Annual Impact Report
FY2022
1) Agency outcomes
2) Participant demographics
3) Program sector spotlight
4) PSH Development pipeline
5) HIP Performance Data
6) Annual stakeholder survey results
7) HR updates
8) Future work
AGENCY OUTCOMES
Housing Outcomes

Since July 2020

7,580 people housed by Abode Services

On any given night last year

6,748 people slept in a home and not on the street

<table>
<thead>
<tr>
<th>Housed on Any Given Night</th>
<th>FY21</th>
<th>FY22</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Programs (incl. COVID relief)</td>
<td>6,844</td>
<td>6,748</td>
<td>(1.4) %</td>
</tr>
<tr>
<td>All Programs (excl. COVID relief)</td>
<td>5,761</td>
<td>6,387</td>
<td>10.9 %</td>
</tr>
</tbody>
</table>
HOUSING STABILITY

In FY 2022:

8,613 people in stable housing with support from Abode Services

2,519 people exited to permanent housing
OUR REACH BY COUNTY IN FY 2022

- NAPA: 856 participants, 20 programs
- SAN FRANCISCO: 800 participants, 8 programs
- CONTRA COSTA: 5,451 participants, 44 programs
- SONOMA: 5,433 participants, 42 programs
- MARIN: 240 participants, 3 programs
- SOLANO: 1,604 participants, 10 programs
- ALAMEDA: 5,433 participants, 42 programs
- SANTA CLARA: 1,604 participants, 10 programs
- SANTA CRUZ: 240 participants, 3 programs

ABODE SERVICES
PARTICIPANT DEMOGRAPHICS

In FY 2022, Abode Served:

- **14,383** people
- **9,920** households
- **507** veterans

Households Served in FY22, by Household Type and grouped by County
A GE & NDER

Gender
- Female: 45.7%
- Male: 53.3%
- Transgender: 0.3%
- Don't Know/Refused: 0.7%

Total Participants Served in FY22, by Age Category
- Children, 0-17: 21%
- Young Adults, 18-24: 5%
- Seniors, 55+: 30%
- Adults, 25-54: 44%
### Race & Ethnicity

<table>
<thead>
<tr>
<th>Race</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian</td>
<td>4%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>5%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>29%</td>
</tr>
<tr>
<td>Native Hawaiian/Pacific Islander</td>
<td>3%</td>
</tr>
<tr>
<td>White</td>
<td>51%</td>
</tr>
<tr>
<td>Multi-racial</td>
<td>5%</td>
</tr>
<tr>
<td>Don't Know/Refused</td>
<td>3%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic/Latino</td>
<td>35%</td>
</tr>
<tr>
<td>Non-Hispanic/Non-Latino</td>
<td>64%</td>
</tr>
<tr>
<td>Don't Know/Refused</td>
<td>1%</td>
</tr>
</tbody>
</table>
AGENCY SECTOR OUTCOMES
PERMANENT SUPPORTIVE HOUSING

- Housing Retention Rate: 92%
- Exits to Permanent Housing: 65%
- Adults maintaining/increasing income: 71%
- Households Served: 58% single adults, 42% families

Sector 5-Year Growth Trend
Total Participants Served
RAPID REHOUSING

- Avg. Time in Housing Search: 70 days
- Exits to Permanent Housing: 60%
- Adults increasing income: 22%
- Households Served: 21% single adults, 79% families

Sector 5-Year Growth Trend
Total Participants Served
**Rental Assistance & Landlord Engagement**

- Partnered with 1,205 landlords at 1,909 different properties
- $41 million in rental assistance paid ($3.4 million/ mo)
- 3,567 households, 6,285 people served
- Added 378 landlords in FY22, adding a total of 510 properties and 766 units

![Graph showing landlord engagement metrics over the last 3 fiscal years](image)
## Growth Trends – Past 5 Years

<table>
<thead>
<tr>
<th>Impact Measure</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>5 Year Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total People Served</td>
<td>8,325</td>
<td>9,173</td>
<td>10,531</td>
<td>14,719</td>
<td>14,383*</td>
<td>73%</td>
</tr>
<tr>
<td>Veterans Served</td>
<td>523</td>
<td>596</td>
<td>817</td>
<td>524</td>
<td>507</td>
<td>-3%</td>
</tr>
<tr>
<td>Housed Any Given Night</td>
<td>3,794</td>
<td>3,965</td>
<td>5,867</td>
<td>6,844</td>
<td>6,748*</td>
<td>78%</td>
</tr>
<tr>
<td>Exits to Permanent Housing</td>
<td>1,848</td>
<td>2,049</td>
<td>1,653</td>
<td>1,616</td>
<td>2,519</td>
<td>36%</td>
</tr>
</tbody>
</table>

*Reduction in capacity related to COVID Relief reductions, non-COVID Relief capacity increased.
## COVID-19 Programs: Hotel & Housing

### Hotels: Participants Served

<table>
<thead>
<tr>
<th>Shelter Type</th>
<th>Alameda</th>
<th>Santa Clara</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Risk Population</td>
<td>863</td>
<td>514</td>
<td>1,377</td>
</tr>
<tr>
<td>COVID-19 Isolation/Quarantine</td>
<td>1,587</td>
<td>10</td>
<td>1,597</td>
</tr>
<tr>
<td>Total</td>
<td>2,334</td>
<td>524</td>
<td>2,858</td>
</tr>
</tbody>
</table>

- Programs in 5 counties, serving 1,652 people
- Avg. Retention rate of 76% at end of FY22

### Rapid Rehousing (From Hotels)

- Programs in 5 counties, serving 1,652 people
- Avg. Retention rate of 76% at end of FY22
2022/2023: 1 new property
- Valley Lodge, Napa

2024: 1 new property

2023/2024: 1 new property
- South Park Commons, Santa Rosa

2022/2023: 1 new property
- City Gardens

2022/2023: 1 new property
- The Rollins, Millbrae

2022-2025: 3 new properties

2022/2023: 6 new properties
- Berkeley (1)
- Fremont (3)
- Hayward (1)
- Oakland (1)

2024/2025: 5 new properties

2022/2023: 1 new property
- Bella Vista (Interim Housing), San Jose

2024 – 2026: 7 new properties

PROPERTY & ASSETS (HIP)

- Total Units under Management at year end: 751
- New units added to portfolio in FY22: 363
- New move-ins – FY22: 423
- Housing Retention Rate: 96%

<table>
<thead>
<tr>
<th>Property Management Strategic Growth: Unit Portfolio Growth</th>
<th>FY21</th>
<th>FY22</th>
<th>2 Yr Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit Growth Goal</td>
<td>180</td>
<td>150</td>
<td>330</td>
</tr>
<tr>
<td>Unit Growth Actual</td>
<td>28</td>
<td>363</td>
<td>391</td>
</tr>
<tr>
<td>Goal vs Actual Growth Rate</td>
<td>16%</td>
<td>242%</td>
<td>118%</td>
</tr>
</tbody>
</table>
Overall satisfaction: **83%** of participants responded “very satisfied” or “satisfied” with their experience in their Abode program.

### Highest Scoring Statements

<table>
<thead>
<tr>
<th>Statement</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff were respectful of my ethnic and cultural background while providing services.</td>
<td>93%</td>
</tr>
<tr>
<td>Staff treat me with dignity and respect.</td>
<td>90%</td>
</tr>
<tr>
<td>I would recommend this organization to a person in need of these services</td>
<td>90%</td>
</tr>
</tbody>
</table>

### Lowest Scoring Statements

<table>
<thead>
<tr>
<th>Statement</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>My physical &amp;/or mental health have improved now that I'm in this program or in housing.</td>
<td>81%</td>
</tr>
<tr>
<td>I am satisfied with the level of support staff provided me about my financial matters.</td>
<td>80%</td>
</tr>
<tr>
<td>I am satisfied with my ability to meet my financial expenses.</td>
<td>73%</td>
</tr>
</tbody>
</table>
**Participant Surveys**

Survey Responses by County
Percentage Served vs. Percentage Respondents

- **Other Satisfaction Ratings**
  - Did this program help you reach your goals?
    - 82% believed the program helped *at least a little bit*
    - 63% believed the program helped *a lot*
  - How would you rate the ability of staff to connect you to available resources and services in your current or new county of residence?
    - 78% rated the ability of staff as *good or better*
    - 52% rated the ability of staff as *excellent*
## Housing Provider Survey

Overall satisfaction with the services that Abode provides: 4.2 out of 5 stars (compared to 3.71 in 2021)

### Highest Relative Scores

<table>
<thead>
<tr>
<th>Measure</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction with payment timeliness</td>
<td>94%</td>
</tr>
<tr>
<td>Abode staff are knowledgeable and helpful</td>
<td>88%</td>
</tr>
<tr>
<td>Satisfaction with the move-in process</td>
<td>78%</td>
</tr>
</tbody>
</table>

### Lowest Relative Scores

<table>
<thead>
<tr>
<th>Measure</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dissatisfied or neutral about the move-out process</td>
<td>30%</td>
</tr>
<tr>
<td>Dissatisfied or neutral about how concerns were addressed</td>
<td>29%</td>
</tr>
<tr>
<td>Dissatisfied or neutral about feeling appreciated as a housing provider</td>
<td>25%</td>
</tr>
</tbody>
</table>
FUNDER SATISFACTION SURVEY

• In December 2021, surveyed stakeholders from three counties and one city (Santa Clara County, San Mateo County, Napa County, and City of Napa)

• The survey focused on four core topics: 1) Partnership, 2) Service Provision, 3) Staff Responsiveness, 4) Invoicing and Spend Down

The survey identified several areas of success for Abode Services:

• Abode is recognized as a great partner with a wealth of experience

• All partners feel that the quality of our services is strong

• Abode excels in crisis-response, generally responds within 24 hours to issues with participants

• Invoices are submitted on-time and the finance team responds quickly to questions and concerns
FUNDER SATISFACTION SURVEY

The survey also identified some opportunities and challenges for improvement:

• Staffing:
  o Staffing shortages/ability to provide services as contracted
  o Concerns about staff burnout/pay ranges

• Communication:
  o Understanding eligibility requirements/program specifics
  o Notifying partners when there are changes to programming
  o Improve lines of communication from leadership to line-staff

• Responsiveness:
  o Improved/timely data entry
  o Maximization of funding/spending
  o Accurate/timely spending projections

"The team has improved customer service while still ensuring that services are client focused."
HR Update
### Employee Surveys - Overall Satisfaction

#### Areas with Highest Scores across Domains
- Relationship with peers
- Supportive immediate supervisor
- Professional growth/development (supervisors)

#### Areas with Lowest Scores across Domains
- Salary & Abode Services benefits
- Working conditions
- Physical safety

#### Other Highlights
- Concern over rapidly increasing cost-of-living
- Increased satisfaction with work locations
- Survey response rate increased from 244 staff (40%) in 2021 to 316 staff (47%) in 2022

---

**Overall Satisfaction (Scale 1 to 4)**

- 2020: 3.5
- 2021: 3.44
- 2022: 3.4

- 2020: 3.2
- 2021: 3.27
- 2022: 3.14

*Overall, this organization treats CLIENTS well. Overall, this organization treats STAFF well.*

**316 Surveys completed**

(47% response rate)
Human Resources – Recruitment & Retention

• Total number of employees has increased from FY 2021 to FY 2022
  o Regular: up 11% from FY21
  o All: up 2.25% from FY21

• Total Turnover Rate in FY22 was 40.73%
  o Voluntary turnover: 29.38%
  o Involuntary turnover: 10.35%

• On average, Abode Services fills vacant positions within 72 days

Source: HR Monthly Report, June 30, 2022
FUTURE WORK

Sustained Focus

- DIVERSITY
  - of people, perspectives

- EQUITY
  - in policy, practice & position

- INCLUSION
  - via power, voice & organizational culture

IMPACT

- IT
- Facilities
- HR
- Compliance
- Billing
- Finance

New/ Enhanced Efforts

- Cash Transfer Program & Research
- Housing Focused Social Services
- Property Management
- Housing Development

Retention

- employees
- strategy
- respect
- recruitment
- communication
- organization
- new objectives
- talent
- performance
- benefits
- working
- developing
- many

- Valued
- Back
- Good
- Article
- Bonus
- Retain
- Motivated
- Loyalty
- Important
- Research
- Communication
- Organization
- Many