ABODE

ANNUAL IMPACT REPORT

FY 2023

Housing Outcomes

Since July 2020

10,243 people housed by Abode Services

On any given night last year

6,748 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

Our Reach

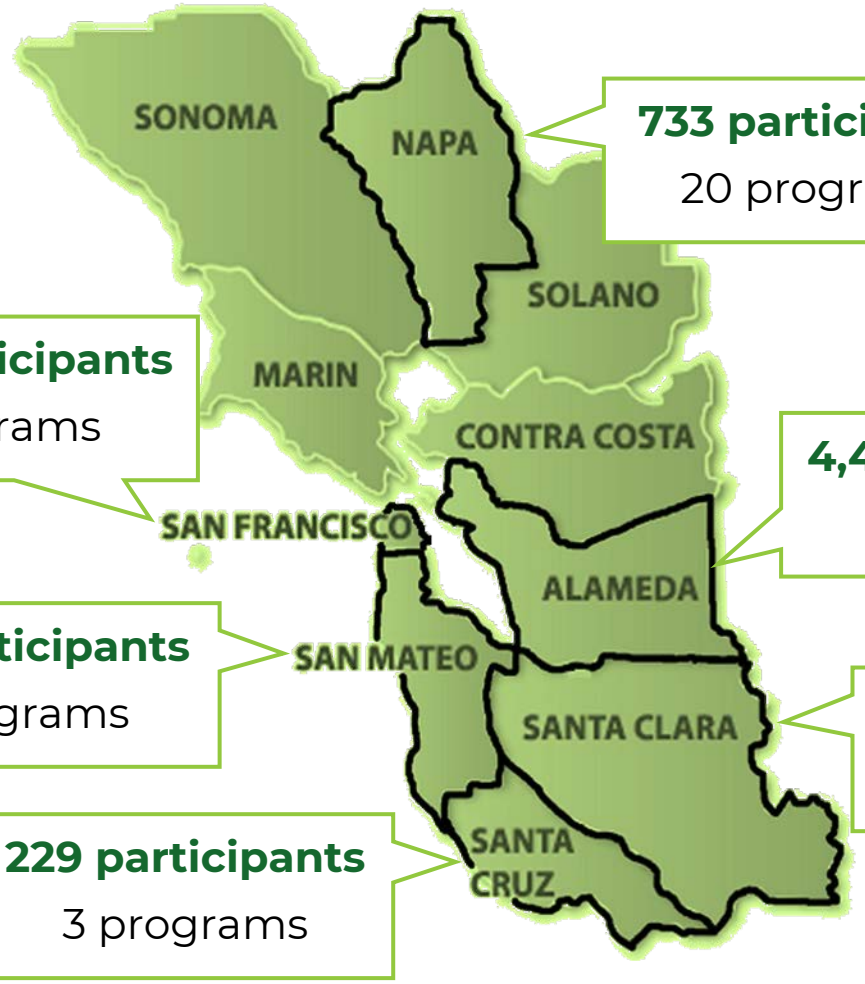
In FY23,
Abode Served:

15,050 people

11,690 adults

3,360 children

10,143 households



733 participants
20 programs

1,967 participants
9 programs

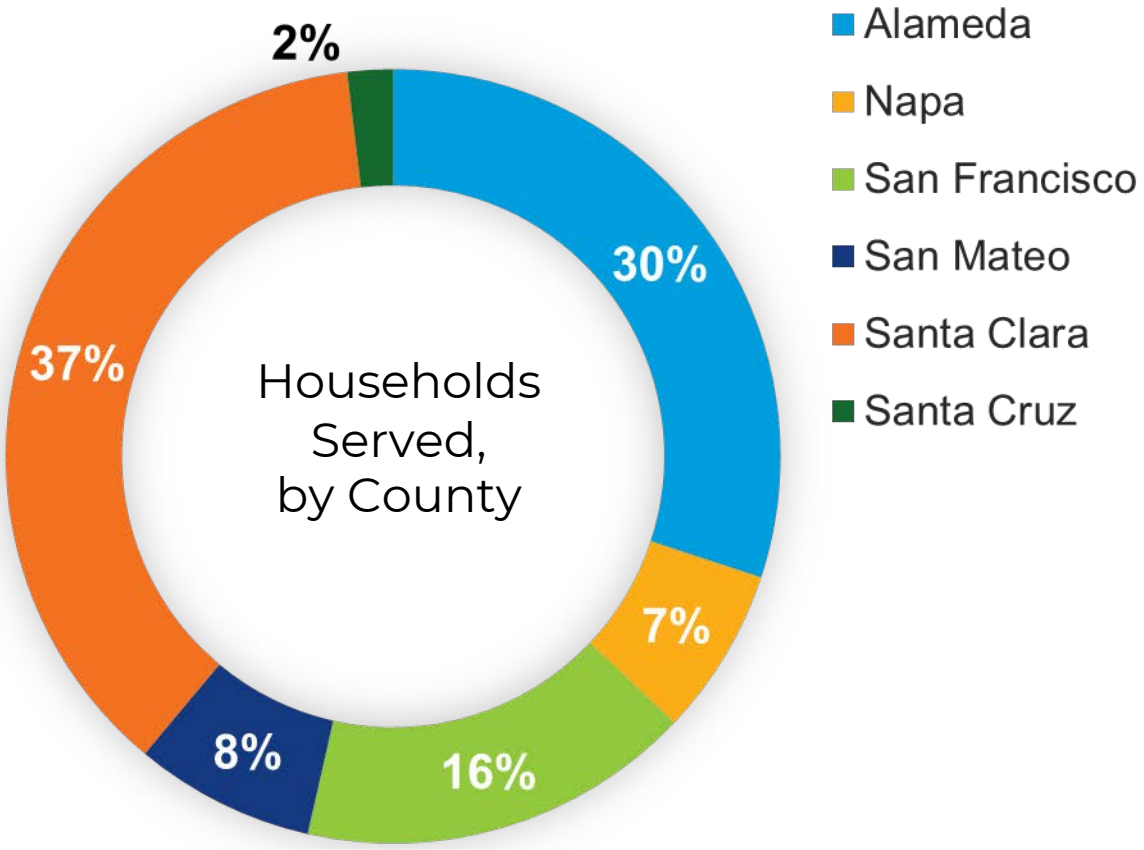
4,493 participants
57 programs

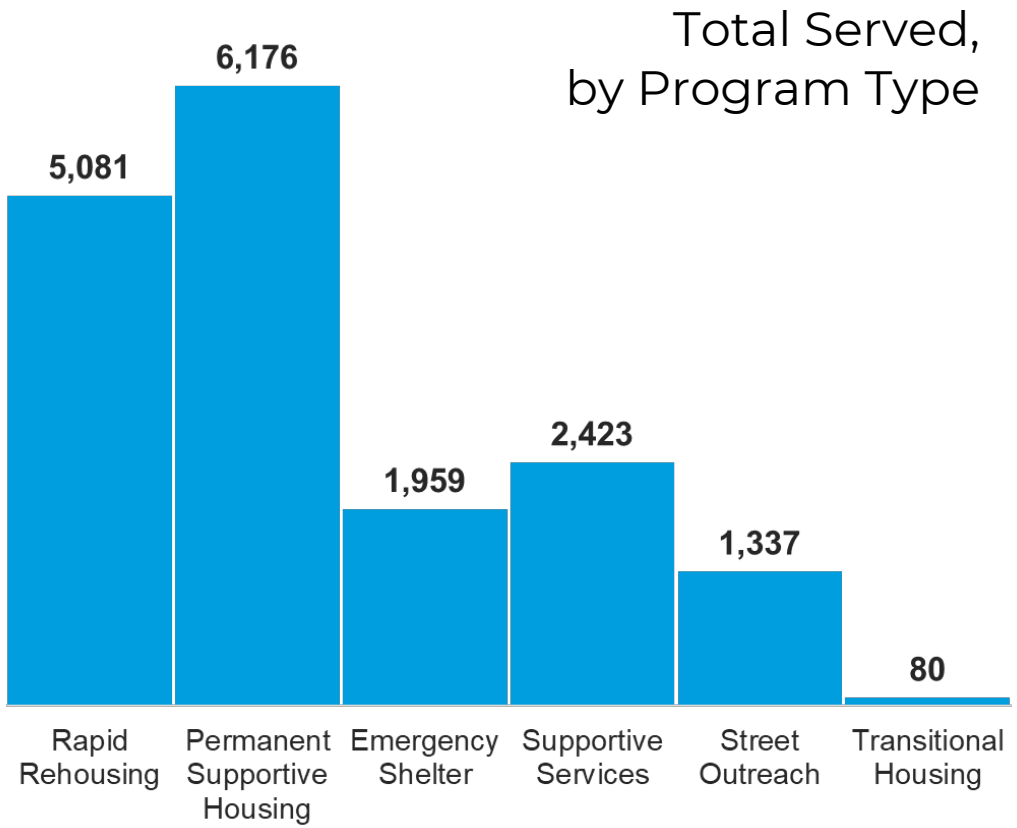
1,415 participants
12 programs

6,213 participants
42 programs

229 participants
3 programs

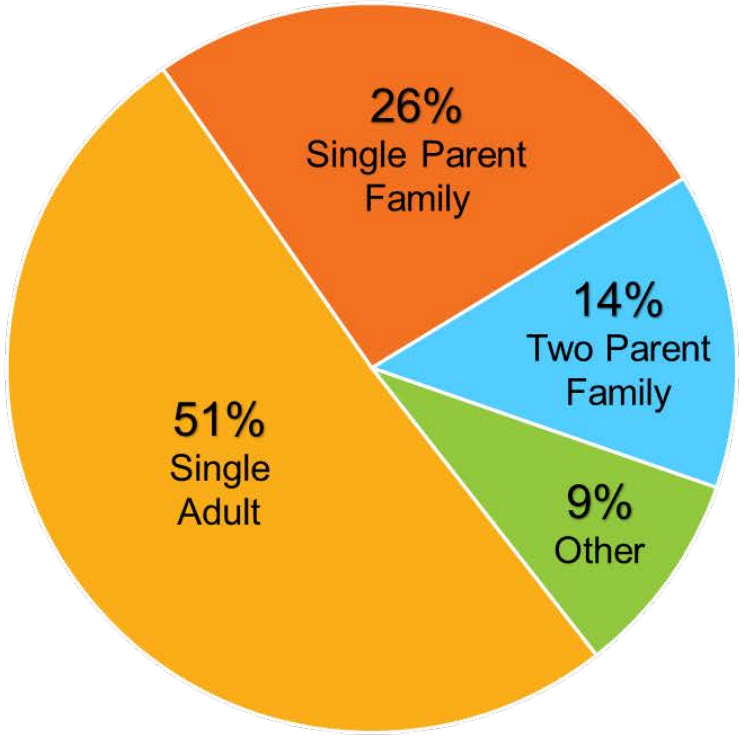
Our Reach

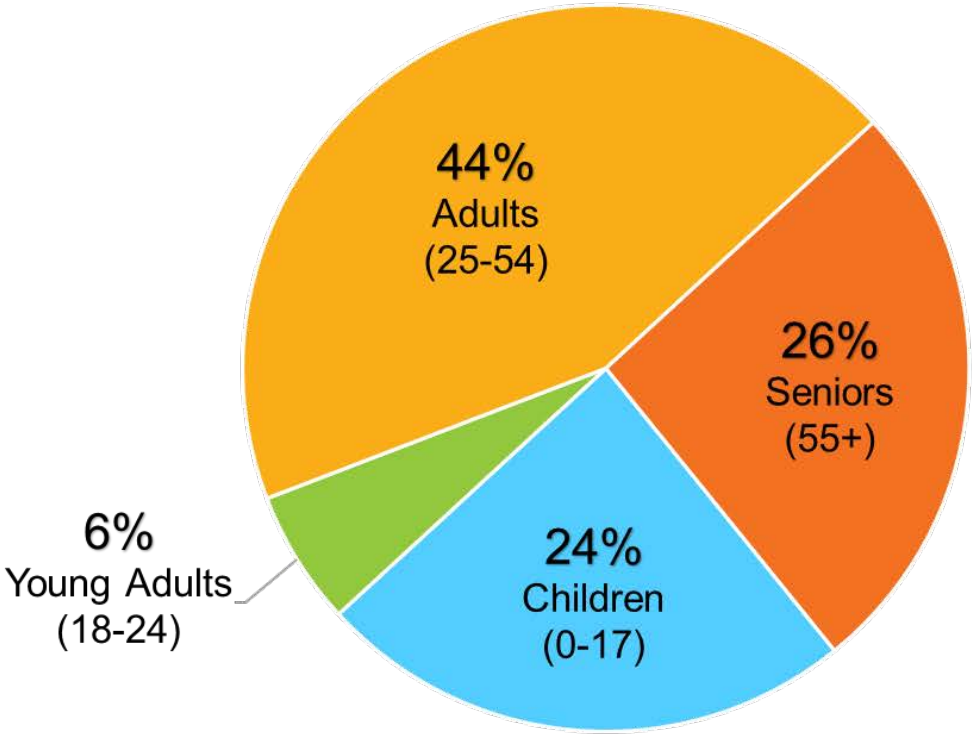

2%
30%
37%
7%
8%
16%
Households Served, by County
Alameda
Napa
San Francisco
San Mateo
Santa Clara
Santa Cruz


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

Participant Demographics

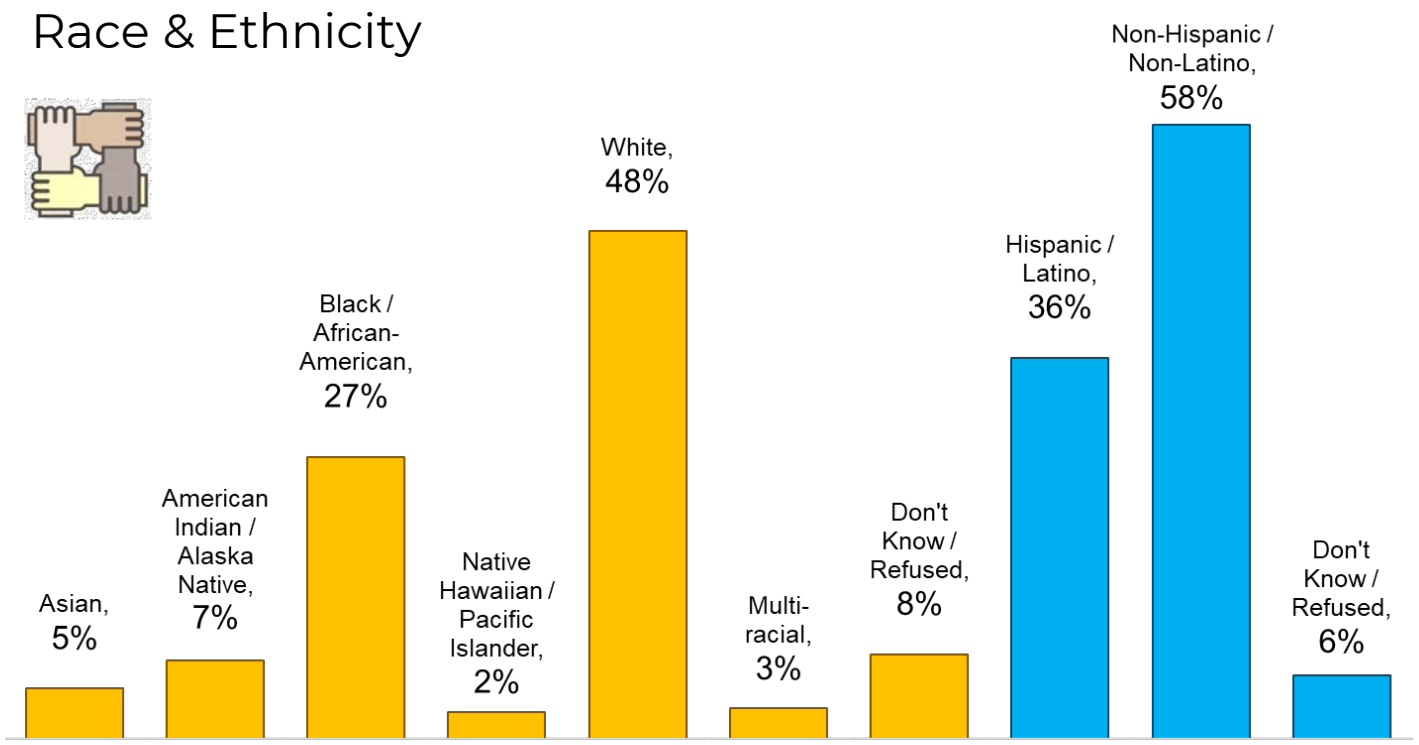
Households Served, by type

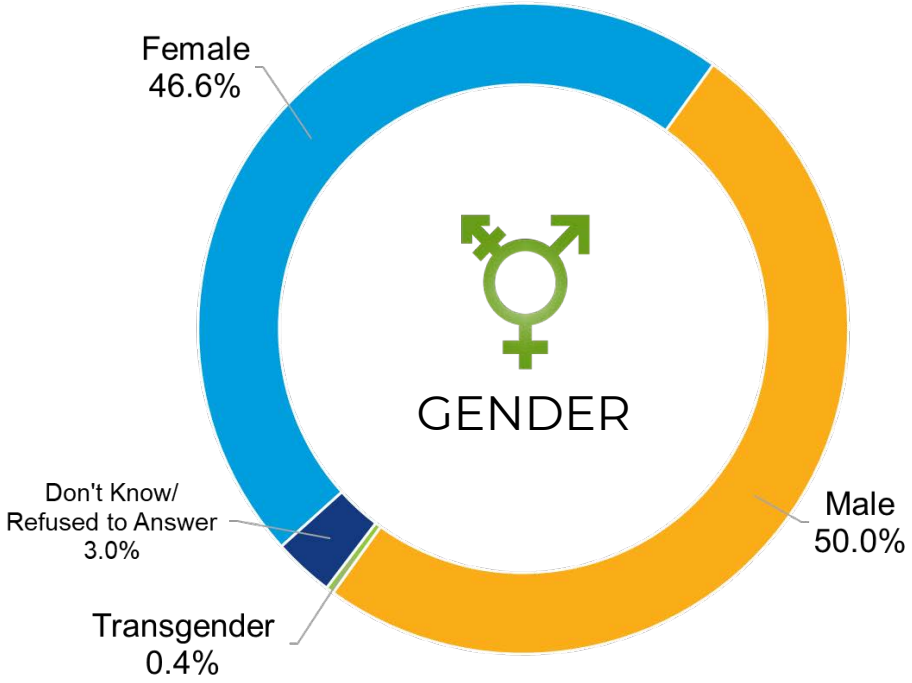




Participants Served, by Age group

Participant Demographics





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Participant Demographics

Region 1		RACE								ETHNICITY			
County	Dataset*	American Indian, Alaska Native, or Indigenous	Asian or Asian American	Black, African American, or African	Multiple Races	Native Hawaiian or Pacific Islander	White	Client Doesn't Know / Refused	Total	Hispanic / Latin(x)	Non-Hispanic / Non-Latin(x)	Client Doesn't Know / Refused	Total
ALAMEDA	Abode	4%	4%	48%	2%	1%	40%	1%	100%	22%	77%	1%	100%
	PIT Count	4%	5%	43%	7%	3%	38%	-	100%	25%	75%	-	100%
	US Census	1%	37%	11%	13%	1%	37%	-	100%	23%	77%	-	100%
NAPA	Abode	11%	1%	8%	1%	2%	76%	1%	100%	29%	70%	1%	100%
	PIT Count	5%	-	7%	3%	1%	84%	-	100%	26%	74%	-	100%
	US Census	2%	10%	2%	18%	-	68%	-	100%	35%	65%	-	100%
SAN FRANCISCO	Abode	6%	2%	51%	6%	2%	31%	2%	100%	22%	78%	-	100%
	PIT Count	4%	6%	38%	6%	3%	43%	-	100%	30%	70%	-	100%
	US Census	1%	37%	6%	11%	-	45%	-	100%	16%	84%	-	100%

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*

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Participant Demographics

Region 2		RACE								ETHNICITY			
County	Dataset*	American Indian, Alaska Native, or Indigenous	Asian or Asian American	Black, African American, or African	Multiple Races	Native Hawaiian or Pacific Islander	White	Client Doesn't Know / Refused	Total	Hispanic / Latin(x)	Non-Hispanic / Non-Latin(x)	Client Doesn't Know / Refused	Total
SAN MATEO	Abode	4%	6%	19%	2%	10%	58%	1%	100%	43%	57%	-	100%
	PIT Count	5%	6%	19%	5%	3%	62%	-	100%	47%	53%	-	100%
	US Census	1%	35%	2%	14%	1%	47%	-	100%	25%	75%	-	100%
SANTA CLARA	Abode	7%	7%	14%	3%	2%	61%	6%	100%	54%	44%	2%	100%
	PIT Count	7%	6%	14%	10%	2%	61%	-	100%	47%	53%	-	100%
	US Census	1%	46%	3%	13%	-	37%	-	100%	25%	75%	-	100%
SANTA CRUZ	Abode	3%	1%	5%	9%	1%	71%	10%	100%	29%	65%	6%	100%
	PIT Count	3%	1%	12%	9%	-	75%	-	100%	39%	61%	-	100%
	US Census	2%	6%	1%	18%	-	73%	-	100%	35%	65%	-	100%

Datasets:

1. *Abode: WMAT Salesforce data, FY23*
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3. *US Census (2020) data*

5-Year Growth Trends

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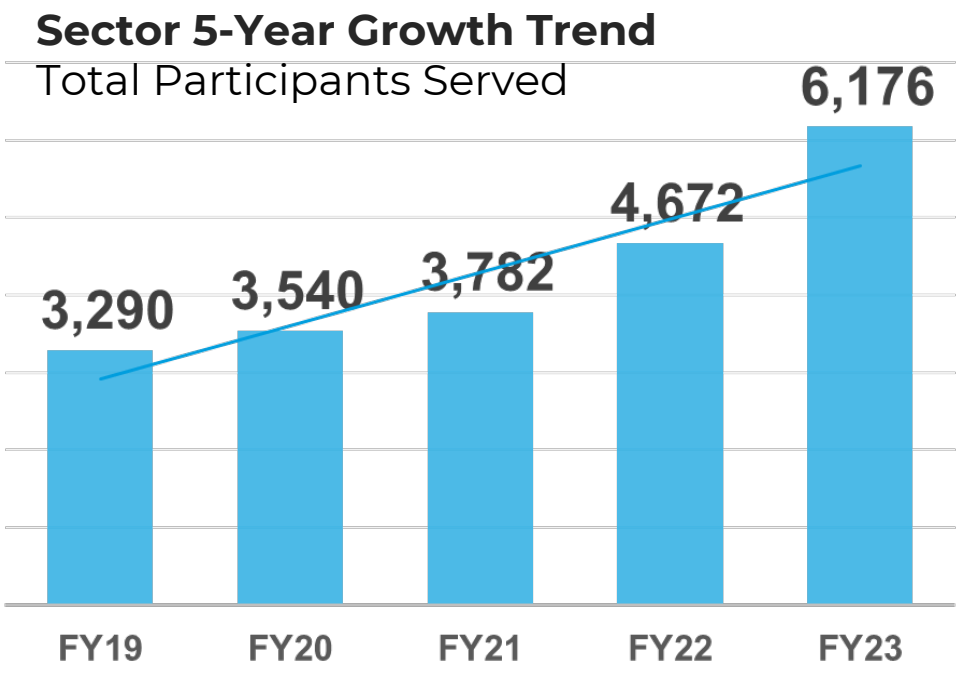
Impact Measure	2019	2020	2021	2022	2023	5-Year Growth
Total People Served	9,173	10,531	14,719	14,383	15,050	64%
Veterans Served	596	817	524	507	480	-19%
Housed Any Given Night	3,965	5,867	6,844	6,748	6,807	72%
Exits to Permanent Housing	2,049	1,653	1,616	2,519	2,595	27%

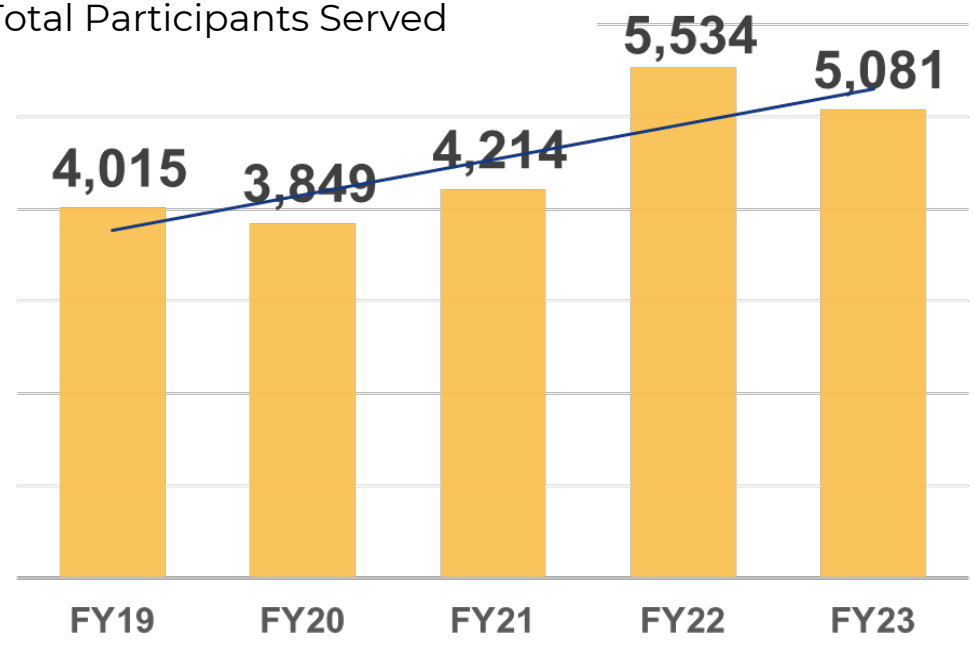
Permanent Supportive Housing



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

Rapid Rehousing

Sector 5-Year Growth Trend
Total Participants Served



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

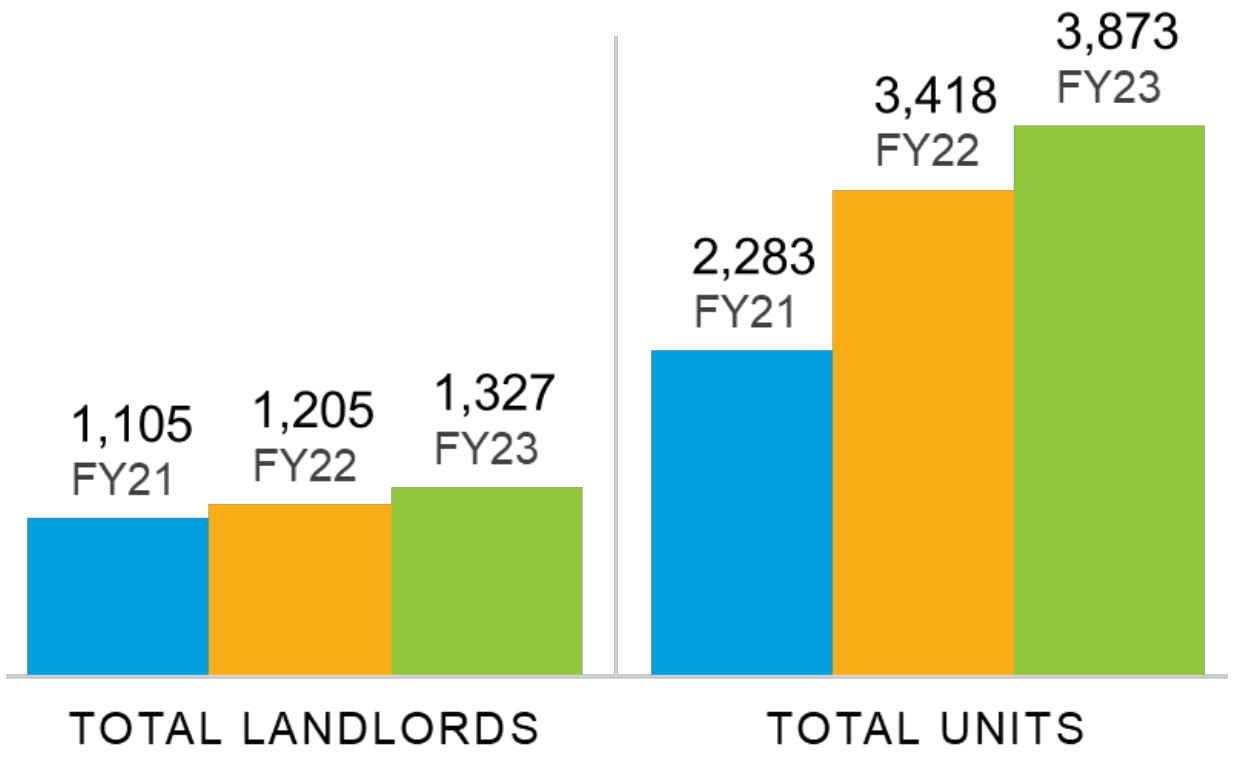
Rental Assistance & Landlord Engagement

— 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%

Opportunity Center (Palo Alto)

City Gardens (San Francisco)

PSH Project Pipeline

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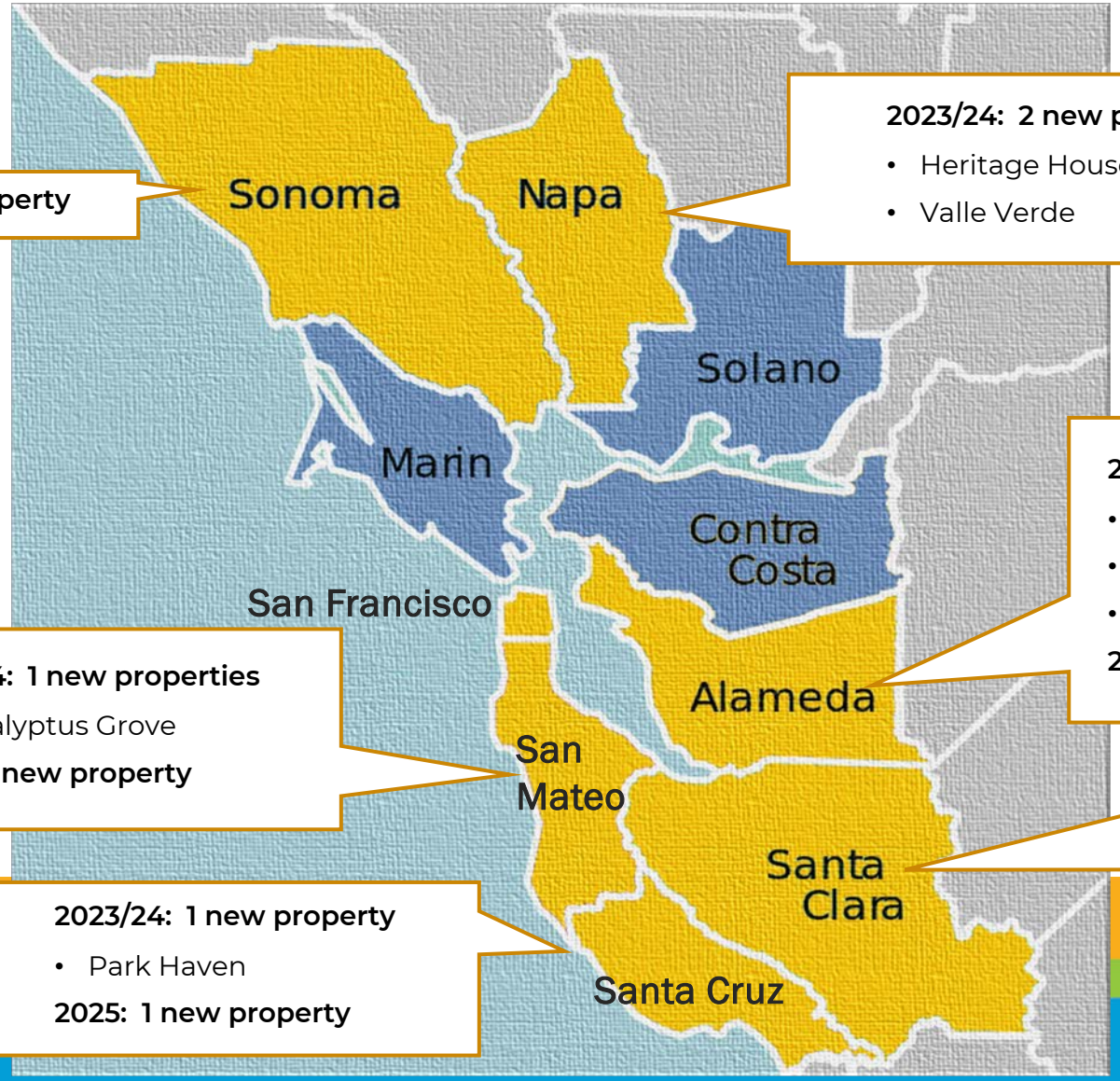

2025: 1 new property

2023/24: 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

2023/24: 1 new properties

- Eucalyptus Grove

2025: 1 new property

2023/2024: 1 new property

- Kifer Senior

2025: 3 new properties

2023/24: 1 new property

- Park Haven

2025: 1 new property

PSH Project Pipeline

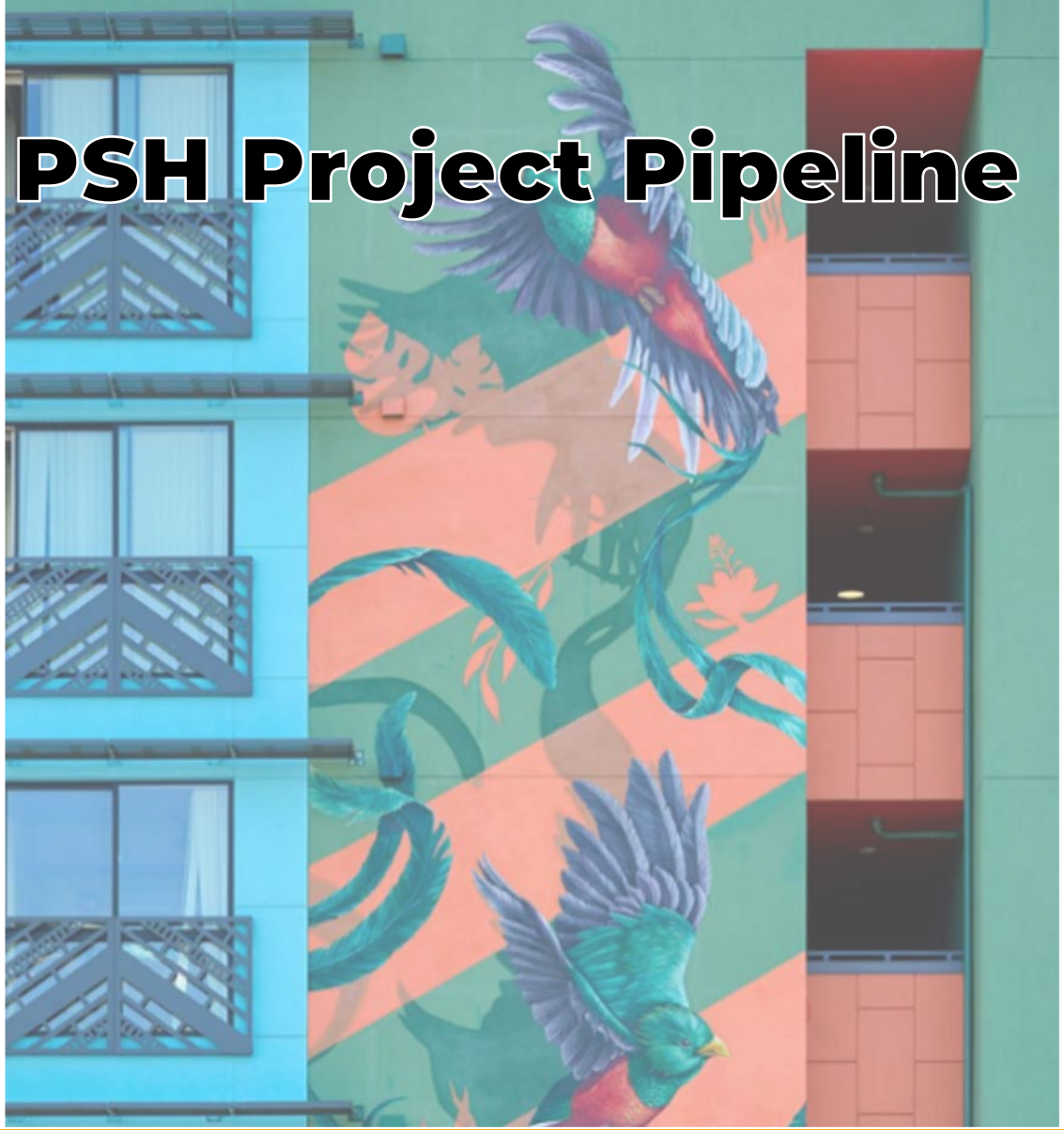

Image: Quetzal Gardens

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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

Strategic Alliances

bay area FURNITURE BANK

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.

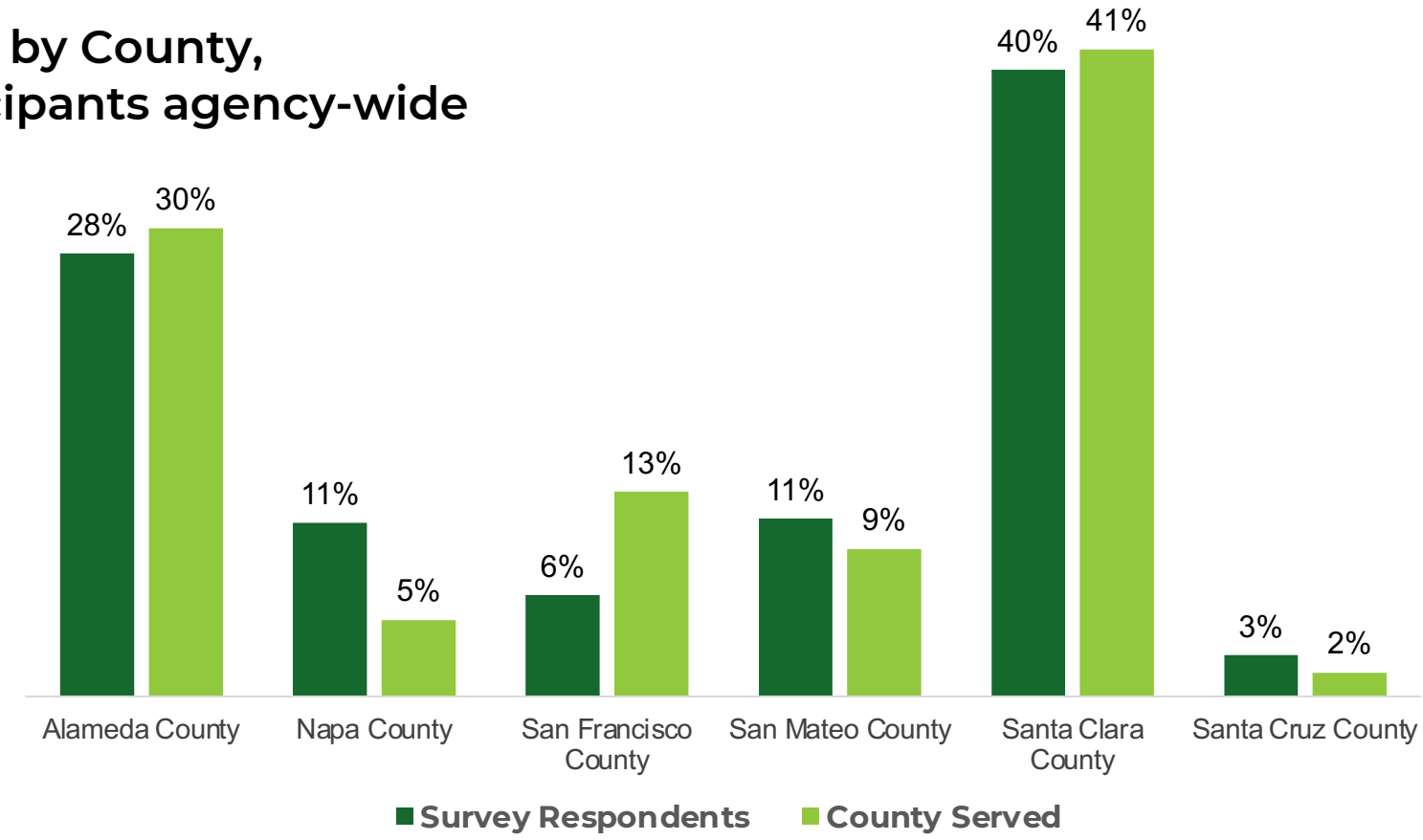
- FY22-23: BAFB delivered furniture to 1061 households (95% in Santa Clara County, 5% in San Mateo County)
- Since launching in 2016, BAFB has served 3,570 families, 4,775 adults, 3,548 children

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?**
  - **81%** were ***very*** or ***somewhat satisfied*** by services received (63% very satisfied)
- **Did this program help you reach your goals?**
  - **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?**
  - **77%** rated the ability of staff as ***excellent*** or ***good***

Housing Provider Surveys

Higher Satisfaction (% positive)	**Lower Satisfaction** (% positive)
Payment Timeliness (76%)	Move-out process (25%)
Staff knowledge and helpfulness (68%)	How concerns were addressed (52%)
Feel appreciated as a housing partner (65%)	Response times (54%)

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

Performance Measures	Rating (out of 5)
Overall Performance	4
Program Delivery	3.75
Communication	4.5
Data and Reporting	3.75
Invoicing and Spend-Down	3

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

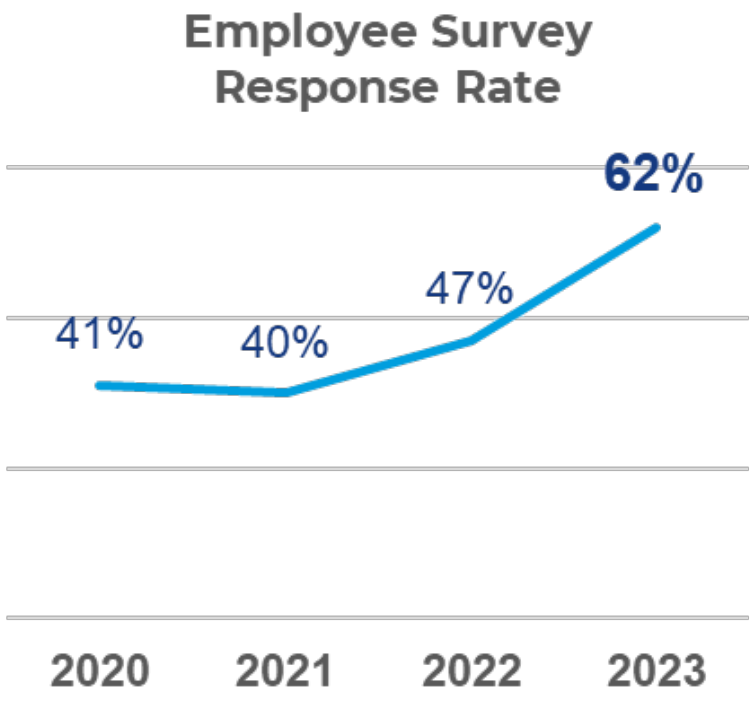
- "The Abode team is responsive and collaborates well.,,"

  –- Natalie Allen, SCC SSA

- "Communication with Scott and team has been great."

  -- Molly Rattigan, City of Napa

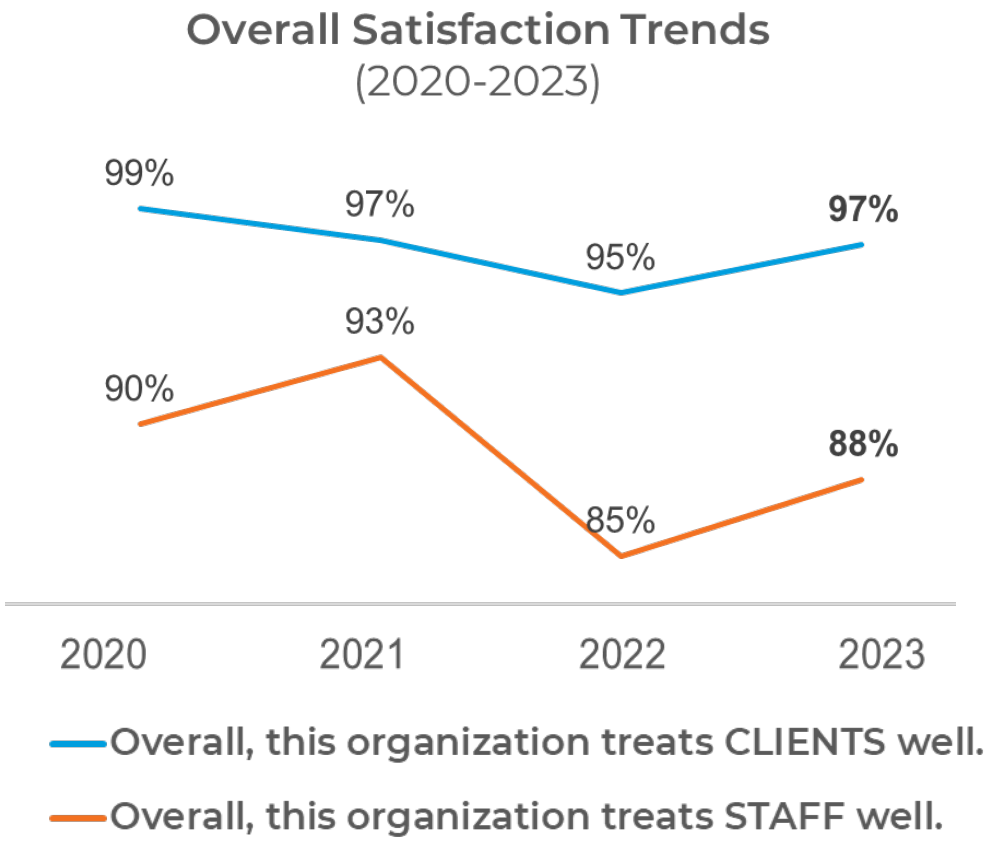
Employee Surveys

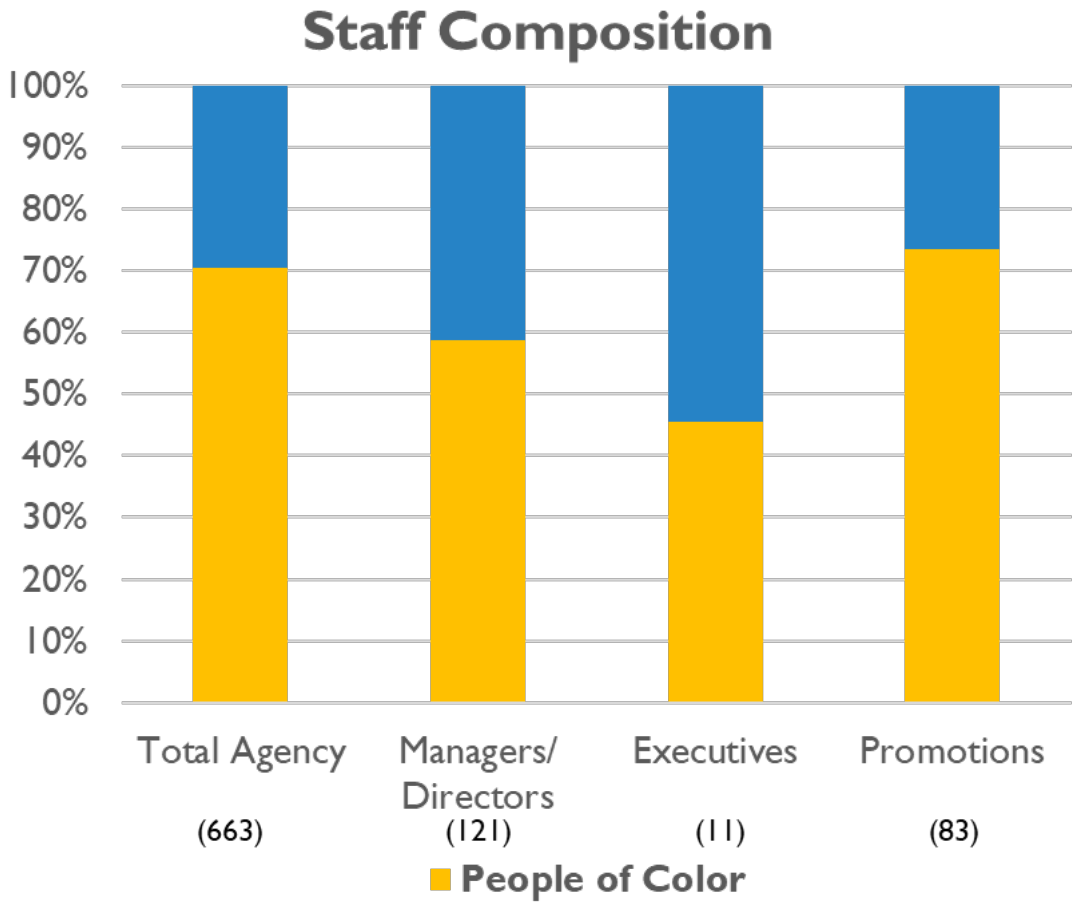


The employee survey response rate increased from 47% in 2022 to 62% in 2023, the largest uptick in four years.

408 out of 654 employees completed the survey in May 2023

Employee Surveys





Employee Surveys

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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.
- (92%) I think that supervisors and leadership are culturally humble (defined as having a stance that is open to the other person's aspects of cultural identity that are most important to that person).

DEI - Lowest Scoring Items

(76% to 87% Strongly Agree/Agree)

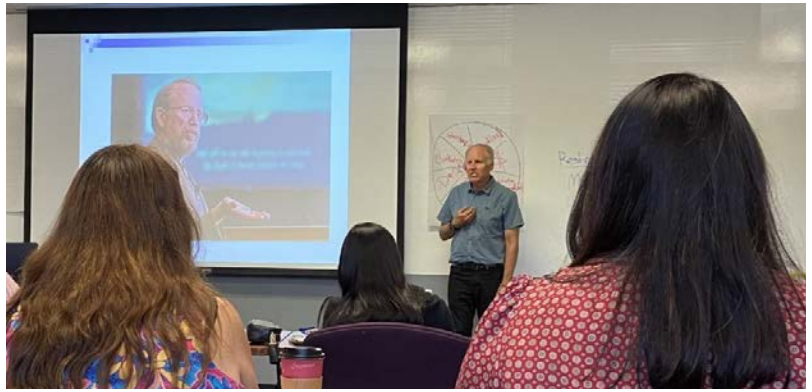
- (87%) My voice is heard here as equal.
- (87%) I think everyone is treated equally regardless of race, gender, or other cultural designations.
- (83%) I am presented with professional development opportunities to build capacity to implement cultural, historical and gender equity and responsiveness 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

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

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)

ABODE

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)

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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

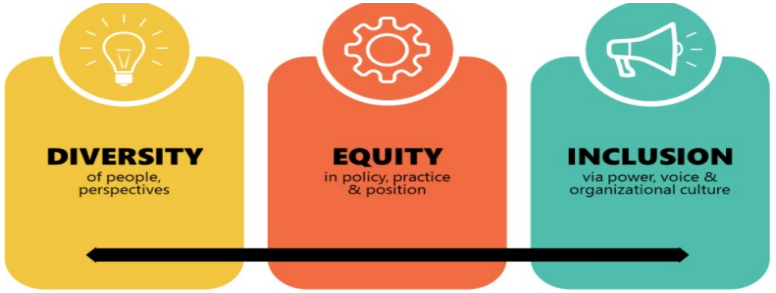
Other Highlights

Collaboration with the Training Department	Helped revise trainings for direct service staff
	Aligned training with Abode's goals of participant-centered, inclusive care
New Project Ideas	Financial Empowerment training
	Web-based Participant Portal
Participant Survey Analysis	More thorough consideration of the accessibility needs of our participants
	Changes may help increase participant engagement for this survey

Looking Ahead: FY 25

ABODE
Sustainable Solutions to Homelessness

Sustained Focus



ASPIRE to Excellence®
carf
ACCREDITED

Cash Transfer Program & Research

New!

SOLANO COUNTY 1850

Focus on Each Business Center

ABODE Services
Sustainable Solutions to Homelessness

ABODE Housing Development
Sustainable Solutions to Homelessness

ABODE Property Management
Sustainable Solutions to Homelessness