



Performance Overview

759

HMIS Name: All Homelessness Diversion Projects

Reporting Term: 07/01/2024 - 6/30/2025

Funding Sources: HHOS

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

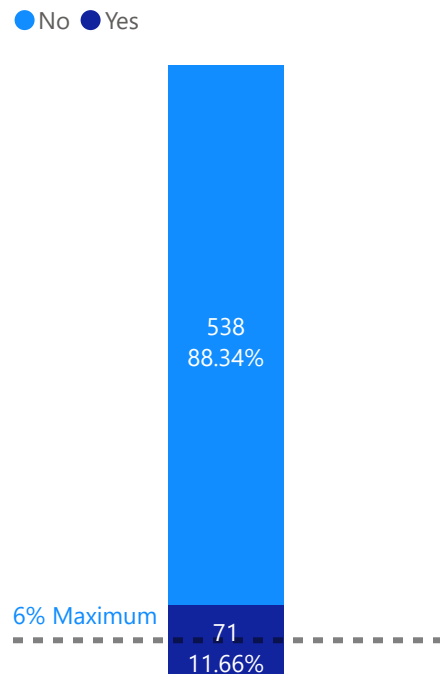
Legend (All the clients enrolled in the reporting period are included in this metric):

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

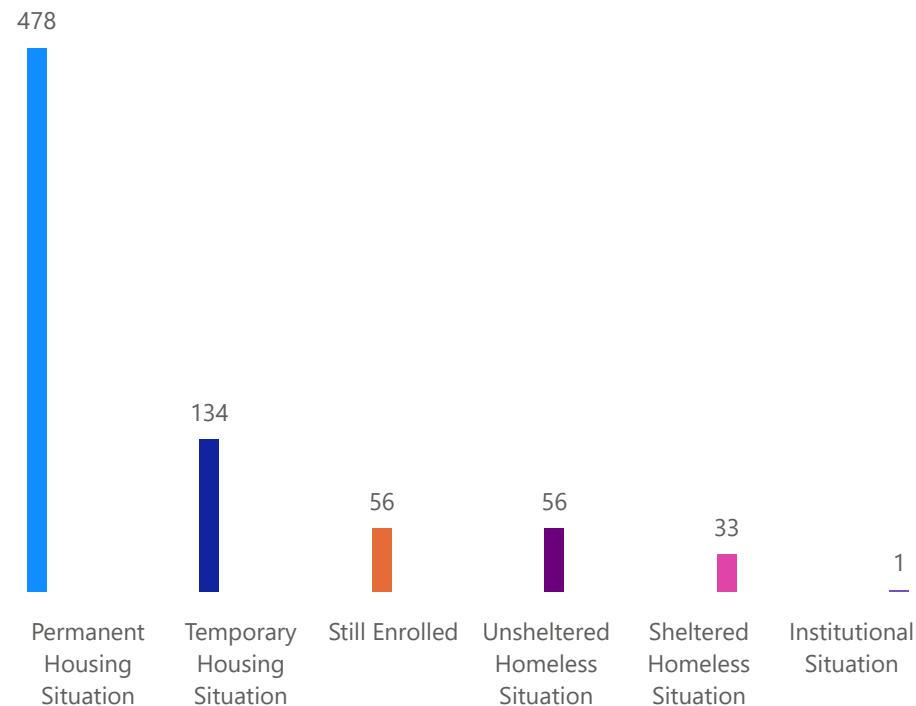
Returns to Homelessness

(SPM Metric 2b)

● No ● Yes



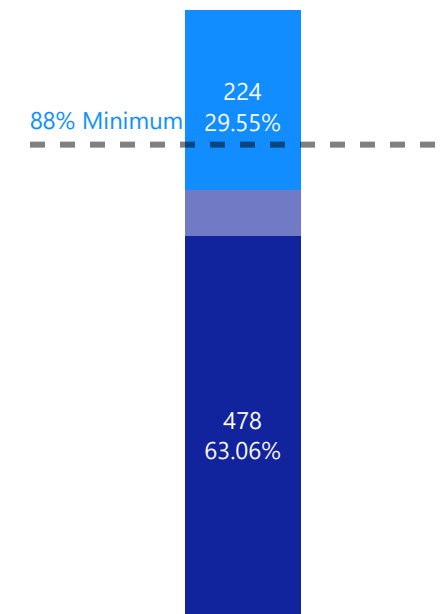
Exit Destinations



Exits to Permanent Housing

(All Clients Served)

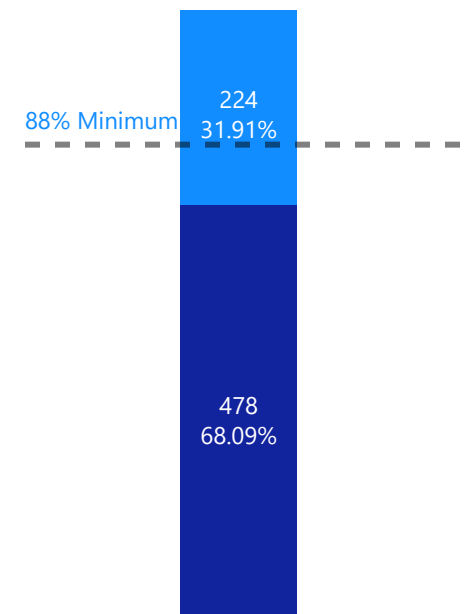
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Performance Overview

HMIS Name: All Coordinated Assessment Projects

Reporting Term: 07/01/2024 - 6/30/2025

Funding Sources: HHOS

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

Number of Households Served

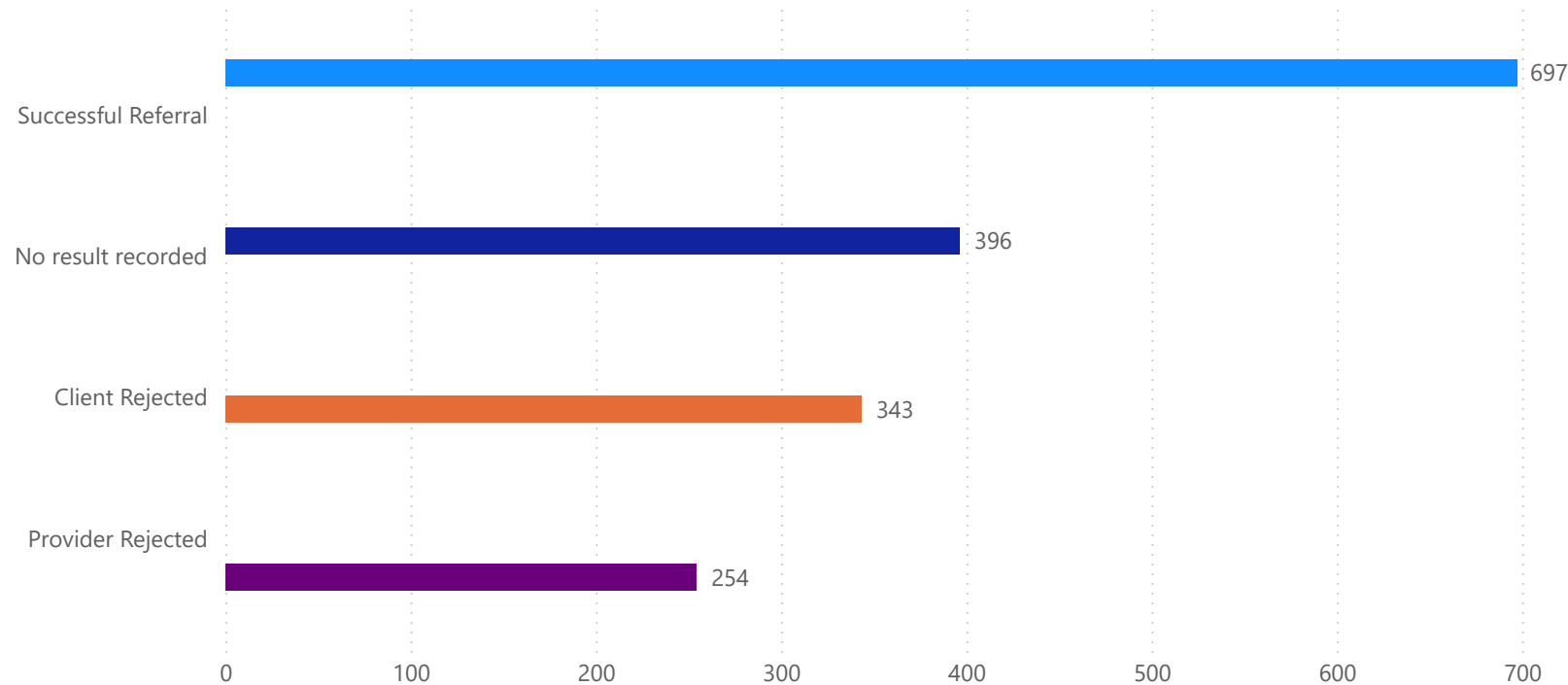
3652

Average Length of time from
Assessment to Acceptance (Days)

28

Max: 30 Days

Referral Results

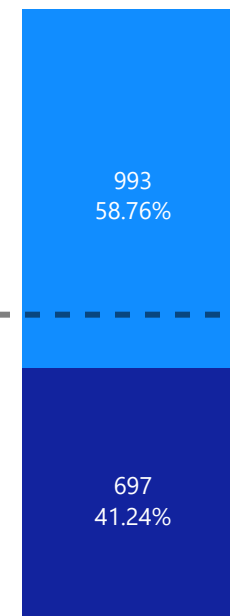


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





Performance Overview

734

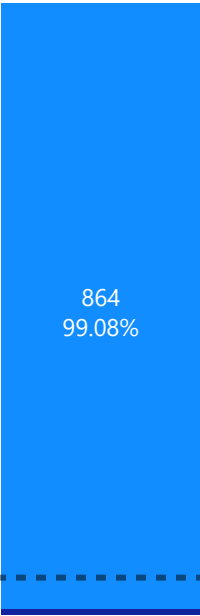
HMIS Name: All Homeless Prevention Projects
Reporting Term: 07/01/2024 - 6/30/2025
Funding Sources: HHOS, SDG - Eviction Prevention
Eviction Prevention (EP): Households who are facing imminent legal eviction due to non-payment of rent. In addition to providing financial assistance, supportive services are also provided to ensure long term stability.

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

Returns to Homelessness

(SPM Metric 2b)

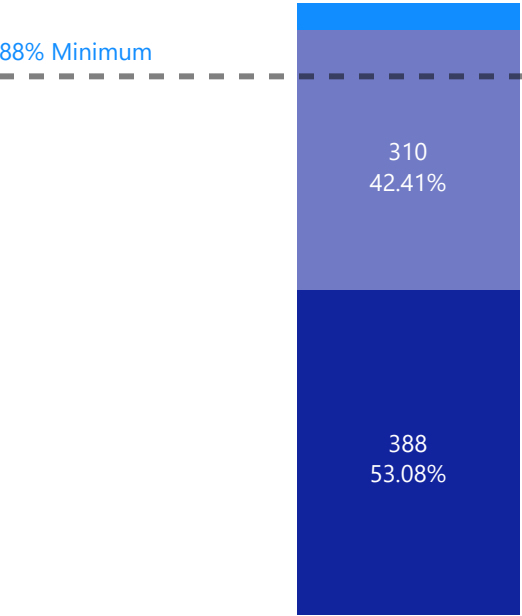
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

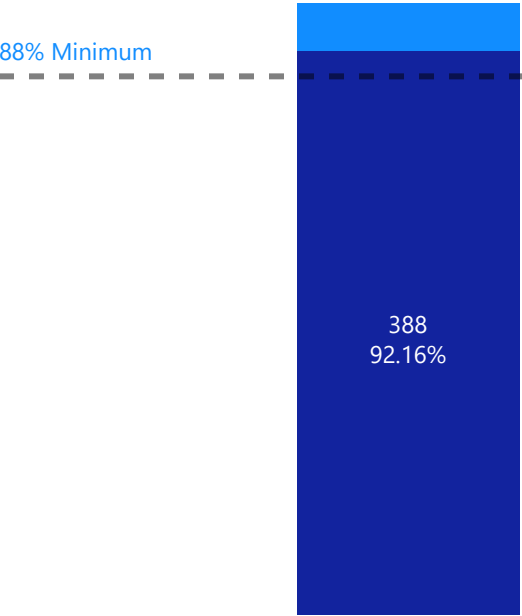
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Performance Overview

389

2

Max: 60 Days

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 6/30/2025

Funding Sources: HHOS, FY25-SDG

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

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

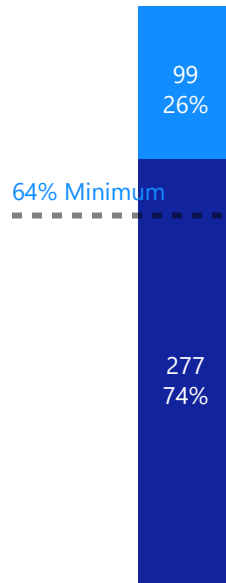
No: Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness

(SPM Metric 2b)

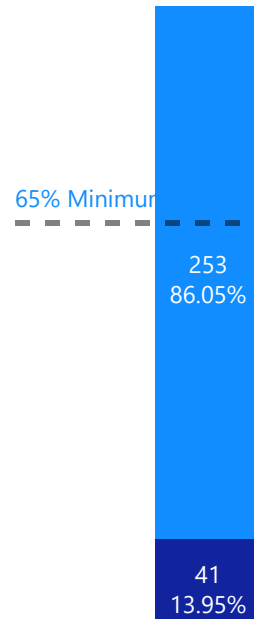
Service those with the Long Lengths of Homelessness

● No ● Yes



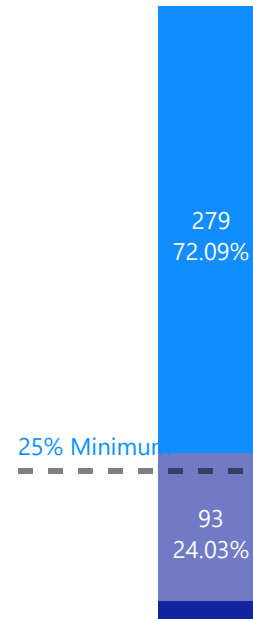
Successful Exits from Street Outreach

● No ● Yes



Exits to Temporary or Institutional Settings

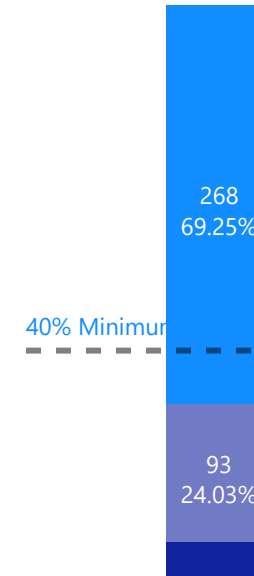
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(All Clients Served)

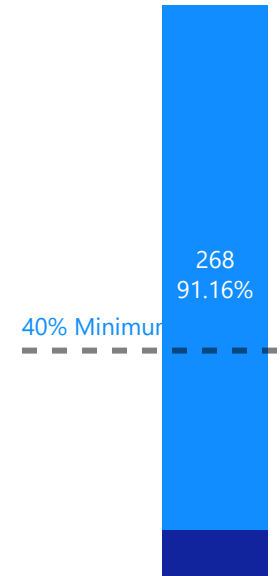
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes



This metric only applies to clients that have exited two years before the reporting period and have returned to the system, at the time of the report, none of the client had exited two years ago.

20% Maximum



Performance Overview

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 6/30/2025

Funding Sources: HHOS, FY25-SDG

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

Information regarding the following Street Outreach Report.

The following report provides the same information for CoC funded Street Outreach Projects, except the metrics for **Successful Exits from Street Outreach, Exits to Temporary or Institutional Setting, and Exits to Permanent Housing**, are exclusively only counting clients that have a **Date of Engagement**.



Performance Overview

HMIS Name: All Street Outreach (SO) Projects
Reporting Term: 07/01/2024 - 6/30/2025
Funding Sources: HHOS, FY25-SDG
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).

Number of Individuals Served

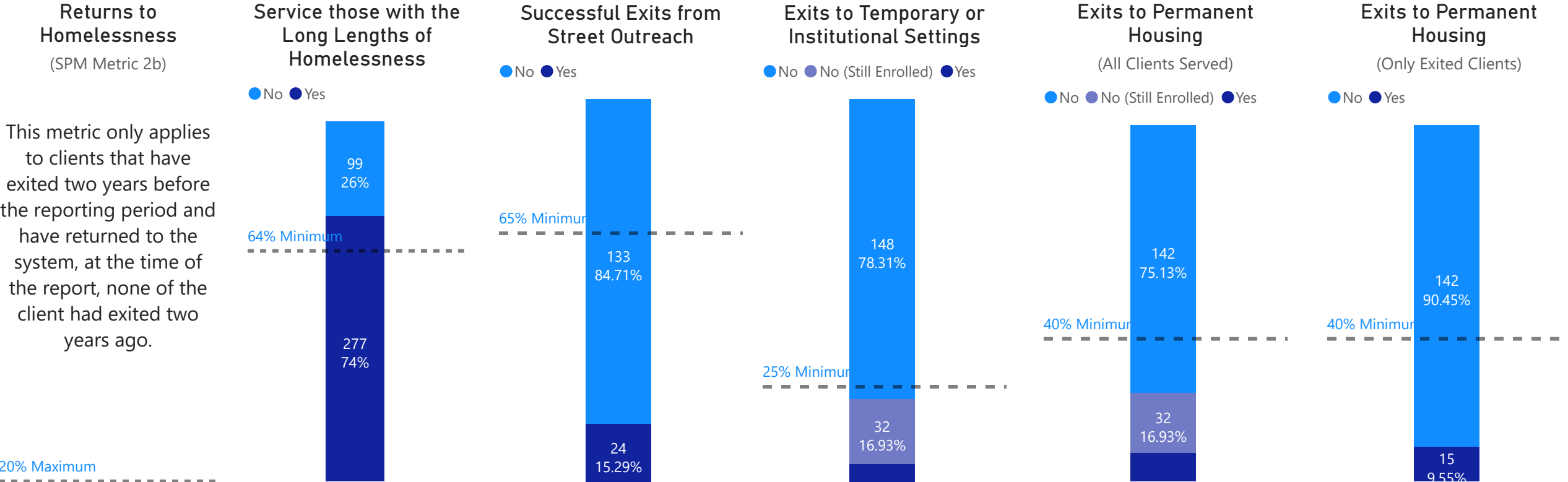
389

Average Length of Time to Date of Engagement (Days)

2

Max: 60 Days

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





Performance Overview

HMIS Name: All Emergency Shelter (Night-by-Night) Projects
Reporting Term: 07/01/2024 - 6/30/2025
Funding Sources: HHOS, FY25-SDG, Housing Navigation Center
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

3192

Length of Time Homeless in ES (Days)
(SPM Metric 1a.1)

57

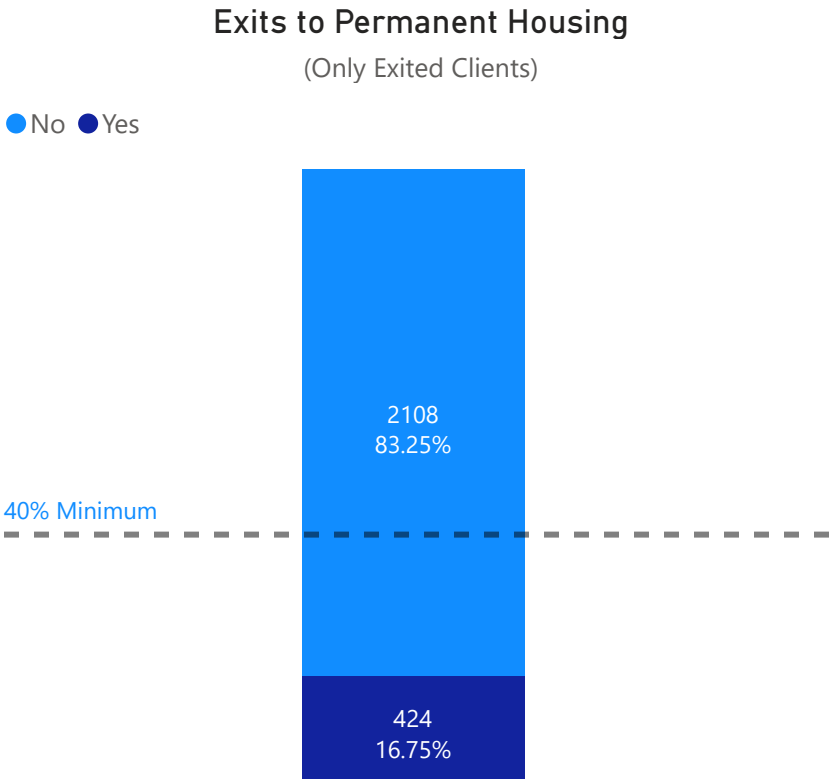
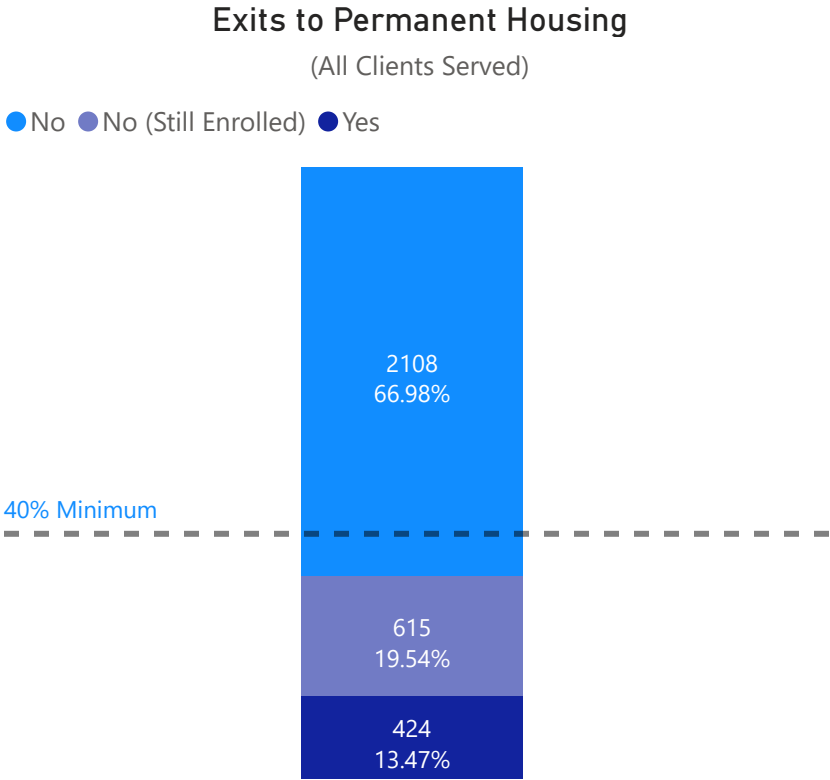
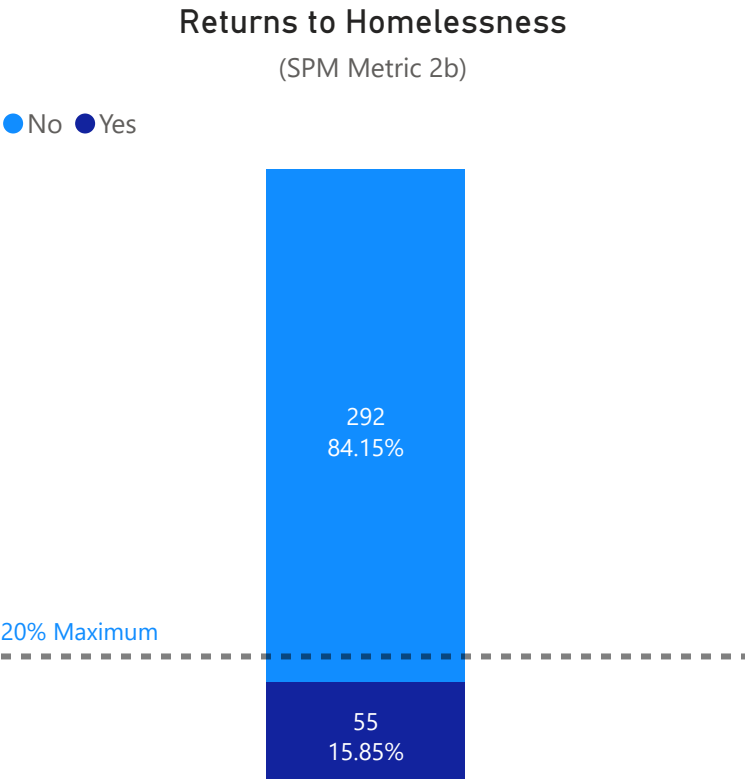
Max: 90 Days

Average Length of Time to Date of Engagement (Days)

4

Max: 30 Days

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





Performance Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects
Reporting Term: 07/01/2024 - 6/30/2025
Funding Sources: HHOS, FY25-SDG, Housing Navigation Center
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

680

Average Rate of Utilization
(Local Measure)

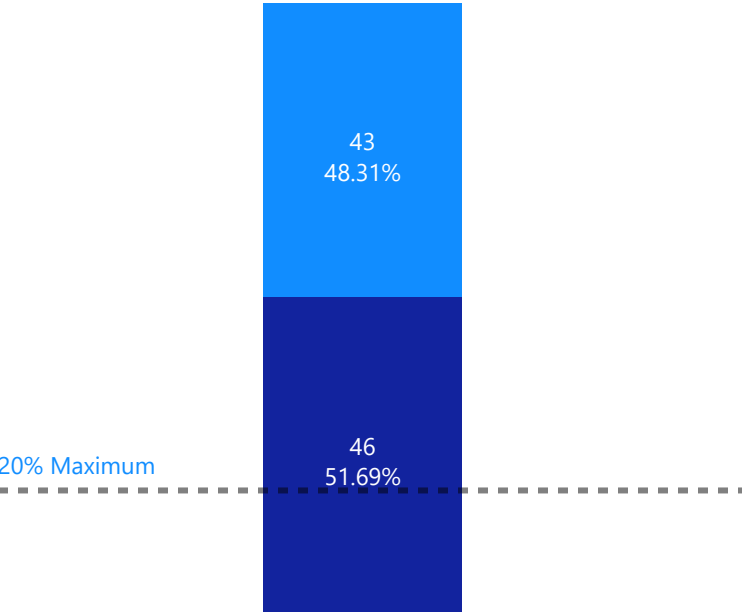
67%

Min: 85%

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

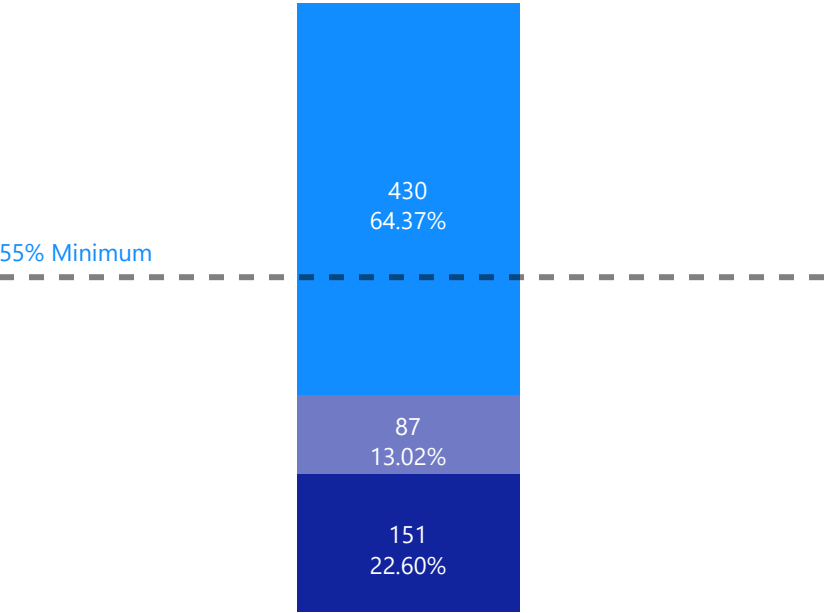
Returns to Homelessness
(SPM Metric 2b)

No Yes



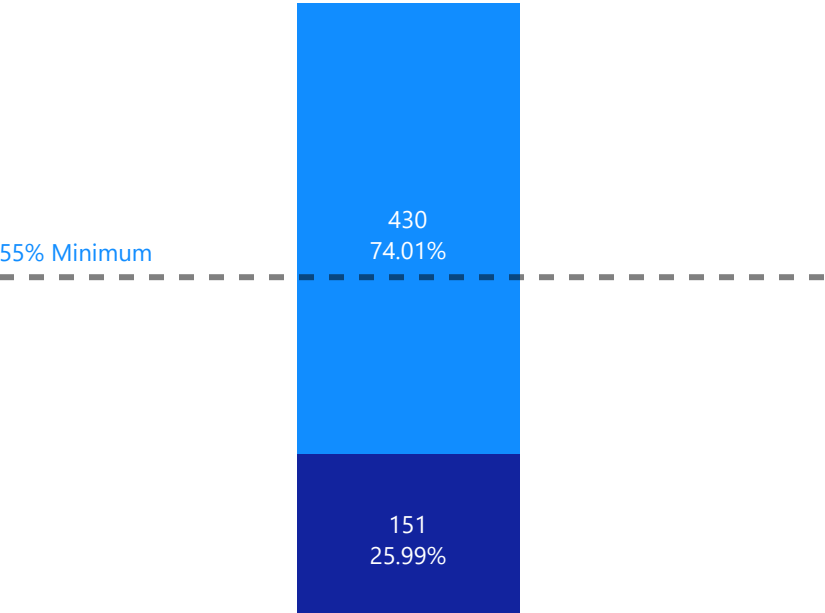
Exits to Permanent Housing
(All Clients Served)

No No (Still Enrolled) Yes



Exits to Permanent Housing
(Only Exited Clients)

No Yes





Performance Overview

Number of Households Served

212

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

112

Max: 160 Days

Average Utilization Rate

79%

Min: 85%

HMIS Name: All Transitional Housing (TH) projects

Reporting Term: 07/01/2024 - 6/30/2025

Funding Sources: HHOS, FY25-SDG

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

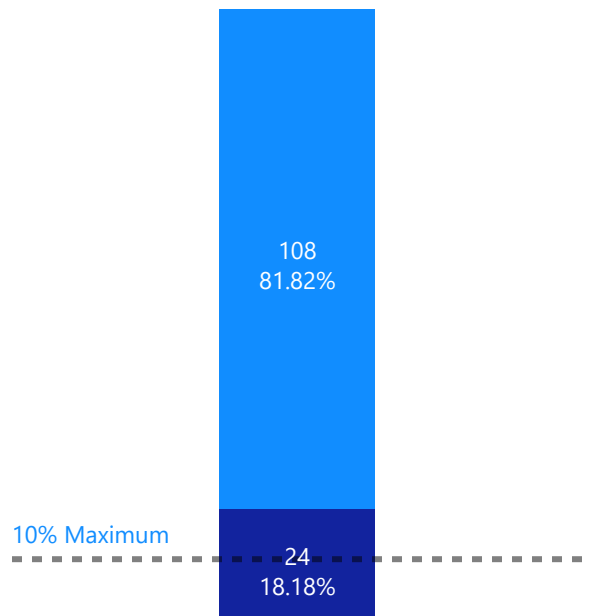
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

(SPM Metric 2b)

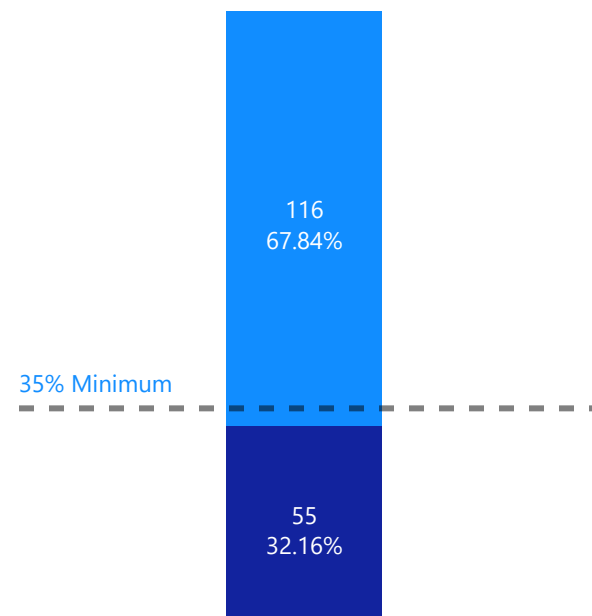
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

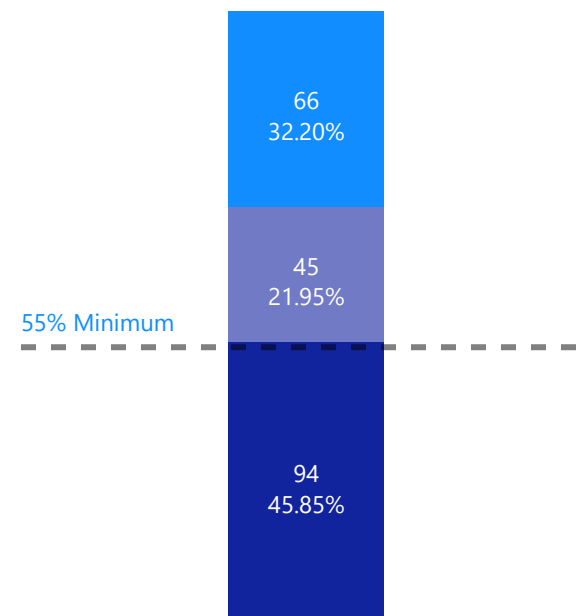
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

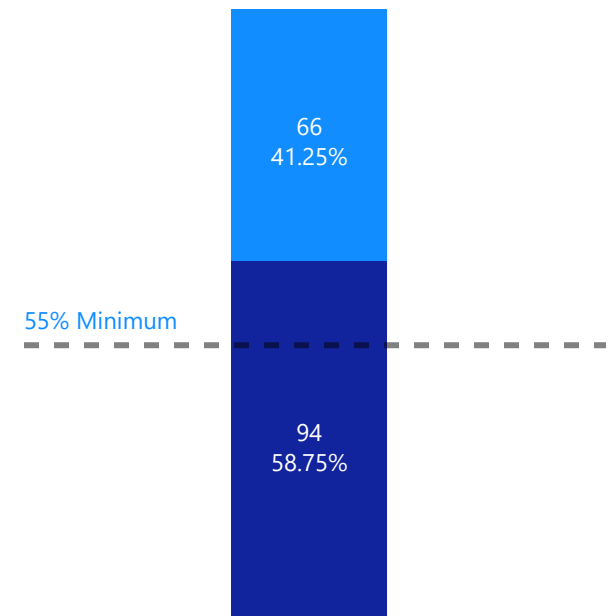
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Performance Overview

Number of Households Served

357

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

243

Avg. # of Days from Enrollment to PH

(Custom Metric)

111

Max: 30 Days

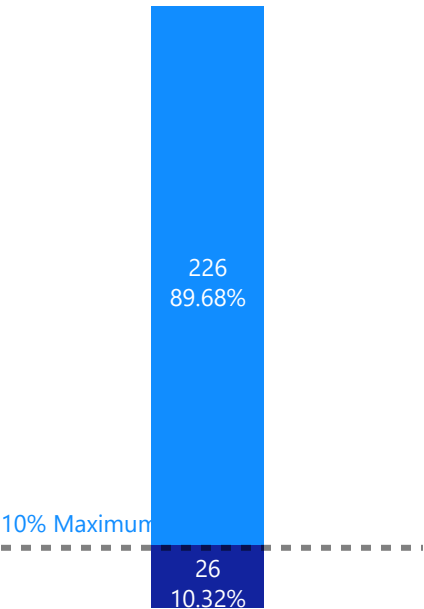
HMIS Name: All Rapid Rehousing (RRH) Projects
Reporting Term: 07/01/2024 - 6/30/2025
Funding Sources: HHOS, FY25-SDG
Rapid Rehousing (RRH): Short to medium term rental assistance paired with case management. Households compete for housing in the open market as any other potential tenant.

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

Returns to Homelessness

(SPM Metric 2b)

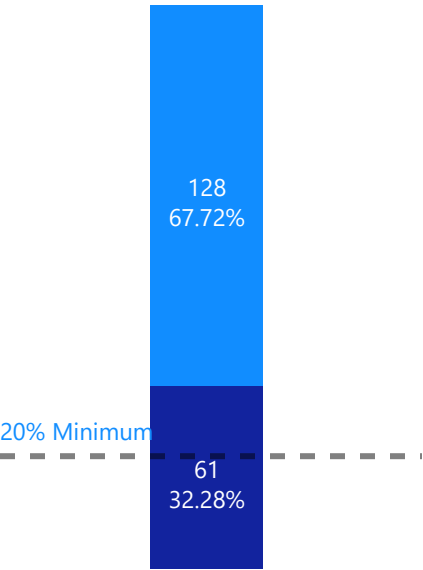
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

● No ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsi...)

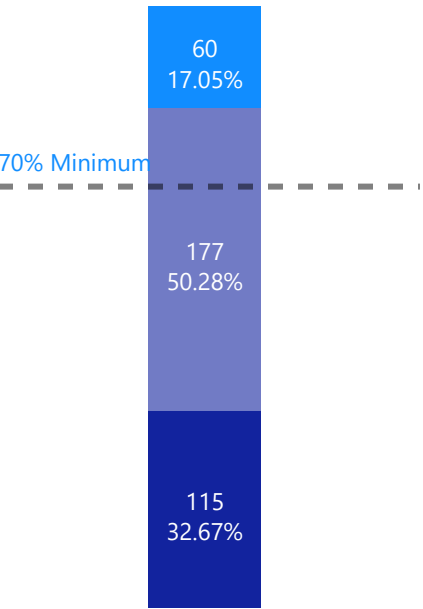
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

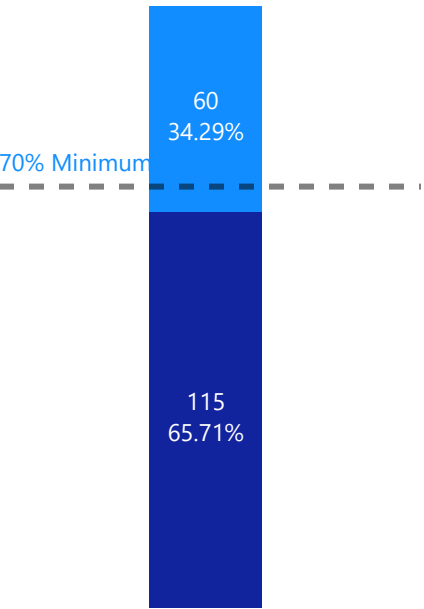
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Performance Overview

HMIS Name: All Permanent Supportive Housing Projects
Reporting Term: 07/01/2024 - 6/30/2025
Funding Sources: HHOS, FY25-SDG
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.

Number of Households Served

298

Average Rate of Utilization

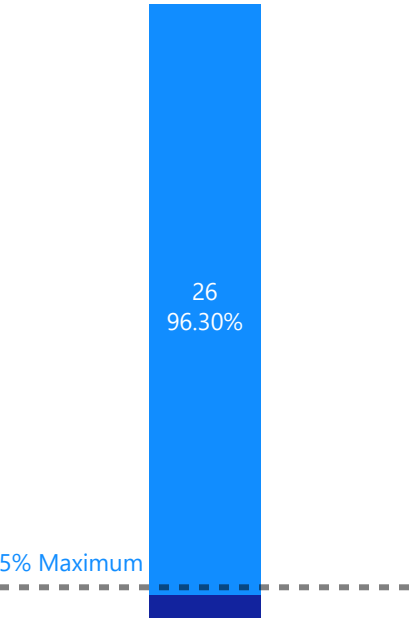
90%

Min: 85%

Returns to Homelessness

(SPM Metric 2b)

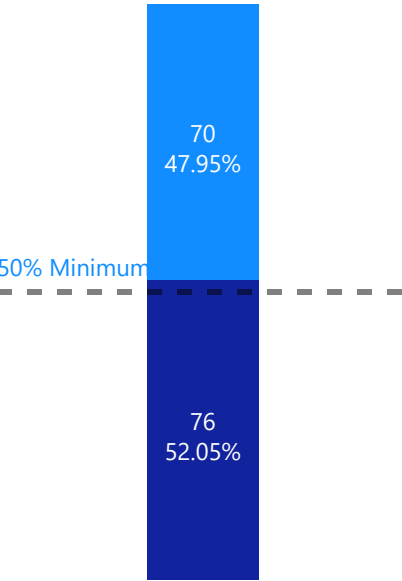
No Yes



Employment and Income Growth for Stayers

(SPM Metric 4.3)

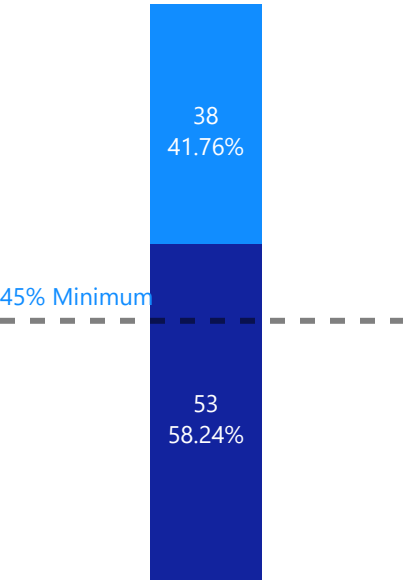
No Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

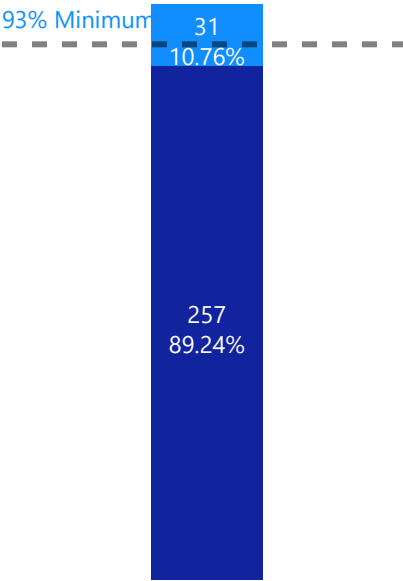
No Yes



Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)

No Yes





Performance Overview

308

21

Max: 60 Days

HMIS Name: All Supportive Services Only (SSO) Projects

Reporting Term: 07/01/2024 - 6/30/2025

Funding Sources: HHOS, Housing Navigation Center

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

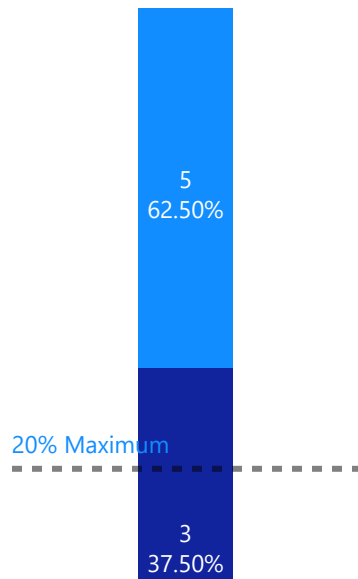
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

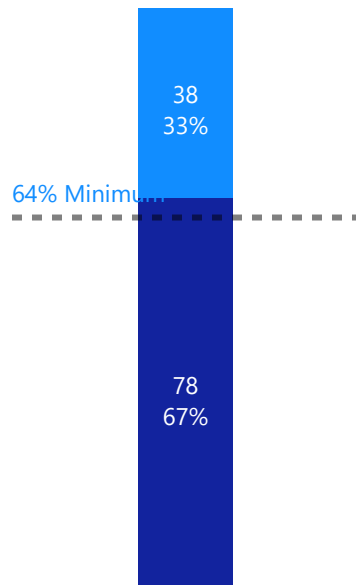
(SPM Metric 2b)

● No ● Yes



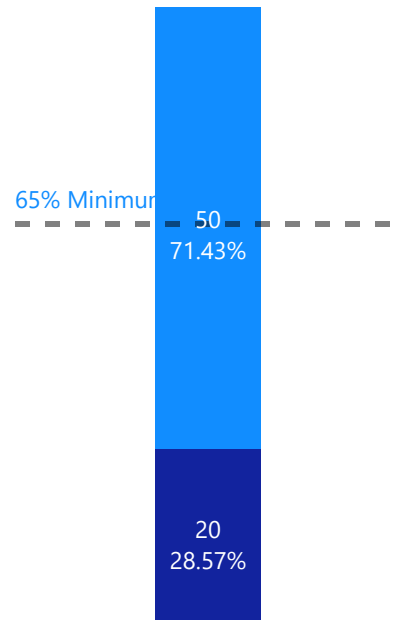
Service those with the Long Lengths of Homelessness

● No ● Yes



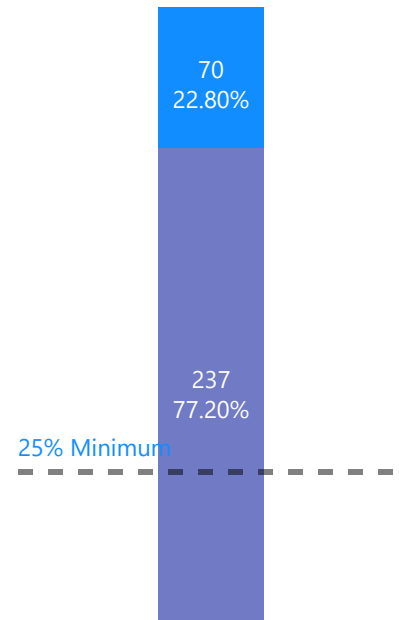
Successful Exits from Street Outreach

● No ● Yes



Exits to Temporary or Institutional Settings

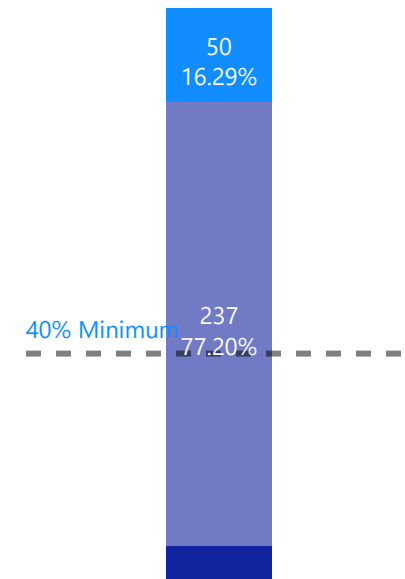
● No ● No (Still Enrolled)



Exits to Permanent Housing

(All Clients Served)

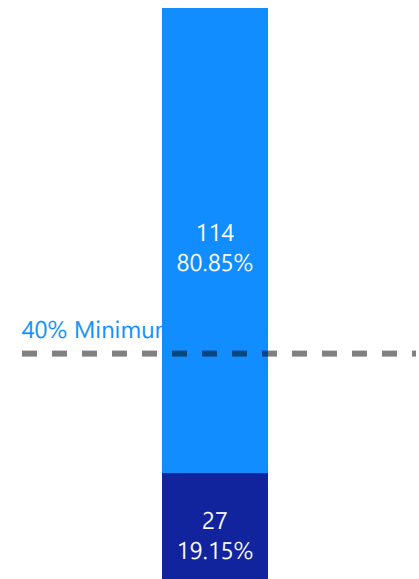
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Performance Overview

759

HMIS Name: All Homelessness Diversion Projects

Reporting Term: 07/01/2024 - 06/30/2025

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

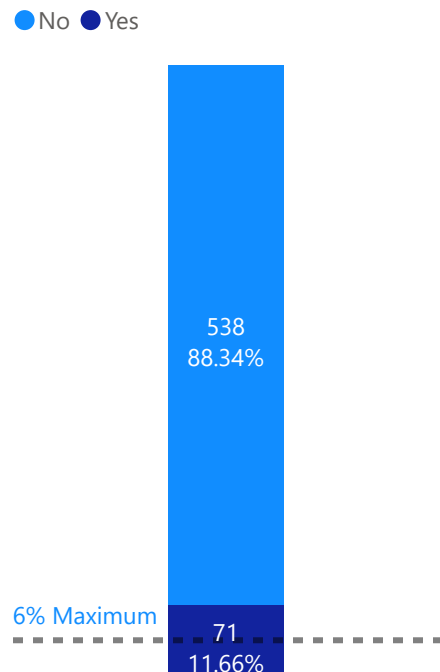
Legend (All the clients enrolled in the reporting period are included in this metric):

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

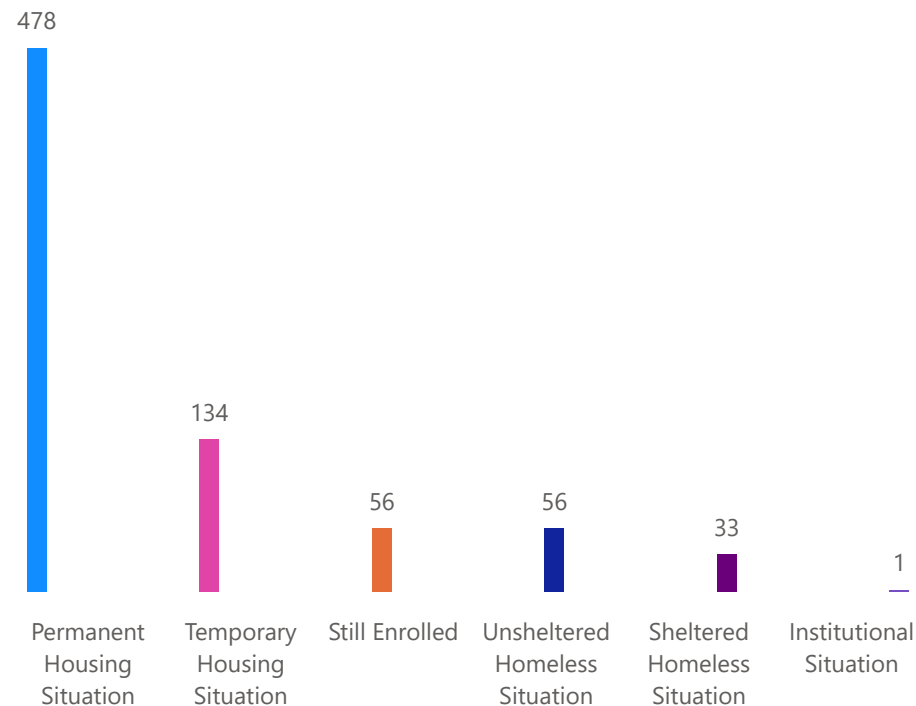
Returns to Homelessness

(SPM Metric 2b)

● No ● Yes



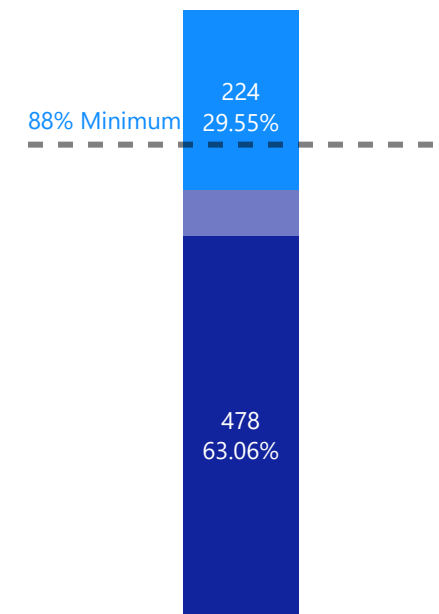
Exit Destinations



Exits to Permanent Housing

(All Clients Served)

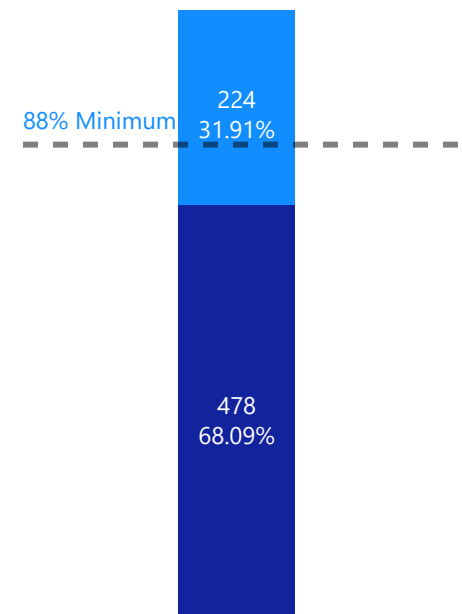
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Spend Down Overview

HMIS Name: All Homelessness Diversion Projects

Q1

Q2

Q3

Q4



July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Catholic Charities - Families Diversion

\$159,000

\$159,000

SNAP Singles Diversion

\$58,394.76

\$9,605....

\$68,000



SNAP Singles Diversion

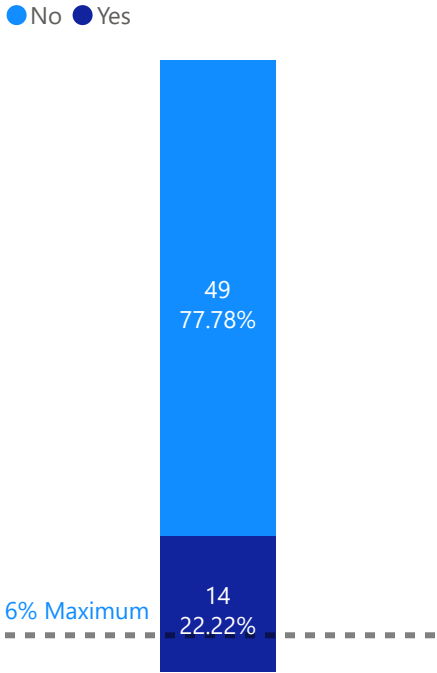
147

HMIS Name: SNAP--SSO--Singles Diversion
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0763
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

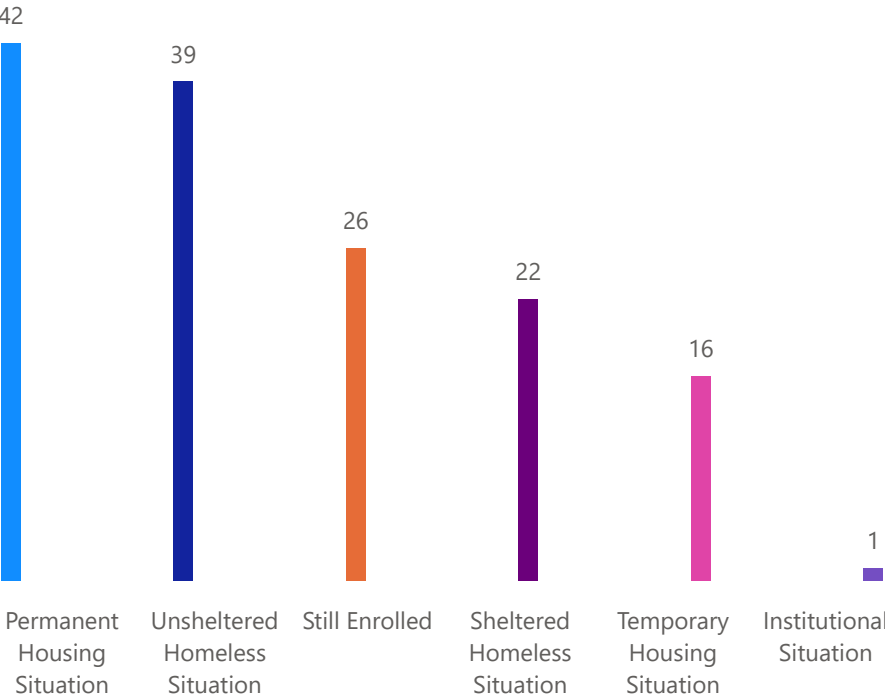
- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
 - Commerce: Consolidated Homeless Grant (CHG) - Eviction Prevention (EP)

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

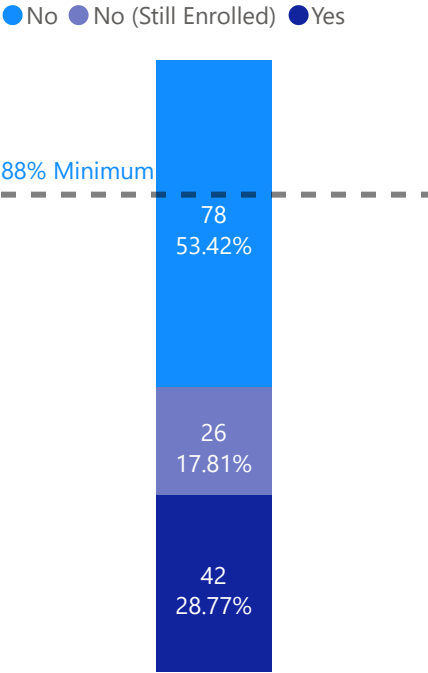
Returns to Homelessness
(SPM Metric 2b)



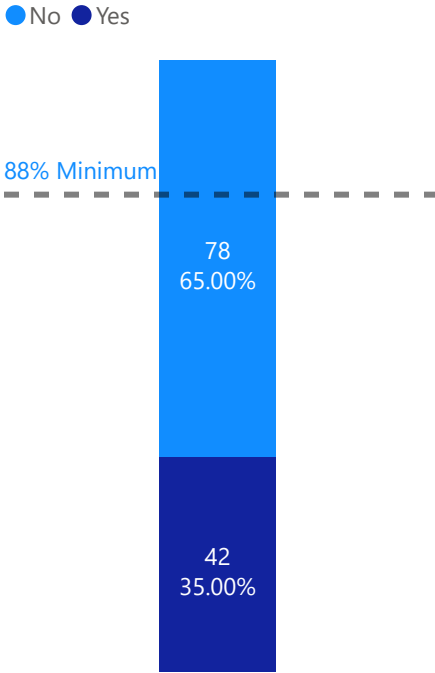
Exit Destinations



Exits to Permanent Housing
(All Clients Served)



Exits to Permanent Housing
(Only Exited Clients)





SNAP Singles Diversion

HMIS Name: SNAP--SSO--Singles Diversion
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0763
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)
- Commerce: Consolidated Homeless Grant (CHG) - Eviction Prevention (EP)

Narrative regarding the **Singles Diversion** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0763 (Homelessness Diversion):

"Explanation of the Variance:

SNAP provides Diversion services on-demand as an alternative to mainline services which have very large waiting pools. Diversion enables clients to receive immediate assistance with whatever housing goals they may be pursuing. Diversion can be enormously beneficial to clients, particularly those who struggle to navigate systems of applications and waitlists. In some cases, the payoff to this work may be immediate and result in a move-in date and a permanent housing destination. In other cases, diversion may begin a process that results in a successful intervention but is not immediately captured by the enrollment itself. Returns to homelessness for those who receive diversion services reflect the regrettable fact that diversion is an intervention without the financial supports provided by other projects. Emphasizing creativity and flexible problem-solving can help clients find a workable resolution, but may not be as durable as other more intensive interventions.

Steps Taken to Improve Performance:

SNAP will be looking to return to having a dedicated diversion specialist rather than having existing case managers also conduct diversion appointments. We are also looking at ways to better reflect the successfulness of diversion within the existing outcome measures, as we believe these underrepresent the successfulness of the project.

Timeline for Improvement (Next 1-3 Months):

These improvements will be implemented in the current program year."

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



Catholic Charities - Families Diversion

612

HMIS Name: CC--SSO--City Diversion--City HHAA

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-0695

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

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

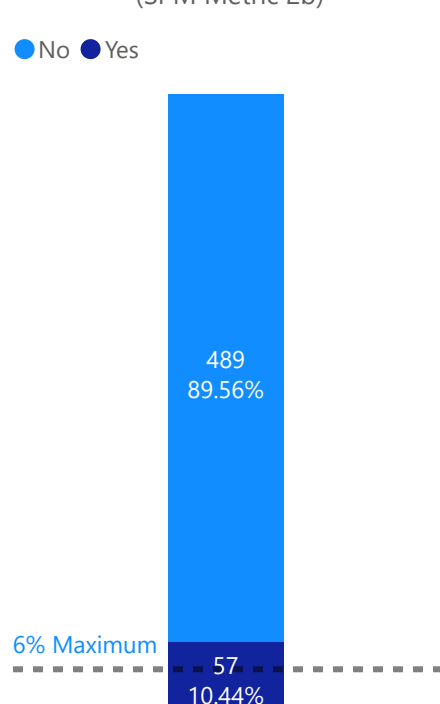
Legend (All the clients enrolled in the reporting period are included in this metric):

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

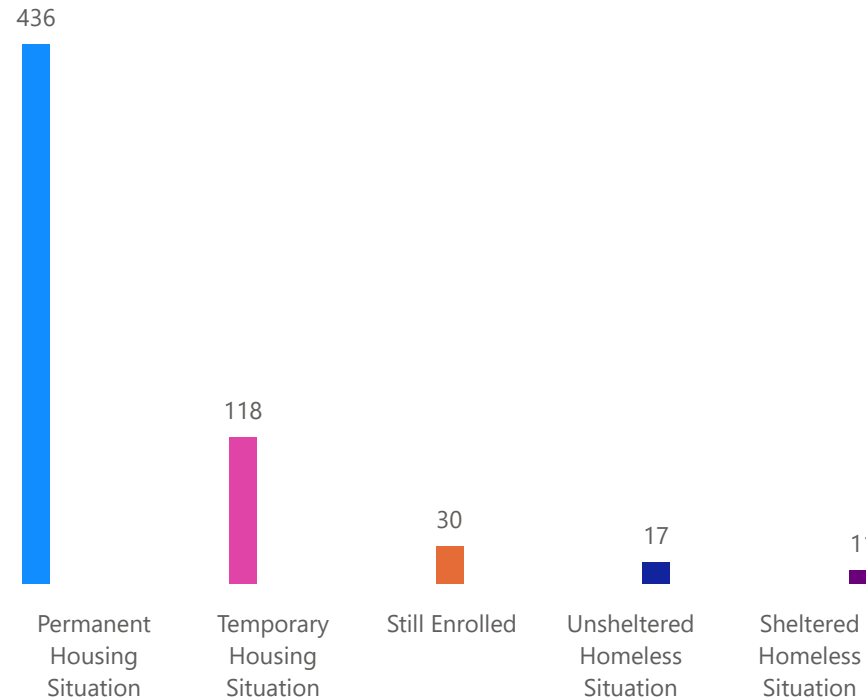
Returns to Homelessness

(SPM Metric 2b)

● No ● Yes



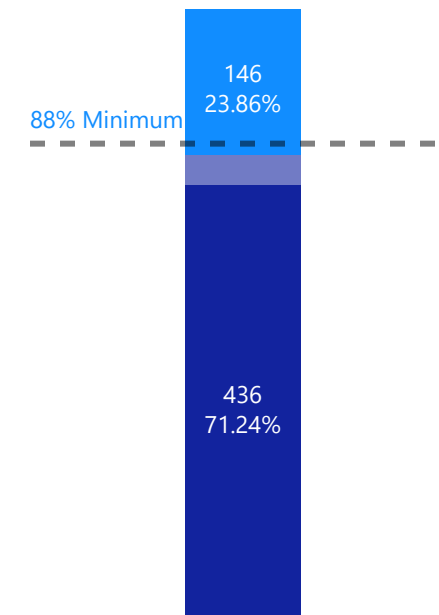
Exit Destinations



Exits to Permanent Housing

(All Clients Served)

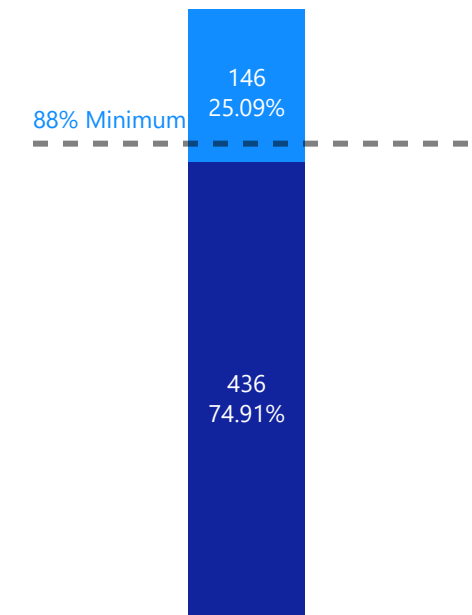
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Performance Overview

HMIS Name: All Coordinated Assessment Projects
Reporting Term: 07/01/2024 - 06/30/2025
Coordinated Entry (CE): The gateway by which households' access projects in the system.

Number of Households Served

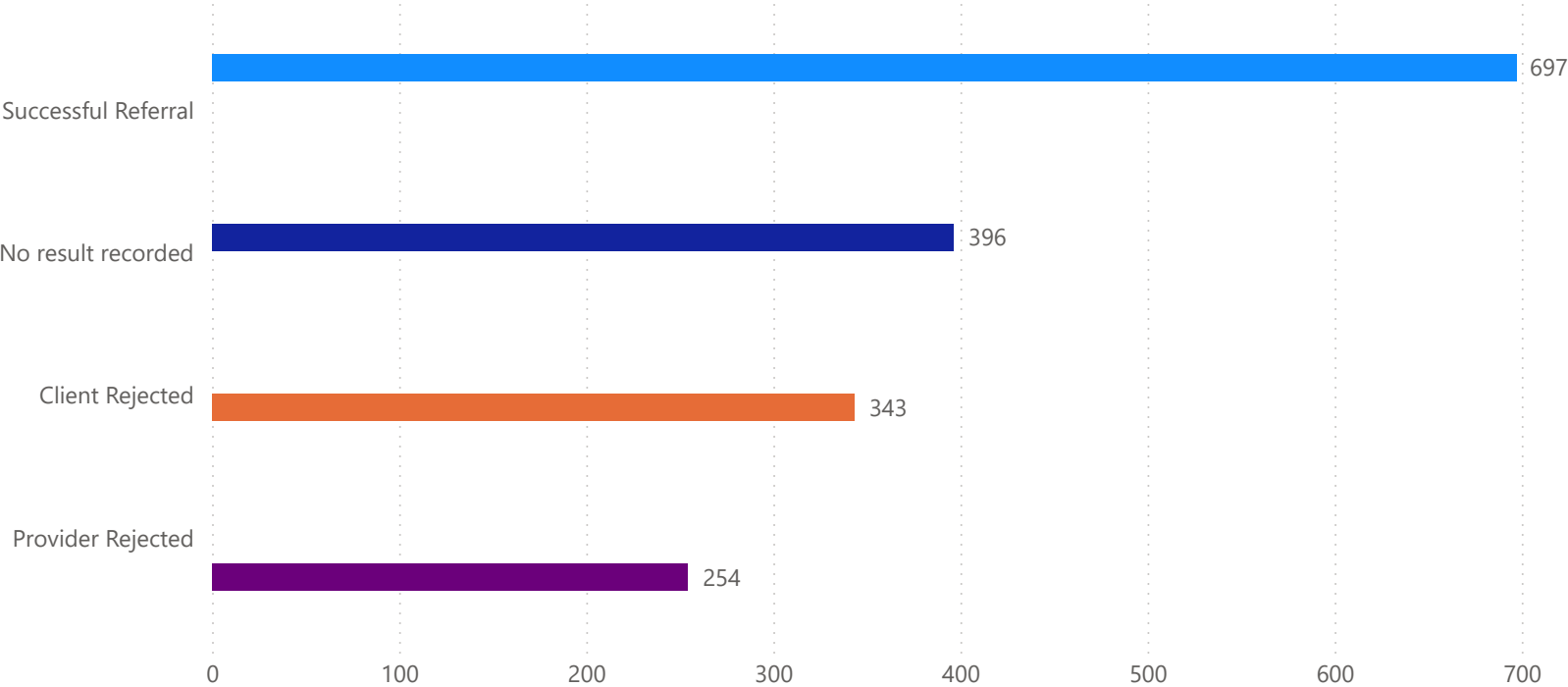
3652

Average Length of time from
Assessment to Acceptance (Days)

28

Max: 30 Days

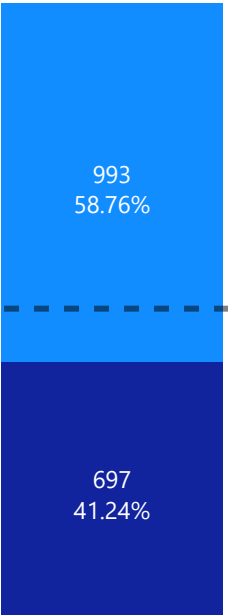
Referral Results



% of referrals with a successful outcome
(Local Measure)

● No ● Yes

50% Minimum





Spend Down Overview

HMIS Name: All Coordinated Entry (CA/CE) Projects

Q1

Q2

Q3

Q4



July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Homeless Family Coordinated Assessment

\$65,000

\$65,000

Singles Homeless Coordinated Assessment

\$45,000

\$45,000



Homeless Family Coordinated Assessment

HMIS Name: CC--CA--HFCA
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0761
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

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

Number of Households Served

Projected Number: 1511

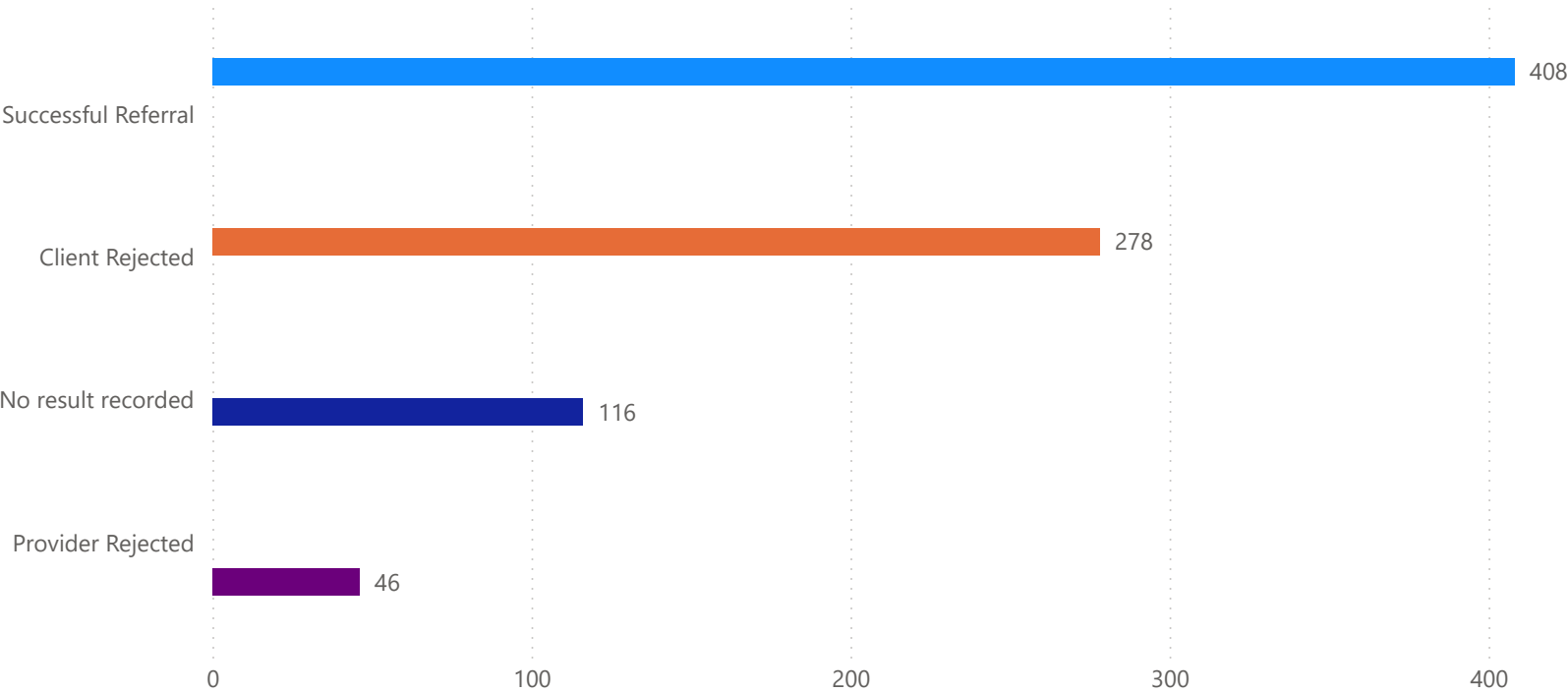
1279

Average Length of time from
Assessment to Acceptance (Days)

23

Max: 30 Days

Referral Results

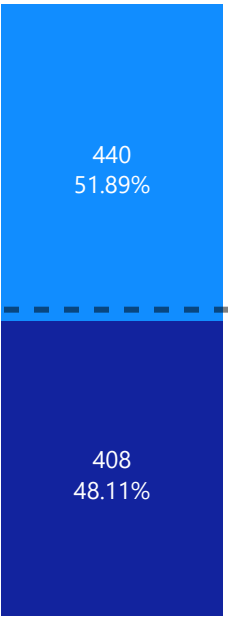


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





Singles Coordinated Assessment

HMIS Name: SNAP--CE--Singles
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0704
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

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

Number of Individuals Served

Projected Number: 300

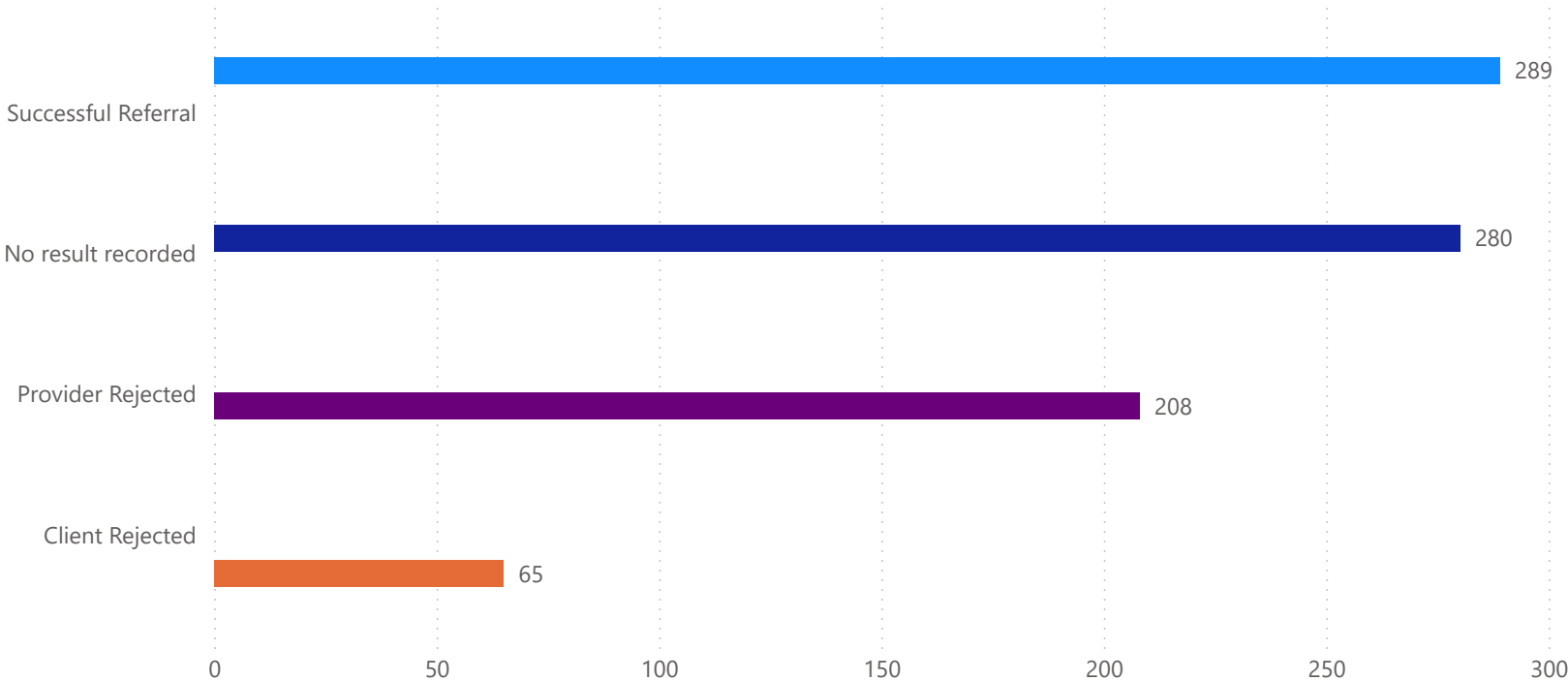
2373

Average Length of time from
Assessment to Acceptance (Days)

33

Max: 30 Days

Referral Results

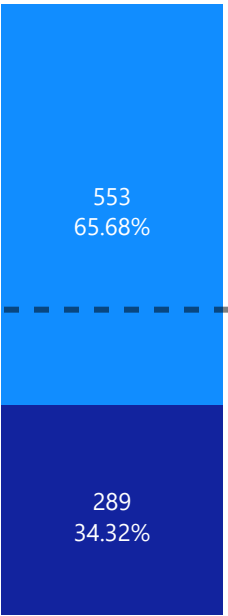


% of referrals with a successful outcome

(Local Measure)

● No ● Yes

50% Minimum





Singles Coordinated Assessment

HMIS Name: SNAP--CE--Singles
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0704
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:

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

Narrative regarding the **Singles Coordinated Assessment** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Explanation of the Variance:

Rejected or failed referrals occur when clients or providers cannot successfully enroll a client in a program. The most common reason for referral failure is the inability for providers to make contact with clients for intake. Coordinated Entry collects contact information including phone number and email address. Maintaining a consistent means of contact can be very challenging for those experiencing homelessness.

Steps Taken to Improve Performance:

CE assessors are instructed to remind clients to immediately update their assessor when their contact information changes. The SHCA Lead has created a Next Steps form, which is provided to each client upon completion of a Coordinated Assessment, which reiterates this instruction. Refresher training on the process for making and documenting contact attempts has been planned for providers accepting CE referrals. Further, in PY2025, the SHCA Lead will begin conducting compliance reviews of Satellite agencies and offering additional support as needed.

Timeline for Improvement (Next 1-3 Months):

Improvements to SHCA are ongoing and include work with the Singles Subcommittee and the Coordinated Entry workgroup."

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



Performance Overview

193

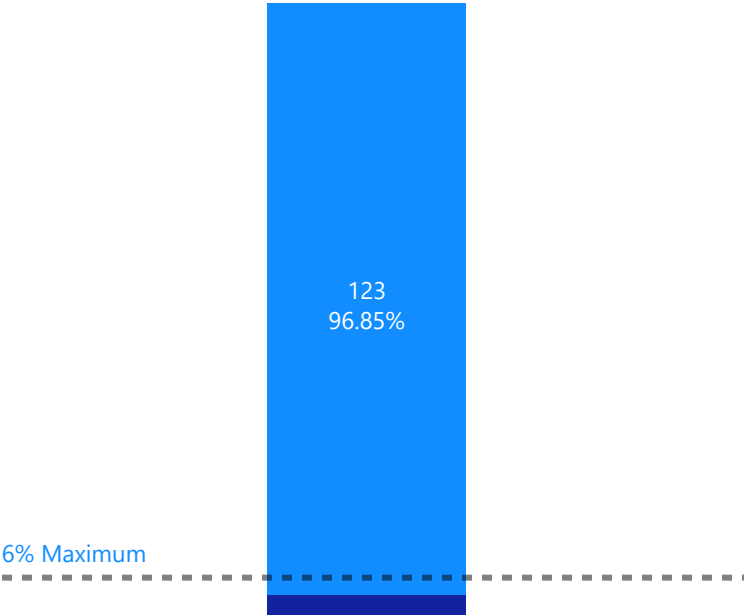
HMIS Name: All Homeless Prevention Projects
Reporting Term: 07/01/2024 - 06/30/2025
Eviction Prevention (EP): Households who are facing imminent legal eviction due to non-payment of rent. In addition to providing financial assistance, supportive services are also provided to ensure long term stability.

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

Returns to Homelessness

(SPM Metric 2b)

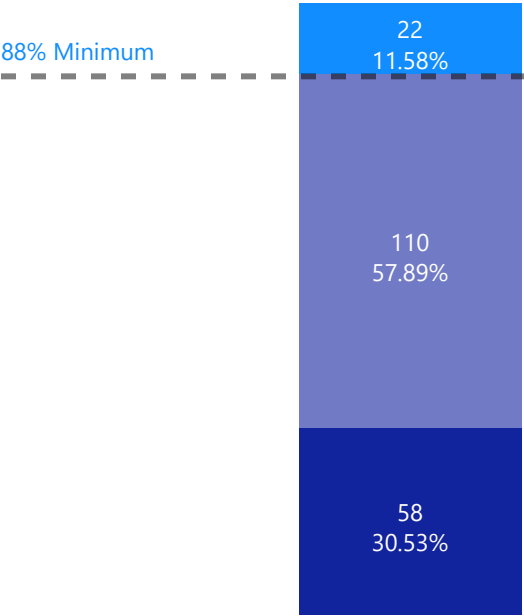
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

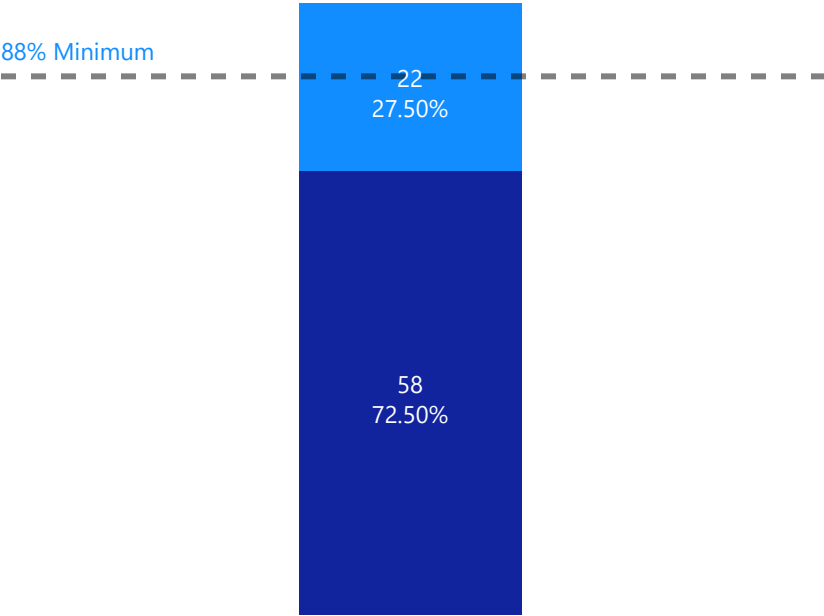
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Spend Down Overview

HMIS Name: All Homeless Prevention Projects

Q1

Q2

Q3

Q4



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

● Sum of Total Spent ● Sum of Total Remaining

HEN Foundational Community Support Bridge

\$264,923.09

\$59,631.91

\$324,555

Esperanza

\$96,469.36

\$98,831



Spend Down Overview

HMIS Name: GI--HP--HEN

Q1

Q2

Q3

Q4



July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Housing and Essential Needs (HEN).

\$3,490,748

\$3,501,100



HEN Foundational Community Support Bridge

14

HMIS Name: GI--HP--HEN FCS Bridge
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0758
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG) - Housing Essential Needs (HEN) Foundational Community Supports (FCS) Bridge

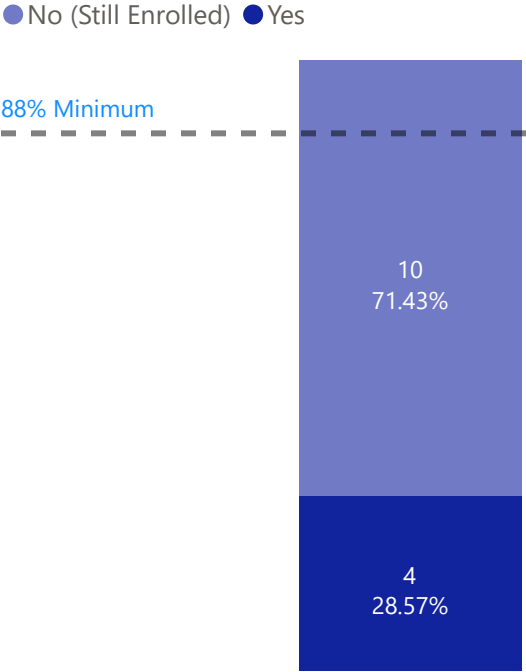
Legend (All the clients enrolled in the reporting period are included in this metric):
No: Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness
(SPM Metric 2b)

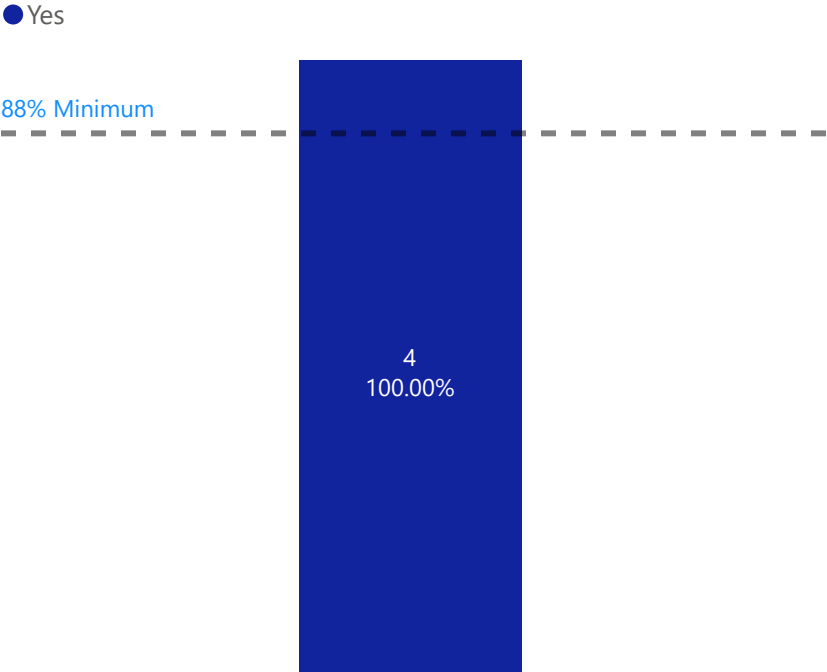
There were no clients enrolled in the project two years prior. Metric 2b requires that there were clients enrolled 2 years prior to the reporting period, have exited to a PH (Permanent Housing) destination and then returned to an ES, TH, SO, and/or RRH project.

6% Maximum

Exits to Permanent Housing
(All Clients Served)



Exits to Permanent Housing
(Only Exited Clients)





Housing and Essential Needs (HEN)

147

HMIS Name: GI--HP--HEN
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0759
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

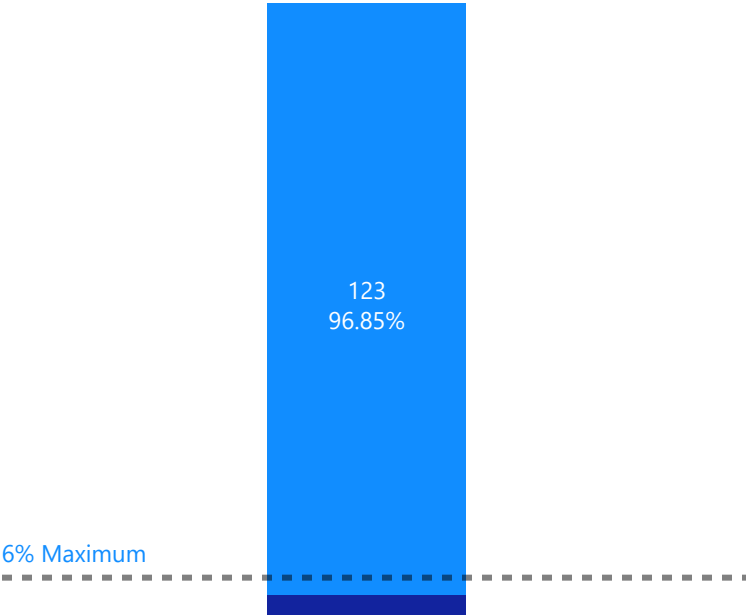
Grants:
• Commerce: System Demonstrations Grant (SDG) - Housing Essential Needs (HEN)

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

Returns to Homelessness

(SPM Metric 2b)

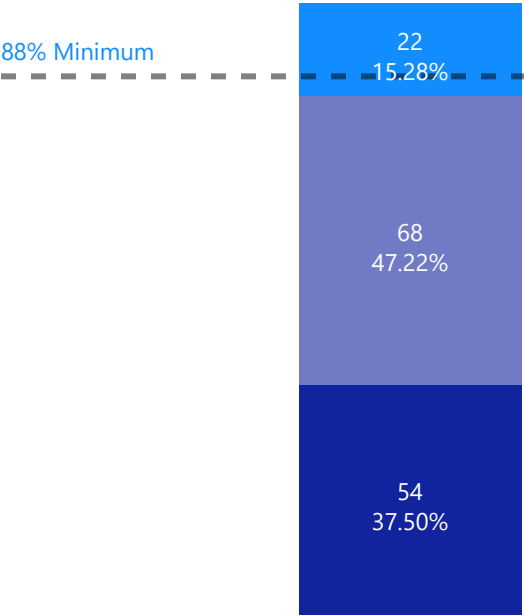
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

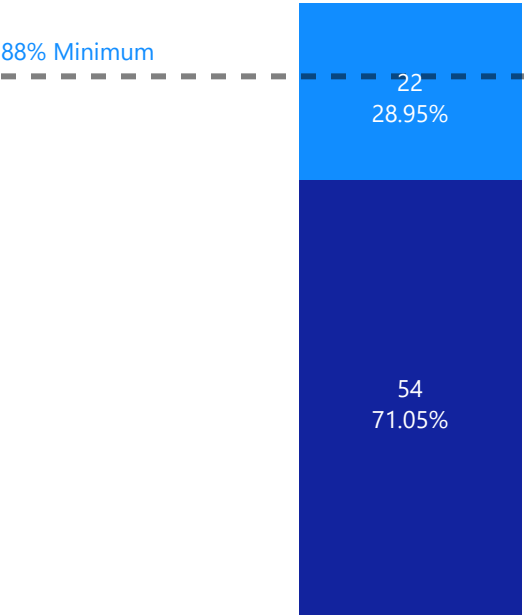
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Housing and Essential Needs (HEN)

HMIS Name: GI--HP--HEN
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0759
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:

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

Narrative regarding the **Housing and Essential Needs (HEN)** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0759 (Homeless Prevention):

"Explanation of Variance:

HEN HP – Exits to Permanent Housing (All clients served):

We acknowledge that our Homelessness Prevention program is currently performing below the 88% threshold for exits to permanent housing when assessing all clients served. At this time, only 37.5% of enrolled households have exited to permanent housing, while 47.22% remain actively enrolled. These still-active participants are engaged in ongoing stabilization efforts, including case management, landlord mediation, and financial assistance.

This performance reflects the complex and often delayed nature of housing stabilization for extremely low-income households, particularly in the context of a tight and increasingly unaffordable housing market. Many enrolled households face compounding barriers such as income volatility, rental debt, or past evictions, which require sustained support and time to resolve. In prevention programming, stability is not always immediate, and outcomes often become measurable only after longer periods of intervention.

To address this, we are reviewing our internal practices and exploring targeted improvements to increase the timeliness and effectiveness of our interventions. This includes expanding early identification strategies to engage at-risk households before their situations become critical, refining our landlord engagement efforts to prevent evictions more efficiently, and enhancing the use of financial assistance in a way that adapts to clients' evolving needs.

Additionally, in accordance with recent changes from Commerce and the City, we are updating service plans and conducting eligibility reviews on a 12-month cycle based on the household's original service start date. This policy shift is prompting internal workflow adjustments to better align with compliance standards while continuing to prioritize client stability and long-term housing outcomes. The changes discussed have begun being examined July 2025 and executed through a slow process that includes training and updating of our internal database to ensure data quality and improvement. These changes will be fully implemented by December 2025..."



Housing and Essential Needs (HEN)

HMIS Name: GI--HP--HEN
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0759
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:

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

Narrative regarding the **Housing and Essential Needs (HEN)** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0759 (Homeless Prevention) Continued:

"HEN HP- Exited to permanent housing (Only exited):

Upon reviewing the QPR data specific to exited clients in our Homelessness Prevention program, we acknowledge that our current rate of 71.05% successful exits to permanent housing falls below the 88% minimum performance standard. While the majority of exited households did secure stable housing, 28.95% exited without achieving or maintaining permanent housing, signaling a need for further analysis and targeted improvement.

Our team is closely examining the contributing factors behind these unsuccessful exits. Common challenges include sudden client disengagement during or shortly after assistance, unresolved disputes with landlords that led to premature lease terminations, and income instability that prevented clients from sustaining housing after financial support ended. These issues often arose despite short-term progress and reflect the fragile nature of housing stability for many prevention households.

To address these patterns, we are strengthening our follow-up protocols to maintain client contact beyond the immediate intervention period and track outcomes more effectively. Additionally, we are refining our eligibility and sustainability assessments to better gauge a household's capacity to maintain housing over time. These adjustments aim to improve the quality of our intervention and reduce the likelihood of clients exiting the program without stable housing in place.

In line with recent changes from Commerce and the City, we are also implementing a 12-month review cycle tied to each household's service start date. This policy update has prompted adjustments in workflow and service planning to ensure accurate tracking, ongoing eligibility compliance, and sustained housing stability for participants.

These changes have begun being examined in July and will continue to be reviewed and improved through December 2025."

-- Micaela Sepulveda, HEN Program Manager, Goodwill Industries



Esperanza

32

HMIS Name: NRCC--HP--Esperanza--HSG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0774
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

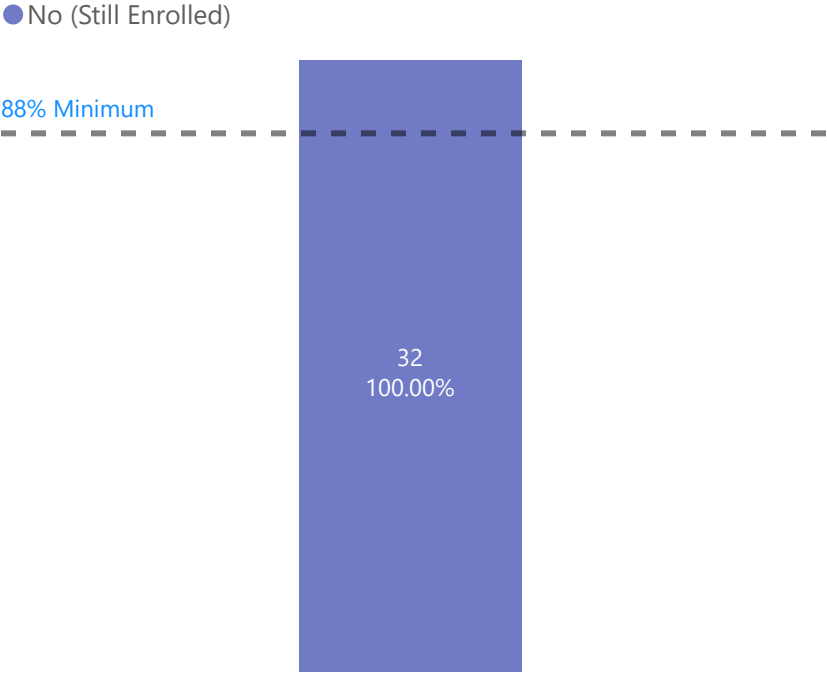
Grants:
• City of Spokane: Human Services Grant (HSG)

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

Returns to Homelessness
(SPM Metric 2b)

Exits to Permanent Housing
(All Clients Served)

Exits to Permanent Housing
(Only Exited Clients)



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

This measure looks at clients that have exited to a permanent housing destination. There were no clients that were exited within the reporting period.

6% Maximum

88% Minimum



Performance Overview

Average Length of Time to Date of Engagement (Days)

3

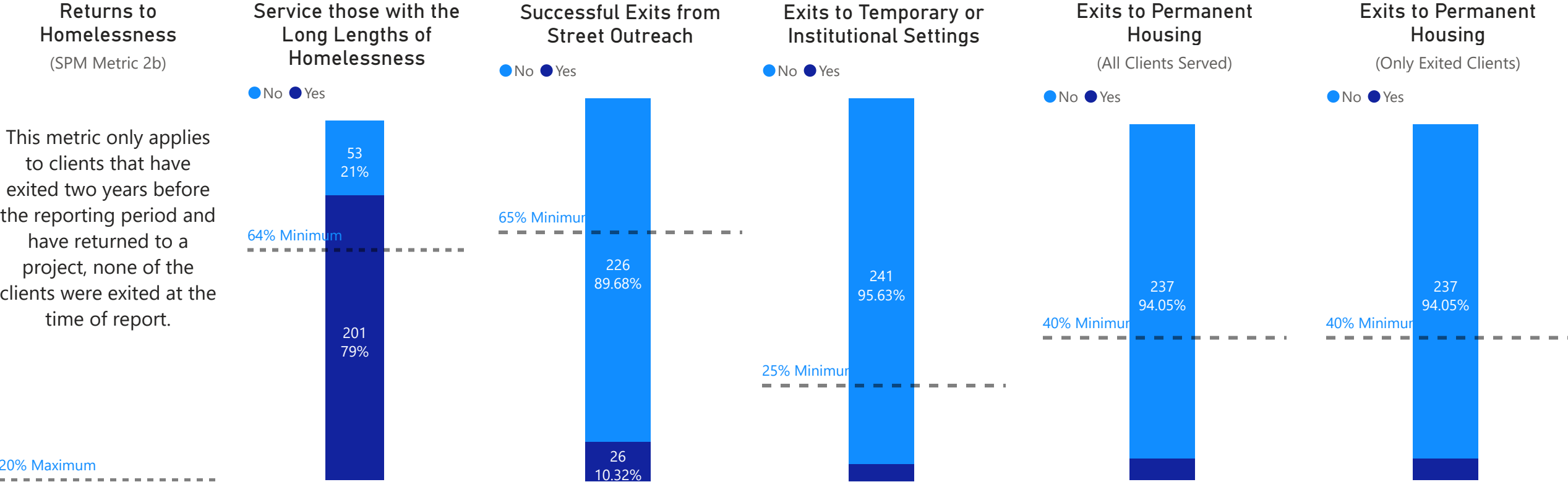
Max: 60 Days

Number of Individuals Served

254

HMIS Name: All Street Outreach (SO) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

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





Spend Down Overview

HMIS Name: All Street Outreach (SO) Projects

Q1

Q2

Q3

Q4



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

● Sum of Total Spent ● Sum of Total Remaining

The Salvation Army - Street Outreach

\$120,000

\$120,000

SNAP - Street Outreach

\$90,935

\$90,935



SNAP - Street Outreach

Average Length of Time to Date of Engagement (Days)

3

Max: 60 Days

Number of Individuals Served

Projected Number: 90

91

HMIS Name: SNAP--SO--HSG

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-0777

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

- City of Spokane: Human Services Grant (HSG)

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

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

Returns to Homelessness

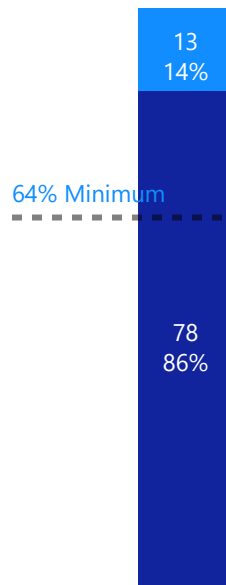
(SPM Metric 2b)

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

20% Maximum

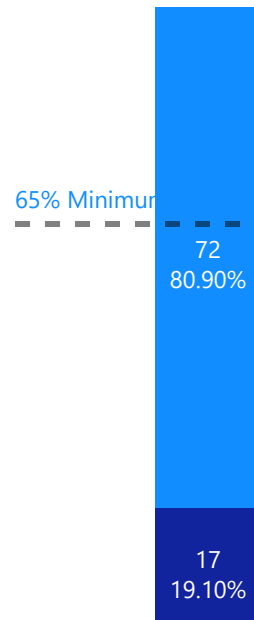
Service those with the Long Lengths of Homelessness

● No ● Yes



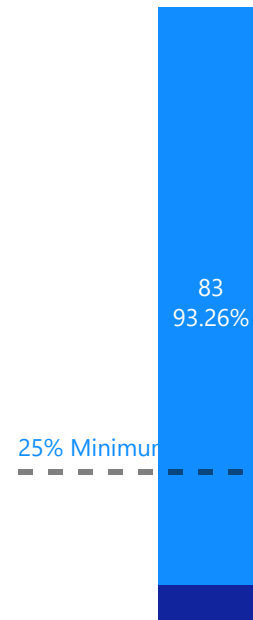
Successful Exits from Street Outreach

● No ● Yes



Exits to Temporary or Institutional Settings

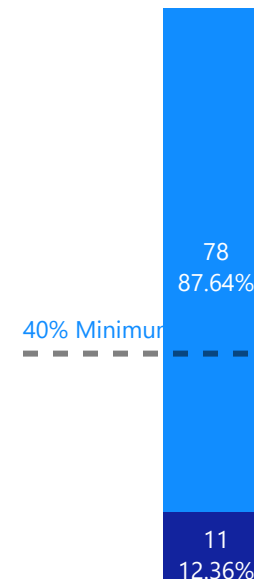
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

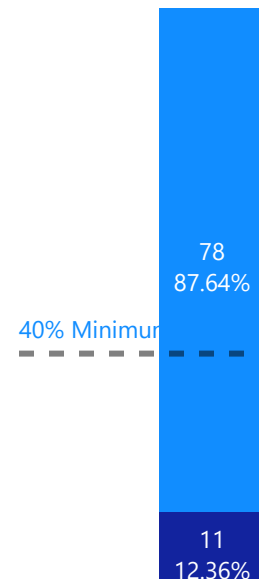
● No ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





SNAP - Street Outreach

HMIS Name: SNAP--SO--HSG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0777
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

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

Narrative regarding the **SNAP - Street Outreach** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0777 (Street Outreach):

"Explanation of the Variance:

Street Outreach projects often engage clients who are disconnected from services, geographically remote, or who may not be trustful of authorities or service providers. While outreach workers strive to connect clients to housing where appropriate, progress is often incremental and transitioning clients directly into a housing destination is not often the primary goal of engagement. Further, Spokane's historic lack of transitional housing options and frequent limitation of availability of such resources to ROW/ERP-connected projects limits available options for temporary or transitional settings.

Steps Taken to Improve Performance:

N/A – Project ended

Timeline for Improvement (Next 1-3 Months):

N/A – Project ended"

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



The Salvation Army - Street Outreach

HMIS Name: TSA--SO--SDG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0784
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG)

3

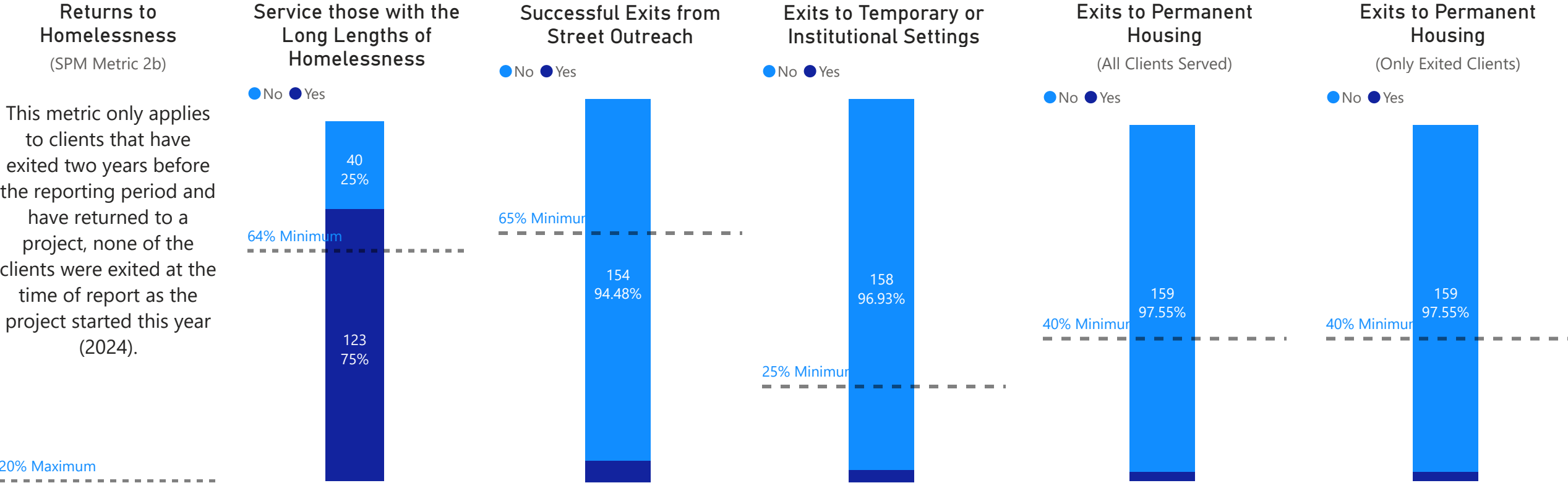
Max: 60 Days

Number of Individuals Served

Projected Number: 100

163

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





The Salvation Army - Street Outreach

HMIS Name: TSA--SO--SDG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0784
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG)

Narrative regarding the **The Salvation Army - Street Outreach** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0784 (Street Outreach):

"During the reporting period, our program successfully met the minimum threshold for engaging individuals with extended histories of homelessness—a population facing some of the most complex barriers to housing and stability. This achievement reflects our team's sustained commitment to reaching those with the highest vulnerability, despite systemic and environmental challenges. The team also engaged with 163 individuals compared to the target of 100.

Performance across other key metrics—such as service connection rates and housing placements—fell short of projected targets. This outcome is not indicative of diminished effort or outreach quality, but rather reflects the intensified service resistance, trauma prevalence, and behavioral health complexities regularly observed in this subpopulation.

Clients with long-term unsheltered experience frequently require extended engagement timelines, multiple trust-building interactions, and tailored support before accepting referrals or housing. In practice, this means fewer high-touch engagements yield measurable transitions within a single reporting cycle.

Compounding these challenges were external factors, including regional housing scarcity, and disruptions in shelter access due to severe weather and encampment displacements. These realities shaped both individual outcomes and systemic responsiveness. With additional time, the team would have shown more success in outcomes especially with the additional training received in May to accurately depict shelter and housing options for those they connected with during the term of the contract.

Despite these hurdles, we remain steadfast in our housing-first, equity-driven approach. Looking forward, we are implementing improved engagement tracking tools, cross-system coordination with behavioral health providers, and tailored service plans for long-term unsheltered clients to improve conversion rates without compromising trauma-informed principles."

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



Performance Overview

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 06/30/2025

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

Information regarding the following Street Outreach Report.

The following report provides the same information for HHOS funded Street Outreach Projects, except the metrics for **Successful Exits from Street Outreach, Exits to Temporary or Institutional Setting, and Exits to Permanent Housing**, are exclusively only counting clients that have a **Date of Engagement**.



Performance Overview

HMIS Name: All Street Outreach (SO) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

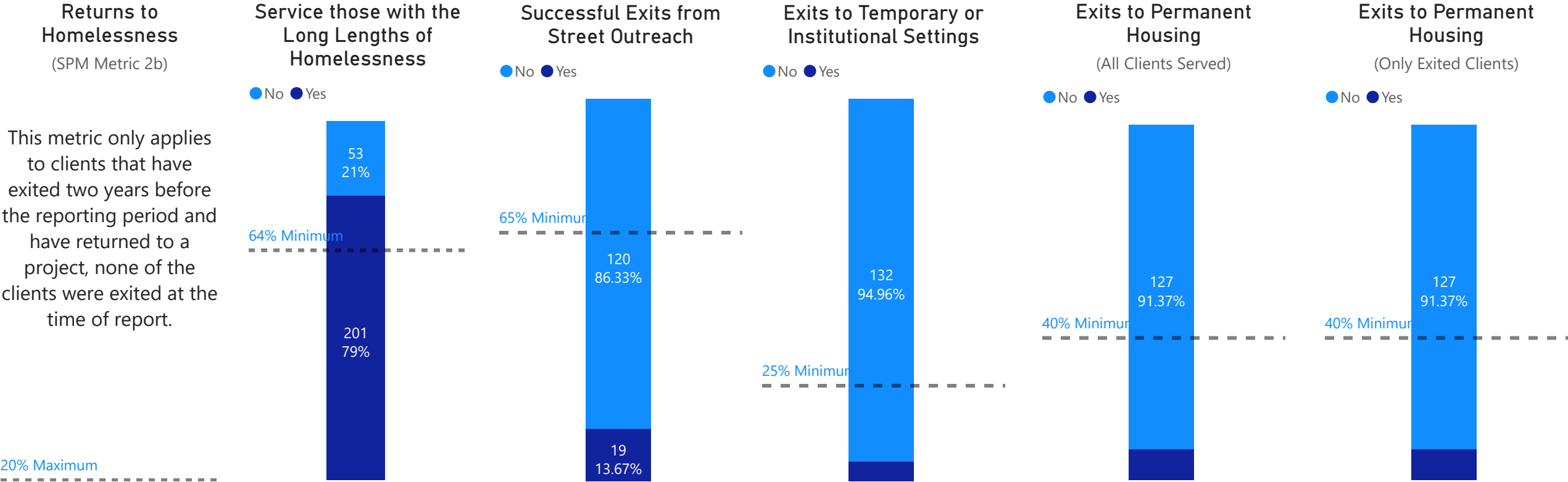
3

Max: 60 Days

Number of Individuals Served

254

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





SNAP - Street Outreach

HMIS Name: SNAP--SO--HSG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0777
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

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

3

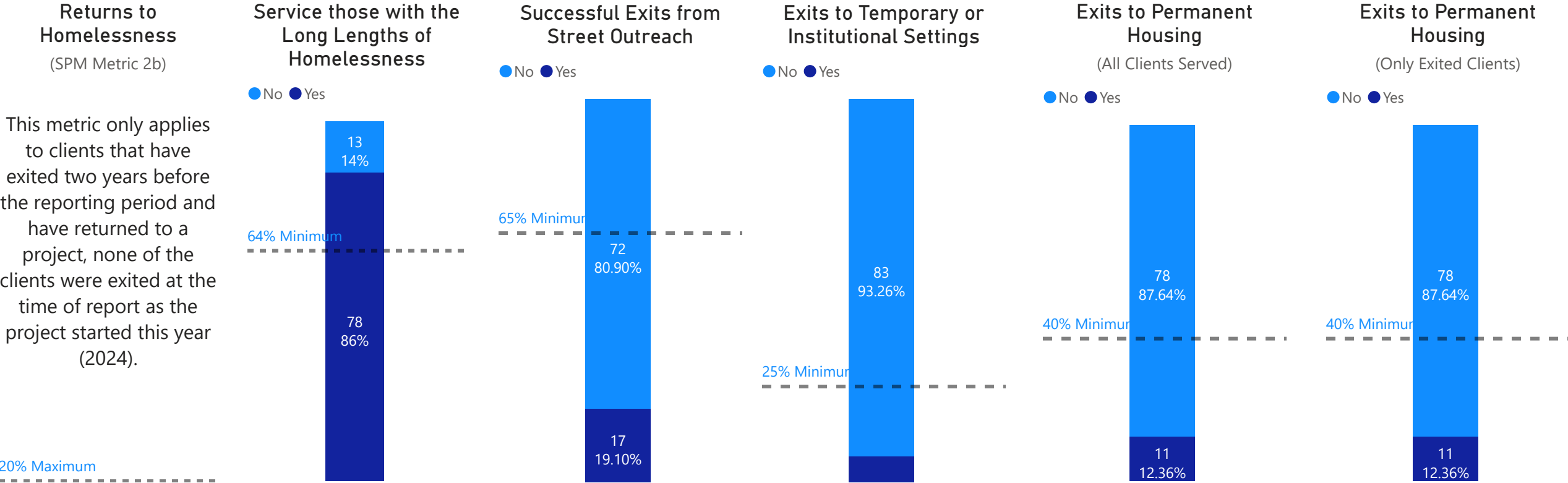
Max: 60 Days

Number of Individuals Served

Projected Number: 90

91

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





SNAP - Street Outreach

HMIS Name: SNAP--SO--HSG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0777
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

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

Narrative regarding the **SNAP - Street Outreach** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0777 (Street Outreach):

"Explanation of the Variance:

Street Outreach projects often engage clients who are disconnected from services, geographically remote, or who may not be trustful of authorities or service providers. While outreach workers strive to connect clients to housing where appropriate, progress is often incremental and transitioning clients directly into a housing destination is not often the primary goal of engagement. Further, Spokane's historic lack of transitional housing options and frequent limitation of availability of such resources to ROW/ERP-connected projects limits available options for temporary or transitional settings.

Steps Taken to Improve Performance:

N/A – Project ended

Timeline for Improvement (Next 1-3 Months):

N/A – Project ended"

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



The Salvation Army - Street Outreach

HMIS Name: TSA--SO--SDG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0784
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG)

3

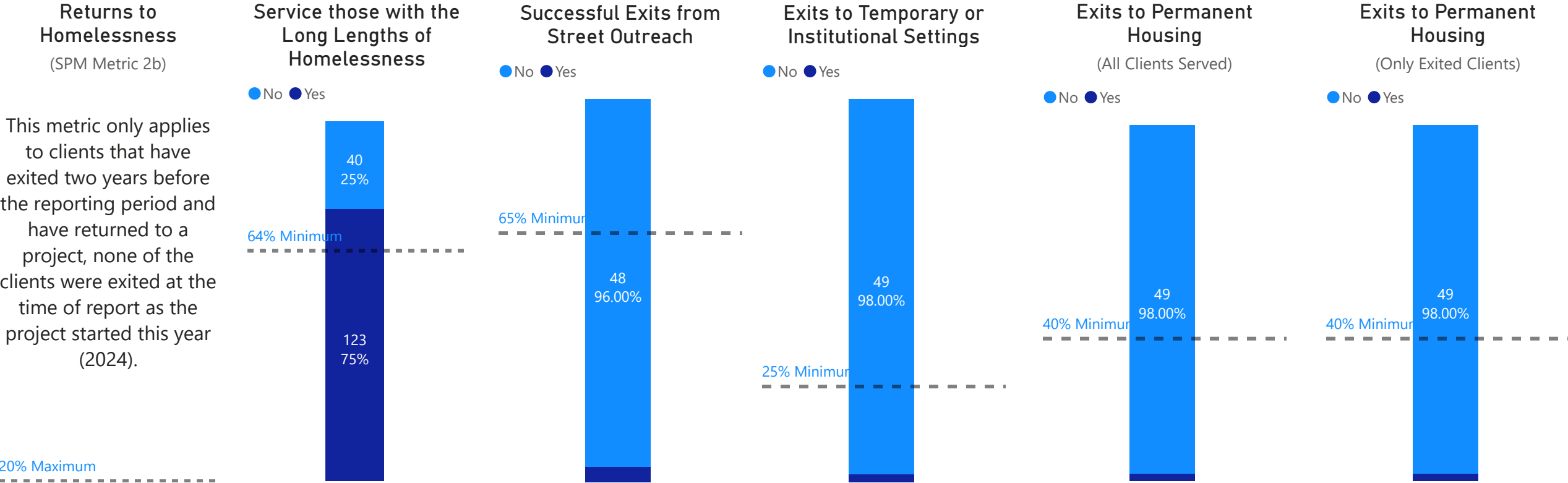
Max: 60 Days

Number of Individuals Served

Projected Number: 100

163

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





Performance Overview

HMIS Name: All Emergency Shelter (Night-by-Night) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

1346

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

84

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

8

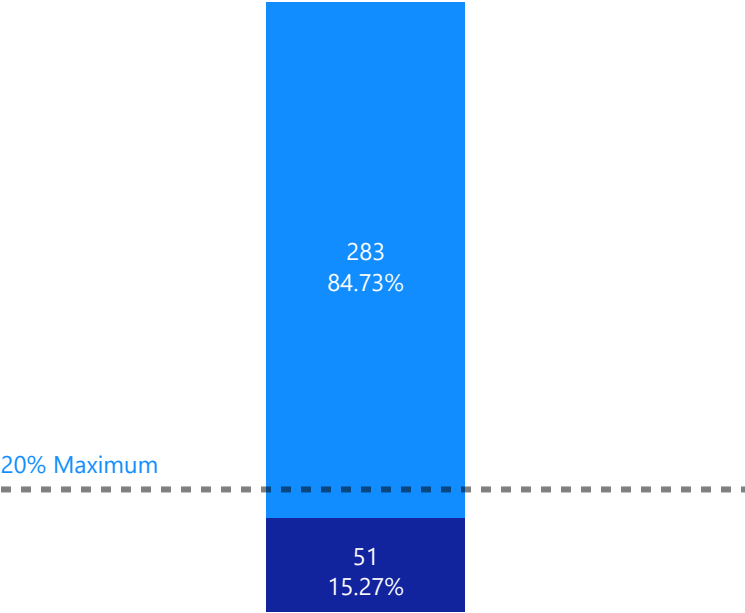
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

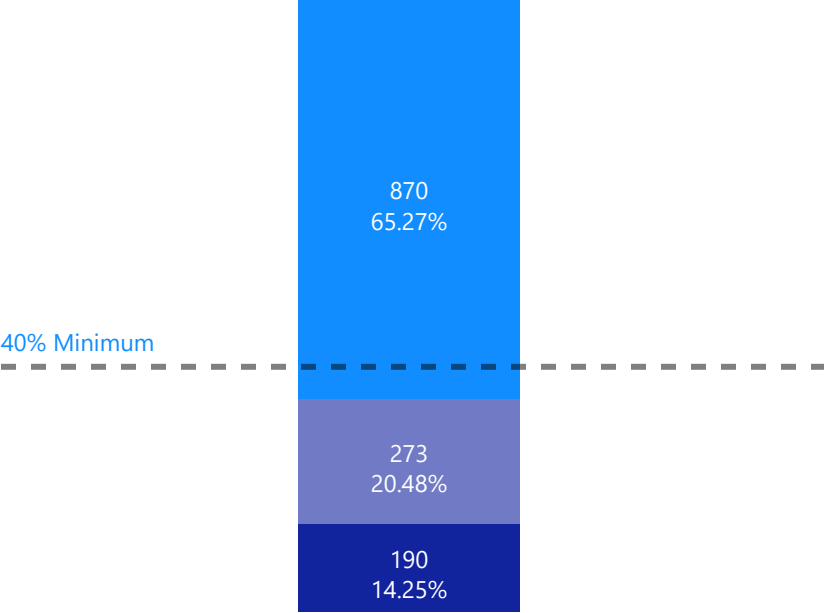
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

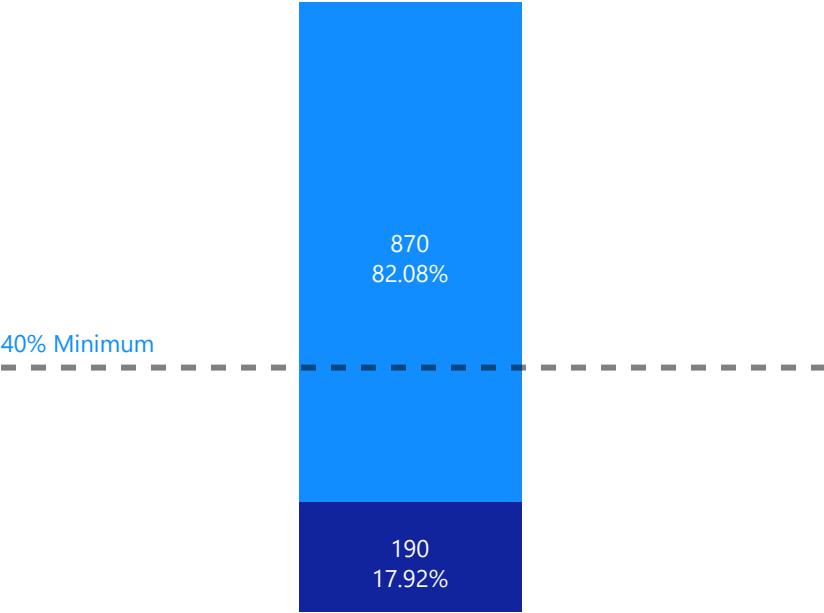
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● 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

Hope House Shelter

\$1,299,904.02

\$1,300,000

Open Doors Shelter

\$780,000

\$780,000

House of Charity Shelter

\$280,137

\$280,137



House Of Charity Shelter

Number of Individuals Served

Projected Number: 288

574

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

104

Max: 90 Days

HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0753 and 2024-0696
Contract Number of Beds: 6 and 11
HMIS Total Number of Beds: 99

- Grants:
- City of Spokane: Human Services Grant (HSG)
 - HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)
 - Commerce: Systems Demonstration Grant (SDG)
 - Commerce: Consolidated Homeless Grant (CHG)

Average Length of Time to Date of Engagement (Days)

3

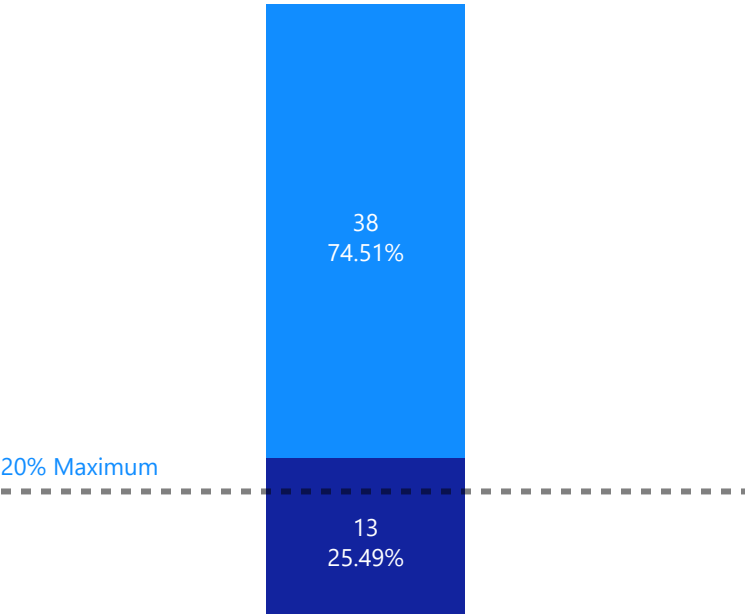
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

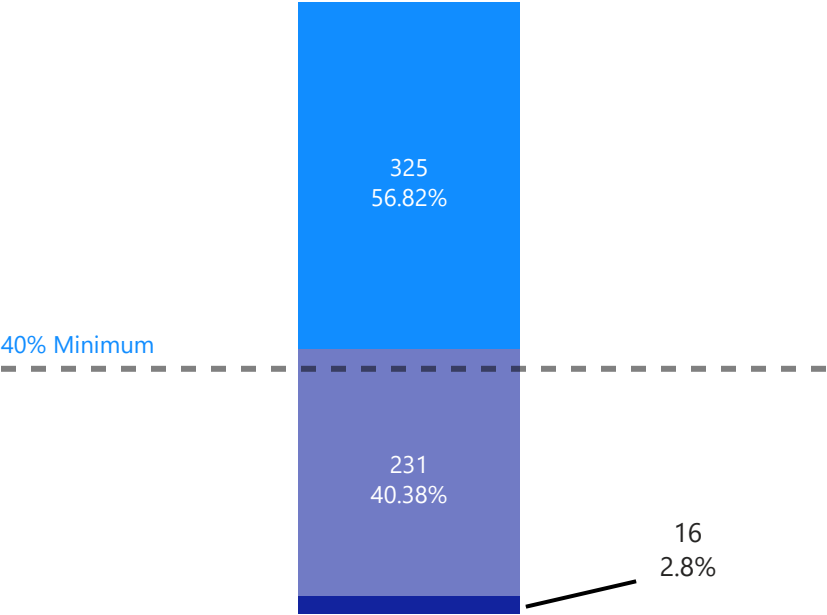
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

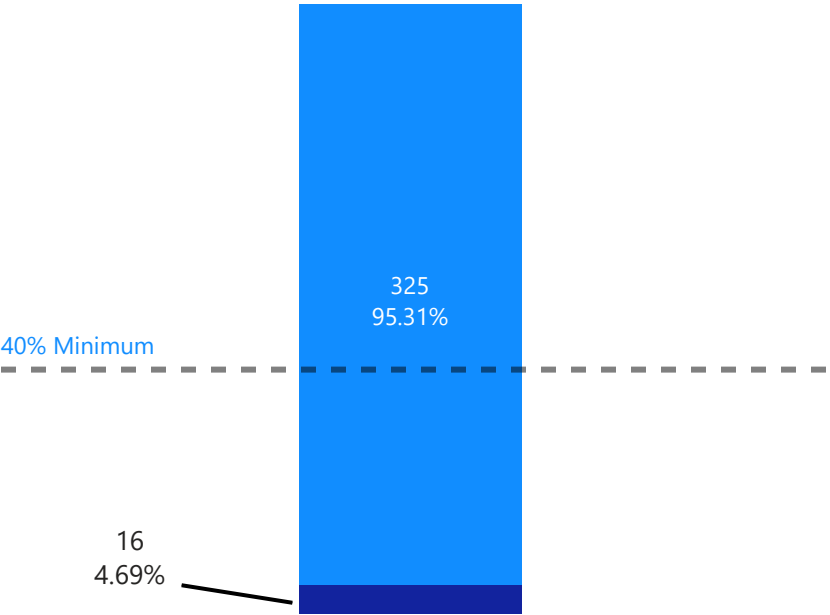
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0753 and 2024-0696
Contract Number of Beds: 6 and 11
HMIS Total Number of Beds: 99

Grants:

- City of Spokane: Human Services Grant (HSG)
- HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)
- Commerce: Systems Demonstration Grant (SDG)
- Commerce: Consolidated Homeless Grant (CHG)

Narrative regarding the **House of Charity Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Explanation of the Variance:

Metric 1a.1: Our target goal was 90 Days, and our Average Length of Time Homeless was 104 days. We did not meet this measure for a variety of factors, including:

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

Metric 2b: Our target goal was 20%. As our data shows, we had a 25.49% Returns to Homelessness and did not meet the % goal due to what we imagine are factors related to: increased market rents and the lack of access to behavioral health services which likely contributes to the housing instability/recidivism of our vulnerable population once housed.

- Related Variables include: House of Charity has been funded to follow clients post-housing for 90 days for anyone receiving a (previously available) SHA Tenant-based Housing Choice referral voucher, which helps to support initial stability. However, these vouchers are currently unavailable, which impacts our ability to house and track clients for success using this resource. Additionally, for other clients permanently housed, we rely on a warm handoff to external case management services to support long-term stabilization; however— clients are not obligated to engage with ongoing services, leaving a potential gap in stabilizing supports that can help keep folks housed over time.

Metric 7b.1: During this reporting period, 16 individuals exited to permanent housing. Our target goal was 40%. We achieved a goal of 4.42%. We did not achieve this goal due to compounding factors, which include:

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

Average Length of Time to Date of Engagement (Local Measure): Our team excels in this area with an average of 3 days vs the performance measure goal of 30 days..."



House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0753 and 2024-0696
Contract Number of Beds: 6 and 11
HMIS Total Number of Beds: 99

Grants:

- City of Spokane: Human Services Grant (HSG)
- HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)
- Commerce: Systems Demonstration Grant (SDG)
- Commerce: Consolidated Homeless Grant (CHG)

Narrative regarding the **House of Charity Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Steps Taken to Improve Performance:

Metric 1a.1: Our team continues to partner extensively with community providers to support potential avenues to housing solutions to reach our target goal for this measure.

Metric 2b: We will continue to offer warm handoffs to help decrease recidivism rates. With these variables in mind, we will continue to provide as much stabilization services as possible to support lowering this percentage.

Metric 7b.1: Despite these challenges, we continue to connect individuals to available housing resources through **Case Management services** and partnerships with **onsite and community-based substance use disorder programs** and **critical mental health services**. We appreciate the City's inclusion of **long-term care** and **adult family homes, as well as other transitional placements** in the coming year as an appropriate setting for an exit to permanent housing based on the age and acuity of our patrons. This local measure will more holistically share the broader story of the client journey at HOC.

Timeline for Improvement (1-3 Months):

Metric's 1a.1, Metric 2b & Metric 7b.1:

- **Immediate:** We are working to hire an additional case manager that will expand the hours of availability for our care team to include shelter check-ins to maximize engagement opportunity.
- **Immediate:** We are working with CHAS Health to imbed a behavioral health (BH) specialist who can engage and navigate patrons to appropriate and helpful BH resources, with the goal of:
 - (1 increasing patron stabilization and openness to housing opportunities and
 - (2 (hopefully) reduced recidivism long-term by having connected folks with long-term stabilizing, community-based resources that can be utilized well-beyond their shelter stay.
- **Immediate:** We are partnering with CAMAS in our immediate neighborhood to connect people to MAT services, which will increase patron stabilization and openness to housing opportunities.

-- Dena Carr, Respite Director, Catholic Charities of Eastern Washington



Open Doors Shelter

Number of Individuals Served

Projected Number: 204

291

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

55

Max: 90 Days

HMIS Name: FPS--ES--Open Doors
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0757
Contract Number of Beds: 34
HMIS Total Number of Beds: 55

- Grants:
- Commerce: Consolidated Homeless Grant (CHG)
 - City of Spokane: Human Services Grant (HSG)

Average Length of Time to Date of Engagement (Days)

3

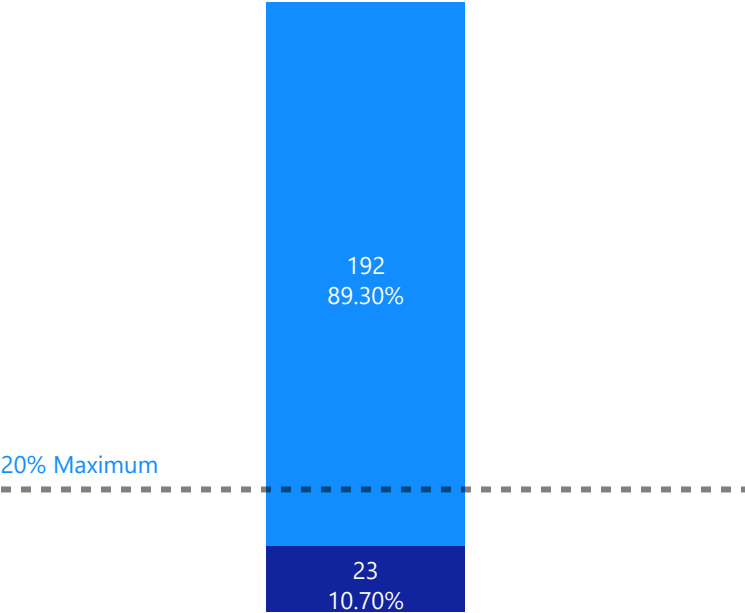
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

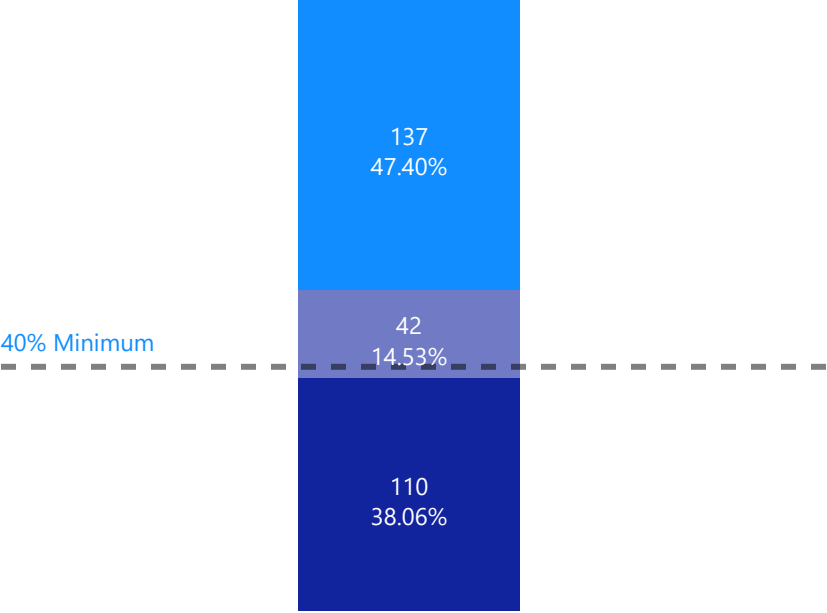
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

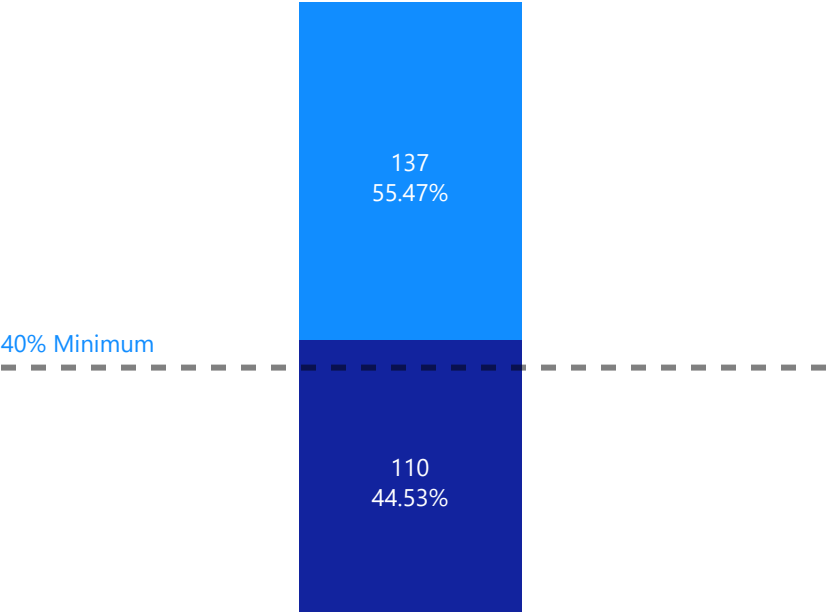
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Hope House Shelter

Number of Individuals Served

Projected Number: 800

481

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

80

Max: 90 Days

HMIS Name: VOA--ES--Hope House Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0771
Contract Number of Beds: 80
HMIS Total Number of Beds: 80

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
 - Federal: American Rescue Plan Act (ARPA)

Average Length of Time to Date of Engagement (Days)

11

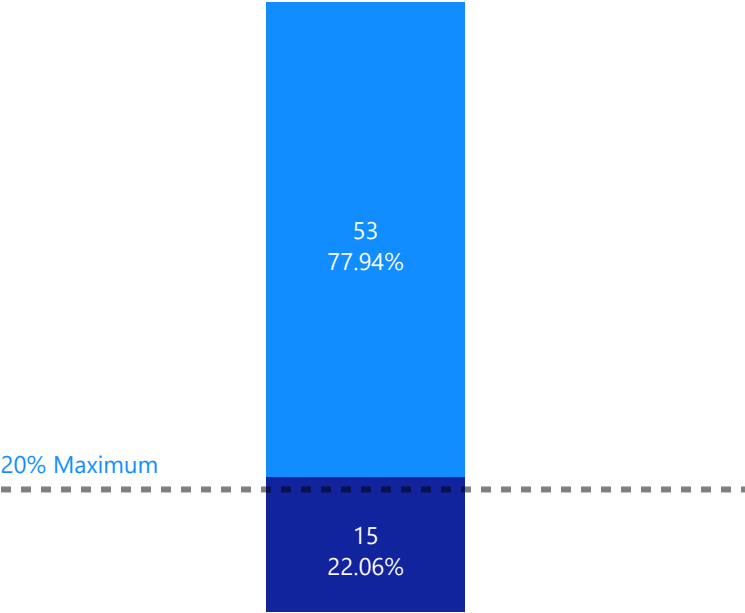
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

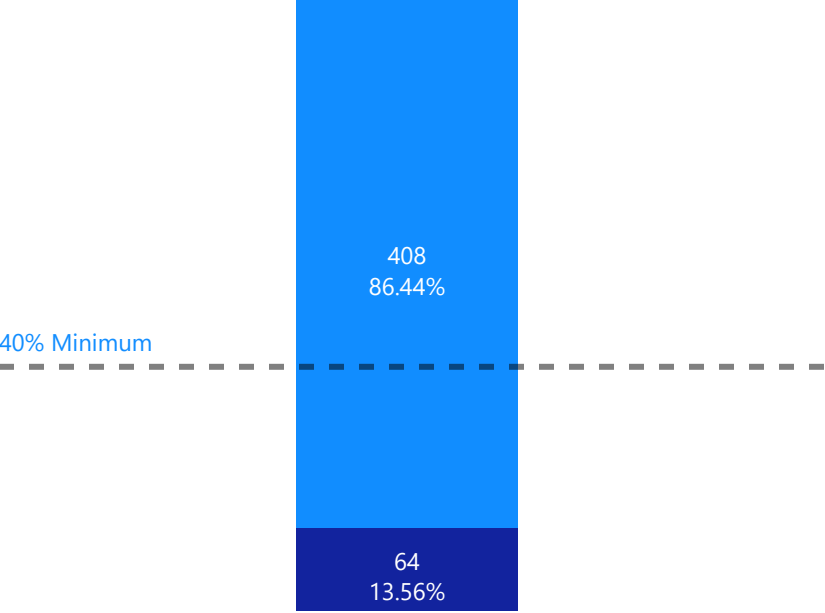
No Yes



Exits to Permanent Housing

(All Clients Served)

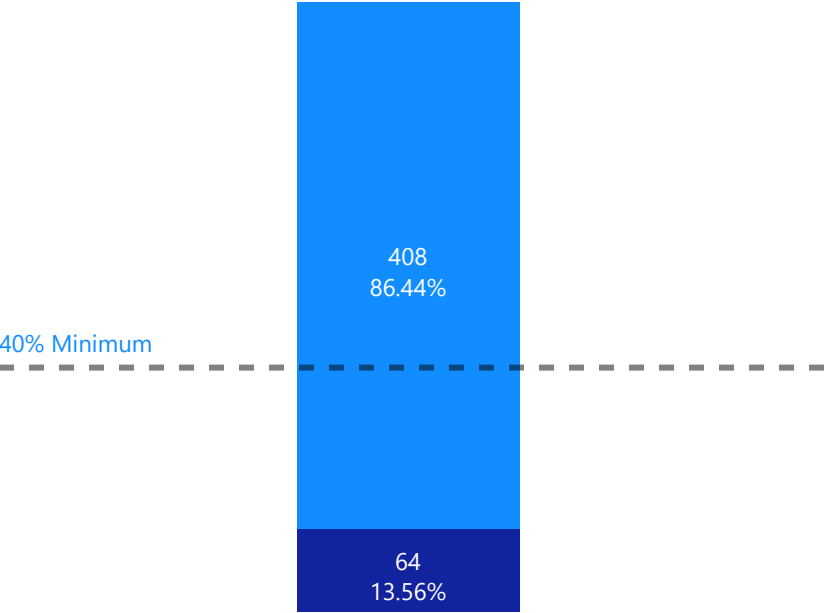
No Yes



Exits to Permanent Housing

(Only Exited Clients)

No Yes





Performance Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

606

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

48

Max: 90 Days

Average Rate of Utilization

(Local Measure)

68%

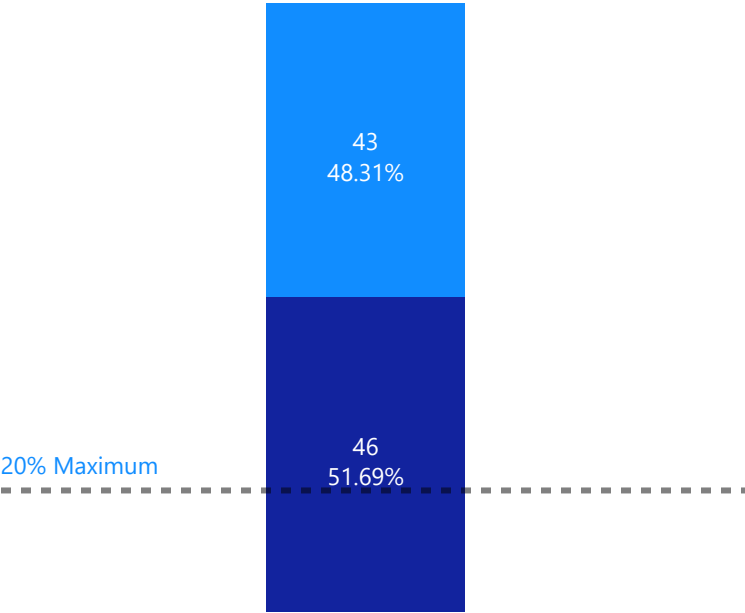
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

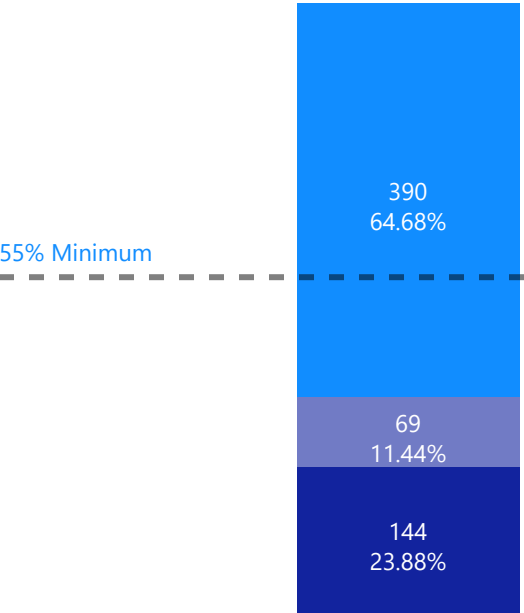
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

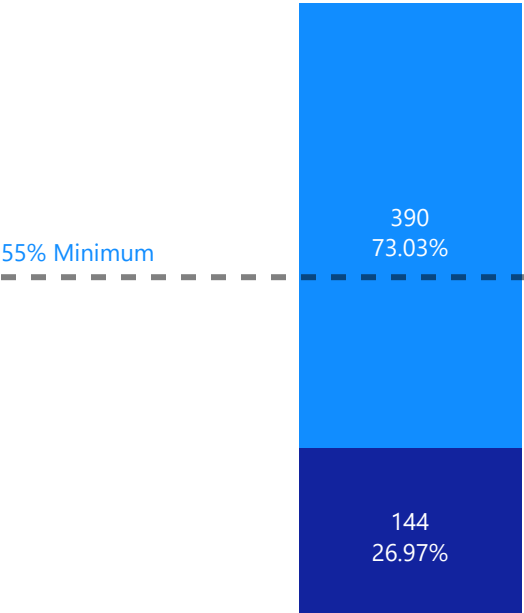
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● 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

DV Shelter

\$443,695

\$443,695

Crosswalk Youth Shelter

\$39,726.14

\$40,000



Spend Down Overview

HMIS Name: TSA--ES--The Way Out Center

Q1

Q2

Q3

Q4



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

● Sum of Total Spent ● Sum of Total Remaining

The Way Out Shelter



\$2,260,333.92

\$667,639.88

\$2,927,973.8



The Way Out Shelter

HMIS Name: TSA--ES--The Way Out Center
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0038
Contract Number of Beds: 6 and 11
HMIS Total Number of Beds: 30

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

Number of Individuals Served

Projected Number: N/A

278

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

29

Max: 90 Days

Average Rate of Utilization

(Local Measure)

74%

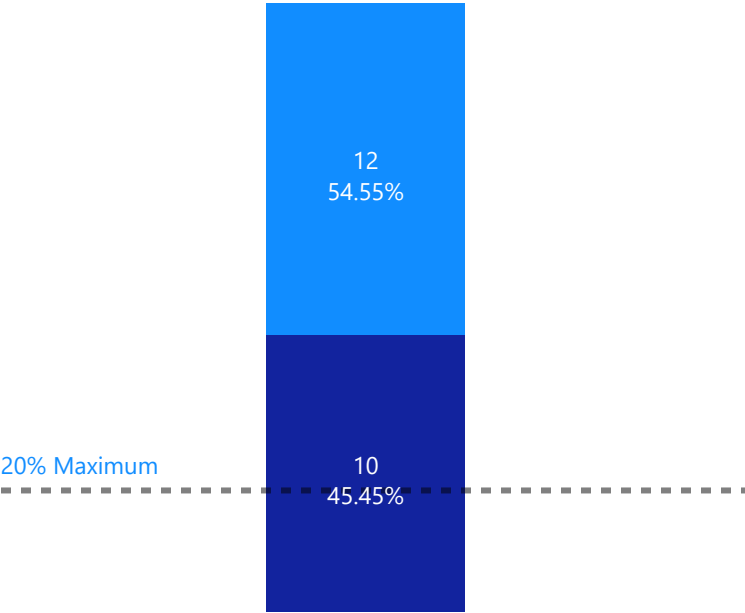
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

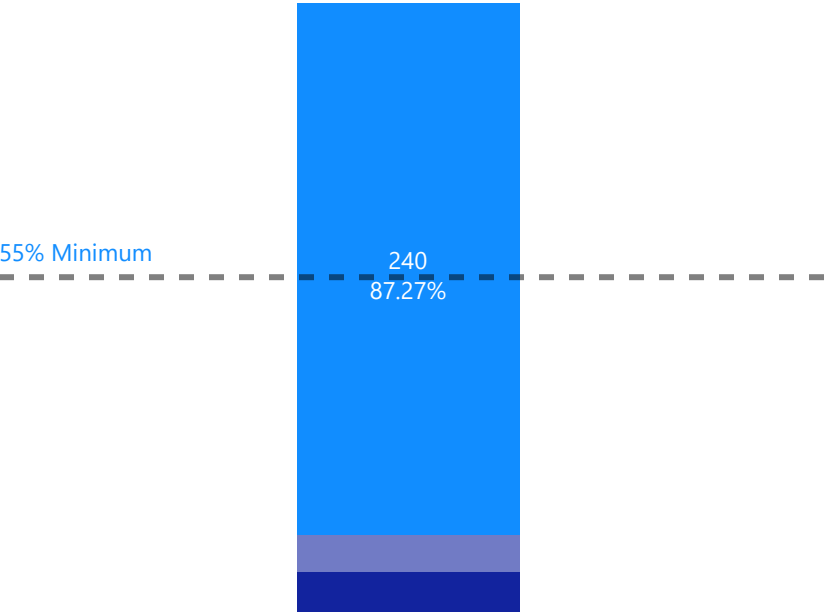
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

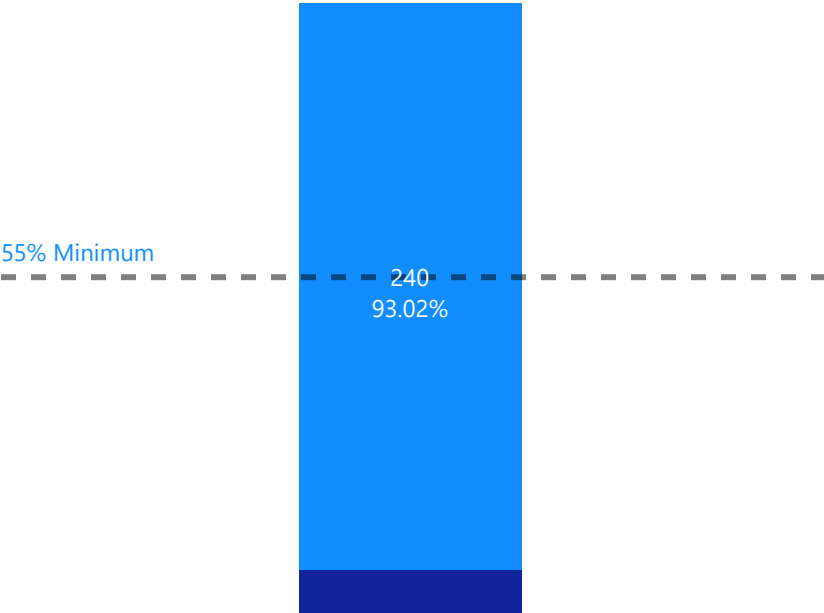
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





The Way Out Shelter

HMIS Name: TSA--ES--The Way Out Center
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0038
Contract Number of Beds: 6 and 11
HMIS Total Number of Beds: 30

Grants:

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

Narrative regarding the **The Way Out Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Despite strong efforts to support individuals exiting homelessness, the Emergency Shelter (ES) portion of The Way Out Center (TWOC) did not meet all minimum performance standards. These outcomes reflect broader systemic and operational challenges shared by many emergency shelter providers across Spokane.

Like our community partners, TWOC had trouble maintaining consistent staffing levels, which directly impacted our ability to operate at full capacity and contributed to a lower-than-expected utilization rate. Factors such as limited workforce availability, high turnover, and resource constraints continue to affect shelter operations throughout the region.

Regarding the **Return to Homelessness (SPM Metric 2b)**, TWOC exceeded the 20% maximum target for individuals returning to homelessness within two years of exit. This trend appears largely linked to clients who exited into informal arrangements (e.g., staying with family or friends) or to unsubsidized permanent recovery housing. In these cases, individuals were unable to maintain their recovery, resulting in a loss of housing and subsequent reentry into homelessness.

The shelter also reported a **low rate of exits to permanent housing** from ES-designated beds. This is directly connected to the structural layout of the facility, which influences movement from ES to Transitional Housing (TH) spaces. Client eligibility for TH beds depends on both availability and readiness—defined by possession of core documents and stable, sustainable income. Because of this flow model, permanent housing from the ES portion alone is less representative of overall success. The TSA-TH performance measures offer a more accurate reflection of TWOC's capacity to support long-term housing stability."

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



Crosswalk Youth Shelter

Number of Individuals Served

Projected Number: 211

113

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

98

Max: 90 Days

HMIS Name: VOA--ES--Crosswalk Youth Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0770
Contract Number of Beds: 18
HMIS Total Number of Beds: 18

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

Average Rate of Utilization

(Local Measure)

69%

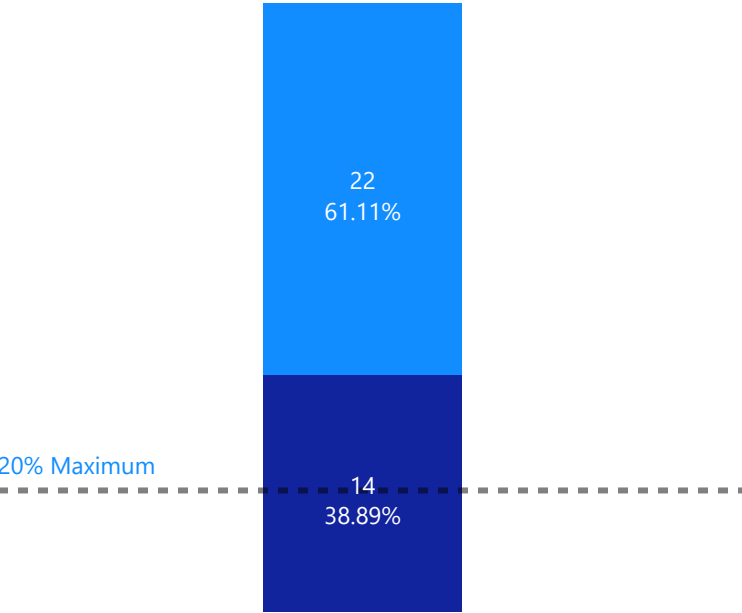
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

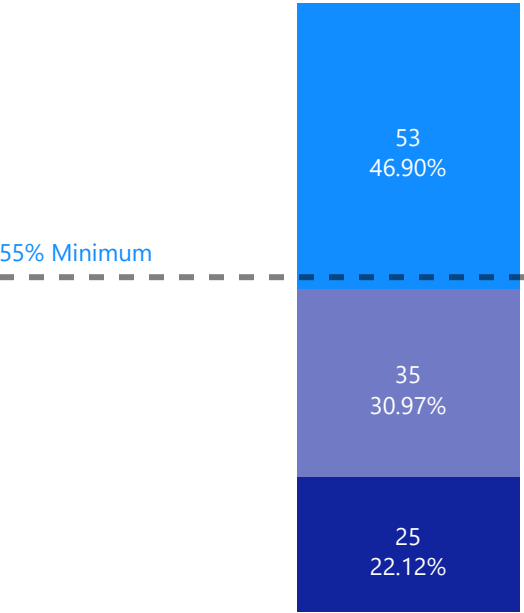
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

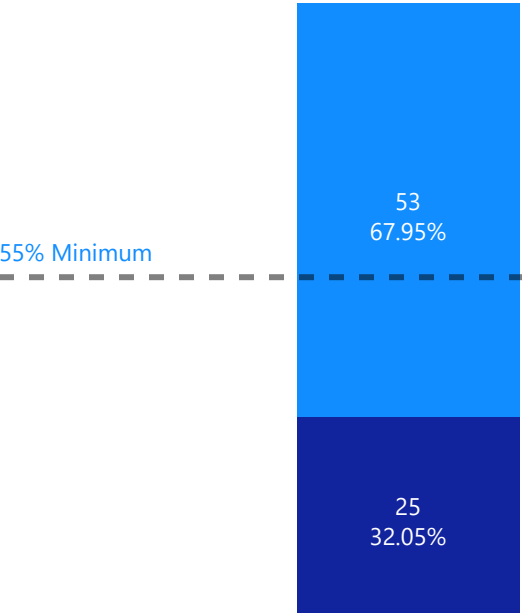
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Crosswalk Youth Shelter

HMIS Name: VOA--ES--Crosswalk Youth Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0770
Contract Number of Beds: 18
HMIS Total Number of Beds: 18

Grants:

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

Narrative regarding the **Crosswalk Youth Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0770 (Emergency Shelter - Continuous Stay):

"Explanation of the Variance:

Returns to Homelessness:

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

Exits to Permanent Housing:

Upon reviewing our data, we identified 27 exits out of the 39 No (Still enrolled) in the report required cleanup on our end. More than half of the necessary corrections have already been completed, and the remaining updates will be finalized by tomorrow. We anticipate that, once these corrections are made, our percentage of exits to permanent housing will increase.

Steps Taken to Improve Performance:

To strengthen our exits to permanent housing, we have begun implementing new strategies to improve care delivery for individuals currently enrolled in emergency shelter. A dedicated supervisor will now support case managers and staff in maintaining consistent communication and accurate information sharing with participants—including tracking destination information to the extent possible before clients leave, especially in cases of abrupt or unplanned exits. We have also introduced a case management tracking sheet to monitor each client's individual needs, goals, and progress, ensuring a more tailored and accountable approach. Additionally, we will/ have been holding case conferencing meetings within our housing program teams and shelter case managers within VOA to coordinate next steps and support clients in successfully transitioning to permanent housing and or reconciling with their families permanently.

Timeline for Improvement (Next 1-3 Months):

We anticipate seeing measurable improvement in exits to permanent housing within the next 60 to 90 days. During this period, we will focus on strengthening case management practices, enhancing communication protocols with our young people and making sure if they do not abruptly exit without knowing where they are exiting to that we have a way to contact them. Progress will be tracked through our weekly case management meetings."

-- Wendy Alderson, Director of Shelter Services, Volunteers of America



DV Shelter

Number of Individuals Served

Projected Number: 200

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

215

89

Max: 90 Days

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0778
Contract Number of Beds: 72
HMIS Total Number of Beds: 21

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

Average Rate of Utilization

(Local Measure)

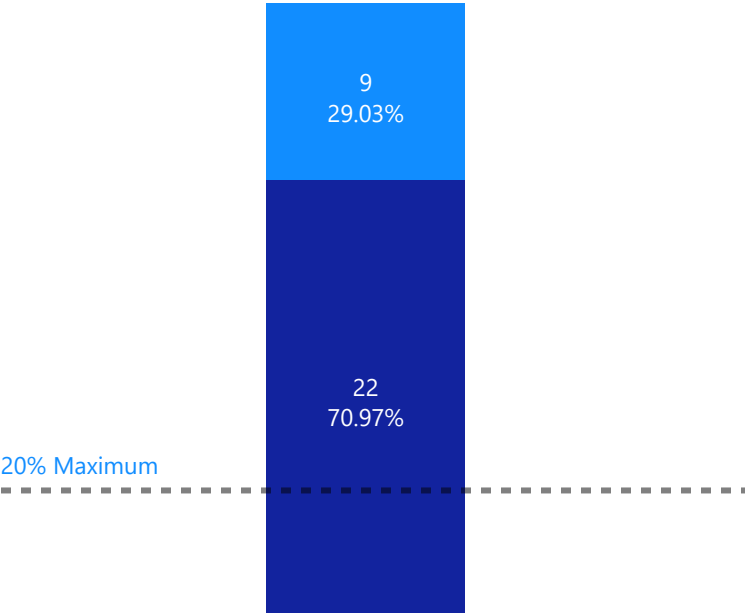
61%

Min: 85%

Returns to Homelessness

(SPM Metric 2b)

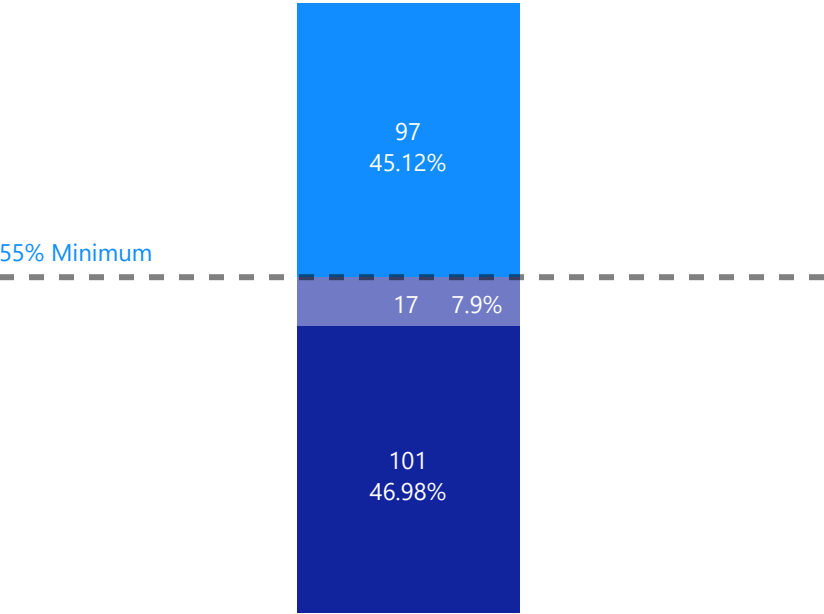
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

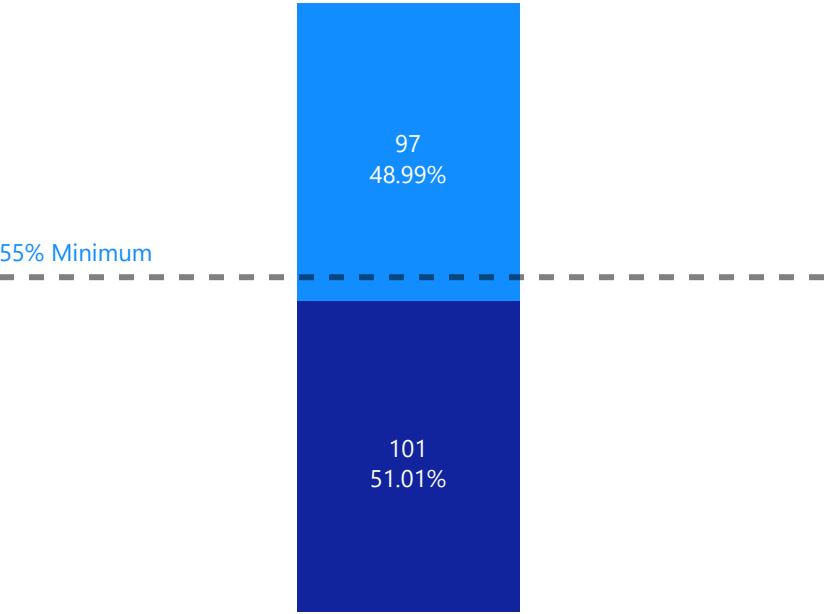
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





DV Shelter

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0778
Contract Number of Beds: 72
HMIS Total Number of Beds: 21

Grants:

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

Narrative regarding the **YWCA DV Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0778 (Emergency Shelter - Continuous Stay):

"Explanation of the Variance:

Thank you for the opportunity to share an update on our housing program outcomes and to provide clarification regarding how our shelter's performance is currently assessed. We are committed to providing high-quality, trauma-informed services to survivors of intimate partner domestic violence. Our focus remains on ensuring safety, dignity, and long-term well-being for every individual and family in our care. We value our continued partnership with the City and County and appreciate your investment in this critical work.

Metric 1: We understand the importance of tracking returns to homelessness. However, in the context of DV programs, the metric may require adjustments to ensure it reflects the safety –driven decisions survivors must make, rather than implying program performance or survivor fault. Survivors often re-enter homelessness not due to service failure, but because of **perpetrator behavior, lack of safe housing options, and ongoing safety risks.**

In the past 12 months, our program saw 22 of 31 individuals (70.97%) return to homelessness after permanent housing. These individuals came from **five households** — all large (household sizes of 6, 5, 5, 4, and 2) — which significantly skews the individual-based metric.

Additional structural and systemic barriers influencing this outcome include:

- **Safety-driven instability:** Survivors may flee housing voluntarily if located by an abuser or if the environment feels unsafe, regardless of housing permanency status.
- **Barriers related to trauma and abuse:** Economic abuse, poor rental history, and ongoing court involvement continue to destabilize survivors long after shelter exit.

This "returns to homeless" metric doesn't account for these realities and risks, mischaracterizing survivor decisions to prioritize safety as "failures."

Metric 2: Exits to permanent Housing:

As of this reporting period, 51% of households exiting our shelter and hotel-based crisis programs have transitioned to permanent housing, falling short of the 55% performance benchmark. We would like to offer context for this shortfall:

- **Loss of Section 8 Housing Vouchers:** Until recently, our organization had access to five Section 8 housing vouchers per month. These vouchers were a cornerstone of our housing stabilization strategy. Their unexpected suspension several months ago—without a projected reinstatement timeline—has significantly reduced our capacity to support formal transitions to permanent housing..."



DV Shelter

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0778
Contract Number of Beds: 72
HMIS Total Number of Beds: 21

Grants:

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

Narrative regarding the **YWCA DV Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0778 (Emergency Shelter - Continuous Stay) Continued:

"**Metric 3:** Our shelter operates under a survivor-centered model designed to prioritize privacy, dignity, and trauma-informed care. This model allocates entire rooms—rather than individual beds—to households. For instance, a family of two may occupy a room with four beds, but under the current measurement system, this is recorded as only 50% occupancy. While this model is aligned with best practices for DV survivors, it results in a undercounting of our true capacity usage.

Steps Taken to Improvement:

Metric 1: We have implemented several strategies to support long term stabilization for survivors in order to reduce returns to homelessness, particularly when they are driven by safety threats or systemic barriers:

- **Aftercare support:** All survivors exiting services are offered enrollment into our aftercare program, which provides advocacy and support services for up to six months post-exit. This includes safety planning, systems navigation, and emotional support.
- **Responsive re-engagement:** Some of the households reflected in this data set were actively enrolled in aftercare and re-engaged in shelter or services after sharing new or escalating safety concerns during follow-up conversations. In these cases, their return to services reflects a trauma-informed and survivor-led decision to prioritize safety — not a program failure.
- **Warm referrals to DV-specific housing:** When possible, we connect survivors to longer-term supportive housing programs tailored to those fleeing violence.
- **Improved exit safety planning:** We've strengthened our individualized safety plans for all exiting households, especially for those with known abuser threats, high LAP scores, or ongoing stalking.

These actions reflect a deep commitment to long-term stability, even as systemic gaps — including reduced housing resources and loss of federal benefits — continue to threaten survivors' ability to remain safely housed.

Metric 2: Exits to Permanent housing

Despite these challenges, we are actively pursuing strategies to improve housing outcomes:

- **Increased Case Conferencing:** We have enhanced coordination with housing navigators and regional partners to identify all available permanent housing options for clients, including non-traditional and private-market opportunities.
- **Documentation Improvements:** We are implementing improved internal tracking for positive but undocumented housing exits—particularly from hotel placements—to better reflect real-world outcomes.
- **Landlord Engagement:** We've increased our outreach to property owners and managers to reduce screening barriers and create pathways to more flexible housing solutions for survivors.
- **Client-Centered Diversion:** We've added targeted diversion strategies to support survivors in accessing safe, stable housing through support networks when appropriate and desired, paired with ongoing safety planning..."



DV Shelter

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0778
Contract Number of Beds: 72
HMIS Total Number of Beds: 21

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

Narrative regarding the **YWCA DV Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0778 (Emergency Shelter - Continuous Stay) Continued:

"Metric 3: Occupancy

To increase real and reported occupancy, we are working on:

- Revised intake criteria to prioritize survivors at highest risk who cannot access other shelter options, ensuring rooms are consistently utilized for those with the greatest barriers.
- Strengthened daily bed management and vacancy tracking, enabling quicker turnover between exits and new intakes.
- Streamlined coordination with our crisis line and external referral partners to better match eligible households to open units in real time.

Timeline for Improvement (Next 1-3 Months):

By December 2025: Complete a targeted review of the five households who returned to homelessness after exiting to permanent housing. This will help us better understand patterns related to safety, housing type, benefit loss, or other destabilizing factors."

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



Performance Overview

HMIS Name: All Transitional Housing (TH) projects
Reporting Term: 07/01/2024 - 06/30/2025
Transitional Housing (TH): One-to-Two-year program offering intensive case management. Helps stabilize households and prepare them for independent living. Units are pre-identified.

Number of Households Served

212

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

112

Max: 160 Days

Average Utilization Rate

79%

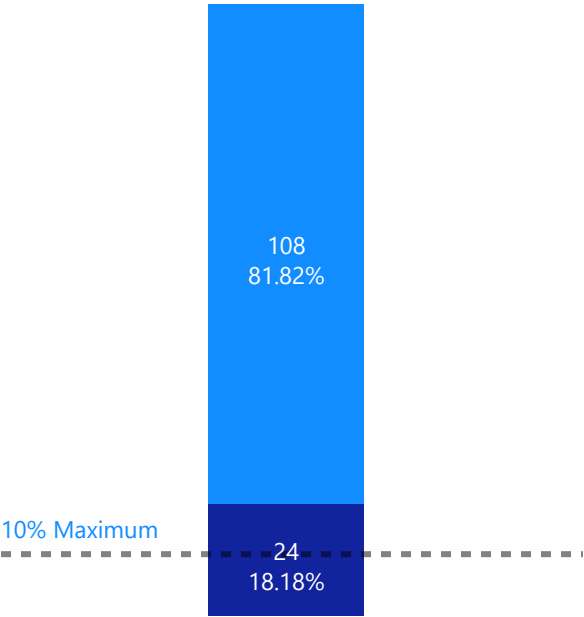
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

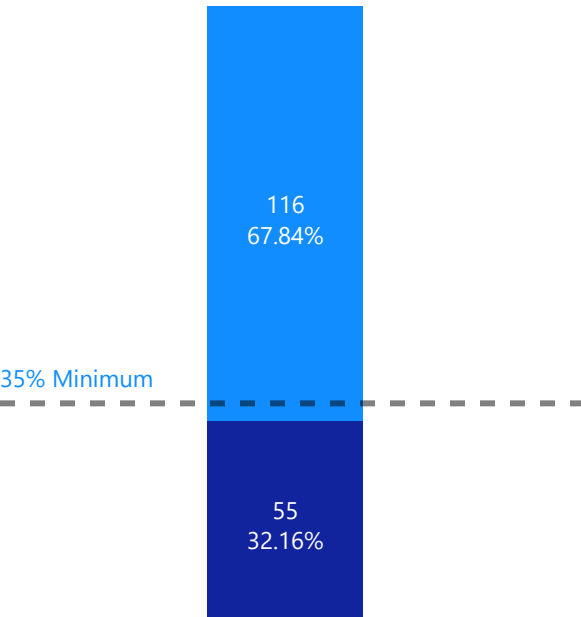
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

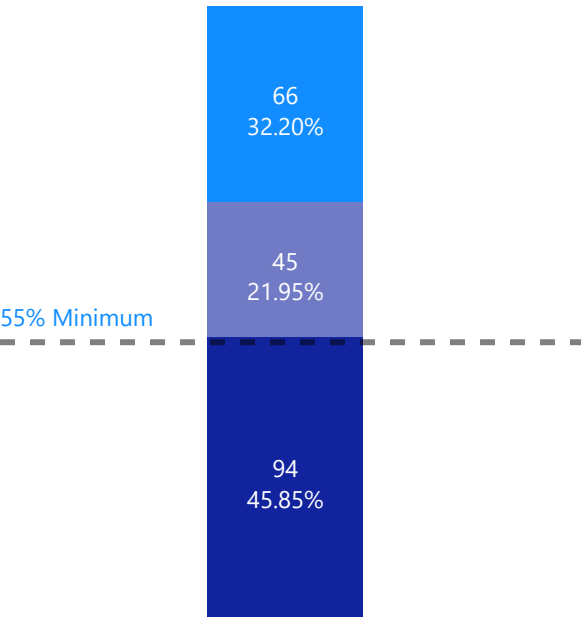
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

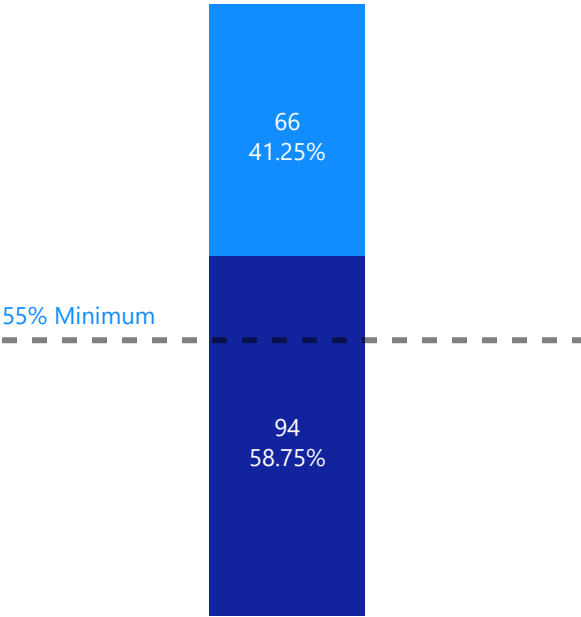
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● 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 Remaining ● Sum of Total Spent

Alexandria's House

\$99,999 \$100,000

Transitional Living Center

\$69,999.5 \$70,000

Miryam's House

\$49,999.85 \$50,000

Saint Margaret's Shelter

\$43,000 \$43,000



Spend Down Overview

HMIS Name: TSA--TH--The Way Out Center

Q1

Q2

Q3

Q4



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

● Sum of Total Spent ● Sum of Total Remaining

The Way Out Shelter



\$2,260,333.92

\$667,639.88

\$2,927,973.8



Saint Margaret's Shelter

HMIS Name: CC--TH--SMS--CoC-WA0109
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0755
Contract Number of Beds: 9
HMIS Total Number of Beds: 36

- Grants:
- Commerce: System Demonstration Grant (SGD)
 - HUD: Continuum of Care (CoC) - Transitional Housing (TH) Grant

Number of Households Served

Projected Number: 24

49

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

83

Max: 160 Days

Average Utilization Rate

75%

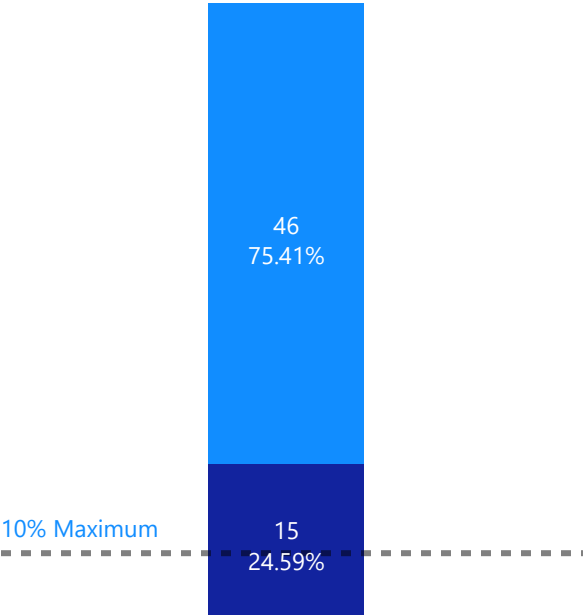
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

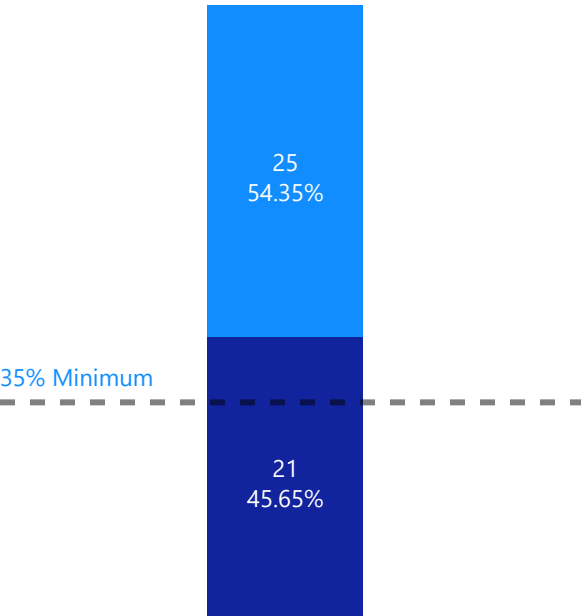
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

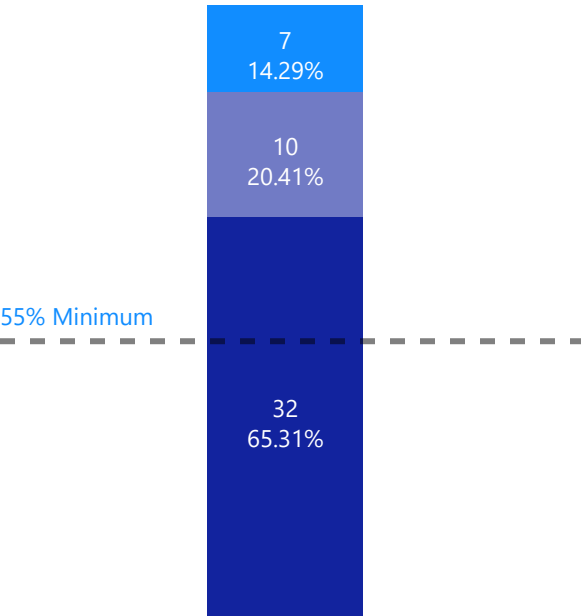
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

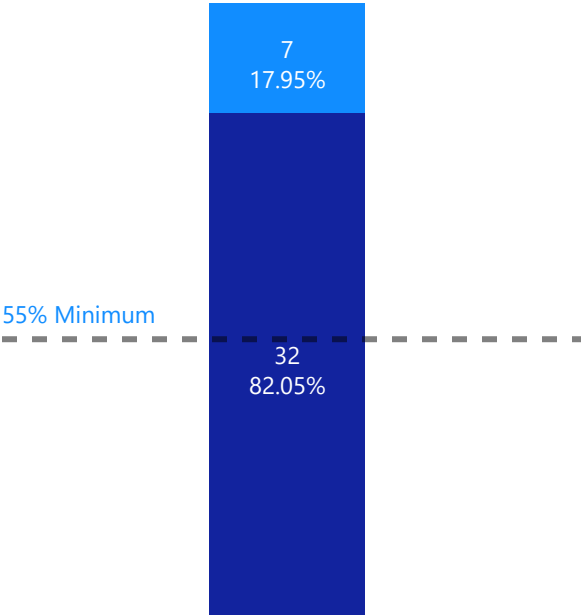
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Alexandria's House

HMIS Name: VOA--TH--Alexandrias House--CoC-WA0126
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0705
Contract Number of Beds: N/A
HMIS Total Number of Beds: 10

- Grants:
- City of Spokane: Human Services Grant (HSG)
 - HUD: Continuum of Care (CoC) - Transitional Housing (TH) Grant
 - Commerce: Consolidated Homeless Grant (CHG)

Number of Households Served
Projected Number: 10

4

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

446

Max: 270 Days

Average Utilization Rate

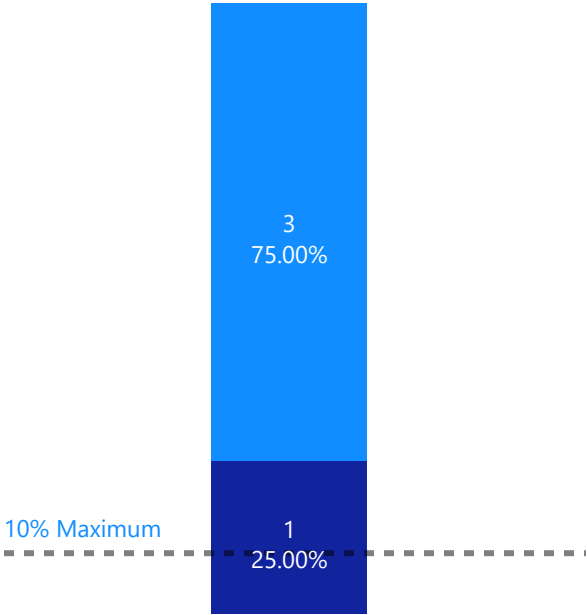
45%

Min: 85%

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

Returns to Homelessness
(SPM Metric 2b)

No Yes



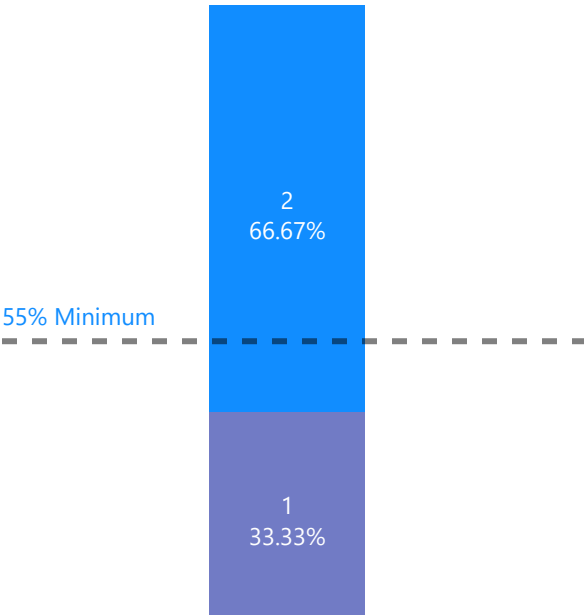
Employment and Income Growth
(SPM Metric 4.6)

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

35% Minimum

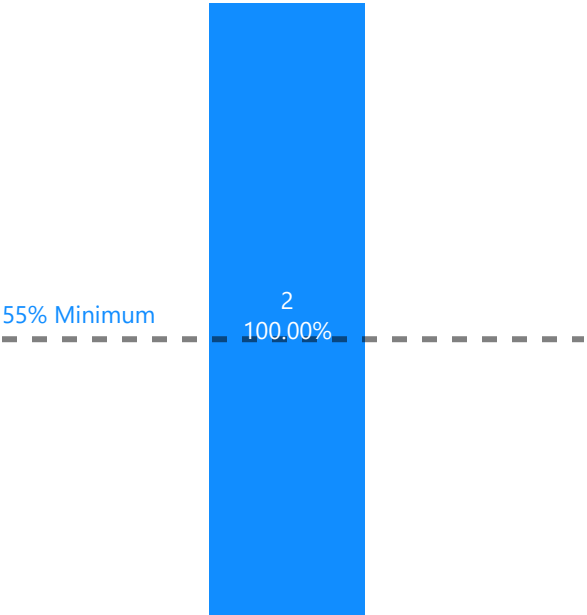
Exits to Permanent Housing
(All Clients Served)

No No (Still Enrolled)



Exits to Permanent Housing
(Only Exited Clients)

No





Alexandria's House

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

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-0705

Contract Number of Beds: N/A

HMIS Total Number of Beds: 10

Grants:

- City of Spokane: Human Services Grant (HSG)
- HUD: Continuum of Care (CoC) - Transitional Housing (TH) Grant
- Commerce: Consolidated Homeless Grant (CHG)

Narrative regarding the **Alexandria's House** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0705 (Transitional Housing):

"Explanation of the Variance:

- Our exits to permanent housing are related to the exits to Aston-Bleck which is transitional housing. We also had one client exit to a different foster placement closer to their family of origin which is a non-permanent option.
- Our return to homelessness was a result of domestic violence. The client exited Alexandria's House to permanent housing and then left due to DV with their ex-partner. They contacted us for help and is now enrolled at Aston-Bleck, leading to a return to homelessness

Steps Taken to Improve Performance:

Exits to permanent housing can be difficult to address as one of the options our clients often utilize is Aston-Bleck apartments, which is also a transitional housing program that offers them a continuation of care while they transition to their own apartment. In addition, when children in the DCYF system are moved back to another DCYF placement that is not their family of origin (for example, a placement closer to their family of origin) is a non-permanent housing exit.

Timeline for Improvement (Next 1-3 Months):

We are hoping to have our utilization increased by August 31st. We will be reaching out to the DCYF regional supervisors to increase awareness of our program and reduce the rates of removal from placements with separation of mother and child in the systems."

-- Wendy Alderson, Director of Shelter Services, Volunteers of America



Miryam's House

HMIS Name: TPW--TH--Miryams House
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0767
Contract Number of Beds: 4
HMIS Total Number of Beds: 6

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

Number of Individuals Served

Projected Number: N/A

12

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

210

Max: 160 Days

Average Utilization Rate

93%

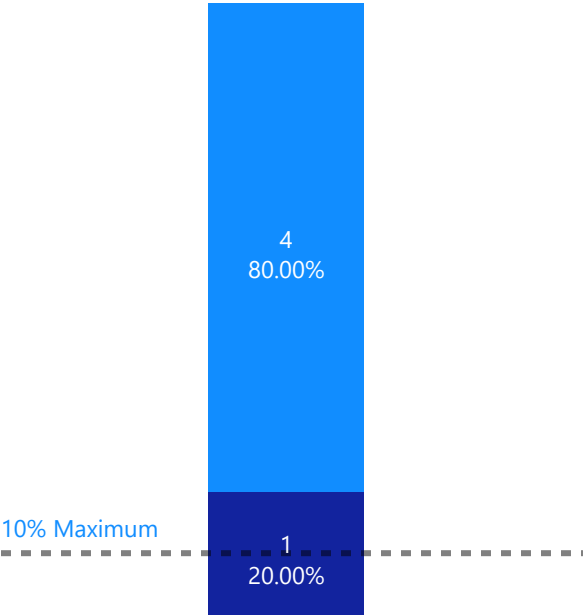
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

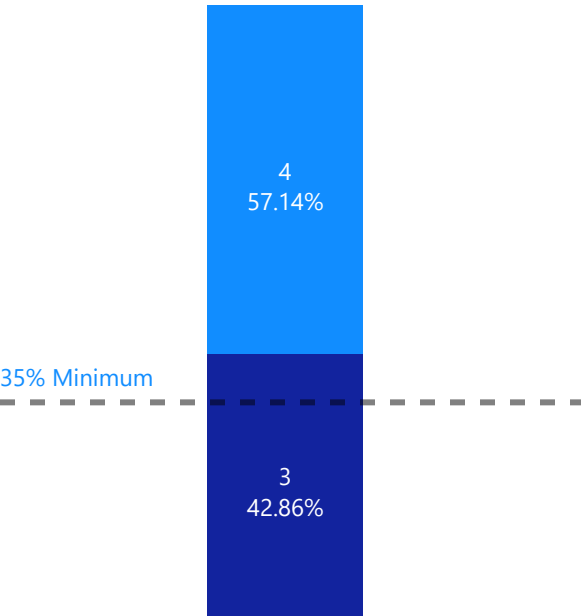
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

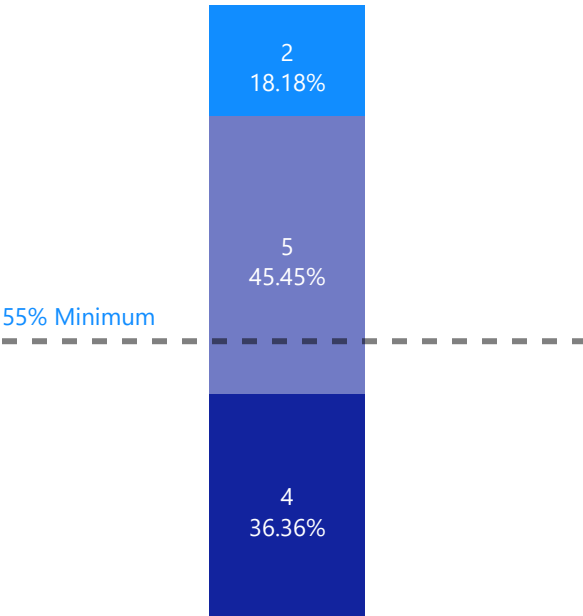
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

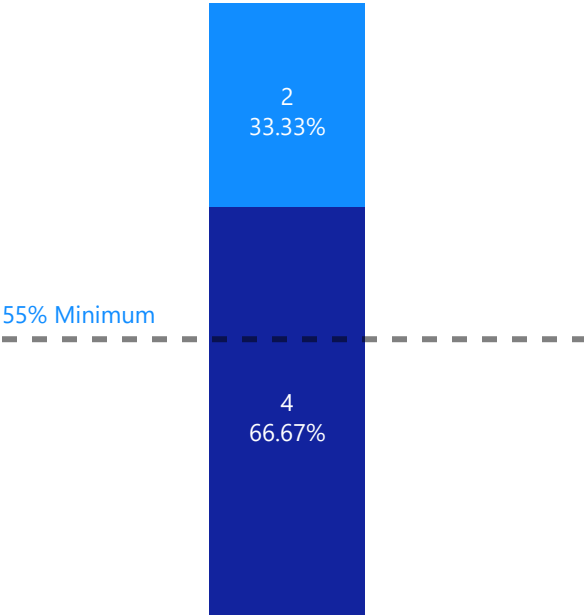
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Miryam's House

HMIS Name: TPW--TH--Miryams House
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0767
Contract Number of Beds: 4
HMIS Total Number of Beds: 6

Grants:

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

Narrative regarding the **Miryam's House** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0767 (Transitional Housing):

"Explanation of the Variance:

- Returns to Homelessness: Of the 5 exits, 1 participant chose to voluntarily leave the program to live with a family member until they obtained permanent housing.
- Exit to Permanent Housing (All Clients Served): Participants are needing to stay at Miryam's House longer due to the lack of affordable housing and/or housing vouchers.

Steps Taken to Improve Performance:

We are assisting participants with getting on the waitlists for income-based and/or PSH and are exploring alternative housing options such as roommates or living with family. We are also empowering participants to obtain employment and/or educational goals so they can afford stable permanent housing on their own.

Timeline for Improvement (Next 1-3 Months):

We hope to have all our current participants housed within the next 6 months. "

-- Tara Mugica, Director of Transitional Housing, Transitions



Transitional Living Center

Number of Households Served

Projected Number: 16

11

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

248

Max: 160 Days

HMIS Name: TPW--TH--TLC
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0768
Contract Number of Beds: 15
HMIS Total Number of Beds: 19

Grants:

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

Average Utilization Rate

99%

Min: 85%

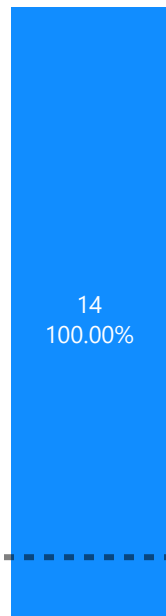
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

(SPM Metric 2b)

● No

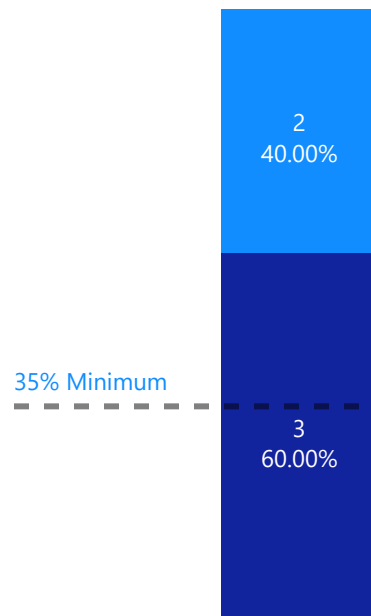


10% Maximum

Employment and Income Growth

(SPM Metric 4.6)

● No ● Yes

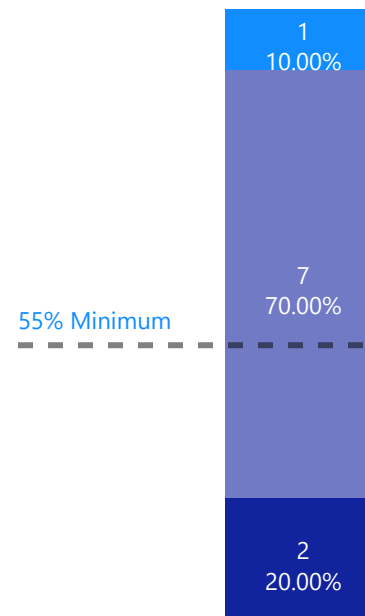


35% Minimum

Exits to Permanent Housing

(All Clients Served)

● No ● No (Still Enrolled) ● Yes

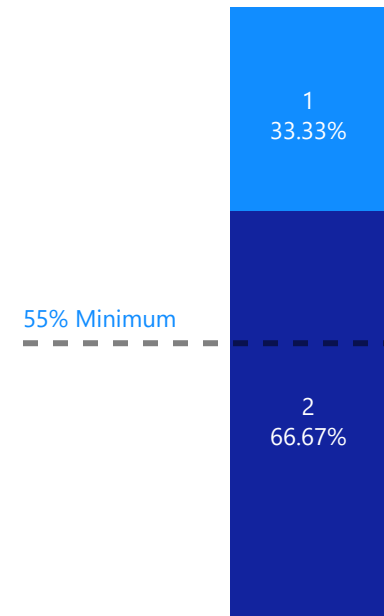


55% Minimum

Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes



55% Minimum



Transitional Living Center

HMIS Name: TPW--TH--TLC
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0768
Contract Number of Beds: 15
HMIS Total Number of Beds: 19

Grants:

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

Narrative regarding the **Transitional Living Center** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0768 (Transitional Housing):

"Explanation of the Variance:

Due to the lack of affordable housing and housing vouchers, families are needing to stay longer at TLC.

Steps Taken to Improve Performance:

We are focusing on empowering participants to obtain employment and/or educational goals so they can afford stable permanent housing on their own. Several participants have enrolled in continuing education and skills training programs. Others have obtained or are working on obtaining full-time employment.

Timeline for Improvement (Next 1-3 Months):

We hope to have all our currently enrolled families housed within the next year. "

-- Tara Mugica, Director of Transitional Housing, Transitions



The Way Out Center

HMIS Name: TSA--TH--The Way Out Center
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2021-0711
Contract Number of Beds: N/A
HMIS Total Number of Beds: 30

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

Number of Households Served

Projected Number: N/A

136

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

73

Max: 160 Days

Average Utilization Rate

84%

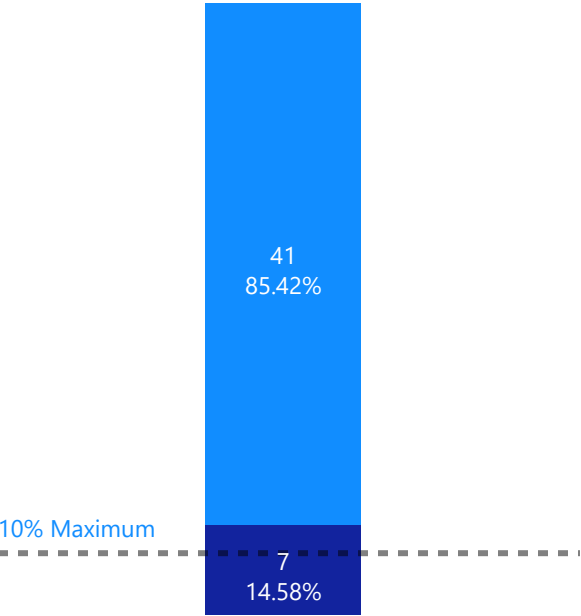
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

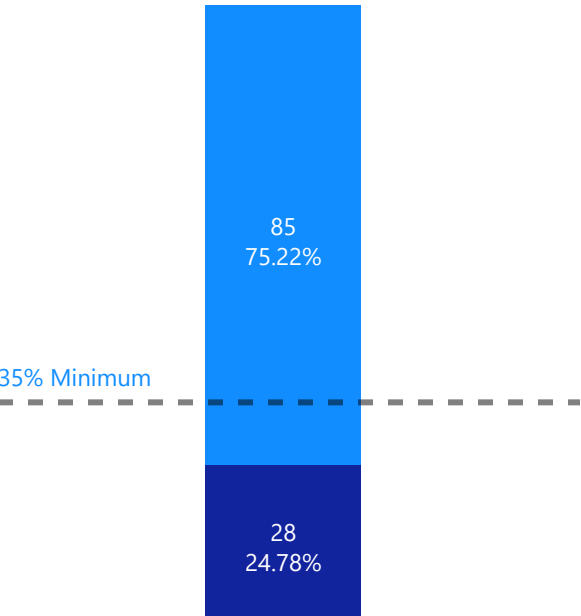
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

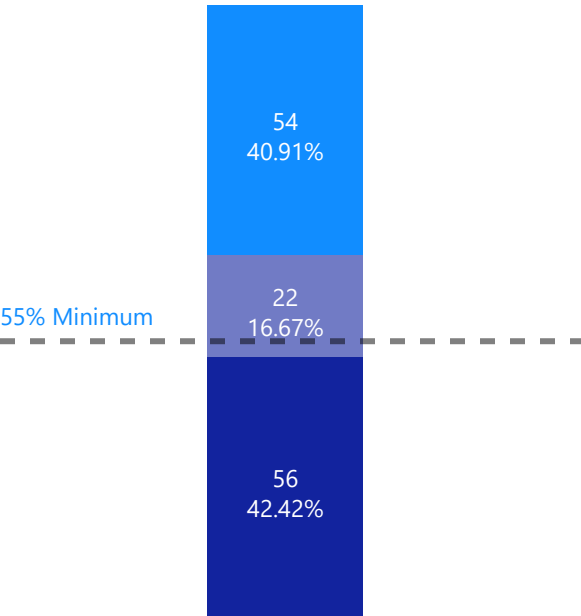
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

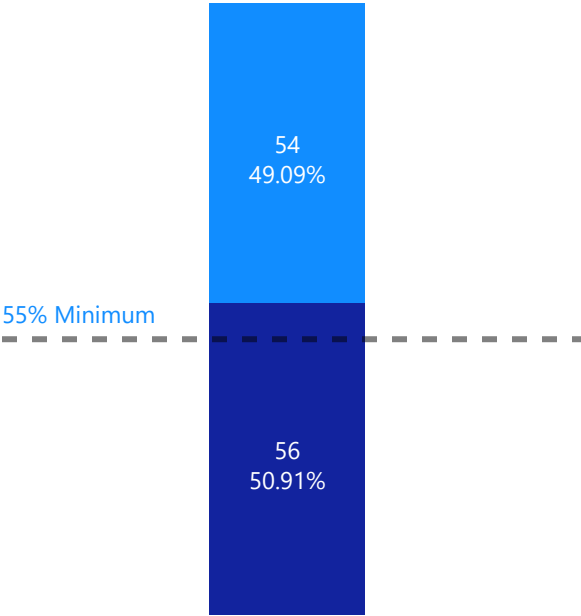
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





The Way Out Center

HMIS Name: TSA--TH--The Way Out Center
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2021-0711
Contract Number of Beds: N/A
HMIS Total Number of Beds: 30

Grants:

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

Narrative regarding the **The Way Out Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0711 (Transitional Housing):

"Employment and Income Growth:

While income is not a prerequisite for accessing Transitional Housing beds at The Way Out Center (TWOC), most program guests actively pursue financial stability shortly after entry—often beginning their journey in the ES-funded beds. Many arrive without income and secure benefits such as ABD or gain employment once stabilized. This is reflected in the relatively high number of guests who have income at the point of enrollment into the TH portion of the program. However, due to the limited length of stay and the focus on stabilization, significant increases in income during residency are uncommon.

Exits to Permanent Housing:

TWOC continues to demonstrate strong long-term housing outcomes, with most guests who exit to permanent housing remaining stably housed without requiring additional support from homeless services. Guests who do not exit to permanent housing often fall into two primary categories: individuals who are early in their recovery journey, or those newly engaged with the homeless services system. These guests frequently transition to informal arrangements with family or friends or enter specialized recovery-based housing options tailored to Substance Use Disorder (SUD) and mental health needs.

Throughout this year, TWOC strengthened pathways to supportive housing by facilitating placements in group living environments, adult family homes, and long-term transitional recovery housing. These placements offer structured support and are particularly well-suited to guests requiring ongoing therapeutic or rehabilitative services prior to securing independent permanent housing."

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



Performance Overview

HMIS Name: All Rapid Rehousing (RRH) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Rapid Rehousing (RRH): Short to medium term rental assistance paired with case management. Households compete for housing in the open market as any other potential tenant.

Number of Households Served

317

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

232

Avg. # of Days from Enrollment to PH

(Custom Metric)

113

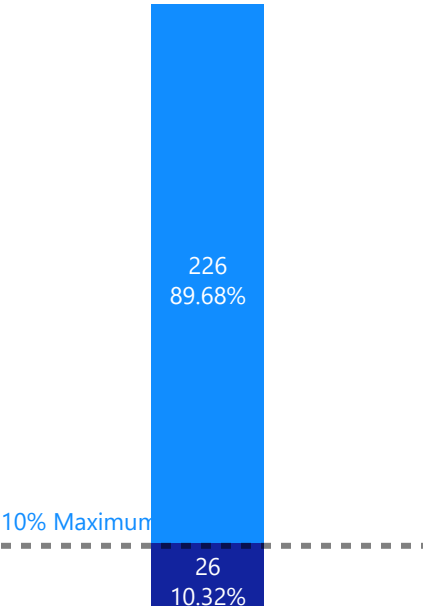
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

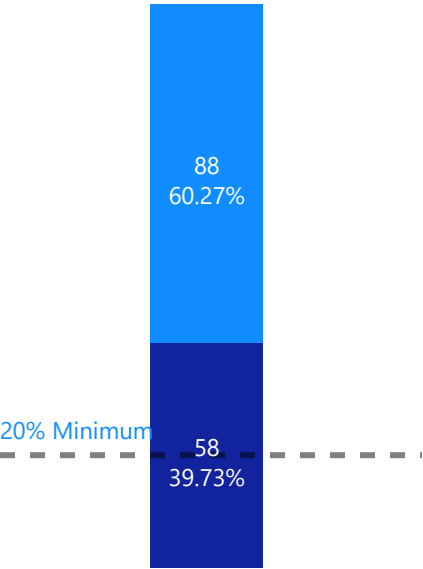
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

● No ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

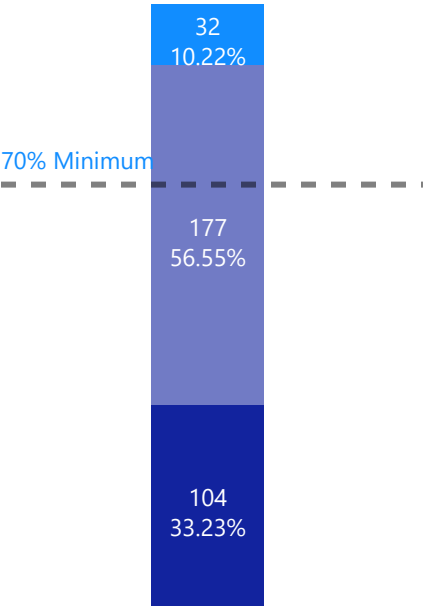
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

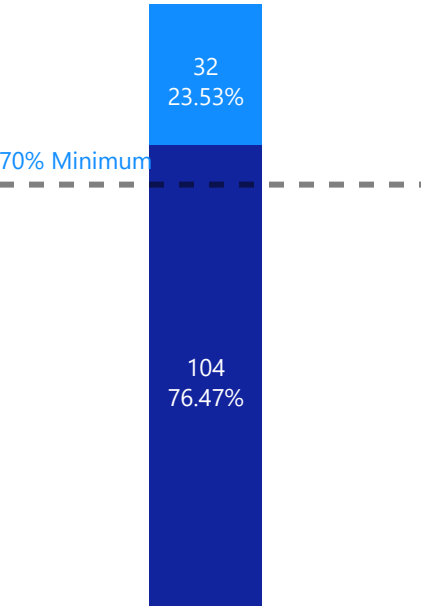
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Spend Down Overview

HMIS Name: All Rapid Rehousing (RRH) Projects

Q1

Q2

Q3

Q4



July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

HEN Foundational Community Support Bridge

\$264,923.09

\$59,631.91

\$324,555

Singles Rapid Rehousing

\$188,597.29

\$1...

\$200,000

Families Rapid Rehousing_(HSG)

\$127,772.13

\$127,773

Families Rapid Rehousing_(ESG)

\$70,304.78

\$72,267



Spend Down Overview

HMIS Name: GI--RRH--HEN

Q1

Q2

Q3

Q4



July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Housing and Essential Needs (HEN).

\$3,490,748

\$3,501,100



Families Rapid Rehousing (ESG)

HMIS Name: CC--RRH--Families--City ESG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0694
Contract Number of Beds: 42
HMIS Total Number of Beds: 5

Grants:
• HUD: Emergency Solutions Grant (ESG) - Rapid Rehousing (RRH)

Number of Households Served

Projected Number: 14

18

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

17

Avg. # of Days from Enrollment to PH

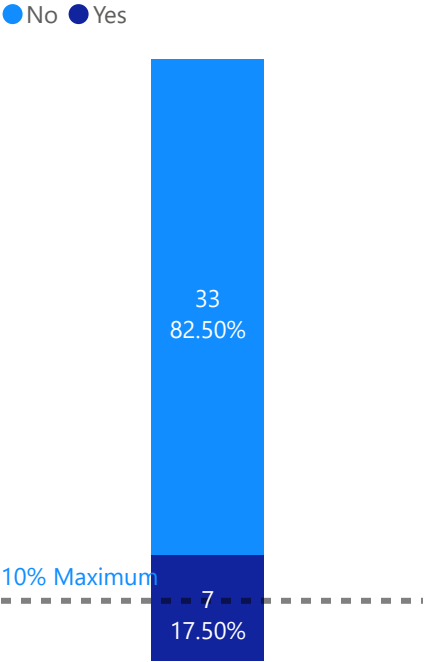
(Custom Metric)

13

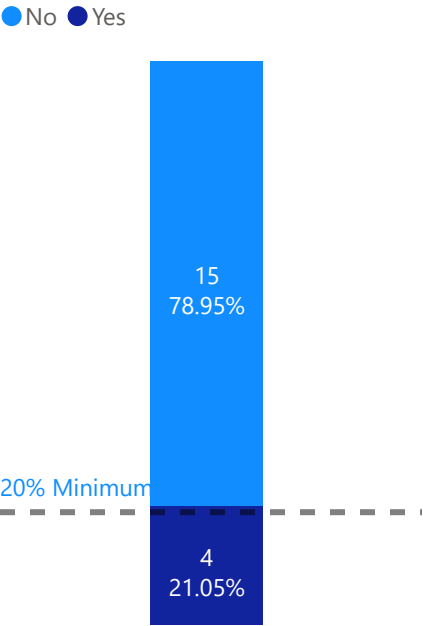
Max: 30 Days

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

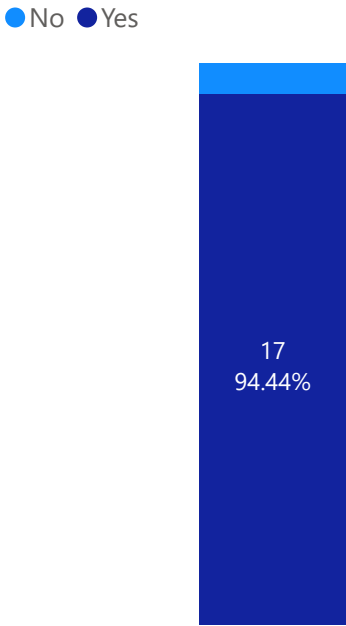
Returns to Homelessness (SPM Metric 2b)



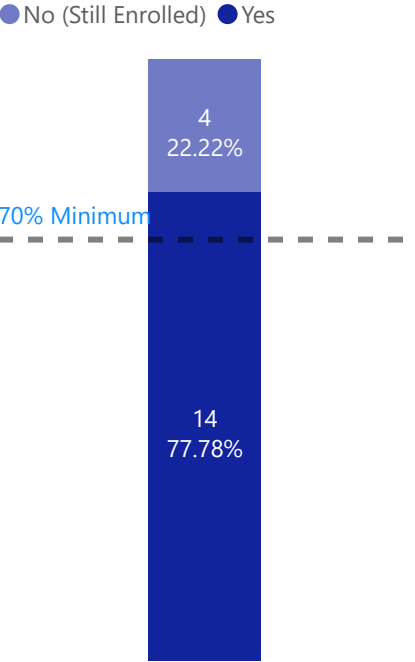
Employment and Income Growth (SPM Metric 4.6)



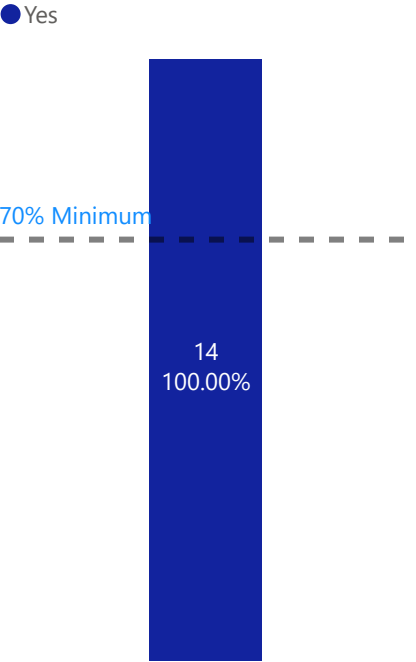
Households Served Moved into Housing (Currently Housed - May Be Receiving Subsidy)



Exits to Permanent Housing (All Clients Served)



Exits to Permanent Housing (Only Exited Clients)





Families Rapid Rehousing (ESG)

HMIS Name: CC--RRH--Families--City ESG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0694
Contract Number of Beds: 42
HMIS Total Number of Beds: 5

Grants:

- HUD: Emergency Solutions Grant (ESG) - Rapid Rehousing (RRH)

Narrative regarding the **Families Rapid Rehousing (ESG)** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0694 (Rapid Rehousing):

"Explanation of the Variance:

Returns to homelessness was 17.5% exceeding the 10% target. We have investigated each of the four households that were counted as returned. Three of the four did not return to homelessness but instead started receiving services at the permanent housing where they were housed through RRH. One was a youth who was a part of a household with their parents and housed through RRH but then became homeless after turning 18.

Steps Taken to Improve Performance:

Most of these households did not actually return to homelessness."

-- Heather Eddy, Director for St. Margaret's Programs, Catholic Charities of Eastern Washington



Families Rapid Rehousing (HSG)

HMIS Name: CC--RRH--Families--City HSG (Formerly CHG)
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0714
Contract Number of Beds: 75
HMIS Total Number of Beds: 22

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

Number of Households Served

Projected Number: 25

25

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

20

Avg. # of Days from Enrollment to PH

(Custom Metric)

21

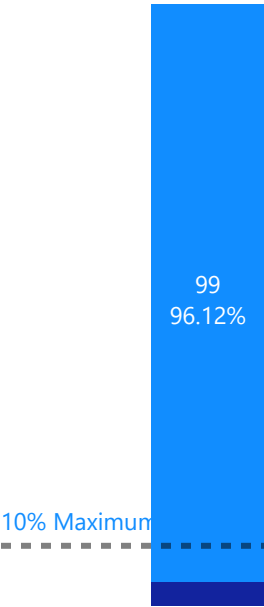
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

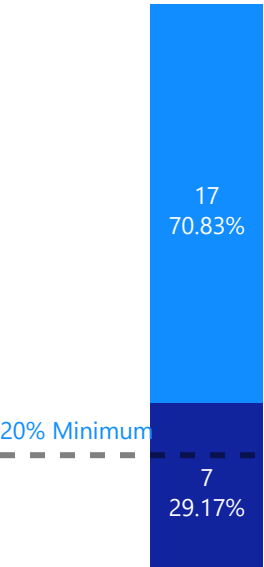
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

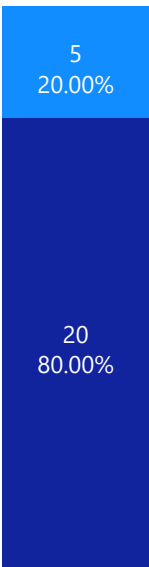
● No ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

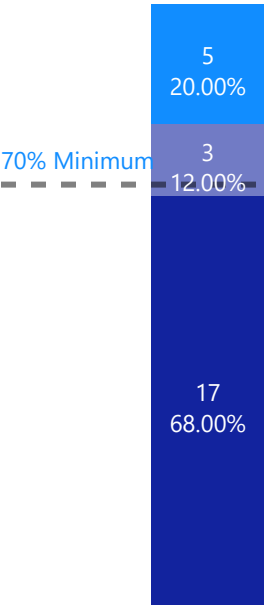
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

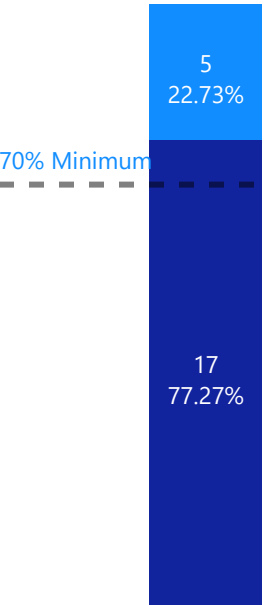
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Singles Rapid Rehousing

Number of Individuals Served

Projected Number: 33

48

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

39

HMIS Name: SNAP--RRH--Singles City--CHG/HSG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0762
Contract Number of Beds: N/A
HMIS Total Number of Beds: 4

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

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

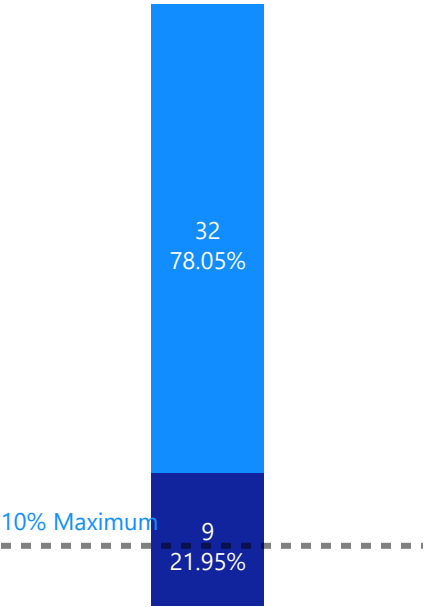
12

Max: 30 Days

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

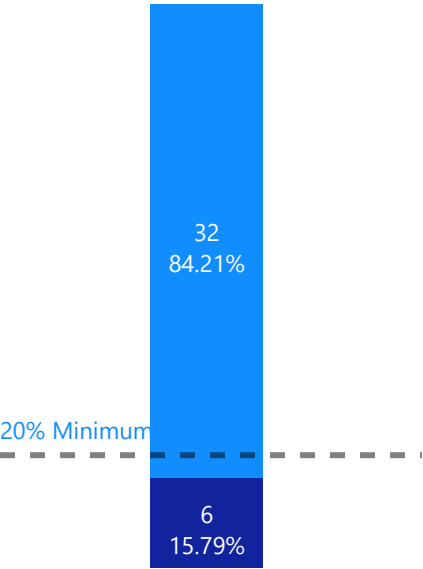
Returns to Homelessness
(SPM Metric 2b)

● No ● Yes



Employment and Income Growth
(SPM Metric 4.6)

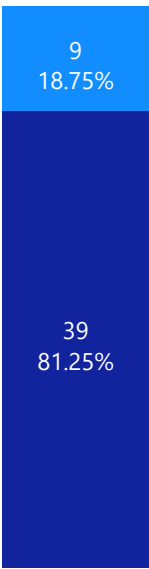
● No ● Yes



Households Served Moved into Housing

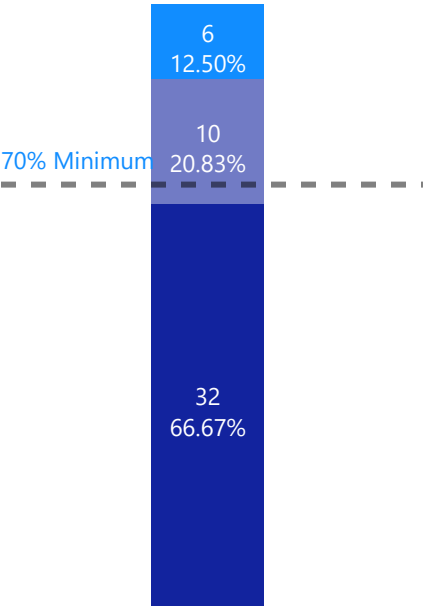
(Currently Housed - May Be Receiving Subsi...)

● No ● Yes



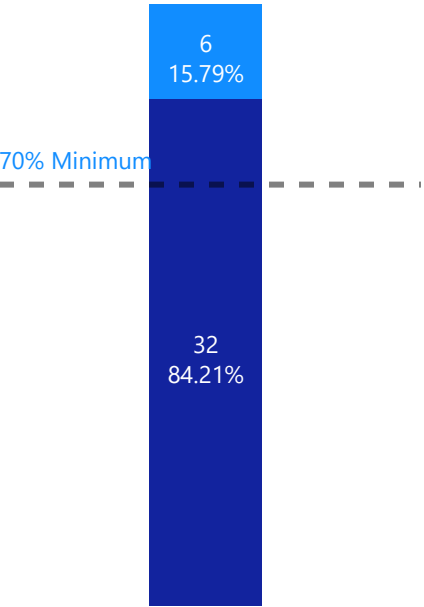
Exits to Permanent Housing
(All Clients Served)

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing
(Only Exited Clients)

● No ● Yes





Singles Rapid Rehousing

HMIS Name: SNAP--RRH--Singles City--CHG/HSG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0762
Contract Number of Beds: N/A
HMIS Total Number of Beds: 4

Grants:

- City of Spokane: Human Services Grant (HSG)

Narrative regarding the **Singles Rapid Rehousing** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0762 (Rapid Rehousing):

"Explanation of the Variance:

RRH strives to help clients obtain housing that is suitable for whatever circumstances and challenges they face, and it is always difficult to see clients return to homelessness. RRH seeks to engage with clients for a length of time that is appropriate to re-establish stability, but complex barriers may accompany the transition out of homelessness, particularly for those with a chronic or long length of homelessness, which may cause clients to disengage from case managers post-move in or to violate the terms of their lease.

The singles system is comprised of a great number of individuals and households who are elderly or disabled and cannot easily obtain employment. Case management strategies to enhance income include strategizing how to maximize existing resources, which is not reflected in HMIS, or in some instances, to obtain part time supplemental employment.

Steps Taken to Improve Performance:

New policies have been implemented to clarify the progressive engagement strategy for case managers. A monthly income subsidy tool that incorporates a budgeting tool has been adopted. Post-tenancy supports remain an important component of our program. Case managers will attempt to mediate with landlords in the event of a lease violation or other dispute, and will continue to support clients in building a holistic care strategy for their mental and physical health.

Timeline for Improvement (Next 1-3 Months):

New policies are to be implemented during the current funding year."

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



Housing and Essential Needs

Number of Households Served

Projected Number: 500

224

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

156

HMIS Name: GI--RRH--HEN
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0759
Contract Number of Beds: N/A
HMIS Total Number of Beds: 132

Grants:

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

Avg. # of Days from Enrollment to PH

(Custom Metric)

161

Max: 30 Days

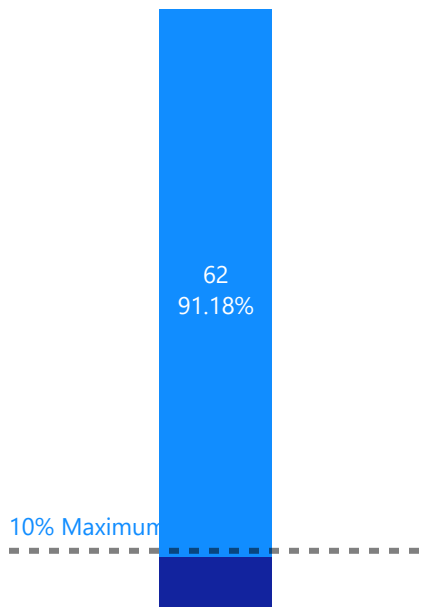
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

(SPM Metric 2b)

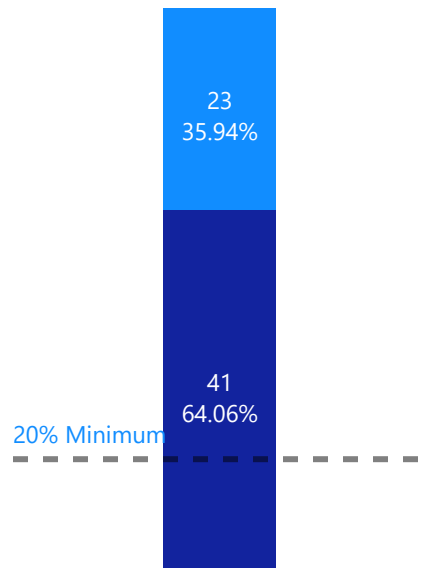
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

● No ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

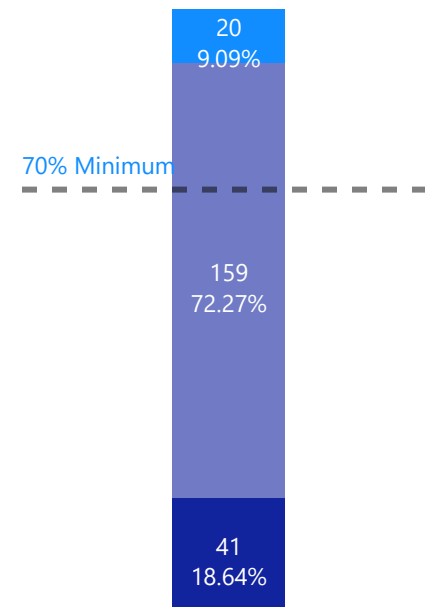
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

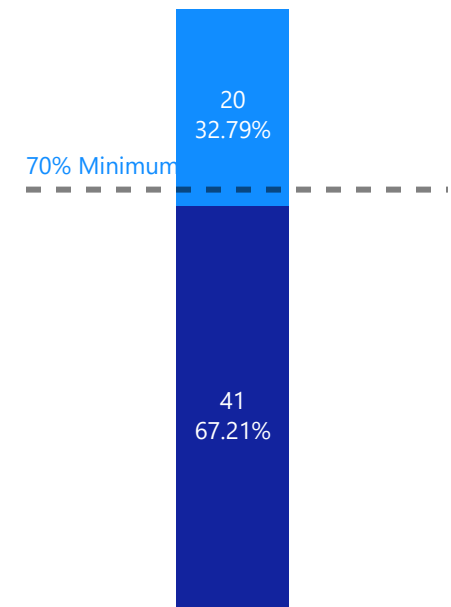
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Housing and Essential Needs

HMIS Name: GI--RRH--HEN
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0759
Contract Number of Beds: N/A
HMIS Total Number of Beds: 132

Grants:

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

Narrative regarding the **Housing and Essential Needs** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0759 (Rapid Rehousing):

"Explanation of Variance:

HEN RRH - Exits to Permanent Housing (Only exited clients):

HEN's Rapid Rehousing (RRH) program achieved a 67.21% exit rate to permanent housing, missing the 70% performance standard. A review of performance data revealed some barriers, including client disengagement, disqualification due to increased income, and the absence of an active Benefits Verification System (BVS) at the time of exit. In many cases, clients became ineligible mid-program due to changes in income or benefits that were either unreported or not captured in time, leading to unanticipated exits and contributing to the variance from the target.

In response, HEN leadership has launched a review of internal processes, with a particular focus on improving recertification, eligibility tracking, and client engagement. We are prioritizing early, clear conversations with clients about benefit usage, income changes, and how these can impact continued eligibility and housing stability. Case management protocols are being refined to better anticipate and respond to these changes.

Additionally, due to recent updates from Commerce and the City, we are now required to review eligibility and update service plans on a 12-month cycle based on the client's housing move-in date. This policy shift has prompted significant internal adjustments, including changes to case management timelines, staff training, and documentation processes to remain in compliance while continuing to prioritize client-centered support.

Key improvements have begun being rolled out July and will continue through 2025, including updated tools, training, and monthly case reviews. These changes are intended to reduce unexpected exits, strengthen long-term planning, and increase successful transitions to permanent housing.

RRH HEN- Exits to Permanent Housing (All Clients Served):

HEN's Rapid Rehousing (RRH) program currently reflects a permanent housing exit rate of 18.64%, which is below the 70% performance target. However, over 70% of participants remain actively enrolled and are continuing to work toward housing. Many of these clients face complex barriers, including poor rental history, limited or unstable income, and behavioral health challenges that impact housing readiness and retention. These factors are compounded by regional conditions such as a highly competitive rental market, limited affordable housing options, and low levels of landlord participation..."



Housing and Essential Needs

HMIS Name: GI--RRH--HEN
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0759
Contract Number of Beds: N/A
HMIS Total Number of Beds: 132

Grants:

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

Narrative regarding the **Housing and Essential Needs** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0759 (Rapid Rehousing) Continued:

"Staffing limitations have also affected the program's capacity to provide consistent and intensive support across all caseloads. This has, in some cases, delayed the pace at which housing placements can be secured, particularly for clients requiring more hands-on navigation and advocacy.

In response, the program is actively reviewing its case management model and implementing process improvements to better align support with client needs. Emphasis is being placed on early identification of housing barriers, individualized goal planning, and strengthened coordination with housing providers. Additionally, in alignment with recent changes from Commerce and the City, eligibility re-certifications and service plan updates are now being conducted at the 12-month mark based on the client's housing move-in date, prompting internal adjustments to workflow and documentation timelines.

While the current exit rate is below target, many participants remain stably enrolled and are progressing toward permanent housing. The program remains committed to continuous improvement and successful client outcomes.

These changes that are discussed have already begun execution in July 2025 and will be implemented in the next couple of months through trainings and updated SOP's."

-- Micaela Sepulveda, HEN Program Manager, Goodwill Industries



HEN FCS Bridge

HMIS Name: GI--RRH--HEN FCS Bridge
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0758
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG) - Housing Essential Needs (HEN)
Foundational Community Supports (FCS) Bridge

Number of Households Served
Projected Number: 10

2

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

0

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

(Blank)
Max: 30 Days

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

Returns to Homelessness
(SPM Metric 2b)

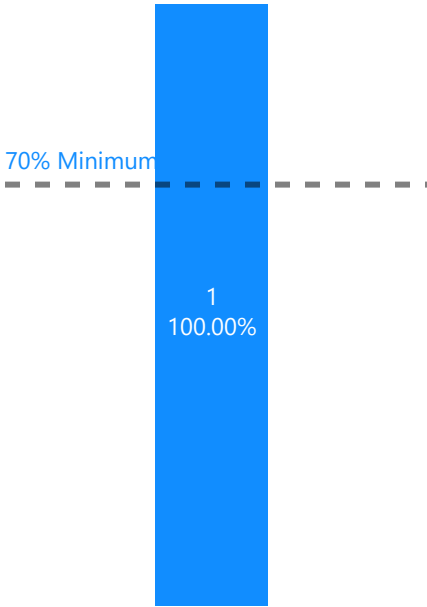
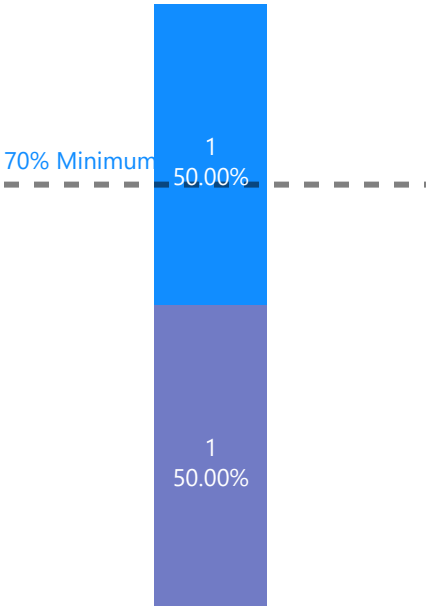
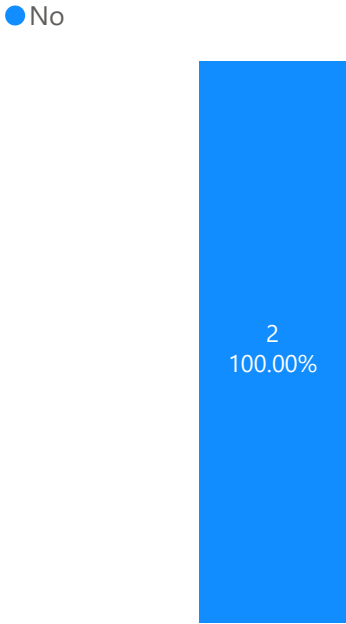
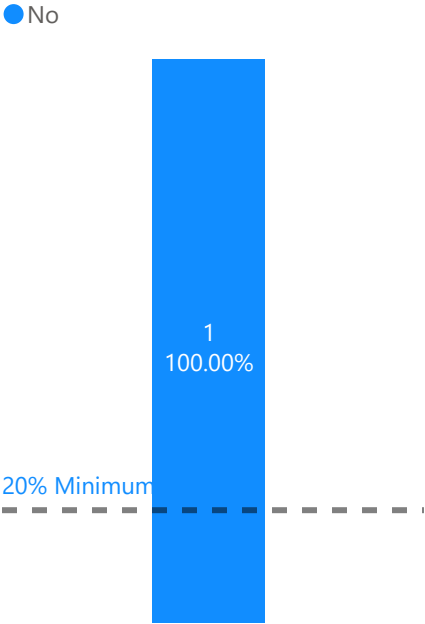
Employment and Income Growth
(SPM Metric 4.6)

Households Served Moved into Housing
(Currently Housed - May Be Receiving Subsi...

Exits to Permanent Housing
(All Clients Served)

Exits to Permanent Housing
(Only Exited Clients)

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



10% Maximum



Performance Overview

HMIS Name: All Permanent Supportive Housing Projects
Reporting Term: 07/01/2024 - 06/30/2025
Permanent Supportive Housing (PSH): Permanent subsidy paired with case management. Most PSH Units offer a Housing Choice Voucher after one-year of successful tenancy. Units are pre-identified.

Number of Households Served

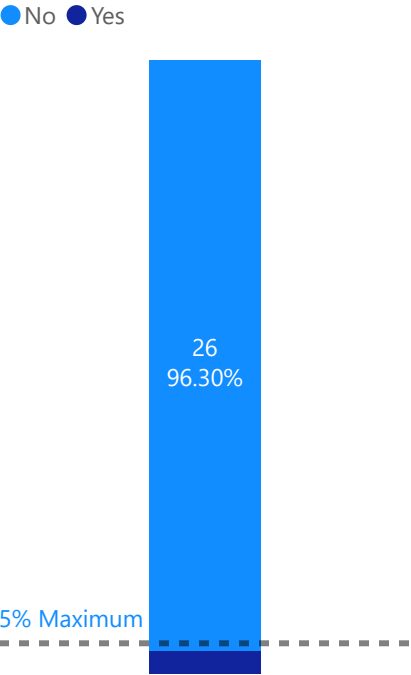
298

Average Rate of Utilization

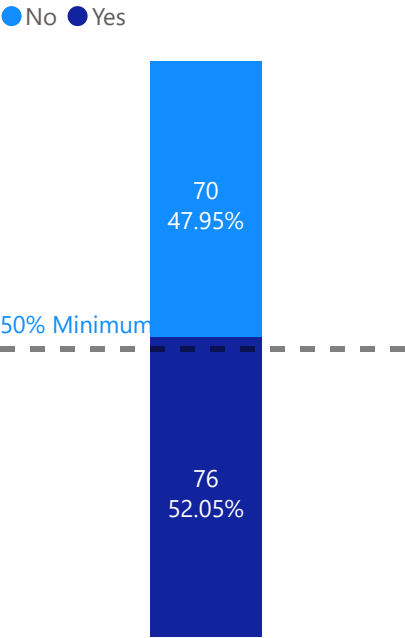
90%

Min: 85%

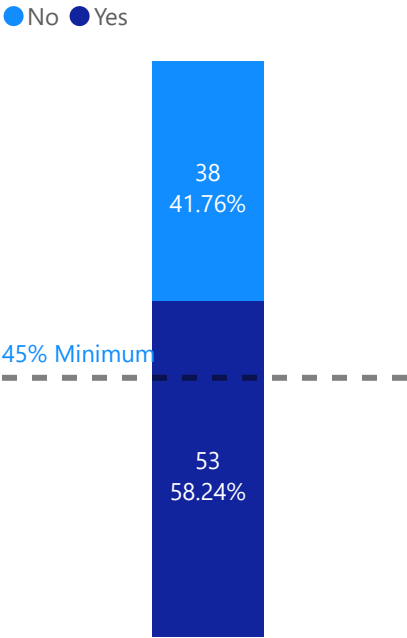
Returns to Homelessness
(SPM Metric 2b)



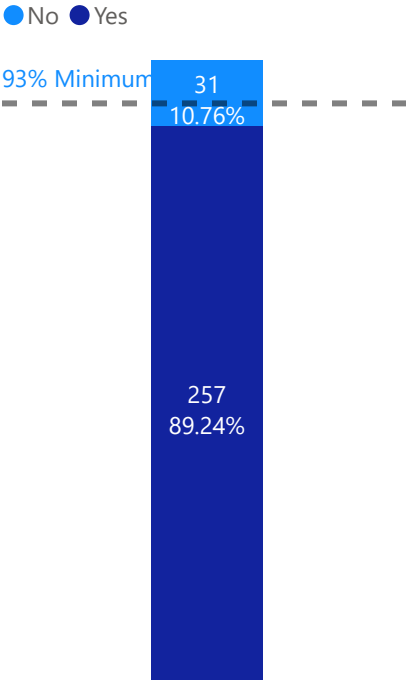
Employment and Income Growth for Stayers
(SPM Metric 4.3)



Employment and Income Growth for Leavers
(SPM Metric 4.6)



Exits to or Retention of Permanent Housing





Spend Down Overview

HMIS Name: All Permanent Supportive Housing Projects

Q1

Q2

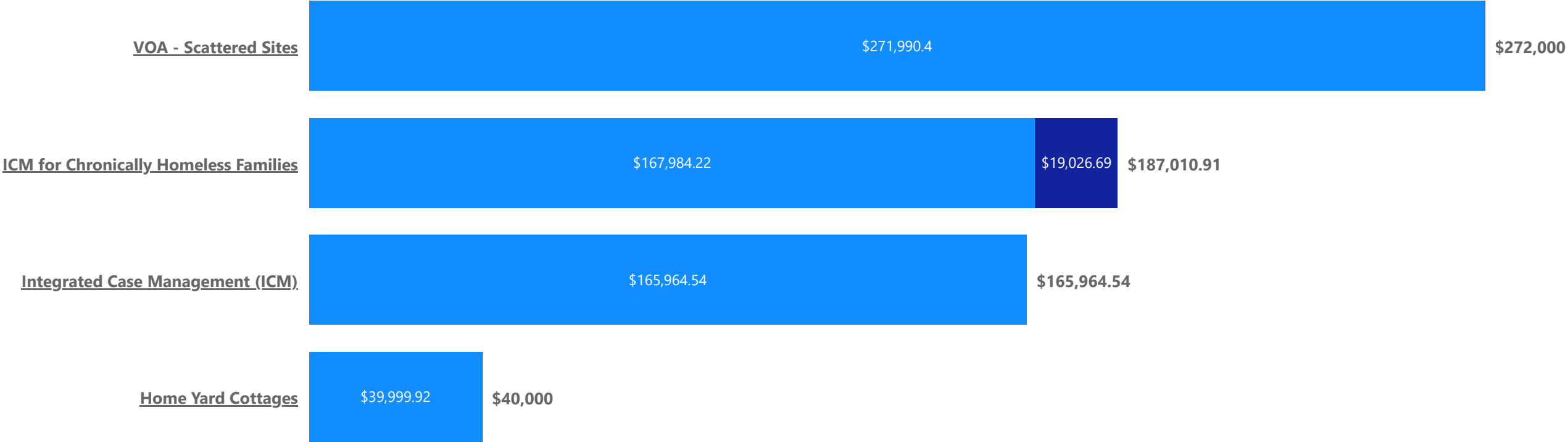
Q3

Q4



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

● Sum of Total Spent ● Sum of Total Remaining





Integrated Case Management (ICM)

HMIS Name: CC--PSH--ICM--SDG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0943
Contract Number of Beds: 52
HMIS Total Number of Beds: 52

Grants:
• Commerce: Systems Demonstration Grant (SDG)

62

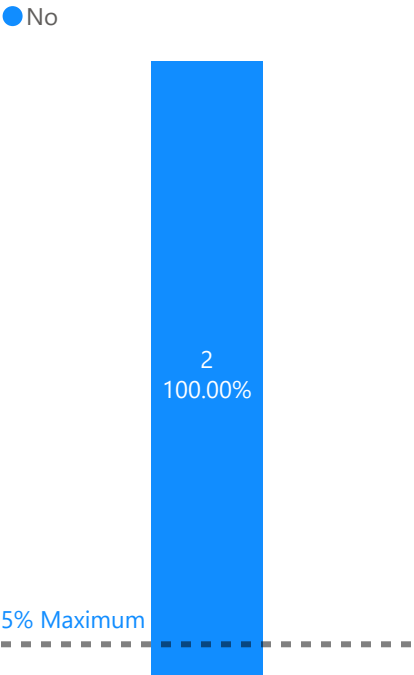
Average Rate of Utilization

89%

Min: 85%

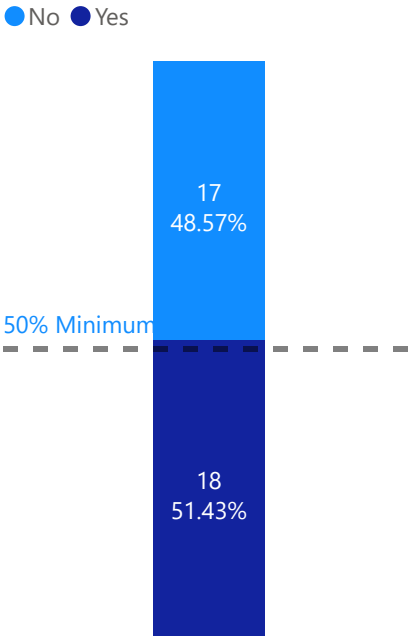
Returns to Homelessness

(SPM Metric 2b)



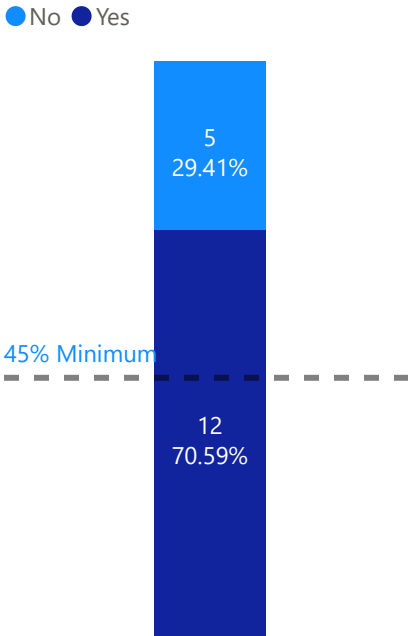
Employment and Income Growth for Stayers

(SPM Metric 4.3)



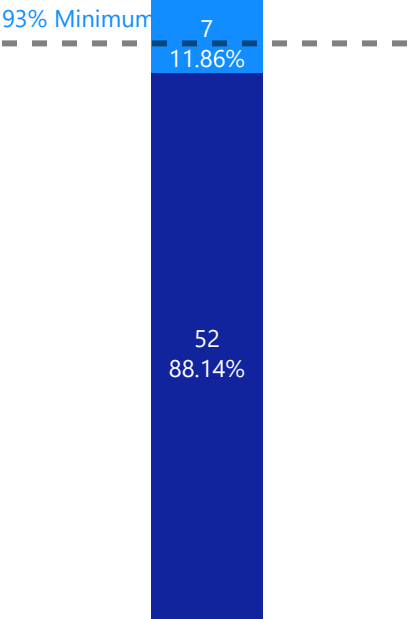
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Exits to or Retention of Permanent Housing

● No ● Yes





Integrated Case Management (ICM)

HMIS Name: CC--PSH--ICM--SDG
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0943
Contract Number of Beds: 52
HMIS Total Number of Beds: 52

Grants:
• Commerce: Systems Demonstration Grant (SDG)

Narrative regarding the **Integrated Case Management (ICM)** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Explanation of the Variance:

Exits to or Retention of Permanent Housing: Of the seven clients who are listed as exited from this PSH property, one is still active (not exited), and is still living at Schweitzer Haven. We're working on the data fix, but this would put our current performance at 89.8%. Another client exited the property to permanently live with their family. Two clients were exited to receive inpatient recovery services. Two clients were legally evicted for behavioral issues on site.

Steps Taken to Improve Performance:

Exits to or Retention of Permanent Housing: There were a few unique circumstances included in this small sample that led to clients exiting from permanent housing. Naturally, CCEW will continue to work with individuals to stabilize, and receive recovery services, if needed. We've significantly enhanced our Crisis Response process to intervene more quickly when threats to housing stability are presented. CCEW's Crisis Response Team utilizes support from Housing Services, our security and safety staff (CAREs), our PSH staff on site (OSHS), and our Crisis Response Peers. In short, when there is a safety concern observed by our CAREs team, if a property manager issues a "Comply or Vacate" notice for any reason, or if our OSHS team observes one of our clients demonstrating behaviors indicative that they may be destabilizing, we immediately engage our multi-departmental Crisis Response Team.

Additionally, the Onsite Supportive Housing Services (OSHS) program at CCEW has implemented new systems for hiring, training, and supervision of staff, all with built-in targets for enhancing performance standards for all staff. Furthermore, we have refined our data-tracking systems and management tools to allow us real-time insights for our client services to ensure that we are maintaining frequent, high-quality contact with our clients. These changes are all part of a strategic effort to enhance the culture and performance of our program. Key indicators of success will be our staff retention numbers, statistics for client engagement, and of course, client-specific metrics such as Returns to Homelessness, Employment and Income Growth, Exits to or Retention of Permanent Housing, etc.

Timeline for Improvement (Next 1-3 Months):

Across all data/metrics, including those where we are performing at or above standard, we expect to see significant improvement in our performance for this grant over the next 12 months."

-- Keith Kelly, Director for Onsite Supportive Housing Services, Catholic Charities of Eastern Washington



ICM for Chronically Homeless Families

HMIS Name: CC--PSH--ICM--SDG-PSH CHF

CC--PSH--CC--PSH--PSH for Families CHG (Consolidated Into ICM--SDG-PSH CHF)

CC--PSH--PSH for Families County CHG (Consolidated Into ICM--SDG-PSH CHF)

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-0944

Contract Number of Beds: 36

HMIS Total Number of Beds: 36

Grants:

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

8

Average Rate of Utilization

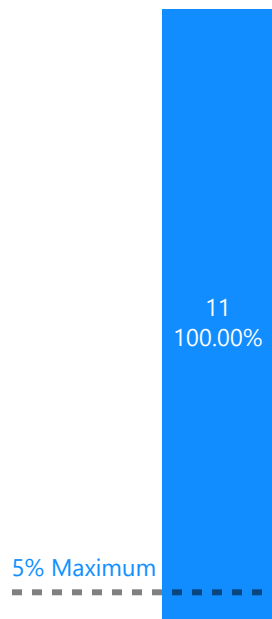
87%

Min: 85%

Returns to Homelessness

(SPM Metric 2b)

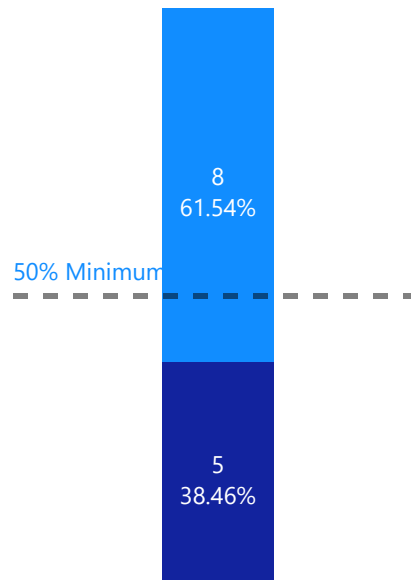
● No



Employment and Income Growth for Stayers

(SPM Metric 4.3)

● No ● Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

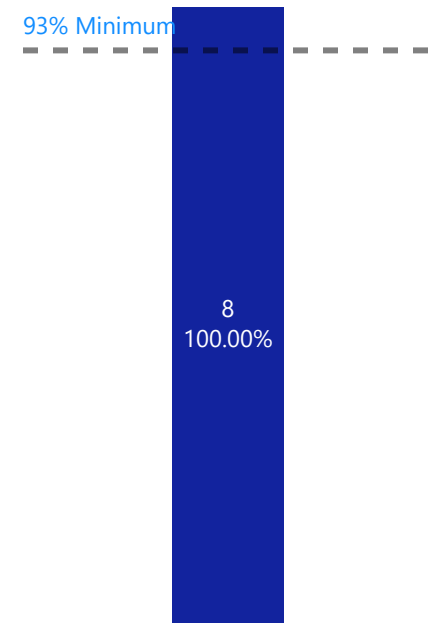
None of the clients had an increase to their income and are classified as Leavers during the reporting period.

45% Minimum

Exits to or Retention of Permanent Housing

● Yes

93% Minimum





ICM for Chronically Homeless Families

HMIS Name: CC--PSH--ICM--SDG-PSH CHF
CC--PSH--CC--PSH--PSH for Families CHG (Consolidated Into ICM--SDG-PSH CHF)
CC--PSH--PSH for Families County CHG (Consolidated Into ICM--SDG-PSH CHF)

Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0944
Contract Number of Beds: 36
HMIS Total Number of Beds: 36
Grants:
• Commerce: Systems Demonstration Grant (SDG) - Permanent Supportive Housing (PSH)

Narrative regarding the **ICM for Chronically Homeless Families** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Explanation of the Variance:

Employment and Income Growth for Leavers: There are significant barriers for our clients to assist with income growth. Healthcare needs and disability have some impact on a client’s ability to pursue certain options to increase income. Most notably perhaps, amongst all barriers, is a client’s unfamiliarity with benefit structures and their corresponding fear of losing such benefits with any changes to their overall circumstances. Clients speak directly to these fears, citing the trauma of being homeless and not wanting to do anything that would put their housing stability at risk. We are actively addressing these barriers to improve the overall metrics (see below).

Steps Taken to Improve Performance:

Employment and Income Growth for Leavers: CCEW has implemented four critically important steps to increase income for each of our clients residing in Permanent Supportive Housing (PSH) projects.

1. This past year, CCEW has re-instituted a Supportive Employment (SE) program, hiring a Supportive Employment Specialist. As this is a newly implemented program for us, we have devoted a significant amount of time training our new staff member, developing relationships with local employers, and developing the internal systems needed to support a successful Supportive Employment program.
2. Early feedback from our SE clients demonstrated the aforementioned fear of losing benefits, so we invested in a 6-week certificate program for our Supportive Employment Specialist to have a deep working knowledge of any State or Federal benefit programs through which our clients may be enrolled, so they can more confidently explore opportunities to increase their income without prematurely losing their benefits. Naturally, the path toward greater stability for our clients may ideally involve a reduced need for the support of government benefits, but prematurely exiting from those programs may ultimately be counterproductive to the greater effort. It is our objective to help our clients successfully achieve their income-related goals in hopes that they can have the dignity that comes from supporting themselves as much as possible.
3. Our Onsite Supportive Housing Services program has created a task-force, composed of key staff from across the department, to identify a comprehensive list of ways we can assist clients with their goals to increase their income, and to develop a strategic and systemic approach across our spectrum of services to engage clients, staff and community partners, navigating barriers and ultimately creating significant impact toward the goal of growing the income of our clients..."



ICM for Chronically Homeless Families

HMIS Name: CC--PSH--ICM--SDG-PSH CHF

CC--PSH--CC--PSH--PSH for Families CHG (Consolidated Into ICM--SDG-PSH CHF)

CC--PSH--PSH for Families County CHG (Consolidated Into ICM--SDG-PSH CHF)

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-0944

Contract Number of Beds: 36

HMIS Total Number of Beds: 36

Grants:

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

Narrative regarding the **ICM for Chronically Homeless Families** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"4. This year, in partnership with Notre Dame University and Gonzaga University, CCEW is launching the SEEN Program: a small-business incubation program, targeting individuals in underserved populations who desire to start a small business. For our first cohort, CCEW is recruiting participants from among our PSH properties, predominantly serving individuals and families who have experienced chronic homelessness. The participants in this program will participate in a four-week course designed to educate individuals on the processes related to starting a business. Participants will develop their own business plans, and will be partnered with local business students to generate critically important action items, such as marketing materials, budget-tracking spreadsheets, etc. Each class of graduating entrepreneurs will receive a \$2,500 grant to purchase any supplies needed to launch their business, and they will be paired with a local business executive in the greater Spokane community who will provide ongoing mentorship and support. CCEW just recently announced this program, and though our formal marketing efforts for the program have yet to take place, we already have a waitlist for our first cohort.

Timeline for Improvement (Next 1-3 Months):

Across all data/metrics, including those where we are performing at or above standard, we expect to see significant improvement in our performance for this grant over the next 12 months."

-- Keith Kelly, Director for Onsite Supportive Housing Services, Catholic Charities of Eastern Washington



Home Yard Cottages

HMIS Name: TPW--PSH--Home Yard Cottages
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0765
Contract Number of Beds: 30
HMIS Total Number of Beds: 50

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

25

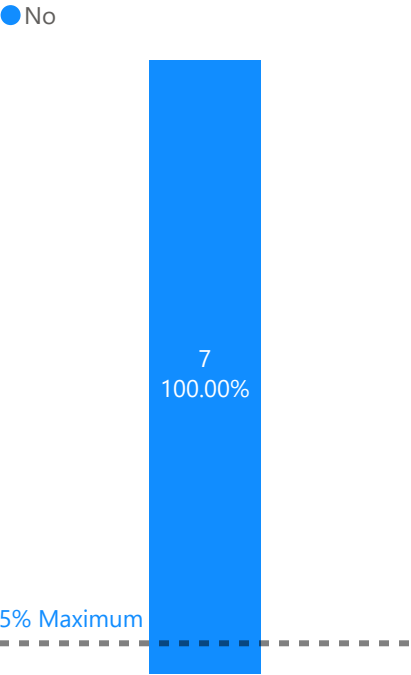
Average Rate of Utilization

106%

Min: 85%

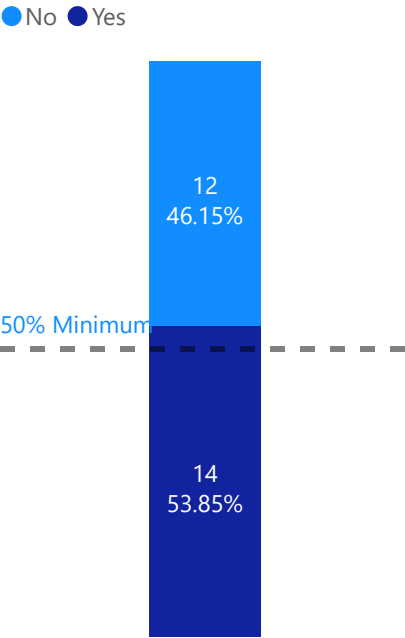
Returns to Homelessness

(SPM Metric 2b)



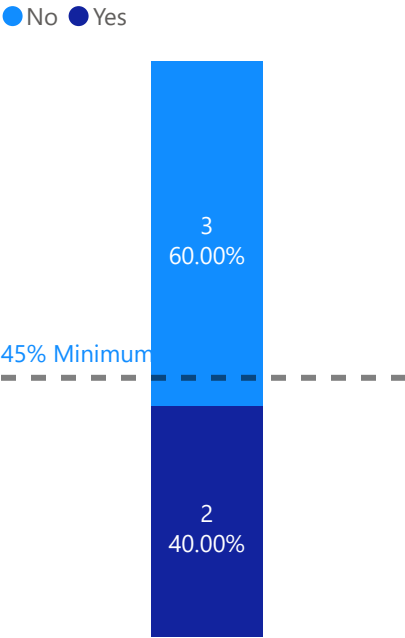
Employment and Income Growth for Stayers

(SPM Metric 4.3)



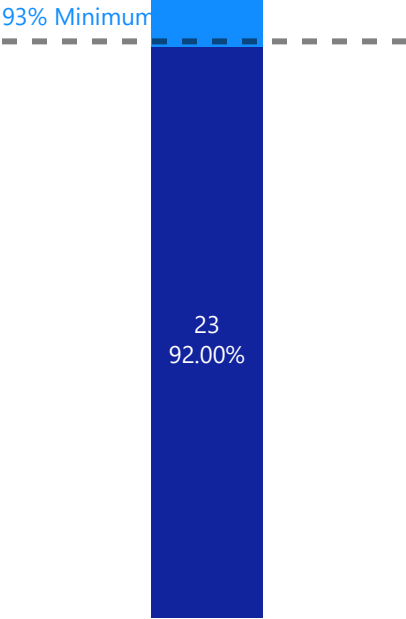
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Exits to or Retention of Permanent Housing

● No ● Yes





Home Yard Cottages

HMIS Name: TPW--PSH--Home Yard Cottages
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0765
Contract Number of Beds: 30
HMIS Total Number of Beds: 50

Grants:

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

Narrative regarding the **Home Yard Cottages** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0765 (Permanent Supportive Housing):

"Explanation of the Variance:

Employment and Income Growth for Leavers: Of the five exits, three of the households left Transitions – Home Yard Cottages services and did not report any growth or change of income or employment. One unit was abandoned and two left without reporting any income or employment changes.

Exits to or Retention of Permanent Housing: Two of the households did not report their housing plans for after exiting HYC program.

Steps Taken to Improve Performance:

Home Yard Cottages works with property management to provide all opportunities for residents to remain housed at Home Yard Cottages and/or move on to other permanent housing solutions. Since the right to self-determination is a value we hold dear, we do not force residents to disclose their employment nor housing choices when they exit our program—we ask but cannot require.

Timeline for Improvement (Next 1-3 Months):

Staff will always attempt to work with residents to ensure that their housing and housing vouchers are maintained. There are no timelines or specific dates for these actions."

-- Tara Mugica, Director of Transitional Housing, Transitions



PSH - Scattered Sites

HMIS Name: VOA--PSH--Hope House East
VOA--PSH--Hope House West
VOA--PSH--The Marilee Apts
VOA--PSH--WA0511
VOA--PSH--WA0111 (Consolidated Into WA0511)
VOA--PSH--WA0457 (Consolidated Into WA0511)
VOA--PSH--WA0130

Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0769
Contract Number of Beds: 155
HMIS Total Number of Beds: 50
Grants:
• City of Spokane: Homeless Housing Assistance Act (HHAA)
• HUD: Continuum of Care (CoC) - Permanent Supportive Housing (PSH)

203

Average Rate of Utilization

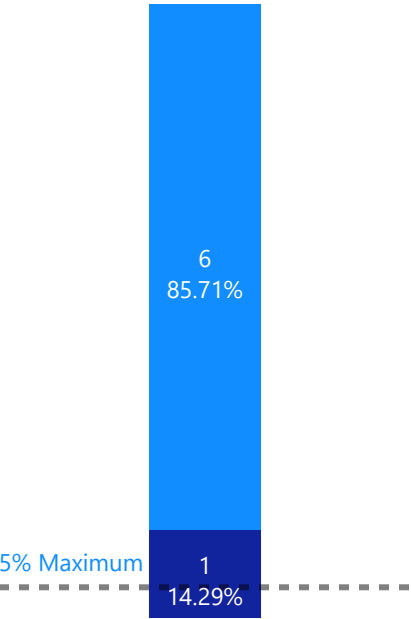
79%

Min: 85%

Returns to Homelessness

(SPM Metric 2b)

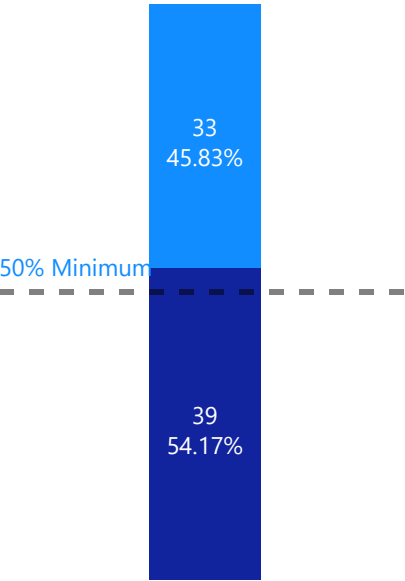
● No ● Yes



Employment and Income Growth for Stayers

(SPM Metric 4.3)

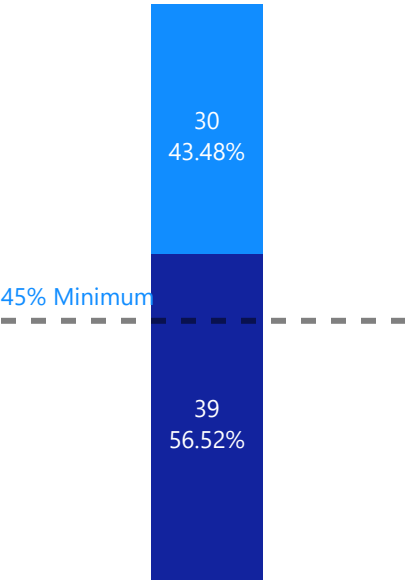
● No ● Yes



Employment and Income Growth for Leavers

(SPM Metric 4.6)

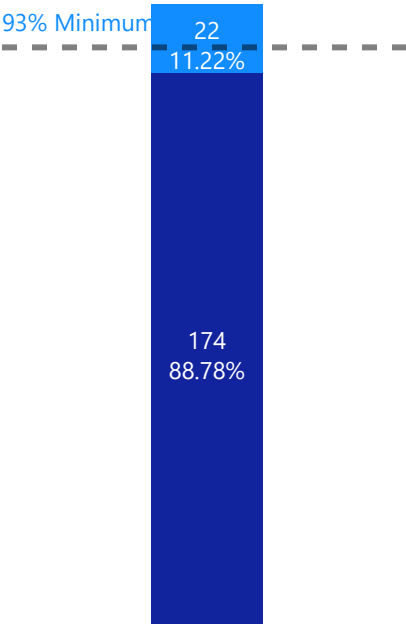
● No ● Yes



Exits to or Retention of Permanent Housing

(SPM Metric 4.7)

● No ● Yes





Performance Overview

HMIS Name: All Supportive Services Only (SSO) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Supportive Services Only (SSO): Providing stand-alone supportive services to specific populations.

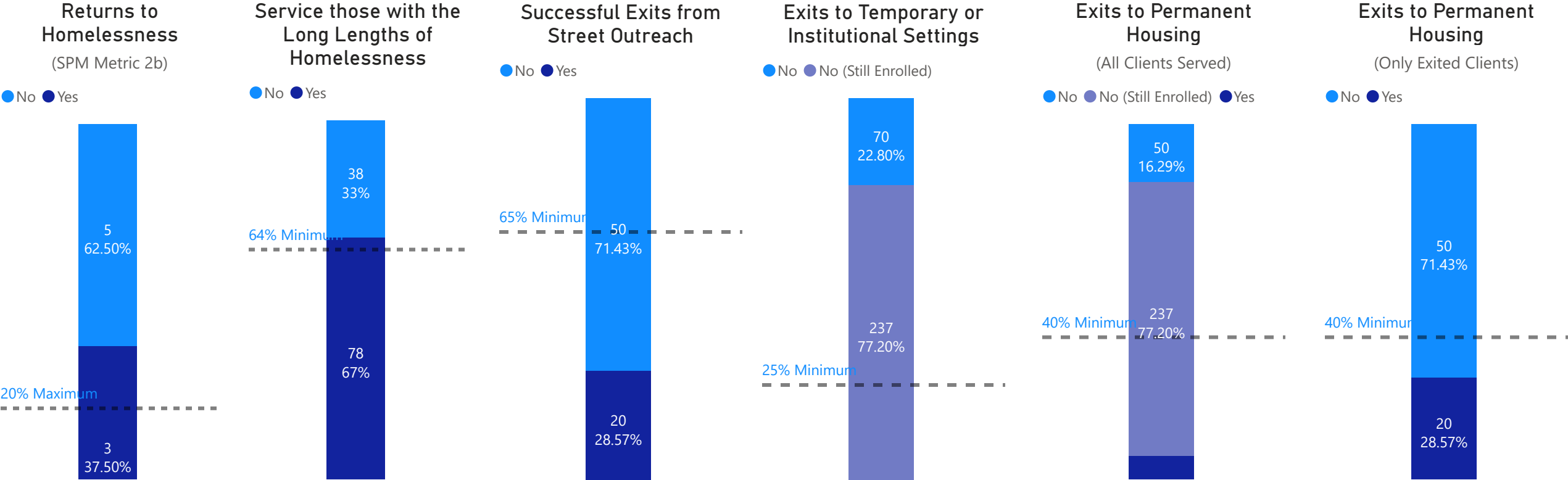
23

Max: 60 Days

Number of Individuals Served

308

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





Spend Down Overview

HMIS Name: All Supportive Services Only (SSO) Projects

Q1

Q2

Q3

Q4



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

● Sum of Total Spent ● Sum of Total Remaining

Women's Hearth (SSO)

\$100,000

\$100,000

Children and Family Supportive Services

\$51,000

\$51,000



Children and Family Supportive Services

Average Length of Time to Date of Engagement (Days)

13

Max: 60 Days

Number of Individuals Served

Projected Number: 30

88

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

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-0697

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

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

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

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

Returns to Homelessness

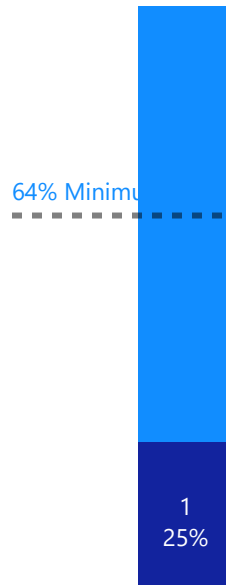
(SPM Metric 2b)

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

20% Maximum

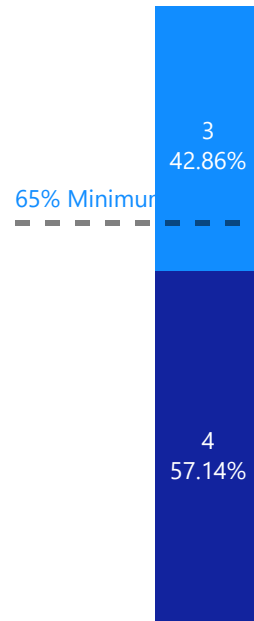
Service those with the Long Lengths of Homelessness

● No ● Yes



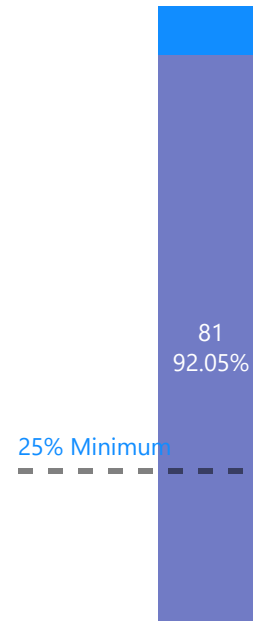
Successful Exits from Street Outreach

● No ● Yes



Exits to Temporary or Institutional Settings

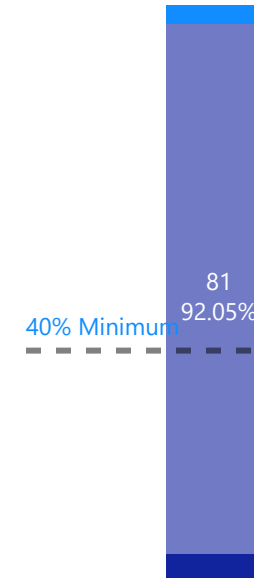
● No ● No (Still Enrolled)



Exits to Permanent Housing

(All Clients Served)

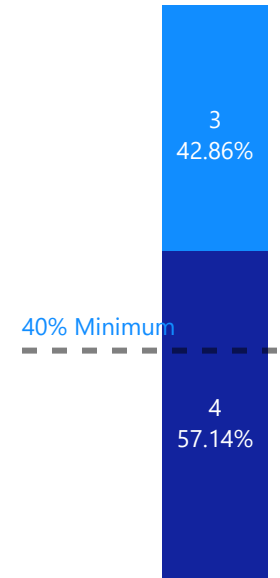
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Transitions - Women's Hearth

23

Max: 60 Days

Number of Individuals Served

Projected Number: 473

220

HMIS Name: TPW--SSO--Womens Hearth
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0766
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

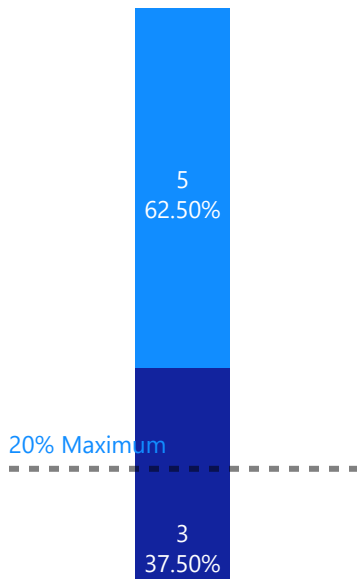
Grants:
• City of Spokane: Homeless Housing Assistance Act (HHAA)

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

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

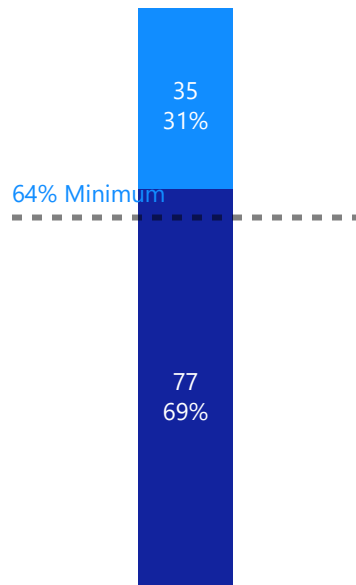
Returns to Homelessness
(SPM Metric 2b)

● No ● Yes



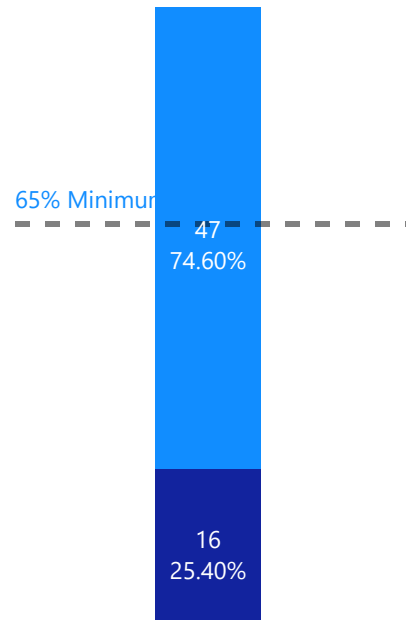
Service those with the Long Lengths of Homelessness

● No ● Yes



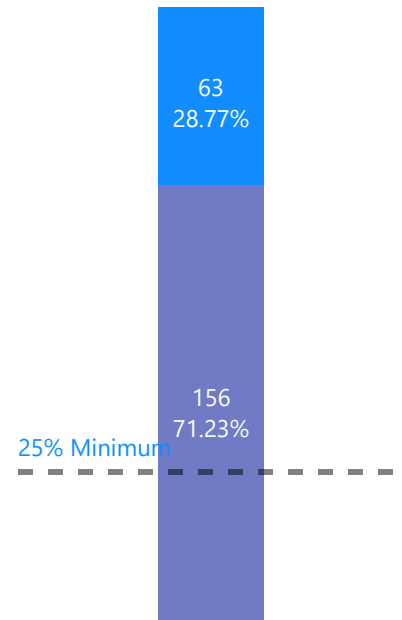
Successful Exits from Street Outreach

● No ● Yes



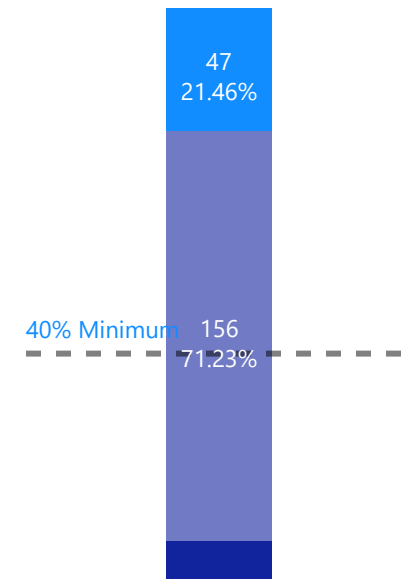
Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled)



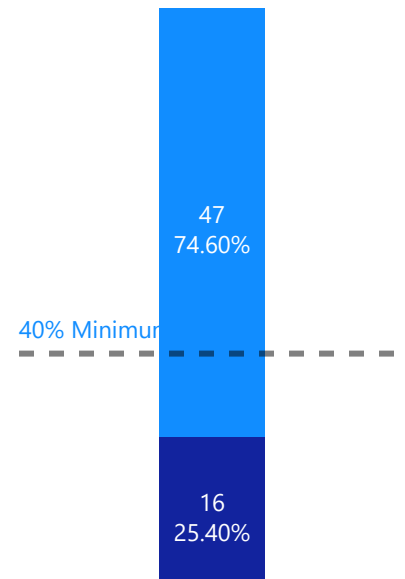
Exits to Permanent Housing
(All Clients Served)

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing
(Only Exited Clients)

● No ● Yes





Performance Overview

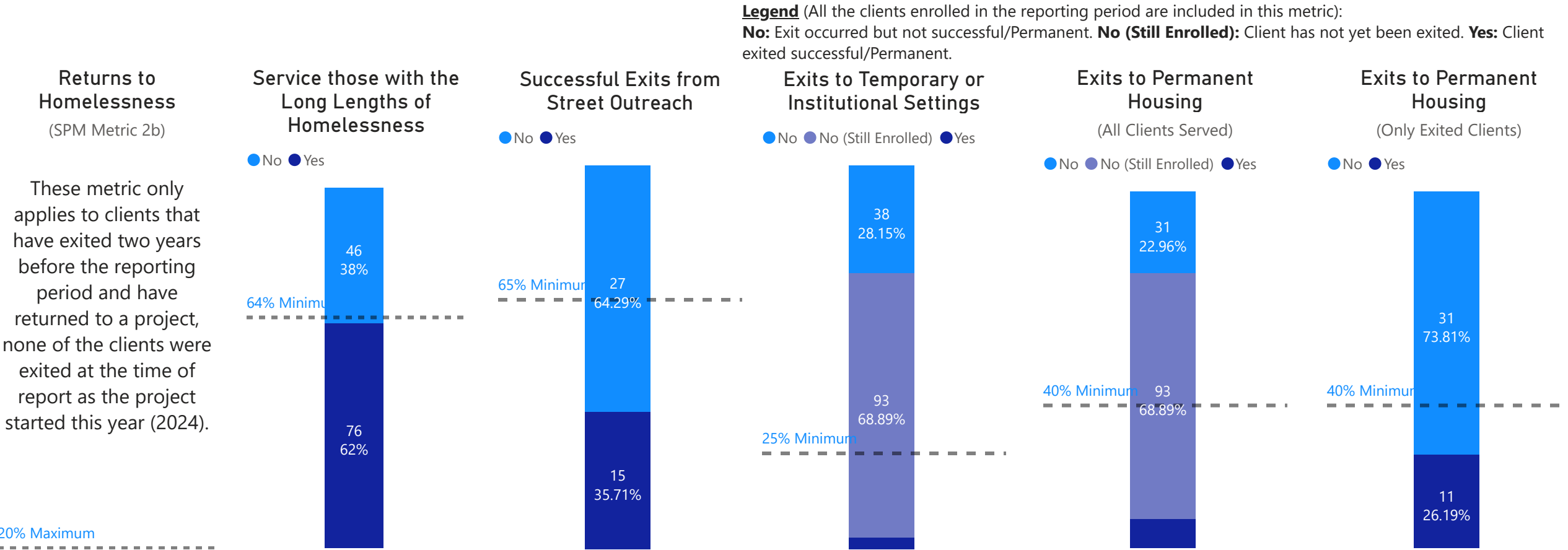
HMIS Name: All Street Outreach (SO) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

0

Max: 60 Days

Number of Individuals Served

135





Spend Down Overview

HMIS Name: All Street Outreach (SO) Projects

Q1

Q2

Q3

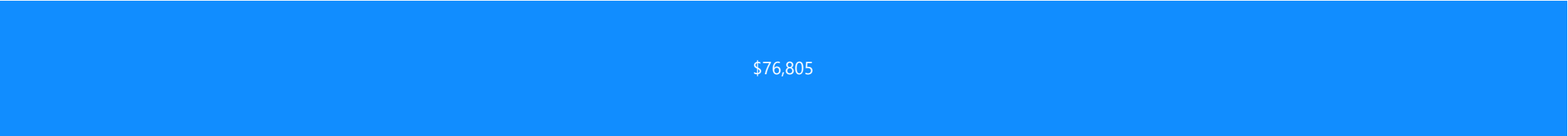
Q4



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

● Sum of Total Spent ● Sum of Total Remaining

Women's Hearth (SO).



\$76,805

\$76,805



Transitions - Women's Hearth

0

Max: 60 Days

Number of Individuals Served

Projected Number: 150

135

HMIS Name: TPW--SO--Womens Hearth--SDG

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-1109

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

- Commerce: SDG (Systems Demonstrations Grant)

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

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

Returns to Homelessness

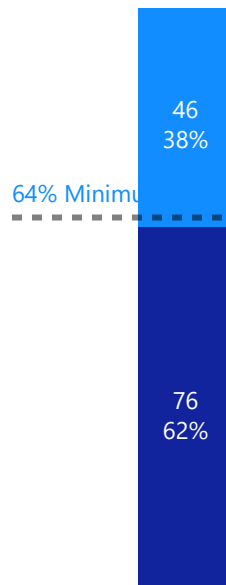
(SPM Metric 2b)

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 as the project started this year (2024).

20% Maximum

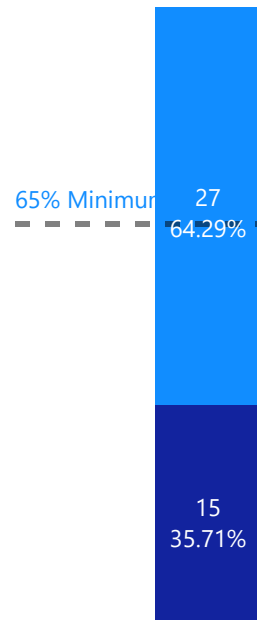
Service those with the Long Lengths of Homelessness

● No ● Yes



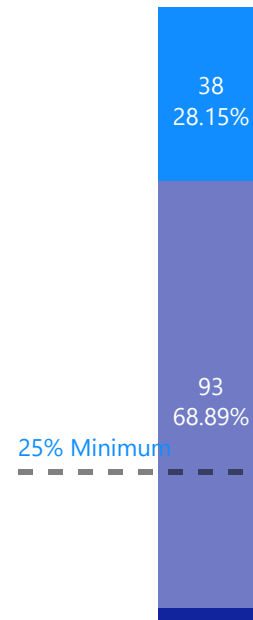
Successful Exits from Street Outreach

● No ● Yes



Exits to Temporary or Institutional Settings

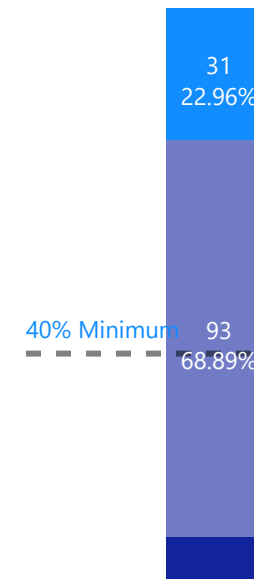
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(All Clients Served)

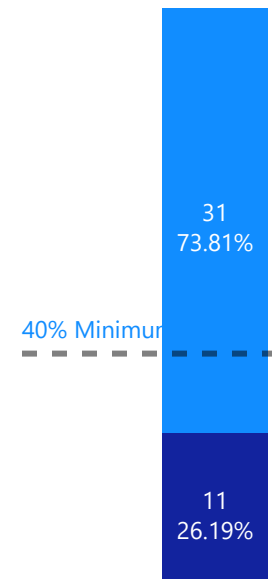
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Performance Overview

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 06/30/2025

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

Information regarding the following Street Outreach Report.

The following report provides the same information for FY25-SDG funded Street Outreach Projects, except the metrics for **Successful Exits from Street Outreach**, **Exits to Temporary or Institutional Setting**, and **Exits to Permanent Housing**, are exclusively only counting clients that have a **Date of Engagement**.



Performance Overview

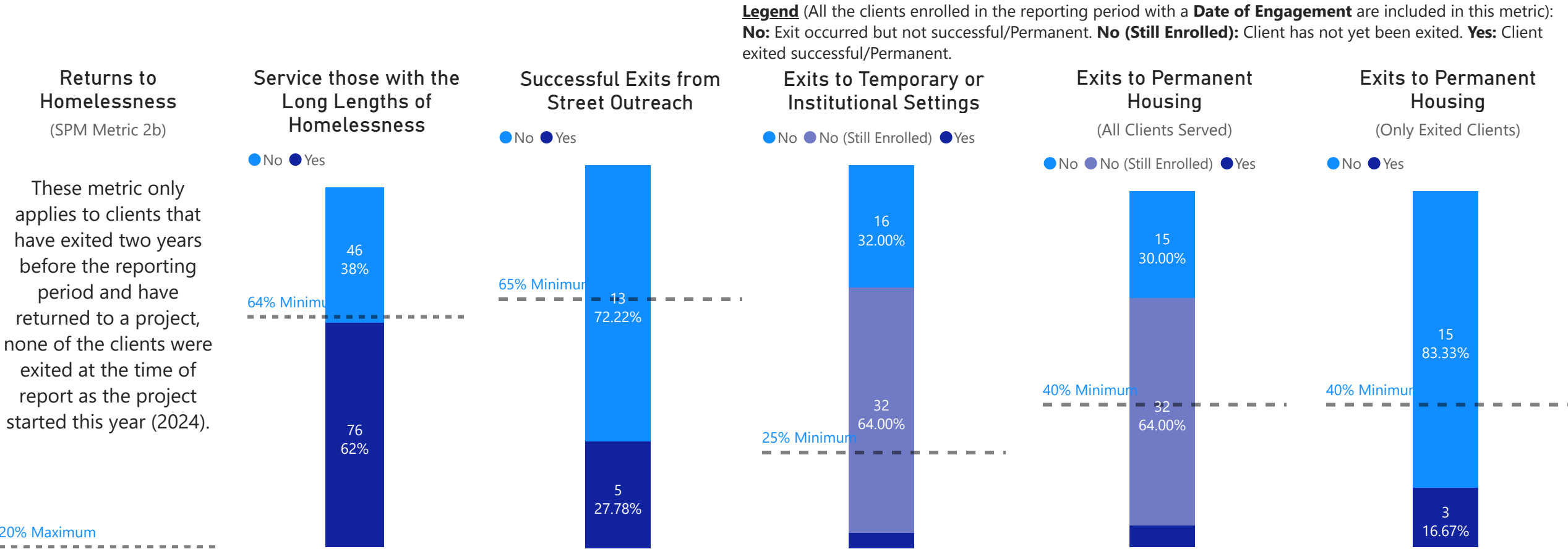
HMIS Name: All Street Outreach (SO) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

0

Max: 60 Days

Number of Individuals Served

135





Transitions - Women's Hearth

0

Max: 60 Days

Number of Individuals Served

Projected Number: 150

135

HMIS Name: TPW--SO--Womens Hearth--SDG

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-1109

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

- Commerce: SDG (Systems Demonstrations Grant)

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

Returns to Homelessness

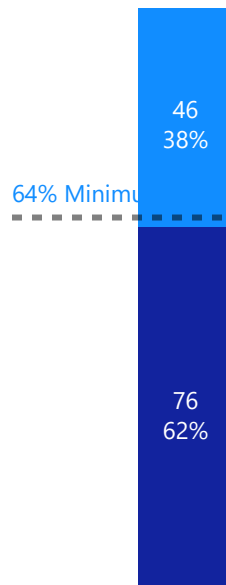
(SPM Metric 2b)

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 as the project started this year (2024).

20% Maximum

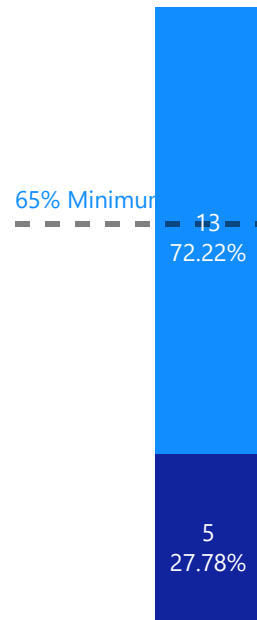
Service those with the Long Lengths of Homelessness

● No ● Yes



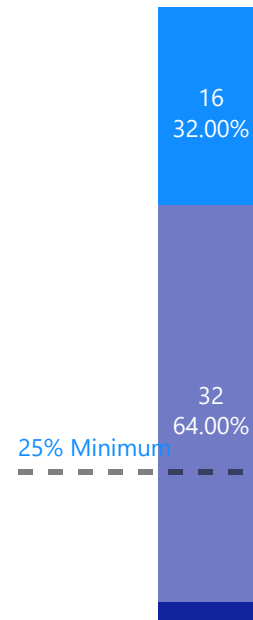
Successful Exits from Street Outreach

● No ● Yes



Exits to Temporary or Institutional Settings

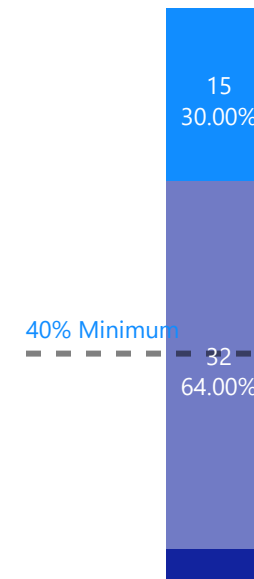
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(All Clients Served)

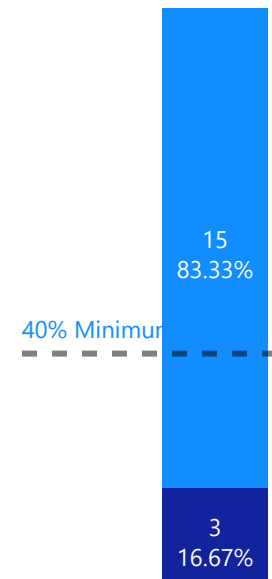
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Performance Overview

Number of Individuals Served

934

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

91

Max: 90 Days

HMIS Name: All Emergency Shelter (Night-by-Night) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Average Length of Time to Date of Engagement (Days)

19

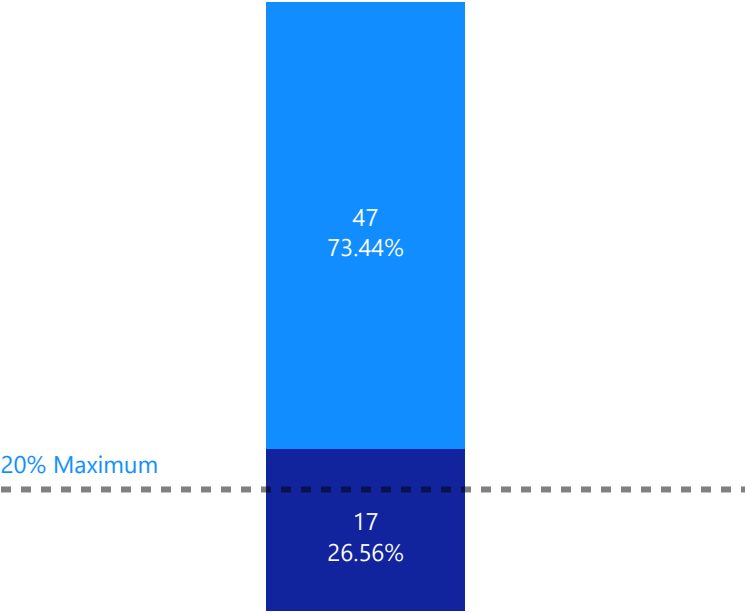
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

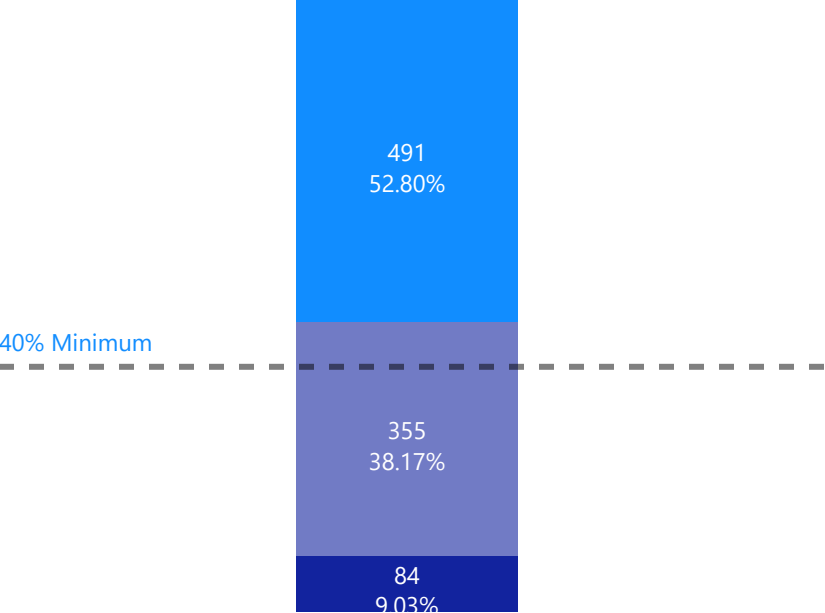
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

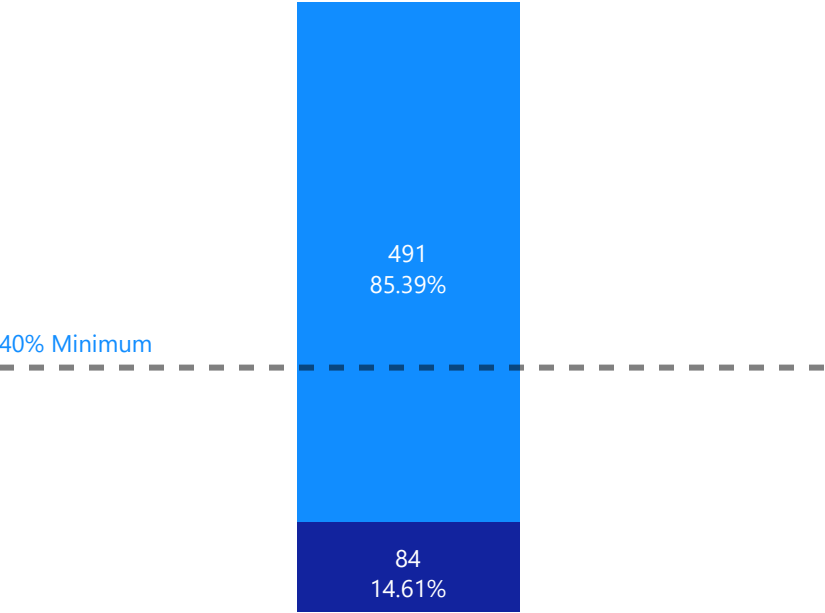
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● 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

Young Adult Shelter

\$864,686.06

\$335,313.94

\$1,200,000

House of Charity Shelter

\$525,262.65

\$525,262.65

FLASH

...

\$33,000



House Of Charity Shelter

Number of Individuals Served

Projected Number: 288

574

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

104

Max: 90 Days

HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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)

Average Length of Time to Date of Engagement (Days)

3

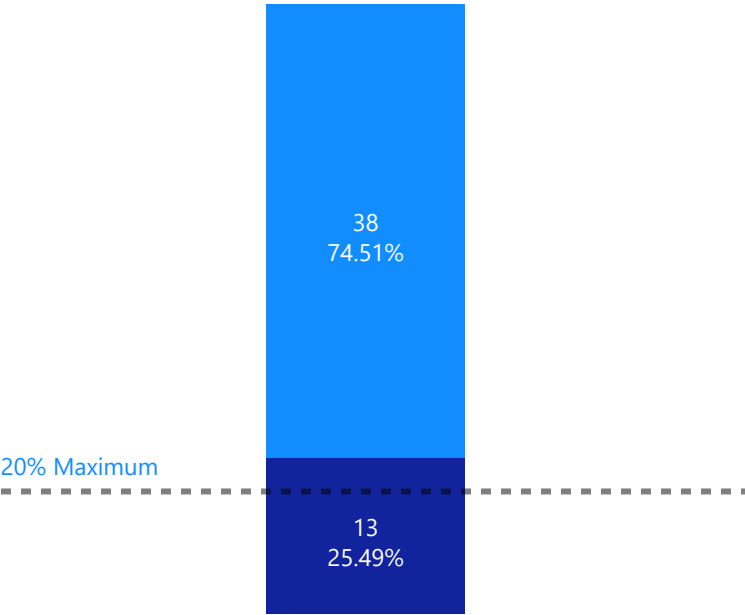
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

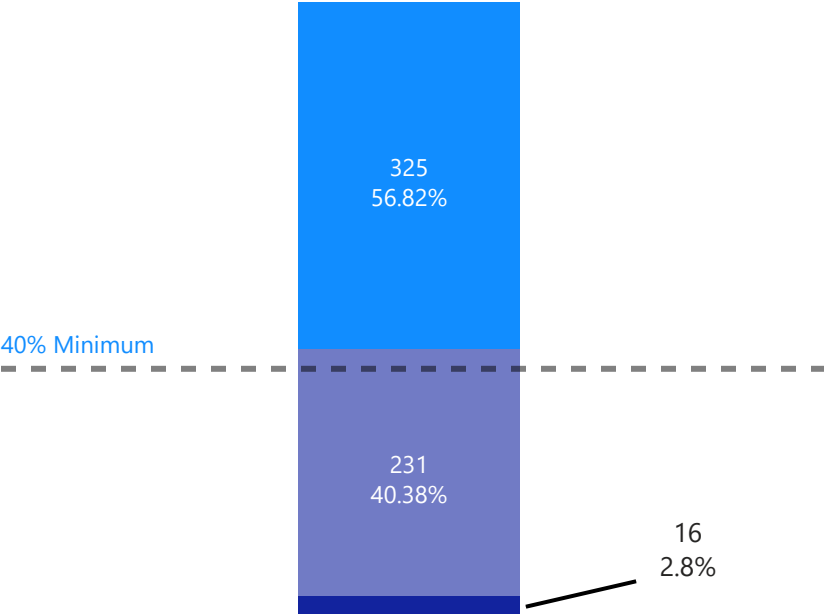
No Yes



Exits to Permanent Housing

(All Clients Served)

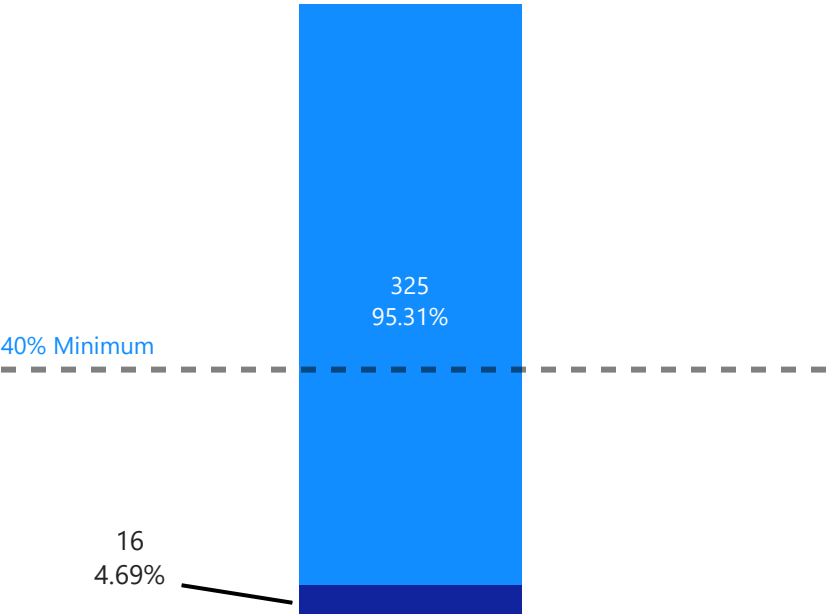
No No (Still Enrolled) Yes



Exits to Permanent Housing

(Only Exited Clients)

No Yes





House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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 **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Explanation of the Variance:

Metric 1a.1: Our target goal was 90 Days, and our Average Length of Time Homeless was 104 days. We did not meet this measure for a variety of factors, including:

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

Metric 2b: Our target goal was 20%. As our data shows, we had a 25.49% Returns to Homelessness and did not meet the % goal due to what we imagine are factors related to: increased market rents and the lack of access to behavioral health services which likely contributes to the housing instability/recidivism of our vulnerable population once housed.

- Related Variables include: House of Charity has been funded to follow clients post-housing for 90 days for anyone receiving a (previously available) SHA Tenant-based Housing Choice referral voucher, which helps to support initial stability. However, these vouchers are currently unavailable, which impacts our ability to house and track clients for success using this resource. Additionally, for other clients permanently housed, we rely on a warm handoff to external case management services to support long-term stabilization; however— clients are not obligated to engage with ongoing services, leaving a potential gap in stabilizing supports that can help keep folks housed over time.

Metric 7b.1: During this reporting period, 16 individuals exited to permanent housing. Our target goal was 40%. We achieved a goal of 4.42%. We did not achieve this goal due to compounding factors, which include:

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

Average Length of Time to Date of Engagement (Local Measure): Our team excels in this area with an average of 3 days vs the performance measure goal of 30 days..."



House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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 **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Steps Taken to Improve Performance:

Metric 1a.1: Our team continues to partner extensively with community providers to support potential avenues to housing solutions to reach our target goal for this measure.

Metric 2b: We will continue to offer warm handoffs to help decrease recidivism rates. With these variables in mind, we will continue to provide as much stabilization services as possible to support lowering this percentage.

Metric 7b.1: Despite these challenges, we continue to connect individuals to available housing resources through **Case Management services** and partnerships with **onsite and community-based substance use disorder programs** and **critical mental health services**. We appreciate the City's inclusion of **long-term care** and **adult family homes, as well as other transitional placements** in the coming year as an appropriate setting for an exit to permanent housing based on the age and acuity of our patrons. This local measure will more holistically share the broader story of the client journey at HOC.

Timeline for Improvement (1-3 Months):

Metric's 1a.1, Metric 2b & Metric 7b.1:

- **Immediate:** We are working to hire an additional case manager that will expand the hours of availability for our care team to include shelter check-ins to maximize engagement opportunity.
- **Immediate:** We are working with CHAS Health to imbed a behavioral health (BH) specialist who can engage and navigate patrons to appropriate and helpful BH resources, with the goal of:
(1 increasing patron stabilization and openness to housing opportunities and
(2 (hopefully) reduced recidivism long-term by having connected folks with long-term stabilizing, community-based resources that can be utilized well-beyond their shelter stay.
- **Immediate:** We are partnering with CAMAS in our immediate neighborhood to connect people to MAT services, which will increase patron stabilization and openness to housing opportunities.

-- Dena Carr, Respite Director, Catholic Charities of Eastern Washington



Young Adult Shelter

Number of Individuals Served

Projected Number: 176

248

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

35

Max: 90 Days

HMIS Name: VOA--ES--YAS
Reporting Term: 07/01/2024 - 06/30/2025
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)

Average Length of Time to Date of Engagement (Days)

1

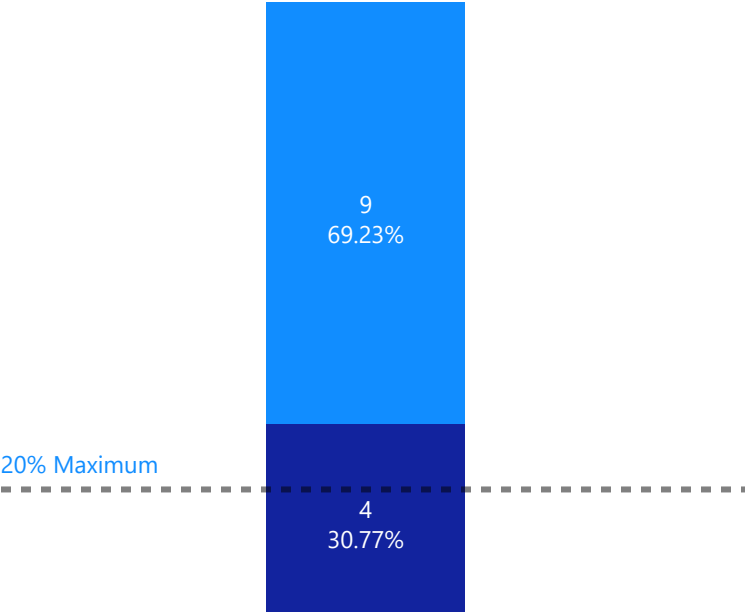
Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

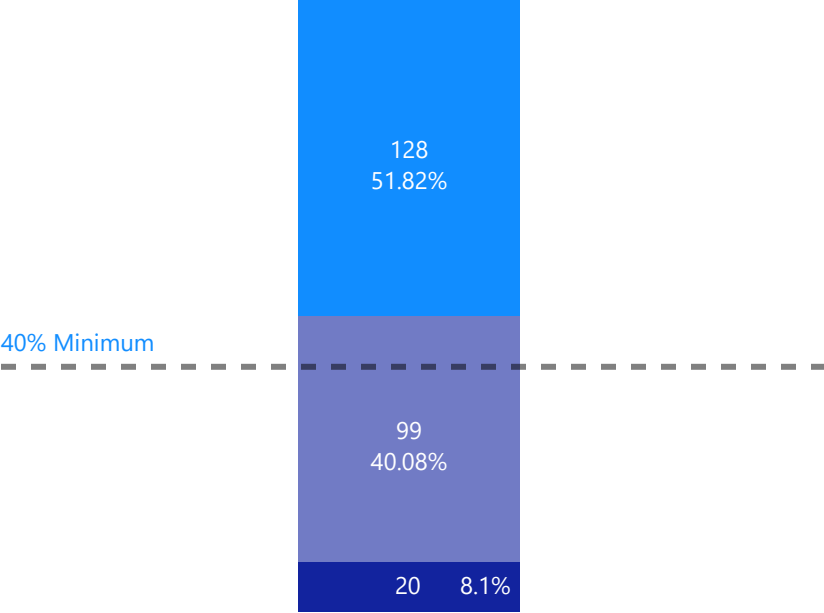
No Yes



Exits to Permanent Housing

(All Clients Served)

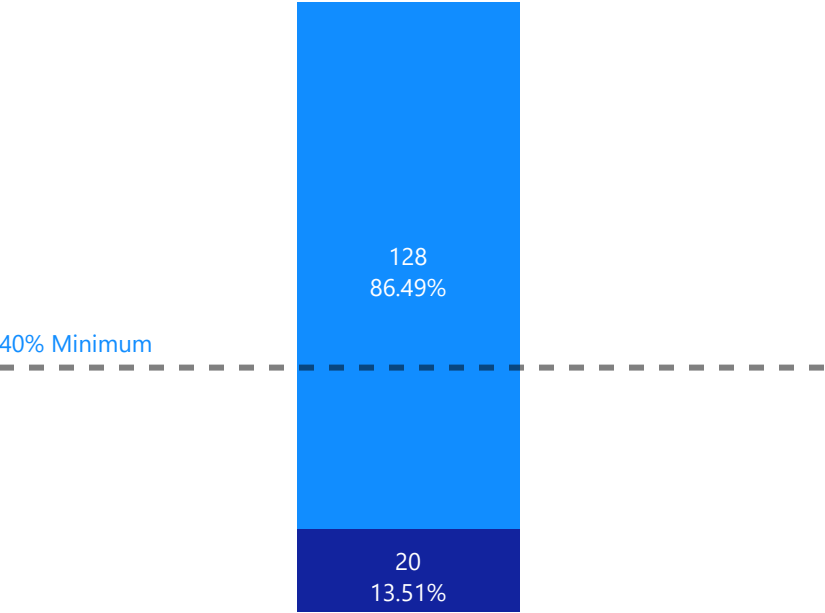
No No (Still Enrolled) Yes



Exits to Permanent Housing

(Only Exited Clients)

No Yes





Young Adult Shelter

HMIS Name: VOA--ES--YAS
Reporting Term: 07/01/2024 - 06/30/2025
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)

Narrative regarding the **Young Adult Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0989 (Emergency Shelter - Night-by-Night):

"Explanation of the Variance:

We are not currently meeting our permanent housing exit metrics due to clients leaving the shelter without informing staff of their plans or destination. In many instances, these exits are abrupt and unplanned, and clients do not return, making it difficult to accurately track their housing outcomes.

Steps Taken to Improve Performance:

To strengthen our exits to permanent housing, we have begun implementing new strategies to improve care delivery for individuals currently enrolled in emergency shelter. A dedicated supervisor will now support case managers and staff in maintaining consistent communication and accurate information sharing with participants—including tracking destination information to the extent possible before clients leave, especially in cases of abrupt or unplanned exits. We have also introduced a case management tracking sheet to monitor each client's individual needs, goals, and progress, ensuring a more tailored and accountable approach. Additionally, we will/ have been holding case conferencing meetings within our housing program teams and shelter case managers within VOA to coordinate next steps and support clients in successfully transitioning to permanent housing.

Timeline for Improvement (1-3 Months):

We anticipate seeing measurable improvement in exits to permanent housing within the next 60 to 90 days. During this period, we will focus on strengthening case management practices, enhancing communication protocols, and deepening collaboration with housing partners. Progress will be tracked through our weekly clinical meetings that track clients goals as they relate to their care plan and monthly data audits to ensure accountability and identify trends or barriers early."

-- Wendy Alderson, Director of Shelter Services, Volunteers of America



FLASH

HMIS Name: FPS--ES--FLASH--SDG
Reporting Term: 07/01/2024 - 06/30/2025
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: 204

112

Length of Time Homeless in ES (Days)
(SPM Metric 1a.1)

119
Max: 90 Days

Average Length of Time to Date of Engagement (Days)

113
Max: 30 Days

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

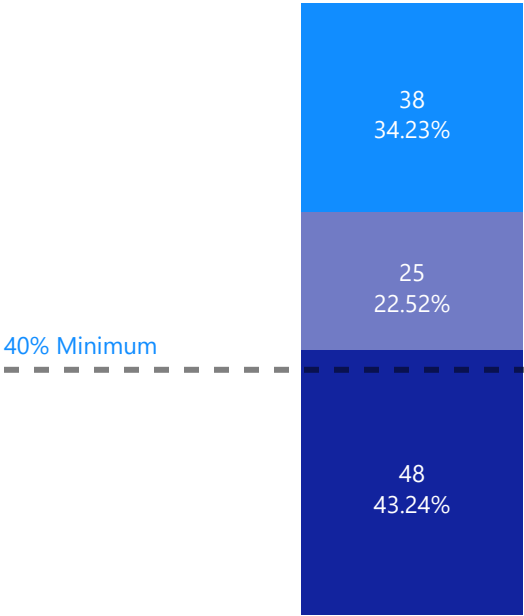
Returns to Homelessness
(SPM Metric 2b)

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).

20% Maximum

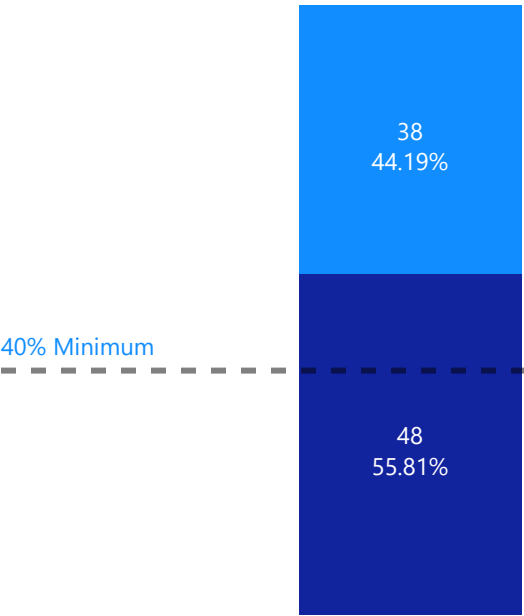
Exits to Permanent Housing
(All Clients Served)

No No (Still Enrolled) Yes



Exits to Permanent Housing
(Only Exited Clients)

No Yes





Performance Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

328

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

98

Max: 90 Days

Average Rate of Utilization

(Local Measure)

65%

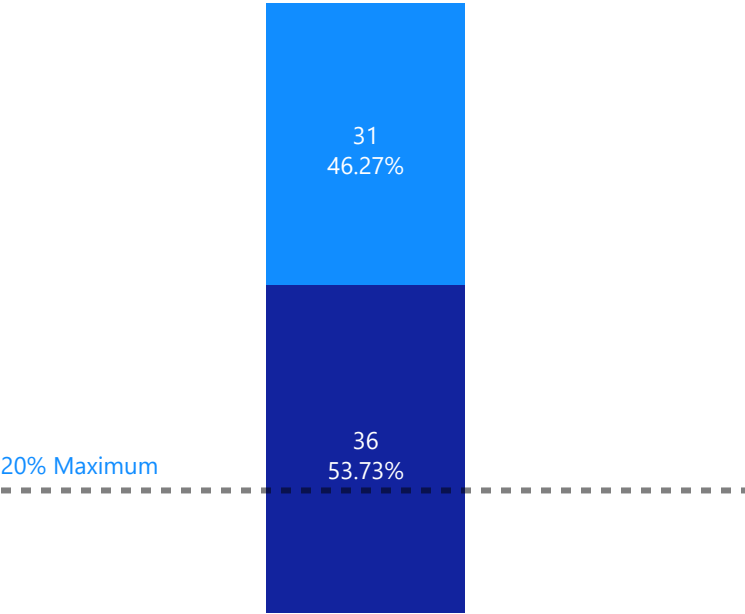
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

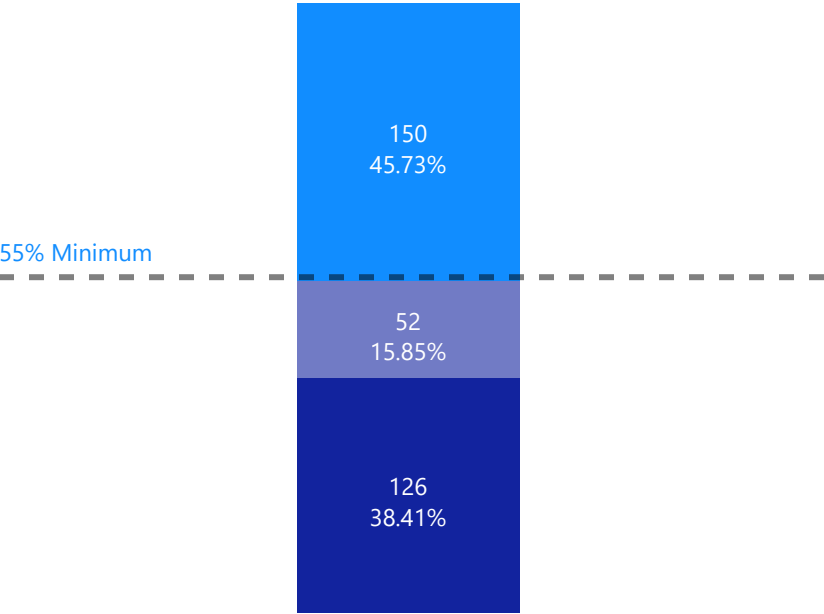
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

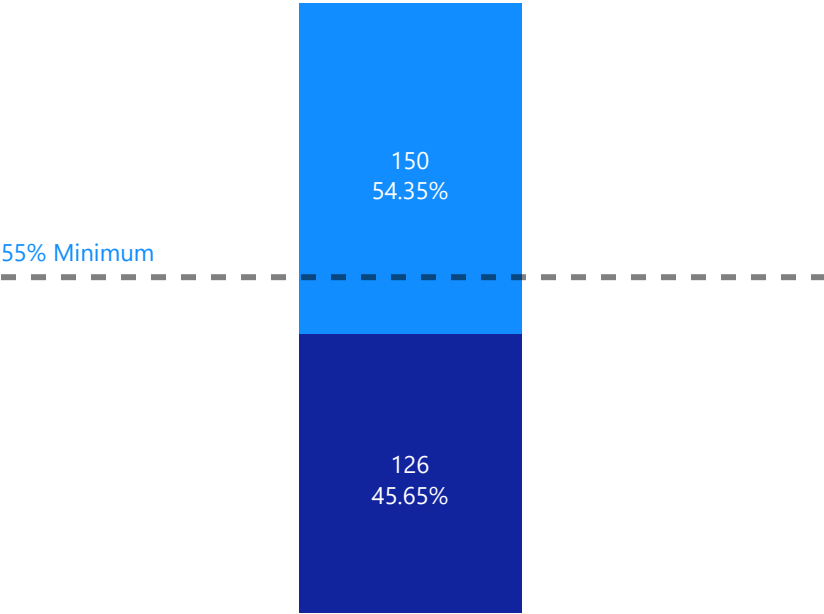
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● 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

Crosswalk Youth Shelter

\$359,254.88

\$359,694.3

DV Shelter

\$240,410.16

\$240,410.17



Crosswalk Youth Shelter

Number of Individuals Served

Projected Number: 156

113

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

98

Max: 90 Days

HMIS Name: VOA--ES--Crosswalk Youth Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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)

Average Rate of Utilization

(Local Measure)

69%

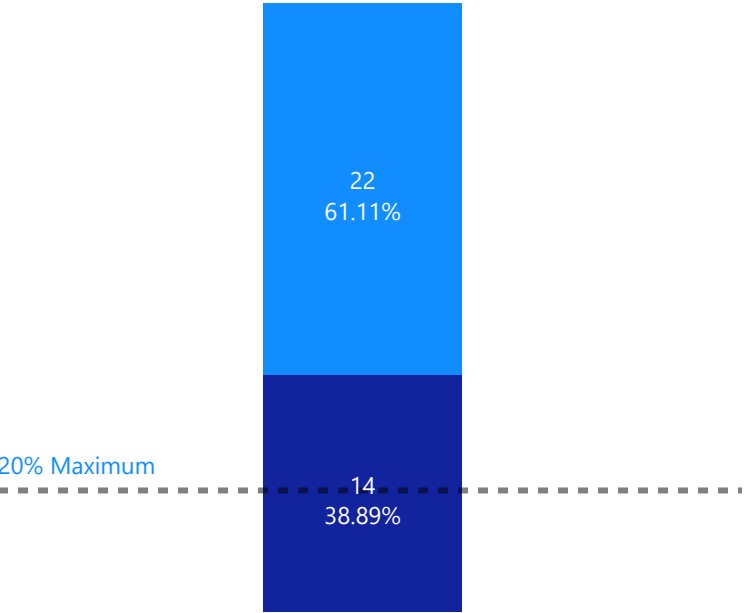
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

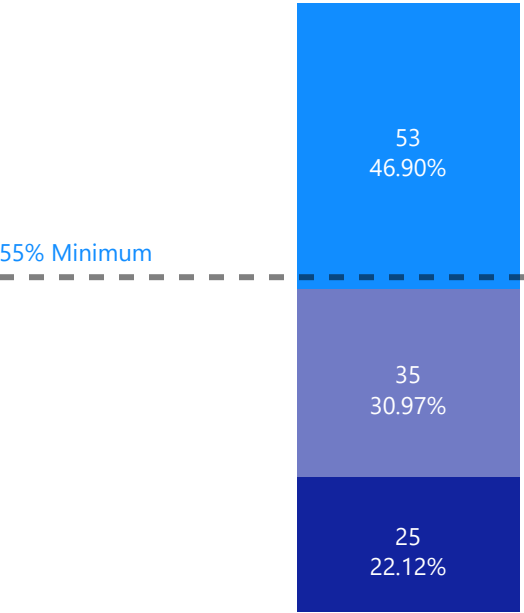
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

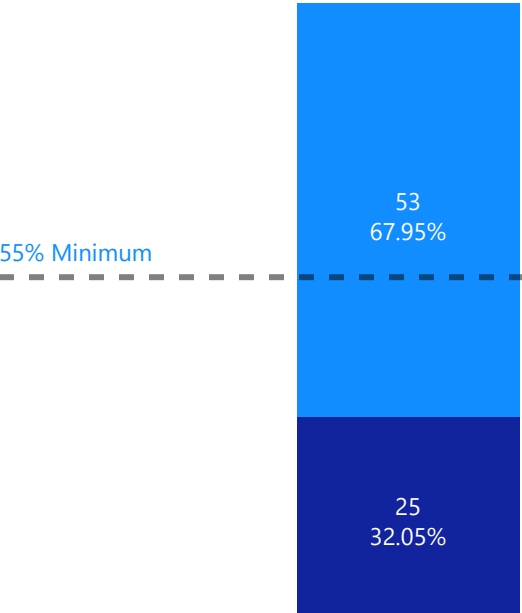
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Crosswalk Youth Shelter

HMIS Name: VOA--ES--Crosswalk Youth Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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)

Narrative regarding the **Crosswalk Youth Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

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

"Explanation of the Variance:

Returns to Homelessness:

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

Exits to Permanent Housing:

Upon reviewing our data, we identified 27 exits out of the 39 No (Still enrolled) in the report required cleanup on our end. More than half of the necessary corrections have already been completed, and the remaining updates will be finalized by tomorrow. We anticipate that, once these corrections are made, our percentage of exits to permanent housing will increase.

Steps Taken to Improve Performance:

To strengthen our exits to permanent housing, we have begun implementing new strategies to improve care delivery for individuals currently enrolled in emergency shelter. A dedicated supervisor will now support case managers and staff in maintaining consistent communication and accurate information sharing with participants—including tracking destination information to the extent possible before clients leave, especially in cases of abrupt or unplanned exits. We have also introduced a case management tracking sheet to monitor each client's individual needs, goals, and progress, ensuring a more tailored and accountable approach. Additionally, we will/ have been holding case conferencing meetings within our housing program teams and shelter case managers within VOA to coordinate next steps and support clients in successfully transitioning to permanent housing and or reconciling with their families permanently.

Timeline for Improvement (Next 1-3 Months):

We anticipate seeing measurable improvement in exits to permanent housing within the next 60 to 90 days. During this period, we will focus on strengthening case management practices, enhancing communication protocols with our young people and making sure if they do not abruptly exit without knowing where they are exiting to that we have a way to contact them. Progress will be tracked through our weekly case management meetings."

-- Wendy Alderson, Director of Shelter Services, Volunteers of America



DV Shelter

Number of Individuals Served

Projected Number: 72

215

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

89

Max: 90 Days

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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)

Average Rate of Utilization

(Local Measure)

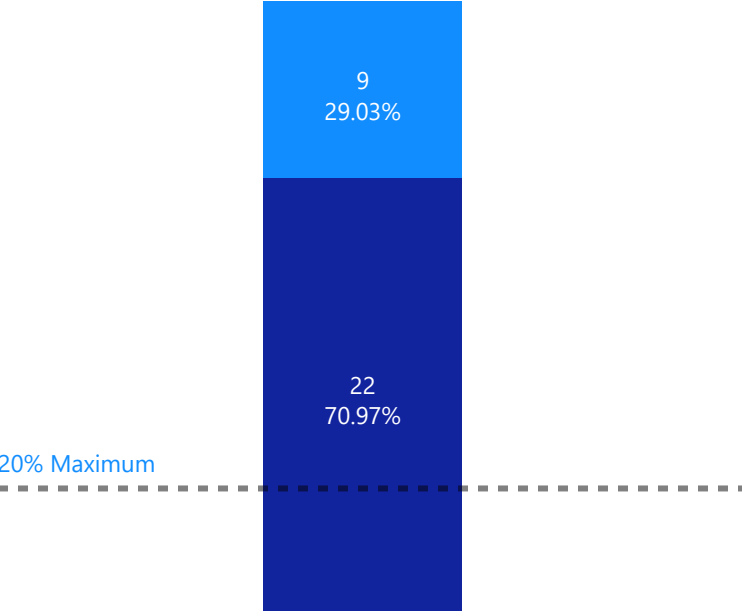
61%

Min: 85%

Returns to Homelessness

(SPM Metric 2b)

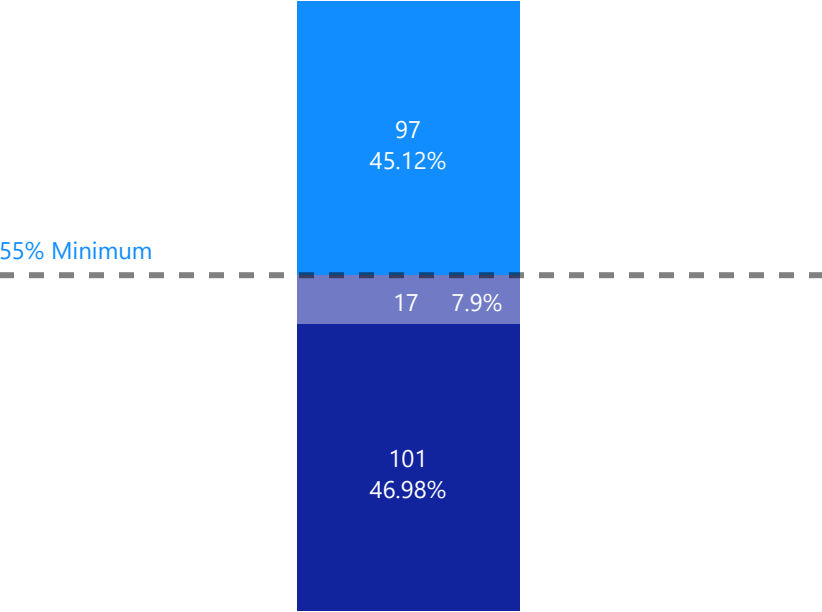
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

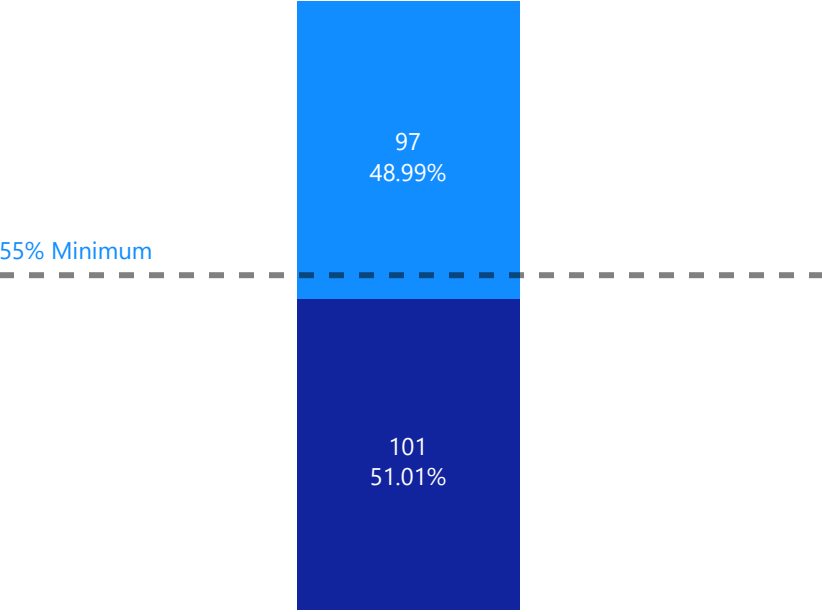
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





DV Shelter

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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 **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0778 (Emergency Shelter - Continuous Stay):

"Explanation of the Variance:

Thank you for the opportunity to share an update on our housing program outcomes and to provide clarification regarding how our shelter's performance is currently assessed. We are committed to providing high-quality, trauma-informed services to survivors of intimate partner domestic violence. Our focus remains on ensuring safety, dignity, and long-term well-being for every individual and family in our care. We value our continued partnership with the City and County and appreciate your investment in this critical work.

Metric 1: We understand the importance of tracking returns to homelessness. However, in the context of DV programs, the metric may require adjustments to ensure it reflects the safety –driven decisions survivors must make, rather than implying program performance or survivor fault. Survivors often re-enter homelessness not due to service failure, but because of **perpetrator behavior, lack of safe housing options, and ongoing safety risks.**

In the past 12 months, our program saw 22 of 31 individuals (70.97%) return to homelessness after permanent housing. These individuals came from **five households** — all large (household sizes of 6, 5, 5, 4, and 2) — which significantly skews the individual-based metric.

Additional structural and systemic barriers influencing this outcome include:

- **Safety-driven instability:** Survivors may flee housing voluntarily if located by an abuser or if the environment feels unsafe, regardless of housing permanency status.
- **Barriers related to trauma and abuse:** Economic abuse, poor rental history, and ongoing court involvement continue to destabilize survivors long after shelter exit.

This "returns to homeless" metric doesn't account for these realities and risks, mischaracterizing survivor decisions to prioritize safety as "failures."

Metric 2: Exits to permanent Housing:

As of this reporting period, 51% of households exiting our shelter and hotel-based crisis programs have transitioned to permanent housing, falling short of the 55% performance benchmark. We would like to offer context for this shortfall:

- **Loss of Section 8 Housing Vouchers:** Until recently, our organization had access to five Section 8 housing vouchers per month. These vouchers were a cornerstone of our housing stabilization strategy. Their unexpected suspension several months ago—without a projected reinstatement timeline—has significantly reduced our capacity to support formal transitions to permanent housing..."



DV Shelter

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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 **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0778 (Emergency Shelter - Continuous Stay) Continued:

"**Metric 3:** Our shelter operates under a survivor-centered model designed to prioritize privacy, dignity, and trauma-informed care. This model allocates entire rooms—rather than individual beds—to households. For instance, a family of two may occupy a room with four beds, but under the current measurement system, this is recorded as only 50% occupancy. While this model is aligned with best practices for DV survivors, it results in a undercounting of our true capacity usage.

Steps Taken to Improvement:

Metric 1: We have implemented several strategies to support long term stabilization for survivors in order to reduce returns to homelessness, particularly when they are driven by safety threats or systemic barriers:

- **Aftercare support:** All survivors exiting services are offered enrollment into our aftercare program, which provides advocacy and support services for up to six months post-exit. This includes safety planning, systems navigation, and emotional support.
- **Responsive re-engagement:** Some of the households reflected in this data set were actively enrolled in aftercare and re-engaged in shelter or services after sharing new or escalating safety concerns during follow-up conversations. In these cases, their return to services reflects a trauma-informed and survivor-led decision to prioritize safety — not a program failure.
- **Warm referrals to DV-specific housing:** When possible, we connect survivors to longer-term supportive housing programs tailored to those fleeing violence.
- **Improved exit safety planning:** We've strengthened our individualized safety plans for all exiting households, especially for those with known abuser threats, high LAP scores, or ongoing stalking.

These actions reflect a deep commitment to long-term stability, even as systemic gaps — including reduced housing resources and loss of federal benefits — continue to threaten survivors' ability to remain safely housed.

Metric 2: Exits to Permanent housing

Despite these challenges, we are actively pursuing strategies to improve housing outcomes:

- **Increased Case Conferencing:** We have enhanced coordination with housing navigators and regional partners to identify all available permanent housing options for clients, including non-traditional and private-market opportunities.
- **Documentation Improvements:** We are implementing improved internal tracking for positive but undocumented housing exits—particularly from hotel placements—to better reflect real-world outcomes.
- **Landlord Engagement:** We've increased our outreach to property owners and managers to reduce screening barriers and create pathways to more flexible housing solutions for survivors.
- **Client-Centered Diversion:** We've added targeted diversion strategies to support survivors in accessing safe, stable housing through support networks when appropriate and desired, paired with ongoing safety planning..."



DV Shelter

HMIS Name: YWCA--ES--DV Shelter
Reporting Term: 07/01/2024 - 06/30/2025
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 **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0778 (Emergency Shelter - Continuous Stay) Continued:

"Metric 3: Occupancy

To increase real and reported occupancy, we are working on:

- Revised intake criteria to prioritize survivors at highest risk who cannot access other shelter options, ensuring rooms are consistently utilized for those with the greatest barriers.
- Strengthened daily bed management and vacancy tracking, enabling quicker turnover between exits and new intakes.
- Streamlined coordination with our crisis line and external referral partners to better match eligible households to open units in real time.

Timeline for Improvement (Next 1-3 Months):

By December 2025: Complete a targeted review of the five households who returned to homelessness after exiting to permanent housing. This will help us better understand patterns related to safety, housing type, benefit loss, or other destabilizing factors."

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



Performance Overview

HMIS Name: All Transitional Housing (TH) projects
Reporting Term: 07/01/2024 - 06/30/2025
Transitional Housing (TH): One-to-Two-year program offering intensive case management. Helps stabilize households and prepare them for independent living. Units are pre-identified.

Number of Households Served

23

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

239

Max: 160 Days

Average Utilization Rate

96%

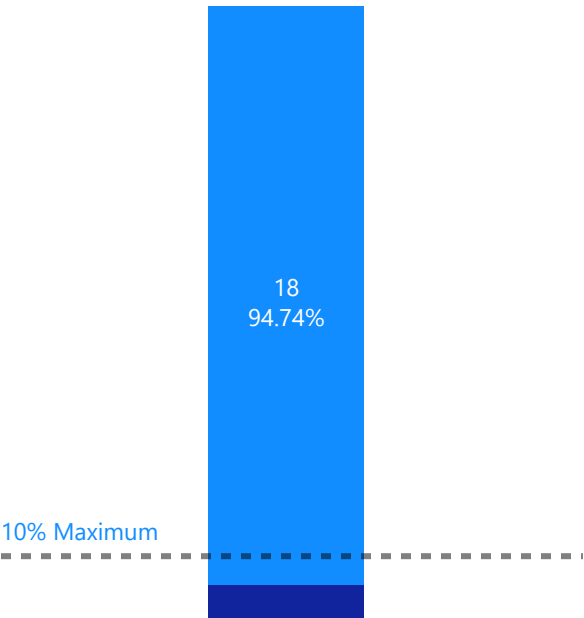
Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

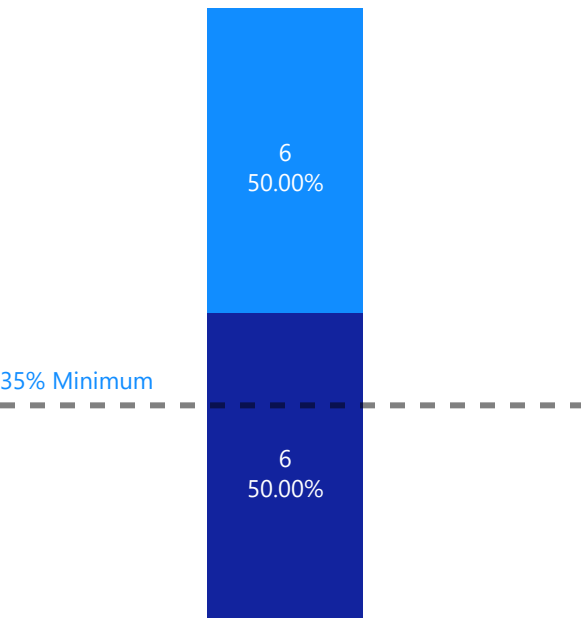
● No ● Yes



Employment and Income Growth

(SPM Metric 4.6)

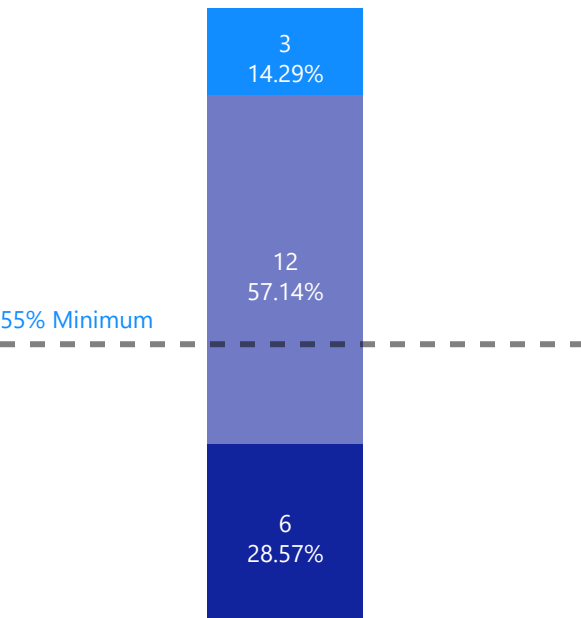
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

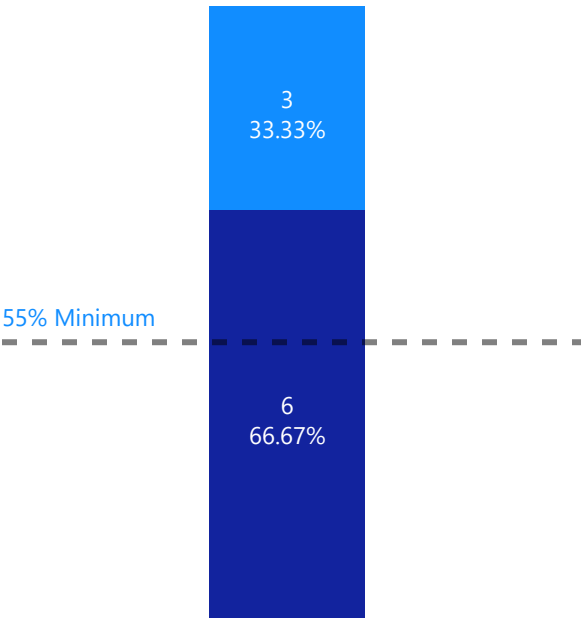
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● 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

Transitional Living Center

\$91,255

\$91,255

Miryam's House

\$74,505.25

\$74,505.25



Miryam's House

HMIS Name: TPW--TH--Miryams House
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0767
Contract Number of Beds: 2
HMIS Total Number of Beds: 6

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

Number of Individuals Served
Projected Number: N/A

12

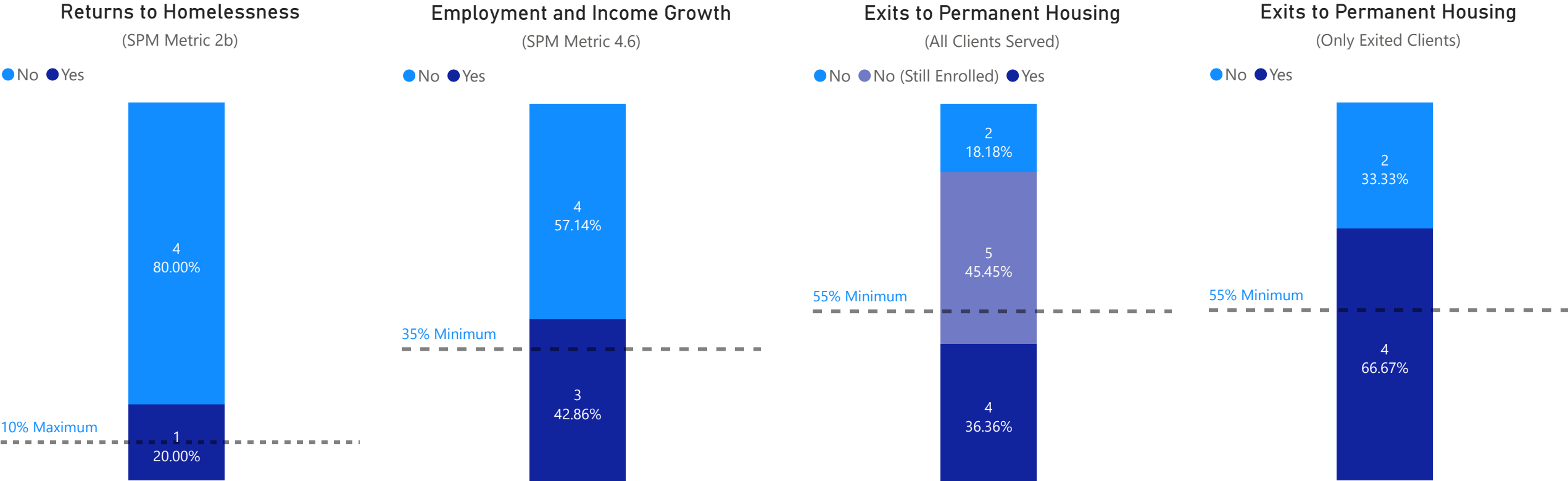
Average Length of Time Homeless (Days)
(SPM Metric 1a.2)

210
Max: 160 Days

Average Utilization Rate

93%
Min: 85%

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





Miryam's House

HMIS Name: TPW--TH--Miryams House
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0767
Contract Number of Beds: 4
HMIS Total Number of Beds: 6

Grants:

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

Narrative regarding the **Miryam's House** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0767 (Transitional Housing):

"Explanation of the Variance:

- Returns to Homelessness: Of the 5 exits, 1 participant chose to voluntarily leave the program to live with a family member until they obtained permanent housing.
- Exit to Permanent Housing (All Clients Served): Participants are needing to stay at Miryam's House longer due to the lack of affordable housing and/or housing vouchers.

Steps Taken to Improve Performance:

We are assisting participants with getting on the waitlists for income-based and/or PSH and are exploring alternative housing options such as roommates or living with family. We are also empowering participants to obtain employment and/or educational goals so they can afford stable permanent housing on their own.

Timeline for Improvement (Next 1-3 Months):

We hope to have all our current participants housed within the next 6 months. "

-- Tara Mugica, Director of Transitional Housing, Transitions



Transitional Living Center

Number of Households Served

Projected Number: 16

11

Average Length of Time Homeless (D

(SPM Metric 1a.2)

248

Max: 160 I

HMIS Name: TPW--TH--TLC
Reporting Term: 07/01/2024 - 06/30/2025
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

99%

Min:

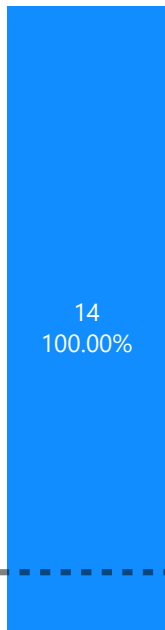
Legend (All the clients enrolled in the reporting period are included in this metric):

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

Returns to Homelessness

(SPM Metric 2b)

● No

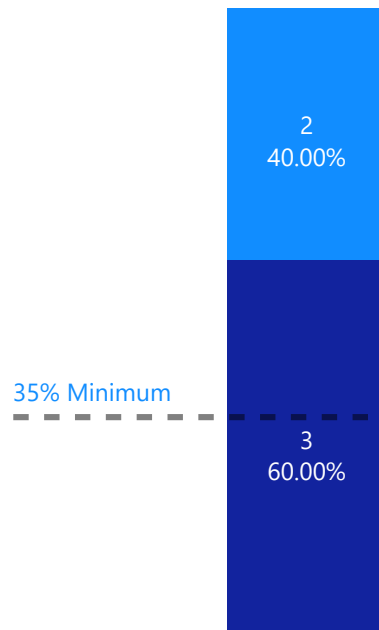


10% Maximum

Employment and Income Growth

(SPM Metric 4.6)

● No ● Yes

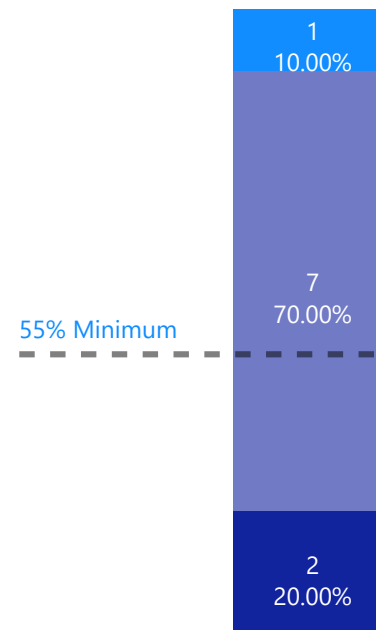


35% Minimum

Exits to Permanent Housing

(All Clients Served)

● No ● No (Still Enrolled) ● Yes

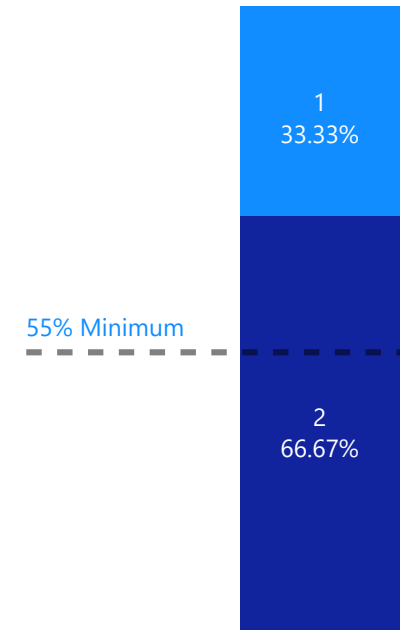


55% Minimum

Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes



55% Minimum



Transitional Living Center

HMIS Name: TPW--TH--TLC
Reporting Term: 07/01/2024 - 06/30/2025
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 **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0768 (Transitional Housing):

"Explanation of the Variance:

Due to the lack of affordable housing and housing vouchers, families are needing to stay longer at TLC.

Steps Taken to Improve Performance:

We are focusing on empowering participants to obtain employment and/or educational goals so they can afford stable permanent housing on their own. Several participants have enrolled in continuing education and skills training programs. Others have obtained or are working on obtaining full-time employment.

Timeline for Improvement (Next 1-3 Months):

We hope to have all our currently enrolled families housed within the next year. "

-- Tara Mugica, Director of Transitional Housing, Transitions



Performance Overview

Number of Households Served

40

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

11

Avg. # of Days from Enrollment to PH

(Custom Metric)

12

Max: 30 Days

HMIS Name: All Rapid Rehousing (RRH) Projects

Reporting Term: 07/01/2024 - 06/30/2025

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

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

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

Returns to Homelessness

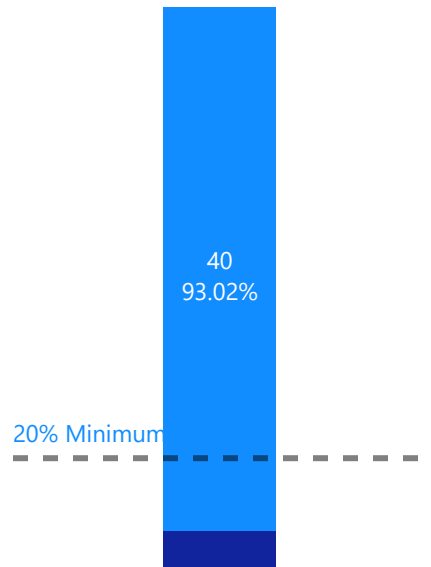
(SPM Metric 2b)

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 as the project started this year (2024).

Employment and Income Growth

(SPM Metric 4.6)

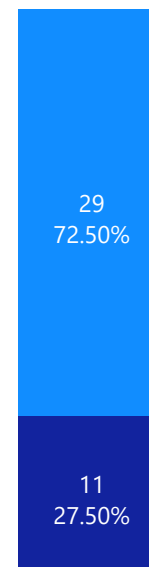
● No ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsi...)

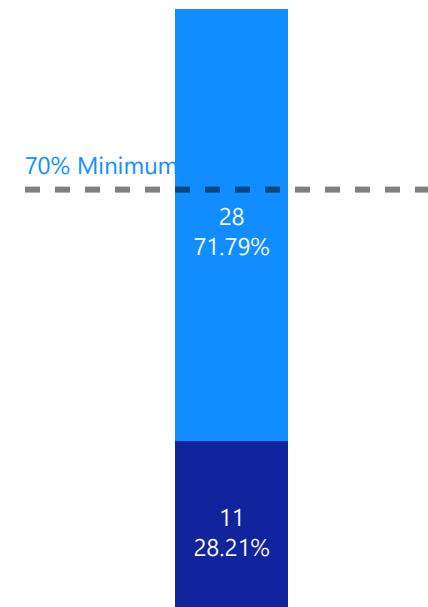
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

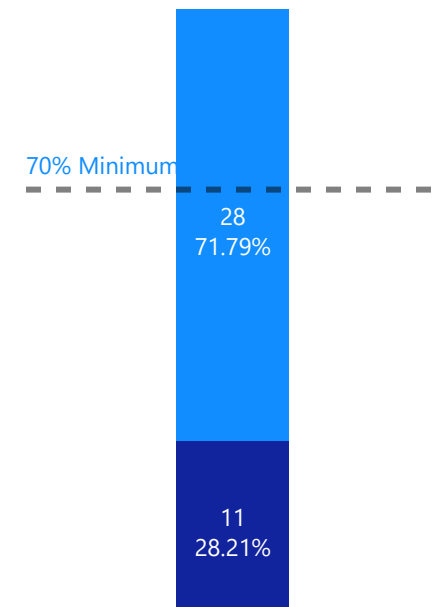
● No ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes



10% Maximum



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

Revive Rapid Rehousing

\$127,613.59

\$34,748.41

\$162,362



Revive Rapid Re-Housing

Number of Households Served

Projected Number: 120

40

Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

11

Avg. # of Days from Enrollment to PH

(Custom Metric)

12

Max: 30 Days

HMIS Name: REV--RRH--SDG

Reporting Term: 07/01/2024 - 06/30/2025

OPR: 2024-0997

Contract Number of Beds: 30

HMIS Total Number of Beds: 30

Grants:

- Commerce: Systems Demonstrations Grant

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

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

Returns to Homelessness

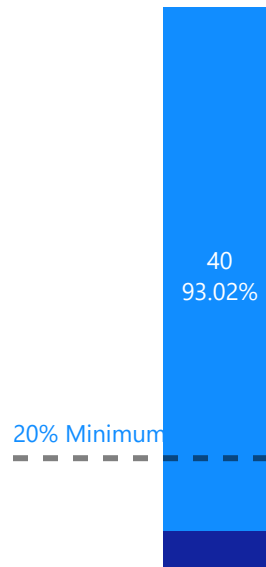
(SPM Metric 2b)

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 as the project started this year (2024).

Employment and Income Growth

(SPM Metric 4.6)

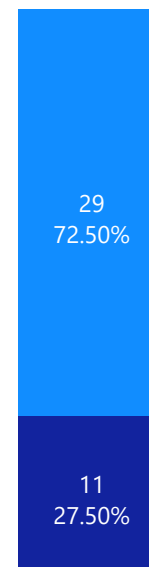
● No ● Yes



Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsi...)

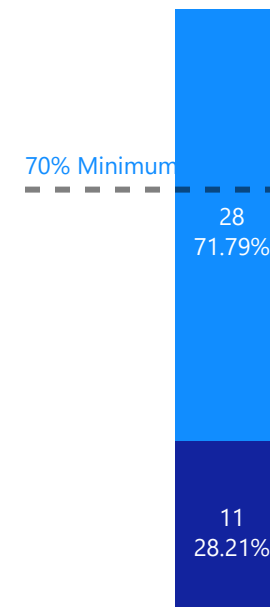
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

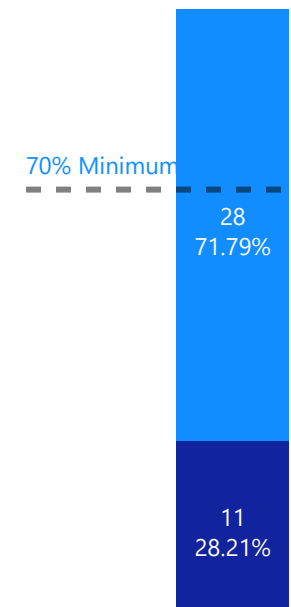
● No ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes



10% Maximum

20% Minimum

70% Minimum

70% Minimum



Performance Overview

HMIS Name: All Permanent Supportive Housing Projects
Reporting Term: 07/01/2024 - 06/30/2025
Permanent Supportive Housing (PSH): Permanent subsidy paired with case management. Most PSH Units offer a Housing Choice Voucher after one-year of successful tenancy. Units are pre-identified.

Number of Households Served

25

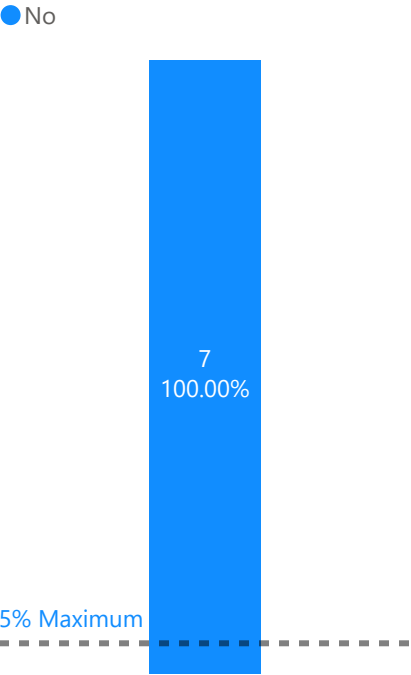
Average Rate of Utilization

106%

Min: 85%

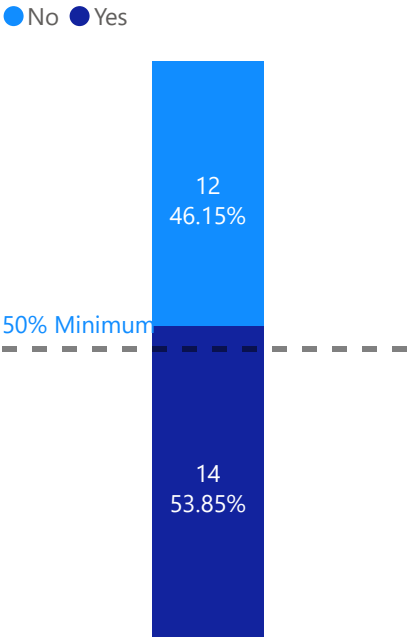
Returns to Homelessness

(SPM Metric 2b)



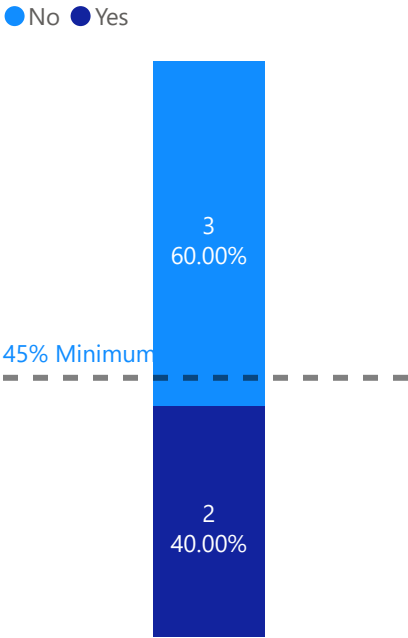
Employment and Income Growth for Stayers

(SPM Metric 4.3)



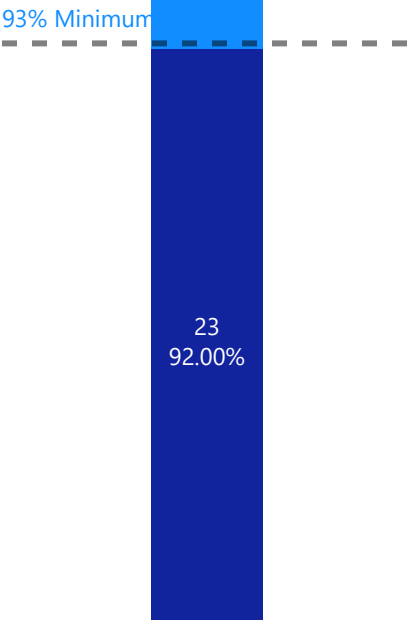
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Exits to or Retention of Permanent Housing

● No ● Yes





Spend Down Overview

HMIS Name: All Permanent Supportive Housing Projects

Q1

Q2

Q3

Q4



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

● Sum of Total Spent ● Sum of Total Remaining

Home Yard Cottages



\$68,255

\$68,255



Home Yard Cottages

HMIS Name: TPW--PSH--Home Yard Cottages
Reporting Term: 07/01/2024 - 06/30/2025
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)

25

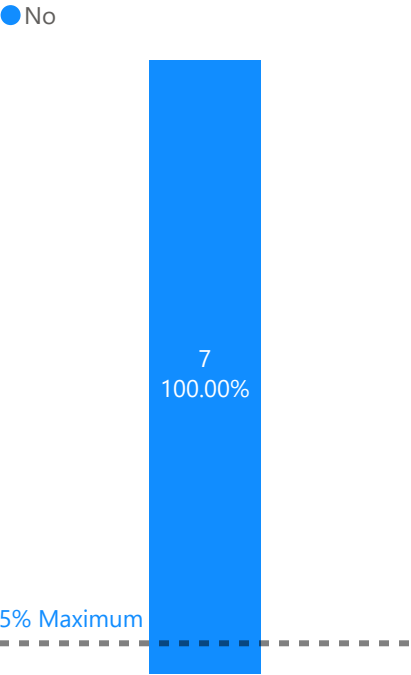
Average Rate of Utilization

106%

Min: 85%

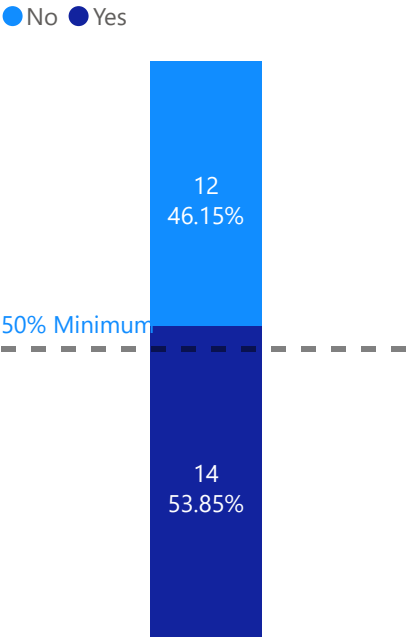
Returns to Homelessness

(SPM Metric 2b)



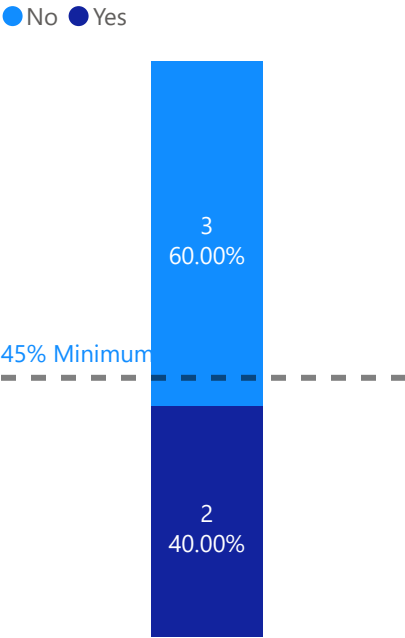
Employment and Income Growth for Stayers

(SPM Metric 4.3)



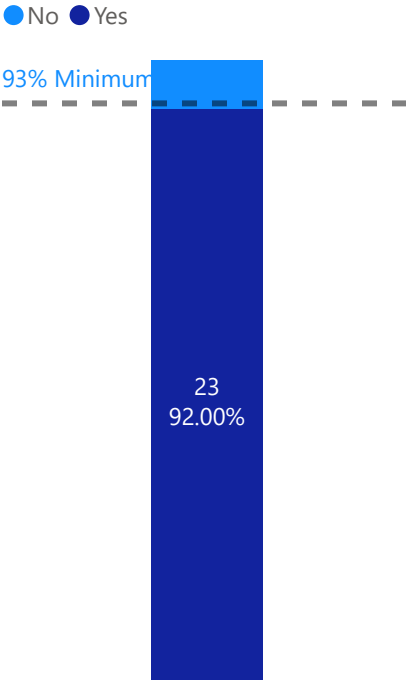
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Exits to or Retention of Permanent Housing

(SPM Metric 4.7)





Home Yard Cottages

HMIS Name: TPW--PSH--Home Yard Cottages
Reporting Term: 07/01/2024 - 06/30/2025
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 **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0765 (Permanent Supportive Housing):

"Explanation of the Variance:

Employment and Income Growth for Leavers: Of the five exits, three of the households left Transitions – Home Yard Cottages services and did not report any growth or change of income or employment. One unit was abandoned and two left without reporting any income or employment changes.

Exits to or Retention of Permanent Housing: Two of the households did not report their housing plans for after exiting HYC program.

Steps Taken to Improve Performance:

Home Yard Cottages works with property management to provide all opportunities for residents to remain housed at Home Yard Cottages and/or move on to other permanent housing solutions. Since the right to self-determination is a value we hold dear, we do not force residents to disclose their employment nor housing choices when they exit our program—we ask but cannot require.

Timeline for Improvement (Next 1-3 Months):

Staff will always attempt to work with residents to ensure that their housing and housing vouchers are maintained. There are no timelines or specific dates for these actions."

-- Tara Mugica, Director of Transitional Housing, Transitions



Performance Overview

541

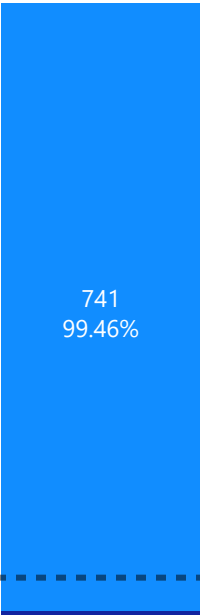
HMIS Name: All Homeless Prevention Projects
Reporting Term: 07/01/2024 - 06/30/2025
Eviction Prevention (EP): Households who are facing imminent legal eviction due to non-payment of rent. In addition to providing financial assistance, supportive services are also provided to ensure long term stability.

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

Returns to Homelessness

(SPM Metric 2b)

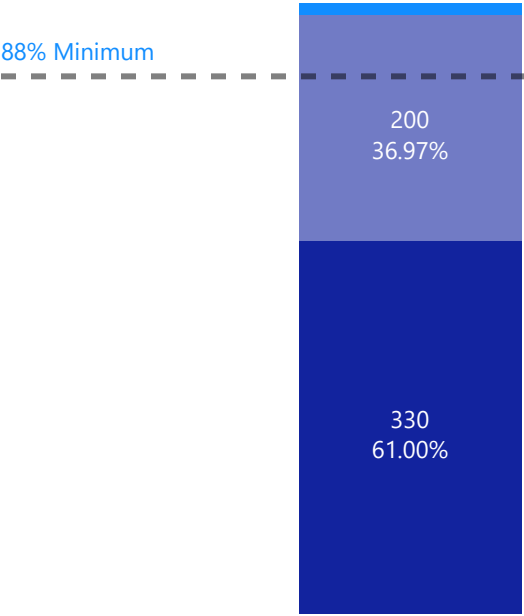
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

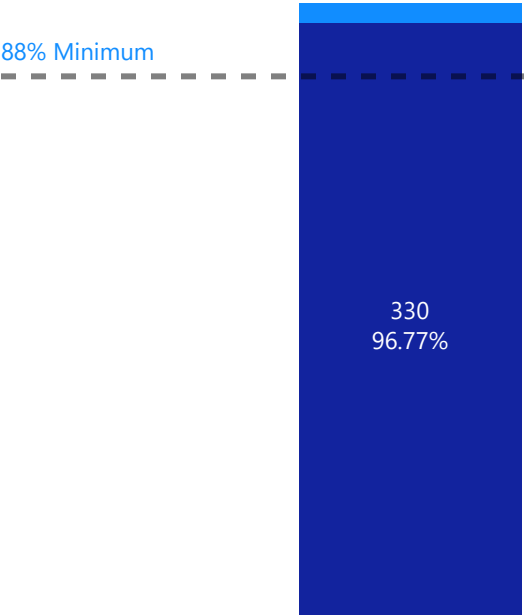
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Spend Down Overview

HMIS Name: All Homeless Prevention Projects

Q1

Q2

Q3

Q4



July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Carl Maxey Housing - Eviction Prevention

\$1,077,082

\$1,077,082

SNAP - Eviction Prevention

\$856,978.49

... \$873,000

Family Promise of Spokane - Eviction Prevention

\$713,900

\$713,900

Esperanza - Eviction Prevention

\$341,215.66

\$345,218

Transitions - Eviction Prevention

\$230,047

\$230,047

Catholic Charities - Eviction Prevention

\$157,337.49

\$157,500



Carl Maxey Housing - Eviction Prevention

129

HMIS Name: CMC--HP--Carl Maxey Housing--SDG-EP
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2023-1077
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

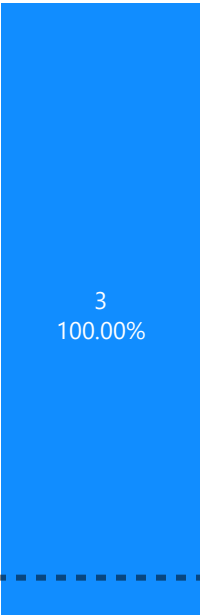
Grants:
• Commerce: System Demonstrations Grant (SDG) - Eviction Prevention (EP)

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

Returns to Homelessness

(SPM Metric 2b)

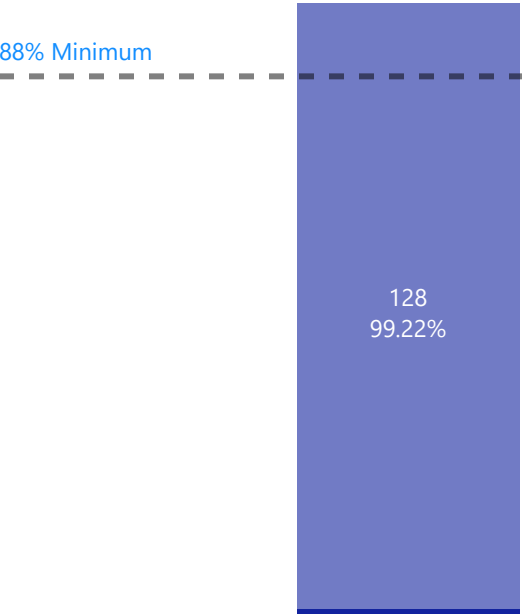
No



Exits to Permanent Housing

(All Clients Served)

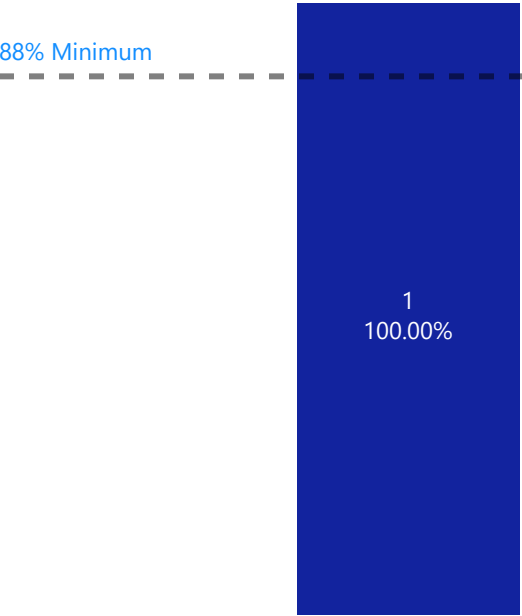
No (Still Enrolled) Yes



Exits to Permanent Housing

(Only Exited Clients)

Yes





Family Promise - Eviction Prevention

115

HMIS Name: FPS--HP--Families--SDG-EP
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2023-1076
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

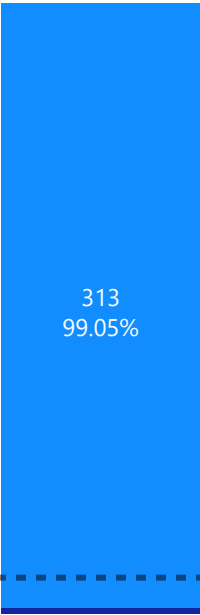
Grants:
• Commerce: System Demonstrations Grant (SDG) - Eviction Prevention (EP)

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

Returns to Homelessness

(SPM Metric 2b)

● No ● Yes

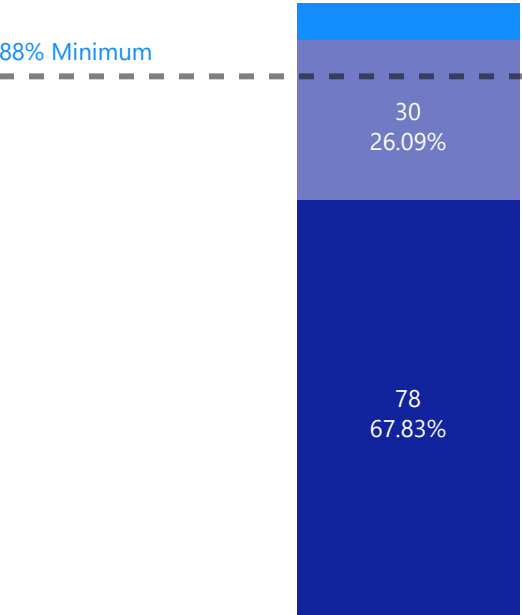


6% Maximum

Exits to Permanent Housing

(All Clients Served)

● No ● No (Still Enrolled) ● Yes

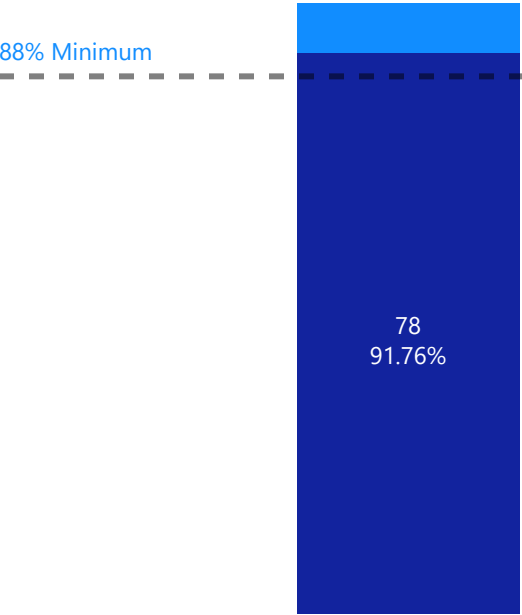


88% Minimum

Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes



88% Minimum



Esperanza - Eviction Prevention

57

HMIS Name: NRCC--HP--Esperanza--SDG-EP
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2023-1128
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG) - Eviction Prevention (EP)

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

Returns to Homelessness

(SPM Metric 2b)

No

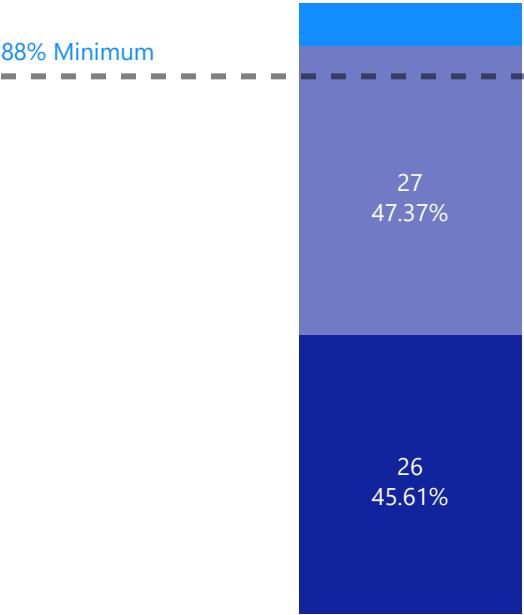


6% Maximum

Exits to Permanent Housing

(All Clients Served)

No No (Still Enrolled) Yes

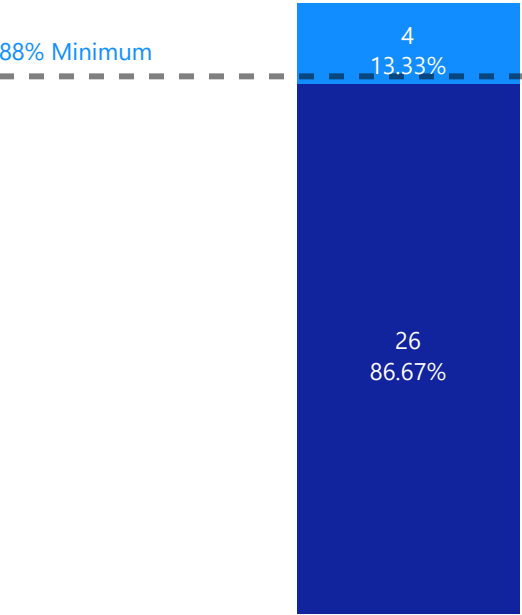


88% Minimum

Exits to Permanent Housing

(Only Exited Clients)

No Yes



88% Minimum



Catholic Charities - Families Eviction Prevention

18

HMIS Name: CC--HP--Families--SDG-EP
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 0000-0000
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG) - Eviction Prevention (EP)

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

Returns to Homelessness
(SPM Metric 2b)

Exits to Permanent Housing
(All Clients Served)

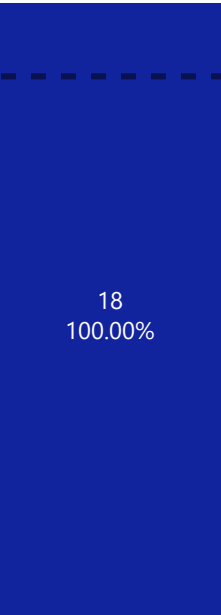
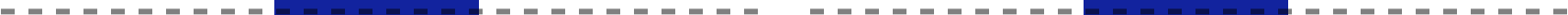
Exits to Permanent Housing
(Only Exited Clients)

● Yes

● Yes

88% Minimum

88% Minimum



These metric only applies to clients that have exited and have returned to a project. This project started 1/1/2025.

6% Maximum





SNAP - Singles and Families Eviction Prevention

176

HMIS Name: SNAP--HP--Singles and Families--SDG-EP
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 0000-0000
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

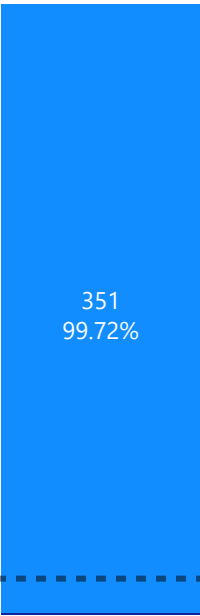
Grants:
• Commerce: System Demonstrations Grant (SDG) - Eviction Prevention (EP)

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

Returns to Homelessness

(SPM Metric 2b)

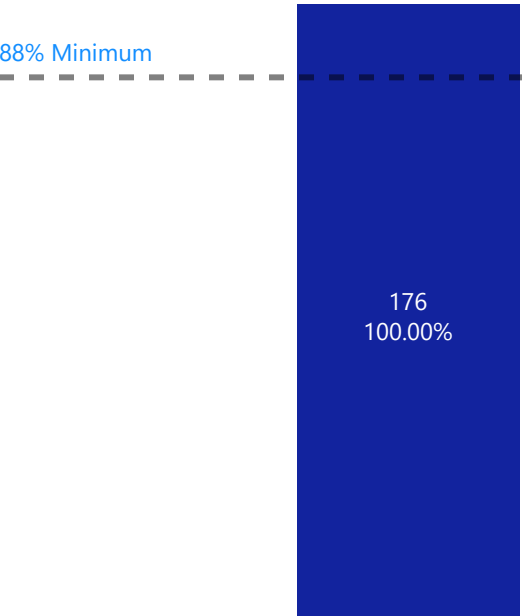
● No ● Yes



Exits to Permanent Housing

(All Clients Served)

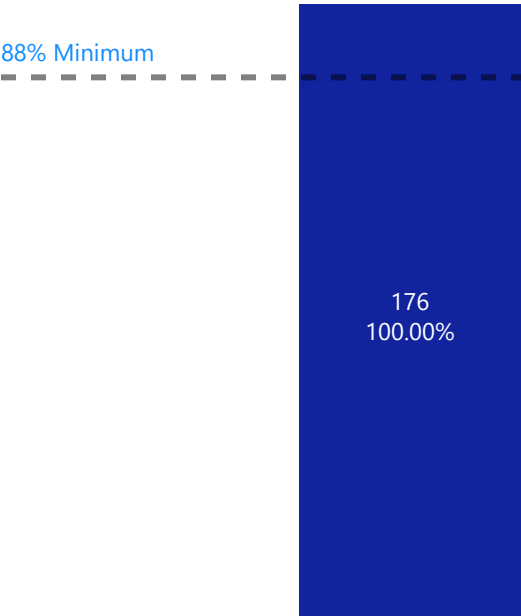
● Yes



Exits to Permanent Housing

(Only Exited Clients)

● Yes





Transitions - Singles Eviction Prevention

46

HMIS Name: TPW--HP--Singles--SDG-EP
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 0000-0000
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• Commerce: System Demonstrations Grant (SDG) - Eviction Prevention (EP)

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

Returns to Homelessness

(SPM Metric 2b)

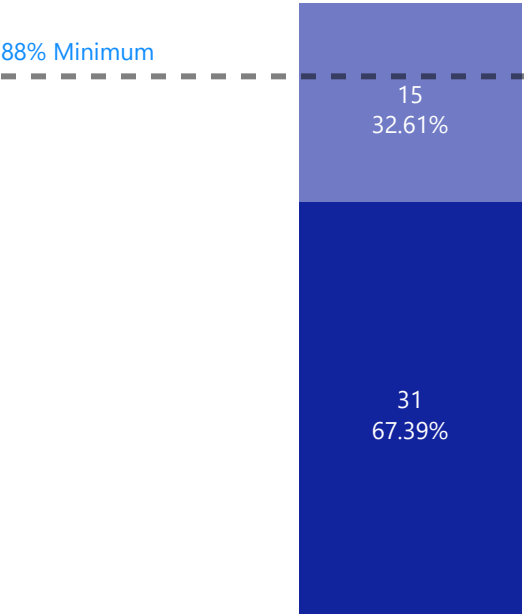
No



Exits to Permanent Housing

(All Clients Served)

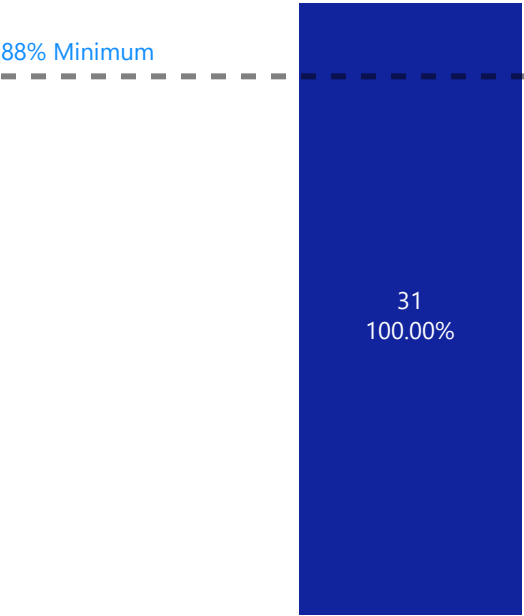
No (Still Enrolled) Yes



Exits to Permanent Housing

(Only Exited Clients)

Yes





Performance Overview

HMIS Name: All Emergency Shelter (Night-by-Night) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

1486

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

33

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

3

Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

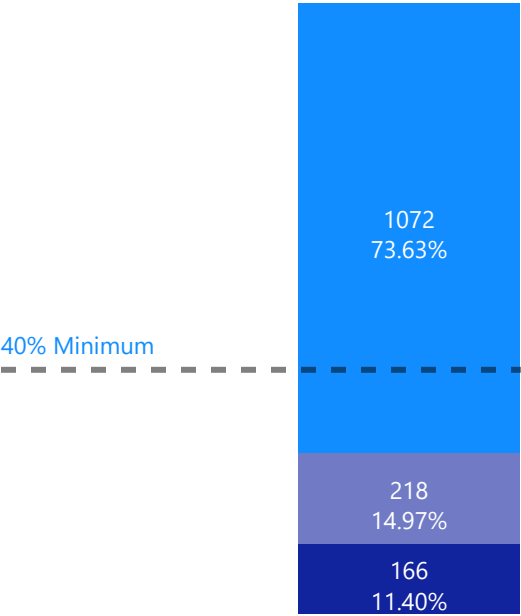
These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited two years ago at the time of report as the project started this year.

20% Maximum

Exits to Permanent Housing

(All Clients Served)

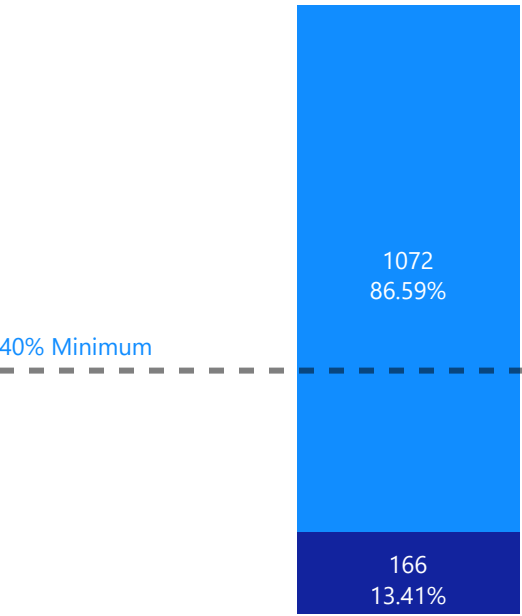
No No (Still Enrolled) Yes



Exits to Permanent Housing

(Only Exited Clients)

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

Housing Navigation Center (ES)

\$3,829,826.7

\$3,850,000

Churches

\$382,911.88

\$385,280

Truth Ministries Shelter

\$174...

\$174,388.5



Housing Navigation Center

HMIS Name: REV--ES--Housing Navigation Center
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2023-0882
Contract Number of Beds: N/A
HMIS Total Number of Beds: 30
Notes:

Grants:
• Commerce: Systems Demonstrations Grant (SDG)

Number of Individuals Served
Projected Number: N/A

148

Length of Time Homeless in ES (Days)
(SPM Metric 1a.1)

40

Max: 90 Days

Average Length of Time to Date of
Engagement (Days)

0

Max: 30 Days

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

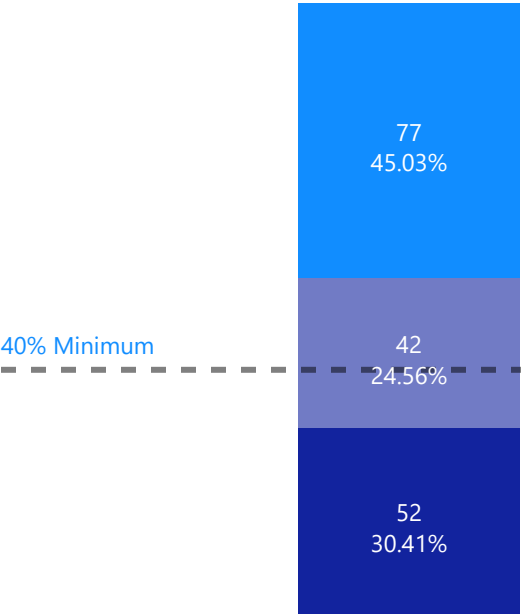
Returns to Homelessness
(SPM Metric 2b)

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 two years ago at the time of report as the project started this year (2024).

20% Maximum

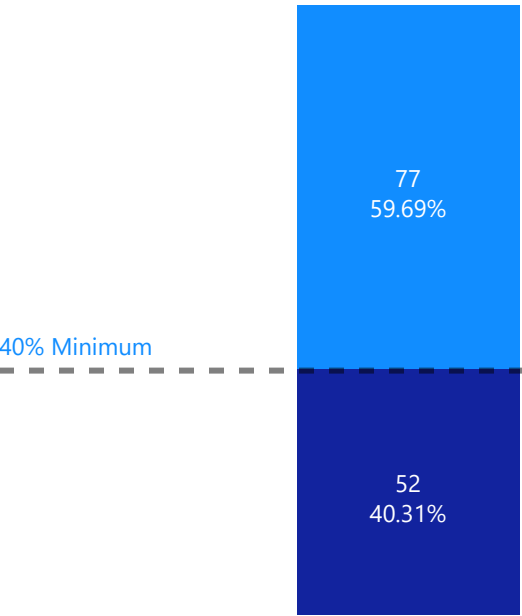
Exits to Permanent Housing
(All Clients Served)

No No (Still Enrolled) Yes



Exits to Permanent Housing
(Only Exited Clients)

No Yes





Recovery Options Center

HMIS Name: CAT--ES--Recovery Options Center
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0879
Contract Number of Beds: N/A
HMIS Total Number of Beds: 20
Notes:

Grants:
• Federal: American Rescue Plan Act (ARPA)

Number of Individuals Served
Projected Number: N/A

45

Length of Time Homeless in ES (Days)
(SPM Metric 1a.1)

45

Max: 90 Days

Average Length of Time to Date of
Engagement (Days)

0

Max: 30 Days

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

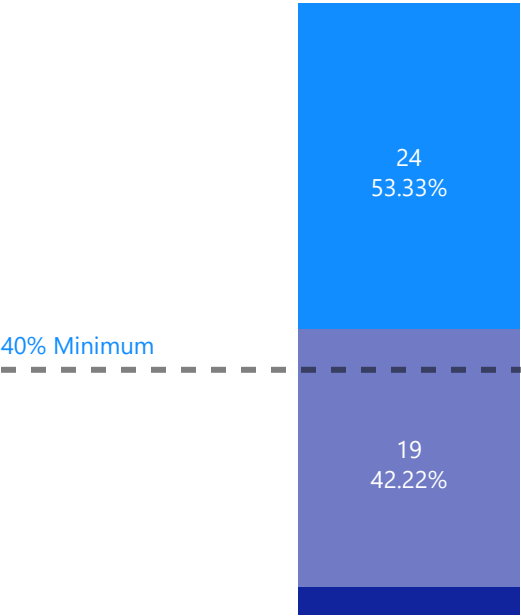
Returns to Homelessness
(SPM Metric 2b)

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 two years ago at the time of report as the project started this year, 2/28/2025.

20% Maximum

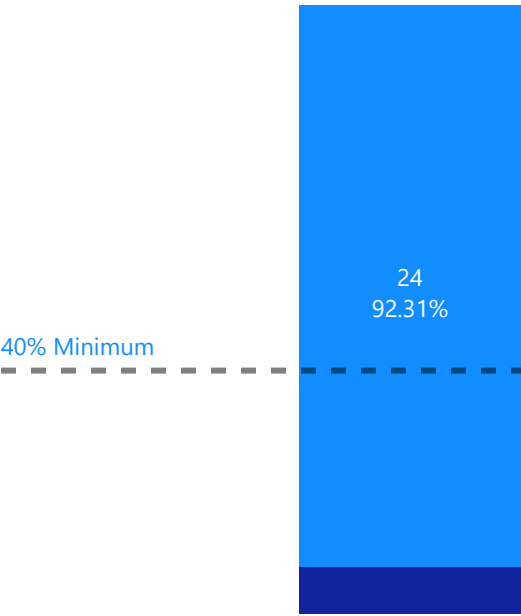
Exits to Permanent Housing
(All Clients Served)

No No (Still Enrolled) Yes



Exits to Permanent Housing
(Only Exited Clients)

No Yes





Recovery Options Center

HMIS Name: CAT--ES--Recovery Options Center
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0879
Contract Number of Beds: N/A
HMIS Total Number of Beds: 20
Notes:

Grants:

- Federal: American Rescue Plan Act (ARPA)

Narrative regarding the **Recovery Options Center** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0879 (Emergency Shelter - Night-by-Night):

"Over the past several months, some of our shelter residents have successfully transitioned into stable housing. While we celebrate these important milestones, the process is often slower for many of our guests—particularly those experiencing chronic homelessness.

For these individuals, housing barriers are complex and overlapping. Many face long waitlists for affordable units, limited income, and a shortage of landlords able to rent to people with past evictions or credit challenges. Replacing lost identification, securing consistent healthcare, and building the stability needed to maintain housing can take time. In Spokane, affordable housing options remain limited, with high rents and a small supply of units accessible to people with very low incomes.

Our team works closely with each resident to address these challenges through case management, housing navigation, and connections to community resources. Every move-in is a step toward stability, and we remain committed to supporting all our residents until they can safely and sustainably transition into homes of their own.

--Sandy Munck, Human Resource Manager, Compassionate Addiction Treatment



Women's Shelter

HMIS Name: JHH--ES--Womens Shelter--Scattered Site
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0879
Contract Number of Beds: N/A
HMIS Total Number of Beds: 30
Notes:

Grants:
• Empire Health Foundation

Number of Individuals Served
Projected Number: N/A

117

Length of Time Homeless in ES (Days)
(SPM Metric 1a.1)

10

Max: 90 Days

Average Length of Time to Date of
Engagement (Days)

0

Max: 30 Days

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

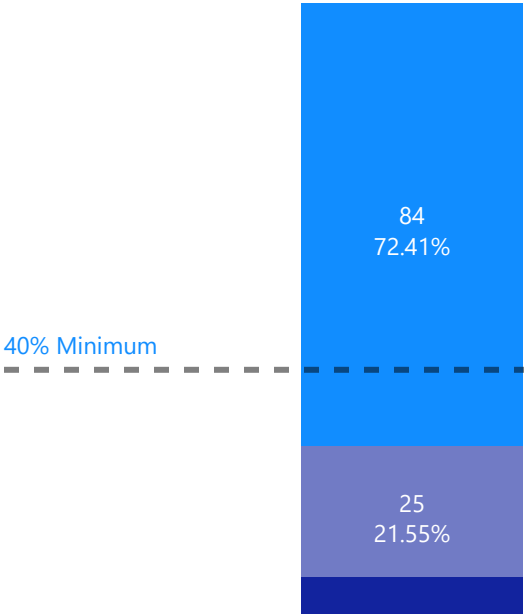
Returns to Homelessness
(SPM Metric 2b)

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 two years ago at the time of report as the project started this year, 4/1/2025.

20% Maximum

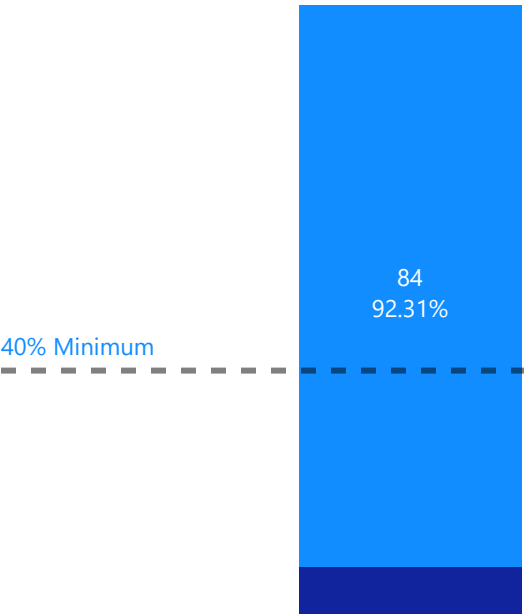
Exits to Permanent Housing
(All Clients Served)

No No (Still Enrolled) Yes



Exits to Permanent Housing
(Only Exited Clients)

No Yes





Churches

HMIS Name: JHH--ES--Churches
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0924
Contract Number of Beds: 60
HMIS Total Number of Beds: 60
Notes:

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

Number of Individuals Served

Projected Number: 240

594

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

42

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

7

Max: 30 Days

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

Returns to Homelessness

(SPM Metric 2b)

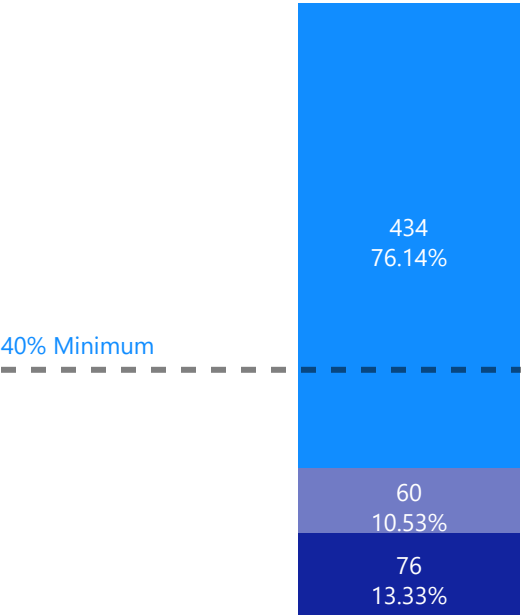
This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at time of report as the project started this year (2024).

20% Maximum

Exits to Permanent Housing

(All Clients Served)

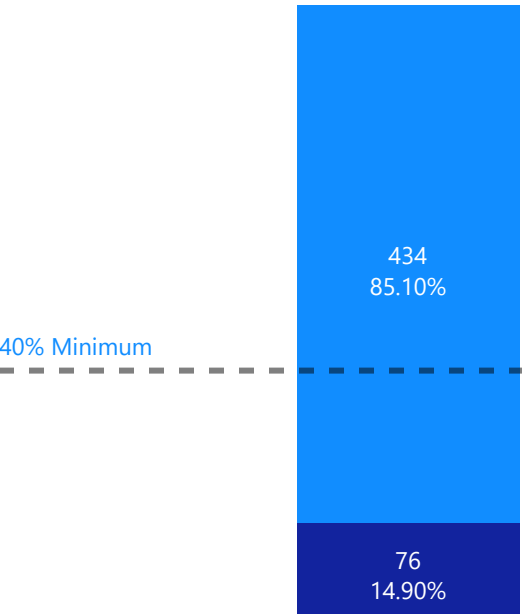
No No (Still Enrolled) Yes



Exits to Permanent Housing

(Only Exited Clients)

No Yes





Churches

HMIS Name: JHH--ES--Churches
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0924
Contract Number of Beds: 60
HMIS Total Number of Beds: 60
Notes:

Grants:

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

Narrative regarding the **Churches** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0924 (Emergency Shelter - Night-by-Night):

"Explanation of Variance:

Jewels Helping Hands provides an essential first step indoors, helping many individuals begin their journey toward permanent housing and taking their initial steps towards stability. Of the 594 individuals served, 82 (13.8%) transferred to a more appropriate shelter, 20 (3.4%) moved into a personal space in a motel, 4 (0.7%) entered a permanent nursing home, 7 (1.2%) entered inpatient psychiatric services, 23 (3.9%) moved into a safe haven, 30 (5.1%) transitioned into housing programs, 21 (3.5%) reunited with family, and 17 (2.9%) entered inpatient substance use treatment. In addition, 14.9% exited directly to permanent housing. Altogether, these outcomes—representing 49.4% of those served—are significant steps forward on the path to long term housing stability.

Steps Taken to Improve Performance:

Jewels Helping Hands is committed to strengthening pathways toward permanent housing for our guests. Recently, we implemented an on site peer navigator whose sole focus is walking guests through the housing process, allowing shelter staff to concentrate on daily operations while ensuring guests receive consistent case management. We have also enhanced collaboration by scheduling housing service providers to regularly visit our shelters, engaging directly with guests to support applications and next steps. Looking ahead, we plan to grow through stronger landlord partnerships, additional staff training, and deeper coordination with mental health and substance use services to increase permanent housing outcomes.

Timeline for Improvement (Next 1-3 Months):

In the coming one to three months, we plan to strengthen partnerships with local landlords and property managers to create additional housing opportunities for our guests. We will also provide targeted training for staff and peer navigators on complex housing resources, diversion strategies, and problem solving approaches. At the same time, we will develop improved data tracking tools to monitor guest progress and quickly identify gaps in services that need attention."

--Sharyl Brown, Director of Operations, Jewels Helping Hands



Truth Ministries Shelter

HMIS Name: TM--ES--Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-1050
Contract Number of Beds: 19
HMIS Total Number of Beds: 19
Notes:

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

Number of Individuals Served
Projected Number: 76

557

Length of Time Homeless in ES (Days)
(SPM Metric 1a.1)

25

Max: 90 Days

Average Length of Time to Date of
Engagement (Days)

0

Max: 30 Days

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

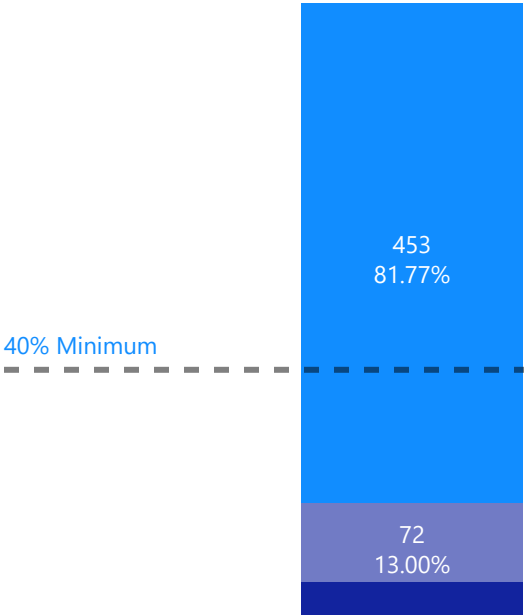
Returns to Homelessness
(SPM Metric 2b)

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.

20% Maximum

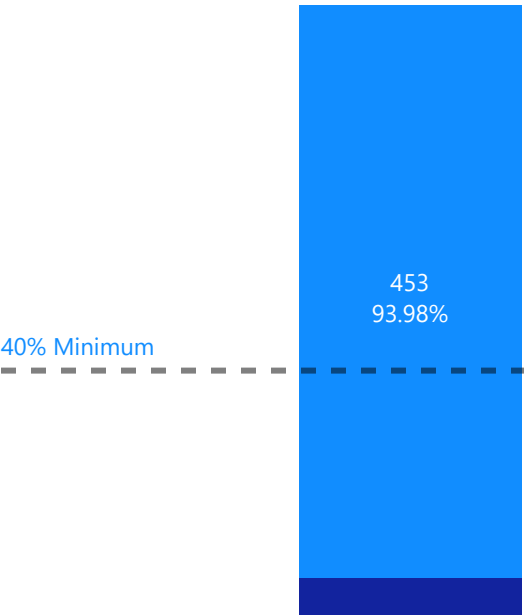
Exits to Permanent Housing
(All Clients Served)

No No (Still Enrolled) Yes



Exits to Permanent Housing
(Only Exited Clients)

No Yes





Truth Ministries Shelter

HMIS Name: TM--ES--Shelter
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-1050
Contract Number of Beds: 19
HMIS Total Number of Beds: 19
Notes:

Grants:

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

Narrative regarding the **Truth Ministries Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-1050 (Emergency Shelter - Night-by-Night):

"Explanation of Variance:

Staffing shortages, trying to get HMIS consents taken care of first, overloaded with work running shelter.

Steps Taken to Improve Performance:

We have hired 3 new staff to help us be in better compliance with deadline and performance measures. We are working on more training and looking to collaborate with other community providers.

Timeline for Improvement (Next 1-3 Months):

We are improving everyday & should be more efficient & doing better by the next quarter"

--Sharyl Brown, Director of Operations, Jewels Helping Hands



FPS - Scattered Sites

HMIS Name: FPS--ES--Scattered Sites
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0879
Contract Number of Beds: 15
HMIS Total Number of Beds: 15
Notes:

- Grants:
- Commerce: Systems Demonstrations Grant (SDG)
 - Federal: American Rescue Plan Act (ARPA)

Number of Individuals Served
Projected Number: 76

25

Length of Time Homeless in ES (Days)
(SPM Metric 1a.1)

33

Max: 90 Days

Average Length of Time to Date of
Engagement (Days)

2

Max: 30 Days

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

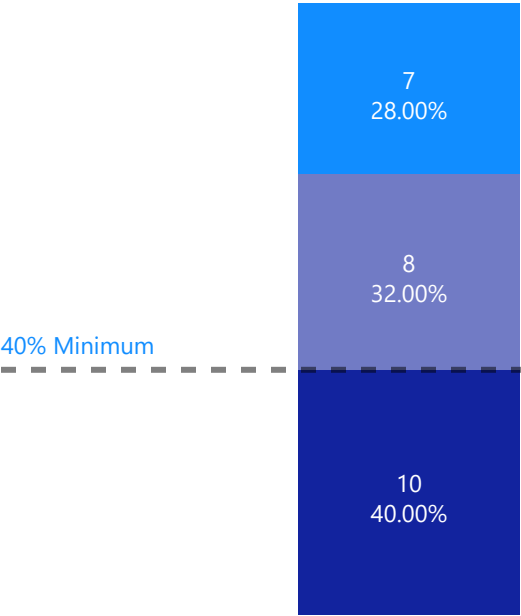
Returns to Homelessness
(SPM Metric 2b)

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.

20% Maximum

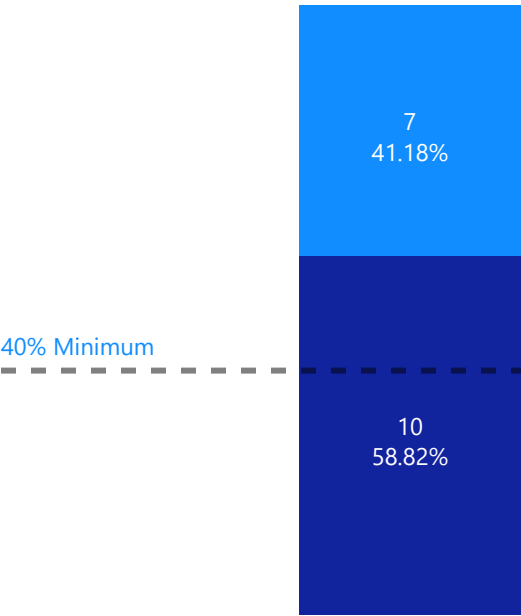
Exits to Permanent Housing
(All Clients Served)

No No (Still Enrolled) Yes



Exits to Permanent Housing
(Only Exited Clients)

No Yes





Performance Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects
Reporting Term: 07/01/2024 - 06/30/2025
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

74

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

41

Max: 90 Days

Average Rate of Utilization

(Local Measure)

62%

Min: 85%

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

Returns to Homelessness

(SPM Metric 2b)

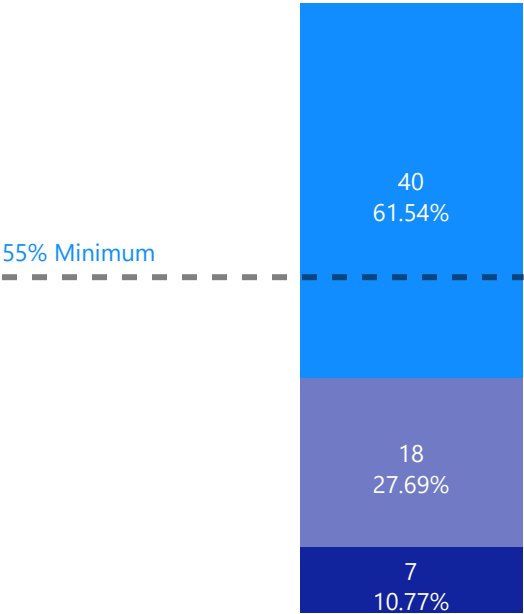
These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited two years ago at the time of report as the project started this year (2025).

20% Maximum

Exits to Permanent Housing

(All Clients Served)

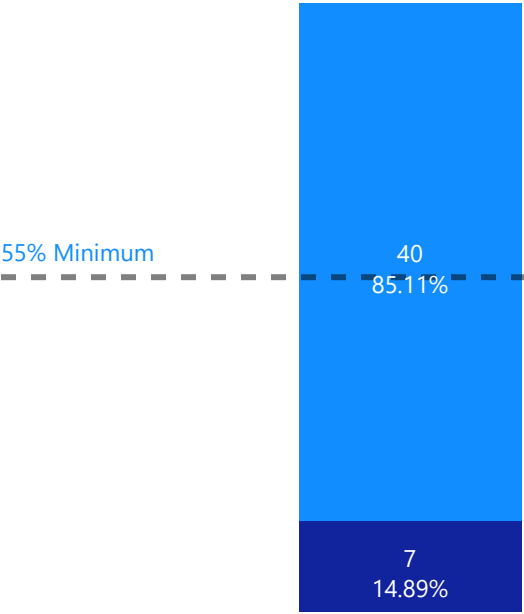
No No (Still Enrolled) Yes



Exits to Permanent Housing

(Only Exited Clients)

No Yes





Healing Hearts Medical Respite

HMIS Name: JHH--ES--Healing Hearts Medical Respite
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0879
Contract Number of Beds: N/A
HMIS Total Number of Beds: 30

Grants:
• Commerce: Systems Demonstrations Grant (SDG)

Number of Individuals Served
Projected Number: N/A

74

Length of Time Homeless in ES (Days)
(SPM Metric 1a.1)

41

Max: 90 Days

Average Rate of Utilization
(Local Measure)

62%

Min: 85%

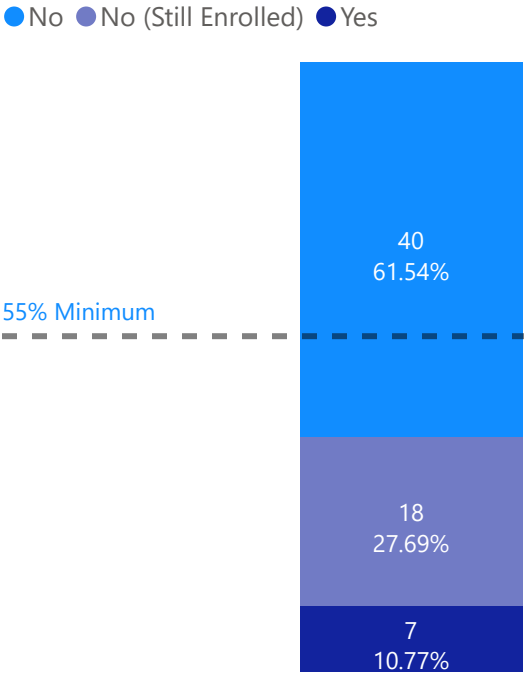
Legend (All the clients enrolled in the reporting period are included in this metric):
No: Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness
(SPM Metric 2b)

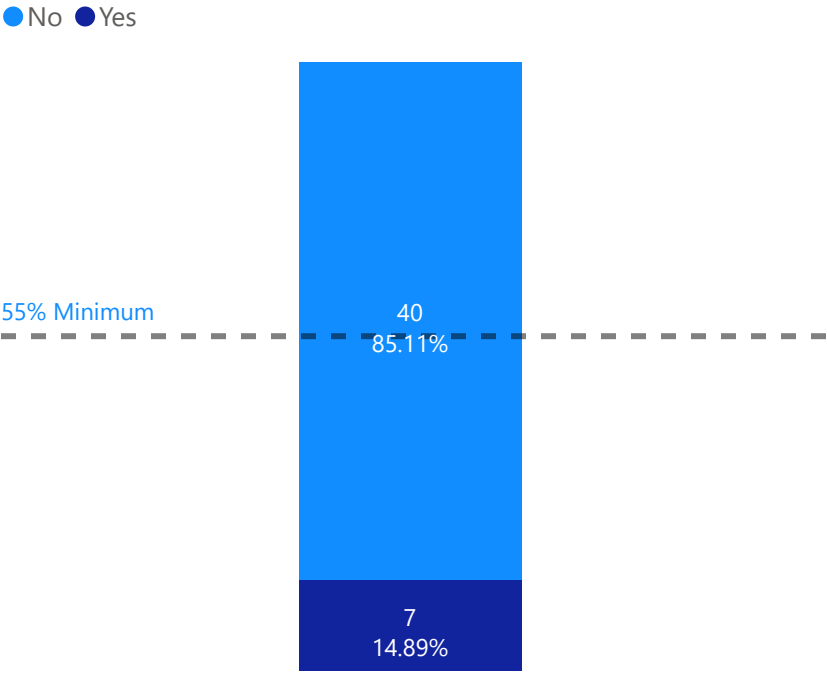
These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited two years ago at the time of report as the project started 1/13/2025.

20% Maximum

Exits to Permanent Housing
(All Clients Served)



Exits to Permanent Housing
(Only Exited Clients)





Healing Hearts Medical Respite

HMIS Name: JHH--ES--Healing Hearts Medical Respite
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2024-0879
Contract Number of Beds: N/A
HMIS Total Number of Beds: 30

Grants:

- Commerce: Systems Demonstrations Grant (SDG)

Narrative regarding the **Healing Hearts Medical Respite Shelter** HMIS QPR Report for **Q4** Reporting Period: **July 1, 2024 - June 30, 2025**

Grant OPR-2024-0879 (Emergency Shelter - Continuous Stay):

"Explanation of the Variance:

Healing Hearts Program is a medical respite program, which explains why only 14.89% of guests exited to permanent housing. Many come temporarily to recover and then transition to the next level of care. The majority are medically fragile and not a good fit for standard permanent housing outcomes.

It is important to celebrate every step forward. Out of 79 individuals served, 2 (2.5%) passed away, 5 (6.3%) transferred to more appropriate shelters, 2 (2.5%) moved into motels, 8 (10.1%) transitioned to long term nursing homes, 3 (3.8%) entered inpatient psychiatric care, 2 (2.5%) entered substance use treatment, 8 (10.1%) reunited with family or friends, and 5 (6.3%) moved to a safe haven. In addition, 14.89% exited directly to permanent housing.

Combined, these outcomes represent 72.9% of guests making meaningful progress.

Steps Taken to Improve Performance:

Jewels Helping Hands is committed to strengthening pathways of care and appropriate next steps for guests in our Healing Hearts medical respite program. In collaboration with Providence Community Clinic, we have recently expanded on site support by welcoming a social work student provided by Dr. Robert Lipman to enhance the clinical and case management services available. Within the past month, we also implemented an on site peer navigator dedicated to guiding guests through their next levels of care, ensuring they receive individualized support while shelter our staff focuses on medical respite operations. These improvements allow for more focused, hands on assistance in connecting guests to placements that fit their medical and housing needs.

Timeline for Improvement (Next 1-3 Months):

We plan to strengthen coordination with medical partners and case managers to ensure smooth transitions into appropriate next step placements. We will also provide specialized training for staff and the peer navigator on options such as long term nursing facilities and step down levels of care."

-- Sharyl Brown, Director of Operations, Jewels Helping Hands



Performance Overview

0

Max: 60 Days

Number of Individuals Served

123

HMIS Name: All Supportive Services Only (SSO) Projects

Reporting Term: 07/01/2024 - 06/30/2025

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

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

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

Returns to Homelessness

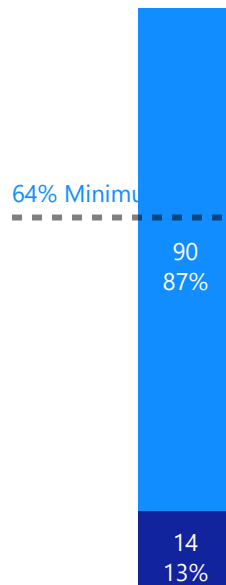
(SPM Metric 2b)

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 two years ago at the time of report as the project started this year (2024).

20% Maximum

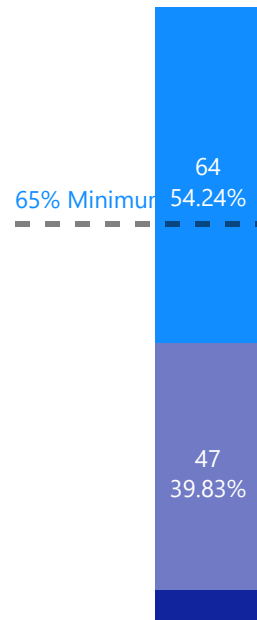
Service those with the Long Lengths of Homelessness

● No ● Yes



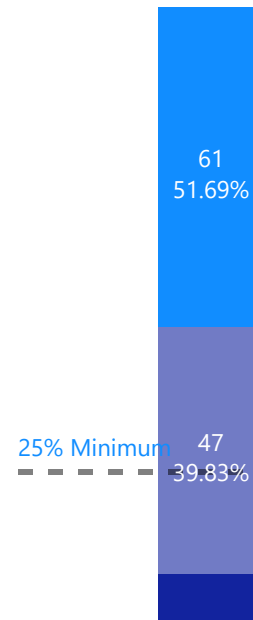
Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



Exits to Temporary or Institutional Settings

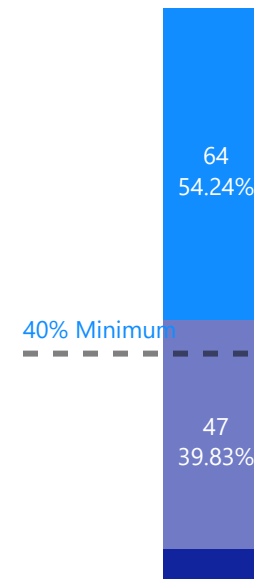
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(All Clients Served)

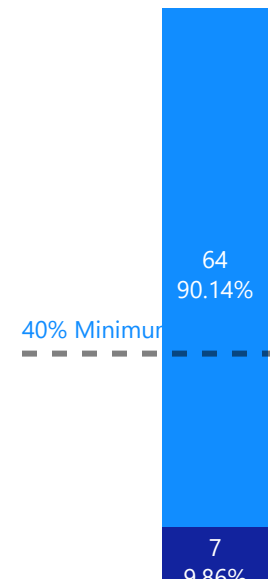
● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes





Spend Down Overview

HMIS Name: All Supportive Services Only (SSO) Projects

Q1

Q2

Q3

Q4



July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Hot Spotters

\$219,711.35

\$155,288.65

\$375,000



Consistent Cares - Hot Spotters

0

Number of Individuals Served

Projected Number: N/A

123

HMIS Name: CCS--SSO--Hot Spotters
Reporting Term: 07/01/2024 - 06/30/2025
OPR: 2025-0008
Contract Number of Beds: N/A
HMIS Total Number of Beds: N/A

Grants:
• City of Spokane: Opioid Settlement

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

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

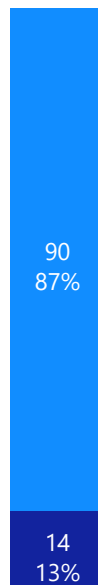
Returns to Homelessness

(SPM Metric 2b)

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 two years ago at the time of report as the project started this year (2024).

Service those with the Long Lengths of Homelessness

● No ● Yes



Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(All Clients Served)

● No ● No (Still Enrolled) ● Yes



Exits to Permanent Housing

(Only Exited Clients)

● No ● Yes

