Housing Outcomes

Since July 2020

10,243 people housed by Abode Services

On any given night last year

6,807 people slept in a home and not on the street
Housing Stability

In FY23:

9,236 people in stable housing with support from Abode Services

2,595 people exited to permanent housing
In FY23, Abode Served:

15,050 people
11,690 adults
3,360 children
10,143 households

733 participants
20 programs

1,967 participants
9 programs

4,493 participants
57 programs

1,415 participants
12 programs

6,213 participants
42 programs

229 participants
3 programs
Our Reach

Households Served, by County:
- Alameda: 37%
- Napa: 8%
- San Francisco: 2%
- San Mateo: 16%
- Santa Clara: 30%
- Santa Cruz: 7%

Total Served, by Program Type:
- Rapid Rehousing: 5,081
- Permanent Supportive Housing: 6,176
- Emergency Shelter: 1,959
- Supportive Services: 2,423
- Street Outreach: 1,337
- Transitional Housing: 80
Participant Demographics

Households Served, by type
- 51% Single Adult
- 26% Single Parent Family
- 14% Two Parent Family
- 9% Other

Participants Served, by Age group
- 44% Adults (25-54)
- 26% Seniors (55+)
- 24% Children (0-17)
- 6% Young Adults (18-24)
Participant Demographics

Race & Ethnicity

- **White, 48%**
- **Black / African-American, 27%**
- **American Indian / Alaska Native, 7%**
- **Native Hawaiian / Pacific Islander, 2%**
- **Multiracial, 3%**
- **Don't Know / Refused, 8%**
- **Hispanic / Latino, 36%**
- **Non-Hispanic / Non-Latino, 58%**
- **Asian, 5%**

Gender

- **Male 50.0%**
- **Female 46.6%**
- **Don't Know / Refused to Answer 3.0%**
- **Transgender 0.4%**
<table>
<thead>
<tr>
<th>Region 1</th>
<th>Demographics</th>
<th>RACE</th>
</tr>
</thead>
<tbody>
<tr>
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<td>Asian or Asian American</td>
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<tr>
<td></td>
<td>Abode</td>
<td>4%</td>
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<tr>
<td></td>
<td>PIT Count</td>
<td>4%</td>
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<td>US Census</td>
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<td></td>
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<td>PIT Count</td>
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</table>

*Datasets:*
1. Abode: WMAT Salesforce data, FY23
2. HUD Point in Time (PIT) count by county / CoC, February 23, 2022
3. US Census (2020) data
## Participant Demographics

<table>
<thead>
<tr>
<th>Region 2</th>
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<tbody>
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<td>County</td>
<td>Dataset*</td>
<td>American Indian, Alaska Native, or Indigenous</td>
<td>Asian or Asian American</td>
<td>Black, African American, or African</td>
<td>Multiple Races</td>
<td>Native Hawaiian or Pacific Islander</td>
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<td>Client Doesn’t Know / Refused</td>
<td>Total</td>
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<td>SAN MATEO</td>
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<td>6%</td>
<td>19%</td>
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<td>10%</td>
<td>58%</td>
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<td>SANTA CLARA</td>
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<td>7%</td>
<td>14%</td>
<td>3%</td>
<td>2%</td>
<td>61%</td>
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<tr>
<td>SANTA CRUZ</td>
<td>Abode</td>
<td>3%</td>
<td>1%</td>
<td>5%</td>
<td>9%</td>
<td>1%</td>
<td>71%</td>
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<tr>
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<td>12%</td>
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</tbody>
</table>

### Datasets:
1. Abode: WMAT Salesforce data, FY23
2. HUD Point in Time (PIT) count by county / CoC, February 23, 2022
3. US Census (2020) data
# 5-Year Growth Trends

<table>
<thead>
<tr>
<th>Impact Measure</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>5-Year Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total People Served</td>
<td>9,173</td>
<td>10,531</td>
<td>14,719</td>
<td>14,383</td>
<td>15,050</td>
<td>64%</td>
</tr>
<tr>
<td>Veterans Served</td>
<td>596</td>
<td>817</td>
<td>524</td>
<td>507</td>
<td>480</td>
<td>-19%</td>
</tr>
<tr>
<td>Housed Any Given Night</td>
<td>3,965</td>
<td>5,867</td>
<td>6,844</td>
<td>6,748</td>
<td>6,807</td>
<td>72%</td>
</tr>
<tr>
<td>Exits to Permanent Housing</td>
<td>2,049</td>
<td>1,653</td>
<td>1,616</td>
<td>2,519</td>
<td>2,595</td>
<td>27%</td>
</tr>
</tbody>
</table>
Permanent Supportive Housing

- Housing Retention Rate: 92%
- Exits to Permanent Housing: 48%
- Adults maintaining/increasing income: 73%
- Households Served:
  - 59% single adults,
  - 41% families
**Rapid Rehousing**

- Avg. Time in Housing Search: 98.6 days
- Exits to Permanent Housing: 72%
- Adults increasing income: 28%
- Households Served:
  - 19% single adults
  - 81% families

**Sector 5-Year Growth Trend**

Total Participants Served

- FY19: 4,015
- FY20: 3,849
- FY21: 4,214
- FY22: 5,534
- FY23: 5,081
Rental Assistance & Landlord Engagement

- Partnered with 1,327 landlords at 1,950 different properties
- $49.4 million in rental assistance paid ($4.1 million/ mo.)
- 5,765 households, 9,236 people served
- Added 271 landlords in FY23, adding 301 new properties and 434 new units
Property Management

- 1,224 units under management at year-end
- 856 new units added to portfolio
- 365 new move-ins
- 95% housing retention rate
Property Management

Other Key Performance Indicators
Rent collection rate: 58%
Recertification rate: 75%
PSH Project Pipeline

2023/2024: 2 new properties
- Heritage House
- Valle Verde

2023/2024: 3 new properties
- Depot Community Apartments (Hayward)
- Fremont Family
- Lake Park (Oakland)

2025: 5 new properties

2023/2024: 1 new property
- Kifer Senior

2025: 3 new properties

2025: 1 new property
FY23 Highlights

• 5 properties in 3 counties

• Total of 496 units added that are dedicated to chronically homeless, homeless, and/or low income

FY24 Planned Site Openings

• 8 properties across Alameda, San Mateo, Santa Clara, and Santa Cruz counties

• Adding over 500 additional units
In October 2022, Abode entered a strategic partnership with The Bay Area Furniture Bank (BAFB). BAFB’s mission is to promote dignity and stability in our community by redirecting donated furniture to families in need.

- FY22-23: BAFB delivered furniture to 1061 households (95% in Santa Clara County, 5% in San Mateo County)
- Since launching in 2016, BAFB has served 3,570 families, 4,775 adults, 3,548 children
Participant Surveys

The total percentage of respondents by County, compared to the total share of participants agency-wide

Most counties responded in proportion to the participant population size

- Napa County response rate (11%) was more than double their population share (5%)
- By contrast, San Francisco response rate (6%) less than half of their population share (13%)
Participant Surveys

Overall Satisfaction Ratings

• How satisfied were you with the services you received?
  o 81% were very or somewhat satisfied by services received (63% very satisfied)

• Did this program help you reach your goals?
  o 80% believed the program helped (63% 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?
  o 77% rated the ability of staff as excellent or good
Housing Provider Surveys

<table>
<thead>
<tr>
<th>Higher Satisfaction (% positive)</th>
<th>Lower Satisfaction (% positive)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment Timeliness (76%)</td>
<td>Move-out process (25%)</td>
</tr>
<tr>
<td>Staff knowledge and helpfulness (68%)</td>
<td>How concerns were addressed (52%)</td>
</tr>
<tr>
<td>Feel appreciated as a housing partner (65%)</td>
<td>Response times (54%)</td>
</tr>
</tbody>
</table>

Detailed Feedback
Comments from respondents were in four categories:

- Positive/direct/honest/prompt communication from staff (47)
- Tenant selection & case management (27)
- Timely/accurate payment & direct deposit (18)
- Assistance removing problem tenants (4)
Partnership Surveys

<table>
<thead>
<tr>
<th>Performance Measures</th>
<th>Rating (out of 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Performance</td>
<td>4</td>
</tr>
<tr>
<td>Program Delivery</td>
<td>3.75</td>
</tr>
<tr>
<td>Communication</td>
<td>4.5</td>
</tr>
<tr>
<td>Data and Reporting</td>
<td>3.75</td>
</tr>
<tr>
<td>Invoicing and Spend-Down</td>
<td>3</td>
</tr>
</tbody>
</table>

Feedback

- “...We've identified areas for improvement and Abode staff seem receptive to making the improvements within a timely manner.”
  -- Cricket Miller, San Francisco HSH
- “The Abode team is responsive and collaborates well.”
  -- Natalie Allen, SCC SSA
- “Communication with Scott and team has been great.”
  -- Molly Rattigan, City of Napa
Employee Surveys

The employee survey response rate increased from 47% in 2022 to 62% in 2023, the largest uptick in four years.

408 out of 654 employees completed the survey in May 2023.
Employee Surveys

Overall Satisfaction Trends
(2020-2023)

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

Staff Composition

- Total Agency: (663)
- Managers/ Directors: (121)
- Executives: (11)
- Promotions: (83)

- People of Color
Employee Surveys

DEI - Highest Scoring Items
(92% or more Strongly Agree/Agree)

• (97%) My culture is respected here.
• (95%) I am treated with respect here.
• (92%) I am safe to be myself here.
• (92%) I can openly and honestly address issues, questions, or concerns I have regarding cultural, historical and gender identity and expression with my supervisor.

DEI - Lowest Scoring Items
(76% to 87% Strongly Agree/Agree)

• (87%) My voice is heard here as equal.
• (87%) I think everyone is treated equally regardless of race, gender, or other cultural designations.
• (83%) I am presented with professional development opportunities to build capacity to implement cultural, historical and gender equity and responsiveness goals.
• (76%) Management and leadership regularly seek my input regarding cultural, historical, and gender equity work, including questions regarding work climate and culture.
Training Highlights

<table>
<thead>
<tr>
<th>Performance Metrics</th>
<th>FY22</th>
<th>FY23</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARF required annual trainings completed by staff</td>
<td>84%</td>
<td>88%</td>
</tr>
<tr>
<td>Training completion rate for staff registered for a required live training</td>
<td>69%</td>
<td>82%</td>
</tr>
<tr>
<td>Average attendance for monthly agency wide training engagements with executive team</td>
<td>N/A</td>
<td>72 staff</td>
</tr>
<tr>
<td>Average of staff who believe a DEI lens is clearly present across all Abode trainings, from self-paced to live</td>
<td>89%</td>
<td>90%</td>
</tr>
</tbody>
</table>

Key Projects:
- Created 176 job title specific learning plans in Abode University
- Collaborated with LEAB to review and improve six Abode University courses by making them even more participant centered

An in-person Motivational Interviewing training (August 2023)
Quality Committee (QC)

Language Access (Year 2)
- Translated the main phone-tree script into 3 languages, using culturally sensitive language
- Developed a Language Access training course

Launched the Change Makers Academy
- 5-part series focused on learning quality improvement and leadership skills
- Avg. Attendance: 62 staff per session
- Graduation rate: 76%

Employee Retention QI Team
- Identified activities for first 6 months of the year for mental health engagement for staff
- Launched May mental health awareness month
- Held education sessions for mental health
Lived Experience Advisory Board (LEAB)

LEAB consists of 12 active members representing 5 counties and boasts a 90% average monthly attendance.

In FY23, LEAB reviewed and provided thoughtful feedback on 18 policies, trainings and/or projects.

### Other Highlights

<table>
<thead>
<tr>
<th>Collaboration with the Training Department</th>
<th>Helped revise trainings for direct service staff</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Aligned training with Abode’s goals of participant-centered, inclusive care</td>
</tr>
<tr>
<td>New Project Ideas</td>
<td>Financial Empowerment training</td>
</tr>
<tr>
<td></td>
<td>Web-based Participant Portal</td>
</tr>
<tr>
<td>Participant Survey Analysis</td>
<td>More thorough consideration of the accessibility needs of our participants</td>
</tr>
<tr>
<td></td>
<td>Changes may help increase participant engagement for this survey</td>
</tr>
</tbody>
</table>
Looking Ahead: FY 25

Sustained Focus

- Diversity
- Equity
- Inclusion
- ASPIRE to Excellence
- CARF Accredited

New!

- Cash Transfer
- Program & Research
- Focus on Each Business Center

Cash Flow

Solano County