



Quarterly Performance Report (QPR)

CoC Quarter: 3

Reporting Period: 8/1/2025 - 4/30/2026



What is the QPR?

The Quarterly Performance Report (QPR) is used to assess how projects within our Continuum of Care (CoC) are performing throughout the year. Each QPR includes a set of tailored performance measures—some based on HUD standards and others adjusted to reflect local priorities and capacities. These reports help communities monitor progress, identify challenges, and strengthen their collective response to homelessness. Organizations are responsible to review the QPRs and ensure that the data being present accurately reflects what the project is accomplishing.

System Performance Measures (SPM):

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across Emergency Shelter (ES), Safe Haven (SH) (Metric 1.1) and then Emergency Shelter (ES), Safe Haven (SH) and Transitional Housing (TH) (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than the look back stop date or client's date of birth, whichever is later.

- Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.
- Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

Measure 2: Returns to Homelessness for Persons who Exit to Permanent Housing (PH) Destinations

This measures clients who exited Street Outreach (SO), ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

This measure is divided into two measures capturing employment and non-employment income changes for those who exit the system ("system leavers") and those who stay in the system ("system stayers"). The project types reported in these metrics are the same for each metric, but the universe of clients differs.

- Metric 4.3 – Change in total income for adult system stayers during the reporting period
- Metric 4.6 – Change in total income for adult system leavers

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

This measures positive movement out of the homeless system and is divided into three tables: movement off the streets from Street Outreach (Metric 7a.1); movement into permanent housing situations from ES, SH, TH, and RRH (Metric 7b.1); and retention or exits to permanent housing situations from PH (other than PH-RRH).

- Metric 7a.1 – Change in SO exits to temp. destinations, some institutional destinations, and permanent housing destinations
- Metric 7b.1 – Change in ES, SH, TH, and PH-RRH exits to permanent housing destinations
- Metric 7b.2 – Change in PH exits to permanent housing destinations or retention of permanent housing

Project Narratives:

At the end of the report will be all the narratives provided by each organization submitted by the deadline (alphabetized by organization).



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Local Measures:

Average Length of Time to Date of Engagement

A date of engagement signifies in HMIS, that a deliberate client assessment and/or creation of case plan has occurred. This measures the average length of time from the client being enrolled into the project, to their date of engagement.

Average time from Date of Engagement to Successful Exit

A date of engagement signifies in HMIS, that a deliberate client assessment and/or creation of case plan. This measures the average length of time from their date of engagement to a successful exit (as defined by the 5-year CoC Performance Management Plan for each project type).

Average Rate of Utilization

This measure varies depending on the project type.

- For Emergency Shelter - Night-by-Night projects that utilize a housing check-in service in HMIS, it is measured by the average amount of recorded bed-nights within the reporting period, then divided by the recorded number of beds.
- For Emergency Shelter - Entry/Exit (ES - EE), Transitional Housing (TH), Permanent Supportive Housing (PSH), and Rapid Rehousing (RRH):
 - For projects with Bed Inventory, it is measured by averaging how many clients stayed in the project on the last Wednesday of each month within the reporting period, then divided by the recorded number of beds.
 - For projects with Units, it is measured by averaging how many heads of households that stayed in the project on the last Wednesday of each month within the reporting period, then dividing by the recorded number of units.

Returns to Homelessness (Homeless Diversion)

Similar to the SPM measure 2 - Returns to Homelessness. This measures clients who exited Homeless Diversion to a permanent housing destination in the date range one year prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to one year after their initial exit.

Returns to Homelessness (Homeless Prevention)

Similar to the SPM measure 2 - Returns to Homelessness. This measures clients who exited Homeless Prevention to a permanent housing destination in the date range six months prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to six months years after their initial exit.

Servicing those with Long Lengths of Homelessness

This measures how many clients who are served in Street Outreach (SO) projects that have lengths of homelessness greater than 12 months.

Exits to Permanent Housing (Homeless Prevention)

This measures positive movement out of the homeless system from exiting a Homeless Prevention project into a Permanent Housing Destination.



What is the QPR?

The Quarterly Performance Report (QPR) is used to assess how projects within our Continuum of Care (CoC) are performing throughout the year. Each QPR includes a set of tailored performance measures—some based on HUD standards and others adjusted to reflect local priorities and capacities. These reports help communities monitor progress, identify challenges, and strengthen their collective response to homelessness. Organizations are responsible to review the QPRs and ensure that the data being present accurately reflects what the project is accomplishing.

Local Measures:

Successfully Diverted from the Homeless System (Includes both exits to PH and Temp Stays with Friends and Family)

This measures positive movement out of the homeless system from exiting a Homeless Diversion project - this includes exits to Permanent Housing and Temporary Stays with Friends and Family.

Rapid Placement into Permanent Housing

This measures the average amount of time between when a household is first enrolled in a rapid rehousing project till the day they are placed into their permanent housing unit. Indicated by the Housing Move-In Date.

Annual Income Growth and/or Non Cash Benefits

This measures how many clients had an increase to income between annual assessments for clients that have been enrolled in Permanent Supportive Housing projects for a year or more.

Successful Referrals (Coordinated Entry)

This measures how many referrals that were made by SHCA (Singles Homeless Coordinated Assessment), HFCA (Homeless Families Coordinated Assessment), and YYA CE (Youth and Young Adult Coordinated Entry) to requesting providers that have a successful or positive outcome.

Average Length of time from Assessment to Referral Placement (Coordinated Entry)

This measures the average amount of time between the date of assessment for the client in Coordinated Entry till the day they received a referral placement.

Average Length of Time from Date of Referral Placement to Referral Outcome (Coordinated Entry)

This measures the average amount of time between the referral placement, to referral outcome in Coordinated Entry projects.



Quarter 3 - Coordinated Entry

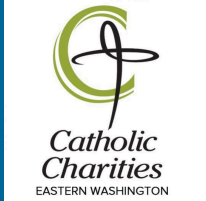
Coordinated Entry (CE): The gateway by which households' access projects in the system.
Reporting Period: 08/1/2025 - 04/30/2026



Public Name: Singles Coordinated Assessment
HMIS Name: SNAP--CE--Singles

Grants:

- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)
- HUD: Continuum of Care (CoC) - Supportive Services Only (SSO)



Public Name: Homeless Family Coordinated Assessment
HMIS Name: CC--CA--HFCA

Grants:

- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)
- HUD: Continuum of Care (CoC) - Supportive Services Only (SSO)



Public Name: Youth & Young Adult Coordinated Entry
HMIS Name: VOA--CE--Youth & Young Adults

Grants:

- HUD: Continuum of Care (CoC) - Youth Homelessness Demonstration Program (YHDP)



Spend Down - Coordinate Entry

Q1

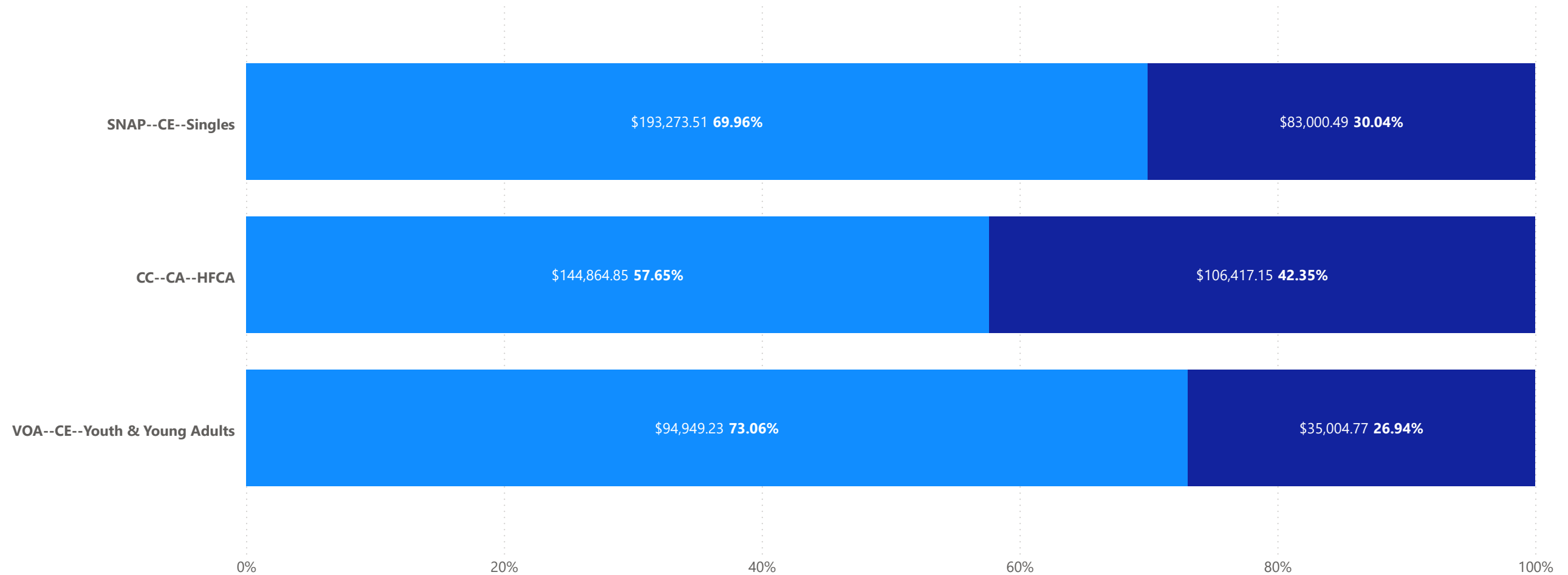
Q2

Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining





Quarter 3 - Coordinated Entry Performance Overview

Number of Households Served

2322

Number of Referrals

665

Average Length of Time from Assessment to Referral Placement

35

Max: 45 Days

Average Length of Time from Date of Referral Placement to Referral Outcome

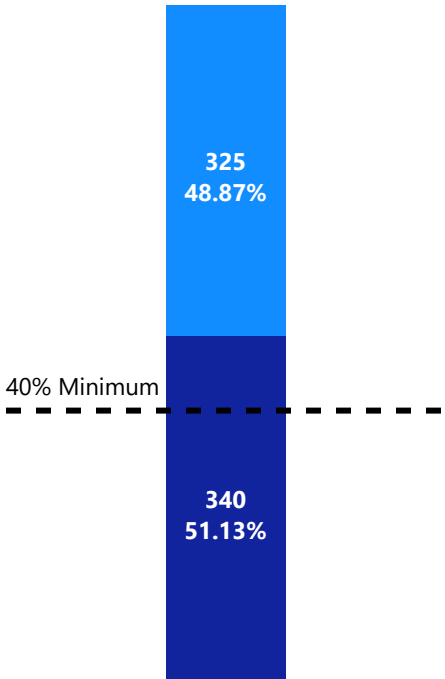
14

Max: 30 Days

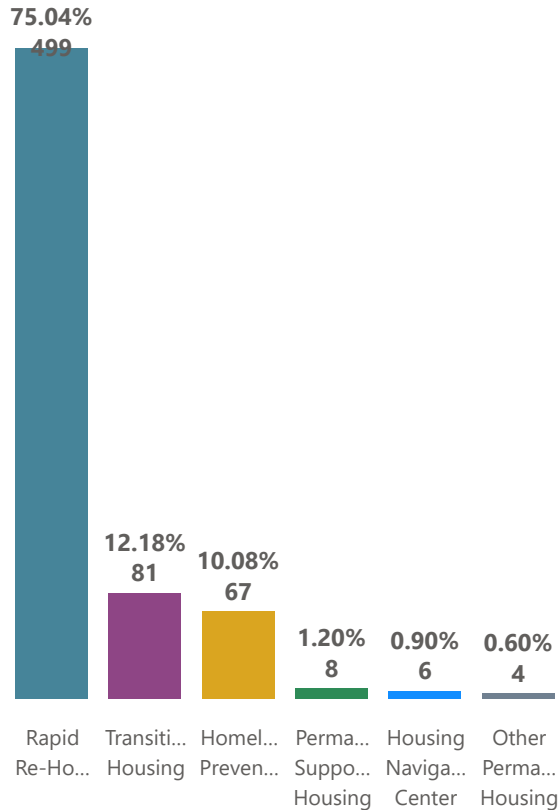
Percent of Referrals with Successful Outcomes

(Local Measure)

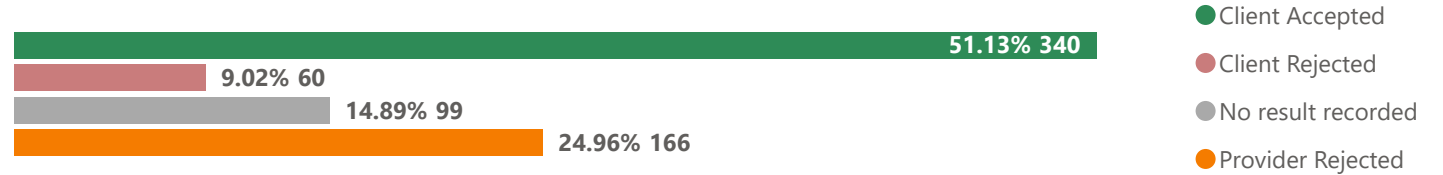
● Successful ● Unsuccessful



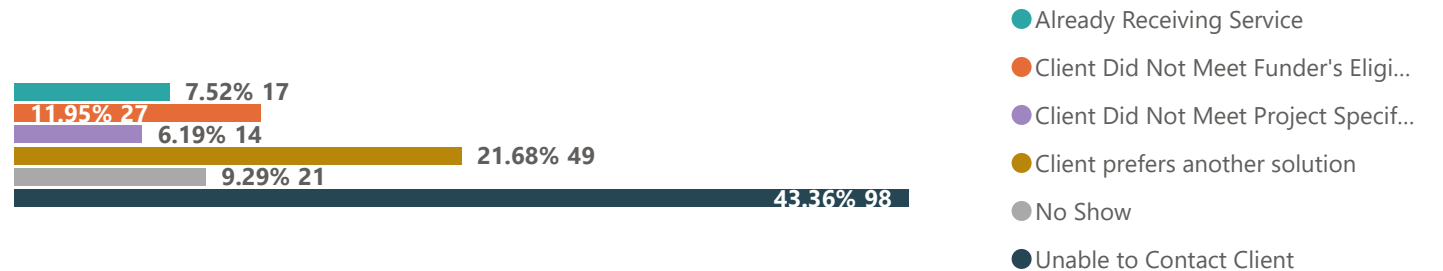
Referrals by Project-Type



Referral Results



Rejection Reason





Quarter 3 - Coordinated Entry Homeless Families Coordinated Assessment (HFCA)

Number of Households Served

Projected Households Served: 500

667

Number of Referrals

157

Average Length of Time from Assessment to Referral Placement

38

Max: 45 Days

Average Length of Time from Date of Referral Placement to Referral Outcome

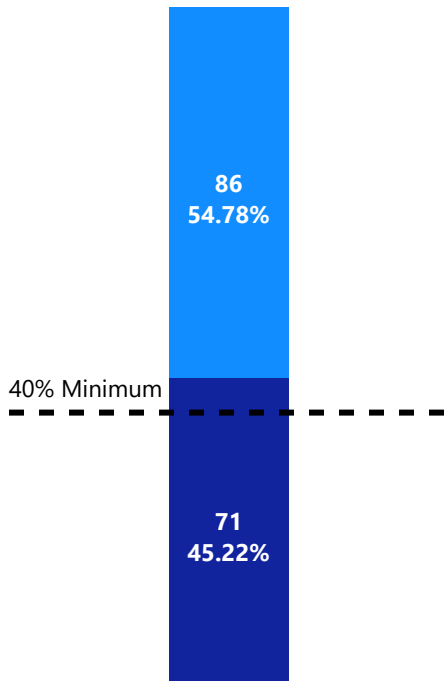
7

Max: 30 Days

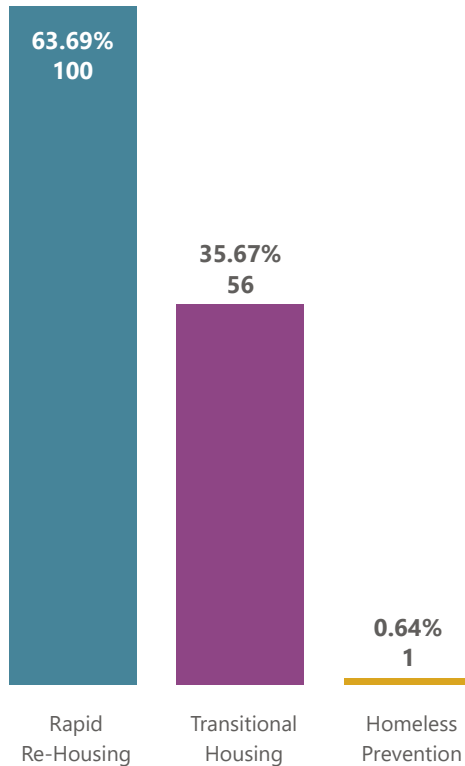
Percent of Referrals with Successful Outcomes

(Local Measure)

● Successful ● Unsuccessful



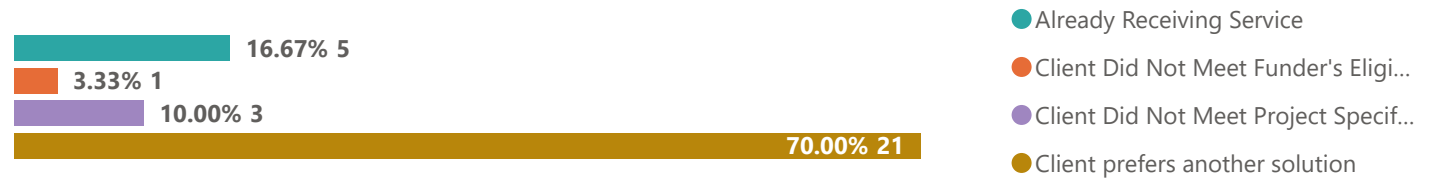
Referrals by Project-Type



Referral Results



Rejection Reason





Quarter 3 - Coordinated Entry Singles Homeless Coordinated Assessment (SHCA)

Number of Individuals Served
Projected Individuals Served: 1200

1453

Number of Referrals

444

Average Length of Time from
Assessment to Referral Placement

33

Max: 45 Days

Average Length of Time from Date of
Referral Placement to Referral Outcome

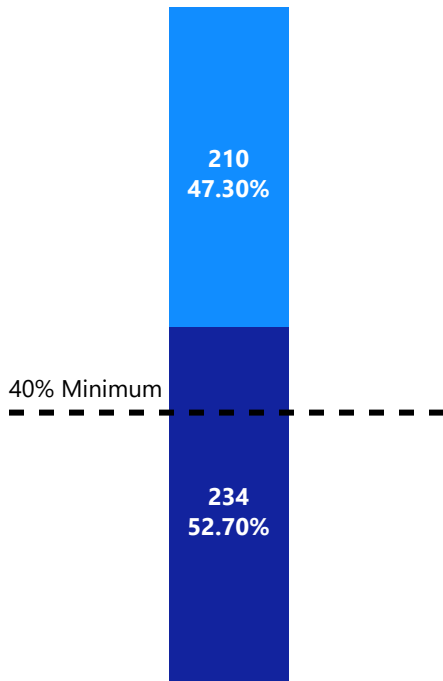
16

Max: 30 Days

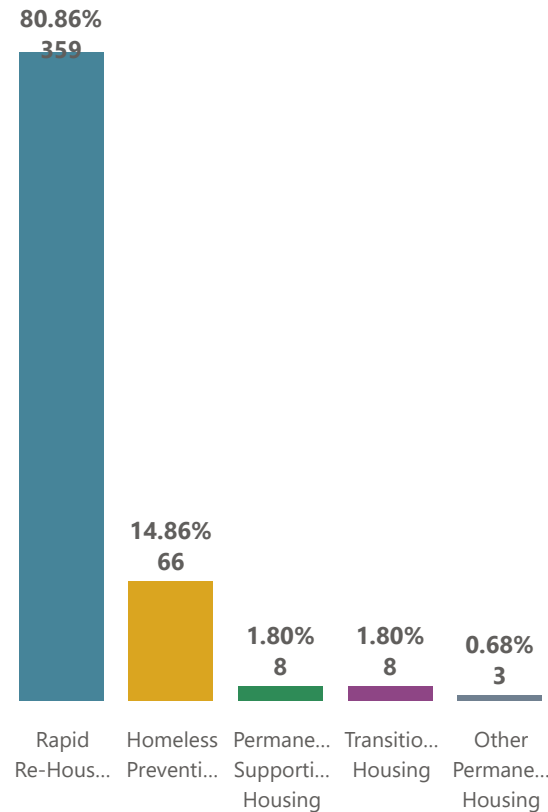
Percent of Referrals with Successful Outcomes

(Local Measure)

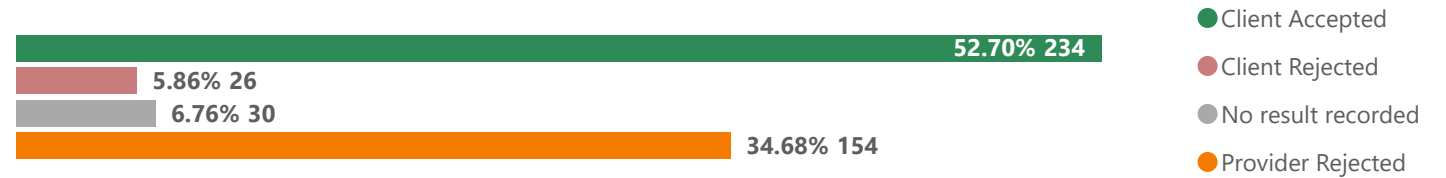
● Successful ● Unsuccessful



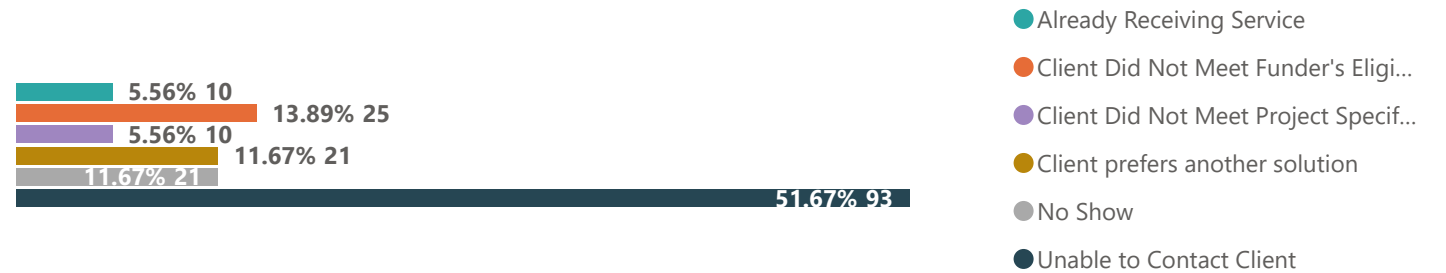
Referrals by Project-Type



Referral Results



Rejection Reason





Quarter 3 - Coordinated Entry Youth & Young Adult Coordinated Entry (YYA CE)

Number of Individuals Served

Projected Individuals Served: 200

227

Number of Referrals

64

Average Length of Time from Assessment to Referral Placement

37

Max: 45 Days

Average Length of Time from Date of Referral Placement to Referral Outcome

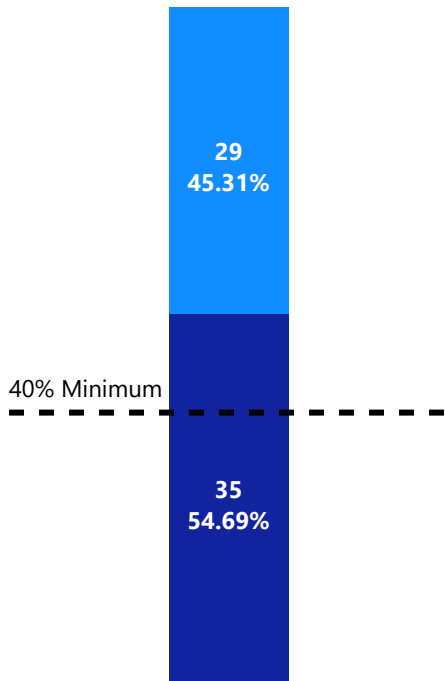
17

Max: 30 Days

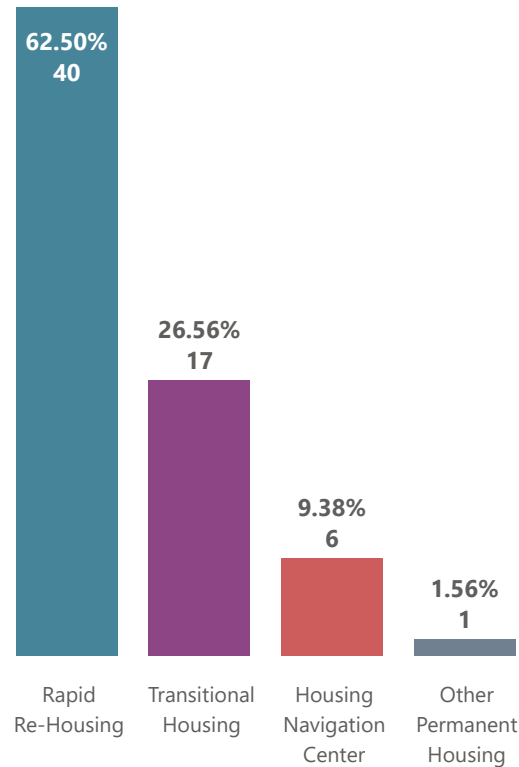
Percent of Referrals with Successful Outcomes

(Local Measure)

● Successful ● Unsuccessful



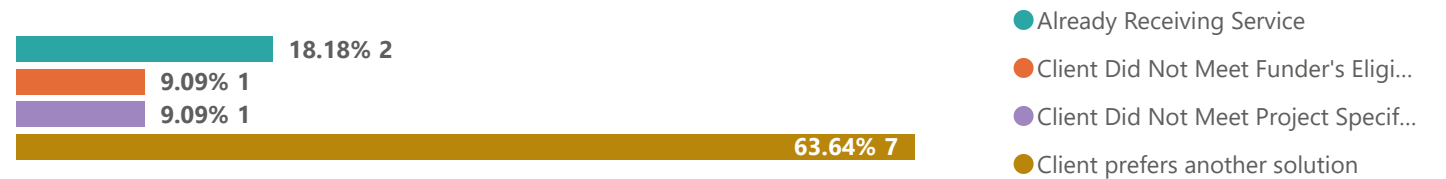
Referrals by Project-Type



Referral Results



Rejection Reason





Housing Services PY 2025-26 Quarterly Performance Report

Quarter 3 - Street Outreach

Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into Emergency Shelter, Transitional Housing, Permanent Supportive Housing or treatment facilities (if needed/requested).

Reporting Period: 08/1/2025 - 04/30/2026



Public Name: Volunteers of America - Street Outreach (YHDP)

HMIS Name: VOA--SO--YHDP

Grants:

- HUD: Continuum of Care (CoC) - Youth Homelessness Demonstration Program (YHDP)



Spend Down - Street Outreach

Q1

Q2

Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining

VOA--SO--YHDP

\$91,407.71 47.95%

\$99,236.29 52.05%

0%

20%

40%

60%

80%

100%



Quarter 3 - Street Outreach Performance Overview

Number of Individuals Served

17

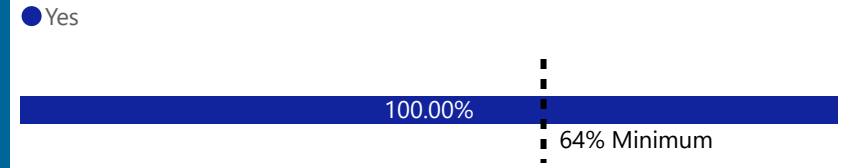
Average time from Date of Engagement to Successful Exit

No Client exited successfully from this project that had a Date of Engagement.
-- HMIS Team

Clients with a Date of Engagement

No Client have a recorded Date of Engagement.
-- HMIS Team

Serving those with Long Length of Homelessness



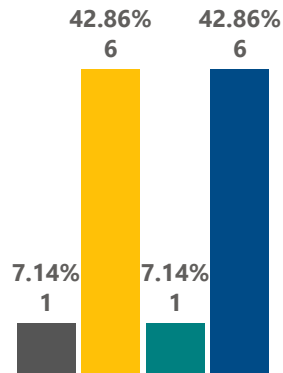
Exits from Street Outreach

● Currently Enrolled ● Permanent ● Sheltered ● Unsheltered

Min: 55% (Successful Exits)

Min: 40% (Permanent)

Min: 25% (Temporary or Institutional)



Employment and Income Growth

(Clients with a Date of Engagement)

During the reporting period, no clients who exited with a date of engagement demonstrated growth in income at exit. This is not an error, but a reflection of the project's activity during this timeframe.

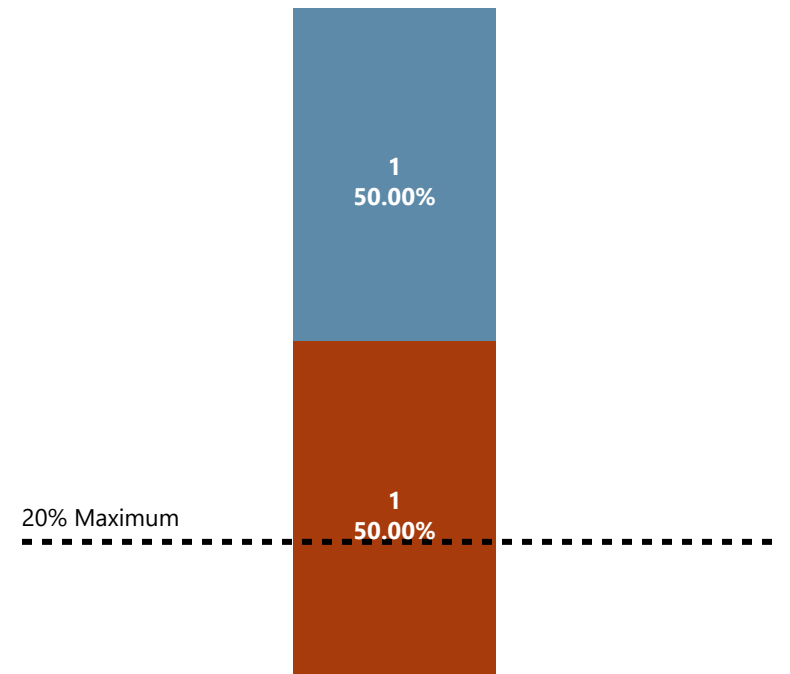
-- HMIS Team

35% Minimum

Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 3 - Street Outreach Volunteers of America - Street Outreach (YHDP)

Number of Individuals Served

Projected Individuals Served: 200

17

Average time from Date of Engagement to Successful Exit

No Client exited successfully from this project that had a Date of Engagement.
-- HMIS Team

Clients with a Date of Engagement

No Client have a recorded Date of Engagement.
-- HMIS Team

Serving those with Long Length of Homelessness



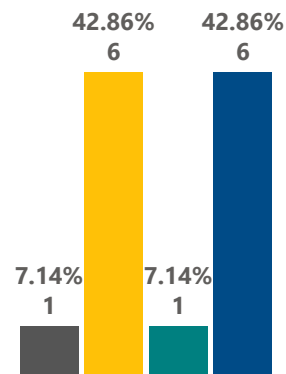
Exits from Street Outreach

● Currently Enrolled ● Permanent ● Sheltered ● Unsheltered

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Min: 40% (Permanent)

Min: 25% (Temporary or Institutional)



Employment and Income Growth

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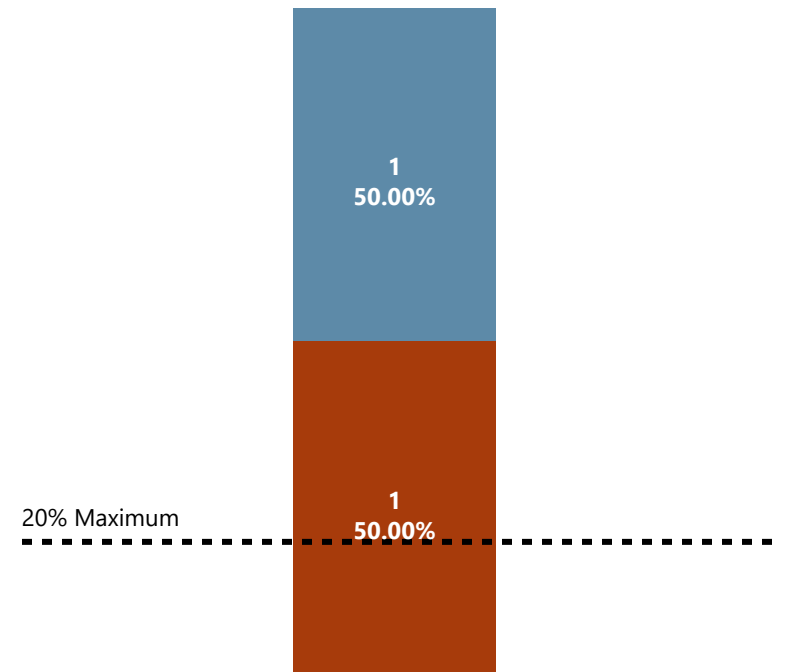
-- HMIS Team

35% Minimum

Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned



20% Maximum



Quarter 3 - Transitional Housing

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.

Reporting Period: 08/1/2025 - 04/30/2026



Public Name: Saint Margaret's Shelter
HMIS Name: CC--TH--SMS--CoC-WA0109
Inventory: 36 Beds / 12 Units (Households with at least one adult and one child)

Grants:

- WA Dept. Commerce: System Demonstration Grant (SDG) - Standard
- HUD: Continuum of Care (CoC) - Transitional Housing (TH)



Public Name: Alexandria's House
HMIS Name: VOA--TH--Alexandrias House--CoC-WA0126
Inventory: 6 Beds / 3 Units (Households with at least one adult and one child), 6 Beds / 3 Units (Households with only children)

Grants:

- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)
- HUD: Continuum of Care (CoC) - Transitional Housing (TH)



Spend Down - Transitional Housing

Q1

Q2

Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining

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

\$41,236.76 63.76%

\$23,438.24 36.24%

VOA--TH--Alexandrias House--CoC-WA0126

\$13,323.45 18.50%

\$58,680.55 81.50%

0% 20% 40% 60% 80% 100%



Quarter 3 - Transitional Housing Performance Overview

Number of Households Served

47

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

100

Max: 160 Days

Average Utilization Rate
(Bed)

57%

Min: 85%

Average Utilization Rate
(Unit)

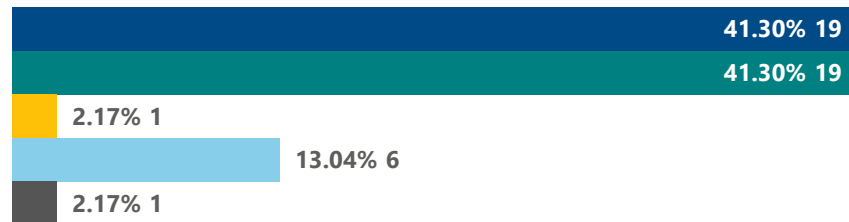
67%

Min: 85%

Exits to Permanent Housing (SPM Metric 7b.1 - All Clients)

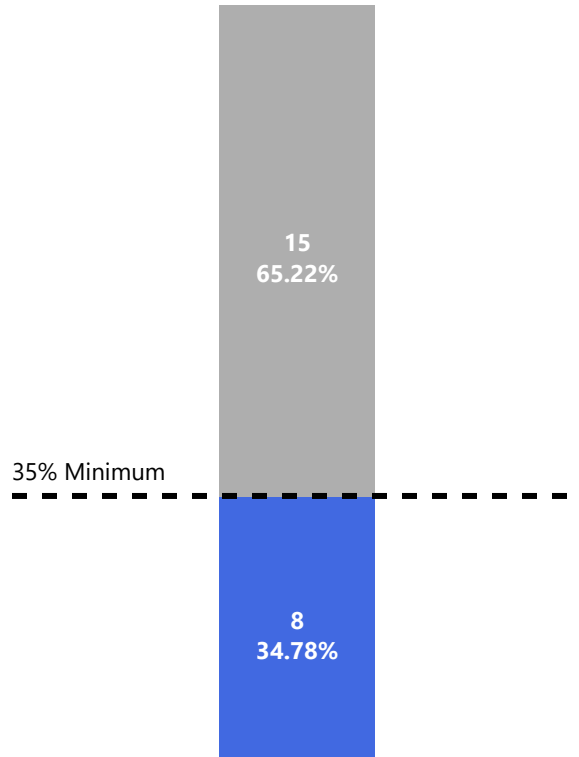
Min: 70% (Permanent)

- Currently Enrolled
- Permanent
- Sheltered
- Temporary
- Unsheltered



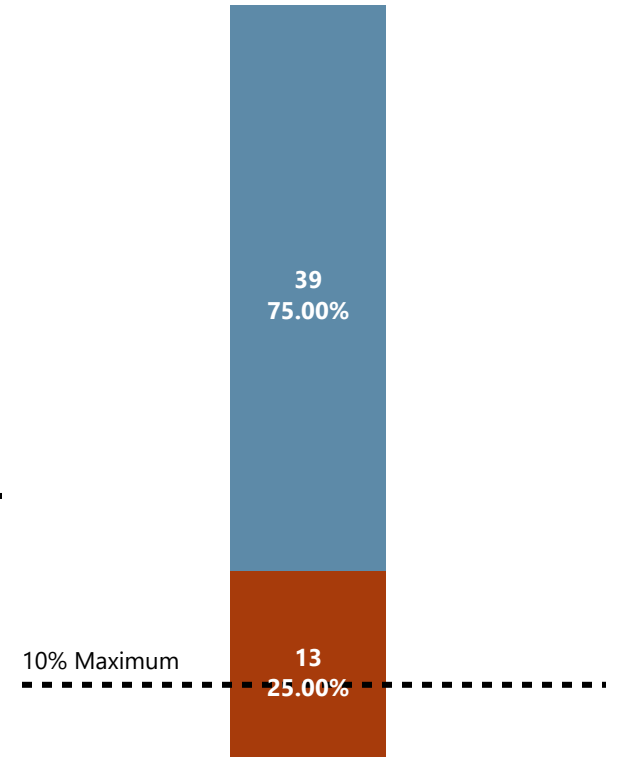
Employment and Income Growth (SPM Metric 4.6)

- Increase
- No Increase



Returns to Homelessness (SPM Metric 2b)

- Did Not Return
- Returned





Quarter 3 - Transitional Housing Catholic Charities - Saint Margaret's Shelter

Number of Households Served

Projected Households Served: 20

37

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

106

Max: 160 Days

Average Utilization Rate

(Bed)

95%

Min: 85%

Average Utilization Rate

(Unit)

103%

Min: 85%

Exits to Permanent Housing

(SPM Metric 7b.1 - All Clients)

Min: 70% (Permanent)

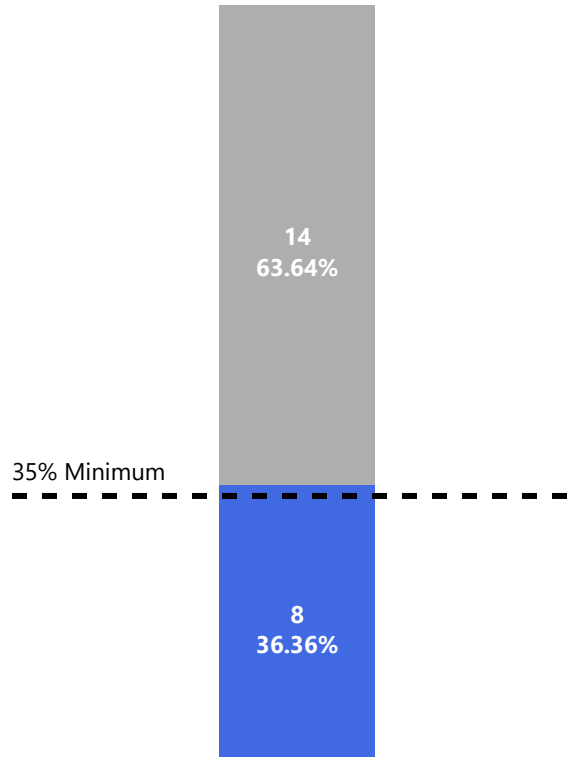
- Currently Enrolled
- Permanent
- Sheltered
- Temporary
- Unsheltered



Employment and Income Growth

(SPM Metric 4.6)

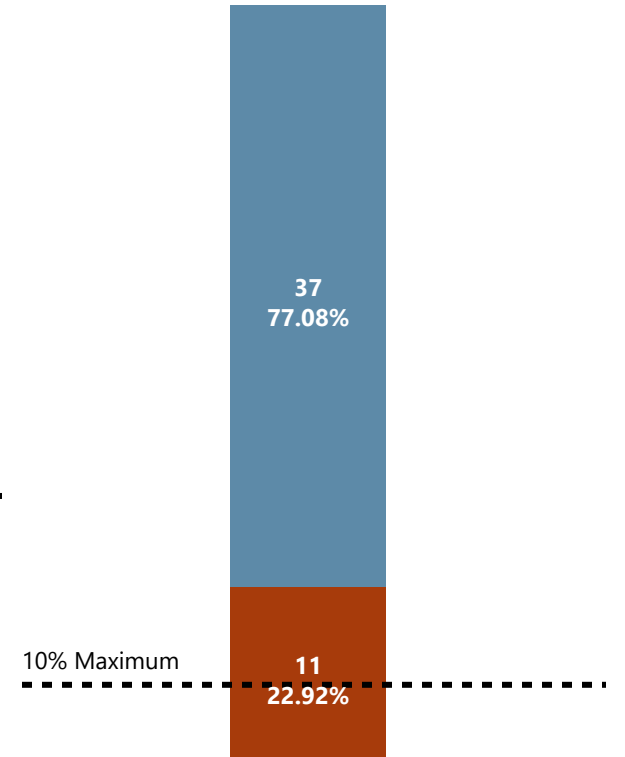
- Increase
- No Increase



Returns to Homelessness

(SPM Metric 2b)

- Did Not Return
- Returned





Quarter 3 - Transitional Housing Volunteers of America - Alexandria's House

Number of Individuals Served

Projected Individuals Served: 6

10

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

45

Max: 160 Days

Average Utilization Rate

(Bed)

20%

Min: 85%

Average Utilization Rate

(Unit)

32%

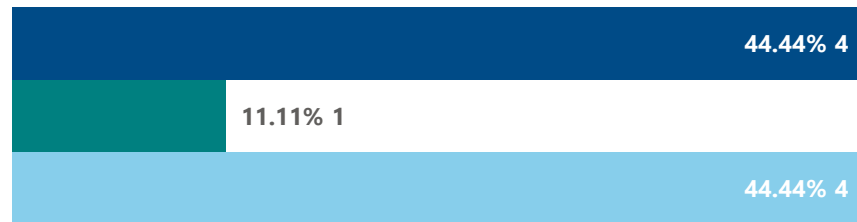
Min: 85%

Exits to Permanent Housing

(SPM Metric 7b.1 - All Clients)

Min: 70% (Permanent)

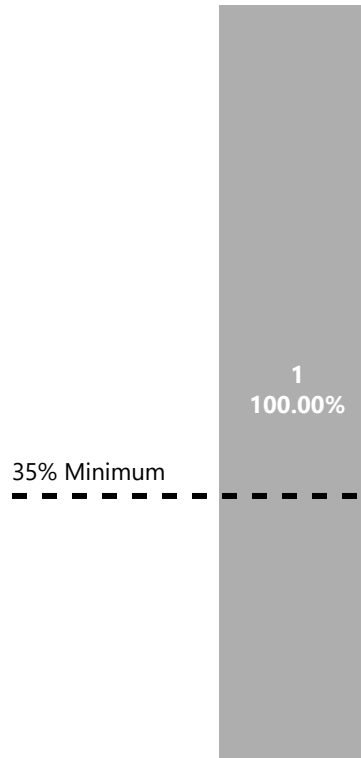
- Currently Enrolled
- Permanent
- Temporary



Employment and Income Growth

(SPM Metric 4.6)

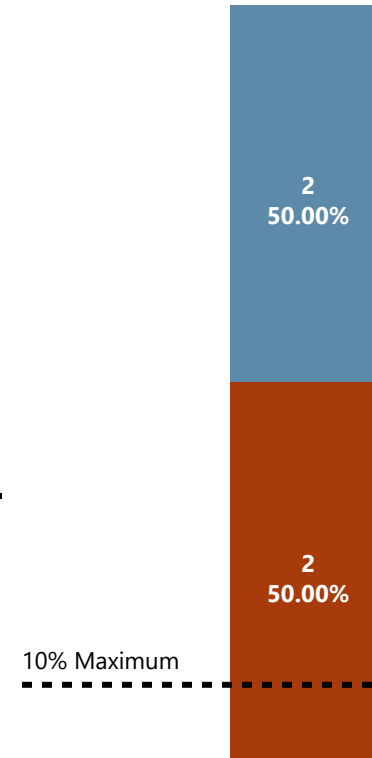
- No Increase



Returns to Homelessness

(SPM Metric 2b)

- Did Not Return
- Returned





Quarter 3 - Rapid Rehousing

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.
Reporting Period: 08/1/2025 - 04/30/2026



Public Name: Families Rapid Rehousing
HMIS Name: CC--RRH--Families--CoC--WA0288

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



Public Name: Singles Rapid Rehousing
HMIS Name: SNAP--RRH--Singles--CoC--WA0331

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



Public Name: Rapid Rehousing for Survivors of DV
HMIS Name:
▪ YWCA--RRH--Survivors of DV--WA0353
▪ YWCA--RRH--WA0420--RRH for Survivors of DV (Consolidated Into WA0353)

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



Spend Down - Rapid Re-Housing

Q1

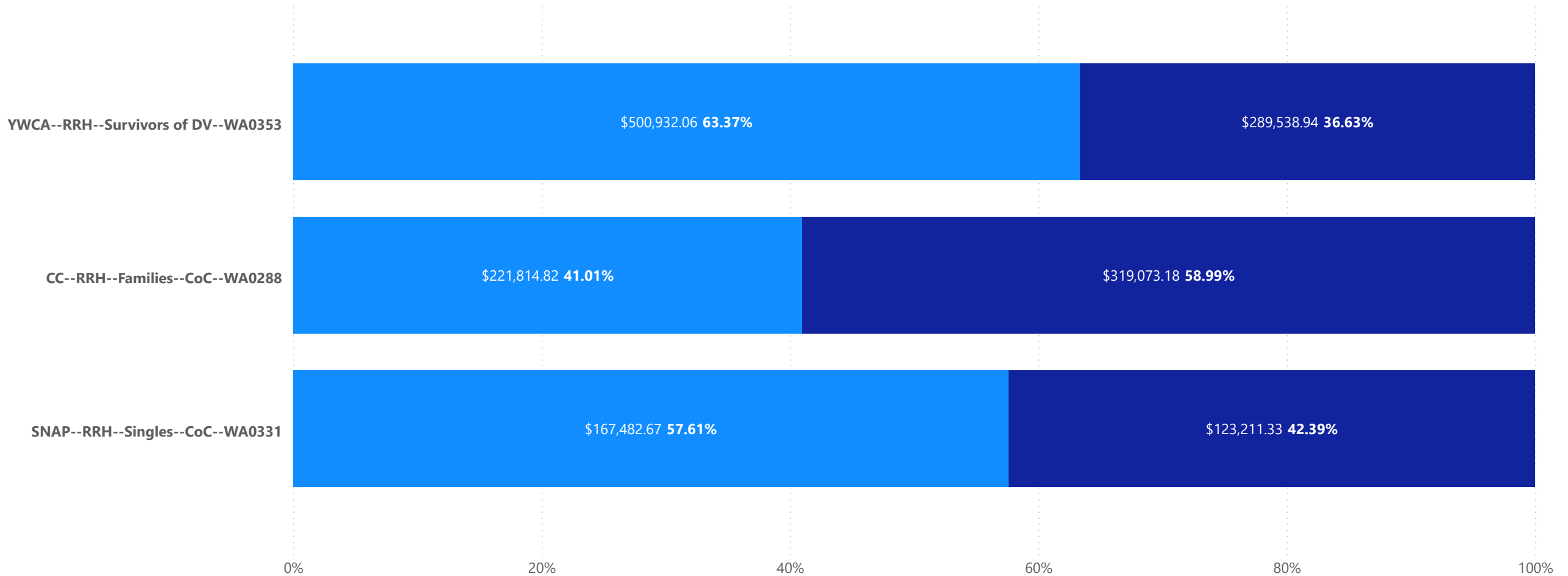
Q2

Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining





Quarter 3 - Rapid Rehousing Performance Overview

Number of Households Served

188

Households Served Moved into Housing
(Currently Housed - May be Receiving Subsidy)

121

Rapid Placement into Permanent Housing
(Custom Metric - Days)

44

Max: 60 Days

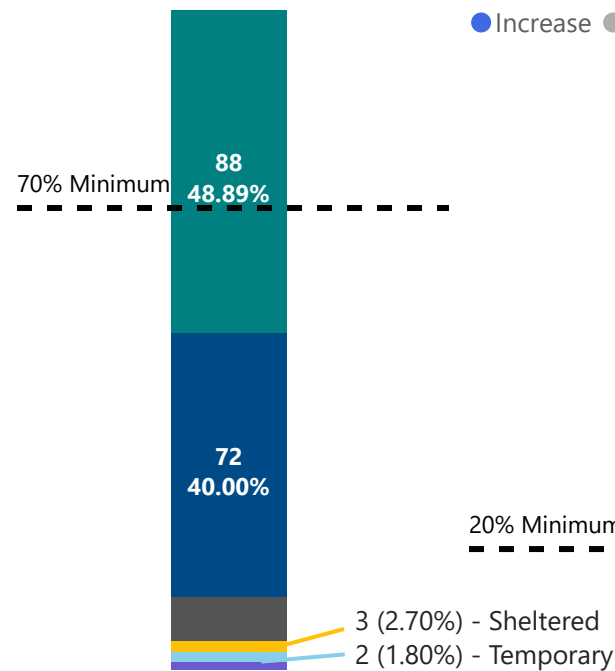
Households Served Moved into Housing (Currently Housed - May Be Receiving Subsidy)

● Moved-In ● Not Moved-In



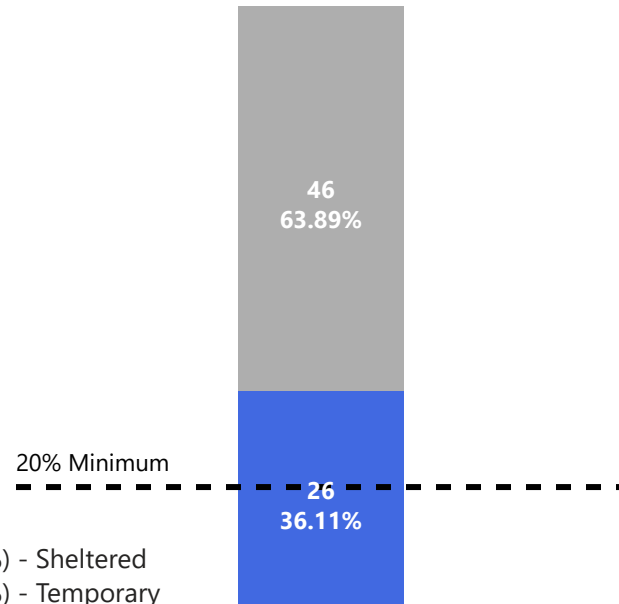
Exits to Permanent Housing (SPM Metric 7b.1 - All Clients)

● Currently ...
 ● Institutional
 ● Permanent
 ● Sheltered
 ● Temporary
 ● Unshelter...



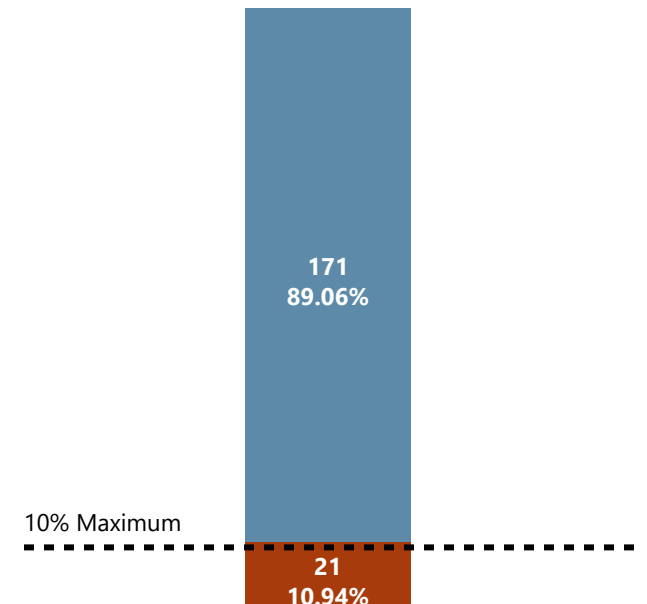
Employment and Income Growth (SPM Metric 4.6)

● Increase ● No Increase



Returns to Homelessness (SPM Metric 2b)

● Did Not Return ● Returned





Quarter 3 - Rapid Rehousing Catholic Charities - Families Rapid Rehousing

Number of Households Served

Projected Households Served: 19

69

Households Served Moved into Housing

(Currently Housed - May be Receiving Subsidy)

49

Rapid Placement into Permanent Housing

(Custom Metric - Days)

43

Max: 60 Days

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● Moved-In ● Not Moved-In

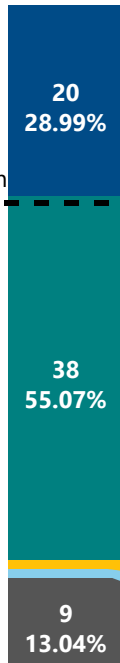


Exits to Permanent Housing

(SPM Metric 7b.1 - All Clients)

● Currently ...
 ● Permanent
 ● Sheltered
 ● Temporary
 ● Unshelter...

70% Minimum



1 (1.45%) - Sheltered
1 (1.45%) - Temporary

Employment and Income Growth

(SPM Metric 4.6)

● Increase ● No Increase

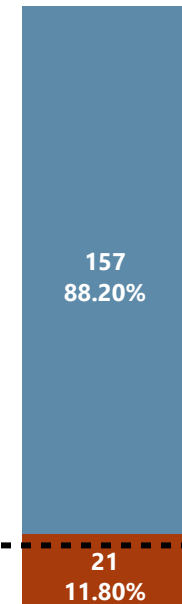


20% Minimum

Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned



10% Maximum



Quarter 3 - Rapid Rehousing SNAP - Singles Rapid Rehousing

Number of Individuals Served

Projected Individuals Served: 60

49

Households Served Moved into Housing

(Currently Housed - May be Receiving Subsidy)

22

Rapid Placement into Permanent Housing

(Custom Metric - Days)

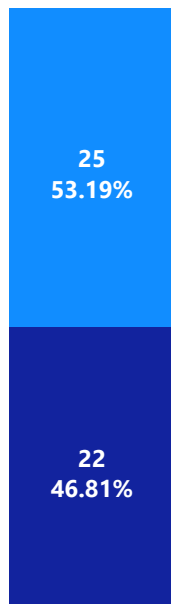
47

Max: 60 Days

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● Moved-In ● Not Moved-In



Exits to Permanent Housing

(SPM Metric 7b.1 - All Clients)

● Currently ...
 ● Permanent
 ● Sheltered
 ● Temporary
 ● Unshelter...

70% Minimum

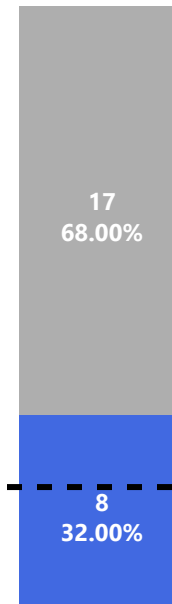


Employment and Income Growth

(SPM Metric 4.6)

● Increase ● No Increase

20% Minimum

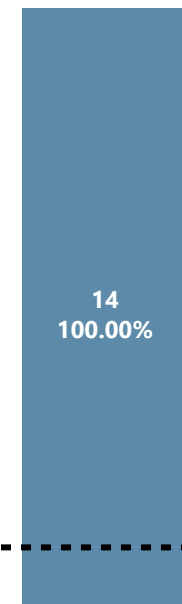


Returns to Homelessness

(SPM Metric 2b)

● Did Not Return

10% Maximum





Quarter 3 - Rapid Rehousing YWCA - Rapid Rehousing for Survivors of DV

Number of Households Served

Projected Households Served: 60

72

Households Served Moved into Housing

(Currently Housed - May be Receiving Subsidy)

50

Rapid Placement into Permanent Housing

(Custom Metric - Days)

We are unable to surface this data as the YWCA uses a comparable database.

-- HMIS Team

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

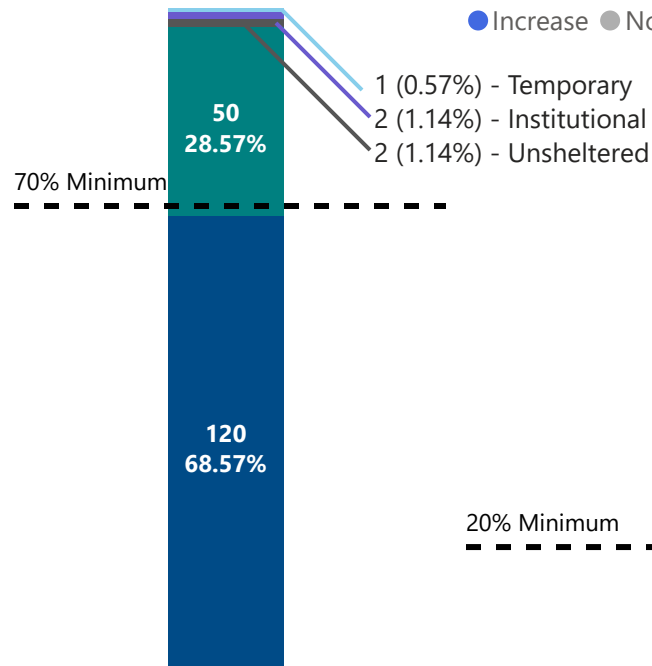
● Moved-In ● Not Moved-In



Exits to Permanent Housing

(SPM Metric 7b.1 - All Clients)

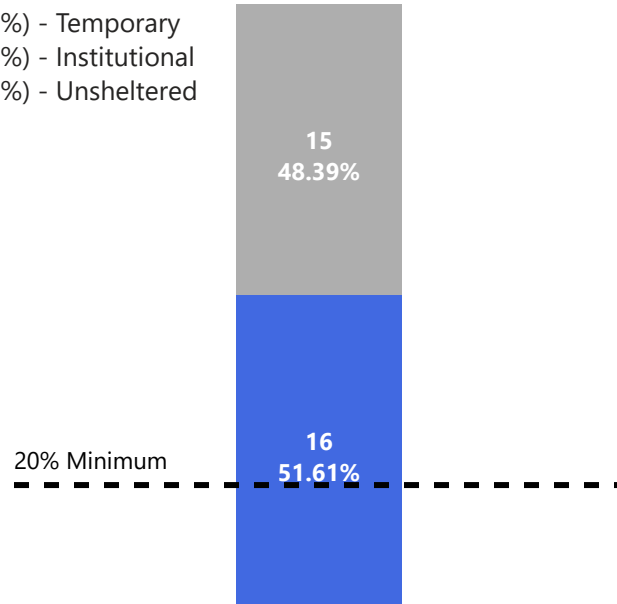
● Currently ...
 ● Institutional
 ● Permanent
 ● Temporary
 ● Unshelter...



Employment and Income Growth

(SPM Metric 4.6)

● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

This measure is not yet available. The HMIS team is working closely with the provider to obtain the data necessary for this report.

-- HMIS Team

10% Maximum



Quarter 3 - Transitional Housing & Rapid Rehousing

Transitional Housing & Rapid Rehousing (TH/RRH): A hybrid project model introduced by HUD in 2017 that combines short-term transitional housing with rapid re-housing support. It offers temporary shelter, financial assistance, and participant-driven services to help individuals quickly transition into permanent housing.

Reporting Period: 08/1/2025 - 04/30/2026



Public Name: VOA - TH & RRH
HMIS Name: VOA--TH--YHDP, VOA--RRH--YHDP
Inventory: 11 Units (Households without children)

Grants:

- HUD: Continuum of Care (CoC) - Youth Homelessness Demonstration Program (YHDP)



Public Name: FPS - TH & RRH
HMIS Name: FPS--TH--YHDP, FPS--RRH--YHDP
Inventory: 2 Units (Households with at least one adult and one child)

Grants:

- HUD: Continuum of Care (CoC) - Youth Homelessness Demonstration Program (YHDP)



Spend Down - Transitional Housing & Rapid Rehousing

Q1

Q2

Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining





Quarter 3 - Transitional Housing & Rapid Rehousing Performance Overview

Number of Households Served	Avg. LoT Homeless (Days) (TH - SPM Metric 1a.2)	Average Utilization Rate (TH - Bed)	Average Utilization Rate (TH - Unit)	Households Served Moved into Housing	Rapid Placement into Permanent Housing Max: 60 Days
124	Max: 160 Days 246	Min: 85% 99%	Min: 85% 99%	81	53

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● Moved-In ● Not Moved-In



Exits to Permanent Housing (TH)

(SPM Metric 7b.1 - All Clients)

● Currently Enrolled
● Permanent



Exits to Permanent Housing (RRH)

(SPM Metric 7b.1 - All Clients)

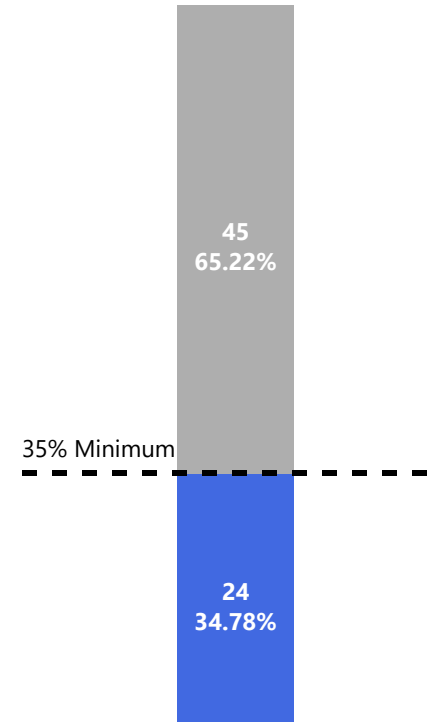
● Currently Enrolled
● Institutional
● Permanent
● Sheltered
● Temporary
● Unsheltered



Employment and Income Growth

(SPM Metric 4.6)

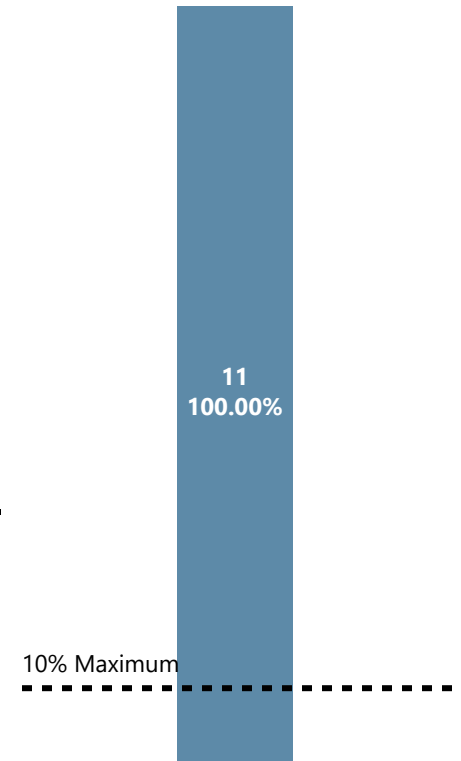
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return





Quarter 3 - Transitional Housing & Rapid Rehousing Family Promise of Spokane - YHDP

Number of Households Served

33

Avg. LoT Homeless (Days)
(TH - SPM Metric 1a.2)

Max: 160 Days

195

Average Utilization Rate
(TH - Bed)

Min: 85%

119%

Average Utilization Rate
(TH - Unit)

Min: 85%

101%

Households Served Moved into Housing

27

Rapid Placement into Permanent Housing

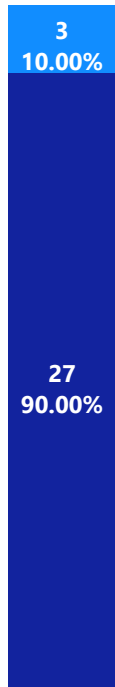
Max: 60 Days

63

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

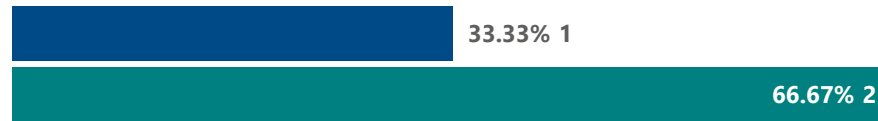
Moved-In Not Moved-In



Exits to Permanent Housing (TH)

(SPM Metric 7b.1 - All Clients)

Currently Enrolled Permanent



Exits to Permanent Housing (RRH)

(SPM Metric 7b.1 - All Clients)

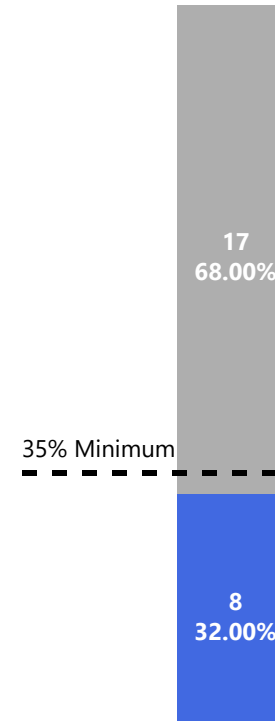
Currently Enrolled Permanent Temporary Unsheltered



Employment and Income Growth

(SPM Metric 4.6)

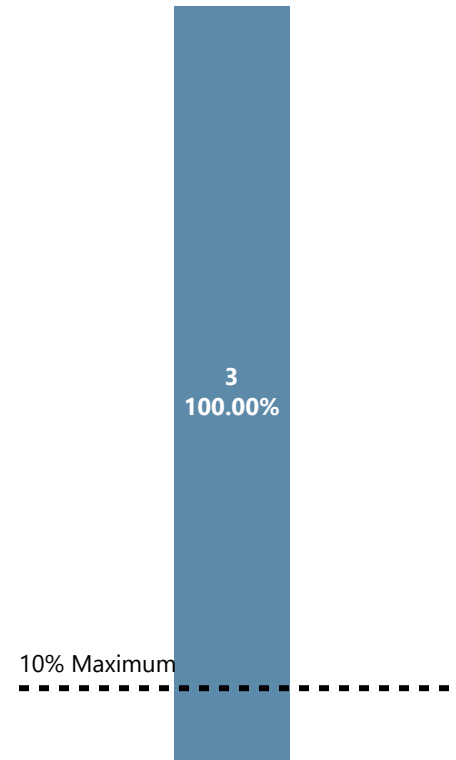
Increase No Increase



Returns to Homelessness

(SPM Metric 2b)

Did Not Return





Quarter 3 - Transitional Housing & Rapid Rehousing Volunteers of America - YHDP

Number of Households Served

91

Avg. LoT Homeless (Days)
(TH - SPM Metric 1a.2)

Max: 160 Days

284

Average Utilization Rate
(TH - Bed)

Min: 85%

88%

Average Utilization Rate
(TH - Unit)

Min: 85%

88%

Households Served Moved into Housing

54

Rapid Placement into Permanent Housing

Max: 60 Days

65

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

Moved-In Not Moved-In

Currently Enrolled Permanent



Exits to Permanent Housing (TH)

(SPM Metric 7b.1 - All Clients)

Currently Enrolled Permanent



Exits to Permanent Housing (RRH)

(SPM Metric 7b.1 - All Clients)

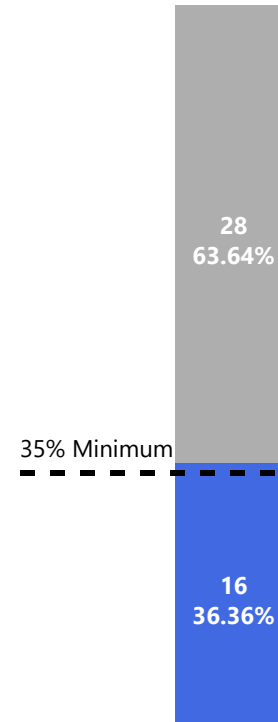
Currently Enrolled Institutional Permanent Sheltered Temporary



Employment and Income Growth

(SPM Metric 4.6)

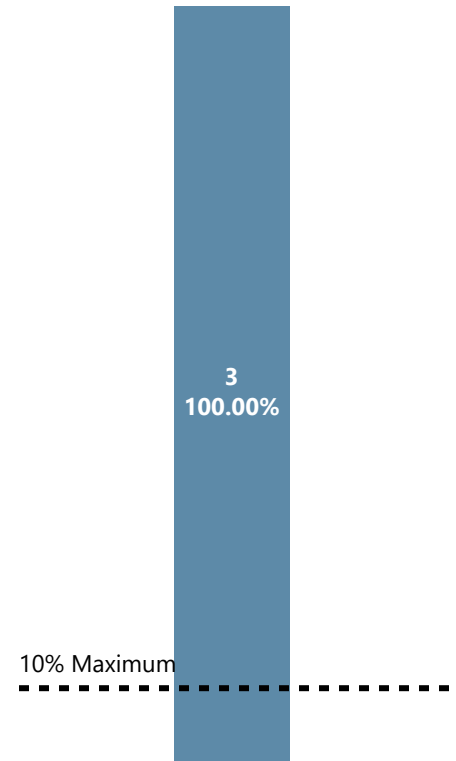
Increase No Increase



Returns to Homelessness

(SPM Metric 2b)

Did Not Return





Quarter 3 - Permanent Supportive Housing

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.

Reporting Period: 08/1/2025 - 04/30/2026



Public Name: PSH Scattered Sites
HMIS Name: CC--PSH--WA0512
Inventory: 105 Beds / 35 Units (Households with at least one adult and one child)

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



Public Name: PSH Consolidation WA0374
HMIS Name:
▪ CC--PSH--WA0374
▪ CC--PSH--WA0285 (Consolidated Into WA0374)
▪ CC--PSH--WA0418 (Consolidated Into WA0374)
Inventory: 90 Beds / 90 Units (Households without children)

Grants:
◦ WA Dept. Commerce: Permanent Supportive Housing (PSH) - Operation, Maintenance, and Support (OMS)
◦ HUD: Continuum of Care (CoC) - Permanent Supportive Housing (PSH)



Public Name: PSH - Scattered Sites WA0130
HMIS Name:
▪ VOA--PSH--WA0130
▪ VOA--PSH--The Marilee Apts (Consolidated Into WA0130)
▪ VOA--PSH--Hope House East (Consolidated Into WA0130)
▪ VOA--PSH--Hope House West (Consolidated Into WA0130)
▪ VOA--PSH--WA0111 (Consolidated Into WA0130)
▪ VOA--PSH--WA0457 (Consolidated Into WA0130)
▪ VOA--PSH--WA0511 (Consolidated Into WA0130)
Inventory: 156 Beds / 156 Units (Households without children)

Grants:
◦ WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)
◦ WA Dept. Commerce: Permanent Supportive Housing (PSH) - Operations, Maintenance, and Support (OMS)
◦ HUD: Continuum of Care (CoC) - Permanent Supportive Housing



Spend Down - Permanent Supportive Housing

Q1

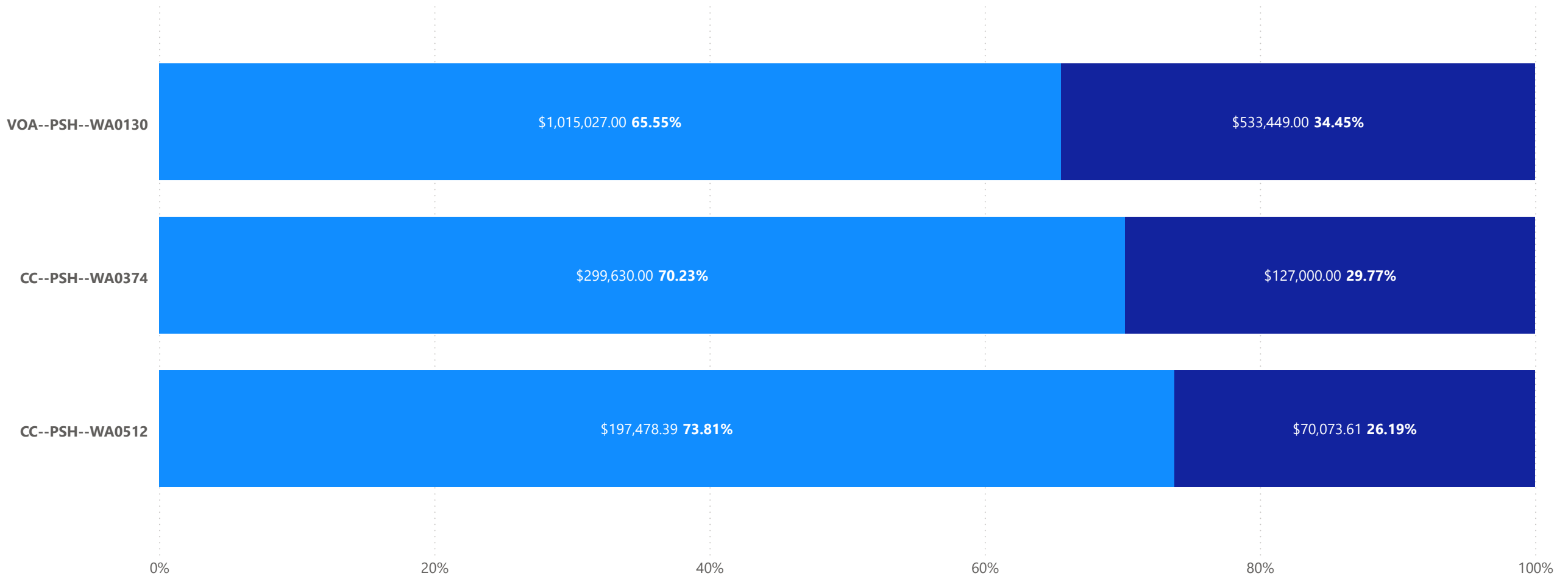
Q2

Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining





Quarter 3 - Permanent Supportive Housing Performance Overview

Number of Households Served

285

Average Rate of Utilization
(Bed)

78%

Min: 85%

Average Rate of Utilization
(Unit)

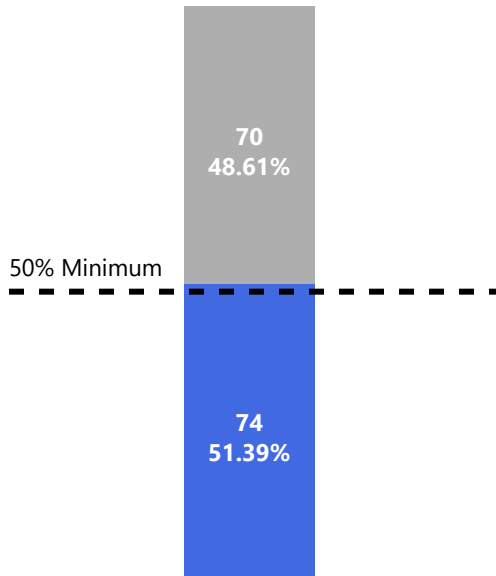
78%

Min: 85%

Employment and Income Growth for Stayers

(SPM Metric 4.3)

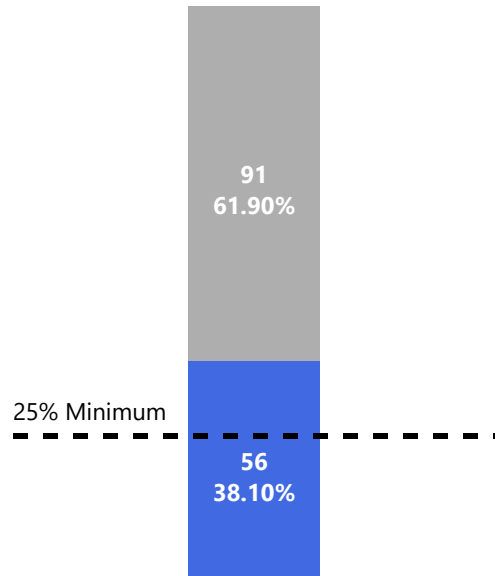
● Increase ● No Increase



Annual Income Growth and/or Non-Cash Benefits

(Local Measure)

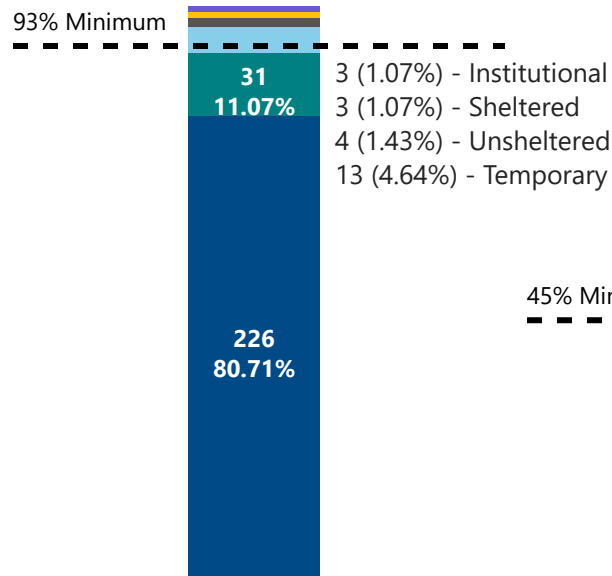
● Increase ● No Increase



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

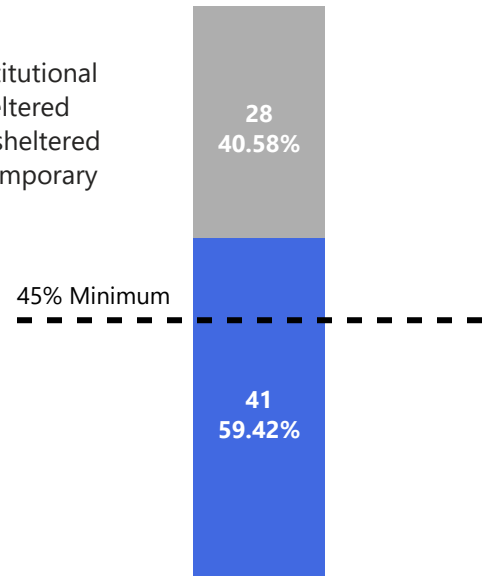
● Institutional ● Permanent



Employment and Income Growth for Leavers

(SPM Metric 4.6)

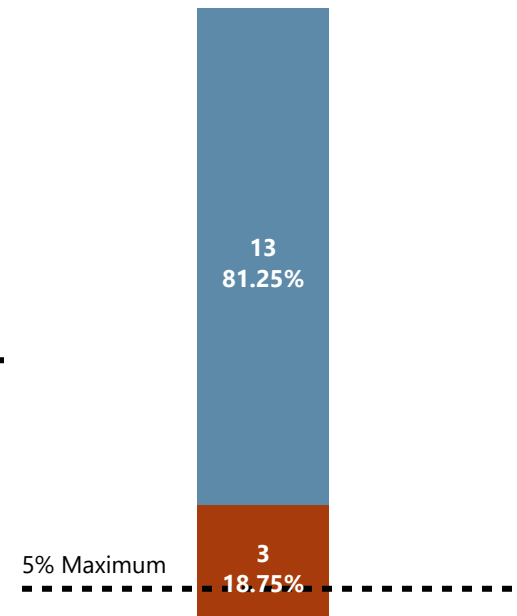
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 3 - Permanent Supportive Housing Catholic Charities - PSH Scattered Sites WA0512

Number of Households Served

Projected Households Served: 35

36

Average Rate of Utilization

(Bed)

81%

Min: 85%

Average Rate of Utilization

(Unit)

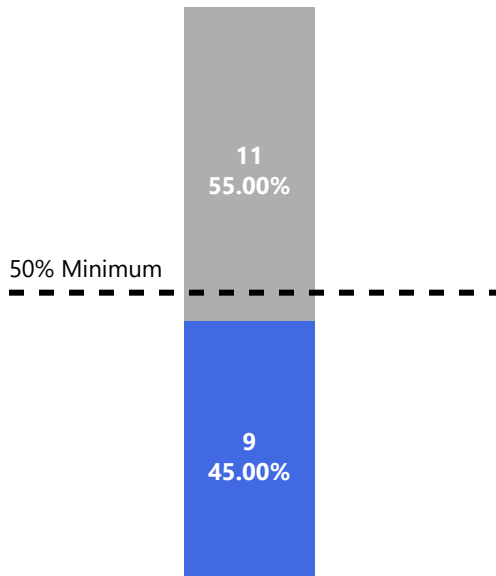
77%

Min: 85%

Employment and Income Growth for Stayers

(SPM Metric 4.3)

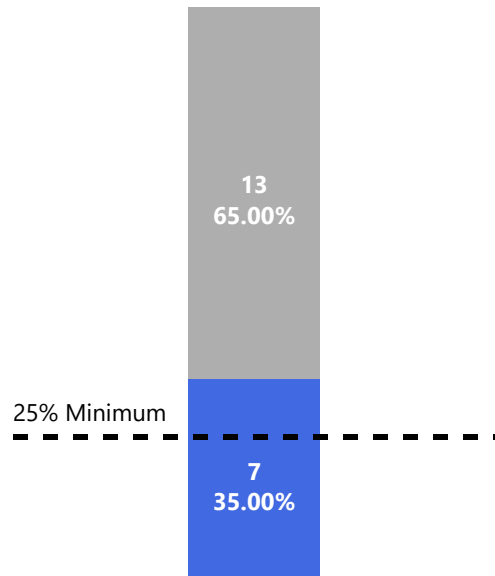
● Increase ● No Increase



Annual Income Growth and/or Non-Cash Benefits

(Local Measure)

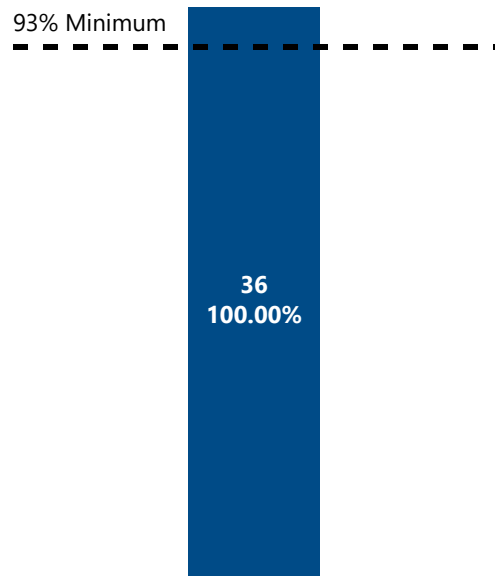
● Increase ● No Increase



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

● Retention



Employment and Income Growth for Leavers

(SPM Metric 4.6)

No clients exited from this project during the reporting period. As a result, there is no data available for Employment and Income Growth for Leavers. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

Returns to Homelessness

(SPM Metric 2b)

No clients exited from this project during the reporting period (shifted two years back). As a result, there is no data available for Returns to Homelessness. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

45% Minimum

5% Maximum



Quarter 3 - Permanent Supportive Housing Catholic Charities - PSH Consolidated WA0374

Number of Households Served

Projected Households Served: 94

90

Average Rate of Utilization

(Bed)

84%

Min: 85%

Average Rate of Utilization

(Unit)

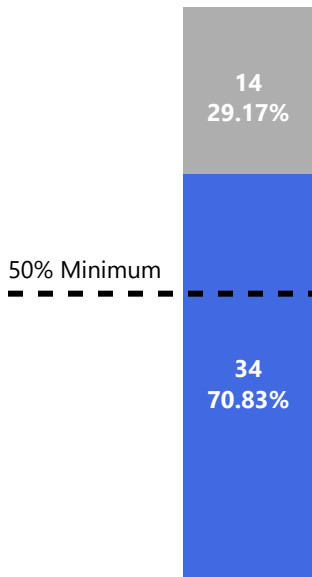
79%

Min: 85%

Employment and Income Growth for Stayers

(SPM Metric 4.3)

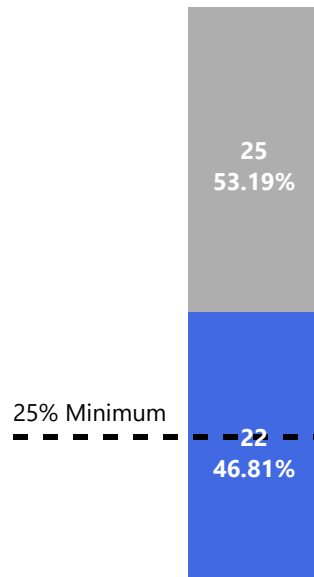
● Increase ● No Increase



Annual Income Growth and/or Non-Cash Benefits

(Local Measure)

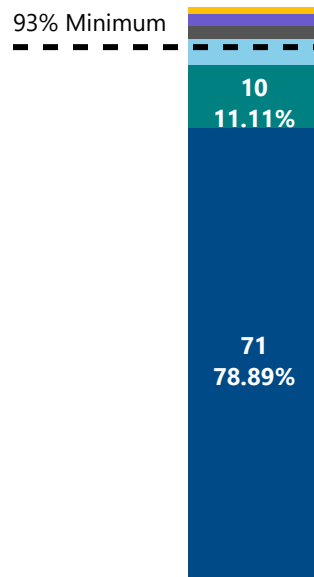
● Increase ● No Increase



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

● Institutional ● Permanent

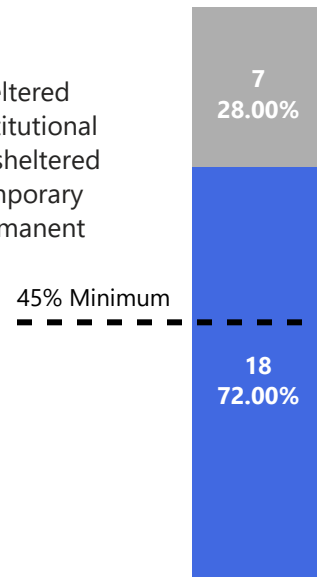


- 1 (1.18%) - Sheltered
- 2 (2.35%) - Institutional
- 2 (2.35%) - Unsheltered
- 3 (3.53%) - Temporary
- 6 (7.41%) - Permanent

Employment and Income Growth for Leavers

(SPM Metric 4.6)

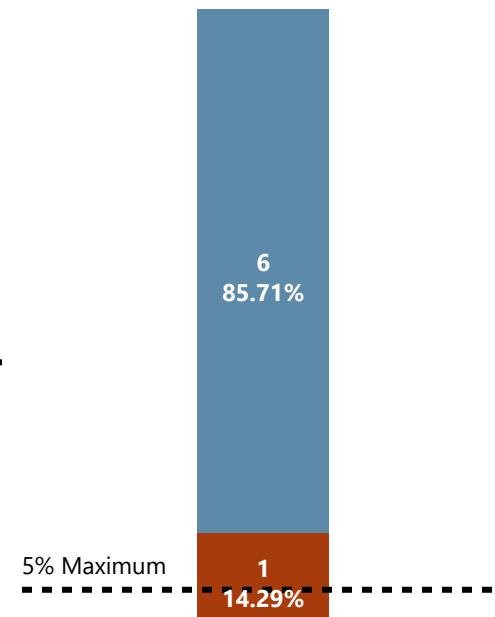
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 3 - Permanent Supportive Housing Volunteers of America - PSH Scattered Sites WA0130

Number of Households Served

Projected Households Served: 156

159

Average Rate of Utilization

(Bed)

73%

Min: 85%

Average Rate of Utilization

(Unit)

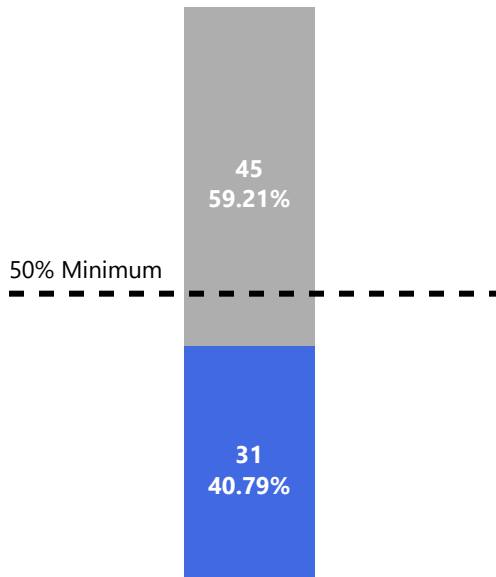
72%

Min: 85%

Employment and Income Growth for Stayers

(SPM Metric 4.3)

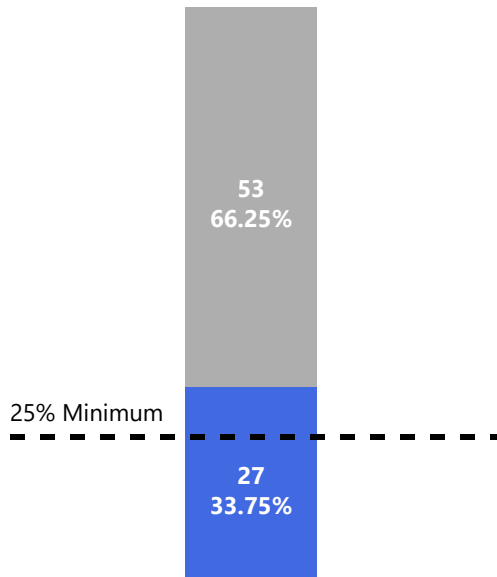
● Increase ● No Increase



Annual Income Growth and/or Non-Cash Benefits

(Local Measure)

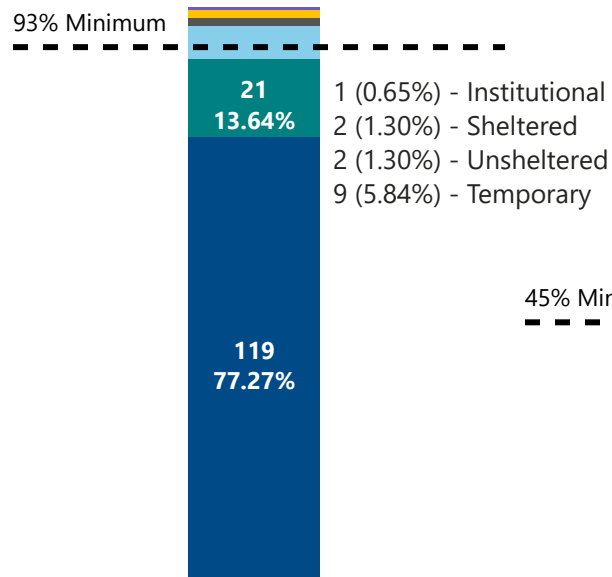
● Increase ● No Increase



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

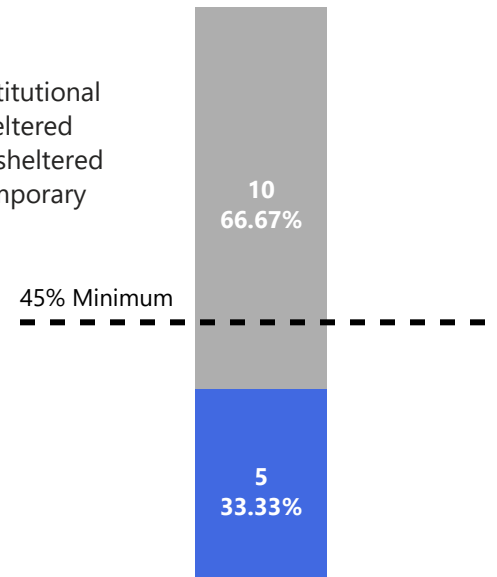
● Institutional ● Permanent



Employment and Income Growth for Leavers

(SPM Metric 4.6)

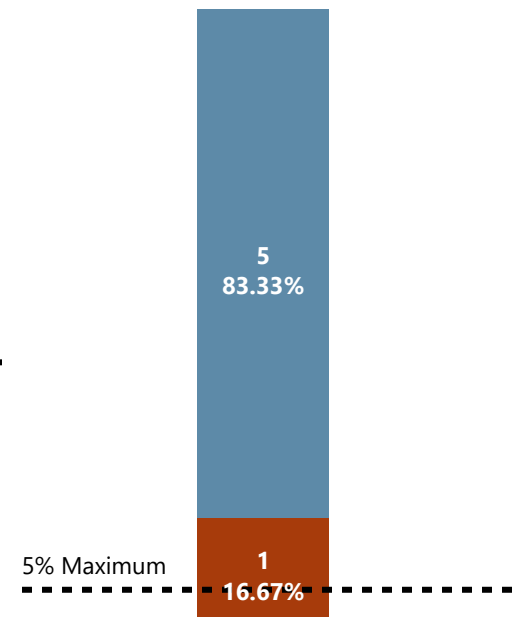
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Housing Services (CoC) PY 2025-26 Quarterly Performance Report

Quarter 3 - Supportive Services Only

Supportive Services Only (SSO): Providing stand-alone supportive services to specific populations.
Reporting Period: 08/1/2025 - 04/30/2026



Public Name: Host Homes (YHDP)
HMIS Name: CC--SSO--Host Homes--YHDP

Grants:

- HUD: Continuum of Care (CoC) - Youth Homelessness Demonstration Program (YHDP)



Spend Down - Supportive Services Only

Q1

Q2

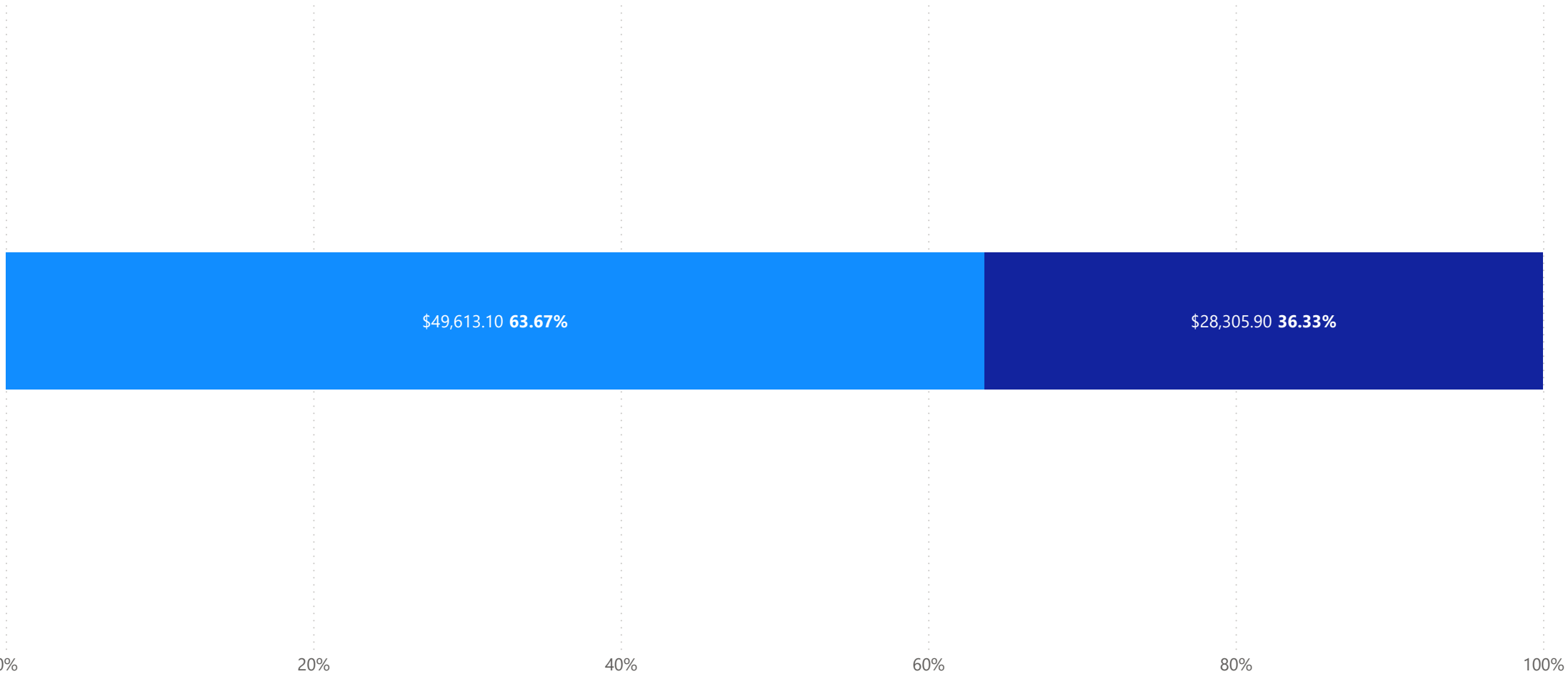
Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining

CC--SSO--Host Homes--YHDP





Quarter 3 - Supportive Services Only Performance Overview

Number of Individuals Served

12

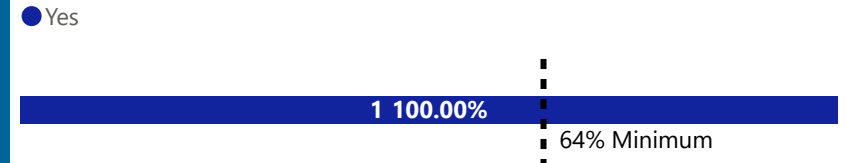
Average time from Date of Engagement to Successful Exit

No Client exited successfully from this project that had a Date of Engagement.
-- HMIS Team

Clients with a Date of Engagement

1

Serving those with Long Length of Homelessness



Exits

(All Clients)

- Currently Enrolled
- Permanent



Exits

(Only W/ Date of Engagement)

- Currently Enrolled



Employment and Income Growth

(SPM Metric 4.6 - Only W/ Date of Engagement)

During the reporting period, no clients who exited with a date of engagement demonstrated growth in income at exit. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

Returns to Homelessness

(SPM Metric 2b)

No clients exited from this project during the reporting period (shifted two years back). As a result, there is no data available for Returns to Homelessness. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

35% Minimum

20% Maximum



Quarter 3 - Supportive Services Only Catholic Charities - Host Homes (YHDP)

Number of Individuals Served

Projected Individuals Served: 8

12

Average time from Date of Engagement to Successful Exit

No Client exited successfully from this project that had a Date of Engagement.
-- HMIS Team

Clients with a Date of Engagement

1

Serving those with Long Length of Homelessness

● Yes

1 100.00%

64% Minimum

Exits

(All Clients)

● Currently Enrolled

● Permanent



Employment and Income Growth

(SPM Metric 4.6 - Only W/ Date of Engagement)

During the reporting period, no clients who exited with a date of engagement demonstrated growth in income at exit. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

Returns to Homelessness

(SPM Metric 2b)

No clients exited from this project during the reporting period (shifted two years back). As a result, there is no data available for Returns to Homelessness. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

Exits

(Only W/ Date of Engagement)

● Currently Enrolled



35% Minimum

20% Maximum



Quarter 3 - Unknown Exits All Projects

Unknown Exits refer to situations where a client's destination cannot be determined, including categories such as "Client Doesn't Know," "Client Prefers Not to Answer," "Data Not Collected," or "No Exit Interview Completed." These exit types are not used to evaluate organization's performance.

Program Name	VOA--SO--YHDP		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients
Unknown	3	17.65%	3	17.65%
Currently Enrolled	6	35.29%	6	35.29%
Permanent	1	5.88%	1	5.88%
Sheltered	6	35.29%	6	35.29%
Unsheltered	1	5.88%	1	5.88%
Total	17	100.00%	17	100.00%

Program Name	CC--TH--SMS--CoC-WA0109		VOA--TH--Alexandrias House--CoC-WA0126		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients
Unknown			1	0.82%	1	0.82%
Currently Enrolled	35	28.69%	6	4.92%	41	33.61%
Permanent	53	43.44%	2	1.64%	55	45.08%
Sheltered	3	2.46%			3	2.46%
Temporary	10	8.20%	5	4.10%	15	12.30%
Unsheltered	7	5.74%			7	5.74%
Total	108	88.52%	14	11.48%	122	100.00%



Quarter 3 - Unknown Exits All Projects

Program Name	CC--RRH--Families--CoC--WA0288		SNAP--RRH--Singles--CoC--WA0331		YWCA--RRH--WA0353 and WA0453		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients
Unknown			5	1.12%	3	0.67%	8	1.79%
Currently Enrolled	62	13.87%	24	5.37%	120	26.85%	206	46.09%
Institutional					2	0.45%	2	0.45%
Permanent	126	28.19%	16	3.58%	50	11.19%	192	42.95%
Sheltered	2	0.45%	2	0.45%			4	0.89%
Temporary	3	0.67%	1	0.22%	1	0.22%	5	1.12%
Unsheltered	27	6.04%	1	0.22%	2	0.45%	30	6.71%
Total	220	49.22%	49	10.96%	178	39.82%	447	100.00%

Program Name	FPS--RRH--YHDP		FPS--TH--YHDP		VOA--RRH--YHDP		VOA--TH--YHDP		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients
Unknown	3	1.63%			16	8.70%	4	2.17%	20	10.87%
Currently Enrolled	13	7.07%	3	1.63%	43	23.37%	10	5.43%	59	32.07%
Institutional					1	0.54%			1	0.54%
Permanent	59	32.07%	8	4.35%	25	13.59%	1	0.54%	93	50.54%
Sheltered					2	1.09%			2	1.09%
Temporary	2	1.09%			4	2.17%			6	3.26%
Unsheltered	5	2.72%							5	2.72%
Total	82	44.57%	11	5.98%	91	49.46%	15	8.15%	184	100.00%



Quarter 3 - Unknown Exits All Projects

Program Name	CC--PSH--WA0374		CC--PSH--WA0512		VOA--PSH--WA0130		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients
Unknown					5	1.33%	5	1.33%
Institutional	2	0.53%			1	0.27%	3	0.80%
Permanent	13	3.47%			22	5.87%	35	9.33%
Retention	75	20.00%	114	30.40%	121	32.27%	310	82.67%
Sheltered	1	0.27%			2	0.53%	3	0.80%
Temporary	4	1.07%	1	0.27%	9	2.40%	14	3.73%
Unsheltered	2	0.53%			3	0.80%	5	1.33%
Total	97	25.87%	115	30.67%	163	43.47%	375	100.00%

Program Name	CC--SSO--Host Homes--YHDP		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients
Currently Enrolled	6	50.00%	6	50.00%
Permanent	6	50.00%	6	50.00%
Total	12	100.00%	12	100.00%

Homeless Service Provider Narrative Response Worksheet

Instructions

Complete this worksheet for each project that does not meet the minimum performance standard for any metric in accordance with the Spokane Regional 5-Year Plan. Submit worksheet to the assigned program professional(s) listed in the email.

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
CoC-CC-PSH-WA0374	PSH	Q3	5/27/26

Metric(s) Not Meeting Minimum Performance Standards

Please list and explain which specific metrics for the project are not meeting the minimum performance standards.

Metric	Performance Standard	Current Performance	Variance from Standard
Exits to or Retention of Permanent Housing	93% Minimum	90%	3%
Returns to Homelessness	5% Maximum	14.29%	9.29%

Explanation of the Variance

Describe why the project has not met the minimum performance standard for each listed metric.

- *Include any challenges, barriers, or external factors that may have contributed to the underperformance (e.g., funding shortages, staffing challenges, changes in local demographics, etc.). If applicable, explain whether any data collection or reporting issues may have impacted performance.*

Exits to or Retention of Permanent Housing:

Catholic Charities' Onsite Supportive Housing Services (OSHS) program remains committed to supporting clients to maintain permanent housing whenever possible. During this reporting period, the project did not meet the minimum performance standard for exits to or retention of permanent housing. The variance appears to be impacted by a small number of client exits where housing stability could not be maintained despite supportive service engagement. As with prior reporting periods, some exits may involve complex client circumstances, including behavioral health needs, recovery-related barriers, safety concerns, client choice, or other factors outside of the program's direct control.

Catholic Charities serves individuals with significant and often overlapping barriers to housing stability. Even when an outcome does not meet the metric definition for success, staff may still provide meaningful support toward client safety, stabilization, connection to services, and transition planning. OSHS continues to evaluate each exit to identify whether additional intervention, documentation, engagement, or coordination could have improved the housing outcome.

Returns to Homelessness:

The project also exceeded the maximum performance standard for returns to homelessness during this reporting period. Even though there was just one individual who returned to homelessness, the small sample overall put this metric slightly above the required standard. Returns to homelessness may occur when clients disengage from services, lose contact with the program after exiting, experience barriers with another housing provider, or are unable to maintain housing due to behavioral health, substance use, safety, or other destabilizing factors.

OSHS recognizes the importance of strengthening follow-up, transition planning, and coordination with community partners to reduce the likelihood that clients return to homelessness after leaving the program.

Steps Taken to Improve Performance

Provide a detailed description of actions your program has taken to address the performance gap.

- *Include any adjustments to strategies, new practices, or interventions being implemented. Outline any staffing changes, training initiatives, or partnerships that have been developed to improve performance.*

OSHS has continued to strengthen internal processes focused on housing stability, early intervention, and client engagement. Our supportive services staff continue to prioritize regular contact with clients, maintain documentation of service needs, and pursue the early identification of concerns that may threaten housing stability. When staff observe signs of destabilization, lease compliance concerns, safety concerns, or other barriers, these concerns are elevated for additional support and coordination.

In conjunction to standard supportive services, OSHS maintains a Crisis Response team that involves permanent supportive services staff, property management, CCEW's safety and security team (CAREs), and Crisis Response Peers, who are trained to provide acute care for clients in the midst of crisis/destabilization. This multidisciplinary response provides clients who are at risk of losing housing with targeted supports to help stabilize all aspects of their present condition, including housing.

Additionally, OSHS continues to refine supervision, staff training, data tracking, and client engagement practices. These efforts are intended to improve the consistency and quality of supportive services, increase proactive engagement, and help staff identify housing stability concerns before they escalate. Staff also continue to collaborate extensively with external service providers, including behavioral health, OUD/SUD treatment services, medical, and other specialized service partners to better support clients with complex needs.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.

- *Identify any milestones or specific dates by which key actions or improvements are expected.*

OSHS expects to see continued improvement over the next six months as current engagement, supervision, crisis response, and data-tracking practices continue to be implemented and refined.

Over the next quarter, OSHS will continue reviewing clients who may be at higher risk of housing instability, increasing proactive engagement efforts, and elevating concerns earlier when housing retention may be at risk. Staff will also continue improving documentation and follow-up practices so that barriers, interventions, and outcomes are more clearly tracked.

Within the next three to six months, OSHS will continue monitoring exits, returns to homelessness, client engagement, and crisis response involvement to identify trends and determine whether current strategies are improving outcomes. The program will continue making adjustments as needed based on client needs, staff feedback, and performance data.

Additional Support or Resources Needed

Identify any resources, support, or assistance you may need to improve performance (e.g., additional funding, technical assistance, increased staffing, etc.).

- *If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.*

Additional support that may help improve performance includes continued access to behavioral health services, recovery supports, crisis stabilization resources, and community-based providers who can assist clients with complex needs. Timely access to these services is especially important when clients are showing signs of destabilization or are at risk of losing housing.

Continued technical assistance around HMIS reporting, performance data review, and best practices for reducing returns to homelessness would also be helpful. At a broader system level, increased availability of low-barrier behavioral health, substance use treatment, crisis response, and step-down housing resources would support improved housing stability outcomes for clients with the highest needs.

OSHS will continue working within available resources to strengthen client engagement, improve coordination, and reduce returns to homelessness.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
CoC-CC-PSH-WA0512	PSH	Q3	2/24/2026

Metric(s) Not Meeting Minimum Performance Standards

Please list and explain which specific metrics for the project are not meeting the minimum performance standards.

Metric	Performance Standard	Current Performance	Variance from Standard
Income Growth for Stayers	50%	45%	5%

Explanation of the Variance

Describe why the project has not met the minimum performance standard for each listed metric.

- Include any challenges, barriers, or external factors that may have contributed to the underperformance (e.g., funding shortages, staffing challenges, changes in local demographics, etc.). If applicable, explain whether any data collection or reporting issues may have impacted performance.

Income Growth for Stayers and Leavers:

There are significant barriers for our clients to assist with income growth. Healthcare needs and disability have some impact on a client's ability to pursue certain options to increase income. Most notably perhaps, amongst all barriers, is a client's unfamiliarity with benefit structures and their corresponding fear of losing such benefits with any changes to their overall circumstances. Clients speak directly to these fears, citing the trauma of being homeless and not wanting to do anything that would put their housing stability at risk. We are actively addressing these barriers to improve the overall metrics (see below). Additionally, with annual income assessments for many of our participants taking place later in the calendar year, we anticipate the end-of-year figures to be substantially higher, reflecting changes in benefits for recipients who receive cost-of-living-adjustments in their benefits/income at the start of the new calendar year.

Steps Taken to Improve Performance

Provide a detailed description of actions your program has taken to address the performance gap.

- Include any adjustments to strategies, new practices, or interventions being implemented. Outline any staffing changes, training initiatives, or partnerships that have been developed to improve performance.

Income Growth for Stayers:

1. In 2025, CCEW re-instituted a Supported Employment (SE) program, hiring a Supported Employment Specialist. We have devoted a significant amount of time and resources training our new staff member, helping them, among other things, to get certified in benefits management, which typically

presents as the most significant barrier to assisting people with stabilization through new employment. Naturally, the path toward greater stability for our clients may ideally involve a reduced need for the support of government benefits, but prematurely exiting from those programs may ultimately be counterproductive to the greater effort. It is our objective to help our clients successfully achieve their income-related goals in hopes that they can have the dignity that comes from supporting themselves as much as possible. Additionally, our Supported Employment Specialist has been developing relationships with local employers, and developing the internal systems needed to support a successful Supported Employment program. We believe the investments made into our SE program will continue to yield strong improvements in the stabilization and increase of income for clients, much as they have so far.

2. Our Onsite Supportive Housing Services program has created a task-force, composed of key staff from across the department, to identify a comprehensive list of ways we can assist clients with their goals to increase their income, and to develop a strategic and systemic approach across our spectrum of services to engage clients, staff and community partners, navigating barriers and ultimately creating significant impact toward the goal of growing the income of our clients. This team spent six months developing a comprehensive approach to assisting our clients and began training staff across our entire department in January 2026. This task force continues to provide training for each position within our department sufficient for us to deliver these services to every client we serve. We anticipate our year-over-year metrics to be much improved in this category next year, much as they were for us over the past 12 months.
3. In 2025, in partnership with Notre Dame University and Gonzaga University, CCEW launched the SEEN Program: a small-business incubation program, targeting individuals in underserved populations who desire to start a small business. For our first cohort, CCEW recruited 52 participants, many of whom reside in CCEW's PSH properties. Of the 52 participants in the cohort, 38 graduated from our 6-week educational program, culminating in participants developing business plans, receiving project-based support from Gonzaga students, and being connected with a mentor from our local business community. Of our 38 graduates, 31 applied for and received start-up grants, allowing them to cover the expense of filing for a new business and securing tools and/or supplies needed to launch their new enterprise. The vast majority of our graduates have officially launched new businesses and will continue to receive support as needed from CCEW. It is our hope to continue providing an entrepreneurship program for underserved individuals in our community who have a dream of starting a new business.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.

- *Identify any milestones or specific dates by which key actions or improvements are expected.*

Income Growth for Stayers:

We are expecting significant improvement in this performance measure by the end of Q4.

Additional Support or Resources Needed

Identify any resources, support, or assistance you may need to improve performance (e.g., additional funding, technical assistance, increased staffing, etc.).

- *If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.*

N/A

Homeless Service Provider Narrative Response Worksheet

Instructions

Complete this worksheet for each project that does not meet the minimum performance standard for any metric in accordance with the Spokane Regional 5-Year Plan. Submit worksheet to the assigned program professional(s) listed in the email.

Project Information

Project Name: CC-RRH-CoC- WA0288	Service Type: .Rapid Rehousing	Reporting Period: 8/1/25-4/30/26	Date Submitted: 5/25/26
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Metric(s) Not Meeting Minimum Performance Standards

Please list and explain which specific metrics for the project are not meeting the minimum performance standards.

Metric	Performance Standard	Current Performance	Variance from Standard
<i>Exits to Permanent Housing</i>	70%	55.07%	-14.93

Explanation of the Variance

Describe why the project has not met the minimum performance standard for each listed metric. The project did not meet the minimum standard of 70% exiting to permanent housing, by a variance of -14.93. This shortfall is primarily due to families who are currently enrolled but do not qualify for this exit measure. These families have not exceeded their allowable time in the program. Case Managers are actively engaging with families to achieve successful placement into permanent housing.

Steps Taken to Improve Performance

Provide a detailed description of actions your program has taken to address the performance gap.

Include any adjustments to strategies, new practices, or interventions being implemented. Outline any staffing changes, training initiatives, or partnerships that have been developed to improve performance.

This measure will improve if we are able to exclude families that are currently enrolled and have not exited the program.

We are actively working with families to address the barriers preventing them from obtaining housing. This includes assisting with establishing payment plans for outstanding debt, supporting efforts to increase household income, and encouraging participation in the Road to Renting class to demonstrate their commitment to becoming stably housed to potential landlords.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.

Identify any milestones or specific dates by which key actions or improvements are expected.

- The above direct strategies and continued discussion to adjust the system level measurement of this metric will dramatically improve measures once implemented.

Additional Support or Resources Needed

Identify any resources, support, or assistance you may need to improve performance (e.g., additional funding, technical assistance, increased staffing, etc.).

If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.

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Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name: CC—TH—SMS—WA0109	Service Type: Transitional Housing	Reporting Period: 08/01/25-04/30/26	Date Submitted: 6/5/26
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Metric(s) Not Meeting Minimum Performance Standards

Please list and explain which specific metrics for the project are not meeting the minimum performance standards.

Metric	Performance Standard	Current Performance	Variance from Standard
<i>Returns to Homelessness</i>	10%	22.92%	-12.92%
<i>Exits to Permanent Housing</i>	70%	48.65%	-21.35%

- For returns to homelessness, the reported rate is -22.92%, which exceeds the 10% goal. This variance is attributed to seven families reentering the homeless' system during the reporting period. Three families experienced a domestic violence incident, and two moved in with relatives but later determined the living situation was unsafe. An additional two families reentered the system due to substance use relapse and these circumstances resulted in a return to homelessness.
- Exits to Permanent Housing fell short of the outcome of 70%. The -21.35% are clients that are still enrolled and actively seeking housing.

Steps Taken to Improve Performance

Provide a detailed description of actions your program has taken to address the performance gap.

Include any adjustments to strategies, new practices, or interventions being implemented. Outline any staffing changes, training initiatives, or partnerships that have been developed to improve performance.

- Case managers have received and will continue to receive ongoing training on domestic violence awareness, safety planning, and trauma-informed practices to better support clients in identifying and transitioning into safe, stable housing environments. Strengthening staff competency in this area is a key priority.
- Case managers are prioritizing support for clients to secure independent, permanent housing rather than staying with family or friends, as informal arrangements can be unstable or unsafe. This approach is intended to reduce returns to homelessness caused by failed living situations.
- Case managers are working on relationships with substance use treatment facilities to assist clients struggling with SUD. Making this connection early for client will ensure an extra support system in the sobriety. This will lead to more housing stability.
- Case managers are working with clients to overcome housing barriers by assisting them with improving their credit reports, establishing payment plans for outstanding debt, and attending Road to Renting classes. Addressing these barriers will increase the likelihood of landlord acceptance and help clients secure stable housing.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.

Identify any milestones or specific dates by which key actions or improvements are expected.

- This will be implemented immediately; improvements should be made in the next quarter.

Additional Support or Resources Needed

Identify any resources, support, or assistance you may need to improve performance (e.g., additional funding, technical assistance, increased staffing, etc.).

If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.



Homeless Service Provider Narrative Response Worksheet

Instructions

Complete this worksheet for each project that does not meet the minimum performance standard for any metric in accordance with the Spokane Regional 5-Year Plan. Submit worksheet to the assigned program professional(s) listed in the email.

Project Information

Project Name: FPS--TH&RRH--YHDP - Q3 QPR	Service Type: CoC PY	Reporting Period: Quarter 3 (8/1/2025 - 4/30/2026)	Date Submitted: 05/28/2026
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Metric(s) Not Meeting Minimum Performance Standards

Please list and explain which specific metrics for the project are not meeting the minimum performance standards.

Metric	Performance Standard	Current Performance	Variance from Standard
Avg. LoT Homeless (Days) (TH - SPM Metric 1a.2)	Max: 160 Days	195 Days	35 Days

Explanation of the Variance

Describe why the project has not met the minimum performance standard for each listed metric.

- Include any challenges, barriers, or external factors that may have contributed to the underperformance (e.g., funding shortages, staffing challenges, changes in local demographics, etc.). If applicable, explain whether any data collection or reporting issues may have impacted performance.

During the reporting month, our program did not meet the performance measure related to Avg. LoT Homeless (Days) due to families being extended to reach stability.

Steps Taken to Improve Performance

Provide a detailed description of actions your program has taken to address the performance gap.

- Include any adjustments to strategies, new practices, or interventions being implemented. Outline any staffing changes, training initiatives, or partnerships that have been developed to improve performance.

We are working on helping these clients achieve stability through case management.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.

- Identify any milestones or specific dates by which key actions or improvements are expected.

Within the end of the next quarter we should have a decrease in the number of average length of time homeless in days, and manage to meet the performance standard.

Additional Support or Resources Needed

Identify any resources, support, or assistance you may need to improve performance (e.g., additional funding, technical assistance, increased staffing, etc.).

- If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.

N/A

Homeless Service Provider Narrative Response Worksheet

Instructions

Complete this worksheet for each project that does not meet the minimum performance standard for any metric in accordance with the Spokane Regional 5-Year Plan. Submit worksheet to the assigned program professional(s) listed in the email.

Project Information			
Project Name: PSH Scattered Site WA0130	Service Type: Permanent Supportive Housing	Reporting Period: 8/1/2025 – 4/30/2026	Date Submitted: 5/26/2026

Metric(s) Not Meeting Minimum Performance Standards			
Please list and explain which specific metrics for the project do not meet the minimum performance standards.			
Metric	Performance Standard	Current Performance	Variance from Standard
Average Rate of Utilization (Bed and Unit)	85%]	73% and 72% respectively	12% and 13% respectively
Returns to Homelessness	5%	16.67%	11.67%
Employment and Income Growth for Leavers	45%	33.33%	11.67%
Employment and Income Growth for Stayers	50%	40.79%	9.21%
Exits to or Retention of Permanent Housing	93%	90.91%	2.09%

Explanation of the Variance

Describe why the project has not met the minimum performance standard for each listed metric.

➤ *Include any challenges, barriers, or external factors that may have contributed to the underperformance (e.g., funding shortages, staffing challenges, changes in local demographics, etc.). If applicable, explain whether any data collection or reporting issues may have impacted performance.*

During the first three quarters of the 2025–2026 fiscal year, the PSH Scattered Site (WA0130) project did not meet minimum performance standards across five key metrics. The contributing factors are outlined below.

Bed and Unit Utilization Rates:
 The project did not meet the 85% utilization standard, falling short by 12% for beds and 13% for units. This variance is primarily attributed to extended unit turnover timelines. Units are frequently vacated in significantly deteriorated conditions, requiring substantial maintenance and repair prior to re-occupancy. These conditions often exceed standard turnover expectations and delay the ability to house new participants in a timely manner.

Returns to Homelessness:
 The project exceeded the allowable threshold for returns to homelessness by 11.67%. This variance is largely due to the small number of total exits during the reporting period. Of the six individuals who exited the

project, one returned to homelessness. Due to the limited sample size, a single return has a disproportionate impact on overall performance rates.

Employment and Income Growth (Leavers and Stayers):

The project did not meet minimum performance standards for employment and income growth among both leavers and stayers. This is primarily due to incomplete data collection, as a number of participants did not complete annual assessments or exit interviews with case managers. As a result, income changes and employment gains may be underreported, impacting overall performance outcomes.

Exits to or Retention of Permanent Housing:

The project fell slightly below the established performance standard for exits to or retention of permanent housing by 2.09% during the reporting period. This variance is primarily attributed to 5.84% of program participants exiting to temporary housing destinations rather than permanent housing placements. While these exits did not meet the permanent housing outcome metric, they did represent continued engagement in safe and stable environments rather than returns to unsheltered homelessness.

Several of the participants who exited to temporary housing faced significant barriers to securing permanent housing at the time of exit, including limited affordable housing availability, increased rental costs within the community, prior eviction or rental history challenges, and delays related to income verification or housing documentation. In some cases, participants elected to transition into temporary or transitional settings in order to maintain stability while continuing their housing search and supportive service engagement.

Steps Taken to Improve Performance

Provide a detailed description of actions your program has taken to address the performance gap.

- *Include any adjustments to strategies, new practices, or interventions being implemented. Outline any staffing changes, training initiatives, or partnerships that have been developed to improve performance.*

Forward-Looking Improvement Plan:

The PSH Scattered Site (WA0130) project has developed a targeted improvement plan to address the identified performance gaps and strengthen outcomes for the remainder of the 2025–2026 fiscal year and beyond.

Unit Turnover and Utilization:

To reduce unit vacancy time and improve utilization rates, the project will implement enhanced coordination between property management, maintenance teams, and case management staff. This includes establishing standardized unit turnover timelines, conducting pre-move-out inspections when possible, and increasing proactive engagement with participants around unit care. Additionally, the project will explore the use of unit preservation strategies, such as routine housekeeping support and skill-building interventions, to minimize the severity of unit damage at exit. These efforts are expected to decrease turnaround time and improve occupancy rates by the end of the fiscal year.

Returns to Homelessness:

To reduce returns to homelessness, the project will strengthen discharge planning and post-exit follow-up

protocols. Case managers will begin transition planning earlier in the participant’s program engagement, ensuring connections to ongoing supports, income stability, and appropriate housing options prior to exit. The project will also implement a 30-, 60-, and 90-day follow-up process to support housing stability after exit. These strategies aim to mitigate risk factors and improve long-term housing outcomes.

Employment and Income Growth:

To improve performance in employment and income growth, the project will prioritize completion of annual assessments and exit interviews through enhanced participant engagement strategies. Case managers will receive additional training on documentation requirements and motivational interviewing techniques to increase participation in assessments. The project will also strengthen partnerships with employment and mainstream benefit providers to support participants in accessing income opportunities. Monthly internal data quality reviews will be conducted to ensure completeness and accuracy of HMIS data.

Exits to or Retention of Permanent Housing:

Program staff continue to prioritize housing-focused case management, landlord engagement, and coordinated community partnerships to improve permanent housing outcomes. Efforts are being made to strengthen housing navigation services earlier in the participant enrollment period, increase collaboration with property managers and housing providers, and connect participants to additional financial and supportive resources that can reduce barriers to permanent housing placement.

Moving forward, the project anticipates improvement in this metric through continued focus on rapid housing identification, proactive exit planning, and ongoing support aimed at increasing successful transitions to and retention of permanent housing.

Data Quality and Performance Monitoring:

The project will implement ongoing performance monitoring through monthly data review meetings to track progress toward HUD/CoC benchmarks. Identified data gaps will be addressed in real time, and corrective actions will be implemented as needed. Leadership will regularly review performance metrics to ensure accountability and continuous quality improvement.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.

➤ *Identify any milestones or specific dates by which key actions or improvements are expected.*

Timeline for Improvement:

Through these combined efforts, the project anticipates measurable and incremental improvements in utilization, service delivery, and participant outcomes over the remainder of the 2025–2026 fiscal year.

- **Short-Term (0–3 Months):**

Immediate actions will focus on operational efficiencies and data quality. The project will implement standardized unit turnover protocols, increase coordination with maintenance partners, and begin monthly performance and data quality review meetings. Case managers will prioritize completion of overdue annual assessments and exit interviews to address current data gaps. Early improvements are

expected in data completeness, more accurate performance reporting, and modest reductions in unit vacancy days.

- **Mid-Term (3–6 Months):**

During this period, the project expects to see measurable improvements in unit utilization and households served as turnover timelines decrease and waitlist processes are streamlined. Enhanced participant engagement strategies, including more consistent case management contact and supportive interventions around unit maintenance, are expected to reduce unit damage at exit and improve housing stability. Strengthened discharge planning and follow-up protocols will begin to positively impact returns to homelessness.

- **Long-Term (6–12 Months):**

Sustained implementation of these strategies is expected to result in the project meeting or exceeding HUD/CoC performance benchmarks. Utilization rates are anticipated to stabilize at or above 85%, and the number of households served will align more closely with projections. Returns to homelessness are expected to decrease as a result of improved housing stability supports and follow-up practices. Employment and income growth outcomes are also expected to improve due to more consistent data collection and stronger connections to mainstream resources.

The project will continue to monitor progress through ongoing performance reviews and will make data-informed adjustments as needed to ensure continuous quality improvement and alignment with HUD/CoC expectations.

Additional Support or Resources Needed

Identify any resources, support, or assistance you may need to improve performance (e.g., additional funding, technical assistance, increased staffing, etc.).

- *If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.*

N/A

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
VOA TH & RRH YHDP	Joint TH & RRH Project	8/1/2025 to 4/30/2026	5/26/2026

Metric(s) Not Meeting Minimum Performance Standards

Please list and explain which specific metrics for the project are not meeting the minimum performance standards.

Metric	Performance Standard	Current Performance	Variance from Standard
Average Length of Time Homeless in TH	160 Days	284 days	124 days
Average # of days from enrollment to PH	60 Days	65 days	5 days

Explanation of the Variance

Describe why the project has not met the minimum performance standard for each listed metric.

➤ Include any challenges, barriers, or external factors that may have contributed to the underperformance (e.g., funding shortages, staffing challenges, changes in local demographics, etc.). If applicable, explain whether any data collection or reporting issues may have impacted performance.

Explanation of Variance:

Youth Transitional Housing (TH) – Length of Stay

The average length of stay in the Youth Transitional Housing (TH) program during the reporting period was 284 days, which exceeded the minimum performance standard of 160 days by 124 days. This variance is largely attributed to the increasing behavioral health and mental health needs of the Youth and Young Adult (YYA) population being served, as well as the continued shortage of affordable and attainable housing options within the Spokane area.

Many YYA entering the program have experienced chronic homelessness, family instability, trauma, and limited support systems, all of which require additional time and intensive case management to address before a successful transition to permanent housing can occur. Stabilization of mental health and overall well-being remains a critical component of the program model, as these factors directly impact a participant’s ability to maintain employment, pursue educational goals, and sustain long-term housing stability.

Upon enrollment, staff prioritize connecting participants to behavioral health services, medical care, education and employment resources, and other wraparound supports designed to increase self-sufficiency. While these supportive interventions may extend the length of stay, they ultimately strengthen participants’ ability to successfully transition into and maintain permanent housing outcomes. Additionally, limited housing inventory, rising rental costs, and increased screening requirements from landlords have extended the time needed to secure appropriate permanent housing placements for YYA exiting the program.

Rapid Re-Housing (RRH) – Time from Enrollment to Permanent Housing

The Rapid Re-Housing (RRH) program exceeded the performance standard for average time from enrollment to permanent housing by 5 days during the reporting period. This variance is primarily due to the extensive preparation required to assist participants in becoming document-ready and housing-ready prior to lease-up.

The majority of YYA entering the RRH program are coming directly from unsheltered homelessness or unstable living situations and often enter the program without identification documents, proof of income, medical coverage, communication devices, or other basic resources needed to successfully secure housing. Case managers work closely with participants to obtain vital identification documents, connect them to healthcare and insurance resources, secure phones and food benefits, and address other immediate stabilization needs.

In addition, participants must typically demonstrate some form of income or financial sustainability in order to meet landlord screening requirements. Housing Specialists and case management staff therefore work collaboratively with YYA to secure employment opportunities, mainstream benefits, or other income sources prior to housing placement. Although these activities can extend the average timeline to permanent housing placement, they are essential steps in helping participants become better positioned for housing approval and long-term tenancy success.

Taken together, these outcomes reflect both the complex and evolving needs of the YYA population and the comprehensive efforts of VOA staff to reduce barriers, promote stability, and support long-term independence and housing retention.

Steps Taken to Improve Performance

Provide a detailed description of actions your program has taken to address the performance gap.

➤ *Include any adjustments to strategies, new practices, or interventions being implemented. Outline any staffing changes, training initiatives, or partnerships that have been developed to improve performance.*

Our Housing Specialists, Behavioral Health Clinicians, and Peer Support Specialists are working diligently to deliver comprehensive wraparound services that promote a timelier path to self-sufficiency for Youth and Young Adults (YYA) in the Transitional Housing (TH) program. While mental health challenges can be a lifelong struggle for some participants, our goal remains to reduce the average length of stay in the program. Through consistent support, targeted interventions, and a focus on building stability, we are optimistic about decreasing the time YYA require to successfully transition toward independence.

The program has also enhanced housing-focused case management practices by initiating housing planning conversations earlier in a participant's enrollment period. Staff are working proactively with YYA to identify barriers to housing placement, develop individualized housing goals, and create action plans that support faster transitions to permanent housing while maintaining long-term stability.

To address delays related to housing readiness, case managers have implemented more streamlined processes for obtaining identification documents, connecting participants to mainstream benefits, and assisting with employment and income development. Housing Specialists continue to build relationships with local landlords and property management companies in an effort to expand housing opportunities for YYA participants despite the limited affordable housing market in Spokane.

We also expect a decrease in the number of days it takes for YYA to transition from enrollment to permanent housing if more participants enter the program closer to being housing-ready. The nearer a participant is to employability—and able to provide proof of income to meet landlord requirements—the faster they can be successfully housed. Case managers are working closely with supportive employment services to help YYA achieve this goal, reducing barriers and expediting the housing process.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.

- *Identify any milestones or specific dates by which key actions or improvements are expected.*

We anticipate measurable improvements across all program performance indicators by the final quarter of this fiscal year. Continued access to weekly training for case managers, combined with enhanced support from behavioral health clinicians for our participants, is expected to positively impact all key outcomes. Through these efforts, we project reductions in length of stay, increased engagement with wraparound services, higher rates of successful exits, more timely transitions to permanent housing, and improved income and employment outcomes for our Youth and Young Adults (YYA).

Additionally, the program continues to monitor participant progress and performance outcomes through regular staff meetings, case conferencing, and data review processes. These efforts allow staff to identify trends, address barriers more quickly, and adjust service strategies as needed to improve program outcomes.

Through these combined efforts, VOA anticipates continued improvement in housing placement timelines, participant stabilization, and successful exits to permanent housing while maintaining a participant-centered and trauma-informed approach to service delivery.

Additional Support or Resources Needed

Identify any resources, support, or assistance you may need to improve performance (e.g., additional funding, technical assistance, increased staffing, etc.).

- *If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.*

N/A

Homeless Service Provider Narrative Response Worksheet

Instructions

Complete this worksheet for each project that does not meet the minimum performance standard for any metric in accordance with the Spokane Regional 5-Year Plan. Submit worksheet to the assigned program professional(s) listed in the email.

Project Information

Project Name: YWCA- RRH for Survivors of DV Service Type: Rapid Rehousing Reporting Period: 8/1/2025-4/30/2026 Date Submitted: 5/26/2026

Metric(s) Not Meeting Minimum Performance Standards

Please list and explain which specific metrics for the project are not meeting the minimum performance standards.

Metric	Performance Standard	Current Performance	Variance from Standard
Exits to Permanent Housing	70%	88%	+18%
Employment and Income Growth	20%	52%	+32%

Explanation of the Variance

Describe why the project has not met the minimum performance standard for each listed metric.

➤ Include any challenges, barriers, or external factors that may have contributed to the underperformance (e.g., funding shortages, staffing challenges, changes in local demographics, etc.). If applicable, explain whether any data collection or reporting issues may have impacted performance.

The CoC HUD Rapid Re-Housing (RRH) project exceeded key performance benchmarks during this reporting period, including:

- **88% of households exited to permanent housing**, exceeding the 70% minimum threshold.
- **52% of participants increased income at exit**, significantly exceeding the 20% benchmark.

These outcomes reflect the strength of the project’s survivor-centered rapid re-housing model, which combines housing-focused case management, progressive engagement strategies, and individualized stabilization support. The project benefits from experienced case management staff who work closely with survivors to address barriers related to housing, income, safety, and long-term stability.

The RRH model allows for more intensive and sustained engagement with participants compared to shorter-term crisis intervention programs, creating greater opportunities for employment connection, income growth, and long-term housing stabilization. Progressive engagement practices also allow staff to tailor financial assistance and supportive services to each household’s unique needs while promoting long-term stability and survivor autonomy.

Steps Taken to Improve Performance

Provide a detailed description of actions your program has taken to address the performance gap.

➤ Include any adjustments to strategies, new practices, or interventions being implemented. Outline any staffing changes, training initiatives, or partnerships that have been developed to improve performance.

Click or tap here to enter text.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.

- *Identify any milestones or specific dates by which key actions or improvements are expected.*

Click or tap here to enter text.

Additional Support or Resources Needed

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- *If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.*

Click or tap here to enter text.