



Performance Overview

HMIS Name: All Coordinated Assessment Projects

Reporting Term: 07/01/2024 - 03/31/2025

Coordinated Entry (CE): The gateway by which households' access projects in the system.

Note regarding the following Coordinated Assessment Reports:

A discrepancy was identified in the number of individuals and households served as listed in HUD reports used to create the QPRs. The HMIS team is currently working with the grantees and our vendor to resolve the discrepancy, and we will share updates as we have them. The number shown for individuals/households served is provided by the grantee.



Performance Overview

Number of Households Served

1219

Average Length of time from Assessment to Acceptance (Days)

30

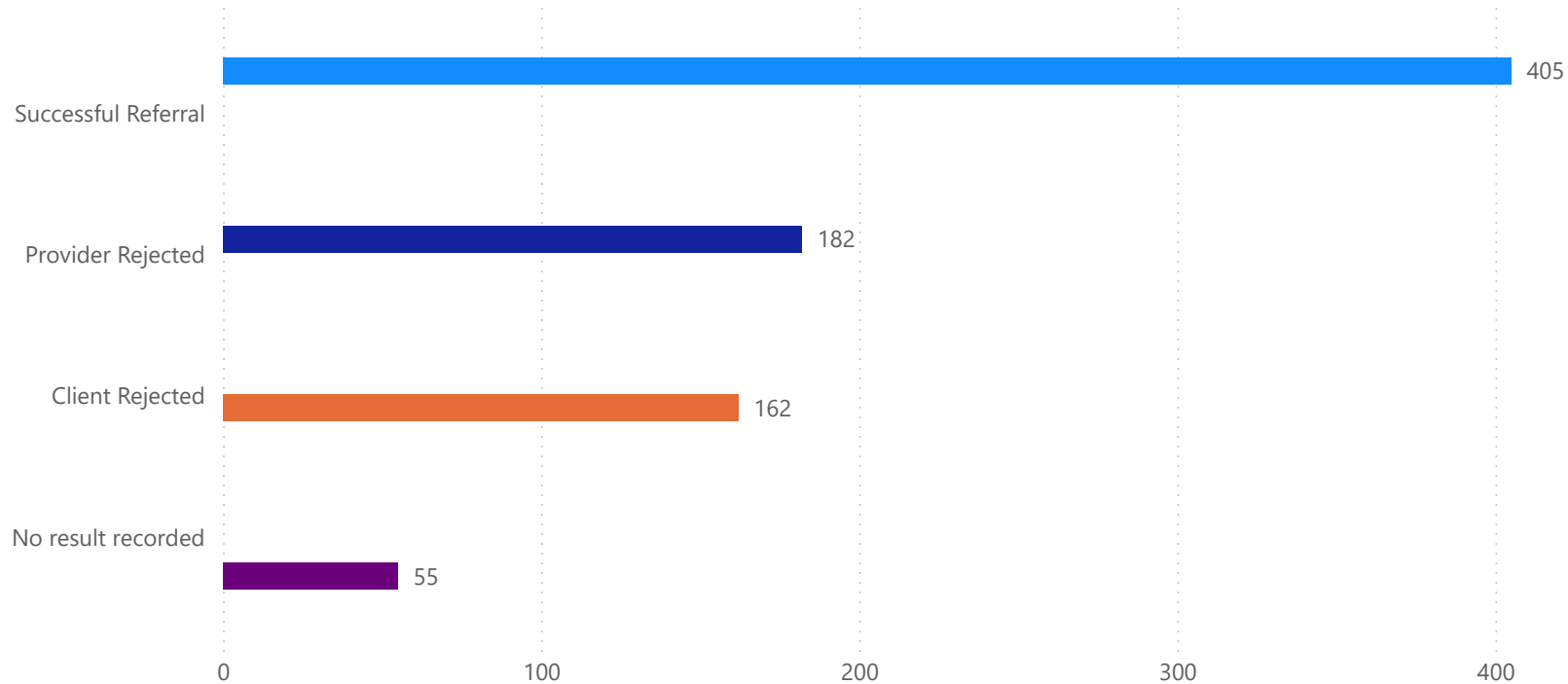
Max: 30 Days

HMIS Name: All Coordinated Assessment Projects

Reporting Term: 07/01/2024 - 03/31/2025

Coordinated Entry (CE): The gateway by which households' access projects in the system.

Referral Results

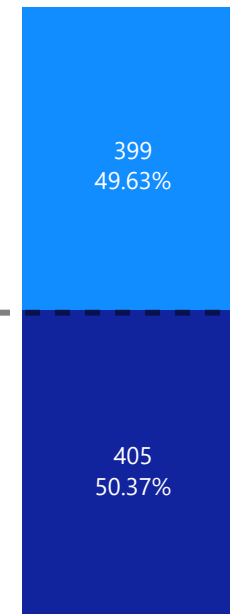


% of referrals with a successful outcome

(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

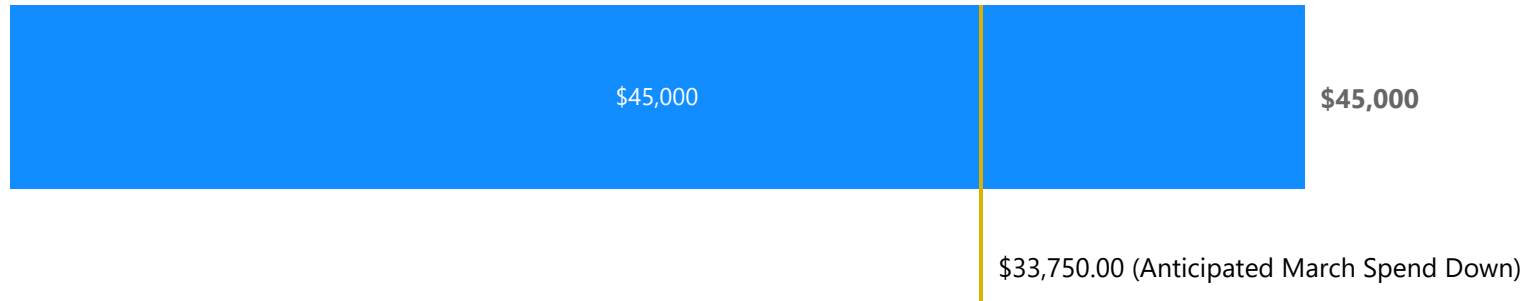
June

● Sum of Total Spent ● Sum of Total Remaining

Homeless Family Coordinated Assessment



Singles Homeless Coordinated Assessment





Homeless Family Coordinated Assessment

Number of Households Served

Projected Number: 564

493

Average Length of time from Assessment to Acceptance (Days)

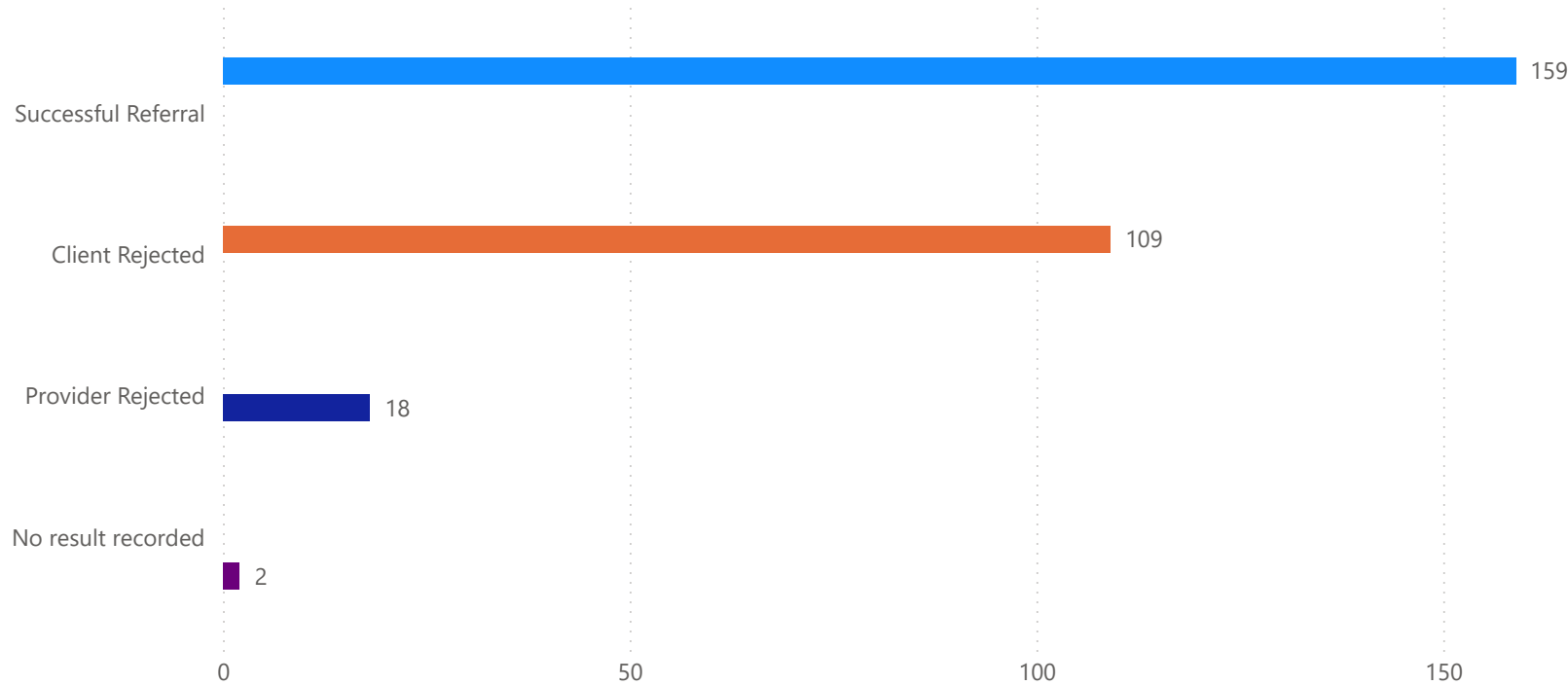
22

Max: 30 Days

HMIS Name: CC--CA--HFCA
Reporting Term: 07/01/2024 - 03/31/2025
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)

Referral Results

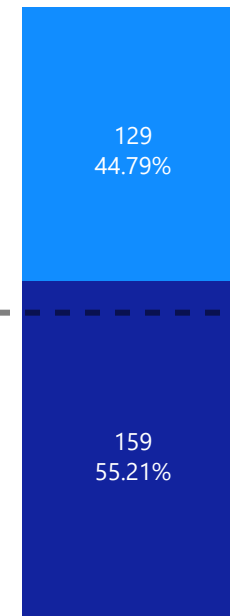


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





Homeless Family Coordinated Assessment

HMIS Name: CC--CA--HFCA
Reporting Term: 07/01/2024 - 03/31/2025
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)

Narrative regarding the **Homeless Family Coordinated Assessment** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0761 (Coordinated Assessment - Families):

"While we did meet the performance outcome of number of days from enrollment to successful referral (connecting households in 22 days versus the target of 30) we only served 493 households while the target was 564. In December we experienced flooding in the area where the HFCA space is located which necessitated a short term pivot in the provision of services that may have impacted the numbers served, additionally, we experienced some staff turnover. The dashboard indicated that we did not meet the outcome target of **50%** Successful Referrals, identifying a **48.61%** success rate. I did review all referrals included in this time frame and noticed that there were a number of referrals with outcomes missing; either completely or outside of the CE event. I was able to update these referrals and re-run the report. Once this was completed and the report was re-run I did find the data to be over 50%; meeting this target outcome."

-- Shannon Boniface, Vice President of Crisis Response - Catholic Charities Eastern Washington



Singles Coordinated Assessment

Number of Individuals Served

Projected Number: 450

726

Average Length of time from
Assessment to Acceptance (Days)

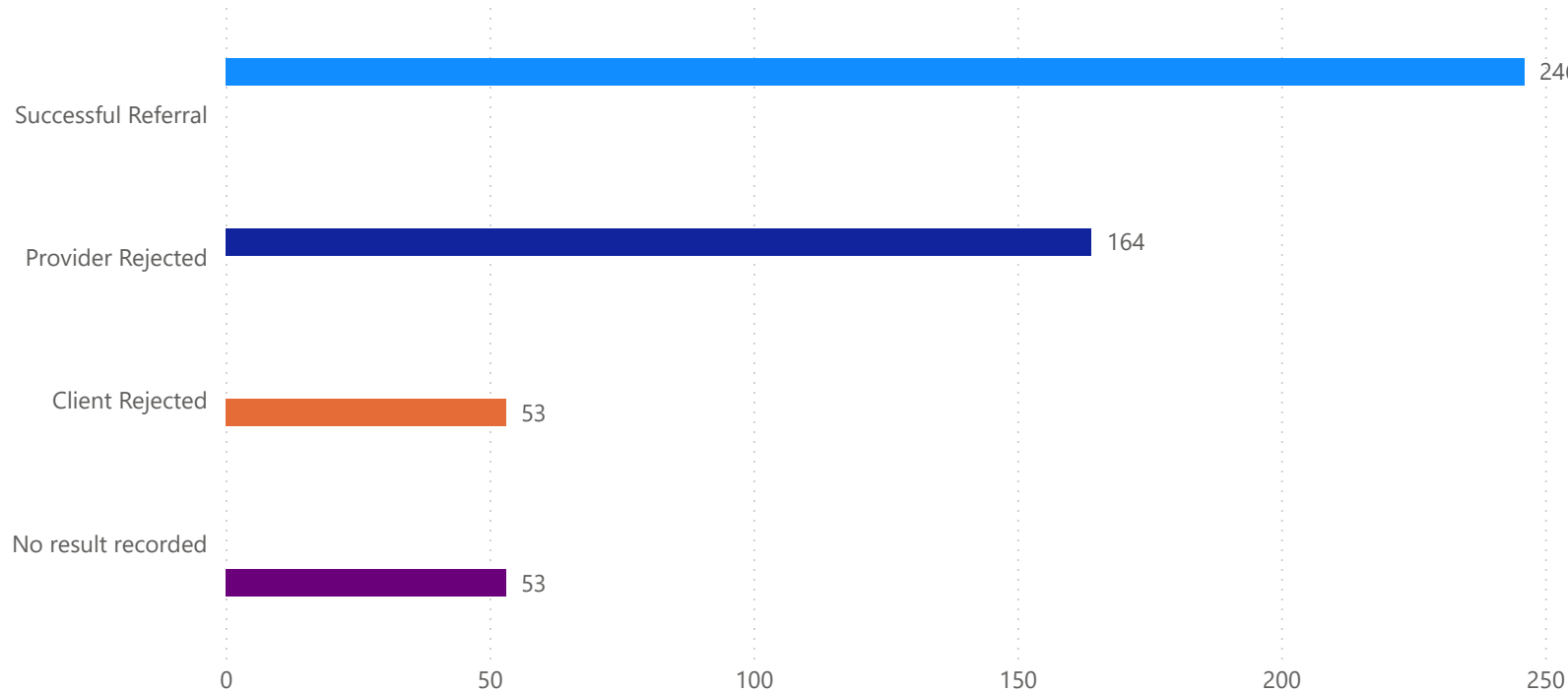
34

Max: 30 Days

HMIS Name: SNAP--CE--Singles
Reporting Term: 07/01/2024 - 03/31/2025
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)

Referral Results

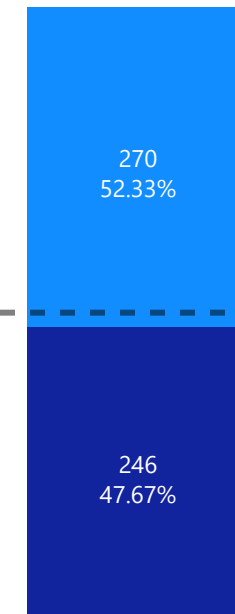


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





Singles Coordinated Assessment

HMIS Name: SNAP--CE--Singles
Reporting Term: 07/01/2024 - 03/31/2025
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)

Narrative regarding the **Singles Coordinated Assessment** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0704 (Coordinated Assessment - Singles):

"Local Measure: % of referrals with a successful outcome:

The "Provider Rejected" referral outcome designates situations where clients cannot be contacted by case managers after receiving a referral, or less commonly, when clients are no longer eligible for the intervention for which they are referred.

To try and mitigate this, the SHCA project reiterates to all clients to return to their providers to update them when contact information changes. Assessors collect alternative methods of contact such as email addresses, message phones, numbers for relatives, etc. Providers are instructed to try every available contact method (including outreach) over the course of at least one week, with at least three unique contact attempts documented in HMIS.

Maintaining contact with clients experiencing homelessness is a significant challenge and one that is sometimes overlooked. Phones are frequently lost or stolen when living outside or in shelters and many free or low-cost phone providers have recently closed. Resources and infrastructure to enable homeless clients to replace phones are essential in allowing providers to connect with clients once referred to their programs.

Length of time from Assessment to Acceptance:

Increased time to acceptance also reflects the challenges providers are having in making initial contact with clients to schedule intakes, due to difficulties obtaining and maintaining communications while unhoused."

-- Byron Haworth, Singles Homeless Coordinated Assessment (SHCA) Lead - SNAP



Performance Overview

696

HMIS Name: All Homelessness Diversion Projects

Reporting Term: 07/01/2024 - 03/31/2025

Diversion: Project focus is on keeping households out of the traditional homeless system. Requires literal homelessness or at-risk of homelessness and typically very little financial assistance is paired with this intervention.

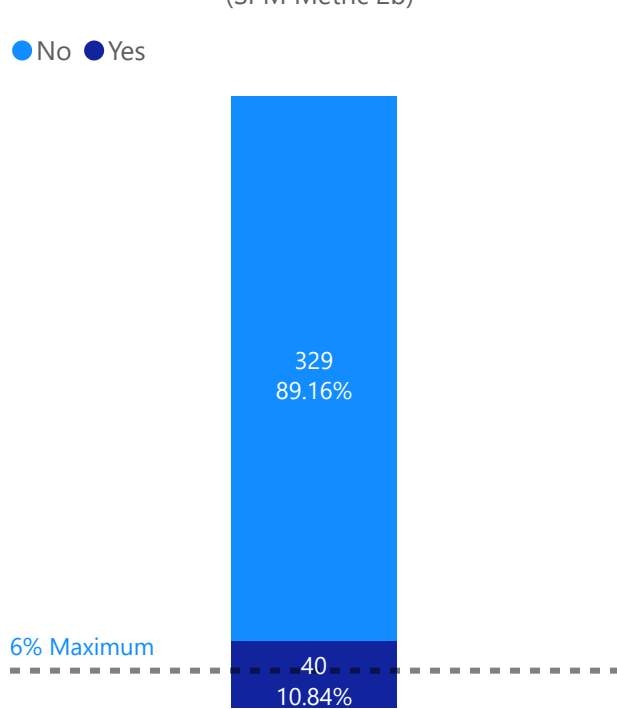
Legend (All the clients enrolled in the reporting period are included in this metric):

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

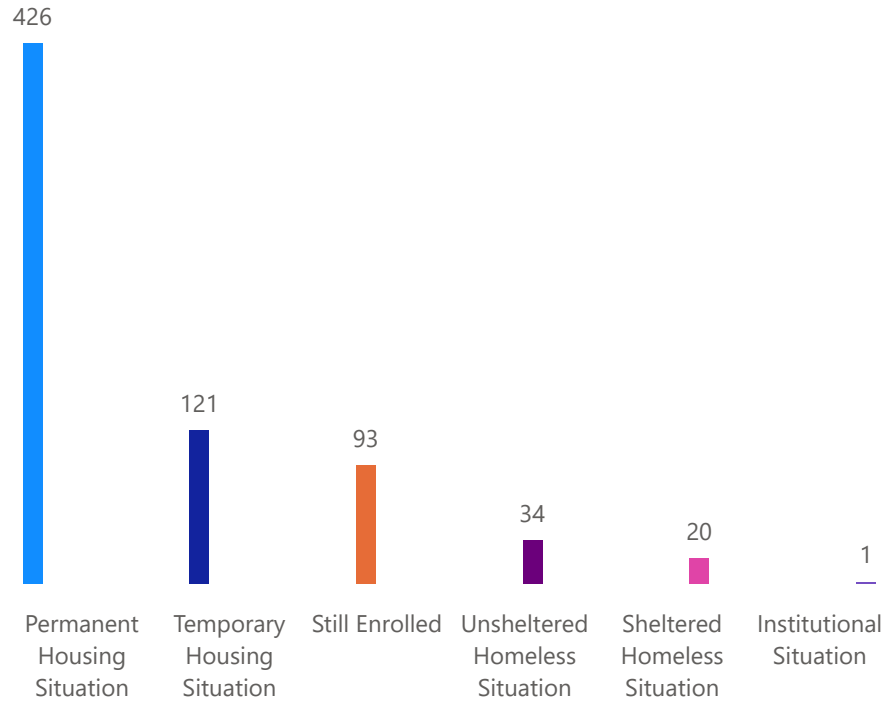
Returns to Homelessness

(SPM Metric 2b)

● No ● Yes

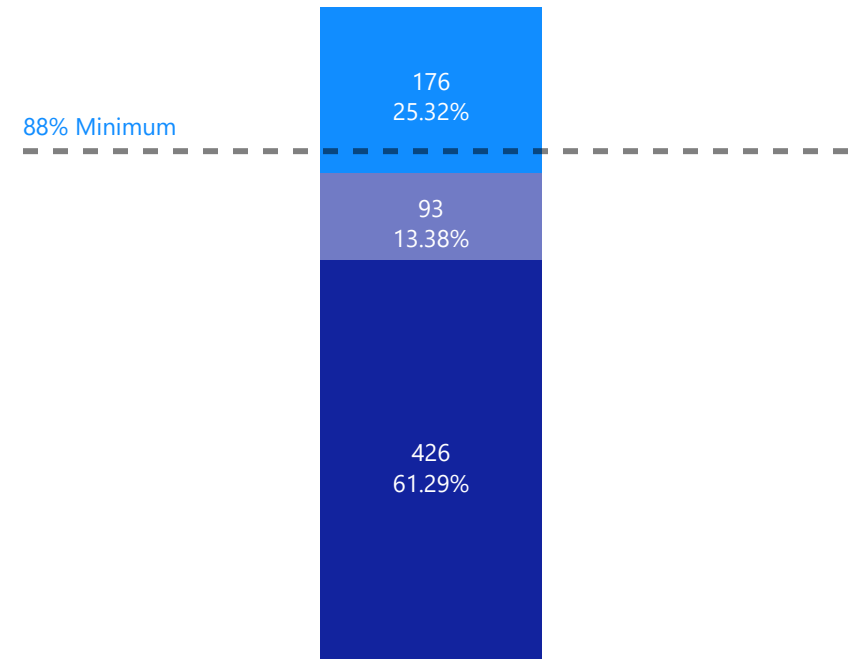


Exit Destinations



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Spend Down Overview

HMIS Name: All Homelessness Diversion Projects

Q1

Q2

Q3



Q4

July

August

September

October

November

December

January

February

March

April

May

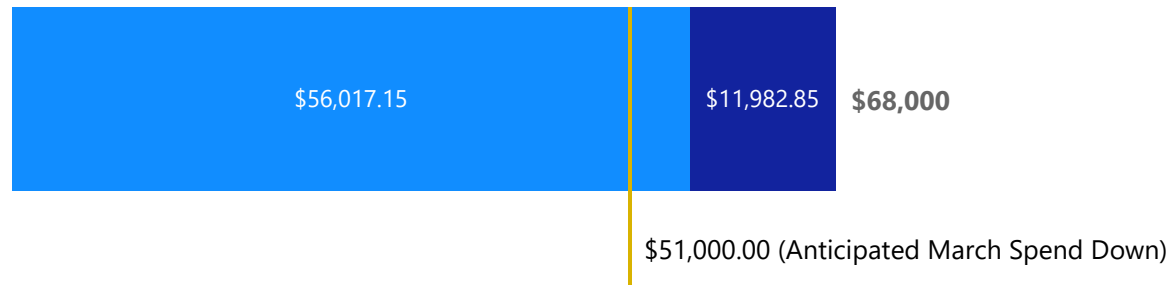
June

● Sum of Total Spent ● Sum of Total Remaining

Catholic Charities - Families Diversion



SNAP Singles Diversion





SNAP Singles Diversion

122

HMIS Name: SNAP--SSO--Singles Diversion
Reporting Term: 07/01/2024 - 03/31/2025
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)

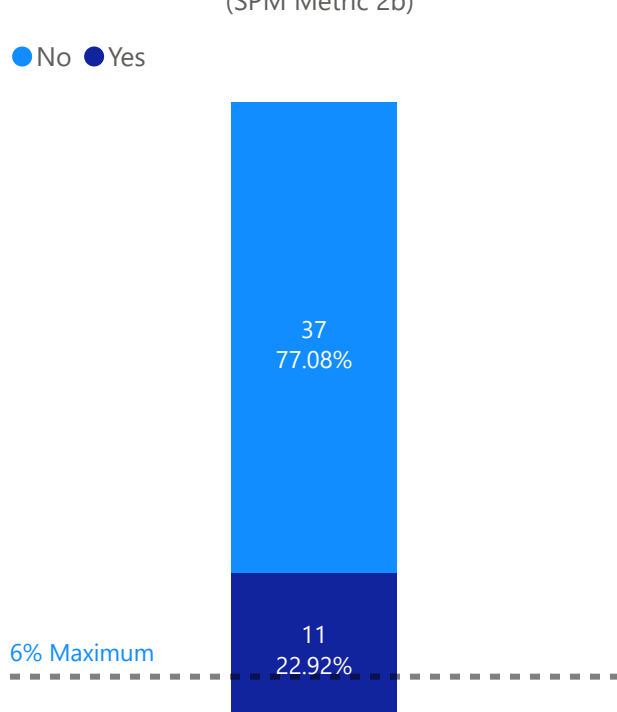
Legend (All the clients enrolled in the reporting period are included in this metric):

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

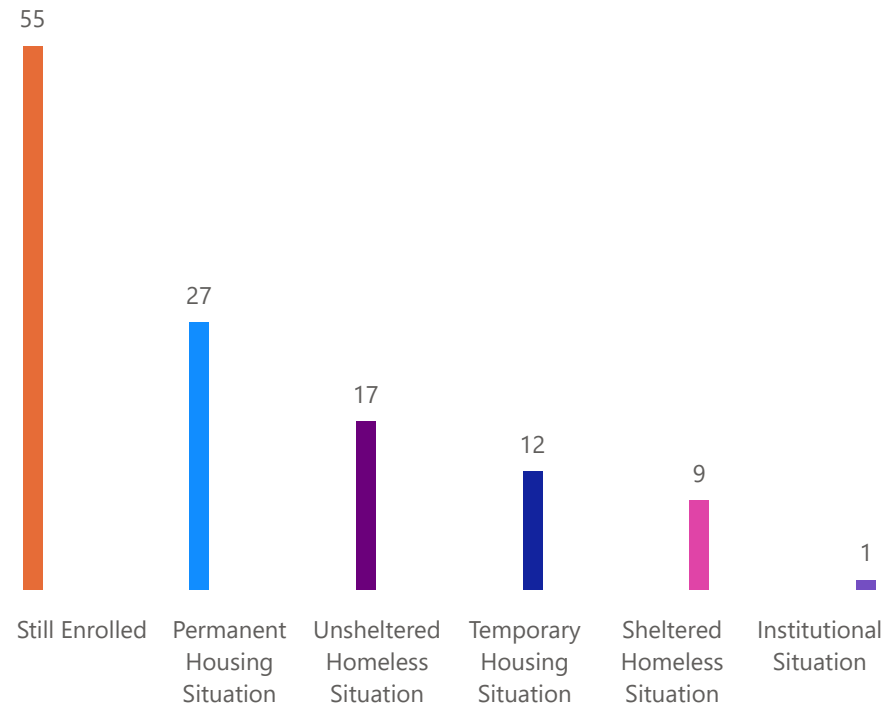
Returns to Homelessness

(SPM Metric 2b)

● No ● Yes

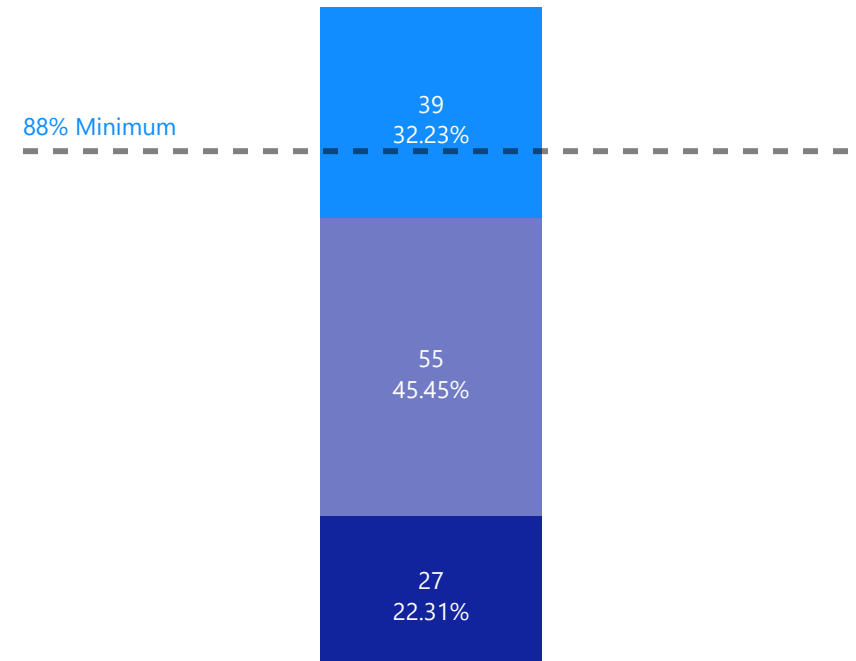


Exit Destinations



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





SNAP Singles Diversion

HMIS Name: SNAP--SSO--Singles Diversion
Reporting Term: 07/01/2024 - 03/31/2025
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)

Narrative regarding the **Singles Diversion** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0763 (Homelessness Diversion):

"Returns to Homelessness:

Homeless Diversion engages clients who may otherwise qualify for other programs. Diversion encourages case managers to collaborate with clients on creative resolutions to preventing or ending homelessness. These resolutions do not have subsidy component so they may not have the same level of success as interventions with subsidy attached.

Exits to Permanent Housing:

SNAP has refined our policies and procedures for Homeless Diversion to create a more structured experience for clients and case managers alike. Clients are tasked with setting weekly goals to work towards obtaining or maintaining permanent housing."

-- Byron Haworth, Singles Homeless Coordinated Assessment (SHCA) Lead - SNAP



Catholic Charities - Families Diversion

574

HMIS Name: CC--SSO--City Diversion--City HHAA
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0695
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

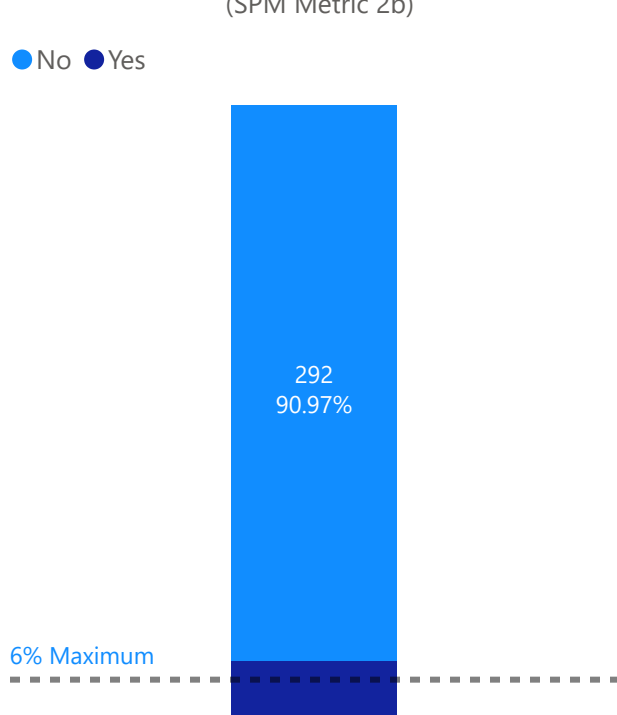
Grants:
• City of Spokane: Homeless Housing Assistance Act (HHAA)

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.

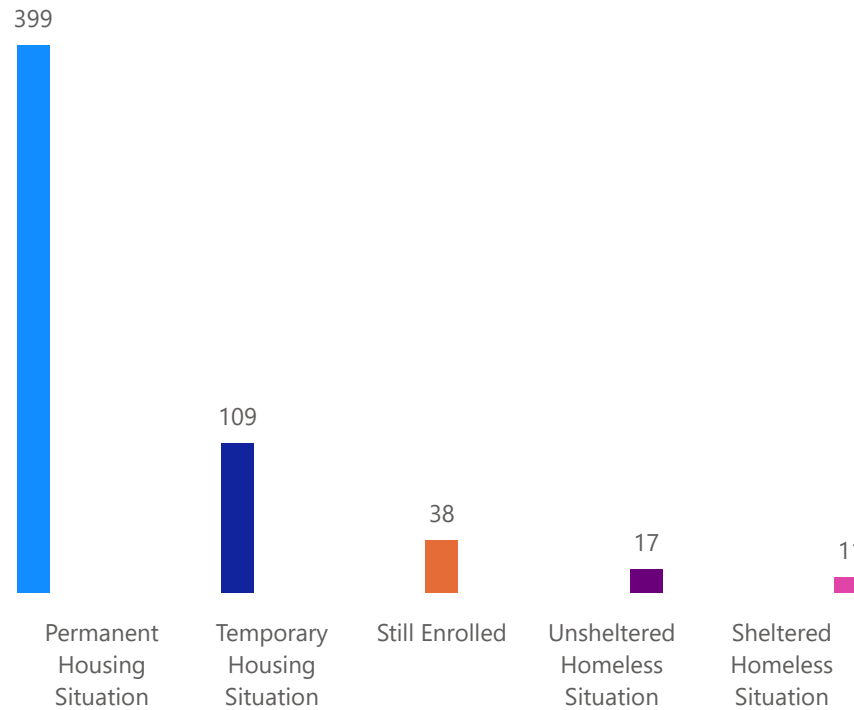
Returns to Homelessness

(SPM Metric 2b)

● No ● Yes

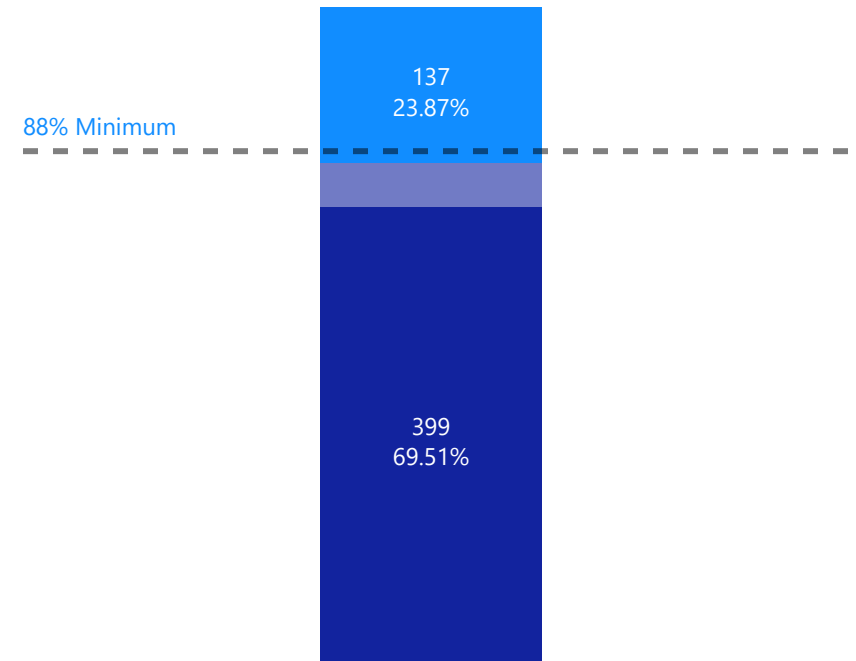


Exit Destinations



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Catholic Charities - Families Diversion

HMIS Name: CC--SSO--City Diversion--City HHAA
Reporting Term: 07/01/2024 - 03/31/2025
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)

Narrative regarding the **Families Diversion** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0695 (Homelessness Diversion):

"We did not meet the performance outcome of **88%** exits to PH, with only **74.4%** exiting to PH. As a system we have historically discussed also reporting out on "Temporary Stays with Friends/Family" as this exit meets the spirit of successful diversion. During this review period 51 households exited to "Temp Stays with Friends/Family". In addition, 113 households served in this review period were in permanent housing when enrolled and we were able to help stabilize and maintain that living situation for all but 3 households. Only 13 households exited Diversion to a destination that was not either considered permanent or was a "Temp stay with Friends/Family" and instead exited to Hotel/Motel, Emergency Shelter or Place Not Meant for Human Habitation. With little financial support to help those facing instability it is hard to move those who enter the project from literal homelessness, to housing in the 30 day enrollment timeframe. Returns for Diversion were at **9.1%** exceeding the **6%** target. The 30 day timeframe of enrollment provides a short window to help elicit long term stability, system discussion has suggested that shorter than two years might be a more relevant measurement."

-- Shannon Boniface, Vice President of Crisis Response - Catholic Charities Eastern Washington



Performance Overview

138

HMIS Name: All Homeless Prevention Projects

Reporting Term: 07/01/2024 - 03/31/2025

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.

Returns to Homelessness

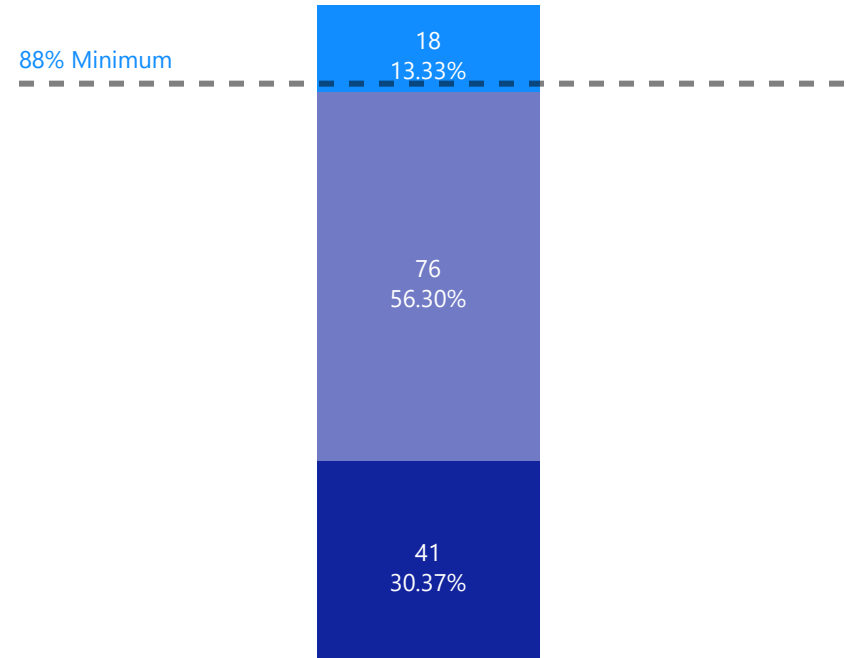
(SPM Metric 2b)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Spend Down Overview

HMIS Name: All Homeless Prevention Projects

Q1

Q2

Q3



Q4

July

August

September

October

November

December

January

February

March

April

May

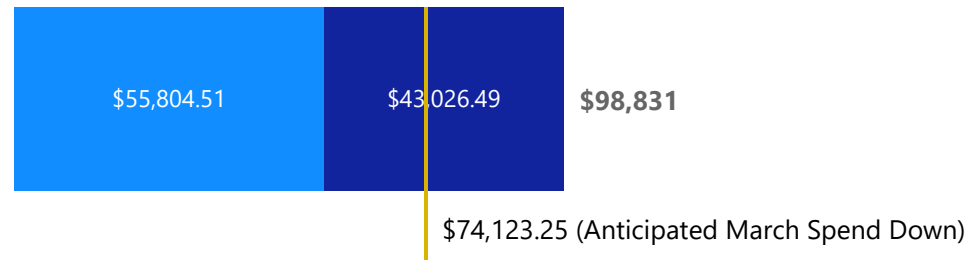
June

● Sum of Total Spent ● Sum of Total Remaining

HEN Foundational Community Support Bridge



Esperanza





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

Housing and Essential Needs (HEN)

\$2,525,477.24

\$2,625,825.00 (Anticipated March Spend Down)

\$975,622.76

\$3,501,100



HEN Foundational Community Support Bridge

8

HMIS Name: GI--HP--HEN FCS Bridge
Reporting Term: 07/01/2024 - 03/31/2025
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

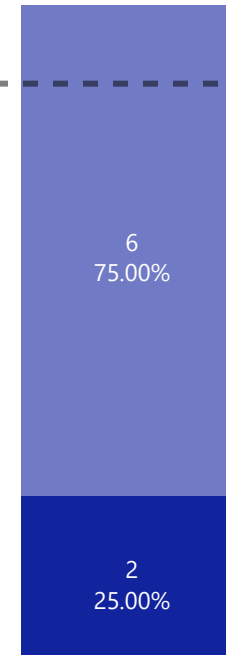


There were no clients enrolled in the project two years prior. Metric 2b requires that there were clients enrolled 2 years prior to the reporting period, have exited to a PH (Permanent Housing) destination and then returned to an ES, TH, SO, and/or RRH project.

Exits to Permanent Housing

● No (Still Enrolled) ● Yes

88% Minimum





Housing and Essential Needs (HEN)

129

HMIS Name: GI--HP--HEN
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0759
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

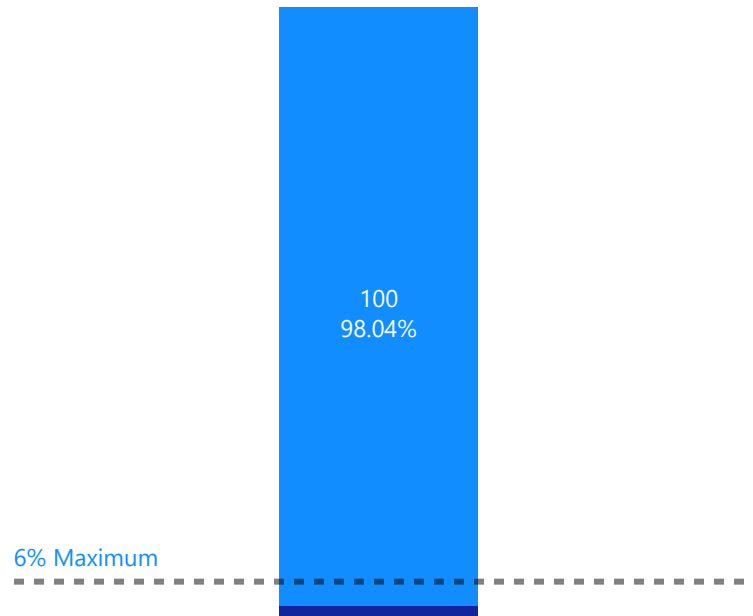
Grants:
• Commerce: System Demonstrations Grant (SDG) - Housing Essential Needs (HEN)

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

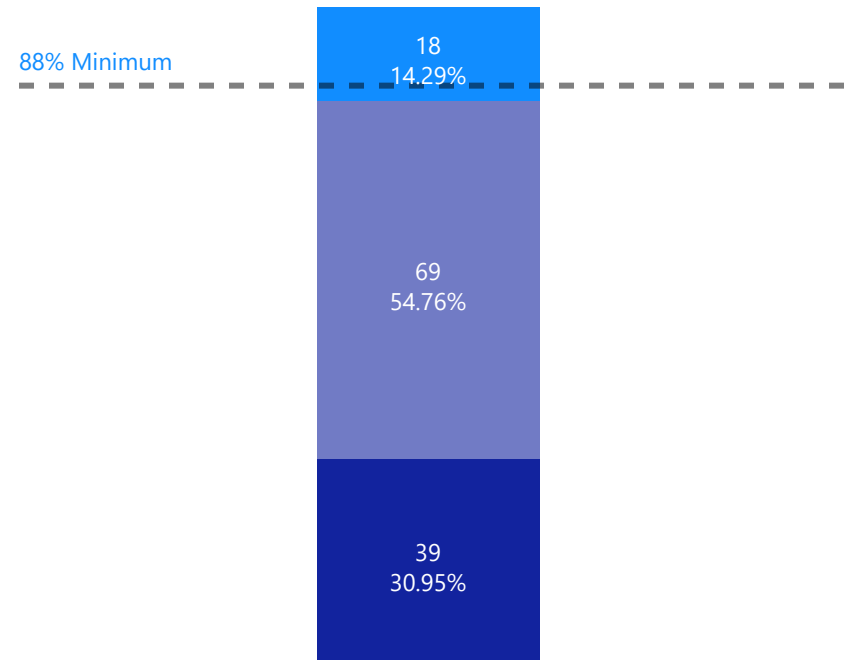
(SPM Metric 2b)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Housing and Essential Needs (HEN)

HMIS Name: GI--HP--HEN
Reporting Term: 07/01/2024 - 03/31/2025
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)

Narrative regarding the **Housing and Essential Needs (HEN)** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0759 (Homeless Prevention):

"HEN's Homelessness Prevention (HP) services achieved an 85.71% exit rate to permanent housing, slightly below our target of 88%. A review of the data identified key barriers to meeting this goal, primarily related to exit destinations, including loss of engagement, increased income leading to ineligibility, and other disqualifying factors. In many cases, clients became ineligible due to income changes and the absence of an active BVS, often resulting in unforeseen exits from the program.

To address these challenges, we are actively reviewing our recertification and case management processes to identify areas for improvement. A key focus is improving how we engage clients in early, clear conversations about benefit eligibility and long-term stability. This includes helping clients understand how changes in income or access to benefits can affect their eligibility. We are also working to ensure these discussions are consistently integrated into ongoing case management.

Additionally, HEN leadership is refining our client-centered exit planning to better anticipate income shifts, flag early signs of disengagement, and connect clients with alternative supports when needed. We are also enhancing outreach strategies to re-engage participants who begin to disengage. By strengthening these areas, we aim to support more consistent and successful transitions to permanent housing and improve overall program outcomes."

-- Michii Sepulveda, Program Manager - HEN, Goodwill Industries



Esperanza

1

HMIS Name: NRCC--HP--Esperanza--HSG
Reporting Term: 07/01/2024 - 03/31/2025
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)

6% Maximum

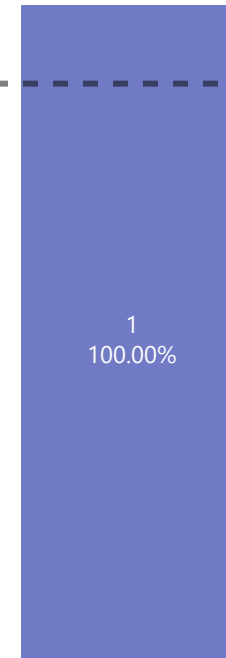


There were no clients enrolled in the project two years prior. Metric 2b requires that there were clients enrolled 2 years prior to the reporting period, have exited to a PH (Permanent Housing) destination and then returned to an ES, TH, SO, and/or RRH project.

Exits to Permanent Housing

● No (Still Enrolled)

88% Minimum





Performance Overview

3

Max: 60 Days

Number of Individuals Served

218

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 03/31/2025

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

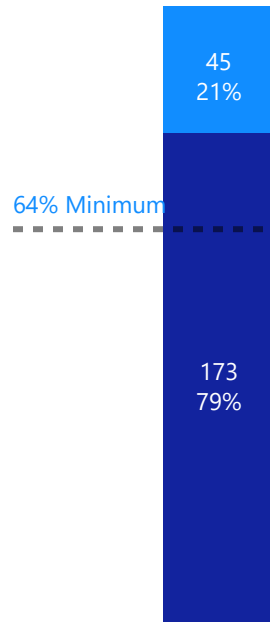
(SPM Metric 2b)

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.

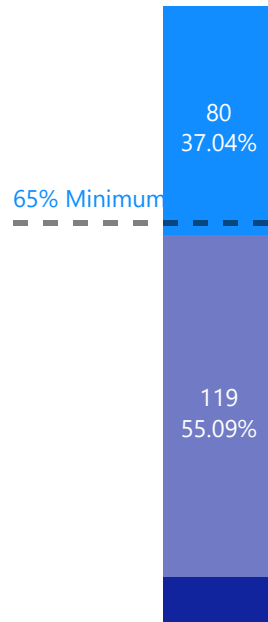
Service those with the Long Lengths of Homelessness

● No ● Yes



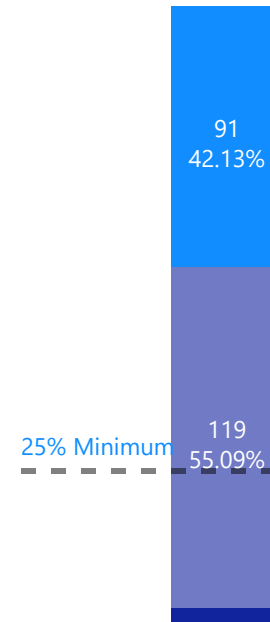
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



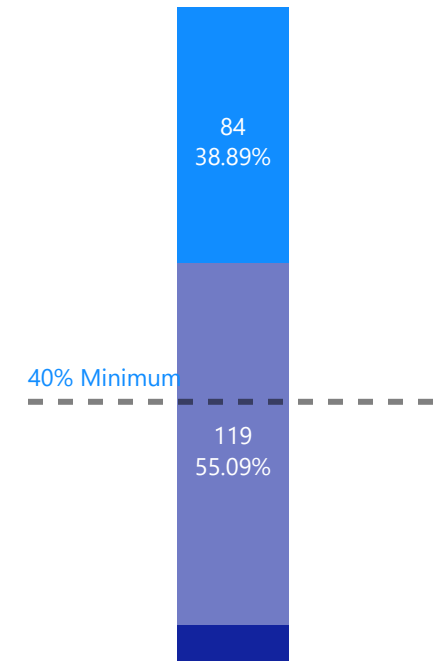
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

● No ● 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

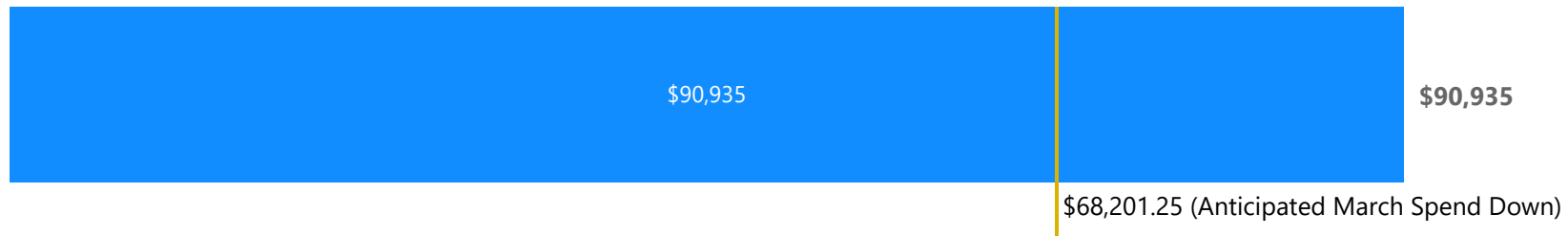
June

● Sum of Total Spent ● Sum of Total Remaining

The Salvation Army - Street Outreach



SNAP - Street Outreach





SNAP - Street Outreach

3 Max: 60 Days

Number of Individuals Served

Projected Number: 66

91

HMIS Name: SNAP--SO--HSG
Reporting Term: 07/01/2024 - 03/31/2025
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

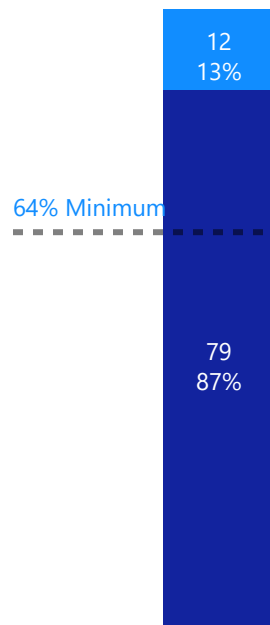
(SPM Metric 2b)

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).

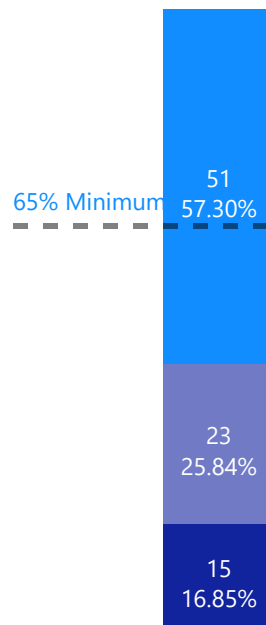
Service those with the Long Lengths of Homelessness

● No ● Yes



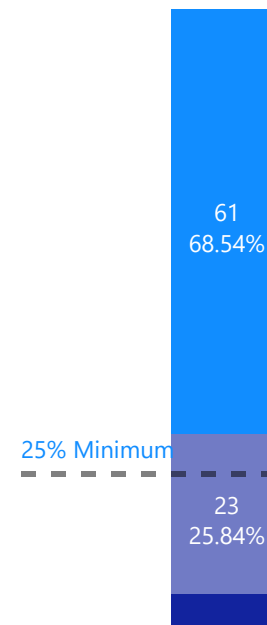
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



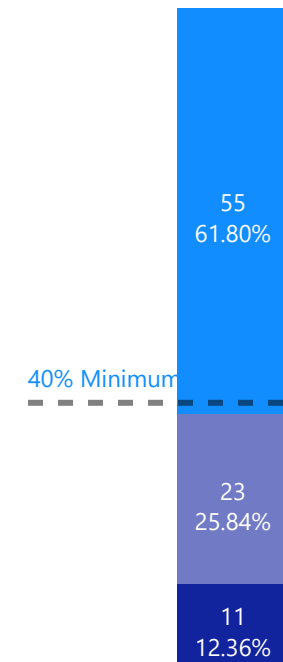
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





SNAP - Street Outreach

HMIS Name: SNAP--SO--HSG
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0777
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

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

Narrative regarding the **SNAP - Street Outreach** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0777 (Street Outreach):

"Successful Exits from Street Outreach/ Exits to Permanent Housing:

Street Outreach is often the first engagement with the homelessness response system and often engages individuals who may be reluctant to seek permanent housing. While Street Outreach programs bring indispensable benefit to clients and help other programs better connect with and serve the homeless community, they are not necessarily the decisive intervention that resolves a client's homelessness."

-- Byron Haworth, Singles Homeless Coordinated Assessment (SHCA) Lead - SNAP



The Salvation Army - Street Outreach

1
Max: 60 Days

HMIS Name: TSA--SO--SDG
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0784
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG)

Number of Individuals Served
Projected Number: 75

127

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.

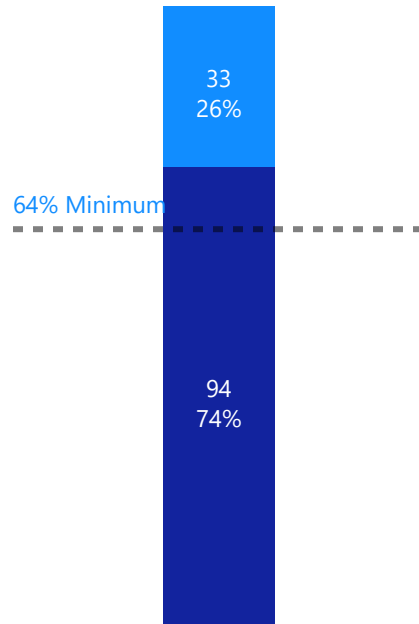
Returns to Homelessness (SPM Metric 2b)

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).

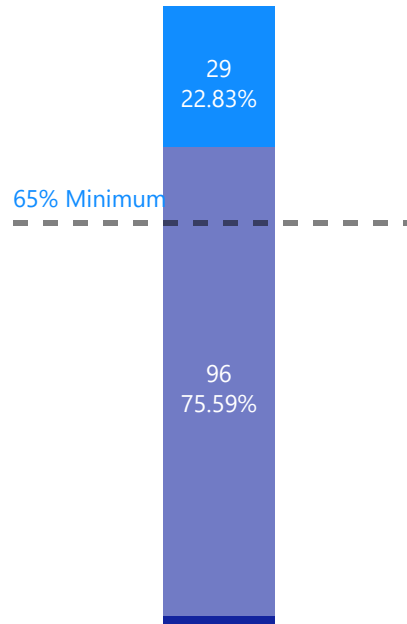
Service those with the Long Lengths of Homelessness

● No ● Yes



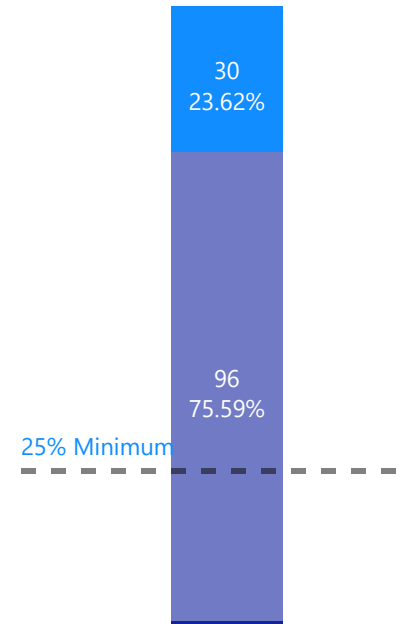
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



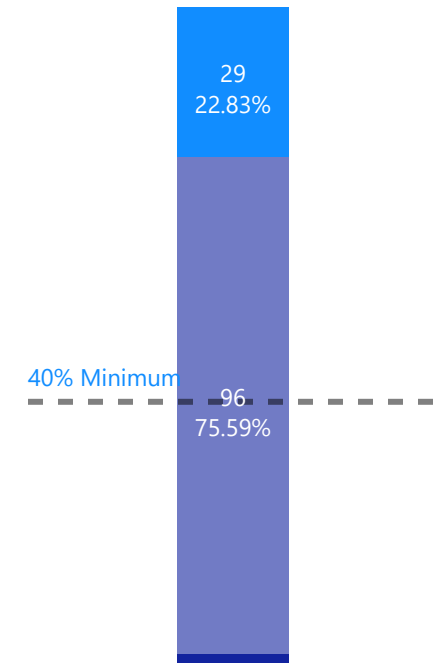
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





The Salvation Army - Street Outreach

HMIS Name: TSA--SO--SDG
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0784
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG)

Narrative regarding the **The Salvation Army - Street Outreach** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0784 (Street Outreach):

"The Salvation Army team is thankful to have the technical assistance meeting on 5/13/25. Unfortunately, it took some time to find an available time for this meeting. In review of much of the client list with the Street Level Team and reviewing CMIS, we discovered clients who are no longer in the "unsheltered" category but were not exited properly. We have a call in to CMIS to review clients and confirm correct data input. The importance of documentation has been delivered to the team. They not only need to do the work; they must document the work, or it is as if it did not happen. "

-- Elaine Mansoor, Director of Social Services - The Salvation Army, Spokane Regional Services



Performance Overview

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 03/31/2025

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

3

Max: 60 Days

Number of Individuals Served

218

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 03/31/2025

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 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

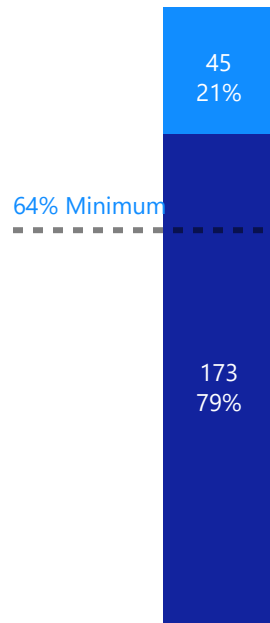
(SPM Metric 2b)

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.

Service those with the Long Lengths of Homelessness

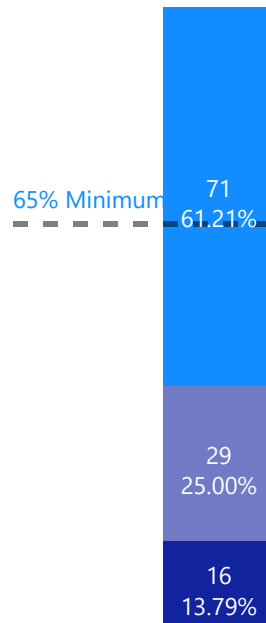
● No ● Yes



64% Minimum

Successful Exits from Street Outreach

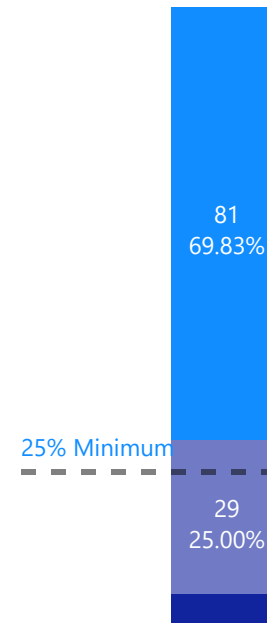
● No ● No (Still Enrolled) ● Yes



65% Minimum

Exits to Temporary or Institutional Settings

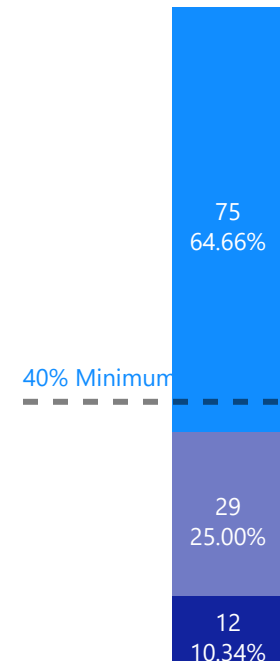
● No ● No (Still Enrolled) ● Yes



25% Minimum

Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



40% Minimum



SNAP - Street Outreach

3

Max: 60 Days

Number of Individuals Served

Projected Number: 66

91

HMIS Name: SNAP--SO--HSG
Reporting Term: 07/01/2024 - 03/31/2025
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.

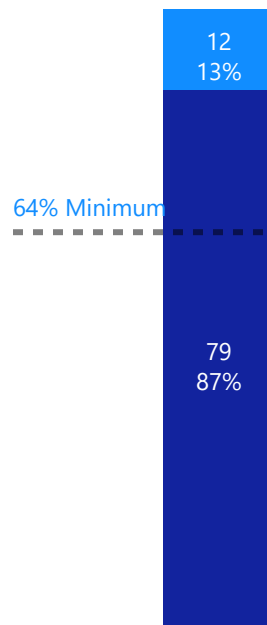
Returns to Homelessness (SPM Metric 2b)

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).

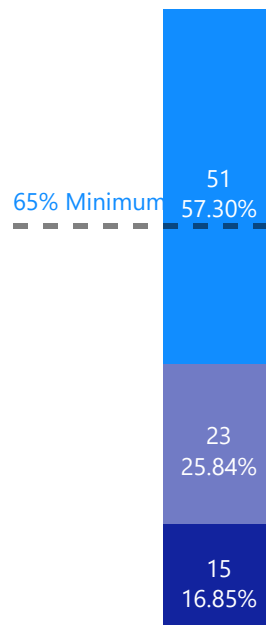
Service those with the Long Lengths of Homelessness

● No ● Yes



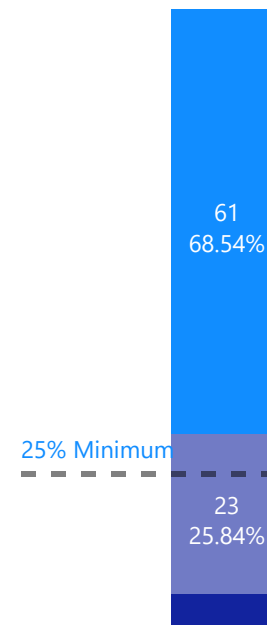
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



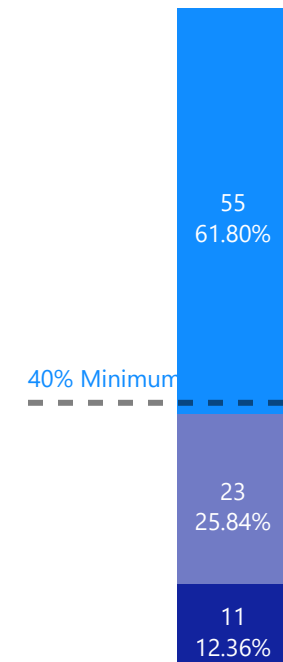
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





SNAP - Street Outreach

HMIS Name: SNAP--SO--HSG
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0777
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

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

Narrative regarding the **SNAP - Street Outreach** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0777 (Street Outreach):

"Successful Exits from Street Outreach/ Exits to Permanent Housing:

Street Outreach is often the first engagement with the homelessness response system and often engages individuals who may be reluctant to seek permanent housing. While Street Outreach programs bring indispensable benefit to clients and help other programs better connect with and serve the homeless community, they are not necessarily the decisive intervention that resolves a client's homelessness."

-- Byron Haworth, Singles Homeless Coordinated Assessment (SHCA) Lead - SNAP



The Salvation Army - Street Outreach

1
Max: 60 Days

Number of Individuals Served

Projected Number: 75

127

HMIS Name: TSA--SO--SDG
Reporting Term: 07/01/2024 - 03/31/2025
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.

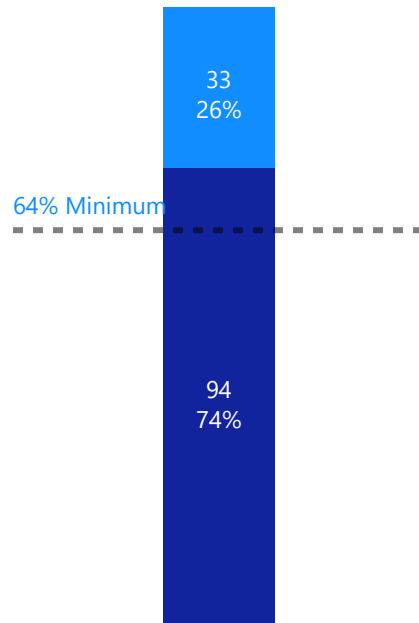
Returns to Homelessness (SPM Metric 2b)

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).

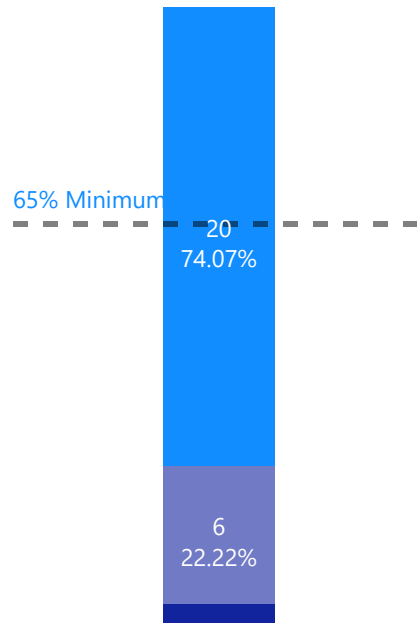
Service those with the Long Lengths of Homelessness

● No ● Yes



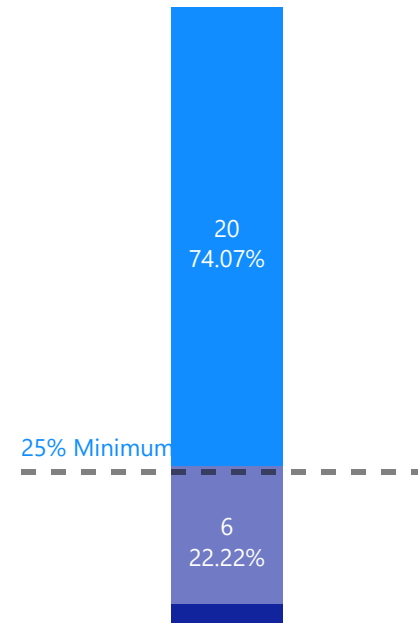
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



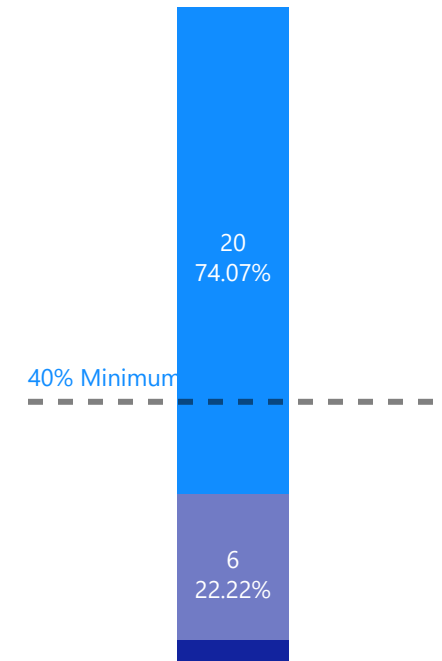
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





The Salvation Army - Street Outreach

HMIS Name: TSA--SO--SDG
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0784
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG)

Narrative regarding the **The Salvation Army - Street Outreach** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0784 (Street Outreach):

"The Salvation Army team is thankful to have the technical assistance meeting on 5/13/25. Unfortunately, it took some time to find an available time for this meeting. In review of much of the client list with the Street Level Team and reviewing CMIS, we discovered clients who are no longer in the "unsheltered" category but were not exited properly. We have a call in to CMIS to review clients and confirm correct data input. The importance of documentation has been delivered to the team. They not only need to do the work; they must document the work, or it is as if it did not happen. "

-- Elaine Mansoor, Director of Social Services - The Salvation Army, Spokane Regional Services



Performance Overview

Number of Individuals Served

1131

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

87

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

8

Max: 30 Days

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

Reporting Term: 07/01/2024 - 03/31/2025

Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

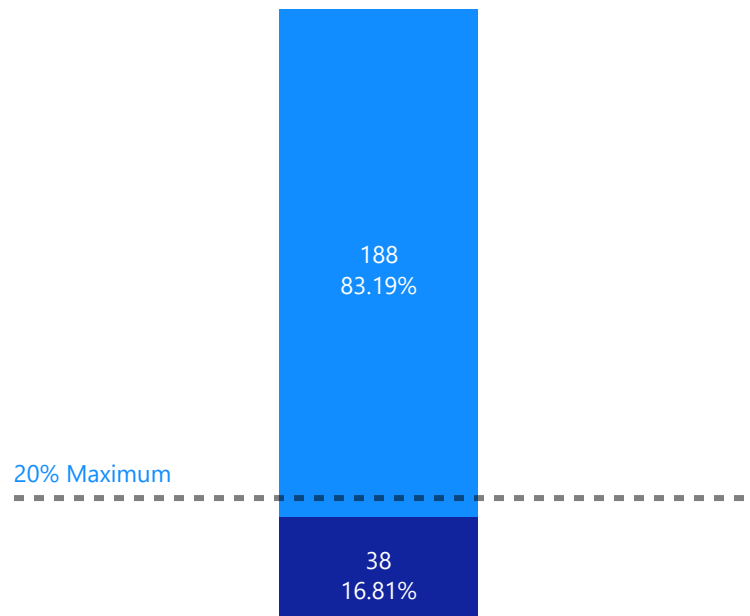
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

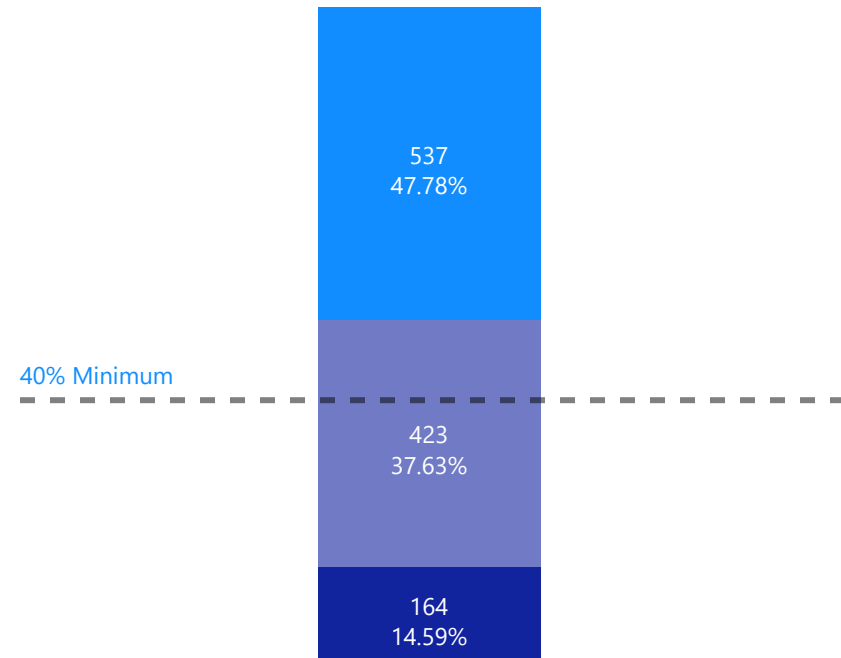
(SPM Metric 2b)

● 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

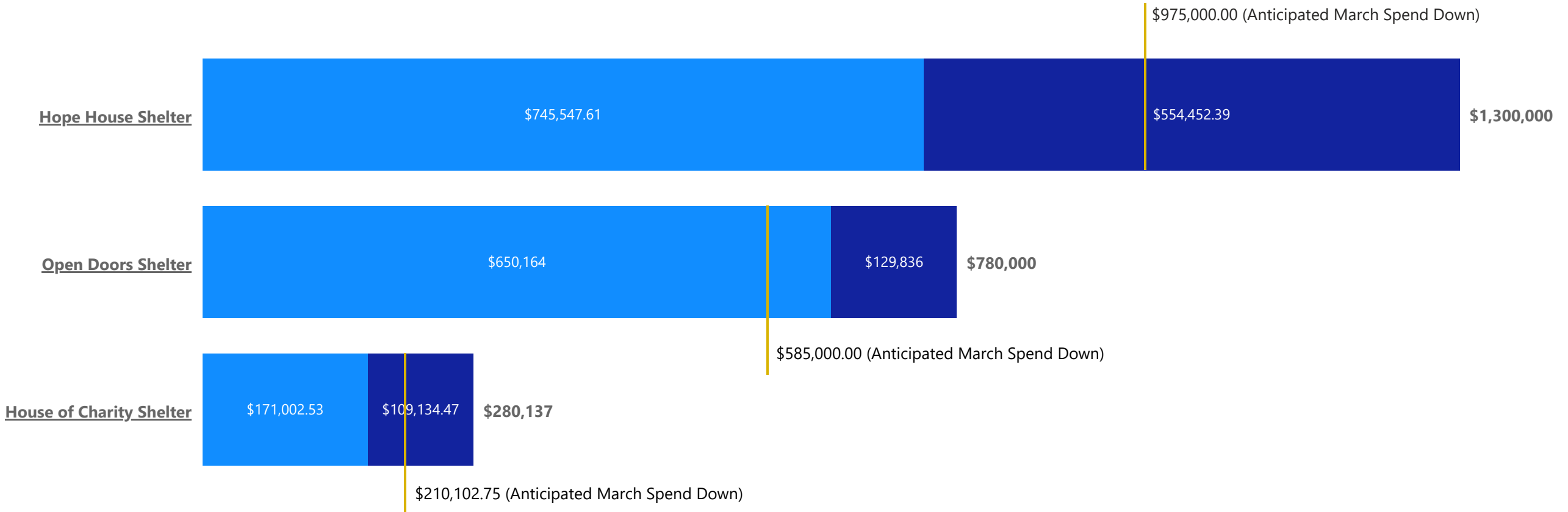
March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining





House Of Charity Shelter

461

113

Max: 90 Days

HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 03/31/2025
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)

Average Length of Time to Date of Engagement (Days)

4

Max: 30 Days

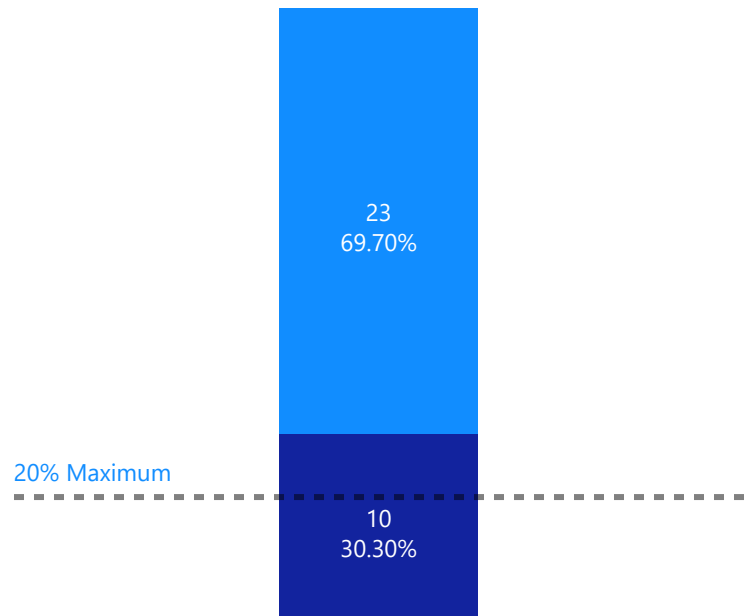
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

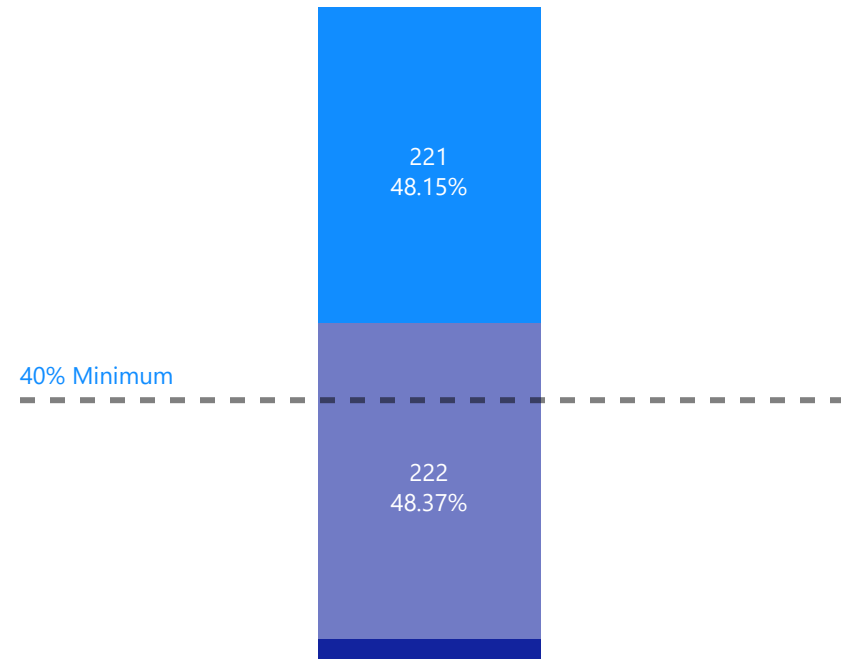
(SPM Metric 2b)

● 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 - 03/31/2025
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 **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

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

" 1. **Number of Individuals and Households Served** – [APR Export Q7a.csv](#)

Our contracted project number served of 216. We are far exceeding our contracted numbers served at 461.

2. **Total Bed Count**

The report lists **99 beds**, which accurately reflects our capacity in our contracts.

3. **Length of Time Homeless in Emergency Shelter** - [Measure 1a.1.csv](#). Our target goal was 90 Days, and our Average Length of Time Homeless was 113 days. We did not meet this measure for a variety of factors, including:

- a. Lack of available housing options for the community at large, and particularly for the aging homeless population with higher acuity of needs.
 - i. Limited community resources to triage the homeless population in our community, for critical stabilization services which can keep individuals in our shelter longer.
 - ii. As referenced above, we are serving significantly more individuals than contracted, which impacts length of stay, combined with the above variables, increasing the difficulty in finding housing.

Solution: Our team continues to partner extensively with community providers to support potential avenues to housing solutions to reach our target goal for this measure.

4. **Returns to Homelessness** - [SPM Metric 2b, Returns to Homeless](#): Our target goal was 20%. As our data shows, we had a 30.30% Returns to Homelessness and did not meet the % goal due to what we imagine are factors related to: increased market rents and the lack of access to behavioral health services which likely contributes to the housing instability/recidivism of our vulnerable population once housed.

- Related Variables include: House of Charity has been funded to follow clients post-housing for 90 days for anyone receiving a (previously available) referral voucher, which helps to support initial stability. However, these vouchers are currently inactive, which halts our ability to house and track clients for success. Additionally, for other clients permanently housed, we rely on a **warm handoff** to external case management services to support long-term stabilization; however— clients are not obligated to engage with ongoing services, leaving a potential gap in stabilizing supports.

Solution: We will continue to offer warm handoffs to help decrease recidivism rates. With these variables in mind, we will continue to provide as much stabilization services as possible to support lowering this percentage.

5. **Exits to Permanent Housing** – [APR 2024 Exit Details.csv](#)

During this reporting period, **29 individuals exited to permanent housing**. Our target goal was 40%. **We achieved a goal of 10%**. We did not achieve this goal due to compounding factors, which include:

- **Severe regional housing shortage**, combined with the **complex needs of our patrons**. This combination presents substantial barriers to securing permanent housing placements under the HUD definition.

Solutions: Despite these challenges, we continue to connect individuals to available housing resources through **Case Management services** and partnerships with **onsite and community-based substance use disorder programs** and **critical mental health services**. We also propose that the City consider the inclusion of **long-term care** and **adult family homes** as an appropriate setting for an exit to permanent housing based on the age and acuity of our patrons. This could be a local measure to share the broader story of the client journey.

6. **Average Length of Time to Date of Engagement** – [APR Entry Detail.csv](#): 4 days is the average. Our team is excelling in this area--exceeding the average maximum of 30 days."

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



Open Doors Shelter

260

51
Max: 90 Days

HMIS Name: FPS--ES--Open Doors
Reporting Term: 07/01/2024 - 03/31/2025
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)

Average Length of Time to Date of Engagement (Days)

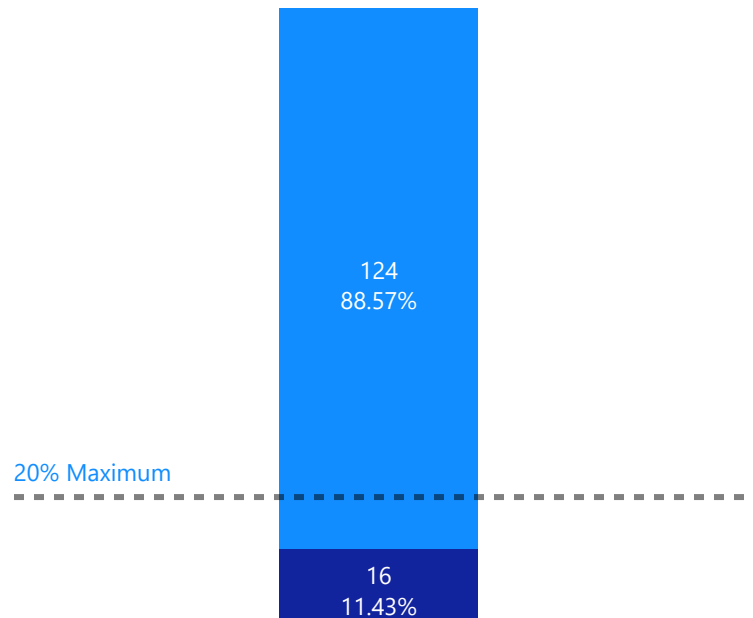
3
Max: 30 Days

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

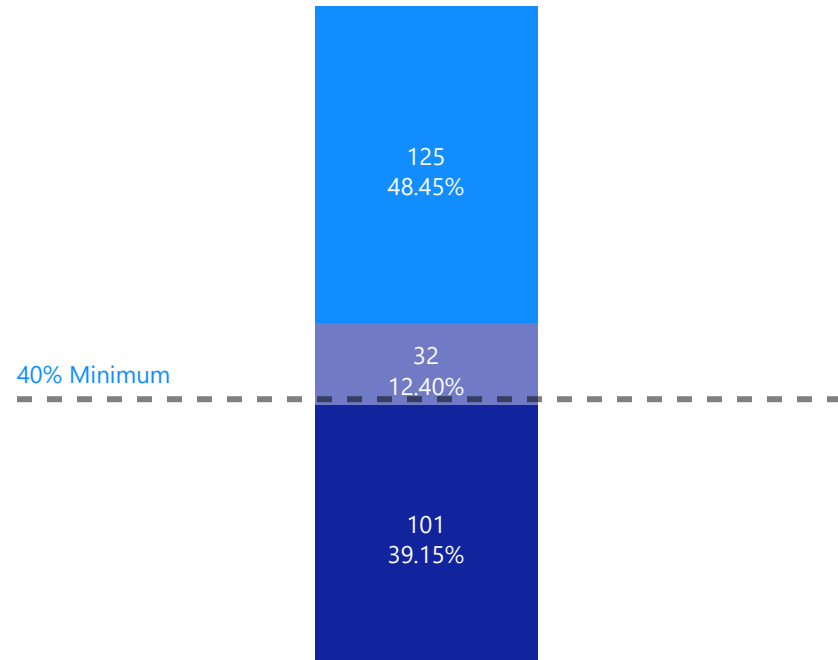
(SPM Metric 2b)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Hope House Shelter

410

85

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

12

Max: 30 Days

HMIS Name: VOA--ES--Hope House Shelter
Reporting Term: 07/01/2024 - 03/31/2025
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)

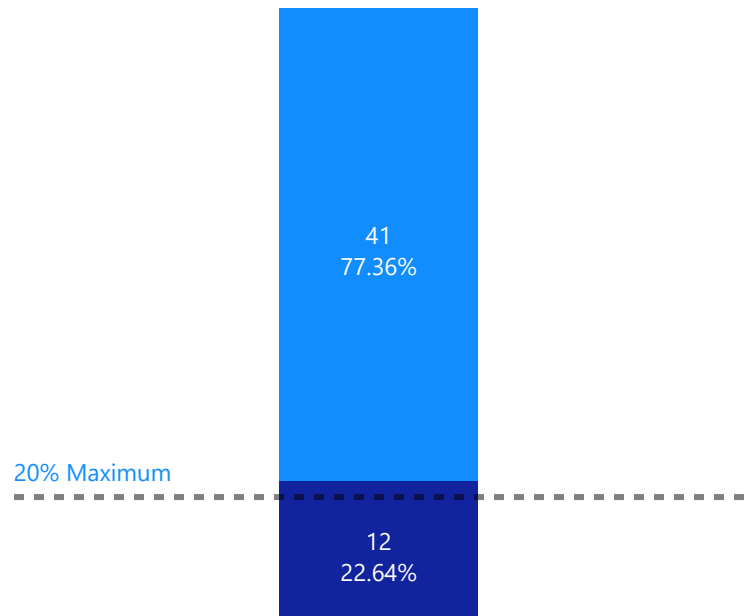
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

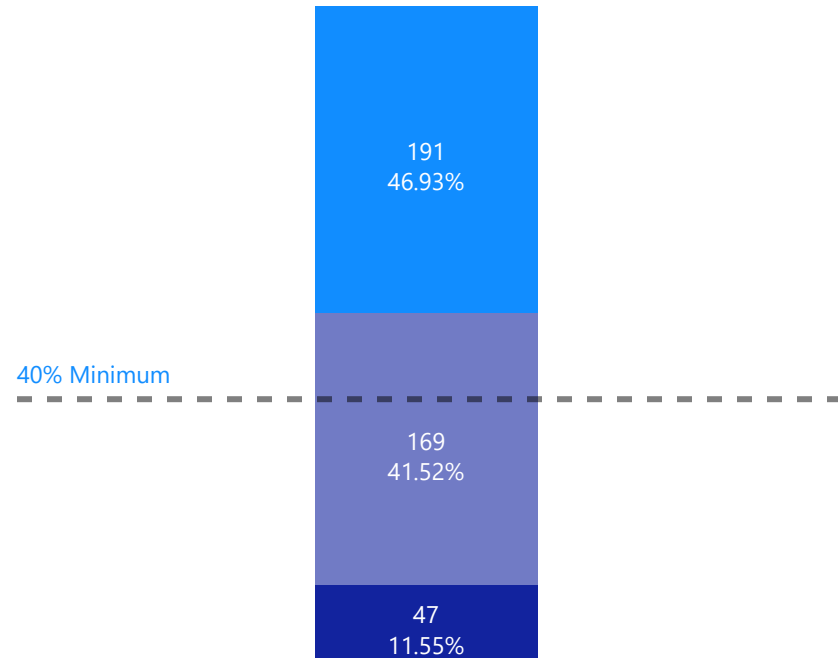
(SPM Metric 2b)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Performance Overview

Number of Individuals Served

486

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

57 Max: 90 Days

Average Rate of Utilization

(Local Measure)

71% Min: 85%

HMIS Name: All Emergency Shelter (Continuous Stay) Projects

Reporting Term: 07/01/2024 - 03/31/2025

Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

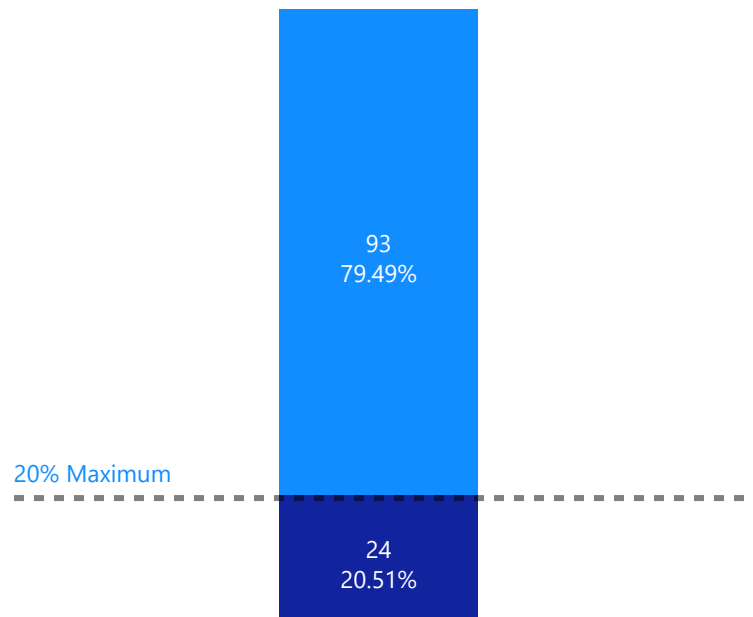
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

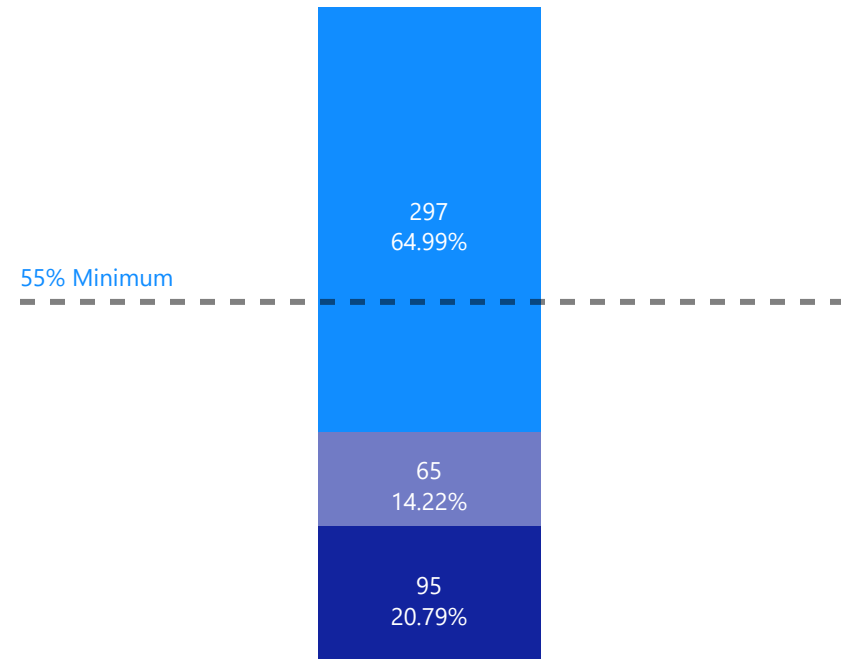
(SPM Metric 2b)

● 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

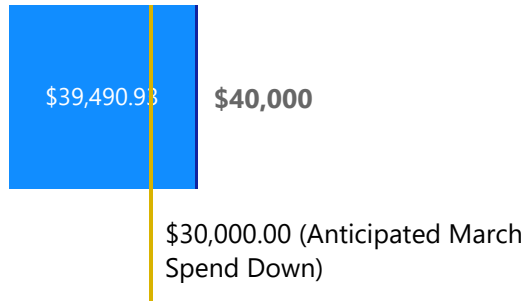
June

● Sum of Total Spent ● Sum of Total Remaining

DV Shelter



Crosswalk Youth Shelter





Spend Down Overview

HMIS Name: TSA--ES--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

The Way Out Shelter

\$2,135,333.88

\$2,195,980.35 (Anticipated March Spend Down)

\$792,639.92

\$2,927,973.8



The Way Out Shelter

211

32

Max: 90 Days

Average Rate of Utilization

(Local Measure)

88%

Min: 85%

HMIS Name: TSA--ES--The Way Out Center
Reporting Term: 07/01/2024 - 03/31/2025
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)

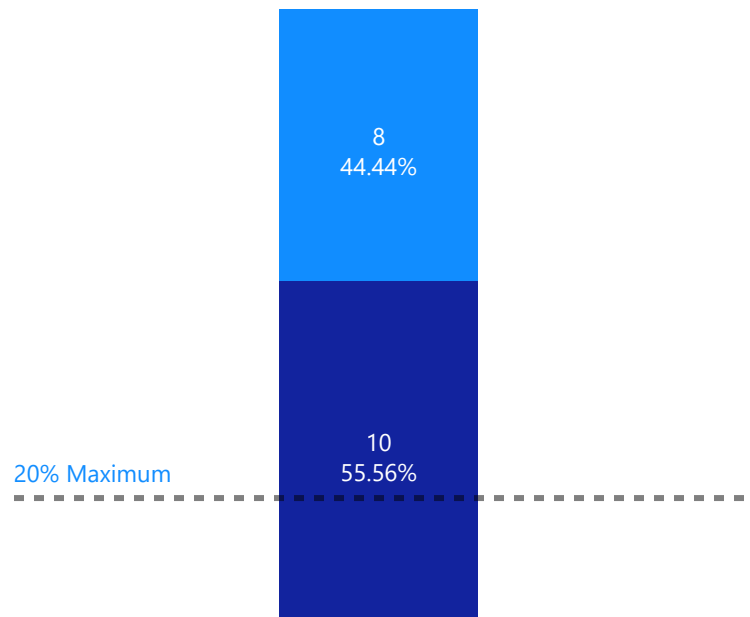
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

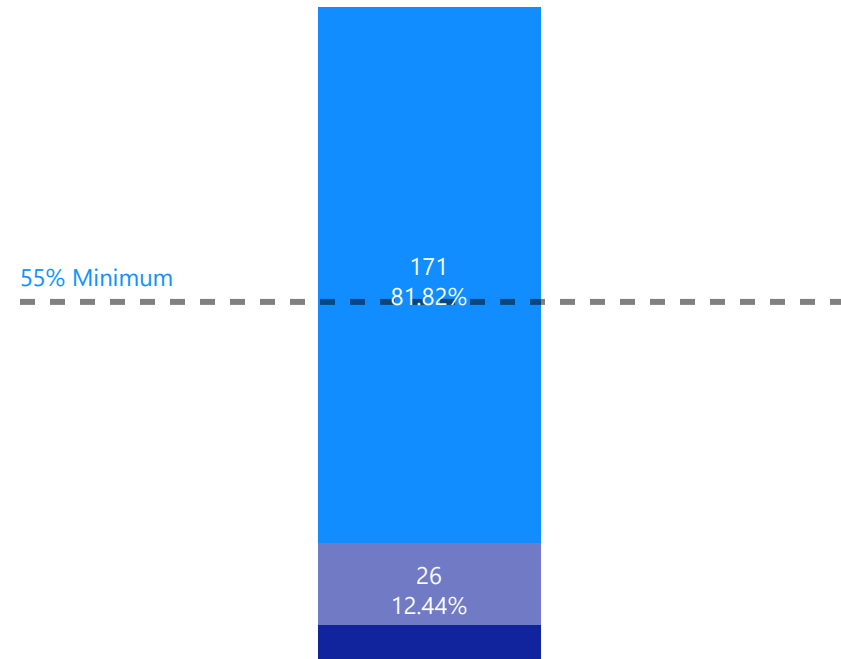
(SPM Metric 2b)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





The Way Out Shelter

HMIS Name: TSA--ES--The Way Out Center
Reporting Term: 07/01/2024 - 03/31/2025
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)

Narrative regarding the **The Way Out Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0038 (Emergency Shelter - Continuous Stay):

"Additional training on exits is needed at The Way Out Center. Team members will be appropriately trained to update annual income and exit information as they close out a guests file. System Program Management reports are being run to compare data to the spreadsheet indicating measurements."

-- Elaine Mansoor, Director of Social Services - The Salvation Army, Spokane Regional Services



Crosswalk Youth Shelter

87

125 Max: 90 Days

HMIS Name: VOA--ES--Crosswalk Youth Shelter
Reporting Term: 07/01/2024 - 03/31/2025
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)

Average Rate of Utilization

(Local Measure)

61% Min: 85%

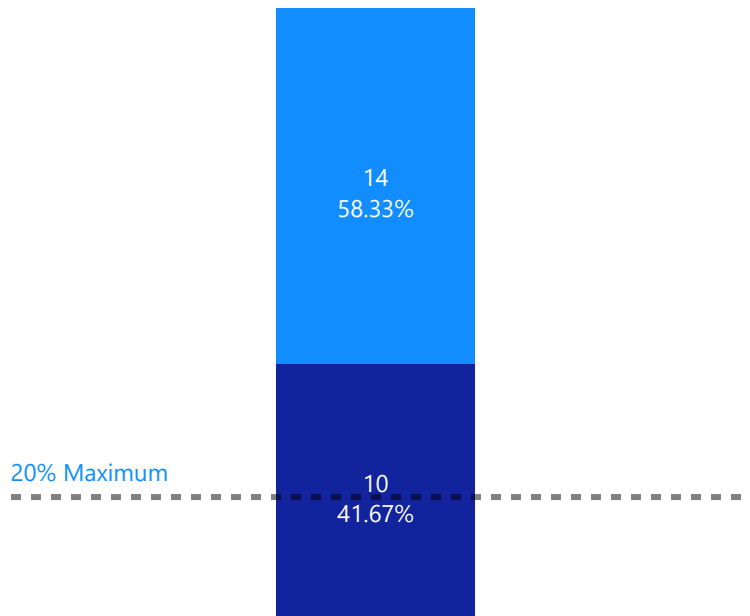
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

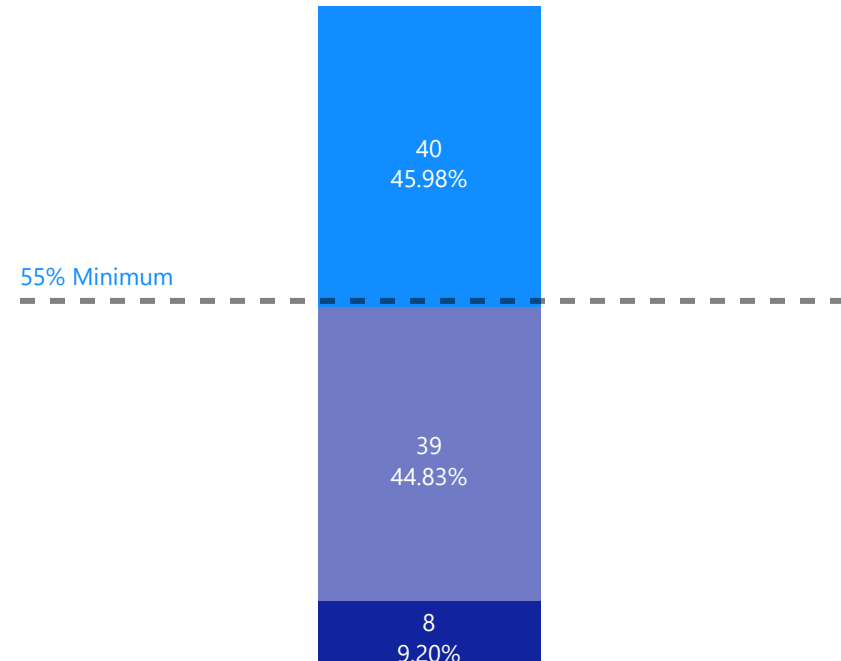
(SPM Metric 2b)

● 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 - 03/31/2025
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)

Narrative regarding the **Crosswalk Youth Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0998 (Emergency Shelter - Continuous Stay):

"Returns to Homelessness:

Many of our returns to homelessness are due to clients exiting the shelter without informing staff of their plans or destination. In most cases, clients leave unexpectedly and do not return, making it difficult to track their housing status or provide continued support.

Exits to Permanent Housing:

Upon reviewing our data, we identified 27 exits out of the 39 No (Still enrolled) in the report required cleanup on our end. More than half of the necessary corrections have already been completed, and the remaining updates will be finalized by tomorrow. We anticipate that, once these corrections are made, our percentage of exits to permanent housing will increase. Additionally, it's important to note that a few exits were to foster care, inpatient treatment, or Juvenile Rehabilitation (JR), which are categorized as non-permanent housing exits "

-- Wendy Alderson, Director of Shelter Services - Volunteers of America Eastern WA and Northern ID



DV Shelter

Number of Individuals Served

Projected Number: 72

188

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

71

Max: 90 Days

Average Rate of Utilization

(Local Measure)

64%

Min: 85%

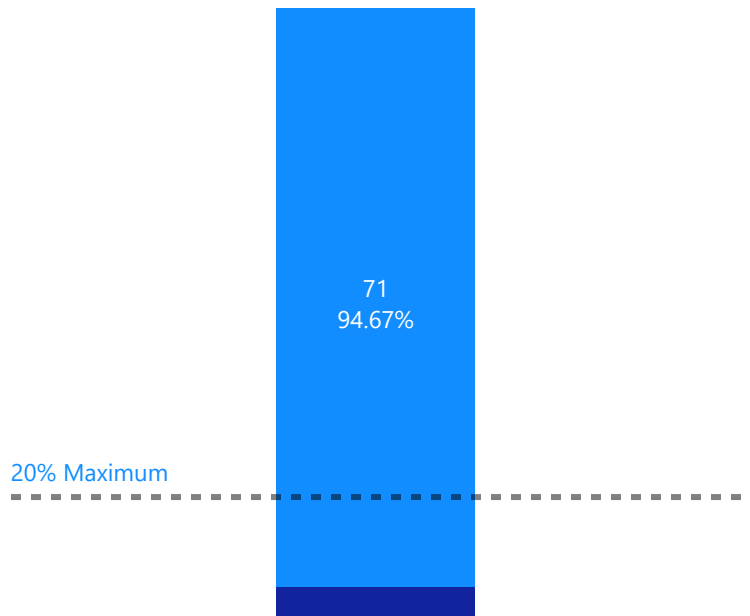
HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0778
Contract Number of Beds: 72
HMIS Total Number of Beds: 21

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

Returns to Homelessness

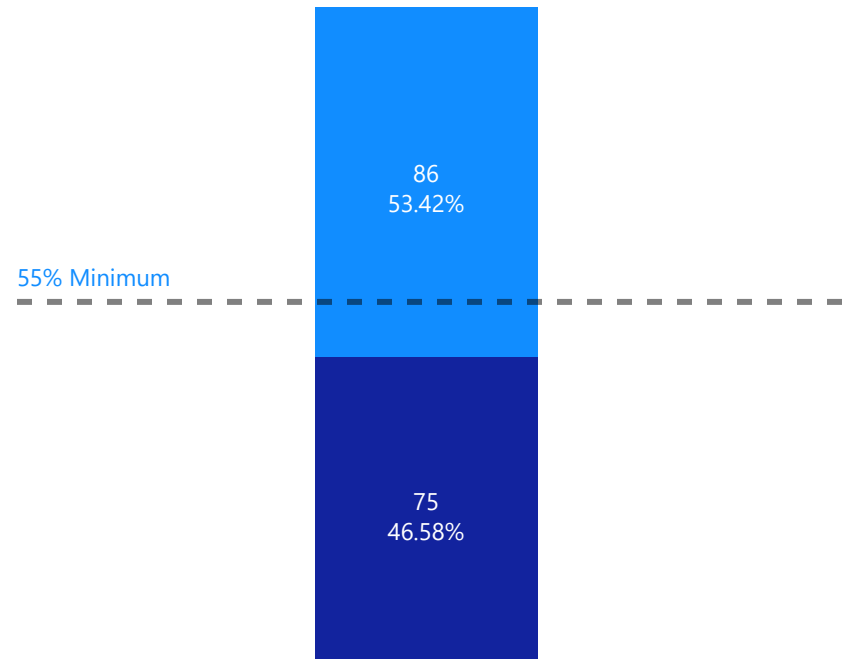
(SPM Metric 2b)

● No ● Yes



Exits to Permanent Housing

● No ● Yes





DV Shelter

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 03/31/2025
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 **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0999 (Emergency Shelter - Continuous Stay):

"Thank you for the opportunity to share an update on our housing transition outcomes and to provide clarification regarding how our shelter's performance is currently assessed. We are committed to providing high-quality, trauma-informed services to survivors of intimate partner domestic violence. Our focus remains on ensuring safety, dignity, and long-term well-being for every individual and family in our care. We value our continued partnership with the City and appreciate your investment in this critical work. As of this reporting period, 47% of households exiting our shelter and hotel-based crisis programs have transitioned to permanent housing. While this figure falls short of the 55% benchmark, we would like to offer some important context. Until recently, our organization had access to five Section 8 housing vouchers per month. These vouchers were a cornerstone of our housing stabilization strategy, enabling us to help survivors move into long-term housing with support. Their suspension several months ago—without a timeline for reinstatement—has significantly impacted our capacity to transition households into permanent homes. In today's housing environment, finding affordable units remains incredibly difficult, especially for those with recent trauma, safety concerns, financial challenges, or barriers related to screening and credit.

In parallel, we continue to use short-term hotel placements as a vital safety intervention. These emergency options often serve households in acute crisis, sometimes for brief durations. Many of these individuals transition to safe housing with other providers or through informal networks. While this model addresses immediate safety needs effectively, it does not always translate into trackable, documented exits into permanent housing—limiting our ability to meet outcome metrics based on formal transitions alone.

Additionally, we would like to address a structural challenge in the current occupancy reporting system used to evaluate our shelter's performance. At present, occupancy is measured by the number of beds in use. However, our shelter operates with a family-centered model that prioritizes privacy and dignity by allocating entire rooms—not just beds—to families. For example, a family of two may be placed in a room with four beds. While we consider that room fully utilized, the current tracking system would record it as only 50% occupied. This discrepancy between bed-count occupancy and our actual operational approach creates a misalignment in how our impact is assessed. It may under represent our real capacity usage and the effectiveness of our program model in meeting the complex needs of survivors. We respectfully request that these contextual factors—particularly the loss of housing vouchers, the evolving function of hotel stays, and the limitations of the bed-based occupancy metric—be considered when evaluating our performance. Despite these challenges, we continue to pursue innovative solutions, build relationships with property managers, and seek alternative housing pathways for the people we serve. We welcome further dialogue and collaboration with the City to ensure that our shared goals are met in ways that are both realistic and survivor-centered. Thank you again for your support and understanding."

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



Performance Overview

Number of Households Served

165

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

113 Max: 160 Days

Average Utilization Rate

88% Min: 85%

HMIS Name: All Transitional Housing (TH) projects

Reporting Term: 07/01/2024 - 03/31/2025

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.

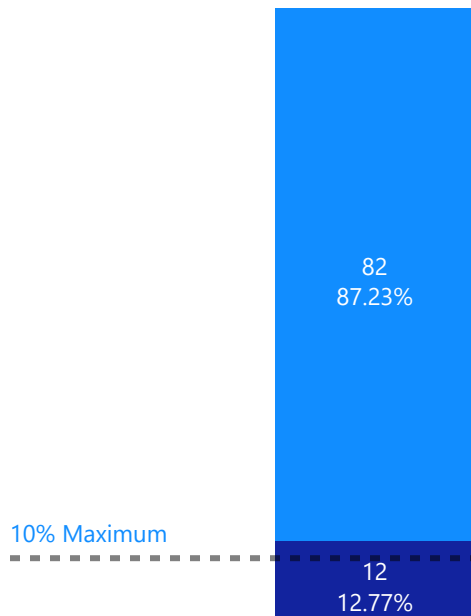
Legend (All the clients enrolled in the reporting period are included in this metric):

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)

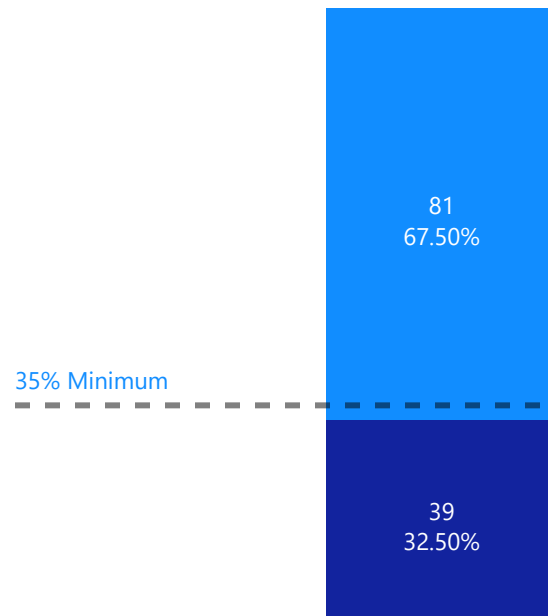
● No ● Yes



Employment and Income Growth

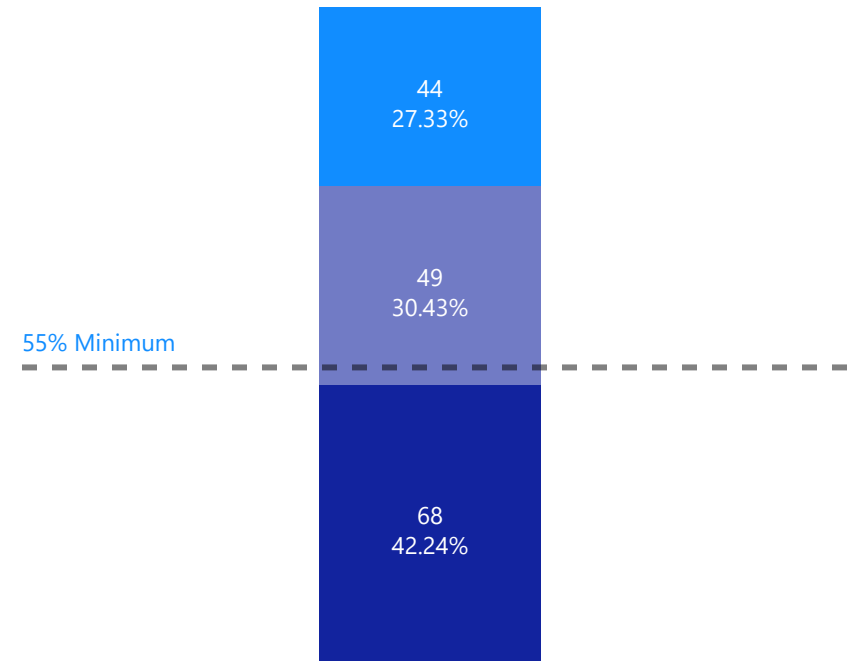
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Spend Down Overview

HMIS Name: All Transitional Housing (TH) Projects

Q1

Q2

Q3



Q4

July

August

September

October

November

December

January

February

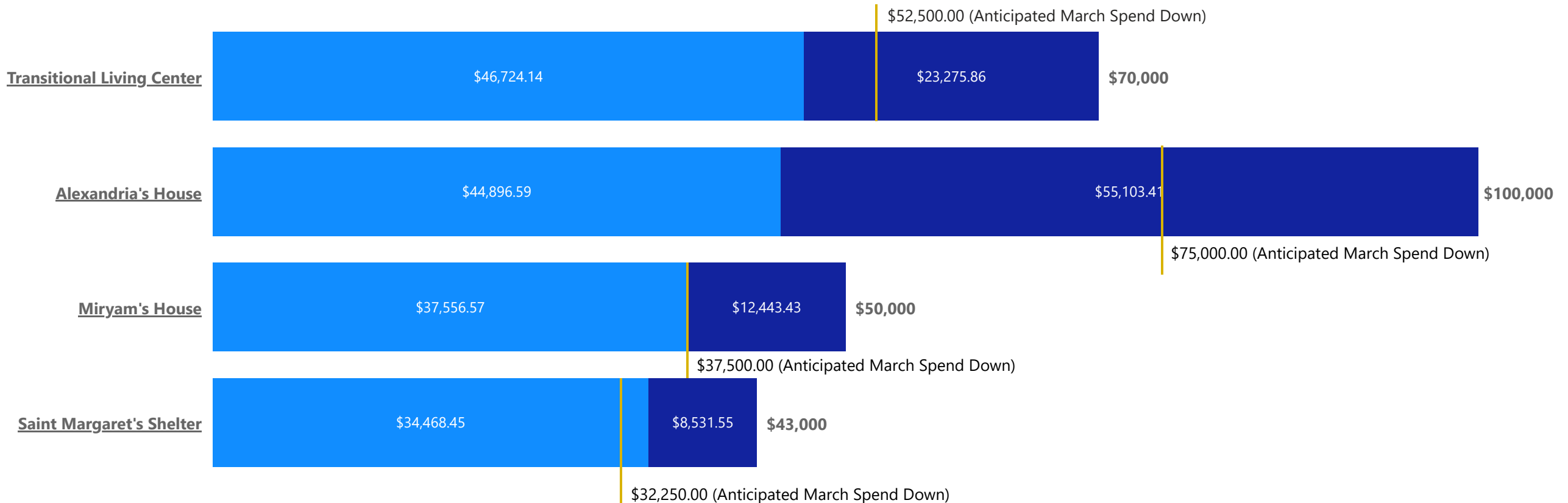
March

April

May

June

● 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

The Way Out Shelter





Projected Number: 18

(SPM Metric 1a.2)

Saint Margaret's Shelter

41

78
Max: 160 Days

HMIS Name: CC--TH--SMS--CoC-WA0109
Reporting Term: 07/01/2024 - 03/31/2025
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

Average Utilization Rate

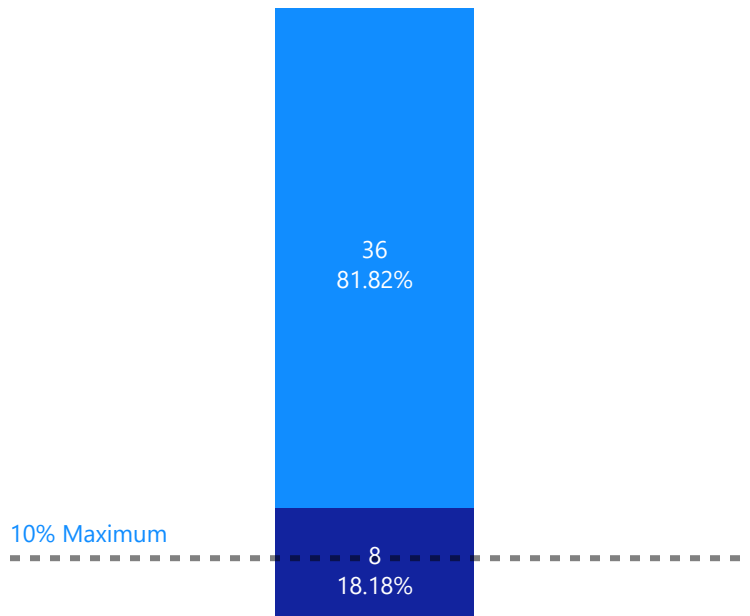
89%
Min: 85%

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)

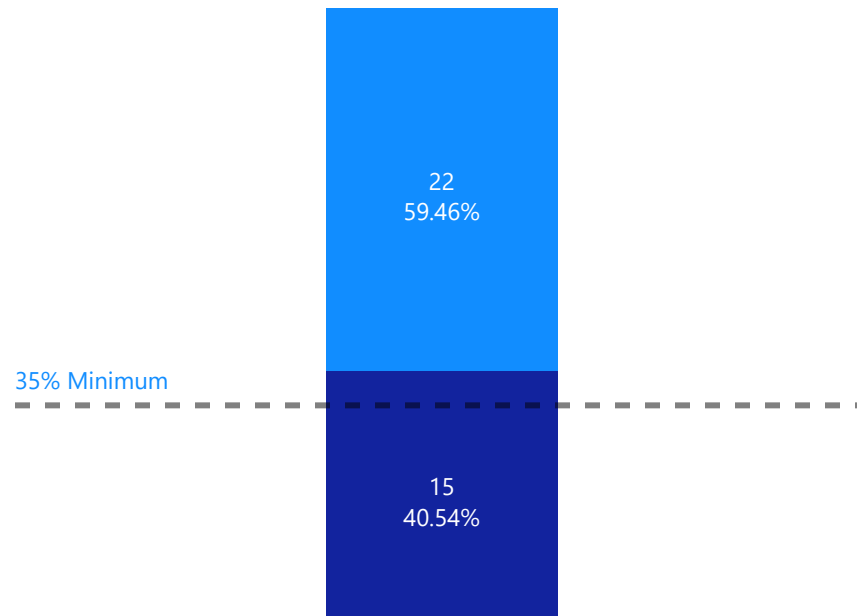
● No ● Yes



Employment and Income Growth

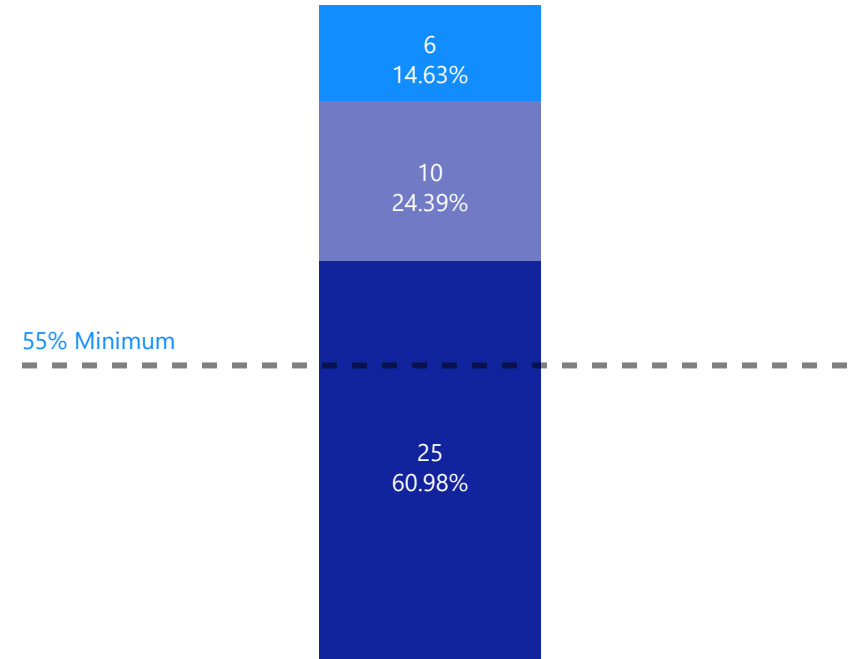
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Saint Margaret's Shelter

HMIS Name: CC--TH--SMS--CoC-WA0109
Reporting Term: 07/01/2024 - 03/31/2025
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

Narrative regarding the **Saint Margaret's Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0755 (Transitional Housing):

"All performance metrics were met in this project with the exception of Returns to Homelessness, our performance of **18.18%** exceeded the target of **10%**. This percentage equated to 8 individuals or 3 families. All three of these households re-entered the system as a result of fleeing domestic violence. One household out of the three was only enrolled in Transitional Housing for one day, deciding instead to reside with a boyfriend. Due to the short timeframe staff were unable to create a housing stability plan with the family which may have helped support longer term stability. We continue to work with staff to increase their knowledge around domestic violence and effectively work with families experiencing these circumstances. "

-- Shannon Boniface, Vice President of Crisis Response - Catholic Charities Eastern Washington



Alexandria's House

Number of Households Served

Projected Number: 6

4

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

423

Max: 270 Days

HMIS Name: VOA--TH--Alexandrias House--CoC-WA0126
Reporting Term: 07/01/2024 - 03/31/2025
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)

Average Utilization Rate

40%

Min: 85%

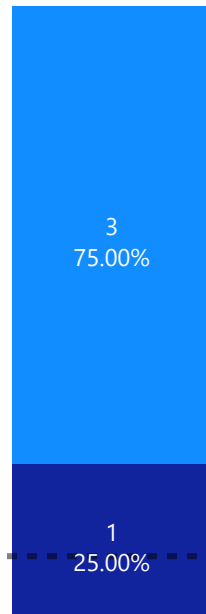
Legend (All the clients enrolled in the reporting period are included in this metric):

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

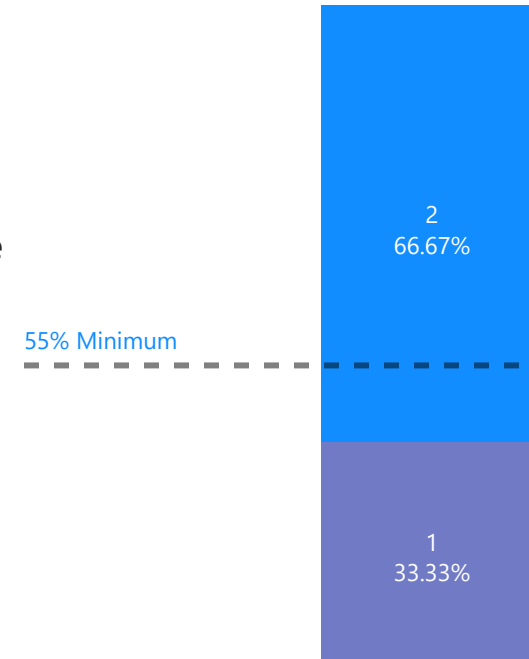
(SPM Metric 4.6)

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



Alexandria's House

HMIS Name: VOA--TH--Alexandrias House--CoC-WA0126

Reporting Term: 07/01/2024 - 03/31/2025

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)

Narrative regarding the **Alexandria's House** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0705 (Transitional Housing):

"Our exits to permanent housing are related to the exits to Aston-Bleck which is transitional housing. We also had one client exit to a different foster placement closer to their family of origin which I believe is a non-permanent option.

Our return to homelessness was a result of domestic violence. They exited Alexandria's House to permanent housing and then left due to DV with their ex-partner. They contacted us for help and is now enrolled at Aston-Bleck.

Our families served/utilization are low due to the issues with coordinated entry and referrals we were experiencing over the last 4-5 months. We spoke to Kevin at Catholic Charities last week and are now up to date on the correct process for our programs!

We encourage our clients to stay as long as they need, especially as they are all under the age of 18. Providing a safe and stable place to live with their children allows for more consistency in child-parent attachment and an increased opportunity for building resilience."

-- Erin Murphy, Youth Families Program Manager - Volunteers of America



Miryam's House

Number of Individuals Served

Projected Number: N/A

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

10

196

Max: 160 Days

Average Utilization Rate

100%

Min: 85%

HMIS Name: TPW--TH--Miryams House
Reporting Term: 07/01/2024 - 03/31/2025
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)

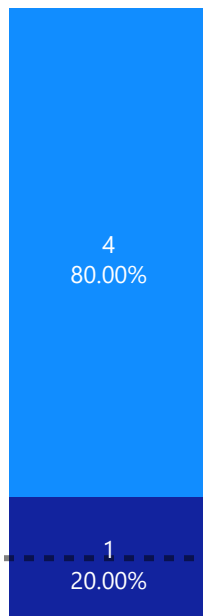
Legend (All the clients enrolled in the reporting period are included in this metric):

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

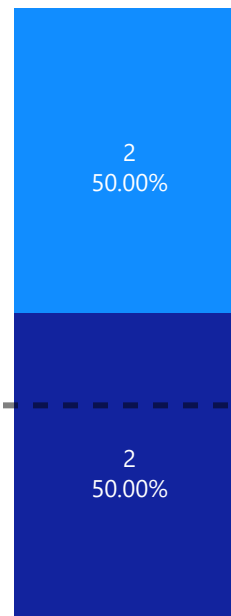


10% Maximum

Employment and Income Growth

(SPM Metric 4.6)

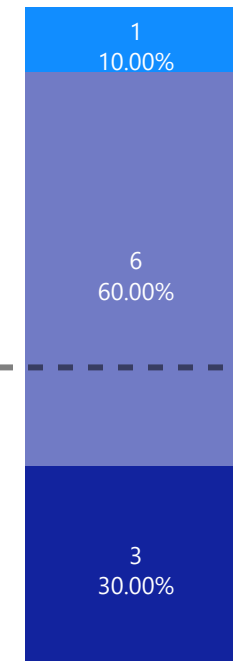
● No ● Yes



35% Minimum

Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



55% Minimum



Miryam's House

HMIS Name: TPW--TH--Miryams House
Reporting Term: 07/01/2024 - 03/31/2025
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 **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0767 (Transitional Housing):

"Miryam's House did not meet the minimum performance measure for exits to permanent housing during this reporting period because six women remain enrolled in the program. While some of these participants are ready to transition to permanent housing, they have been unable to do so due to a severe lack of affordable housing options in the community. Housing vouchers remain unavailable, and permanent supportive housing waitlists are currently closed, leaving very few viable pathways for stable housing.

Staff are continuing to support participants in maintaining their progress and stability while actively seeking alternative housing solutions. We are also working closely with each woman to explore employment opportunities and increase income where possible to expand their housing options. This delay in exits is reflective of broader systemic challenges rather than a lack of readiness, and our team remains committed to supporting each participant in securing safe and sustainable permanent housing as soon as it becomes available."

-- Tara Mugica, Program Specialist - Transitions' Women's Hearth



Projected Number: 12

(SPM Metric 1a.2)

Transitional Living Center

9

222 Max: 160 Days

HMIS Name: TPW--TH--TLC
Reporting Term: 07/01/2024 - 03/31/2025
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)

Average Utilization Rate

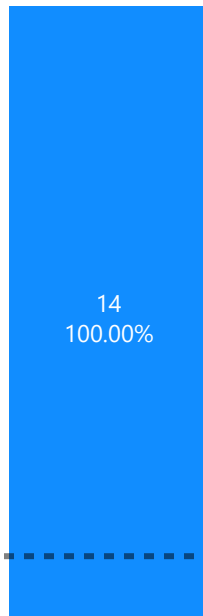
121% Min: 85%

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)

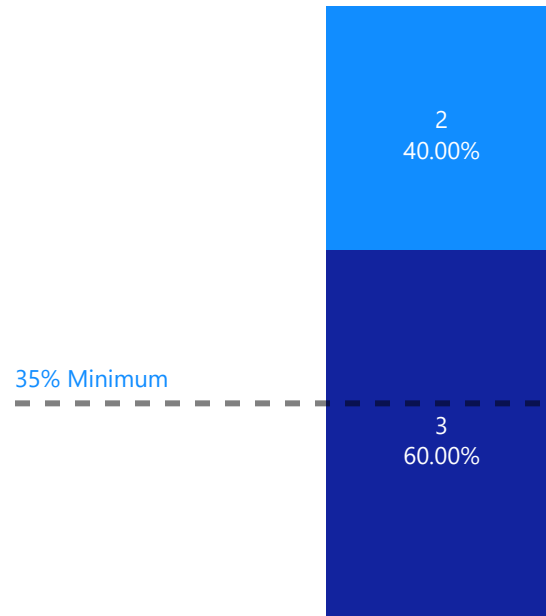
● No



Employment and Income Growth

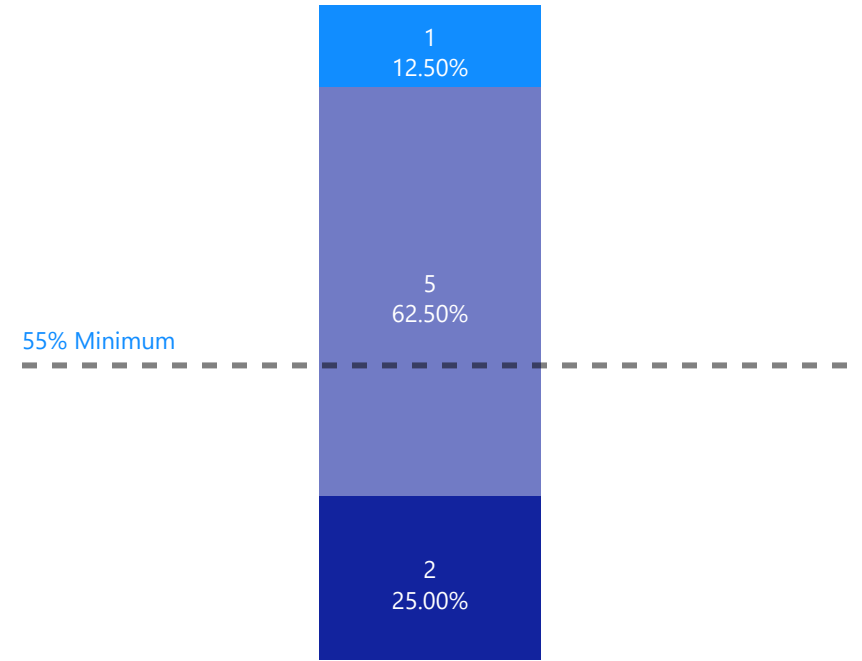
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Transitional Living Center

HMIS Name: TPW--TH--TLC
Reporting Term: 07/01/2024 - 03/31/2025
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 **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0768 (Transitional Housing):

"TLC did not meet the minimum performance measure for exits to permanent housing during this reporting period primarily due to the continued enrollment of five families who are not yet ready to transition. These families are facing significant barriers that require extended stabilization, including ongoing mental health needs, limited income, and a lack of safe, affordable housing options. Additionally, structural challenges such as the continued closure of housing voucher programs and long-term waitlists for permanent supportive housing have severely limited available pathways to permanent housing.

TLC is actively working with these families to increase their housing readiness by focusing on employment support and income growth, with the goal of helping them afford housing independently when subsidized options are unavailable. While these efforts take time and have impacted our short-term performance metrics, they reflect our commitment to client-centered, sustainable transitions that prioritize long-term stability over temporary solutions."

-- Tara Mugica, Program Specialist - Transitions' Women's Hearth



The Way Out Center

Number of Households Served

Projected Number: N/A

101

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

82

Max: 160 Days

Average Utilization Rate

90%

Min: 85%

HMIS Name: TSA--TH--The Way Out Center
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2021-0711
Contract Number of Beds: N/A
HMIS Total Number of Beds: 30

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

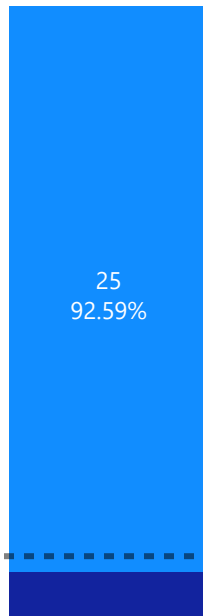
Legend (All the clients enrolled in the reporting period are included in this metric):

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

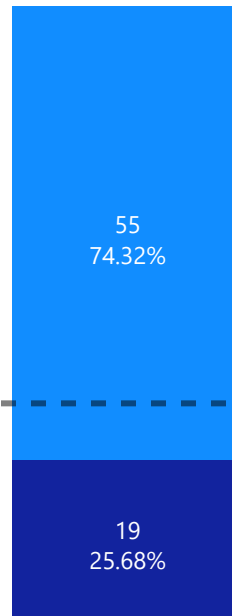


10% Maximum

Employment and Income Growth

(SPM Metric 4.6)

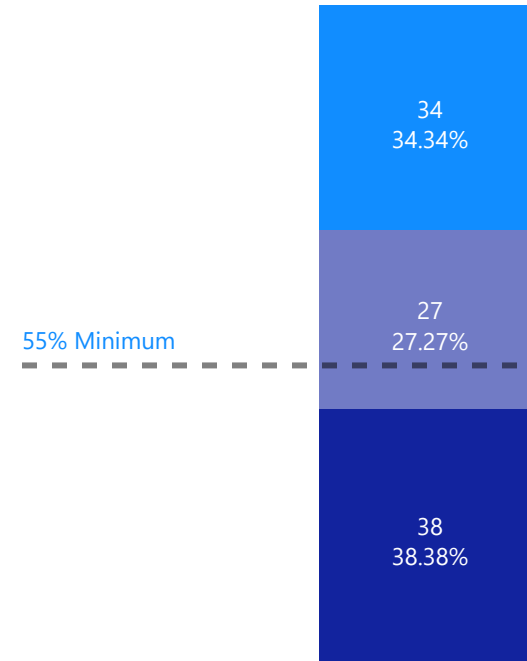
● No ● Yes



35% Minimum

Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



55% Minimum



The Way Out Center

HMIS Name: TSA--TH--The Way Out Center
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2021-0711
Contract Number of Beds: N/A
HMIS Total Number of Beds: 30

Grants:

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

Narrative regarding the **The Way Out Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0711 (Transitional Housing):

"Additional training on exits is needed at The Way Out Center. Team members will be appropriately trained to update annual income and exit information as they close out a guests file. System Program Management reports are being run to compare data to the spreadsheet indicating measurements."

-- Elaine Mansoor, Director of Social Services - The Salvation Army, Spokane Regional Services



Performance Overview

Number of Households Served

287

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

196

Avg. # of Days from Enrollment to PH

(Custom Metric)

125 Max: 30 Days

HMIS Name: All Rapid Rehousing (RRH) Projects

Reporting Term: 07/01/2024 - 03/31/2025

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

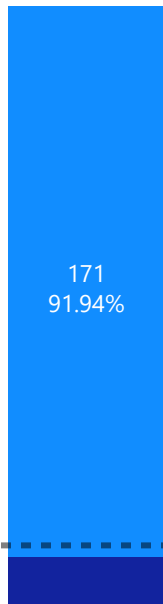
Legend (All the clients enrolled in the reporting period are included in this metric):

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)

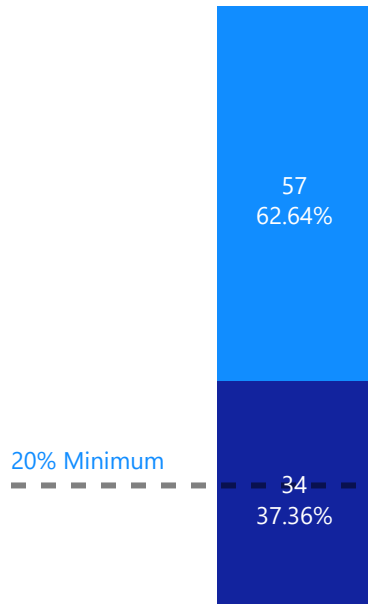
● No ● Yes



Employment and Income Growth

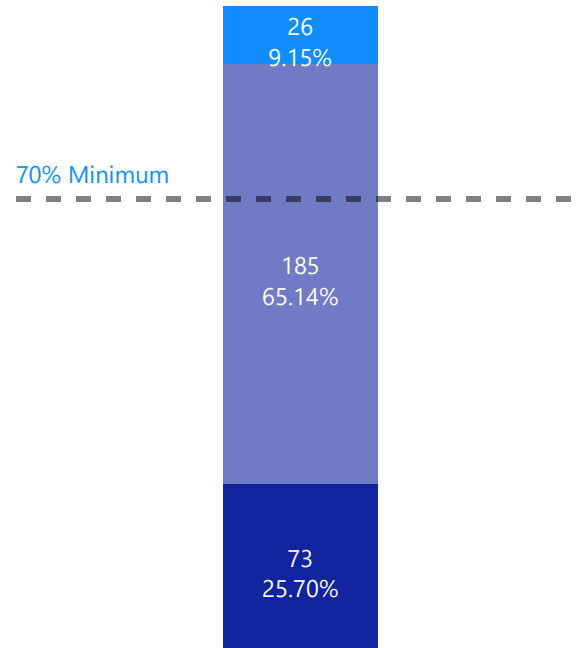
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● No ● Yes





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

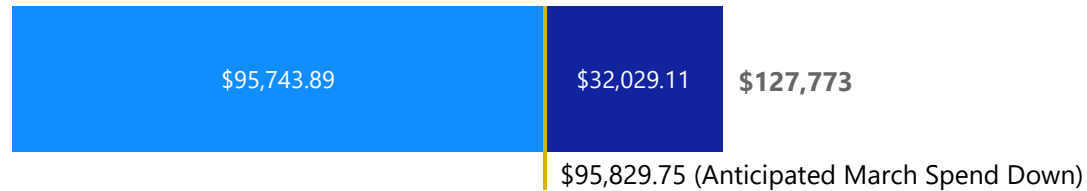
Singles Rapid Rehousing



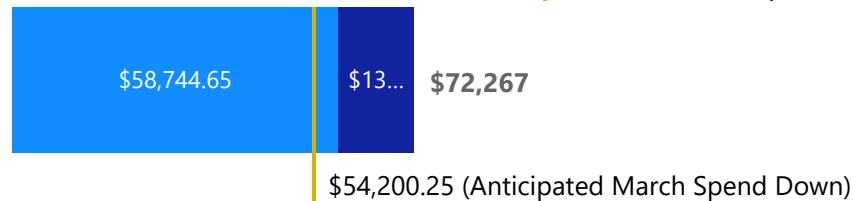
HEN Foundational Community Support Bridge



Families Rapid Rehousing (HSG)



Families Rapid Rehousing (ESG)





Spend Down Overview

HMIS Name: GI--RRH--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

Housing and Essential Needs (HEN)

\$2,525,477.24

\$2,625,825.00 (Anticipated March Spend Down)

\$975,622.76

\$3,501,100



Families Rapid Rehousing (ESG)

HMIS Name: CC--RRH--Families--City ESG
Reporting Term: 07/01/2024 - 03/31/2025
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: 9

13

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

12

Avg. # of Days from Enrollment to PH

(Custom Metric)

18

Max: 30 Days

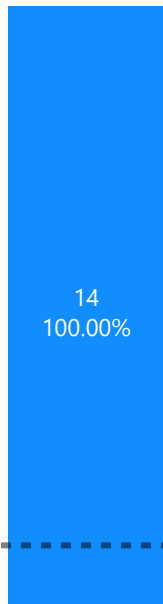
Legend (All the clients enrolled in the reporting period are included in this metric):

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

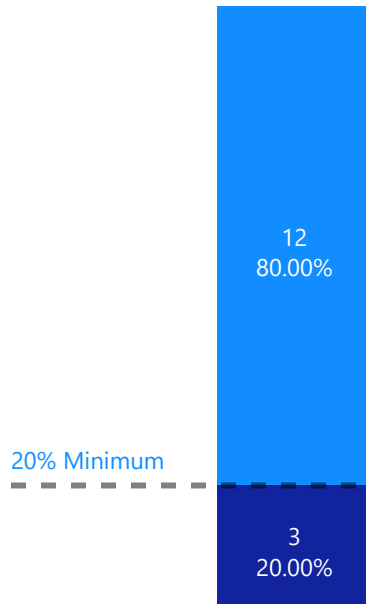


10% Maximum

Employment and Income Growth

(SPM Metric 4.6)

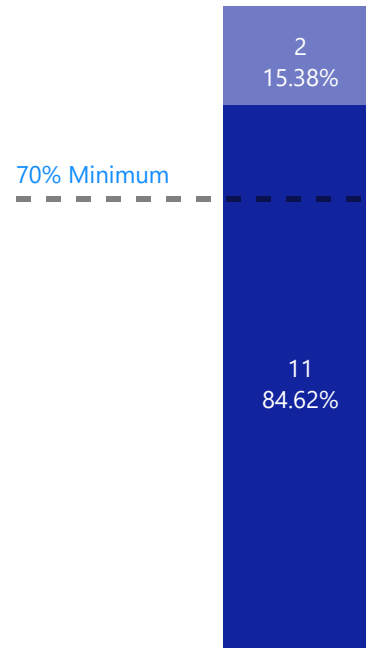
● No ● Yes



20% Minimum

Exits to Permanent Housing

● No (Still Enrolled) ● Yes

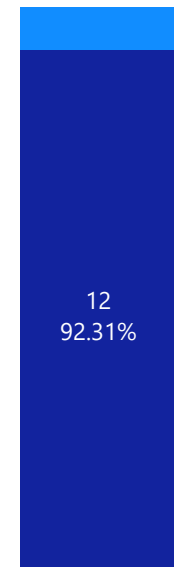


70% Minimum

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● No ● Yes





Families Rapid Rehousing (HSG)

HMIS Name: CC--RRH--Families--City HSG (Formerly CHG)
Reporting Term: 07/01/2024 - 03/31/2025
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: 18

24

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

18

Avg. # of Days from Enrollment to PH

(Custom Metric)

23
Max: 30 Days

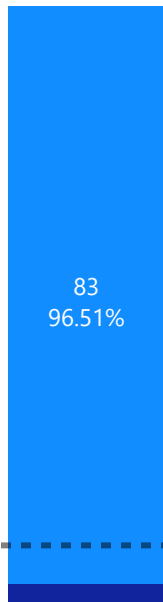
Legend (All the clients enrolled in the reporting period are included in this metric):

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)

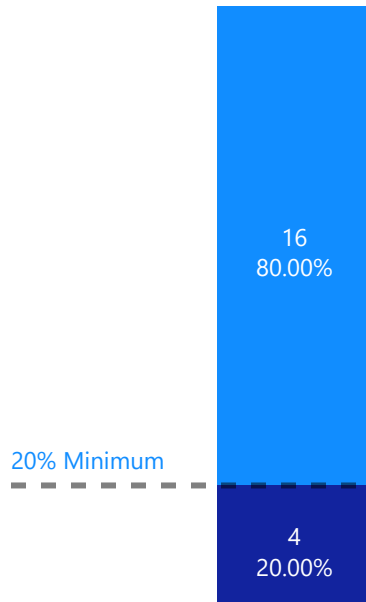
● No ● Yes



Employment and Income Growth

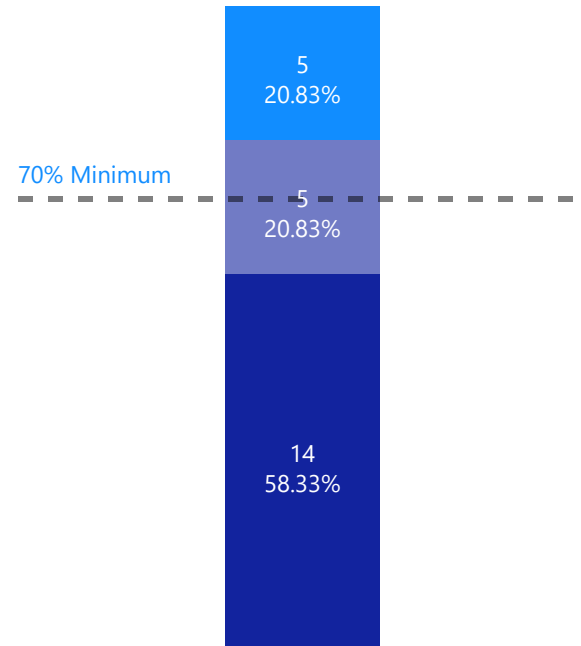
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● No ● Yes





Singles Rapid Rehousing

Number of Households Served

Projected Number: 24

36

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

30

HMIS Name: SNAP--RRH--Singles City--CHG/HSG
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0762
Contract Number of Beds: N/A
HMIS Total Number of Beds: 4

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

Avg. # of Days from Enrollment to PH

(Custom Metric)

11
Max: 30 Days

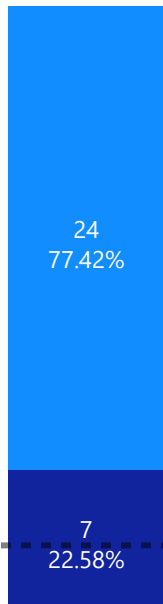
Legend (All the clients enrolled in the reporting period are included in this metric):

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)

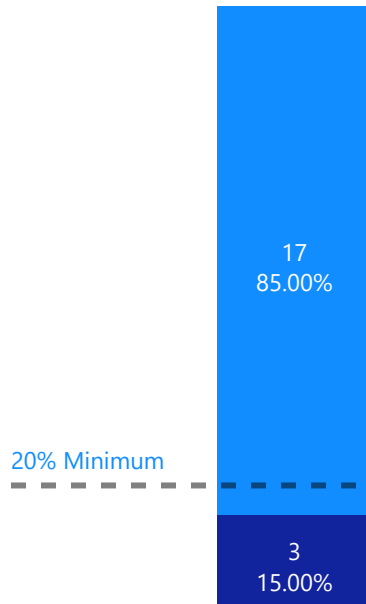
● No ● Yes



Employment and Income Growth

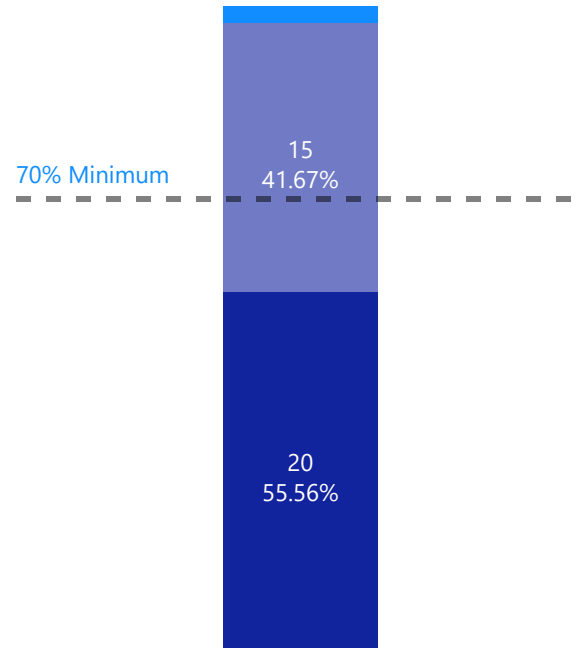
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

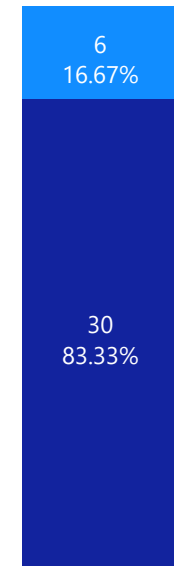
● No ● No (Still Enrolled) ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● No ● Yes





Singles Rapid Rehousing

HMIS Name: SNAP--RRH--Singles City--CHG/HSG
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0762
Contract Number of Beds: N/A
HMIS Total Number of Beds: 4

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

Narrative regarding the **Singles Rapid Rehousing** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0762 (Rapid Rehousing):

"SPM 4.6: Employment and Income Growth:

A very high percentage of individuals in the singles system report having a disability. A high proportion of clients referred to Rapid Rehousing are on a fixed income or have a disability that prevents them from working full time. Our case managers work to help clients who can work to obtain suitable employment to enhance their income, but for many this poses a major barrier.

SPM Metric 2b: Returns to Homelessness:

While RRH strives to find clients housing that is safe, affordable and sustainable in the long term, it is a housing program that is based on help clients re-establish independent living. We offer post-tenancy supports including landlord mediation with the goal of maintaining tenancy. In some instances, clients may violate lease terms and it becomes challenging to help them maintain tenancy. As a Housing First model, clients can be assisted regardless of barriers. While Rapid Rehousing remains a proven some situations, these barriers can contribute to them returning to system. "

-- Byron Haworth, Singles Homeless Coordinated Assessment (SHCA) Lead - SNAP



Housing and Essential Needs

Number of Households Served

Projected Number: 375

213

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

136

Avg. # of Days from Enrollment to PH

(Custom Metric)

173

Max: 30 Days

HMIS Name: GI--RRH--HEN
Reporting Term: 07/01/2024 - 03/31/2025
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)

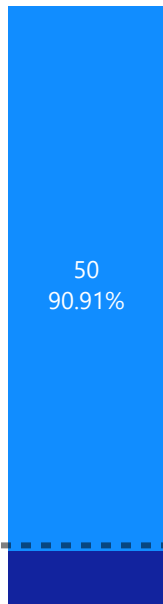
Legend (All the clients enrolled in the reporting period are included in this metric):

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)

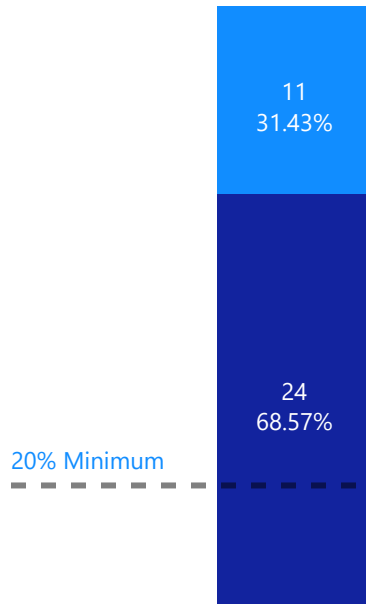
● No ● Yes



Employment and Income Growth

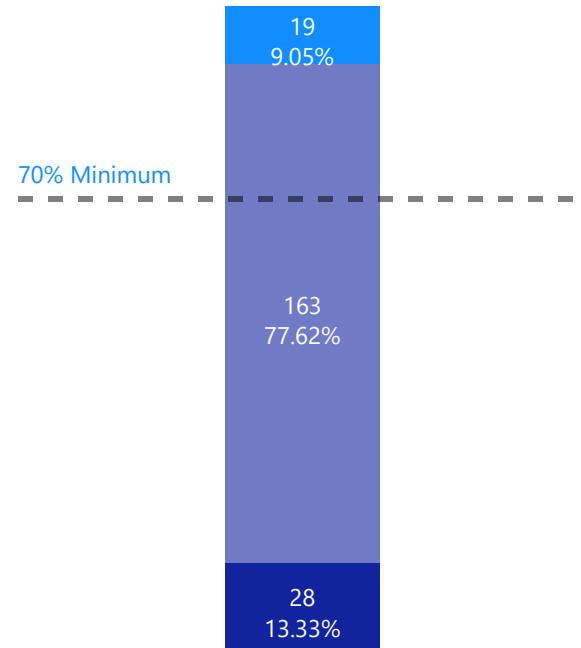
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

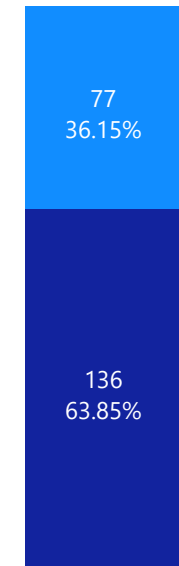
● No ● No (Still Enrolled) ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● No ● Yes





HEN FCS Bridge

Number of Households Served

Projected Number: 9

1

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

0

Avg. # of Days from Enrollment to PH

(Custom Metric)

(Blank) Max: 30 Days

HMIS Name: GI--RRH--HEN FCS Bridge
Reporting Term: 07/01/2024 - 03/31/2025
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)

10% Maximum

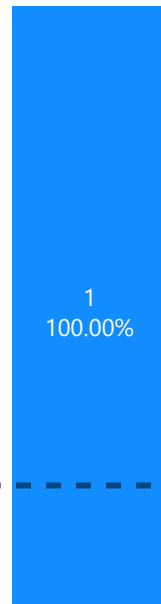
There were no clients that were exited 2 years ago from the reporting period that have or have not returned to homelessness.

Employment and Income Growth

(SPM Metric 4.6)

● No

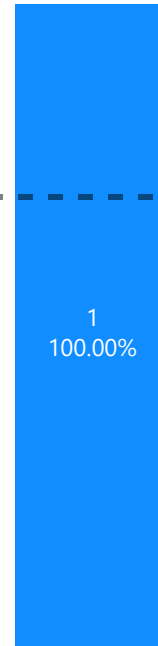
20% Minimum



Exits to Permanent Housing

● No

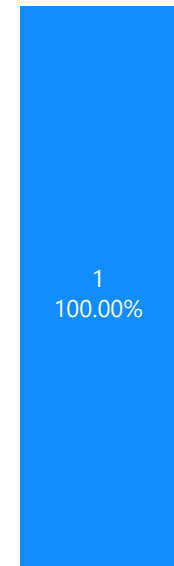
70% Minimum



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● No





Performance Overview

Number of Households Served

282

Average Rate of Utilization

86%

Min: 85%

HMIS Name: All Permanent Supportive Housing Projects

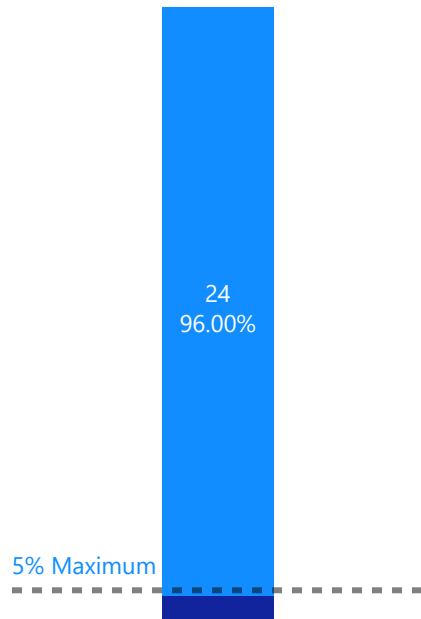
Reporting Term: 07/01/2024 - 03/31/2025

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.

Returns to Homelessness

(SPM Metric 2b)

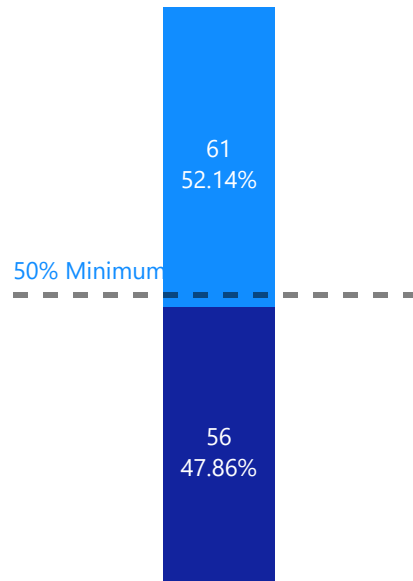
● No ● Yes



Employment and Income Growth for Stayers

(SPM Metric 4.3)

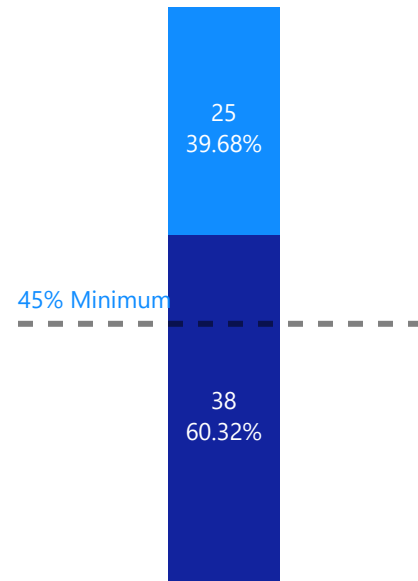
● No ● Yes



Employment and Income Growth for Leavers

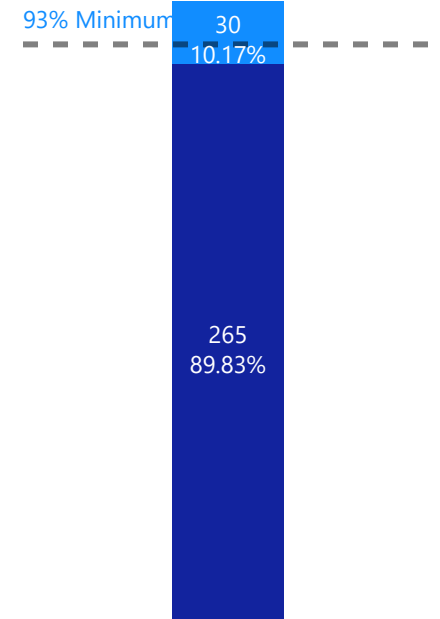
(SPM Metric 4.6)

● No ● Yes



Exits to or Retention of Permanent Housing

● No ● Yes





Spend Down Overview

HMIS Name: All Permanent Supportive Housing Projects

Q1

Q2

Q3



Q4

July

August

September

October

November

December

January

February

March

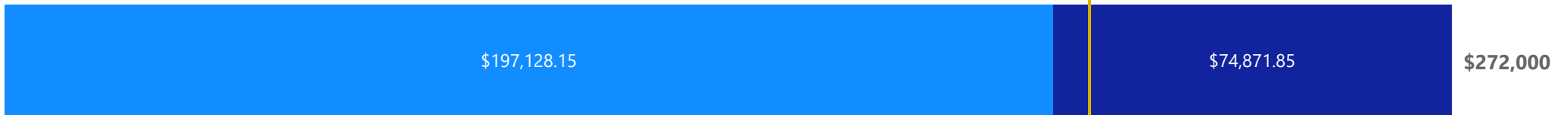
April

May

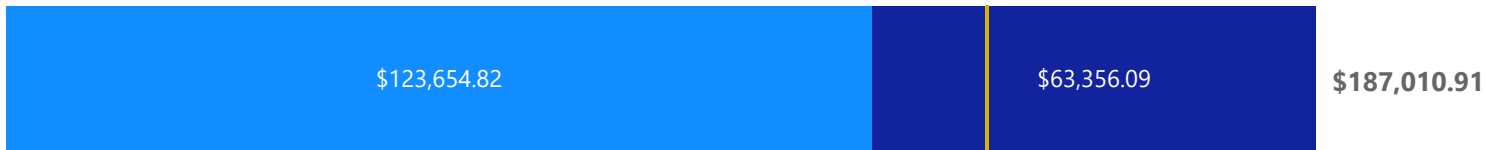
June

● Sum of Total Spent ● Sum of Total Remaining

VOA - Scattered Sites



ICM for Chronically Homeless Families



Integrated Case Management (ICM)



Home Yard Cottages





Integrated Case Management (ICM)

55

Average Rate of Utilization

79%

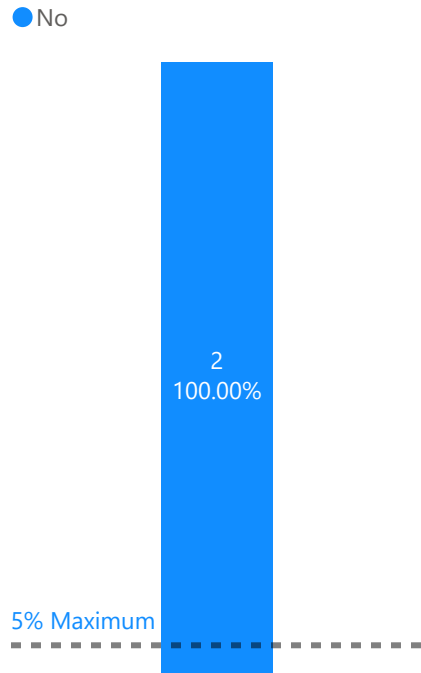
Min: 85%

HMIS Name: CC--PSH--ICM--SDG
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0943
Contract Number of Beds: 52
HMIS Total Number of Beds: 52

Grants:
• Commerce: Systems Demonstration Grant (SDG)

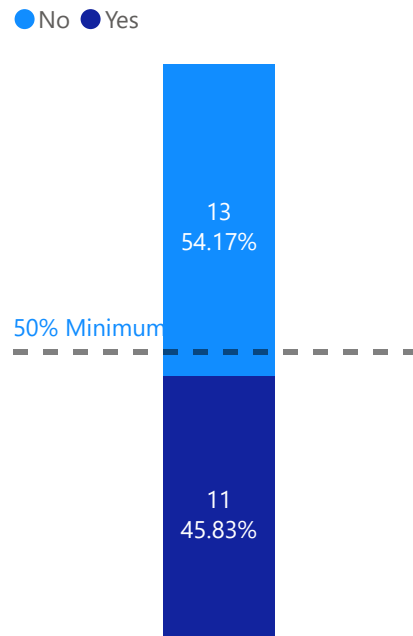
Returns to Homelessness

(SPM Metric 2b)



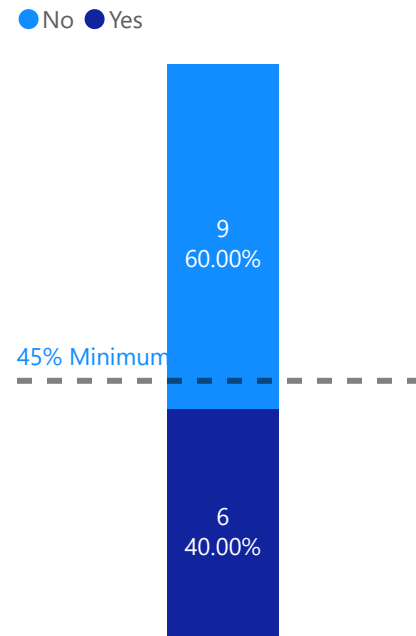
Employment and Income Growth for Stayers

(SPM Metric 4.3)

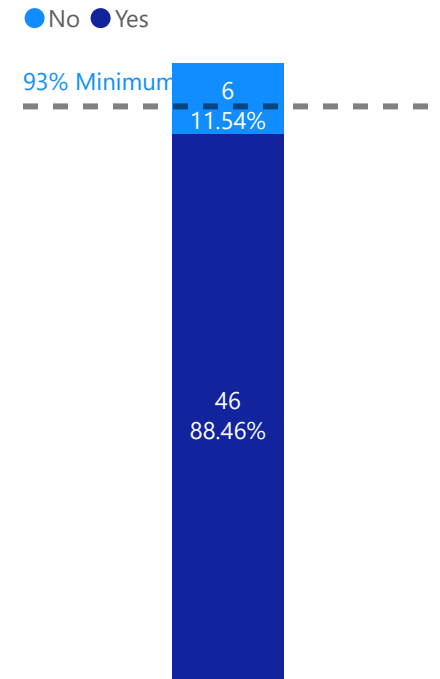


Employment and Income Growth for Leavers

(SPM Metric 4.6)



Exits to or Retention of Permanent Housing





Integrated Case Management (ICM)

HMIS Name: CC--PSH--ICM--SDG
Reporting Term: 07/01/2024 - 03/31/2025
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 **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

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

"The number generated by the City for Metric 4.6 is at 40%. This is higher than our previous quarter, but below our target of 45%. The other income measure in the report, Metric 4.3, is at 45.83%, which is also above the previous quarter, but below our target of 50%. We are continuing to focus 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. We are doing assertive outreach to any resident without income or who has not had an income increase to ensure we are able to connect with employment or benefits. 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, which our Supported Employment Specialist just recently completed. We are also doing an analysis to ensure that all normal benefit increases are being received by residents and appropriately tracked in HMIS. Additionally, an analysis of clients who will have annual assessments in April indicates that we should be at or very close to our target after those annual assessments are all entered.

Our current number in metric 7b.2 is at 87.76%, which is below our target of 93%. Many of the clients with exits to non-housing locations during this last year were from evictions, so we have been focusing on our systems for addressing lease violation issues. 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 multiple teams in our organization. By leveraging 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 activating this team earlier in the process in the next quarter, which we are hoping further helps reduce compliance-based eviction issues. 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, and looking particularly at trends, as we know the impacts of these changes in the metrics can be slower developing.

While our households served number is on target, the utilization during this quarter was lower than our aim. The process from referral to SHA to housing has had some difficulties over the last year, and we are working closely with SHA to speed up this process. We have also created a position whose role is focused on helping referred clients through the leasing, documentation, and paperwork processes to help clients move in to housing as quickly as possible. We are hoping to see results in utilization from this investment."

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



Projected Number: 30

ICM for Chronically Homeless Families

9

Average Rate of Utilization

78%

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 - 03/31/2025

OPR: 2024-0944

Contract Number of Beds: 36

HMIS Total Number of Beds: 36

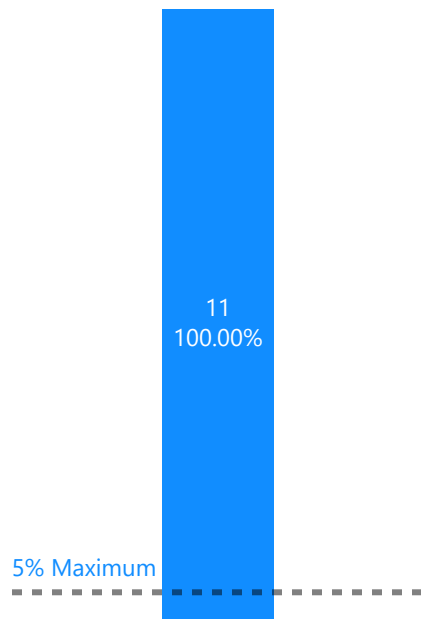
Grants:

- Commerce: Systems Demonstration Grant (SDG) - Permanent Supportive Housing (PSH)

Returns to Homelessness

(SPM Metric 2b)

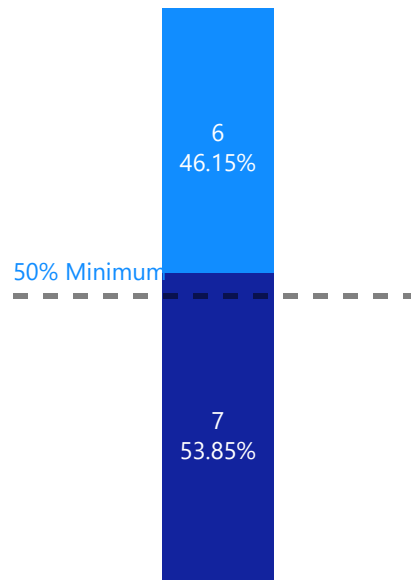
● No



Employment and Income Growth for Stayers

(SPM Metric 4.3)

● No ● Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

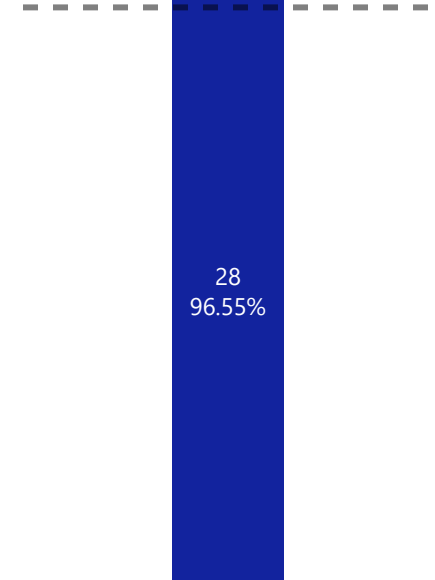
45% Minimum

None of the clients had an increase to their income and are classified as Leavers during the reporting period.

Exits to or Retention of Permanent Housing

● No ● Yes

93% Minimum





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 - 03/31/2025

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 **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

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

"We recently had an amendment to this contract, adjusting amounts between operations and rental assistance. 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 target number of household should be 10 for this project, with 36 beds. We are at 9 households, right now, and will be asking for a 10th household referred from HFCA this quarter. We believe this should also help get our numbers for utilization above the goal.

The other measures appear to be at or exceeding our targets, or not applicable."

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



Home Yard Cottages

25

Average Rate of Utilization

111%

Min: 85%

HMIS Name: TPW--PSH--Home Yard Cottages
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0765
Contract Number of Beds: 30
HMIS Total Number of Beds: 50

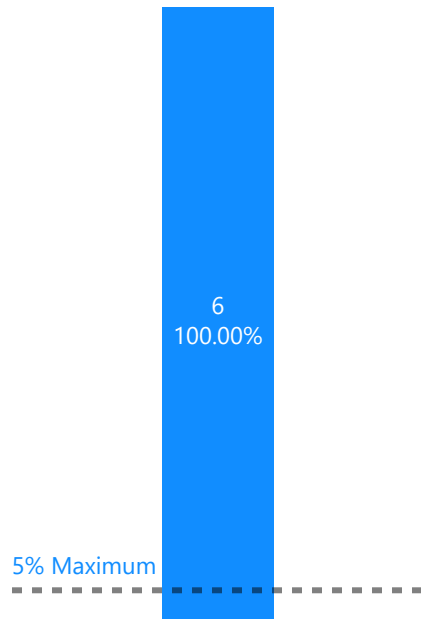
Grants:

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

Returns to Homelessness

(SPM Metric 2b)

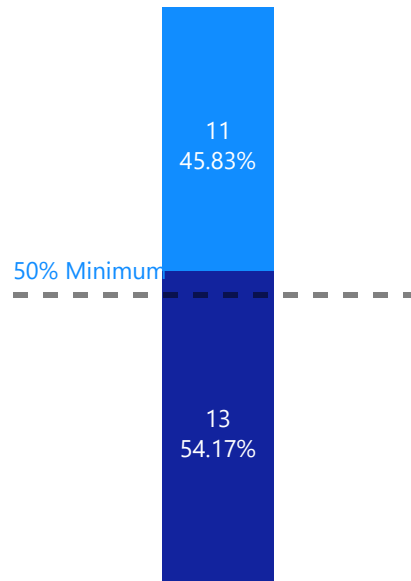
● No



Employment and Income Growth for Stayers

(SPM Metric 4.3)

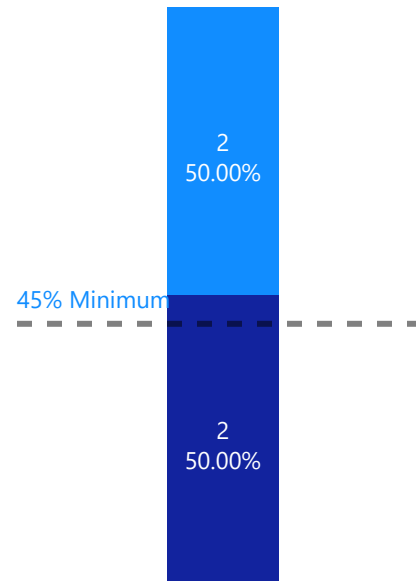
● No ● Yes



Employment and Income Growth for Leavers

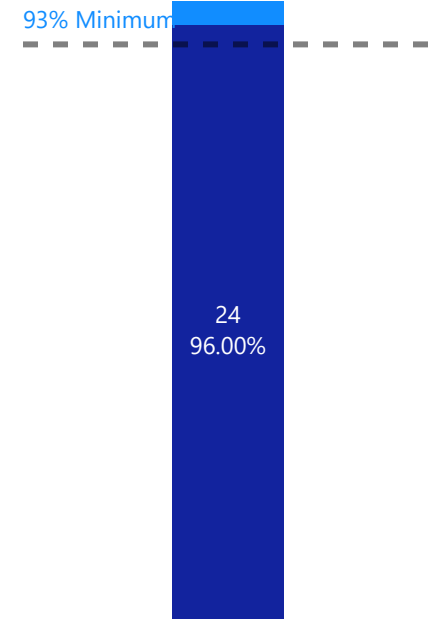
(SPM Metric 4.6)

● No ● Yes



Exits to or Retention of Permanent Housing

● No ● Yes





PSH - Scattered Sites

193

Average Rate of Utilization

78%
Min: 85%

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 - 03/31/2025

OPR: 2024-0769

Contract Number of Beds: 155

HMIS Total Number of Beds: 50

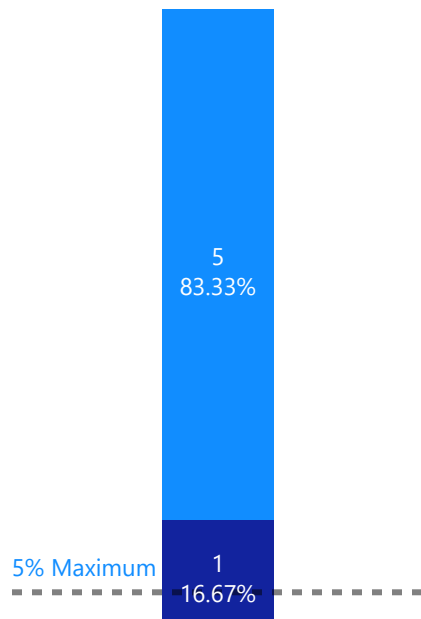
Grants:

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

Returns to Homelessness

(SPM Metric 2b)

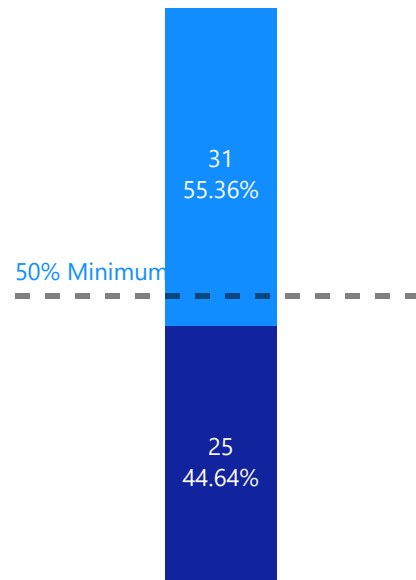
● No ● Yes



Employment and Income Growth for Stayers

(SPM Metric 4.3)

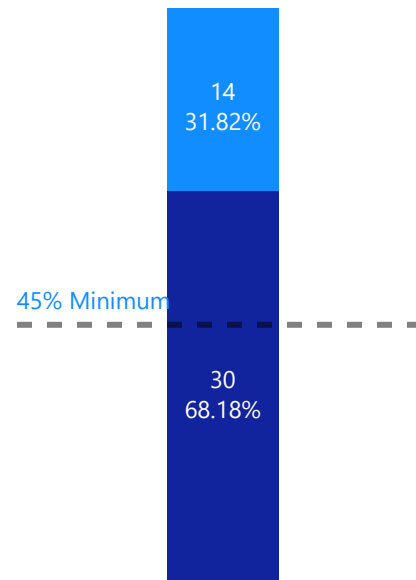
● No ● Yes



Employment and Income Growth for Leavers

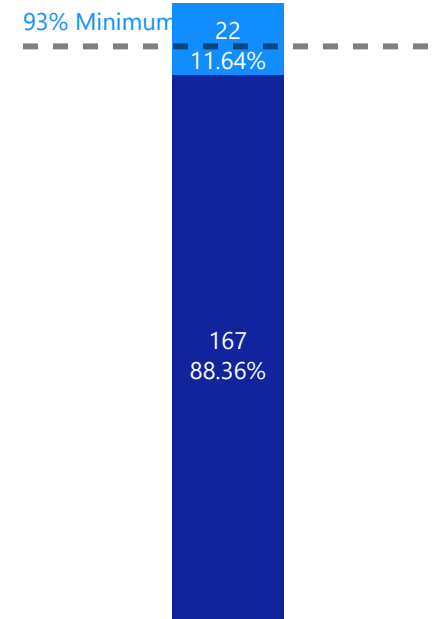
(SPM Metric 4.6)

● No ● Yes



Exits to or Retention of Permanent Housing

● No ● Yes





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 - 03/31/2025
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)

Narrative regarding the **Scattered Sites** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0769 (Permanent Supportive Housing):

"Metric: Employment and Income Growth for Stayers (SPM Metric 4.3):

The VOA PSH program has recognized that we can make some improvements when it comes to our client's income. As a result we have been working to increase our usage of Foundational Community Support (FCS) Supportive Employment (SE) services and have made some in-roads in getting clients signed up and utilizing FCS SE services. Over the coming months we should see a significant increase in our income growth.

Metric: Exits to or Retention of Permanent Housing:

The VOA PSH program has had some significant changes over this period with high turnover and reductions in staff especially among Case Managers and Supervisors. This has led to increased exits to non-permanent housing as clients have not had consistent services to assist when program exits such as evictions or mutual terminations of a lease have occurred. Further the supervision lacks have meant oversight has not been as strong as it could have been.

Additionally, it is worth noting that during this period the PSH program faced some significant downsizing, and while the program was successful in exiting all impacted clients into permanent housing, it did require a higher-than-normal utilization of PSH resources.

To address these problems the VOA PSH program has made some significant structural changes that have increased supervision and oversight of our programs to not only allow for a more streamlined and cost-effective approach to client care but also to increase our metric results.

In reviewing the data we did identify 2 discrepancies with our exits to permanent housing, it is not enough to boost the metric to meet the standard but will put it at just about 90% instead of 88%."

-- Luke Bishop, Permanent Supportive Housing Program Supervisor - Volunteers of America



Performance Overview

65

Max: 60 Days

Number of Individuals Served

160

HMIS Name: All Supportive Services Only (SSO) Projects

Reporting Term: 07/01/2024 - 03/31/2025

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

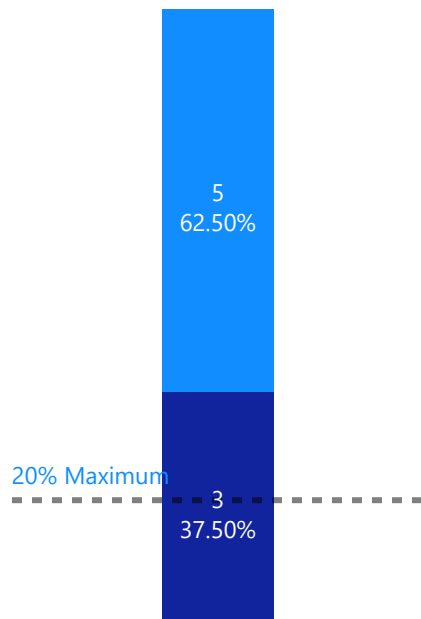
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

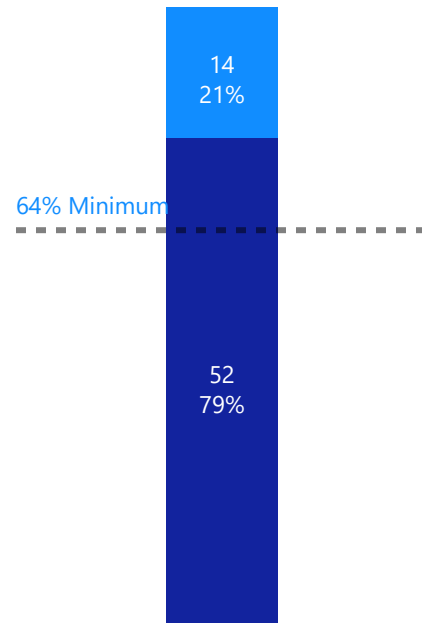
(SPM Metric 2b)

● No ● Yes



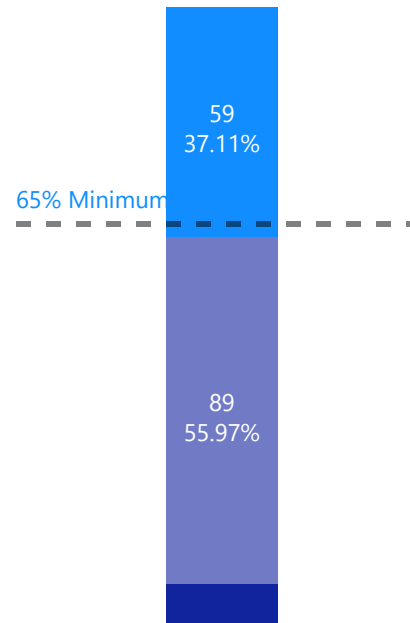
Service those with the Long Lengths of Homelessness

● No ● Yes



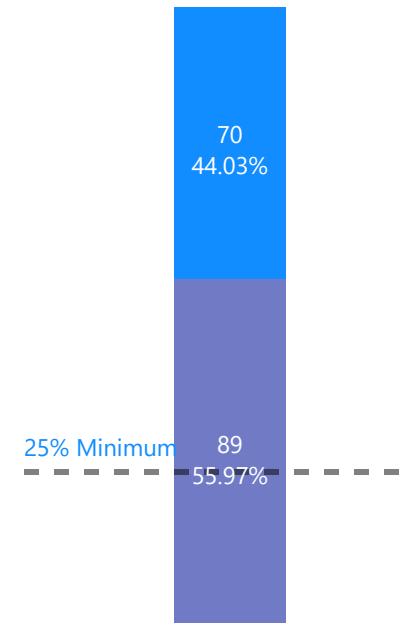
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



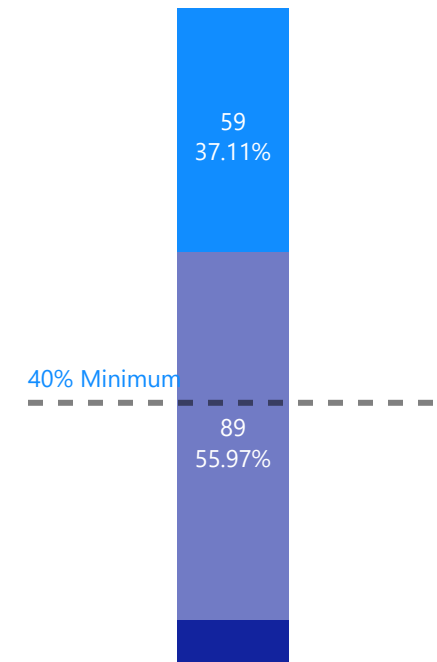
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Spend Down Overview

HMIS Name: All Supportive Services Only (SSO) Projects

Q1

Q2

Q3



Q4

July

August

September

October

November

December

January

February

March

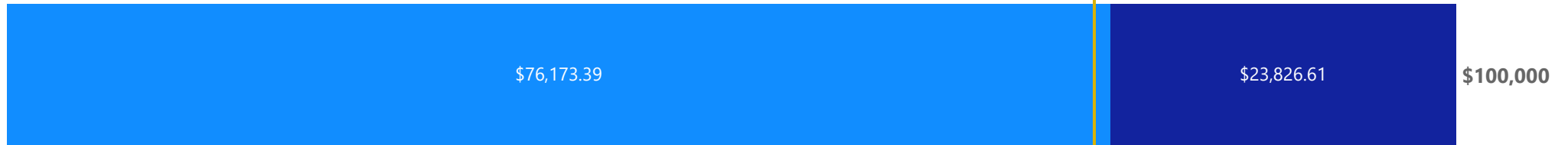
April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Women's Hearth (SSO)



Children and Family Supportive Services





Children and Family Supportive Services

13

Max: 60 Days

Number of Households Served

Projected Number: 90

40

HMIS Name: FPS--SSO--Children and Family Supportive Services
Reporting Term: 07/01/2024 - 03/31/2025
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)

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

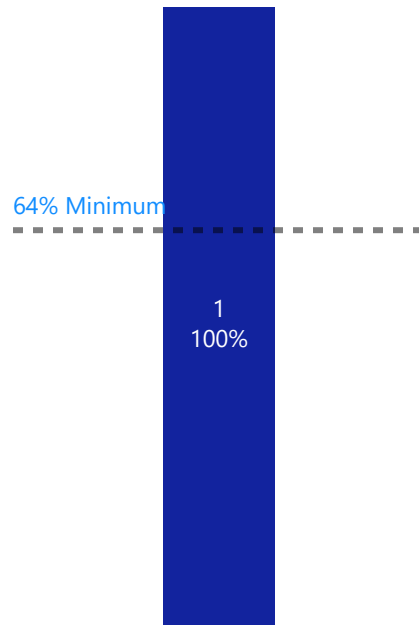
(SPM Metric 2b)

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).

20% Maximum

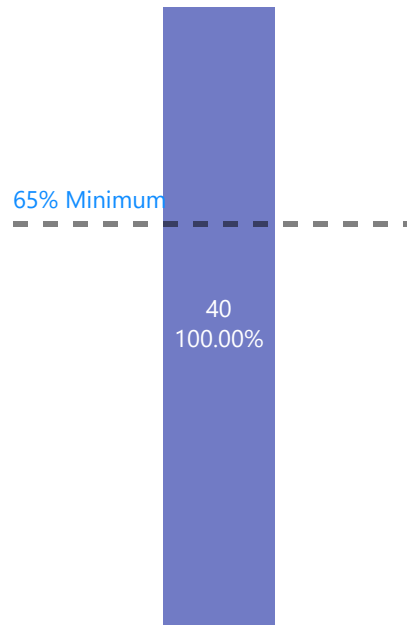
Service those with the Long Lengths of Homelessness

● Yes



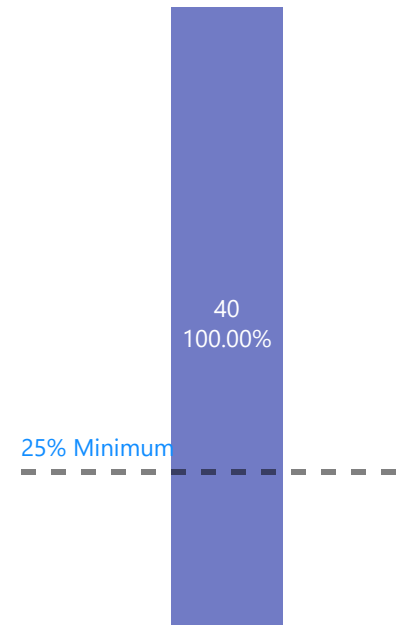
Successful Exits from Street Outreach

● No (Still Enrolled)



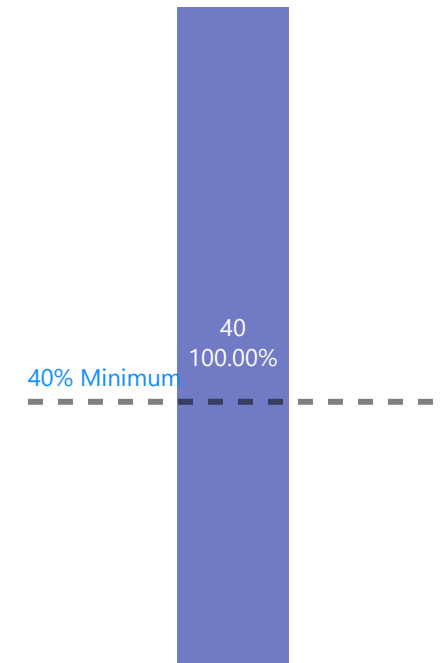
Exits to Temporary or Institutional Settings

● No (Still Enrolled)



Exits to Permanent Housing

● No (Still Enrolled)





Children and Family Supportive Services

HMIS Name: FPS--SSO--Children and Family Supportive Services

Reporting Term: 07/01/2024 - 03/31/2025

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)

Narrative regarding the **Children and Family Supportive Services** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

Grant OPR-2024-0679 (Supportive Services Only):

"Nothing stands out as a glaring error, in the event that a service metric is not met, it is exceeded by the number of families still enrolled and being served. FLASH, has an error in days to engagement for unknown reasons which are being investigated internally, as this was a private grant. Low enrollment in the supportive services grant, is due to the population served, which is families with school aged children, who are engaged during the school year, which shortens the time and availability of that demographic."

-- Miles MacPherson, IT Manager - Family Promise of Spokane



Transitions - Women's Hearth

65

Max: 60 Days

Number of Individuals Served

Projected Number: 354

120

HMIS Name: TPW--SSO--Womens Hearth
Reporting Term: 07/01/2024 - 03/31/2025
OPR: 2024-0766
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

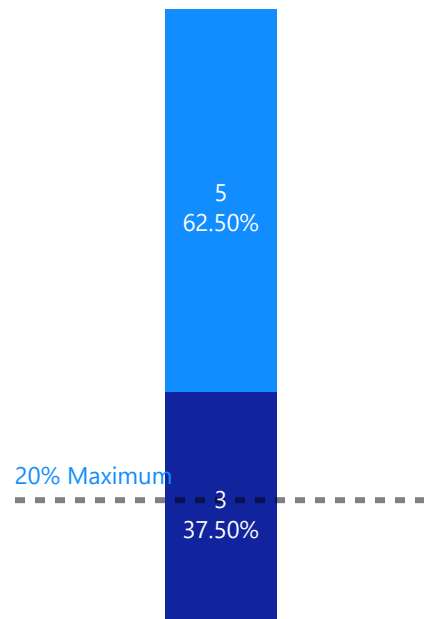
Grants:
• City of Spokane: Homeless Housing Assistance Act (HHAA)

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.

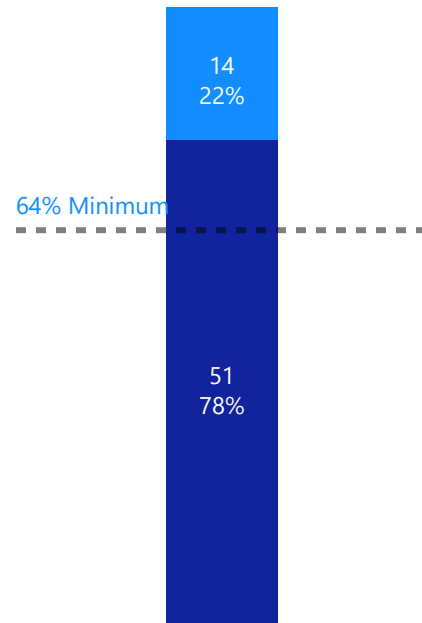
Returns to Homelessness (SPM Metric 2b)

● No ● Yes



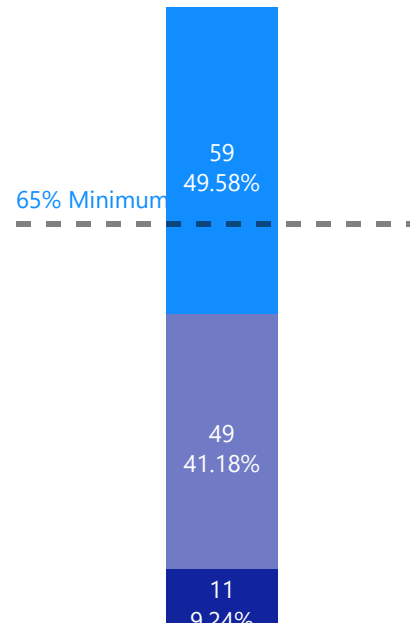
Service those with the Long Lengths of Homelessness

● No ● Yes



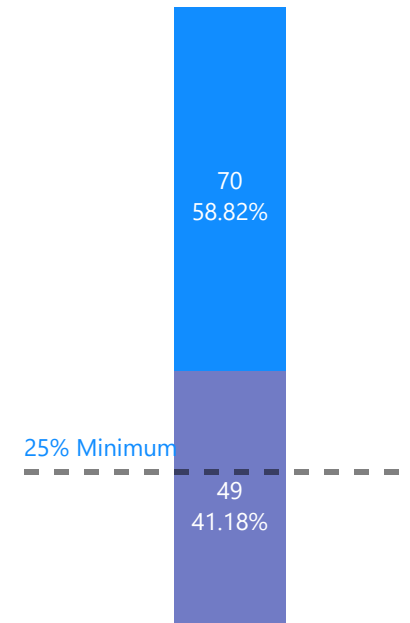
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



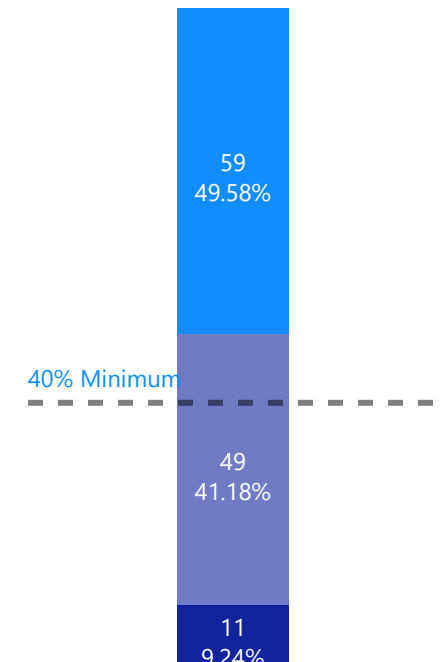
Exits to Temporary or Institutional Settings

● 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 - 03/31/2025
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 **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

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

"Regarding our numbers this quarter, we were unable to assist people in getting permanent housing, as there are no vacancies at this time. In addition, the lack of housing vouchers created an extra barrier for those we serve."

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