



# ABODE

## SERVICES

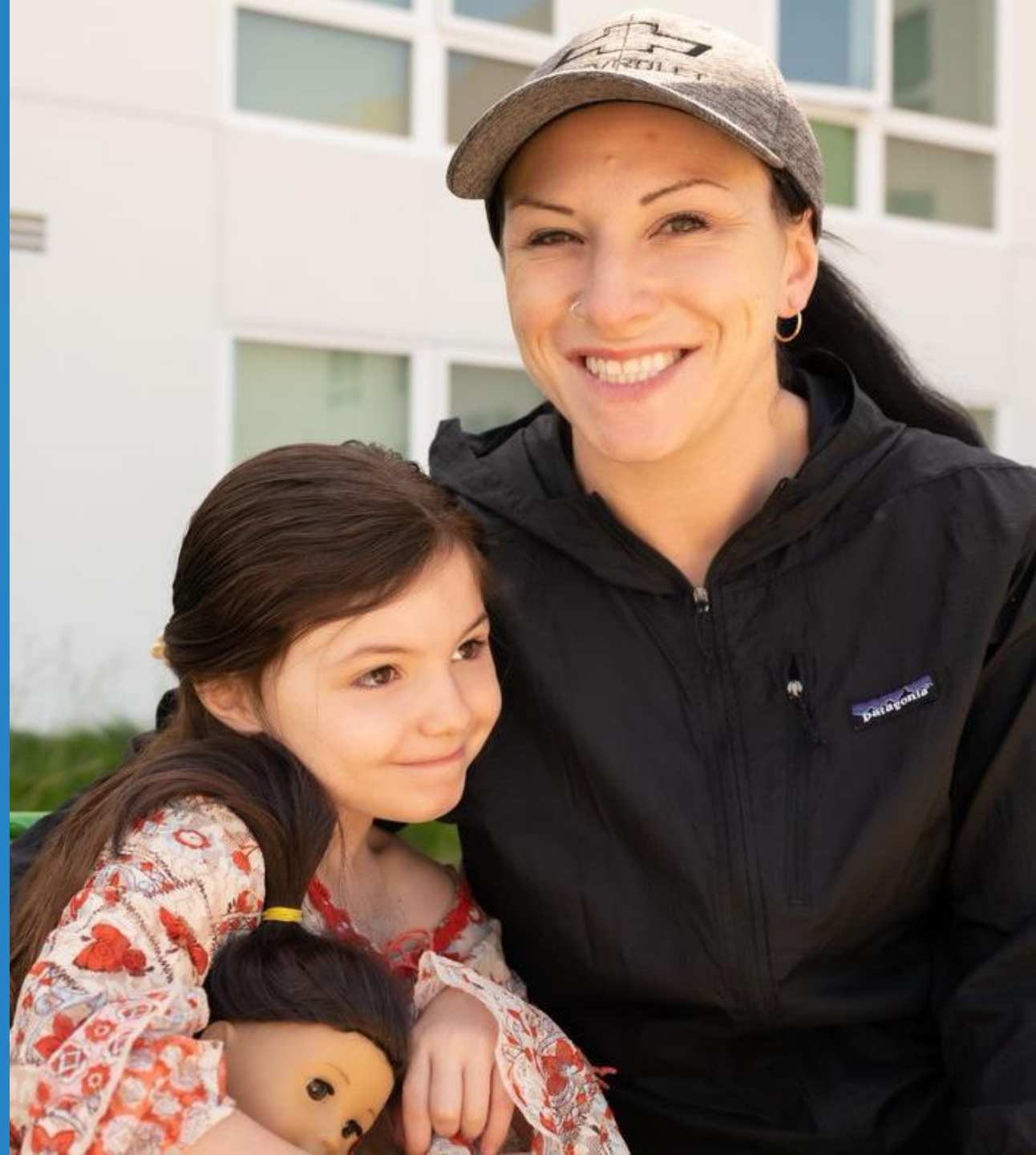
*Because everyone should have a home.*

ANNUAL IMPACT REPORT  
FY2022

# OVERVIEW

- 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



Housed on Any Given Night	FY21	FY22	% Change
All Programs (incl. COVID relief)	6,844	6,748	(1.4) %
All Programs (excl. COVID relief)	5,761	6,387	10.9 %

# HOUSING STABILITY

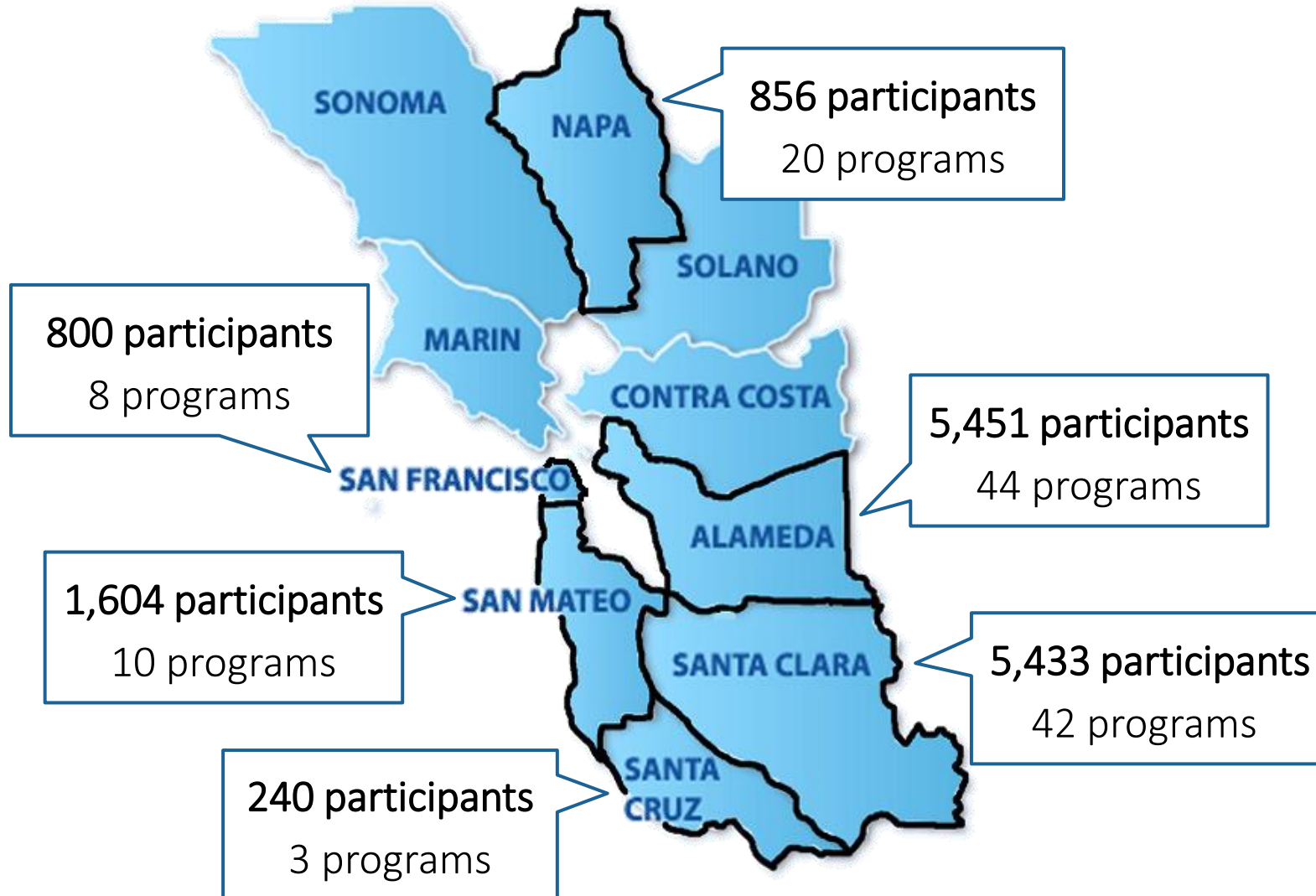


In FY 2022:

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

**2,519** people exited to permanent housing

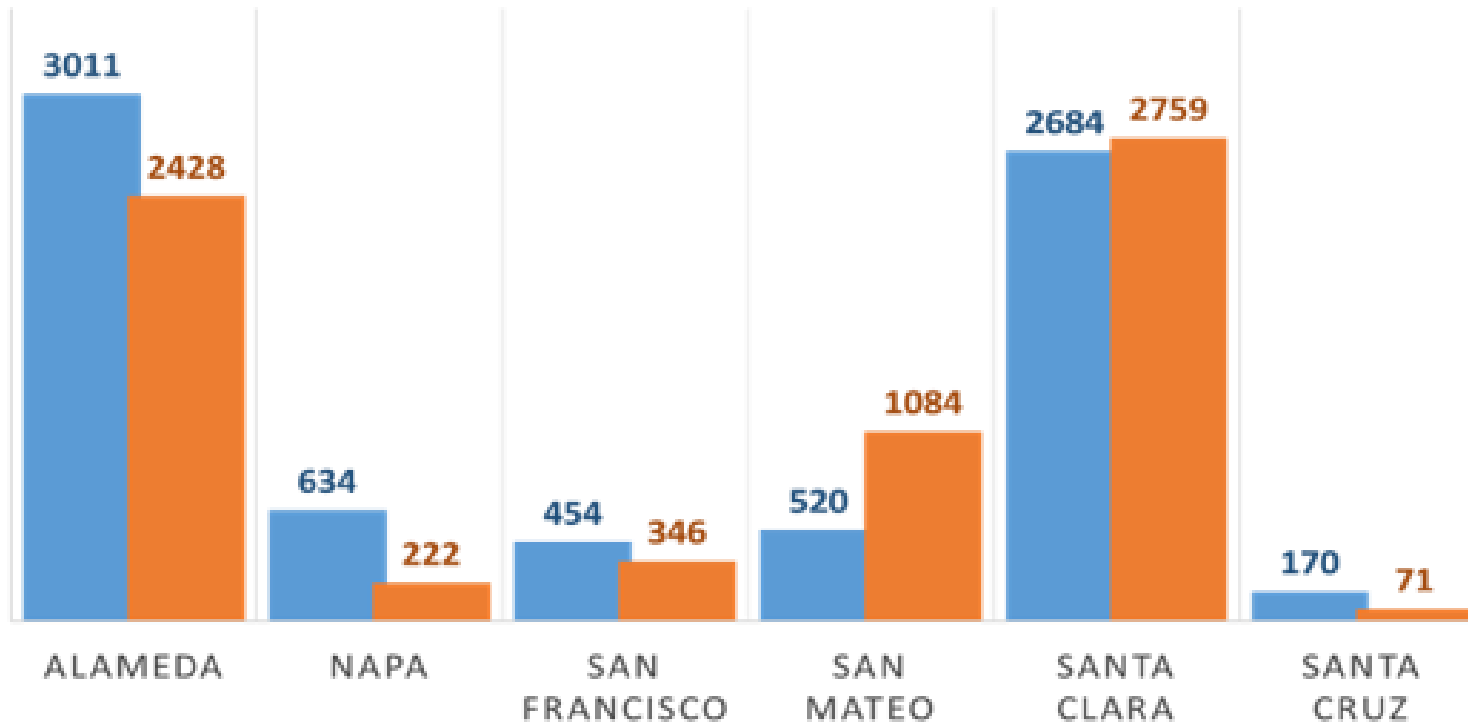
# OUR REACH BY COUNTY IN FY 2022



# PARTICIPANT DEMOGRAPHICS

■ Single Adult  
■ Families

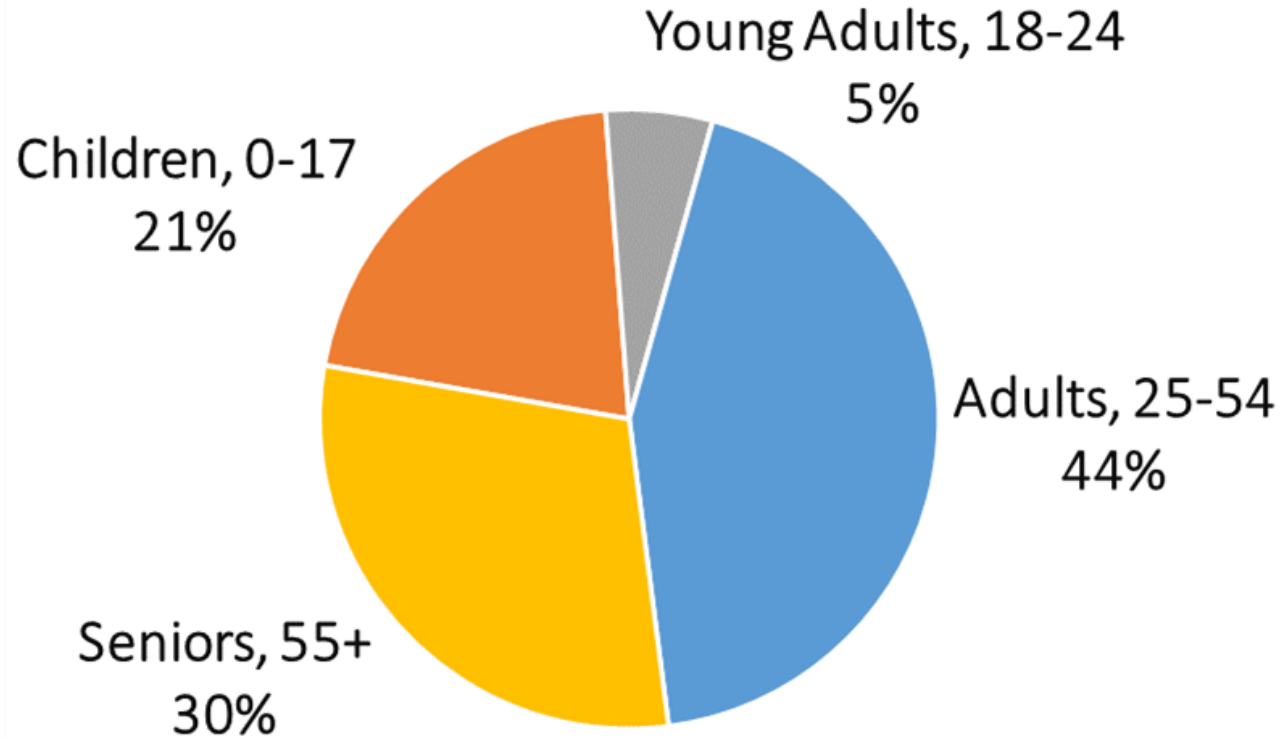
In FY 2022, Abode Served:



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

Households Served in FY22, by Household Type and grouped by County

# AGE & GENDER

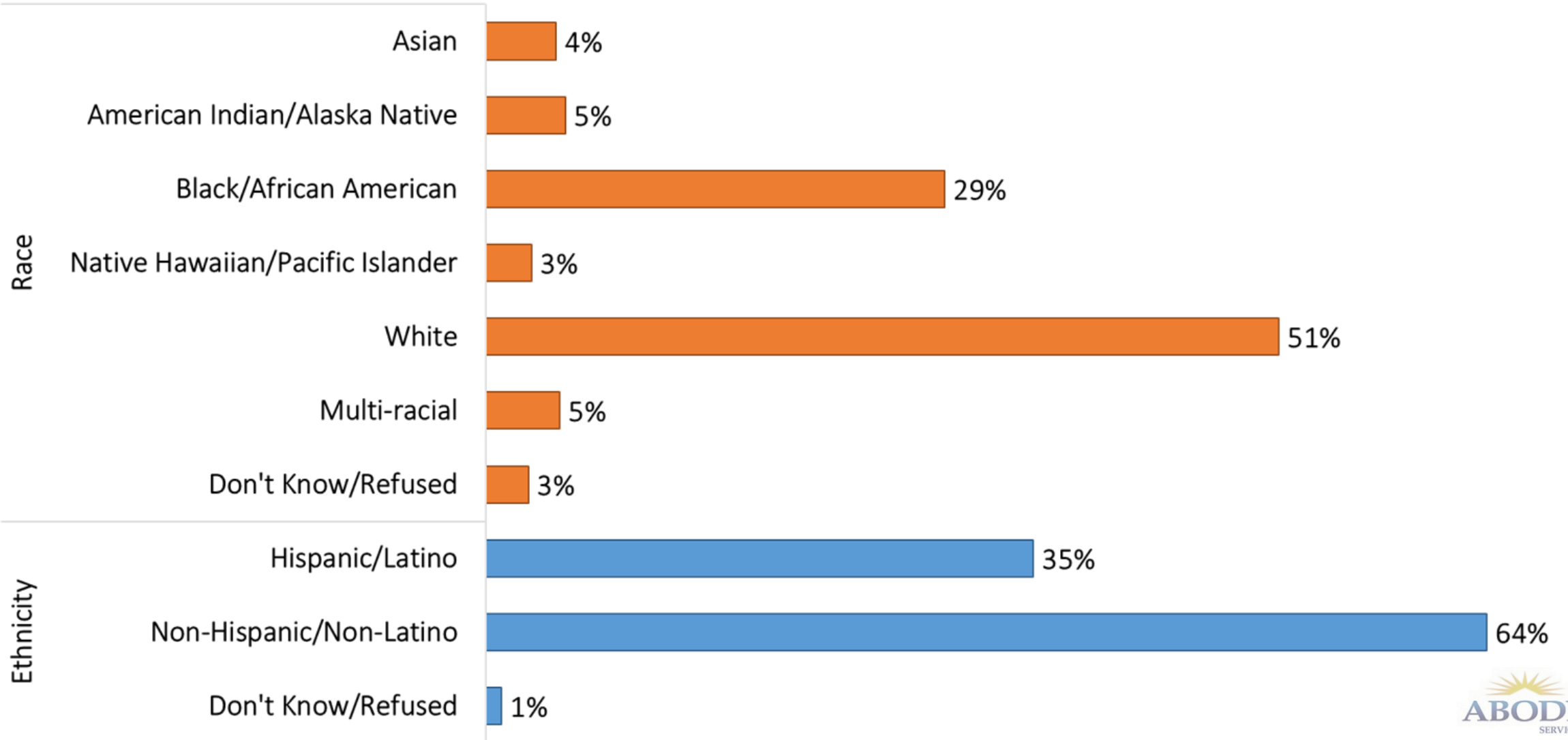


Gender	%
Female	45.7%
Male	53.3%
Transgender	0.3%
Don't Know/Refused	0.7%

Total Participants Served in FY22, by Age Category



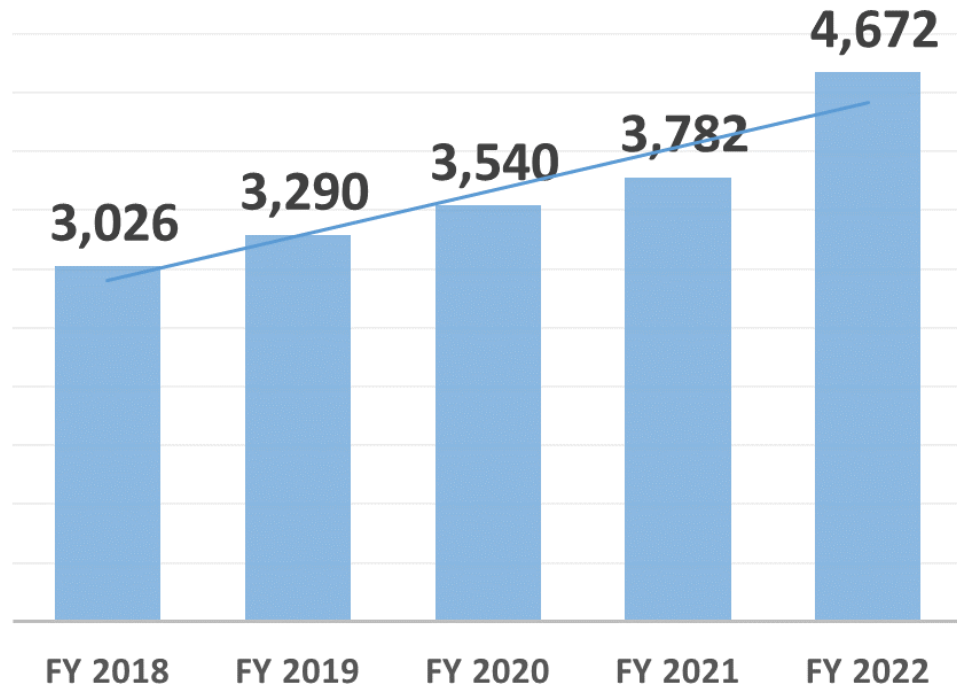
# RACE & ETHNICITY



# AGENCY SECTOR OUTCOMES



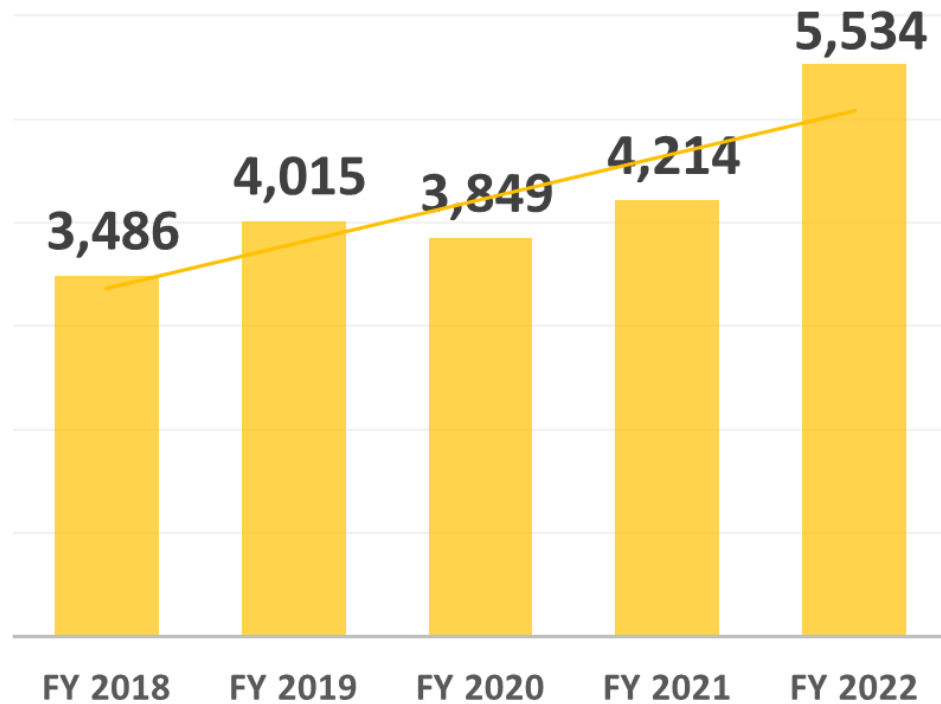
# PERMANENT SUPPORTIVE HOUSING



Sector 5-Year Growth Trend  
Total Participants Served

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

# RAPID REHOUSING

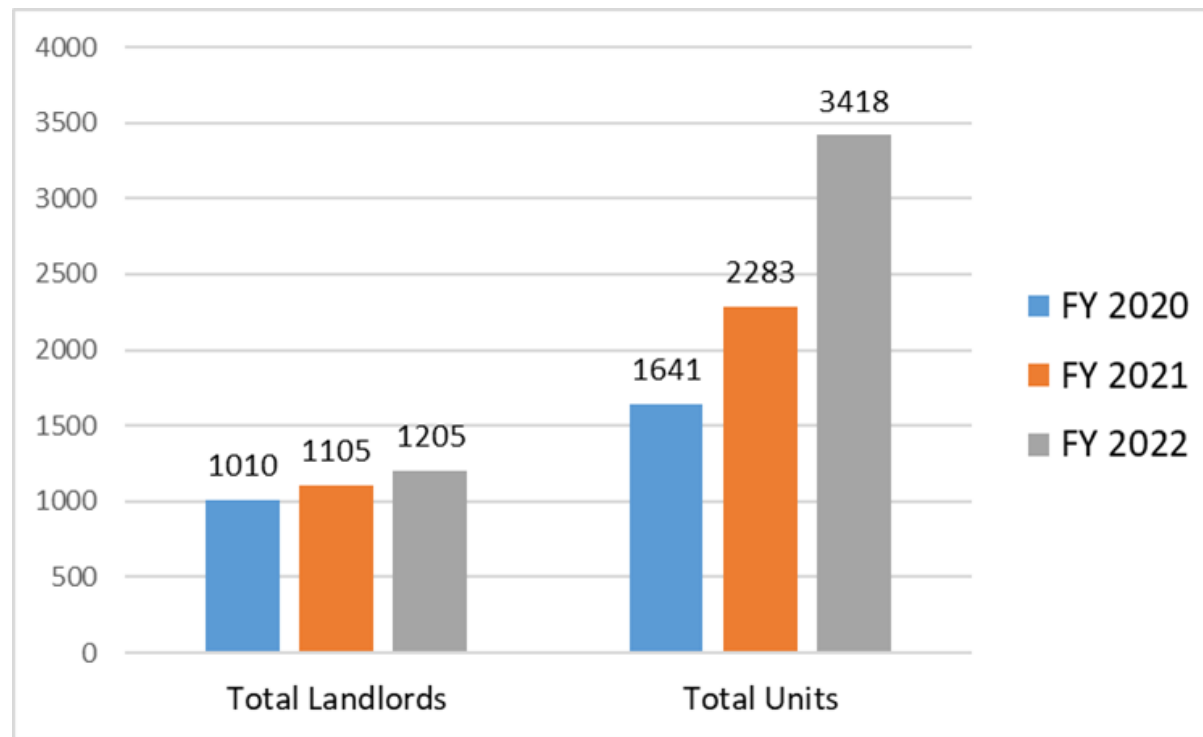


Sector 5-Year Growth Trend  
Total Participants Served

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

# 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



Landlord Engagement Metrics  
Active Last 3 Fiscal Years

# GROWTH TRENDS – PAST 5 YEARS

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

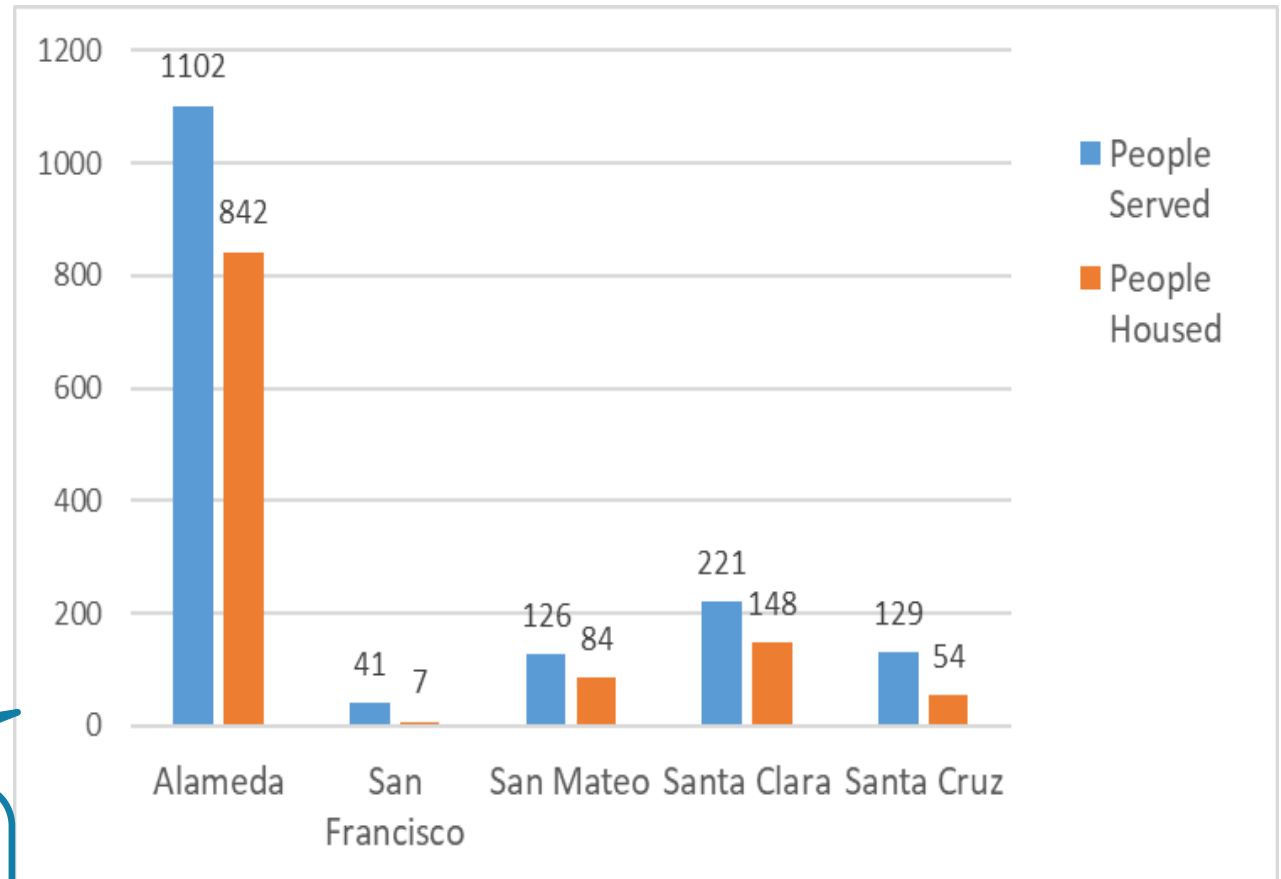
\*Reduction in capacity related to COVID Relief reductions, non-COVID Relief capacity increased



# COVID-19 PROGRAMS: HOTEL & HOUSING

## Hotels: Participants Served

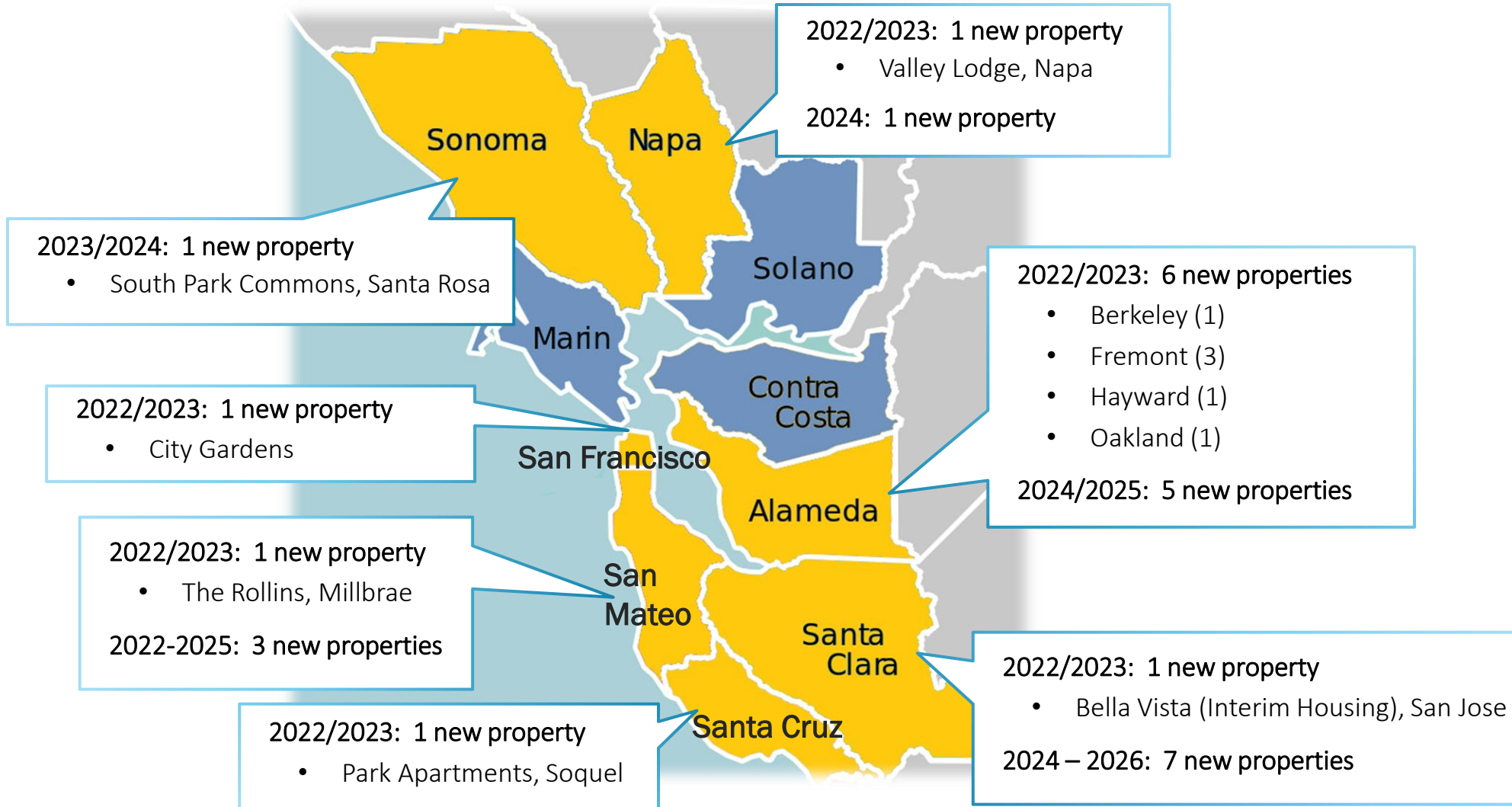
Shelter Type	Alameda	Santa Clara	Total
At Risk Population	863	514	1,377
COVID-19 Isolation/Quarantine	1,587	10	1,597
<b>Total</b>	<b>2,334</b>	<b>524</b>	<b>2,858</b>



## Rapid Rehousing (From Hotels)

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

# PSH DEVELOPMENT AND SERVICES PIPELINE





# 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%

Property Management Strategic Growth : Unit Portfolio Growth	FY21	FY22	2 Yr Total
Unit Growth Goal	180	150	330
Unit Growth Actual	28	363	391
Goal vs Actual Growth Rate	16%	242%	118%

# SURVEY RESULTS



# PARTICIPANT SURVEYS

Overall satisfaction: **83%** of participants responded “very satisfied” or “satisfied” with their experience in their Abode program

## Highest Scoring Statements

Statement	Score
Staff were respectful of my ethnic and cultural background while providing services.	93%
Staff treat me with dignity and respect.	90%
I would recommend this organization to a person in need of these services	90%

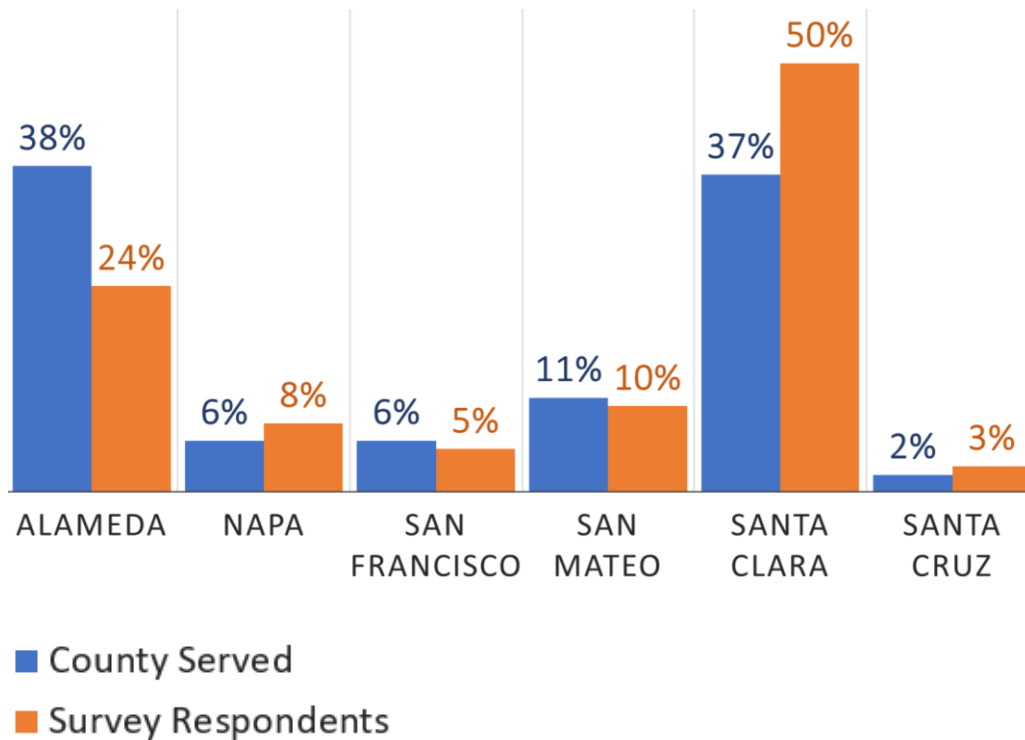
## Lowest Scoring Statements

Statement	Score
My physical &/or mental health have improved now that I'm in this program or in housing.	81%
I am satisfied with the level of support staff provided me about my financial matters.	80%
I am satisfied with my ability to meet my financial expenses.	73%

# 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	
Measure	Score
Satisfaction with payment timeliness	94%
Abode staff are knowledgeable and helpful	88%
Satisfaction with the move-in process	78%

Lowest Relative Scores	
Measure	Score
Dissatisfied or neutral about the move-out process	30%
Dissatisfied or neutral about how concerns were addressed	29%
Dissatisfied or neutral about feeling appreciated as a housing provider	25%

# 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



**"WE'VE ASKED A LOT  
OF THE ABODE TEAM  
IN THE PANDEMIC  
AND THEY'VE  
DELIVERED."**

# FUNDER SATISFACTION SURVEY

The survey also identified some opportunities and challenges for improvement:

- **Staffing:**

- Staffing shortages/ability to provide services as contracted
- Concerns about staff burnout/pay ranges

- **Communication:**

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

- **Responsiveness:**

- Improved/timely data entry
- Maximization of funding /spending
- Accurate/timely spending projections



*"The team has improved customer service while still ensuring that services are client focused."*

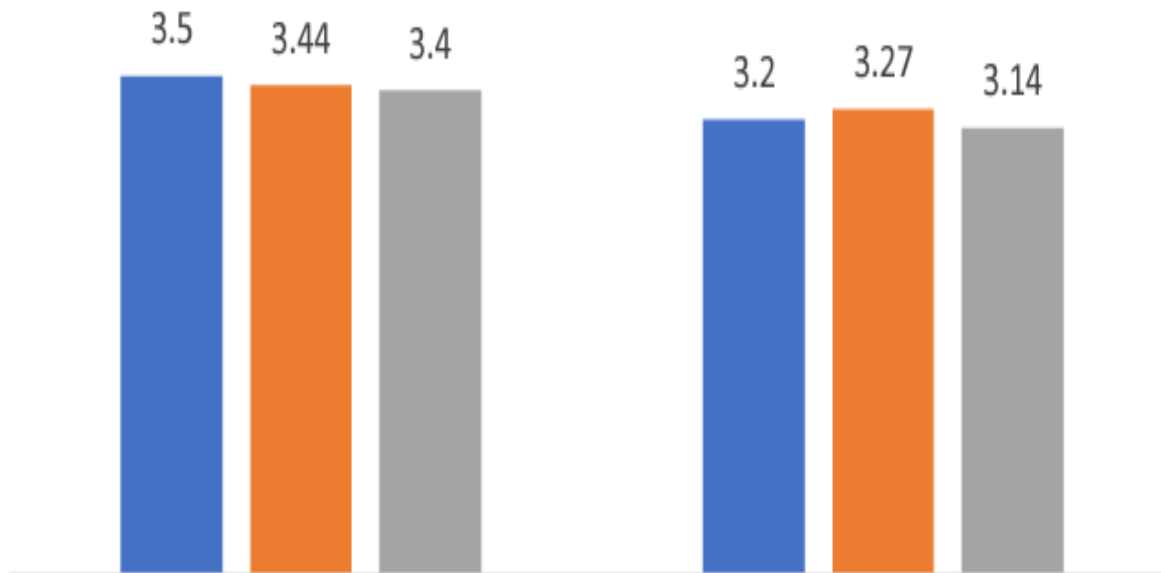
# HR UPDATE





# EMPLOYEE SURVEYS - OVERALL SATISFACTION

Overall Satisfaction (Scale 1 to 4)



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

■ 2020 ■ 2021 ■ 2022

316 Surveys completed  
(47% response rate)

## Areas with Highest Scores across Domains

- Relationship with peers
- Supportive immediate supervisor
- Professional growth/development (supervisors)

## Areas with Lowest Scores across Domains

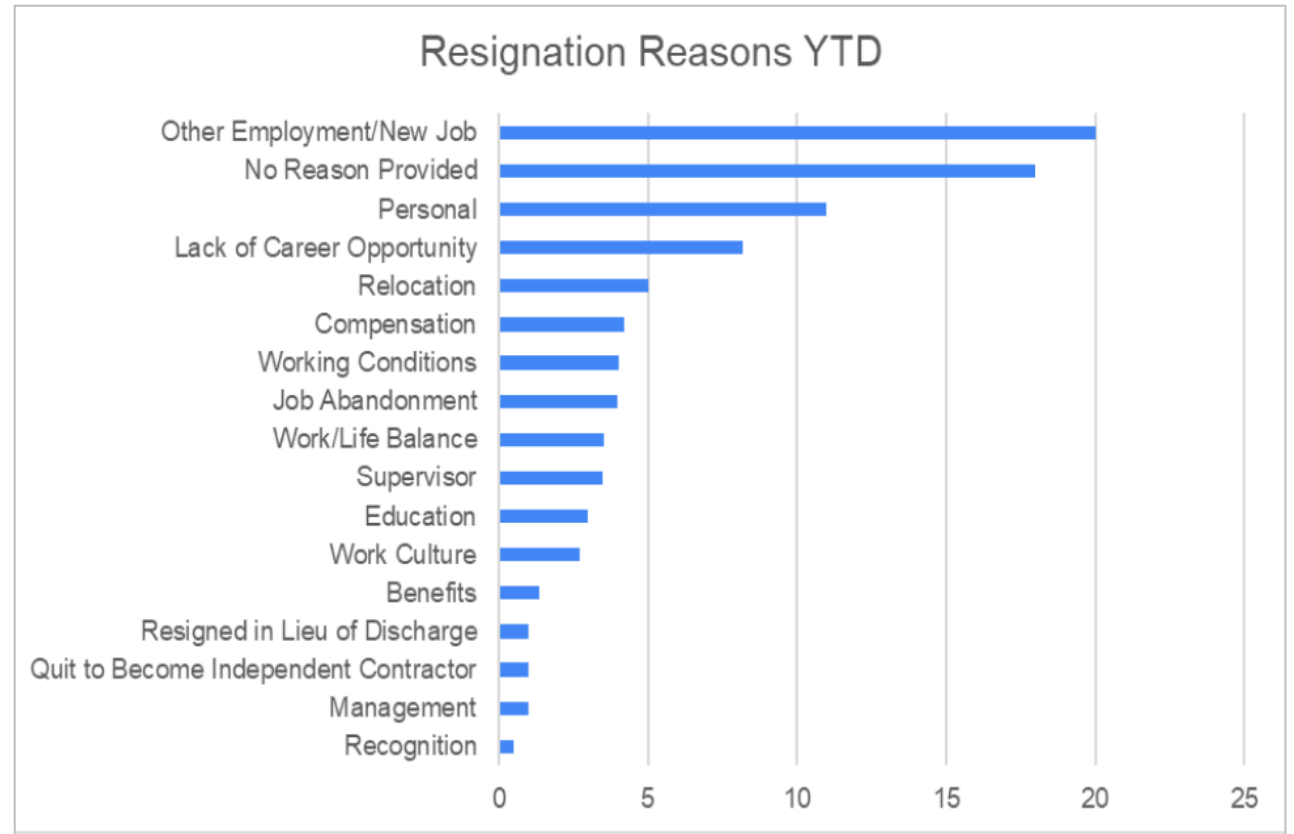
- Salary & Abode Services benefits
- Working conditions
- Physical safety

## 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

# HUMAN RESOURCES – RECRUITMENT & RETENTION

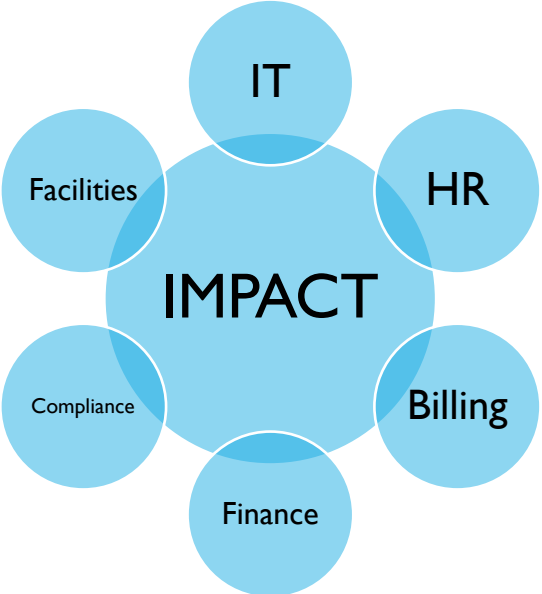
- Total number of employees has increased from FY 2021 to FY 2022
  - Regular: up 11% from FY21
  - All: up 2.25% from FY21
- Total Turnover Rate in FY22 was 40.73%
  - Voluntary turnover: 29.38%
  - Involuntary turnover: 10.35%
- On average, Abode Services fills vacant positions within 72 days



Source: HR Monthly Report, June 30, 2022

# FUTURE WORK

## Sustained Focus



## New/ Enhanced Efforts



Cash Transfer Program & Research

