Annual Impact Report FY2021

Because everyone should have a home.
OVERVIEW

FY 2021
Annual Impact Report

1. High level agency outcomes
2. Demographics of participants served
3. Program sector spotlight
   • Permanent supportive housing
   • Rapid rehousing
   • Rental assistance & landlord engagement
   • COVID-19 programs
4. Retention & program exit outcomes
5. Program growth trends
6. Development pipeline
7. Annual stakeholder satisfaction surveys
8. HR update
9. Future work
Agency Outcomes

Since July 2020*

4,489 people housed by Abode Services

On any given night last year

6,844 people slept in a home and not on the street

*Based on FY July 1, 2019 to June 30, 2021
Agency Outcomes

In FY 2021

7,889 people were in stable housing with the support of Abode Services

1,603 people exited to permanent housing
Our Reach By County in FY 2021

- **Sonoma County**: 179 participants (3 programs)
- **Napa County**: 886 participants (10 programs)
- **Contra Costa County**: 5,542 participants (37 programs)
- **San Mateo County**: 1,313 participants (9 programs)
- **Santa Clara County**: 155 participants (3 programs)
- **Santa Cruz County**: 6,608 participants (25 programs)
In FY2021, Abode Served

• **14,719** People
• **10,475** Households
• **524** Veterans

<table>
<thead>
<tr>
<th>Gender</th>
<th>% of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>45%</td>
</tr>
<tr>
<td>Female; Transgender</td>
<td>0.22%</td>
</tr>
<tr>
<td>Male</td>
<td>54%</td>
</tr>
<tr>
<td>Male; Transgender</td>
<td>0.08%</td>
</tr>
<tr>
<td>Non-binary, gender fluid</td>
<td>0.15%</td>
</tr>
</tbody>
</table>

**Household Composition**

- Single Adult, No Children: 78%
- Single Parent: 12%
- Couple With No Children: 4%
- Two Parent Family: 4%
- Other: 2%
Participant Demographics

### Adult & Child by Program Type

- **Permanent Supportive Housing**: 3185 (Adult), 597 (Child)
- **Rapid Rehousing**: 2565 (Adult), 1649 (Child)
- **Street Outreach**: 1543 (Adult), 24 (Child)
- **Emergency Shelter**: 5106 (Adult), 355 (Child)
- **Transition In Place**: 80 (Adult), 24 (Child)
- **Supportive Services**: 1703 (Adult), 132 (Child)

### Pie Chart

- **Adults 55-64**: 51%
- **Adults 18-54**: 20%
- **Youth 0-17**: 18%
- **Older Adults 65+**: 11%

*ABODE SERVICES*
Participant Demographics

**Race**
- Multi-Racial: 0%
- Native Hawaiian or Pacific Islander: 0%
- Other: 0%
- White: 57%
- Native Hawaiian or Other Pacific Islander: 3%
- Multiracial: 0%
- Black, African American, or African: 27%
- Asian or Asian American: 6%
- American Indian, Alaska Native, or Indigenous: 7%

**Ethnicity**
- Other: 3%
- Hispanic/Latinx: 38%
- Non-Hispanic/Non-Latinx: 59%
Agency Sector Outcomes

Permanent Supportive Housing

- Retention Rate: 96%
- Exits to Permanent Housing: 68%
- Adults maintaining or increasing income: 62%
- Participants Served: 84% Adults, 16% Children

Sector 5-Year Growth Trend
Total Participants Served
Agency Sector Outcomes

Rapid Rehousing

- Avg. Time in Housing Search: 48 days
- Exits to Permanent Housing: 74%
- Adults increasing income: 23%
- Participants Served: 61% adult, 39% children

Types of Households Served
Agency Sector Outcomes

Rental Assistance & Landlord Engagement

- Partnered with 1,105 landlords at 1,646 different properties
- $36.7 million in rental assistance paid
- 2,827 households, 5,198 people served
- 34% of assisted properties in San Jose; 16% in Oakland
- Added 326 landlords in FY21, adding a total of 459 properties and 864 units
Agency Sector Outcomes

COVID-19 Programs: Hotels

- 18 sites across 3 counties, serving 4,999 people
- 4 of Isolation Quarantine (Operation Comfort) sites
- 14 of Shelter-In-Place (Safer Ground) sites

Spotlight on Alameda County Shelter-in-Place sites

<table>
<thead>
<tr>
<th>County</th>
<th># of Sites</th>
<th># of Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda</td>
<td>7</td>
<td>2,387</td>
</tr>
<tr>
<td>Napa</td>
<td>3</td>
<td>390</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>8</td>
<td>2,222</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>18</strong></td>
<td><strong>4,999</strong></td>
</tr>
</tbody>
</table>
Agency Sector Outcomes

COVID-19 Programs: Rapid Rehousing for those exiting Hotels

- COVID-19 Hotel Exit programs in 4 counties, serving 913 people
  - Santa Cruz COVID-19 Rehousing Wave
  - San Mateo County ESG-CV Rapid Rehousing
  - Santa Clara County Covid Assistance in Rehousing Effort (CARE)
  - Alameda County Landlord Liaison Project Roomkey Bridge Housing Program (PRHT)
- 51% exits to permanent housing
Agency Outcomes: Retention & Exits to PH

*Emergency Shelters include: Sunrise Village, Family Front Door, South Napa Shelter, SureStay Hotel

<table>
<thead>
<tr>
<th></th>
<th>Alameda</th>
<th>Napa</th>
<th>San Mateo</th>
<th>Santa Clara</th>
<th>San Francisco</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent Supportive Housing Retention</td>
<td>98%</td>
<td>86%</td>
<td>97%</td>
<td>95%</td>
<td>100%</td>
</tr>
<tr>
<td>Rapid Relocation to Permanent Housing</td>
<td>70%</td>
<td>81%</td>
<td>63%</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>Emergency Shelter exits to Permanent Housing</td>
<td>80%</td>
<td>10%</td>
<td></td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Street Outreach exits to Permanent Housing</td>
<td>1%</td>
<td>12%</td>
<td></td>
<td>15%</td>
<td></td>
</tr>
</tbody>
</table>

Benchmark: 90%
Benchmark: 80%
Benchmark: 30%
Benchmark: 25%
### Growth Trends – Past 5 Years

<table>
<thead>
<tr>
<th>Impact Measure</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>5 Year Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total People Served</td>
<td>5,909</td>
<td>8,325</td>
<td>9,173</td>
<td>10,531</td>
<td>14,719</td>
<td>149%</td>
</tr>
<tr>
<td>Veterans Served</td>
<td>376</td>
<td>523</td>
<td>596</td>
<td>817</td>
<td>524</td>
<td>39%</td>
</tr>
<tr>
<td>Housed Any Given Night</td>
<td>2,246</td>
<td>3,794</td>
<td>3,965</td>
<td>5,867</td>
<td>6,844</td>
<td>205%</td>
</tr>
<tr>
<td>Exits to Permanent Housing</td>
<td>963</td>
<td>1,848</td>
<td>2,049</td>
<td>1,653</td>
<td>1,616</td>
<td>68%</td>
</tr>
</tbody>
</table>
# PSH Development and Services Pipeline

<table>
<thead>
<tr>
<th>ALAMEDA COUNTY</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fruitvale Studios</td>
<td>Doug Ford Senior</td>
<td>Alameda Family</td>
<td>Washington Avenue</td>
</tr>
<tr>
<td></td>
<td>Starling Apartments</td>
<td>Newark Town Place</td>
<td>Agnes Memorial</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Suites</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Depot Road</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Fremont Family</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Friendship Place</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Lake Park</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>West Grand and Brush</td>
<td></td>
</tr>
<tr>
<td>NAPA COUNTY</td>
<td>Wine Valley Lodge</td>
<td>Heritage House</td>
<td></td>
<td></td>
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<tr>
<td>SAN MATEO COUNTY</td>
<td>Phoenix</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>SANTA CLARA COUNTY</td>
<td>Calabazas</td>
<td>Gateway Veterans</td>
<td>Sango Court</td>
<td>Casa De Novo Phase II and III</td>
</tr>
<tr>
<td></td>
<td>Quetzal Gardens</td>
<td></td>
<td>Kifer Senior</td>
<td>Parkmoor Hub</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Al Garve</td>
<td>Clara Gardens</td>
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<tr>
<td>SONOMA COUNTY</td>
<td></td>
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</tr>
</tbody>
</table>

- **Allied**
- **Allied Partnership**
- **Service Contract**
Annual Satisfaction Surveys Update

Housing Provider Surveys - Overall Satisfaction Ratings

Overall satisfaction with the services that Abode provides: 3.71 out of 5 stars

Areas with Highest relative scores:
- 80% of landlords were satisfied with payment timeliness
- 77% were satisfied with the move-in process
- 75% agree Abode staff are knowledgeable and helpful

Areas with Lowest relative scores:
- 49% of landlords were dissatisfied or neutral about the move-out process
- 39% were dissatisfied or neutral about the response time to concerns
- 43% were dissatisfied or neutral about how concerns were addressed

Surveys were distributed via email and over the phone to Landlords and Property Managers
- 137 surveys completed (compared to 95 in FY2020), overall response rate of 21%
## Participant Surveys - Overall Satisfaction Ratings

Overall satisfaction: **81%** of participants responded “very satisfied” or “satisfied” with their experience in their Abode program.

<table>
<thead>
<tr>
<th>Highest Scoring Statements</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff were respectful of my ethnic and cultural background while providing services.</td>
<td>3.45</td>
</tr>
<tr>
<td>Staff treat me with dignity and respect.</td>
<td>3.42</td>
</tr>
<tr>
<td>Documents provided to me were in languages or formats that were easy to understand.</td>
<td>3.42</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lowest Scoring Statements</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am satisfied with my ability to meet my financial expenses.</td>
<td>2.93</td>
</tr>
<tr>
<td>I am satisfied with the level of support staff provided me about my financial matters.</td>
<td>3.10</td>
</tr>
<tr>
<td>I understood the program and/or housing information and services provided.</td>
<td>3.19</td>
</tr>
</tbody>
</table>

Surveys distributed via email, over the phone, and via printed paper surveys

- **980** surveys completed, compared to 227 in FY2020
Annual Satisfaction Surveys Update

Participant Surveys - County Served vs. Survey Respondents

Abode Overall: Total Households Served Fiscal YTD*

- Santa Cruz: 1%
- Alameda: 40%
- Santa Clara: 45%
- San Mateo: 6%
- Napa: 8%

Abode Overall: County of Survey Responder

- Santa Cruz: 3%
- Alameda: 37%
- Santa Clara: 42%
- San Mateo: 5%
- Napa: 13%

*Data as of 5/24/21; Does not include San Francisco County programs
Annual Satisfaction Surveys Update

Employee Surveys - Overall Satisfaction Ratings

Areas with Highest Scores across Domains
• Relationship with peers
• Inclusive culture
• Supportive immediate supervisor

Areas with Lowest Scores across Domains
• Salary & voluntary benefits
• Soundproof environment
• Technology

Improvements from FY2020
• New hire orientation
• Diversity training
• Language access

244 Surveys completed, overall response rate: 40%
Human Resources - FY 21 Statistics

- Increase in Employees by 40% (From 445 to 625)
- 14.94 turnover rate
- Average days to fill positions: 55 days
Human Resources - Diversity, Equity, Inclusion

- 74% All New Hires are People of Color (286/385)
- 74% of ALL Promotions were People of Color (66/89)
- Current Staff/ Board (effective 6/30/21)
  - All: 71%
  - Management: 59%
  - Executive: 40%
  - Board: 54%

![New Hires Pie Chart]

- American Indian/Alaska: 2%
- Asian: 9%
- Black/African American: 26%
- Hispanic or Latino: 25%
- Don’t Wish to Specify: 12%
- White: 14%
- Other/ or Two or More: 12%

Source: ABODE SERVICES
FOCUS FY 22

DIVERSITY
of people, perspectives

EQUITY
in policy, practice & position

INCLUSION
via power, voice & organizational culture

IMPACT
IT
HR
Billing
Compliance
Finance

ASPIRE to Excellence®
carf® ACCREDITED

COMMUNITY

MARKET

MISSION

SOCIAL ENTERPRISE

INNOVATION

PROFIT

PASSION

ABODE SERVICES

BETTER SAFE THAN SORRY