



Performance Overview

Number of Individuals Served

205

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

126

Max: 90 Days

Average Rate of Utilization

(Local Measure)

86%

Min: 85%

HMIS Name: All Emergency Shelter (Continuous Stay) Projects

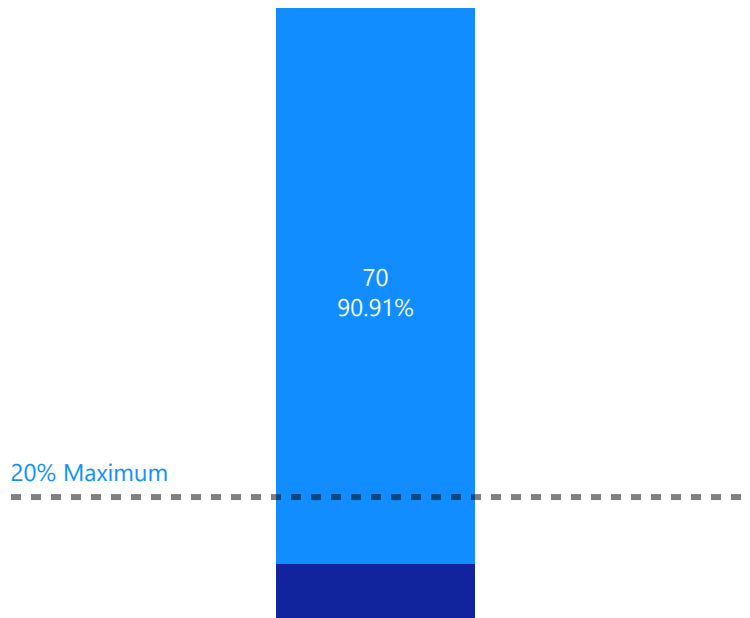
Reporting Term: 07/01/2024 - 12/31/2024

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

Returns to Homelessness

(SPM Metric 2b)

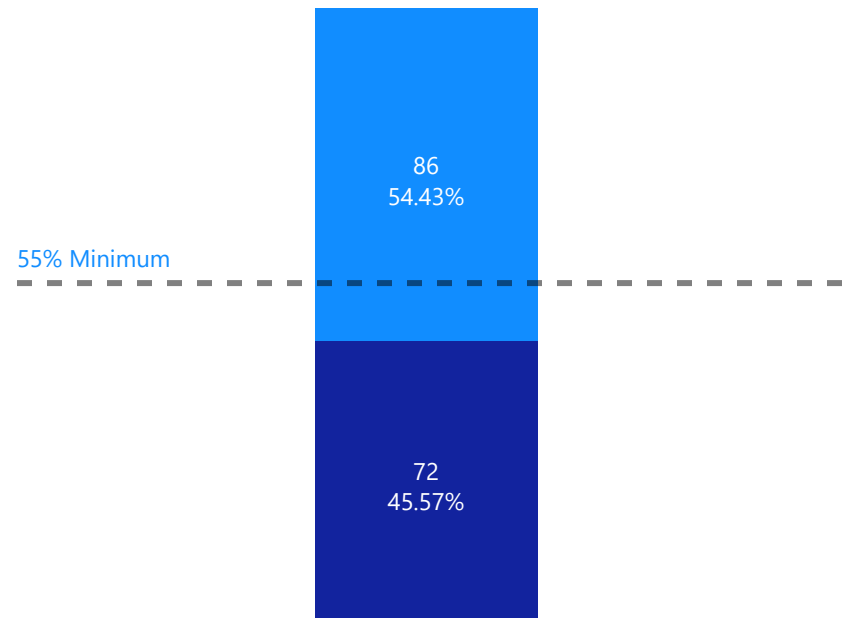
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes





Spend Down Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

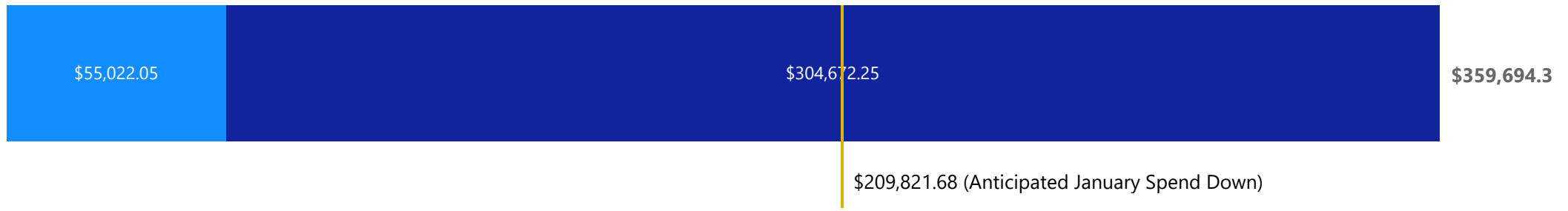
June

● Sum of Total Spent ● Sum of Total Remaining

YWCA--ES--DV Shelter



VOA--ES--Crosswalk Youth Shelter





Crosswalk Youth Shelter

Number of Individuals Served

Projected Number: 52

66

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

128

Max: 90 Days

Average Rate of Utilization

(Local Measure)

111%

Min: 85%

HMIS Name: VOA--ES--Crosswalk Youth Shelter
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0998
Contract Number of Beds: 18
HMIS Total Number of Beds: 18

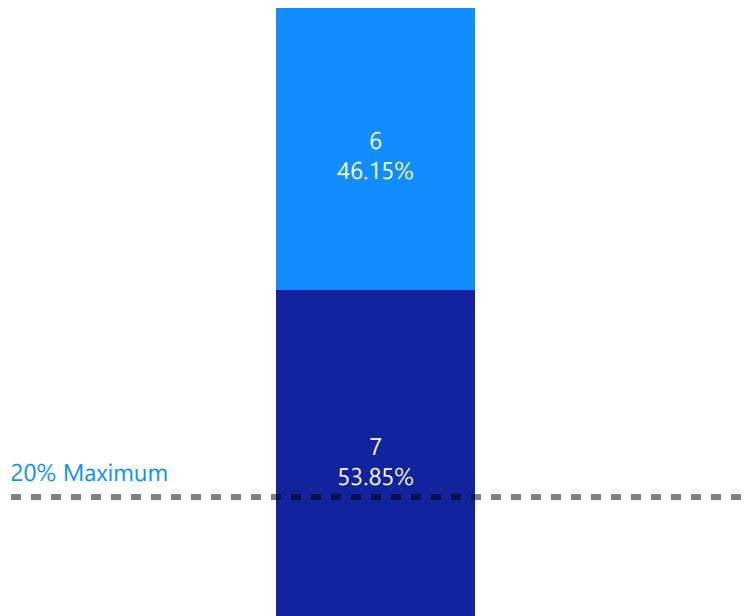
Grants:

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

Returns to Homelessness

(SPM Metric 2b)

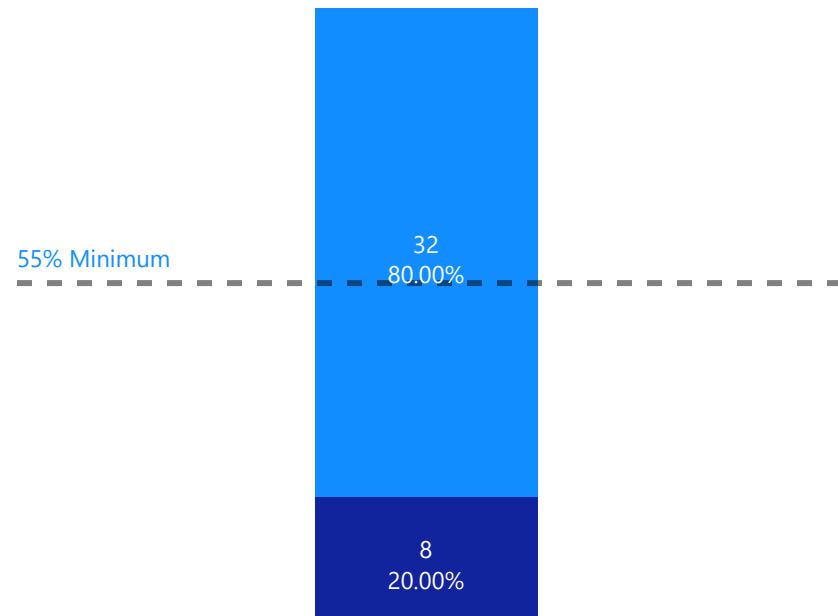
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes





DV Shelter

Number of Individuals Served

Projected Number: 24

139

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

61

Max: 90 Days

Average Rate of Utilization

(Local Measure)

62%

Min: 85%

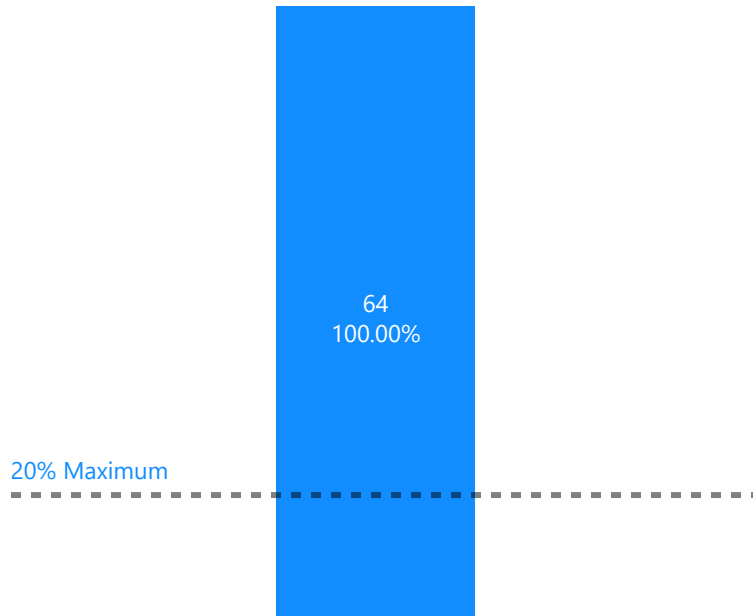
HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0999
Contract Number of Beds: 72
HMIS Total Number of Beds: 21

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

Returns to Homelessness

(SPM Metric 2b)

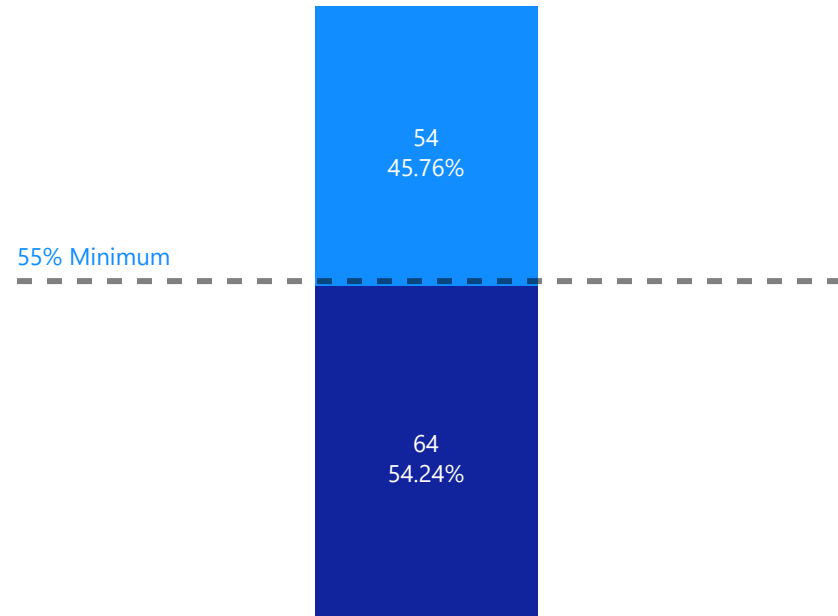
● No



Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes





DV Shelter

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0999
Contract Number of Beds: 72
HMIS Total Number of Beds: 21

Grants:

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

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

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

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

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



Performance Overview

Number of Individuals Served

1150

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

62 Max: 90 Days

Average Length of Time to Date of Engagement (Days)

9 Max: 30 Days

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

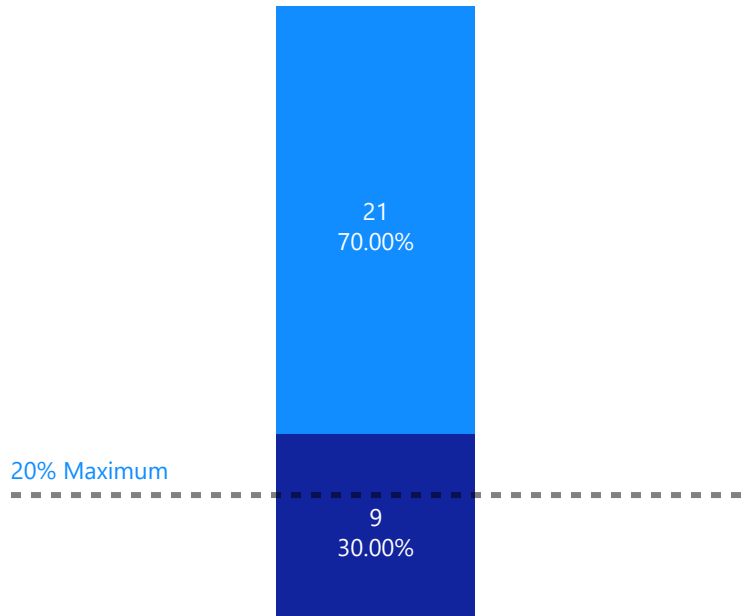
Reporting Term: 07/01/2024 - 12/31/2024

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

Returns to Homelessness

(SPM Metric 2b)

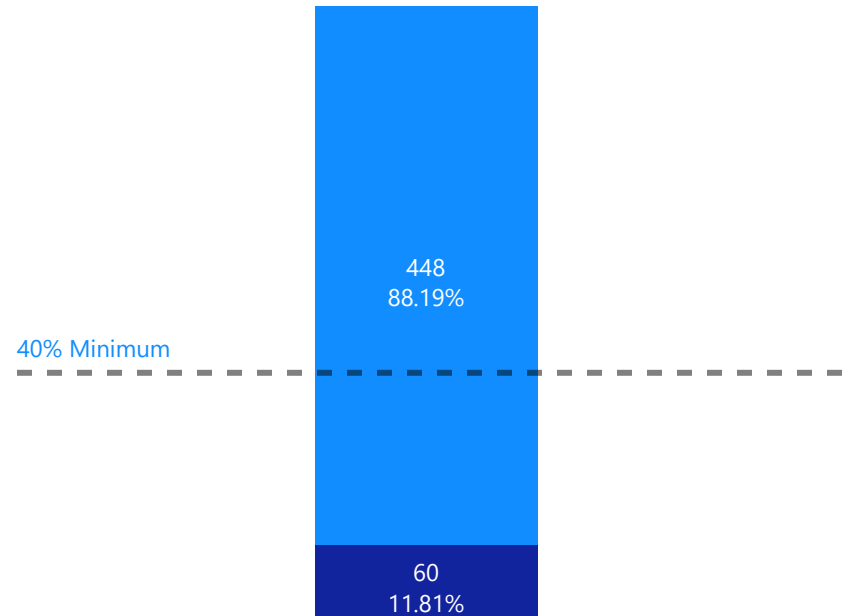
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes





Spend Down Overview

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

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

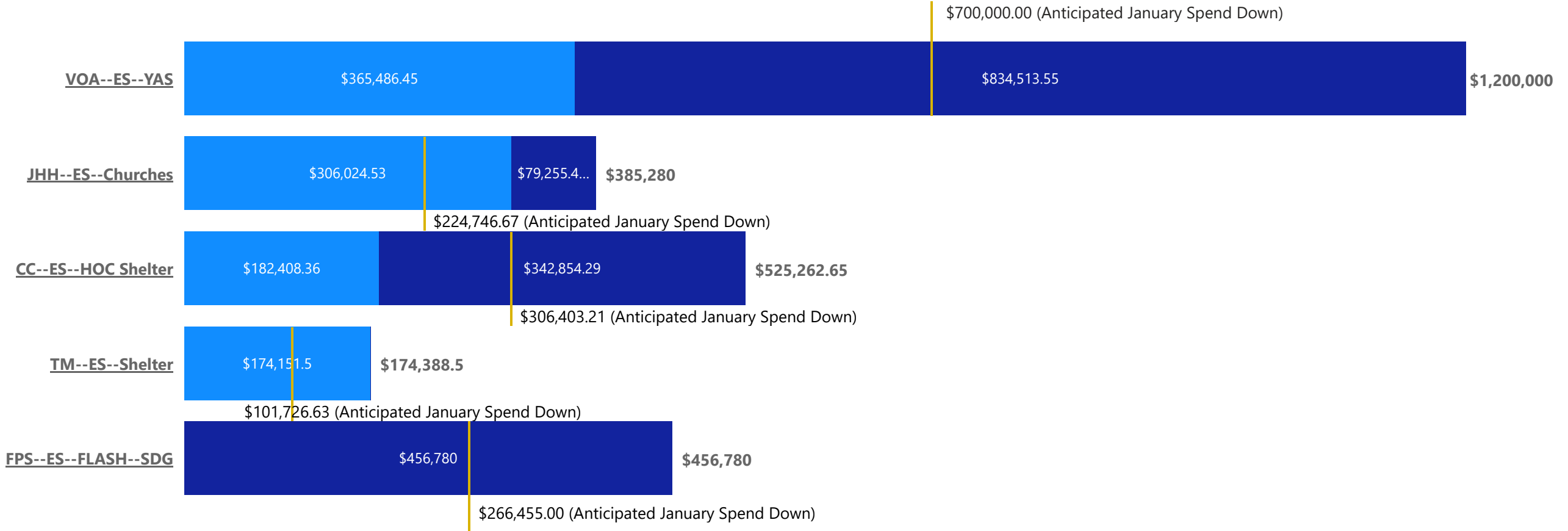
March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining





House Of Charity Shelter

Number of Individuals Served

Projected Number: 72

306

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

132

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

4

Max: 30 Days

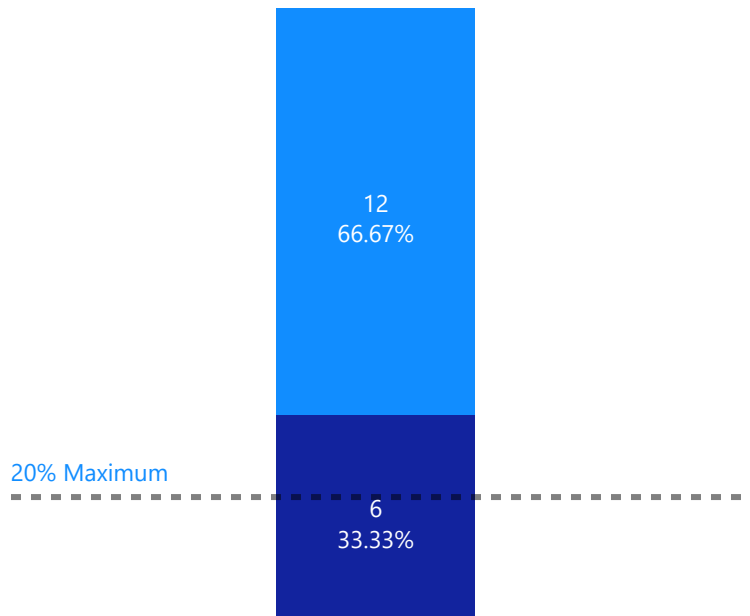
HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0988
Contract Number of Beds: 24
HMIS Total Number of Beds: 99

- Grants:
- City of Spokane: Human Services Grant (HSG)
 - HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)

Returns to Homelessness

(SPM Metric 2b)

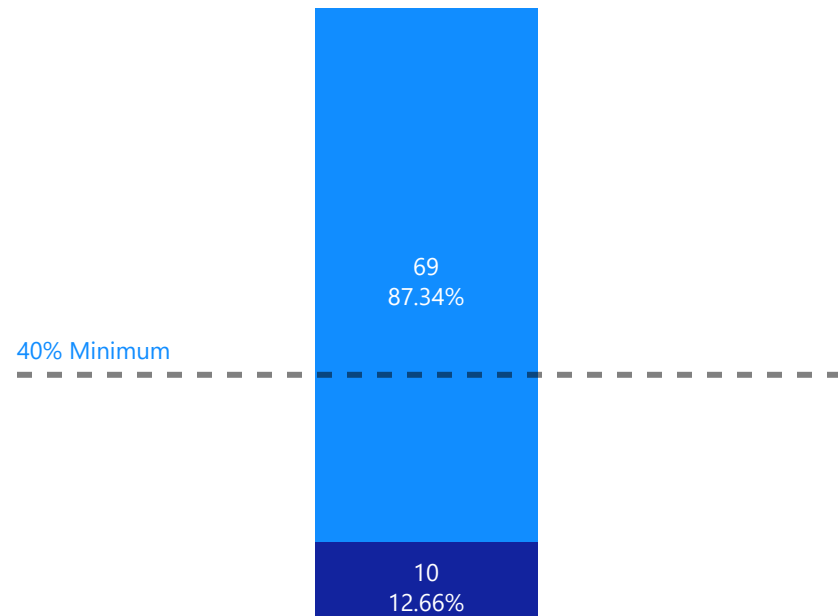
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes





House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0988
Contract Number of Beds: 24
HMIS Total Number of Beds: 99

Grants:

- City of Spokane: Human Services Grant (HSG)
- HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)

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

Grant OPR-2024-0988 (Emergency Shelter - Night-by-Night):

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

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



Young Adult Shelter

Number of Individuals Served

Projected Number: 44

158

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

29

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

0

Max: 30 Days

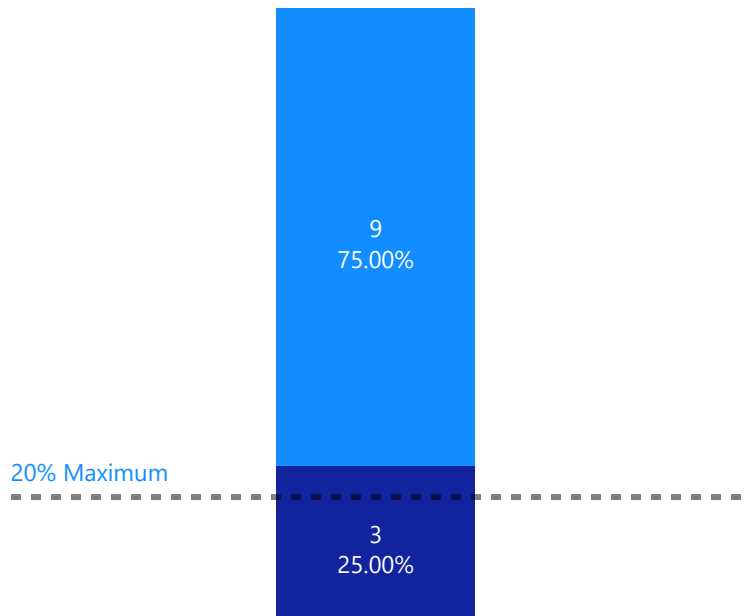
HMIS Name: VOA--ES--YAS
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0989
Contract Number of Beds: 44
HMIS Total Number of Beds: 44

- Grants:
- Commerce: Systems Demonstration Grant (SDG)
 - Commerce: Consolidated Homeless Grant (CHG)

Returns to Homelessness

(SPM Metric 2b)

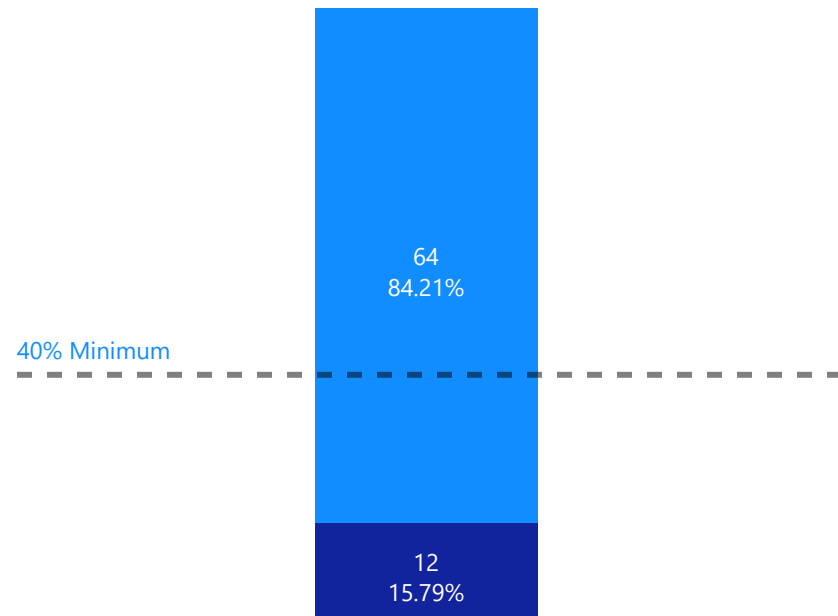
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes





Churches

Number of Individuals Served

Projected Number: 60

369

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

41

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

8

Max: 30 Days

HMIS Name: JHH--ES--Churches
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0942
Contract Number of Beds: 60
HMIS Total Number of Beds: 60

- Grants:
- COM: Systems Demonstrations Grant (SDG)
 - Empire Health Foundation

Returns to Homelessness

(SPM Metric 2b)

20% Maximum

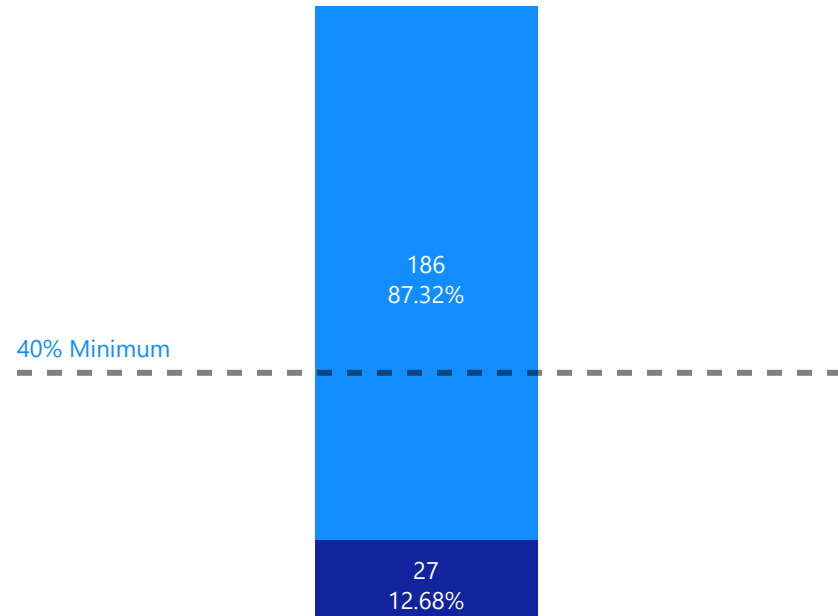
This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at time of report as the project started this year (2024).

Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes

40% Minimum





Truth Ministries Shelter

Number of Individuals Served

Projected Number: 19

231

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

18

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

0

Max: 30 Days

HMIS Name: TM--ES--Shelter
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-1050
Contract Number of Beds: 19
HMIS Total Number of Beds: 19

- Grants:
- Commerce: Systems Demonstrations Grant (SDG)
 - Empire Health Foundation

Returns to Homelessness

(SPM Metric 2b)

20% Maximum

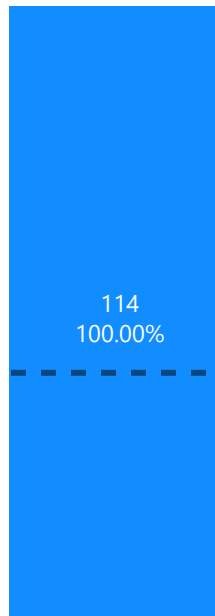
This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report.

Exits to Permanent Housing

(SPM Metric 7b.1)

● No

40% Minimum





FLASH

HMIS Name: FPS--ES--FLASH--SDG
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0996
Contract Number of Beds: 34
HMIS Total Number of Beds: 34

Grants:
• Commerce: Systems Demonstrations Grant (SDG) - Standard

Number of Individuals Served

Projected Number: 51

86

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

55

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

191

Max: 30 Days

Returns to Homelessness

(SPM Metric 2b)

20% Maximum

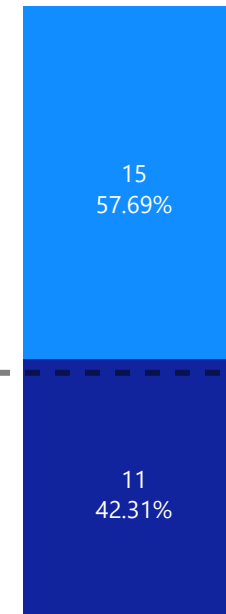
This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report.

Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes

40% Minimum





Performance Overview

Number of Households Served

25

Average Rate of Utilization

112%

Min: 85%

HMIS Name: All Permanent Supportive Housing Projects

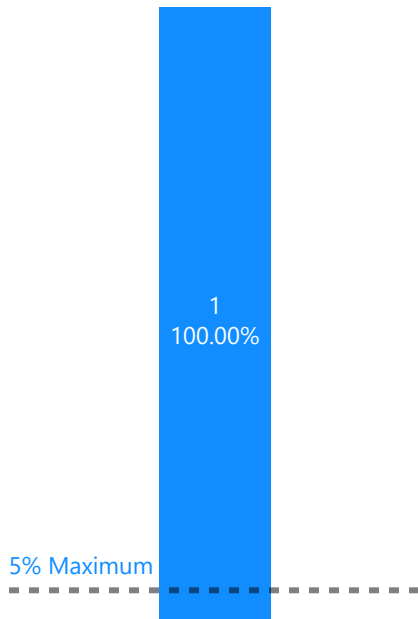
Reporting Term: 07/01/2024 - 12/31/2024

Permanent Supportive Housing (PSH): Permanent subsidy paired with case management. Most PSH Units offer a Housing Choice Voucher after one-year of successful tenancy. Units are pre-identified.

Returns to Homelessness

(SPM Metric 2b)

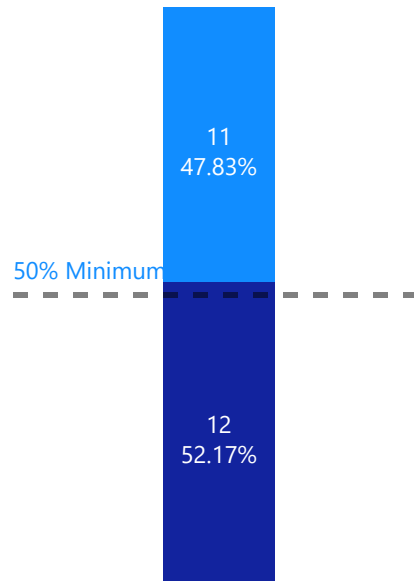
● No



Employment and Income Growth for Stayers

(SPM Metric 4.3)

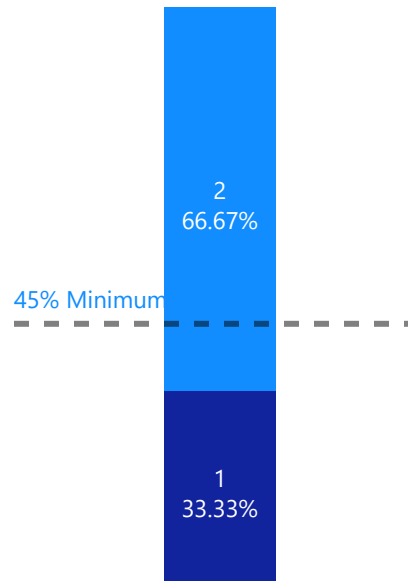
● No ● Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

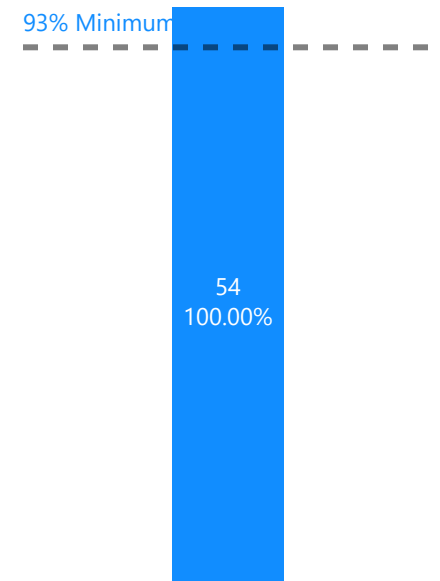
● No ● Yes



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

● Yes





Spend Down Overview

HMIS Name: All Permanent Supportive Housing Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

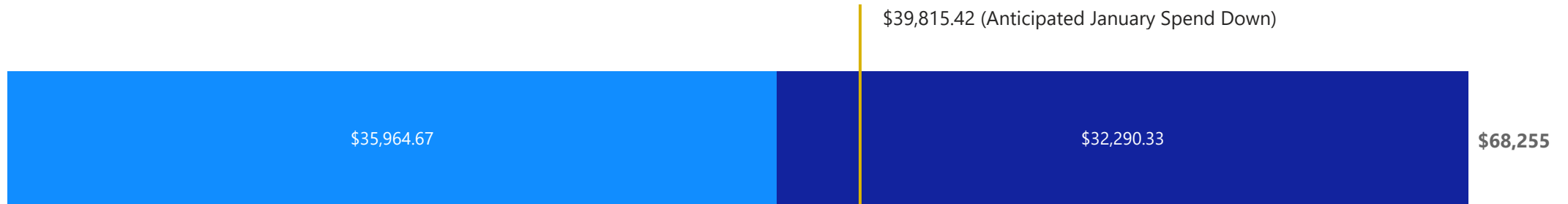
April

May

June

● Sum of Total Spent ● Sum of Total Remaining

TPW--PSH--Home Yard Cottages





Projected Number: 2

Home Yard Cottages

25

Average Rate of Utilization

112%

Min: 85%

HMIS Name: TPW--PSH--Home Yard Cottages
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-1108
Contract Number of Beds: 14
HMIS Total Number of Beds: 50

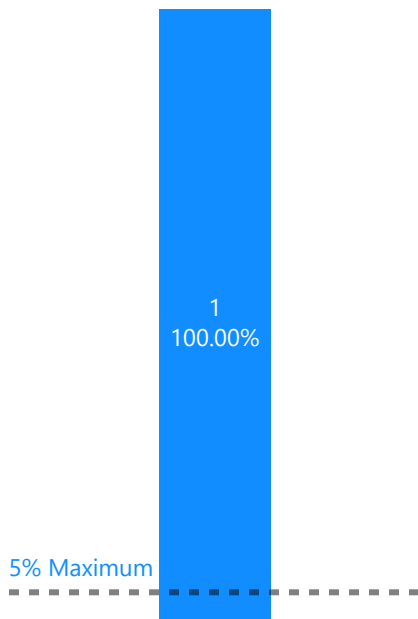
Grants:

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

Returns to Homelessness

(SPM Metric 2b)

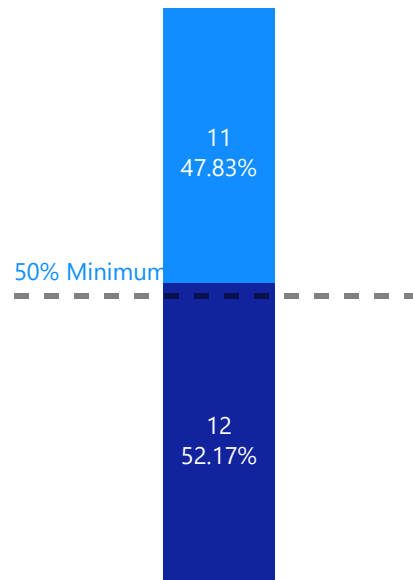
● No



Employment and Income Growth for Stayers

(SPM Metric 4.3)

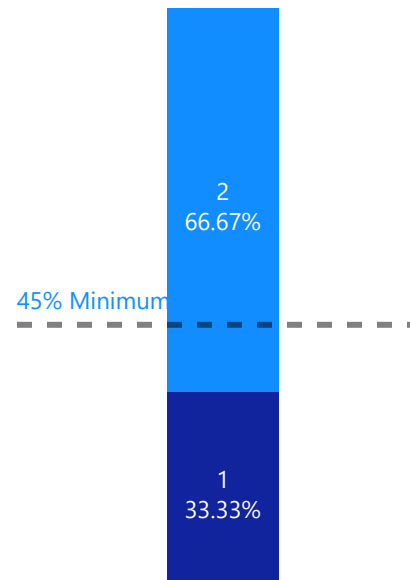
● No ● Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

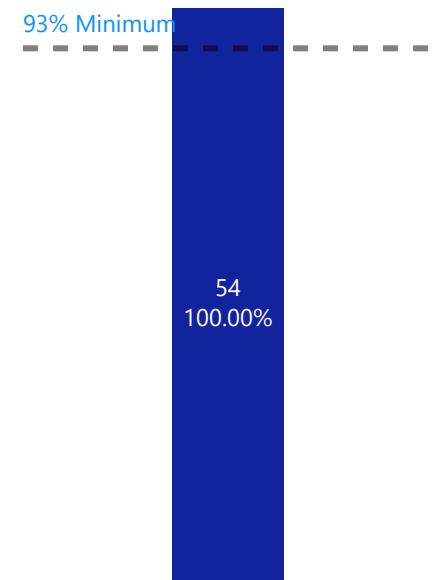
● No ● Yes



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

● Yes





Home Yard Cottages

HMIS Name: TPW--PSH--Home Yard Cottages
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-1108
Contract Number of Beds: 14
HMIS Total Number of Beds: 50

Grants:

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

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

Grant OPR-2024-1108 (Permanent Supportive Housing):

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

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

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



Performance Overview

Number of Households Served

0

Number of Households Served Moved into Housing

0

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

(Blank) Max: 30 Days

HMIS Name: All Rapid Rehousing (RRH) Projects

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

Rapid Rehousing (RRH): Short to medium term rental assistance paired with case management. Households compete for housing in the open market as any other potential tenant

Returns to Homelessness

(SPM Metric 2b)

10% Maximum



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

Employment and Income Growth

(SPM Metric 4.6)

20% Minimum



This metric only applies to clients that have exited and have a change in employment income, none of the clients were exited at the time of report.

Exits to Permanent Housing

(SPM Metric 7b.1)

70% Minimum



This metric only applies to clients that have exited to permanent housing, none of the clients were exited at the time of report.



Spend Down Overview

HMIS Name: All Rapid Rehousing (RRH) Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

REV--RRH--SDG

\$244,708.34

\$144,294.50 (Anticipated January Spend Down)

\$247,362



Revive Rapid Re-Housing

Number of Households Served

Projected Number: 30

0

Number of Households Served Moved into Housing

0

Grants:

- Commerce: Systems Demonstrations Grant

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

(Blank) Max: 30 Days

HMIS Name: REV--RRH--SDG
 Reporting Term: 07/01/2024 - 12/31/2024
 OPR: 2024-0997
 Contract Number of Beds: 30
 HMIS Total Number of Beds: 30

Returns to Homelessness

(SPM Metric 2b)

Employment and Income Growth

(SPM Metric 4.6)

Exits to Permanent Housing

(SPM Metric 7b.1)

20% Minimum

70% Minimum

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

This metric only applies to clients that have exited and have a change in employment income, none of the clients were exited at the time of report.

This metric only applies to clients that have exited to permanent housing, none of the clients were exited at the time of report.

10% Maximum



Performance Overview

0

Max: 60 Days

Number of Individuals Served

51

HMIS Name: All Street Outreach (SO) Projects

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

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

Returns to Homelessness

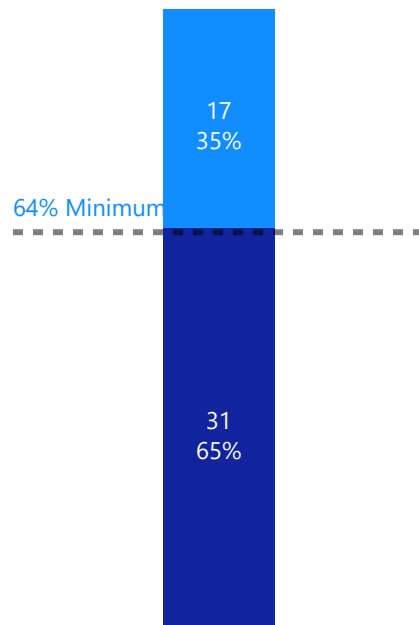
(SPM Metric 2b)

20% Maximum

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

Service those with the Long Lengths of Homelessness

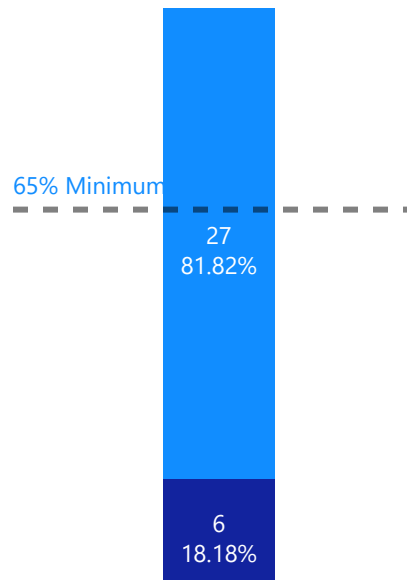
● No ● Yes



Successful Exits from Street Outreach

(SPM Metric 7a.1)

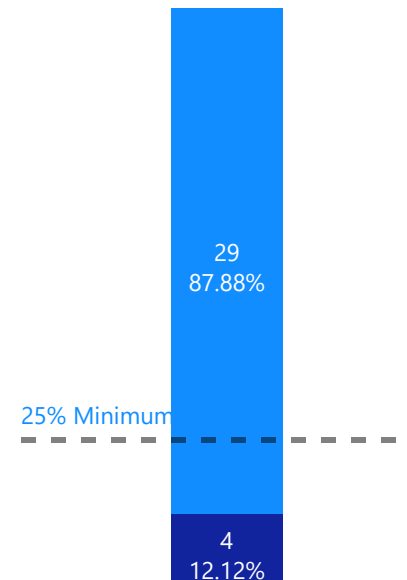
● No ● Yes



Exits to Temporary or Institutional Settings

(SPM Metric 7a.1)

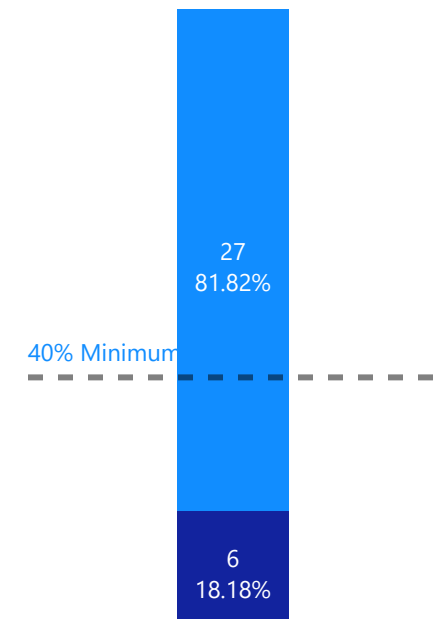
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7a.1)

● No ● Yes





Spend Down Overview

HMIS Name: All Street Outreach (SO) Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

TPW--SO--Womens Hearth--SDG

\$44.68K

\$44,802.92 (Anticipated January Spend Down)

\$32.13K

\$76.81K



Transitions - Women's Hearth

0

Max: 60 Days

Number of Individuals Served

Projected Number: 150

51

HMIS Name: TPW--SO--Womens Hearth--SDG
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-1109
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: SDG (Systems Demonstrations Grant)

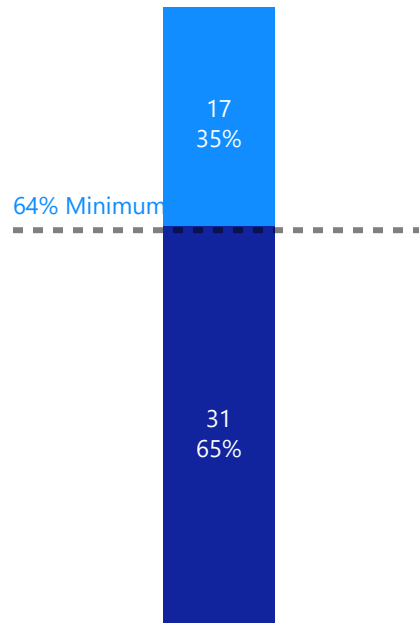
Returns to Homelessness (SPM Metric 2b)

20% Maximum

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

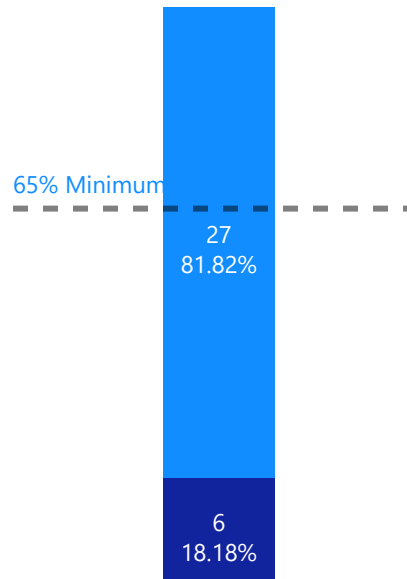
Service those with the Long Lengths of Homelessness

● No ● Yes



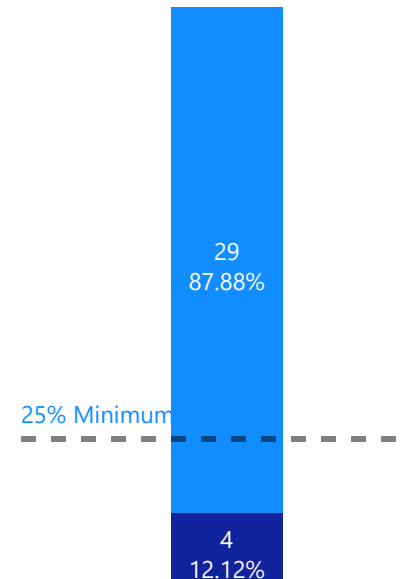
Successful Exits from Street Outreach (SPM Metric 7a.1)

● No ● Yes



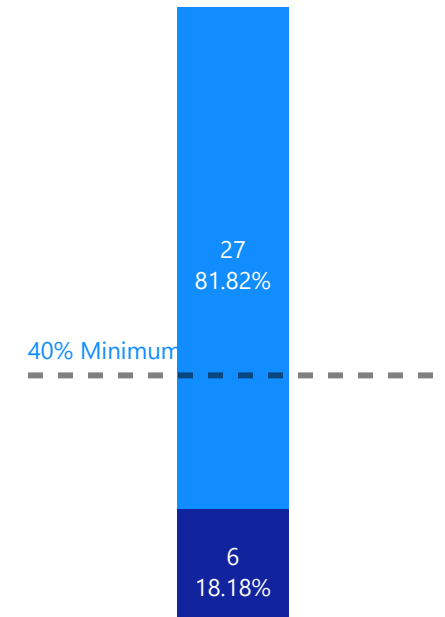
Exits to Temporary or Institutional Settings (SPM Metric 7a.1)

● No ● Yes



Exits to Permanent Housing (SPM Metric 7a.1)

● No ● Yes





Transitions - Women's Hearth

HMIS Name: TPW--SO--Womens Hearth--SDG
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-1109
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: SDG (Systems Demonstrations Grant)

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

Grant OPR-2024-1109 (Street Outreach):

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

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



Performance Overview

Number of Households Served

18

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

168

Max: 160 Days

Average Utilization Rate

95%

Min: 85%

HMIS Name: All Transitional Housing (TH) projects

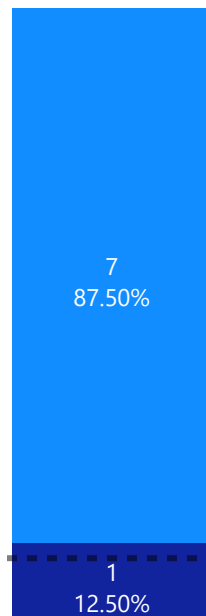
Reporting Term: 07/01/2024 - 12/31/2024

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

Returns to Homelessness

(SPM Metric 2b)

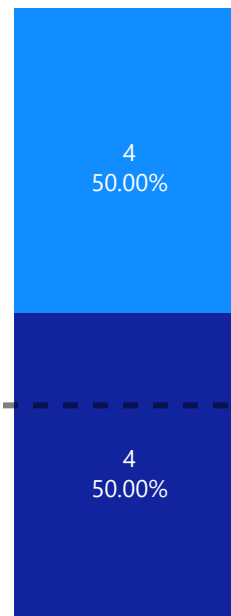
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

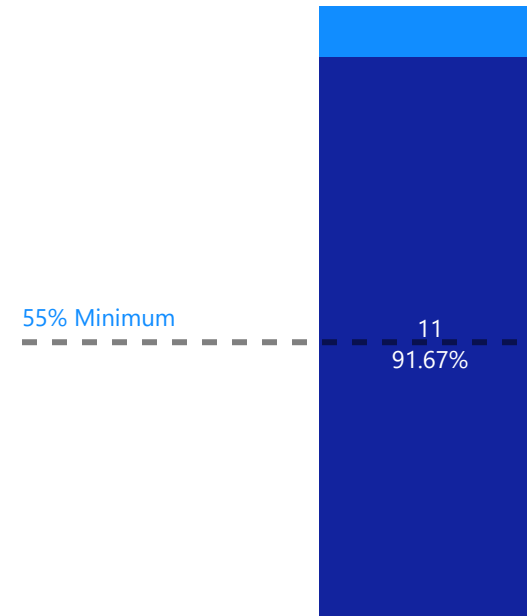
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes





Spend Down Overview

HMIS Name: All Transitional Housing (TH) Projects

Q1

Q2



Q3

Q4

July

August

September

October

November

December

January

February

March

April

May

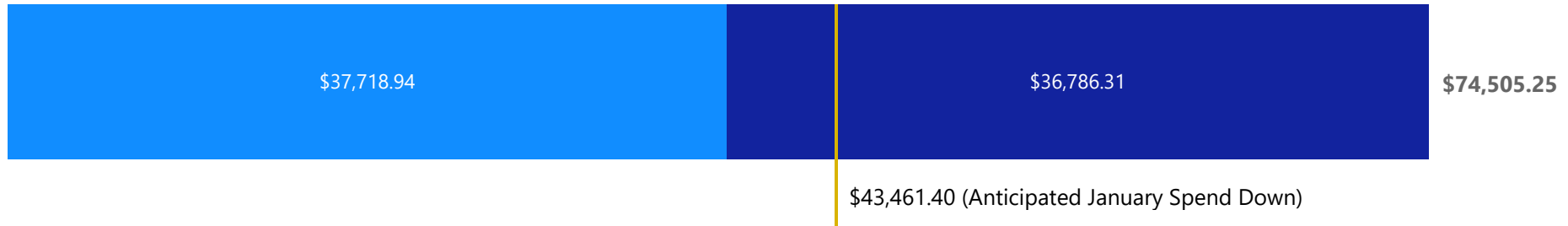
June

● Sum of Total Spent ● Sum of Total Remaining

TPW--TH--TLC



TPW--TH--Miryams House





Miryam's House

Number of Individuals Served

Projected Number: 4

10

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

142

Max: 160 Days

Average Utilization Rate

89%

Min: 85%

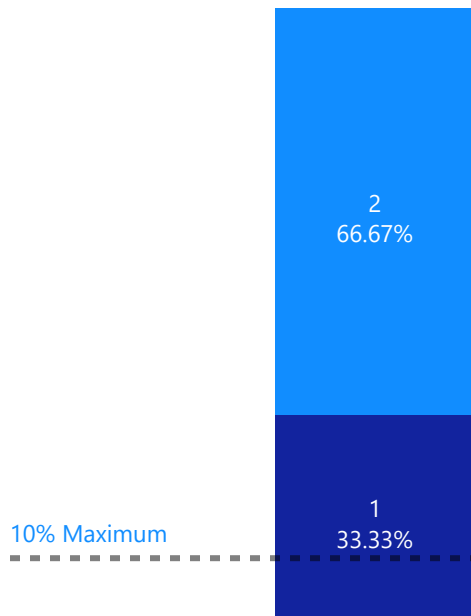
HMIS Name: TPW--TH--Miryams House
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-0767
Contract Number of Beds: 4
HMIS Total Number of Beds: 6

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

Returns to Homelessness

(SPM Metric 2b)

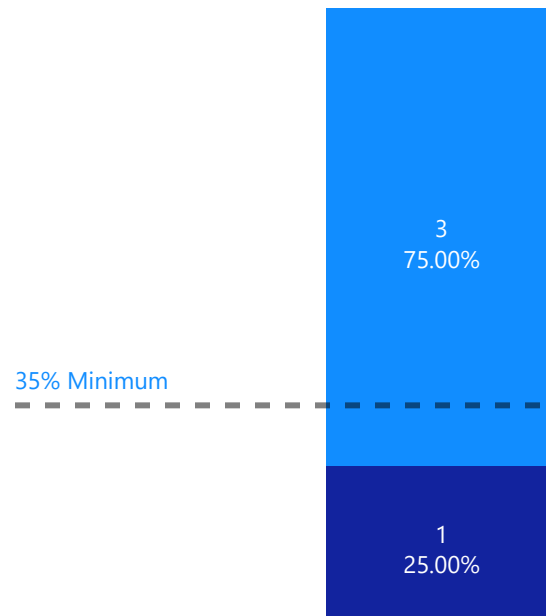
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

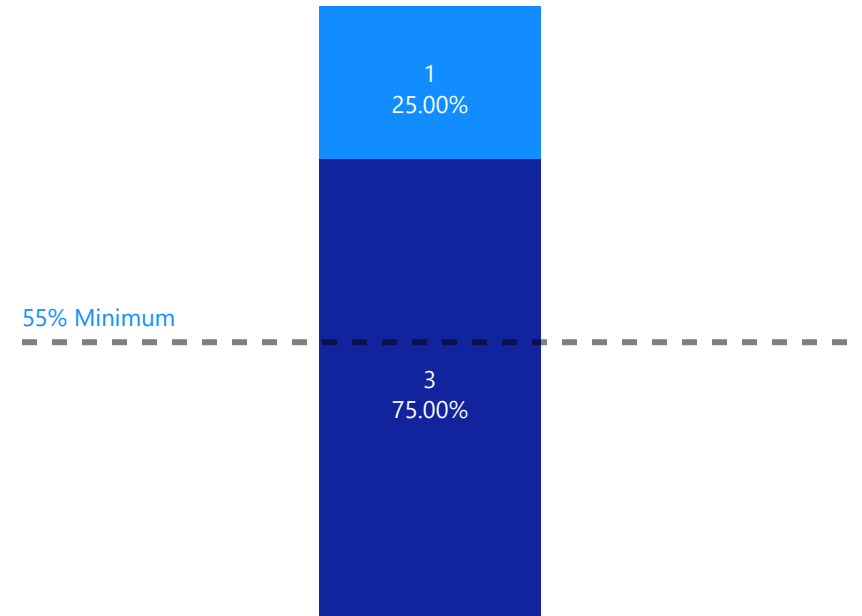
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7b.1)

● No ● Yes





Miryam's House

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

Grants:

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

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

Grant OPR-2024-0767 (Transitional Housing):

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



Projected Number: 4

(SPM Metric 1a.2)

Transitional Living Center

8

176

Max: 160 Days

HMIS Name: TPW--TH--TLC
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-1107
Contract Number of Beds: 15
HMIS Total Number of Beds: 19

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

Average Utilization Rate

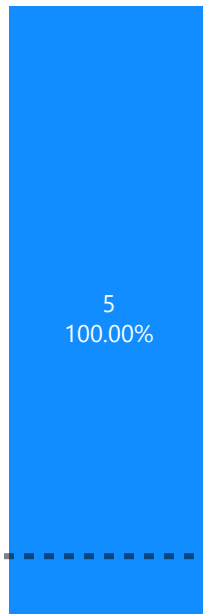
102%

Min: 85%

Returns to Homelessness

(SPM Metric 2b)

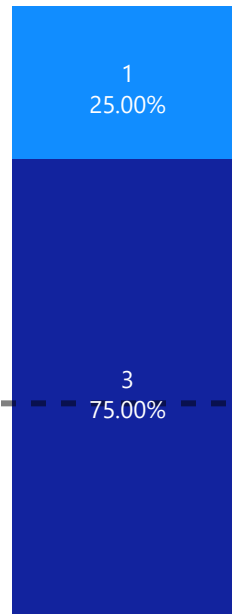
● No



Employment and Income Growth

(SPM Metric 4.6)

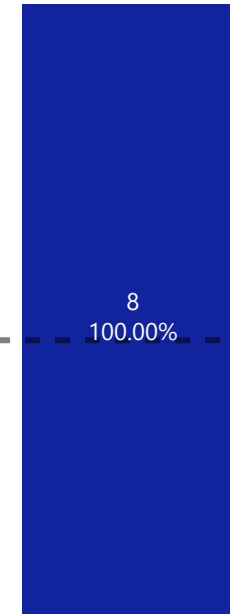
● No ● Yes



Exits to Permanent Housing

(SPM Metric 7b.1)

● Yes





Transitional Living Center

HMIS Name: TPW--TH--TLC
Reporting Term: 07/01/2024 - 12/31/2024
OPR: 2024-1107
Contract Number of Beds: 15
HMIS Total Number of Beds: 19

Grants:

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

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

Grant OPR-2024-1107 (Transitional Housing):

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

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