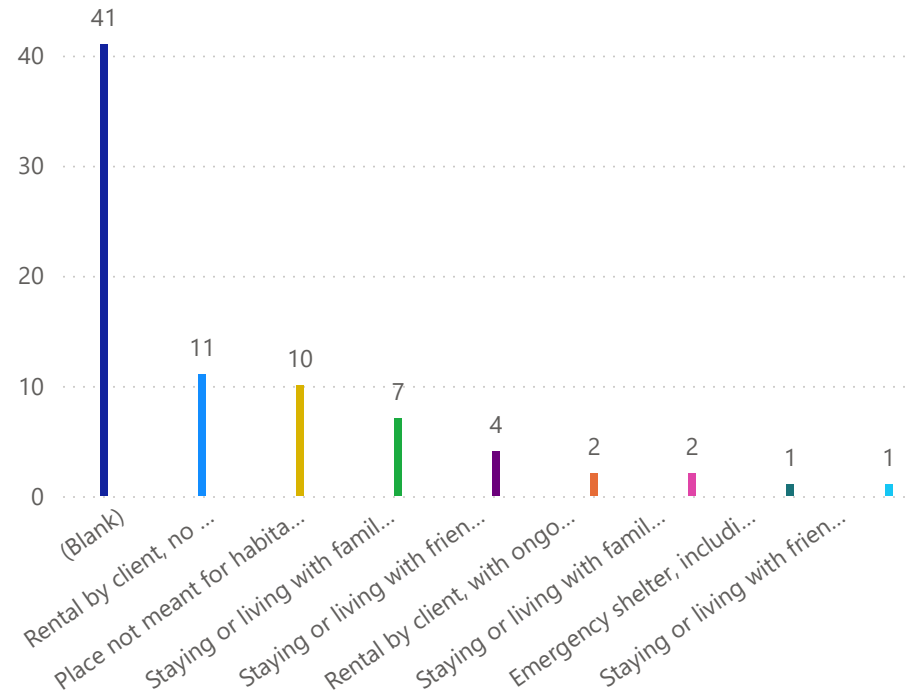
## Returns to Homelessness

(SPM Metric 2b)

● No ● Yes



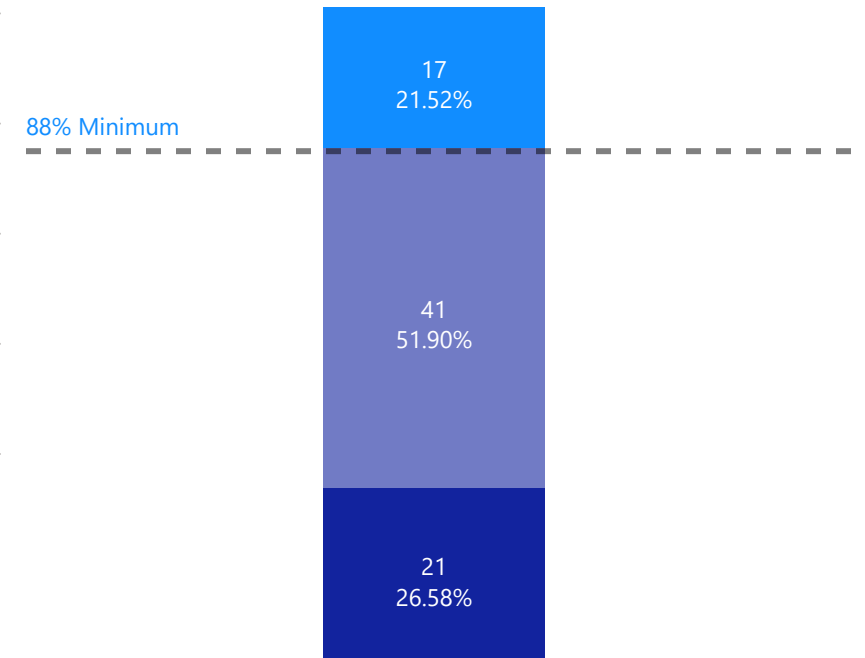
## Exit Destinations



## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes

88% Minimum





# Catholic Charities - Families Diversion

477

HMIS Name: CC--SSO--City Diversion--City HHAA

Reporting Term: 07/01/2024 - 12/31/2024

OPR: 2024-0695

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)

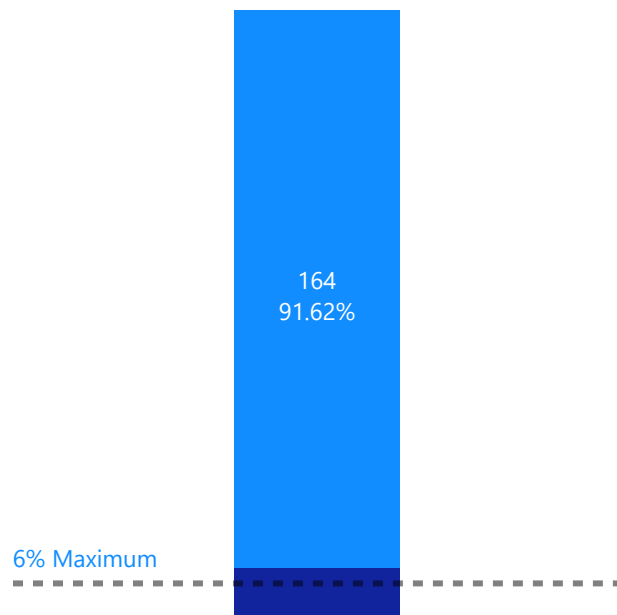
**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

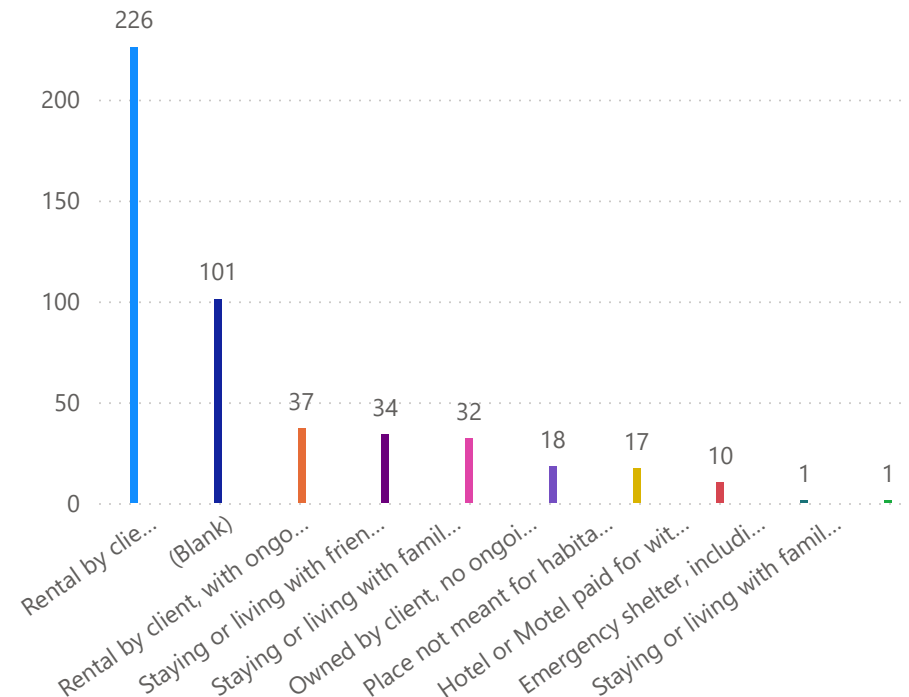
## Returns to Homelessness

(SPM Metric 2b)

● No ● Yes



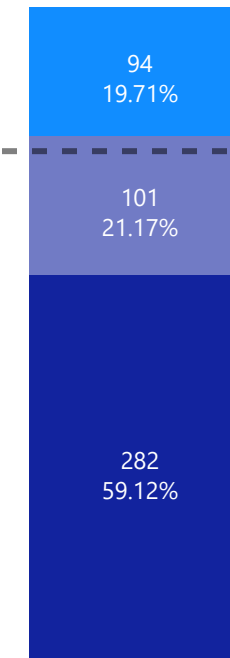
## Exit Destinations



## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes

88% Minimum



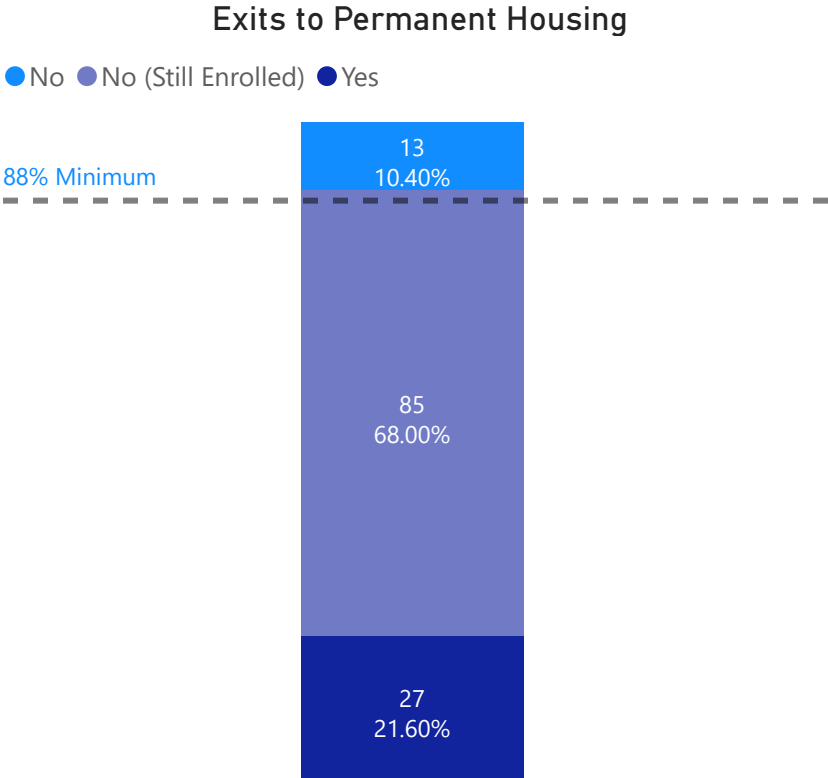
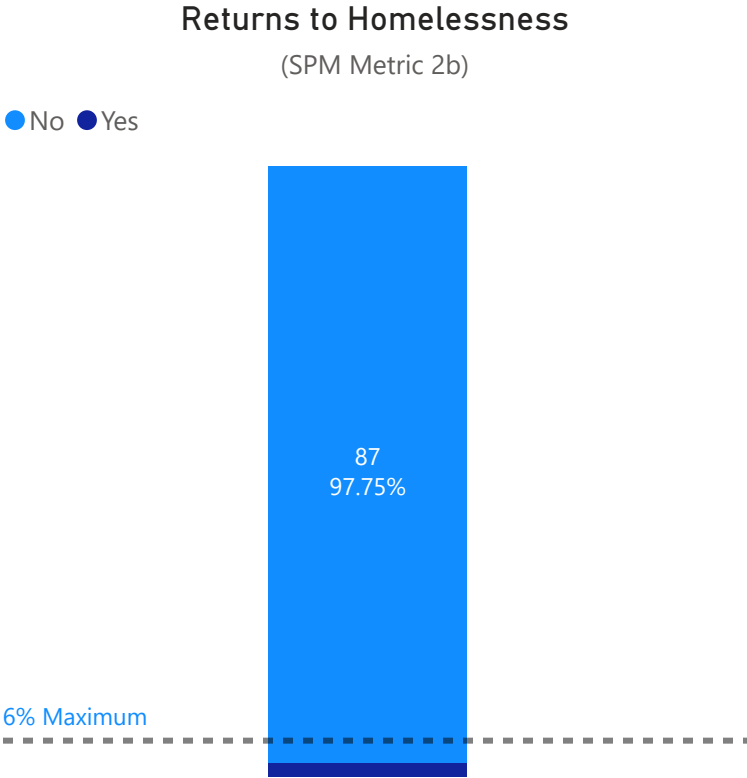


# Performance Overview

127

HMIS Name: All Homeless Prevention Projects  
Reporting Term: 07/01/2024 - 12/31/2024  
Eviction Prevention (EP): Households who are facing imminent legal eviction due to non-payment of rent. In addition to providing financial assistance, supportive services are also provided to ensure long term stability.

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.





# Spend Down Overview

HMIS Name: All Homeless Prevention Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

GI--HP--HEN FCS Bridge; GI--RRH--HEN FCS Br...



\$116,407.38 (Anticipated January Spend Down)

\$199,555.5

NRCC--HP--Esperanza--HSG



\$98,831

\$57,651.42 (Anticipated January Spend Down)



# Spend Down Overview

HMIS Name: GI--HP--HEN

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

GI--HP--HEN; GI--RRH--HEN

\$1,988,437.5

\$2,042,308.33 (Anticipated January Spend Down)

\$1,512,662.5

\$3,501,100





# HEN Foundational Community Support Bridge

6

HMIS Name: GI--HP--HEN FCS Bridge  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0758  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:  
• Commerce: System Demonstrations Grant (SDG) - Housing Essential Needs (HEN) Foundational Community Supports (FCS) Bridge

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

(SPM Metric 2b)

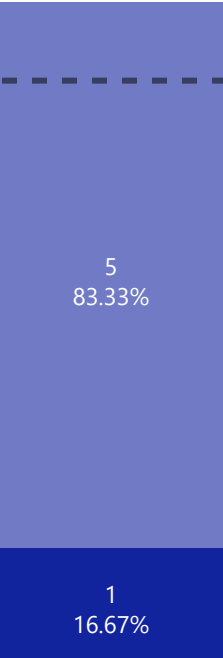
6% Maximum

There were no clients enrolled in the project two years prior. Metric 2b requires that there were clients enrolled 2 years prior to the reporting period, have exited to a PH (Permanent Housing) destination and then returned to an ES, TH, SO, and/or RRH project.

## Exits to Permanent Housing

● No (Still Enrolled) ● Yes

88% Minimum





# Housing and Essential Needs (HEN)

121

HMIS Name: GI--HP--HEN  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0759  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

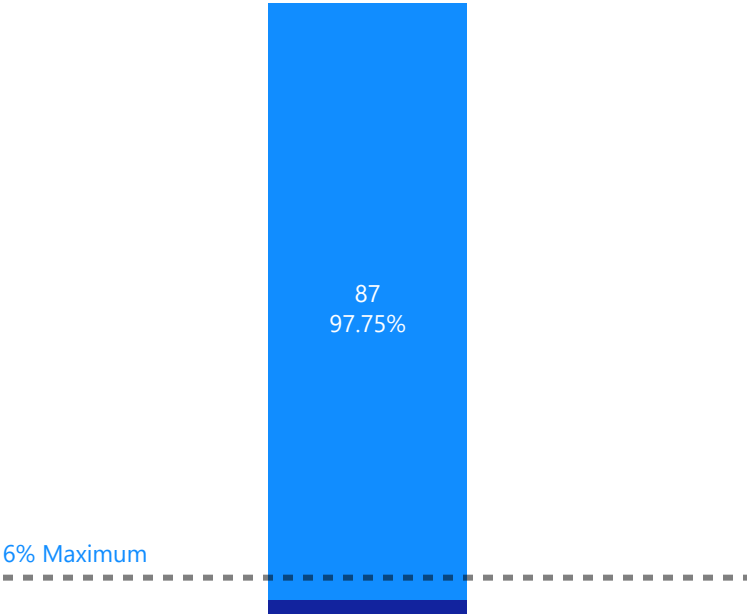
Grants:  
• Commerce: System Demonstrations Grant (SDG) - Housing Essential Needs (HEN)

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

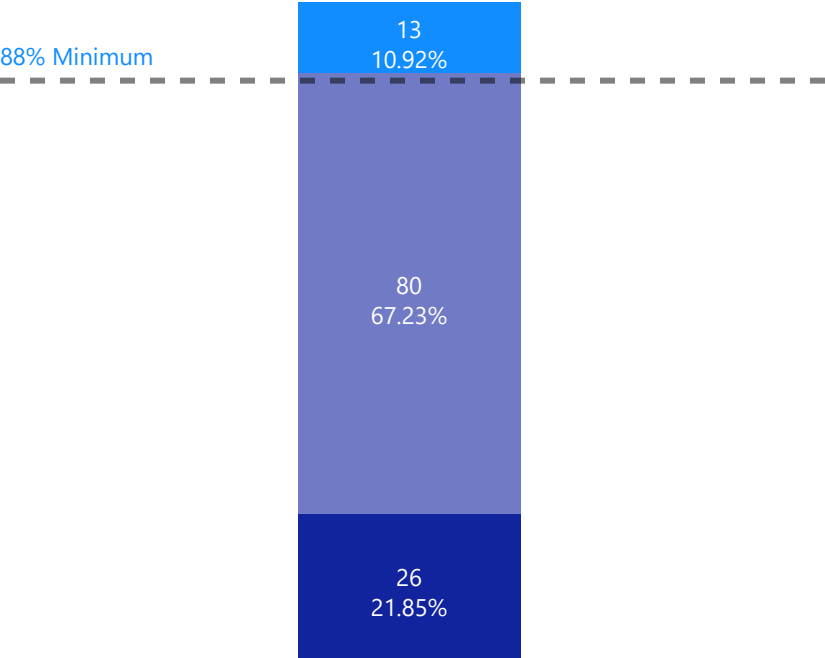
(SPM Metric 2b)

● No ● Yes



## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





# Esperanza

0

HMIS Name: NRCC--HP--Esperanza--HSG  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0774  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:  
• City of Spokane: Human Services Grant (HSG)

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

(SPM Metric 2b)



## Exits to Permanent Housing



There were no Clients enrolled in the project at time of the report, and these metrics only apply to clients that have exited the program.



# Performance Overview

HMIS Name: All Permanent Supportive Housing Projects  
Reporting Term: 07/01/2024 - 12/31/2024  
Permanent Supportive Housing (PSH): Permanent subsidy paired with case management. Most PSH Units offer a Housing Choice Voucher after one-year of successful tenancy. Units are pre-identified.

Number of Households Served

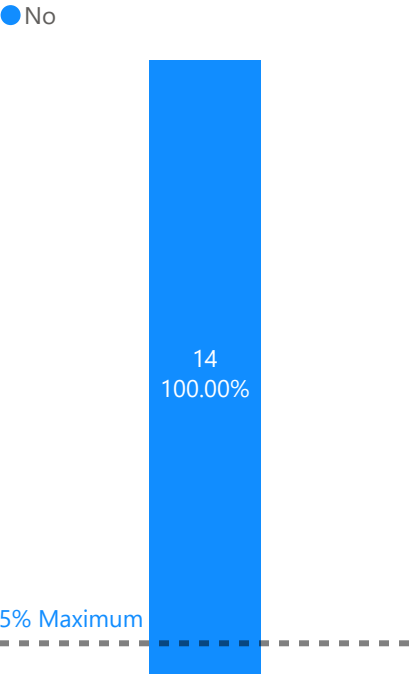
261

Average Rate of Utilization

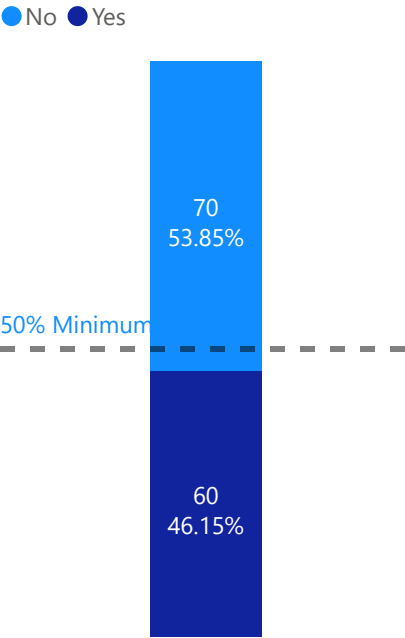
93%

Min: 85%

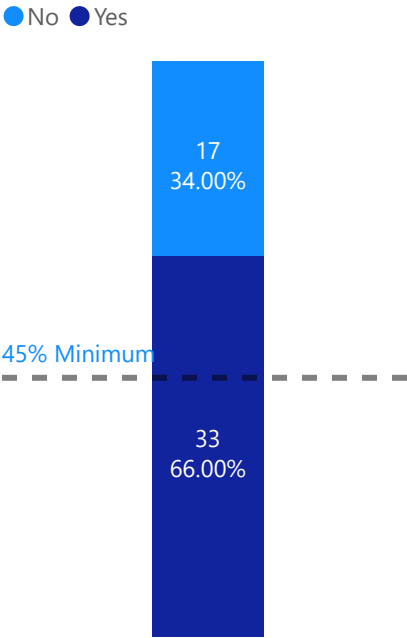
Returns to Homelessness  
(SPM Metric 2b)



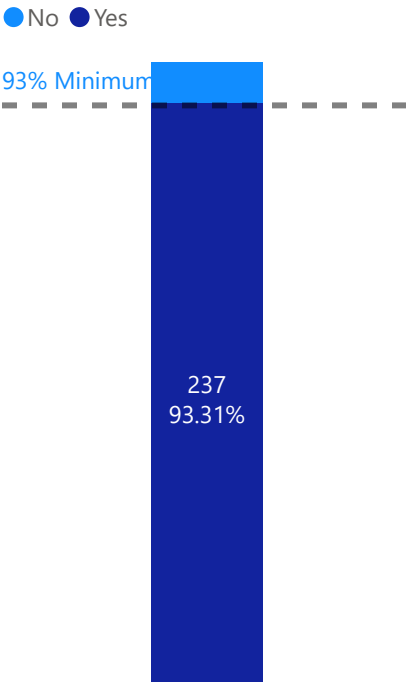
Employment and Income Growth for Stayers  
(SPM Metric 4.3)



Employment and Income Growth for Leavers  
(SPM Metric 4.6)



Exits to or Retention of Permanent Housing





# Spend Down Overview

HMIS Name: All Permanent Supportive Housing Projects

Q1

Q2

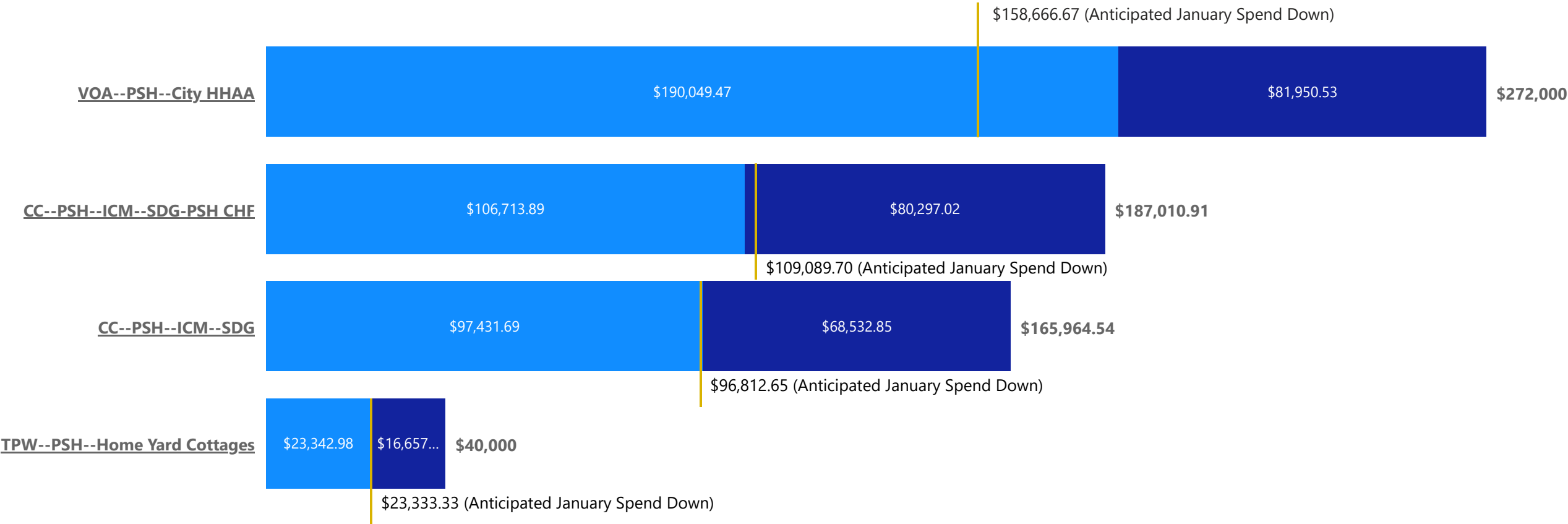


Q3

Q4

July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining





# Integrated Case Management (ICM)

53

Average Rate of Utilization

88%

Min: 85%

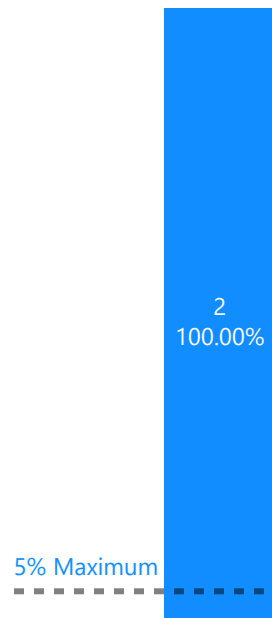
HMIS Name: CC--PSH--ICM--SDG  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0943  
Contract Number of Beds: 52  
HMIS Total Number of Beds: 52

Grants:  
• Commerce: Systems Demonstration Grant (SDG)

## Returns to Homelessness

(SPM Metric 2b)

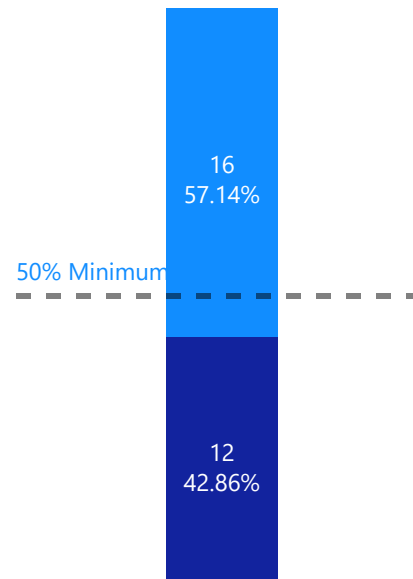
● No



## Employment and Income Growth for Stayers

(SPM Metric 4.3)

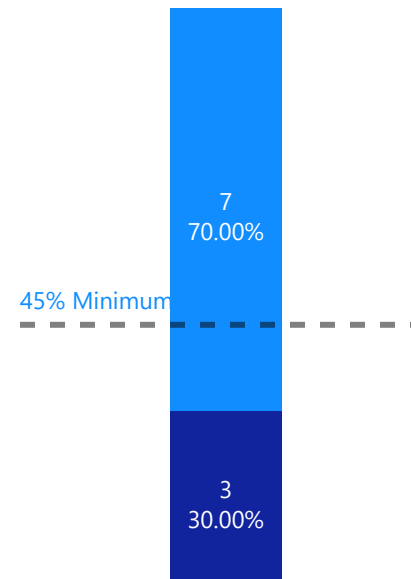
● No ● Yes



## Employment and Income Growth for Leavers

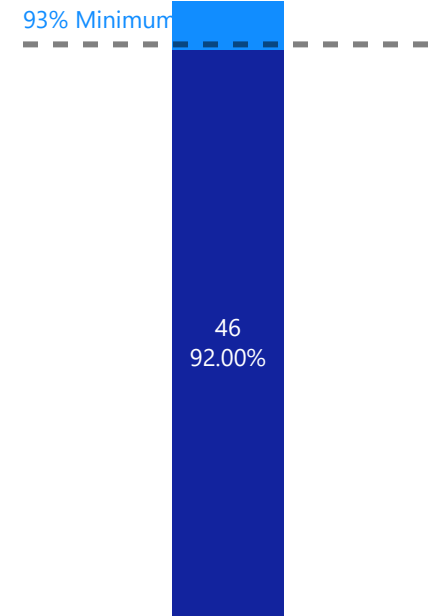
(SPM Metric 4.6)

● No ● Yes



## Exits to or Retention of Permanent Housing

● No ● Yes





# Integrated Case Management (ICM)

HMIS Name: CC--PSH--ICM--SDG  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0943  
Contract Number of Beds: 52  
HMIS Total Number of Beds: 52

Grants:  
• Commerce: Systems Demonstration Grant (SDG)

Narrative regarding the **Integrated Case Management (ICM)** HMIS QPR Report for **Q2** Reporting Period: **July 1, 2024 - December 31, 2024**

## **Grant OPR-2024-0943 (Permanent Supportive Housing):**

"The number generated by the City for Metric 4.6 is at 30%. The number we generated from our reports was 40%. The other income measure in the report, Metric 4.3, is at 42.86%. Those numbers are below our targets of 45% and 50%, respectively. We are focusing our Supported Employment resources to emphasize these projects to ensure that any of our clients in this project that are wanting to increase their income through work are able to do so. This also includes more advanced training and certification in benefits counseling so that clients are more able to comfortably explore work options without the worry of losing their benefits. We are also doing an analysis to ensure that all normal benefit increases are being received by residents and appropriately tracked in HMIS.

Our current number in metric 7b.2 is at 90.57%, which is below our target of 93%. One approach we are implementing that we believe will help with this metric is a coordinated multi-disciplinary system of increased outreach and engagement by our safety team, crisis response peer supports, and behavioral health supports, specifically for households that are in danger of possible housing loss due to lease violations. By leveraging all of these supports and by activating this team upstream of compliance issues, our hope is that we will be able to assist more families in accessing resources for issues when they first start to emerge, ultimately with the goal of maintaining their housing. We are also very intentionally working to ramp up our move-on strategy so that tenants will have an ability to move to other housing once they express wanting to pursue that option. A major part of this strategy - along with continuing the rental subsidy - is ensuring that supportive services are still available for participants who choose this approach. In our efforts to be responsive to our participant's feedback, we have been able to develop the capacity for this enhanced type of services after residents move, which we are hopeful will help residents feel more comfortable taking advantage of this opportunity. We will be keeping a very close eye on this metric as we move forward in the program year.

The other measures were at or exceeded our targets."

-- David Sackmann, Vice President, Stabilization Services - Catholic Charities



# ICM for Chronically Homeless Families

10

Average Rate of Utilization

94%

Min: 85%

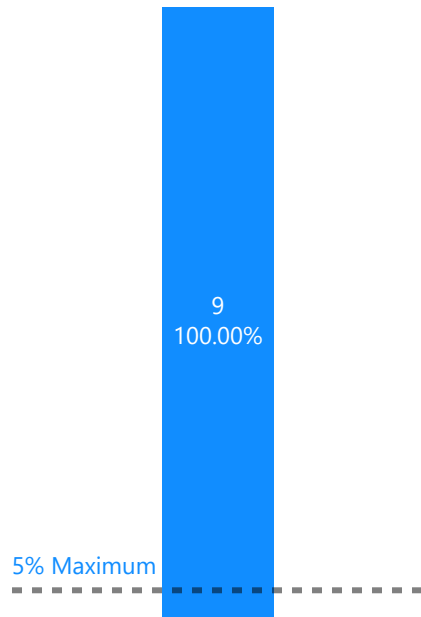
HMIS Name: CC--PSH--ICM--SDG-PSH CHF  
CC--PSH--CC--PSH--PSH for Families CHG (Consolidated Into ICM--SDG-PSH CHF)  
CC--PSH--PSH for Families County CHG (Consolidated Into ICM--SDG-PSH CHF)

Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0944  
Contract Number of Beds: 36  
HMIS Total Number of Beds: 36  
Grants:  
• Commerce: Systems Demonstration Grant (SDG) - Permanent Supportive Housing (PSH)

## Returns to Homelessness

(SPM Metric 2b)

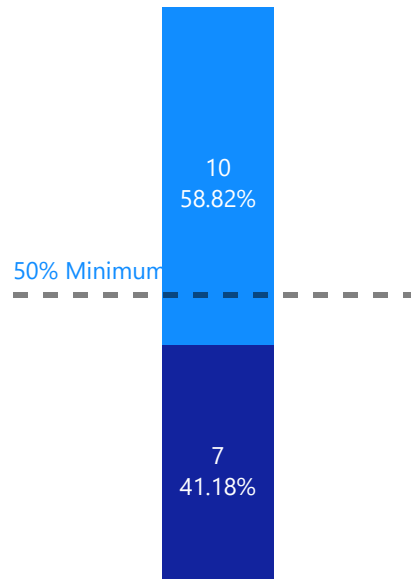
● No



## Employment and Income Growth for Stayers

(SPM Metric 4.3)

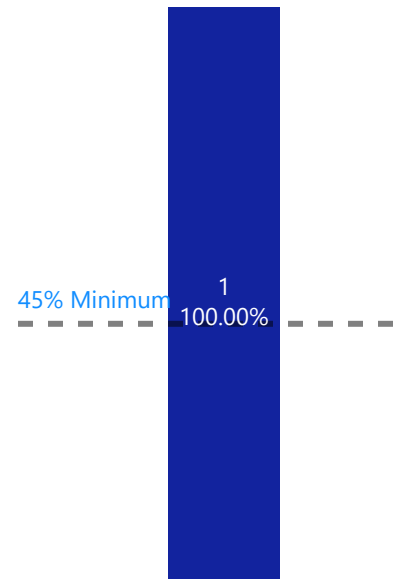
● No ● Yes



## Employment and Income Growth for Leavers

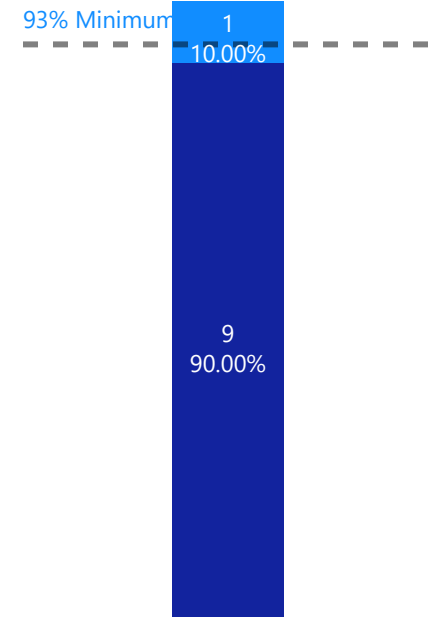
(SPM Metric 4.6)

● Yes



## Exits to or Retention of Permanent Housing

● No ● Yes







# ICM for Chronically Homeless Families

HMIS Name: CC--PSH--ICM--SDG-PSH CHF  
CC--PSH--CC--PSH--PSH for Families CHG (Consolidated Into ICM--SDG-PSH CHF)  
CC--PSH--PSH for Families County CHG (Consolidated Into ICM--SDG-PSH CHF)

Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0944  
Contract Number of Beds: 36  
HMIS Total Number of Beds: 36  
Grants:  
• Commerce: Systems Demonstration Grant (SDG) - Permanent Supportive Housing (PSH)

Narrative regarding the **ICM for Chronically Homeless Families** HMIS QPR Report for **Q2** Reporting Period: **July 1, 2024 - December 31, 2024**

## Grant OPR-2024-0944 (Permanent Supportive Housing):

"The number for Metric 4.3 is at 41.18%, which is below our target of 50%. We are focusing our Supported Employment resources to emphasize these projects to ensure that any of our clients in this project that are wanting to increase their income through work are able to do so. This also includes more advanced training and certification in benefits counseling so that clients are more able to comfortably explore work options without the worry of losing their benefits. We are also doing an analysis to ensure that all normal benefit increases are being received by residents and appropriately tracked in HMIS.

We are monitoring the rental assistance spending of this project and will begin to add households if we are able to sustain the rental assistance.

The other measures appear to be at or exceeding our targets."

-- David Sackmann, Vice President, Stabilization Services - Catholic Charities



# Home Yard Cottages

HMIS Name: TPW--PSH--Home Yard Cottages  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0765  
Contract Number of Beds: 30  
HMIS Total Number of Beds: 50

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - Commerce: Systems Demonstration Grant (SDG)

25

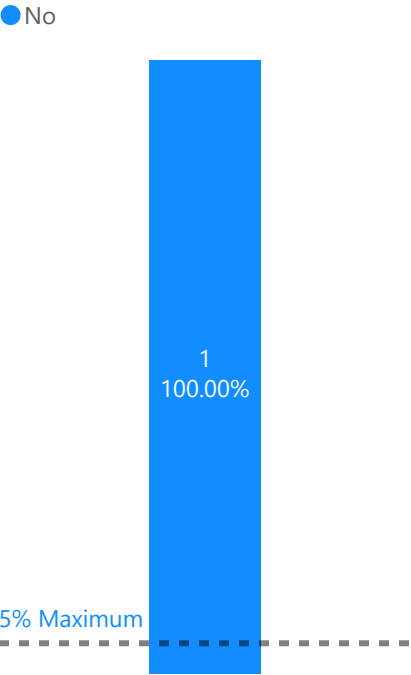
Average Rate of Utilization

112%

Min: 85%

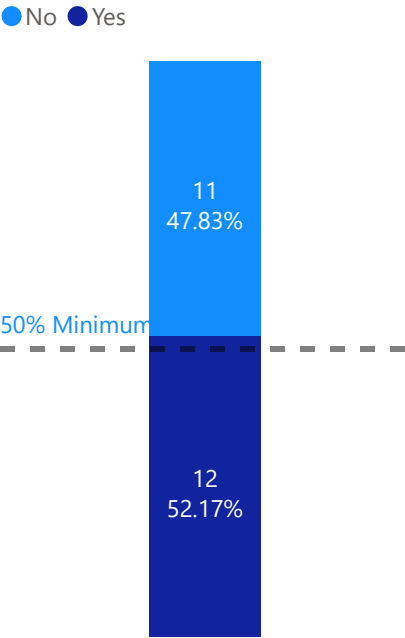
## Returns to Homelessness

(SPM Metric 2b)



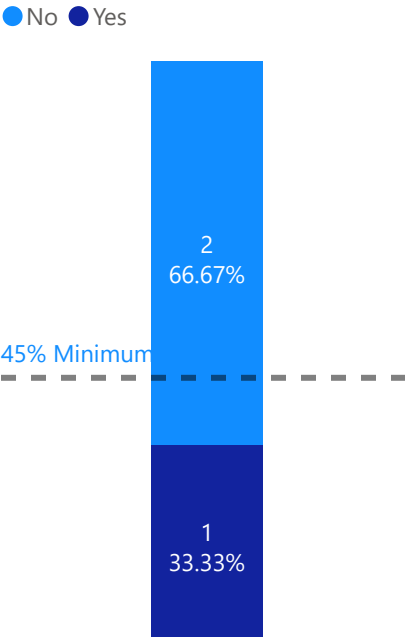
## Employment and Income Growth for Stayers

(SPM Metric 4.3)



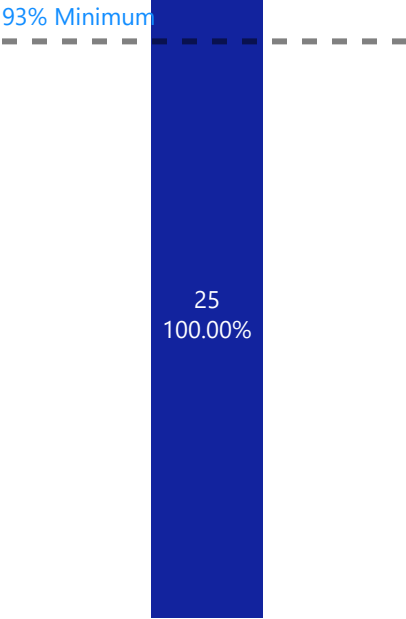
## Employment and Income Growth for Leavers

(SPM Metric 4.6)



## Exits to or Retention of Permanent Housing

● Yes





# Home Yard Cottages

HMIS Name: TPW--PSH--Home Yard Cottages  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0765  
Contract Number of Beds: 30  
HMIS Total Number of Beds: 50

Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)
- Commerce: Systems Demonstration Grant (SDG)

Narrative regarding the **Home Yard Cottages** HMIS QPR Report for **Q2** Reporting Period: **July 1, 2024 - December 31, 2024**

## **Grant OPR-2024-0765 (Permanent Supportive Housing):**

"Thank you all for your interest in our data. We are working on streamlining the reporting process we use at the Hearth. As we work to ensure accurate data points, the numbers may seem a bit off or rather puny. We serve many participants whose social, emotional, and physical needs vary from low support needs to high support needs. This does affect how we are able to complete and engage in data entry. The staff turnover we have experienced has contributed to those who are trained on these databases and those who need additional supports while learning.

We are working closely with the City to ensure all corrections of data sent are included in any QPR reports. If they are not able to be included in the current report, they will be in the next report, as these data sets are cumulative in nature."

-- Angela Amos, Transitions' Women's Hearth Program Director



# PSH - Scattered Sites

HMIS Name: VOA--PSH--Hope House East

VOA--PSH--Hope House West

VOA--PSH--The Marilee Apts

VOA--PSH--WA0511

VOA--PSH--WA0111 (Consolidated Into WA0511)

VOA--PSH--WA0457 (Consolidated Into WA0511)

VOA--PSH--WA0130

Reporting Term: 07/01/2024 - 12/31/2024

OPR: 2024-0769

Contract Number of Beds: 155

HMIS Total Number of Beds: 50

Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)
- HUD: Continuum of Care (CoC) - Permanent Supportive Housing (PSH)

173

Average Rate of Utilization

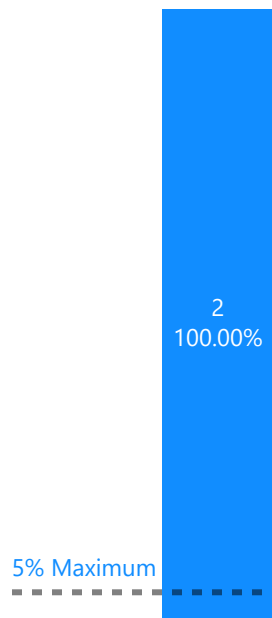
78%

Min: 85%

## Returns to Homelessness

(SPM Metric 2b)

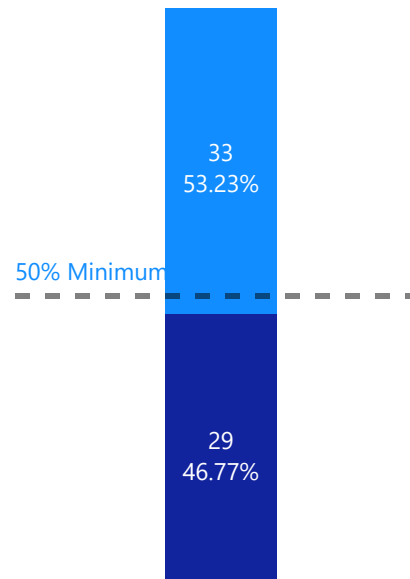
● No



## Employment and Income Growth for Stayers

(SPM Metric 4.3)

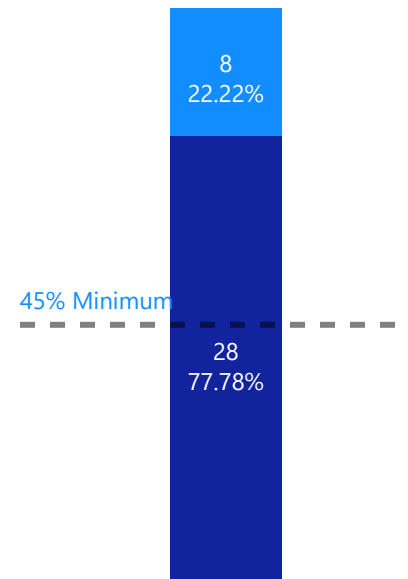
● No ● Yes



## Employment and Income Growth for Leavers

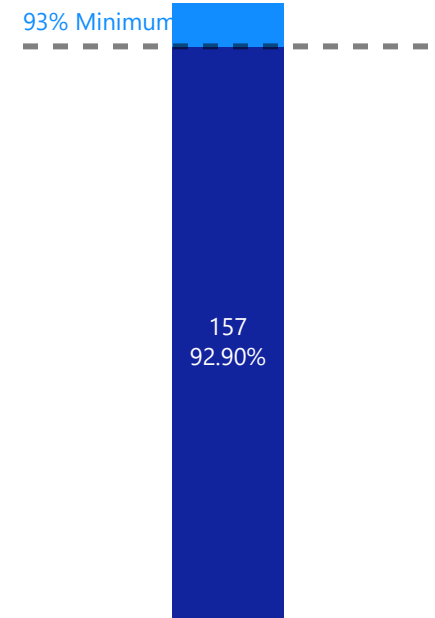
(SPM Metric 4.6)

● No ● Yes



## Exits to or Retention of Permanent Housing

● No ● Yes





# Performance Overview

HMIS Name: All Rapid Rehousing (RRH) Projects  
Reporting Term: 07/01/2024 - 12/31/2024  
Rapid Rehousing (RRH): Short to medium term rental assistance paired with case management. Households compete for housing in the open market as any other potential tenant

Number of Households Served

232

Number of Households Served Moved into Housing

157

Avg. # of Days from Enrollment to PH  
(Custom Metric)

102

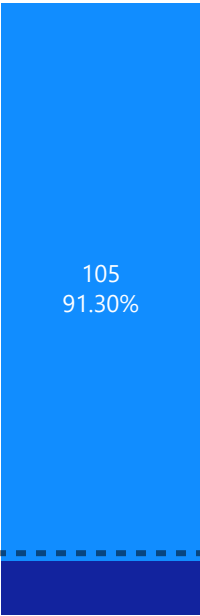
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

(SPM Metric 2b)

● No ● Yes

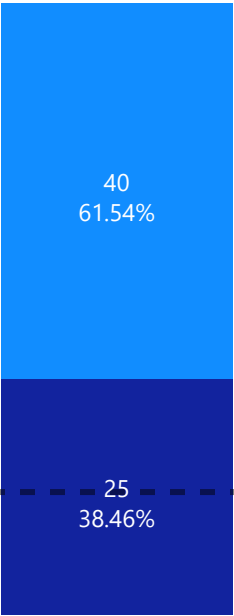


10% Maximum

## Employment and Income Growth

(SPM Metric 4.6)

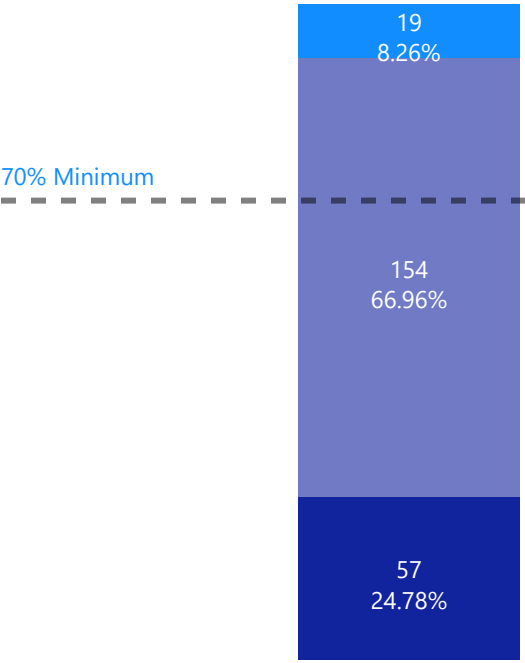
● No ● Yes



20% Minimum

## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



70% Minimum



# Spend Down Overview

HMIS Name: All Rapid Rehousing (RRH) Projects

Q1

Q2



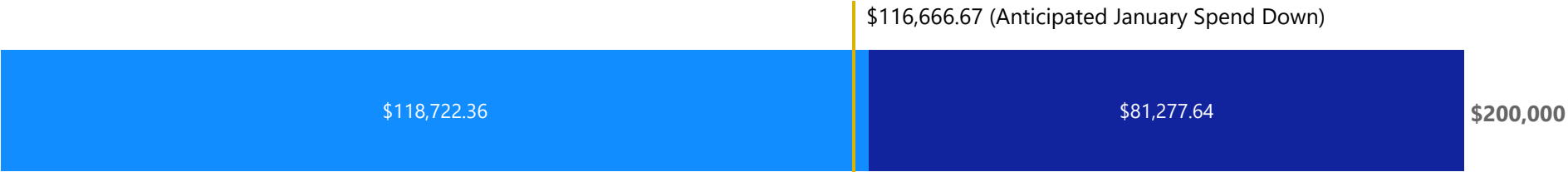
Q3

Q4

July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining

SNAP--RRH--Singles--City HSG



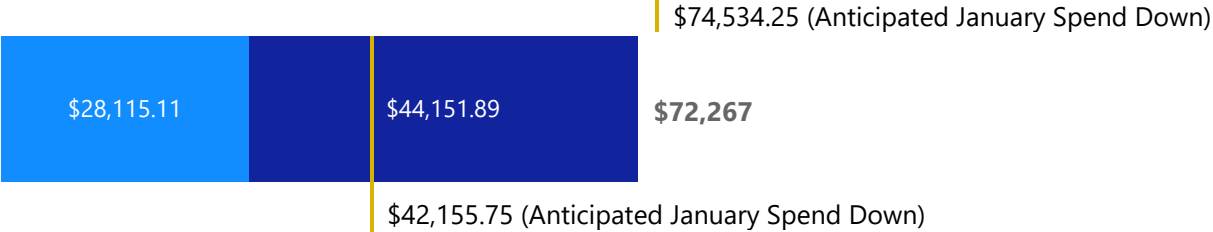
GI--HP--HEN FCS Bridge; GI--RRH--HEN FCS Br...



CC--RRH--Families--HSG



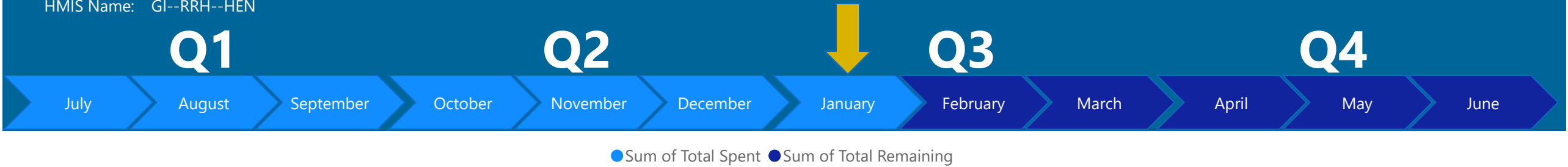
CC--RRH--Families--City ESG



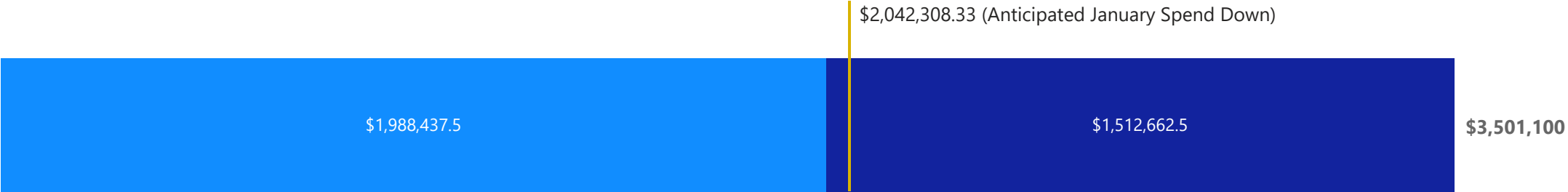


# Spend Down Overview

HMIS Name: GI--RRH--HEN



GI--HP--HEN; GI--RRH--HEN





# Families Rapid Rehousing (ESG)

HMIS Name: CC--RRH--Families--City ESG  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0694  
Contract Number of Beds: 42  
HMIS Total Number of Beds: 5

Grants:  
• HUD: Emergency Solutions Grant (ESG) - Rapid Rehousing (RRH)

Number of Households Served  
Projected Number: 6

12

Number of Households Served Moved into Housing

10

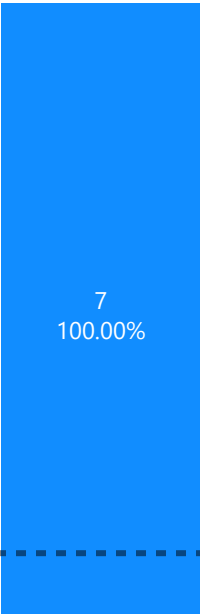
Avg. # of Days from Enrollment to PH  
(Custom Metric)

15  
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness  
(SPM Metric 2b)

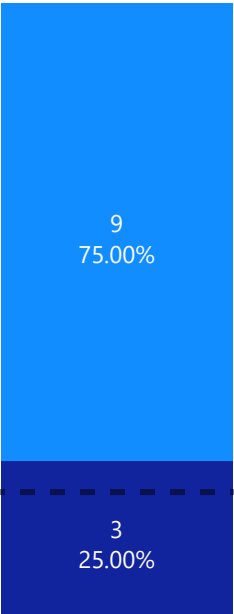
No



No Yes

Employment and Income Growth  
(SPM Metric 4.6)

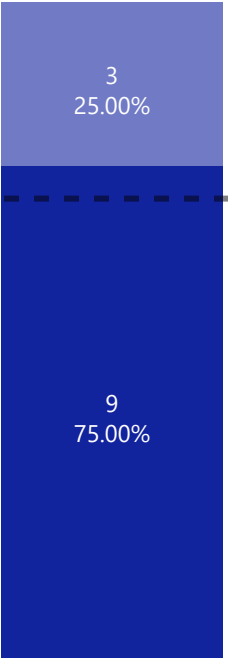
20% Minimum



Exits to Permanent Housing

No (Still Enrolled) Yes

70% Minimum







# Families Rapid Rehousing (HSG)

HMIS Name: CC--RRH--Families--City HSG (Formerly CHG)  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0714  
Contract Number of Beds: 75  
HMIS Total Number of Beds: 22

Grants:  
• City of Spokane: Human Services Grant (HSG)

Number of Households Served  
Projected Number: 12

23

Number of Households Served Moved into Housing

17

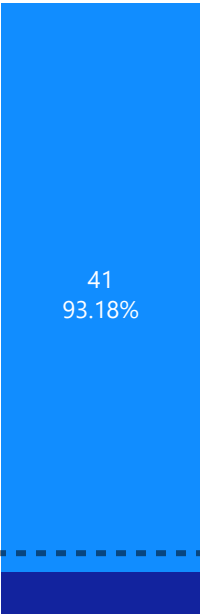
Avg. # of Days from Enrollment to PH  
(Custom Metric)

34  
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

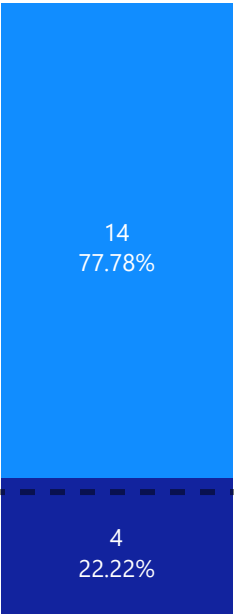
Returns to Homelessness  
(SPM Metric 2b)

No Yes



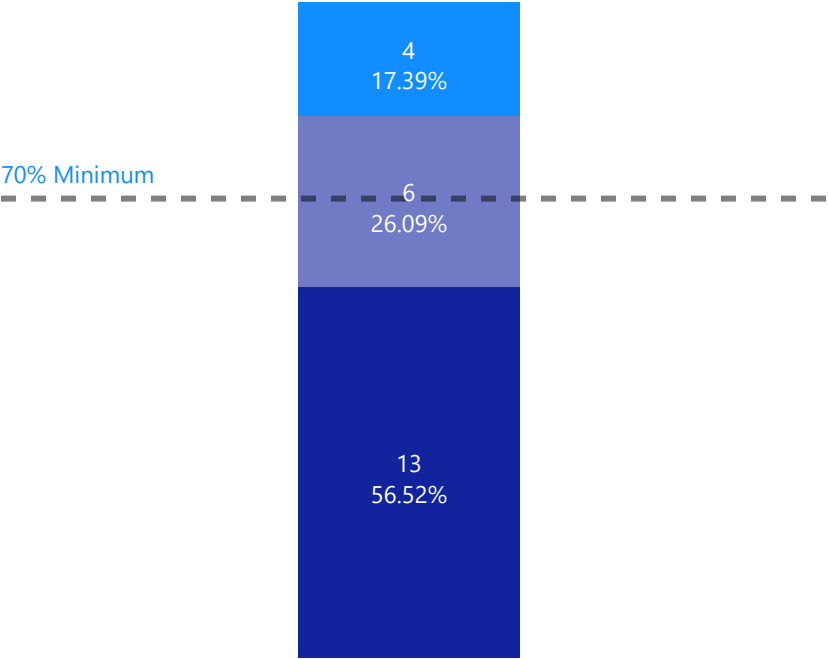
Employment and Income Growth  
(SPM Metric 4.6)

No Yes



Exits to Permanent Housing

No No (Still Enrolled) Yes





# Singles Rapid Rehousing

HMIS Name: SNAP--RRH--Singles City--CHG/HSG  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0762  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: 4

Grants:  
• City of Spokane: Human Services Grant (HSG)

Number of Households Served  
Projected Number: 16

26

Number of Households Served Moved into Housing

20

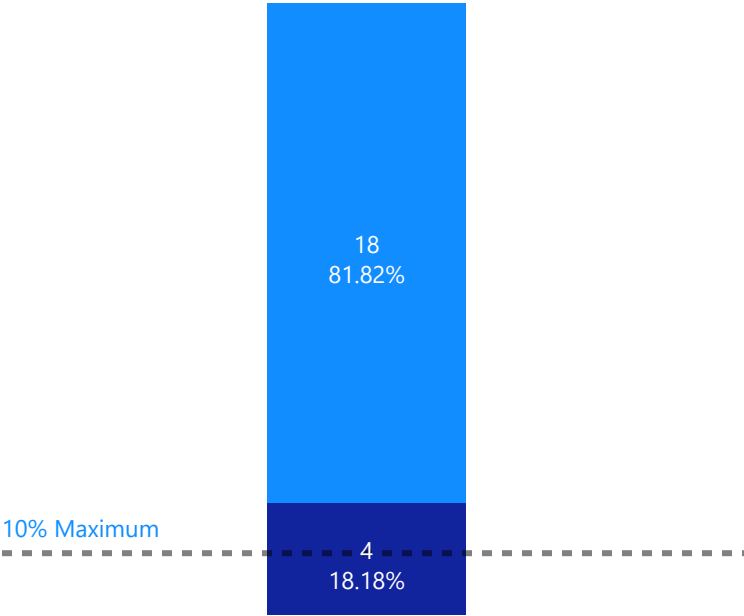
Avg. # of Days from Enrollment to PH  
(Custom Metric)

16  
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

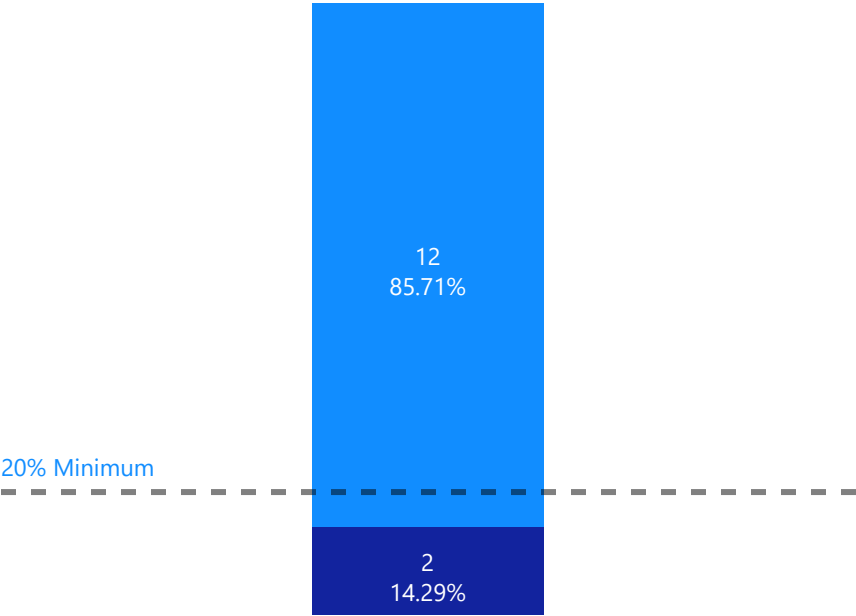
Returns to Homelessness  
(SPM Metric 2b)

No Yes



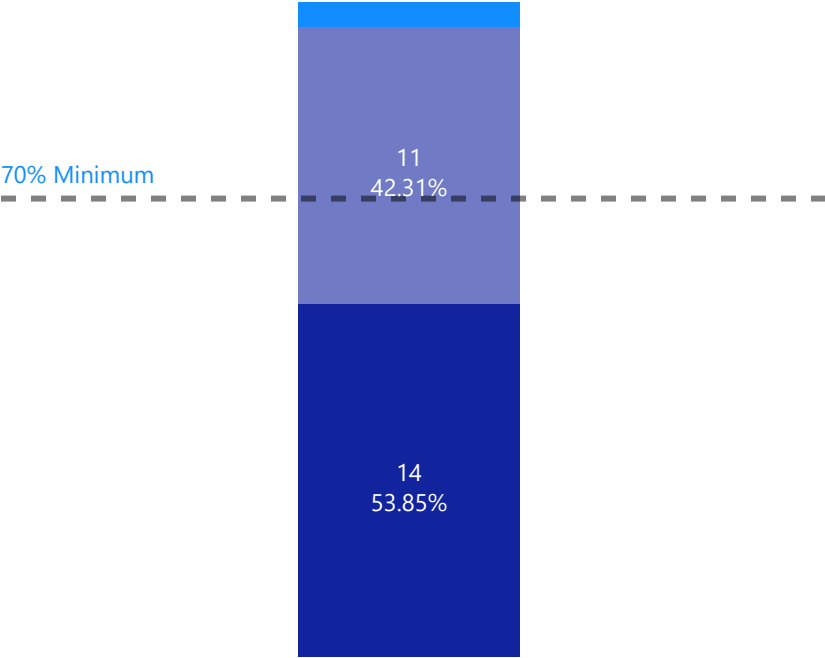
Employment and Income Growth  
(SPM Metric 4.6)

No Yes



Exits to Permanent Housing

No No (Still Enrolled) Yes





# Housing and Essential Needs

Number of Households Served

Projected Number: 250

170

Number of Households Served Moved into Housing

110

HMIS Name: GI--RRH--HEN  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0759  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: 132

Grants:

- Commerce: System Demonstrations Grant (SDG) - Housing Essential Needs (HEN)

Avg. # of Days from Enrollment to PH  
(Custom Metric)

177

Max: 30 Days

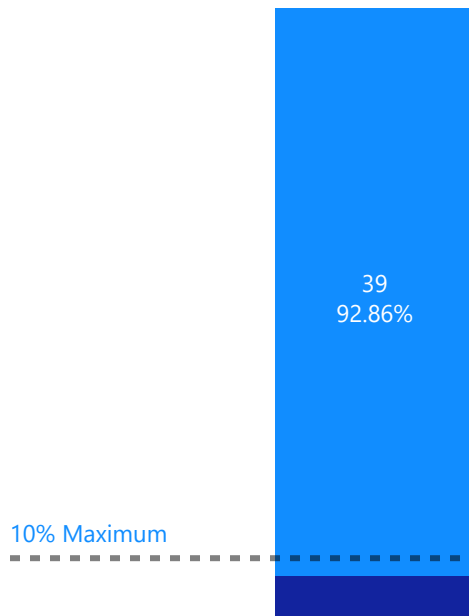
**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

(SPM Metric 2b)

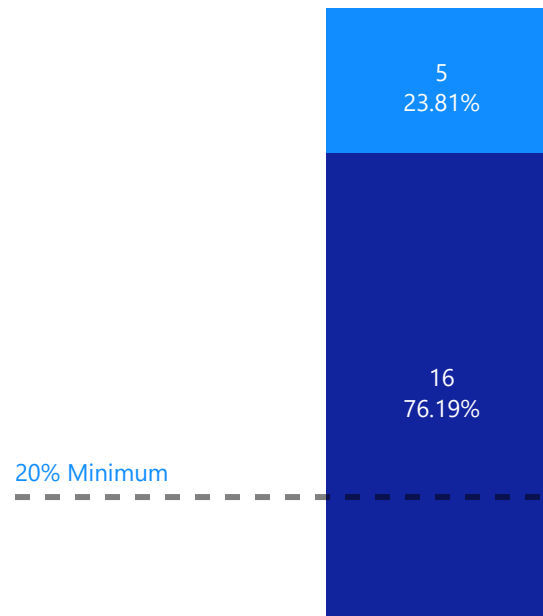
● No ● Yes



## Employment and Income Growth

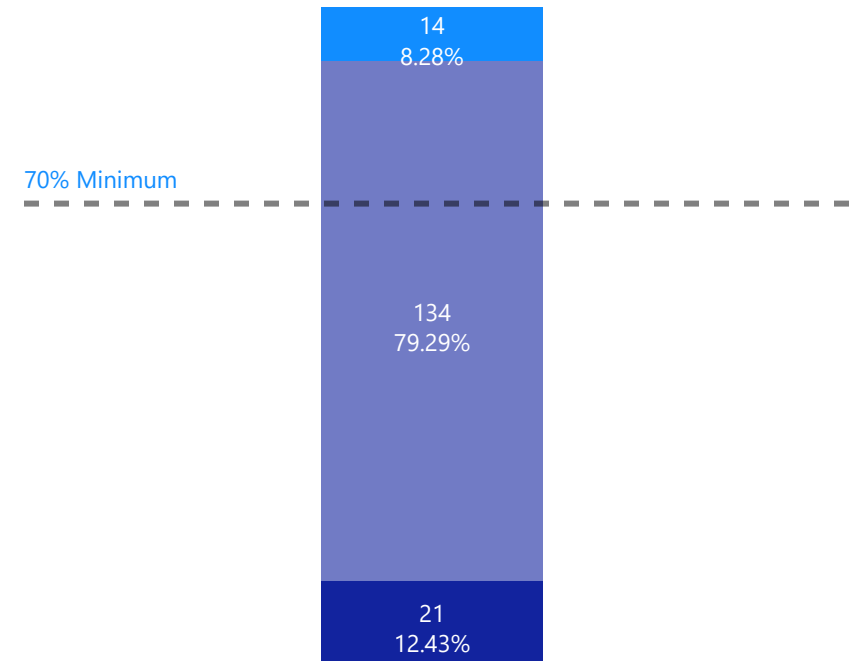
(SPM Metric 4.6)

● No ● Yes



## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





# HEN FCS Bridge

HMIS Name: GI--RRH--HEN FCS Bridge  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0758  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:  
• Commerce: System Demonstrations Grant (SDG) - Housing Essential Needs (HEN)  
Foundational Community Supports (FCS) Bridge

Number of Households Served  
Projected Number: 6

1

Number of Households Served Moved into Housing

0

Avg. # of Days from Enrollment to PH  
(Custom Metric)

(Blank)  
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness  
(SPM Metric 2b)

Employment and Income Growth  
(SPM Metric 4.6)

Exits to Permanent Housing



The single client has not Exited at time of the report, and these metrics only apply to clients that have exited the program.



# Performance Overview

2

Max: 60 Days

Number of Individuals Served

147

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 12/31/2024

Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

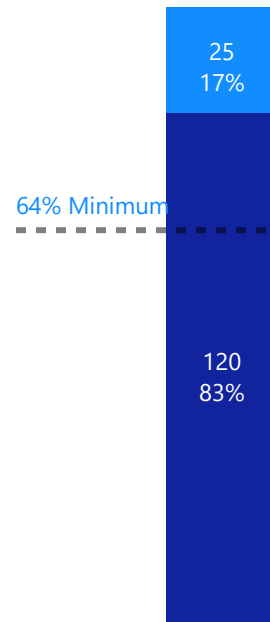
(SPM Metric 2b)

20% Maximum

This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report.

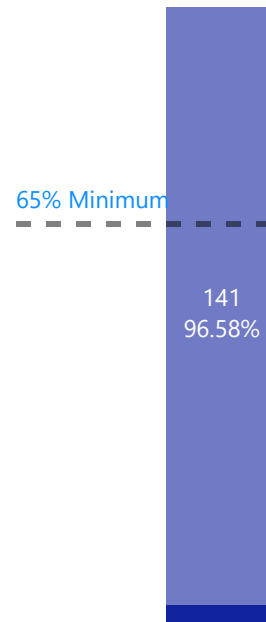
## Service those with the Long Lengths of Homelessness

● No ● Yes



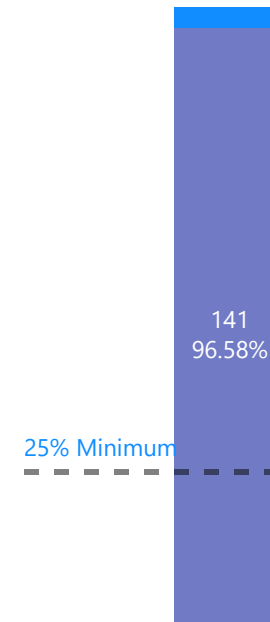
## Successful Exits from Street Outreach

● No (Still Enrolled) ● Yes



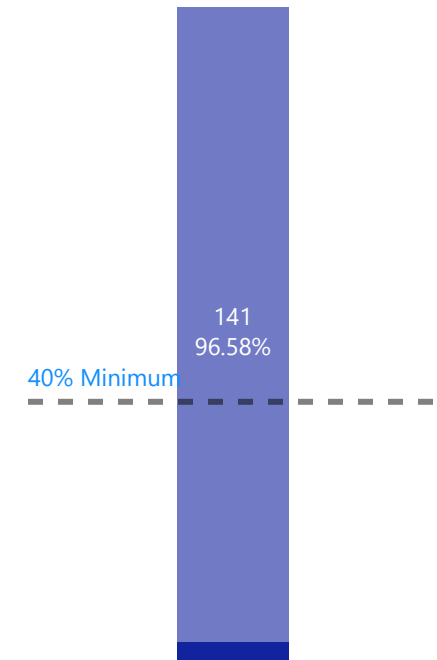
## Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



## Exits to Permanent Housing

● No (Still Enrolled) ● Yes





# Spend Down Overview

HMIS Name: All Street Outreach (SO) Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

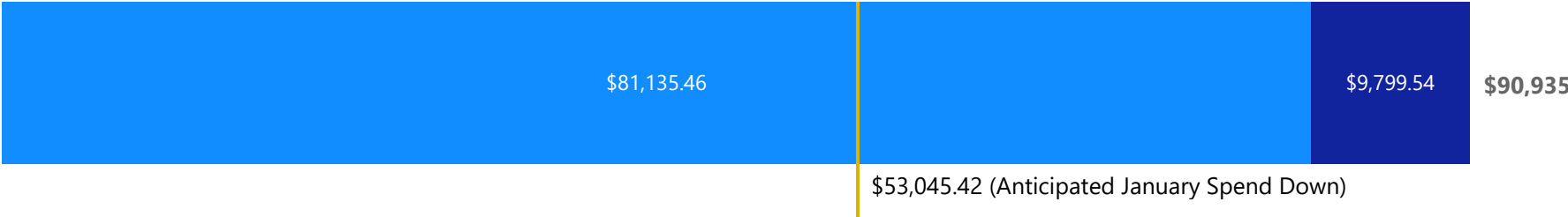
June

● Sum of Total Spent ● Sum of Total Remaining

TSA--SO--SDG



SNAP--SO--HSG





# SNAP - Street Outreach

Average Length of Time to Date of Engagement (Days)

2

Max: 60 Days

Number of Individuals Served

Projected Number: 44

85

HMIS Name: SNAP--SO--HSG  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0777  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:  
• City of Spokane: Human Services Grant (HSG)

**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

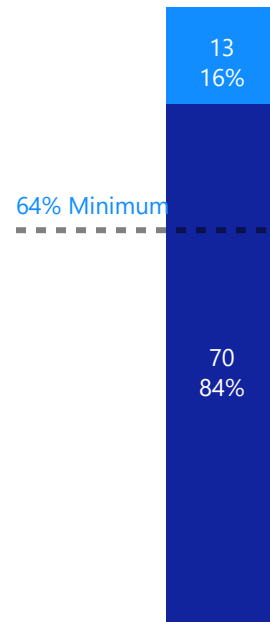
(SPM Metric 2b)

20% Maximum

This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

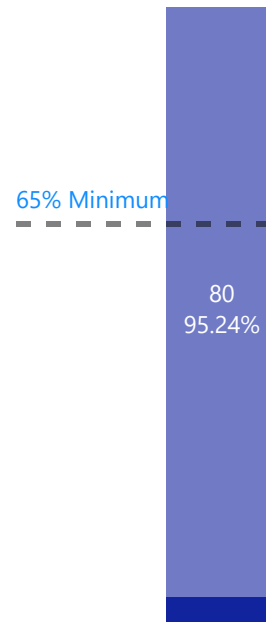
## Service those with the Long Lengths of Homelessness

● No ● Yes



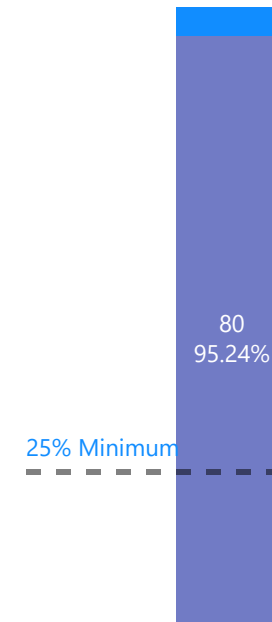
## Successful Exits from Street Outreach

● No (Still Enrolled) ● Yes



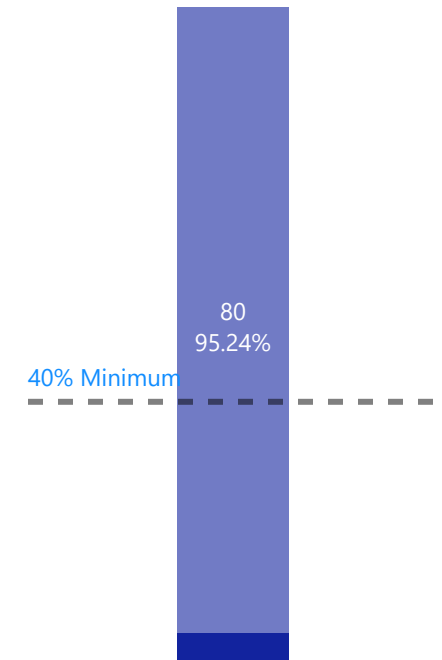
## Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



## Exits to Permanent Housing

● No (Still Enrolled) ● Yes





# The Salvation Army - Street Outreach

Average Length of Time to Date of Engagement (Days)

2

Max: 60 Days

Number of Individuals Served

Projected Number: 50

62

HMIS Name: TSA--SO--SDG

Reporting Term: 07/01/2024 - 12/31/2024

OPR: 2024-0784

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

- Commerce: System Demonstrations Grant (SDG)

**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

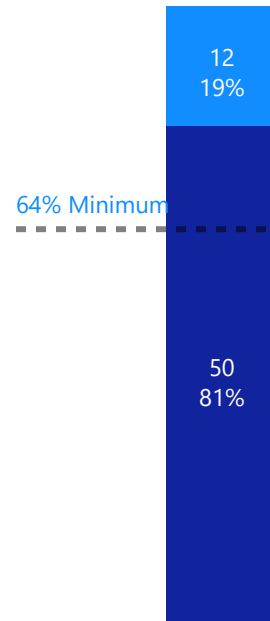
(SPM Metric 2b)

20% Maximum

This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

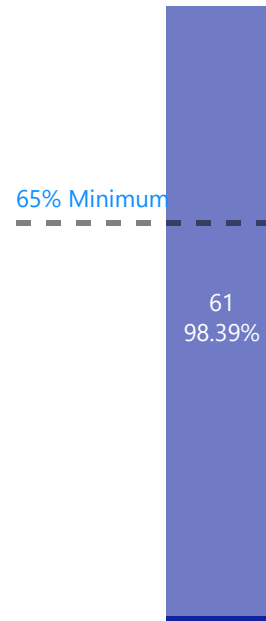
## Service those with the Long Lengths of Homelessness

● No ● Yes



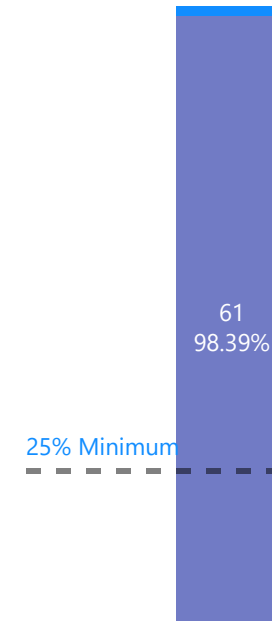
## Successful Exits from Street Outreach

● No (Still Enrolled) ● Yes



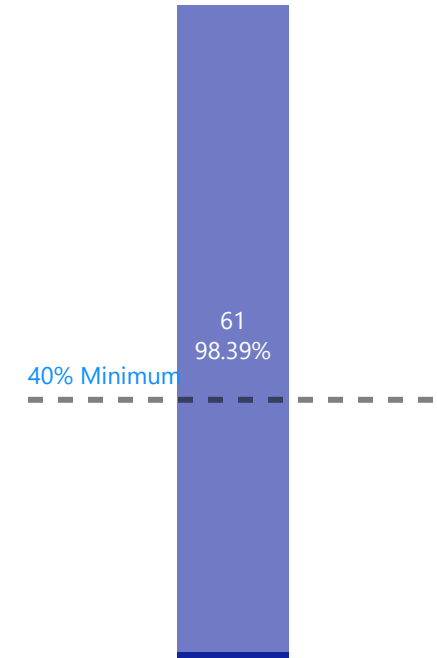
## Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



## Exits to Permanent Housing

● No (Still Enrolled) ● Yes







## Performance Overview

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 12/31/2024

Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

Information regarding the following Street Outreach Report.

The following report provides the same information for HHOS funded Street Outreach Projects, except the metrics for **Successful Exits from Street Outreach, Exits to Temporary or Institutional Setting**, and **Exits to Permanent Housing**, are exclusively only counting clients that have a **Date of Engagement**.



# Performance Overview

Average Length of Time to Date of Engagement (Days)

2

Max: 60 Days

Number of Individuals Served

147

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 12/31/2024

Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

## Returns to Homelessness

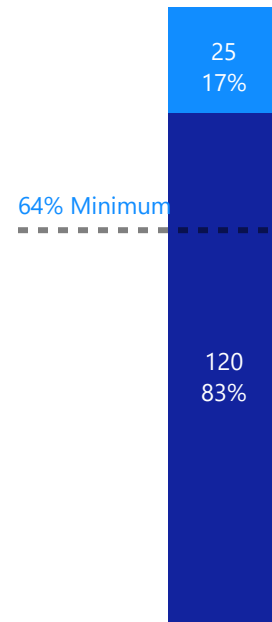
(SPM Metric 2b)

20% Maximum

This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report.

## Service those with the Long Lengths of Homelessness

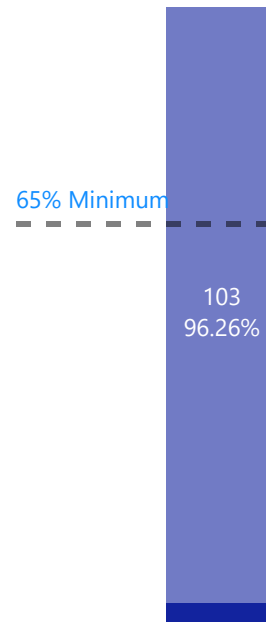
● No ● Yes



**Legend** (All the clients enrolled in the reporting period with a **Date of Engagement** are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

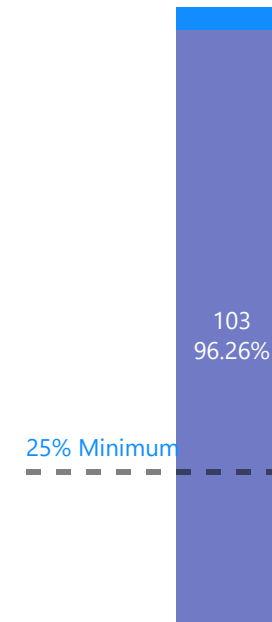
## Successful Exits from Street Outreach

● No (Still Enrolled) ● Yes



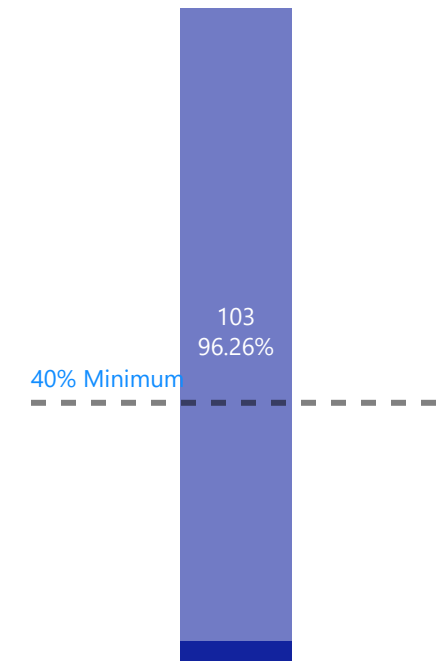
## Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



## Exits to Permanent Housing

● No (Still Enrolled) ● Yes





# SNAP - Street Outreach

Average Length of Time to Date of Engagement (Days)

2

Max: 60 Days

Number of Individuals Served

Projected Number: 44

85

HMIS Name: SNAP--SO--HSG  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0777  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:  
• City of Spokane: Human Services Grant (HSG)

**Legend** (All the clients enrolled in the reporting period with a **Date of Engagement** are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

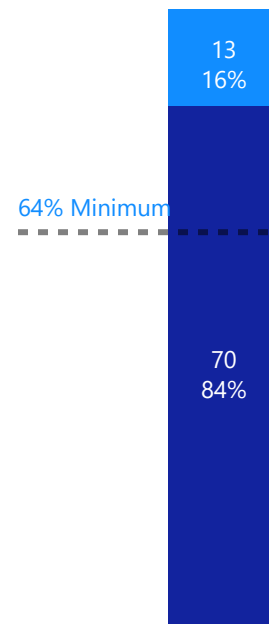
## Returns to Homelessness (SPM Metric 2b)

20% Maximum

This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

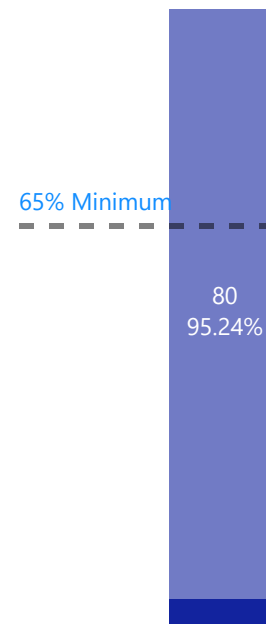
## Service those with the Long Lengths of Homelessness

● No ● Yes



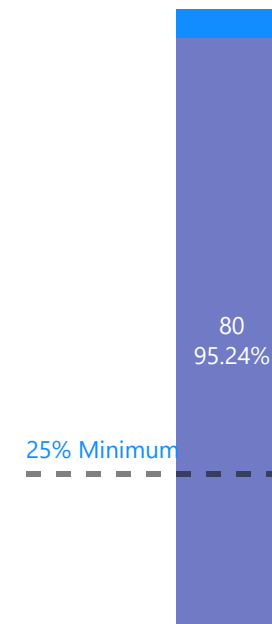
## Successful Exits from Street Outreach

● No (Still Enrolled) ● Yes



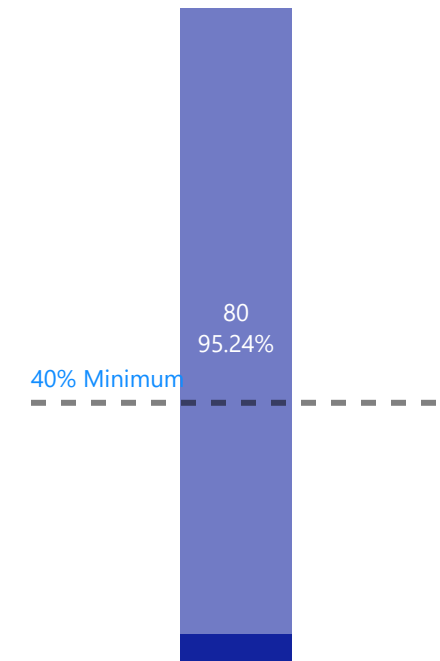
## Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



## Exits to Permanent Housing

● No (Still Enrolled) ● Yes





# The Salvation Army - Street Outreach

Average Length of Time to Date of Engagement (Days)

2

Max: 60 Days

Number of Individuals Served

Projected Number: 50

62

HMIS Name: TSA--SO--SDG  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0784  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:  
• Commerce: System Demonstrations Grant (SDG)

**Legend** (All the clients enrolled in the reporting period with a **Date of Engagement** are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

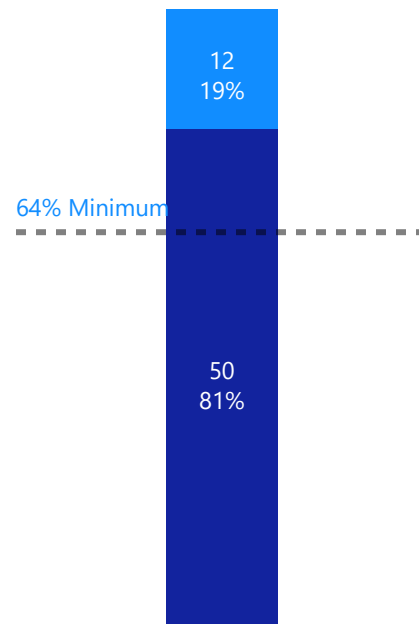
## Returns to Homelessness (SPM Metric 2b)

20% Maximum

This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

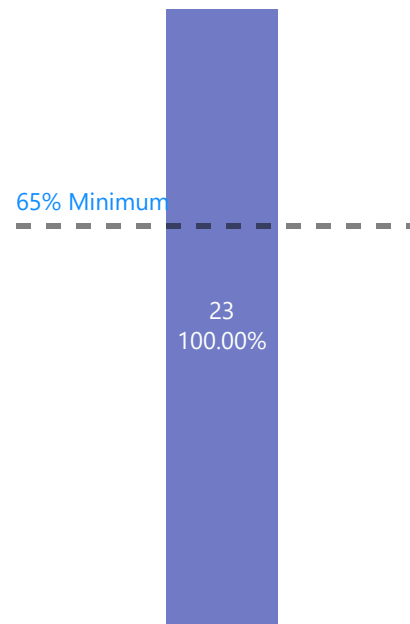
## Service those with the Long Lengths of Homelessness

● No ● Yes



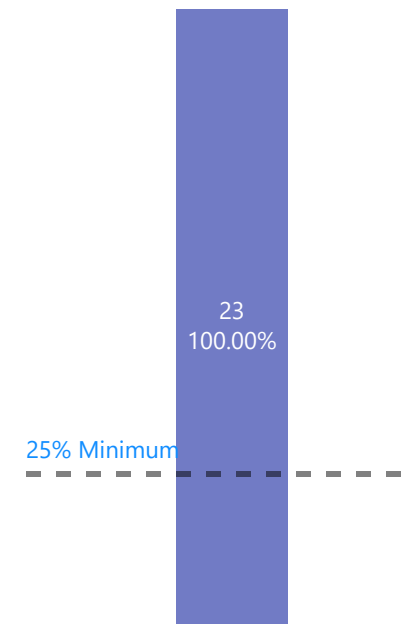
## Successful Exits from Street Outreach

● No (Still Enrolled)



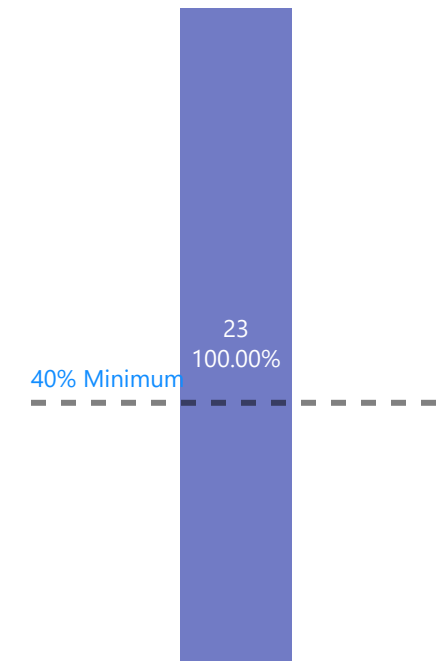
## Exits to Temporary or Institutional Settings

● No (Still Enrolled)



## Exits to Permanent Housing

● No (Still Enrolled)





# Performance Overview

49

Max: 60 Days

Number of Individuals Served

85

HMIS Name: All Supportive Services Only (SSO) Projects

Reporting Term: 07/01/2024 - 12/31/2024

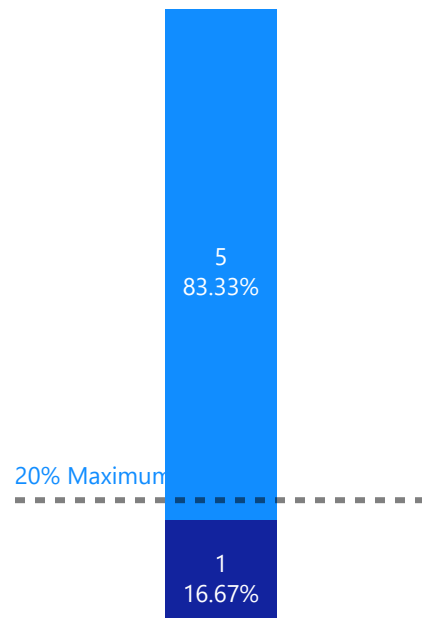
Supportive Services Only (SSO): Providing stand-alone supportive services to specific populations.

**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

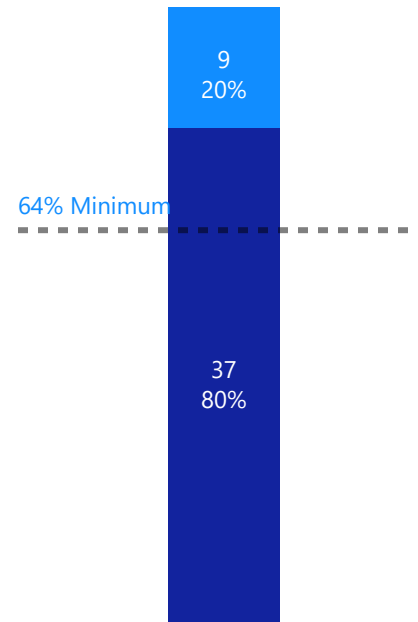
Returns to Homelessness  
(SPM Metric 2b)

● No ● Yes



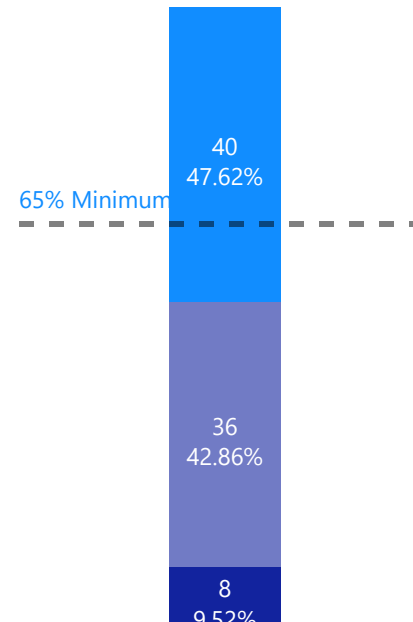
Service those with the Long Lengths of Homelessness

● No ● Yes



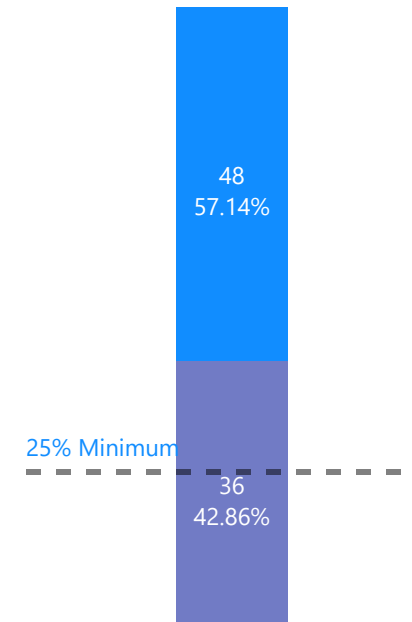
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



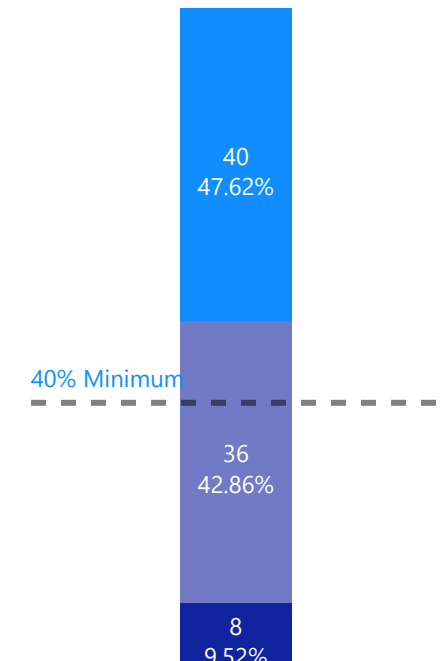
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



Exits to Permanent Housing

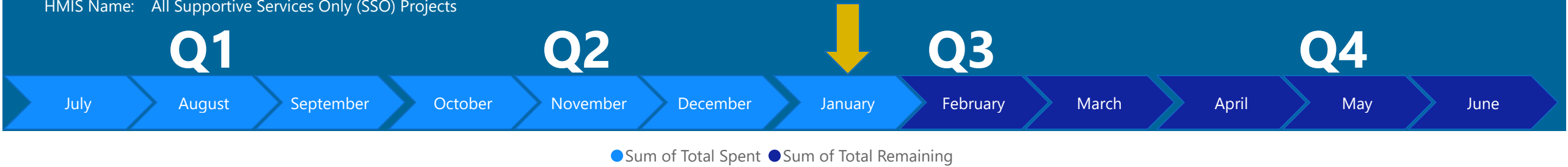
● No ● No (Still Enrolled) ● Yes



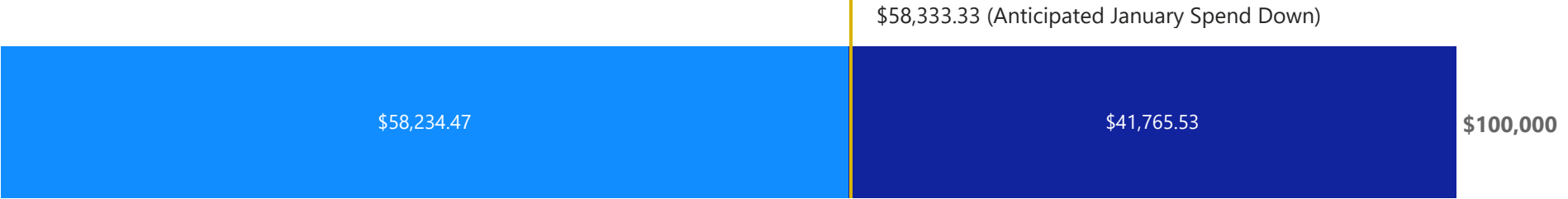


# Spend Down Overview

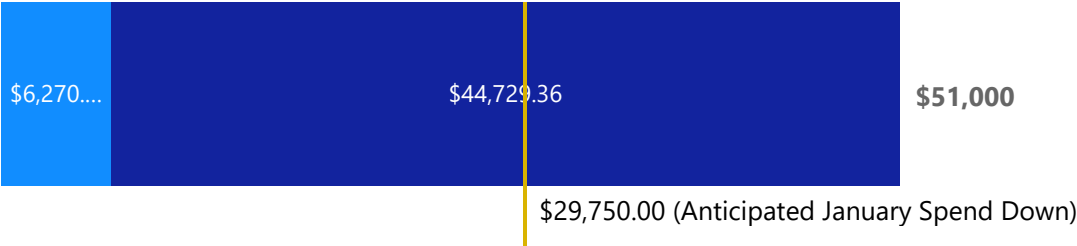
HMIS Name: All Supportive Services Only (SSO) Projects



TPW--SSO--Womens Hearth



FPS--SSO--Children and Family Supportive Ser...





# Children and Family Supportive Services

HMIS Name: FPS--SSO--Children and Family Supportive Services  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0697  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:  
• City of Spokane: Homeless Housing Assistance Act (HHAA)

Average Length of Time to Date of Engagement (Days)

(Blank)  
Max: 60 Days

Number of Households Served

Projected Number: 60

0

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness  
(SPM Metric 2b)



Service those with the Long Lengths of Homelessness



Successful Exits from Street Outreach



Exits to Temporary or Institutional Settings



Exits to Permanent Housing



No clients are enrolled at the time of the report. SPM metrics 7a.1 and 2b only apply to clients that have exited the program. The Local Measure applies to clients enrolled in the project.



# Transitions - Women's Hearth

49

Max: 60 Days

Number of Individuals Served

Projected Number: 236

85

HMIS Name: TPW--SSO--Womens Hearth  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0766  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:

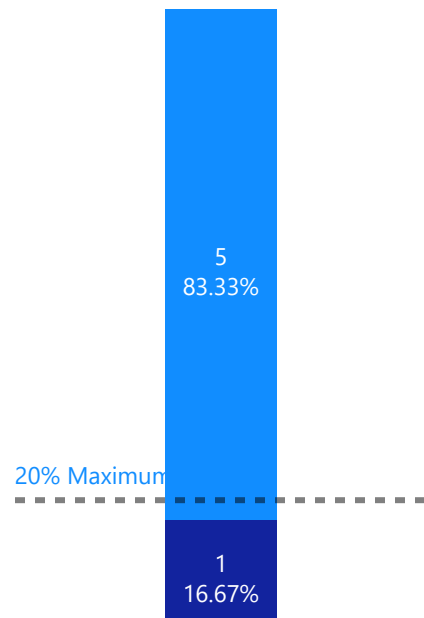
- City of Spokane: Homeless Housing Assistance Act (HHAA)

**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

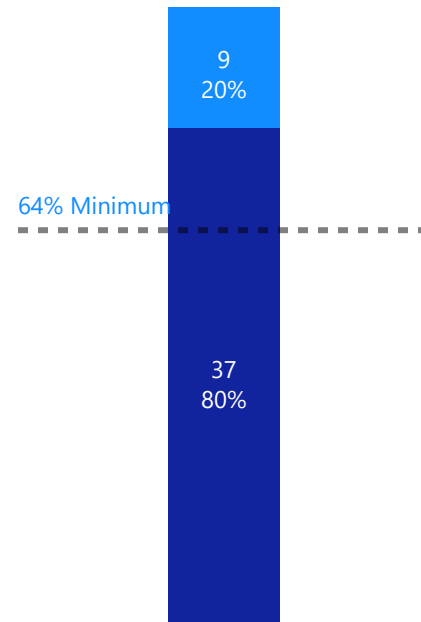
Returns to Homelessness  
(SPM Metric 2b)

● No ● Yes



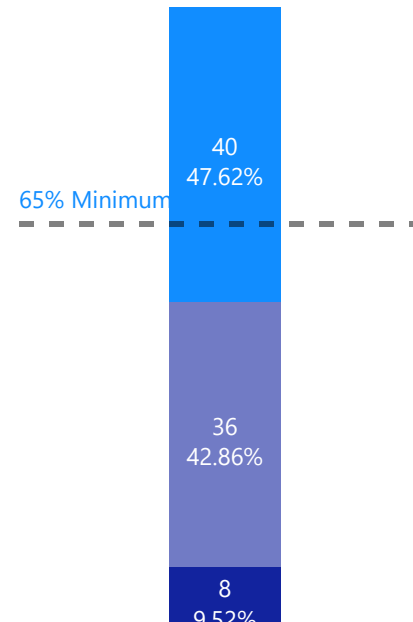
Service those with the Long Lengths of Homelessness

● No ● Yes



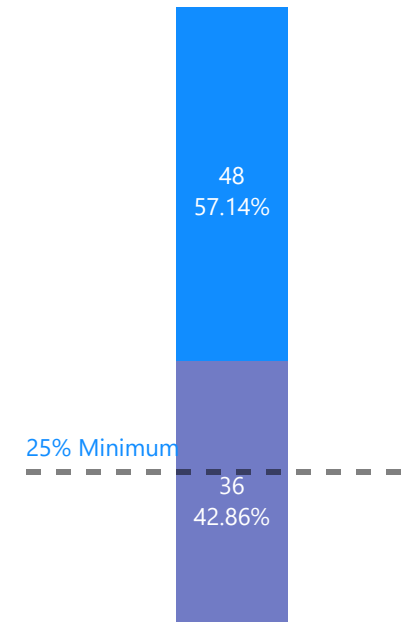
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



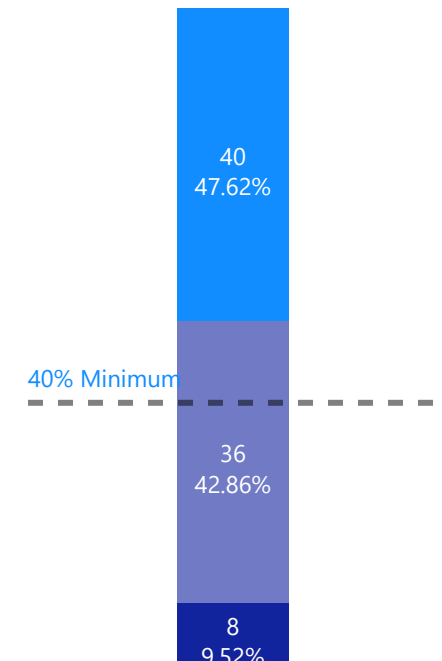
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes







# Transitions - Women's Hearth

HMIS Name: TPW--SSO--Womens Hearth  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0766  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)

Narrative regarding the **Women's Hearth** HMIS QPR Report for **Q2** Reporting Period: **July 1, 2024 - December 31, 2024**

## **Grant OPR-2024-0766 (Supportive Services Only):**

"Thank you all for your interest in our data. We are working on streamlining the reporting process we use at the Hearth. As we work to ensure accurate data points, the numbers may seem a bit off or rather puny. We serve many participants whose social, emotional, and physical needs vary from low support needs to high support needs. This does affect how we are able to complete and engage in data entry. The staff turnover we have experienced has contributed to those who are trained on these databases and those who need additional supports while learning.

We are working closely with the City to ensure all corrections of data sent are included in any QPR reports. If they are not able to be included in the current report, they will be in the next report, as these data sets are cumulative in nature."

-- Angela Amos, Transitions' Women's Hearth Program Director



# Performance Overview

Number of Households Served

134

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

105

Max: 160 Days

Average Utilization Rate

84%

Min: 85%

HMIS Name: All Transitional Housing (TH) projects

Reporting Term: 07/01/2024 - 12/31/2024

Transitional Housing (TH): One-to-Two-year program offering intensive case management. Helps stabilize households and prepare them for independent living. Units are pre-identified.

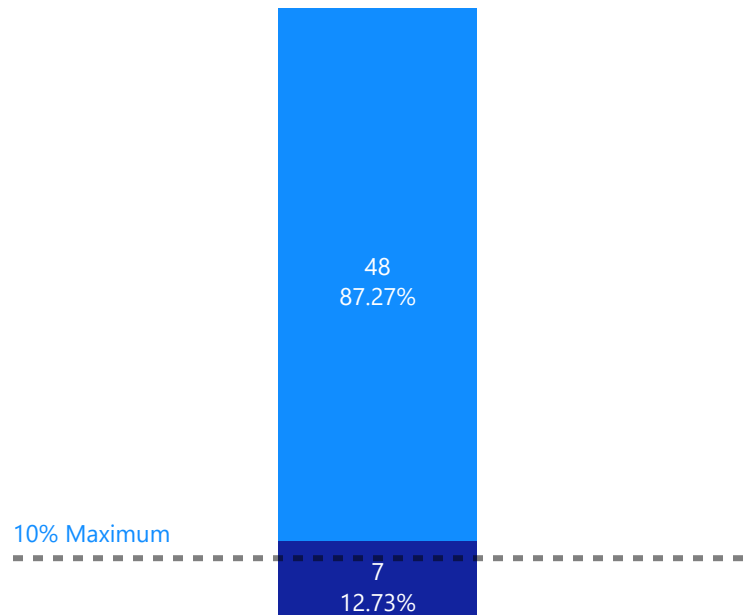
**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

(SPM Metric 2b)

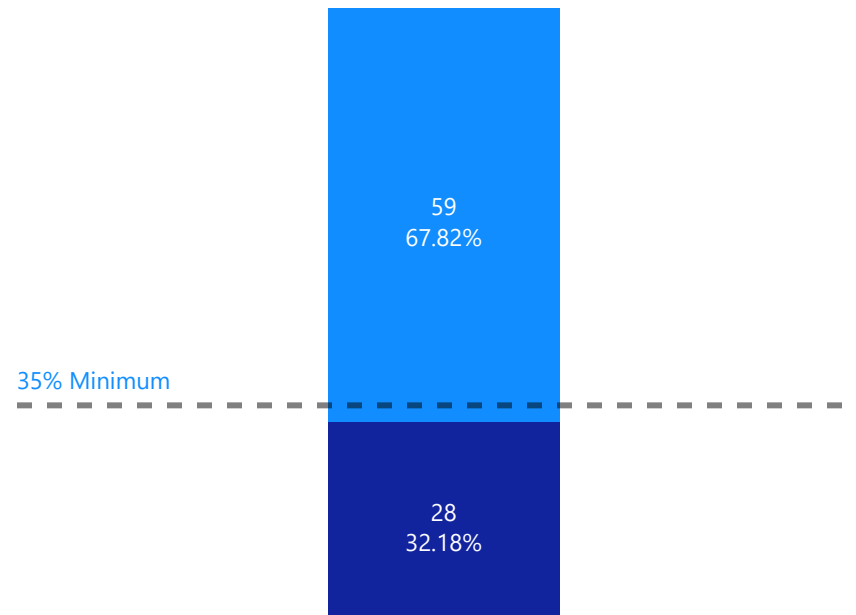
● No ● Yes



## Employment and Income Growth

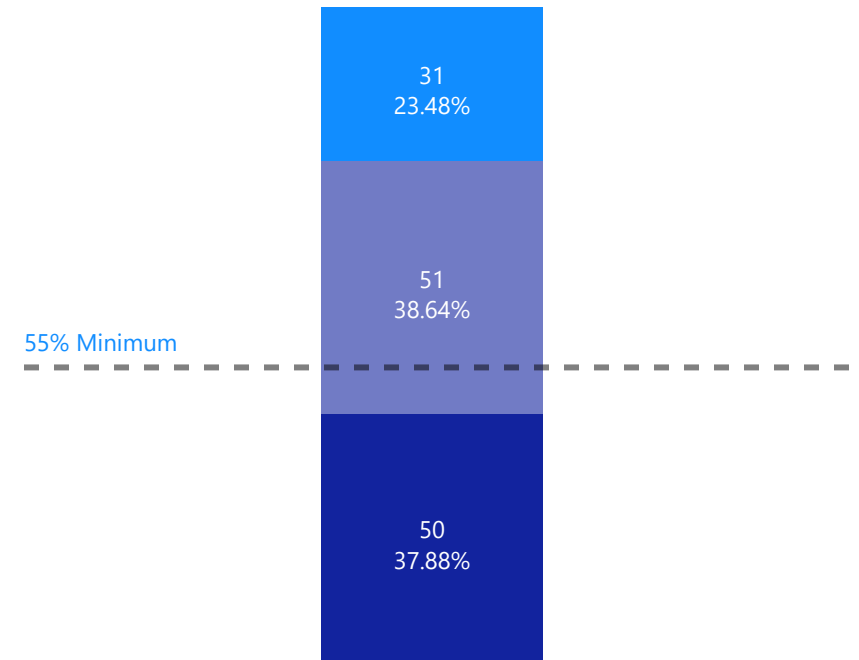
(SPM Metric 4.6)

● No ● Yes



## Exits to Permanent Housing

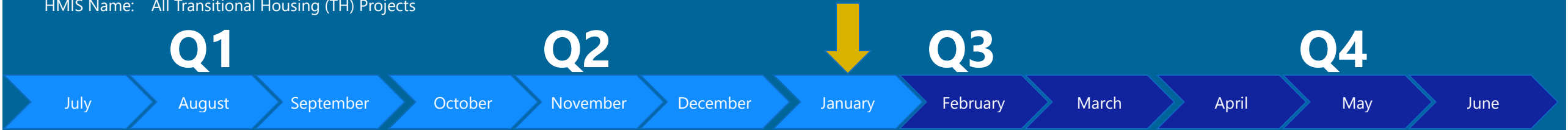
● No ● No (Still Enrolled) ● Yes



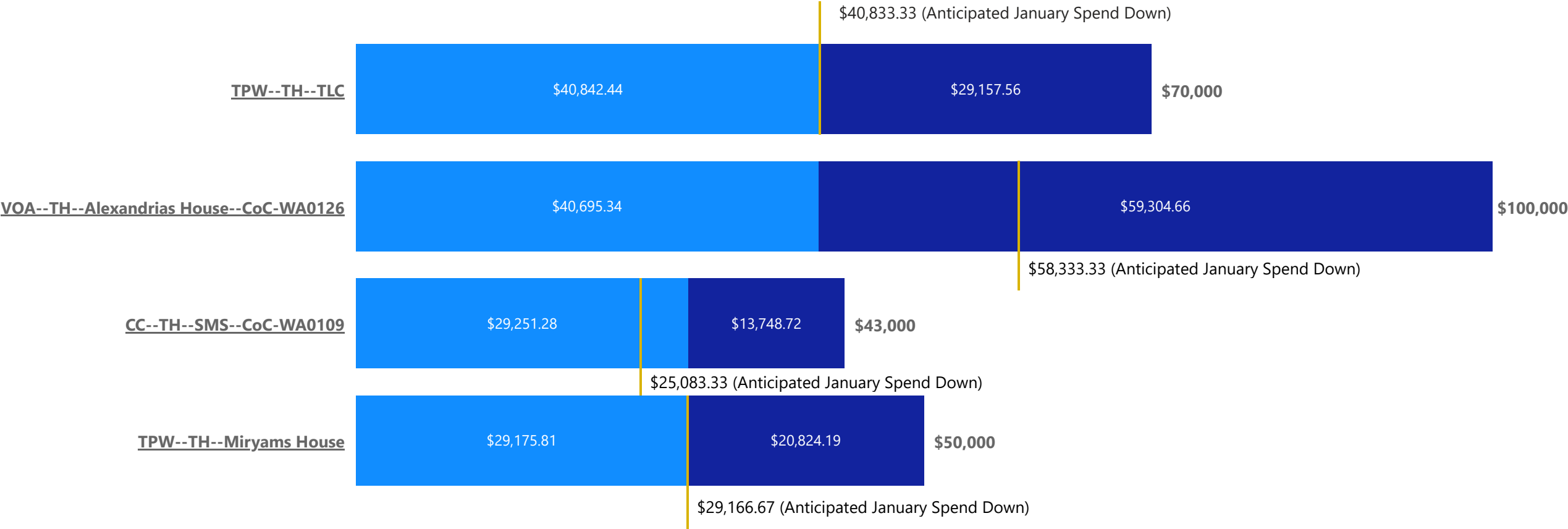


# Spend Down Overview

HMIS Name: All Transitional Housing (TH) Projects



● Sum of Total Spent ● Sum of Total Remaining





# Spend Down Overview

HMIS Name: TSA--TH--The Way Out Center

Q1

Q2



Q3

Q4

July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining

TSA--ES--The Way Out Center; TSA--TH--The ...



\$1,707,984.72 (Anticipated January Spend Down)



# Saint Margaret's Shelter

HMIS Name: CC--TH--SMS--CoC-WA0109  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0755  
Contract Number of Beds: 9  
HMIS Total Number of Beds: 36

- Grants:
- Commerce: System Demonstration Grant (SGD)
  - HUD: Continuum of Care (CoC) - Transitional Housing (TH) Grant

## Number of Households Served

Projected Number: 12

31

## Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

79

Max: 160 Days

## Average Utilization Rate

77%

Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

(SPM Metric 2b)

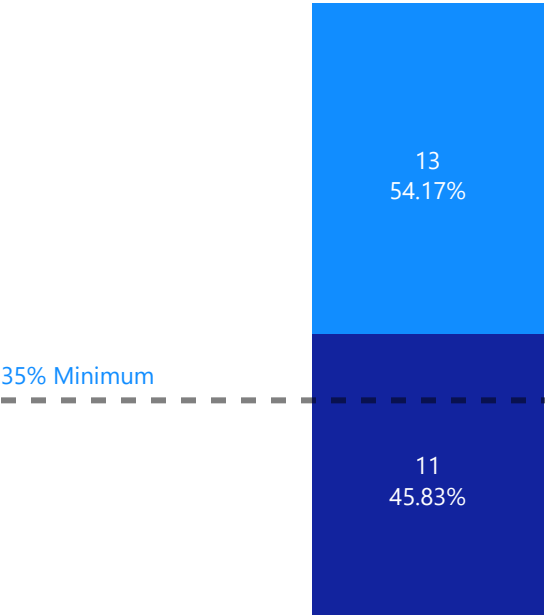
● No ● Yes



### Employment and Income Growth

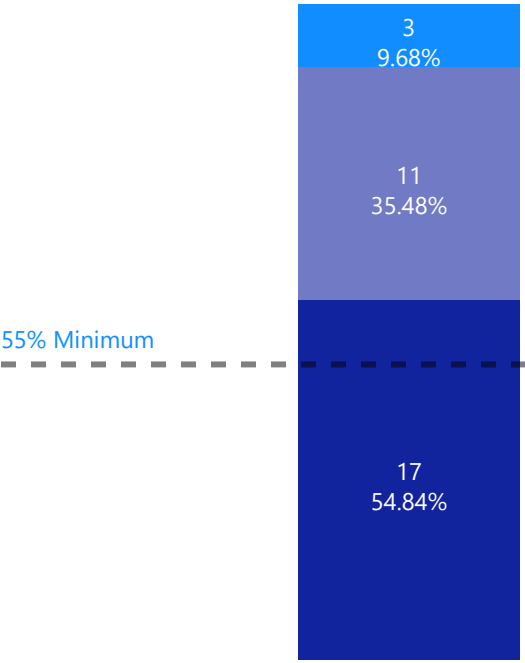
(SPM Metric 4.6)

● No ● Yes



### Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





# Alexandria's House

HMIS Name: VOA--TH--Alexandrias House--CoC-WA0126  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0705  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: 10

- Grants:
- City of Spokane: Human Services Grant (HSG)
  - HUD: Continuum of Care (CoC) - Transitional Housing (TH) Grant
  - Commerce: Consolidated Homeless Grant (CHG)

Number of Households Served  
Projected Number: 4

4

Average Length of Time Homeless (Days)  
(SPM Metric 1a.2)

378  
Max: 270 Days

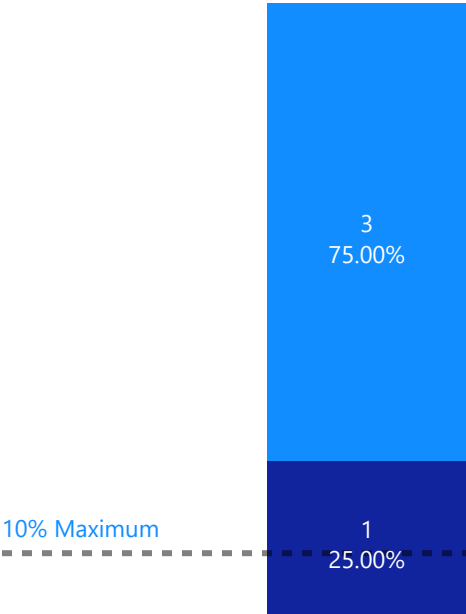
Average Utilization Rate

67%  
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness  
(SPM Metric 2b)

● No ● Yes



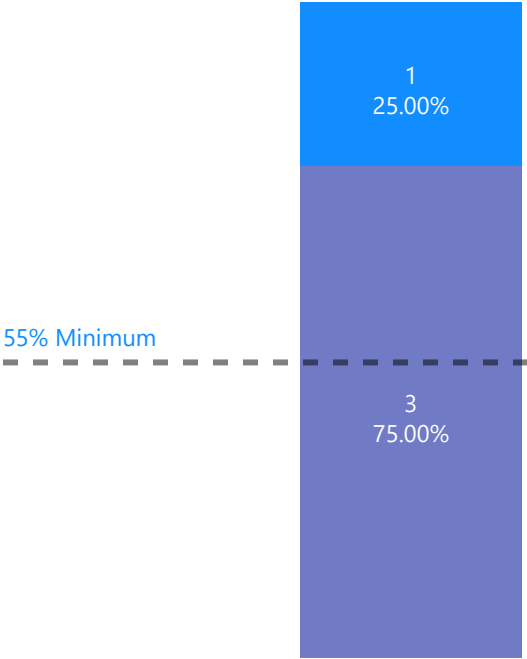
Employment and Income Growth  
(SPM Metric 4.6)

35% Minimum

SPM metric 4.6 only applies to clients that have increased their income and left the project within the reporting period. None of the clients at the time have increased their income and exited.

Exits to Permanent Housing

● No ● No (Still Enrolled)



55% Minimum



# Miryam's House

HMIS Name: TPW--TH--Miryams House  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0767  
Contract Number of Beds: 4  
HMIS Total Number of Beds: 6

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - Commerce: Systems Demonstration Grant (SDG)

## Number of Individuals Served

Projected Number: N/A

10

## Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

142

Max: 160 Days

## Average Utilization Rate

89%

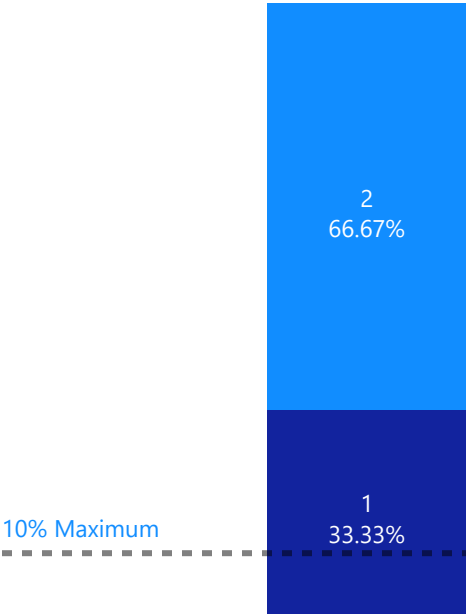
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

(SPM Metric 2b)

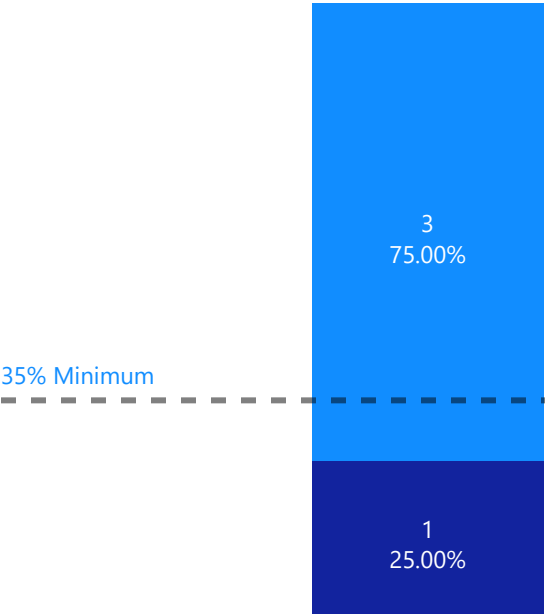
● No ● Yes



### Employment and Income Growth

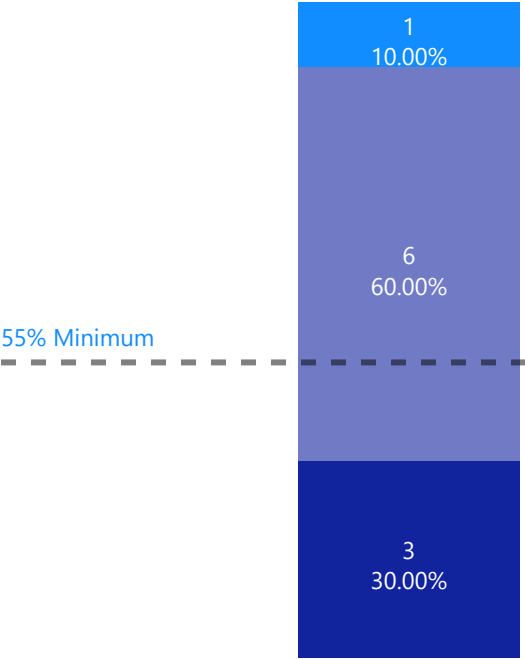
(SPM Metric 4.6)

● No ● Yes



### Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





# Miryam's House

HMIS Name: TPW--TH--Miryams House  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0767  
Contract Number of Beds: 4  
HMIS Total Number of Beds: 6

Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)
- Commerce: Systems Demonstration Grant (SDG)

Narrative regarding the **Miryam's House** HMIS QPR Report for **Q2** Reporting Period: **July 1, 2024 - December 31, 2024**

## **Grant OPR-2024-0767 (Transitional Housing):**

"Thank you all for your interest in our data. We are working on streamlining the reporting process we use at the Hearth. As we work to ensure accurate data points, the numbers may seem a bit off or rather puny. We serve many participants whose social, emotional, and physical needs vary from low support needs to high support needs. This does affect how we are able to complete and engage in data entry. The staff turnover we have experienced has contributed to those who are trained on these databases and those who need additional supports while learning.

We are working closely with the City to ensure all corrections of data sent are included in any QPR reports. If they are not able to be included in the current report, they will be in the next report, as these data sets are cumulative in nature."

-- Angela Amos, Transitions' Women's Hearth Program Director





# Transitional Living Center

HMIS Name: TPW--TH--TLC  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0768  
Contract Number of Beds: 15  
HMIS Total Number of Beds: 19

- Grants:
- City of Spokane: Human Services Grant (HSG)
  - Commerce: Systems Demonstration Grant (SDG)

## Number of Households Served

Projected Number: 8

8

## Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

176

Max: 160 Days

## Average Utilization Rate

102%

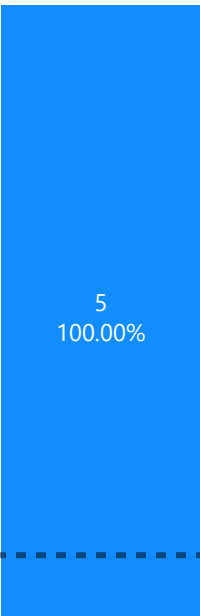
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

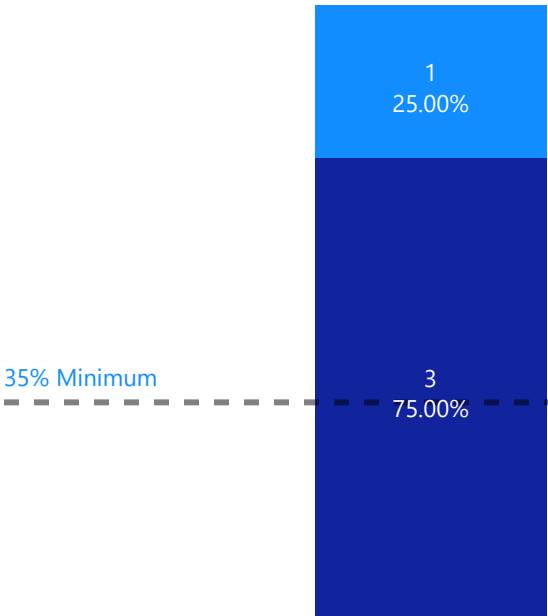
### Returns to Homelessness

(SPM Metric 2b)

● No

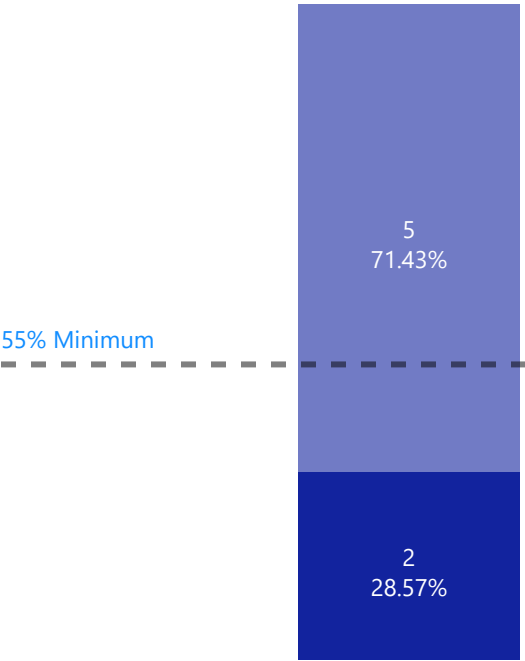


● No ● Yes



### Exits to Permanent Housing

● No (Still Enrolled) ● Yes



10% Maximum

35% Minimum

55% Minimum



# Transitional Living Center

HMIS Name: TPW--TH--TLC  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2024-0768  
Contract Number of Beds: 15  
HMIS Total Number of Beds: 19

Grants:

- City of Spokane: Human Services Grant (HSG)
- Commerce: Systems Demonstration Grant (SDG)

Narrative regarding the **Transitional Living Center** HMIS QPR Report for **Q2** Reporting Period: **July 1, 2024 - December 31, 2024**

## Grant OPR-2024-0768 (Transitional Housing):

"Thank you all for your interest in our data. We are working on streamlining the reporting process we use at the Hearth. As we work to ensure accurate data points, the numbers may seem a bit off or rather puny. We serve many participants whose social, emotional, and physical needs vary from low support needs to high support needs. This does affect how we are able to complete and engage in data entry. The staff turnover we have experienced has contributed to those who are trained on these databases and those who need additional supports while learning.

We are working closely with the City to ensure all corrections of data sent are included in any QPR reports. If they are not able to be included in the current report, they will be in the next report, as these data sets are cumulative in nature."

-- Angela Amos, Transitions' Women's Hearth Program Director



# The Way Out Center

HMIS Name: TSA--TH--The Way Out Center  
Reporting Term: 07/01/2024 - 12/31/2024  
OPR: 2021-0711  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: 30

Grants:  
• City of Spokane: Homeless Housing Assistance Act (HHAA)

## Number of Households Served

Projected Number: N/A

81

## Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

72

Max: 160 Days

## Average Utilization Rate

86%

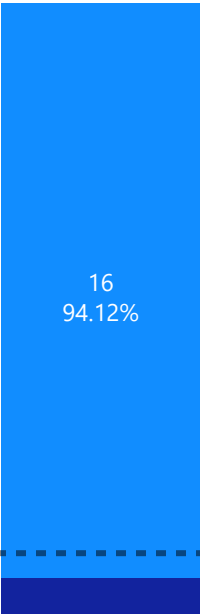
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

(SPM Metric 2b)

● No ● Yes

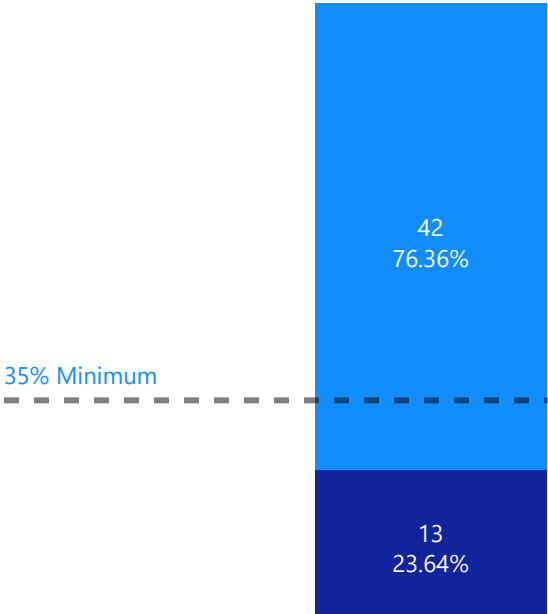


10% Maximum

### Employment and Income Growth

(SPM Metric 4.6)

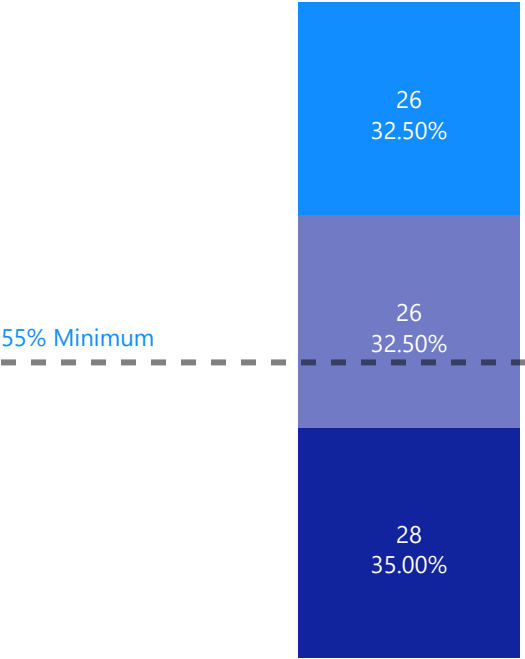
● No ● Yes



35% Minimum

### Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



55% Minimum