



Overview

HMIS Name: All Coordinated Assessment Projects
Reporting Term: 08/01/2024 - 1/31/2025

Number of Households Served

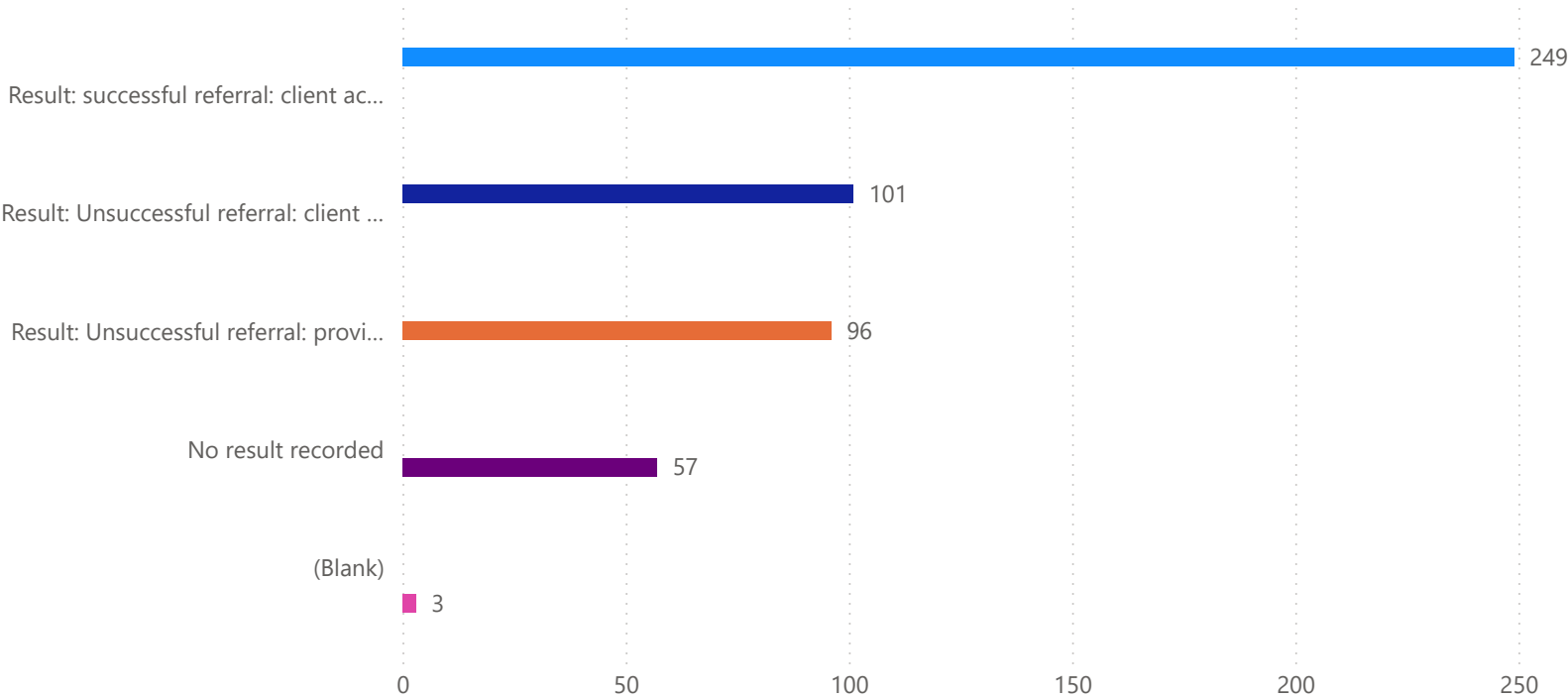
955

Average Length of time from
Assessment to Acceptance (Days)

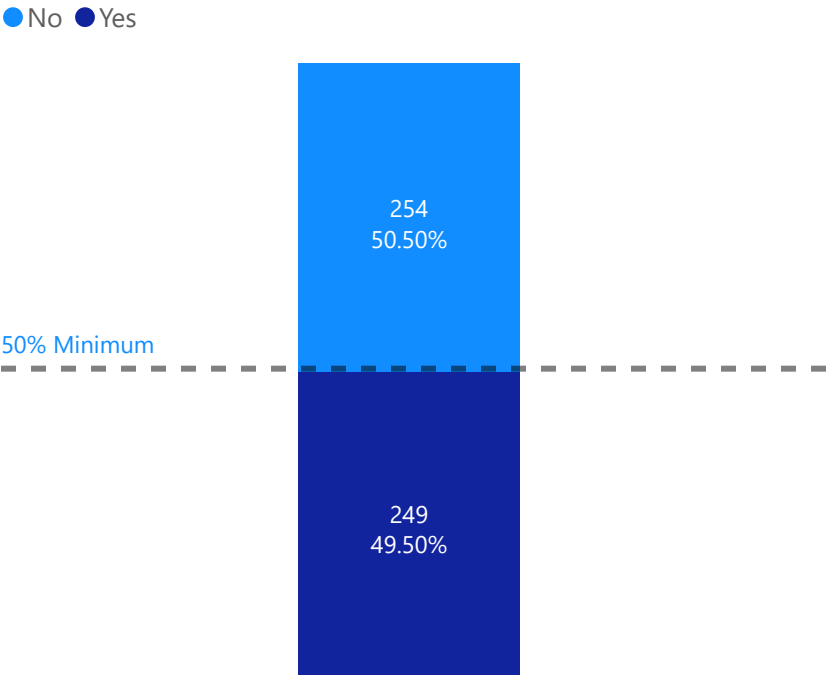
32

Max: 30 Days

Referral Results



% of referrals with a successful outcome
(Local Measure)





Spend Down Overview

HMIS Name: All Coordinated Assessment Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

CC--CA--HFCA

\$115,978.93

\$115,271.33 (Anticipated January Spend Down)

\$81,629.07

\$197,608

SNAP--CE--Singles

\$100,575.62

\$114,683.91 (Anticipated January Spend Down)

\$96,025.38

\$196,601



Homeless Family Coordinated Assessment

HMIS Name: CC--CA--HFCA
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0373
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A
Notes:

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

Number of Households Served

Projected Number: 377

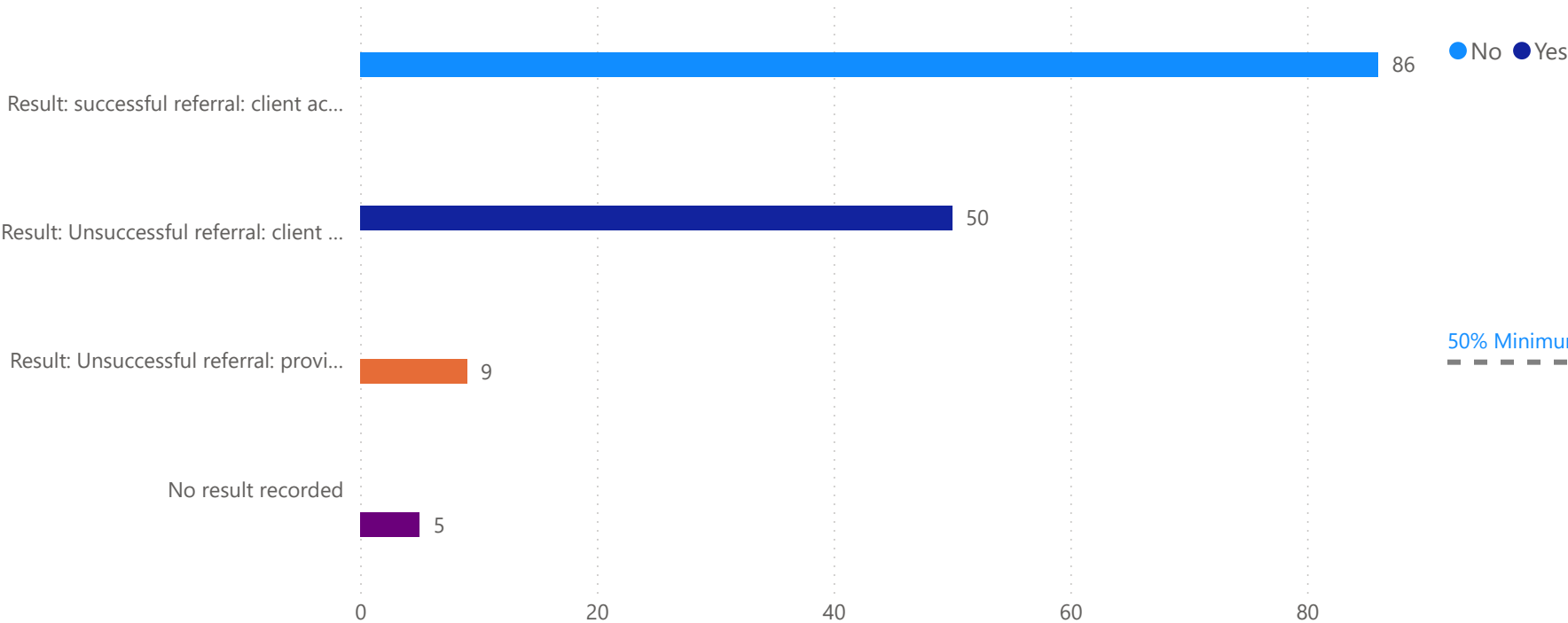
337

Average Length of time from
Assessment to Acceptance (Days)

20

Max: 30 Days

Referral Results

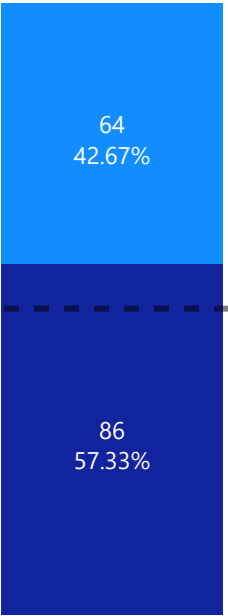


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





Singles Homeless Coordinated Assessment

HMIS Name: SNAP--CE--Singles
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0330
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A
Notes:

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

Number of Individuals Served

Projected Number: 300

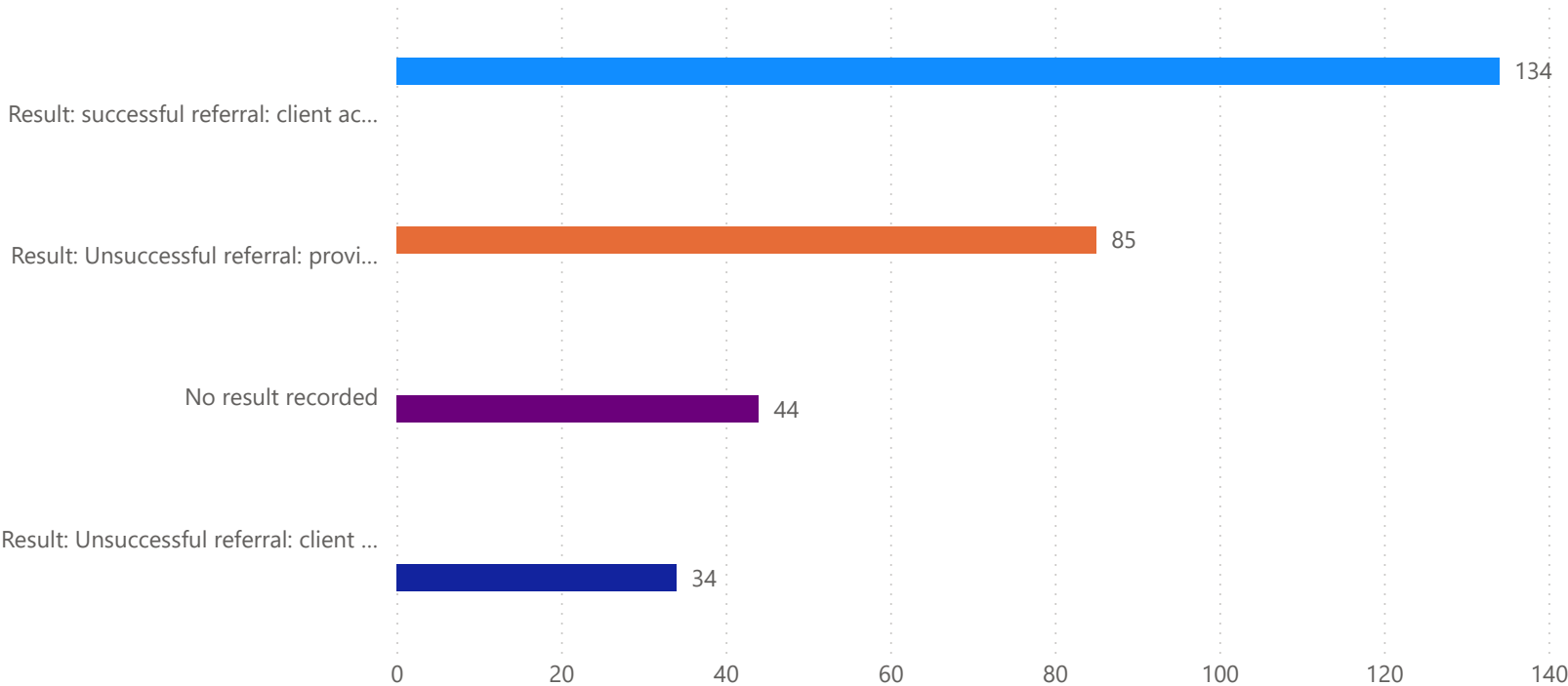
501

Average Length of time from
Assessment to Acceptance (Days)

40

Max: 30 Days

Referral Results

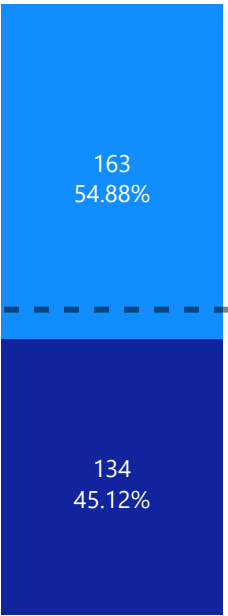


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





Singles Homeless Coordinated Assessment

HMIS Name: SNAP--CE--Singles
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0330
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A
Notes:

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

Narrative regarding the **Singles Homeless Coordinate Assessment** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0330 (Coordinate Assessment):

"Local Measure: % of referrals with a successful outcome: The largest portion of unsuccessful referrals stems from providers being unable to make initial contact with clients once pulled for service. This reflects a growing challenge unhoused individuals face in maintaining a working phone or means of contact. Phones are regularly lost or stolen in shelters and on the street, and several Free and reduced cost phone providers have recently closed, making obtaining a replacement device more difficult.

To address this, providers must make greater use of outreach teams to connect with clients and schedule their intakes. The program must also continue to reiterate to clients to update their provider when their contact information changes.

Length of time from Assessment to Acceptance: This figure reflects two challenges this quarter: the first is the vacancy in the SHCA lead position which is responsible for serving referrals. This increased the time to serve referrals in some cases. It 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, SNAP - Singles Homeless Coordinated Assessment (SHCA) Lead



Youth & Young Adults Coordinated Entry

HMIS Name: VOA--CE--Youth & Young Adults
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0529
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A
Notes:

Grants:
HUD: Continuum of Care - YHDP Grant

Number of Individuals Served

Projected Number: 500

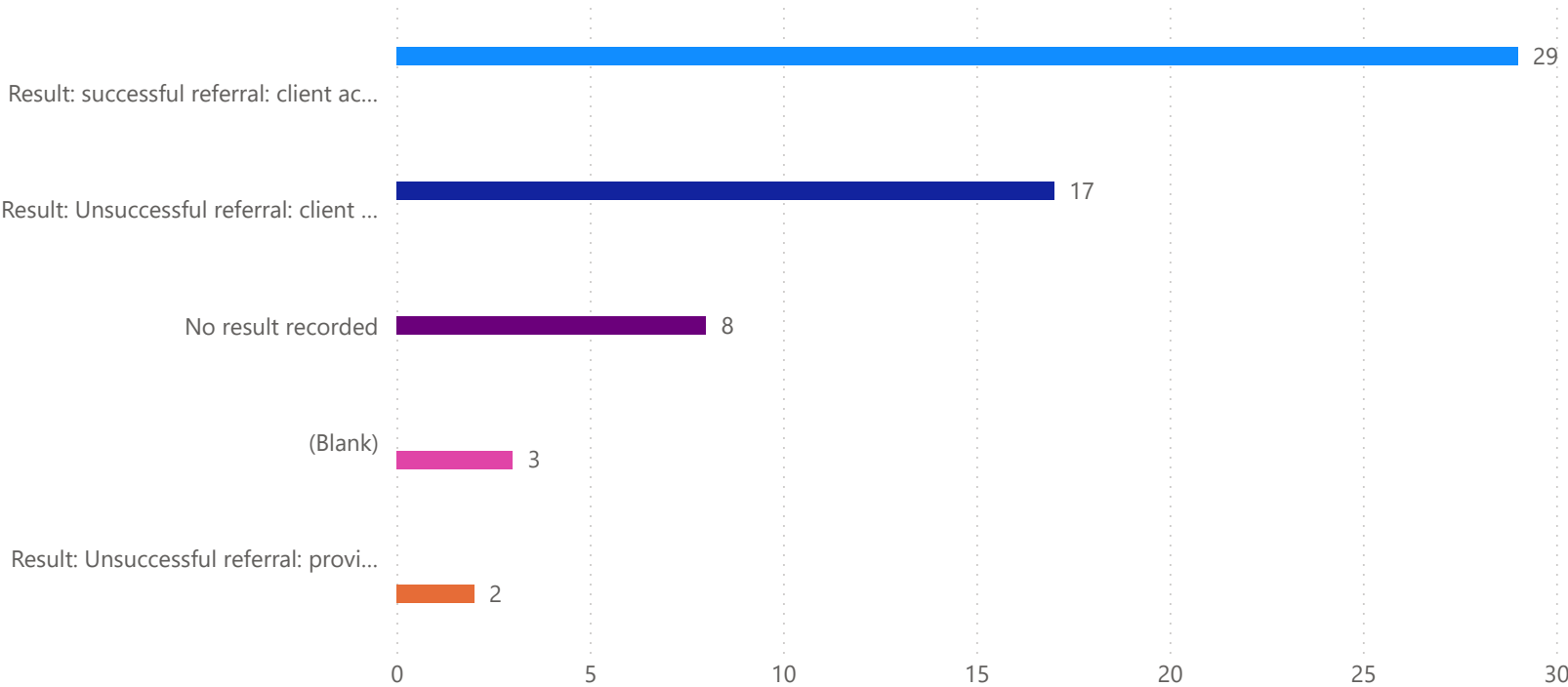
117

Average Length of time from
Assessment to Acceptance (Days)

18

Max: 30 Days

Referral Results

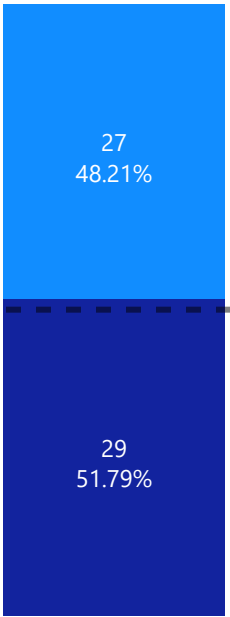


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





Youth & Young Adults Coordinated Entry

HMIS Name: VOA--CE--Youth & Young Adults
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0529
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A
Notes:

Grants:
HUD: Continuum of Care - YHDP Grant

Narrative regarding the **Youth & Young Adults Coordinate Entry** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0529 (Coordinate Assessment):

"The VOA--CE--Youth & Young Adults did not meet the minimum performance standards for "referral results" and "% of referrals with successful outcomes." Initially, referral outcomes were only being recorded under "Referral Result," . However, after our team met with Cyruz Campos and talked through this report we identified that referrals also needed to be categorized under "CE Event." Since this step was not being completed by community partners and or VOA, the data inaccurately reflected a lack of recorded referral results, even though referrals were occurring. Once we identified the issue with the help of Cyruz Campos, we retroactively categorized as many cases as possible under their appropriate result conclusions. This issue, was found in the report section of data within Q9d. Our data issues has been addressed to ensure proper reporting moving forward."

-- Wendy Alderson, VoA - Director of Shelter Services



Overview

Number of Households Served

214

Average Rate of Utilization

60%

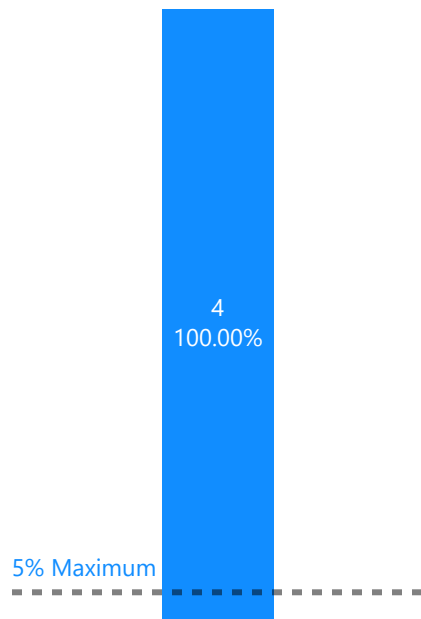
Min: 85%

HMIS Name: All Permanent Supportive Housing Projects
Reporting Term: 08/01/2024 - 01/31/2025

Returns to Homelessness

(SPM Metric 2b)

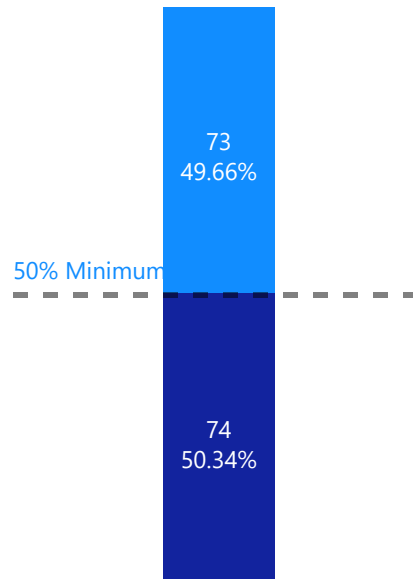
● No



Employment and Income Growth for Stayers

(SPM Metric 4.3)

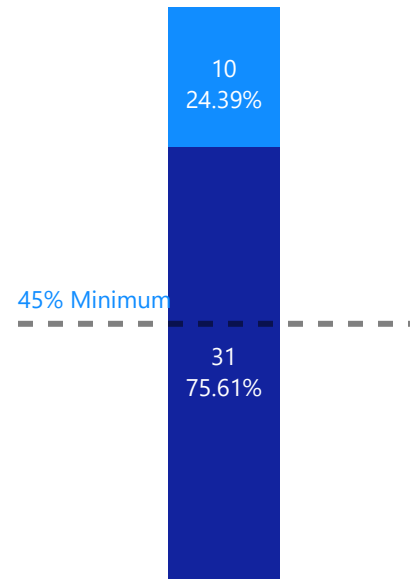
● No ● Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

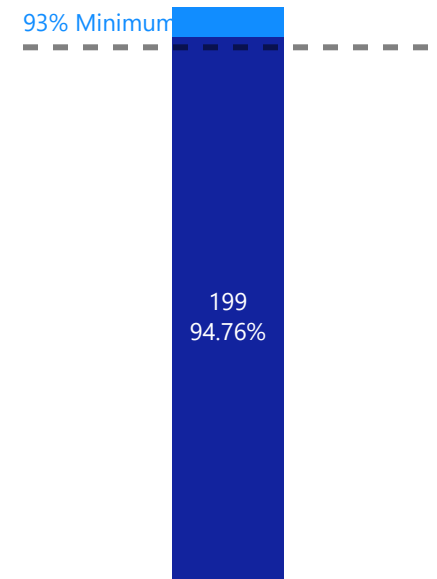
● No ● Yes



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

● No ● Yes





Spend Down Overview

HMIS Name: All Permanent Supportive Housing Projects

Q1

Q2

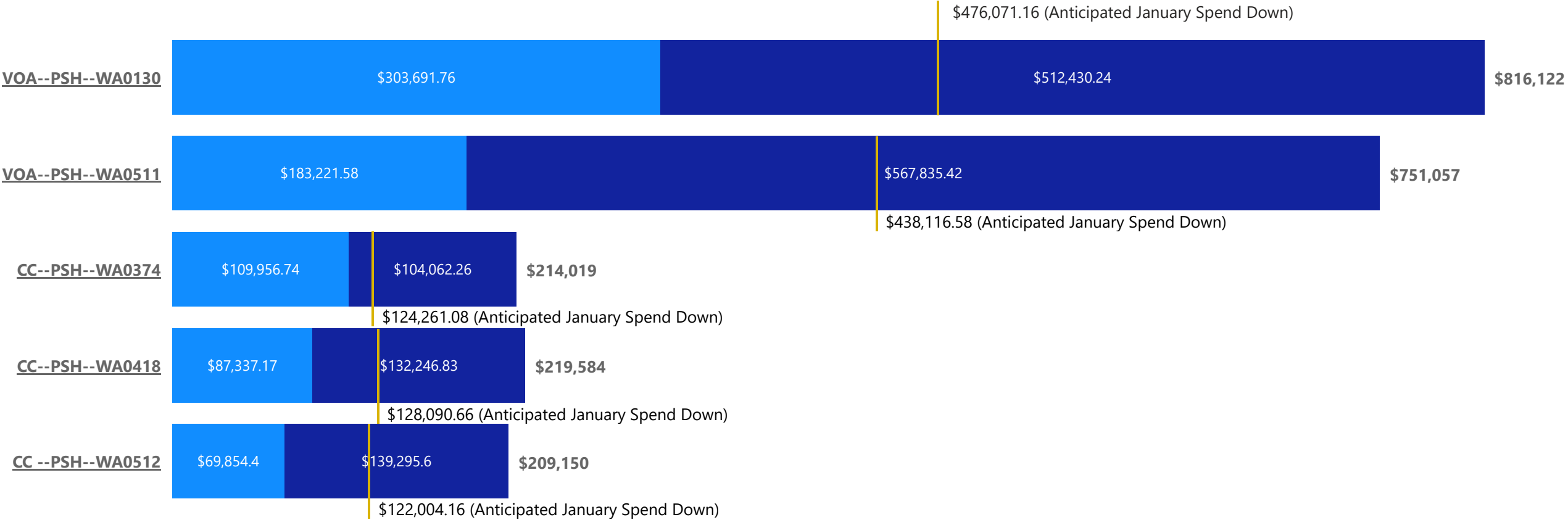


Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining





PSH Samaritan WA0130

HMIS Name: VOA--PSH--WA0130
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0130
Contract Number of Beds: 53
Notes:

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

Number of Households Served

Projected Number: 52

28

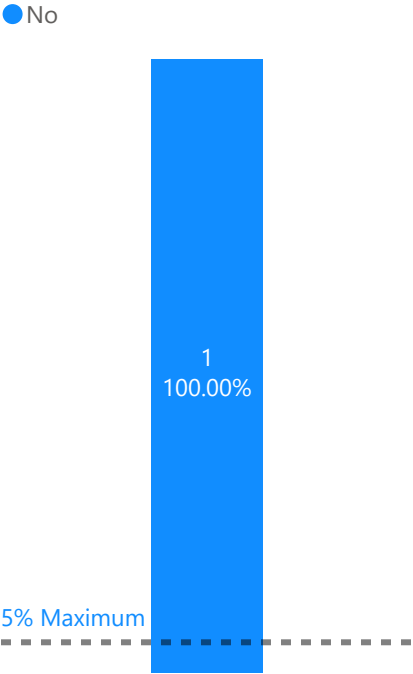
Average Rate of Utilization

21%

Min: 85%

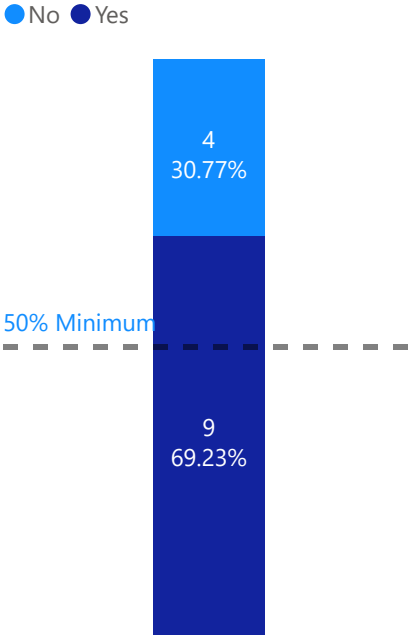
Returns to Homelessness

(SPM Metric 2b)



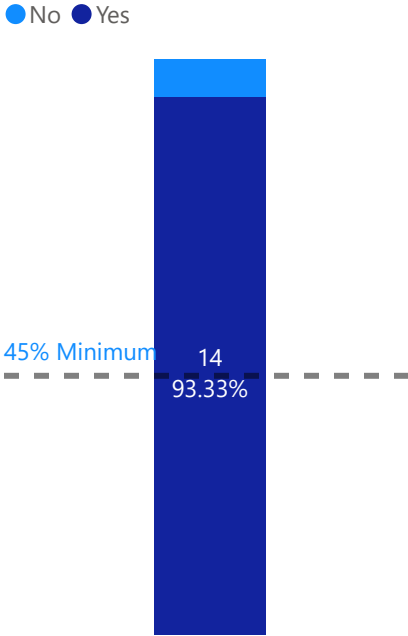
Employment and Income Growth for Stayers

(SPM Metric 4.3)



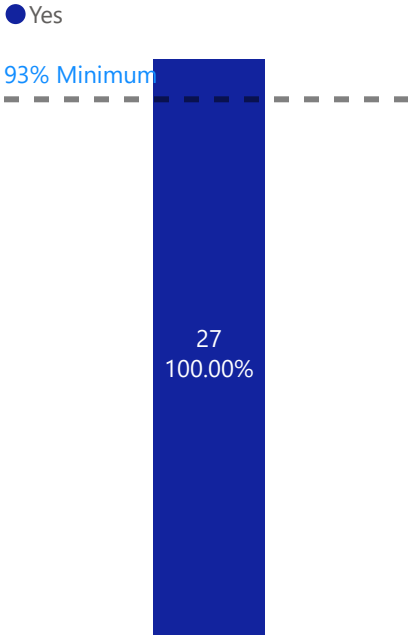
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)





PSH Scattered Sites WA0511

Number of Households Served

Projected Number: 40

71

Average Rate of Utilization

44%

Min: 85%

HMIS Name: VOA--PSH--WA0511

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

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

Reporting Term: 08/01/2024 - 01/31/2025

WA#: WA0511

Contract Number of Beds: 122

Grants:

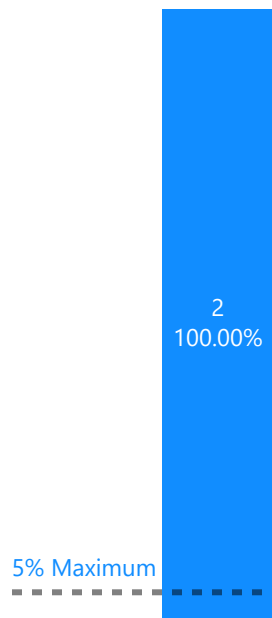
City of Spokane: Homeless Housing Assistance Act (HHAA)

HUD: Continuum of Care - Permanent Supportive Housing (PSH)

Returns to Homelessness

(SPM Metric 2b)

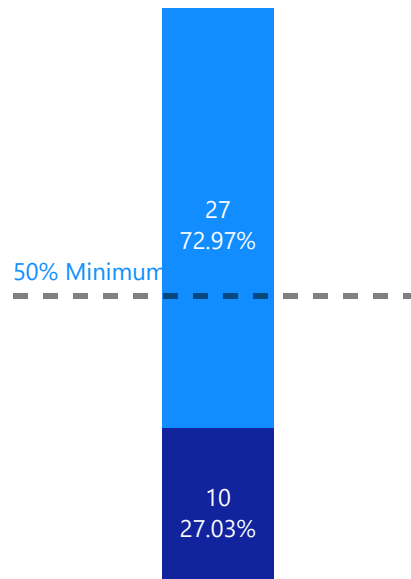
● No



Employment and Income Growth for Stayers

(SPM Metric 4.3)

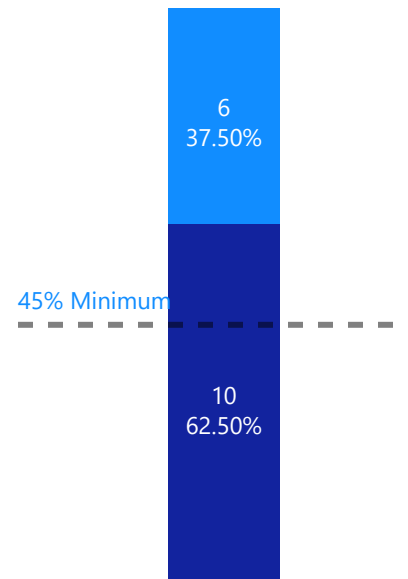
● No ● Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

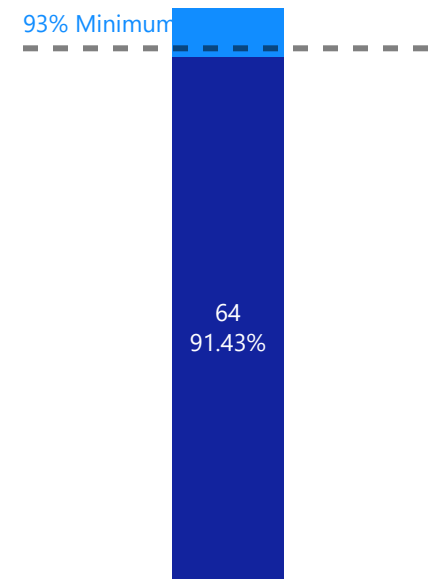
● No ● Yes



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

● No ● Yes





PSH Scattered Sites WA0511

HMIS Name: VOA--PSH--WA0511

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

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

Reporting Term: 08/01/2024 - 01/31/2025

WA#: WA0511

Contract Number of Beds: 122

Grants:

City of Spokane: Homeless Housing Assistance Act (HHAA)

HUD: Continuum of Care - Permanent Supportive Housing (PSH)

Narrative regarding the **VOA PSH Scattered Sites WA0511** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0511 (Permanent Supportive Housing):

"Scattered Site "Employment and Income Growth for Stayers"

Our Permanent Supportive Housing (PSH) program faced a challenge in meeting the metric of "employment and income growth for stayers," a key performance indicator that we track to assess the effectiveness of our services. Despite our best efforts, the metric was not met as expected, and I would like to provide context as to why that happened. A significant portion of our client base relies on fixed incomes, primarily through Social Security Disability Insurance (SSDI), Supplemental Security Income (SSI), or other government assistance programs. These fixed incomes, while crucial for meeting basic needs, do not allow for much fluctuation or growth. Many of our clients are unable to participate in traditional employment opportunities due to physical, mental, or emotional disabilities, which limits their ability to earn additional income. While we support clients in gaining independence and self-sufficiency, many are not in a position to pursue gainful employment due to these barriers. Furthermore, fixed incomes can also create challenges in accessing additional resources, as they are often insufficient to cover all living expenses, especially in a high-cost housing market. Instead of focusing on employment and income growth through traditional means, our program has adapted by prioritizing other forms of support. We have focused on increasing the quality of life for our clients by helping them manage their benefits, access financial education, and explore other income-boosting options such as benefits advocacy, community assistance programs, and social service resources. Additionally, we have worked to reduce financial stress by providing supportive services, including budgeting workshops, debt management, and connections to local food banks and health services. While we did not meet the specific employment and income growth metric for stayers, we continue to see success in improving the stability and well-being of our clients. The focus of our program has always been on fostering long-term housing stability, improving mental and physical health, and providing the necessary tools for self-sufficiency within the constraints of a fixed income. Moving forward, we plan to continue exploring alternative avenues for increasing clients' financial well-being, including partnership opportunities with local employers who may offer accommodations for individuals with disabilities, as well as expanding access to vocational training that can lead to meaningful, low-barrier work options. Ultimately, while we acknowledge the shortcoming in meeting this specific metric, we remain committed to enhancing the lives of our clients in ways that are tailored to their unique circumstances and long-term goals."

-- Kelly Phipps, VoA - Director of Clinical Operations



PSH Scattered Sites WA0511

HMIS Name: VOA--PSH--WA0511

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

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

Reporting Term: 08/01/2024 - 01/31/2025

WA#: WA0511

Contract Number of Beds: 122

Grants:

City of Spokane: Homeless Housing Assistance Act (HHAA)

HUD: Continuum of Care - Permanent Supportive Housing (PSH)

Narrative regarding the **VOA PSH Scattered Sites WA0511** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0511 (Permanent Supportive Housing) - Cont.:

"Scattered Site "Exits to or retention of Permanent Housing"

Our Permanent Supportive Housing (PSH) program did not meet the metric of "exits to or retention of permanent housing," and I would like to provide some context to explain the reasons behind this shortcoming. While our program continues to support individuals in achieving long-term housing stability, several factors contributed to the challenge of meeting this specific requirement. One of the main reasons we did not meet the metric is the financial reality of our clients. Many of the individuals who transition out of our scattered-site apartments simply cannot afford to move into market-rate housing. The vast majority of our clients rely on fixed incomes, such as Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI), which are not sufficient to cover the cost of rent in the current housing market. The affordability gap is a significant barrier, especially in high-cost areas where market-rate apartments are often well beyond what our clients can afford, even with rental assistance. Additionally, we have seen an influx of clients with more complex needs due to changes in the coordinated entry process. These changes have led to an increased number of individuals entering our program with more significant behavioral health challenges, substance use disorders, and other conditions that require intensive support. As a result, we've had to adjust our level of support and resources to meet these heightened needs. While this shift is important for providing the necessary care and support to these clients, it has made it more difficult for many to transition to permanent housing. In some cases, the additional support needed has delayed or disrupted progress toward achieving housing stability. As we continue to provide the necessary services and work with clients on long-term stability, the challenge of securing affordable housing options remains a critical issue. We have explored a variety of housing alternatives, but the lack of affordable units continues to limit our ability to successfully meet this metric. Moving forward, we are committed to addressing these barriers. We will continue to advocate for more affordable housing options in the community and explore creative solutions, such as partnerships with affordable housing developers or new initiatives that focus on increasing the availability of low-income housing. Additionally, we are working closely with our clients to ensure that they receive the appropriate level of support tailored to their needs, and we are adjusting our approach to ensure that clients with complex needs are receiving the help they require. While we acknowledge that we did not meet the "exits to or retention of permanent housing" metric, we remain dedicated to the long-term success of our clients. Our program's primary focus continues to be on housing stability, providing individualized support, and advocating for affordable housing solutions that can help meet the unique needs of the people we serve."

-- Kelly Phipps, VoA - Director of Clinical Operations



PSH Consolidation WA0374

HMIS Name: CC--PSH--WA0374
CC--PSH--WA0285 (Consolidated into CC--PSH--WA0374)
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0374
Contract Number of Beds: 52
Notes:

Grants:
HUD: Continuum of Care - Permanent Supportive Housing (PSH)

Number of Households Served

Projected Number: 52

49

Average Rate of Utilization

92%

Min: 85%

Returns to Homelessness

(SPM Metric 2b)

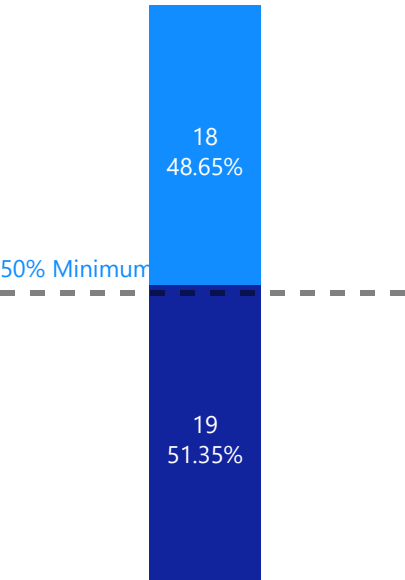
5% Maximum

At the time of report, there were no clients that returned to homelessness 2 years prior to the current reporting period's enrollments.

Employment and Income Growth for Stayers

(SPM Metric 4.3)

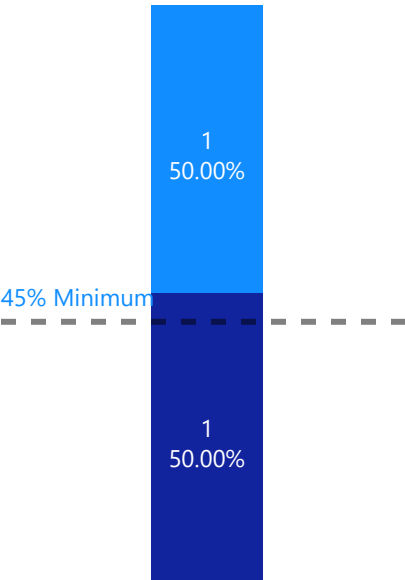
No Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

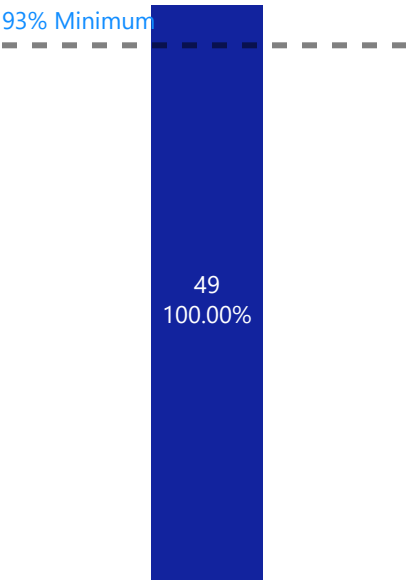
No Yes



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

Yes





PSH II WA0418

HMIS Name: CC--PSH--WA0418
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0418
Contract Number of Beds: 42
Notes:

Grants:
HUD: Continuum of Care - Permanent Supportive Housing (PSH) Grant

47

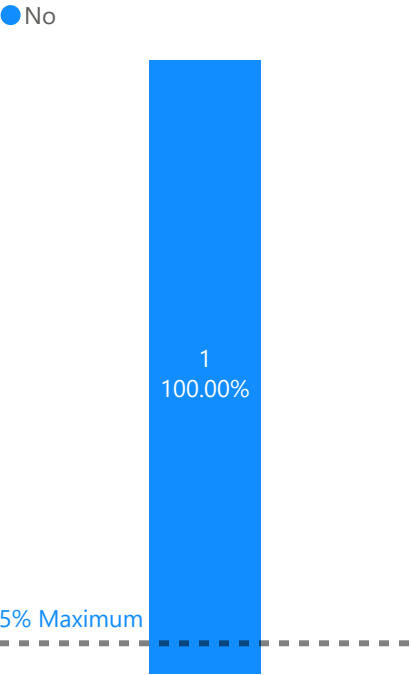
Average Rate of Utilization

107%

Min: 85%

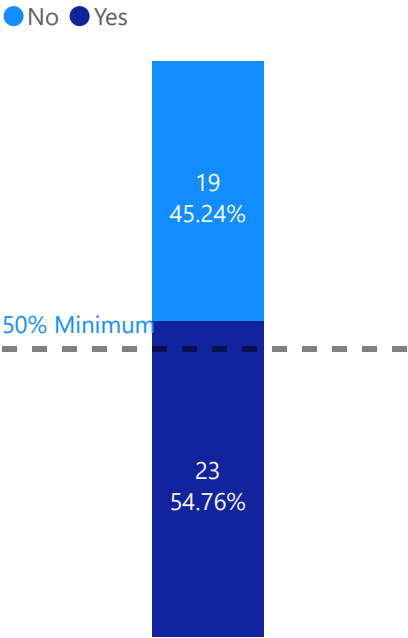
Returns to Homelessness

(SPM Metric 2b)



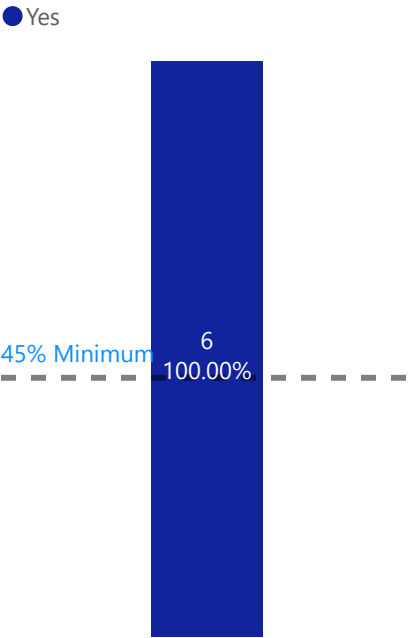
Employment and Income Growth for Stayers

(SPM Metric 4.3)



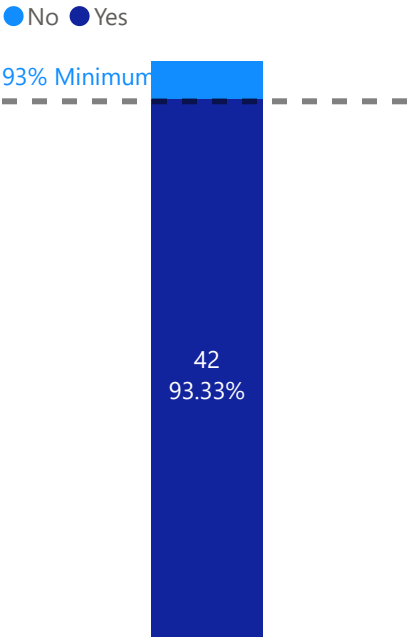
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)





PSH Scattered Sites

HMIS Name: CC--PSH--WA0512
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0512
Contract Number of Beds: 130
Notes:

Grants:
HUD: Continuum of Care - Permanent Supportive Housing (PSH) Grant

19

Average Rate of Utilization

37%

Min: 85%

Returns to Homelessness

(SPM Metric 2b)

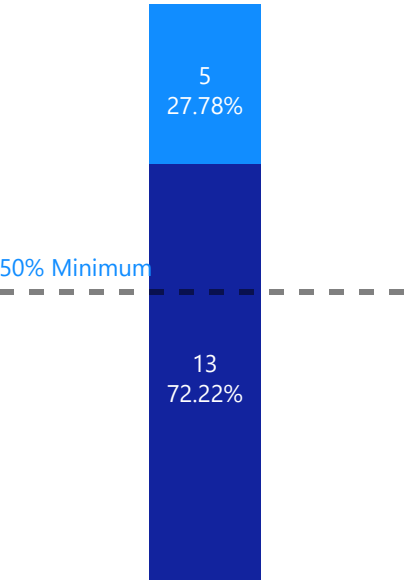
5% Maximum

At the time of report, there were no clients that returned to homelessness 2 years prior to the current reporting period's enrollments.

Employment and Income Growth for Stayers

(SPM Metric 4.3)

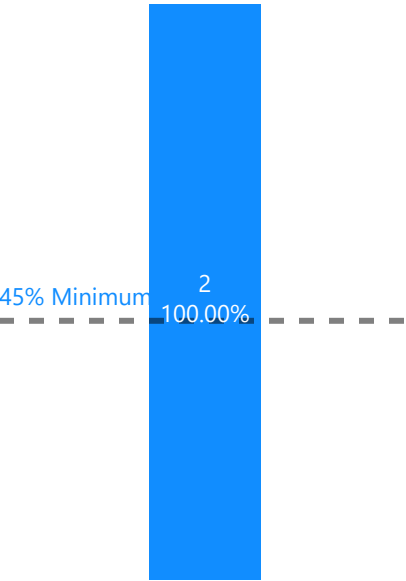
No Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

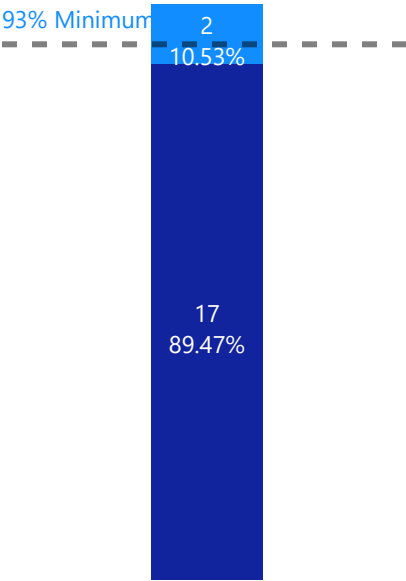
No



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

No Yes





Overview

HMIS Name: All Rapid Rehousing (RRH) Projects
Reporting Term: 08/01/2024 - 01/31/2025

Number of Households Served

128

Number of Households Served Moved into Housing

86

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

36

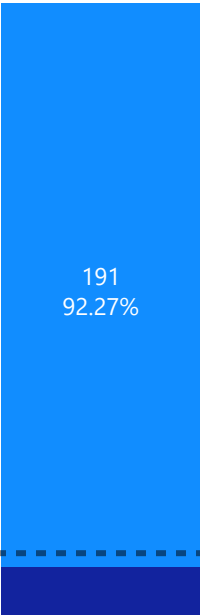
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

No Yes

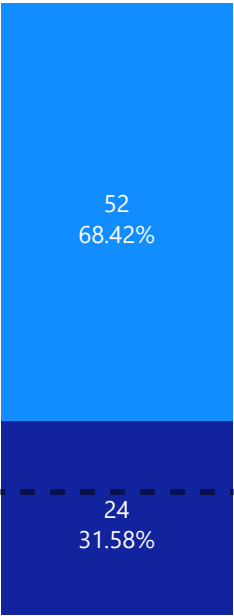


10% Maximum

Employment and Income Growth

(SPM Metric 4.6)

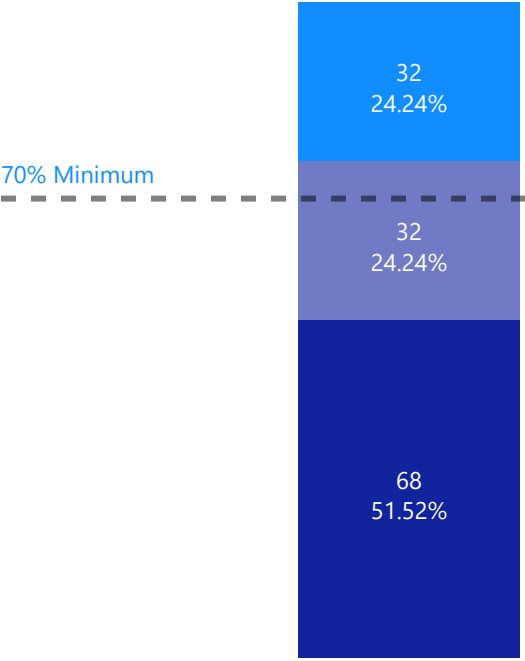
No Yes



20% Minimum

Exits to Permanent Housing

No No (Still Enrolled) Yes



70% Minimum



Spend Down Overview

HMIS Name: All Rapid Rehousing Projects

Q1

Q2



Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining

CC--RRH--Families--CoC-WA0288

\$200,520.63

\$293,520.5 (Anticipated January Spend Down)

\$302,657.37

\$503,178

YWCA--RRH--WA0420--RRH for Survivors of DV

\$188,729.47

\$158,683.53

\$347,413

\$202,657.58 (Anticipated January Spend Down)

YWCA--RRH--WA0353--HH with Children

\$157,886.34

\$187,470.66

\$345,357

\$201,458.25 (Anticipated January Spend Down)

SNAP --RRH--Singles--CoC-WA0331

\$77,477.61

\$115,113.39

\$192,591

\$112,344.75 (Anticipated January Spend Down)



Families Rapid Rehousing

HMIS Name: CC--RRH--Families--CoC--WA0288
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0288
Contract Number of Beds: 66
Notes:

Grants:
HUD: Continuum of Care - Rapid Rehousing (RRH) Grant

Number of Households Served
Projected Number: 44

53

Number of Households Served Moved into Housing

31

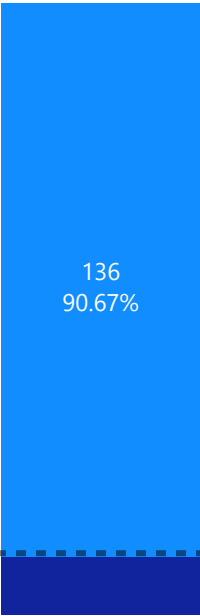
Avg. # of Days from Enrollment to PH
(Custom Metric)

34
Max: 30 Days

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

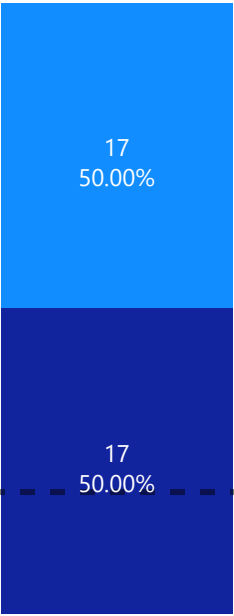
Returns to Homelessness
(SPM Metric 2b)

No Yes



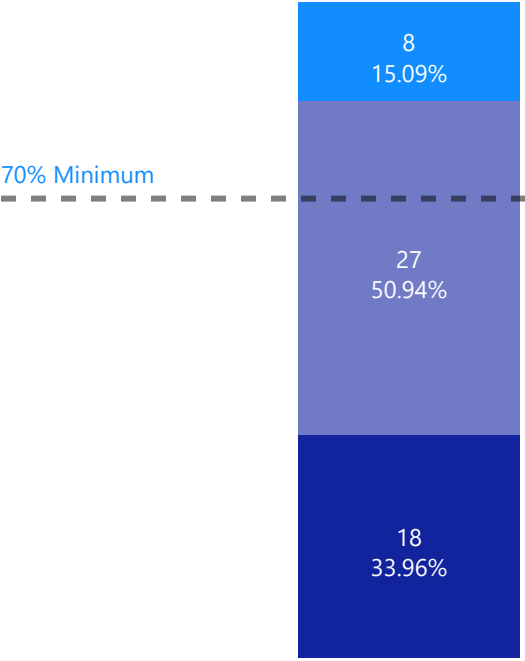
Employment and Income Growth
(SPM Metric 4.6)

No Yes



Exits to Permanent Housing

No No (Still Enrolled) Yes





Singles Rapid Rehousing

Number of Households Served

Projected Number: 44

25

Number of Households Served Moved into Housing

11

HMIS Name: SNAP--RRH--Singles--CoC--WA0331
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0331
Contract Number of Beds: 60
Notes:

Grants:
HUD: Continuum of Care - Rapid Rehousing (RRH) Grant

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

54

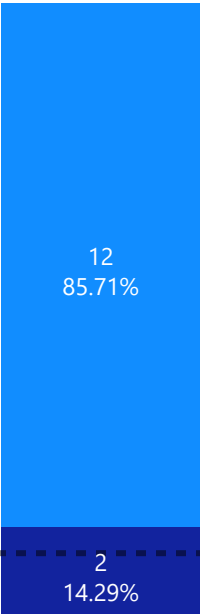
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

No Yes

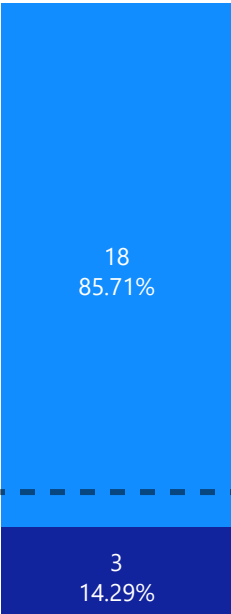


10% Maximum

Employment and Income Growth

(SPM Metric 4.6)

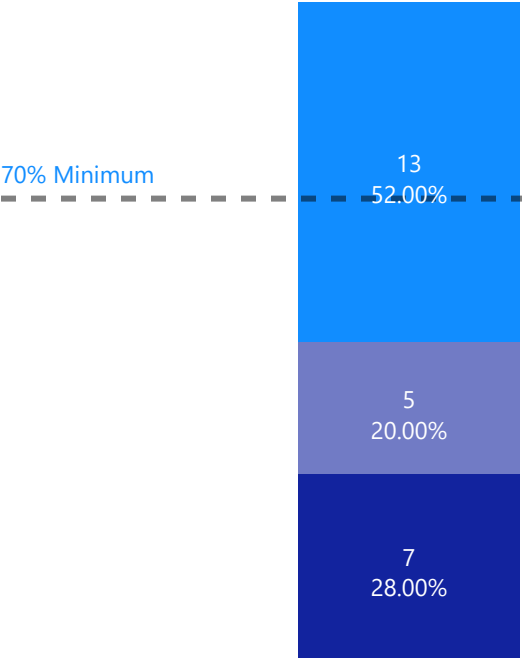
No Yes



20% Minimum

Exits to Permanent Housing

No No (Still Enrolled) Yes



70% Minimum



Singles Rapid Rehousing

HMIS Name: SNAP--RRH--Singles--CoC--WA0331
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0331
Contract Number of Beds: 60
Notes:

Grants:
HUD: Continuum of Care - Rapid Rehousing (RRH) Grant

Narrative regarding the **SNAP Singles Rapid Rehousing** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0331 (Rapid Rehousing):

"Avg # Days Enrollment to PH - Clients often enter program with several barriers that must be addressed prior to housing search, such as missing documents, poor credit, fixed or zero income, etc. Additionally, although vacancy rates have increased in the past 12 months, competition for affordable openings remains strong. A client may need to submit multiple applications before acceptance.

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 7b.1: Exits to Permanent Housing - Since the majority Permanent Supportive Housing projects were removed from Coordinated Entry, Rapid Rehousing has become the primary intervention type connected to the CE waiting pool. Our system's commitment to prioritizing the highest vulnerabilities first means that clients that may have previously been served referrals to more intensive intervention types such as Permanent Supportive Housing are now being referred almost exclusively to Rapid Rehousing instead. In effect this means the average Rapid Rehousing client is more likely to possess more significant barriers than they did previously. Clients may engage with Rapid Rehousing programs only to find that the prospect of a more independent, less managed program is not for them. Rapid Rehousing case managers work toward client-directed goals and do not dictate a one-size-fits all policy. Still, clients who are re-engaging with the private rental market for the first time facing significant barriers can find the experience frustrating and overwhelming, and we are seeing this reflected in growing rates of attrition in programs."

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



RRH for HH with Children

HMIS Name: YWCA--RRH--WA0353--HH with Children
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0353
Contract Number of Beds: 30
Notes:

Grants:
HUD: Continuum of Care - Rapid Rehousing (RRH) Grant

Number of Households Served

Projected Number: 60

21

Number of Households Served Moved into Housing

16

Avg. # of Days from Enrollment to PH

(Custom Metric)

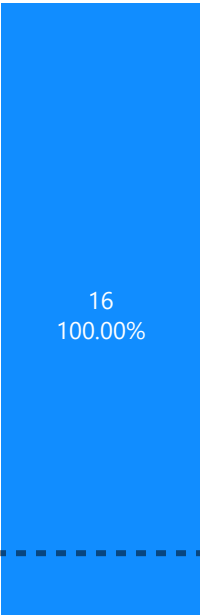
30

Max: 30 Days

Returns to Homelessness

(SPM Metric 2b)

No



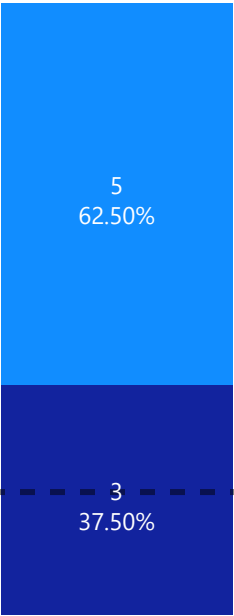
No Yes

20% Minimum

Employment and Income Growth

(SPM Metric 4.6)

No Yes



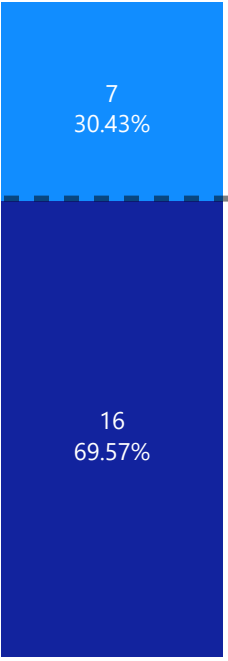
No Yes

70% Minimum

Exits to Permanent Housing

No Yes

70% Minimum





RRH for Survivors of DV

HMIS Name: YWCA--RRH--WA0420--RRH for Survivors of DV
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0420
Contract Number of Beds: 55
Notes:

Grants:
HUD: Continuum of Care - Rapid Rehousing (RRH) Grant

Number of Households Served
Projected Number: 60

29

Number of Households Served Moved into Housing

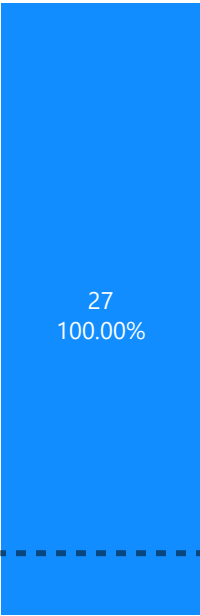
28

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

49
Max: 30 Days

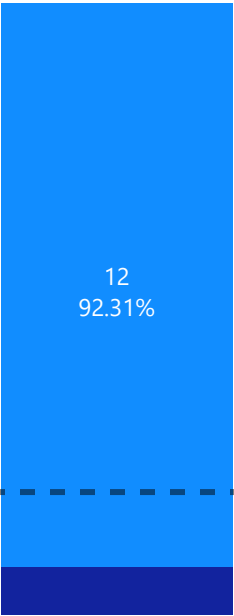
Returns to Homelessness
(SPM Metric 2b)

No



Employment and Income Growth
(SPM Metric 4.6)

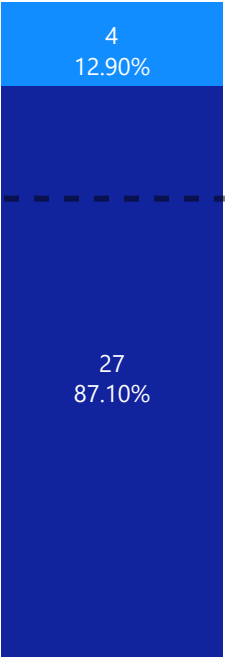
No Yes



Exits to Permanent Housing

No Yes

70% Minimum



10% Maximum

20% Minimum



RRH for Survivors of DV

HMIS Name: YWCA--RRH--WA0420--RRH for Survivors of DV
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0420
Contract Number of Beds: 55
Notes:

Grants:
HUD: Continuum of Care - Rapid Rehousing (RRH) Grant

Narrative regarding the **YWCA RRH for Survivors of DV** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0420 (Rapid Rehousing):

"The lower-than-expected income increase (7% vs. the target of 20% for WA 0420 for RRH) can be attributed to several factors specific to survivors of domestic violence. These include trauma-related barriers, such as emotional and psychological challenges that hinder employment readiness, as well as practical issues like interrupted work history, childcare, and transportation. Additionally, the job market may not offer sufficient opportunities, and housing stability often takes precedence over immediate income generation. Many survivors need time to stabilize their housing and well-being before focusing on employment.

To improve outcomes, it's important to assess and possibly adjust the program to provide more targeted job training, case management, and employment support, while setting realistic long-term goals that recognize the complex journey toward financial independence. With the decreased access to HUD vouchers as well as the need for economic stability, it is the goal of the YWCA housing department to connect more broadly with employment services in our community as well as with our local community colleges for programs that will support economic growth."

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



Overview

HMIS Name: All Street Outreach (SO) Projects
Reporting Term: 08/01/2024 - 01/31/2025

Average Length of Time to Date of Engagement (Days)

134 Max: 60 Days

Number of Individuals Served

15

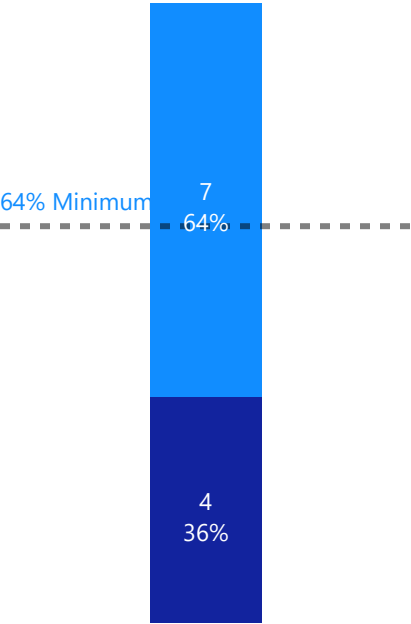
Returns to Homelessness (SPM Metric 2b)

20% Maximum

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

Service those with the Long Lengths of Homelessness

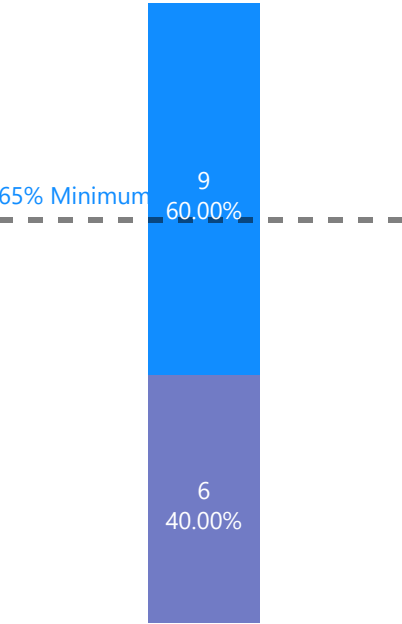
No Yes



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

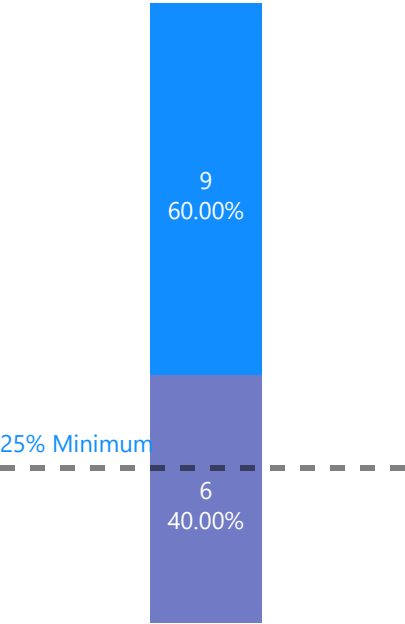
Successful Exits from Street Outreach

No No (Still Enrolled)



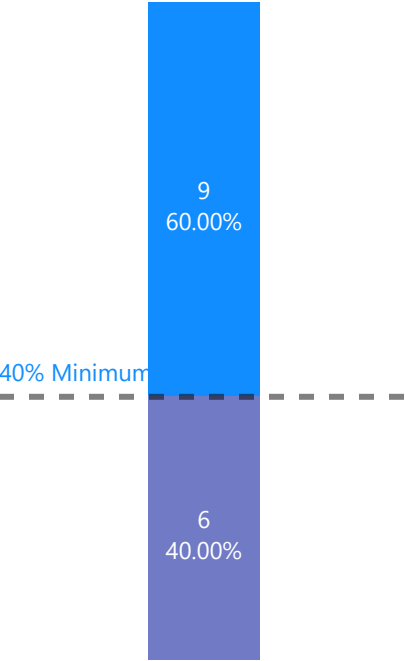
Exits to Temporary or Institutional Settings

No No (Still Enrolled)



Exits to Permanent Housing

No No (Still Enrolled)





VOA - Street Outreach

Average Length of Time to Date of Engagement (Days)

134 Max: 60 Days

Number of Individuals Served

Projected Number: 44

15

HMIS Name: VOA--SSO--YHDP & VOA--SO--YHDP
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0527
Contract Number of Beds: N/A
Notes:

Grants:
HUD: Continuum of Care - YHDP Grant

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

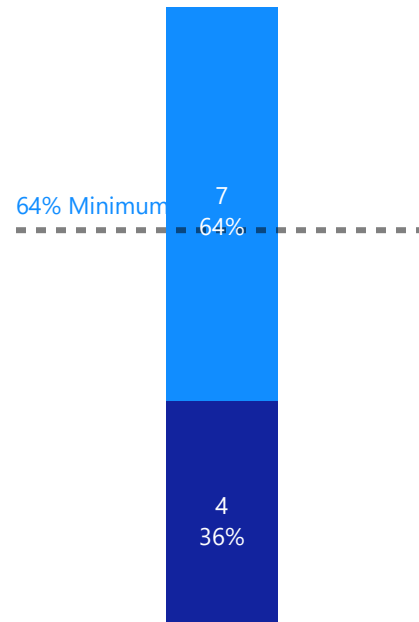
(SPM Metric 2b)

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.

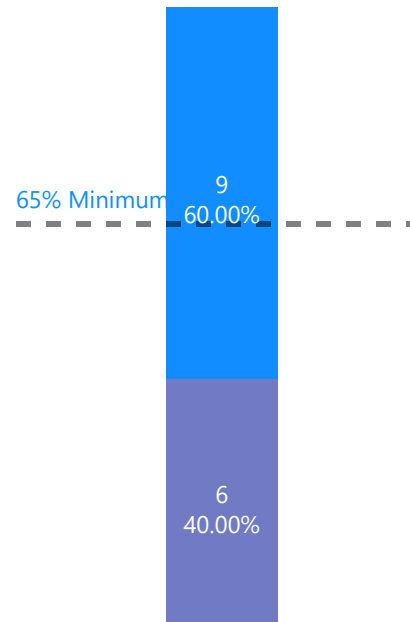
Service those with the Long Lengths of Homelessness

● No ● Yes



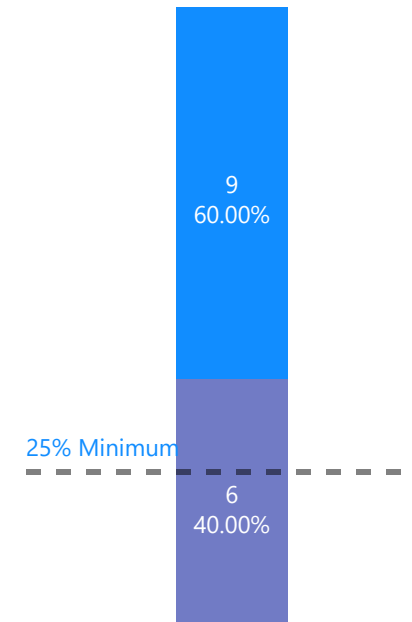
Successful Exits from Street Outreach

● No ● No (Still Enrolled)



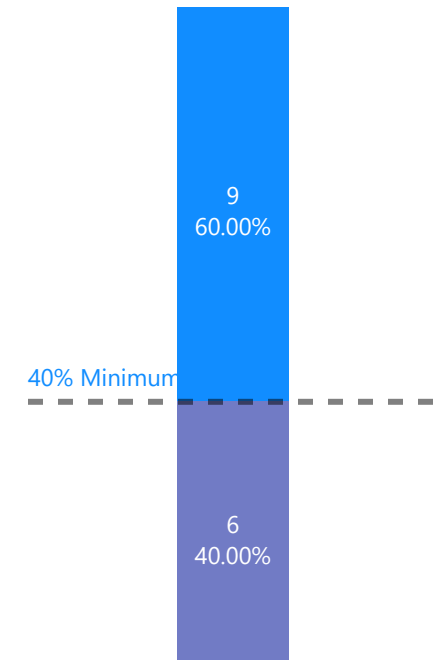
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



Exits to Permanent Housing

● No ● No (Still Enrolled)





VOA - Street Outreach

HMIS Name: VOA--SSO--YHDP & VOA--SO--YHDP
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0527
Contract Number of Beds: N/A
Notes:

Grants:
HUD: Continuum of Care - YHDP Grant

Narrative regarding the **VOA - Street Outreach** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0527 (Street Outreach):

"VOA-SO-YHDP program had a lack of contacts and services this last quarter caused by a misunderstanding of how our case managers should be entering that data in HMIS. Current living situations were being updated on a 90-day basis for most clients. We were recently informed that, to properly facilitate that grant, the living situation of the client needs to be updated on any date services are provided. Our outreach team worked back through records and added a current living situation corresponding to any time a client received services in VOA-SO-YHDP from 8/1/24 to present. Also of note is the program's lack of positive exits. A client must be exited after 90 days of no contact, which is the case for a majority of the clients who exit our program. Losing contact with a client leaves our case managers in a position of not completing an exit interview and not knowing if the client found safe housing, moved out of Spokane, or any other applicable data to create a complete exit. We are appreciative we could help them in a trying time, hope that they found a safe place to live, and cross our fingers that we receive a positive update from them down the road. "

-- Wendy Alderson, VoA - Director of Shelter Services



Overview

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 08/01/2024 - 01/31/2025

Information regarding the following Street Outreach Report.

The following report provides the same information for CoC 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**.



Overview

Average Length of Time to Date of Engagement (Days)

134 Max: 60 Days

Number of Individuals Served

15

HMIS Name: All Street Outreach (SO) Projects
Reporting Term: 08/01/2024 - 01/31/2025

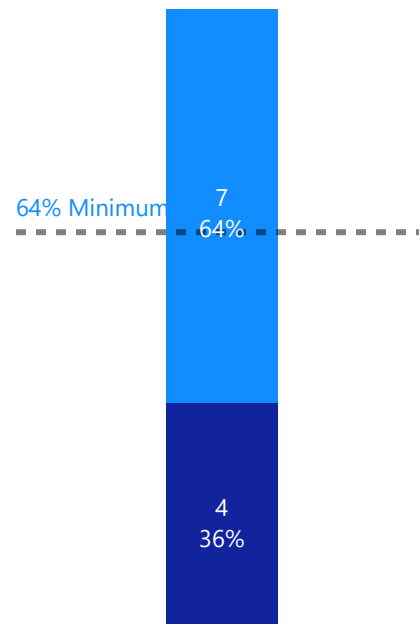
Returns to Homelessness (SPM Metric 2b)

20% Maximum

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

Service those with the Long Lengths of Homelessness

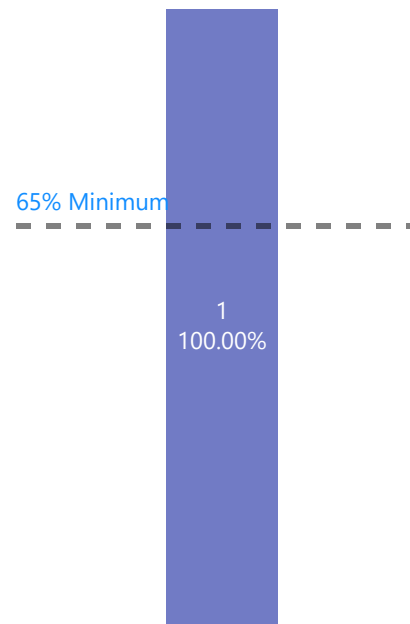
● No ● Yes



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

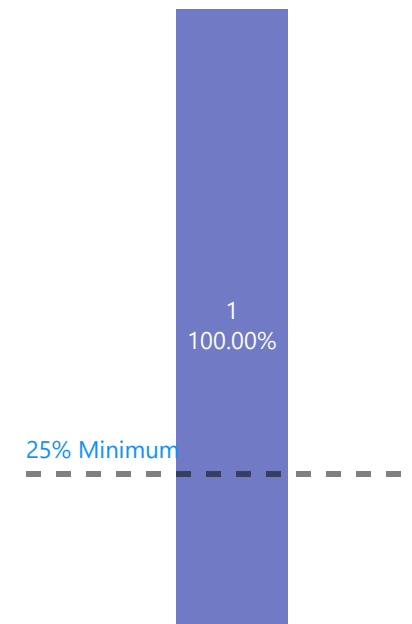
Successful Exits from Street Outreach

● No (Still Enrolled)



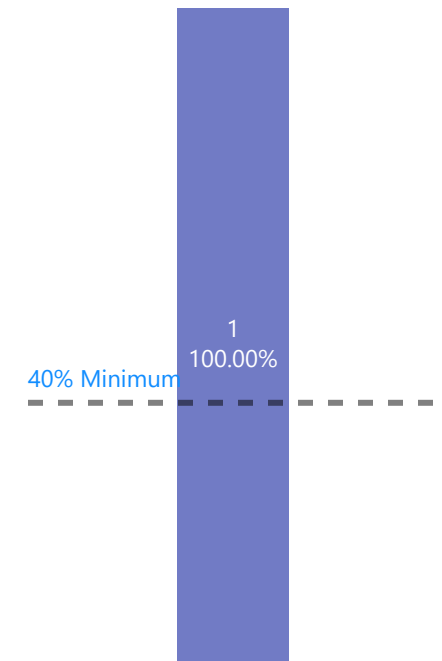
Exits to Temporary or Institutional Settings

● No (Still Enrolled)



Exits to Permanent Housing

● No (Still Enrolled)





VOA - Street Outreach

Average Length of Time to Date of Engagement (Days)

134 Max: 60 Days

Number of Individuals Served

Projected Number: 22

15

HMIS Name: VOA--SSO--YHDP & VOA--SO--YHDP
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0527
Contract Number of Beds: N/A
Notes:

Grants:
HUD: Continuum of Care - YHDP Grant

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.

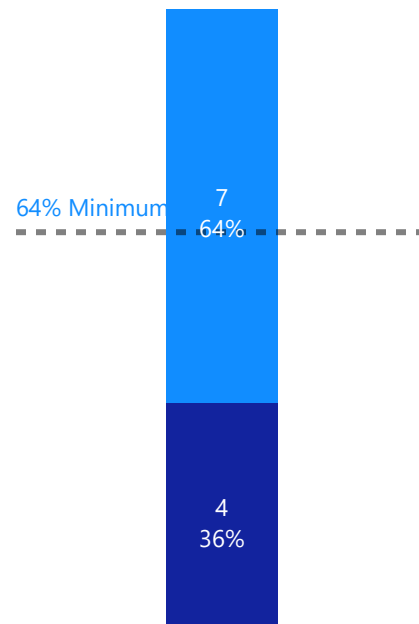
Returns to Homelessness (SPM Metric 2b)

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.

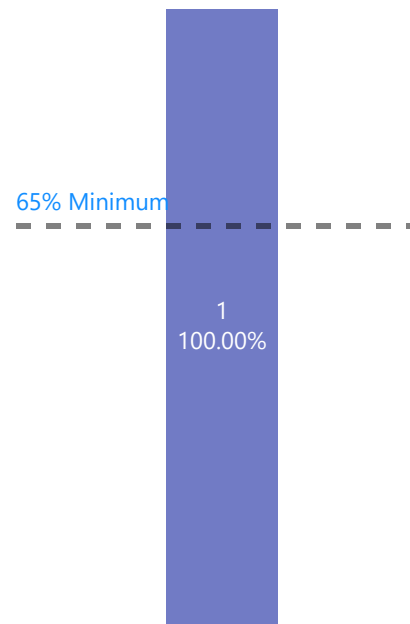
Service those with the Long Lengths of Homelessness

● No ● Yes



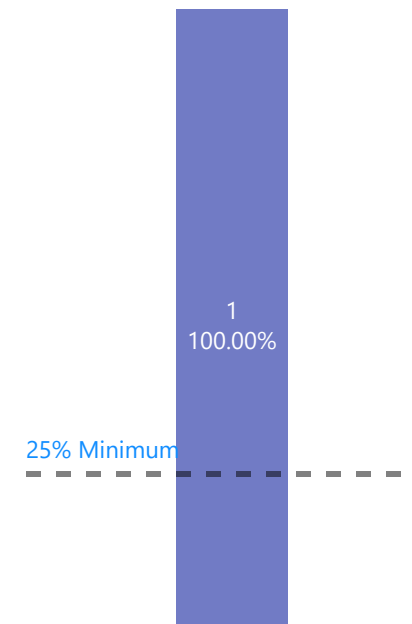
Successful Exits from Street Outreach

● No (Still Enrolled)



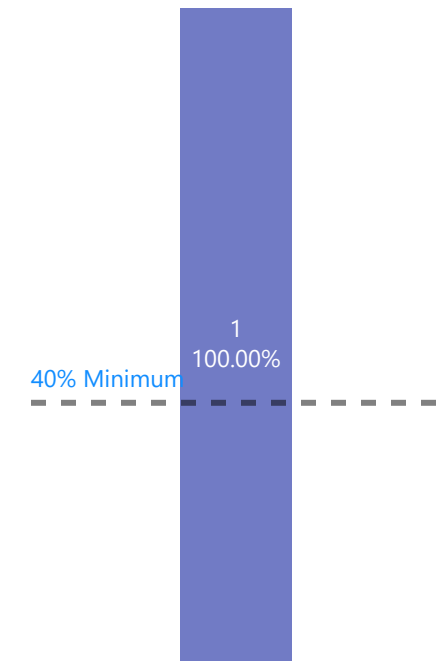
Exits to Temporary or Institutional Settings

● No (Still Enrolled)



Exits to Permanent Housing

● No (Still Enrolled)





VOA - Street Outreach

HMIS Name: VOA--SSO--YHDP & VOA--SO--YHDP
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0527
Contract Number of Beds: N/A
Notes:

Grants:
HUD: Continuum of Care - YHDP Grant

Narrative regarding the **VOA - Street Outreach** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0527 (Street Outreach):

"VOA-SO-YHDP program had a lack of contacts and services this last quarter caused by a misunderstanding of how our case managers should be entering that data in HMIS. Current living situations were being updated on a 90-day basis for most clients. We were recently informed that, to properly facilitate that grant, the living situation of the client needs to be updated on any date services are provided. Our outreach team worked back through records and added a current living situation corresponding to any time a client received services in VOA-SO-YHDP from 8/1/24 to present. Also of note is the program's lack of positive exits. A client must be exited after 90 days of no contact, which is the case for a majority of the clients who exit our program. Losing contact with a client leaves our case managers in a position of not completing an exit interview and not knowing if the client found safe housing, moved out of Spokane, or any other applicable data to create a complete exit. We are appreciative we could help them in a trying time, hope that they found a safe place to live, and cross our fingers that we receive a positive update from them down the road. "

-- Wendy Alderson, VoA - Director of Shelter Services



Overview

Average Length of Time to Date of Engagement (Days)

0

Max: 60 Days

Number of Individuals Served

6

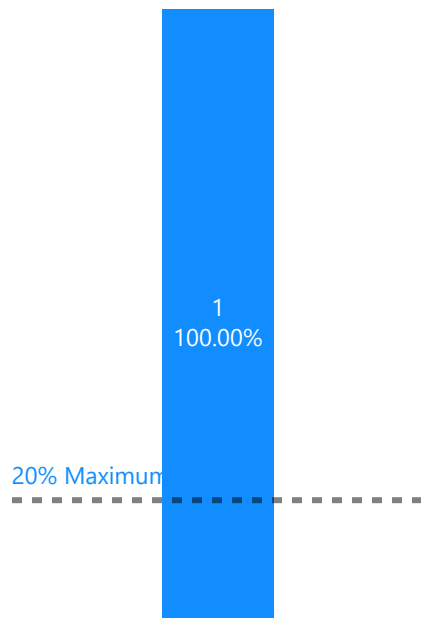
HMIS Name: All Supportive Services Only (SSO) Projects
Reporting Term: 08/01/2024 - 01/31/2025

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.

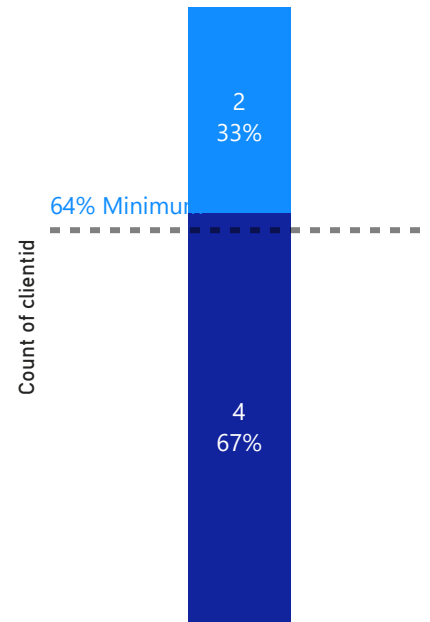
Returns to Homelessness (SPM Metric 2b)

● No



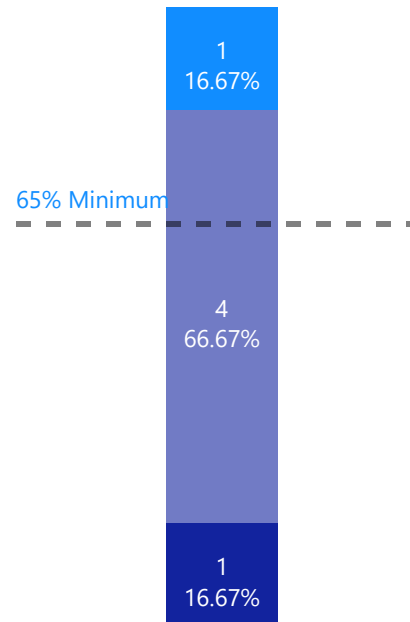
Service those with the Long Lengths of Homelessness

● No ● Yes



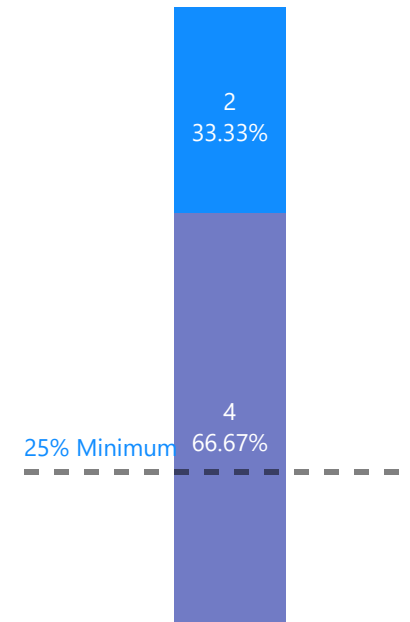
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



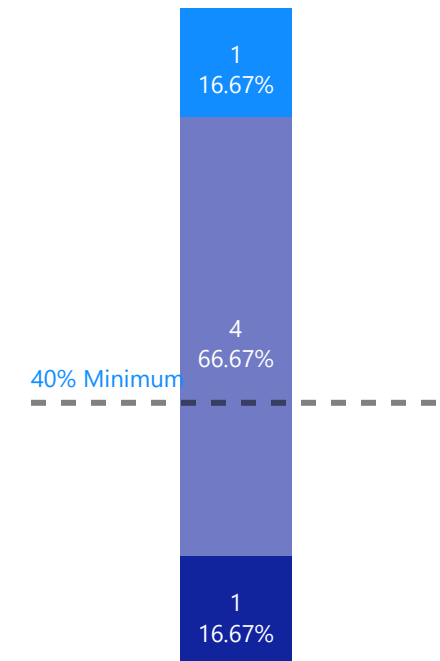
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Host Homes YHDP

HMIS Name: CC--SSO--Host Homes--YHDP
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0526
Contract Number of Beds: N/A
Notes:

Grants:
HUD: Continuum of Care - YHDP Grant

Average Length of Time to Date of Engagement (Days)

0

Max: 60 Days

Number of Individuals Served

Projected Number: 16

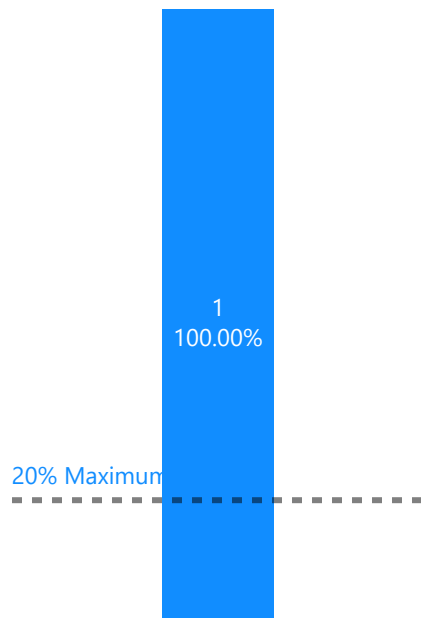
6

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.

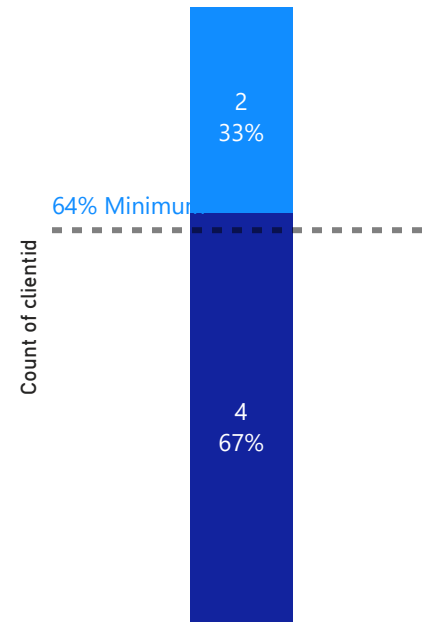
Returns to Homelessness (SPM Metric 2b)

● No



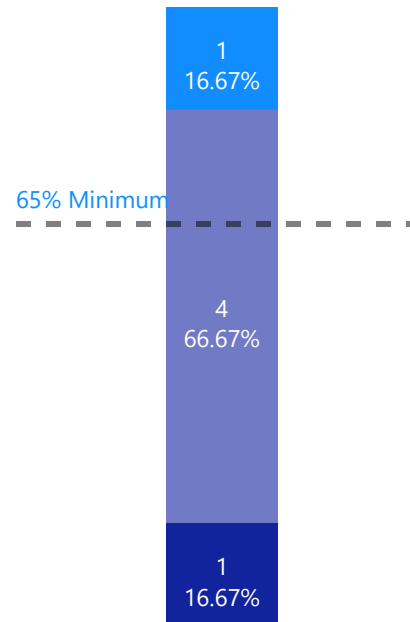
Service those with the Long Lengths of Homelessness

● No ● Yes



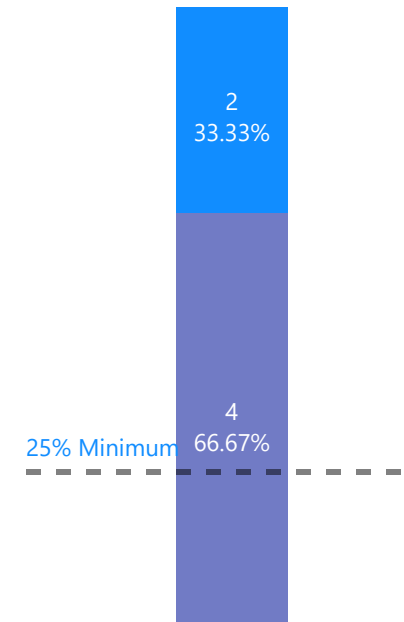
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



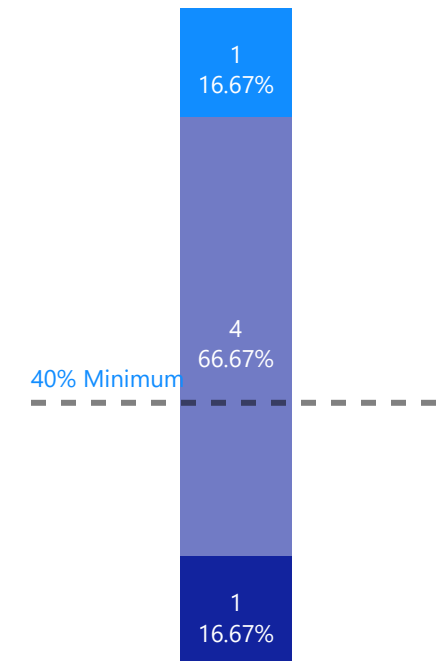
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Host Homes YHDP

HMIS Name: CC--SSO--Host Homes--YHDP

Reporting Term: 08/01/2024 - 01/31/2025

WA#: WA0526

Contract Number of Beds: N/A

Notes:

Grants:

HUD: Continuum of Care - YHDP Grant

Narrative regarding the **Host Homes YHDP** HMIS QPR Report for **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0526 (Supportive Services Only):

"The only question with the data is the Exits to Temporary or Institutional Settings, we had one youth exit to shelter and I'm not sure if this should be captured in this metric. There have only been two exits so far from the project, one to PH and one to shelter. This is a small project in terms of numbers served which can create significant shifts in the data with just one individual."

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



Overview

Number of Households Served

112

Number of Households Served Moved into Housing (RRH)

70

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

186

Max: 160 Days

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

46

Max: 30 Days

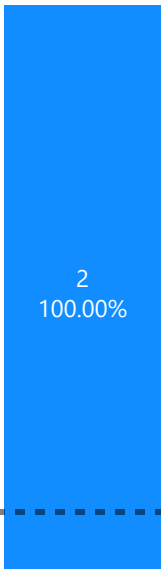
HMIS Name: All TH & RRH Projects
Reporting Term: 08/01/2024 - 01/31/2025

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 - TH & RRH)

No

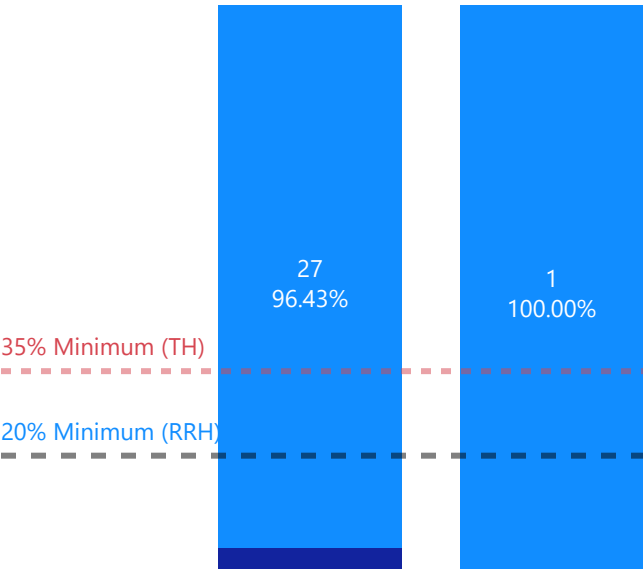


VOA--TH--YHDP

Employment and Income Growth

(SPM Metric 4.6 - TH & RRH)

No Yes

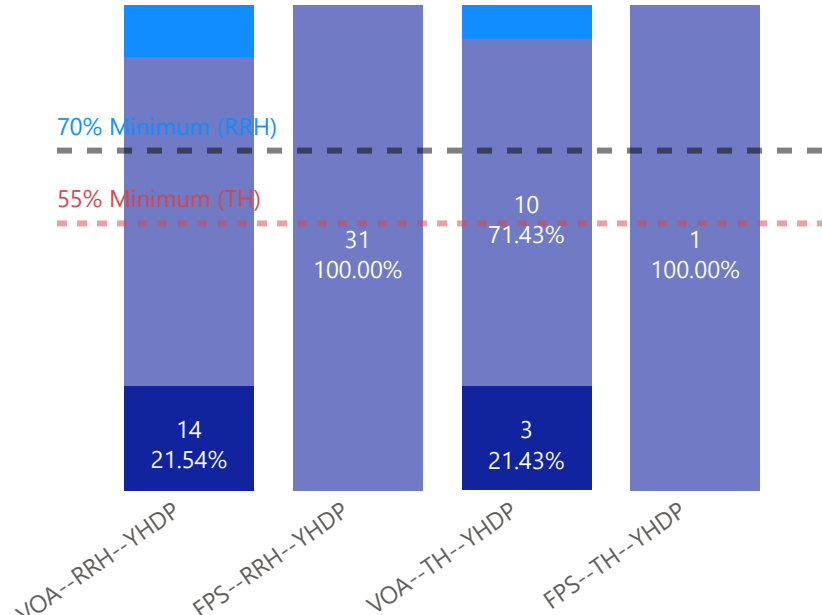


VOA--RRH--YHDP

VOA--TH--YHDP

Exits to Permanent Housing

No No (Still Enrolled) Yes



VOA--RRH--YHDP

FPS--RRH--YHDP

VOA--TH--YHDP

FPS--TH--YHDP



VOA - TH & RRH

Number of Households Served

Projected Number: 44

80

Number of Households Served Moved into Housing (RRH)

48

Average Length of Time Homeless (Days)

(SPM Metric 1a.2 - TH)

186

Max: 160 Days

Avg. # of Days from Enrollment to PH

(Custom Metric - RRH)

44

Max: 30 Days

HMIS Name: VOA--TH--YHDP & VOA--RRH--YHDP
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0525
Contract Number of Beds: N/A
Grants: HUD: Continuum of Care - YHDP

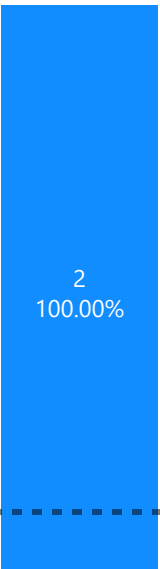
Legend (All the clients enrolled in the reporting period are included in this metric):
No: Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness

(SPM Metric 2b - TH & RRH)

● No

At the time of report, there were no clients that returned to homelessness 2 years prior to the current reporting period's enrollments (RRH).

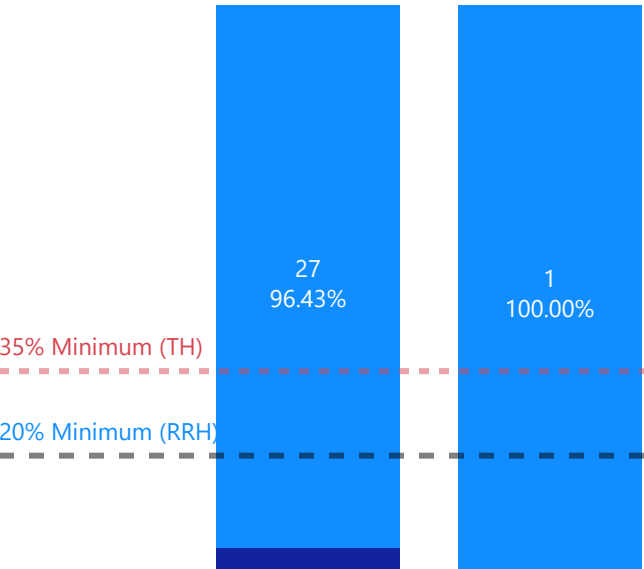


VOA--TH--YHDP

Employment and Income Growth

(SPM Metric 4.6 - TH & RRH)

● No ● Yes

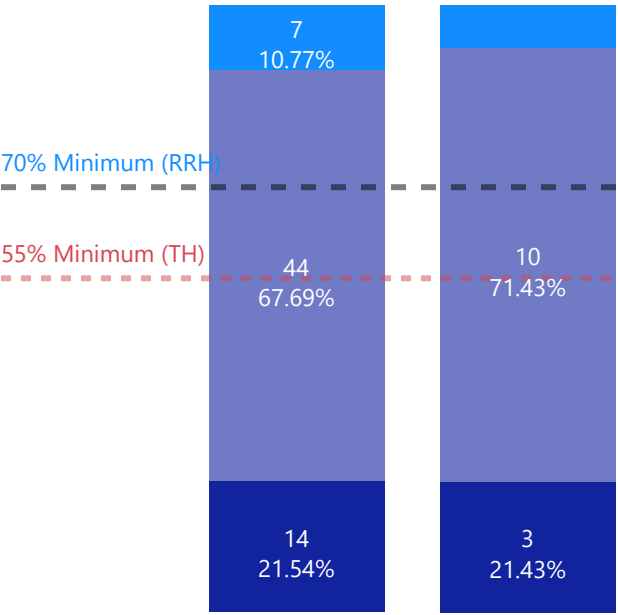


VOA--RRH--YHDP

VOA--TH--YHDP

Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



VOA--RRH--YHDP

VOA--TH--YHDP



FPS - TH & RRH

Number of Households Served

Projected Number: 44

32

Number of Households Served Moved into Housing (RRH)

22

Average Length of Time Homeless (Days)

(SPM Metric 1a.2 - TH)

(Blank)

Max: 160 Days

Avg. # of Days from Enrollment to PH

(Custom Metric - RRH)

48

Max: 30 Days

HMIS Name: FPS--TH--YHDP & FPS--RRH--YHDP

Reporting Term: 08/01/2024 - 01/31/2025

WA#: WA0525

Contract Number of Beds: N/A

Grants: HUD: Continuum of Care - YHDP

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 - TH & RRH)

Employment and Income Growth

(SPM Metric 4.6 - TH & RRH)

Exits to Permanent Housing

● No (Still Enrolled)

10% Maximum

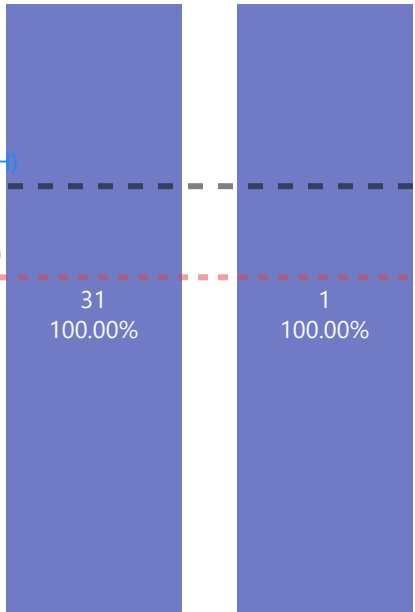
20% Minimum (RRH)

70% Minimum (RRH)

55% Minimum (TH)

At the time of report, there were no clients that returned to homelessness 2 years prior to the current reporting period's enrollments.

At the time of report, there were no clients that had an increase to their income that exited the project.



FPS--RRH--YHDP

FPS--TH--YHDP



Overview

HMIS Name: All Transitional Housing (TH) projects
Reporting Term: 08/01/2024 - 01/31/2025

Number of Households Served

34

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

116

Max: 160 Days

Average Utilization Rate

68%

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)

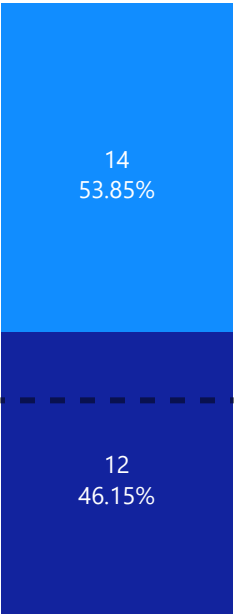
● No ● Yes



Employment and Income Growth

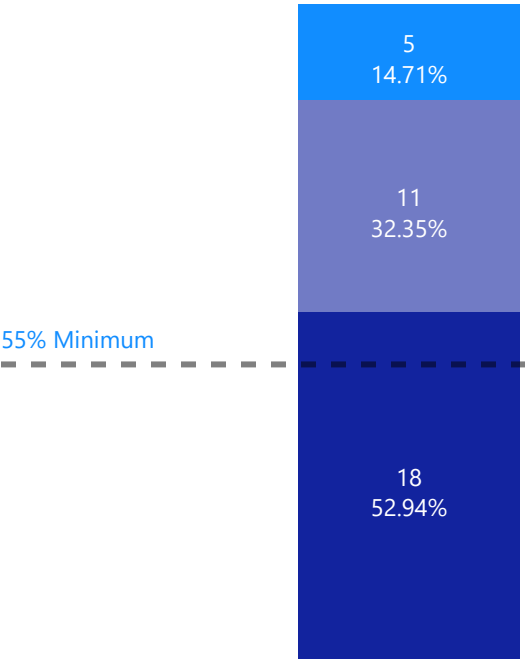
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



10% Maximum

35% Minimum

55% Minimum



Spend Down Overview

HMIS Name: All Transitional Housing Projects

Q1

Q2



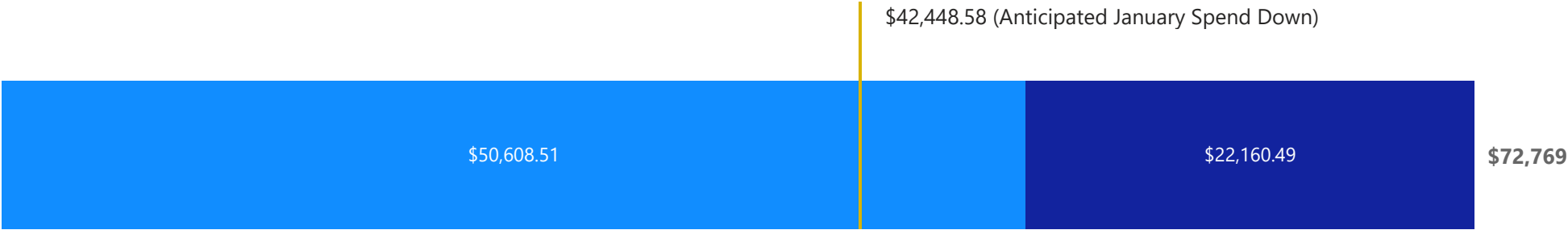
Q3

Q4

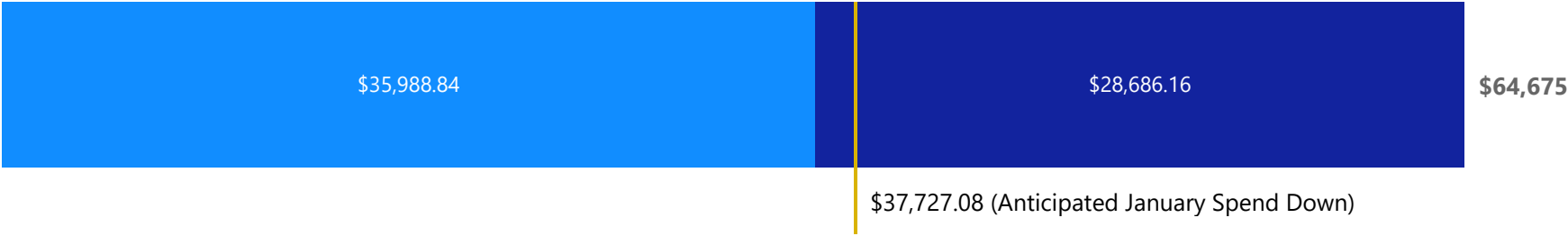
July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining

VOA--TH--Alexandria's House--CoC--WA0126



CC--TH--SMS--CoC--WA0109





Saint Margaret's Shelter

Number of Households Served

Projected Number: 40

30

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

88

Max: 160 Days

Grants:

Commerce: System Demonstration Grant (SGD)

HUD: Continuum of Care (CoC) - Transitional Housing (TH) Grant

Average Utilization Rate

77%

Min: 85%

HMIS Name: CC--TH--SMS--CoC-WA0109

Reporting Term: 08/01/2024 - 01/31/2025

WA#: WA0109

Contract Number of Beds: 24

Notes:

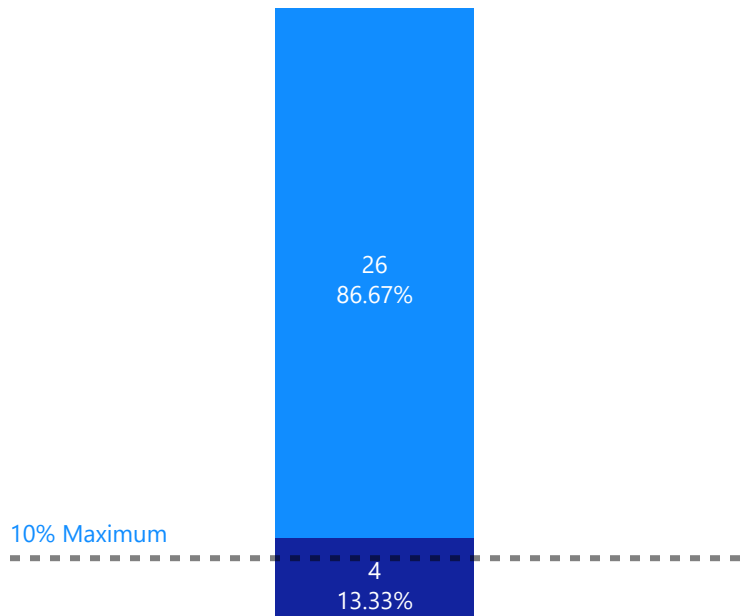
Legend (All the clients enrolled in the reporting period are included in this metric):

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)

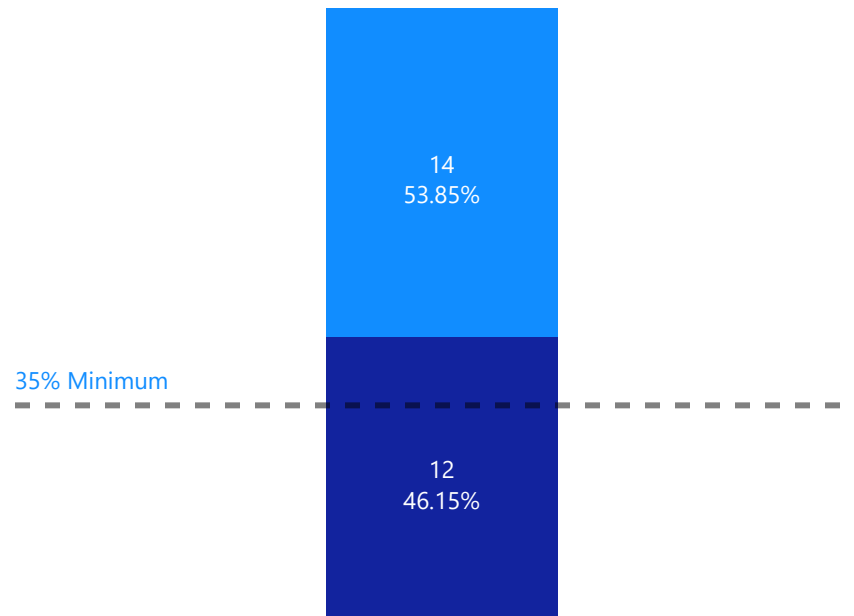
● No ● Yes



Employment and Income Growth

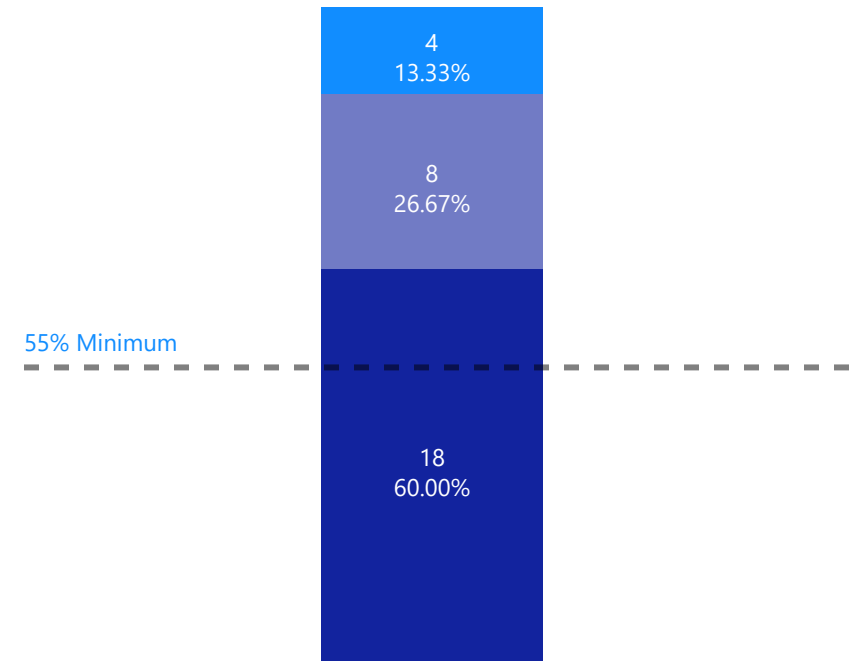
(SPM Metric 4.6)

● No ● Yes



Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





Saint Margaret's Shelter

HMIS Name: CC--TH--SMS--CoC-WA0109
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0109
Contract Number of Beds: 24
Notes:

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 **Q2** Reporting Period: **August 1, 2024 - January 31, 2025**

Grant WA0109 (Transitional Housing):

"The returns to homelessness were slightly higher than our target of 10% coming in at 13.33%. This percentage accounted for 2 households, both which reported experiencing DV upon re-entry into CE, one of which was fleeing. We will have staff pay close attention to this and ensure they are referring to victim services when concerns arise. Utilization was below the target of 85% at 77%, we have experienced challenges with getting referred households to accept the referral or show when an intake is scheduled leaving rooms open for longer periods of time. Efforts are being made to ensure that referrals are good before an intake is scheduled."

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



Alexandria's House

HMIS Name: VOA--TH--Alexandrias House--CoC-WA0126
Reporting Term: 08/01/2024 - 01/31/2025
WA#: WA0126
Contract Number of Beds: 12
Notes:

Grants:
City of Spokane: Human Services Grant (HSG)
HUD: Continuum of Care (CoC) - Transitional Housing (TH) Grant
HUD: Runaway and Homeless Youth (RHY) - Transitional Living Program (TLP)

Number of Households Served

Projected Number: 20

4

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

401

Max: 160 Days

Average Utilization Rate

60%

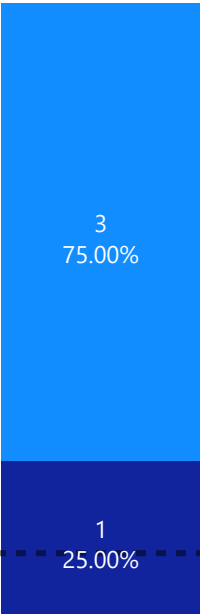
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

● No ● Yes



Employment and Income Growth

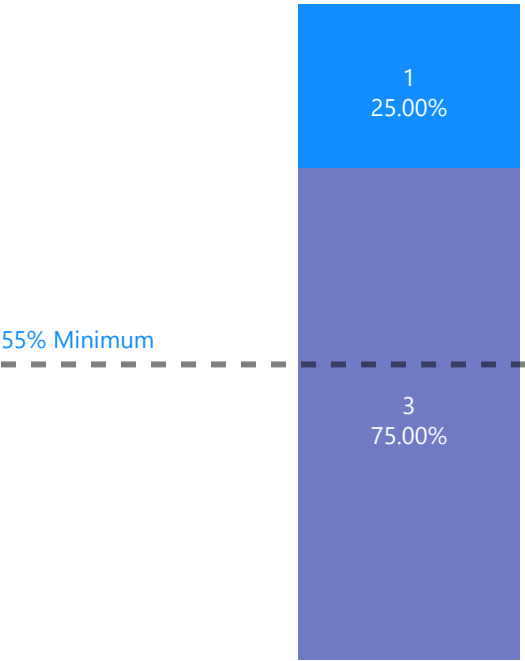
(SPM Metric 4.6)

35% Minimum

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

Exits to Permanent Housing

● No ● No (Still Enrolled)



55% Minimum