



ANNUAL IMPACT REPORT

FY24-25



LETTER FROM THE CEO

Every year Abode sets ambitious goals because the growing homeless crisis demands it. We continue to be bold because we know the simple solution: **Housing Ends Homelessness.**

While the answer is simple, how to accomplish it is not. Housing works. But when we only have enough resources for three out of every ten people who need it, homelessness rises at faster rates than our capacity to house people. We need to invest in all solutions: prevention, interim housing, and permanent housing to meet the need. In the Bay Area, a family must earn \$125,000 a year to afford a modest two-bedroom apartment. Until wages catch up with housing costs and the safety net is strengthened, the homelessness crisis will continue. Without Abode's tireless efforts, thousands more would be on our streets!

At Abode, we have expanded our work while staying true to our values, rooted in the dignity of every human being. We launched our five-year strategic plan with three pillars: Action, Influence, and Excellence. Our impact is evident through these pillars.

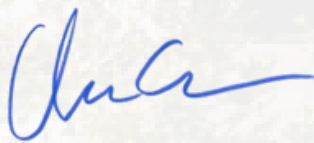
Action. Last year, Abode served more than 18,000 people, with 75 percent finding permanent housing solutions. We also opened three new permanent housing communities through Abode Housing Development and expanded to Sonoma County.

Influence. Our new advocacy agenda is expanding, focused on policies that promote housing access, practices that work, and growing sustainable funding. Abode supported more than 30 pieces of legislation and advocacy efforts, and we engaged federal and local elected officials to ensure that housing and homeless services remain a priority.

Excellence. We have ensured that all our goals are measurable because accountability to ourselves and others is paramount. We earned another 3-year CARF Accreditation, a testament to our high-quality programs, sites, and fiscal integrity.

We remain deeply rooted in the strength of partnering with people with lived experience and other community partners to expand our excellent work, innovate to achieve even better results, and meet the moment with advocacy that supports housing justice for everyone.

We invite you to join us in our efforts.



Vivian Wan, MSW
CEO



FY24-25 AT A GLANCE

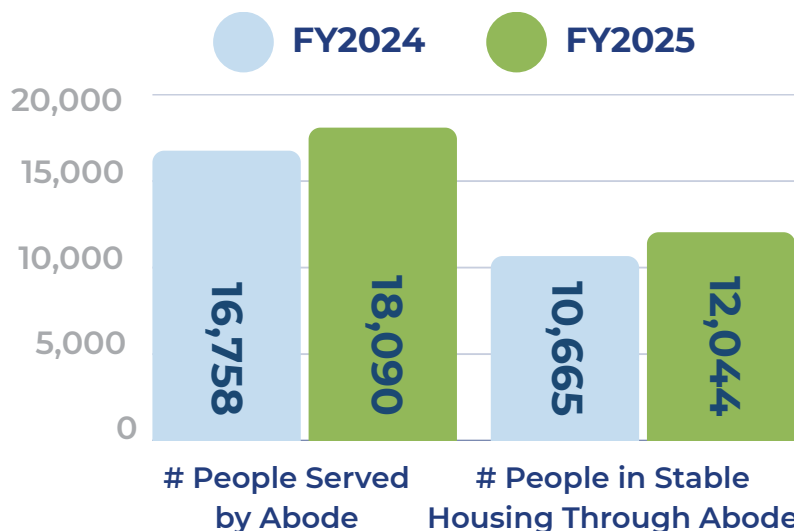
95% of Permanent Supportive Housing (PSH) participants across 8 counties retained permanent housing.

	Households	People
Total # Served	12,290	18,090
# in Stable Housing with Support from Abode	6,801	12,044
# Newly Placed into Permanent Housing	1,361	2,768

This year, Abode provided **47** housing sites across the Bay Area with resident services.

This accounts for an overall increase in housing sites by **18%** from last fiscal year.

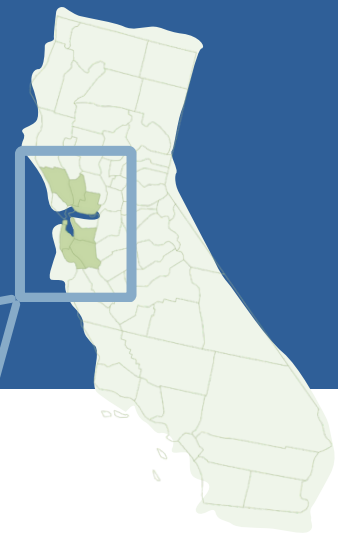
4 of these sites were brand new Abode housing developments.



Abode Services works in 8 Bay Area counties.

The number of people served since 2020 has increased by 72%.

OUR REACH



SONOMA

Participants: 25
Housing Sites: 1
Programs: 1

NAPA

Participants: 1,107
Housing Sites: 6
Programs: 21

SAN FRANCISCO

Participants: 2,230
Housing Sites: 3
Programs: 12

SOLANO

Participants: 714
Housing Sites: 1
Programs: 9

SAN MATEO

Participants: 1,741
Housing Sites: 4
Programs: 13

ALAMEDA

Participants: 5,199
Housing Sites: 24
Programs: 53

SANTA CRUZ

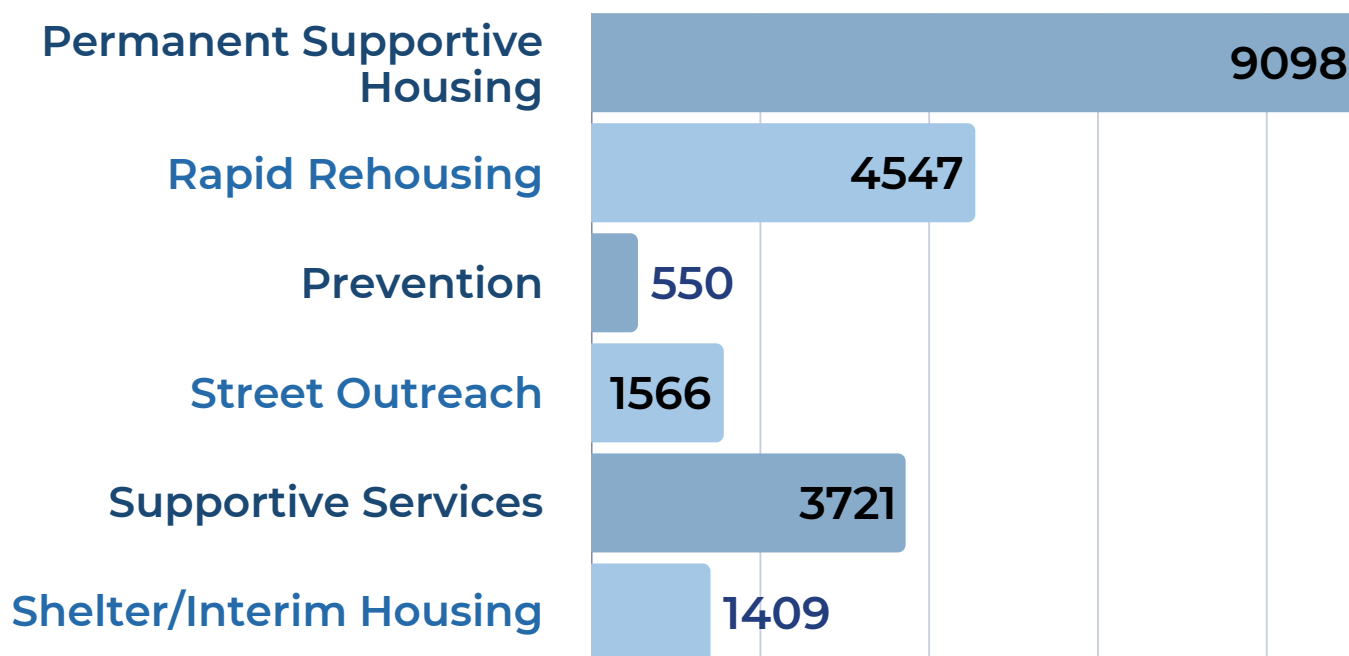
Participants: 300
Housing Sites: 1
Programs: 4

SANTA CLARA

Participants: 6,774
Housing Sites: 21
Programs: 45

OUR REACH

INDIVIDUALS SERVED BY PROGRAM*



*Participants may be enrolled in more than one program type.

TOTAL # SERVED

Individuals: 18,090

Households: 12,290

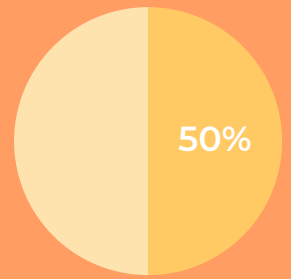
Children: 4,466

Adults: 13,624

Seniors: 4,331

Youth (18-24): 1,052

PERMANENT SUPPORTIVE HOUSING



50% of all Abode Clients

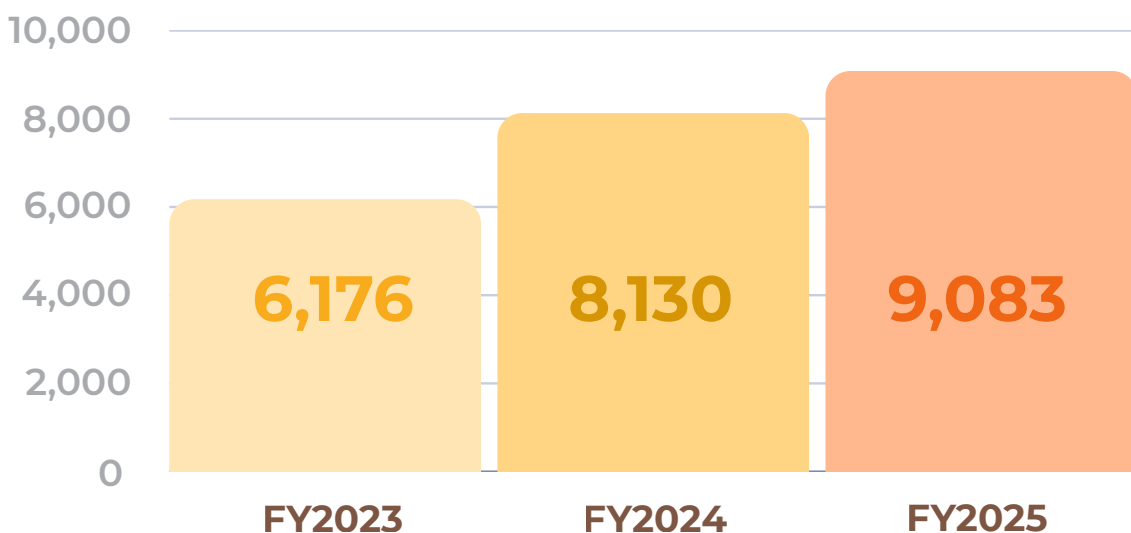
Permanent Supportive Housing is an evidence-based, fiscally responsible solution that helps individuals with disabilities and complex health issues who are experiencing homelessness – or are at risk of it – to achieve housing stability and greater independence. It combines safe, permanent housing with wraparound support services, enabling participants to remain stably housed.

Housing Retention Rate: 95%

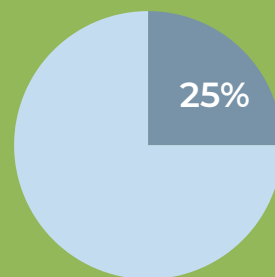
Adults Maintaining/Increasing Income: 65%

Households Served: 82% Single Adults 18% Families

3-Year Comparison Graph - Participants Served in Total



RAPID REHOUSING



25% of all Abode Clients

Rapid Rehousing (RRH) is a program model that helps people quickly move from homelessness into a home with short-term rental assistance and supportive services for up to 24 months. The resources and services provided are tailored to the needs of the participant, aiming to increase their self-sufficiency and minimizing the time spent living unhoused.

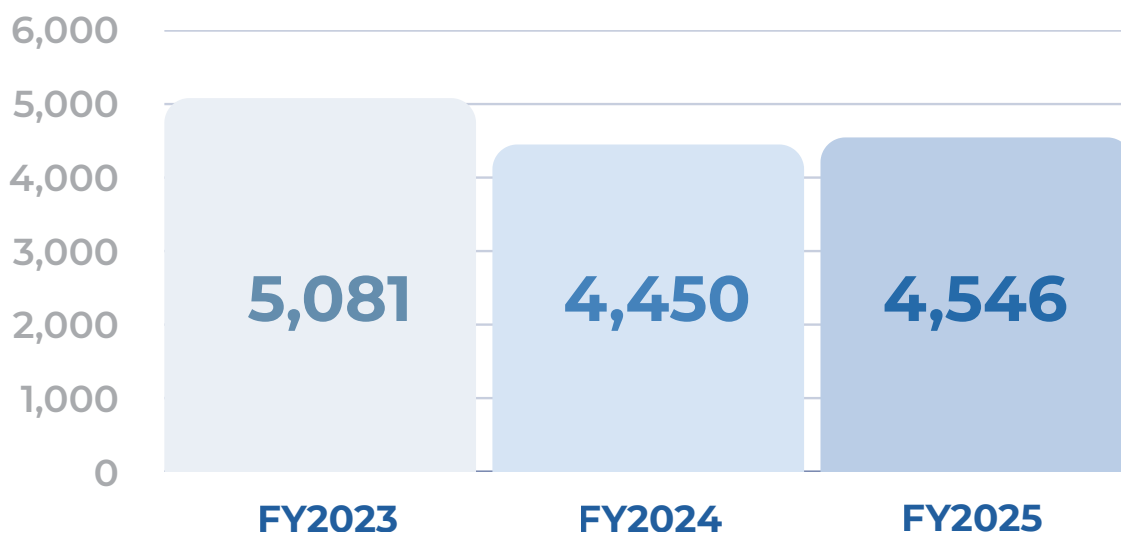
Average Time - Enrollment to Housing: **77 Days**

Self-Sustaining Participants at End of RRH Term: **71%**

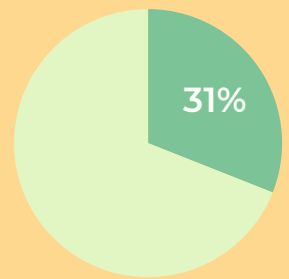
Adults Increasing Income: **31%**

Households Served: **34%** Single Adults **66%** Families

3-Year Comparison Graph - Participants Served in Total



RENTAL ASSISTANCE



31% of all Abode Clients

Rental Assistance provides security deposits and rental assistance to participants in community-based apartments with local housing providers/ landlords. This rental assistance supports housing stability, helping renters who have experienced homelessness afford market-rate rent. Abode assists participants with high housing costs, it provides critical short-term support during unexpected setbacks and crises, as well as longer-term assistance for participants with significant disabilities.

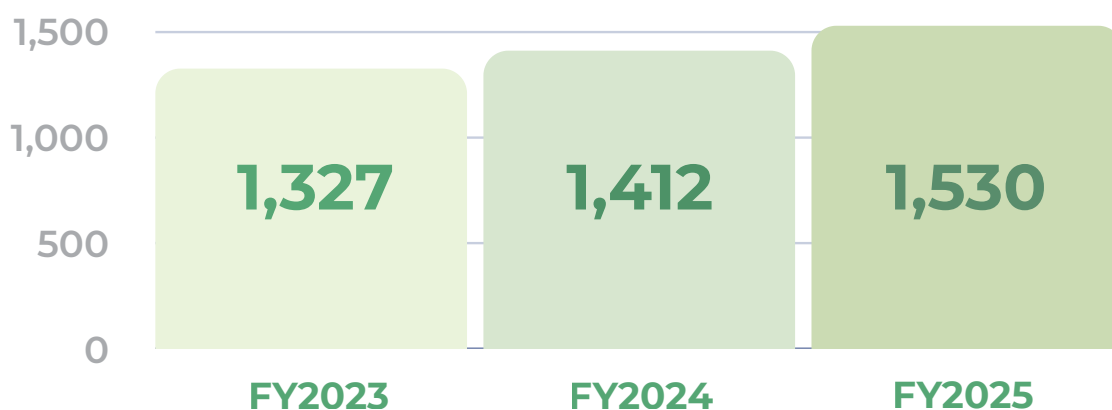
Direct Financial Assistance: **\$65 Million**

Households Served (Existing + New): **6,801**

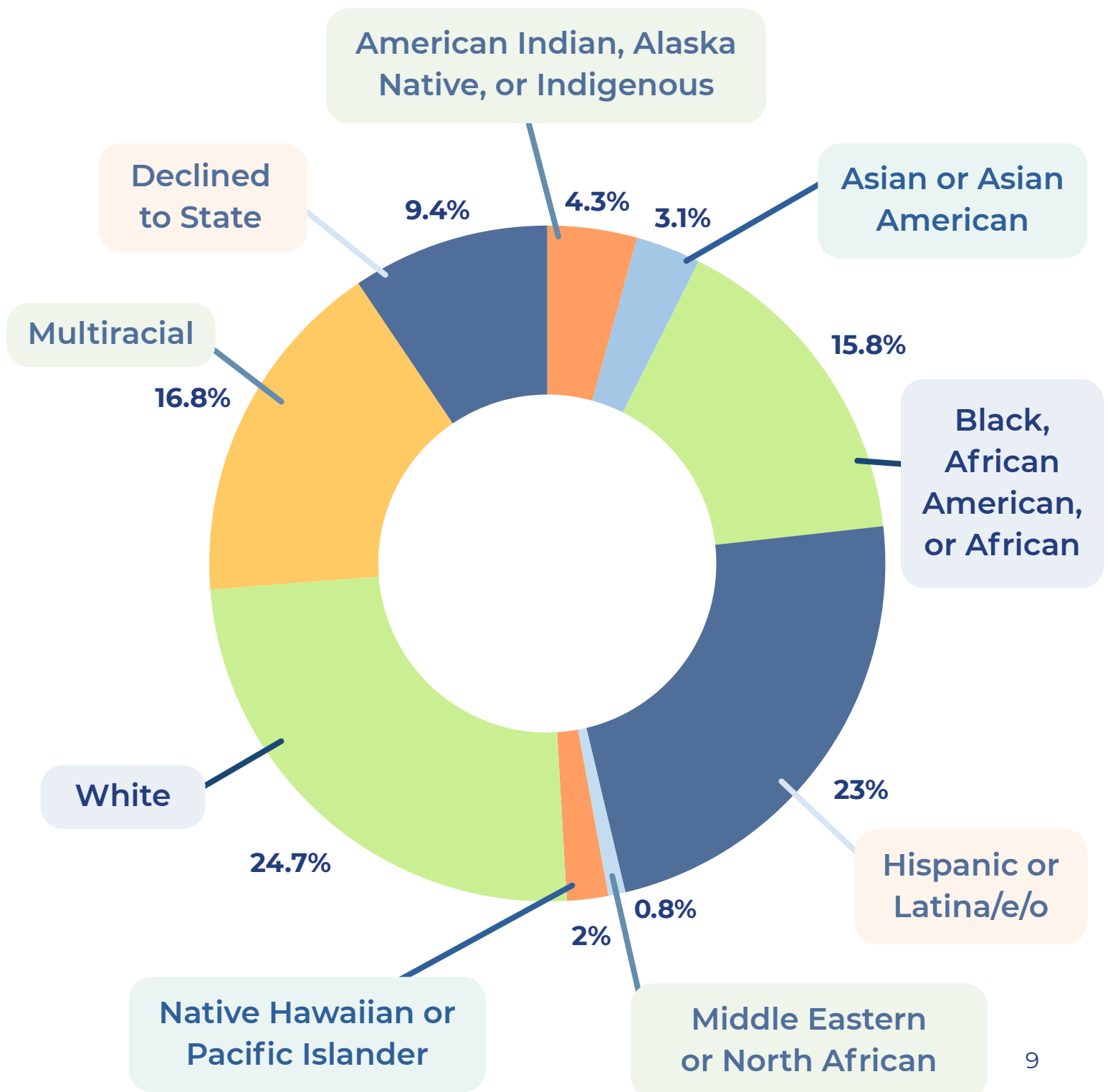
People Served (Existing + New): **12,044**

Total Units (Existing + New): **4,412**

**3-Year Comparison Graph - # of Housing Providers
(Partnering Landlords)**



PARTICIPANT DEMOGRAPHICS



ABODE PROPERTY MANAGEMENT



Our innovative management services this year continued to expand as a core driver of Abode's housing strategy, managing **37** properties while strengthening long-term housing stability for residents.

Looking ahead, we will continue to offer property management services to **hundreds of additional low-income households in a diverse array of property types** in the coming years.

<i>Housing Retention Rate</i>	89%
<i># New Buildings Added/Units Added</i>	3 Buildings/81 Units
<i># of Households Served by Abode Property Management</i>	1,363 Households
<i>% Increase in Households Served from FY24</i>	6.71%

ABODE HOUSING DEVELOPMENT

Abode Housing Development develops and renovates supportive housing sites, where we combine housing and services to rehouse people in need and provide affordable homes that support resident well-being, as well as address the Bay Area's housing shortage.

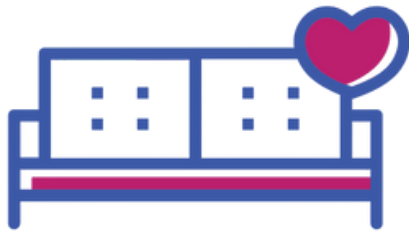
In FY2025, we opened these three supportive housing developments:

<i>Site</i>	<i>City</i>	<i># Units</i>	<i>Potential # PPL Housed (Estimated)</i>
<i>Fremont Family Apartments</i>	Fremont	54	103
<i>South Park Commons</i>	Santa Rosa	62	118
<i>Margaret Gordon West Port Apartments</i>	Oakland	59	112

In FY2026, we will open four more supportive housing sites:

<i>Site</i>	<i>City</i>	<i># Units</i>	<i>Potential # PPL Housed (Estimated)</i>
<i>Parkmoor Community Apartments and The Hub</i>	San Jose	81	154
<i>Edes Avenue Community Apartments</i>	Oakland	104	171
<i>Eucalyptus Grove</i>	Burlingame	69	130
<i>The Phoenix</i>	Oakland	100	190

BAY AREA FURNITURE BANK



Bay Area
Furniture Bank

Abode Services and The Bay Area Furniture Bank (BAFB) formed a strategic alliance in September of 2022. Since then, we have been working together to achieve BAFB's mission to promote dignity and stability in the community by collecting donated furniture and redirecting it to families in need. Through our partnership we have delivered a wide array of furniture pieces to thousands of formerly homeless people, providing a healthier environment for those in need and helping them enjoy the psychological, physical, and economic benefits of having a comfortably furnished home.

FY2024 - 2025

- **804 Deliveries**
- **1,852 Individuals Served**
 - 1,030 Adults
 - 822 Children



LIVED EXPERIENCE ADVISORY BOARD

The Lived Experience Advisory Board consists of 12 advocates who work to improve Abode's ability to end homelessness. LEAB members, who have experienced homelessness and housing instability, offer feedback and insights to bolster the quality of Abode's programs and services.



LEAB FEEDBACK DIRECTLY CONTRIBUTED TO:

An overhaul of how Abode processes grievances, including the creation of a dedicated web page for receiving feedback and training for staff.

Improved participants' safety plans, including those tied to intimate partner violence and suicide prevention.

Detailed updates to our animal policies and training to balance safety and accessibility needs for program participants and staff.

HIGHLIGHTS OF ABODE

Strategic Plan 5-Year Launch

Our mission is simple. We exist to end homelessness and advocate for the removal of its causes. And we know we can end homelessness. For thousands, we already have. As we launch our 5-year strategic plan, we are more committed to this mission today as when we began more than 35 years ago. We understand the challenges we face and we engage them with a fierce commitment to our values and a deep belief in the effectiveness of our strategies. As we expand our action, increase our influence, and raise our excellence, we invite you to contribute to this work advancing the solutions that reduce homelessness and strengthen your community.



Advocacy Effort Launch

In these uncertain times, we promise to stand and advocate for real solutions to homelessness.

Abode's continuous advocacy efforts focus on four main areas: a) Decriminalization of Homelessness; b) Housing Policies that Provide Access; c) Evidence-Based Advocacy; and d) Preserving and Growing Sustainable Funding.

As we step up and increasingly make our voices heard on behalf of our mission, we will continue to exemplify our agency's values while taking the smart risks required to solve complex problems.

HIGHLIGHTS OF ABODE

CARF Accreditation

In 2025, Abode earned a 3-year CARF Accreditation, which represents the highest level of achievement awarded by CARF. It was our second consecutive 3-year accreditation, which is a powerful affirmation of our commitment to delivering high-quality, person-centered services. A CARF Accreditation demonstrates that we are not only meeting industry benchmarks but also actively striving to exceed them. It also ensures that the voices of those we serve remain central to how we design, evaluate, and improve our programs.



North Bay Success and Sonoma County Launch

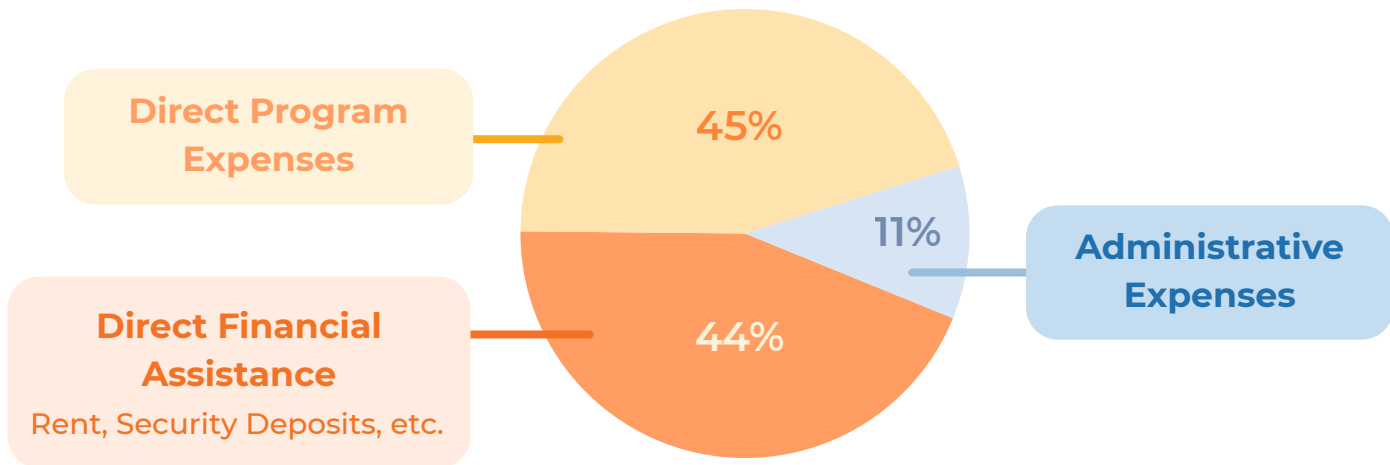
In June 2024, we celebrated the grand opening of South Park Commons, an affordable supportive housing community in the city of Santa Rosa. The new development illustrates how Abode has boosted its impact and expanded its reach into the 8th Bay Area county we serve: Sonoma.

In Solano County, this year Abode more than tripled our impact! We are proudly launching the flexible housing subsidy pool, leveraging Transitional Rent, Behavioral Health Services Act (BHSA) resources, and other sources to provide housing to even more people in the coming year.

Napa County, where Abode has worked since 2017, reported similar success. The Point-in-Time Count identified 374 people experiencing homelessness – down from 414 last year. It was the second consecutive year in which homelessness had fallen in Napa County, marking a 26% decrease since 2023.

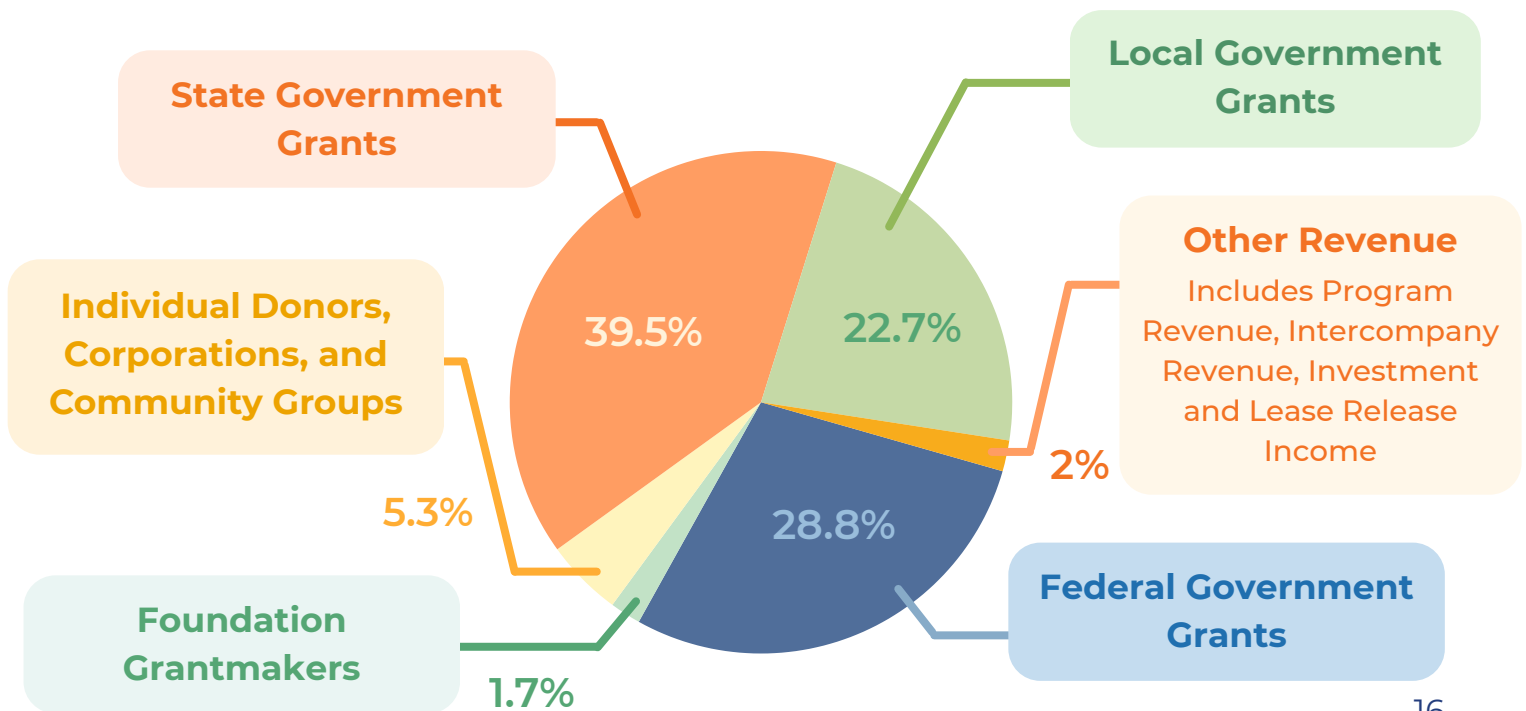
FINANCIALS*

TOTAL EXPENSES: \$148,891,222 - HOW ABODE'S MONEY WAS USED



The difference between revenue and expense is accounted for in investments, earmarked for upcoming restricted funding costs previously determined by the funder.

TOTAL REVENUE: \$157,459,431 - HOW ABODE'S MONEY CAME IN





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MORE WAYS TO SUPPORT



The Cornerstone Society

Pledge to donate \$5000 or more annually for at least five years.



Home Builders Society

Pledge to donate \$1000 or more annually for at least five years.



Building Blocks

Donate regularly recurring gifts of at least \$10 per month.



Fundraisers and Events

Serve as a sponsor or event ambassador.



Asset Transfers

Provide transfers of stock or other appreciating financial assets to Abode.



Legacy Giving

Name Abode in your will or trust.



Abode Services is a 4-star rated charity by Charity Navigator.