Quarterly Performance Report (QPR)

HHOS Quarter: 4
Reporting Period: 7/1/2025 - 6/30/2026

Housing Services PY 2025-26 Quarter Performance Report

What is the QPR?

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

System Performance Measures (SPM):

Measure 1: Length of Time Persons Remain Homeless

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

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

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

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

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

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

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

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

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

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

Project Narratives:

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

Housing Services PY 2025-26 Quarter Performance Report

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Local Measures:

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

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

Average Rate of Utilization
This measure varies depending on the project type.

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

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

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

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

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

Housing Services PY 2025-26 Quarter Performance Report

What is the QPR?

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

Local Measures:

Successfully Diverted from the Homeless System (Includes both exits to PH and Temp Stays with Friends and Family)
This measures positive movement out of the homeless system from exiting a Homeless Diversion project - this includes exits to Permanent Housing and Temporary Stays with Friends and Family.

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

Annual Income Growth and/or Non Cash Benefits
This measures how many clients had an increase to income between annual assessments for clients that have been enrolled in Permanent Supportive Housing projects for a year or more.

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

Average Length of time from Assessment to Referral Placement (Coordinated Entry)
This measures the average amount of time between the date of assessment for the client in Coordinated Entry till the day they received a referral placement.

Average Length of Time from Date of Referral Placement to Referral Outcome (Coordinated Entry)
This measures the average amount of time between the referral placement, to referral outcome in Coordinated Entry projects.

Housing Services PY 2025-26 Quarter Performance Report

Quarter 4 - Homelessness Diversion

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.

Reporting Term: 07/01/2025 - 06/30/2026

Public Name: SNAP - Singles Diversion
HMIS Name: SNAP--SSO--Singles Diversion

Grants:
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Homeless Prevention (HP)

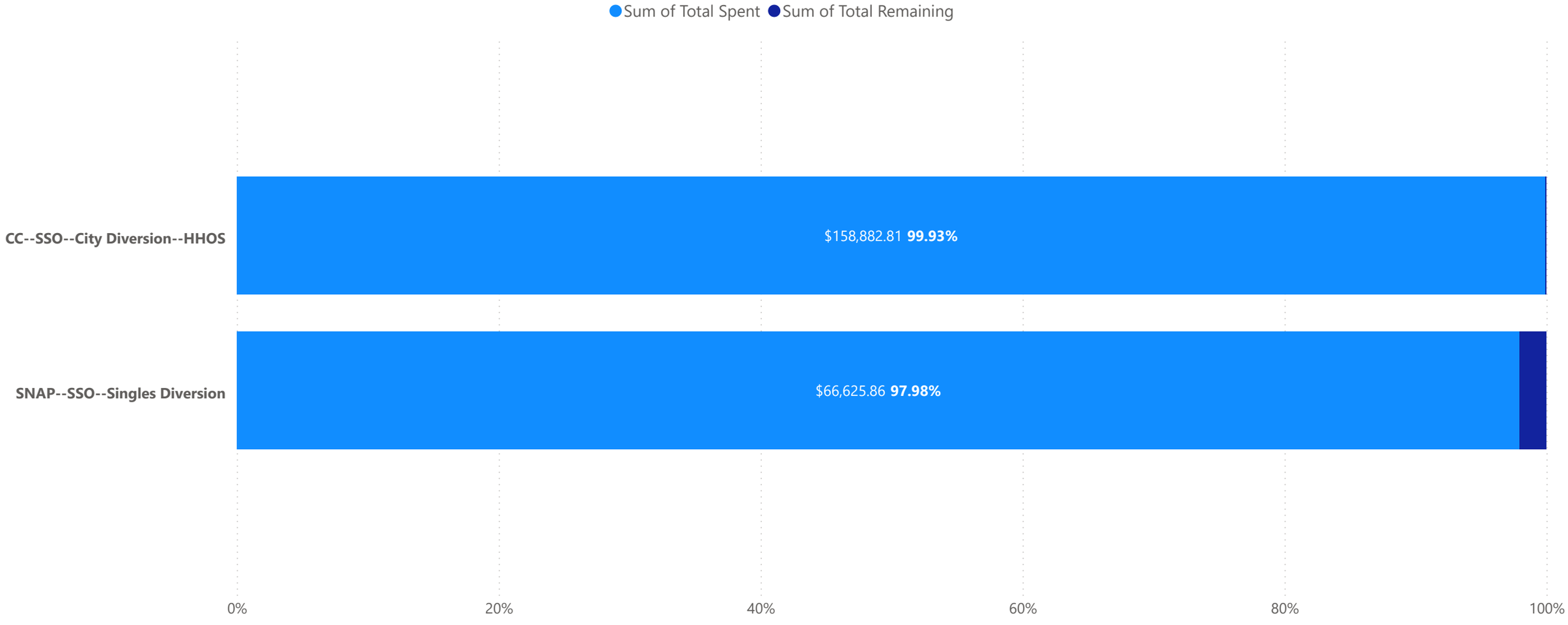
Public Name: Catholic Charities - Family Diversion
HMIS Name: CC--SSO--City Diversion--City HHAA

Grants:
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

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

Spend Down - Homeless Diversion

Q1			Q2			Q3			Q4		
July	August	September	October	November	December	January	February	March	April	May	June



Housing Services (HHOS) PY 2025-26 Quarter Performance Report

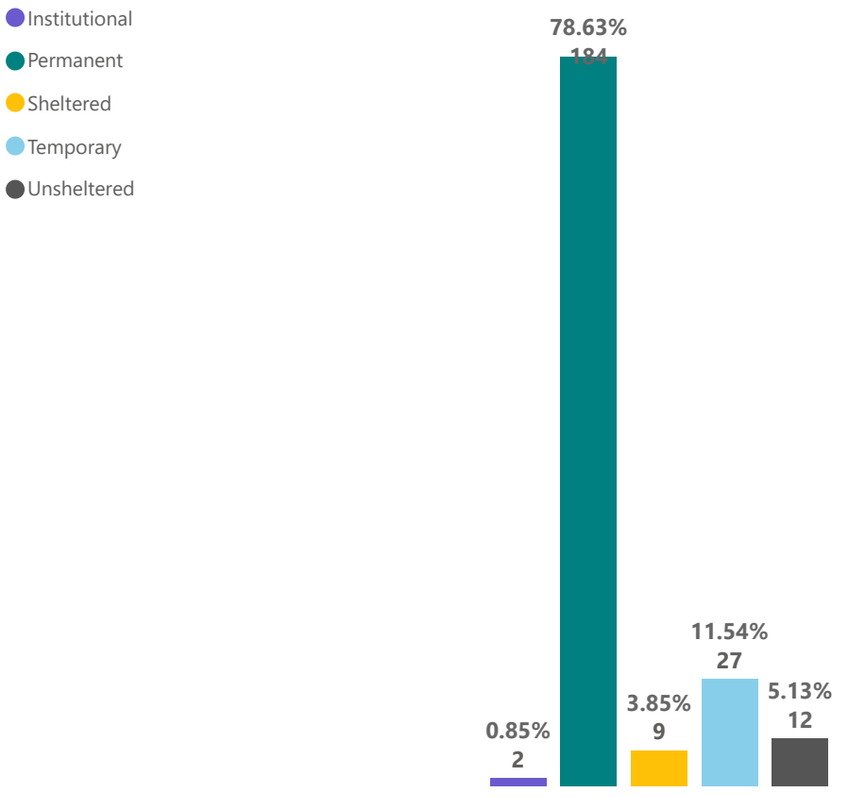
Quarter 4 - Homelessness Diversion Performance Overview

Number of Households Served

258

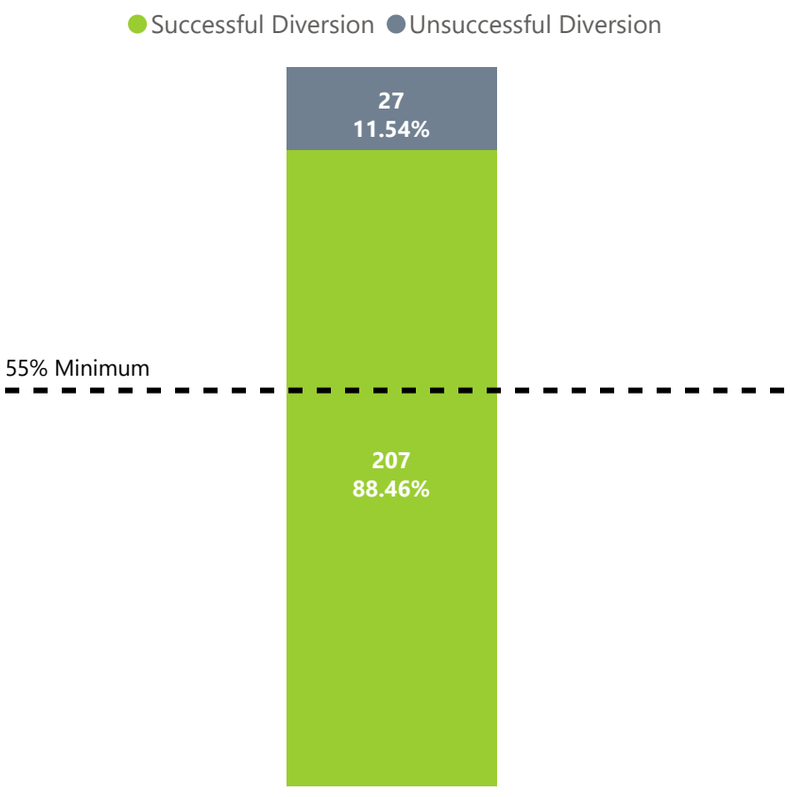
Exit Destinations

(All Exited Clients)



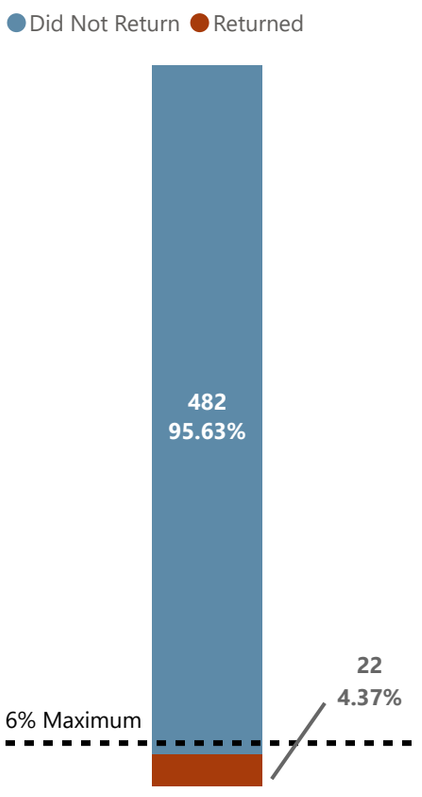
Successful Diversion

(All Exited Clients)



Returns to Homelessness

(SPM Metric 2b)



Housing Services (HHOS) PY 2025-26 Quarter Performance Report

Quarter 4 - Homelessness Diversion
SNAP - Singles Diversion

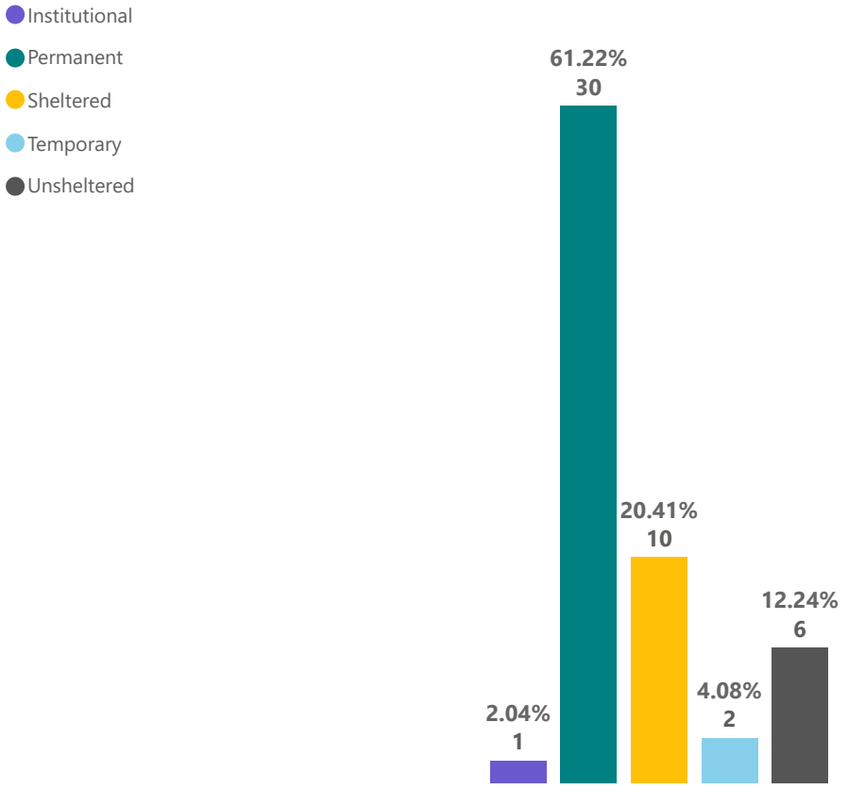
Number of Individuals Served

Projected Individuals Served: 188

70

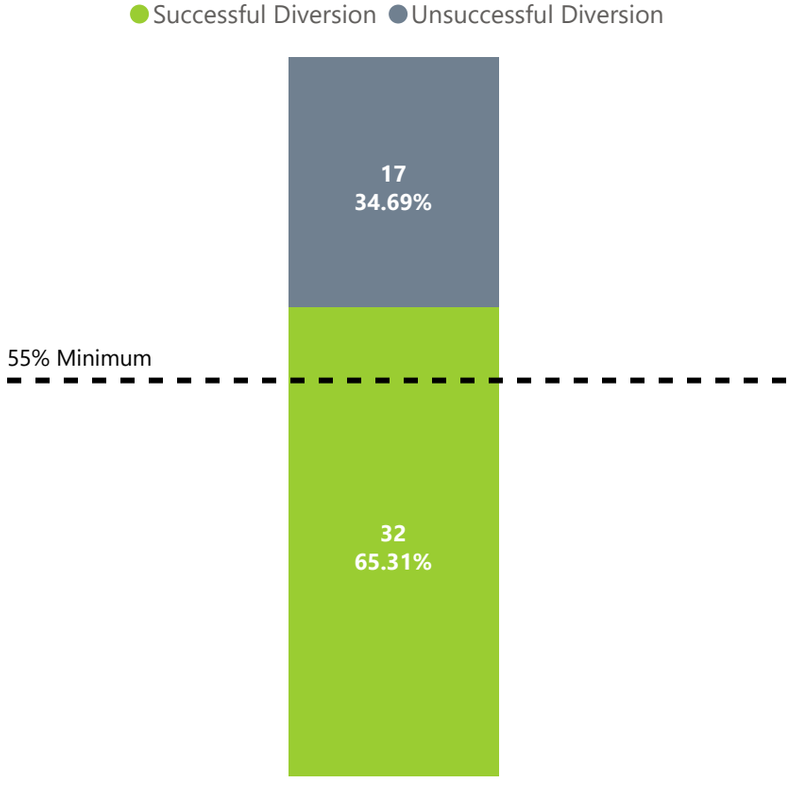
Exit Destinations

(All Exited Clients)



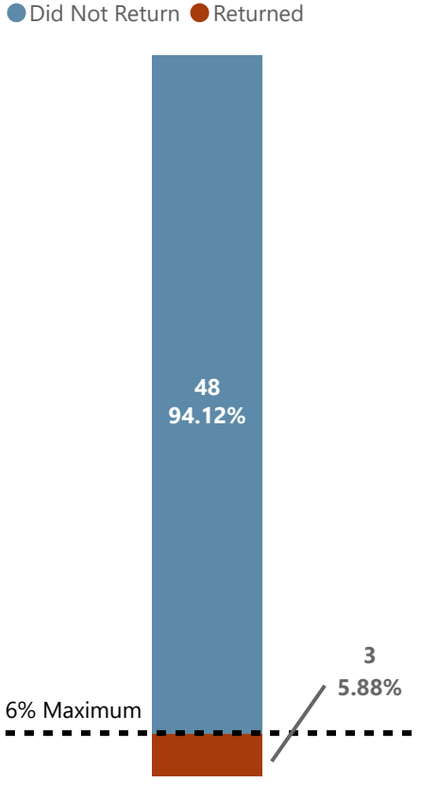
Successful Diversion

(All Exited Clients)



Returns to Homelessness

(SPM Metric 2b)



Housing Services (HHOS) PY 2025-26 Quarter Performance Report

Quarter 4 - Homelessness Diversion
Catholic Charities - Family Diversion

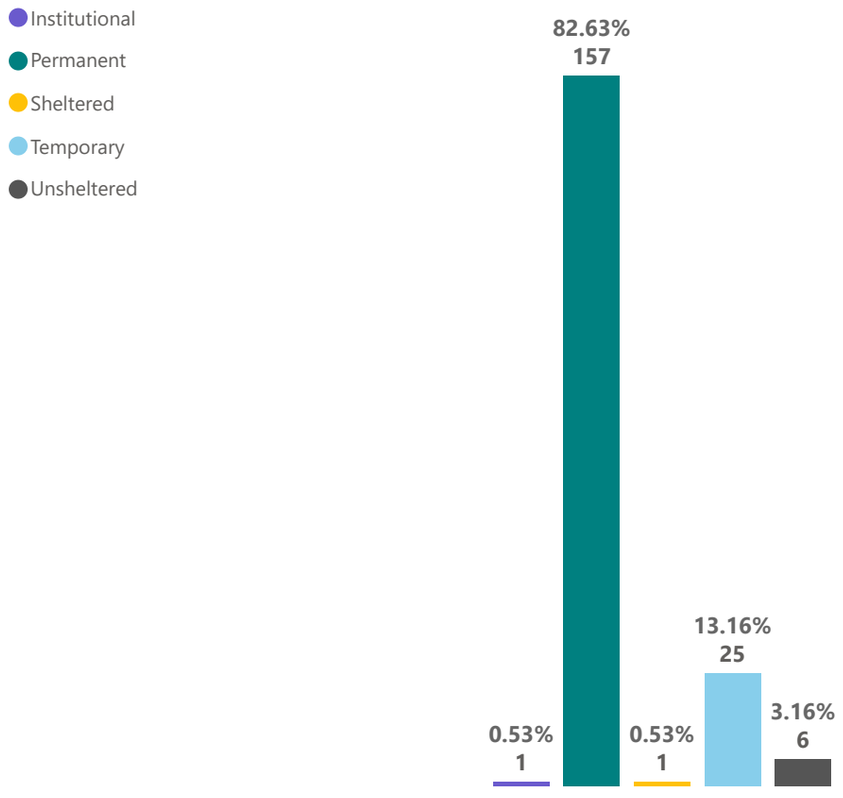
Number of Households Served

Projected Households Served: 485

196

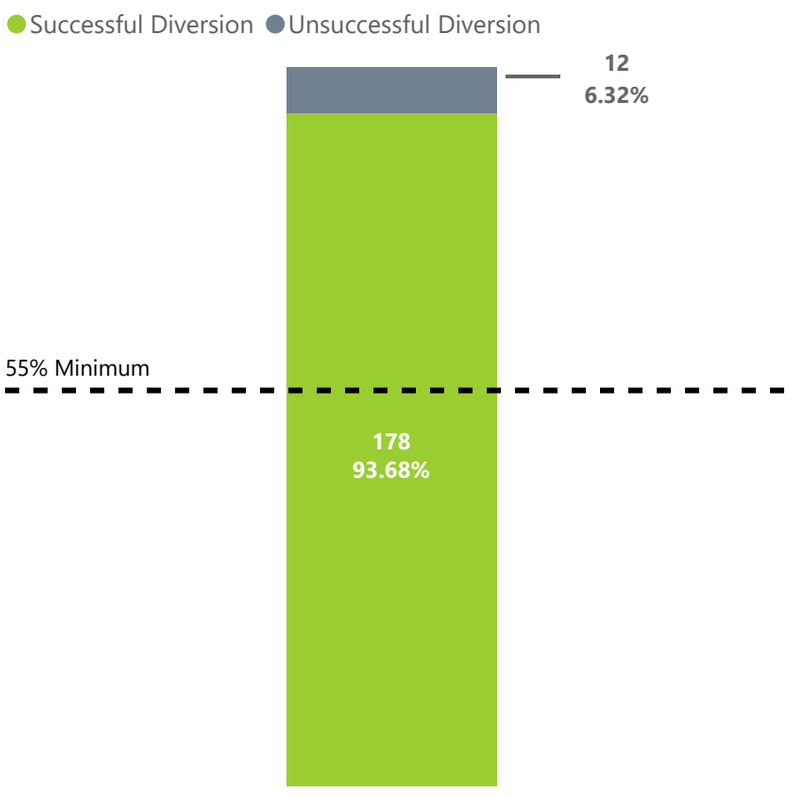
Exit Destinations

(All Exited Clients)



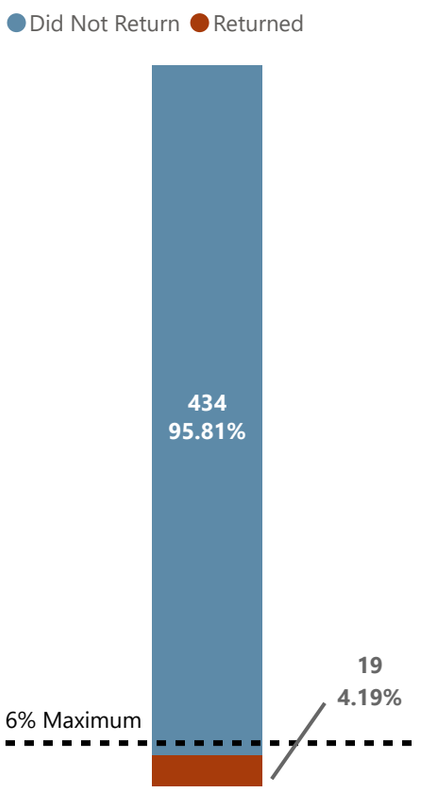
Successful Diversion

(All Exited Clients)



Returns to Homelessness

(SPM Metric 2b)



Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Coordinated Entry

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

Reporting Period: 07/1/2025 - 06/30/2026

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

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

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

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

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

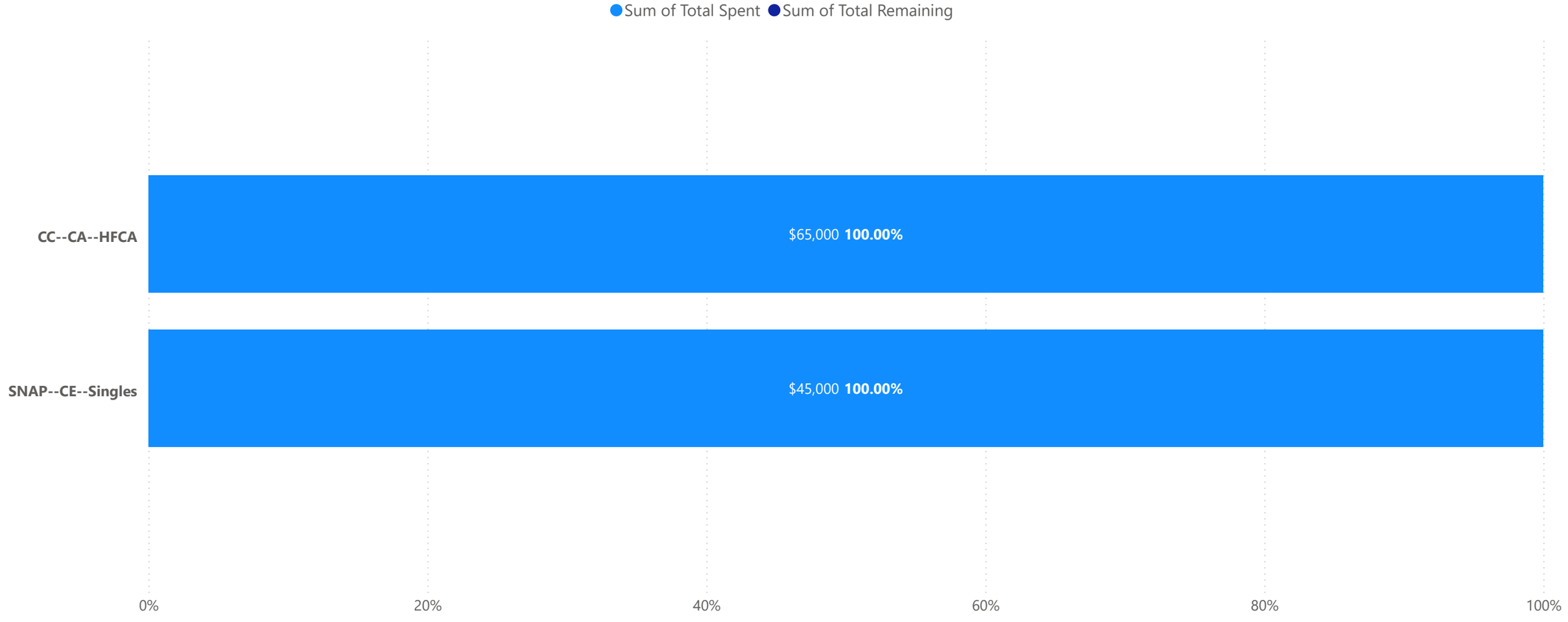
Spend Down - Coordinate Entry

Q1 July | August | September

Q2 October | November | December

Q3 January | February | March

Q4 April | May | June



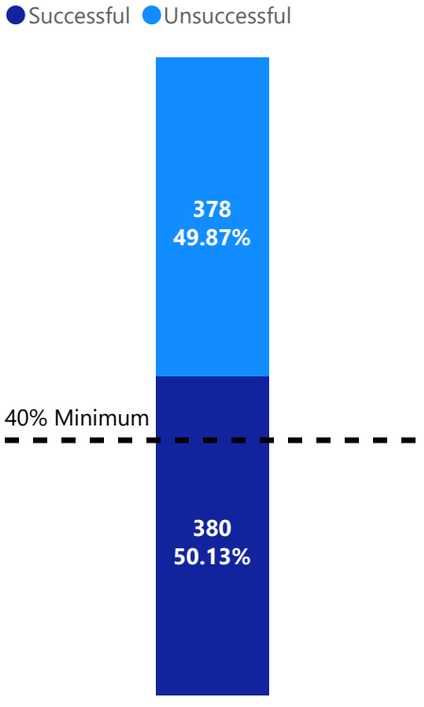
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Coordinated Entry Performance Overview

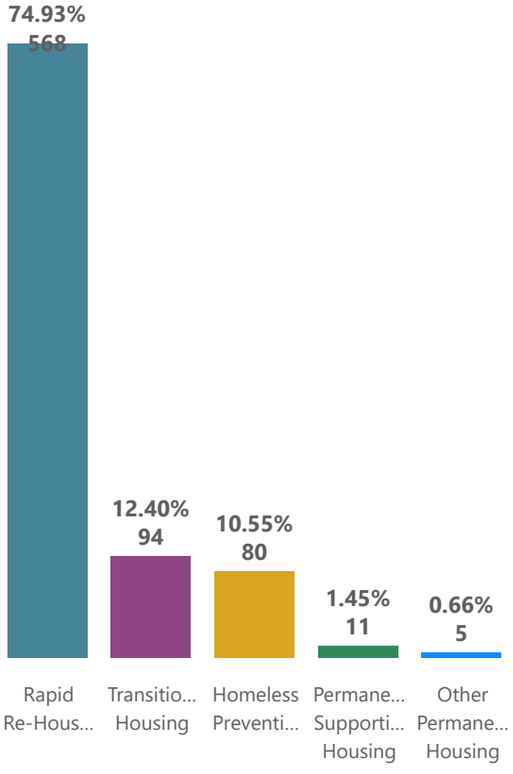
Number of CE Assessments	Number of Referrals	Average Length of Time from Assessment to Referral Placement	Average Length of Time from Date of Referral Placement to Referral Outcome
2669	758	33 Max: 45 Days	14 Max: 30 Days

Percent of Referrals with Successful Outcomes

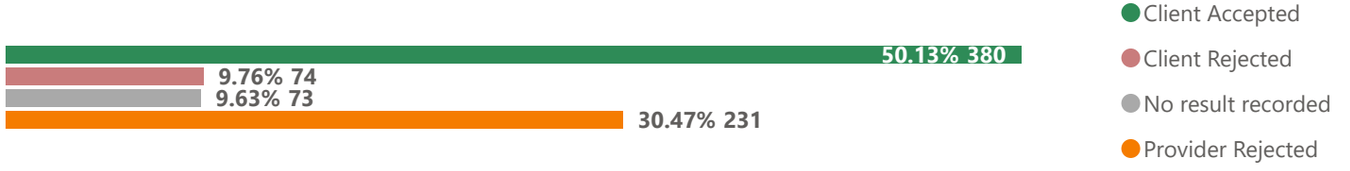
(Local Measure)



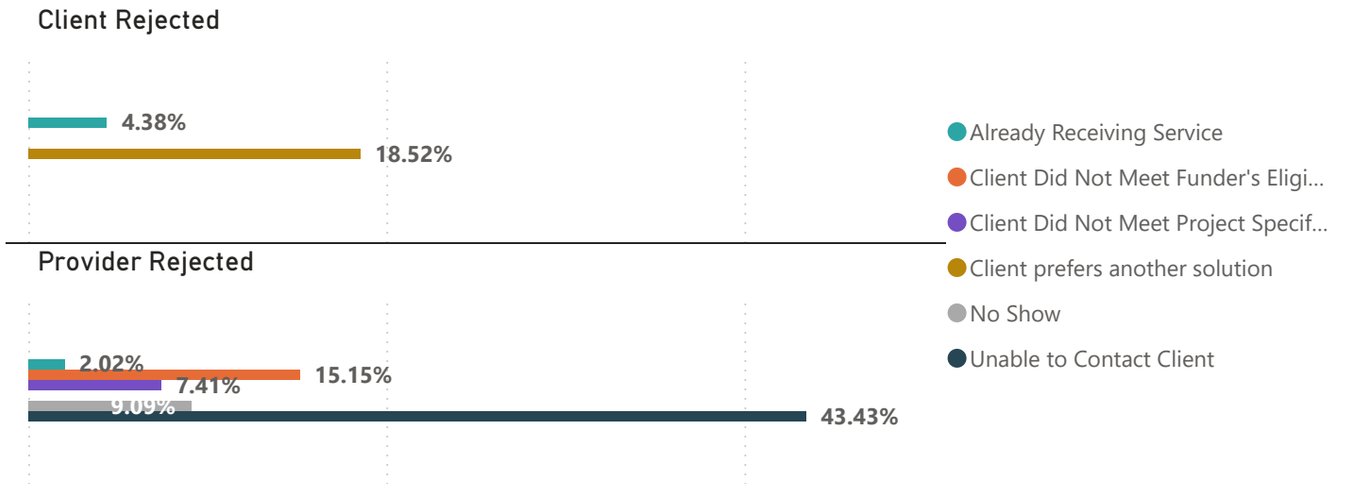
Referrals by Project-Type



Referral Results



Rejection Reason



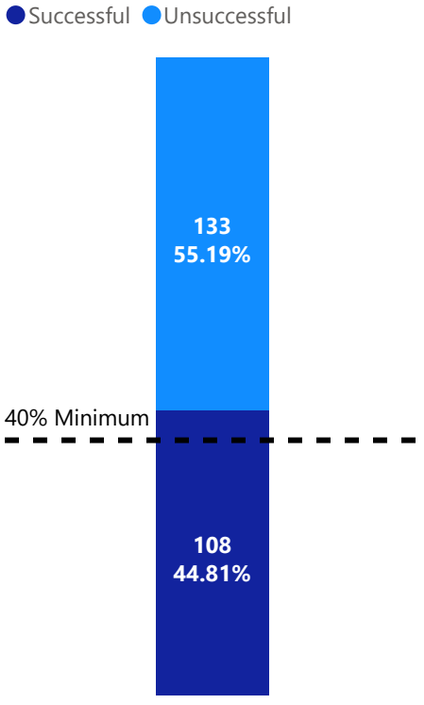
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Coordinated Entry
Homeless Families Coordinated Assessment (HFCA)

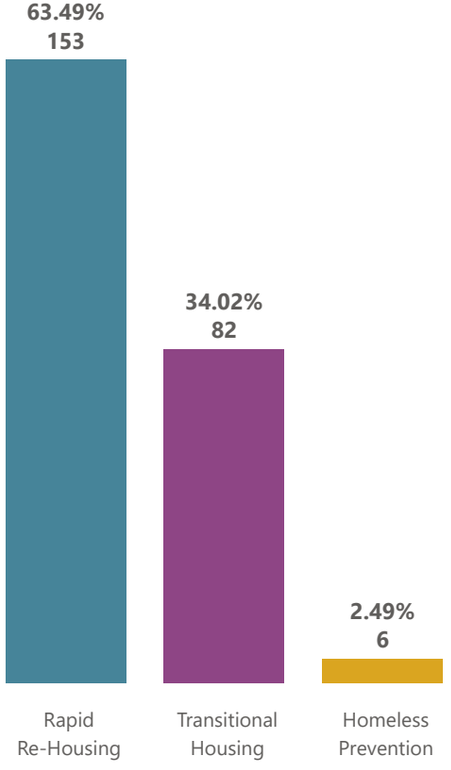
Number of CE Assessments	Number of Referrals	Average Length of Time from Assessment to Referral Placement	Average Length of Time from Date of Referral Placement to Referral Outcome
Projected CE Assessments: 1511			
883	241	33 Max: 45 Days	8 Max: 30 Days

Percent of Referrals with Successful Outcomes

(Local Measure)

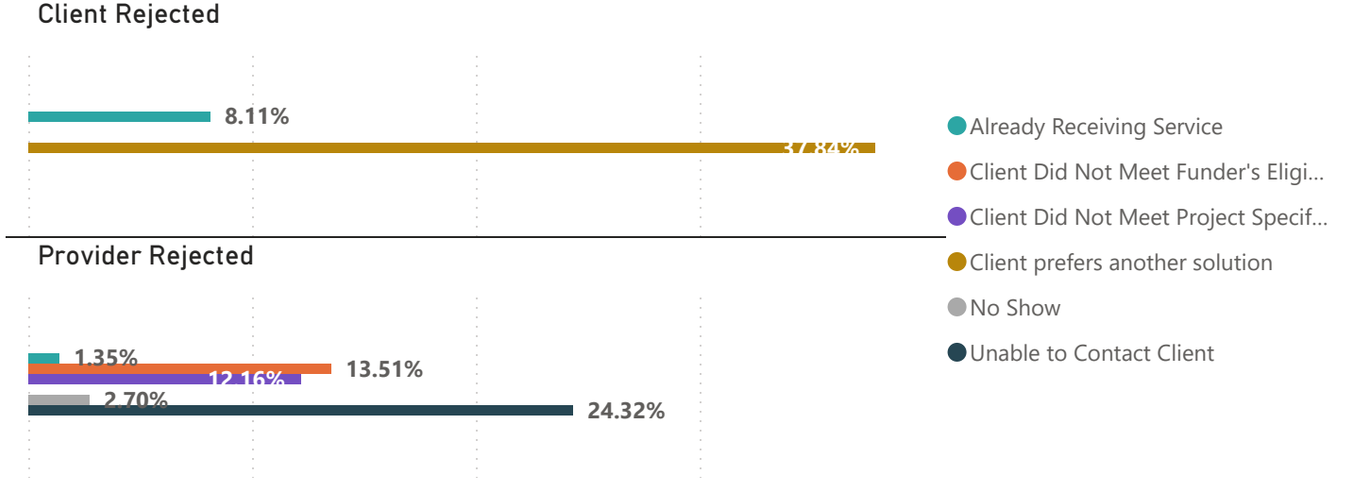


Referrals by Project-Type



Referral Results

Rejection Reason



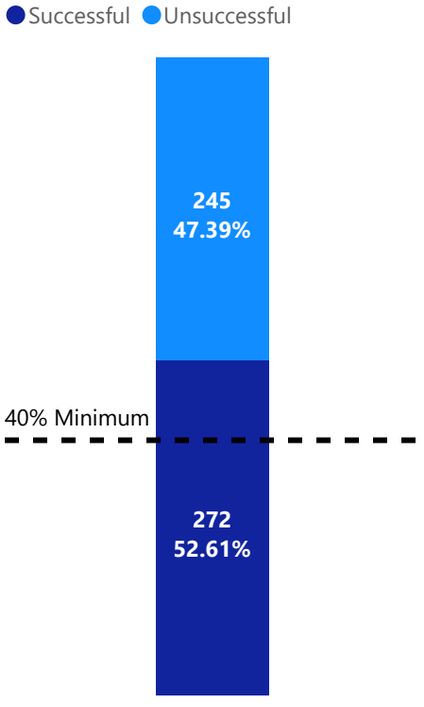
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Coordinated Entry
Singles Coordinated Assessment

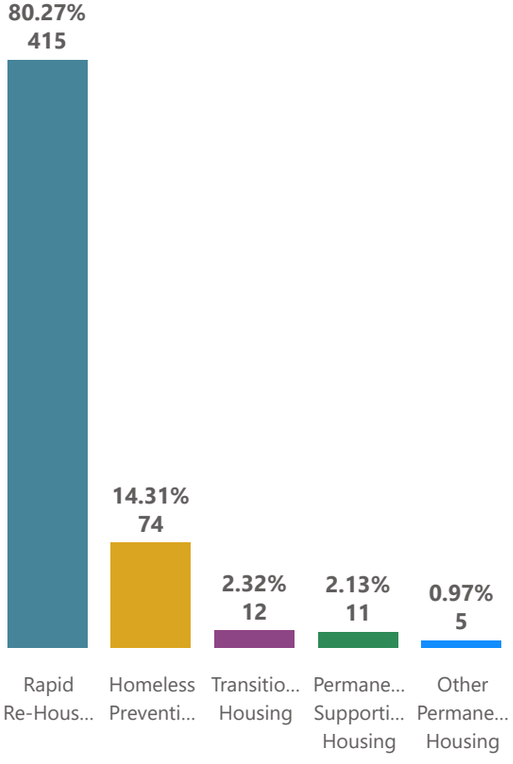
Number of CE Assessments Projected CE Assessments: 1200	Number of Referrals	Average Length of Time from Assessment to Referral Placement	Average Length of Time from Date of Referral Placement to Referral Outcome
1808	517	33 Max: 45 Days	16 Max: 30 Days

Percent of Referrals with Successful Outcomes

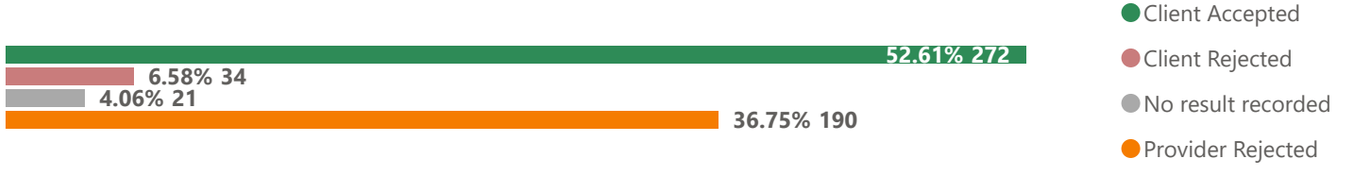
(Local Measure)



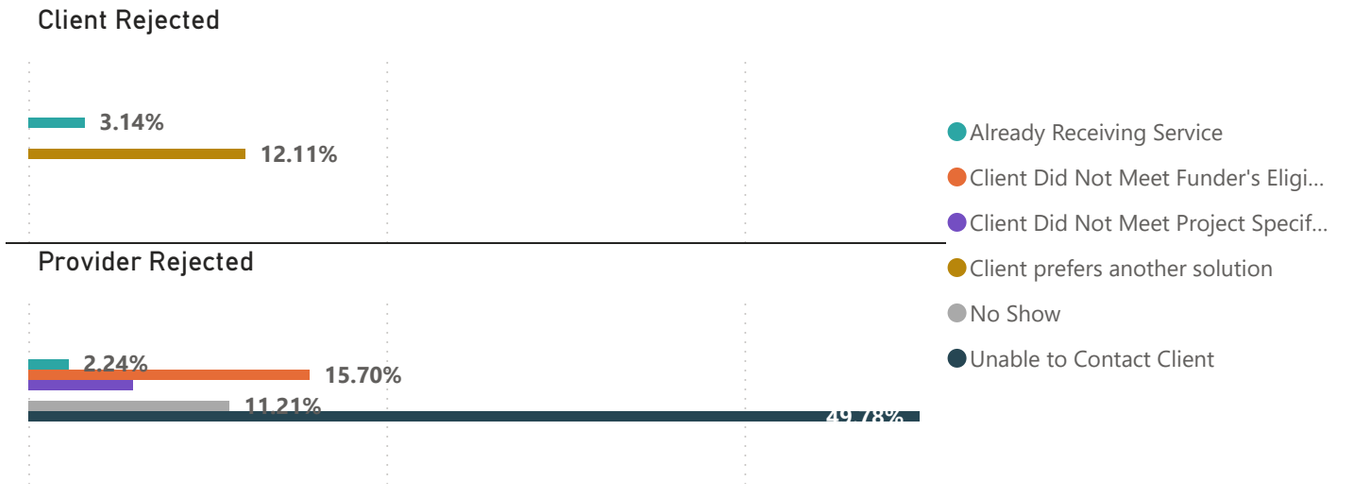
Referrals by Project-Type



Referral Results



Rejection Reason



Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Homeless Prevention

Homeless Prevention (HP): 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.
Reporting Period: 07/1/2025 - 06/30/2026

Public Name: HEN Foundational Community Support (FCS) Bridge
HMIS Name: GI--HP--HEN FCS Bridge

Grants:
- WA Dept. Commerce: System Demonstration Grant (SDG) - Housing Essential Needs (HEN) Foundational Community Supports (FCS) Bridge

Public Name: Housing and Essential Needs (HEN)
HMIS Name: GI--HP--HEN

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Housing and Essential Needs (HEN)

Public Name: Esperanza
HMIS Name: NRCC--HP--Esperanza--HHOS

Grants:
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

Public Name: Esperanza CHG-HP
HMIS Name: NRCC--HP--Esperanza--CHG-HP

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Homeless Prevention (HP)

Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Homeless Prevention

Homeless Prevention (HP): 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.
Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Families CHG-HP
HMIS Name: CC--HP--Families--CHG-HP

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Homeless Prevention (HP)

Public Name: Carl Maxey Housing CHG-HP
HMIS Name: CMC--HP--Carl Maxey Housing--CHG-HP

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Homeless Prevention (HP)

Public Name: Singles CHG-HP
HMIS Name: SNAP--HP--Singles--CHG-HP

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Homeless Prevention (HP)

Public Name: Singles CHG-HP
HMIS Name: TPW--HP--Singles--CHG-HP

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Homeless Prevention (HP)

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

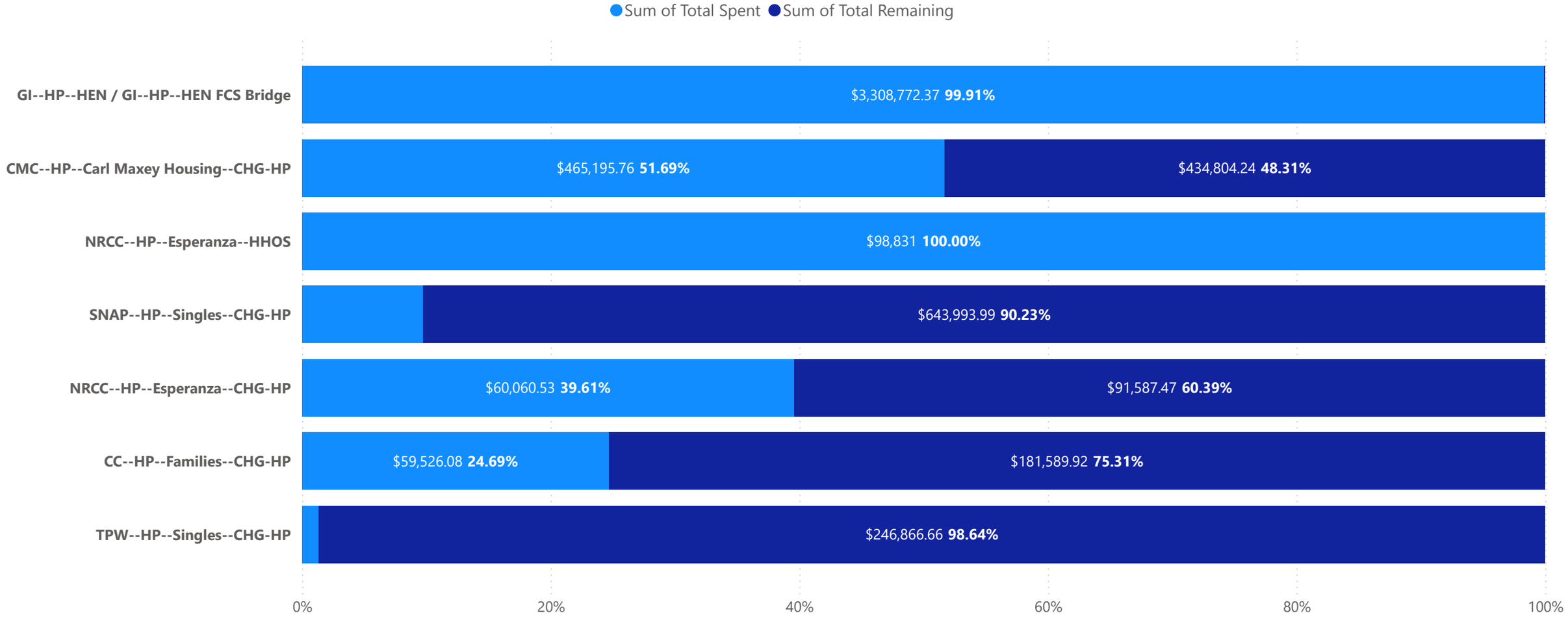
Spend Down - Homeless Prevention

Q1 July | August | September

Q2 October | November | December

Q3 January | February | March

Q4 April | May | June



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

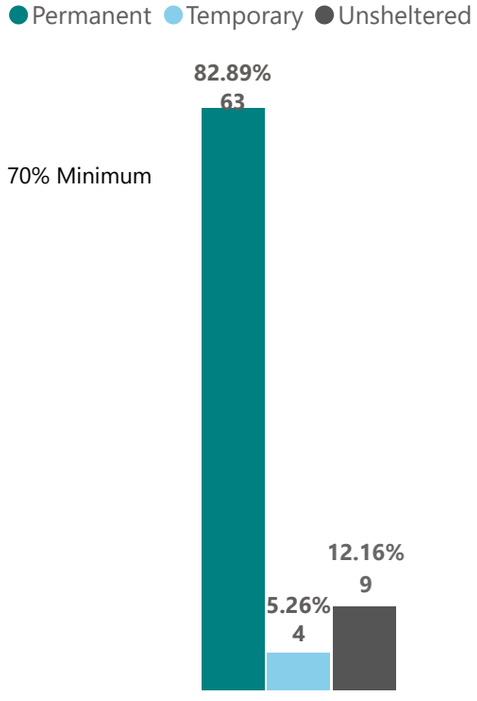
Quarter 4 - Homeless Prevention Performance Overview

Number of Individuals Served

424

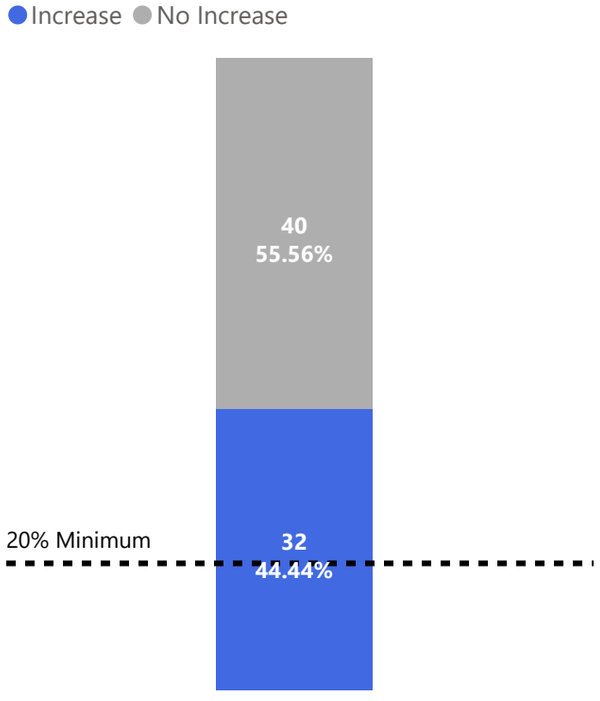
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



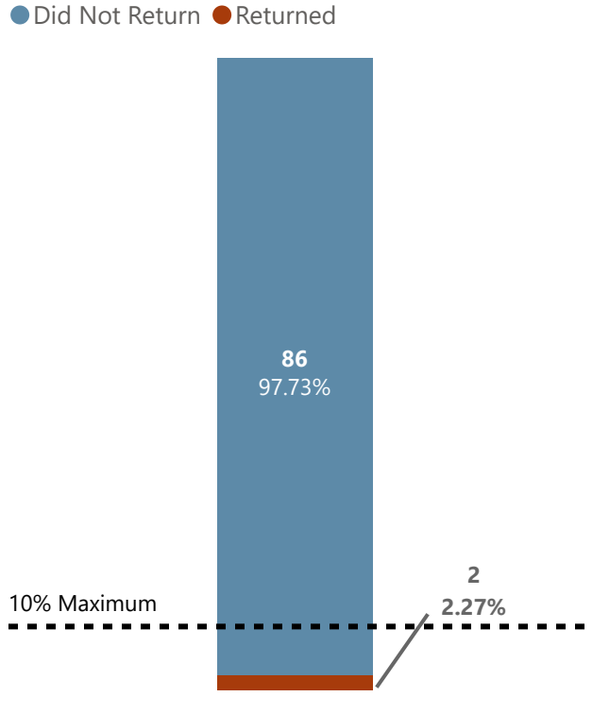
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Homeless Prevention
Goodwill - HEN Foundational Community Support (FCS) Bridge

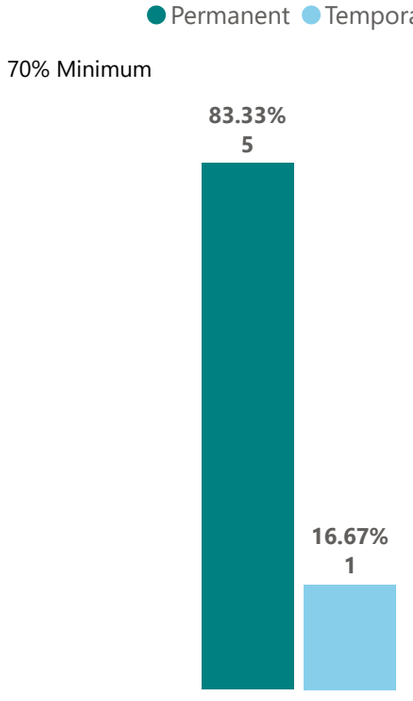
Number of Individuals Served

Projected Individuals Served: 787

9

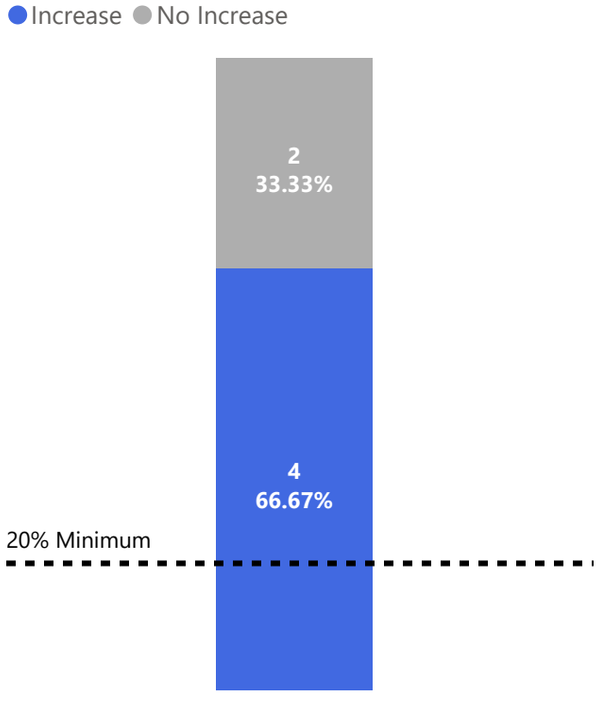
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



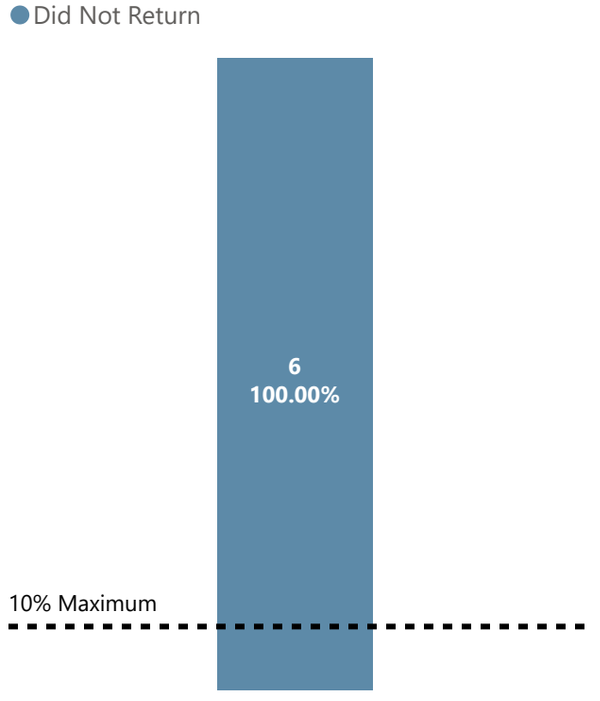
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Homeless Prevention
Goodwill - Housing and Essential Needs (HEN)

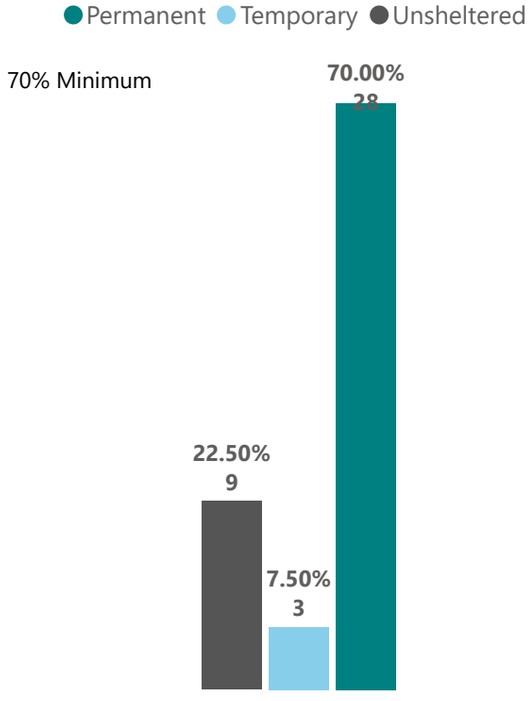
Number of Individuals Served

Projected Individuals Served: 787

102

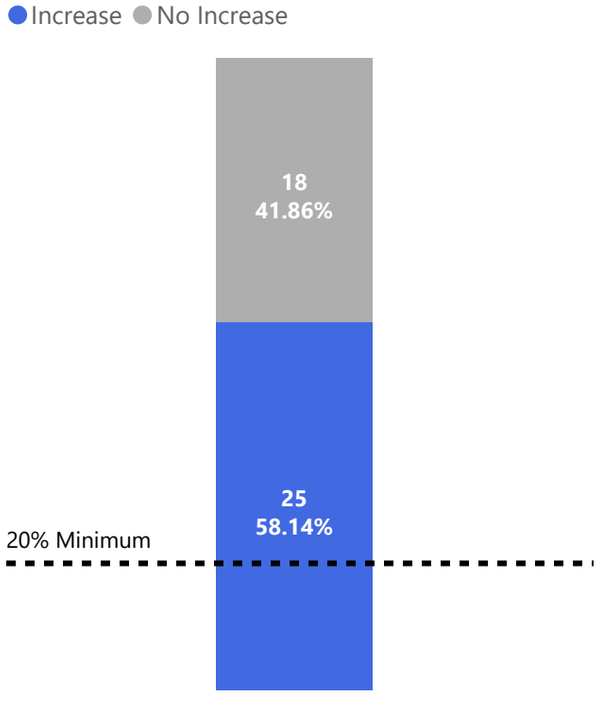
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



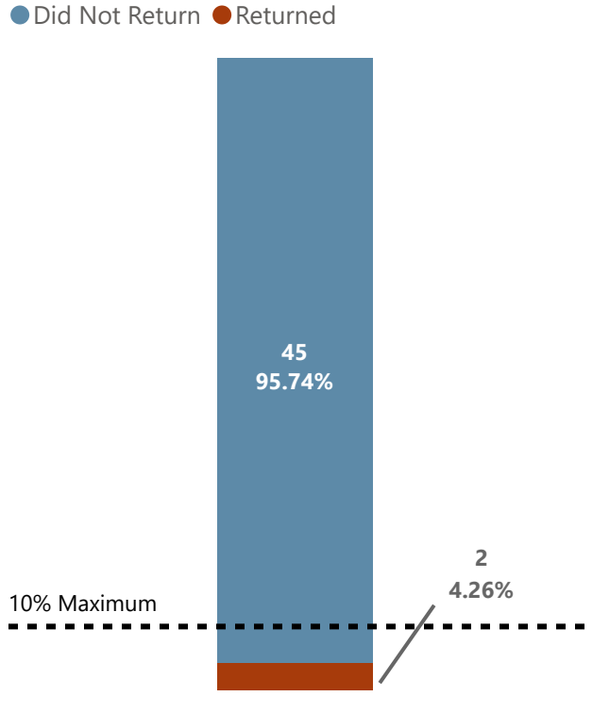
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Homeless Prevention
Nuestra Raices - Esperanza

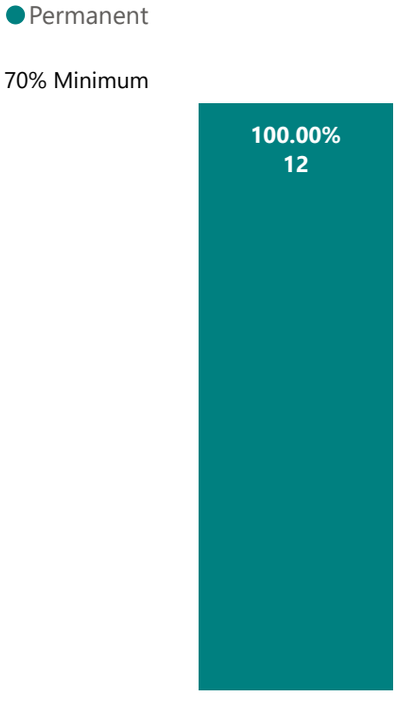
Number of Individuals Served

Projected Individuals Served: 120

27

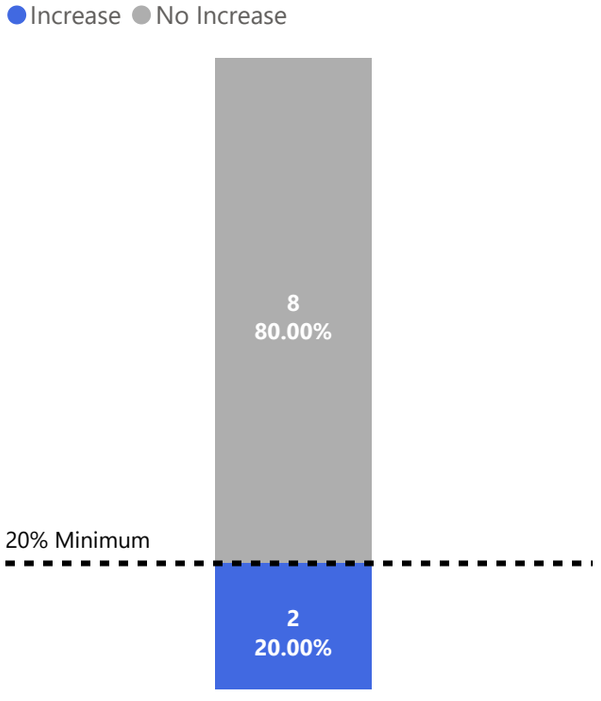
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



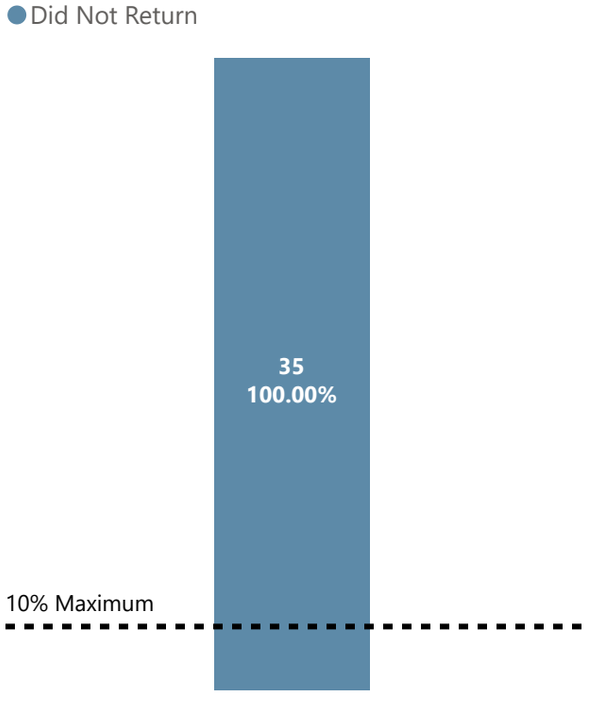
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Homeless Prevention
Nuestra Raices - Esperanza CHG-HP

Note: Project Started 11/1/2025

Number of Individuals Served

38

Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)

70% Minimum

During the reporting period, no clients exited to a known destination. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

Employment and Income Growth

(SPM Metric 4.6)

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

-- HMIS Team

20% Minimum

Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

10% Maximum

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

Quarter 4 - Homeless Prevention
Catholic Charities - Families CHG-HP

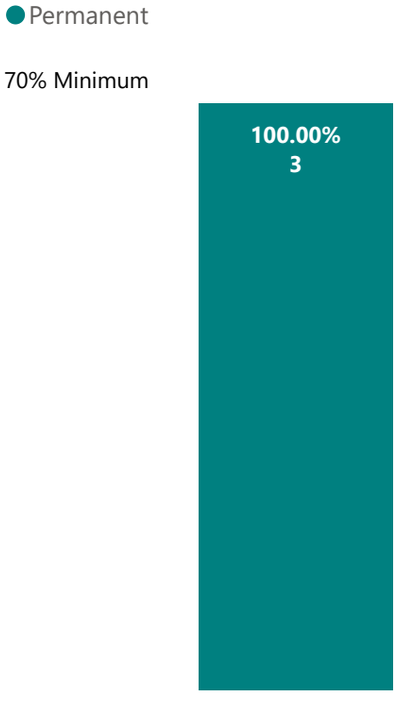
Note: Project Started 11/1/2025

Number of Households Served

9

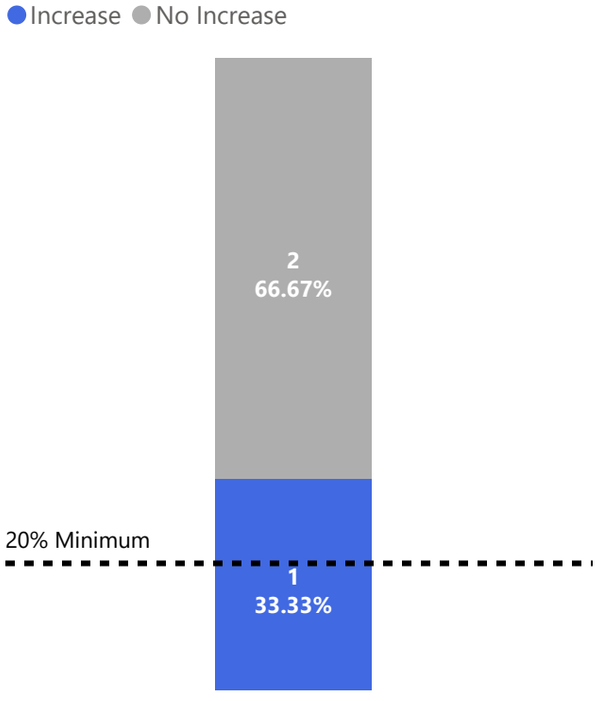
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

10% Maximum

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

Quarter 4 - Homeless Prevention

Carl Maxey Housing - Homeless Prevention CHG-HP

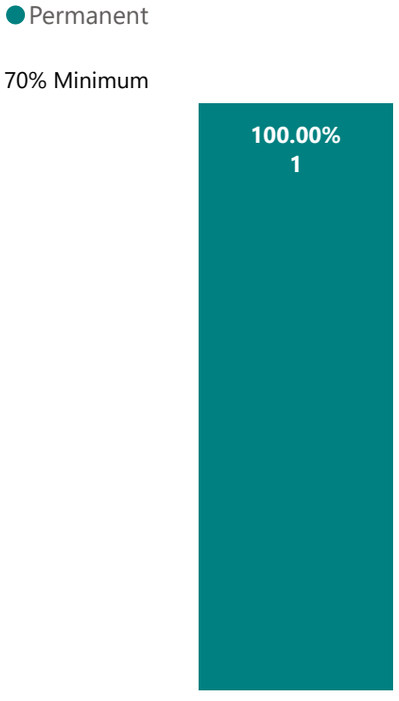
Note: Project Started 11/1/2025

Number of Households Served

75

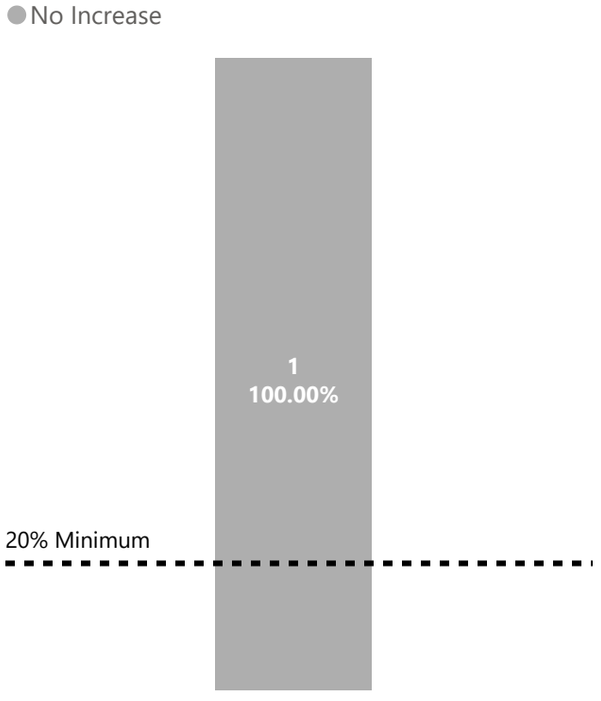
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

10% Maximum

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

Quarter 4 - Homeless Prevention
SNAP - Singles CHG-HP

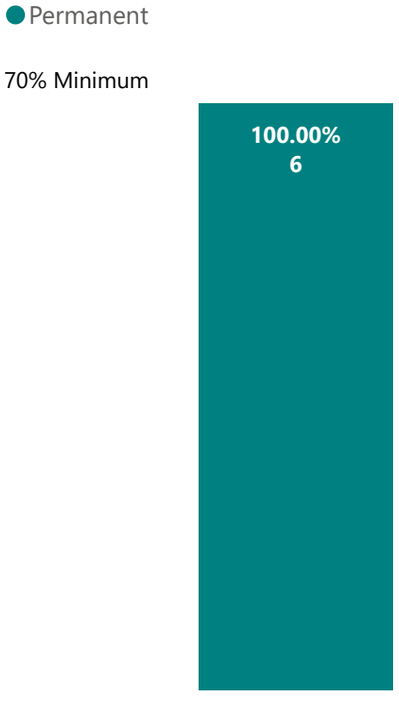
Note: Project Started 11/1/2025

Number of Individuals Served

22

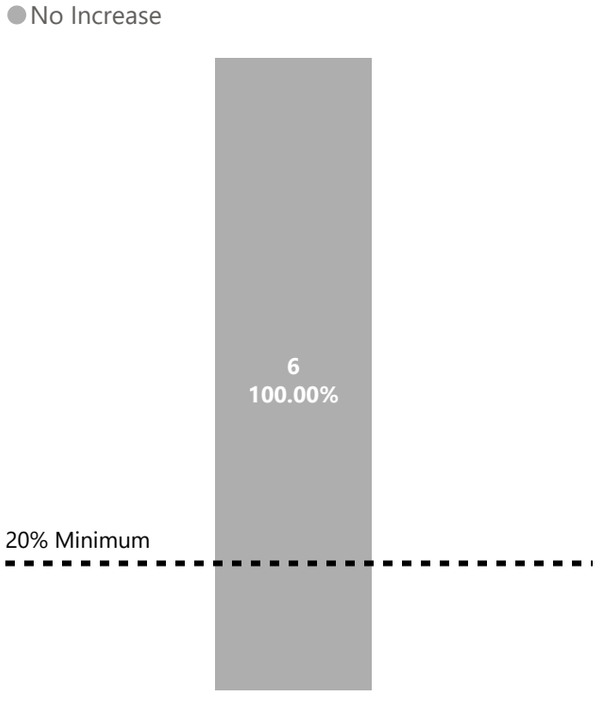
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

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

Quarter 4 - Homeless Prevention Transitions - Singles CHG-HP

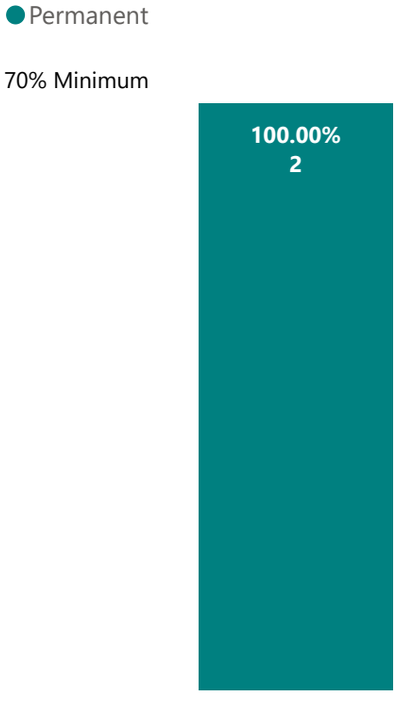
Note: Project Started 11/1/2025

Number of Individuals Served

3

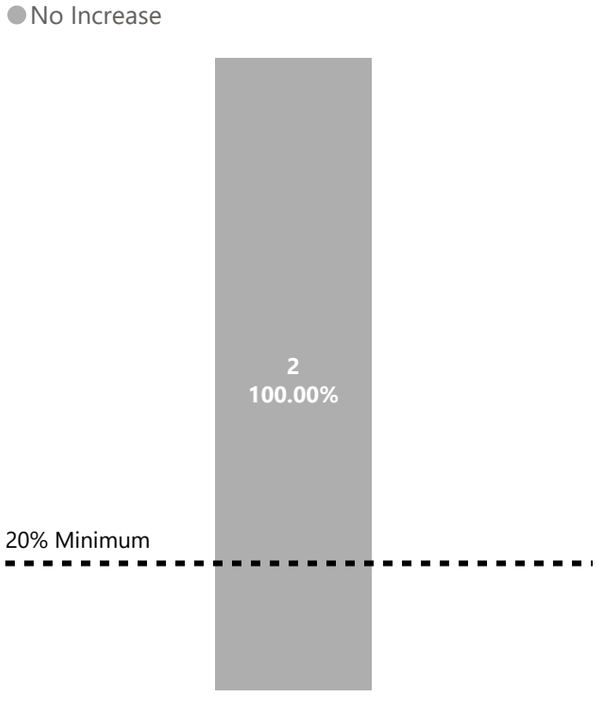
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

10% Maximum

Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Street Outreach

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Transitions - Women's Hearth
HMIS Name: TPW--SO--Womens Hearth

Grants:
- WA Dept. Commerce: System Demonstrations Grant (SDG) - Standard
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

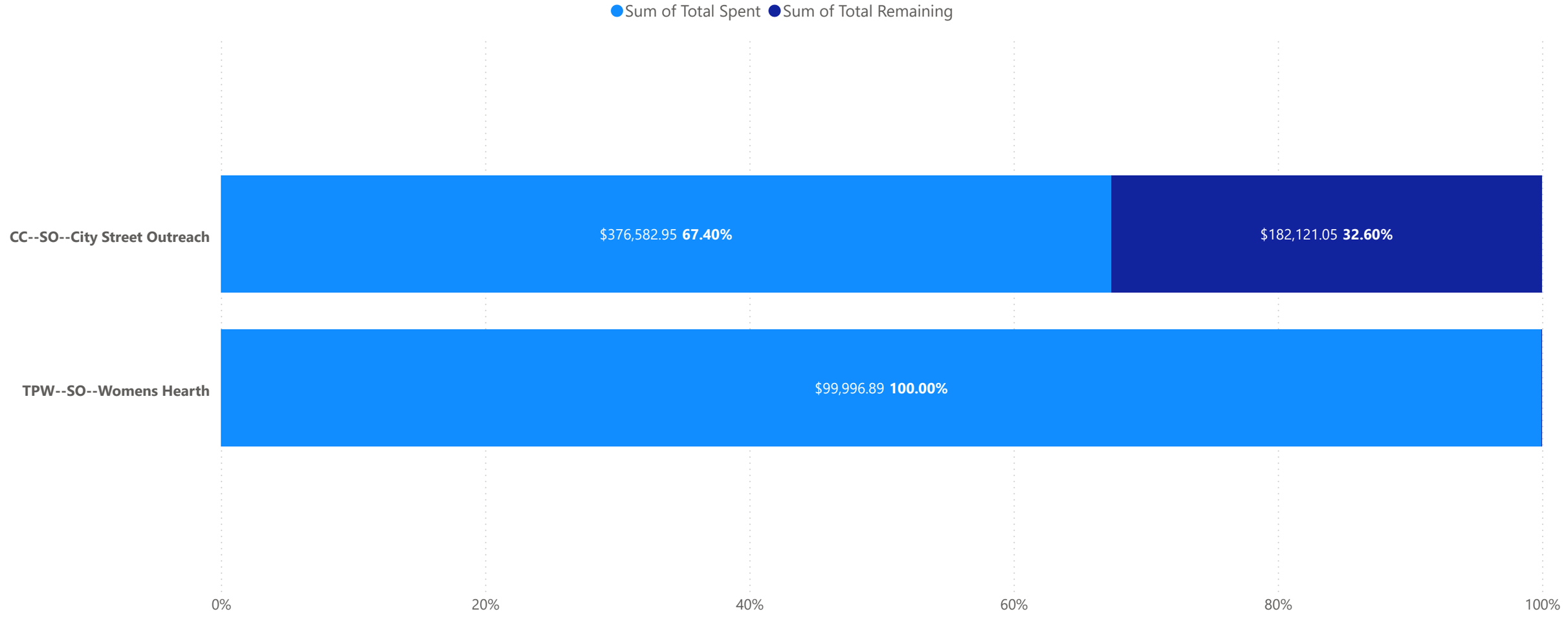
Public Name: City Street Outreach
HMIS Name: CC--SO--City Street Outreach

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

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

Spend Down - Street Outreach

Q1			Q2			Q3			Q4		
July	August	September	October	November	December	January	February	March	April	May	June



Housing (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Street Outreach Performance Overview

Number of Individuals Served

401

Average Time from Date of Engagement to Successful Exit

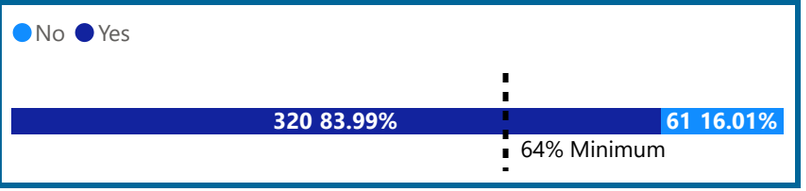
11

Max: 60 Days

Clients with a Date of Engagement

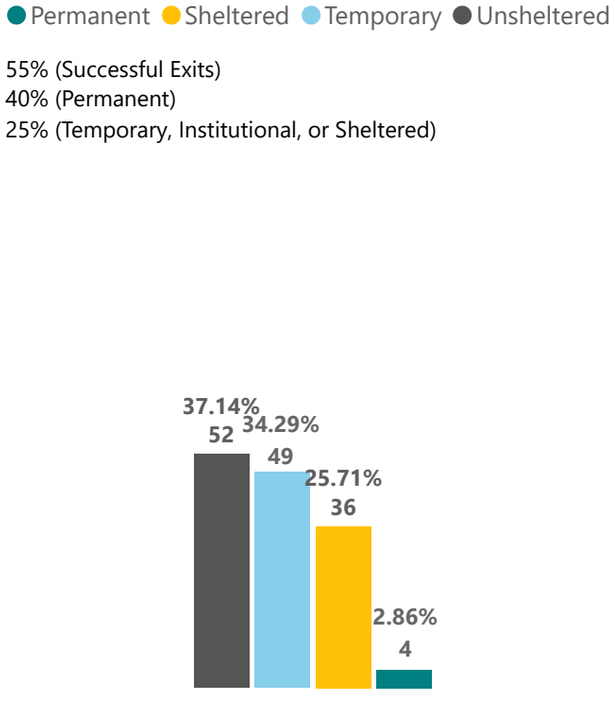
117

Serving those with Long Length of Homelessness



Exits from Street Outreach

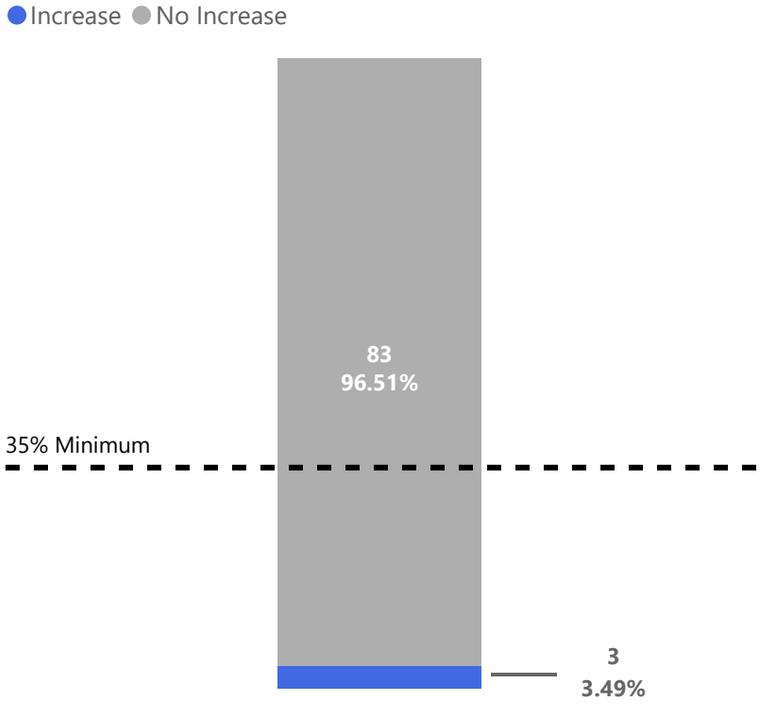
(SPM Metric 7a.1 - Exited Clients)



Min: 55% (Successful Exits)
Min: 40% (Permanent)
Min: 25% (Temporary, Institutional, or Sheltered)

Employment and Income Growth

(Clients with a Date of Engagement)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

Housing (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Street Outreach
Transitions - Women's Hearth

Number of Individuals Served

Projected Individuals Served: 150

192

Average Time from Date of Engagement to Successful Exit

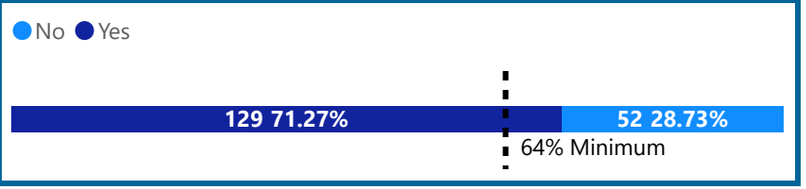
73

Max: 60 Days

Clients with a Date of Engagement

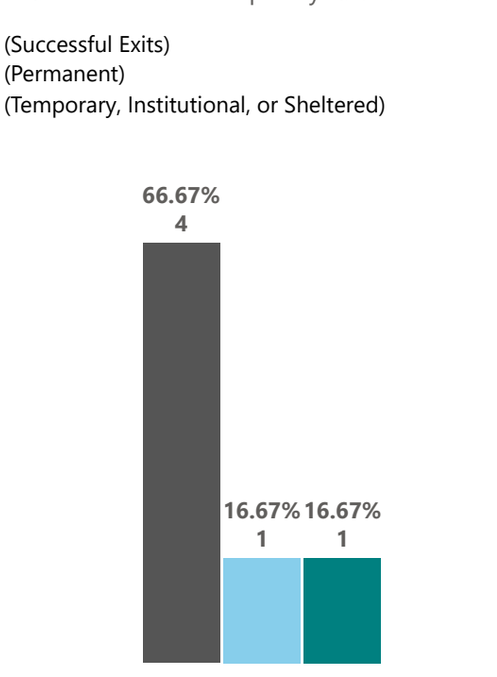
19

Serving those with Long Length of Homelessness



Exits from Street Outreach

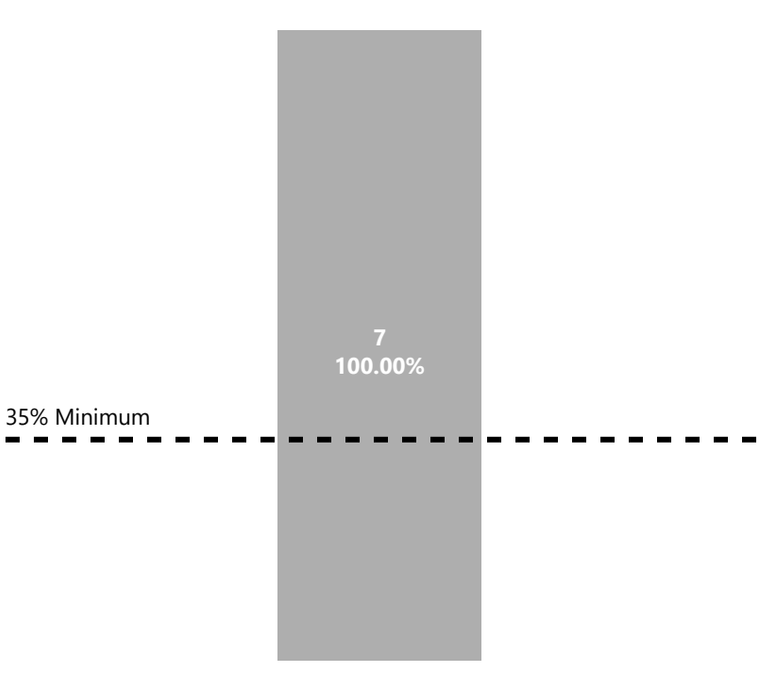
(SPM Metric 7a.1 - Exited Clients)



Min: 55% (Successful Exits)
Min: 40% (Permanent)
Min: 25% (Temporary, Institutional, or Sheltered)

Employment and Income Growth

(Clients with a Date of Engagement)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

Housing (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Street Outreach
Catholic Charities - City Street Outreach

Number of Individuals Served

Projected Individuals Served: 180

219

Average Time from Date of Engagement to Successful Exit

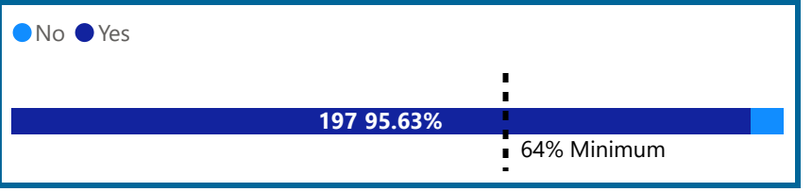
9

Max: 60 Days

Clients with a Date of Engagement

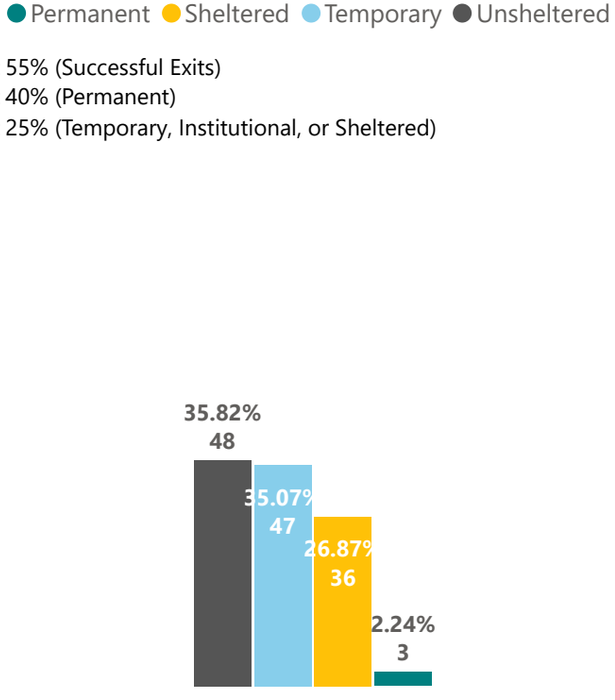
98

Serving those with Long Length of Homelessness



Exits from Street Outreach

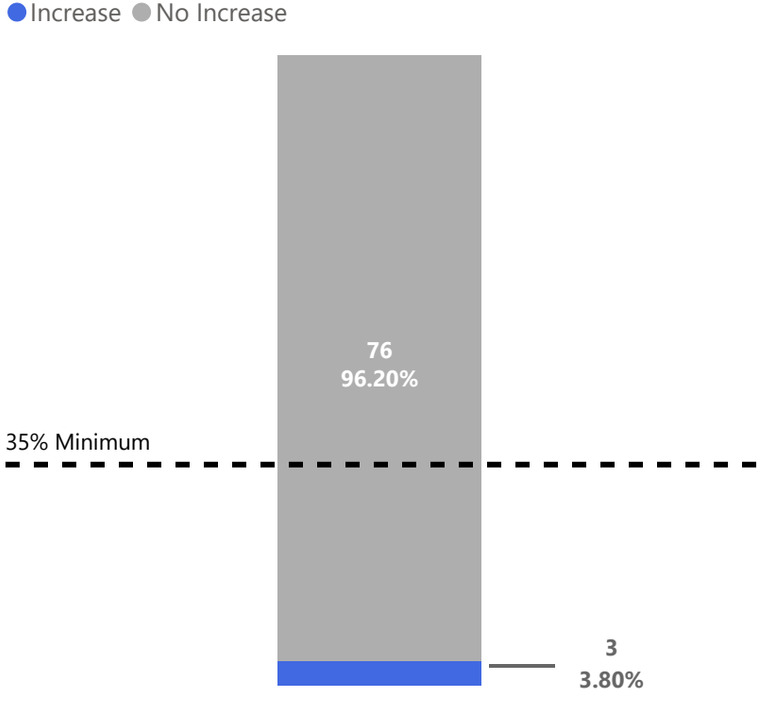
(SPM Metric 7a.1 - Exited Clients)



Min: 55% (Successful Exits)
Min: 40% (Permanent)
Min: 25% (Temporary, Institutional, or Sheltered)

Employment and Income Growth

(Clients with a Date of Engagement)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Housing Navigation Center

Housing Navigation Center (HNC): The navigation center serves as a specialized facility offering comprehensive support services during daytime hours, when most emergency shelters are closed. It focuses on connecting residents with mental health care, addiction treatment, and housing placement services through individualized case management.

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Housing Navigation Center (HNC)
HMIS Name: JHH--DS--Housing Navigation Center

Grants:

- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)
- City of Spokane: Human Services Grant (HSG)

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

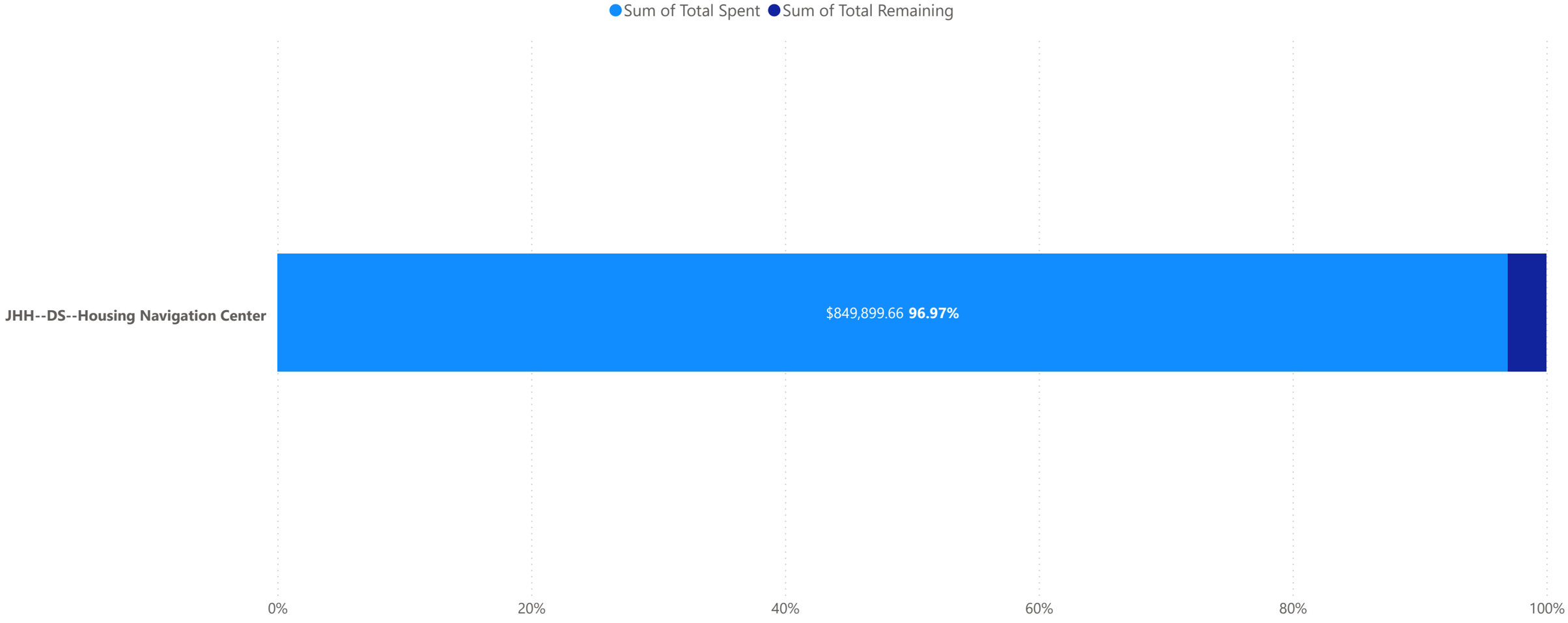
Spend Down - Housing Navigation Center

Q1 July | August | September

Q2 October | November | December

Q3 January | February | March

Q4 April | May | June



Housing (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Housing Navigation Center Performance Overview

Number of Individuals Served

2079

Average Time from Date of Engagement to Successful Exit

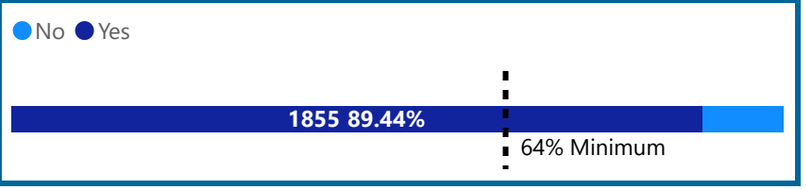
No Client exited successfully from this project that had a Date of Engagement.

-- HMIS Team

Clients with a Date of Engagement

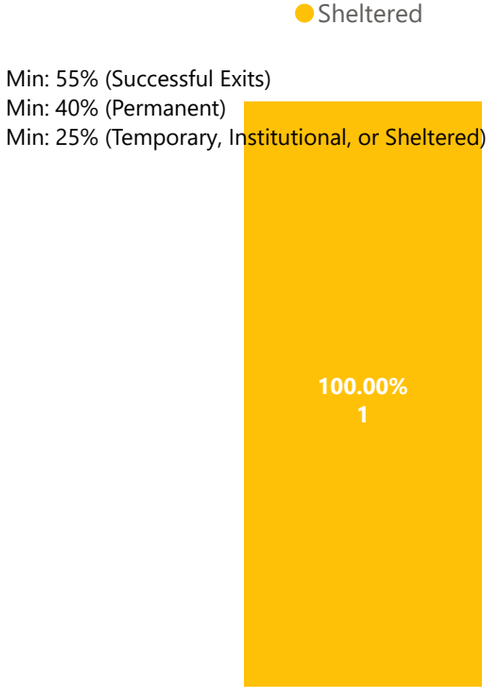
2011

Serving those with Long Length of Homelessness



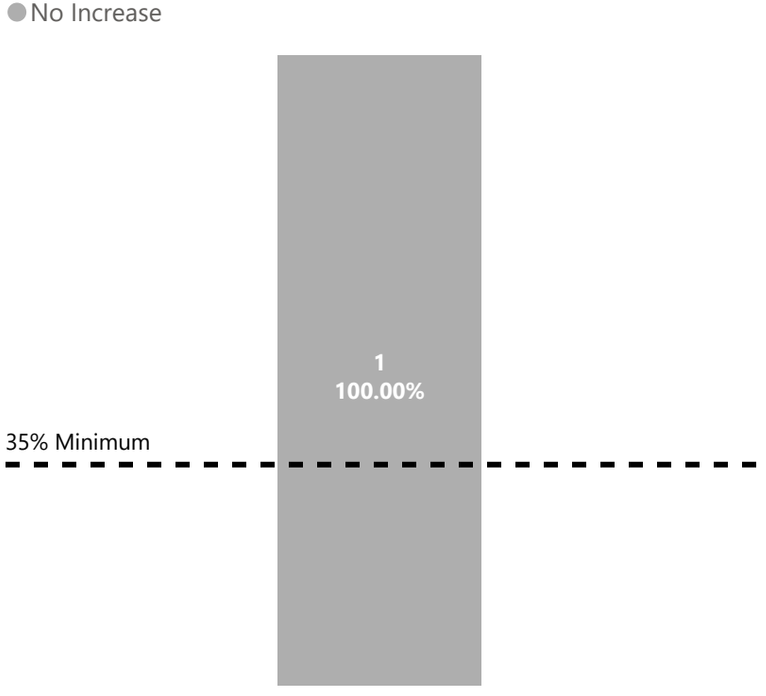
Exits from Street Outreach

(SPM Metric 7a.1 - Exited Clients)



Employment and Income Growth

(Clients with a Date of Engagement)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

Housing (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Housing Navigation Center
Jewels Helping Hands - Housing Navigation Center (HNC)

Number of Individuals Served

2079

Average Time from Date of Engagement to Successful Exit

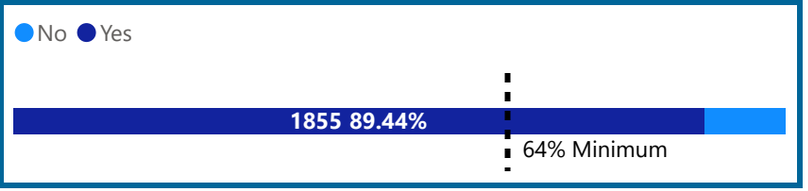
No Client exited successfully from this project that had a Date of Engagement.

-- HMIS Team

Clients with a Date of Engagement

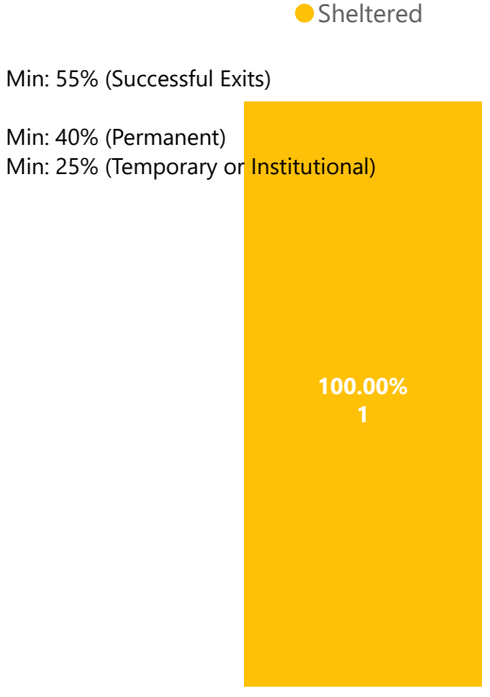
2011

Serving those with Long Length of Homelessness



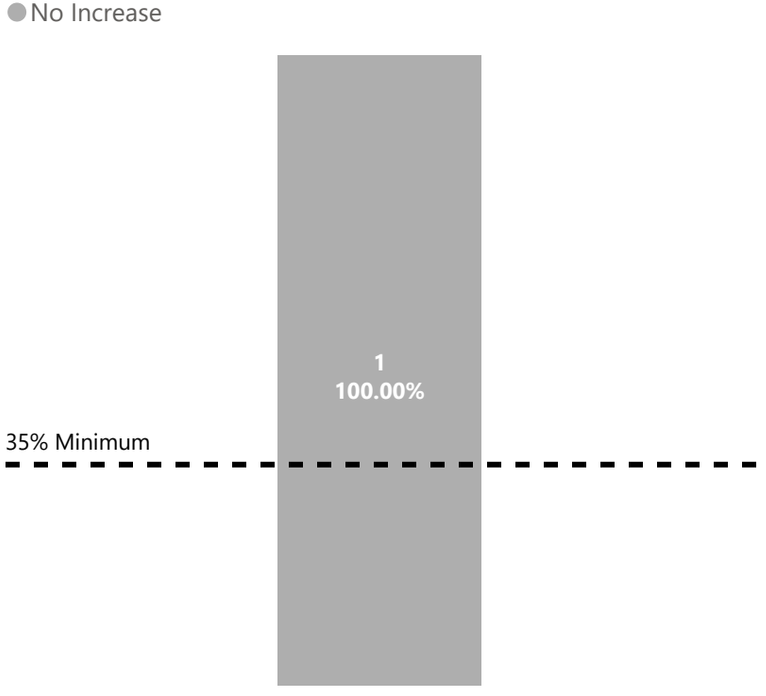
Exits from Street Outreach

(SPM Metric 7a.1 - Exited Clients)



Employment and Income Growth

(Clients with a Date of Engagement)



Returns to Homelessness

(SPM Metric 2b)

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

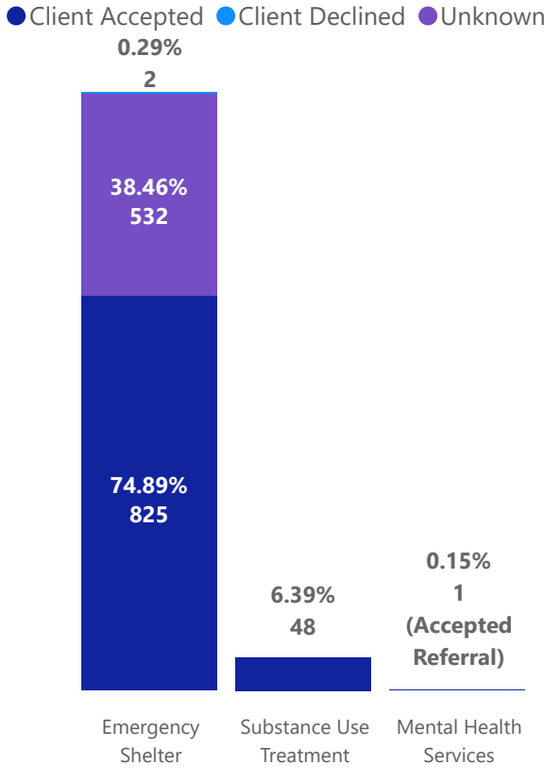
-- HMIS Team

Housing Services (Pilot Program) PY 2025-26 Quarterly Performance Report

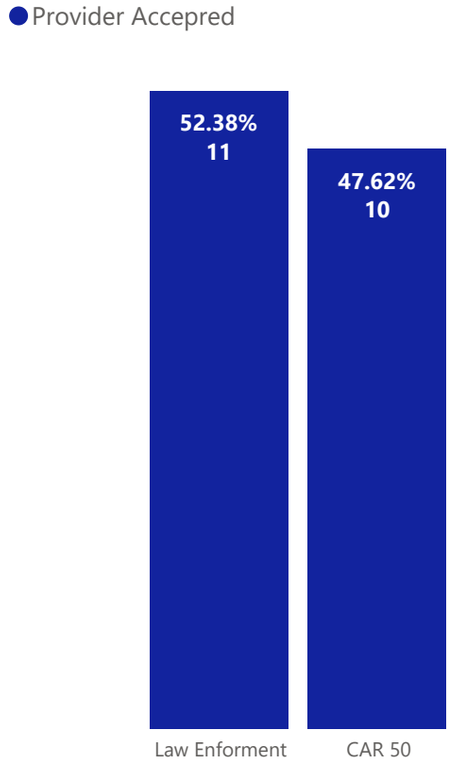
Quarter 4 - Housing Navigation Center
Jewels Helping Hands - Housing Navigation Center (HNC)

Number of Individuals Served	Average Number of Daily Clients	Number of Services	Number of Referrals
2079	104	34,930	1429

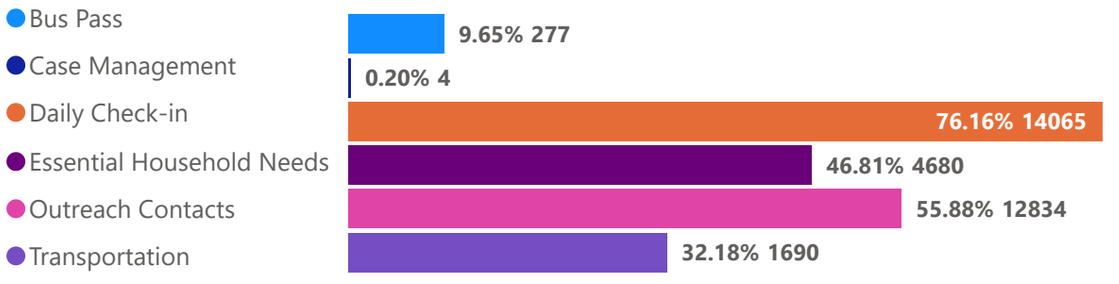
Referrals From HNC



Referrals To HNC



Services Provided



Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: House of Charity Shelter
HMIS Name: CC--ES--HOC Shelter
Inventory: 102 Beds (Households without children)

Grants:
- City of Spokane: Human Services Grant (HSG)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

Public Name: Families Shelter
HMIS Name: FPS--ES--Families Shelter
Inventory: 55 Beds (Households with at least one adult and one child)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

Public Name: FPS - Scattered Sites
HMIS Name: FPS--ES--Scattered Sites
Inventory: 17 Beds (Households with at least one adult and one child)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- City of Spokane: Behavioral Health and Housing Related Services (1590)
- City of Spokane: Human Services Grant (HSG)

Public Name: Recovery Options Center
HMIS Name: CAT--ES--Recovery Options Center
Inventory: 24 Beds (Households without children)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- City of Spokane: Behavioral Health and Housing Related Services (1590)

Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Women's Shelter
HMIS Name: JHH--ES--Womens Shelter--Scattered Site
Inventory: 30 Beds (Households without children)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- City of Spokane: Behavioral Health and Housing Related Services (1590)
- City of Spokane: Human Services Grant (HSG)

Public Name: Churches
HMIS Name: JHH--ES--Churches--Scattered Site
Inventory: 60 Beds (Households without children)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard
- City of Spokane: Behavioral Health and Housing Related Services (1590)
- City of Spokane: Human Services Grant (HSG)

Public Name: Aurora Center
HMIS Name: JHH--ES--Aurora Center
Inventory: 15 Beds (Households without children)

Grants:
- City of Spokane: Behavioral Health and Housing Related Services (1590)

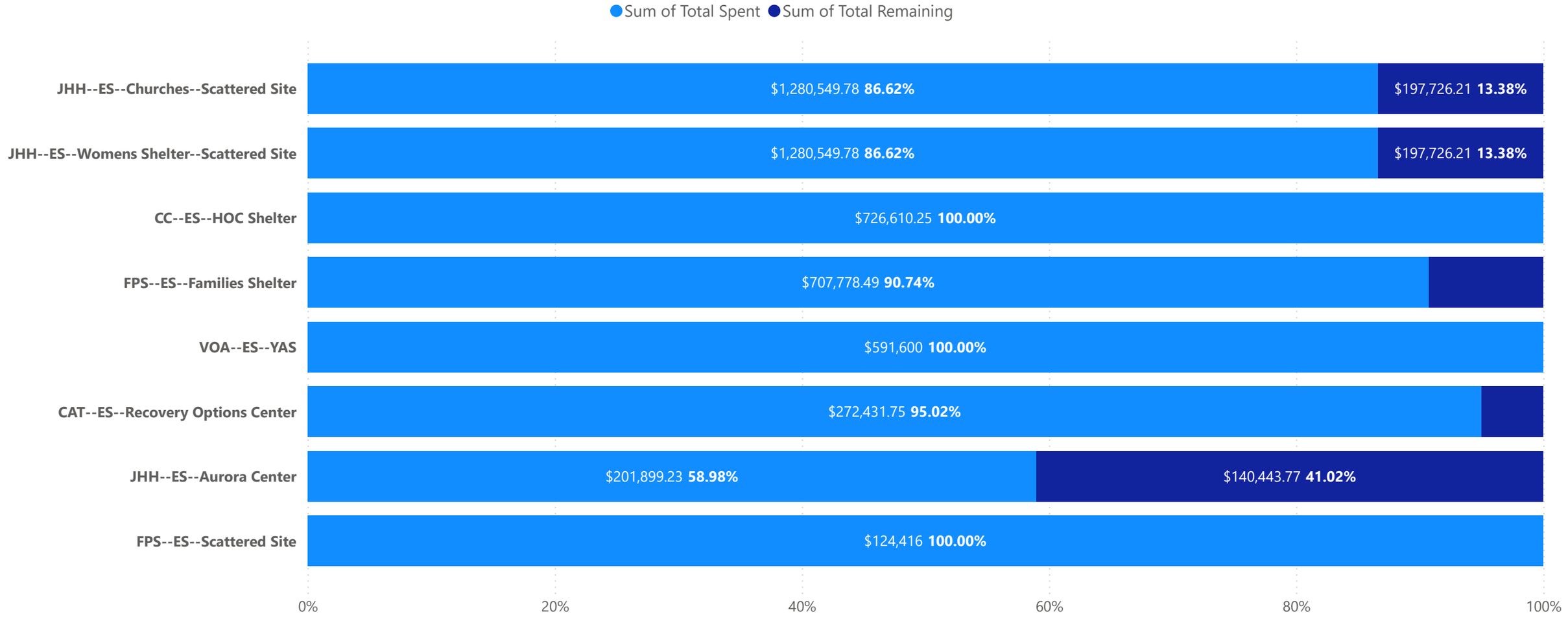
Public Name: Young Adult Shelter
HMIS Name: VOA--ES--YAS
Inventory: 44 Beds (Households without children)

Grants:
- City of Spokane: Behavioral Health and Housing Related Services (1590)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard

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

Spend Down - Emergency Shelter - Night-by-Night

Q1			Q2			Q3			Q4		
July	August	September	October	November	December	January	February	March	April	May	June



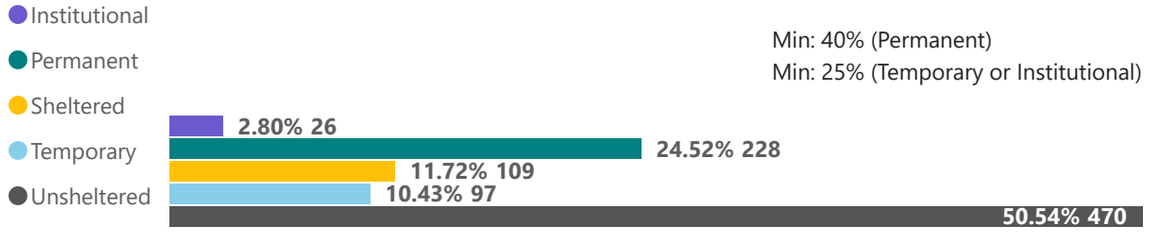
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter Performance Overview

Number of Individuals Served	Length of Time Homeless in ES (SPM Metric 1a.1)	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization (Local Measure)
1917	69 Max: 90 Days	978	45 Max: 30 Days	84% Min: 85%

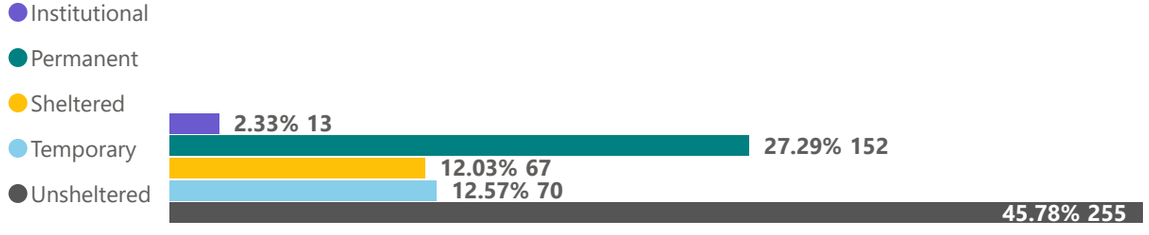
Exits

(SPM Metric 7b.1 - Exited Clients)



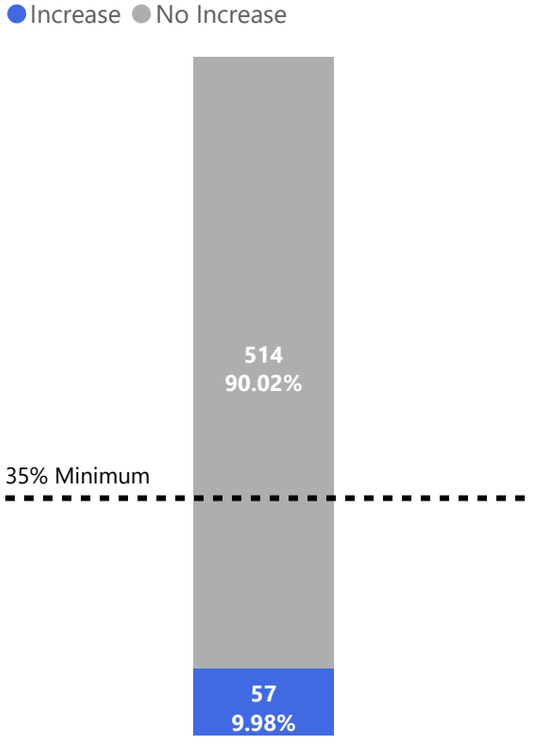
Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)



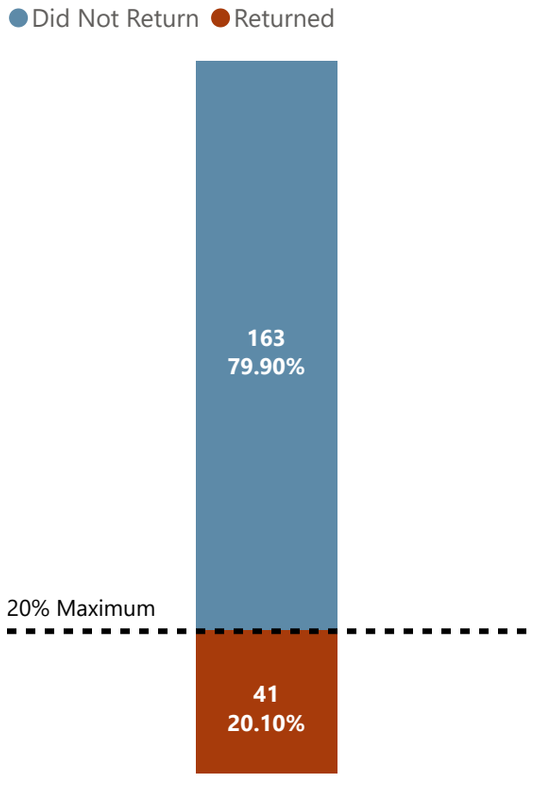
Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Night-by-Night Emergency Shelter
Catholic Charities - House of Charity Shelter

Number of Individuals Served	Length of Time Homeless in ES	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization
Projected Individuals Served: 461	(SPM Metric 1a.1)			(Local Measure)
487	119 Max: 90 Days	168	239 Max: 30 Days	93% Min: 85%

Exits

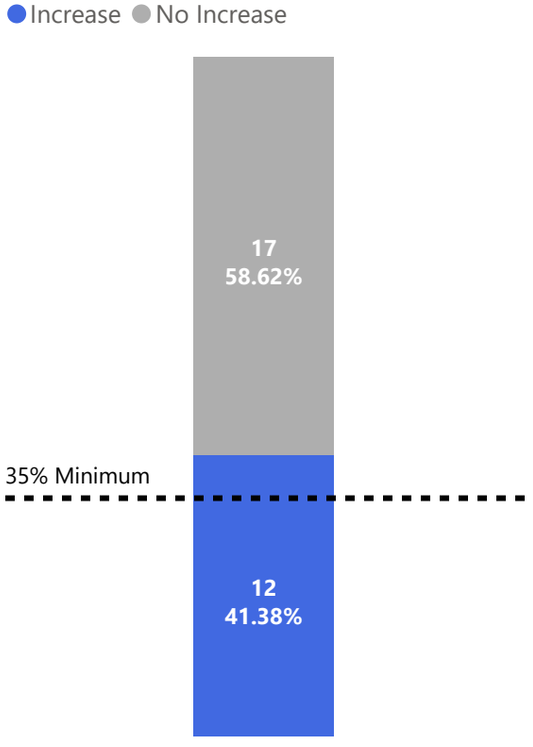
(SPM Metric 7b.1 - Exited Clients)

Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)

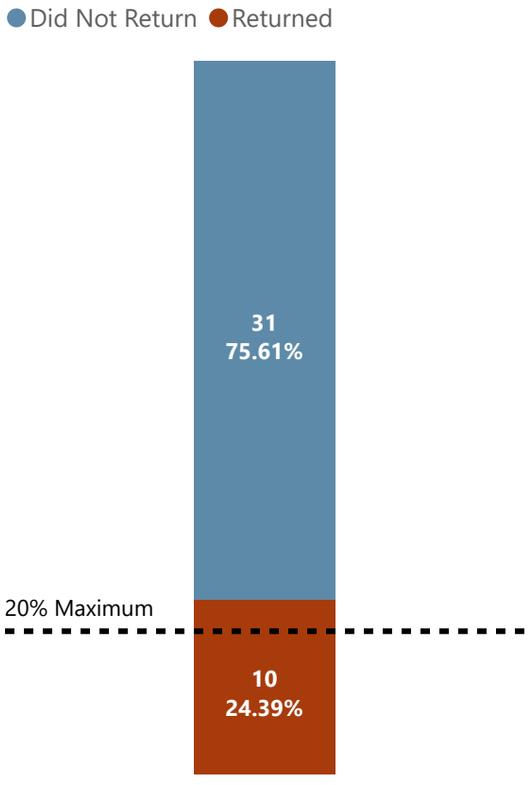
Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)



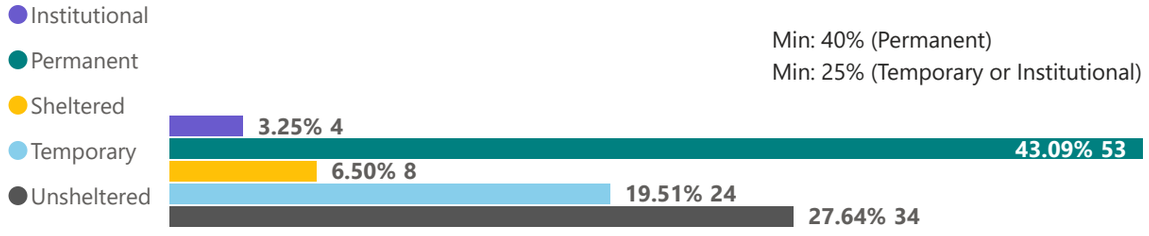
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter
Family Promise of Spokane - Families Shelter

Number of Households Served	Length of Time Homeless in ES	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization
Projected Households Served: 204	(SPM Metric 1a.1)			(Local Measure)
143	57 Max: 90 Days	103	3 Max: 30 Days	92% Min: 85%

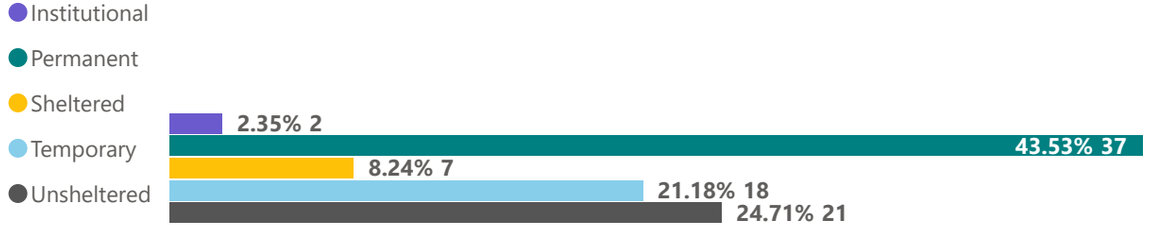
Exits

(SPM Metric 7b.1 - Exited Clients)



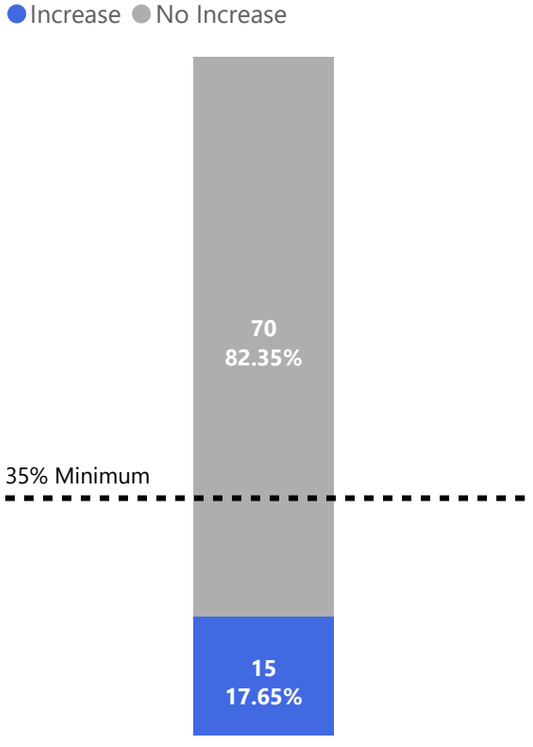
Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)



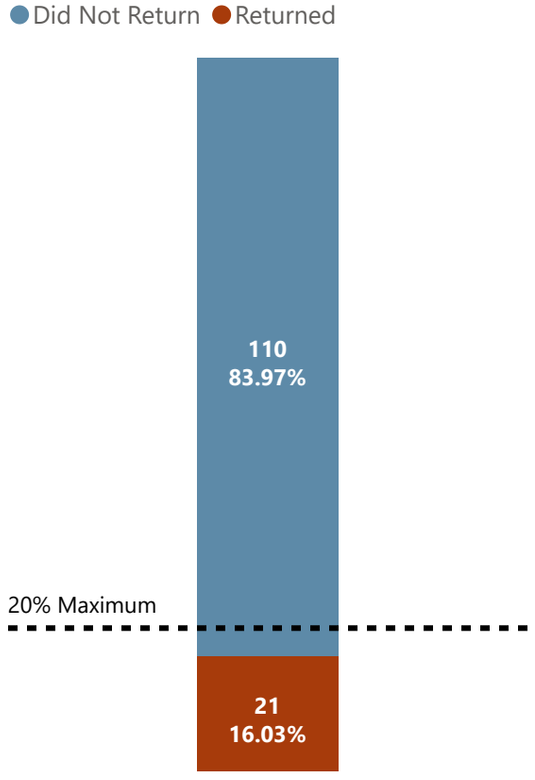
Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)



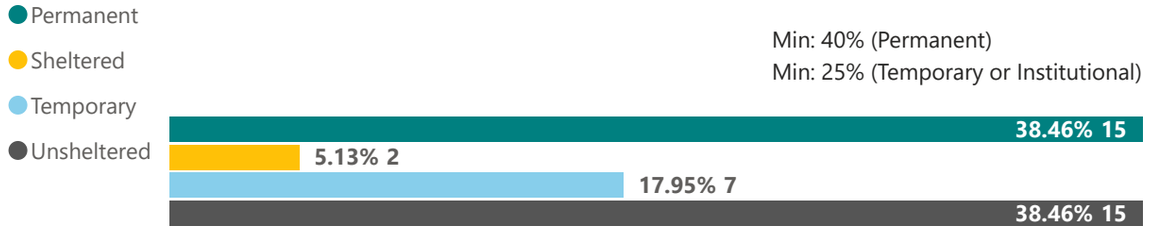
Housing Services (Pilot Programs) PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter
Family Promise of Spokane - Scattered Sites

Number of Households Served	Length of Time Homeless in ES	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization
Projected Households Served: 25	(SPM Metric 1a.1)			(Local Measure)
43	50 Max: 90 Days	30	3 Max: 30 Days	69% Min: 85%

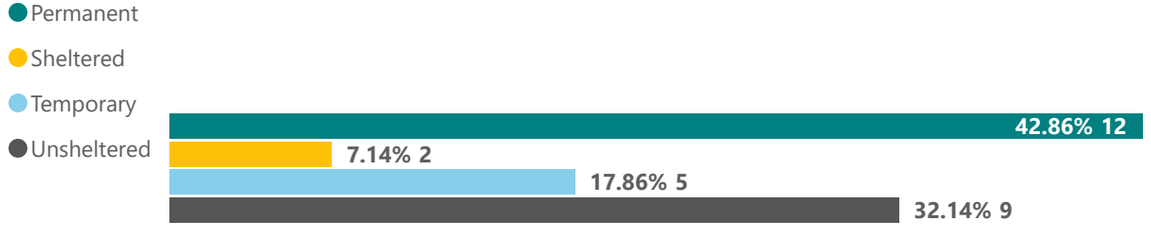
Exits

(SPM Metric 7b.1 - Exited Clients)



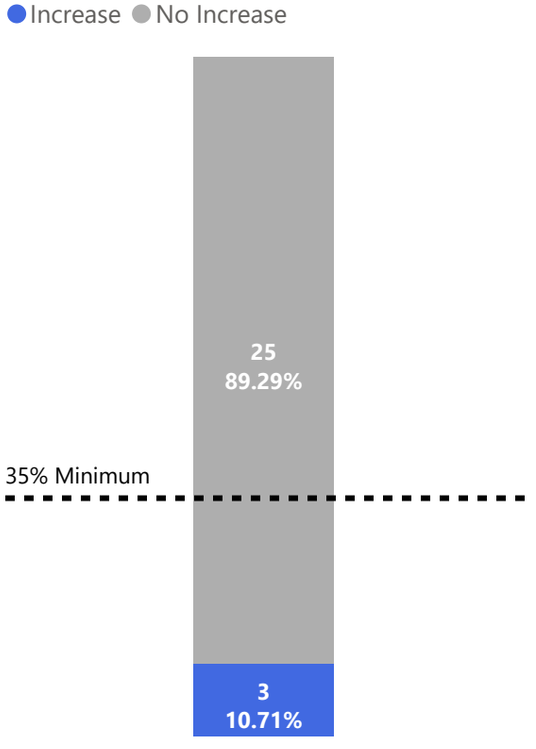
Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)



Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

20% Maximum

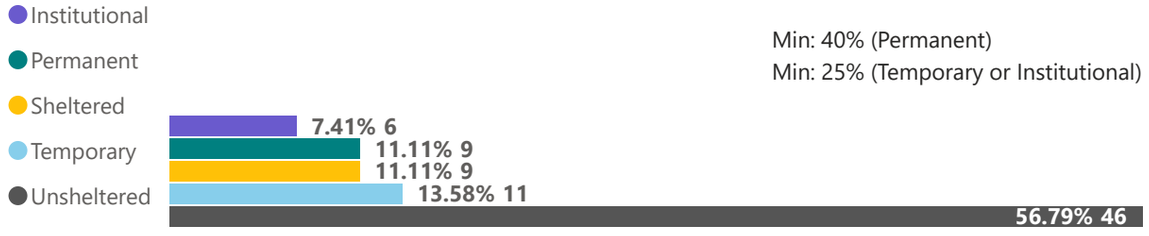
Housing Services (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter
Compassionate Addictive Treatment - Recovery Options Center

Number of Individuals Served	Length of Time Homeless in ES	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization
Projected Individuals Served: 81	(SPM Metric 1a.1)			(Local Measure)
111	84 Max: 90 Days	100	1 Max: 30 Days	81% Min: 85%

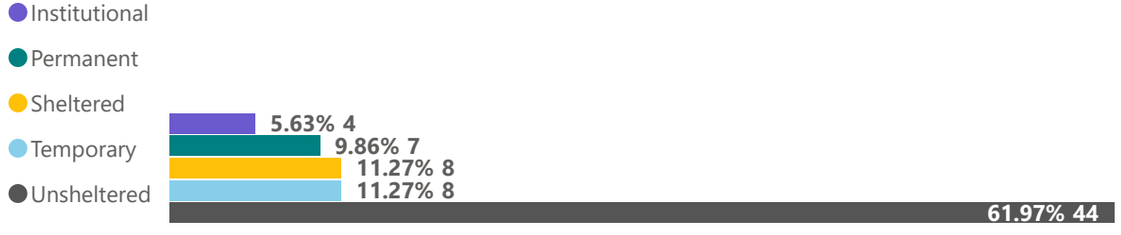
Exits

(SPM Metric 7b.1 - Exited Clients)



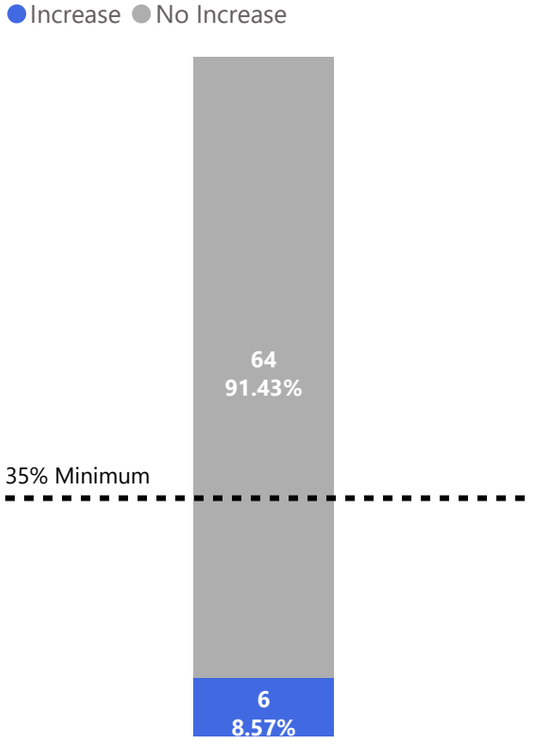
Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)



Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

20% Maximum

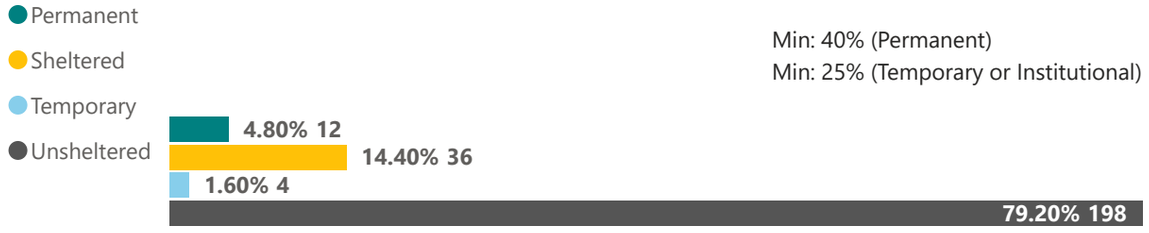
Housing Services (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter
Jewels Helping Hands - Women's Shelter

Number of Individuals Served	Length of Time Homeless in ES	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization
Projected Individuals Served: 250	(SPM Metric 1a.1)			(Local Measure)
297	29 Max: 90 Days	179	2 Max: 30 Days	79% Min: 85%

Exits

(SPM Metric 7b.1 - Exited Clients)

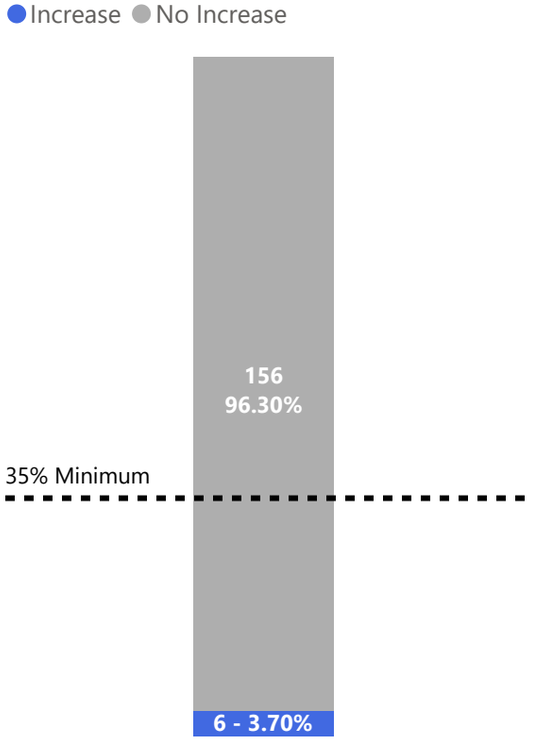


Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)

Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

20% Maximum

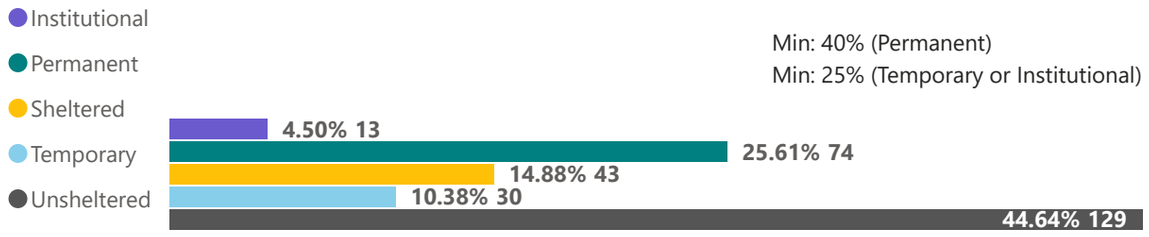
Housing Services (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter
Jewels Helping Hands - Churches

Number of Individuals Served	Length of Time Homeless in ES	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization
Projected Individuals Served: 600	(SPM Metric 1a.1)			(Local Measure)
362	67 Max: 90 Days	136	1 Max: 30 Days	94% Min: 85%

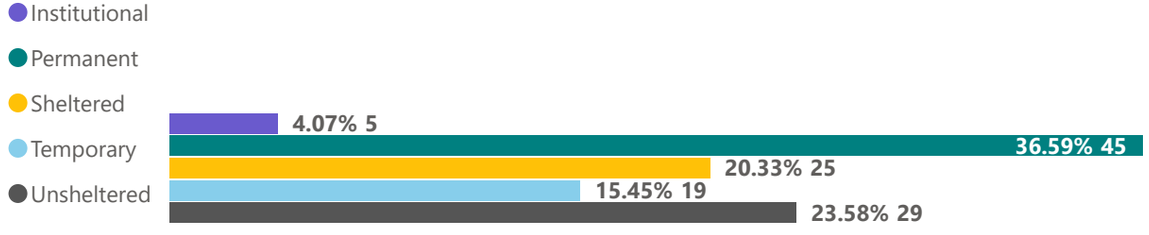
Exits

(SPM Metric 7b.1 - Exited Clients)



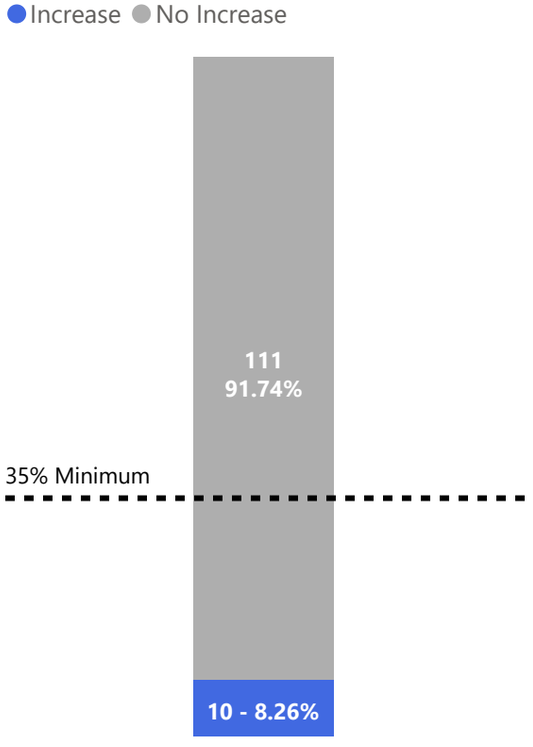
Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)



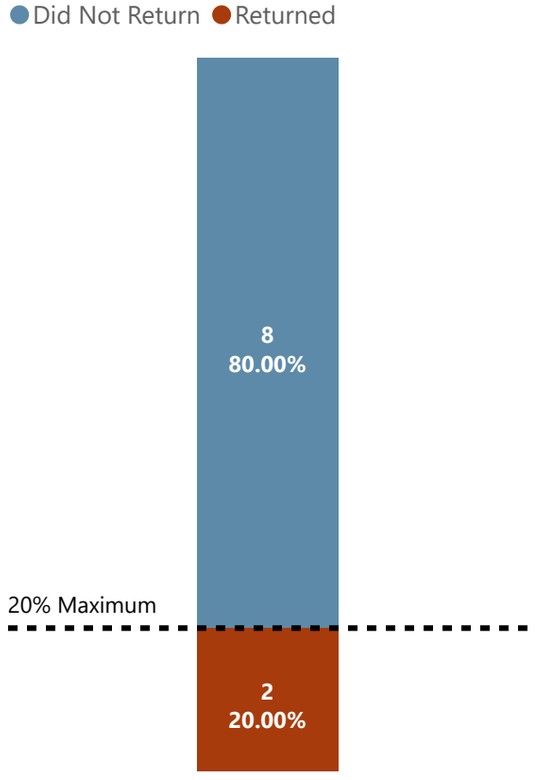
Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)



Housing Services (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter
Jewels Helping Hands - Aurora Center

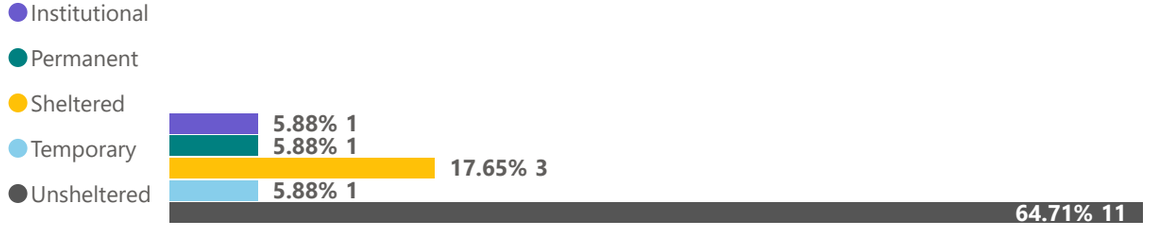
Number of Individuals Served	Length of Time Homeless in ES (SPM Metric 1a.1)	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization (Local Measure)
69	24 Max: 90 Days	19	0 Max: 30 Days	86% Min: 85%

Exits

(SPM Metric 7b.1 - Exited Clients)

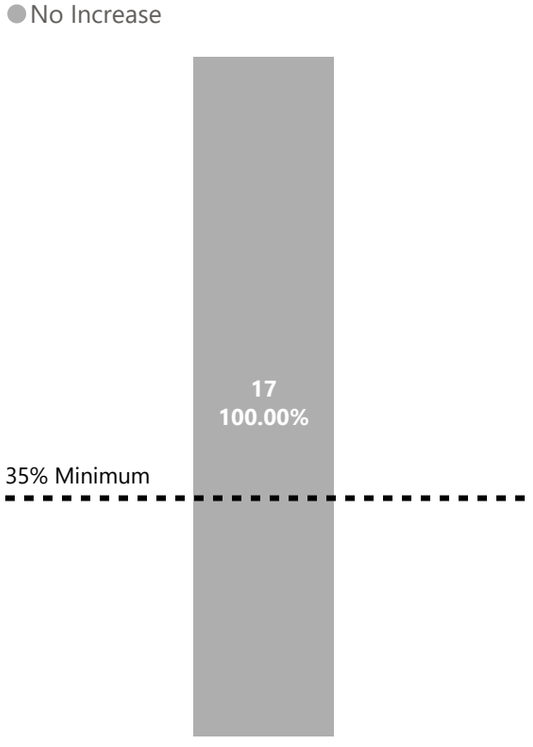
Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)



Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

20% Maximum

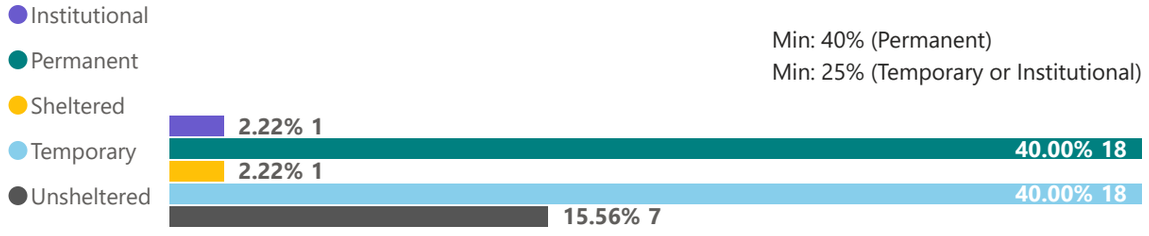
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Night-by-Night Emergency Shelter
Volunteers of America - Young Adult Shelter

Number of Individuals Served	Length of Time Homeless in ES	Clients with a Date of Engagement	Average Length of Time to Date of Engagement (Days)	Average Rate of Utilization
Projected Individuals Served: 199	(SPM Metric 1a.1)			(Local Measure)
258	53 Max: 90 Days	179	14 Max: 30 Days	78% Min: 85%

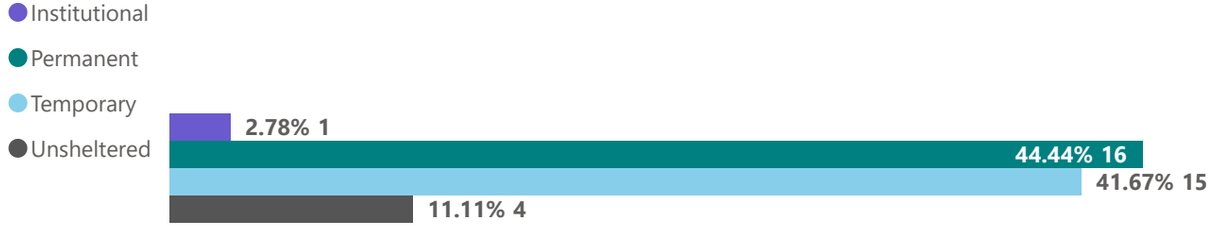
Exits

(SPM Metric 7b.1 - Exited Clients)



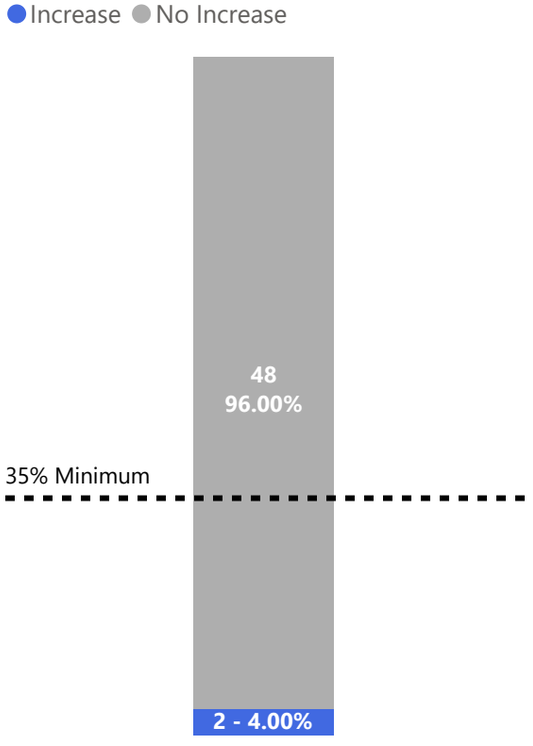
Exits

(SPM Metric 7b.1 - Only W/ Date of Engagement)



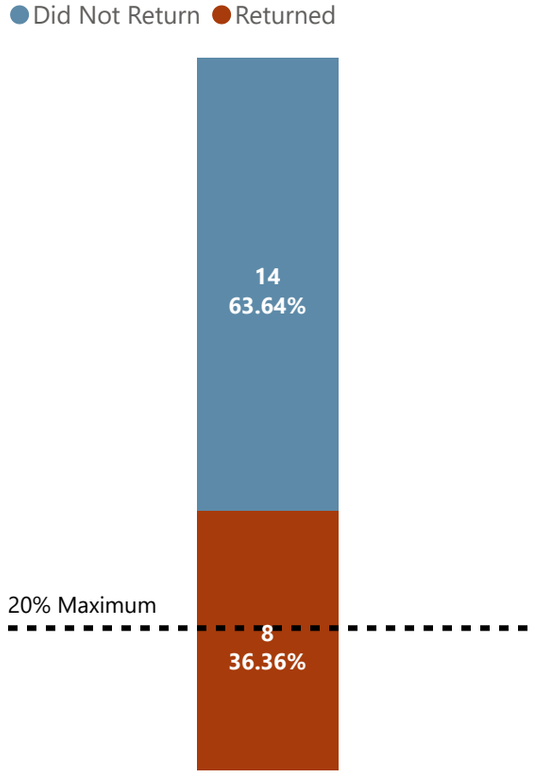
Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)



Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Continuous Stay Emergency Shelter

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: The Way Out Shelter
HMIS Name: TSA--ES--The Way Out Center
Inventory: 30 Beds (Households without children)

Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
- Spokane County: Homeless Housing Assistance Act (HHAA)
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

Public Name: Crosswalk Youth Shelter
HMIS Name: VOA--ES--Crosswalk Youth Shelter
Inventory: 18 Beds (Households with only children)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)
- WA Dept. Commerce: Supportive Services - Ancillary Therapeutic Services (ATS)
- Health and Human Services (HHS): Runaway Homeless Youth (RHY) - Basic Center Program (BCP)

Public Name: DV Shelter
HMIS Name: YWCA--ES--DV Shelter
Inventory: 25 Beds (Households with at least one adult and one child), 6 Beds (Households without children)

Grants:
- City of Spokane: Behavioral Health and Housing Related Services (1590)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard

Public Name: Emergency Declaration
HMIS Name: YWCA--ES--Emergency Declaration
Inventory: 18 Beds (Households with at least one adult and one child), 1 Bed (Households without children)

Grants:
- City of Spokane: Behavioral Health and Housing Related Services (1590)

Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Continuous Stay Emergency Shelter

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Catalyst
HMIS Name:
- CC--ES--Catalyst--ROW
- CC--ES--Community Catalyst--ROW

Inventory: 80 Beds (Households without children)

Grants:
- WA Dept. Commerce: Right of Way (ROW)

Public Name: Revive Homes
HMIS Name: REV--ES--Homes--ROW
Inventory: 35 Beds (Households with only children)

Grants:
- WA Dept. Commerce: Right of Way (ROW)

Public Name: Healing Hearts Medical Respite
HMIS Name: JHH--ES--Healing Hearts Medical Respite
Inventory: 30 Beds (Households without children)

Grants:
- City of Spokane: Behavioral Health and Housing Related Services (1590)
- City of Spokane: Human Services Grant (HSG)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)

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

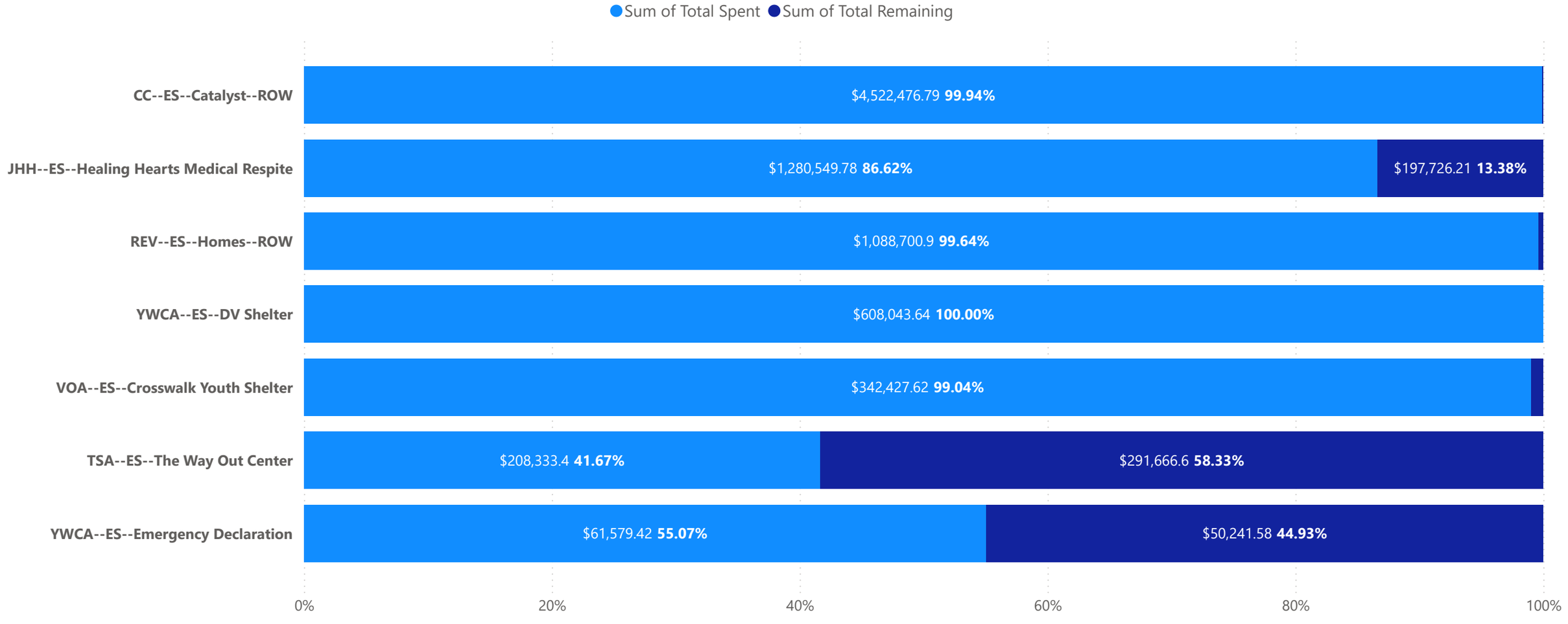
Spend Down - Emergency Shelter - Continuous Stay

Q1 July | August | September

Q2 October | November | December

Q3 January | February | March

Q4 April | May | June



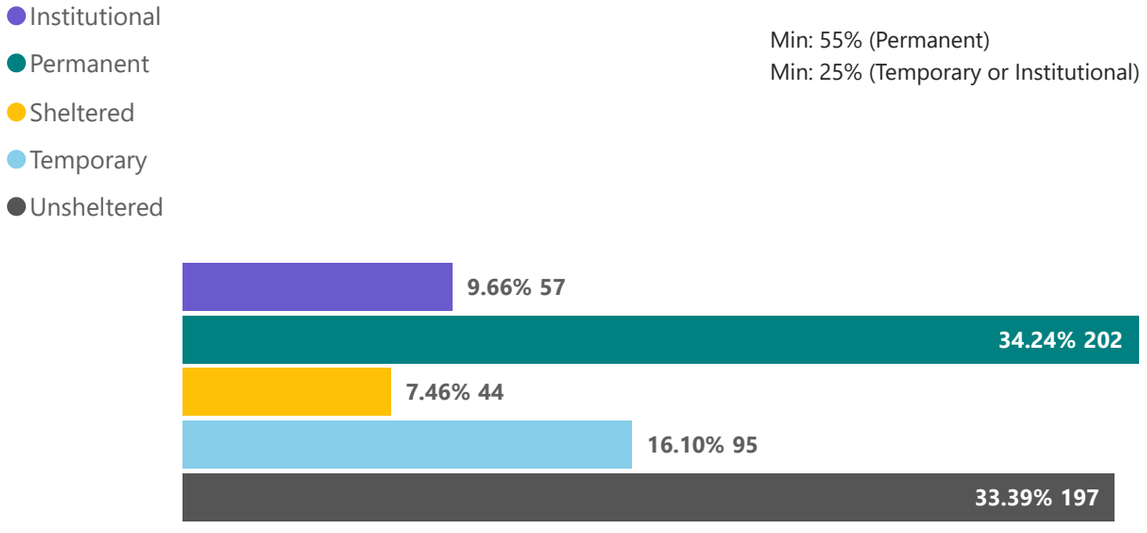
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Continuous Stay Emergency Shelter Performance Overview

Number of Individuals Served	Length of Time Homeless in ES (SPM Metric 1a.1)	Average Rate of Utilization (Local Measure)
914	122 Max: 90 Days	68% Min: 85%

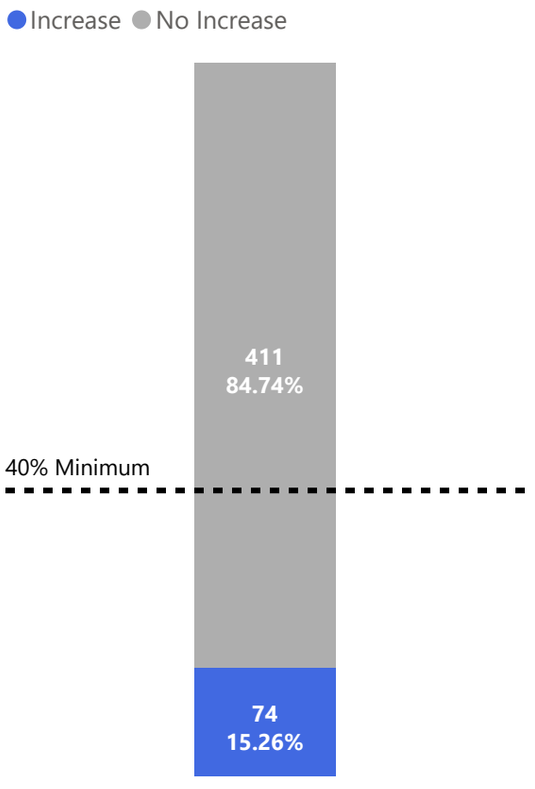
Exits

(SPM Metric 7b.1 - Exited Clients)



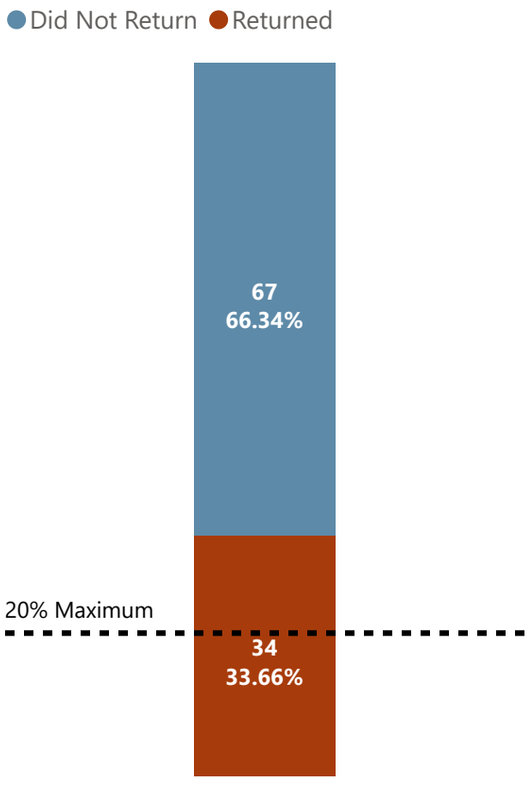
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Continuous Stay Emergency Shelter
The Salvation Army - The Way Out Shelter

Number of Individuals Served

Projected Individuals Served: 250

296

Length of Time Homeless in ES

(SPM Metric 1a.1)

55

Max: 90 Days

Average Rate of Utilization

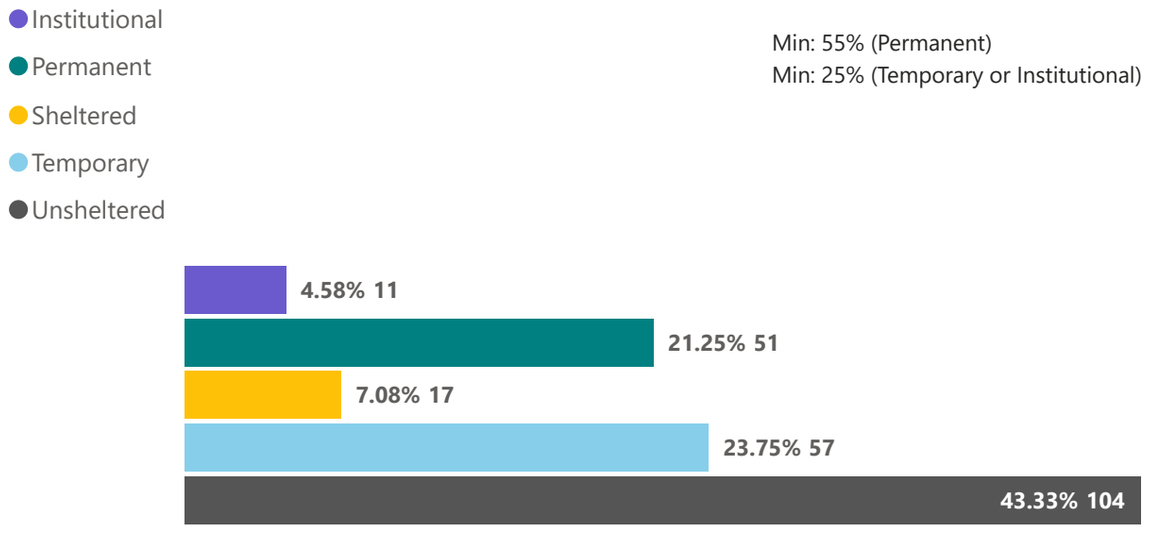
(Local Measure)

98%

Min: 85%

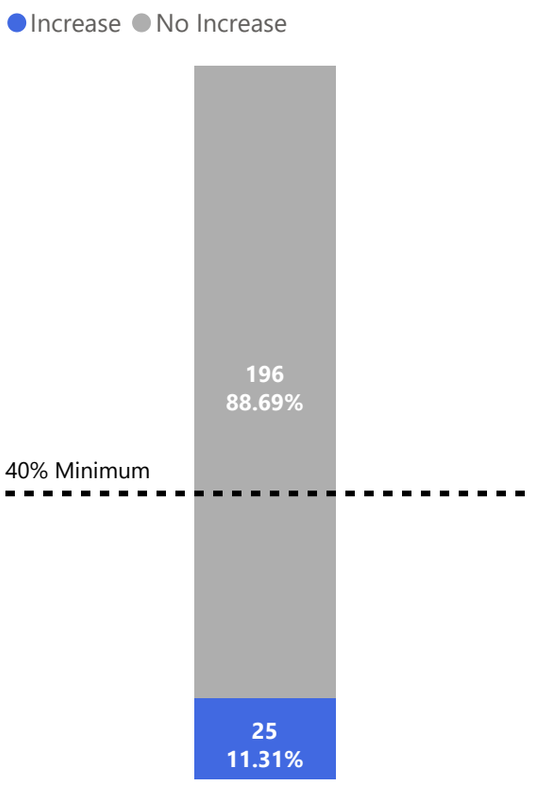
Exits

(SPM Metric 7b.1 - Exited Clients)



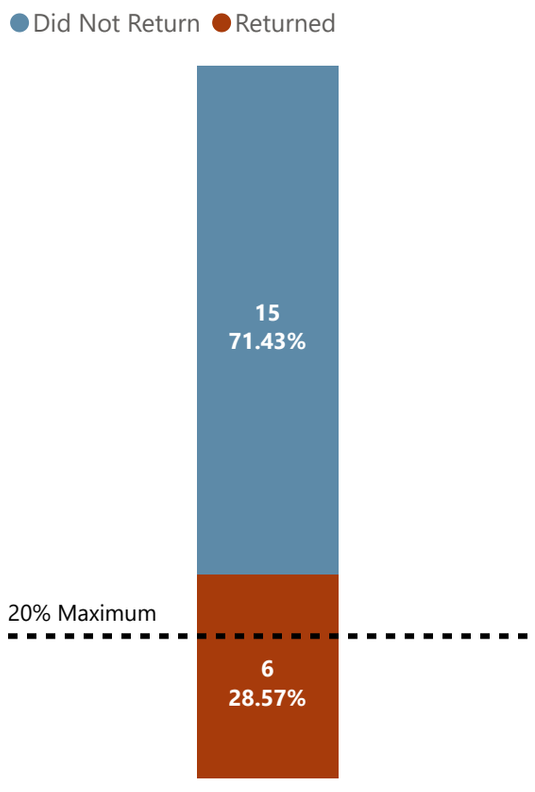
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Continuous Stay Emergency Shelter
Volunteers of America - Crosswalk Youth Shelter

Number of Individuals Served

Projected Individuals Served: 170

118

Length of Time Homeless in ES

(SPM Metric 1a.1)

173

Max: 90 Days

Average Rate of Utilization

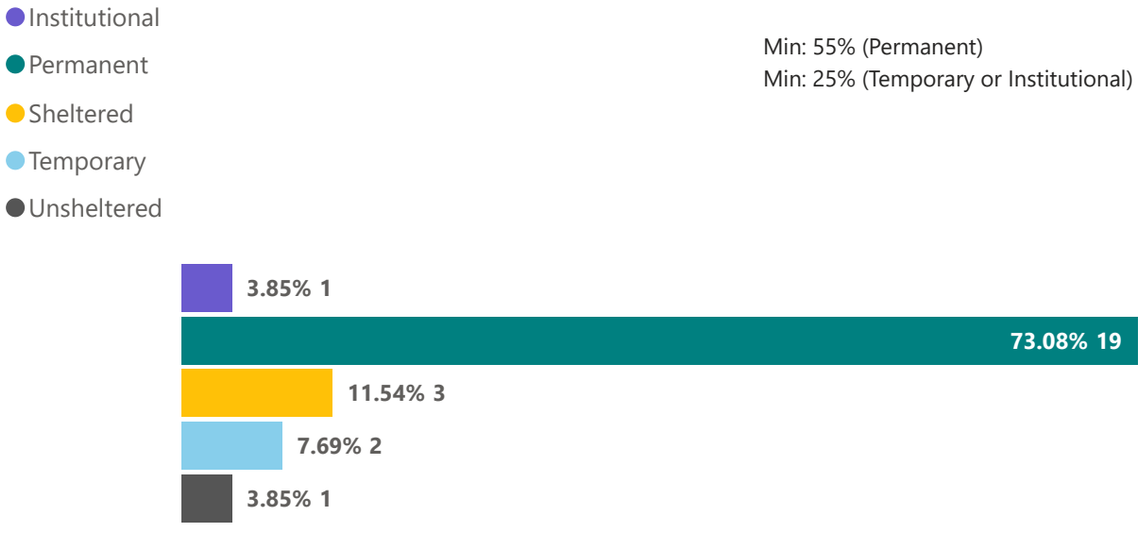
(Local Measure)

65%

Min: 85%

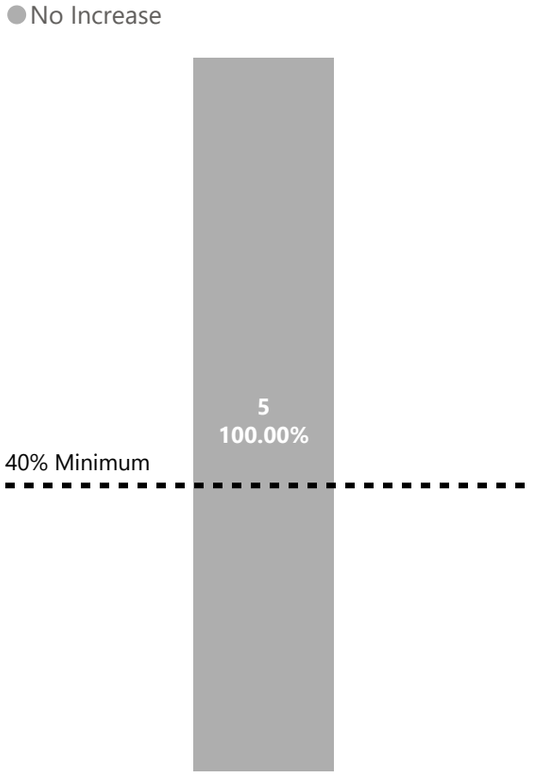
Exits

(SPM Metric 7b.1 - Exited Clients)



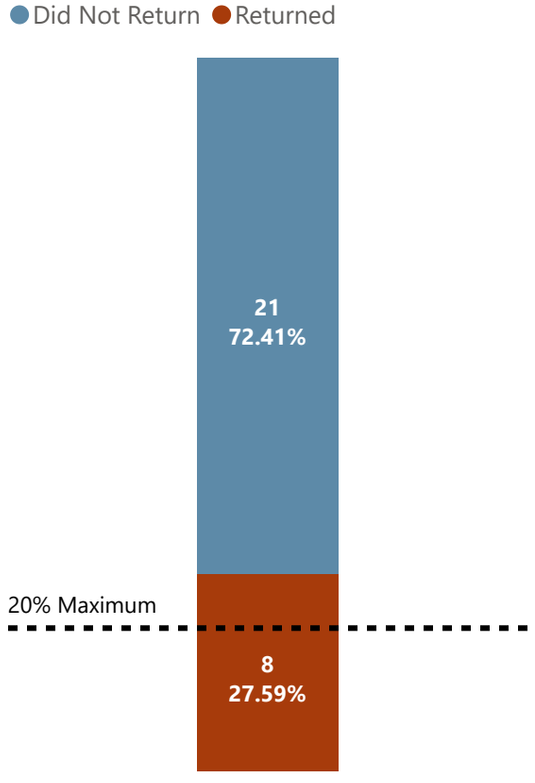
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Continuous Stay Emergency Shelter
YWCA - DV Shelter

Number of Individuals Served

Projected Households Served: 80

90

Length of Time Homeless in ES

(SPM Metric 1a.1)

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

-- HMIS Team

Average Rate of Utilization

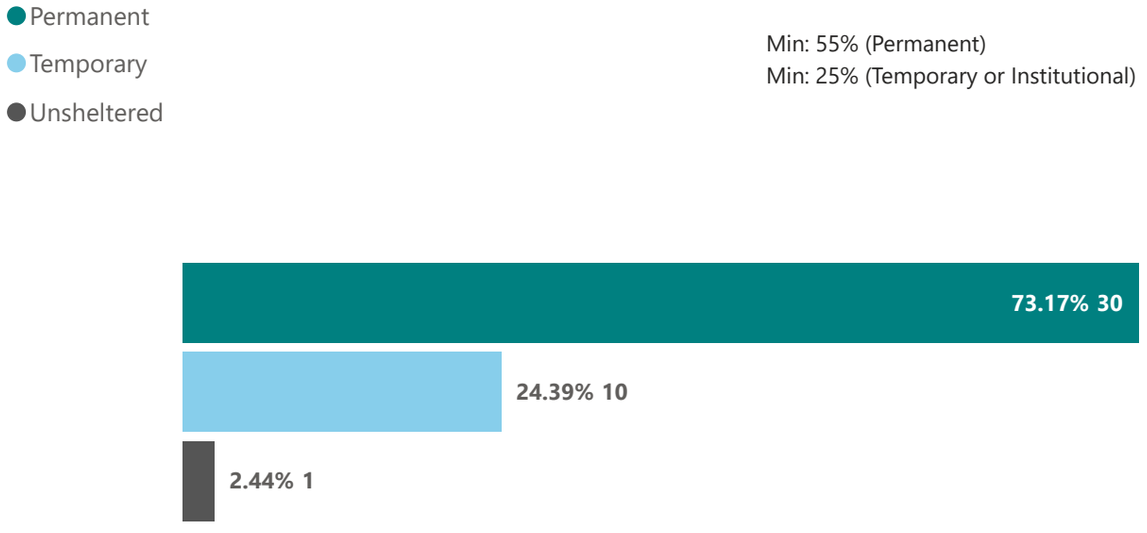
(Local Measure)

51%

Min: 85%

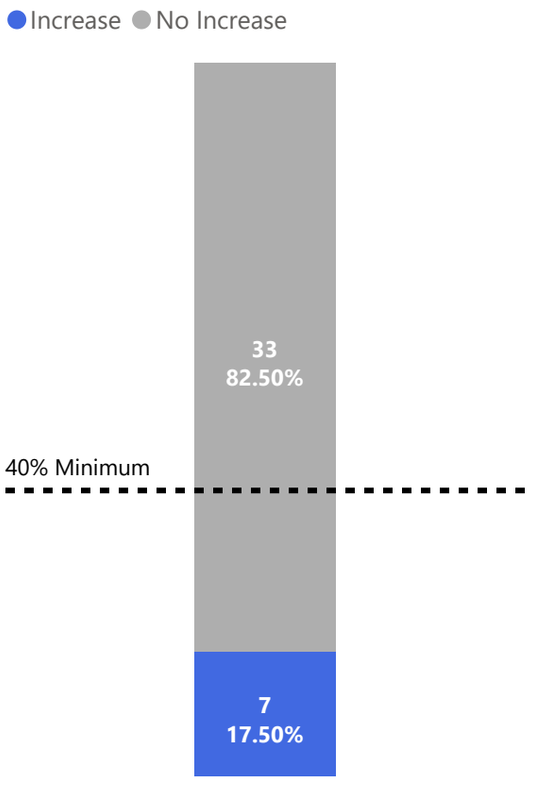
Exits

(SPM Metric 7b.1 - Exited Clients)



Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

20% Maximum

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

Quarter 4 - Continuous Stay Emergency Shelter
YWCA - Emergency Declaration

Note: Project Started 12/1/2025

Number of Individuals Served

70

Length of Time Homeless in ES

(SPM Metric 1a.1)

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

-- HMIS Team

Average Rate of Utilization

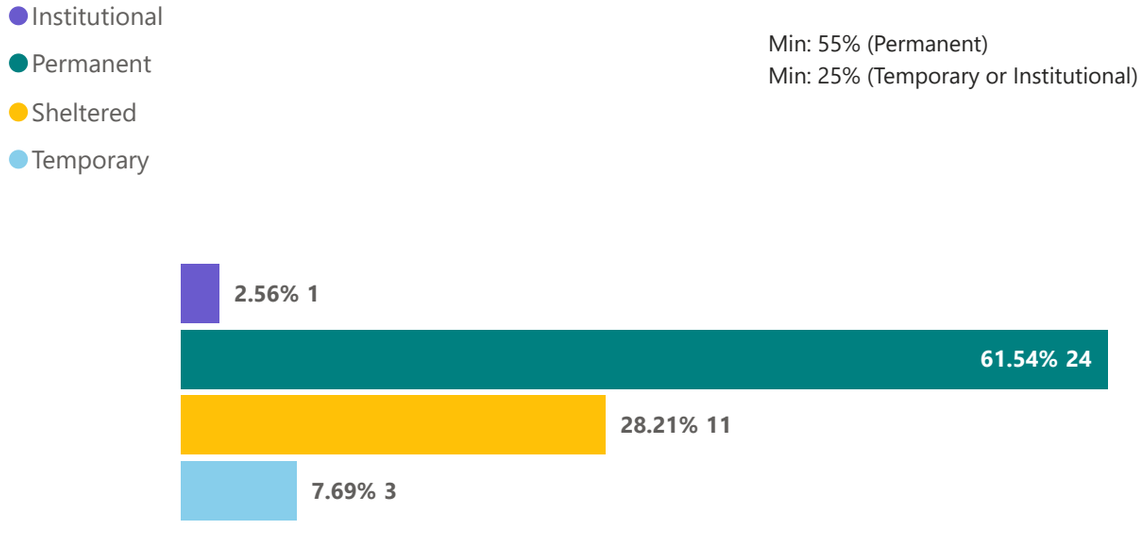
(Local Measure)

100%

Min: 85%

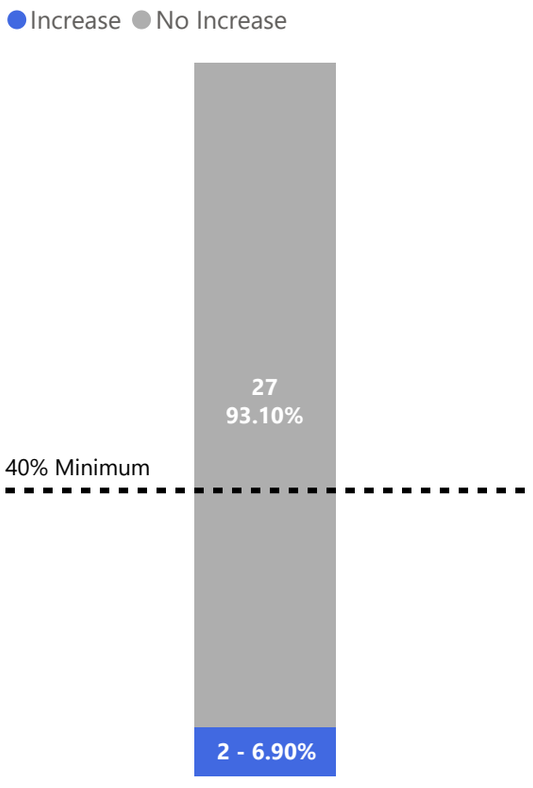
Exits

(SPM Metric 7b.1 - Exited Clients)



Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

20% Maximum

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

Quarter 4 - Continuous Stay Emergency Shelter
Catholic Charities - Catalyst

Number of Individuals Served

Projected Individuals Served: 125

135

Length of Time Homeless in ES

(SPM Metric 1a.1)

277

Max: 90 Days

Average Rate of Utilization

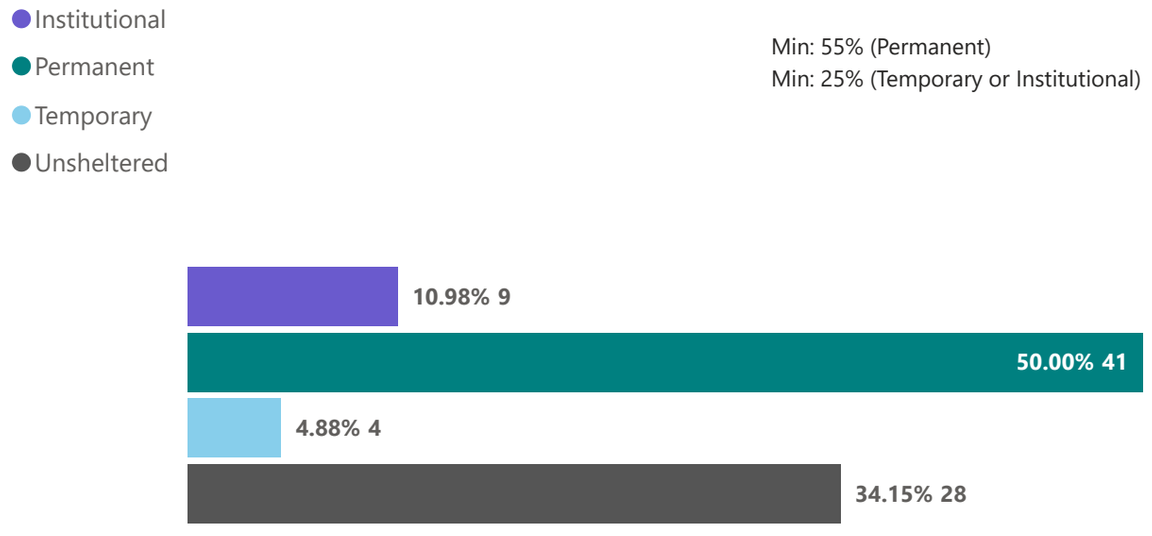
(Local Measure)

71%

Min: 85%

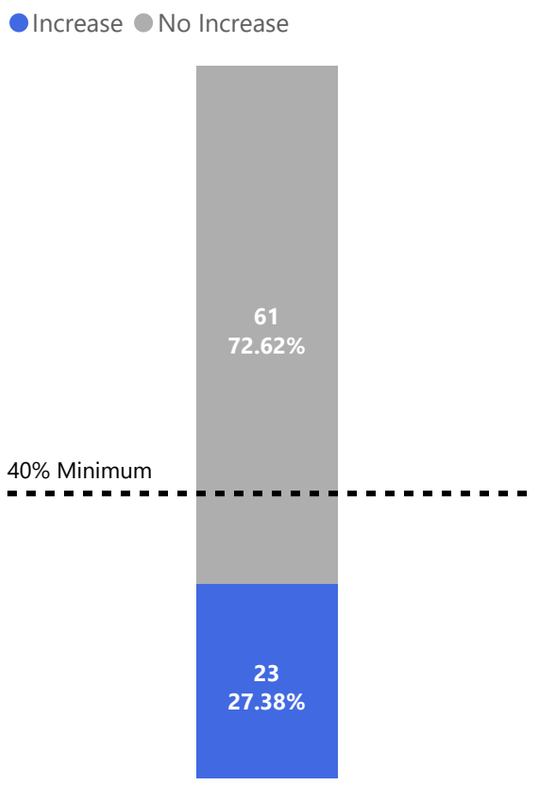
Exits

(SPM Metric 7b.1 - Exited Clients)



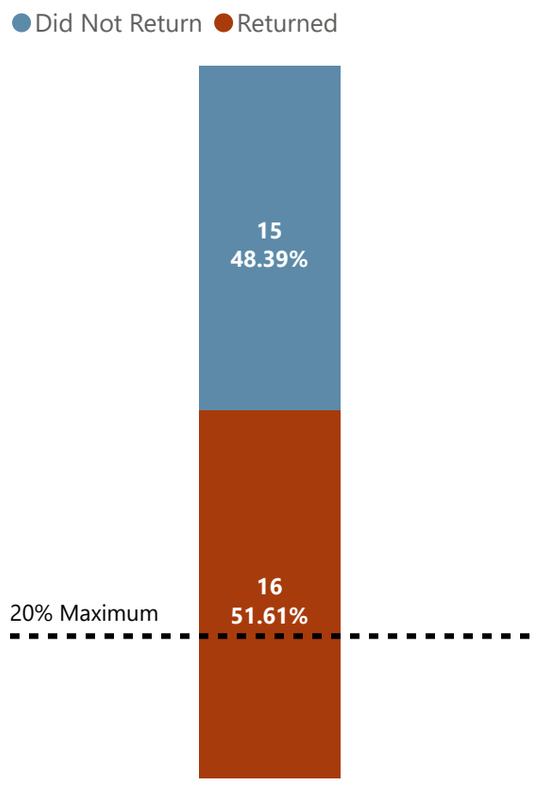
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



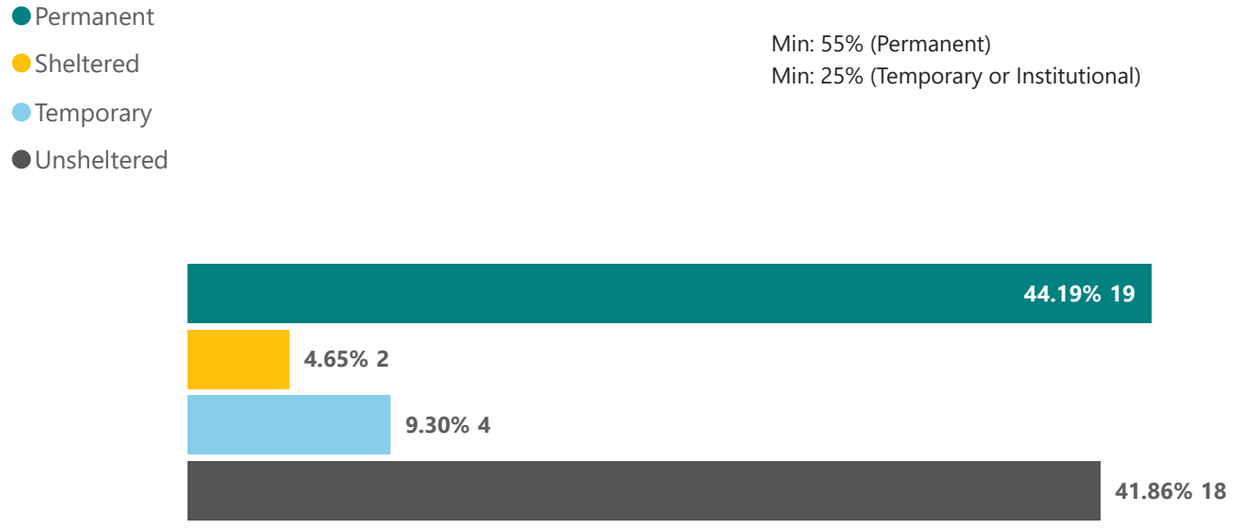
Housing Services (ERP) PY 2025-26 Quarterly Performance Report

Quarter 4 - Continuous Stay Emergency Shelter
Revive Counseling - Revive Homes

Number of Individuals Served	Length of Time Homeless in ES	Average Rate of Utilization
Projected Households Served: 60	(SPM Metric 1a.1)	(Local Measure)
65	186 Max: 90 Days	37% Min: 85%

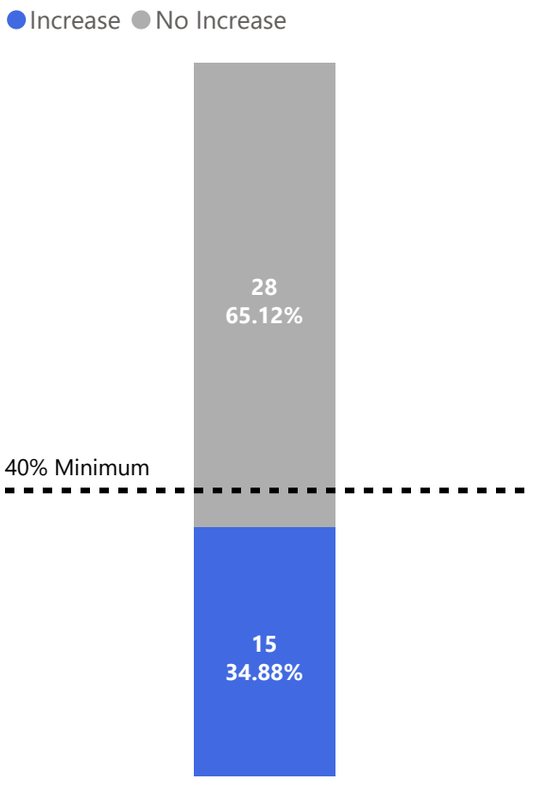
Exits

(SPM Metric 7b.1 - Exited Clients)



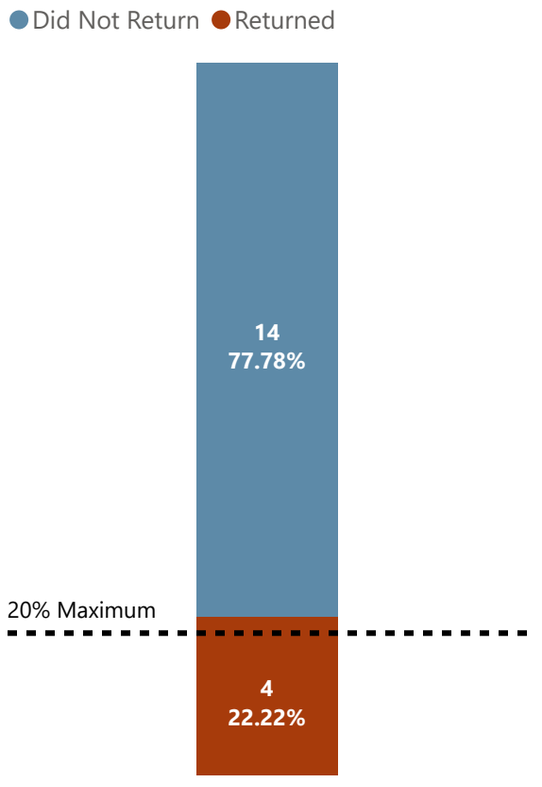
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



Housing Services (Pilot Program) PY 2025-26 Quarterly Performance Report

Quarter 4 - Continuous Stay Emergency Shelter
Jewels Helping Hands - Healing Hearts Medical Respite

Number of Individuals Served

Projected Individuals Served: 110

150

Length of Time Homeless in ES

(SPM Metric 1a.1)

47

Max: 90 Days

Average Rate of Utilization

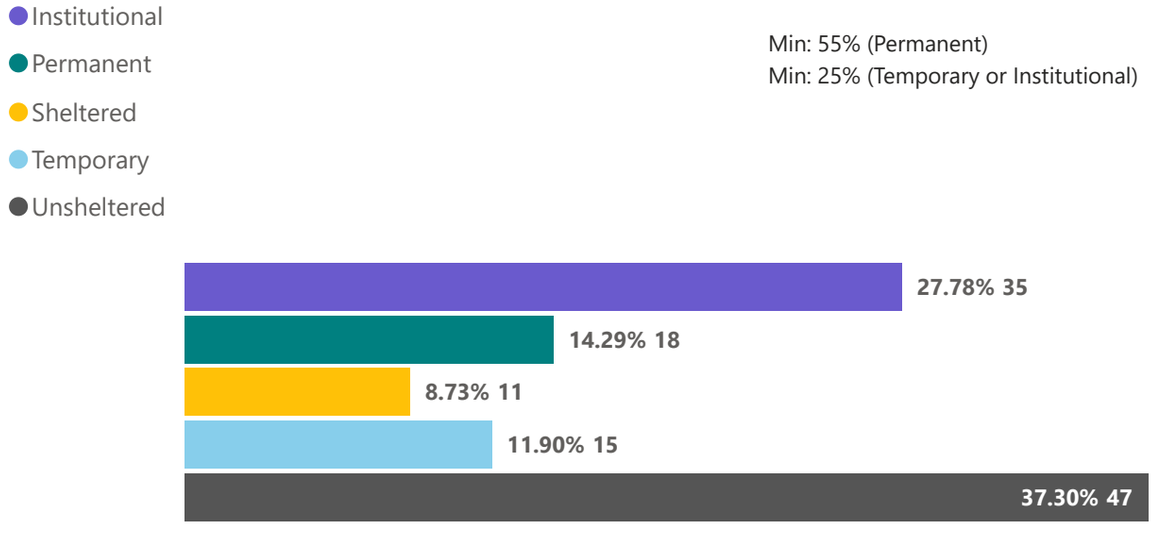
(Local Measure)

54%

Min: 85%

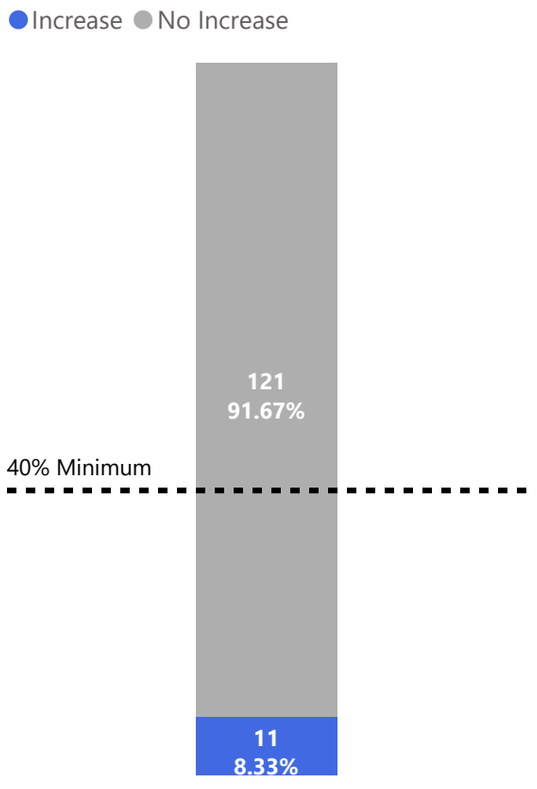
Exits

(SPM Metric 7b.1 - Exited Clients)



Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

20% Maximum

Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Transitional Housing

Transitional Housing (TH): One-to-Two year program offering intensive case management. Helps stabilize households and prepare them for independent living.
Units are pre-identified.
Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Saint Margaret's Shelter
HMIS Name: CC--TH--SMS--CoC-WA0109
Inventory: 39 Beds / 13 Units (Households with at least one adult and one child)

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

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

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

Public Name: Miryam's House
HMIS Name: TPW--TH--Miryams House
Inventory: 6 Beds / 6 Units (Households without children)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

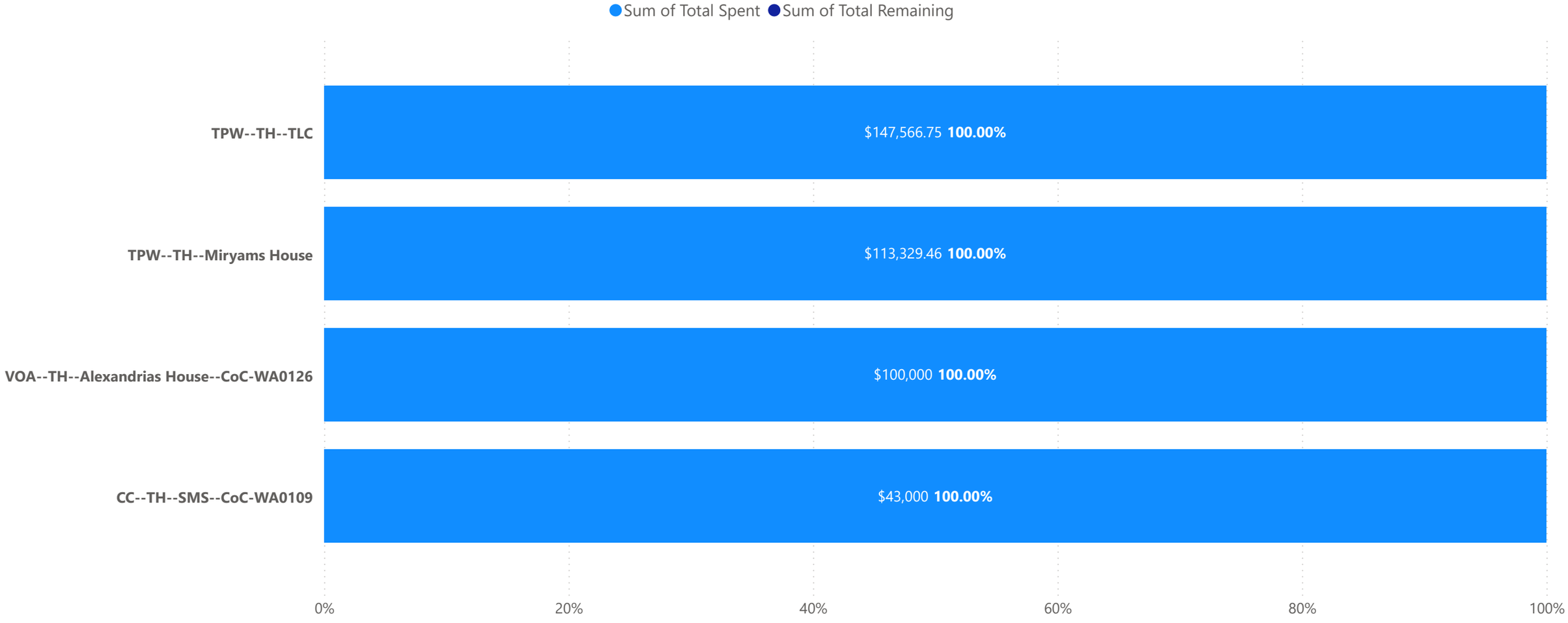
Public Name: Transitional Living Center
HMIS Name: TPW--TH--TLC
Inventory: 18 Beds / 6 Units (Households with at least one adult and one child)

Grants:
- City of Spokane: Behavioral Health and Housing Related Services (1590)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

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

Spend Down - Transitional Housing

Q1			Q2			Q3			Q4		
July	August	September	October	November	December	January	February	March	April	May	June



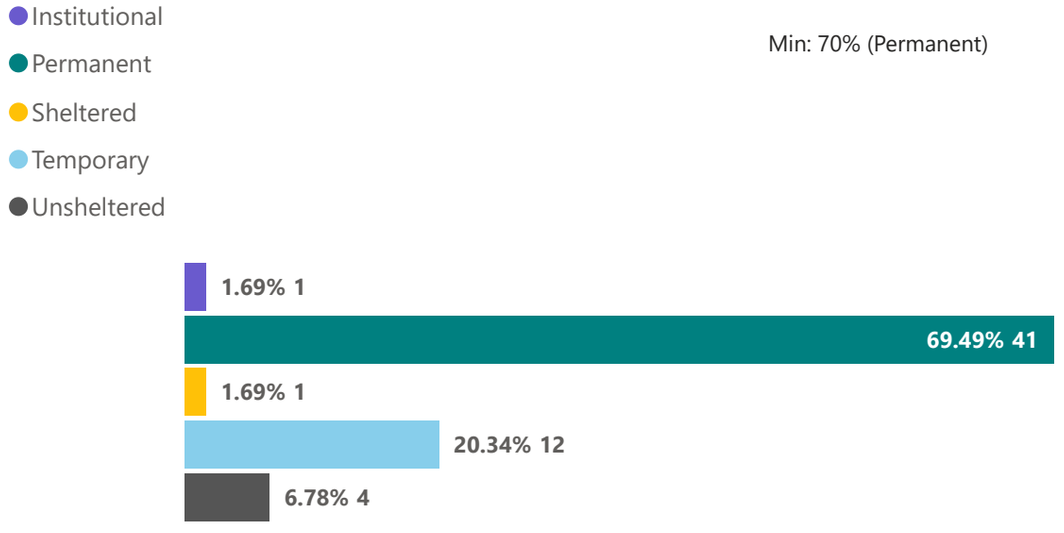
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Transitional Housing Performance Overview

Number of Households Served	Average Length of Time Homeless (Days) (SPM Metric 1a.2)	Average Utilization Rate (Bed)	Average Utilization Rate (Unit)
81	154 Max: 160 Days	74% Min: 85%	71% Min: 85%

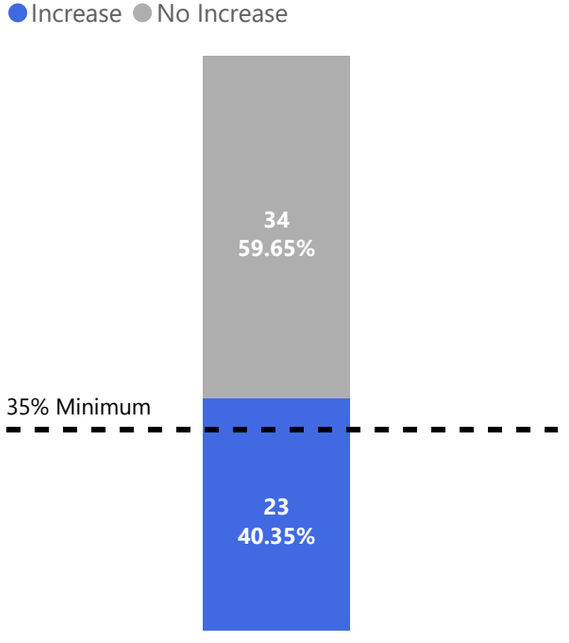
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



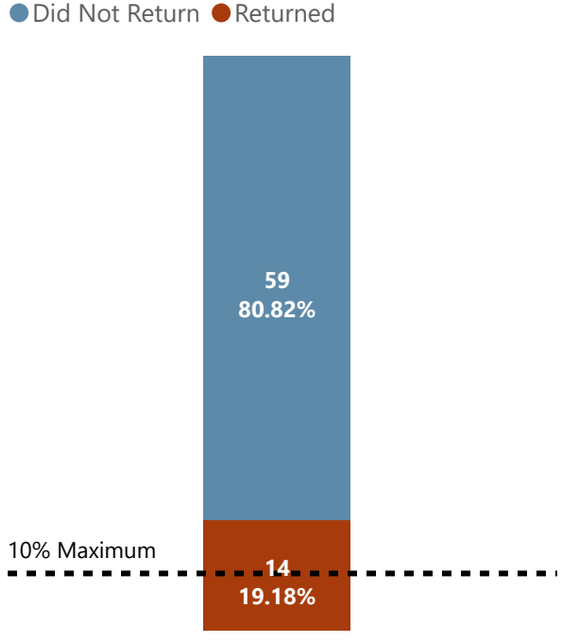
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



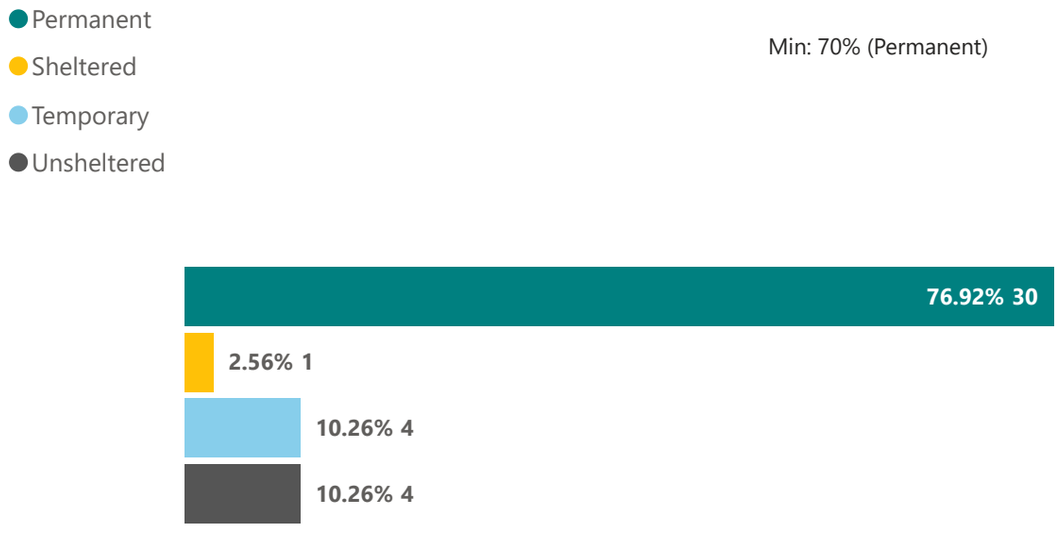
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Transitional Housing
Catholic Charities - Saint Margaret's Shelter

Number of Households Served	Average Length of Time Homeless (Days)	Average Utilization Rate	Average Utilization Rate
Projected Households Served: 17	(SPM Metric 1a.2)	(Bed)	(Unit)
46	113 Max: 160 Days	86% Min: 85%	92% Min: 85%

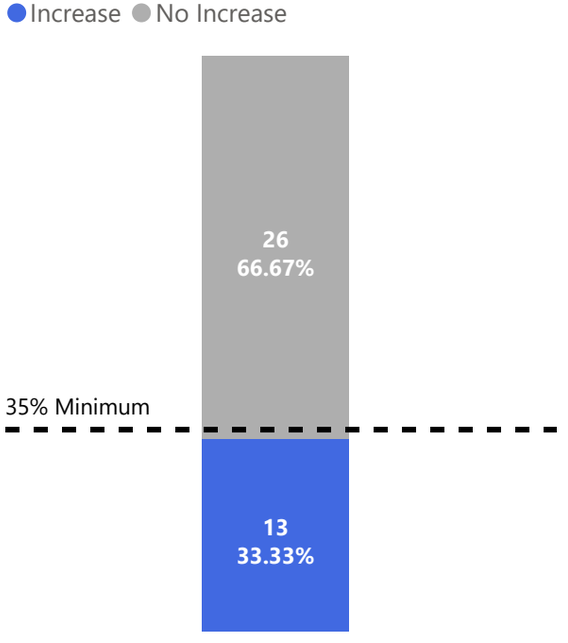
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



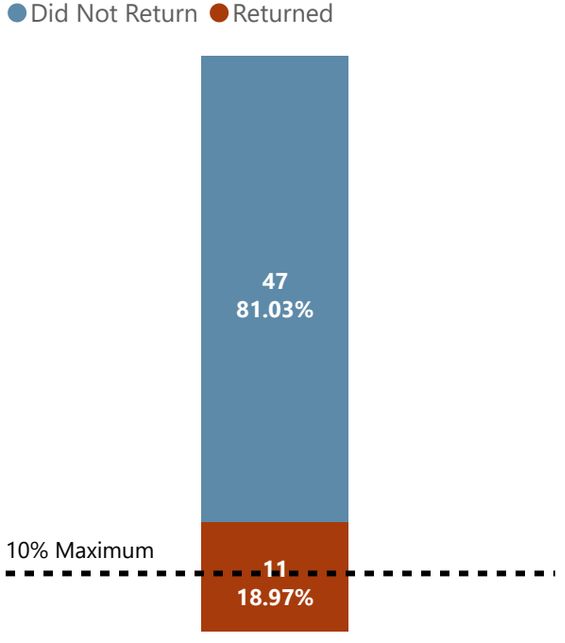
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



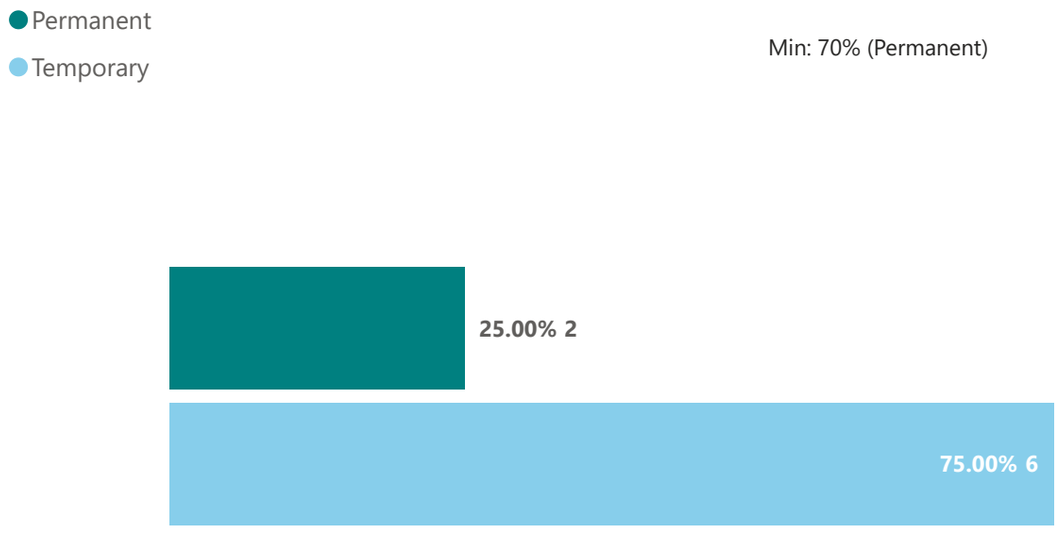
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

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

Number of Households Served	Average Length of Time Homeless (Days)	Average Utilization Rate	Average Utilization Rate
Projected Households Served: 5	(SPM Metric 1a.2)	(Bed)	(Unit)
11	85 Max: 160 Days	16% Min: 85%	26% Min: 85%

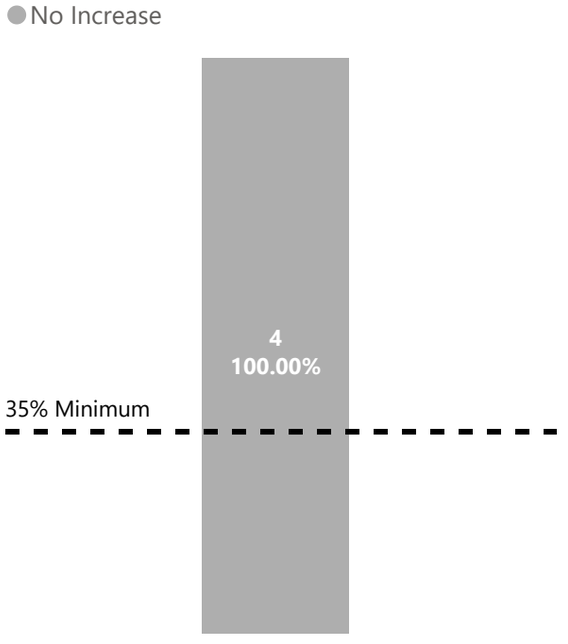
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



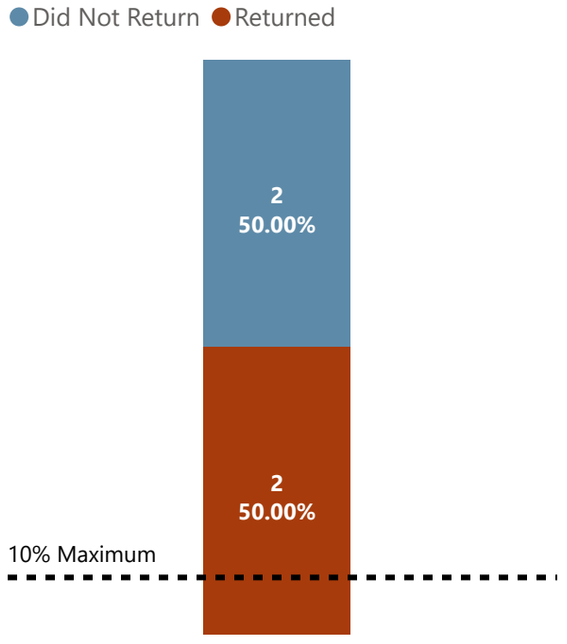
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



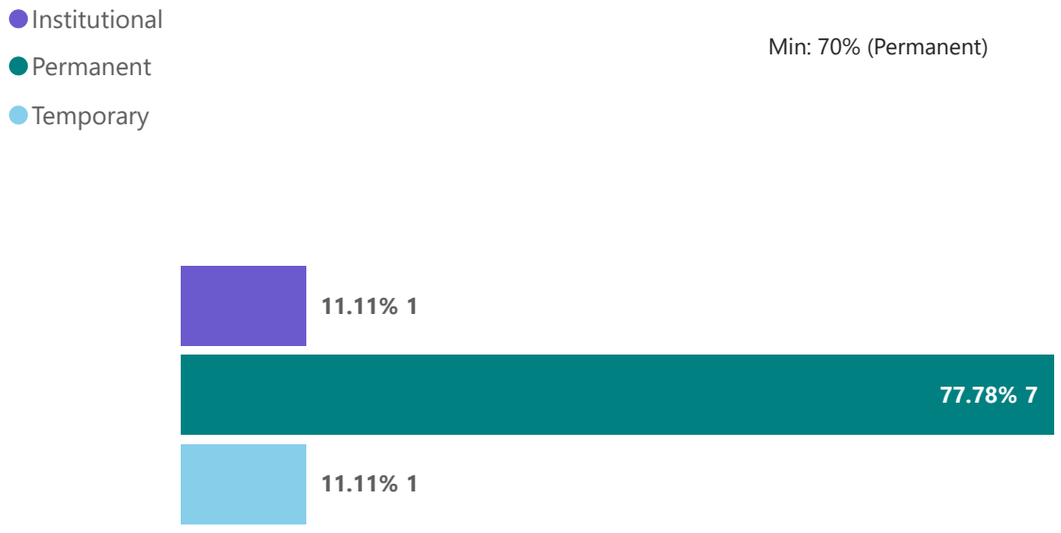
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Transitional Housing
Transitions - Miryam's House

Number of Households Served	Average Length of Time Homeless (Days)	Average Utilization Rate	Average Utilization Rate
Projected Households Served: 4	(SPM Metric 1a.2)	(Bed)	(Unit)
14	179 Max: 160 Days	84% Min: 85%	84% Min: 85%

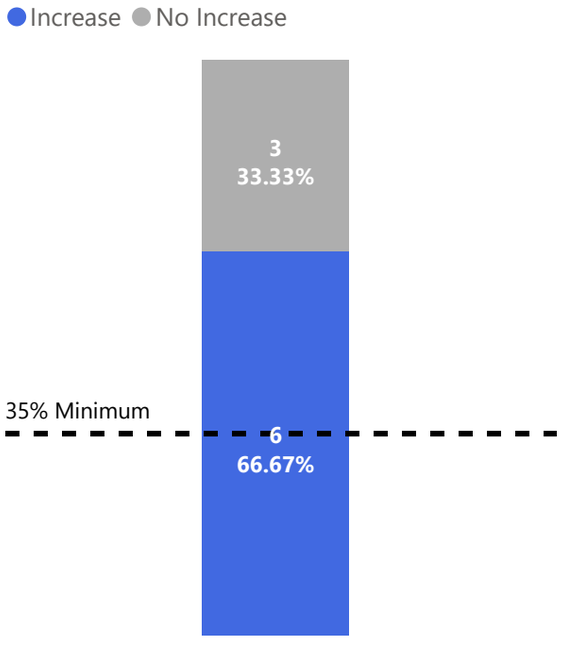
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



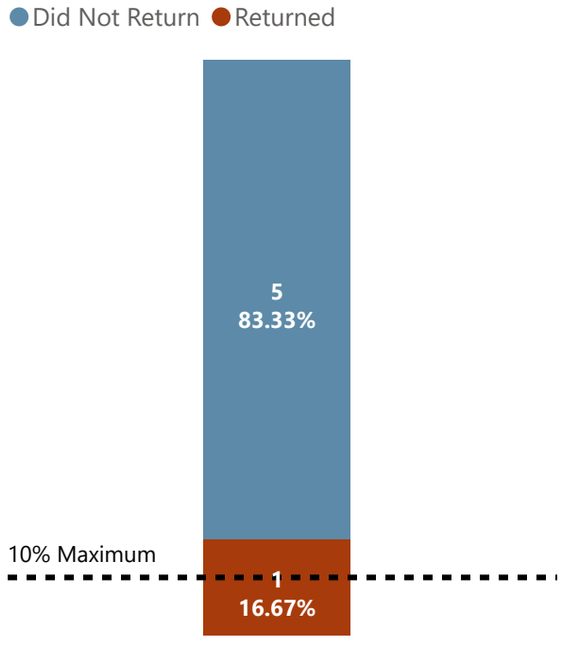
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



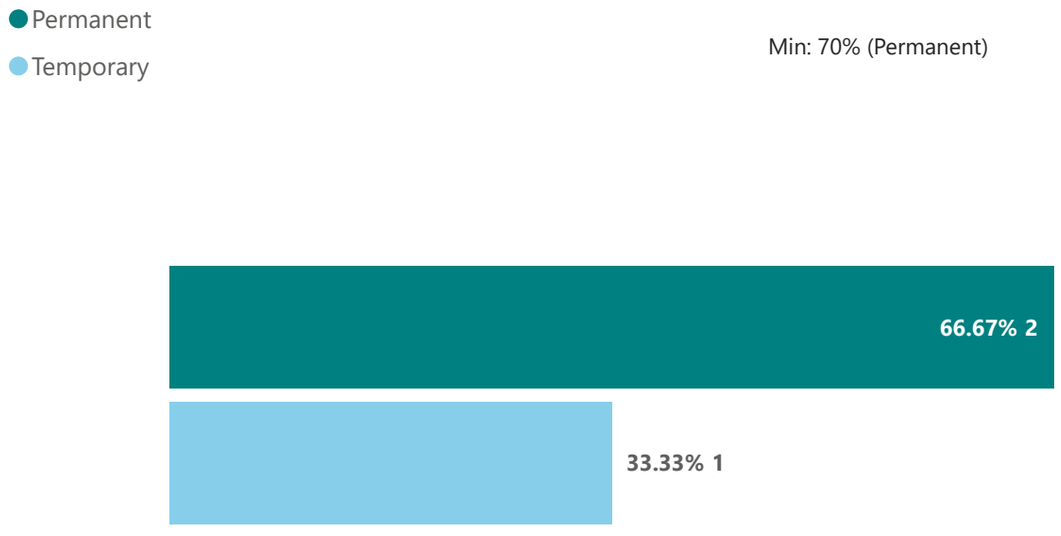
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Transitional Housing
Transitions - Transitional Living Center (TLC)

Number of Households Served	Average Length of Time Homeless (Days)	Average Utilization Rate	Average Utilization Rate
Projected Households Served: 6	(SPM Metric 1a.2)	(Bed)	(Unit)
11	305 Max: 160 Days	110% Min: 85%	84% Min: 85%

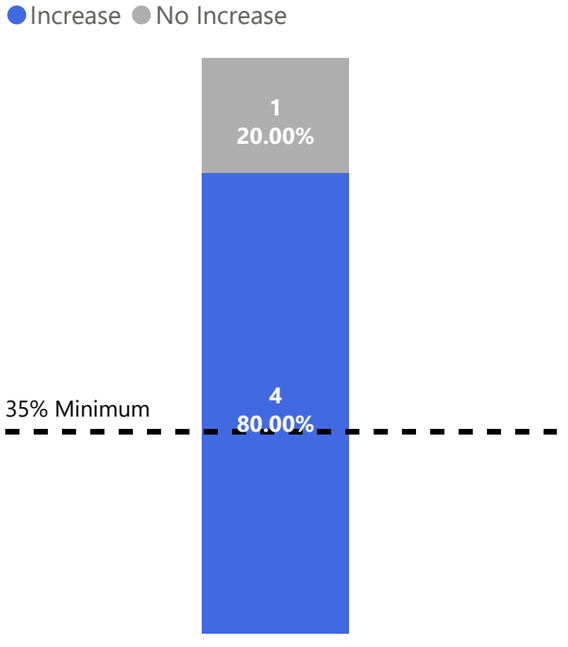
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



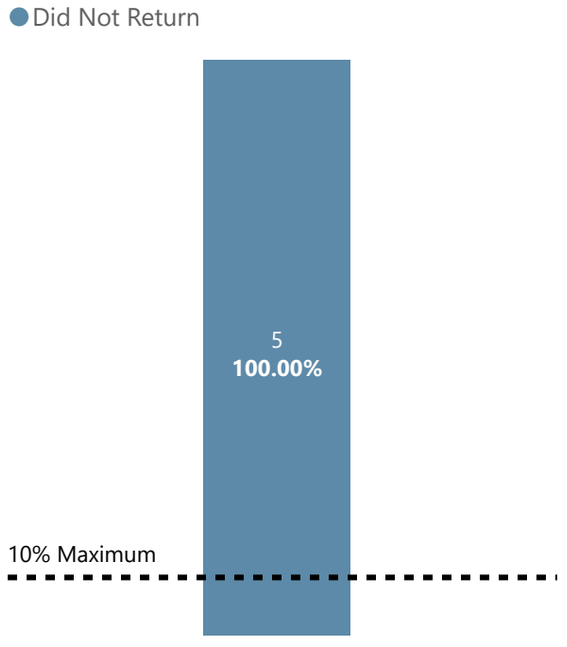
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Rapid Rehousing

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Families Rapid Rehousing
HMIS Name: CC--RRH--Families--HHOS

Grants:
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

Public Name: Families Rapid Rehousing (ESG)
HMIS Name: CC--RRH--Families--HHOS-ESG

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

Public Name: Singles Rapid Rehousing
HMIS Name: SNAP--RRH--Singles--HHOS

Grants:
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

Public Name: HEN Foundational Community Support (FCS) Bridge
HMIS Name: GI--RRH--HEN FCS Bridge

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Housing and Essential Needs (HEN)
- WA Dept. Commerce: System Demonstrations Grant (SDG) - Housing and Essential Needs (HEN) Foundational Community Support (FCS)

Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Rapid Rehousing

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Housing and Essential Needs
HMIS Name: GI--RRH--HEN

Grants:

- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Housing and Essential Needs (HEN)

Rapid Rehousing Summary (2/2)

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

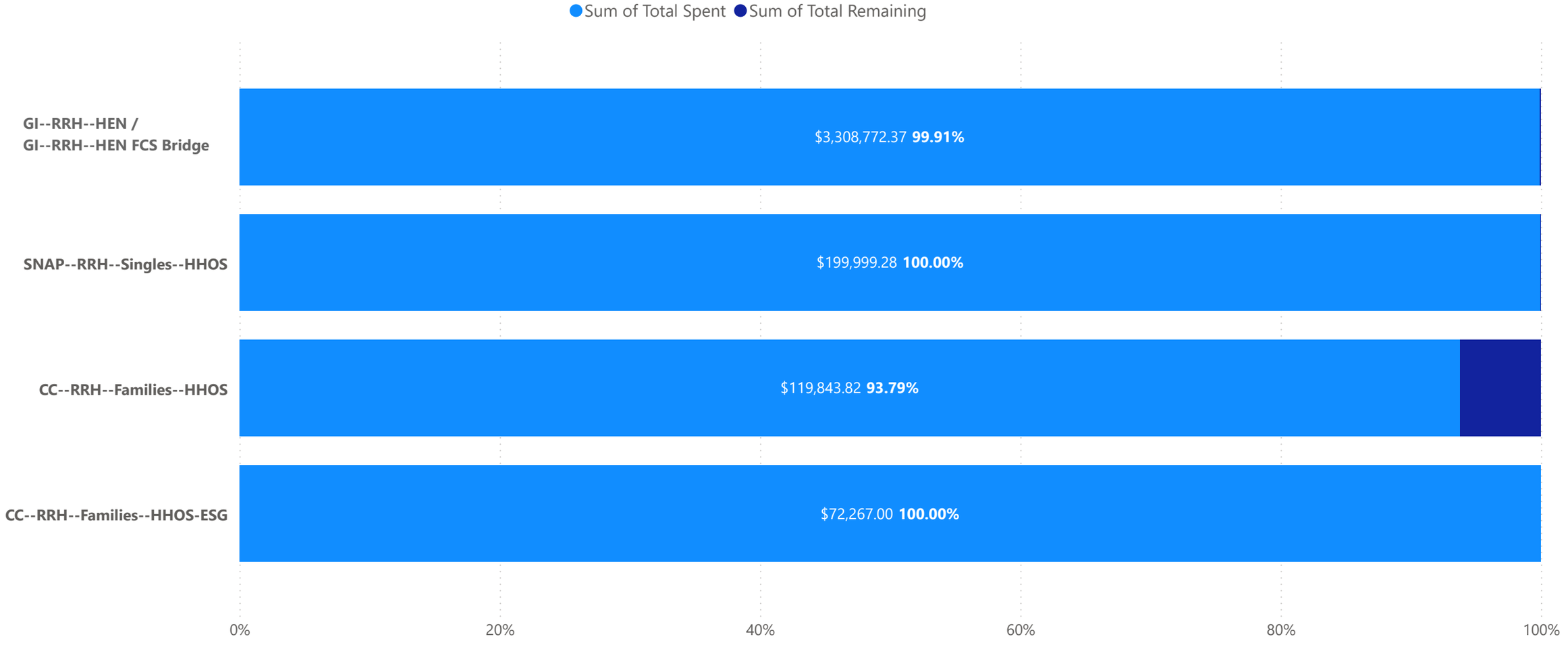
Spend Down - Rapid Re-Housing

Q1 July | August | September

Q2 October | November | December

Q3 January | February | March

Q4 April | May | June



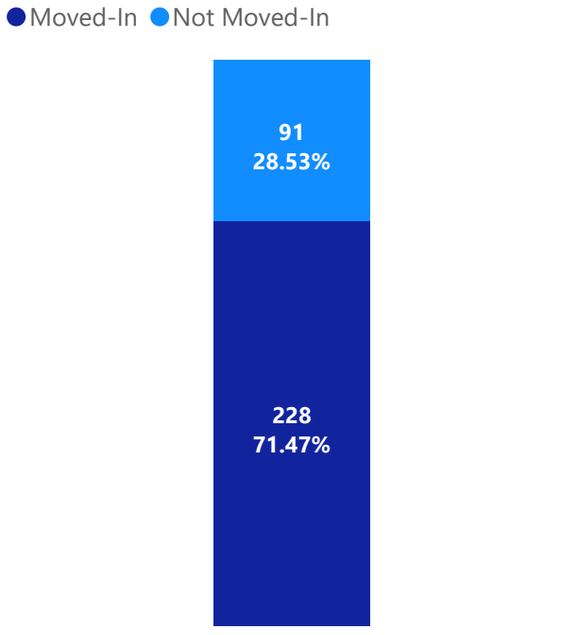
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Rapid Rehousing Performance Overview

Number of Households Served	Households Served Moved into Housing (Currently Housed - May be Receiveing Subsidy)	Rapid Placement into Permanent Housing (Custom Metric - Days)
319	228	111 (Max: 60 Days)

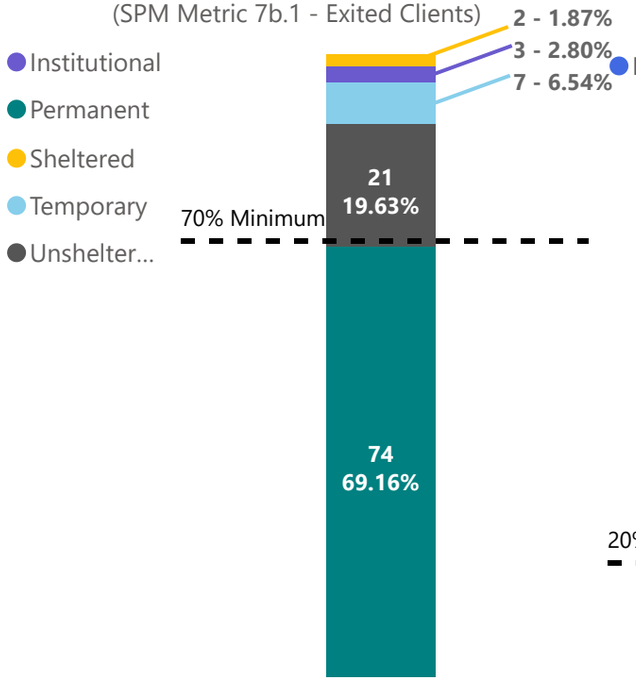
Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)



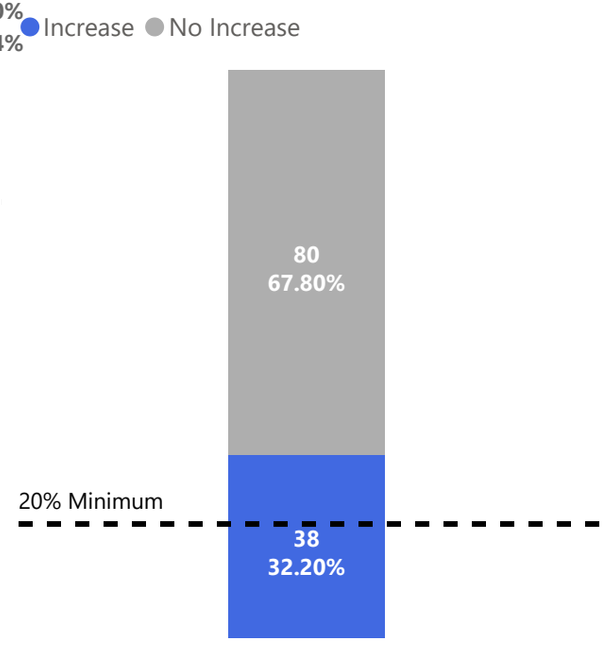
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



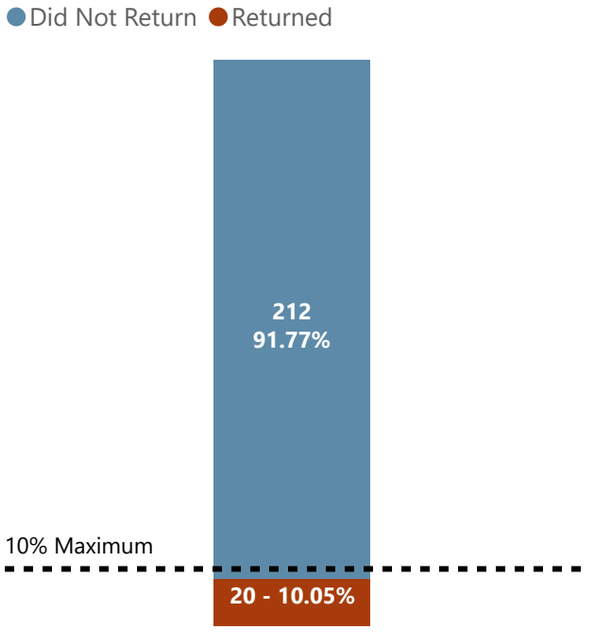
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



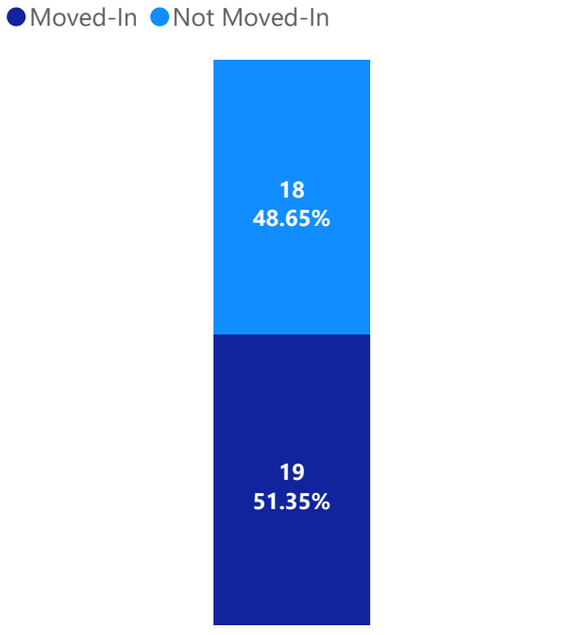
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Rapid Rehousing
Catholic Charities - Families Rapid Rehousing

Number of Households Served	Households Served Moved into Housing	Rapid Placement into Permanent Housing
Projected Households Served: 25	(Currently Housed - May be Receiveing Subsidy)	(Custom Metric - Days)
37	19	24
		Max: 60 Days

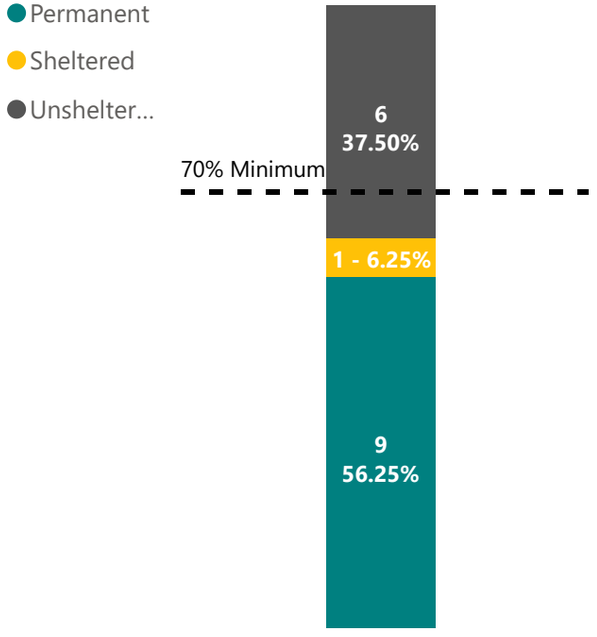
Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)



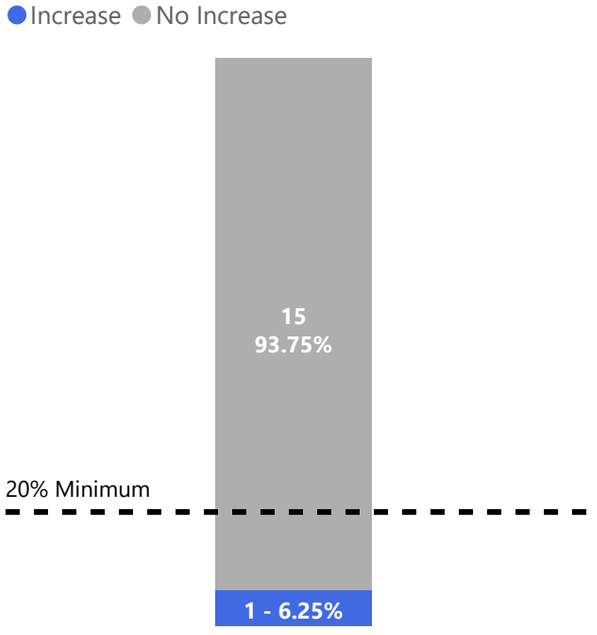
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



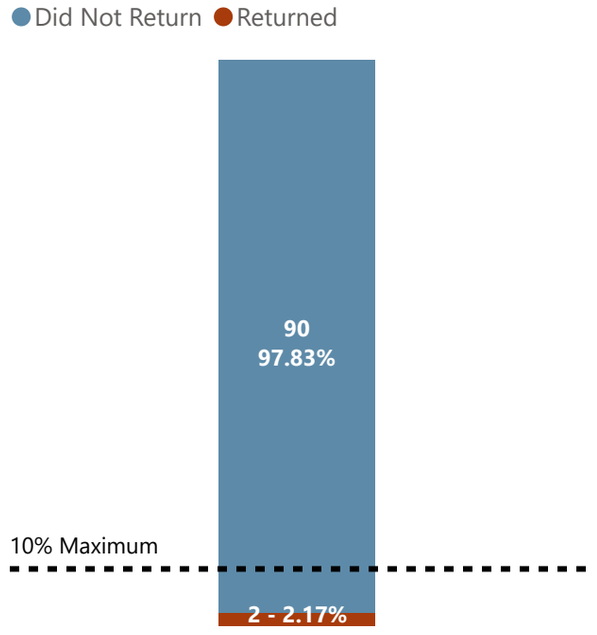
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



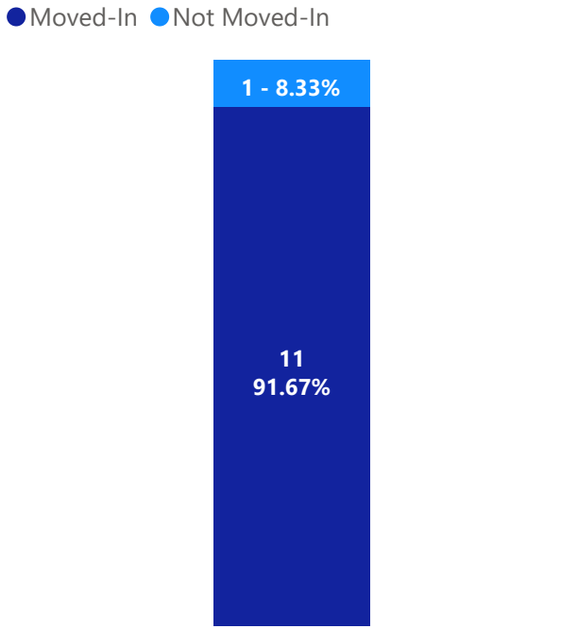
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Rapid Rehousing
Catholic Charities - Families Rapid Rehousing (ESG)

Number of Households Served	Households Served Moved into Housing	Rapid Placement into Permanent Housing
Projected Households Served: 14	(Currently Housed - May be Receiveing Subsidy)	(Custom Metric - Days)
12	11	10
		Max: 60 Days

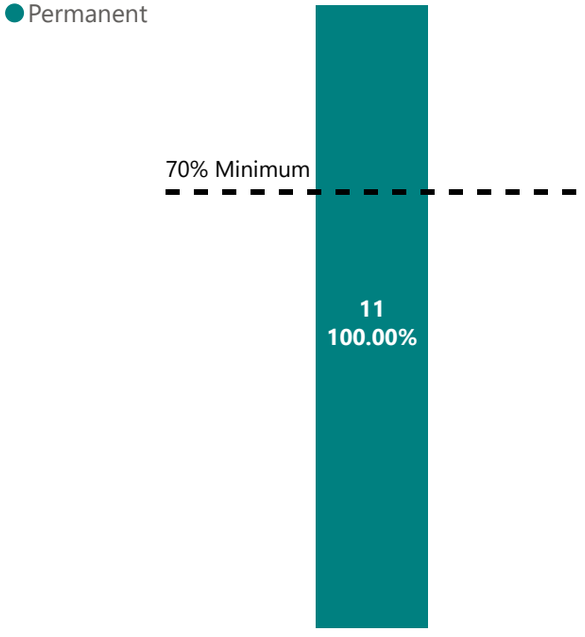
Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)



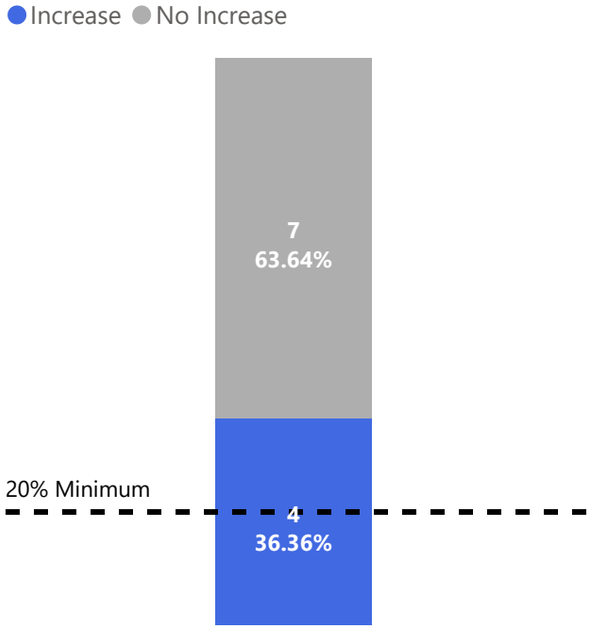
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



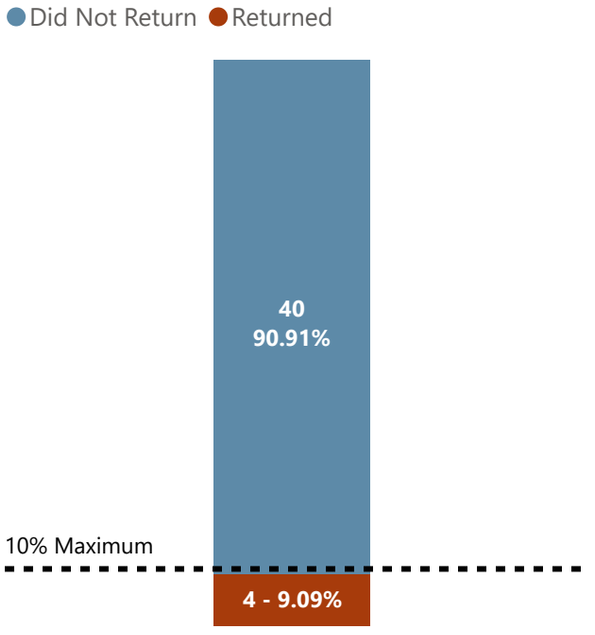
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



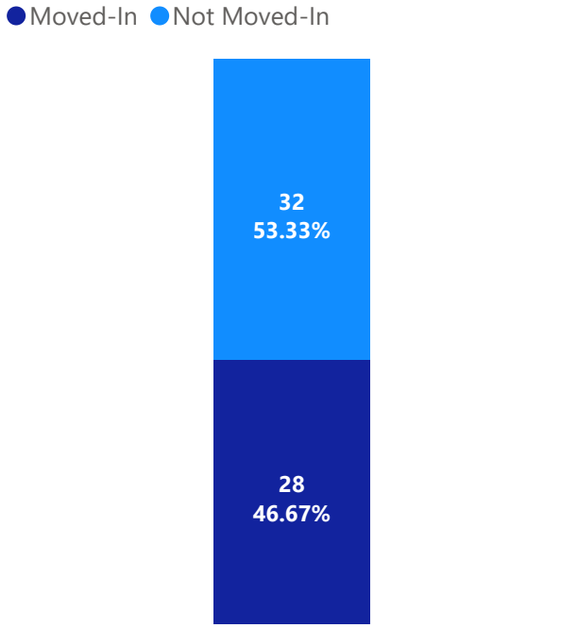
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Rapid Rehousing
SNAP - Singles Rapid Rehousing

Number of Individuals Served	Households Served Moved into Housing	Rapid Placement into Permanent Housing
Projected Individuals Served: 33	(Currently Housed - May be Receiveing Subsidy)	(Custom Metric - Days)
63	28	24
		Max: 60 Days

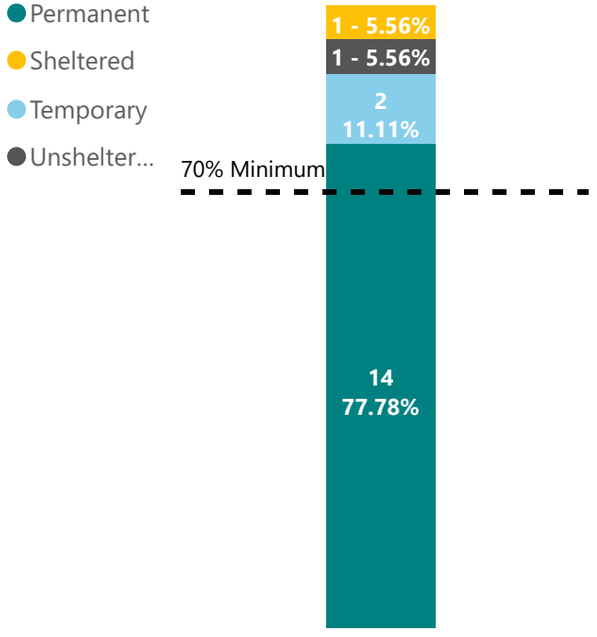
Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)



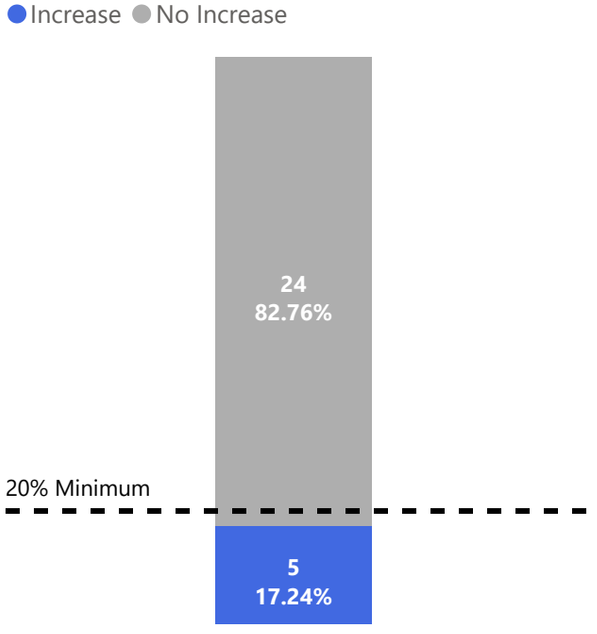
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



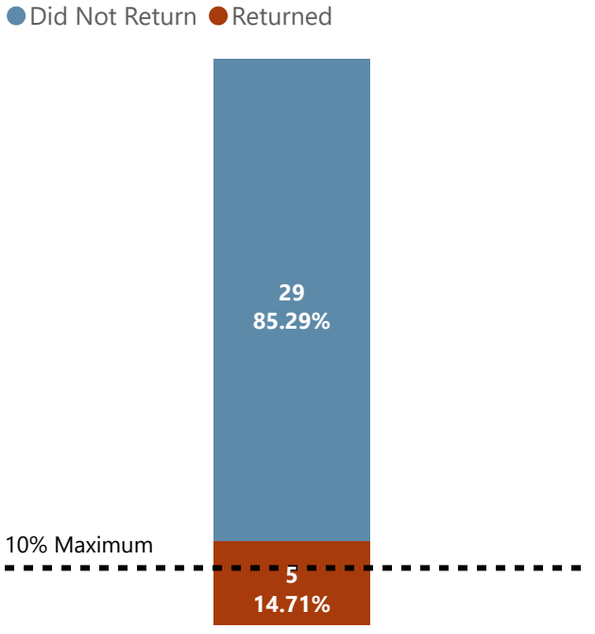
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

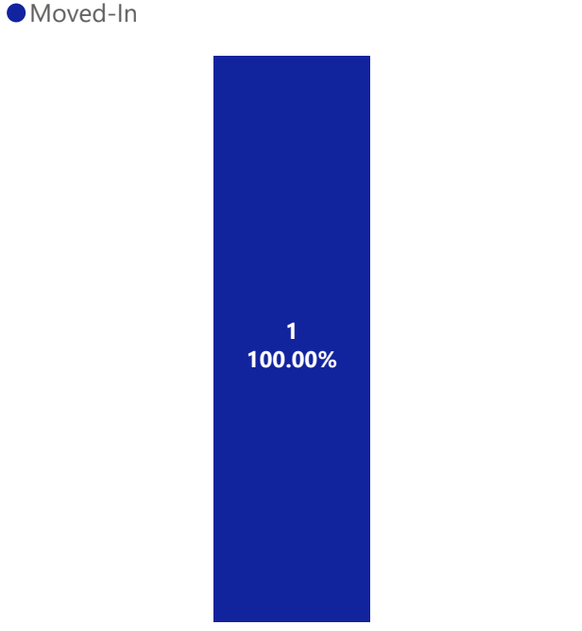
Quarter 4 - Rapid Rehousing

Goodwill - HEN Foundational Community Support (FCS) Bridge

Number of Individuals Served	Households Served Moved into Housing	Rapid Placement into Permanent Housing
Projected Households Served: 787	(Currently Housed - May be Receiveing Subsidy)	(Custom Metric - Days)
1	1	183
		Max: 60 Days

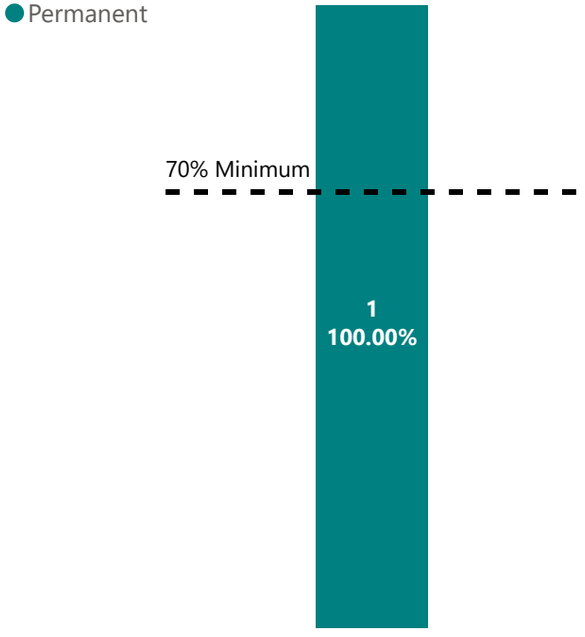
Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)



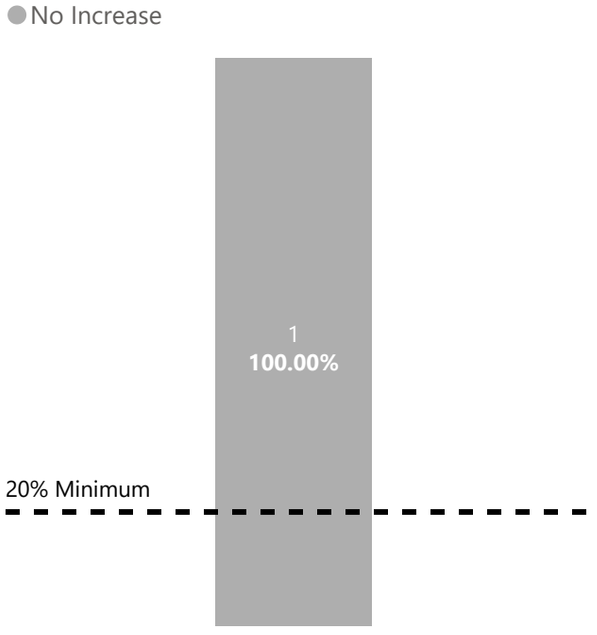
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

10% Maximum

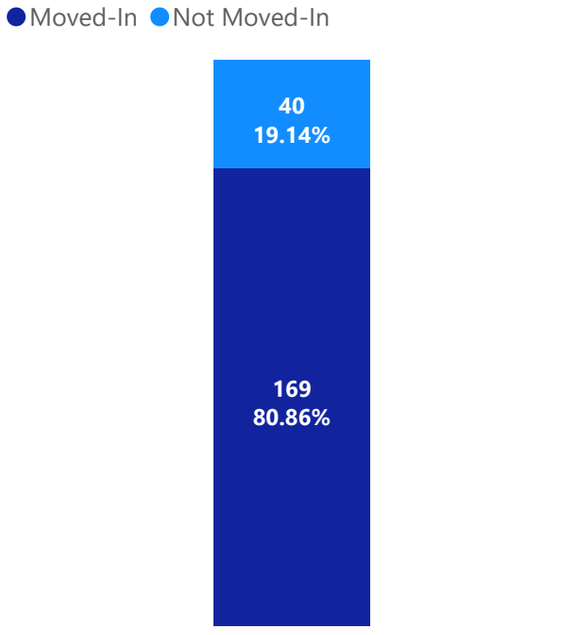
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Rapid Rehousing
Goodwill - Housing and Essential Needs (HEN)

Number of Individuals Served	Households Served Moved into Housing	Rapid Placement into Permanent Housing
Projected Households Served: 787	(Currently Housed - May be Receiveing Subsidy)	(Custom Metric - Days)
209	169	177
		Max: 60 Days

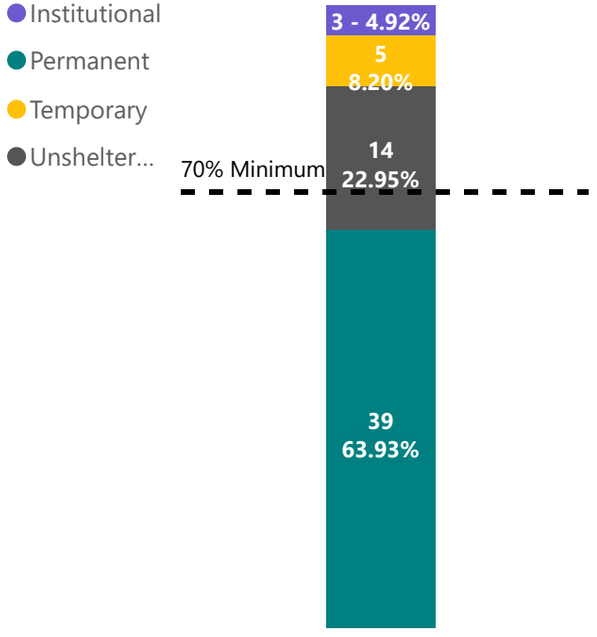
Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)



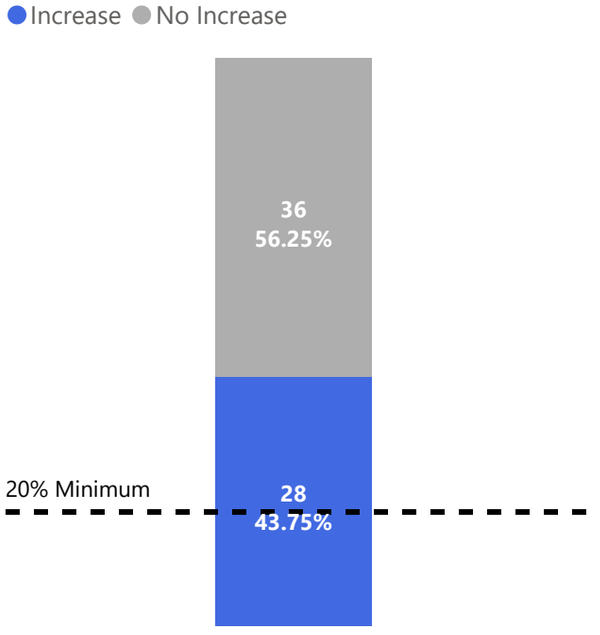
Exits to Permanent Housing

(SPM Metric 7b.1 - Exited Clients)



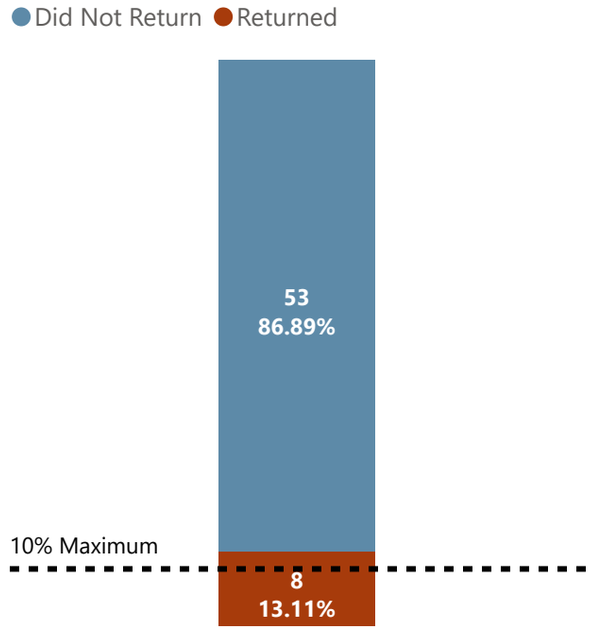
Employment and Income Growth

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Permanent Supportive Housing

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Home Yard Cottages
HMIS Name: TPW--PSH--Home Yard Cottages
Inventory: 50 Beds / 14 Units (Households with at least one adult and one child), 7 Beds / 7 Units (Households without children)

Grants:
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

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

Inventory: 156 Beds / 156 Units (Households without children)

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

Public Name: PHS Units
HMIS Name: REV--PHS--Units--ROW
Inventory: 22 Beds / 22 Units (Households without children)

Grants:
- WA Dept. Commerce: Right of Way (ROW)

Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Permanent Supportive Housing

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

Reporting Period: 07/1/2025 - 06/30/2026

Public Name: Integrated Case Management (ICM)
HMIS Name: CC--PSH--HHOS
Inventory: 50 Beds / 50 Units (Households without children)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard
- WA Dept. Commerce: Permanent Supportive Housing (PSH) - Operations, Maintenance, and Services (OMS)

Public Name: ICM for Chronically Homeless Families
HMIS Name:
- CC--PSH--CHF--HHOS
- CC--PSH--PSH for Families CHG (Consolidated into CHF-HHOS)
- CC--PSH--PSH for Families County CHG (Consolidated into CHF--HHOS)

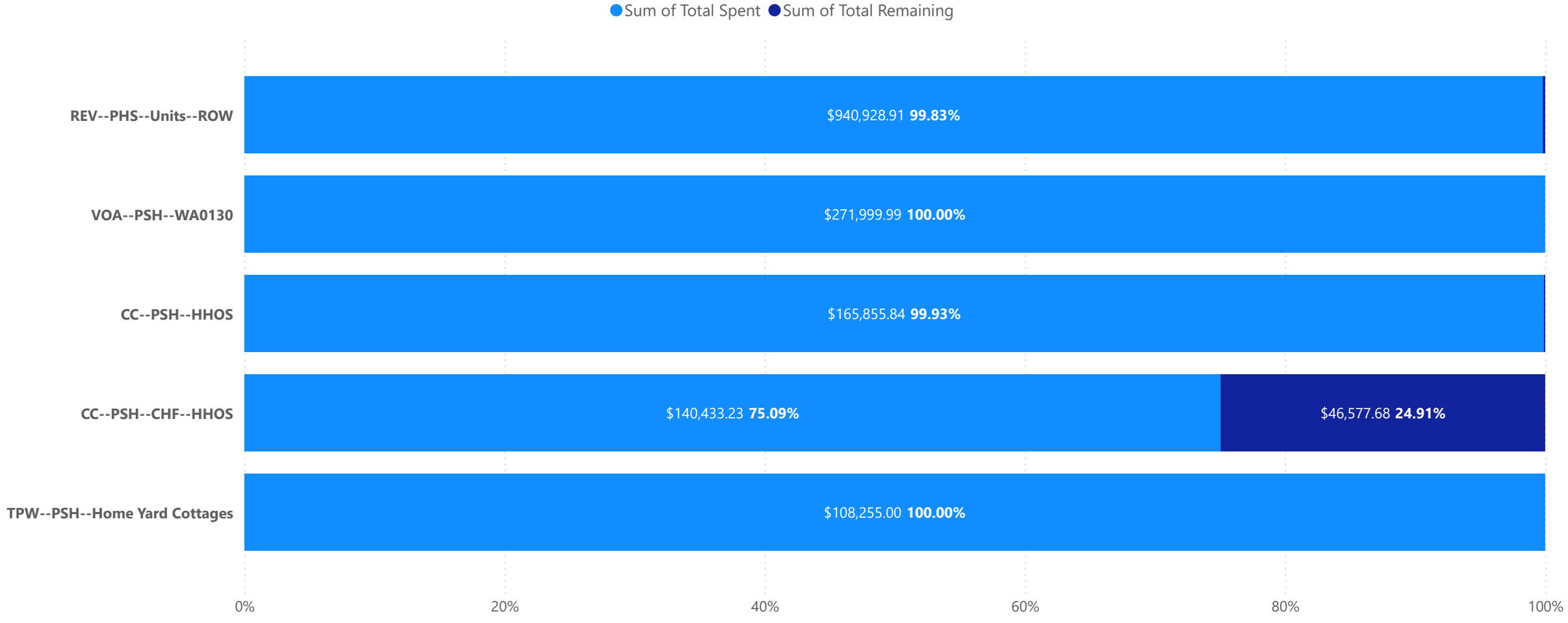
Inventory: 30 Beds / 10 Units (Households with at least one adult and one child)

Grants:
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Permanent Supportive Housing for Chronically Homeless Families (CHF)
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Standard

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

Spend Down - Permanent Supportive Housing

Q1			Q2			Q3			Q4		
July	August	September	October	November	December	January	February	March	April	May	June



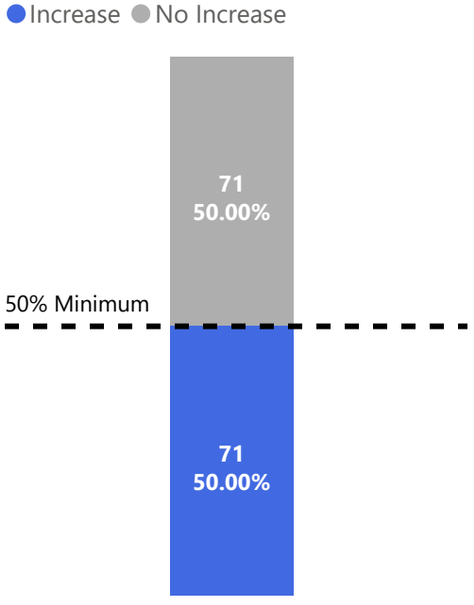
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

Quarter 4 - Permanent Supportive Housing Performance Overview

Number of Households Served	Average Rate of Utilization (Bed)	Average Rate of Utilization (Unit)
283	83% Min: 85%	79% Min: 85%

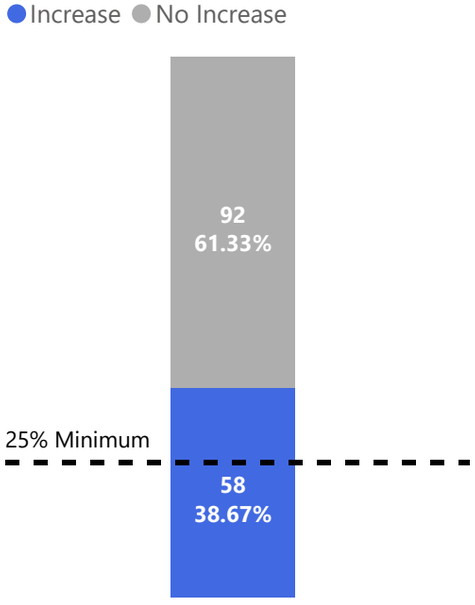
Employment and Income Growth for Stayers

(SPM Metric 4.3)



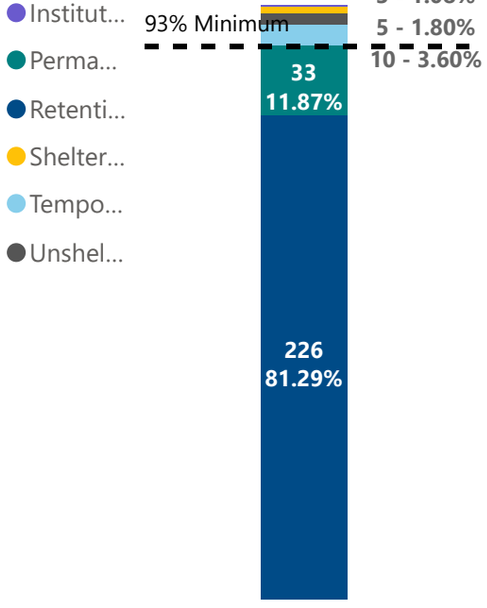
Annual Income and/or Non-Cash Benefits Growth

(Local Measure)



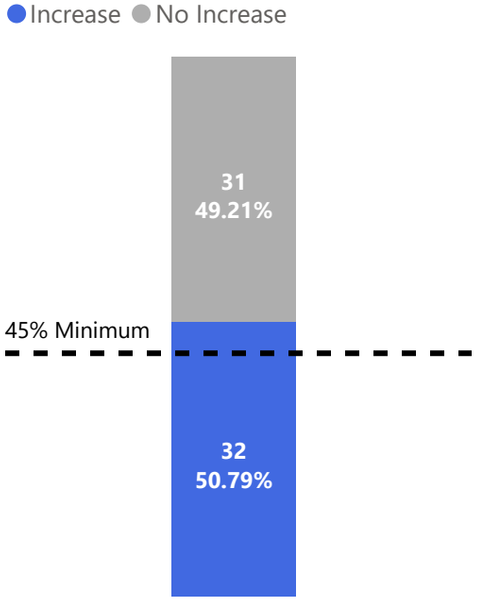
Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)



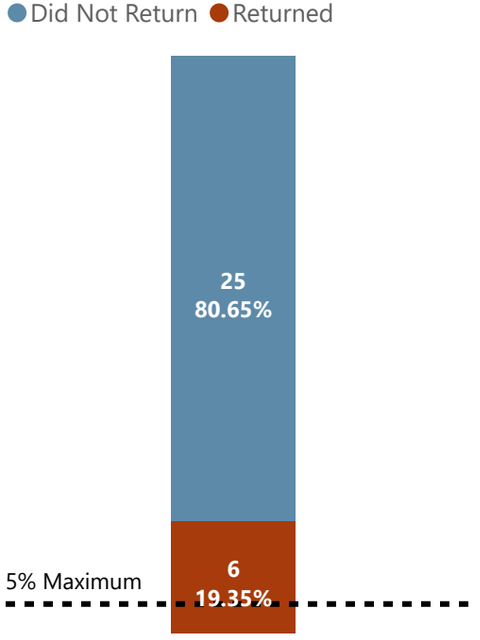
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Permanent Supportive Housing Transitions - Home Yard Cottages

Number of Households Served

Projected Households Served: 24

24

Average Rate of Utilization

(Bed)

83%

Min: 85%

Average Rate of Utilization

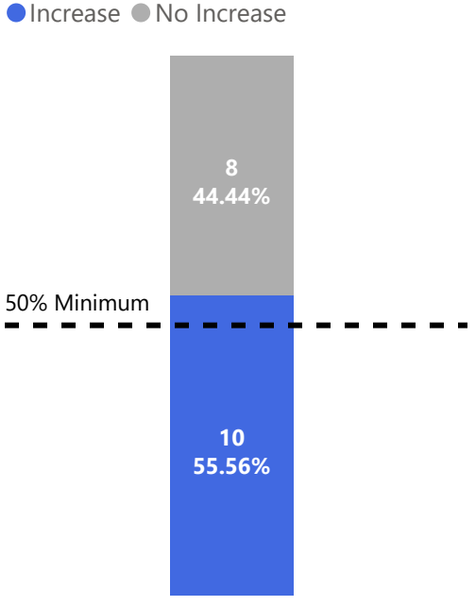
(Unit)

96%

Min: 85%

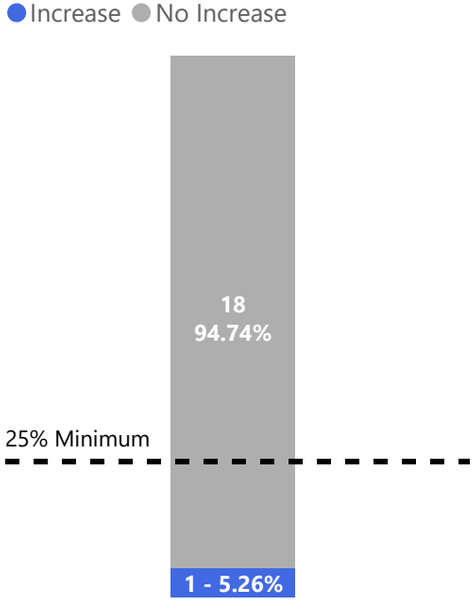
Employment and Income Growth for Stayers

(SPM Metric 4.3)



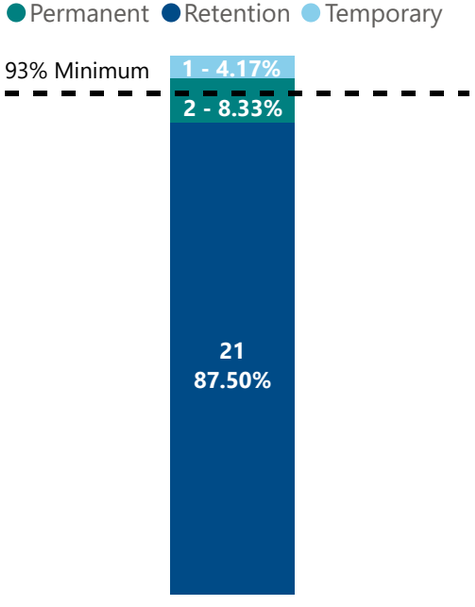
Annual Income Growth and/or Non-Cash Benefits

(Local Measure)



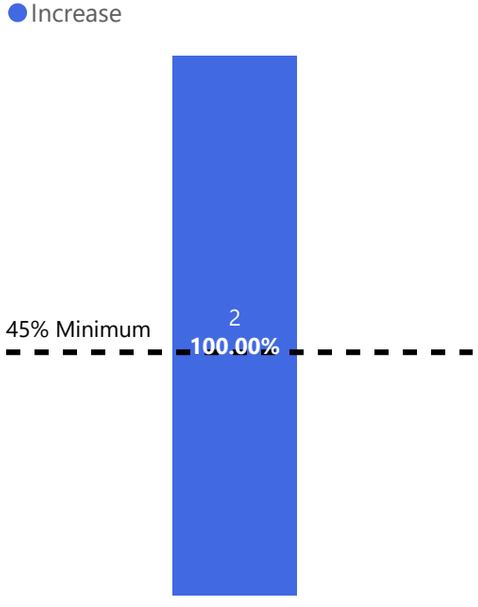
Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)



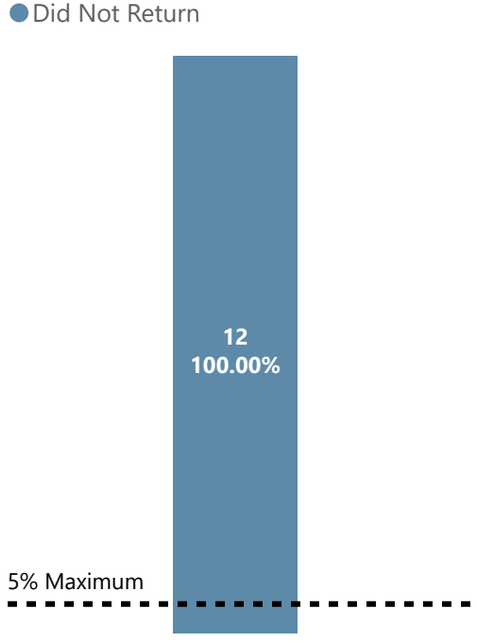
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



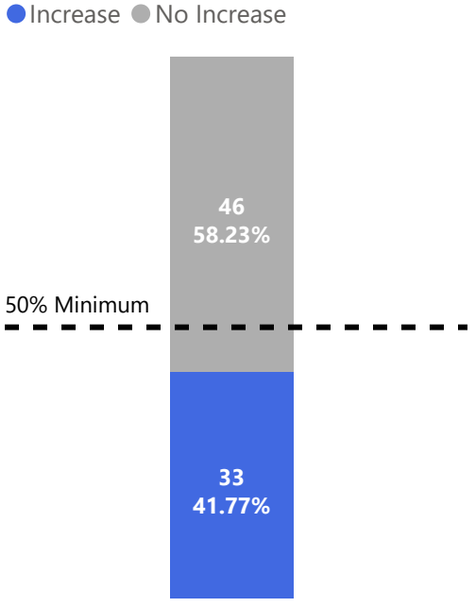
Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

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

Number of Households Served	Average Rate of Utilization (Bed)	Average Rate of Utilization (Unit)
Projected Households Served: 208		
176	74% Min: 85%	73% Min: 85%

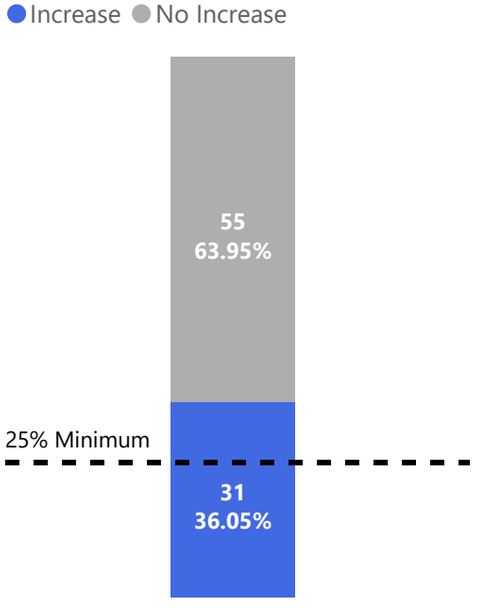
Employment and Income Growth for Stayers

(SPM Metric 4.3)



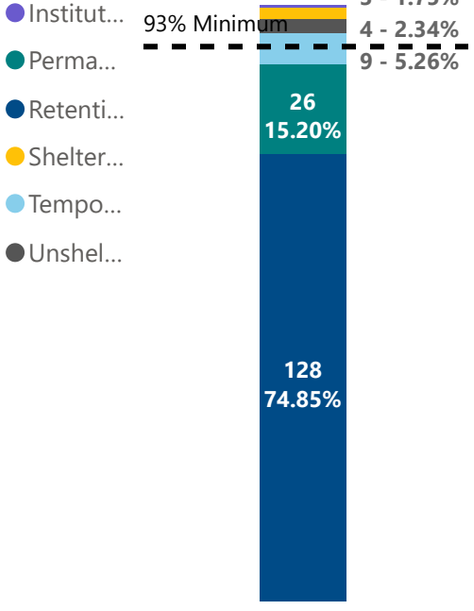
Annual Income Growth and/or Non-Cash Benefits

(Local Measure)



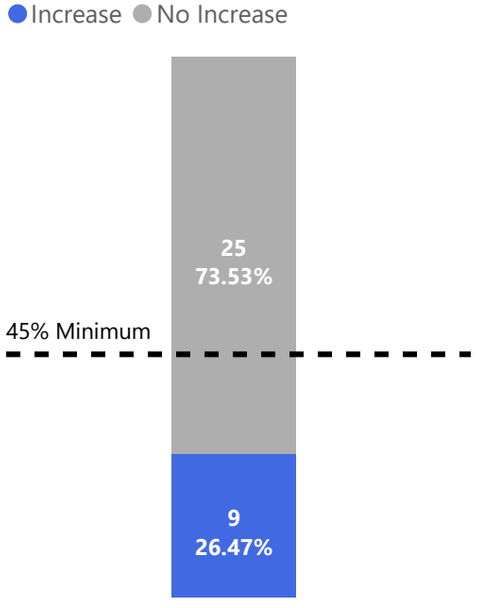
Exits to or Retention of Permanent Housing

(SPM Metric 7b.2)



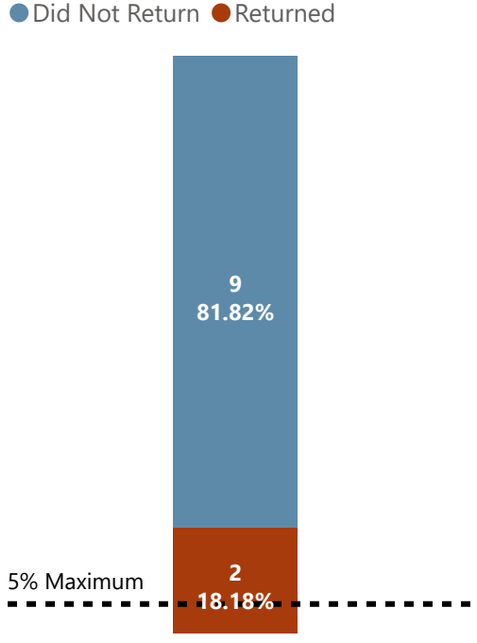
Employment and Income Growth for Leavers

(SPM Metric 4.6)



Returns to Homelessness

(SPM Metric 2b)



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

Quarter 4 - Permanent Supportive Housing
Revive Counseling - PHS Units

Number of Households Served	Average Rate of Utilization (Bed)	Average Rate of Utilization (Unit)
20	59% Min: 85%	49% Min: 85%

Employment and Income Growth for Stayers
(SPM Metric 4.3)

During the reporting period, no clients who stayed demonstrate growth in income. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

50% Minimum

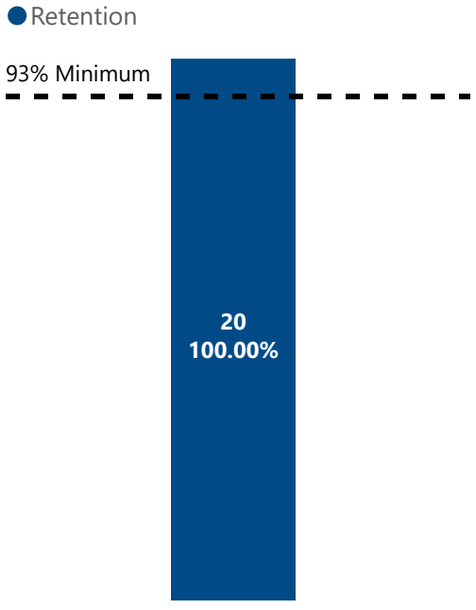
Annual Income Growth and/or Non-Cash Benefits
(Local Measure)

During the reporting period, no clients who have an annual assessment demonstrate growth in income between each annual assessment. This is not an error, but a reflection of the project's activity during this timeframe.

-- HMIS Team

25% Minimum

Exits to or Retention of Permanent Housing
(SPM Metric 7b.2)



Employment and Income Growth for Leavers
(SPM Metric 4.6)

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

-- HMIS Team

45% Minimum

Returns to Homelessness
(SPM Metric 2b)

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

-- HMIS Team

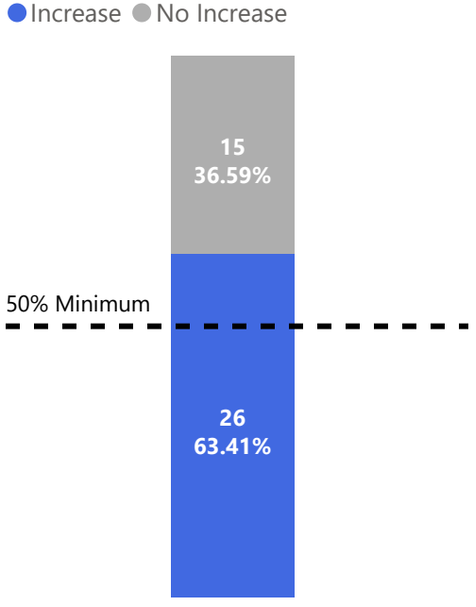
5% Maximum

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

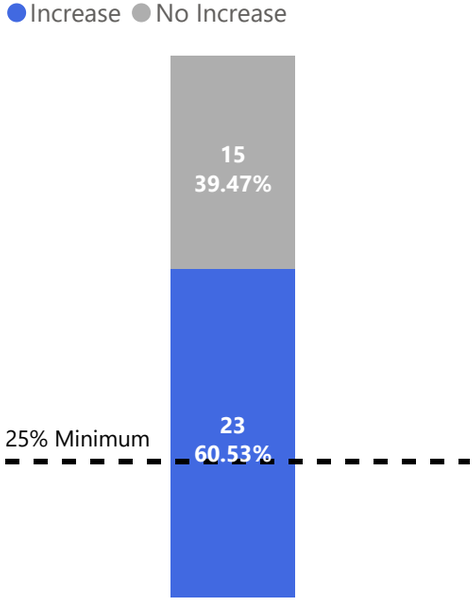
Quarter 4 - Permanent Supportive Housing
Catholic Charities - Integrated Case Management (ICM)

Number of Households Served	Average Rate of Utilization (Bed)	Average Rate of Utilization (Unit)
Projected Households Served: 52		
55	110% Min: 85%	96% Min: 85%

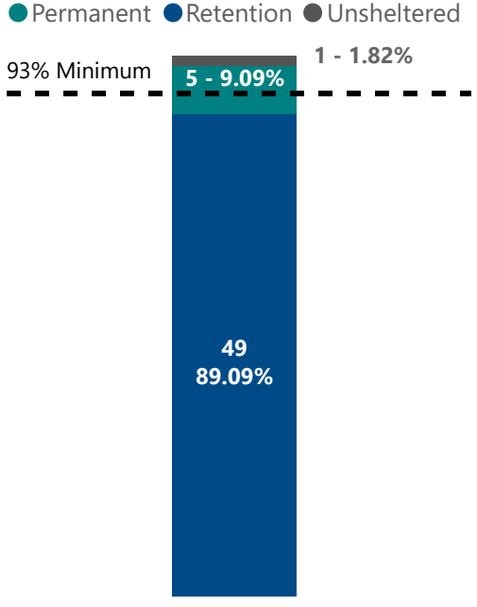
Employment and Income Growth for Stayers
(SPM Metric 4.3)



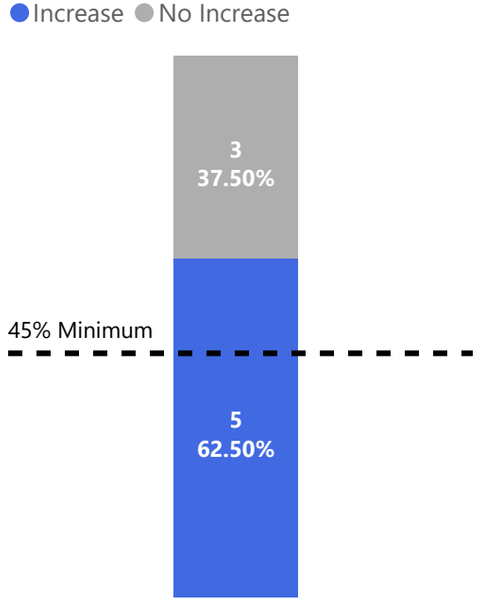
Annual Income Growth and/or Non-Cash Benefits
(Local Measure)



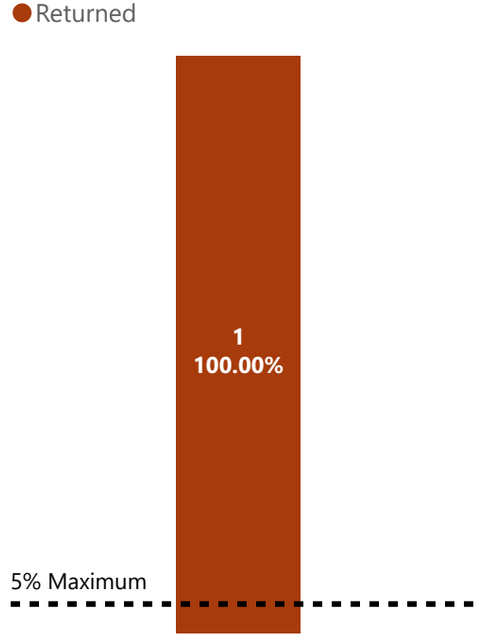
Exits to or Retention of Permanent Housing
(SPM Metric 7b.2)



Employment and Income Growth for Leavers
(SPM Metric 4.6)



Returns to Homelessness
(SPM Metric 2b)

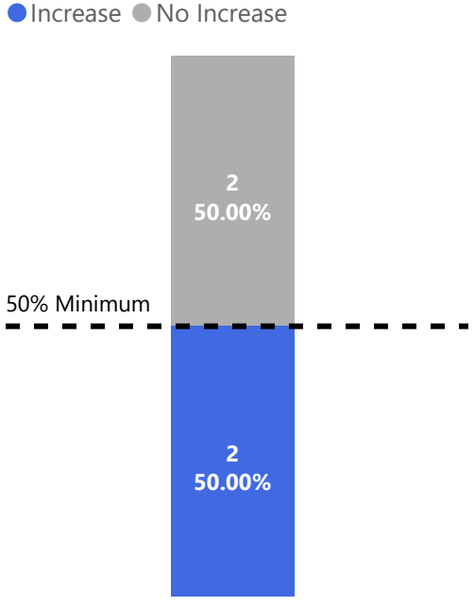


Housing Services (HHOS) PY 2025-26 Quarterly Performance Report

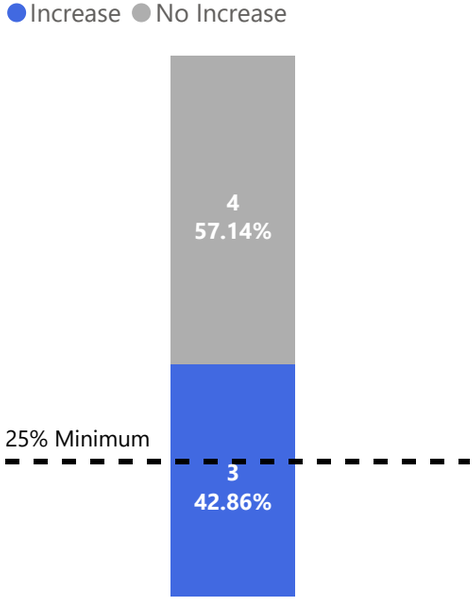
Quarter 4 - Permanent Supportive Housing
Integrated Case Management for Chronically Homeless Families (CHF)

Number of Households Served	Average Rate of Utilization (Bed)	Average Rate of Utilization (Unit)
Projected Households Served: 10		
8	87% (Min: 85%)	79% (Min: 85%)

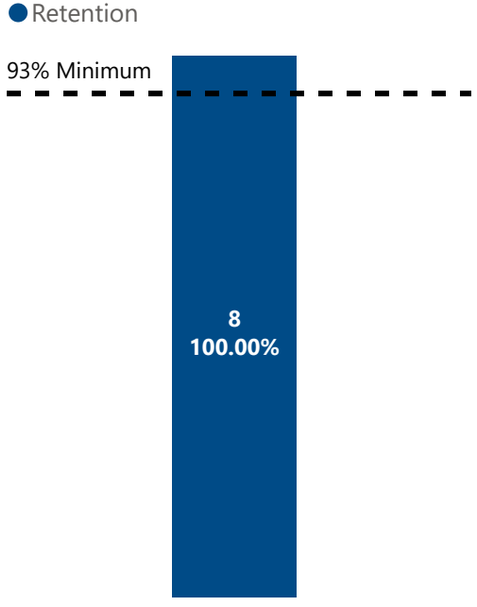
Employment and Income Growth for Stayers
(SPM Metric 4.3)



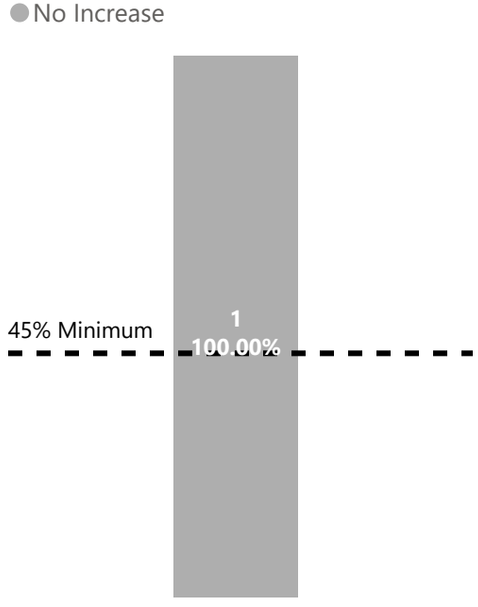
Annual Income Growth and/or Non-Cash Benefits
(Local Measure)



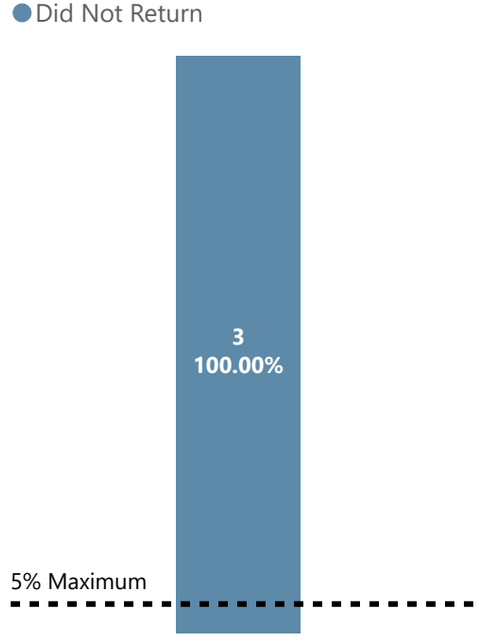
Exits to or Retention of Permanent Housing
(SPM Metric 7b.2)



Employment and Income Growth for Leavers
(SPM Metric 4.6)



Returns to Homelessness
(SPM Metric 2b)



Housing Services PY 2025-26 Quarterly Performance Report

Quarter 4 - Supportive Services Only

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

Reporting Period: 07/1/2025 - 06/30/2026

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

Grants:
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

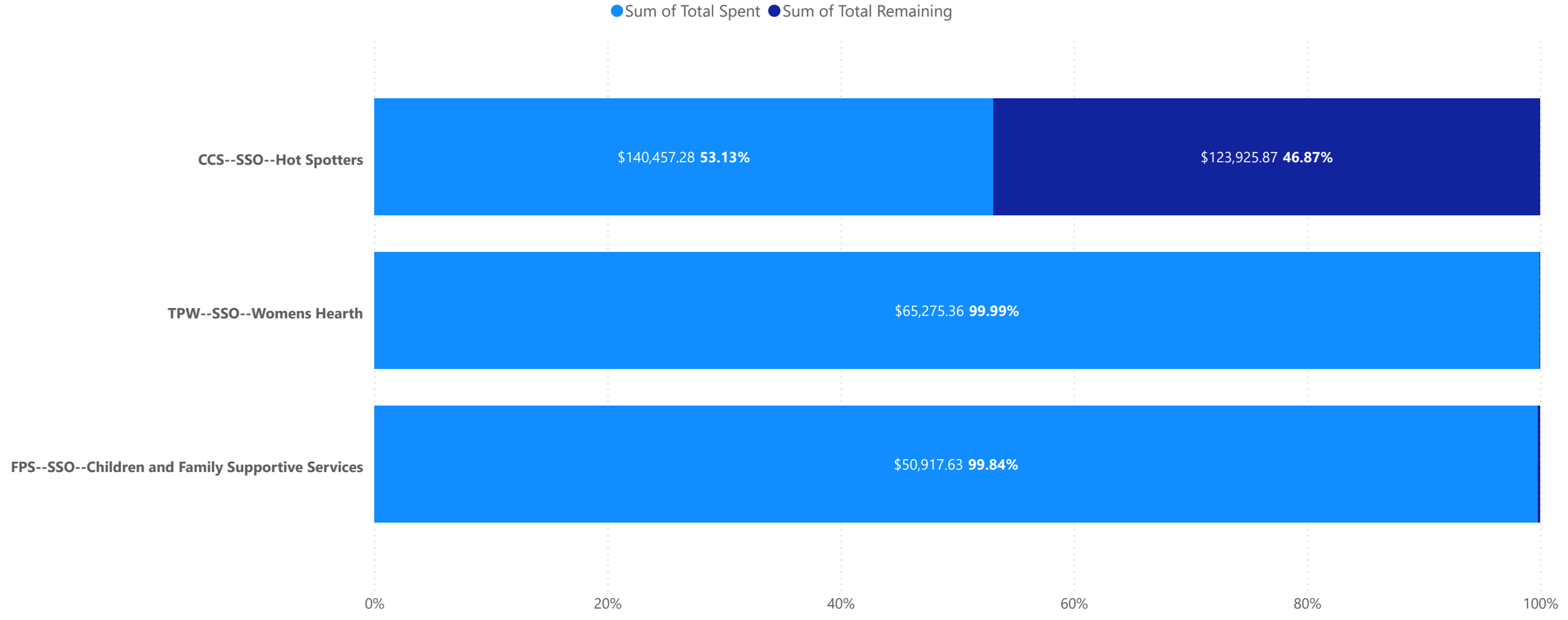
Public Name: Transitions - Women's Hearth
HMIS Name: TPW--SSO--Womens Hearth

Grants:
- WA Dept. Commerce: System Demonstrations Grant (SDG) - Standard
- WA Dept. Commerce: Consolidated Homeless Grant (CHG) - Emergency Housing (EH)
- WA Dept. Commerce: Homeless Housing Assistance Act (HHAA)

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

Spend Down - Supportive Services Only

Q1			Q2			Q3			Q4		
July	August	September	October	November	December	January	February	March	April	May	June



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

Quarter 4 - Supportive Services Only Performance Overview

Number of Households Served

691

Average Time from Date of Engagement to Successful Exit

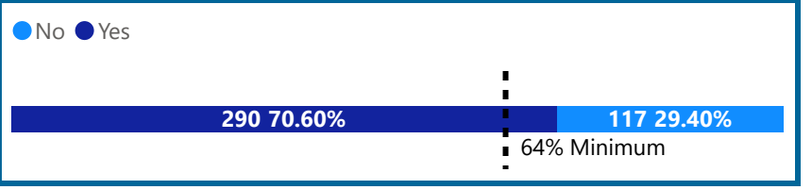
2

Max: 60 Days

Clients with a Date of Engagement

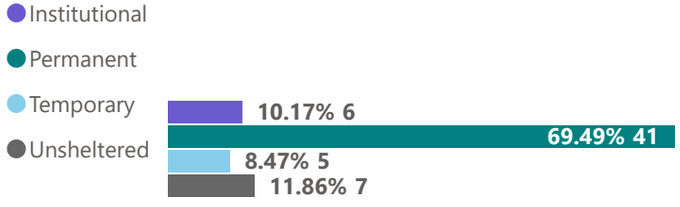
134

Serving those with Long Length of Homelessness



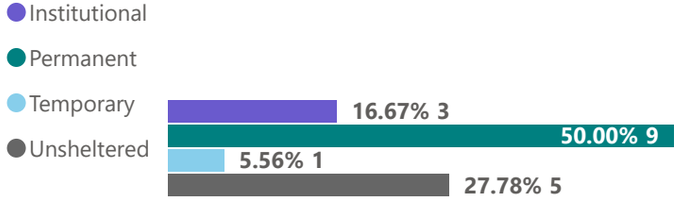
Exits

(Exited Clients)



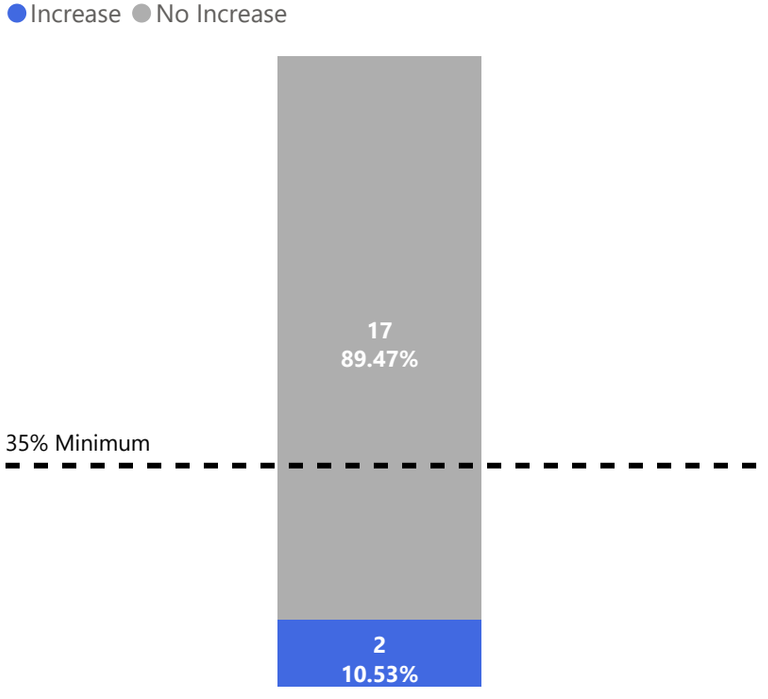
Exits

(Only W/ Date of Engagement)



Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

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

Quarter 4 - Supportive Services Only
Family Promise of Spokane - Children and Family Supportive Services

Number of Households Served
Projected Households Served: 30

54

Average Time from Date of Engagement to Successful Exit

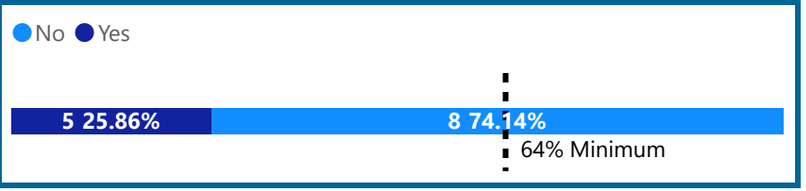
3

Max: 60 Days

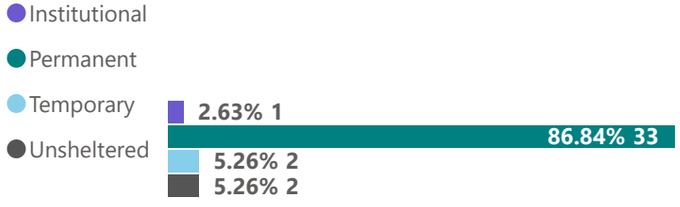
Clients with a Date of Engagement

9

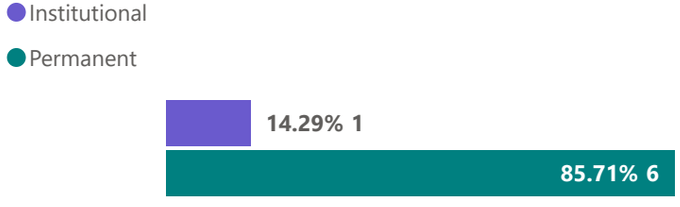
Serving those with Long Length of Homelessness



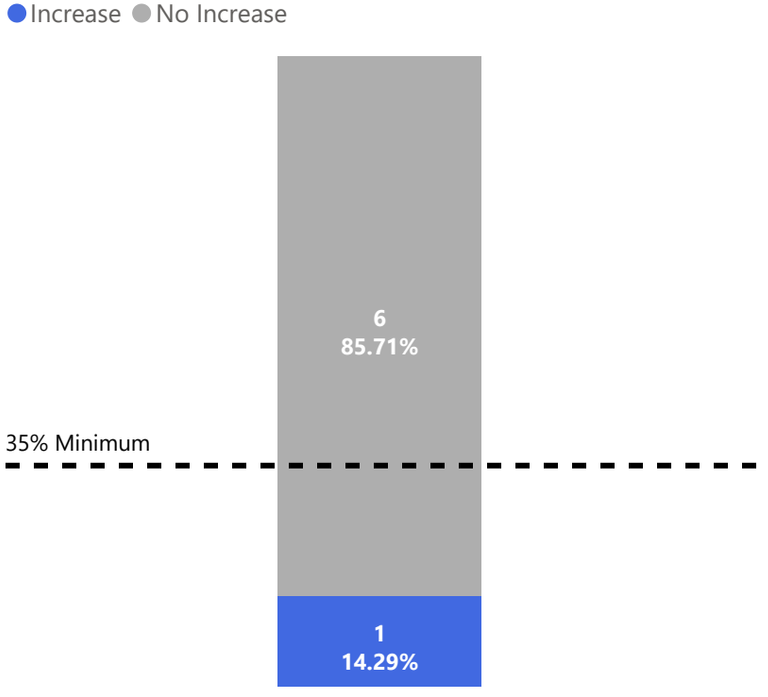
Exits
(Exited Clients)



Exits
(Only W/ Date of Engagement)



Employment and Income Growth
(SPM Metric 4.6 - Only W/ Date of Engagement)



Returns to Homelessness
(SPM Metric 2b)

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

-- HMIS Team

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

Quarter 4 - Supportive Services Only Transitions - Women's Hearth

Number of Individuals Served

Projected Individuals Served: 473

447

Average Time from Date of Engagement to Successful Exit

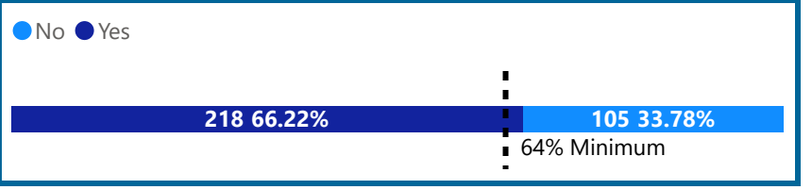
0

Max: 90 Days

Clients with a Date of Engagement

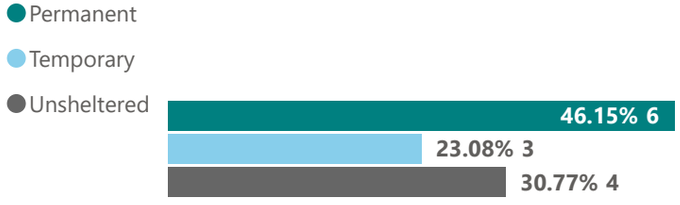
92

Serving those with Long Length of Homelessness



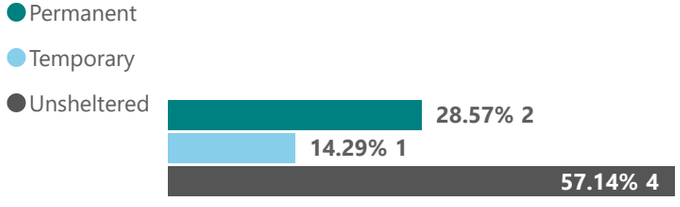
Exits

(Exited Clients)



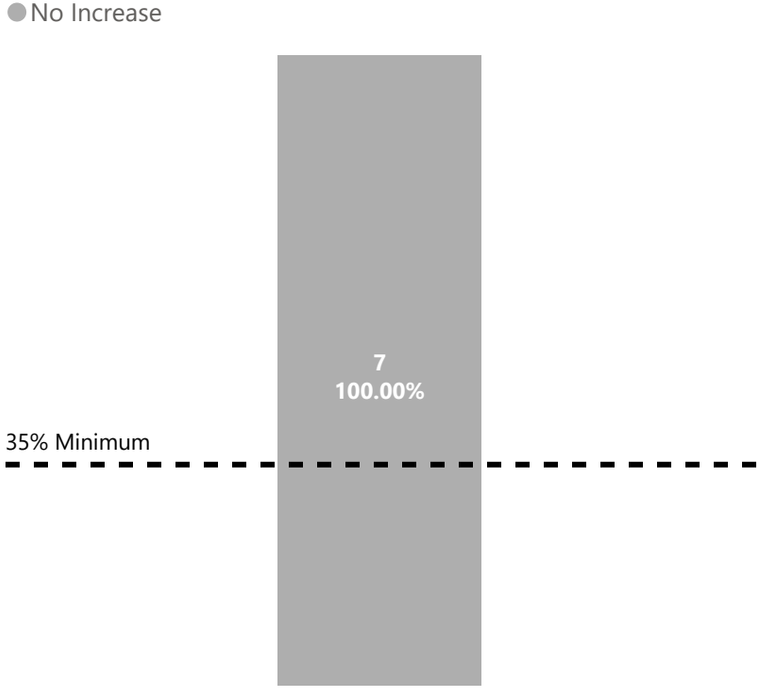
Exits

(Only W/ Date of Engagement)



Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

Housing Services (Pilot Programs) PY 2025-26 Quarterly Performance Report

Quarter 4 - Supportive Services Only
Consistent Cares - Hot Spotters

Number of Individuals Served

Projected Individuals Served: 240

203

Average Time from Date of Engagement to Successful Exit

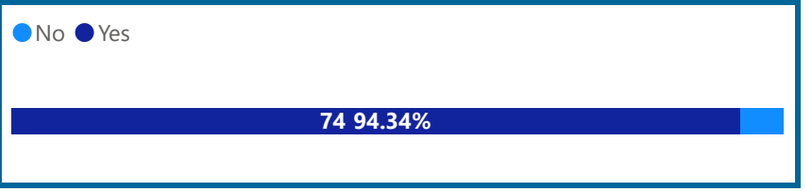
0

Max: 90 Days

Clients with a Date of Engagement

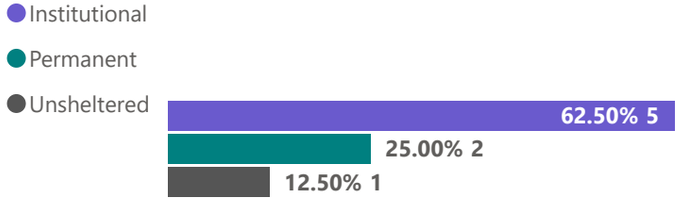
33

Serving those with Long Length of Homelessness



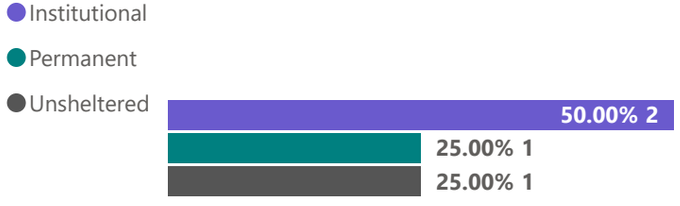
Exits

(Exited Clients)



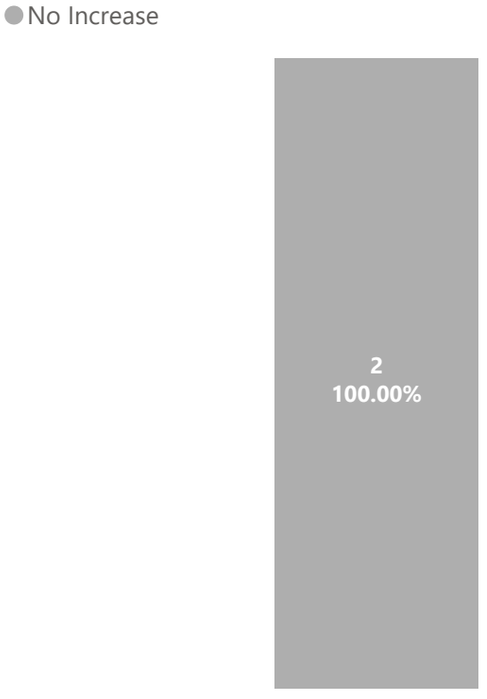
Exits

(Only W/ Date of Engagement)



Employment and Income Growth

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



Returns to Homelessness

(SPM Metric 2b)

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

-- HMIS Team

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

Quarter 4 - Unknown Exits
All Projects

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

Program Name	CC--SSO--City Diversion--HHOS		SNAP--SSO--Singles Diversion		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown			9	1.55%	**9**	**1.55%**
Institutional	1	0.17%	1	0.17%	**2**	**0.34%**
Permanent	419	72.12%	30	5.16%	**449**	**77.28%**
Sheltered	3	0.52%	10	1.72%	**13**	**2.24%**
Still Enrolled	10	1.72%	12	2.07%	**22**	**3.79%**
Temporary	64	11.02%	2	0.34%	**66**	**11.36%**
Unsheltered	14	2.41%	6	1.03%	**20**	**3.44%**
Total	**511**	**87.95%**	**70**	**12.05%**	**581**	**100.00%**

Program Name	CC--HP--Families--CHG-HP		CMC--HP--Carl Maxey Housing--CHG-HP		GI--HP--HEN		GI--HP--HEN FCS Bridge		NRCC--HP--Esperanza--CHG-HP		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown					1	0.27%			1	0.27%	**2**	**0.53%**
Currently Enrolled	24	6.42%	193	51.60%	61	16.31%	3	0.80%	37	9.89%	**317**	**84.76%**
Permanent	9	2.41%	1	0.27%	28	7.49%	5	1.34%			**43**	**11.50%**
Temporary					3	0.80%	1	0.27%			**4**	**1.07%**
Unsheltered					9	2.41%					**9**	**2.41%**
Total	**33**	**8.82%**	**194**	**51.87%**	**102**	**27.27%**	**9**	**2.41%**	**38**	**10.16%**	**374**	**100.00%**

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

Quarter 4 - Unknown Exits
All Projects

Program Name	NRCC--HP--Esperanza--HHOS		SNAP--HP--Singles--CHG-HP		TPW--HP--Singles--CHG-HP		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Currently Enrolled	15	28.85%	16	30.77%	1	1.92%	**32**	**61.54%**
Permanent	12	23.08%	6	11.54%	2	3.85%	**20**	**38.46%**
Total	**27**	**51.92%**	**22**	**42.31%**	**3**	**5.77%**	**52**	**100.00%**

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

Quarter 4 - Unknown Exits
All Projects

Program Name	CC--SO--City Street Outreach		TPW--SO--Womens Hearth		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown	1	0.24%	22	5.34%	**23**	**5.58%**
Currently Enrolled	85	20.63%	164	39.81%	**249**	**60.44%**
Permanent	3	0.73%	1	0.24%	**4**	**0.97%**
Sheltered	36	8.74%			**36**	**8.74%**
Temporary	47	11.41%	1	0.24%	**48**	**11.65%**
Unsheltered	48	11.65%	4	0.97%	**52**	**12.62%**
Total	**220**	**53.40%**	**192**	**46.60%**	**412**	**100.00%**

Program Name	CAT--ES--Recovery Options Center		CC--ES--HOC Shelter		FPS--ES--Families Shelter		FPS--ES--Scattered Site		JHH--ES--Churches--Scattered Site		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown			231	16.14%					9	0.63%	**240**	**16.77%**
Currently Enrolled	30	2.10%	205	14.33%	55	3.84%	13	0.91%	63	4.40%	**362**	**25.30%**
Institutional	6	0.42%	1	0.07%	9	0.63%	1	0.07%	13	0.91%	**29**	**2.03%**
Permanent	9	0.63%	42	2.94%	170	11.88%	34	2.38%	75	5.24%	**330**	**23.06%**
Sheltered	9	0.63%	3	0.21%	31	2.17%	5	0.35%	43	3.00%	**90**	**6.29%**
Temporary	11	0.77%	2	0.14%	78	5.45%	16	1.12%	30	2.10%	**137**	**9.57%**
Unsheltered	46	3.21%	3	0.21%	101	7.06%	28	1.96%	129	9.01%	**300**	**20.96%**
Total	**111**	**7.76%**	**487**	**34.03%**	**444**	**31.03%**	**97**	**6.78%**	**362**	**25.30%**	**1431**	**100.00%**

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

Quarter 4 - Unknown Exits
All Projects

Program Name	JHH--ES--Aurora Center		JHH--ES--Womens Shelter--Scattered Site		VOA--ES--YAS		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown	1	0.17%			51	8.53%	**52**	**8.70%**
Currently Enrolled	16	2.68%	47	7.86%	164	27.42%	**227**	**37.96%**
Institutional	1	0.17%			1	0.17%	**2**	**0.33%**
Permanent	5	0.84%	12	2.01%	18	3.01%	**35**	**5.85%**
Sheltered	7	1.17%	36	6.02%	1	0.17%	**43**	**7.19%**
Temporary	1	0.17%	4	0.67%	18	3.01%	**23**	**3.85%**
Unsheltered	38	6.35%	198	33.11%	7	1.17%	**235**	**39.30%**
Total	**69**	**11.54%**	**297**	**49.67%**	**260**	**43.48%**	**598**	**100.00%**

Program Name	CC--ES--Catalyst--ROW		JHH--ES--Healing Hearts Medical Respite		REV--ES--Homes--ROW		TSA--ES--The Way Out Center		VOA--ES--Crosswalk Youth Shelter		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown	5	0.66%	5	0.66%					14	1.86%	**24**	**3.18%**
Currently Enrolled	48	6.37%	19	2.52%	22	2.92%	56	7.43%	78	10.34%	**223**	**29.58%**
Institutional	9	1.19%	35	4.64%			11	1.46%	1	0.13%	**56**	**7.43%**
Permanent	41	5.44%	18	2.39%	19	2.52%	51	6.76%	19	2.52%	**148**	**19.63%**
Sheltered			11	1.46%	2	0.27%	17	2.25%	3	0.40%	**33**	**4.38%**
Temporary	4	0.53%	15	1.99%	4	0.53%	57	7.56%	2	0.27%	**82**	**10.88%**
Unsheltered	28	3.71%	47	6.23%	18	2.39%	104	13.79%	1	0.13%	**196**	**25.99%**
Total	**135**	**17.90%**	**150**	**19.89%**	**65**	**8.62%**	**296**	**39.26%**	**118**	**15.65%**	**754**	**100.00%**

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

Quarter 4 - Unknown Exits
All Projects

Program Name	YWCA--ES--DV Shelter		**Total**	
Exit Destination	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown	25	27.78%	**25**	**27.78%**
Currently Enrolled	24	26.67%	**24**	**26.67%**
Permanent	30	33.33%	**30**	**33.33%**
Temporary	10	11.11%	**10**	**11.11%**
Unsheltered	1	1.11%	**1**	**1.11%**
Total	**90**	**100.00%**	**90**	**100.00%**

Program Name	CC--TH--SMS--CoC-WA0109		TPW--TH--Miryams House		TPW--TH--TLC		VOA--TH--Alexandrias House--CoC-WA0126		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown					6	3.05%	3	1.52%	**9**	**4.57%**
Currently Enrolled	16	8.12%	5	2.54%	22	11.17%	2	1.02%	**45**	**22.84%**
Institutional			1	0.51%	1	0.51%			**2**	**1.02%**
Permanent	81	41.12%	7	3.55%	7	3.55%	3	1.52%	**98**	**49.75%**
Sheltered	3	1.52%							**3**	**1.52%**
Temporary	15	7.61%	1	0.51%	2	1.02%	9	4.57%	**27**	**13.71%**
Unsheltered	13	6.60%							**13**	**6.60%**
Total	**128**	**64.97%**	**14**	**7.11%**	**38**	**19.29%**	**17**	**8.63%**	**197**	**100.00%**

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

Quarter 4 - Unknown Exits
All Projects

Program Name	CC--RRH--Families--HHOS		CC--RRH--Families--HHOS-ESG		GI--RRH--HEN		GI--RRH--HEN FCS Bridge		SNAP--RRH--Singles--HHOS		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown									12	2.73%	**12**	**2.73%**
Currently Enrolled	69	15.68%	6	1.36%	149	33.86%			33	7.50%	**257**	**58.41%**
Institutional					3	0.68%					**3**	**0.68%**
Permanent	26	5.91%	41	9.32%	40	9.09%	1	0.23%	14	3.18%	**122**	**27.73%**
Sheltered	4	0.91%							1	0.23%	**5**	**1.14%**
Temporary	1	0.23%			5	1.14%			2	0.45%	**8**	**1.82%**
Unsheltered	18	4.09%			14	3.18%			1	0.23%	**33**	**7.50%**
Total	**118**	**26.82%**	**47**	**10.68%**	**211**	**47.95%**	**1**	**0.23%**	**63**	**14.32%**	**440**	**100.00%**

Program Name	CC--PSH--CHF--HHOS		CC--PSH--HHOS		TPW--PSH--Home Yard Cottages		VOA--PSH--WA0130		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown							5	1.50%	**5**	**1.50%**
Institutional							1	0.30%	**1**	**0.30%**
Permanent	3	0.90%	7	2.10%	2	0.60%	27	8.08%	**39**	**11.68%**
Retention	25	7.49%	56	16.77%	51	15.27%	132	39.52%	**264**	**79.04%**
Sheltered							3	0.90%	**3**	**0.90%**
Temporary					6	1.80%	9	2.69%	**15**	**4.49%**
Unsheltered	1	0.30%	1	0.30%			5	1.50%	**7**	**2.10%**
Total	**29**	**8.68%**	**64**	**19.16%**	**59**	**17.66%**	**182**	**54.49%**	**334**	**100.00%**

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

Quarter 4 - Unknown Exits
All Projects

Program Name	CCS--SSO--Hot Spotters		FPS--SSO--Children and Family Supportive Services		TPW--SSO--Womens Hearth		**Total**	
Exit Destination	# of Clients	% of Clients	# of Clients	% of Clients	# of Clients	% of Clients	**# of Clients**	**% of Clients**
Unknown	31	3.64%	5	0.59%	30	3.52%	**66**	**7.75%**
Currently Enrolled	164	19.25%	49	5.75%	404	47.42%	**617**	**72.42%**
Institutional	5	0.59%	2	0.23%			**7**	**0.82%**
Permanent	2	0.23%	128	15.02%	6	0.70%	**136**	**15.96%**
Temporary			12	1.41%	3	0.35%	**15**	**1.76%**
Unsheltered	1	0.12%	6	0.70%	4	0.47%	**11**	**1.29%**
Total	**203**	**23.83%**	**202**	**23.71%**	**447**	**52.46%**	**852**	**100.00%**

Homeless Service Provider Narrative Response Worksheet

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

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
Catalyst	Continuous Stay Emergency Shelter	Q4 2025-26	7/20/26

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Rate of Utilization (Local Measure)	85%	67%	*--18%*
Length of Time Homeless in ES (SPM Metric 1a.1)	90 days	275days	*+185days*
Employment and Income Growth (SPM Metric 4.6)	40%	26.51%	*-13.49%*
Return to Homelessness (SPM Metric 2b)	20% max	51.61%	*-38%*

Explanation of the Variance

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

- Rate of Utilization- The requirement for all vacancies being filled through designated ERP sites, the frequency of these designations impacts our overall occupancy rate. Our partnership with FBH and the current ERP process—partnering with the City Outreach Team—has significantly increased our ability to fill vacancies, and should ensure that we maintain a higher Rate of Utilization moving forward.
- Length of time- 275 days; we have continued to use a progressive programmatic approach to support moving individuals through the program. Our average decreased 98 days during this year, and we anticipate further decreases in that average as we move participants out over the next quarter. There are additional ERP units coming on-line and a significant number of move-outs for FBH anticipated as well as move outs for our ERP participants due to that partnership as well.
- Employment or Income Growth at Time of Exit - Our annual percentage was 26.51%, which is 13.49% below our performance target and reflects a significant decline over the Q3 (35.71%). We continue to recognize that this indicates a gap in both our outcomes and the consistency of our approach to employment and income planning. Care Coordinators continue to support participants through in-house pre-employment training and connecting them to community-based resources, these efforts have not yet translated into the level of measurable income growth we are targeting. We are have continued strengthening our approach by implementing more structured employment planning earlier in the participant's stay, improving coordination with workforce partners, FCS, and increasing accountability around tracking and documenting income outcomes.
- Return to Homelessness - Our target goal is 20%; however, for this year, our return to homelessness rate was 51.61%. Of the 31 individuals who exited the program during that period, 15 have retained their housing. While many participants entered the program with significant barriers—including behavioral health needs, substance use, and complex medical conditions—this underscores the importance of ensuring our model is equipped to support sustained success beyond placement. This period also coincided with the early development of our ERP encampment response, which highlighted gaps in post-exit support. In response, we have continued 90-day follow-up engagement and have expanded our model by adding an Aftercare Coordinator position to provide more consistent, long-term support and improve housing retention outcomes. Our Aftercare Coordinator is maintaining engagement and education with participants who graduate weekly- we anticipate seeing increases in retention due to these efforts.

Steps Taken to Improve Performance

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

- Current rate of Utilization (67%) should continue to increase based upon the activated Outreach teams and the resumption of activating of encampments, which will lead to more referrals to fill our current vacancies and lead to achieving our 85% benchmark. *ERP Legislative funds require that all ERP units be filled through ERP designated sites. Our partnership with FBH has given us a second avenue to keep units filled- and has not impacted our ability to accept referrals from ERP sites.
- Length of time in ES will decrease from 275 to closer to 90 days via the following actions: (1) Informing/educating participants as to new guidelines for length of stay expectations and moving them into the newly available ERP PSH units (both from Revive and Catholic Charities) and into units in the Ridpath with our new partnership with OSHS (2) and continuing to connect to other housing resources as available in the community. We were able to graduate a significant number of participants in Q4, we anticipate this pace continuing into the next quarter.
- Employment and Income Growth at time of exit- In order to increase from our current rate of 26.51% to 40%, Catalyst Housing Care Coordinators will continue emphasizing the need to increase income for household sustainability and providing specific resources to support growth in this area. We will also continue to provide Employment opportunities and training. We will continue to partner with Dignified Workday and continue to seek out additional opportunities for our participants in this area.
- We increased focus on engaging SUD and Behavioral Health on-site prior to graduation (still on a voluntary basis). Catalyst implemented a phased approach to help direct Care Coordination with participants- focusing on Behavioral and Physical Health needs initially and then moving to rental education and budgeting education as the program became more established. We brought on-board an Aftercare Coordinator, whose role will be to maintain engagement with participants after exiting and support efforts to remain housed. This position will continue to engage with clients on a voluntary basis past our traditional 90-day mark and to continue to educate and work to ensure participants remained housed.

Timeline for Improvement

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

- Rate of Utilization- with the ERP outreach team and referrals coming in at a more consistent pace, we should see increases in our utilization to align more closely with funder mandates.
- Length of time- will continue to decrease over the next quarter and will continue to move closer to compliance prior in the next quarter.
- Employment and Income Growth at time of exit- this has increased since the 1st quarter and we are better able to track participants benefits and move away from self-reporting and we should continue to have increases in this area over the next quarter.
- Returns to Homelessness should decrease as the results of these programmatic changes begin to show. We should continue to display movement towards coming into alignment with the 20% expectation.

Additional Support or Resources Needed

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

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
CC—ES—HOC Shelter	Night by Night.	7/1/2025-6/30/2026	7/19/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Length of Time Homeless ES *(SPM Metric 1a.1)*	90 Days Max.	119 Days	29+
Average Length of Time to Date of Engagement *(Days)*	Max 30 Days	239 Days	209+
Returns to Homelessness *(SPM Metrics 2B)*	Max 20%	24.39%	4.39+

Explanation of the Variance

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

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

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

Clients are remaining in shelter longer because many need additional time to secure income, save for move-in costs, and identify permanent housing options that are affordable and accessible. House of Charity has limited funding available for deposits and rental assistance, which can delay exits to permanent housing. In addition, the local housing market has limited availability for low-income individuals, and high screening standards create additional barriers for clients seeking housing.

Returns to Homelessness *(SPM Metrics 2B)*

Low-income clients who do not have a stable rental subsidy or ongoing rental assistance remain at increased risk of returning to homelessness if they lose income or experience an unexpected financial emergency. Many clients have limited ability to build savings after becoming housed, which makes it difficult to maintain housing during periods of instability. Limited post-housing assistance and supportive services can also affect housing stability. In addition, behavioral health needs, including substance use and mental health concerns, may create additional challenges when clients do not receive sufficient support after being housed.

Average Length of Time to Date of Engagement *(Days)*

In a night-by-night shelter environment, it can take longer to formally engage clients in services because clients are often out of the shelter during the day and may only return near curfew. Some clients are also not immediately interested in or ready to participate in housing-focused support, which can delay meaningful engagement.

Steps Taken to Improve Performance

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

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

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

We have seen a slight improvement in this metric in the last two quarters. This quarter, we will continue to actively work with clients to assist clients with obtaining identification documents, connecting them to income resources, and completing housing applications.

Returns to Homelessness *(SPM Metrics 2B)*

This quarter, we will continue to be available as a resource for those who need support after leaving the shelter and connect clients with mental health, recovery, support, and financial resources that are available.

Average Length of Time to Date of Engagement *(Days)*

This quarter, we will continue to actively engage with clients and try to build relationships with them from day one. We plan to move intakes to case managers to improve relationship building from the start.

Timeline for Improvement

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

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

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

We will continue to seek out resources to help our clients get back on their feet as soon as possible, while continuing to improve this metric in the next quarter.

Returns to Homelessness *(SPM Metrics 2B)*

Our landlords are starting to more actively reach out to us when our clients are struggling, but we will also continue to try to contact the clients who already moved out and connect them with resources this quarter.

Average Length of Time to Date of Engagement *(Days)*

We believe that we will see improvement in this quarter engagement as we are refining our systems and trying to connect with clients as soon as they come in to receive services.

Additional Support or Resources Needed

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

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

Additional funding for rental assistance, deposits, and post-housing stabilization services would support improved outcomes. Continued access to affordable housing options, landlord partnerships, and behavioral health resources would also help reduce returns to homelessness and shorten shelter stays.

Homeless Service Provider Narrative Response Worksheet

Instructions

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

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
CHF-HHOS	PSH	Q4	7/20/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Employment and Income Growth for Leavers	45%	0% *(n=1)*	45%
Average Rate of Utilization	85%	79%	6%
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

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

Employment and Income Growth for Leavers: Unfortunately, one of our participants passed away during this reporting period from a serious health condition. This participant had working income before the onset of this health condition. Consequently, income did not increase for this individual upon exit. With a limited sample size of one household that left the program, our metric in this category was below standard.

Average Rate of Utilization: We had fewer families qualify for this program than was anticipated in the earlier stages of our funding cycle. We are currently working with HFCA to ensure eligible families can access this funding. That said, our enrollment is just one short of target for the program, and we are slightly over the performance standard utilization rate as measured by beds.

Steps Taken to Improve Performance

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

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

Employment and Income Growth for Leavers: Because our participant passed away, there was nothing additional we could have done to prevent this outcome. We will continue to engage proactively with each of our participants to provide support under this metric.

Average Rate of Utilization: We have been working with Coordinated Entry to receive referrals for this program for most of the year, and will continue to do so.

Timeline for Improvement

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

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

Employment and Income Growth for Leavers: N/A

Average Rate of Utilization: Ongoing collaboration with HFCA.

Additional Support or Resources Needed

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

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

Employment and Income Growth for Leavers: N/A

Average Rate of Utilization: None needed at this time.

Homeless Service Provider Narrative Response Worksheet

Instructions

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

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
PSH - HHOS	PSH	7/1/2025-6/30/2026	7/20/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Returns to Homelessness	5%	100% (n=1)	95%
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

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

Over the past two years, we have had one person exit from this program who eventually returned to the homeless system. This client moved from one of our PSH properties to an apartment complex outside of our agency on 08/01/23, and had requested to work with another provider

Steps Taken to Improve Performance

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

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

Because this individual elected to move into permanent housing outside of our agency and pursue services with another SH provider, we were unable to maintain services for them.

Timeline for Improvement

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

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

N/a

Additional Support or Resources Needed

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

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

N/a

Homeless Service Provider Narrative Response Worksheet

Instructions

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

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
CC-RRH- Families-HHOS	.Rapid Rehousing	7/1/25-3/31/2026	4/27/26

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Exits to Permanent Housing	**70%**	56.25%	-13.75%
Employment and Income Growth	**20%**	6.25%	-13.75

Explanation of the Variance

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

- The project did not meet the minimum standard of 70% exiting to permanent housing, by a variance of -13.75%. This shortfall is primarily due to families who are currently enrolled but not yet housed, as they face significant barriers that are delaying successful placement into permanent housing.

- The project did not meet the minimum standard of 20% income growth at exit, with current performance below the standard by a variance of -13.75%. This shortfall is largely due to employment-related barriers experienced by participating families, including difficulty securing reliable daycare and limited employment opportunities for individuals with criminal history.

Steps Taken to Improve Performance

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

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

- We are actively working with families to address the barriers preventing them from obtaining housing. This includes assisting with establishing payment plans for outstanding debt, supporting efforts to increase household income, and encouraging participation in the *Road to Renting* class to demonstrate their commitment to becoming stably housed to potential landlords. To further expand housing opportunities, we will be hosting a Landlord Engagement Lunch and Learn in July. This event is designed to build relationships with property owners and managers, increase understanding of available program supports, and create additional pathways for clients to secure safe and stable housing.
- We are working with families on the importance of increasing income. We assist with resume writing, looking for felony friendly employers and searching for day care so that parents are able to work.

➢

The above strategies are being employed, and improvements should be seen by next quarter.

Additional Support or Resources Needed

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

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

Click or tap here to enter text.

Homeless Service Provider Narrative Response Worksheet

Instructions

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

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
City Street Outreach	SO	10/1/2025-6/30/2026	7/20/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Employment and Income Growth	35%	3.80%	31.20%
Exits from Street Outreach – Permanent Housing	40%	2.24%	37.76%
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

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

Employment and Income Growth – we're looking into how income is tracked on subsequent enrollments and assessments. Because the street outreach program is primarily connecting clients to immediate shelter options, we want to ensure income changes are being tracked.

Permanent Housing Exits – we are working to connect street outreach clients to the most immediately available housing or shelter option. If we cannot quickly connect to permanent housing, we will connect with temporary housing or emergency shelter options. We are expecting that over time, a higher percentage of clients will eventually end up in permanent housing from the shorter-term options we've connected clients to.

Steps Taken to Improve Performance

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

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

Employment Income and Growth – we will work to ensure up-to-date income assessments in HMIS when clients have an income change while we are working with them. We will work to connect interested clients with income options, including FCS, as requested. The next iteration of our program growth in the next year will include more connections to FCS Supported Employment services to help our clients grow their income.

Permanent Housing – we will continue to work to connect our clients as often as possible with permanent housing options when available. We will continue to prioritize immediate solutions, but are working to help make sure clients have access to permanent housing, including making sure clients have access to different grants or funding opportunities that will help clients access that housing.

Timeline for Improvement

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

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

Throughout the next FY.

Additional Support or Resources Needed

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

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

None identified at this time.

Homeless Service Provider Narrative Response Worksheet

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
CC—TH—SMS—WA0109	Transitional Housing	07/01/25-06/30/2026	07/20/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Returns to Homelessness	10%	18.97%	-8.97%
Employment and Income Growth	35%	33.33	-1.67

- For returns to homelessness, the reported rate is 18.97%, which exceeds the 10% goal. This variance of -8.97% is attributed to seven families, 11 individuals, reentering the homeless' system during the reporting period. These returns were due to domestic violence, substance use relapse, and
- For employment and income growth, the program achieved a current performance rate of 33%, slightly below the target of 35%, resulting in a variance of -1.67%. This performance measure would have increased to 35% if significant others were included in the calculation. Additionally, three households had heads of households who remained at home to provide childcare, as the cost of daycare would have exceeded the financial benefit of obtaining employment. While these decisions impacted the metric, they represent family-centered choices that supported household stability and reduced financial burden during the reporting period

Steps Taken to Improve Performance

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

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

- Case managers have received and will continue to receive ongoing training on domestic violence awareness, safety planning, and trauma-informed practices to better support clients in identifying and transitioning into safe, stable housing environments. Strengthening staff competency in this area is a key priority.
- The program has added a case manager with extensive experience working with survivors of domestic violence and an in-depth understanding of the complex barriers they face. This additional expertise has enhanced the team's ability to provide individualized, survivor-centered services and develop housing plans that prioritize safety and long-term stability.
- Case managers are working on relationships with substance use treatment facilities to assist clients struggling with SUD. Making this connection early for client will ensure an extra support system in the sobriety. This will lead to more housing stability and less recidivism.

Timeline for Improvement

Provide a clear timeline outlining the steps you plan to take to bring the project into compliance with the minimum performance standards.
Identify any milestones or specific dates by which key actions or improvements are expected.

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

Additional Support or Resources Needed

Identify any resources, support, or assistance you may need to improve performance (e.g., additional funding, technical assistance, increased staffing, etc.).
If applicable, provide recommendations for how the program or system could be better supported at a local, regional, or state level to achieve success.

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Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
Carl Maxey Center	Homelessness Prevention Rental Assistance	Q4	Jul 21, 2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Employment/Income Growth	20%	0	20%

Explanation of the Variance

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

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

The Carl Maxey Center experienced the loss of our domain which took weeks to re-establish and a week later had another interruption. During this time we could not access our website or our emails. Although we were working during this time and conducting case management with our clients, we were not able to input all of the data before the report deadline. Since June 30th we have exited another 16 clients from our caseload, so we expect these numbers to be much better in the next quarter.

Steps Taken to Improve Performance

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

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

We have updated the previous quarter's data and continue to input information as it comes to us. We have solved our domain issue completely.

Timeline for Improvement

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

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

We have already rectified the issue we were having and can ensure that we will not have this issue again.

Additional Support or Resources Needed

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

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

This was a unique issue that has been solved, we do not need any additional support.

Homeless Service Provider Narrative Response Worksheet

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
FPS-Family Shelter	NbN Shelter	07/01/25-06/30/26	07/20/26.

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
4.6	*35%*	*17.8*	*-17.2*
[Enter Metric]	[Enter Standard]	[Enter Performance]	-17.2Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

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

The client demographics have changed to include chronic homelessness and the other types of income in lieu of employment.

Steps Taken to Improve Performance

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

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

We are reassessing our case management approach to better support families as effective partners. Since prioritizing income growth, we have seen a 2% increase since Quarter 3.

Timeline for Improvement

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

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

This will be on going to ensure our families are able to provide financial support as they secure housing and stabilization

Additional Support or Resources Needed

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

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

Additionl funding for diversion, outreach and chronic homeless families would be beneficial in helping our families move into permanent housing.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
Family Promise of Spokane	Scattered Sites	07/01/25-06/30/26	07/20/26

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
7b.1	*40%/25%*	*38.46%/17.95%*	*-15.4/7.05%*
4.6	*35%*	*10.71%*	*-24.29%*
2b	*85%*	*97%*	*-6%*

Explanation of the Variance

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

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

7b1: This funding was underutilized during Qtr1 & Qtr2. After ensuring the funding source was utilized, we have developed a system to ensure we are utilizing the funding source correctly.
4.6: Increased income has become harder as we look at individuals displaying chronic homelessness or the inability to work due to SSI/SSDI concerns.
2b: No clients were exited from this project during the reporting period. No data available.

Steps Taken to Improve Performance

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

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

Established a utilization process ensuring the inclement weather beds are utilized to full capacity. Also, out CMs have built a process help our families increase income to maintain stability within housing. A new process to track income has been put in place within FPS to ensure we are tracking income for the families working towards the 35% minimum.

Timeline for Improvement

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

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

At the end of Qtr 1 we are trying to be within 10% of the minimum requirement with a goal of achieving the minimum standard by the end of Qtr 2.

Additional Support or Resources Needed

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

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

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Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
Family Promise of Spokane	Children and Families Services	07/01/25-06/30/26	07/20/26

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
2b	*64%*	*8.74%*	*-55.26%*
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

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

The SSO project is a new project and does not have historical data to accurately calculate families served with long length of homelessness.

Steps Taken to Improve Performance

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

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

Capturing past demographics in FPS system and HMIS to establish a base line to serve those with long length of homelessness.

Timeline for Improvement

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

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

We should be able to see some numerical values as we reach the one year within this program. Until then we will not see any

Additional Support or Resources Needed

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

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

Additional funding to help families with move in cost, applications and outreach support within the school district.

Homeless Service Provider Narrative Response Worksheet

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
Goodwill - HEN	RRH	Q4	7/17/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Rapid Placement into Permanent Housing	Maximum 60 Days	177 Days	117 Days Above Standard
Returns to Homelessness (SPM 2b)	Maximum 10%	13.11%	3.11% Above Standard
Exits to Permanent Housing (SPM 7b.1)	Minimum 70%	63.93%	6.07% Below Standard

Explanation of the Variance

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

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

The program experienced challenges meeting performance benchmarks related to rapid placement into permanent housing, returns to homelessness, and exits to permanent housing. Key contributing factors included a limited supply of affordable housing, rising rental costs, and stricter landlord screening requirements within the Spokane housing market. Many participants required additional time to address barriers such as obtaining identification and resolving rental history concerns before securing housing. Staffing transitions during the reporting period also affected placement timelines as new staff completed onboarding and training. Additionally, participant disengagement and loss of contact limited the program's ability to provide ongoing support and intervene when housing stability concerns arose.

Steps Taken to Improve Performance

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

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

To address these challenges, the program has increased its focus on housing navigation, participant engagement, and housing stability planning. Staff identify and address housing barriers earlier in the enrollment process, including issues related to identification, income, rental history, and other factors that may delay housing placement this is identified right at enrollment with utilizing the housing needs assessment.

The team has strengthened landlord and property management outreach to increase housing opportunities for participants and expand the program’s network of available housing resources. The Housing Engagement Liaison will complete outreach to at least 10 landlords or property management companies each month and document the date of contact, outreach method, information provided, follow-up needed, and outcome.

Updated marketing materials will clearly explain available program services, eligible housing-related costs, landlord benefits, and contact information. These materials will be distributed during landlord outreach, community events, and when case managers identify new housing partners.
Case managers will provide program information to new landlords they encounter and refer landlords needing additional support to the Housing Engagement Liaison. Questions received through the landlord hotline will be documented and responded to within 24hours. Common questions or concerns will be reviewed quarterly to identify needed updates to marketing materials, outreach strategies, or program procedures.
Housing search progress, placement barriers, and participants experiencing extended housing search timelines will be reviewed during regular case staffing and team meetings. Cases that reach 45 days without permanent housing will receive an additional review with a lead or supervisor. The review will identify specific barriers, assign action steps, designate responsible staff, and establish follow-up dates.
Cases approaching 90 days without permanent housing will be prioritized for formal staffing with program leadership. The team will review completed housing search activities, landlord contacts, participant barriers, available financial assistance, and alternative housing options. A written housing action plan will be developed and reviewed at least every two weeks until permanent housing is secured or the case is otherwise resolved.
Program leadership will review monthly data on landlord outreach, new housing resources, participants housed, average time to housing placement, cases exceeding 45 and 90 days, and common placement barriers. This information will be used to adjust outreach efforts, provide additional staff support, and improve the program's ability to place participants into permanent housing within 90 days.
To improve participant engagement and reduce loss of contact, staff utilize multiple methods of communication, including phone calls, text messages, emails, letters, and coordination with community partners. Participants who are disengaged from services or have limited contact are discussed during case staffing and supervisory meetings to identify additional outreach strategies, assess service needs, and support re-engagement whenever possible. This step is taken with action plans to help engagement with participants and understand the support that the case manager can and will follow up with. If disengagement occurs within the first 30 days of enrollment the case will be staffed with a lead for further action steps such as adding the name to the homeless huddle meeting, alert on HMIS, reviewing jail rosters, contacting emergency contact. Once contact has been made the barriers are assessed and a case manager will support the individual with helping find resources for a phone, create an email for communication and engagement.
The program continues to emphasize housing stability planning, connections to employment and mainstream benefits, and ongoing review of participant outcomes. Program leadership will regularly review data related to housing placement timelines, returns to homelessness, permanent housing exits, and participant engagement to identify trends, monitor performance, and adjust service delivery as needed. Staffing has stabilized, allowing the team to maintain a stronger focus on participant engagement, housing search support, housing retention, and overall program performance

Timeline for Improvement

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

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

Over the next 3 to 12 months, the program will monitor housing placement timelines and review cases with extended housing search periods to identify barriers and develop strategies that support faster placement into permanent housing. Cases that remain enrolled longer than 45 days without obtaining permanent housing will be reviewed during case staffing meetings to ensure housing barriers are being addressed and housing search activities remain active and goal focused. The case manager will set a meeting to discuss cases with their lead to help identify action plans and address barriers.
The team will strengthen participant engagement efforts by reviewing cases involving loss of contact and identifying additional outreach strategies when participant engagement decreases. Participants who disengage from services will be reviewed during supervisory and case staffing meetings to determine

appropriate next steps and opportunities for re-engagement. Returns to homelessness will be reviewed within 45 days of enrollment to identify and evaluate contributing factors, assess service gaps, and identify opportunities for program improvement.

Program leadership will conduct regular reviews of outcome and performance data and will continue using that information to monitor progress toward performance goals, identify trends, and adjust service delivery as needed. Regular reviews conducted by program leadership will occur twice a month. These reviews will occur to better support case managers and provide initial conversation as we identify participants being enrolled and having barriers around engagement, addressing housing barriers and providing overall support to better support both the case manager and participant in having success within the HEN program. Housing placement timelines, permanent housing exits, returns to homelessness, and housing retention outcomes will also be reviewed on a quarterly basis to evaluate program performance and identify areas requiring additional attention. Findings from these reviews will be incorporated into program planning, case staffing discussions, and service delivery improvements.

Efforts will focus on increasing housing opportunities, strengthening participant engagement, reducing the length of time participants remain enrolled before securing housing, improving permanent housing exit rates, and supporting long-term housing stability.

Additional Support or Resources Needed

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

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

Additional affordable housing options and expanded landlord partnerships are needed to improve housing placement outcomes. Increased community resources to address participant barriers such as identification replacement, rental history concerns, and financial hardships would further support successful housing outcomes. Expanded access to employment services, income support, and mainstream benefits would help promote long-term housing stability and reduce returns to homelessness. Ongoing staff training, community partner collaboration, and housing navigation resources are also needed to support continuous program improvement and participant success.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
Goodwill HEN/FCS Bridge	RRH	Q4	7/17/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Rapid Placement into Permanent Housing	Maximum 60 Days	183 Days	123 Days Above Standard

Explanation of the Variance

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

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

Although all households successfully obtained permanent housing, the average time to placement was 183 days, which exceeded the program benchmark of 90 days. The primary factors contributing to the variance included limited affordable housing availability, restrictive landlord screening requirements, and the higher level of housing barriers experienced by FCS Bridge participants, which extended housing search and placement timelines.

Steps Taken to Improve Performance

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

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

To improve housing placement outcomes, the program will increase the focus on housing navigation and early identification of barriers that may delay housing placement. Staff will work with participants to address barriers related to identification, income, rental history, documentation requirements, and other challenges as early as possible in the first 45 days of enrollment. This will occur by setting weekly appointments.

The team will focus on relationships with landlords and property management companies to identify additional housing opportunities and expand available housing resources. The landlord liaison will provide support in going out into the community and engaging with property managers and landlords to provide marketing material, address concerns working with the program and be a resource. Housing search progress, placement barriers, and participants experiencing extended housing search timelines are reviewed during regular case staffing and team meetings to identify solutions and support timely placement into permanent housing. Cases that remain enrolled longer than 45 days without obtaining permanent housing receive additional review to identify barriers, assess progress, and develop next steps toward housing placement. Staff will focus on individualized housing search support, including assistance with housing applications, gathering required documentation, landlord coordination, and connections to community resources that may

support housing placement. Regular case reviews are used to monitor participant progress, identify challenges, and ensure housing search activities remain active and focused on securing permanent housing. Within the same week of enrollments case managers will check in with a lead to discuss the barriers and address concerns that may come up as housing search begins to begin identifying and addressing barriers sooner.
Program leadership will conduct regular reviews twice a month for housing placement timelines and housing outcome data to monitor performance, identify trends, and adjust service delivery as needed. These reviews help identify barriers impacting placement timelines and inform strategies to improve housing placement outcomes and overall program performance

Timeline for Improvement

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

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

Within the next 90 days, the program will review housing placement timelines and conduct case staffing reviews for households that remain enrolled longer than 45 days without obtaining permanent housing. These reviews will focus on identifying barriers, evaluating housing search progress, and developing action steps to support timelier placement into permanent housing.
Within the next 3 to 6 months, the team will strengthen landlord and property management relationships, expand housing resources, and identify additional housing opportunities for participants with the support of the landlord liaison. Housing search progress and placement barriers will be reviewed during 1-1s with the lead, monthly meetings and bimonthly case staffing to help move participants more quickly toward permanent housing.
Throughout the next 12 months, program leadership will review housing placement timelines and outcome data on a quarterly basis and twice a month to monitor performance, identify trends, and evaluate the effectiveness of housing navigation and placement strategies. Findings from these reviews will be used to inform case staffing discussions, program planning, and service delivery improvements.
By the end of the next 12 months, the program's goal is to reduce the average length of time participants spend searching for and securing permanent housing through earlier identification of barriers, continued landlord engagement, enhanced housing navigation support, and ongoing data review to guide program improvements.

Additional Support or Resources Needed

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

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

Additional affordable housing units and expanded landlord partnerships would help improve placement timelines. Continued collaboration with community housing providers, property managers, and landlords is needed to increase available housing opportunities. Additional resources to address participant housing barriers and support housing navigation efforts would further assist households in achieving faster placement into permanent housing.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
ERP ES Homes	Homeless Services	07/01/2025-06/30/2026	07/17/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
1a.1	90 Days	186 Days	Over 96 Days
Average Rate of Utilization	85%	50%	-35%
7b.1 Perm	55%	44.19%	-10.81%
7b.1 Temp/Inst	25%	9.30%	-15.7%
4.6	40%	34.88%	-5.12%
2b	20%	22.22%	Over 2.22%

Explanation of the Variance

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

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

Exits to permanent housing have remained below target due to limited housing availability, documentation delays, a shortage of Housing Choice Vouchers, and the intensive support needs of many clients. Additional barriers include limited landlord participation, prior evictions, low income, poor rental history, and criminal backgrounds. Some clients also choose to focus on recovery and community support before transitioning to independent housing.

Employment and income growth have been affected by barriers such as physical and behavioral health disabilities and the long-term impacts of substance use disorders. Many clients entered the program with no income but are now working with employment specialists and accessing disability benefits through DSHS and SSA programs.

Returns to homelessness have primarily occurred among clients who exited before receiving sufficient case management and stabilization services needed to secure and maintain permanent housing.

Steps Taken to Improve Performance

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

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

The program will continue to focus on expanding housing access through enhanced landlord outreach and engagement, while providing increased support for clients with substantial barriers to housing stability. Efforts will be

directed toward reducing returns to homelessness by improving access to mental health services, crisis intervention supports, and partnerships with local employers and service agencies. Service delivery will prioritize stabilization and housing retention for individuals with complex needs, particularly those transitioning from encampments, while also supporting clients.

Timeline for Improvement

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

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

Improvement will be seen over the next reporting period

Additional Support or Resources Needed

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

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

If additional funding is available to support staff training, our team would love to learn more about housing and behavioral health topics from outside facilitators or city trainers.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
ERP PHS Units	Homeless Services	07/01/2025-06/30/2026	07/17/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Average Rate of Utilization (Bed)	85%	59%	26%
Average Rate of Utilization (Unit)	85%	49%	36%

Explanation of the Variance

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

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

The ERP PHS Units project did not meet the minimum performance standards for Average Rate of Utilization for both beds (59%) and units (49%) during the reporting period of 07/01/2025 through 06/30/2026.

During the reporting period, the program experienced vacancies that were difficult to fill due to the limited availability of eligible participants who met program requirements and were prepared for placement at the time units became available.

Steps Taken to Improve Performance

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

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

Continued coordination with program partners

Timeline for Improvement

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

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

Improvement will be shown in the next reporting period

Additional Support or Resources Needed

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

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

Homeless Service Provider Narrative Response Worksheet

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Project Information

Homeless Prevention SNAP-Singles CHG-HP	Service Type: Prevention	Reporting Period: 7/01/2025-6/30/2026	Date Submitted:7/20/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Employment and Income Growth	*20%*	*0%*	*100%*
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

Out of the 6 clients that were exited one did have income growth, it was not properly recorded in HMIS and I have fixed the error. Out of the other 5 clients, we had exited for various reasons that did not have to do with increase in income. One was a client on SHA thus we were only able to pay arrears, one client was on a fixed income and was able to lower the other bills to stabilize her housing, one client voluntarily exited, one client was mistakenly enrolled in HP and was exited and is back in their program at another agency and the last client was exited due to no contact.

Steps Taken to Improve Performance

A new policy and procedure has been implemented requiring Homeless Prevention Case Managers to complete both monthly and 90-day income assessments in HMIS for all enrolled participants. This change ensures that any changes in participant income are documented throughout program enrollment, resulting in more accurate reporting and improved data quality.

Timeline for Improvement

- **Immediate (Completed):** A new policy and procedure requiring Homeless Prevention Case Managers to complete monthly and 90-day income assessments in HMIS has been implemented. Staff have been informed of the updated requirements and are incorporating them into routine case management.

- **Within 3 Months:** Program staff will monitor compliance with the new assessment schedule to ensure timely completion of monthly and 90-day income recertifications. Ongoing case management will continue to emphasize budgeting tools and financial planning,

Additional Support or Resources Needed

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

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

. Program staff are actively participating in joint County and City Homeless Prevention meetings to collaborate with other service providers and share best practices. These meetings provide opportunities to discuss successful client exit strategies and identify effective approaches to increasing client incomes.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
SNAP-RRH-Singles-HHOS	Rapid Rehousing	4/1/2026-6/30/2026	07/20/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
SPM Metric 4.6 Employment and Income Growth	20%	17.24%	2.76%
SPM Metric 2b Returns to Homelessness	10%	14.71%	4.71%
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

- A significant number of participants experienced barriers to employment, including physical and behavioral health conditions, limited work history, and criminal backgrounds. These challenges often reduced opportunities to secure or retain employment, increase earnings, or access higher-wage positions. Additionally, many households depend on fixed incomes, which provide limited potential for income growth. In response, case managers focused on helping participants strengthen their financial stability by maximizing available resources through benefits coordination, budgeting support, and assistance in reducing ongoing financial barriers.

- Housing stability following RRH program exit was impacted by low housing inventory, increasing rental costs, and ongoing economic challenges. The shortage of affordable housing limited options for participants who needed to move, renew their leases, or secure housing that aligned with their financial resources. Participants with criminal histories, poor credit, prior evictions, or limited rental experience faced additional challenges, as these factors often restricted access to available housing opportunities and made it more difficult to obtain replacement housing when needed.

Steps Taken to Improve Performance

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

- Case managers have incorporated employment and income goals into each participant's individualized service plan and review progress on these goals throughout program enrollment. Staff continue to support participants with resume building, interview preparation, and employment referrals. For participants with criminal histories, case managers focus on connecting them with second-chance employers and specialized employment programs that help address barriers to workforce participation.

- The RRH program has enhanced its housing stabilization and exit planning efforts to support long-term housing success. Case managers work collaboratively with participants to create individualized housing stability plans that emphasize income maintenance, budget management, and the identification of potential housing risks prior to program exit. Staff also connect participants to mainstream benefits, behavioral health services, and community-based supports to help strengthen housing stability and ensure ongoing support after they leave the program.

Timeline for Improvement

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

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

We anticipate these efforts to help clients improve their income with positive results expected as these initiatives continue to be implemented.

Additional Support or Resources Needed

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

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

Click or tap here to enter text.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
SNAP-SSO-Singles-Diversion	SSO	4/1/2026-6/30/2026	07/20/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Successful Diversion	55%	52.46%	2.54%
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

- Several households enrolled in the diversion program faced barriers that could not be resolved with diversion assistance. Although staff used problem-solving conversations, mediation, resource navigation, and flexible financial assistance (CDF), many participants did not have safe or sustainable housing alternatives. Some had already exhausted support from family and friends, while others were fleeing unsafe living situations that could not be successfully mediated or in some cases, financial assistance through CDF was not enough to address the severity of the household's housing crisis.

Steps Taken to Improve Performance

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

- The Diversion program has implemented regular case staffing meetings to review challenging diversion cases and identify additional resources or strategies that may support a successful outcome. Staff continue to strengthen connections with Northwest Justice Project and other legal aid organizations, behavioral health providers, employment services, and mainstream benefit programs to address underlying issues that contribute to housing instability.

Timeline for Improvement

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

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

We anticipate these efforts to help clients improve their income with positive results expected as these initiatives continue to be implemented.

Additional Support or Resources Needed

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

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

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Homeless Service Provider Narrative Response Worksheet

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
TPW--HP--Singles--CHG-HP	HP	7/01/2025-6/30/2026	7/24/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Employment and Income Growth	*20%*	*100%*	*80*
Returns to Homelessness	*10%*	*N/A*	*N/A*

Explanation of the Variance

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

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

The difficulty facing each client is the lack of affordable housing for them and the cuts to federal programs that would provide the safety net(s) to increase their income. The Women's Hearth staff continues to work with housing providers, both temporary and permanent, to find placement for those in need of housing and with though involved in Social Security and Social Security Disability to find ways to increase income for clients. The Women's Hearth is also working with clients and community partners to find jobs for those who can work.

Steps Taken to Improve Performance

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

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

Timeline for Improvement

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

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

Click or tap here to enter text.

Additional Support or Resources Needed

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

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

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Homeless Service Provider Narrative Response Worksheet

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
TPW-SO-Womens Hearth	SO	7/01/2025-6/30/2026	7/24/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Employment and Income Growth	*35%*	*100%*	*65*
Successful Exits from Street Outreach	*55%*	*33.34%*	*21.66*

Explanation of the Variance

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

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

The difficulty facing each client is the lack of affordable housing for them and the cuts to federal programs that would provide the safety net(s) to increase their income. The Women's Hearth staff continues to work with housing providers, both temporary and permanent, to find placement for those in need of housing and with though involved in Social Security and Social Security Disability to find ways to increase income for clients. The Women's Hearth is also working with clients and community partners to find jobs for those who can work.

Steps Taken to Improve Performance

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

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

Click or tap here to enter text.

Timeline for Improvement

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

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

Click or tap here to enter text.

Additional Support or Resources Needed

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

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

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Homeless Service Provider Narrative Response Worksheet

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
TPW--SSO--Womens Hearth	Supportive Services Only	7/1/2025 - 6/30/2026	Click or tap to enter a date.

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

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

The difficulty facing each client is the lack of affordable housing for them and the cuts to federal programs that would provide the safety net(s) to increase their income. The Women's Hearth staff continues to work with housing providers, both temporary and permanent, to find placement for those in need of housing and with though involved in Social Security and Social Security Disability to find ways to increase income for clients. The Women's Hearth is also working with clients and community partners to find jobs for those who can work.

Steps Taken to Improve Performance

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

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

Click or tap here to enter text.

Timeline for Improvement

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

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

Click or tap here to enter text.

Additional Support or Resources Needed

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

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

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Homeless Service Provider Narrative Response Worksheet

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
ES—Crosswalk Youth Shelter	Emergency Shelter	Q4	7/20/26

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Returns to Homelessness	20% Maximum	27.59%	7.59%
Employment and Income Growth	40% Minimum	0%	40%
Length of Homeless	90 Days	173 Days	83 Days
Average Rate of Utilization	85% Minimum	65%	20%

Explanation of the Variance

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

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

Crosswalk Youth Shelter serves youth experiencing significant housing instability, and several outcomes are affected by broader community housing barriers. Returns to homelessness may occur when youth leave shelter unexpectedly or lose contact with staff, reducing opportunities to confirm housing outcomes or provide follow-up support.

Limited safe and affordable housing for unaccompanied youth continues to affect housing outcomes and length of stay. Staff help each participant explore available options, but appropriate placements remain limited. The program emphasizes education, employment planning, and individualized case management while allowing youth to engage in services at their own pace.

Crosswalk is also improving HMIS data quality through regular client record reviews and stronger housing check-in and exit documentation. These practices should provide a more accurate picture of shelter utilization and program performance in future reporting periods.

Steps Taken to Improve Performance

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

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

Crosswalk is improving service delivery through stronger coordination, case management, and data quality practices. Supervisors collaborate with case managers and shelter staff to support consistent communication, strengthen documentation, and collect housing destination information before client exits whenever possible, including unplanned exits.

The program also uses case management tracking tools to monitor participant goals, service needs, and progress. Ongoing case conferencing between shelter staff and VOA housing programs has strengthened

collaboration by helping teams identify housing options, coordinate next steps, and support family reunification when appropriate.

Timeline for Improvement

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

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

Supervisors will complete ongoing HMIS data reconciliation and provide refresher training on documentation and reporting requirements. Staff will continue monitoring shelter utilization and housing check-in data to improve reporting accuracy. Regular case conferencing with VOA housing programs will continue to identify housing opportunities and coordinate transitions for youth with the greatest barriers.

Additional Support or Resources Needed

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

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

Click or tap here to enter text.

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
Young Adult Shelter	Emergency Shelter	Q4	07/17/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Average Rate of Utilization	*85%*	*78%*	*7%*
Return to Homelessness	20% Max	*58.33%*	*38.33%*
Employment and Income Growth	35%	4%	31%
Exits	40% (Permanent)	13.19% (Permanent)	26.81% (Permanent)

Explanation of the Variance

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

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

Because this is a low-barrier, night-by-night program, clients may exit at any time by choice (e.g., staying with friends, reuniting with family, or returning to unsheltered situations). Many clients remain enrolled, which affects our exit outcomes and contributes to variance in exit destinations. We also find that clients will also just leave and not remain in contact with us. Client choice also influences homelessness and progress on employment/income goals; some clients engage with case management to pursue jobs or benefits, while others do not.

Average utilization is temporarily understated as we reconcile bed-night stay data. But as we work to get that corrected, we do expect bed night utilization and date of engagement to go up.

Steps Taken to Improve Performance

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

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

We're continuing to strengthen our bed-night documentation by training floor staff to record every stay, so our reporting accurately reflects the support clients receive each night. Supervisors are also consistent in checking and facilitating corrections to that data to create accountability. At the same time, we continue to offer consistent, relationship-based engagement and invite each client to connect with case management at their own pace for employment support and other resources they identify as priorities. We emphasize client choice by making case managers and other staff readily available whenever clients want help navigating services, benefits, housing options, or other needs.

Timeline for Improvement

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

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

We hope to have all our staff trained in HMIS data quality and access over the next quarter to account for turnover and hiring stints. We anticipate resolving key data-quality concerns by next quarter through continued HMIS reconciliation efforts and ongoing staff training. Over the next quarter, we also aim to ensure all staff receive training related to HMIS access, data quality standards, and reporting expectations to support onboarding, staff turnover, and newly hired team members.

Additional Support or Resources Needed

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

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

Homeless Service Provider Narrative Response Worksheet

Instructions

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Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
PSH Scattered Site WA0130	Permanent Supportive Housing	7/1/2025 – 6/30/2026	7/16/2026

Metric(s) Not Meeting Minimum Performance Standards

Please list and explain which specific metrics for the project do not meet the minimum performance standards.

Metric	Performance Standard	Current Performance	Variance from Standard
Average Rate of Utilization (Bed and Unit)	85%]	74% and 73% respectively	11% and 12% respectively
Returns to Homelessness	5%	18.18%	13.18%
Employment and Income Growth for Leavers	45%	26.47%	18.53%
Number of households served	208	176	32
Employment and Income Growth for Stayers	50%	41.77%	8.23%
Exits to or Retention of Permanent Housing	93%	90.05%	2.95%

Explanation of the Variance

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

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

During the QPR 4 reporting period for the 2025–2026 fiscal year, the PSH Scattered Site (WA0130) project did not meet minimum performance standards in six key performance measures. The primary factors contributing to these variances are outlined below.

Bed and Unit Utilization Rates

The project did not meet the 85% utilization standard, falling short by 11% for beds and 12% for units. This variance was primarily due to extended unit turnover times. Many units were vacated in poor condition and required significant maintenance and repairs before they could be reoccupied. These extensive repairs delayed participant move-ins and reduced overall housing capacity during the reporting period.

Returns to Homelessness

The project exceeded the allowable threshold for returns to homelessness by 13.18%. This variance is largely the result of the project's small number of exits during the reporting period. Of the 11 participants who exited

the project, two returned to homelessness within two years. Given the limited sample size, these two returns had a substantial impact on the overall performance rate.

Employment and Income Growth (Leavers and Stayers)
The project did not meet performance standards for employment and income growth among both leavers and stayers. This variance is primarily attributed to incomplete data collection, as several participants did not complete annual assessments or exit interviews. Consequently, increases in employment and income may not have been fully captured in HMIS, resulting in underreported outcomes.

Exits to or Retention of Permanent Housing
The project fell 2.95% below the performance standard for exits to or retention of permanent housing. This variance is primarily attributed to 29% of participants exiting to temporary housing destinations, transitional housing, or leaving the program without completing an exit interview. In addition, a small number of participants preferred not to disclose their housing destination or passed away prior to program completion. These outcomes reduced the percentage of participants exiting to or retaining permanent housing.

Number of Households Served
The project served 32 fewer households than projected during the reporting period. This shortfall is directly related to lower bed and unit utilization rates resulting from prolonged unit turnover. Extensive repairs and maintenance following participant exits delayed the availability of units for new households, reducing the project's overall capacity to enroll and serve participants.

Steps Taken to Improve Performance

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

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

Forward-Looking Improvement Plan:
The PSH Scattered Site (WA0130) project has developed a targeted improvement plan to address the identified performance gaps and strengthen outcomes for the 2026–2027 fiscal year and beyond.

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

Returns to Homelessness:
To reduce returns to homelessness, the project will strengthen discharge planning and post-exit follow-up protocols. Case managers will begin transition planning earlier in the participant’s program engagement, ensuring connections to ongoing supports, income stability, and appropriate housing options prior to exit. The

project will also implement a 30-, 60-, and 90-day follow-up process to support housing stability after exit. These strategies aim to mitigate risk factors and improve long-term housing outcomes.

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

Exits to or Retention of Permanent Housing:

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

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

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

Timeline for Improvement

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

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

Timeline for Improvement:
Through these combined efforts, the project anticipates measurable and incremental improvements in utilization, service delivery, and participant outcomes in the 2026–2027 fiscal year.

- **Short-Term (0–3 Months):**
  Immediate actions will focus on operational efficiencies and data quality. The project will implement standardized unit turnover protocols, increase coordination with maintenance partners, and begin monthly performance and data quality review meetings. Case managers will prioritize completion of overdue annual assessments and exit interviews to address current data gaps. Early improvements are expected in data completeness, more accurate performance reporting, and modest reductions in unit vacancy days.

- **Mid-Term (3–6 Months):**
  During this period, the project expects to see measurable improvements in unit utilization and households served as turnover timelines decrease and waitlist processes are streamlined. Enhanced participant engagement strategies, including more consistent case management contact and supportive interventions around unit maintenance, are expected to reduce unit damage at exit and improve housing stability. Strengthened discharge planning and follow-up protocols will begin to positively impact returns to homelessness.
- **Long-Term (6–12 Months):**
  Sustained implementation of these strategies is expected to result in the project meeting or exceeding HUD/CoC performance benchmarks. Utilization rates are anticipated to stabilize at or above 85%, and the number of households served will align more closely with projections. Returns to homelessness are expected to decrease as a result of improved housing stability supports and follow-up practices. Employment and income growth outcomes are also expected to improve due to more consistent data collection and stronger connections to mainstream resources.

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

Additional Support or Resources Needed

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

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

N/A

Homeless Service Provider Narrative Response Worksheet

Instructions

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

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
Alexandria's House	Transitional Housing	Q4	7/20/26

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Returns to Homelessness	10% Maximum	50%	40%
Employment and Income Growth	35% Minimum	0%	35%
Average Utilization Rate (Bed)	85% Minimum	16%	69%
Average Utilization Rate (Unit)	85% Minimum	26%	59%

Explanation of the Variance

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

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

Alexandria's House serves a highly specialized population as a maternity group home for pregnant and parenting youth within a limited age range. Because eligibility criteria are narrow, the number of young moms who qualify for services is relatively small, which impacts both unit and bed utilization rates. During this reporting period, utilization was further affected by staffing challenges. The program experienced significant vacancies, including the loss of a Program Supervisor and four full-time staff positions. These staffing shortages impacted outreach and overall program capacity. Over the past month, however, the program has successfully hired a new Program Supervisor and three additional staff members. As a result, referrals and admissions have increased and occupancy is trending upward. Alexandria's House has also strengthened its partnership with DCYF, resulting in an increase in referral and the program anticipates reaching full occupancy by the first week of August.

Performance related to permanent housing outcomes and returns to homelessness was also impacted by circumstances outside of the program's control. During the reporting period, two participants who were involved with DCYF left the program without communicating their destination. Staff made multiple attempts to determine their whereabouts and coordinated with assigned social workers; however, no information was provided regarding their housing status. Because their exit destinations could not be verified, these exits were recorded in HMIS as unknown destinations, which negatively impacts both permanent housing and returns-to-homelessness performance measures.

Permanent housing outcomes are also affected by the unique needs of the population served. Many participants are minors who are not yet eligible for adult housing programs and family reunification is often not a safe or stable long-term option. As a result, young moms frequently transition to age-appropriate supportive

housing programs after exiting Alexandria's House. While these transitions often represent ongoing housing stability and wrap around supports for these young moms.

Employment and income growth metrics remain challenging due to the program's educational focus. Participants are required to remain enrolled in and actively engage in school as a condition of the program. Many young moms are balancing academics, parenting responsibilities, childcare, medical appointments and other case management requirements. These competing priorities can limit their ability to secure employment or significantly increase earned income during their stay.

Despite these challenges, Alexandria's House remains committed to supporting young moms with their housing needs through individualized case planning, behavioral support, parenting education and strong community partnerships to continue supporting these young moms.

Recent staffing improvements and increased referral activity position the program for stronger performance and improved outcomes in the coming reporting period.

Steps Taken to Improve Performance

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

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

A primary area of focus has been expanding outreach efforts and strengthening relationships with key referral partners. The program has increased collaboration with the Washington State Department of Children, Youth, and Families (DCYF) at both the local and state levels to improve awareness of the program and increase referrals of eligible youth. These efforts have already resulted in stronger referral activity and a more consistent referral pipeline over the last month.

Alexandria's House has also enhanced partnerships with community agencies, including Catholic Charities, which works closely with families in the region and serves families. Strengthening coordination and communication with Catholic Charities and other community partners has improved referral processes and access to supportive services for young moms and their babies.

In addition, the program has a strong partnership with Lumen High School to provide additional educational and supportive resources for participants and their children. This collaboration helps young moms remain engaged in school while accessing the wraparound services necessary to maintain housing stability and work toward long term goals.

Staffing challenges were a significant factor affecting program performance during the reporting period. To address these challenges, Alexandria's House successfully filled a vacant Program Supervisor position and hired three new full-time staff members. These staffing additions have strengthened the program's ability to conduct outreach, process referrals, support participants, bring in volunteers for parental education and maintain consistent service delivery. As the team reaches full staffing levels, the program is already seeing improvements in engagement, occupancy and overall operations.

These combined efforts are beginning to produce positive results. Referral activity has increased, collaboration with DCYF and community partners has continued to strengthen and occupancy will continue to improve. Based on current referrals and anticipated admissions, Alexandria's House is hopeful they will reach full capacity by the first week of August. The program will continue monitoring outcomes and refining strategies to ensure sustained improvement in utilization, housing stability and overall participant success.

Timeline for Improvement

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

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

July–August:
The program will continue expanding outreach efforts and strengthening referral partnerships with DCYF at both the local and state levels, Catholic Charities and other community based organizations. These efforts have already resulted in an increase in referrals and based on current referral activity, the program anticipates reaching full occupancy by the first week of August.

August–September:
As occupancy increases, staff will focus on enhancing case management and individualized service planning to ensure participants receive the support necessary to achieve educational, employment and housing goals. The program will continue leveraging partnerships with Lumen High School and other community resources to provide additional support for young moms.

Additional Support or Resources Needed

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

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

Currently, the program has successfully filled key staffing vacancies and is seeing positive momentum in referrals and occupancy. Continued support for collaboration with our community partners, referral agencies and DCYF would be beneficial to sustain these improvements. Increased access to housing resources for parenting youth and minors, as well as enhanced coordination across child welfare, education, and housing systems, would further support successful housing outcomes and long-term stability for the families we serve.

Homeless Service Provider Narrative Response Worksheet

Instructions

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

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
YWCA- DV Shelter	Emergency Continuous stay shelter	7/1/2025-6/30/2006	7/15/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Occupancy	85%	51%	34%
Income Growth	40%	18%	22%
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

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

The Emergency DV Shelter project did not meet the minimum performance standards for occupancy and income growth during this reporting period. While these metrics fall below the established benchmarks, the reported performance should be interpreted within the context of the project's operational structure and the unique service model of a domestic violence emergency shelter.

Occupancy

The Emergency Shelter project operates within a single physical domestic violence shelter that is administratively divided into two separate funding projects. Although participants are enrolled under different funding sources, both projects utilize the same inventory of shelter rooms. Households entering through the Emergency hotel component frequently transition into congregate shelter rooms while remaining enrolled in the Emergency shelter project, while other shelter rooms are occupied by households enrolled in the companion shelter project. As a result, occupancy reported within this individual project does not accurately reflect utilization of the physical shelter.

Additionally, YWCA Safe Shelter assigns rooms by household rather than by bed to maintain participant safety, confidentiality, and trauma-informed service delivery. Family households occupy private rooms and are not required to share space with unrelated households. Because household size varies, bed utilization fluctuates even when shelter rooms are fully occupied. As a result, room utilization provides a more accurate measure of shelter capacity than bed utilization. Internal room utilization tracking indicates that the combined shelter operated above the City's 85% occupancy expectation during the reporting period. The variance

reflected within this project is primarily attributable to the required administrative separation of participants across funding sources and the household-based shelter model rather than unused shelter capacity.

Employment and Income Growth

The project also did not meet the 40% employment and income growth benchmark, with 17.5% of participants increasing income between program entry and exit. This outcome reflects the significant barriers faced by survivors of domestic violence rather than a lack of engagement in financial stabilization services.

Many households served include survivors with disabilities, participants receiving fixed-income benefits such as SSI or SSDI, survivors experiencing economic abuse, and single-parent households with significant childcare responsibilities. Survivors frequently enter shelter after experiencing job loss, financial control by an abusive partner, disrupted employment, legal system involvement, or trauma that limits their ability to immediately pursue employment or increase earned income.

Additionally, emergency domestic violence shelter is designed to provide immediate safety and crisis stabilization. Many participants have relatively short lengths of stay, limiting the opportunity to achieve measurable income increases prior to program exit. Despite these challenges, staff continue to focus on long-term economic stability through benefits advocacy, employment referrals, education, financial coaching, and housing stabilization services as appropriate to each survivor's safety and goals.

Steps Taken to Improve Performance

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

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

To address both occupancy reporting and income growth outcomes, YWCA has implemented several ongoing strategies.

Occupancy

- Continue coordinating placements across both shelter funding projects to maximize utilization of the shared shelter facility.
- Transition households from hotel placements into congregate shelter rooms as vacancies become available while maintaining participant safety and confidentiality.
- Continue monitoring room utilization and reviewing internal reporting practices to ensure occupancy data accurately reflects shelter operations.
- Continue collaborating with City staff regarding reporting methodology and contract structure to improve alignment between reported occupancy and actual shelter utilization.

Employment and Income Growth

- Continue strengthening referrals to employment programs, workforce development, education, and public benefits, including SSI/SSDI, TANF, SNAP, and vocational resources.
- Integrate individualized financial goal setting, budgeting support, and economic advocacy into ongoing shelter case management.

- Build upon the success of the agency Resource Fair by continuing partnerships with workforce agencies, educational institutions, healthcare providers, and community organizations. A second Resource Fair is planned for September 2026.
- Continue providing survivor-centered housing navigation, safety planning, and systems advocacy to reduce barriers that impact long-term financial stability.

Timeline for Improvement

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

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

Timeline for Improvement

- **Ongoing:** Maximize utilization of available shelter rooms across both funding projects while maintaining trauma-informed household placement practices.
- **Ongoing:** Continue monitoring occupancy reporting and collaborating with the City regarding reporting methodology as contract opportunities arise.
- **Ongoing:** Continue enhanced referrals to employment, education, workforce development, and public benefits through individualized case management.
- **September 2026:** Host the second agency Resource Fair focused on employment, education, healthcare, and financial stabilization resources.
- **Ongoing:** Continue integrating financial goal-setting and economic advocacy into shelter services while prioritizing survivor safety and housing stabilization.

Additional Support or Resources Needed

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

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

YWCA would welcome continued collaboration with the City regarding occupancy reporting methodologies that better reflect utilization within domestic violence shelter programs operating across multiple funding sources. Consideration of room-based occupancy or combined facility utilization, where appropriate, would provide a more accurate representation of shelter capacity while maintaining compliance with funding requirements.

Additional community resources would also strengthen long-term income outcomes for survivors, including expanded access to affordable childcare, flexible financial assistance, employment programs designed for survivors, educational opportunities, and supportive housing resources. Continued coordination among domestic violence providers, workforce partners, and housing agencies would further improve opportunities for economic stability and successful housing outcomes.

Homeless Service Provider Narrative Response Worksheet

Instructions

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

Project Information

Project Name:	Service Type:	Reporting Period:	Date Submitted:
YWCA – Emergency Declaration	Continuous Stay DV Shelter	7/1/2025-6/30/2026	7/15/2026

Metric(s) Not Meeting Minimum Performance Standards

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

Metric	Performance Standard	Current Performance	Variance from Standard
Income	40%	7%	33%
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]
[Enter Metric]	[Enter Standard]	[Enter Performance]	[Enter Variance]

Explanation of the Variance

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

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

While the Emergency Declaration DV Shelter project did not meet the 40% employment and income growth benchmark during this reporting period, the project continued to demonstrate strong housing stabilization outcomes, with permanent housing exits exceeding the required performance standard.

The lower income growth outcome is consistent with the population served through the Emergency Declaration project and the realities of domestic violence emergency shelter programming. Participants entering this project are often fleeing an immediate safety crisis and frequently arrive after experiencing employment disruption, economic abuse, financial instability, or loss of income directly related to the abuse.

Additional factors contributing to the lower income growth outcome include:

- Survivors experiencing significant trauma that must be addressed before employment or education can safely become a priority.
- Participants receiving fixed-income benefits such as SSI or SSDI, where income increases are not expected.
- Single-parent households with childcare responsibilities that limit workforce participation during shelter stays.
- Economic conditions, including rising housing costs and inflation, that continue to outpace wage growth.

- The short-term nature of emergency shelter services, where the primary objective is crisis stabilization, survivor safety, and rapid transition to permanent housing rather than measurable income increases before exit.

Although only 7% of participants increased income during shelter participation, staff continued to provide employment referrals, public benefits advocacy, financial coaching, and connections to workforce development resources whenever appropriate to each survivor's safety plan and individual goals. The project's strong permanent housing outcomes demonstrate continued success in helping survivors achieve safe and stable housing despite significant economic barriers.

Steps Taken to Improve Performance

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

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

To strengthen employment and income outcomes while maintaining a survivor-centered approach, YWCA continues to implement several strategies:

- Strengthen referrals to workforce development programs, educational opportunities, and employment resources.
- Continue benefits advocacy related to SSI/SSDI, TANF, SNAP, childcare assistance, and other available income supports.
- Integrate financial goal-setting, budgeting, and economic advocacy into individualized case management.
- Continue partnerships with community agencies through the YWCA Resource Fair, which connects survivors to employment services, educational opportunities, healthcare providers, public benefits, and community resources. A second Resource Fair is scheduled for September 2026.
- Continue providing individualized housing navigation and safety planning to reduce barriers that prevent survivors from pursuing employment and long-term financial stability.

Timeline for Improvement

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

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

- **Ongoing:** Continue individualized referrals to employment, education, workforce development, and public benefits.
- **September 2026:** Host the second YWCA Resource Fair to expand survivor access to employment and financial stabilization resources.
- **Ongoing:** Continue incorporating financial goal-setting and economic advocacy into shelter case management while prioritizing survivor safety and housing stabilization.
- **Ongoing:** Monitor program outcomes and identify additional opportunities to strengthen connections to employment and income supports without compromising survivor safety.

Additional Support or Resources Needed

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

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

Improving income outcomes for survivors requires continued investment in community resources beyond emergency shelter services. Expanded access to affordable childcare, survivor-centered employment programs, flexible financial assistance, education and workforce development opportunities, and affordable housing would significantly improve participants' ability to increase income and maintain long-term housing stability.

YWCA also supports continued collaboration among domestic violence providers, workforce development agencies, and housing partners to better align community resources with the unique needs of survivors rebuilding economic independence after experiencing abuse.