



Quarterly Performance Report (QPR)

CoC Quarter: 4

Reporting Period: 8/1/2025 - 7/31/2026



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 for reviewing the QPRs and ensuring the data accurately reflects the project's accomplishments.

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).



What is the QPR?

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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?

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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 4 - 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 - 07/31/2026



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

\$151,903.61 79.68% \$38,740.39 20.32%

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



Quarter 4 - Street Outreach Performance Overview

Number of Individuals Served

40

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

100.00%

64% Minimum

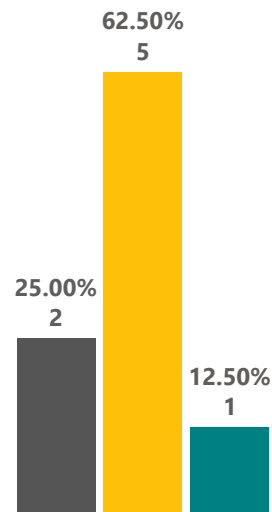
Exits from Street Outreach

● 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.

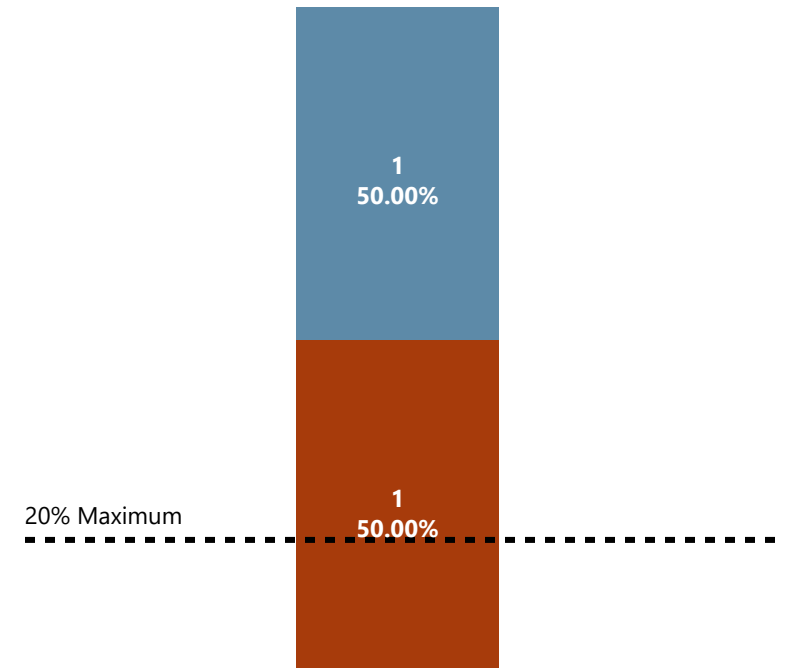
-- HMIS Team

35% Minimum

Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 4 - Street Outreach

Volunteers of America - Street Outreach (YHDP)

Number of Individuals Served

Projected Individuals Served: 200

40

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

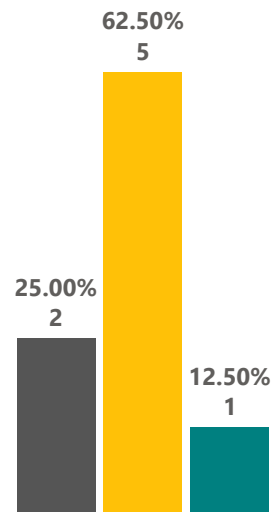
Exits from Street Outreach

● Permanent ● Sheltered ● Unsheltered

Min: 55% (Successful Exits)

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Employment and Income Growth

(Clients with a Date of Engagement)

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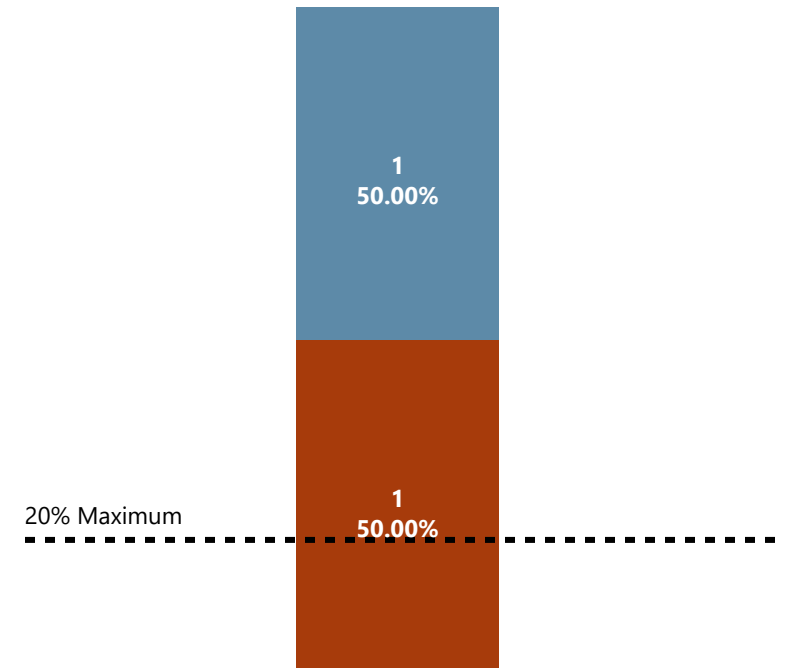
-- HMIS Team

35% Minimum

Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - 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 - 07/31/2026



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

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

\$71,945.16 99.92%

\$58.84 0.08%

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

\$60,953.66 94.25%

\$3,721.34 5.75%

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



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

Quarter 4 - Transitional Housing Performance Overview

Number of Households Served

51

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

108

Max: 160 Days

Average Utilization Rate
(Bed)

54%

Min: 85%

Average Utilization Rate
(Unit)

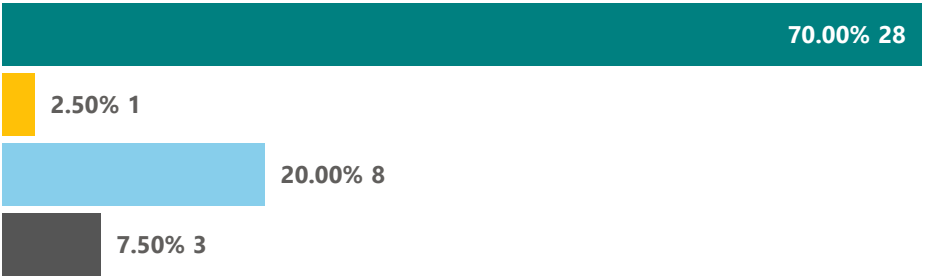
65%

Min: 85%

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

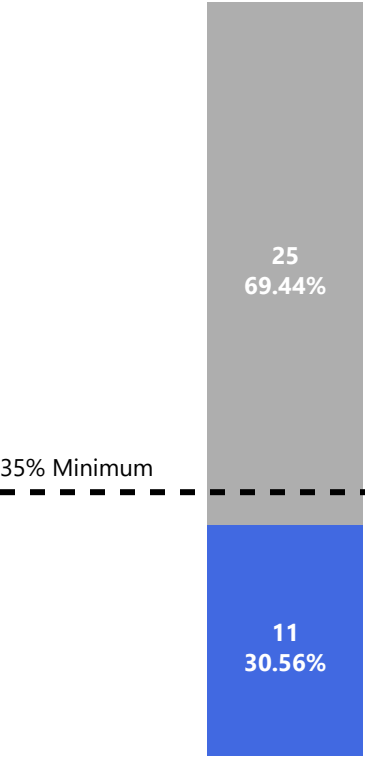
Min: 70% (Permanent)

- Permanent
- Sheltered
- Temporary
- Unsheltered



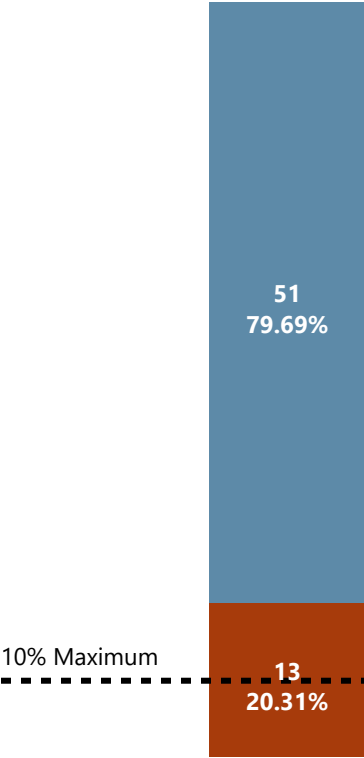
Employment and Income Growth (SPM Metric 4.6)

- Increase
- No Increase



Returns to Homelessness (SPM Metric 2b)

- Did Not Return
- Returned





Quarter 4 - Transitional Housing

Catholic Charities - Saint Margaret's Shelter

Number of Households Served

Projected Households Served: 20

40

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

117

Max: 160 Days

Average Utilization Rate

(Bed)

86%

Min: 85%

Average Utilization Rate

(Unit)

97%

Min: 85%

Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)

Min: 70% (Permanent)

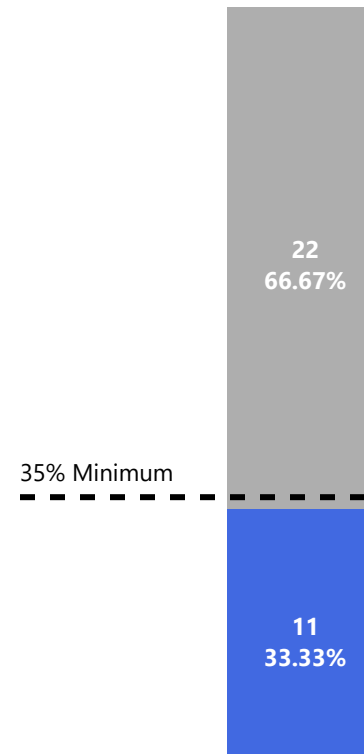
- Permanent
- Sheltered
- Temporary
- Unsheltered



Employment and Income Growth

(SPM Metric 4.6)

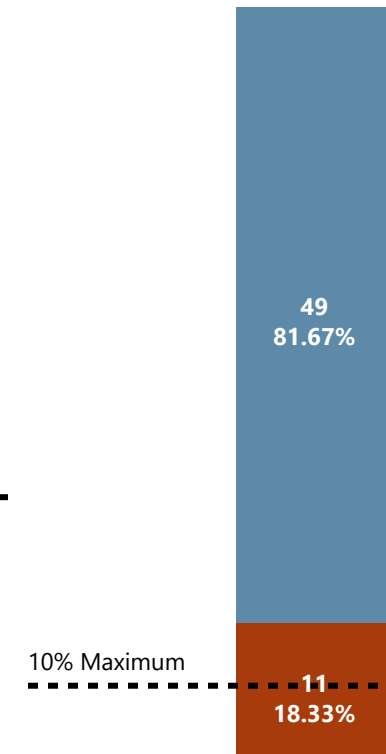
- Increase
- No Increase



Returns to Homelessness

(SPM Metric 2b)

- Did Not Return
- Returned





Quarter 4 - Transitional Housing Volunteers of America - Alexandria's House

Number of Individuals Served

Projected Individuals Served: 6

11

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

54

Max: 160 Days

Average Utilization Rate

(Bed)

21%

Min: 85%

Average Utilization Rate

(Unit)

33%

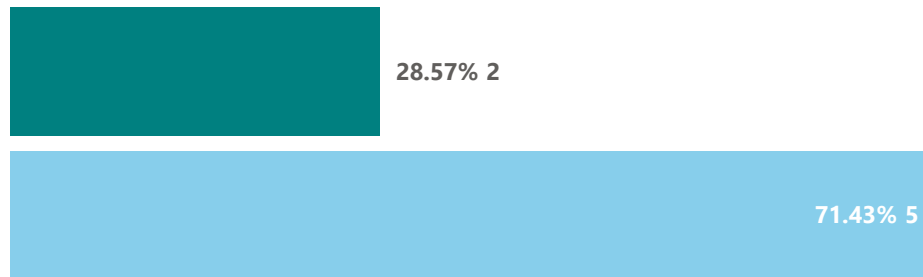
Min: 85%

Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)

Min: 70% (Permanent)

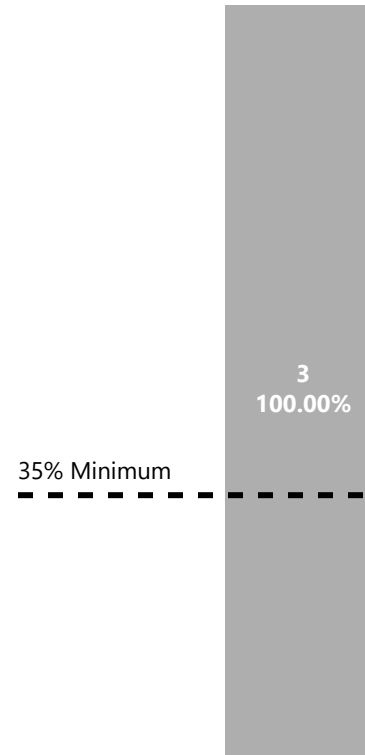
- Permanent
- Temporary



Employment and Income Growth

(SPM Metric 4.6)

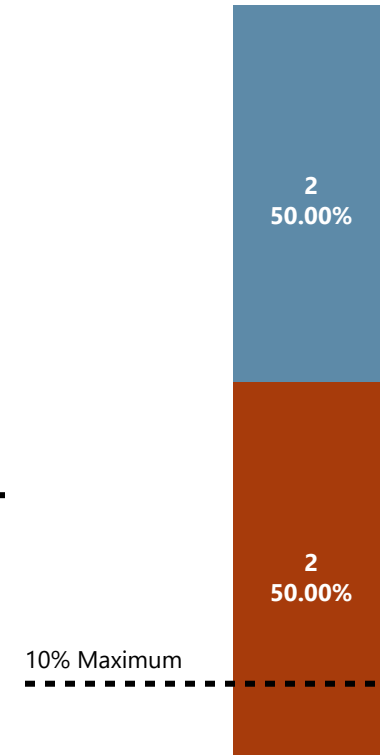
- No Increase



Returns to Homelessness

(SPM Metric 2b)

- Did Not Return
- Returned





Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - 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 - 07/31/2026



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)



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

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



Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - 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 - 07/31/2026



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

Grants:

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



Public Name: Light Rapid Rehousing for Survivors of DV
HMIS Name: YWCA--RRH--Light--Survivors of DV--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

YWCA--RRH--Survivors of DV--WA0353

\$558,151.27 70.61%

\$232,319.73 29.39%

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

\$321,805.24 59.50%

\$219,082.76 40.50%

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

\$218,227.30 75.07%

\$72,466.70 24.93%

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



Quarter 4 - Rapid Rehousing Performance Overview

Number of Households Served

221

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

137

Rapid Placement into Permanent Housing
(Custom Metric - Days)

45

Max: 60 Days

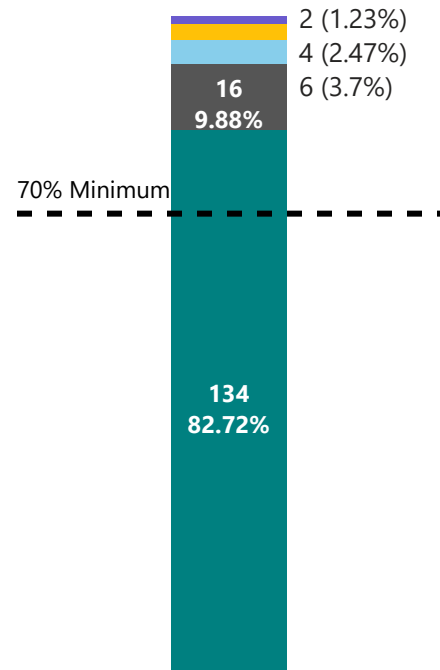
Households Served Moved into Housing (Currently Housed - May Be Receiving Subsidy)

● Moved-In ● Not Moved-In



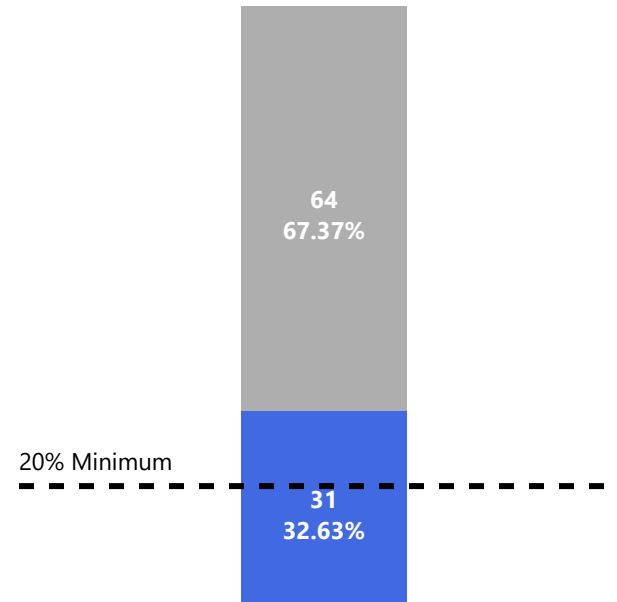
Exits to Permanent Housing (SPM Metric 7b.1 - Exited Clients)

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



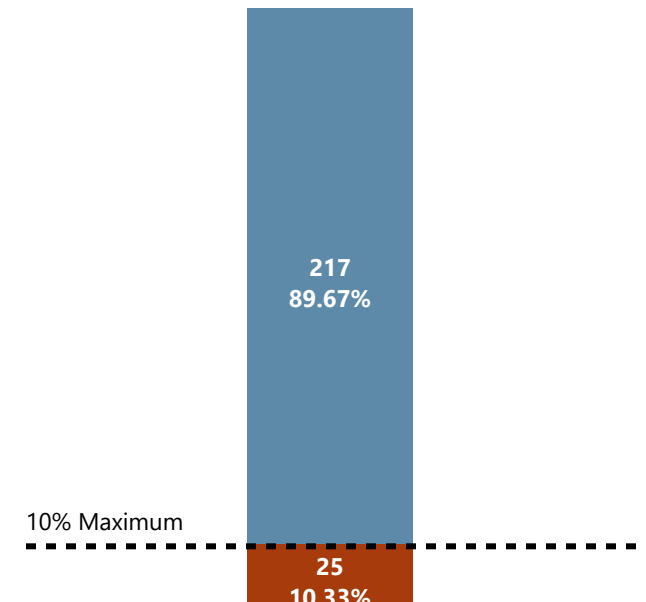
Employment and Income Growth (SPM Metric 4.6)

● Increase ● No Increase



Returns to Homelessness (SPM Metric 2b)

● Did Not Return ● Returned





Quarter 4 - Rapid Rehousing

Catholic Charities - Families Rapid Rehousing

Number of Households Served

Projected Households Served: 19

72

Households Served Moved into Housing

(Currently Housed - May be Receiving Subsidy)

47

Rapid Placement into Permanent Housing

(Custom Metric - Days)

44

Max: 60 Days

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

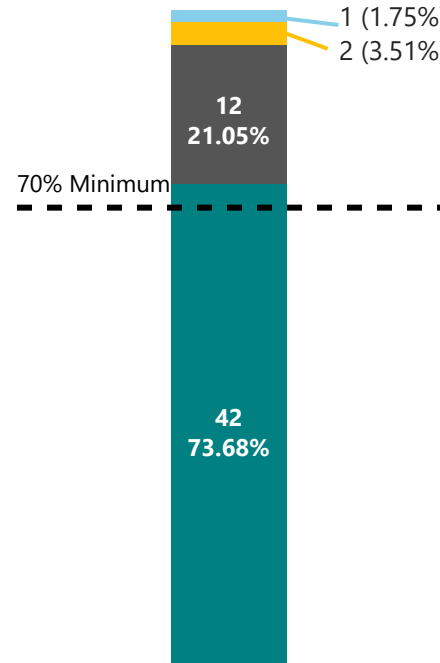
● Moved-In ● Not Moved-In



Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)

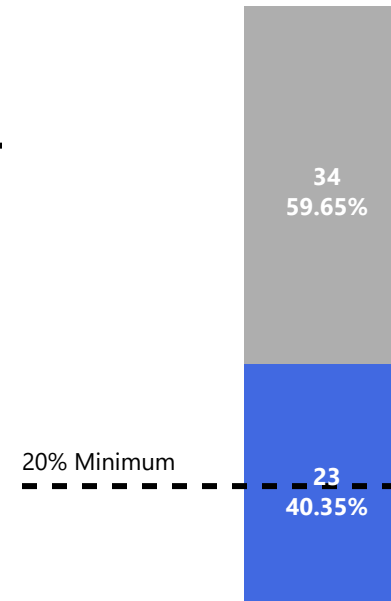
● Permanent
● Sheltered
● Temporary
● Unshelter...



Employment and Income Growth

(SPM Metric 4.6)

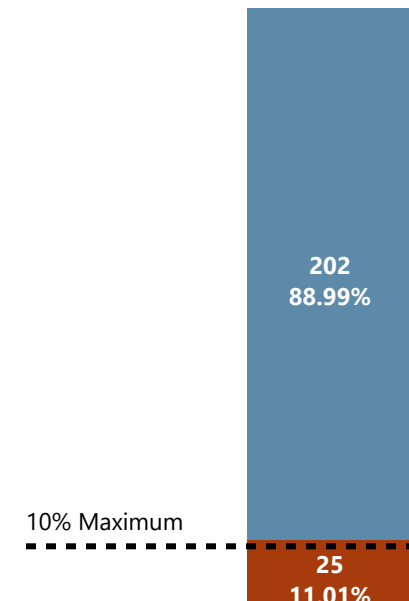
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





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

Quarter 4 - Rapid Rehousing

SNAP - Singles Rapid Rehousing

Number of Individuals Served
Projected Individuals Served: 60

63

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

26

Rapid Placement into Permanent Housing
(Custom Metric - Days)

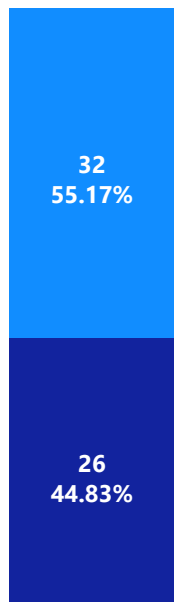
49

Max: 60 Days

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

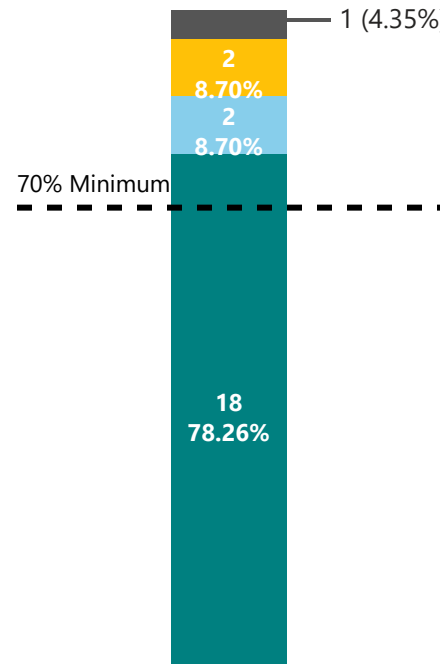
● Moved-In ● Not Moved-In



Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)

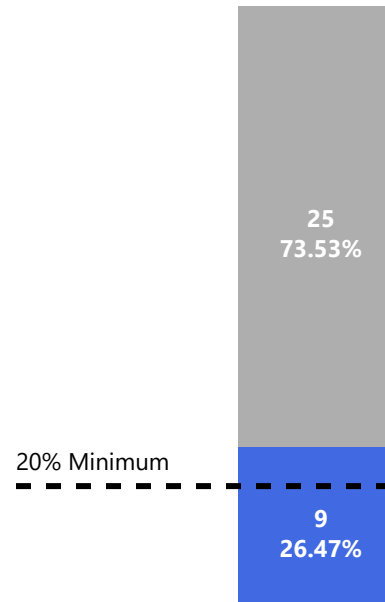
● Permanent
● Sheltered
● Temporary
● Unshelter...



Employment and Income Growth

(SPM Metric 4.6)

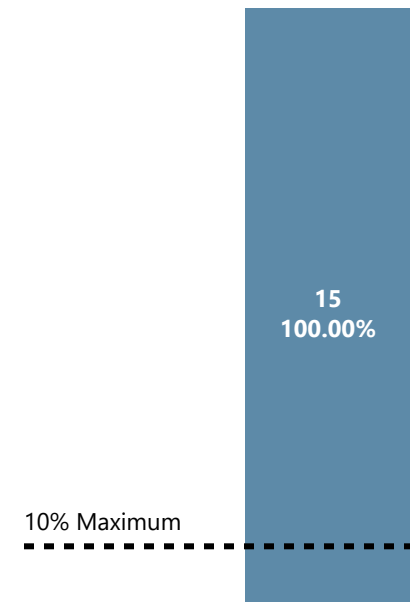
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return





Quarter 4 - Rapid Rehousing

YWCA - Rapid Rehousing for Survivors of DV

Number of Households Served

Projected Households Served: 60

78

Households Served Moved into Housing

(Currently Housed - May be Receiving Subsidy)

55

Rapid Placement into Permanent Housing

(Custom Metric - Days)

46

Max: 60 Days

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

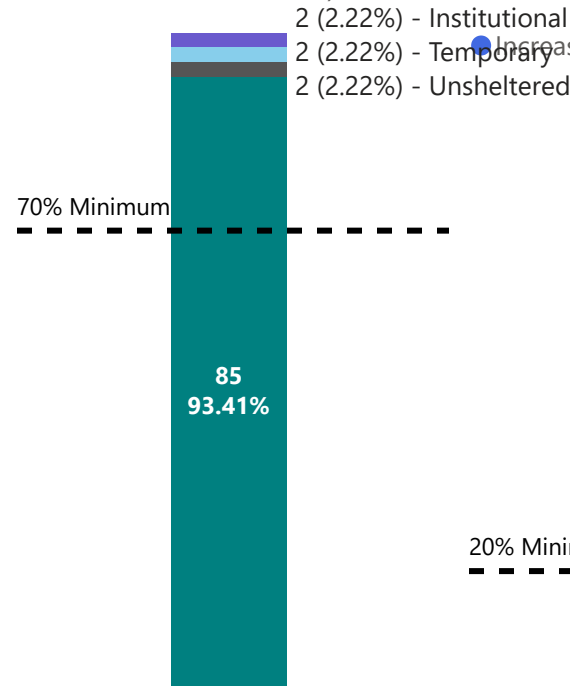
● Moved-In ● Not Moved-In



Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)

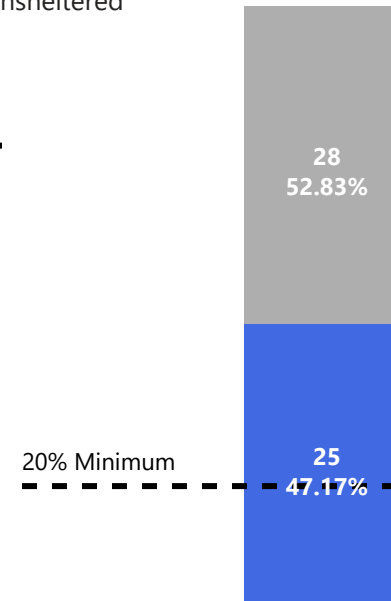
● Institutional
● Permanent
● Temporary
● Unshelter...



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 4 - Rapid Rehousing

Catholic Charities - Families Light Rapid Rehousing

Note: Project Started 2/25/2026

Number of Households Served

7

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

5

Rapid Placement into Permanent Housing
(Custom Metric - Days)

44

Max: 60 Days

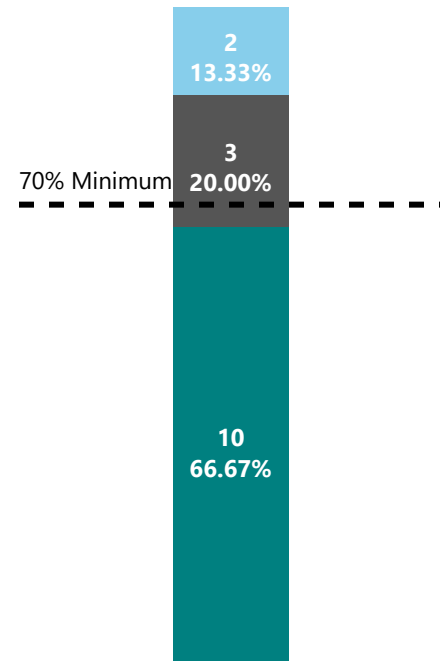
Households Served Moved into Housing (Currently Housed - May Be Receiving Subsidy)

● Moved-In ● Not Moved-In



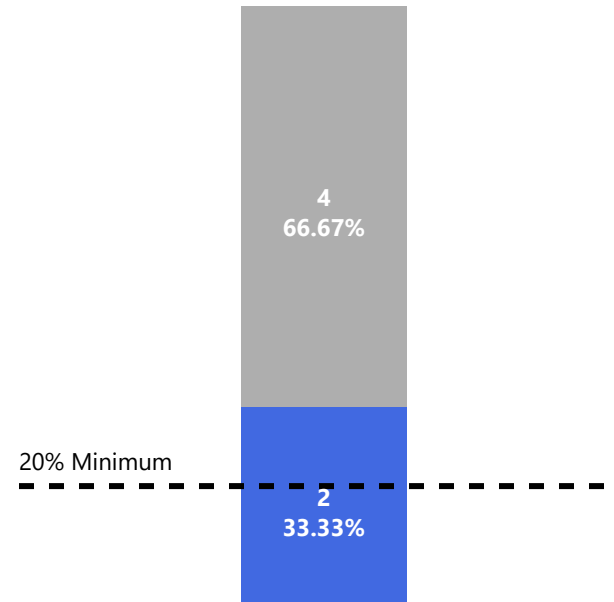
Exits to Permanent Housing (SPM Metric 7b.1 - Exited Clients)

● Permanent
● Temporary
● Unshelter...



Employment and Income Growth (SPM Metric 4.6)

● Increase ● No Increase



Returns to Homelessness (SPM Metric 2b)

No client exited from this project during the reporting period (shifted two years). 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

10% Maximum



Quarter 4 - Rapid Rehousing SNAP - Singles Light Rapid Rehousing

Note: Project Started 2/25/2026

Number of Individuals Served

5

Individuals Served Moved into Housing
(Currently Housed - May be Receiveing Subsidy)

3

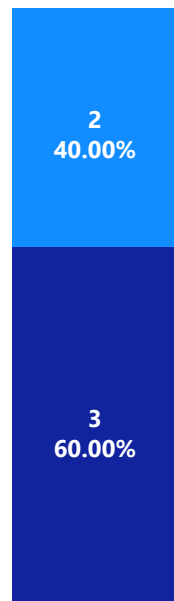
Rapid Placement into Permanent Housing
(Custom Metric - Days)

39

Max: 60 Days

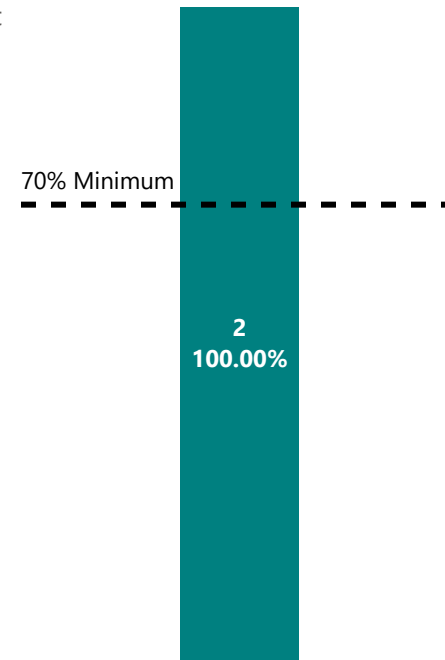
Individuals Served Moved into Housing (Currently Housed - May Be Receiving Subsidy)

● Moved-In ● Not Moved-In



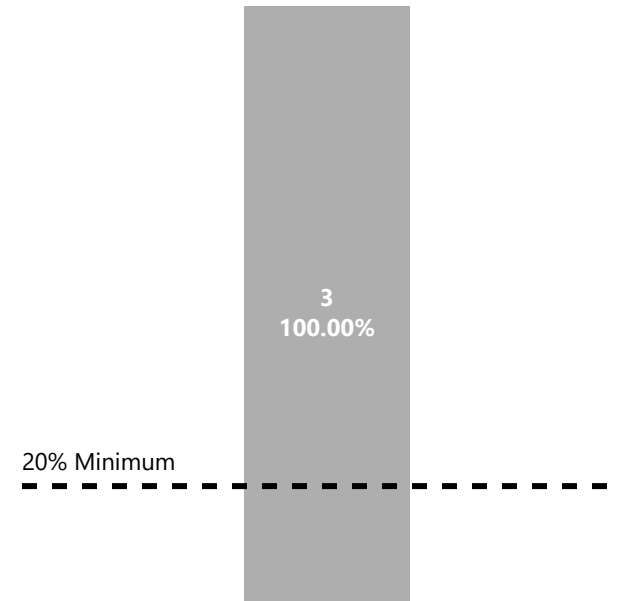
Exits to Permanent Housing (SPM Metric 7b.1 - Exited Clients)

● Permanent



Employment and Income Growth (SPM Metric 4.6)

● No Increase



Returns to Homelessness (SPM Metric 2b)

No client exited from this project during the reporting period (shifted two years). 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

10% Maximum



Quarter 4 - Rapid Rehousing

YWCA - Light Rapid Rehousing for Survivors of DV

Note: Project Started 2/25/2026

Number of Households Served

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

Rapid Placement into Permanent Housing
(Custom Metric - Days)

2

2

21

Max: 60 Days

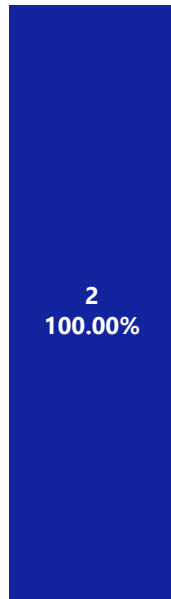
Households Served Moved into Housing
(Currently Housed - May Be Receiving Subsidy)

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

Employment and Income Growth
(SPM Metric 4.6)

Returns to Homelessness
(SPM Metric 2b)

● Moved-In



No client exited during the reporting period. As a result, there is no data available for Exits to Permanent Housing. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

No client demonstrated a growth of income. As a result, there is no data available for Employment and Income growth. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

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

70% Minimum

10% Maximum



CoC PY 2025-26 Quarterly Performance Report

Quarter 4 - 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 - 07/31/2026



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

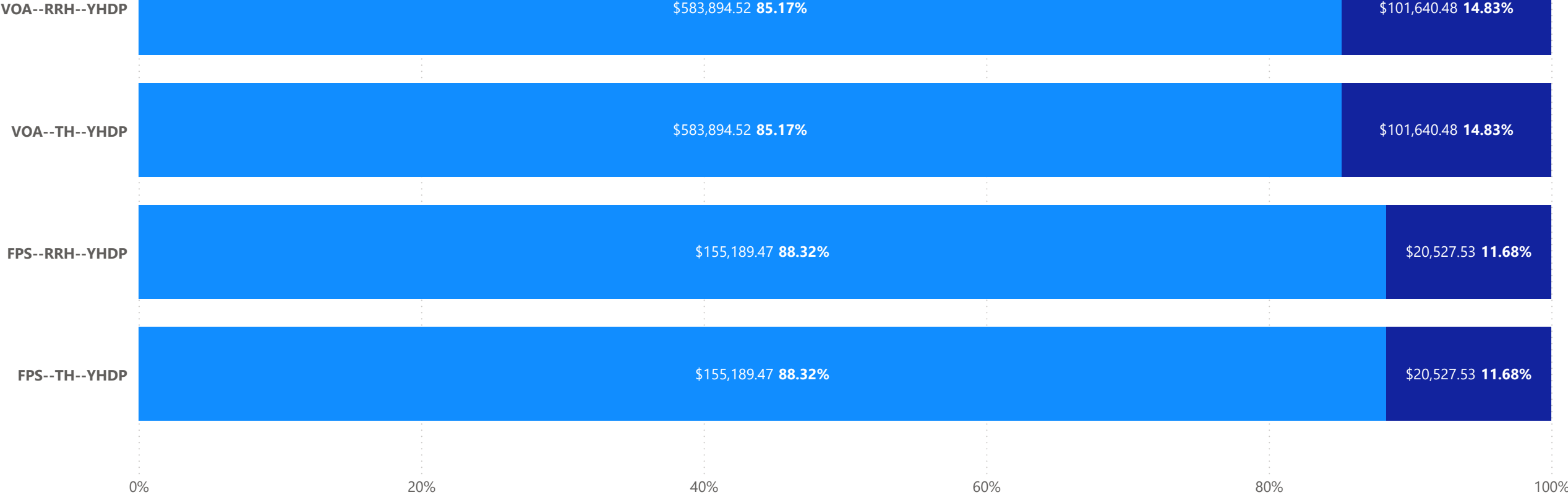
Q2

Q3

Q4

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

● Sum of Total Spent ● Sum of Total Remaining





Quarter 4 - Transitional Housing & Rapid Rehousing Performance Overview

Number of Households
Served

137

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

Max: 160 Days

266

Average Utilization Rate
(TH - Bed)

Min: 85%

83%

Average Utilization Rate
(TH - Unit)

Min: 85%

83%

Households Served Moved
into Housing

89

Rapid Placement into
Permanent Housing

Max: 60 Days

58

Households Served Moved into Housing

(Currently Housed - May Be
Receiving Subsidy)

● Permanent

● Moved-In ● Not Moved-In



Exits to Permanent Housing (TH)

(SPM Metric 7b.1 - Exited Clients)

● Permanent



Exits to Permanent Housing (RRH)

(SPM Metric 7b.1 - Exited Clients)

● Institutional

● Permanent

● Sheltered

● Temporary

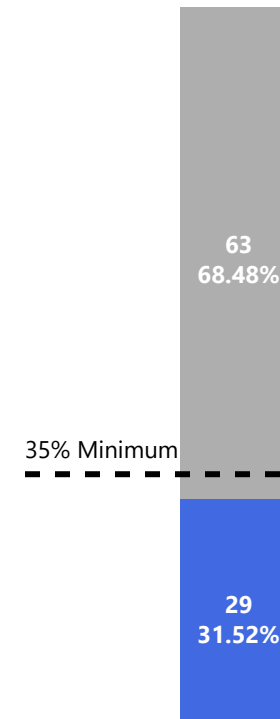
● Unsheltered



Employment and Income Growth

(SPM Metric 4.6)

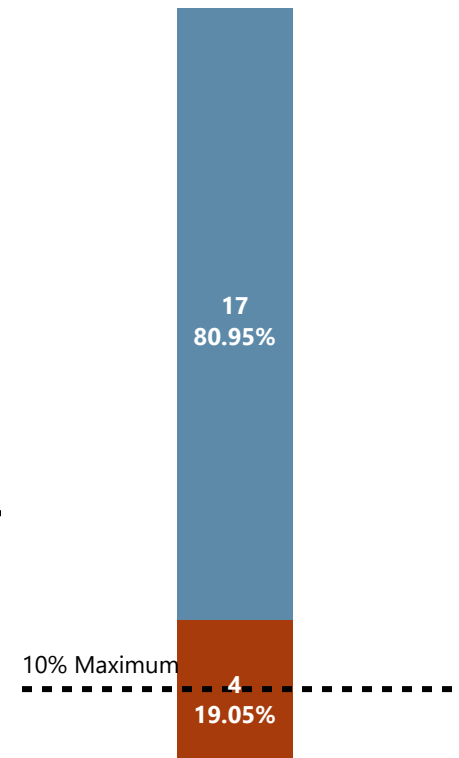
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 4 - Transitional Housing & Rapid Rehousing Family Promise of Spokane - YHDP

Number of Households
Served

30

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

Max: 160 Days

193

Average Utilization Rate
(TH - Bed)

Min: 85%

90%

Average Utilization Rate
(TH - Unit)

Min: 85%

76%

Households Served Moved
into Housing

27

Rapid Placement into
Permanent Housing

Max: 60 Days

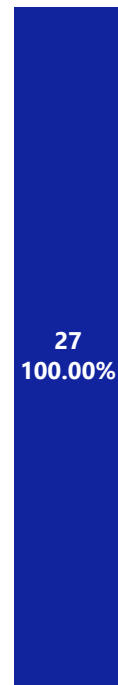
64

Households Served Moved into Housing

(Currently Housed - May Be
Receiving Subsidy)

● Permanent

● Moved-In



Exits to Permanent Housing (TH)

(SPM Metric 7b.1 - Exited Clients)

● Permanent



Exits to Permanent Housing (RRH)

(SPM Metric 7b.1 - Exited Clients)

● Permanent

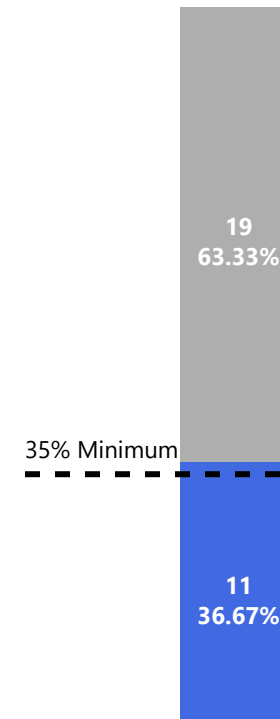
● Unsheltered



Employment and Income Growth

(SPM Metric 4.6)

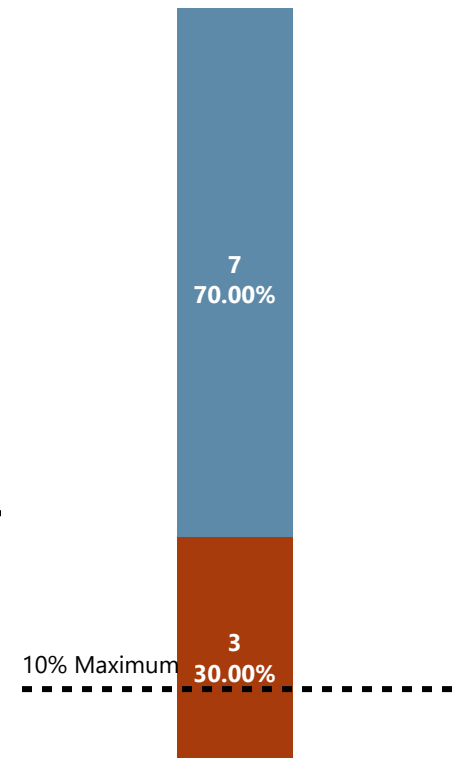
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 4 - Transitional Housing & Rapid Rehousing Volunteers of America - YHDP

Number of Households
Served

107

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

Max: 160 Days

305

Average Utilization Rate
(TH - Bed)

Min: 85%

84%

Average Utilization Rate
(TH - Unit)

Min: 85%

84%

Households Served Moved
into Housing

62

Rapid Placement into
Permanent Housing

Max: 60 Days

73

Households Served Moved into Housing

(Currently Housed - May Be
Receiving Subsidy)

● Permanent

● Moved-In ● Not Moved-In



Exits to Permanent Housing (TH)

(SPM Metric 7b.1 - Exited Clients)

● Permanent



Exits to Permanent Housing (RRH)

(SPM Metric 7b.1 - Exited Clients)

● Institutional

● Permanent

● Sheltered

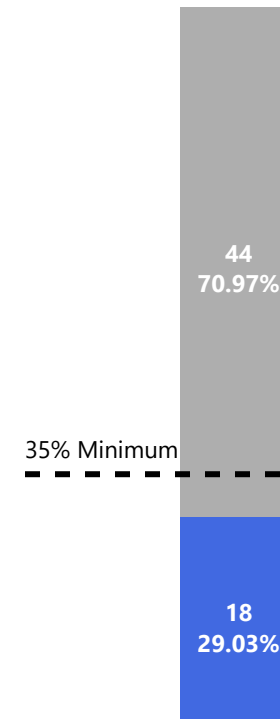
● Temporary



Employment and Income Growth

(SPM Metric 4.6)

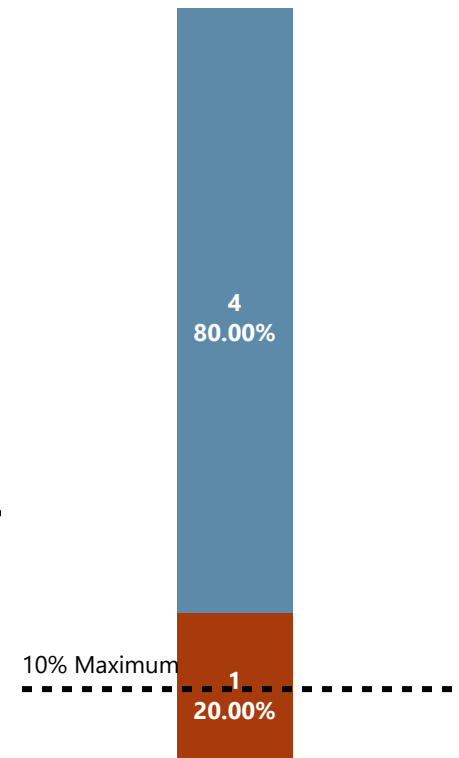
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 4 - 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 - 07/31/2026



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

VOA--PSH--WA0130

\$1,266,512.25 81.79%

\$281,963.75 18.21%

CC--PSH--WA0374

\$354,269.71 83.04%

\$72,360.29 16.96%

CC--PSH--WA0512

\$225,345.40 84.22%

\$42,206.60 15.78%

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



Quarter 4 - Permanent Supportive Housing Performance Overview

Number of Households Served

309

Average Rate of Utilization
(Bed)

81%

Min: 85%

Average Rate of Utilization
(Unit)

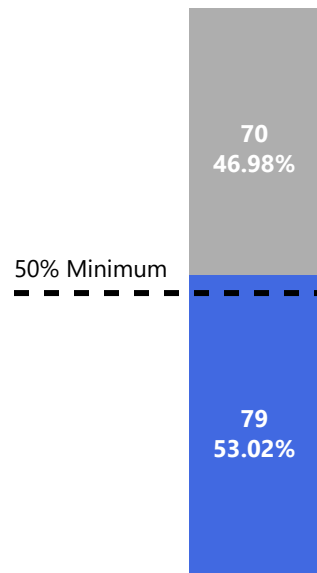
81%

Min: 85%

Employment and Income Growth for Stayers

(SPM Metric 4.3)

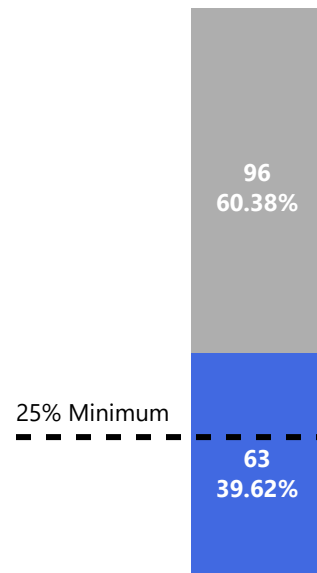
● Increase ● No Increase



Annual Income Growth and/or Non-Cash Benefits

(Local Measure)

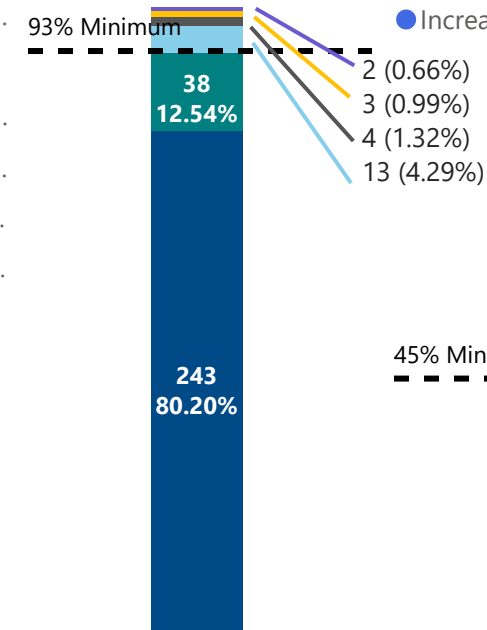
● Increase ● No Increase



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

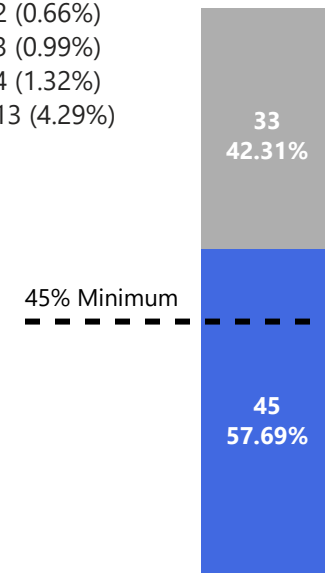
● Institut...
● Perma...
● Retenti...
● Shelter...
● Tempo...
● Unshel...



Employment and Income Growth for Leavers

(SPM Metric 4.6)

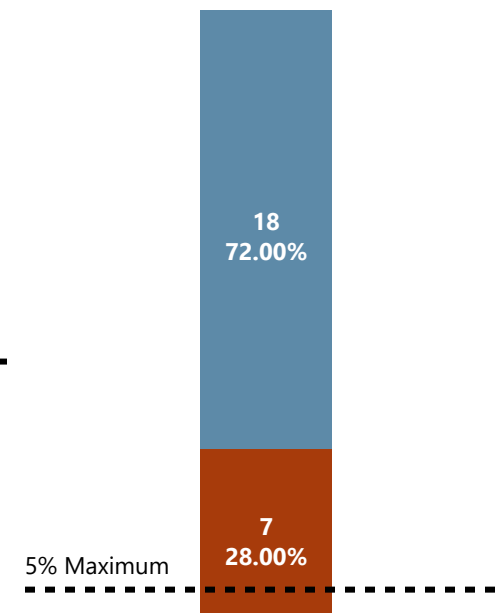
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 4 - Permanent Supportive Housing Catholic Charities - PSH Scattered Sites WA0512

Number of Households Served

Projected Households Served: 35

38

Average Rate of Utilization

(Bed)

90%

Min: 85%

Average Rate of Utilization

(Unit)

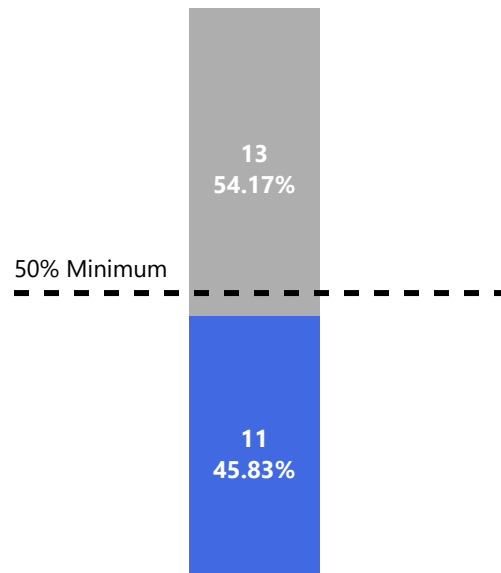
85%

Min: 85%

Employment and Income Growth for Stayers

(SPM Metric 4.3)

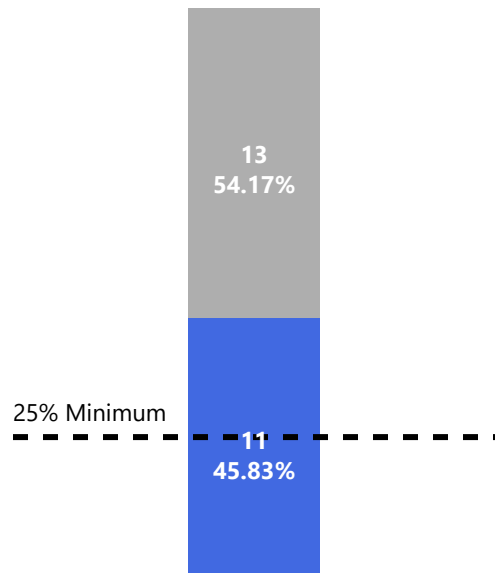
● Increase ● No Increase



Annual Income Growth and/or Non-Cash Benefits

(Local Measure)

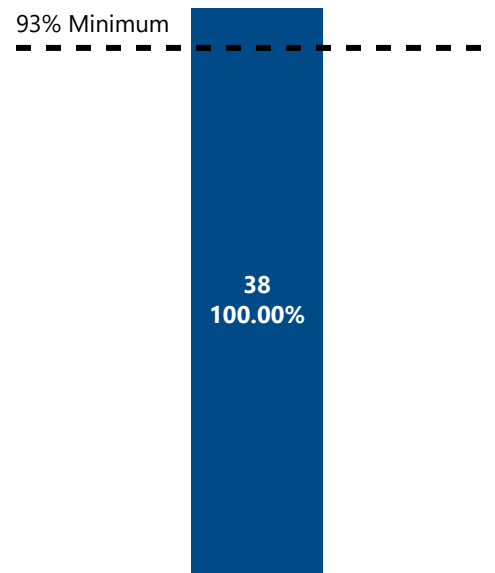
● Increase ● No Increase



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 4 - Permanent Supportive Housing Catholic Charities - PSH Consolidated WA0374

Number of Households Served

Projected Households Served: 94

97

Average Rate of Utilization

(Bed)

84%

Min: 85%

Average Rate of Utilization

(Unit)

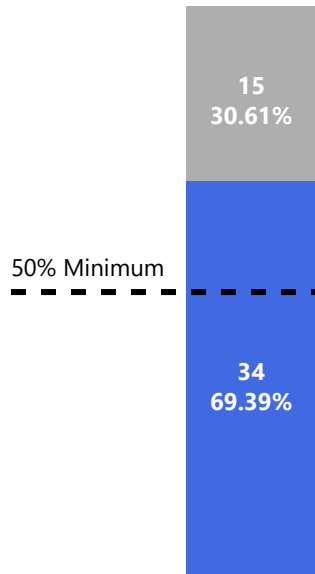
79%

Min: 85%

Employment and Income Growth for Stayers

(SPM Metric 4.3)

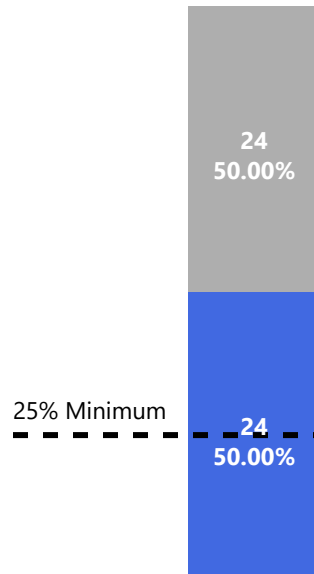
● Increase ● No Increase



Annual Income Growth and/or Non-Cash Benefits

(Local Measure)

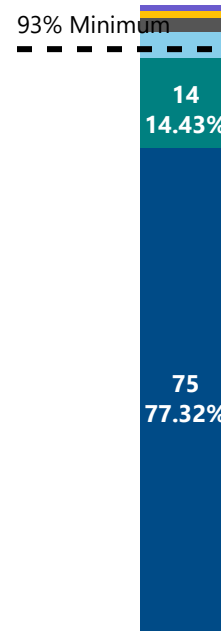
● Increase ● No Increase



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

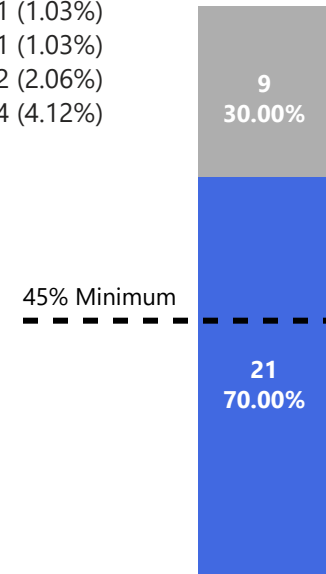
● Institut...
● Perma...
● Retenti...
● Shelter...
● Tempo...
● Unshel...



Employment and Income Growth for Leavers

(SPM Metric 4.6)

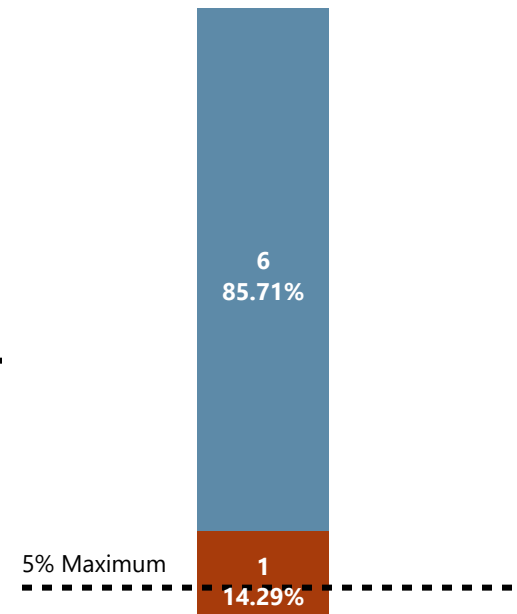
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





Quarter 4 - Permanent Supportive Housing Volunteers of America - PSH Scattered Sites WA0130

Number of Households Served

Projected Households Served: 156

174

Average Rate of Utilization

(Bed)

74%

Min: 85%

Average Rate of Utilization

(Unit)

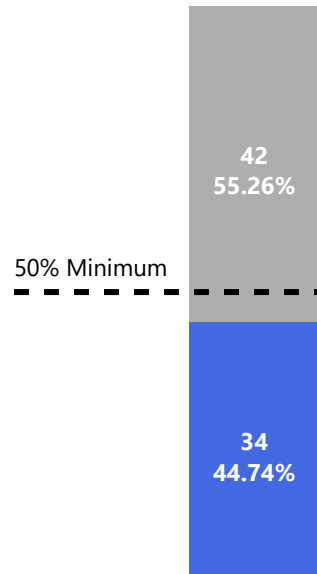
73%

Min: 85%

Employment and Income Growth for Stayers

(SPM Metric 4.3)

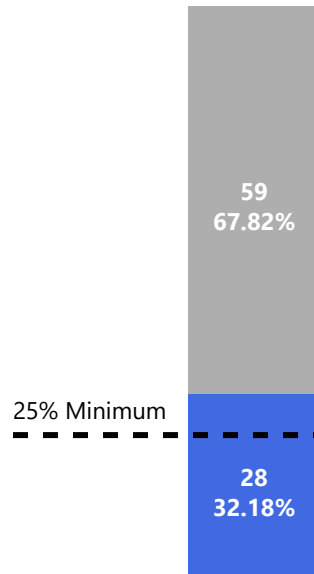
● Increase ● No Increase



Annual Income Growth and/or Non-Cash Benefits

(Local Measure)

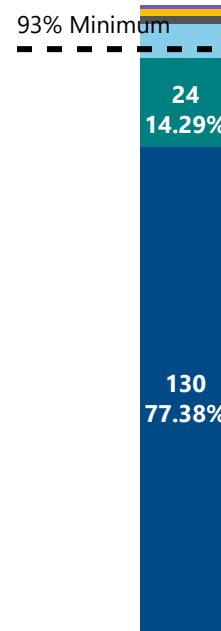
● Increase ● No Increase



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

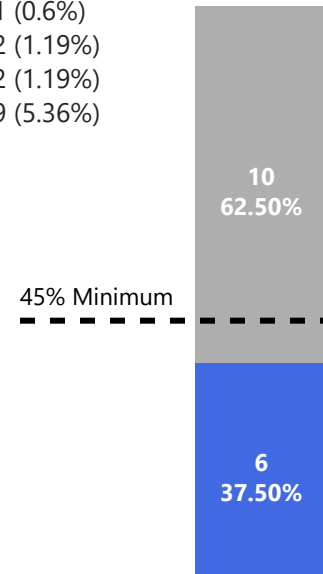
● Institut...
● Perma...
● Retenti...
● Shelter...
● Tempo...
● Unshel...



Employment and Income Growth for Leavers

(SPM Metric 4.6)

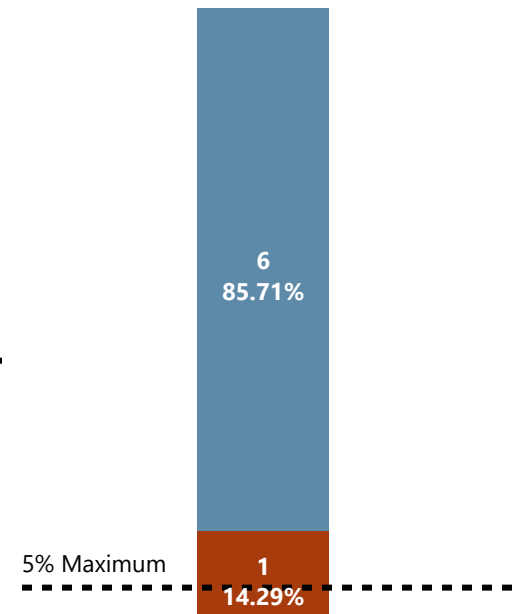
● Increase ● No Increase



Returns to Homelessness

(SPM Metric 2b)

● Did Not Return ● Returned





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

Quarter 4 - Supportive Services Only

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

Reporting Period: 08/1/2025 - 07/31/2026



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



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



Quarter 4 - Supportive Services Only Performance Overview

Number of Individuals Served

16

Clients with a Date of Engagement

5

Exits

(Exited Clients)

Exits to Permanent Housing (Min: 35%)

Exits to Host Homes (Min: 65%)

● Permanent



Exits

(Only W/ Date of Engagement)

Exits to Permanent Housing (Min: 35%)

Exits to Host Homes (Min: 65%)

No clients who exited the project, had a date of engagement. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team



Quarter 4 - Supportive Services Only

Catholic Charities - Host Homes (YHDP)

Number of Individuals Served

Projected Individuals Served: 8

Clients with a Date of Engagement

16

5

Exits

(Exited Clients)

Exits to Permanent Housing (Min: 35%)

Exits to Host Homes (Min: 65%)

● Permanent



Exits

(Only W/ Date of Engagement)

Exits to Permanent Housing (Min: 35%)

Exits to Host Homes (Min: 65%)

No clients who exited the project, had a date of engagement. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team



Quarter 4 - 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	4	10.00%	4	10.00%
Currently Enrolled	28	70.00%	28	70.00%
Permanent	1	2.50%	1	2.50%
Sheltered	5	12.50%	5	12.50%
Unsheltered	2	5.00%	2	5.00%
Total	40	100.00%	40	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			3	2.29%	3	2.29%
Currently Enrolled	14	10.69%	4	3.05%	18	13.74%
Permanent	74	56.49%	3	2.29%	77	58.78%
Sheltered	3	2.29%			3	2.29%
Temporary	13	9.92%	7	5.34%	20	15.27%
Unsheltered	10	7.63%			10	7.63%
Total	114	87.02%	17	12.98%	131	100.00%



Quarter 4 - Unknown Exits

All Projects

Program Name	CC--RRH--Families Light--CoC--WA0288		CC--RRH--Families--CoC--WA0288		SNAP--RRH--Singles Light--CoC--WA0331		SNAP--RRH--Singles--CoC--WA0331		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients
Unknown					1	0.31%	11	3.41%	12	3.72%
Currently Enrolled	6	1.86%	51	15.79%	2	0.62%	29	8.98%	88	27.24%
Institutional			1	0.31%					1	0.31%
Permanent	10	3.10%	140	43.34%	2	0.62%	18	5.57%	170	52.63%
Sheltered			6	1.86%			2	0.62%	8	2.48%
Temporary	2	0.62%	3	0.93%			2	0.62%	7	2.17%
Unsheltered	3	0.93%	33	10.22%			1	0.31%	37	11.46%
Total	21	6.50%	234	72.45%	5	1.55%	63	19.50%	323	100.00%

Program Name	YWCA--RRH--Light--Survivors of DV--WA0353		YWCA--RRH--WA0353 and WA0453		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients
Unknown			16	8.12%	16	8.12%
Currently Enrolled	5	2.54%	85	43.15%	90	45.69%
Institutional			2	1.02%	2	1.02%
Permanent			85	43.15%	85	43.15%
Temporary			2	1.02%	2	1.02%
Unsheltered			2	1.02%	2	1.02%
Total	5	2.54%	192	97.46%	197	100.00%



Quarter 4 - Unknown Exits

All Projects

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					14	7.22%	4	2.06%	18	9.28%
Currently Enrolled					36	18.56%	4	2.06%	40	20.62%
Institutional					2	1.03%			2	1.03%
Permanent	67	34.54%	11	5.67%	36	18.56%	5	2.58%	119	61.34%
Sheltered					3	1.55%			3	1.55%
Temporary	4	2.06%			3	1.55%			7	3.61%
Unsheltered	5	2.58%							5	2.58%
Total	76	39.18%	11	5.67%	94	48.45%	13	6.70%	194	100.00%



Quarter 4 - 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					6	1.46%	6	1.46%
Institutional	1	0.24%			1	0.24%	2	0.49%
Permanent	18	4.38%	1	0.24%	25	6.08%	44	10.71%
Retention	79	19.22%	124	30.17%	134	32.60%	337	82.00%
Sheltered	1	0.24%			2	0.49%	3	0.73%
Temporary	4	0.97%	1	0.24%	9	2.19%	14	3.41%
Unsheltered	2	0.49%			3	0.73%	5	1.22%
Total	105	25.55%	126	30.66%	180	43.80%	411	100.00%

Program Name	CC--SSO--Host Homes--YHDP		Total	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients
Currently Enrolled	7	43.75%	7	43.75%
Permanent	9	56.25%	9	56.25%
Total	16	100.00%	16	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: CoC-CC-PSH-WA0374 Service Type: PSH Reporting Period: Q4 Date Submitted: 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
Average Rate of Utilization (Bed)	85%	84%	1%
Average Rate of Utilization (Unit)	85%	79%	6%
Exits to or Retention of Permanent Housing	93%	91.75%	1.25%
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.

Average Rate of Utilization (Beds/Units):

The project remained slightly below the minimum performance standard for bed utilization and below the standard for unit utilization during Q4. As previously reported, utilization can be impacted by the amount of time required to prepare vacated units for occupancy, complete necessary repairs or rehabilitation, identify eligible voucher recipients, and complete the documentation necessary for lease-up. Although utilization remained below the established benchmark, the project served 97 households during the reporting period compared with a projected 94 households, demonstrating continued housing activity within the project.

Exits to or Retention of Permanent Housing:

The project remained slightly below the 93% minimum standard for exits to or retention of permanent housing. Q4 performance was approximately 91.75%, placing the project approximately 1.25 percentage points below the standard. Permanent Supportive Housing serves individuals who may experience significant and overlapping barriers to housing stability, including behavioral health needs, substance use, medical concerns, safety issues, and other circumstances that may affect a client's ability to maintain housing. CCEW's Onsite Supportive Housing Services Program (OSHS) continues to work with clients to address these barriers as early as possible and to support housing retention whenever possible. While the project did not fully meet the performance standard, the Q4 result reflects that the large majority of clients either retained permanent housing or exited to another permanent housing destination.

Returns to Homelessness

Returns to homelessness remained above the 5% maximum standard at 14.29%. This percentage represents one client returning to homelessness among seven clients included in the applicable reporting population. Because of the small number of clients included in this measure, a single return has a significant impact on the overall percentage.

OSHS recognizes the importance of continued transition planning, engagement, and coordination with community providers when clients leave the program. In some circumstances, the program's ability to provide continued support may become limited after a client exits or transfers to another housing or service provider.

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.*

Average Rate of Utilization (Beds/Units):

CCEW continues to work to reduce the amount of time that units remain vacant and improve the transition from vacancy to occupancy. This includes coordinating cleaning, repairs, and rehabilitation of units as quickly as possible and using dedicated staff and contractors when needed to prepare units for new occupants. Housing Services and PSH staff also continue working to identify eligible voucher recipients and assist with completion of required documentation so clients can move into available units as efficiently as possible. OSHS supports these efforts through coordination with Housing Services and Property Management and by assisting clients with barriers that may delay successful lease-up or housing placement.

Exits to or Retention of Permanent Housing:

OSHS continues to focus on early identification and intervention when concerns arise that may place a client's housing at risk. Staff maintain regular engagement with clients and work to identify behavioral health concerns, recovery-related needs, safety concerns, lease compliance issues, and other barriers that may affect housing stability.

When increased support is needed, OSHS coordinates with Property Management, Housing Services, CARES (security and safety) staff, Crisis Response Peers, and other appropriate partners through CCEW's coordinated Crisis Response process. OSHS has also continued strengthening staff supervision, training, documentation practices, and data tracking so that concerns can be identified and elevated earlier. These efforts are intended to provide additional opportunities for intervention before a concern results in loss of housing.

Returns to Homelessness

OSHS continues to engage clients in support of long-term housing stability and works with clients to address barriers that could increase their risk of returning to homelessness. Staff collaborate with internal departments and outside providers, including behavioral health, recovery, medical, and other specialized service providers, when additional support is needed.

When clients are preparing to exit or transition from the program, OSHS works to support coordination and connection to available resources whenever possible. Staff will continue strengthening transition planning,

communication with community partners, and follow-up practices where appropriate in an effort to reduce the likelihood of clients returning to homelessness after leaving permanent 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.*

OSHS will continue these efforts throughout the next reporting period and will review performance trends as new QPR data becomes available.

Over the next quarter, staff will continue focusing on proactive engagement with clients who may be at increased risk of housing instability, early escalation of housing concerns, timely documentation, and coordination with internal and external partners.

Over the next three to six months, OSHS will continue reviewing exits, housing-retention outcomes, returns to homelessness, client engagement, and Crisis Response involvement to identify trends and will continue to adjust services as needed in support of improved client outcomes.

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:	Service Type:	Reporting Period:	Date Submitted:
CoC-CC-PSH-WA0512	PSH	Q4	8/18/2026

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
Employment and Income Growth for Stayers	50%	45.83%	4.17%

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 that can affect our clients' ability to increase their income. Healthcare needs and disabilities can limit the types of employment and income-generating opportunities available to some clients. One of the most significant barriers, however, is a lack of familiarity with benefit structures and the resulting fear that increased income or other changes in circumstances could jeopardize essential benefits. Clients frequently express these concerns directly, particularly those who have experienced homelessness. For many, the stability of their housing is paramount, and they are understandably hesitant to make changes that they fear could put that stability at risk. We are actively working to address these barriers by providing education, support, and individualized guidance to help clients better understand how changes in income may affect their benefits and overall financial stability. These efforts are intended to improve our overall outcomes and metrics, as reflected below. Additionally, we anticipate that the early 2027 figures will be substantially higher.

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-established its Supportive Employment (SE) program and hired a dedicated Supportive Employment Specialist. Since then, we have invested significant time and resources in training and developing this staff member, including supporting their certification in benefits management. Benefits management is often one of the most significant barriers to helping clients achieve greater stability through employment, as navigating the potential impact of increased income on public benefits can be complex and understandably create uncertainty for clients. While greater long-term stability may ultimately involve a reduced reliance on government benefits, transitioning away from those supports prematurely can be counterproductive and may jeopardize a client's overall stability. Our goal is therefore to help clients thoughtfully and successfully achieve their income-related goals while maintaining the supports they need during the transition. In doing so, we hope to help clients experience the dignity, independence, and increased self-sufficiency that can come from supporting themselves to the greatest extent possible. In addition to benefits management, our Supportive Employment Specialist has been building relationships with local employers and developing the internal systems and processes necessary to create a strong, sustainable SE program. We believe these investments are already contributing to improved client outcomes and will continue to yield meaningful gains in both income growth and overall stability.
2. Our Onsite Supportive Housing Services program established a cross-departmental task force composed of key staff to identify comprehensive ways to help clients achieve their goals of increasing income. The task force was charged with developing a strategic, coordinated approach that could be integrated across our full spectrum of services, engaging clients, staff, and community partners to identify and navigate barriers and ultimately create meaningful, measurable impact in clients' income growth. Over the course of six months, the task force developed a comprehensive framework for supporting clients in pursuing increased income and greater financial stability. In January 2026, we began training staff across the entire department on this approach. The task force continues to provide role-specific training to ensure that every member of our team has the knowledge and tools necessary to incorporate these services into their work and make them available to every client we serve. We anticipate that this coordinated, department-wide approach will continue to produce significant improvements in our year-over-year outcomes. Based on the progress we have seen over the past 12 months, we expect these improvements to become increasingly evident in next year's metrics.

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 Q2 of the new contract year.

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:
CC—RRH--Families	.Rapid Rehousing	2/25/26- 7/31/2026	08/28/2026
Ligh-t-CoC- WA0288			

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%	66.67%	--3.33%

Explanation of the Variance

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

The program's performance outcome for Exits to Permanent Housing was 66.67%, which was below the established standard of 70%, resulting in a variance of -3.33%. This variance represents two families. One family temporarily moved in with family members to receive support from a family member. While this did not meet the program's definition of an exit to permanent housing, the family was able to access a safe and supportive temporary living arrangement based on their current circumstances. The second family chose not to engage in housing services at this time.

Staff will continue to work with families using a person-centered and trauma-informed approach, providing ongoing support, housing resources, and opportunities to engage in services when they are ready. The small variance was primarily the result of individual family circumstances and choices rather than a lack of available housing support.

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.

To strengthen performance, staff will ensure that families understand the ongoing support and resources available to them after obtaining stable housing and exiting the program. By clearly communicating that support remains available beyond program exit, we hope to increase clients' confidence in maintaining housing stability and accessing assistance when challenges arise.

Additionally, staff will review training in motivational interviewing and participate in role play scenarios to further enhance engagement and support for families in identifying and working toward their individual housing goals. Staff will also focus on connecting clients with additional community resources that can help build strong support systems and promote long-term stability and self-sufficiency.

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 strategies will be immediately employed, and improvements should be seen by next reporting cycle.

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:	Service Type:	Reporting Period:	Date Submitted:
CC—SSO-Host Homes-YHDP	SSO YHDP	08/01/2025-07/31/2026	8/12/26

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
Serving those with Long Length of Homelessness	64%	49.47	-14.53

- The performance outcome for serving unaccompanied youth experiencing long lengths of homelessness had a variance of -14.53%. This variance is primarily due to the housing situations of most unaccompanied youth served by the program. Many of these youth have been couch surfing or experiencing imminent risk of homelessness rather than being literally homeless for an extended period. While these youth met the program's eligibility and service needs, their housing circumstances did not meet the criteria for a long length of literal homelessness, which impacted the overall performance outcome.

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.

- There are no additional steps that need to be taken to improve this performance outcome, as the variance reflects the housing circumstances of the unaccompanied youth being served rather than a gap in program services. Across systems and organizations, we work collaboratively to ensure that unaccompanied youth experience homelessness for as brief a period as possible. Our focus remains on quickly connecting youth to appropriate resources, housing opportunities, and supportive services to prevent homelessness from becoming prolonged or chronic.

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.

➤

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

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Project Information

Project Name: CC—TH—SMS—WA0109 Service Type: Transitional Housing Reporting Period: 08/01/25-07/31/2026 Date Submitted: 08/12/2026

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
Returns to Homelessness	10%	18.33	-8.33%
Employment and Income Growth	35%	33.33	-1.67

- For returns to homelessness, the reported rate is 18.33%, which exceeds the 10% goal. This variance of -8.33% is attributed to seven families, 11 individuals, reentering the homeless' system during the reporting period. These returns were due to domestic violence, substance use relapse, and children being removed from care.
- For employment and income growth, the program achieved a current performance rate of 33%, slightly below the target of 35%, resulting in a variance of -1.67%. This performance measure would have increased to 35% if significant others were included in the calculation. Additionally, three households had heads of households who remained at home to provide childcare, as the cost of daycare would have exceeded the financial benefit of obtaining employment. While these decisions impacted the metric, they represent family-centered choices that supported household stability and reduced financial burden during the reporting period.

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.
- The program has added a case manager with extensive experience working with survivors of domestic violence and an in-depth understanding of the complex barriers they face. This additional expertise has enhanced the team's ability to provide individualized, survivor-centered services and develop housing plans that prioritize safety and long-term stability.
- 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 and less recidivism.

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

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Project Information

Project Name:

- FPS--TH--YHDP
- FPS--RRH--YHDP

Service Type:
Assistance

Reporting Period:
8/1/2025 - 7/31/2026

Date Submitted:
8/17/2026

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
[1A.2]	[160]	[178]	[+18]
[AVG. UTI RATE]	[85 MIN]	[76]	[-7]
[2B]	[10 MAX]	[50]	[+40]

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.
- 1A.2: Families had pre-existing barriers that hindered housing placement.
- AVG UTI RATE: The grant ending and we down sized our transitional housing from availability from 2 to 1.
- 2B: One participant exited to live with family temporarily, and another exited the program due to impending incarceration. These circumstances contributed to the reported return-to-homelessness rate and were outside of the Keep Housing Program's ability to directly control.

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 reevaluating our process and procedures for stabilization for all families.

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 are planning to show these improvements by October 1st, 2026, the first 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.

N/A: This grant has ended no need for further support or resources.

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:

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

Service Type:
RRH

Reporting Period:
08/01/2025-07/31/2026

Date Submitted:
8/12/2026

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
SPM 4.6	20%	0%	20%
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

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.

This is a new pilot project with minimal enrollments. Clients receive a shortened length of service (maximum subsidy of 3 months) with the goal of assisting clients with fewer barriers. The project assisted a household of 2 with reuniting with their family on permanent basis. The other 3 households stopped engaging in services and case managers attempted to reconnect them to services, but were exited in accordance with our client exit policy.

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.

As this is new pilot project with the goal of providing minimal subsidy to less acute households we are monitoring the level of intervention necessary to determine if it is sufficient to help households achieve stability. Based on feedback provided to the CE leads and HHS staff the threshold prioritization scores have been lowered to allow households with fewer barriers to receive a referral to the project.

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 pilot policies have been updated to reflect the new prioritization standards. We believe this will better match households with the proper intervention going forward.

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.*

We will continue to provide feedback to CE leads and HHS staff regarding the effectiveness of the pilot project.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name: VOA—SO—YHDP (Street Outreach (YHDP)) Service Type: SO Reporting Period: Quarter 4 Date Submitted: 08/11/26

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
<i>Exits From Street Outreach</i>	40% (Permanent)	12.50%	27.50%
Employment and Income Growth	35% Minimum	0%	35%
Returns to Homelessness	20% Maximum	50%	30%

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.

Staffing shortages at Crosswalk shelter have required the Street Outreach team to provide day-staff coverage, reducing the team's capacity to maintain consistent field-based engagement with clients. Additionally, following the closure of YAS, the program has been unable to fill a second Street Outreach position while broader staffing coverage adjustments are being addressed across programs. Operating with only one outreach staff member has created significant capacity challenges and limited the team's ability to provide consistent client contact, follow-up, and service coordination, which has contributed to lower exit outcomes. Recent clarification regarding the distinction between the SO YHDP project and the SO YouthReach project has also affected performance outcomes. Historically, these projects have served similar client populations; however, the programs now need to operate with clearer differentiation in scope and service approach. As a result, the program has experienced an increase in exits as clients are aligned more appropriately with the corresponding project. Employment and income growth outcomes have also been impacted, as reduced client contact has limited opportunities to provide ongoing support in these areas. During the limited engagement that has occurred, many clients have not expressed interest in services at this time. Many of the clients we see have already participated in the program for an extended period and are familiar with available resources; however, they are not presently interested in housing assistance or other supports available through the program. Regarding returns to homelessness, only two clients exited during this reporting period, and one of those individuals returned to homelessness. The team also serves many clients whose engagement is intermittent, with periods of disengagement followed by re-engagement depending on their individual circumstances.

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 hope to see a rise in engagement as we hire a new outreach case manager. It will allow our current outreach case manager to go out more frequently and engage with new clients. We've been having case managers fill in in order to allow our outreach case manager to go out into the field but with others being so busy those meetings often get cancelled or shortened.

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're expecting that by next quarter we will see some improvement in all fields.

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