



# 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



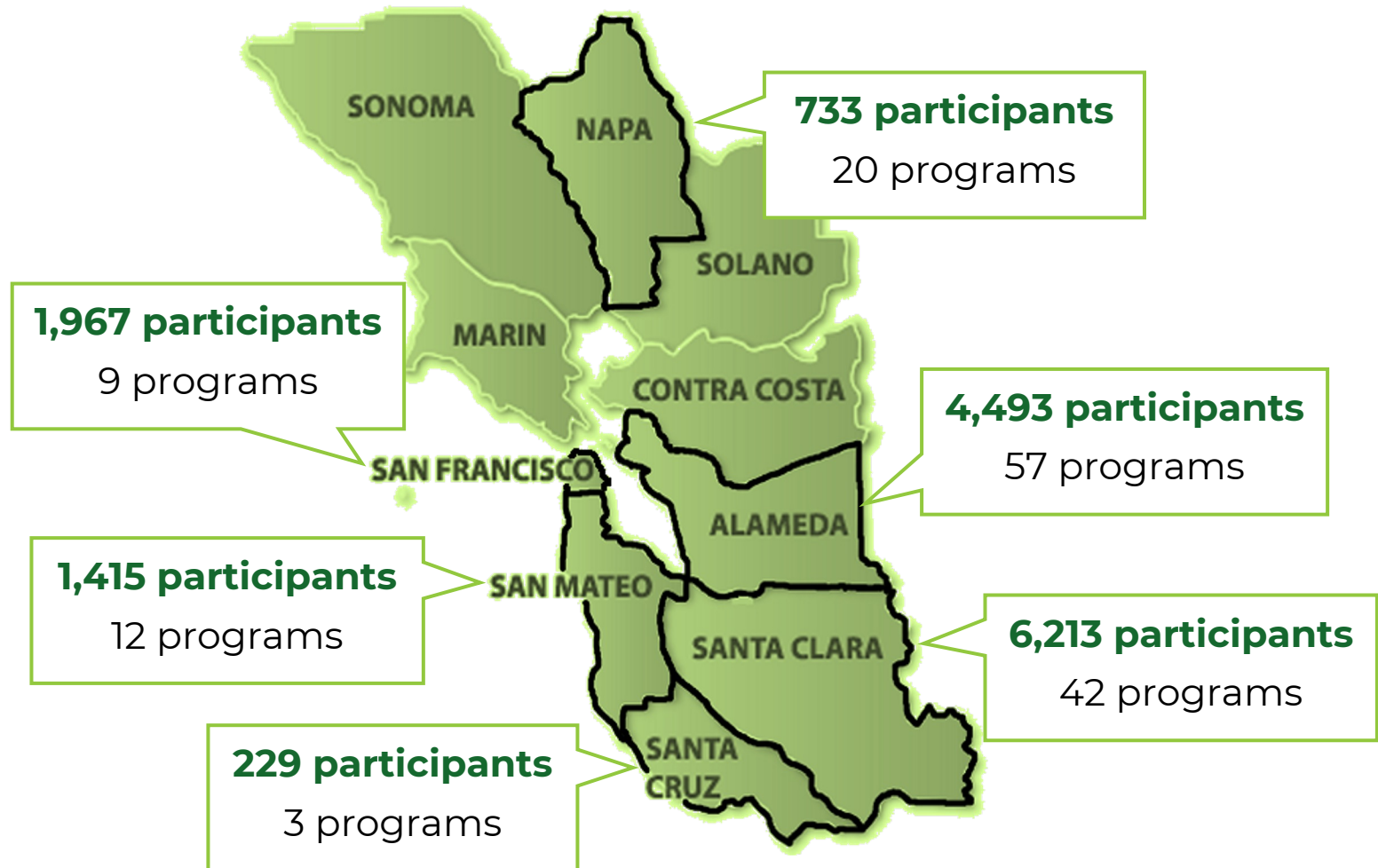
In FY23,  
Abode Served:

**15,050** people

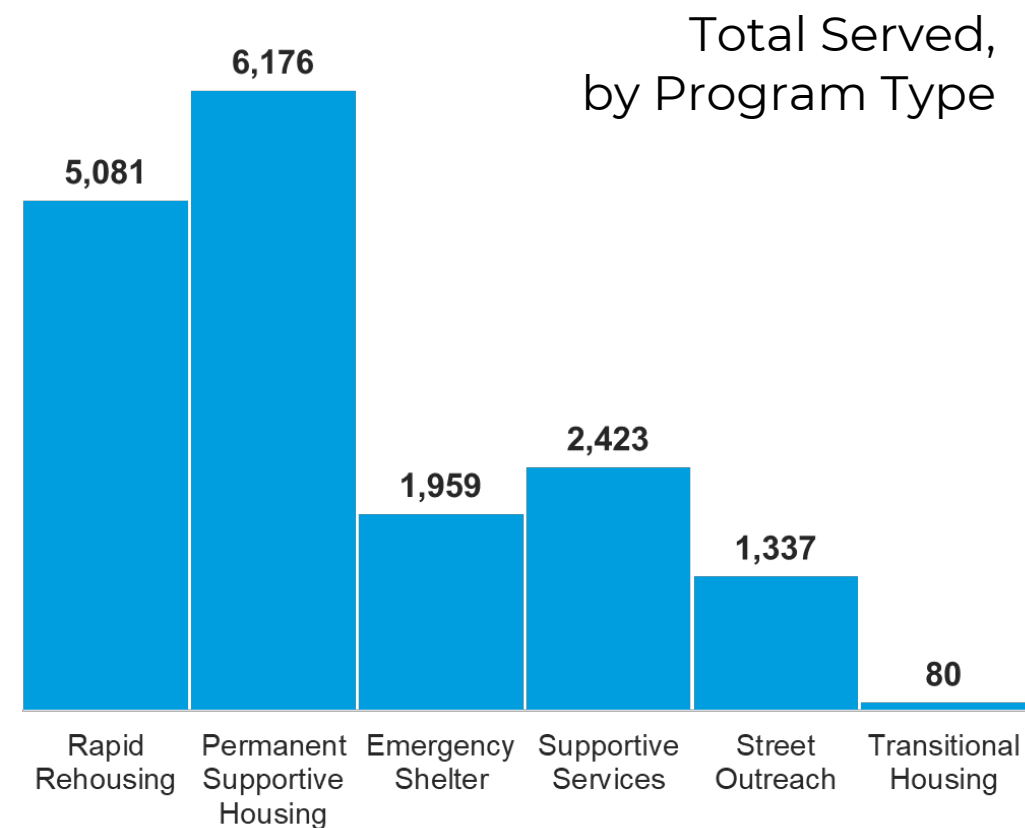
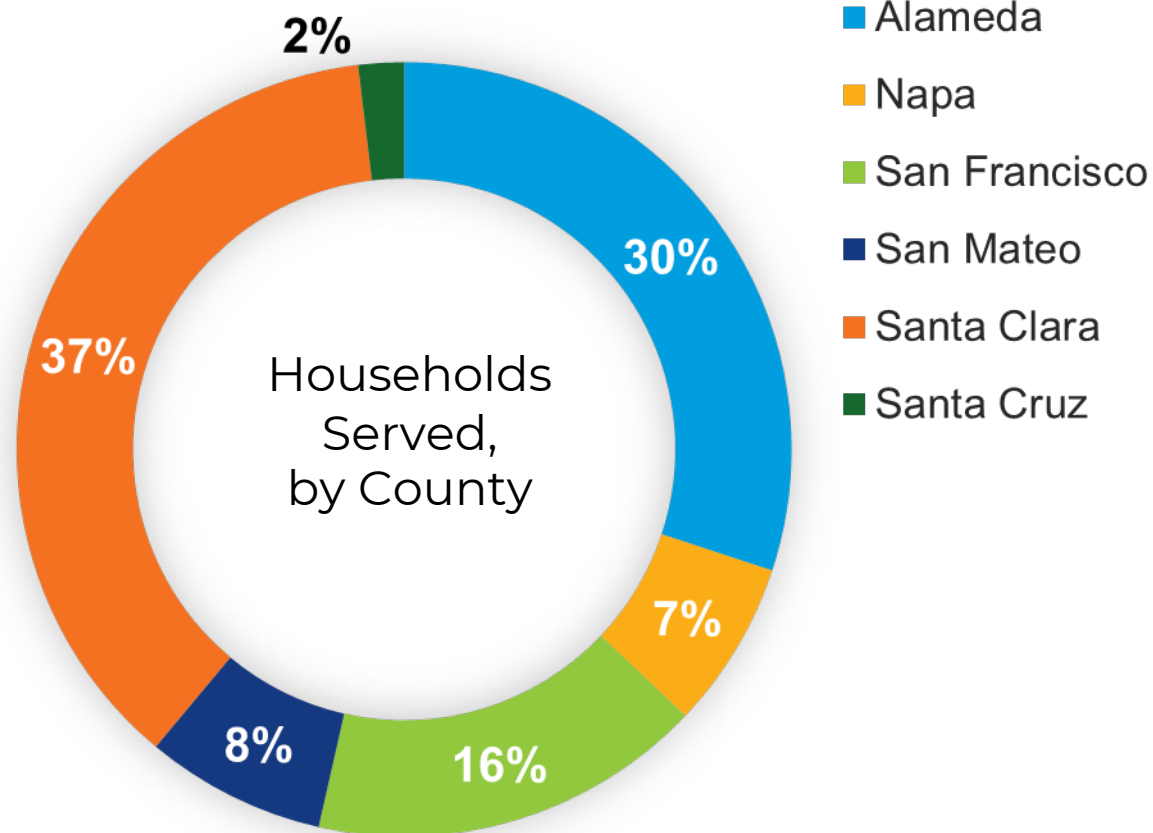
11,690 adults

3,360 children

10,143 households



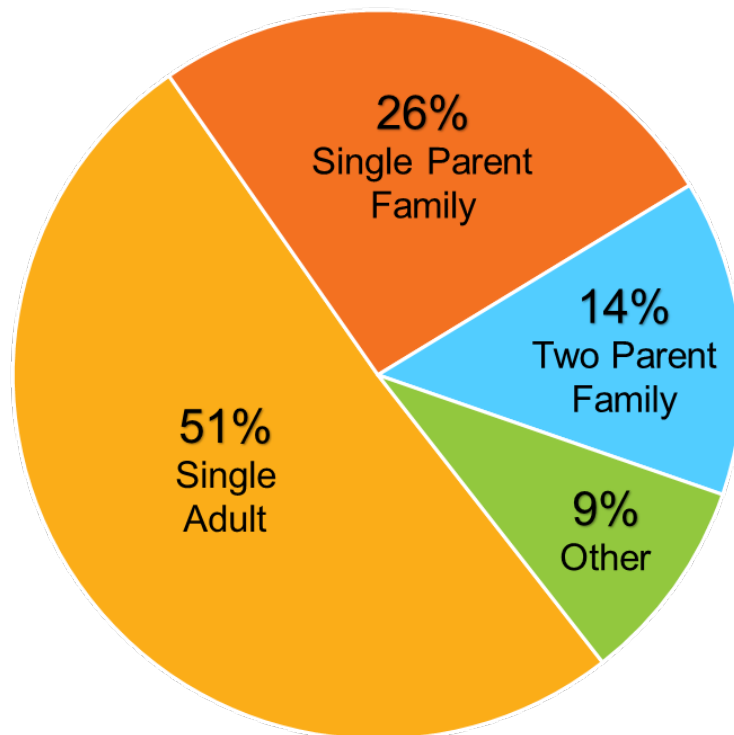
# OUR REACH



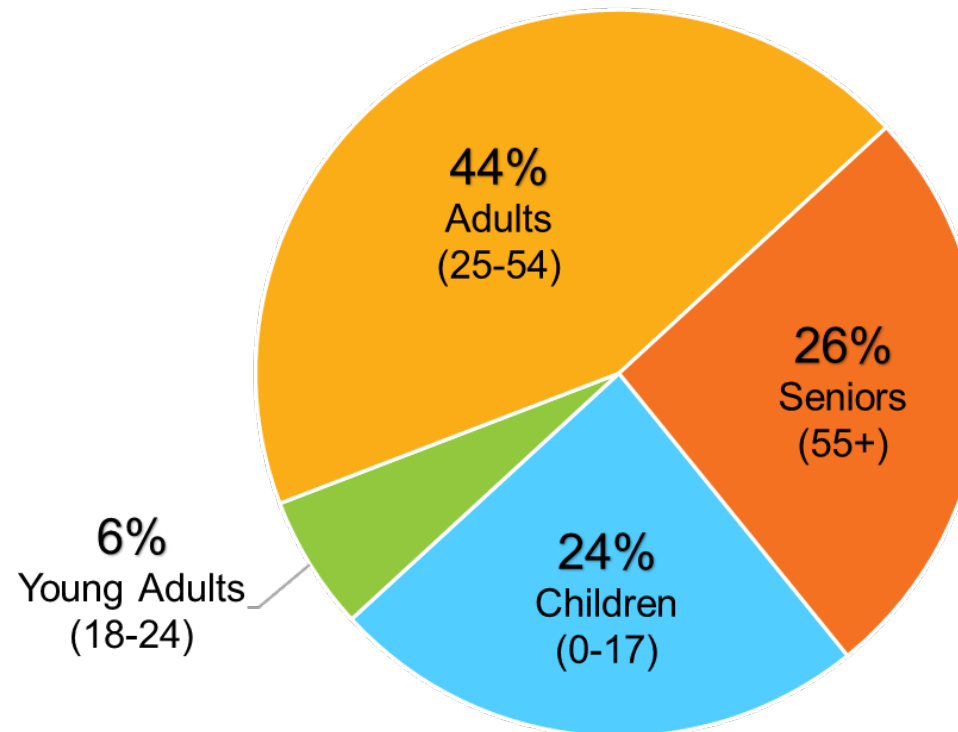
# Participant Demographics



Households  
Served,  
by type

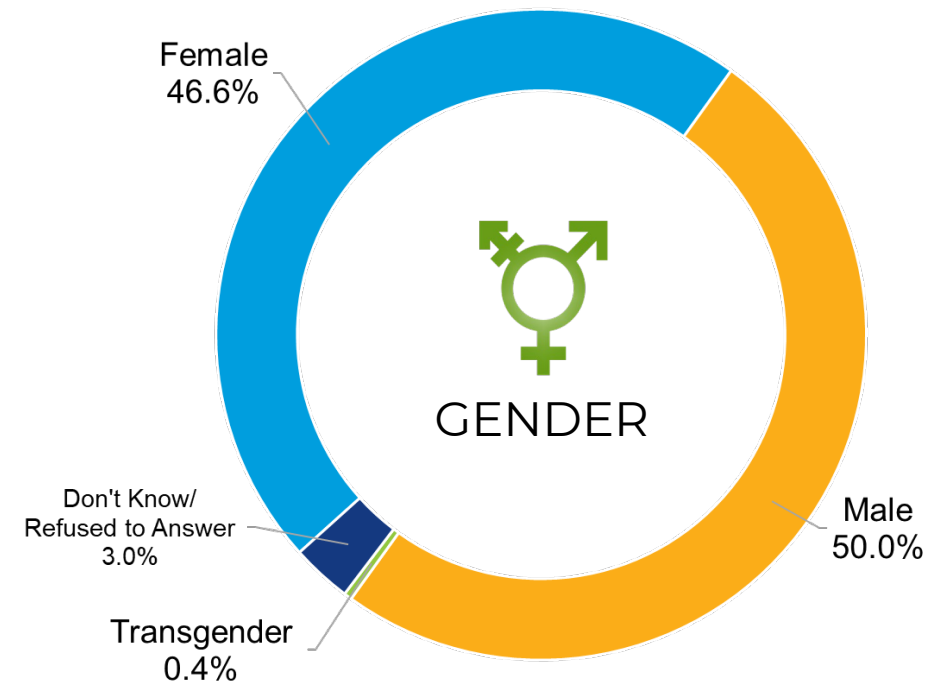
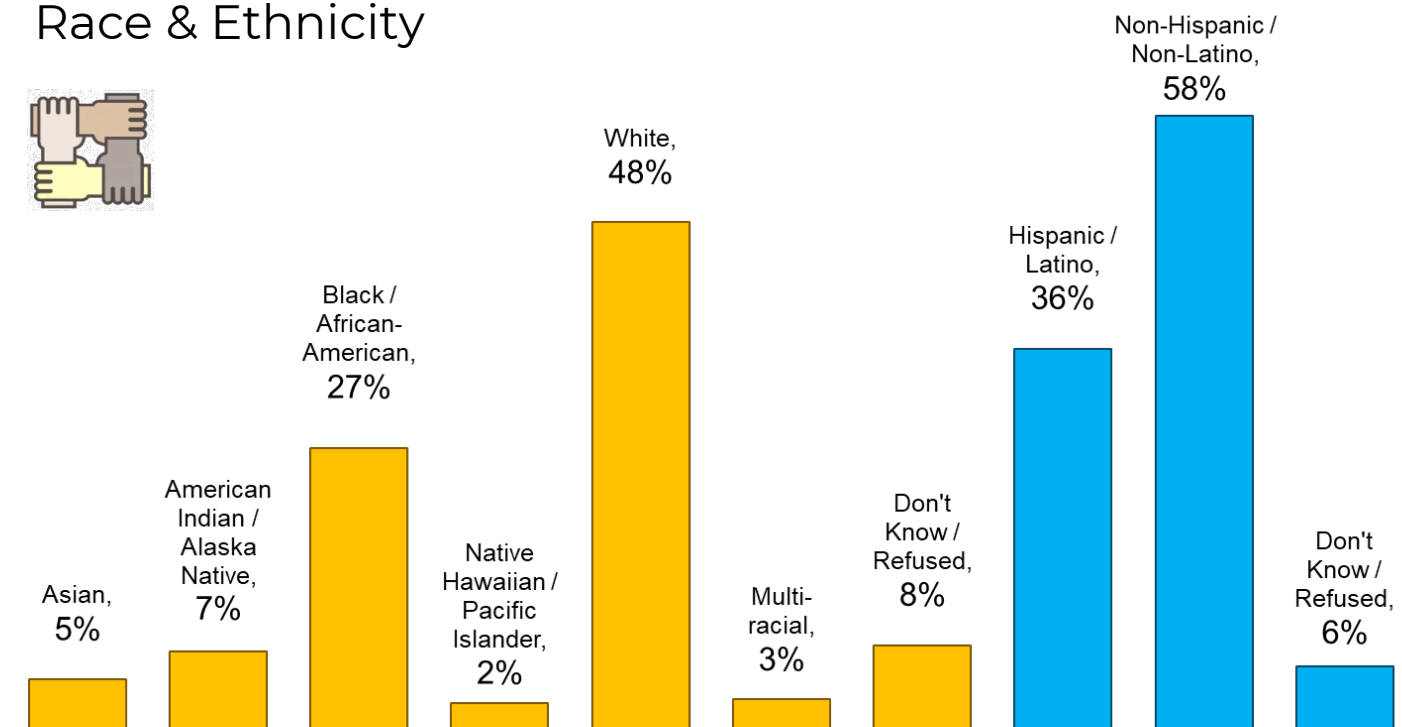


Participants  
Served,  
by Age group



# Participant Demographics

## Race & Ethnicity



# 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

# 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
2. HUD Point in Time (PIT) count by county / CoC, February 23, 2022
3. US Census (2020) data

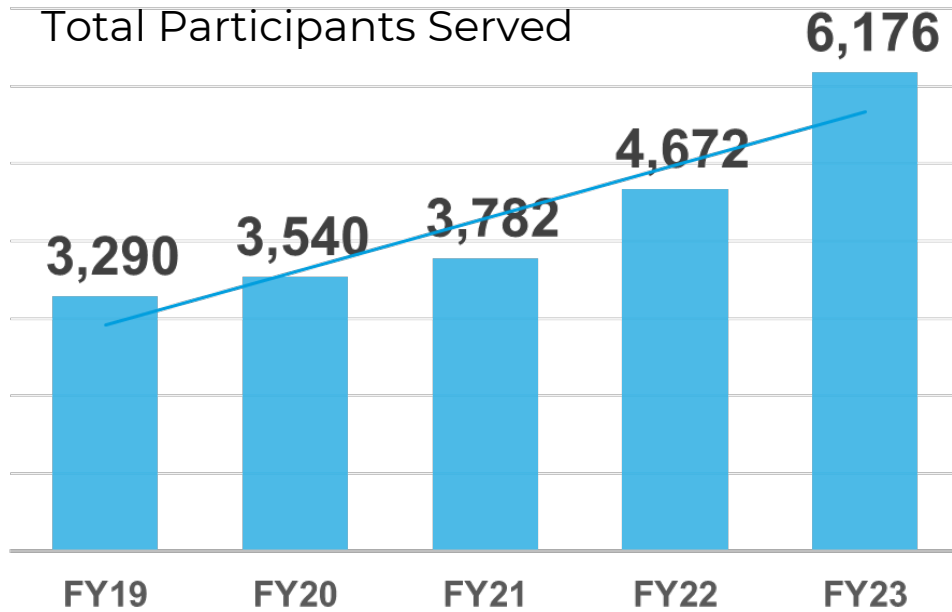
# 5-Year Growth Trends

| 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<br>Any Given Night     | 3,965 | 5,867  | 6,844  | 6,748  | 6,807  | 72%           |
| Exits to<br>Permanent Housing | 2,049 | 1,653  | 1,616  | 2,519  | 2,595  | 27%           |

# Permanent Supportive Housing

## Sector 5-Year Growth Trend

Total Participants Served

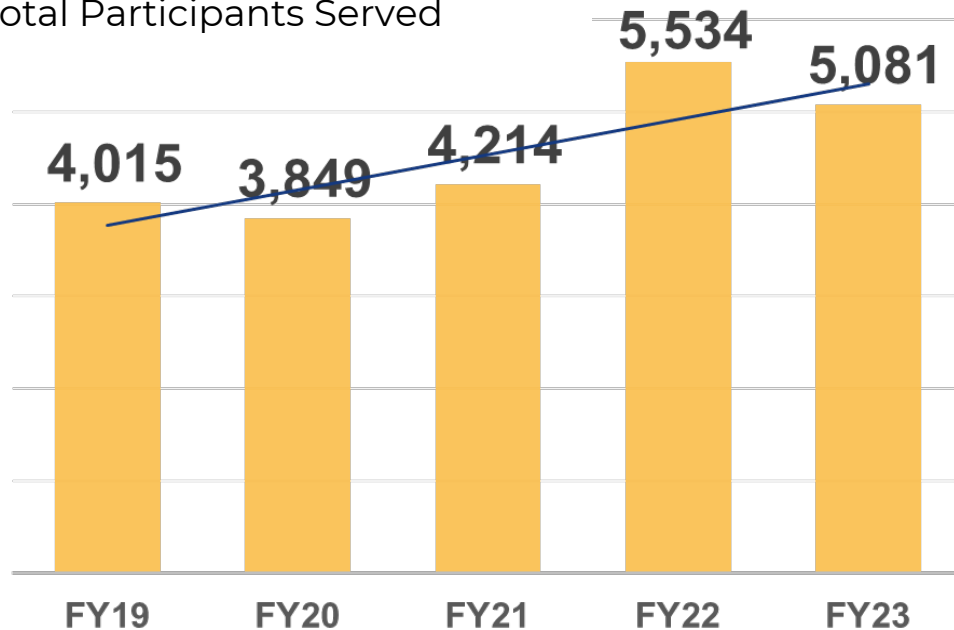


- Housing Retention Rate: 92%
- Exits to Permanent Housing: 48%
- Adults maintaining/increasing income: 73%
- Households Served:
  - 59% single adults,
  - 41% families



# Rapid Rehousing

**Sector 5-Year Growth Trend**  
Total Participants Served

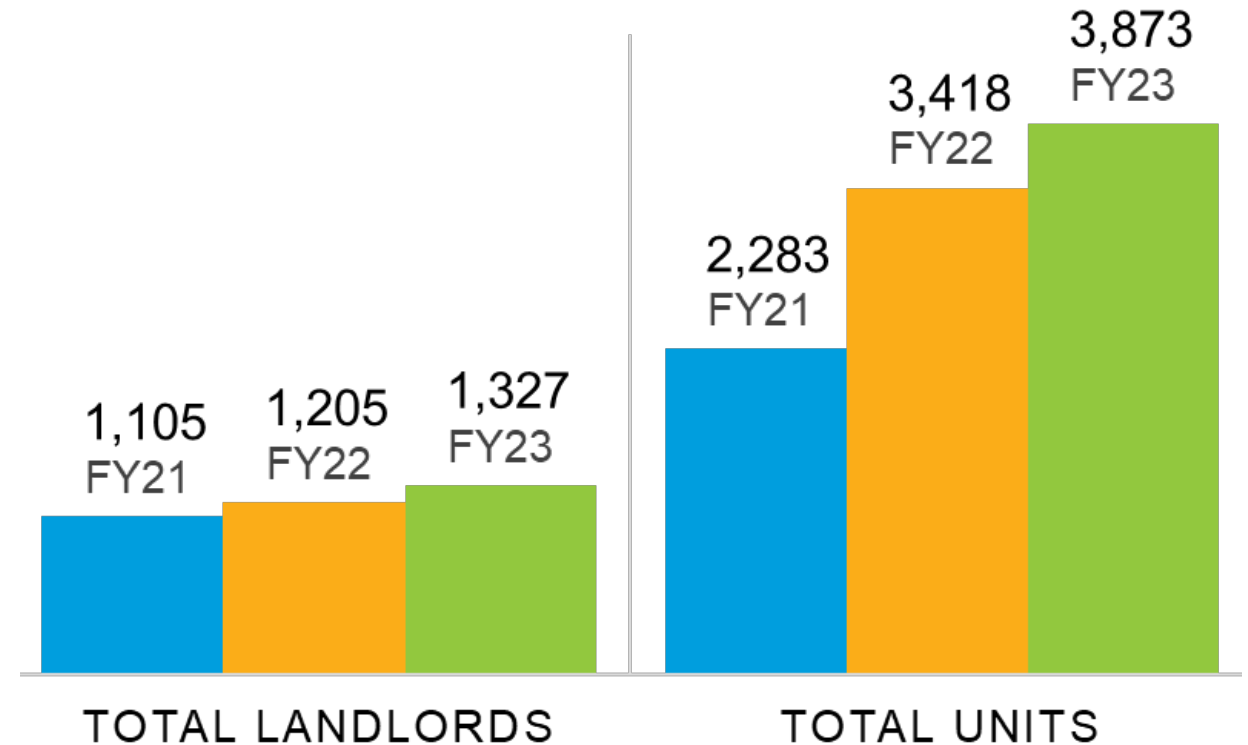


- Avg. Time in Housing Search: 98.6 days
- Exits to Permanent Housing: 72%
- Adults increasing income: 28%
- Households Served:
  - 19% single adults
  - 81% families

# 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

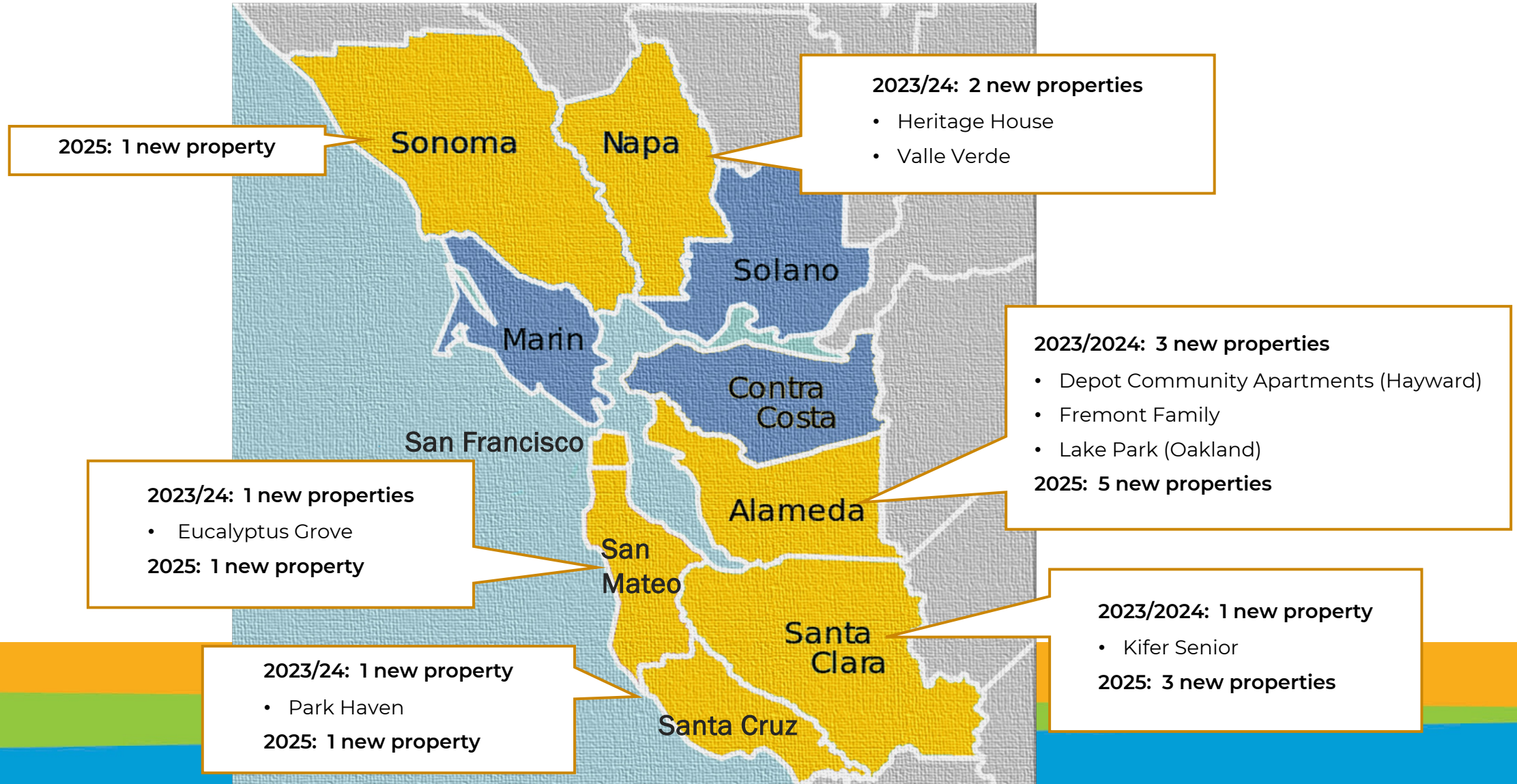
## Other Key Performance Indicators

Rent collection rate: 58%

Recertification rate: 75%



# PSH Project Pipeline



# PSH Project Pipeline



## 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

*Image: Quetzal Gardens*

# Strategic Alliances



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.



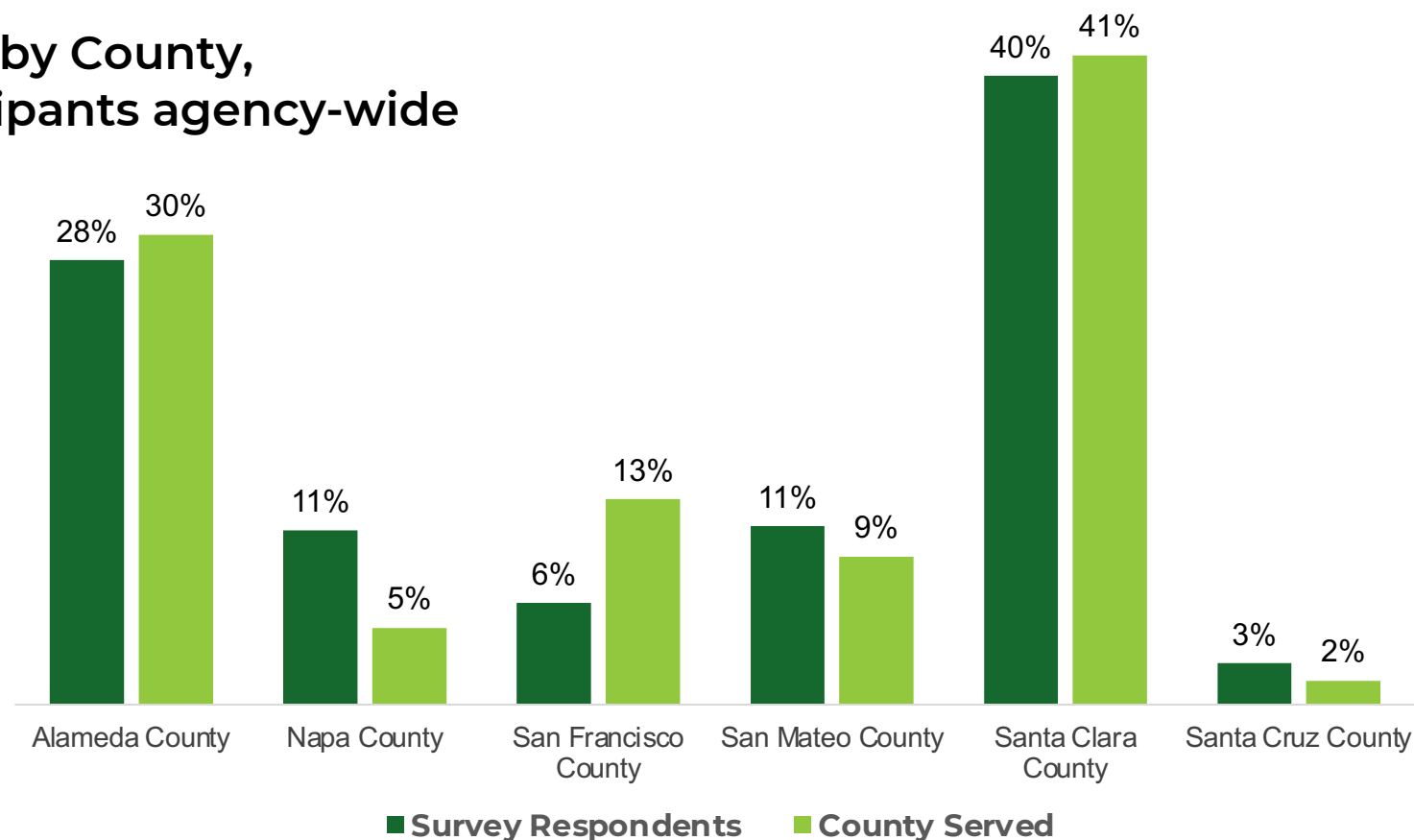
- FY22-23: BAFB delivered furniture to 1061 households (95% in Santa Clara County, 5% in San Mateo County)
- Since launching in 2016, BAFB has served 3,570 families, 4,775 adults, 3,548 children

# 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

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## Higher Satisfaction (% positive)

Payment Timeliness (76%)

Staff knowledge and helpfulness (68%)

Feel appreciated as a housing partner (65%)

## Lower Satisfaction (% positive)

Move-out process (25%)

How concerns were addressed (52%)

Response times (54%)

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## 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

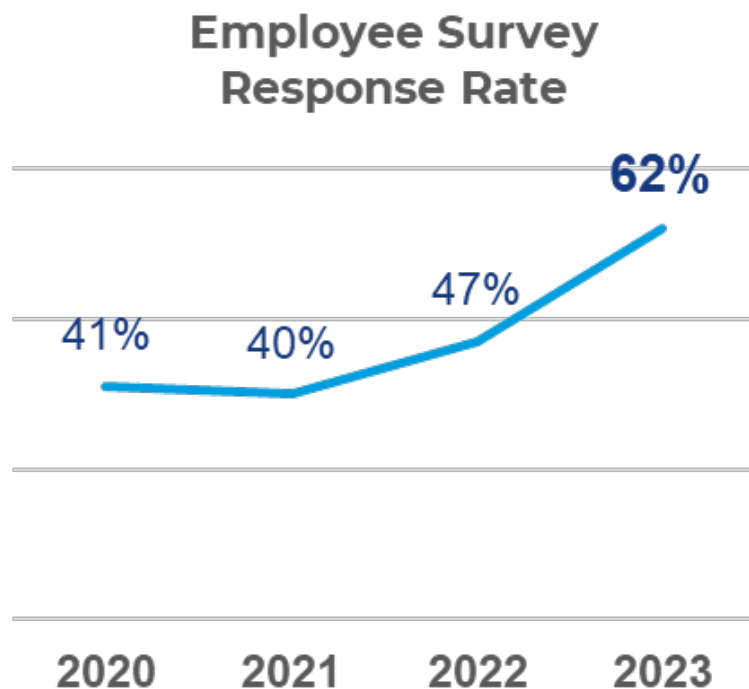
| Performance Measures     | Rating<br>(out of 5) |
|--------------------------|----------------------|
| Overall Performance      | 4                    |
| Program Delivery         | 3.75                 |
| Communication            | 4.5                  |
| Data and Reporting       | 3.75                 |
| 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



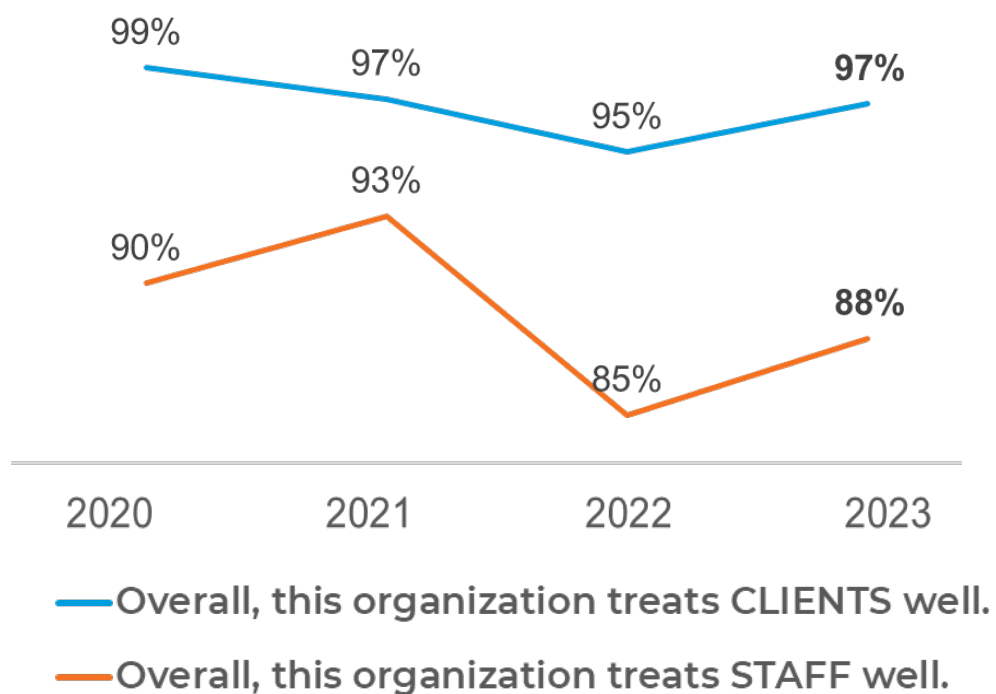
The employee survey response rate increased from 47% in 2022 to 62% in 2023, the largest uptick in four years.



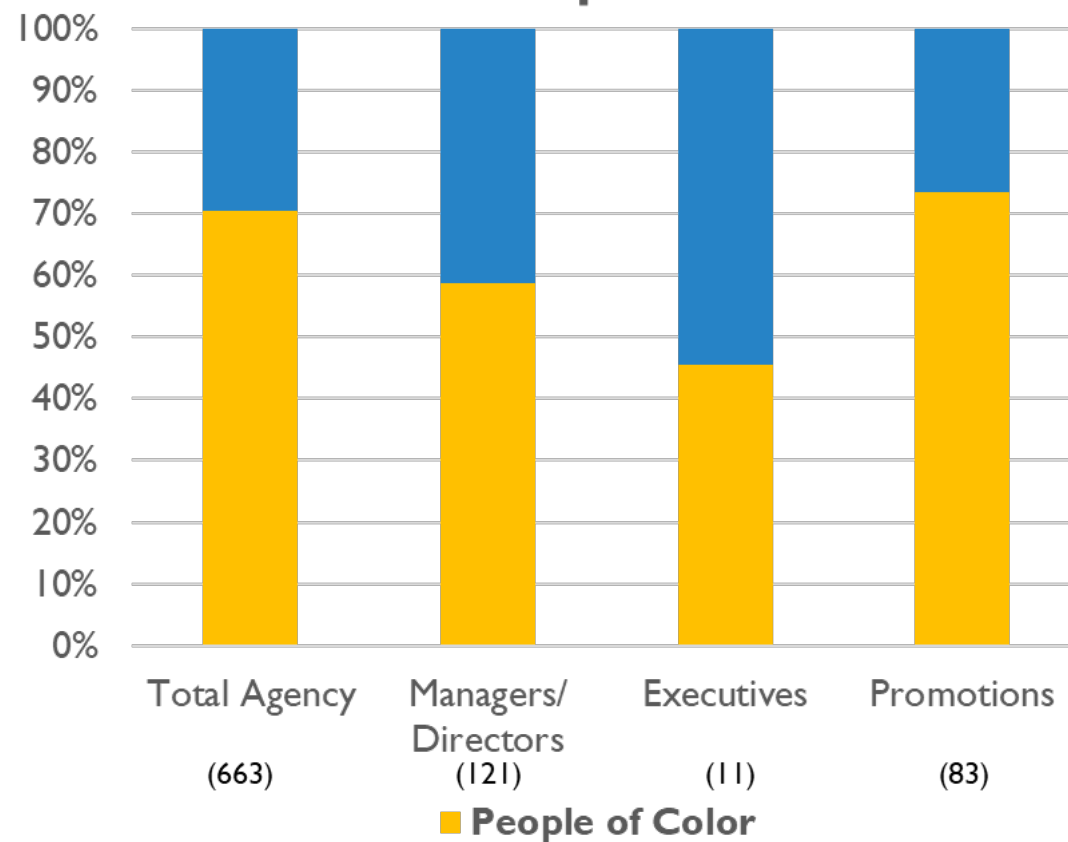
**408 out of 654 employees  
completed the survey in May 2023**

# Employee Surveys

Overall Satisfaction Trends  
(2020-2023)



Staff Composition



# 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.
- (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)

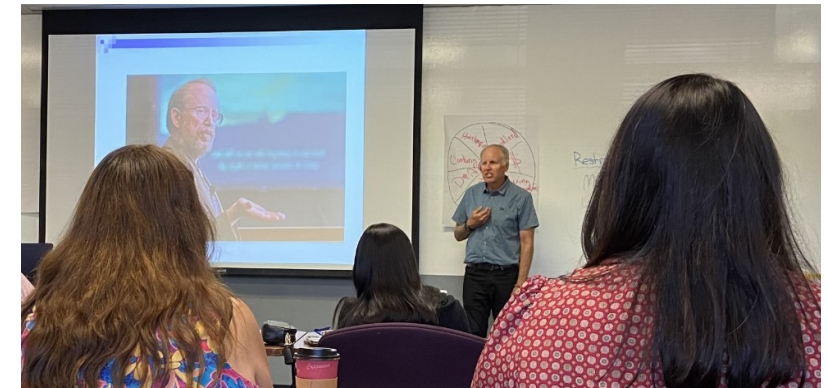
- (87%) My voice is heard here as equal.
- (87%) I think everyone is treated equally regardless of race, gender, or other cultural designations.
- (83%) I am presented with professional development opportunities to build capacity to implement cultural, historical and gender equity and responsiveness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

## 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

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

# Looking Ahead: FY 25

## Sustained Focus



## New!



Cash Transfer

Program & Research



Focus on Each Business Center

