

ANNUAL
IMPACT REPORT
FY2024



Housing Outcomes



Since July 2020

12,934 people housed by
Abode Services

On any given night last year

8,652 people slept in a home
and not on the street

Housing Stability



In FY2024:

10,665

people in stable
housing with support
from Abode Services

2,753

people exited to
permanent housing

OUR REACH

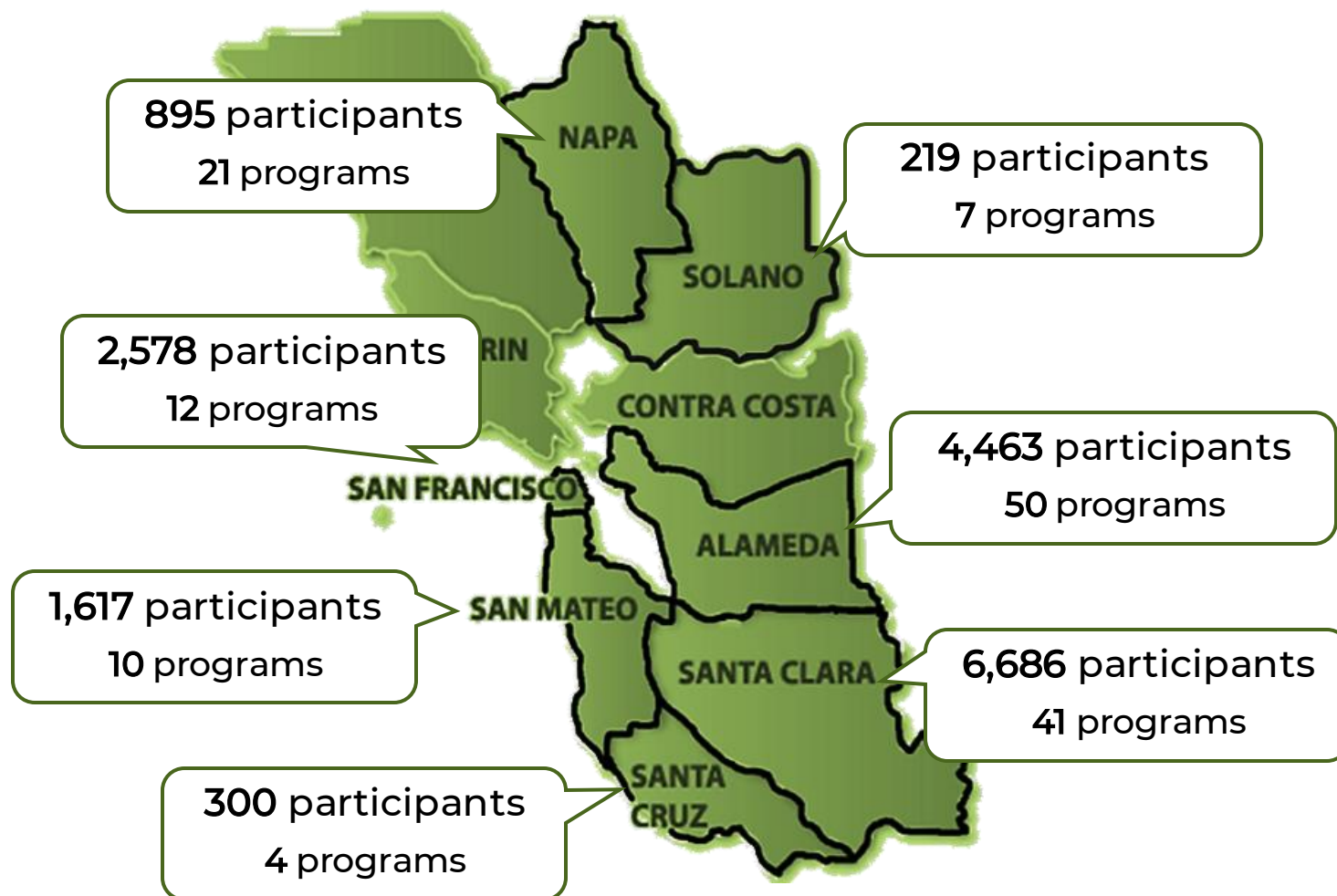
In FY2024,
Abode served:

16,758 individuals

13,089 adults

3,669 children

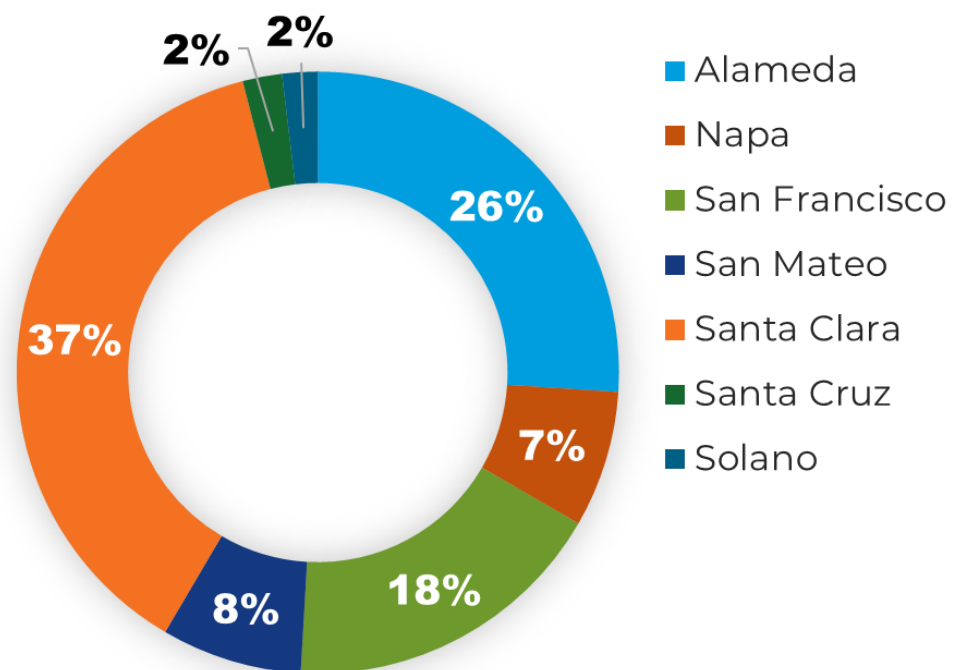
11,385 households



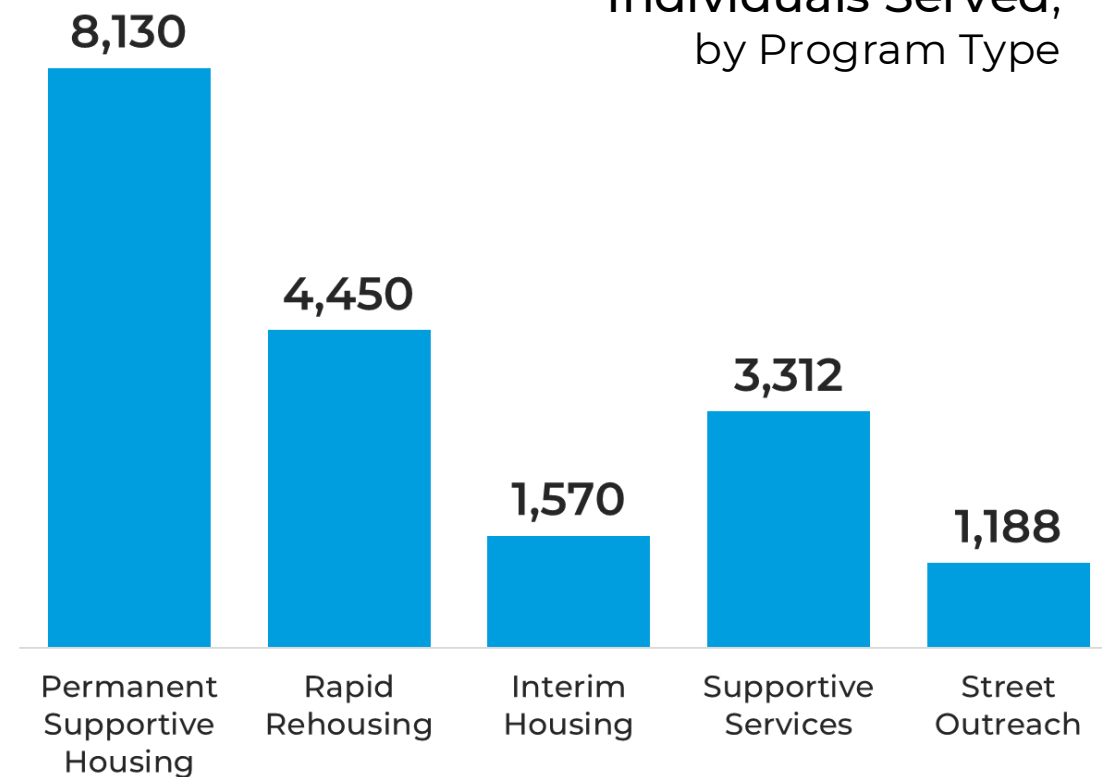
OUR REACH



Households Served,
by County



Individuals Served,
by Program Type





Participant Demographics

In October 2023, the Dept of Housing and Urban Development (HUD) fundamentally changed the way participant race and ethnicity data is collected.

- Race and Ethnicity were combined into one large group
- Participants may now select as many categories as they wish

As a result, Abode’s FY24 numbers are not easily compared to older data sources. We anticipate that the 2024 HUD PIT counts will align with the new methodology.

County / Data Source * →	ALAMEDA			NAPA			SAN FRANCISCO		
	Abode (FY24)	PIT Count (2023)	US Census (2020)	Abode (FY24)	PIT Count (2023)	US Census (2020)	Abode (FY24)	PIT Count (2023)	US Census (2020)
Race									
American Indian, Alaska Native, or Indigenous	< 1%	4%	1%	1%	8%	2%	1%	6%	1%
Asian or Asian American	2%	4%	37%	-	1%	10%	2%	6%	37%
Black, African American, or African	30%	44%	11%	3%	3%	2%	38%	33%	6%
Native Hawaiian or Pacific Islander	1%	3%	1%	1%	1%	-	2%	3%	-
White	35%	38%	37%	64%	82%	68%	27%	44%	45%
Multiple Races	32%	7%	13%	31%	6%	18%	30%	8%	11%
Ethnicity									
Hispanic, Latino/a	19%	25%	23%	26%	30%	35%	26%	34%	16%
Non-Hispanic, Non-Latino/a	81%	75%	77%	74%	70%	65%	74%	66%	84%

***Sources:**

1. Abode: Race/Ethnicity data (FY24 active participants)
2. HUD Point in Time (PIT) count by county (2023)
3. US Census (2020)

Solano has been excluded due to limited available data.



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County / Data Source * —>

	SAN MATEO			SANTA CLARA			SANTA CRUZ		
	Abode (FY24)	PIT Count (2023)	US Census (2020)	Abode (FY24)	PIT Count (2023)	US Census (2020)	Abode (FY24)	PIT Count (2023)	US Census (2020)
Race									
American Indian, Alaska Native, or Indigenous	< 1%	5%	1%	< 1%	6%	1%	< 1%	4%	2%
Asian or Asian American	2%	6%	35%	2%	7%	46%	-	1%	6%
Black, African American, or African	12%	18%	2%	8%	16%	3%	1%	6%	1%
Native Hawaiian or Pacific Islander	4%	4%	1%	1%	3%	-	-	1%	-
White	35%	63%	47%	25%	60%	37%	50%	81%	73%
Multiple Races	47%	4%	14%	64%	8%	13%	49%	7%	18%
Ethnicity									
Hispanic, Latino/a	36%	52%	25%	54%	44%	25%	35%	44%	35%
Non-Hispanic, Non-Latino/a	64%	48%	75%	46%	56%	75%	65%	56%	65%

***Sources:**
1. Abode: Race/Ethnicity data (FY24 active participants)
2. HUD Point in Time (PIT) count by county (2023)
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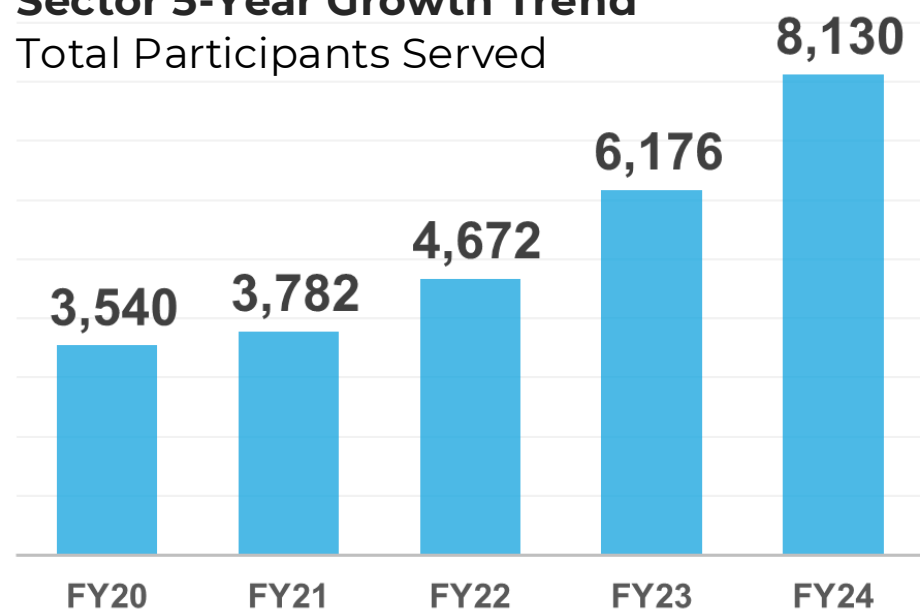
5-Year Growth Trends

Impact Measure	FY20	FY21	FY22	FY23	FY24	5-Year Growth
Total People Served	10,531	14,719	14,383	15,050	16,758	59%
Veterans Served	817	524	507	480	499	-39%
Housed Any Given Night	5,867	6,844	6,748	6,807	8,652	47%
Exits to Permanent Housing	1,653	1,616	2,519	2,595	2,753	67%

Permanent Supportive Housing (PSH)

Sector 5-Year Growth Trend

Total Participants Served

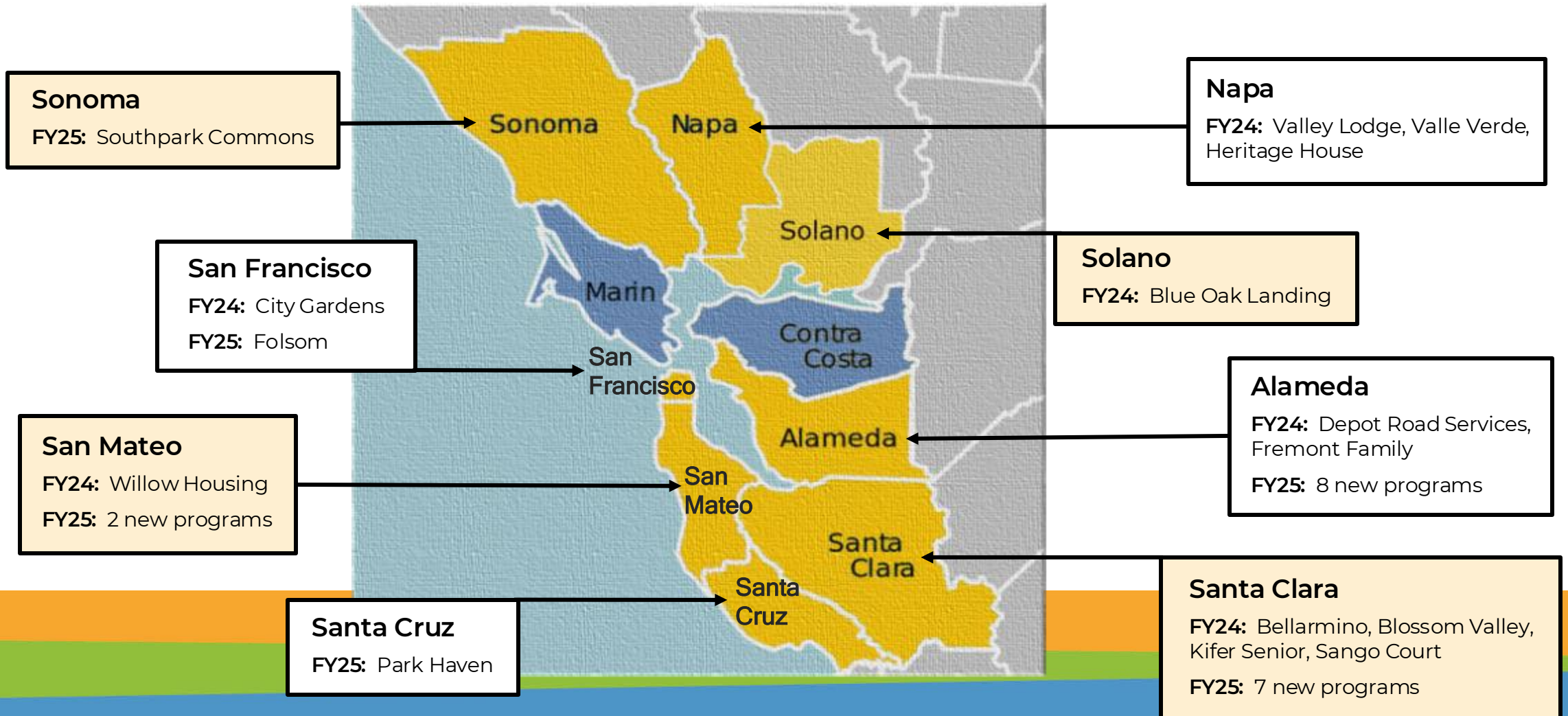


- Housing Retention Rate: 95%
- Exits to Permanent Housing: 67%
- Adults maintaining/increasing income: 71%
- Households Served:
 - 60% single adults
 - 40% families



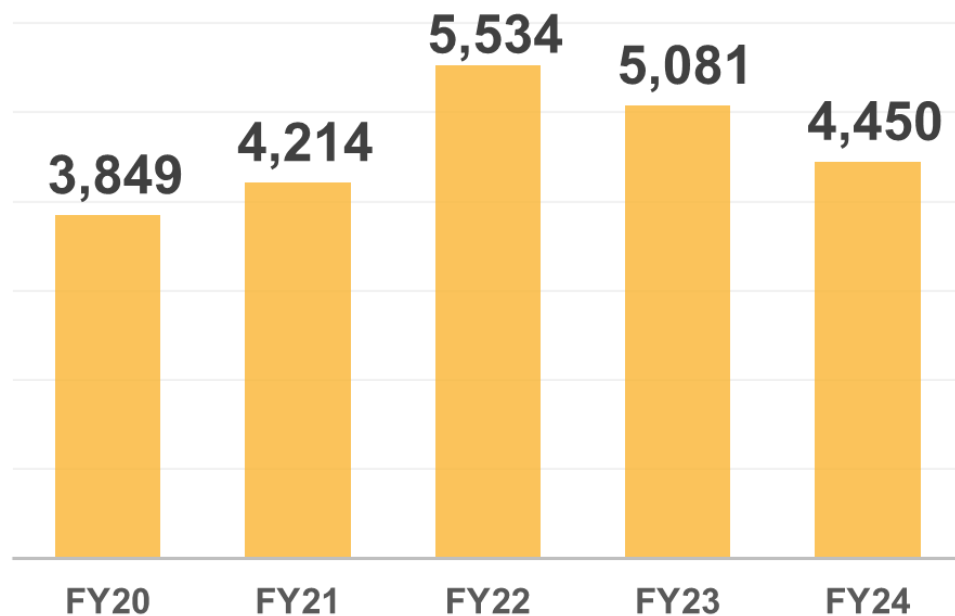
Kifer Senior Apts
Santa Clara

PSH Service / Property Mgmt Expansion



Rapid Rehousing (RRH)

Sector 5-Year Growth Trend
Total Participants Served

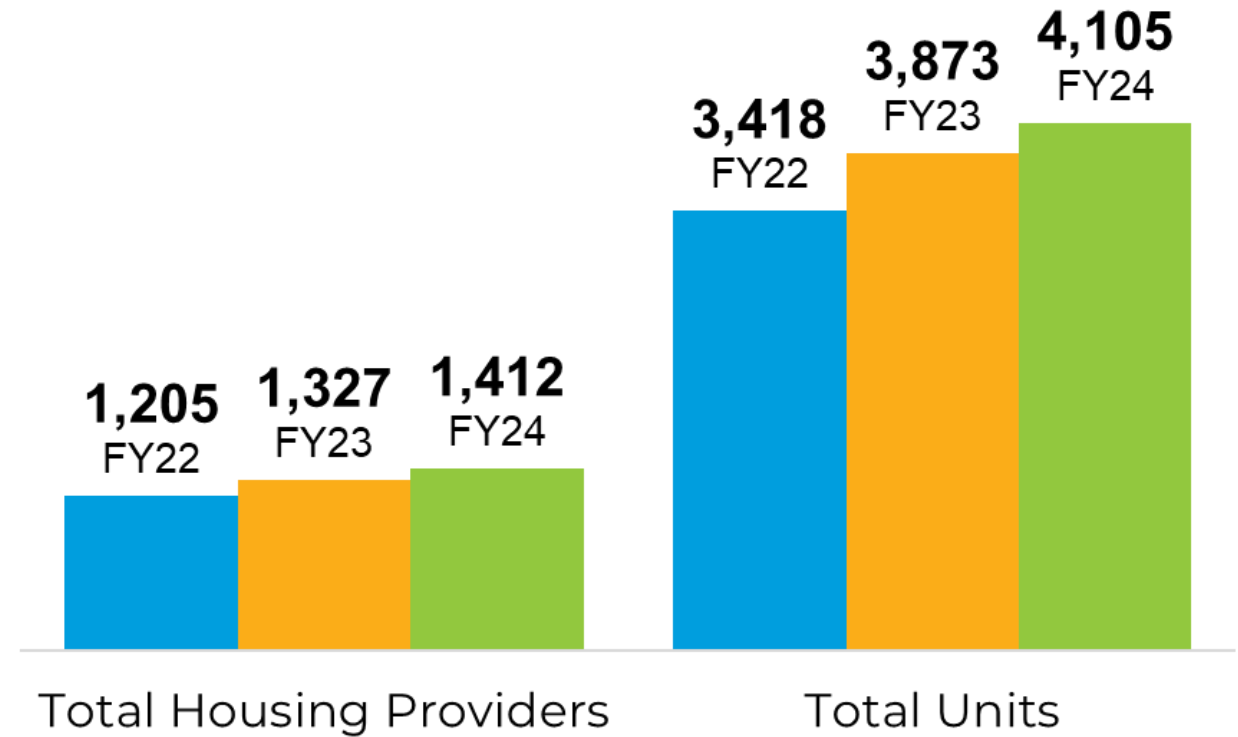


- Avg. Time in Housing Search: 86 days
- Exits to Permanent Housing: 70%
- Adults increasing income: 54%
- Households Served:
 - 17% single adults
 - 83% families

Rental Assistance & Housing Providers



- Partnered with **1,412** housing providers at **2,026** different properties
- **\$55 million** in direct financial assistance
- **6,412** households, **10,080** people served
- Added **397** housing providers in FY24, adding **504** new properties and **1,337** new units



Asset & Property Management

FY24 Performance Measure Results

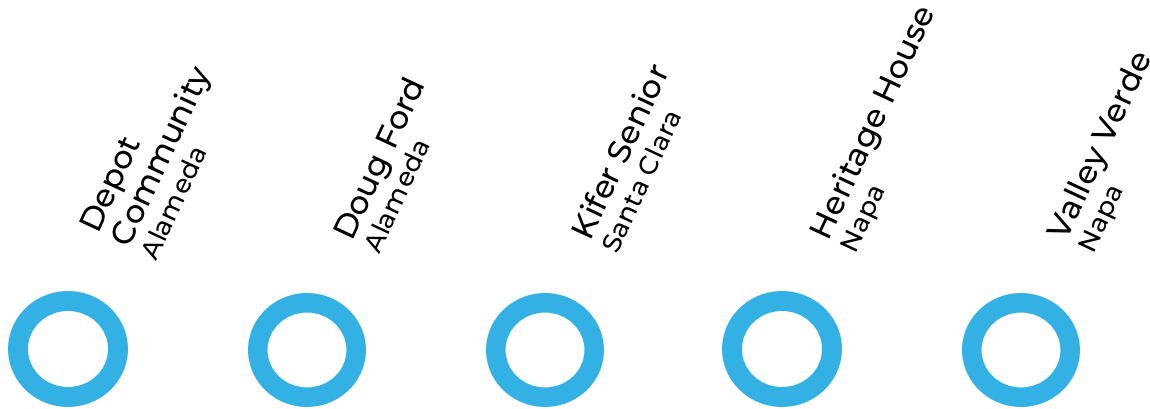
- 1,253 units under management at year-end
- 423 new units added to portfolio
- 90% housing retention rate
- 19 additional sites under asset management
- 15 Abode Services offices



New Housing Development

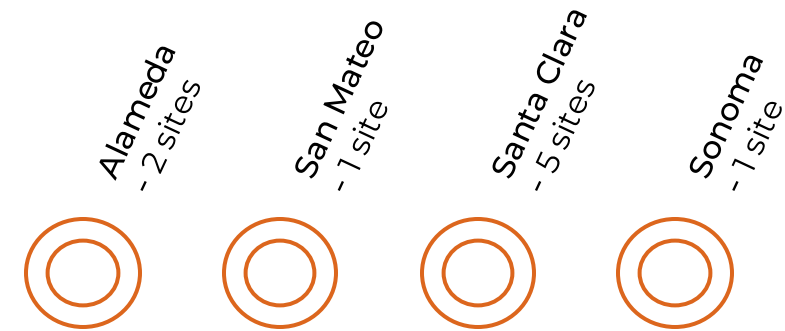
FY24 Highlights

- 5 new properties across 3 counties
- Total of 347 units added that are dedicated to chronically homeless, homeless, and/or low income



FY25 Planned Site Openings

- 9 properties across Alameda, San Mateo, Santa Clara, and Sonoma counties
- Adding nearly 583 additional units



Partnerships

Abode has partnered with the Bay Area Furniture Bank (BAFB) since 2022.

BAFB's mission is to promote dignity and stability in our community by redirecting donated furniture to families in need.

Since launching in 2016, BAFB has

- Recruited **1,335** volunteers
- Diverted **2,400** tons of furniture from landfills
- Delivered **46,330** items
- Served **4,510** families (including 2,784 children)



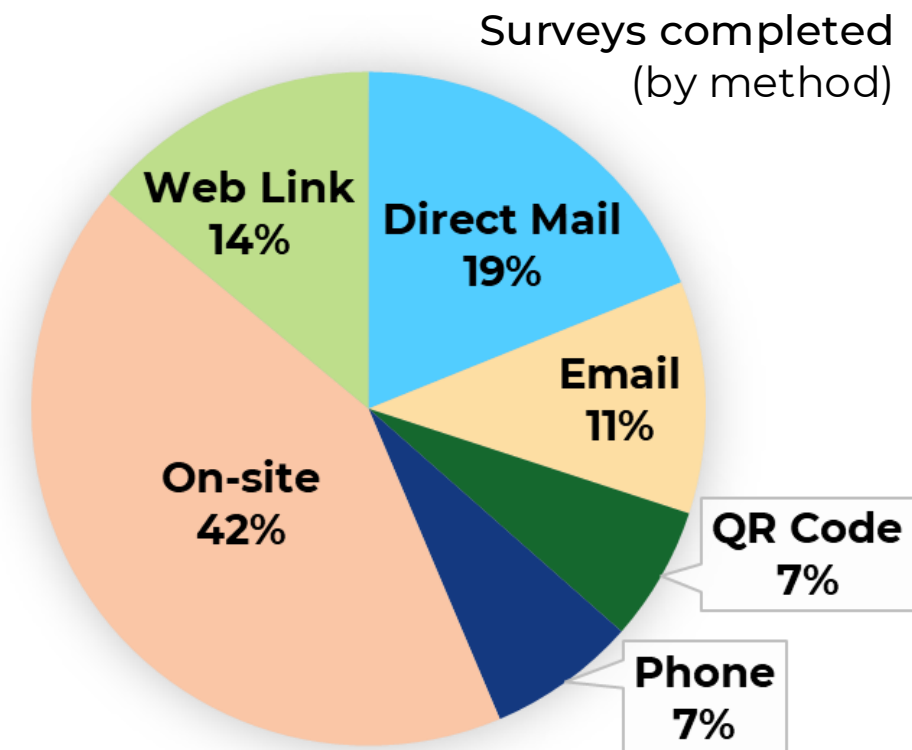
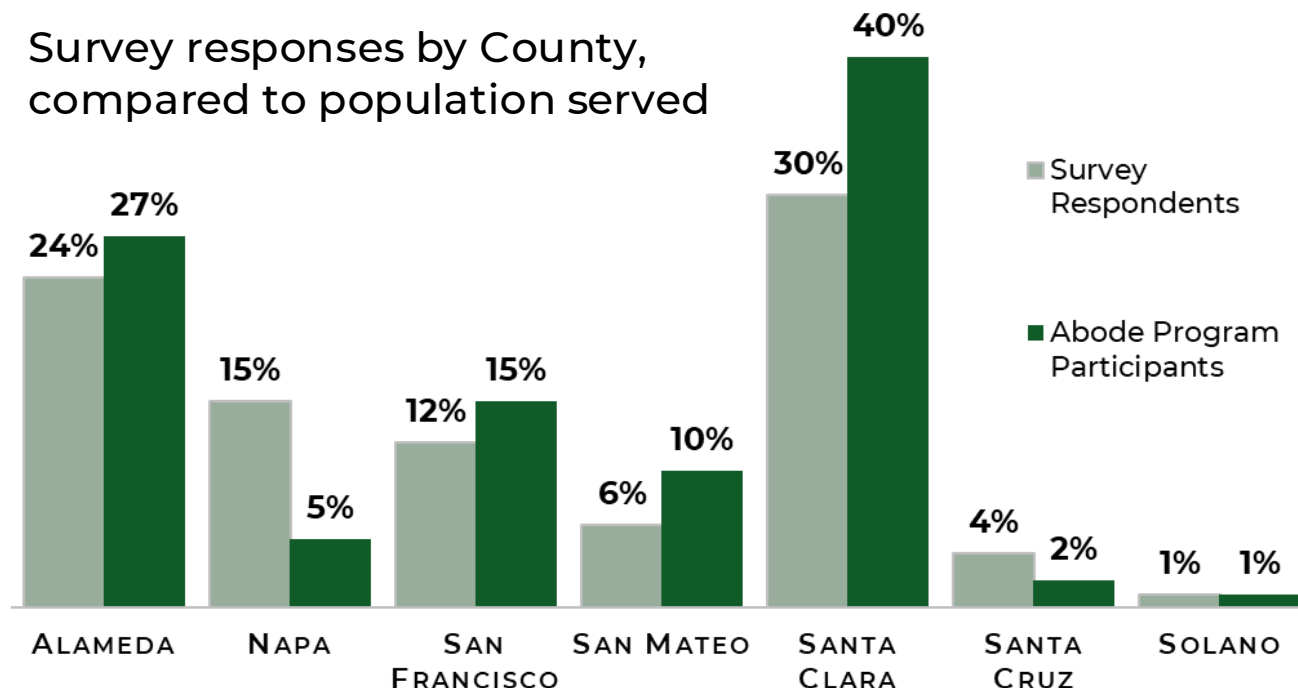
bay area
FURNITURE BANK



Surveys: Participant Satisfaction

In FY24, we received 1,345 completed surveys, compared to 1,253 in FY23 (7% increase)

Survey responses by County, compared to population served



Surveys: Participant Satisfaction

Highest Satisfaction Scores:

- (85%) Documents were provided to me in my preferred language.
- (82%) Documents provided to me were easy to read and understand.
- (80%) Staff spoke to me in a way I understood.

The Highest Satisfaction Scores help demonstrate the impact of our Language Access project, a multi-year plan that sought to increase program accessibility for non-English speakers.

Lowest Satisfaction Scores:

- (68%) I was able to get all the help/services that I needed.
- (65%) I deal more effectively with daily problems.
- (63%) My physical &/or mental health have improved.

The Lowest Satisfaction Scores highlight the need for more services to help participants address health issues and the subsequent struggles they experience with everyday challenges.

Surveys: Employee Engagement



Highest DEI-Related Satisfaction Scores:

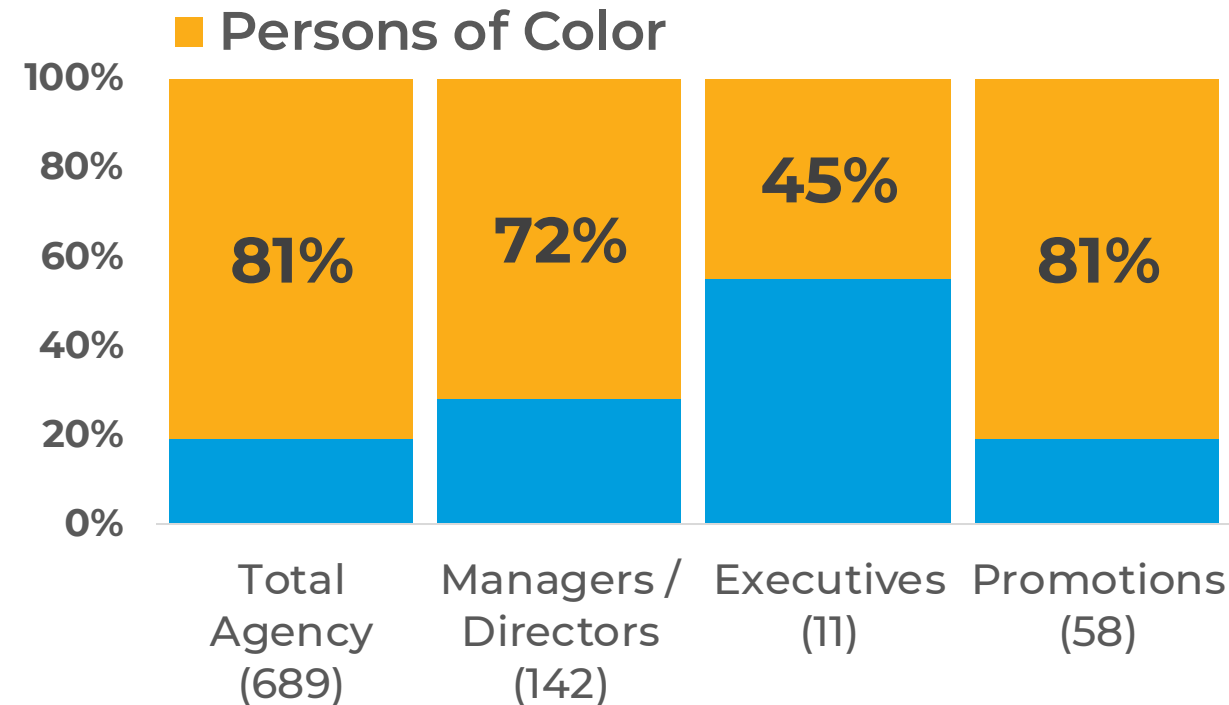
- My culture is respected here. 94%
- I see how my work supports the organization's equity vision and strategic goals. 92%
- I understand the importance of my role in fighting institutional racism and can communicate this clearly to others. 90%

Lowest DEI-Related Satisfaction Scores:

- I can discuss cultural, historical, and gender issues with any leader without fear of negative consequences. 83%
- I receive professional development opportunities to better achieve cultural, historical, and gender equity goals. 74%
- Leadership often seeks my input on cultural, historical, and gender equity, as well as work climate and culture. 68%

Staff Composition

as of June 30, 2024

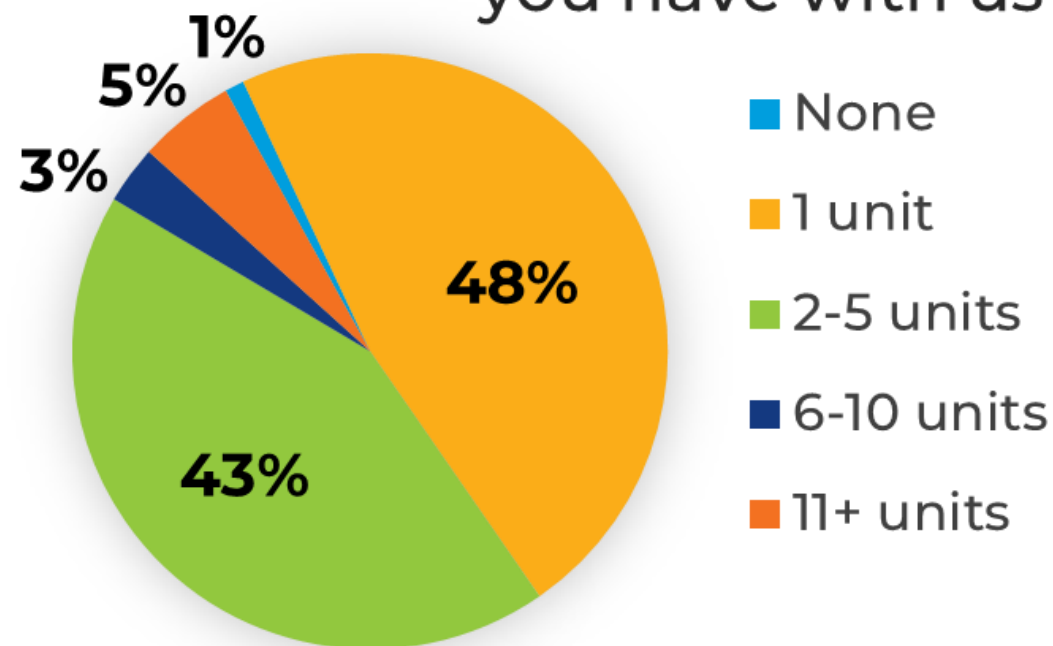


Surveys: Housing Provider Satisfaction

The most recent survey was conducted in September 2023

- 519 survey invitations delivered
- 95 surveys fully completed

How many units do you have with us?



Surveys: Housing Provider Satisfaction

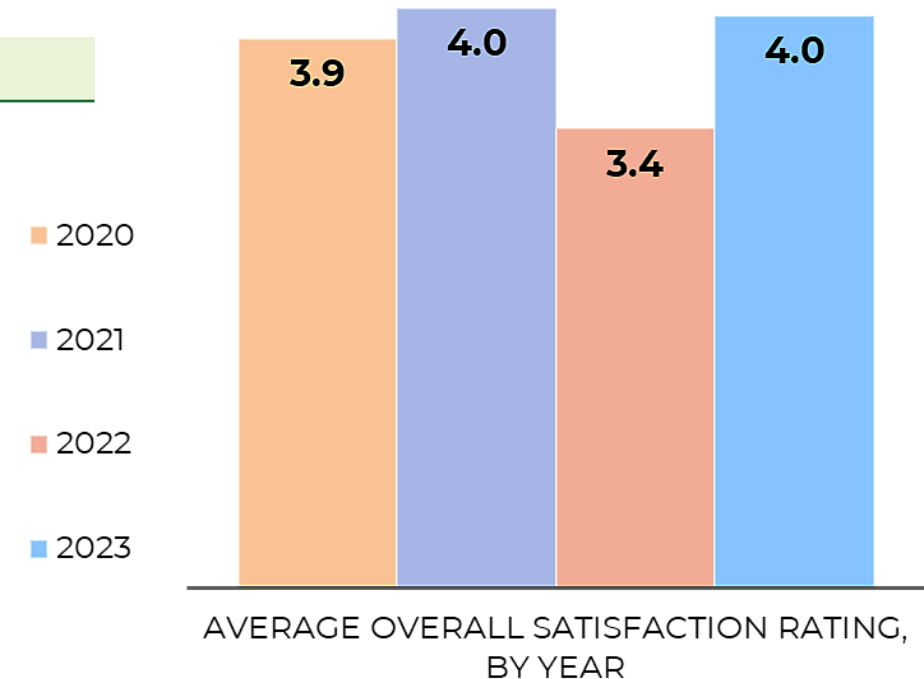


Higher Satisfaction	Lower Satisfaction
Staff knowledge and helpfulness	How concerns were addressed
Payment Timeliness	Response times
Move-in Process	Move-out process

Detailed Feedback

Comments from respondents were grouped into four categories:

- More comprehensive onboarding for property owners
- Tenant selection and managing tenant behavior
- Faster and comprehensive support for tenant issues
- Payment concerns and direct deposit options



Surveys: Partnerships

Partner Feedback

"Abode's team is knowledgeable when it comes to Santa Clara County's housing programs and have demonstrated the ability to forge relationships with clients, landlords, and County staff..."

– Cameron Rodriguez, Santa Clara County

"We...often look to [Abode] for best practices and guidance from their work on the ground. Our partnership reflects a true spirit of collaboration and this is evident in how we have worked together to problem solve and ensure effective service delivery and contract compliance."

– Kawal Ulanday, Alameda County

"Scott Wagner is an incredible partner to have and he has built a really great team."

– Molly Rattigan, Napa County

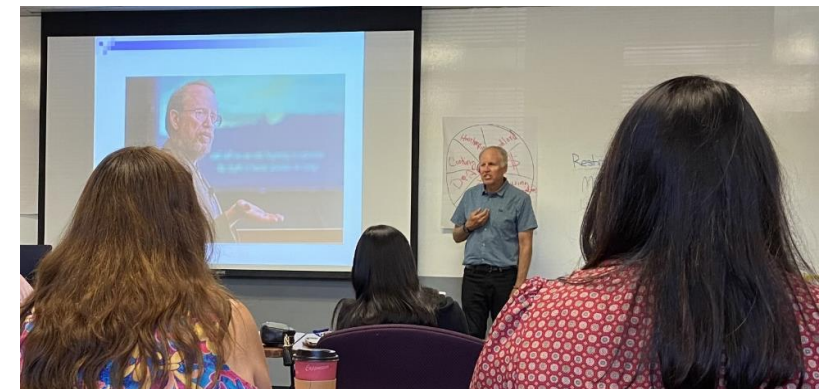
Satisfaction Metrics	Rating (out of 5)
Communication	4.4
Service Provision	4.3
Partnership	4.4
Invoicing	4.5
Data-Reporting	4.4
Overall Performance	4.4

Highlights: Training

Performance Metrics	FY23	FY24
CARF required annual trainings completed by staff	88%	89%
Training completion rate for staff registered for a required live training	82%	77%
Average attendance for monthly agency wide training engagements with executive team	72 staff	71 staff
Average of staff who believe a DEI lens is clearly present across all Abode trainings, from self-paced to live	90%	86%

Key Projects:

- Created **176** job title specific learning plans in Abode University
- Collaborated with LEAB to review and improve **10** Abode University courses by making them even more participant centered



An in-person Motivational Interviewing training

Highlights: Quality Committee (QC)



Language Access (Year 3)

- Developed and implemented language access differential, Spring 2024
- 82 employees have passed the language pay test and are now receiving Abode's language pay differential

Change Makers Academy

- 4-part series focused on learning quality improvement and leadership skills
- 34 employees finished the Change Makers program in FY2024.
- 87 employees have completed the program since it first launched in 2022.

Employee Retention QI Team

- Improved staff access to Mental Health resources and supports
- Marketed existing supports such as EAP, Critical Incident debriefing team
- Distributed Culture of Care tools to each site.

Highlights: Lived Experience Advisory Board (LEAB)



LEAB consists of **10** active members representing **5** counties, with an average monthly attendance rate of **78%**.

In FY24, LEAB reviewed and provided thoughtful feedback on **10** policies, trainings, and/or projects

Collaboration with the Training Department

Assisting with review and revision of trainings for direct-service staff

- Strengths-Based Perspectives Training Updates
- Participant Rights & Confidentiality Training Updates
- Introduction to IPV Training Updates
- Reasonable Accommodation Policy & Training
- PSH & ES Animal Policy & Training
- Weapons Policy & Training
- Crisis Intervention & De-Escalation Training

Plan Reviews

- Policies and procedures for Individual Service Plans for participants
- IPV Safety Plan Updates

Highlights: Influence

Abode launches *Rapid Rehousing Cash Assistance Program (RCAP)**

- Partnership with the University of Notre Dame's Wilson Sheehan Lab for Economic Opportunities (LEO) to conduct a randomized controlled trial (RCT) evaluation.
- The RCT seeks to measure the impact of cash transfers on long-term housing stability and other health and financial outcomes

How it works

- Roughly 1,000 households are randomized into treatment or control groups (50/50 split)
- Control group households receive \$50/month
- Treatment group households receive larger amounts, based on household size (see table)
- Payments are unrestricted: recipients prioritize how to spend the funds

Who is eligible?

- Households are recruited from our existing RRH programs
- All households nearing their exit date will be eligible to participate
- Participation in the research study is not mandatory

Highlights: Action

Abode launched its first programs in Solano County

We were selected to design and implement Solano County's Behavioral Health Bridge Housing (BHBH) grant program

- Addresses the housing needs of people experiencing homelessness who have serious behavioral health conditions
- Helps individuals find suitable housing options, such as respite housing, rapid rehousing, subsidized rent, and permanent supportive housing

PSH Services

Rental Subsidy
Administration

Rapid Rehousing

Housing Provider Incentives

Street Outreach

Housing Navigation

Highlights: Excellence

Cristo Rey Work Study



Entity Focus

