



# Performance Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects  
Reporting Term: 07/01/2024 - 03/31/2025  
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

275

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

123

Max: 90 Days

Average Rate of Utilization

(Local Measure)

63%

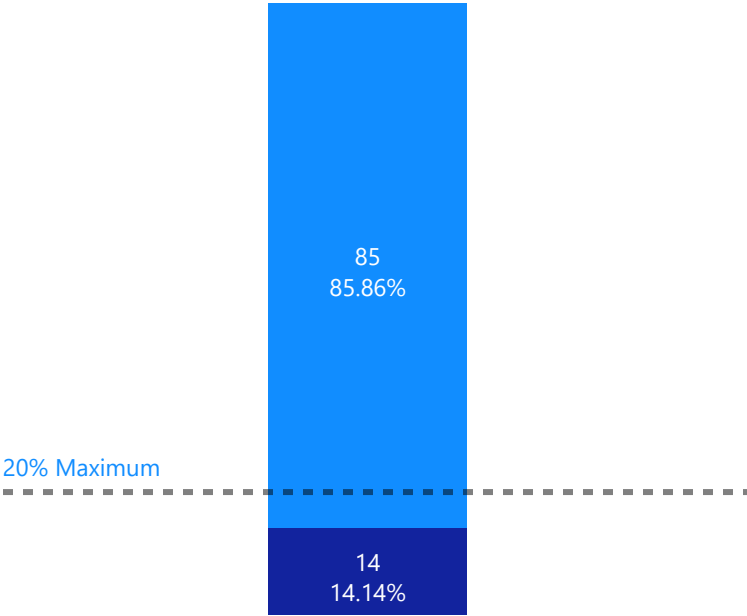
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

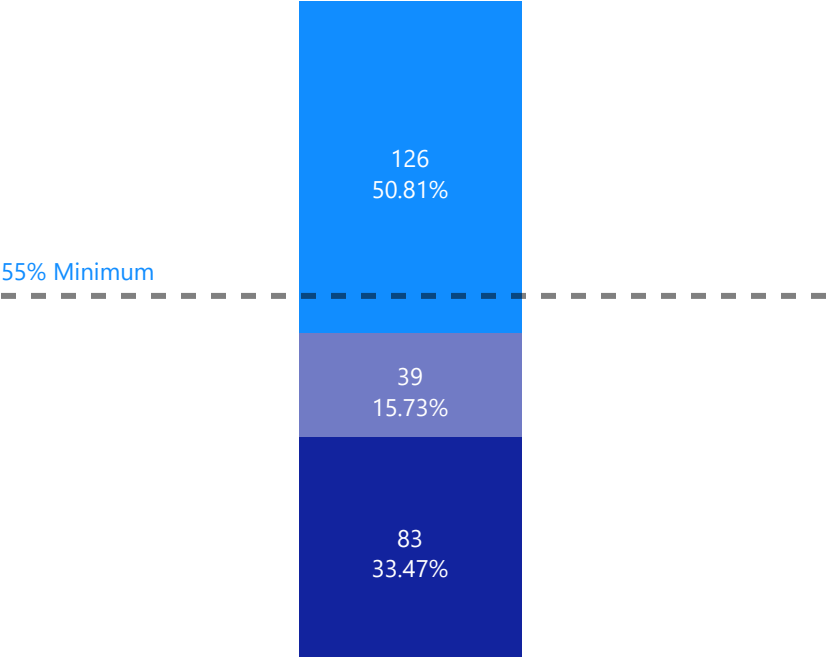
(SPM Metric 2b)

No Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Spend Down Overview

HMIS Name: All Emergency Shelter (Continuous Stay) Projects

Q1

Q2

Q3



Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

DV Shelter

\$183,466.58

\$180,307.63 (Anticipated March Spend Down)

\$56,943.59

\$240,410.17

Crosswalk Youth Shelter

\$128,871.44

\$230,822.86

\$359,694.3

\$269,770.73 (Anticipated March Spend Down)



# Crosswalk Youth Shelter

Number of Individuals Served

Projected Number: 156

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

87

125

Max: 90 Days

HMIS Name: VOA--ES--Crosswalk Youth Shelter  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0998  
Contract Number of Beds: 18  
HMIS Total Number of Beds: 18

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - Department of Health and Human Services (HHS): Runaway and Homeless Youth (RHY) - Basic Center Program
  - Commerce: Consolidated Homeless Grant (CHG)

Average Rate of Utilization

(Local Measure)

61%

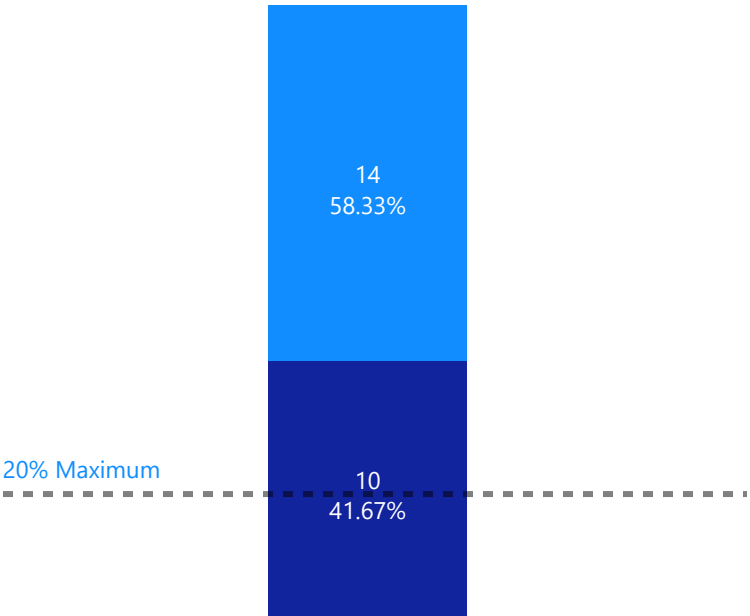
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

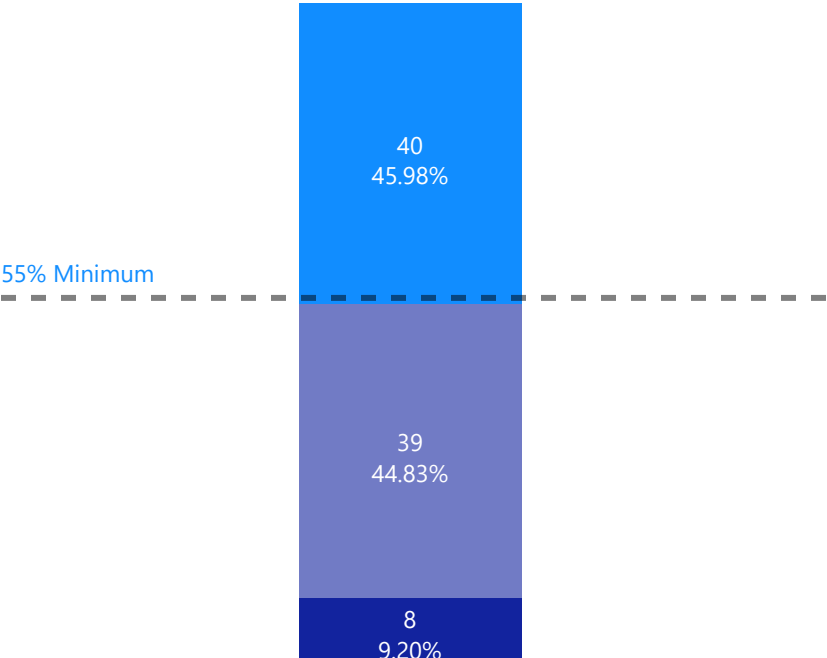
(SPM Metric 2b)

No Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Crosswalk Youth Shelter

HMIS Name: VOA--ES--Crosswalk Youth Shelter  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0998  
Contract Number of Beds: 18  
HMIS Total Number of Beds: 18

Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)
- Department of Health and Human Services (HHS): Runaway and Homeless Youth (RHY) - Basic Center Program
- Commerce: Consolidated Homeless Grant (CHG)

Narrative regarding the **Crosswalk Youth Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-0998 (Emergency Shelter - Continuous Stay):**

**"Returns to Homelessness:**

Many of our returns to homelessness are due to clients exiting the shelter without informing staff of their plans or destination. In most cases, clients leave unexpectedly and do not return, making it difficult to track their housing status or provide continued support.

**Exits to Permanent Housing:**

Upon reviewing our data, we identified 27 exits out of the 39 No (Still enrolled) in the report required cleanup on our end. More than half of the necessary corrections have already been completed, and the remaining updates will be finalized by tomorrow. We anticipate that, once these corrections are made, our percentage of exits to permanent housing will increase. Additionally, it's important to note that a few exits were to foster care, inpatient treatment, or Juvenile Rehabilitation (JR), which are categorized as non-permanent housing exits "

-- Wendy Alderson, Director of Shelter Services - Volunteers of America Eastern WA and Northern ID



# DV Shelter

HMIS Name: YWCA--ES--DV Shelter  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0999  
Contract Number of Beds: 72  
HMIS Total Number of Beds: 21

- Grants:
- Commerce: Systems Demonstration Grant (SDG)
  - Commerce: Consolidated Homeless Grant (CHG)
  - Federal: American Rescue Plan Act (ARPA)

## Number of Individuals Served

Projected Number: 72

188

## Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

71

Max: 90 Days

## Average Rate of Utilization

(Local Measure)

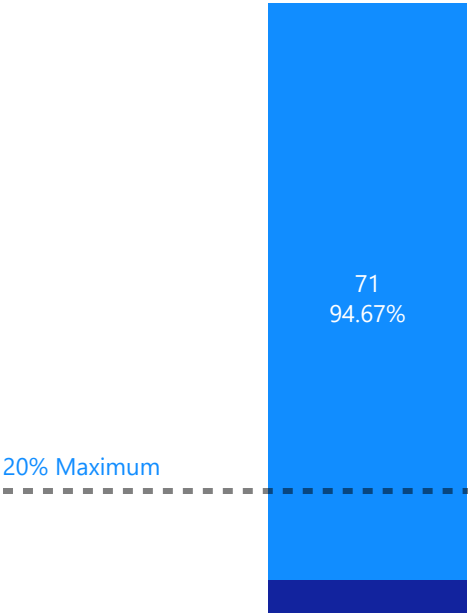
64%

Min: 85%

### Returns to Homelessness

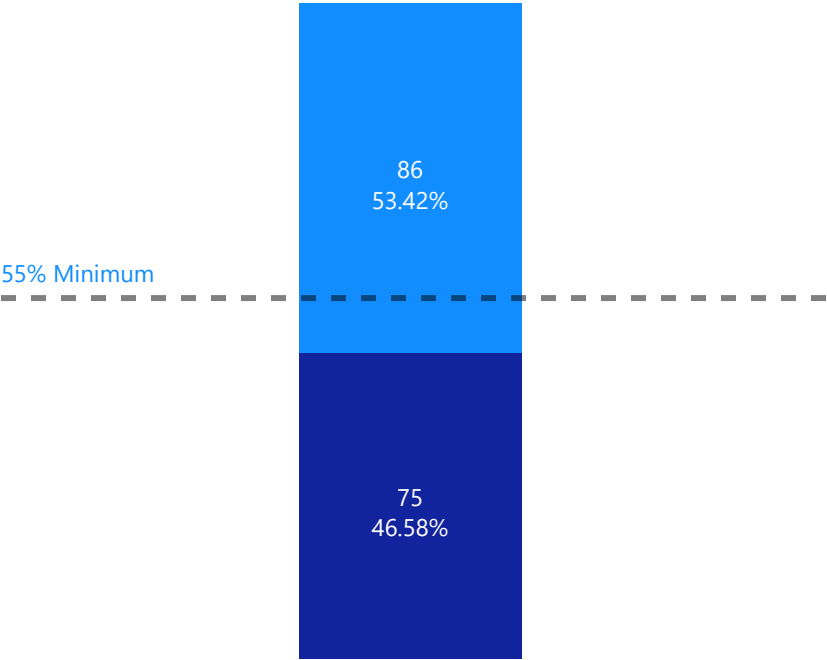
(SPM Metric 2b)

No Yes



### Exits to Permanent Housing

No Yes





# DV Shelter

HMIS Name: YWCA--ES--DV Shelter  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0999  
Contract Number of Beds: 72  
HMIS Total Number of Beds: 21

Grants:

- Commerce: Systems Demonstration Grant (SDG)
- Commerce: Consolidated Homeless Grant (CHG)
- Federal: American Rescue Plan Act (ARPA)

Narrative regarding the **YWCA DV Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-0999 (Emergency Shelter - Continuous Stay):**

"Thank you for the opportunity to share an update on our housing transition outcomes and to provide clarification regarding how our shelter's performance is currently assessed. We are committed to providing high-quality, trauma-informed services to survivors of intimate partner domestic violence. Our focus remains on ensuring safety, dignity, and long-term well-being for every individual and family in our care. We value our continued partnership with the City and appreciate your investment in this critical work. As of this reporting period, 47% of households exiting our shelter and hotel-based crisis programs have transitioned to permanent housing. While this figure falls short of the 55% benchmark, we would like to offer some important context. Until recently, our organization had access to five Section 8 housing vouchers per month. These vouchers were a cornerstone of our housing stabilization strategy, enabling us to help survivors move into long-term housing with support. Their suspension several months ago—without a timeline for reinstatement—has significantly impacted our capacity to transition households into permanent homes. In today's housing environment, finding affordable units remains incredibly difficult, especially for those with recent trauma, safety concerns, financial challenges, or barriers related to screening and credit.

In parallel, we continue to use short-term hotel placements as a vital safety intervention. These emergency options often serve households in acute crisis, sometimes for brief durations. Many of these individuals transition to safe housing with other providers or through informal networks. While this model addresses immediate safety needs effectively, it does not always translate into trackable, documented exits into permanent housing—limiting our ability to meet outcome metrics based on formal transitions alone.

Additionally, we would like to address a structural challenge in the current occupancy reporting system used to evaluate our shelter's performance. At present, occupancy is measured by the number of beds in use. However, our shelter operates with a family-centered model that prioritizes privacy and dignity by allocating entire rooms—not just beds—to families. For example, a family of two may be placed in a room with four beds. While we consider that room fully utilized, the current tracking system would record it as only 50% occupied. This discrepancy between bed-count occupancy and our actual operational approach creates a misalignment in how our impact is assessed. It may under represent our real capacity usage and the effectiveness of our program model in meeting the complex needs of survivors. We respectfully request that these contextual factors—particularly the loss of housing vouchers, the evolving function of hotel stays, and the limitations of the bed-based occupancy metric—be considered when evaluating our performance. Despite these challenges, we continue to pursue innovative solutions, build relationships with property managers, and seek alternative housing pathways for the people we serve. We welcome further dialogue and collaboration with the City to ensure that our shared goals are met in ways that are both realistic and survivor-centered. Thank you again for your support and understanding."

-- Jennifer Haynes-Harter, Director of Housing - YWCA Spokane



# Performance Overview

HMIS Name: All Emergency Shelter (Night-by-Night) Projects  
Reporting Term: 07/01/2024 - 03/31/2025  
Emergency Shelter (ES): Crisis intervention offering beds to individuals who require immediate shelter due to homelessness.

Number of Individuals Served

1642

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

59

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

6

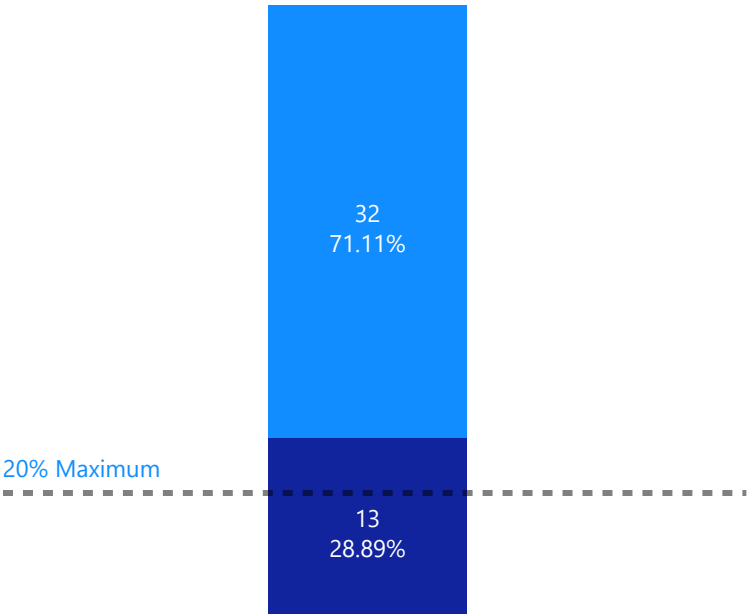
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

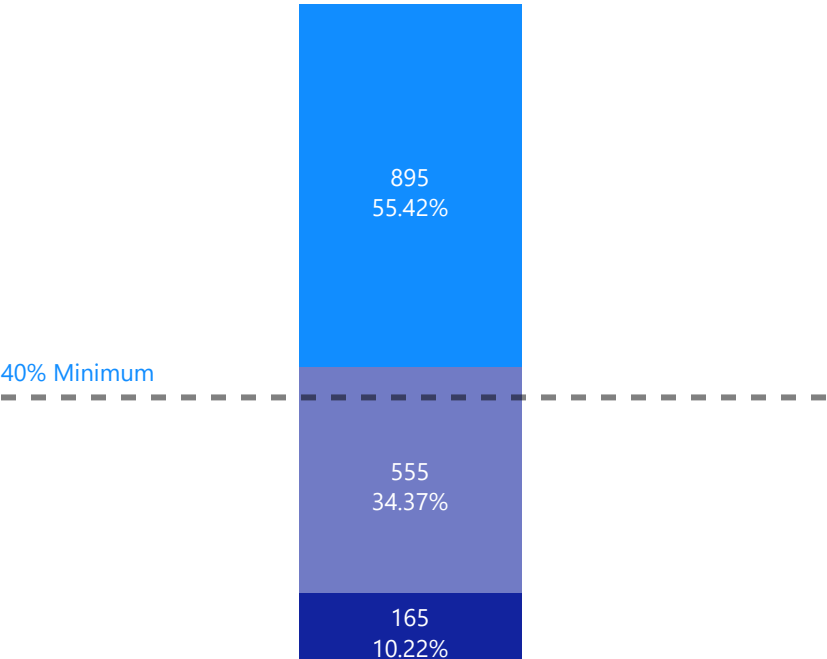
(SPM Metric 2b)

No Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Spend Down Overview

HMIS Name: All Emergency Shelter (Night-by-Night) Projects

Q1

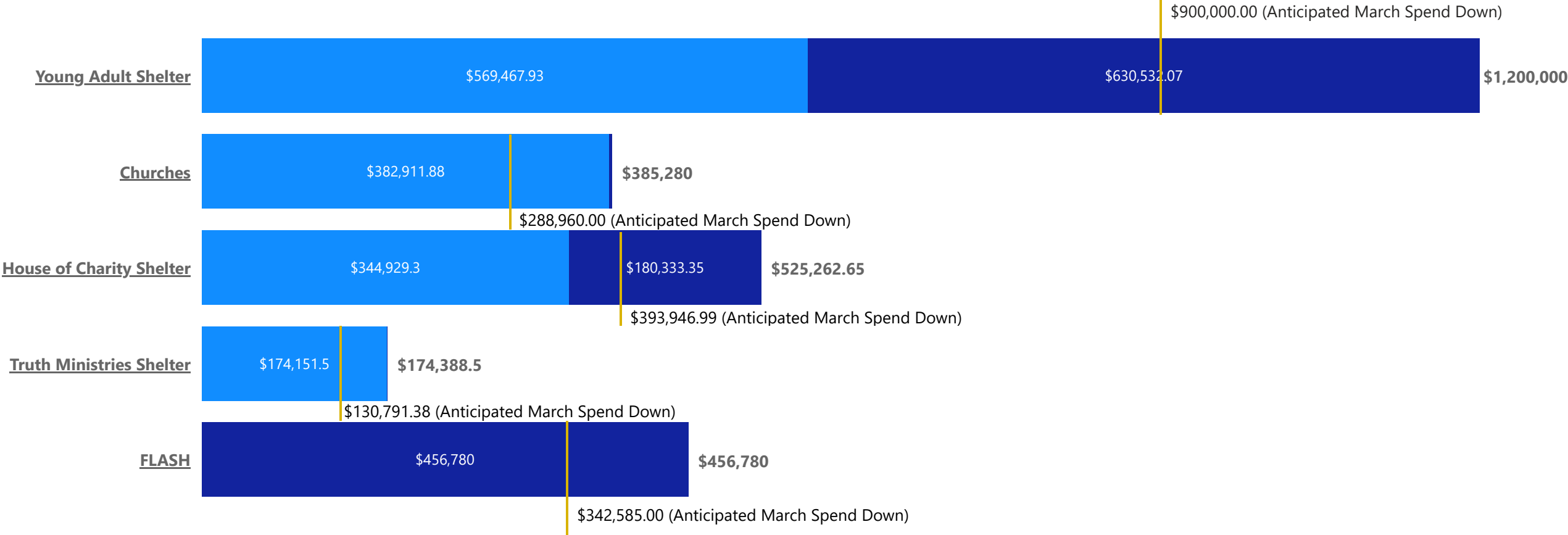
Q2

Q3

Q4

July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining







# House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0988  
Contract Number of Beds: 24  
HMIS Total Number of Beds: 99

- Grants:
- City of Spokane: Human Services Grant (HSG)
  - HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)

Number of Individuals Served  
Projected Number: 216

461

Length of Time Homeless in ES (Days)  
(SPM Metric 1a.1)

113

Max: 90 Days

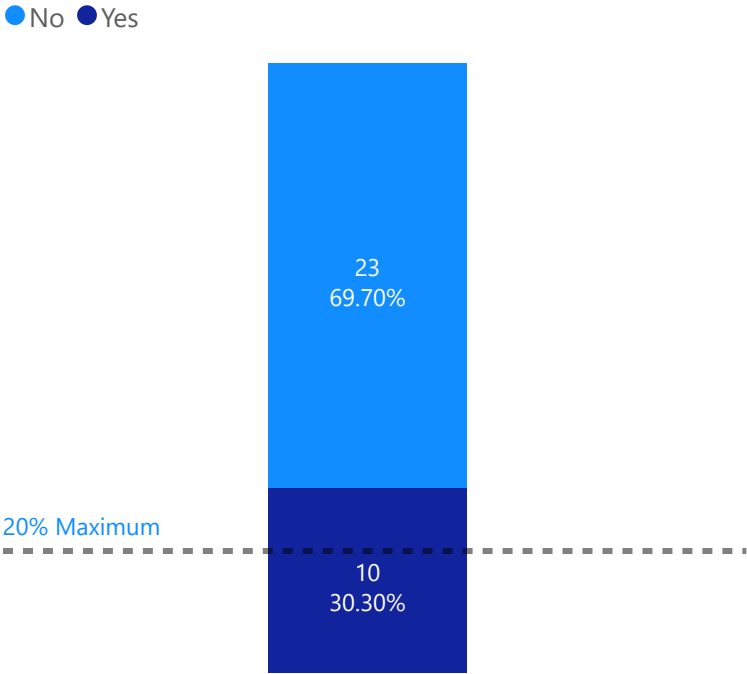
Average Length of Time to Date of Engagement (Days)

4

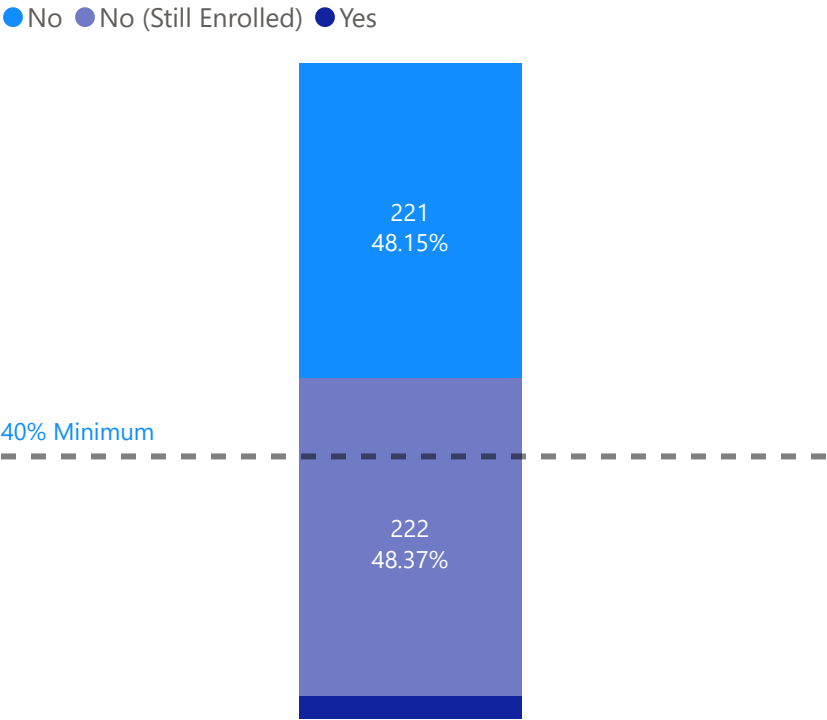
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

Returns to Homelessness  
(SPM Metric 2b)



Exits to Permanent Housing





# House Of Charity Shelter

HMIS Name: CC--ES--HOC Shelter  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0988  
Contract Number of Beds: 24  
HMIS Total Number of Beds: 99

Grants:  
• City of Spokane: Human Services Grant (HSG)  
• HUD: Emergency Services Grant (ESG) - Emergency Shelter (ES)

Narrative regarding the **House of Charity Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-0753 and OPR-2024-0696 (Emergency Shelter - Night-by-Night):**

- " 1. **Number of Individuals and Households Served** – [APR Export Q7a.csv](#)  
Our contracted project number served of 216. We are far exceeding our contracted numbers served at 461.
2. **Total Bed Count**  
The report lists **99 beds**, which accurately reflects our capacity in our contracts.
3. **Length of Time Homeless in Emergency Shelter** - [Measure 1a.1.csv](#). Our target goal was 90 Days, and our Average Length of Time Homeless was 113 days. We did not meet this measure for a variety of factors, including:
- a. Lack of available housing options for the community at large, and particularly for the aging homeless population with higher acuity of needs.
  - i. Limited community resources to triage the homeless population in our community, for critical stabilization services which can keep individuals in our shelter longer.
  - ii. As referenced above, we are serving significantly more individuals than contracted, which impacts length of stay, combined with the above variables, increasing the difficulty in finding housing.
- Solution:** Our team continues to partner extensively with community providers to support potential avenues to housing solutions to reach our target goal for this measure.
4. **Returns to Homelessness** - [SPM Metric 2b, Returns to Homeless](#): Our target goal was 20% As our data shows, we had a 30.30% Returns to Homelessness and did not meet the % goal due to what we imagine are factors related to: increased market rents and the lack of access to behavioral health services which likely contributes to the housing instability/recidivism of our vulnerable population once housed.
- Related Variables include: House of Charity has been funded to follow clients post-housing for 90 days for anyone receiving a (previously available) referral voucher, which helps to support initial stability. However, these vouchers are currently inactive, which halts our ability to house and track clients for success. Additionally, for other clients permanently housed, we rely on a **warm handoff** to external case management services to support long-term stabilization; however— clients are not obligated to engage with ongoing services, leaving a potential gap in stabilizing supports.
- Solution:** We will continue to offer warm handoffs to help decrease recidivism rates. With these variables in mind, we will continue to provide as much stabilization services as possible to support lowering this percentage.
5. **Exits to Permanent Housing** – [APR 2024 Exit Details.csv](#)  
During this reporting period, **29 individuals exited to permanent housing**. Our target goal was 40%. **We achieved a goal of 10%**. We did not achieve this goal due to compounding factors, which include:
- **Severe regional housing shortage**, combined with the **complex needs of our patrons**. This combination presents substantial barriers to securing permanent housing placements under the HUD definition.
- Solutions:** Despite these challenges, we continue to connect individuals to available housing resources through **Case Management services** and partnerships with **onsite and community-based substance use disorder programs** and **critical mental health services**. We also propose that the City consider the inclusion of **long-term care** and **adult family homes** as an appropriate setting for an exit to permanent housing based on the age and acuity of our patrons. This could be a local measure to share the broader story of the client journey.
6. **Average Length of Time to Date of Engagement** – [APR Entry Detail.csv](#): 4 days is the average. Our team is excelling in this area--exceeding the average maximum of 30 days."
- Brian Myers, Vice President of Shelter & Specialized Programs - Catholic Charities



# Young Adult Shelter

HMIS Name: VOA--ES--YAS  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0989  
Contract Number of Beds: 44  
HMIS Total Number of Beds: 44

- Grants:
- Commerce: Systems Demonstration Grant (SDG)
  - Commerce: Consolidated Homeless Grant (CHG)

Number of Individuals Served

Projected Number: 132

192

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

31

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

1

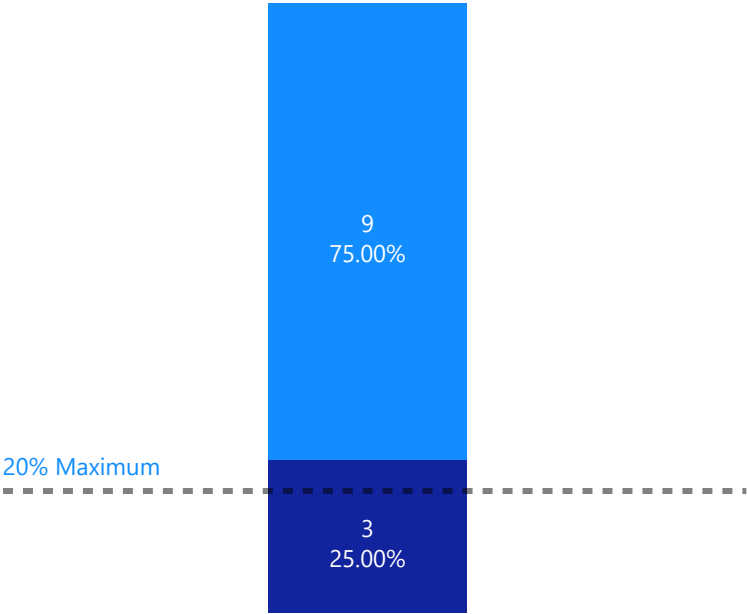
Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

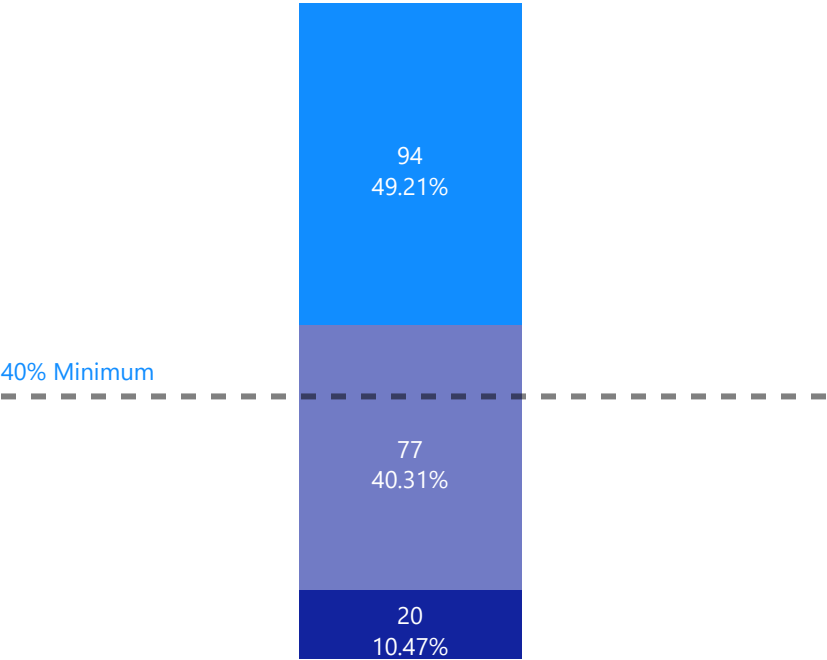
(SPM Metric 2b)

No Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Young Adult Shelter

HMIS Name: VOA--ES--YAS  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0989  
Contract Number of Beds: 44  
HMIS Total Number of Beds: 44

Grants:

- Commerce: Systems Demonstration Grant (SDG)
- Commerce: Consolidated Homeless Grant (CHG)

Narrative regarding the **Young Adult Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-0989 (Emergency Shelter - Night-by-Night):**

**"Returns to Homelessness:**

Many of our returns to homelessness are due to clients exiting the shelter without informing staff of their plans or destination. In most cases, clients leave unexpectedly and do not return, making it difficult to track their housing status or provide continued support.

**Exits to Permanent Housing:**

For our exits to permanent housing results, we realized that we had a few errors in the report we pulled and needed to complete some data clean up on our end. These changes have been completed and should be accurate when the new report is pulled. "

-- Wendy Alderson, Director of Shelter Services - Volunteers of America Eastern WA and Northern ID



# Churches

Number of Individuals Served

Projected Number: 180

Length of Time Homeless in ES (Days)

(SPM Metric 1a.1)

489

42

Max: 90 Days

HMIS Name: JHH--ES--Churches  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0942  
Contract Number of Beds: 60  
HMIS Total Number of Beds: 60

- Grants:
- COM: Systems Demonstrations Grant (SDG)
  - Empire Health Foundation

Average Length of Time to Date of Engagement (Days)

7

Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

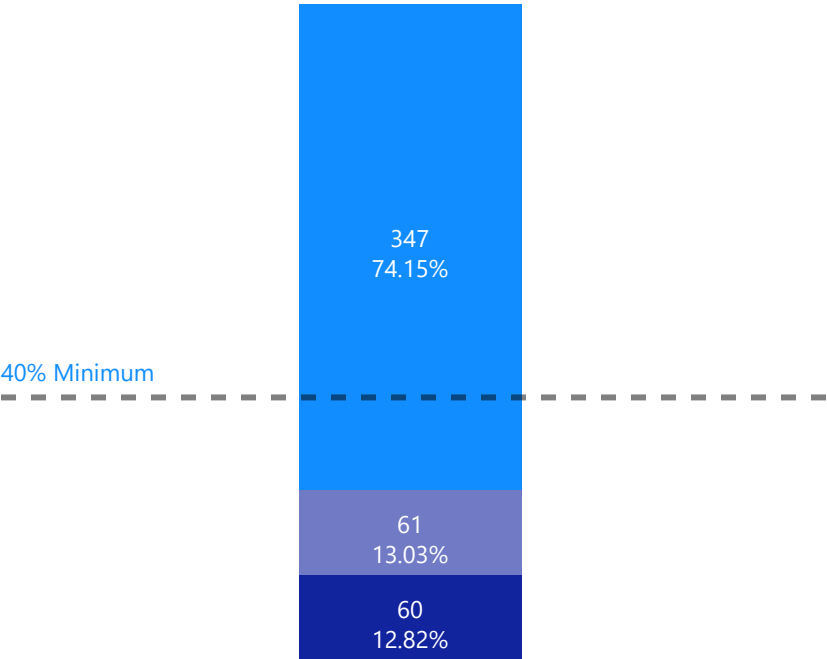
(SPM Metric 2b)

20% Maximum

This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at time of report as the project started this year (2024).

## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Churches

HMIS Name: JHH--ES--Churches  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0942  
Contract Number of Beds: 60  
HMIS Total Number of Beds: 60

Grants:  
• COM: Systems Demonstrations Grant (SDG)  
• Empire Health Foundation

Narrative regarding the **Churches Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-0942 (Emergency Shelter - Night-by-Night):**

**"Cedar and Morning Star Centers**

Jewels Helping Hands’ Cedar and Morning Star centers serve as a vital first step in the housing continuum for individuals experiencing homelessness. These programs provide early stabilization through trauma-informed support, connected with individualized case management, and partnerships with local service providers.

**Key Data and Outcomes:**

- Total individuals served: 489
- Currently enrolled and working toward housing goals: 60

**Exits and Outcomes:**

- 60 individuals exited to permanent housing
- 4 individuals entered long-term assisted living for ongoing medical or mental health support
- 27 individuals transitioned to transitional housing programs
- 12 individuals entered domestic violence safe havens offering wraparound support
- 46 individuals reunited with friends or family, using that as a stabilizing support system
- 26 individuals were placed in motels as temporary shelter while awaiting longer-term solutions
- 70 individuals transferred to alternative shelter programs better suited to their specific needs (e.g., medical, gender-specific, family-focused)
- 12 individuals entered substance use treatment
- 5 individuals accessed inpatient psychiatric care

**Impact Statement:**

These outcomes reflect the individualized and layered approach required to support people experiencing homelessness. Cedar and Morning Star serve not only as shelter but as the foundation for long-term housing stability and well-being."

-- Sharyl Brown, Director of Operations - Jewels Helping Hands



# Truth Ministries Shelter

HMIS Name: TM--ES--Shelter  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-1050  
Contract Number of Beds: 19  
HMIS Total Number of Beds: 19

- Grants:
- Commerce: Systems Demonstrations Grant (SDG)
  - Empire Health Foundation

Number of Individuals Served  
Projected Number: 57

378

Length of Time Homeless in ES (Days)  
(SPM Metric 1a.1)

24

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

0

Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

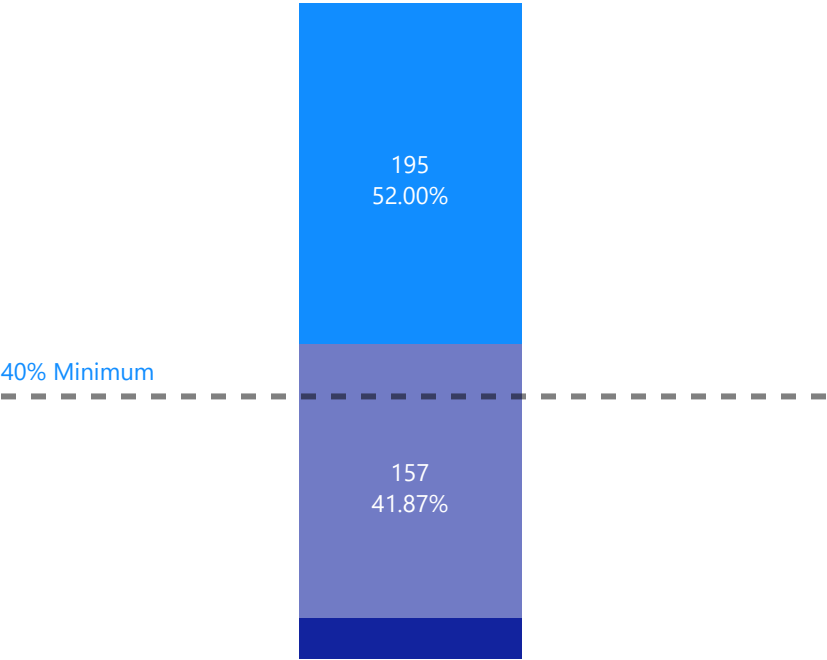
(SPM Metric 2b)

20% Maximum

This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report.

## Exits to Permanent Housing

No No (Still Enrolled) Yes





FLASH

HMIS Name: FPS--ES--FLASH--SDG  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0996  
Contract Number of Beds: 34  
HMIS Total Number of Beds: 34

Grants:  
• Commerce: Systems Demonstrations Grant (SDG) - Standard

Number of Individuals Served  
Projected Number: 153

122

Length of Time Homeless in ES (Days)  
(SPM Metric 1a.1)

87

Max: 90 Days

Average Length of Time to Date of Engagement (Days)

113

Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

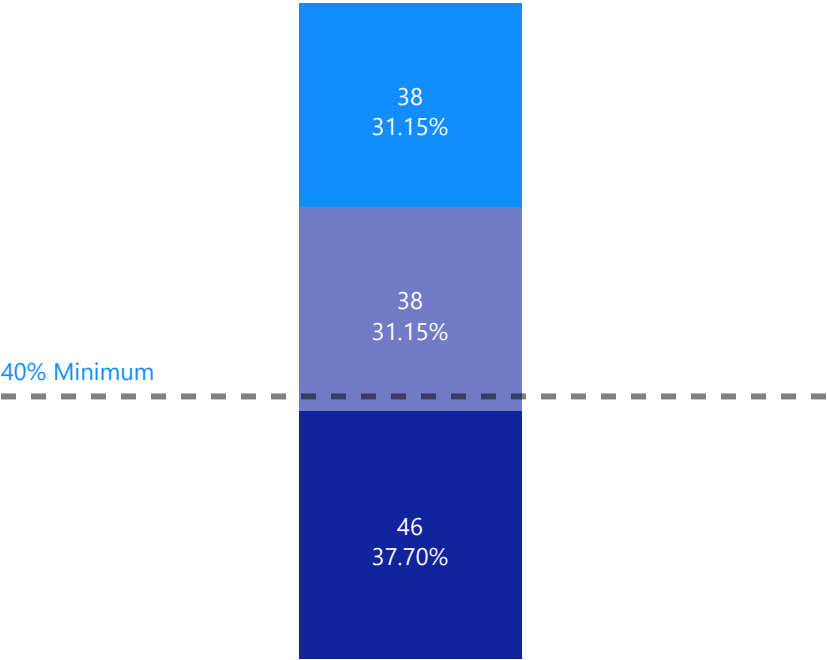
Returns to Homelessness  
(SPM Metric 2b)



This metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at time of report as the project started this year (2024).

Exits to Permanent Housing

No No (Still Enrolled) Yes







# FLASH

HMIS Name: FPS--ES--FLASH--SDG  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0996  
Contract Number of Beds: 34  
HMIS Total Number of Beds: 34

Grants:  
• Commerce: Systems Demonstrations Grant (SDG) - Standard

Narrative regarding the **FLASH Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-0996 (Emergency Shelter - Night-by-Night):**

"Nothing stands out as a glaring error, in the event that a service metric is not met, it is exceeded by the number of families still enrolled and being served. FLASH, has an error in days to engagement for unknown reasons which are being investigated internally, as this was a private grant. Low enrollment in the supportive services grant, is due to the population served, which is families with school aged children, who are engaged during the school year, which shortens the time and availability of that demographic."

-- Miles MacPherson, IT Manager - Family Promise of Spokane



# Performance Overview

HMIS Name: All Permanent Supportive Housing Projects  
Reporting Term: 07/01/2024 - 03/31/2025  
Permanent Supportive Housing (PSH): Permanent subsidy paired with case management. Most PSH Units offer a Housing Choice Voucher after one-year of successful tenancy. Units are pre-identified.

Number of Households Served

25

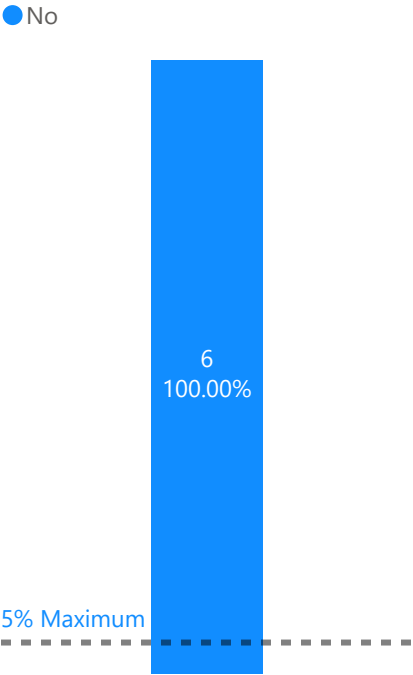
Average Rate of Utilization

111%

Min: 85%

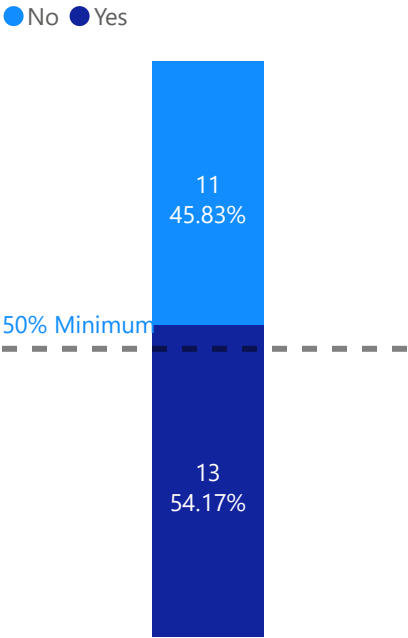
## Returns to Homelessness

(SPM Metric 2b)



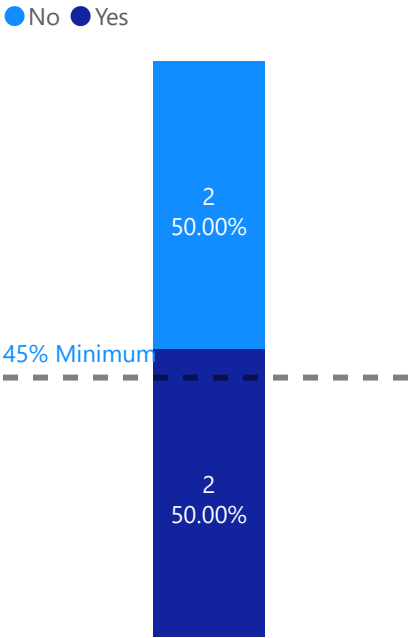
## Employment and Income Growth for Stayers

(SPM Metric 4.3)



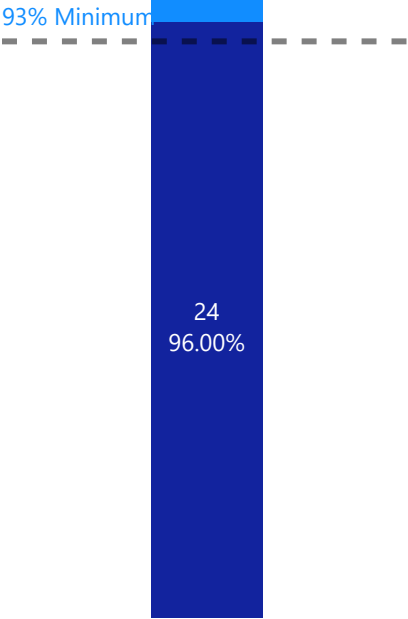
## Employment and Income Growth for Leavers

(SPM Metric 4.6)



## Exits to or Retention of Permanent Housing

● No ● Yes





# Spend Down Overview

HMIS Name: All Permanent Supportive Housing Projects

Q1

Q2

Q3



Q4

July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining

Home Yard Cottages



\$51,191.25 (Anticipated March Spend Down)

\$50,785.19

\$17,469.81

\$68,255



# Home Yard Cottages

HMIS Name: TPW--PSH--Home Yard Cottages  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-1108  
Contract Number of Beds: 14  
HMIS Total Number of Beds: 50

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - Commerce: Systems Demonstration Grant (SDG)

25

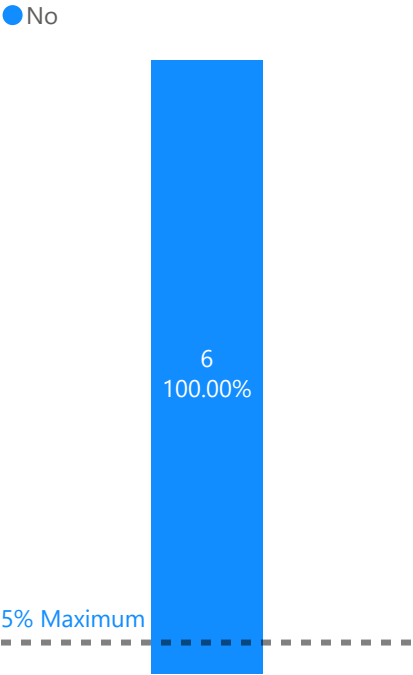
Average Rate of Utilization

111%

Min: 85%

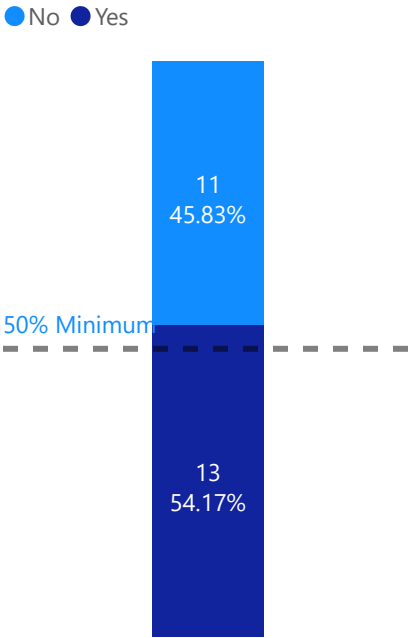
## Returns to Homelessness

(SPM Metric 2b)



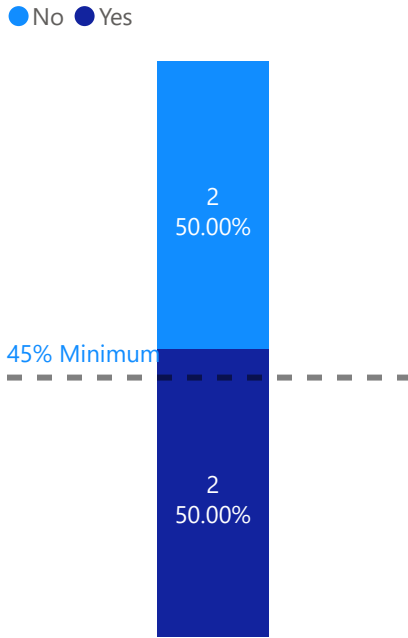
## Employment and Income Growth for Stayers

(SPM Metric 4.3)



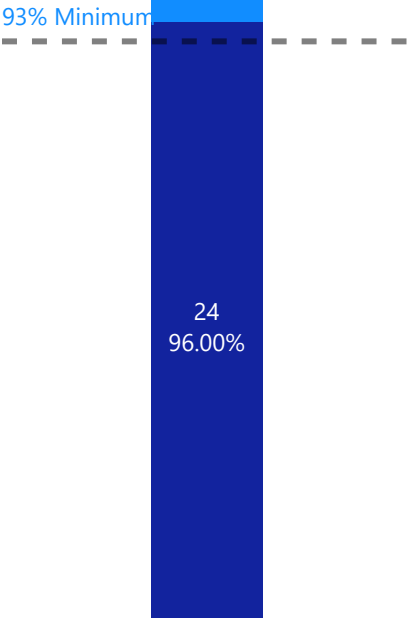
## Employment and Income Growth for Leavers

(SPM Metric 4.6)



## Exits to or Retention of Permanent Housing

● No ● Yes





# Performance Overview

HMIS Name: All Rapid Rehousing (RRH) Projects

Reporting Term: 07/01/2024 - 03/31/2025

Rapid Rehousing (RRH): Short to medium term rental assistance paired with case management. Households compete for housing in the open market as any other potential tenant

## Number of Households Served

26

## Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

0

## Avg. # of Days from Enrollment to PH

(Custom Metric)

(Blank)

Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

(SPM Metric 2b)

10% Maximum

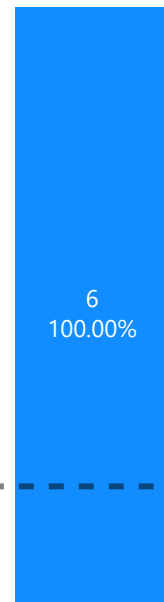
These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

### Employment and Income Growth

(SPM Metric 4.6)

● No

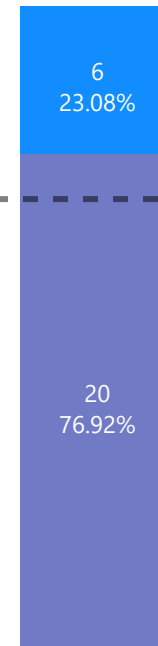
20% Minimum



### Exits to Permanent Housing

● No ● No (Still Enrolled)

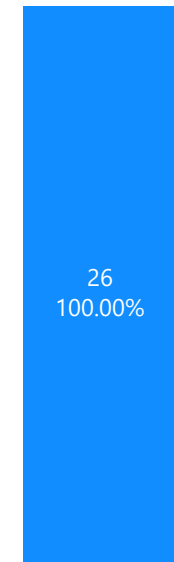
70% Minimum



### Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● No





# Spend Down Overview

HMIS Name: All Rapid Rehousing (RRH) Projects

Q1

Q2

Q3



Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Revive Rapid Rehousing

\$15,579.38

\$231,782.62

\$185,521.50 (Anticipated March Spend Down)

\$247,362



# Revive Rapid Re-Housing

HMIS Name: REV--RRH--SDG  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0997  
Contract Number of Beds: 30  
HMIS Total Number of Beds: 30

Grants:  
• Commerce: Systems Demonstrations Grant

## Number of Households Served

Projected Number: 90

26

## Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

0

## Avg. # of Days from Enrollment to PH

(Custom Metric)

(Blank)

Max: 30 Days

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

(SPM Metric 2b)

10% Maximum

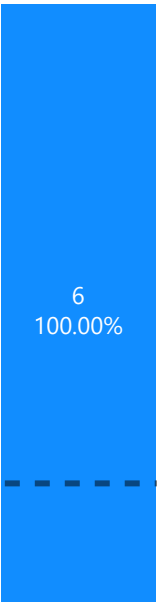
These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

### Employment and Income Growth

(SPM Metric 4.6)

● No

20% Minimum



### Exits to Permanent Housing

● No ● No (Still Enrolled)

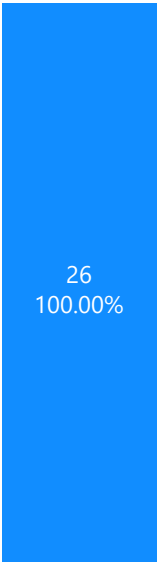
70% Minimum



### Households Served Moved into Housing

(Currently Housed - May Be Receiving Subsidy)

● No





# Revive Rapid Re-Housing

HMIS Name: REV--RRH--SDG  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0997  
Contract Number of Beds: 30  
HMIS Total Number of Beds: 30

Grants:  
• Commerce: Systems Demonstrations Grant

Narrative regarding the **FLASH Shelter** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

## **Grant OPR-2024-0997 (Rapid Rehousing):**

"The REV-RRH project did not get fully set up and going until near the end of Q2, so this project was behind the 8-ball, so to speak, from the beginning. The nature of this project is such that there was such a large pool of folks that were in the CE system and awaiting a call, and since they had been waiting for so long, it was difficult to contact many. We were able to connect with 26 individuals to complete an intake; however, many had high barriers to housing and had hopes of connecting to PSH units rather than searching for a lease in which they would be responsible for paying as time went on. Our case managers continued working with them to instill hope that they would be capable of stabilizing in permanent housing, and many have made strides in obtaining employment as well as applying to waitlists and subsidized units of their choice.

As we moved into Q3, our team was able to work with the City to clarify our rent subsidy policies and begin understanding better ways to work with individuals who had zero income at project entry. Since we did not exit anyone in Q3, there are no outcomes associated with increasing income, but there will be next quarter. To date, we have accepted 89 referrals and served 40 total individuals, enrolling them into our RRH project. Six households were permanently housed in April (Q4) and 9 individuals have been discharged/exited. Four individuals have increased their income and gained employment, and 3 are in the process of being housed right now, so we are hoping to show better outcome metrics in Q4 at project end. We are also aware this contract is not being extended. However, we will continue to work with the clients that we have enrolled until the end of our contract June 30, 2025, many of whom have an excellent chance of becoming permanently housed."

-- Joshua Leach, Program Director - Revive Counseling Spokane





# Performance Overview

Average Length of Time to Date of Engagement (Days)

0

Max: 60 Days

Number of Individuals Served

78

HMIS Name: All Street Outreach (SO) Projects  
Reporting Term: 07/01/2024 - 03/31/2025  
Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

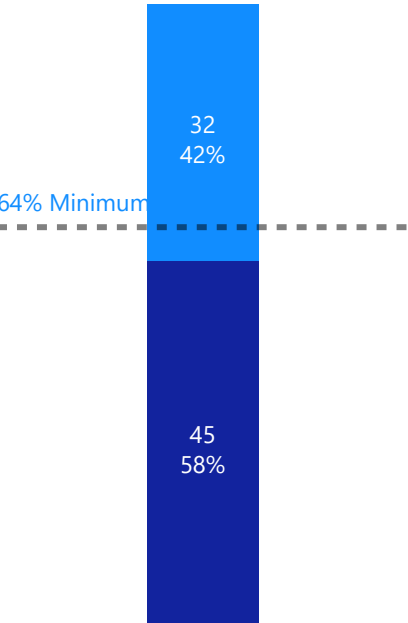
## Returns to Homelessness (SPM Metric 2b)

20% Maximum

These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

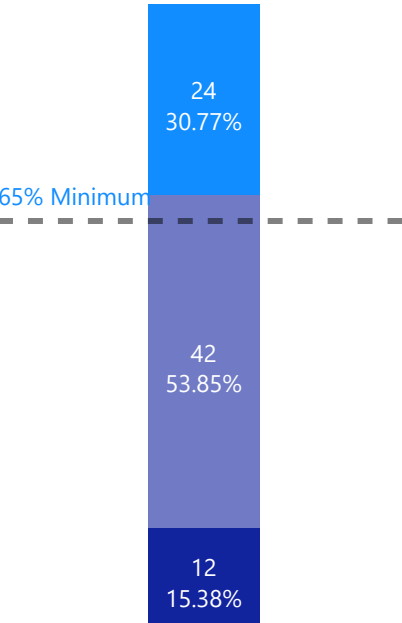
## Service those with the Long Lengths of Homelessness

No Yes



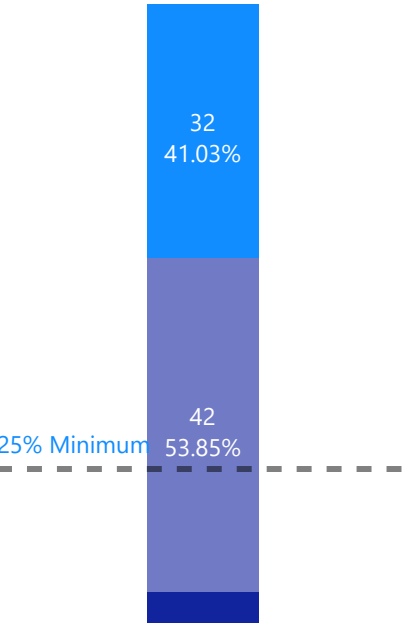
## Successful Exits from Street Outreach

No No (Still Enrolled) Yes



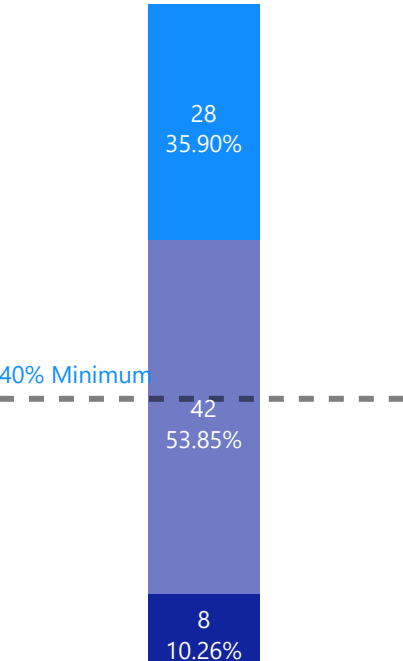
## Exits to Temporary or Institutional Settings

No No (Still Enrolled) Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Spend Down Overview

HMIS Name: All Street Outreach (SO) Projects

Q1

Q2

Q3



Q4

July August September October November December January February March April May June

● Sum of Total Spent ● Sum of Total Remaining

Women's Hearth (SO).





# Transitions - Women's Hearth

0

Max: 60 Days

Number of Individuals Served

Projected Number: 225

78

HMIS Name: TPW--SO--Womens Hearth--SDG

Reporting Term: 07/01/2024 - 03/31/2025

OPR: 2024-1109

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

- Commerce: SDG (Systems Demonstrations Grant)

**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

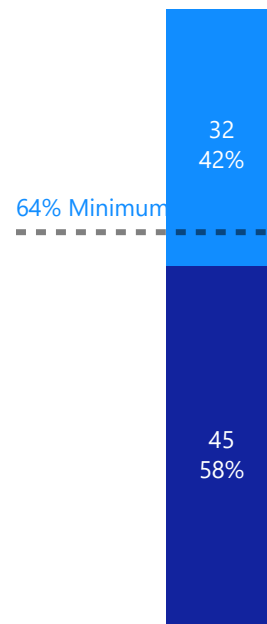
(SPM Metric 2b)

20% Maximum

These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

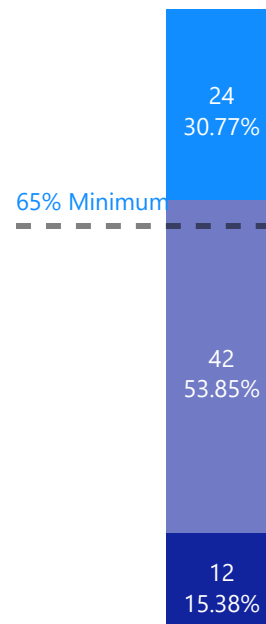
## Service those with the Long Lengths of Homelessness

● No ● Yes



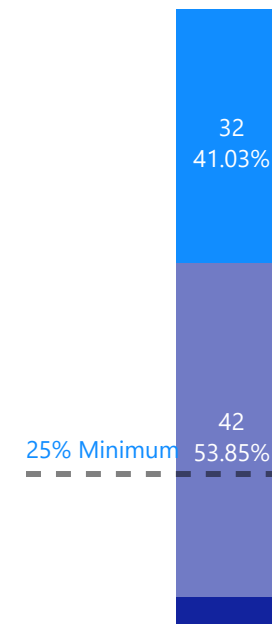
## Successful Exits from Street Outreach

● No ● No (Still Enrolled) ● Yes



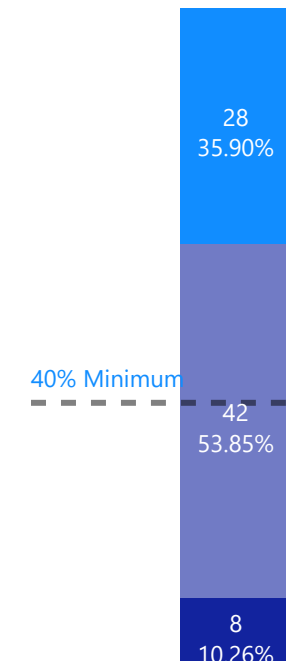
## Exits to Temporary or Institutional Settings

● No ● No (Still Enrolled) ● Yes



## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





# Transitions - Women's Hearth

HMIS Name: TPW--SO--Womens Hearth--SDG  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-1109  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:

- Commerce: SDG (Systems Demonstrations Grant)

Narrative regarding the **Women's Hearth** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-1109 (Street Outreach):**

"Regarding our numbers this quarter, we were unable to assist people in getting permanent housing, as there are no vacancies at this time. In addition, the lack of housing vouchers created an extra barrier for those we serve."

-- Angela Amos, Transitions' Women's Hearth Program Director



## Performance Overview

HMIS Name: All Street Outreach (SO) Projects

Reporting Term: 07/01/2024 - 03/31/2025

Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

Information regarding the following Street Outreach Report.

The following report provides the same information for FY25-SDG funded Street Outreach Projects, except the metrics for **Successful Exits from Street Outreach**, **Exits to Temporary or Institutional Setting**, and **Exits to Permanent Housing**, are exclusively only counting clients that have a **Date of Engagement**.



# Performance Overview

HMIS Name: All Street Outreach (SO) Projects  
Reporting Term: 07/01/2024 - 03/31/2025  
Street Outreach (SO): Providing case management to those who are unsheltered with the goal to exit them into ES, TH, PSH or treatment facilities (if needed/requested).

0

Max: 60 Days

Number of Individuals Served

78

**Legend** (All the clients enrolled in the reporting period with a **Date of Engagement** are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

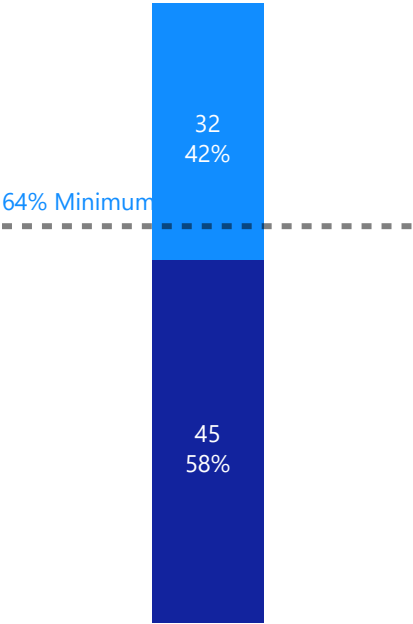
## Returns to Homelessness (SPM Metric 2b)

20% Maximum

These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

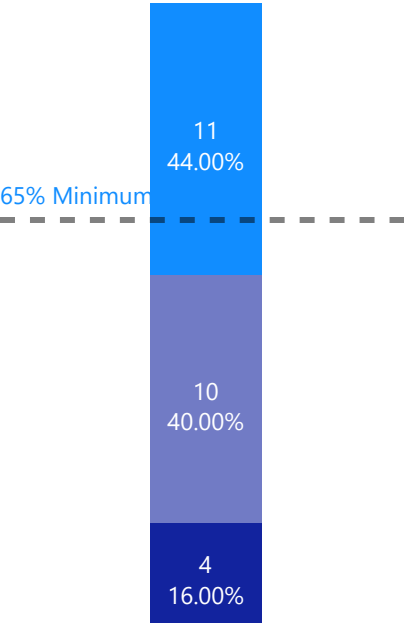
## Service those with the Long Lengths of Homelessness

No Yes



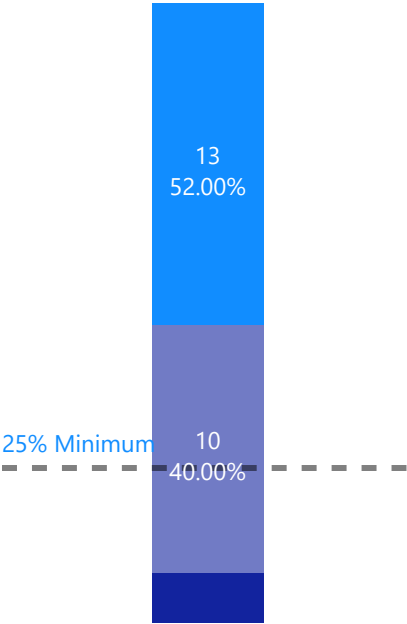
## Successful Exits from Street Outreach

No No (Still Enrolled) Yes



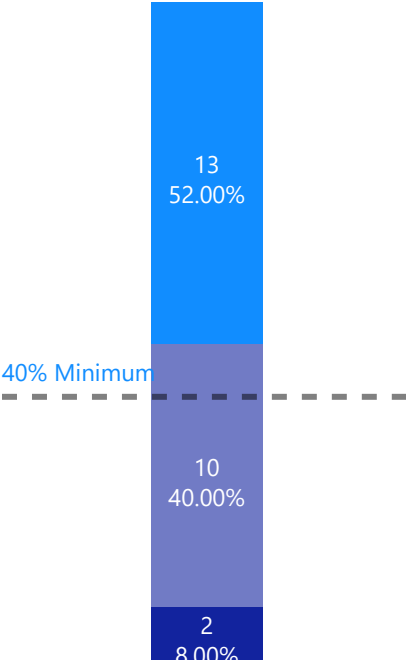
## Exits to Temporary or Institutional Settings

No No (Still Enrolled) Yes



## Exits to Permanent Housing

No No (Still Enrolled) Yes





# Transitions - Women's Hearth

0

Max: 60 Days

Number of Individuals Served

Projected Number: 225

78

HMIS Name: TPW--SO--Womens Hearth--SDG

Reporting Term: 07/01/2024 - 03/31/2025

OPR: 2024-1109

Contract Number of Beds: N/A

HMIS Total Number of Beds: N/A

Grants:

- Commerce: SDG (Systems Demonstrations Grant)

**Legend** (All the clients enrolled in the reporting period with a **Date of Engagement** are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

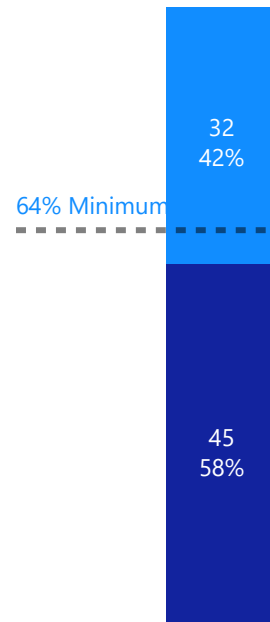
(SPM Metric 2b)

20% Maximum

These metric only applies to clients that have exited two years before the reporting period and have returned to a project, none of the clients were exited at the time of report as the project started this year (2024).

## Service those with the Long Lengths of Homelessness

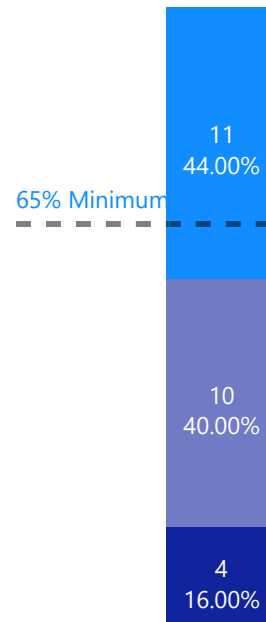
● No ● Yes



64% Minimum

## Successful Exits from Street Outreach

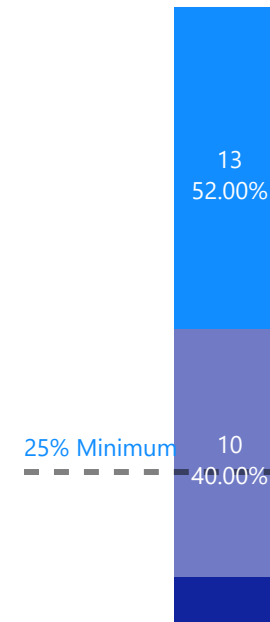
● No ● No (Still Enrolled) ● Yes



65% Minimum

## Exits to Temporary or Institutional Settings

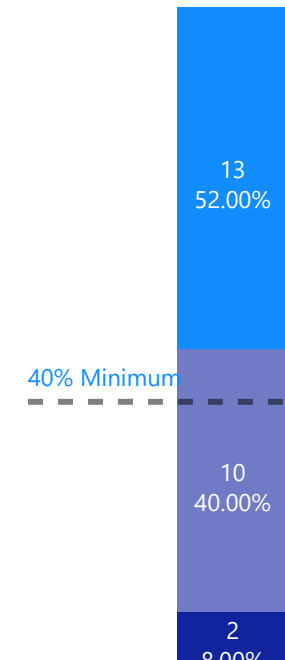
● No ● No (Still Enrolled) ● Yes



25% Minimum

## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



40% Minimum



# Transitions - Women's Hearth

HMIS Name: TPW--SO--Womens Hearth--SDG  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-1109  
Contract Number of Beds: N/A  
HMIS Total Number of Beds: N/A

Grants:

- Commerce: SDG (Systems Demonstrations Grant)

Narrative regarding the **Women's Hearth** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-1109 (Street Outreach):**

"Regarding our numbers this quarter, we were unable to assist people in getting permanent housing, as there are no vacancies at this time. In addition, the lack of housing vouchers created an extra barrier for those we serve."

-- Angela Amos, Transitions' Women's Hearth Program Director





# Performance Overview

HMIS Name: All Transitional Housing (TH) projects  
Reporting Term: 07/01/2024 - 03/31/2025  
Transitional Housing (TH): One-to-Two-year program offering intensive case management. Helps stabilize households and prepare them for independent living. Units are pre-identified.

Number of Households Served

19

Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

216

Max: 160 Days

Average Utilization Rate

111%

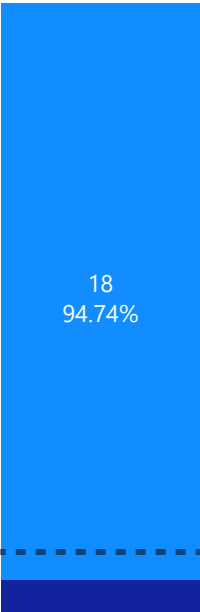
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

## Returns to Homelessness

(SPM Metric 2b)

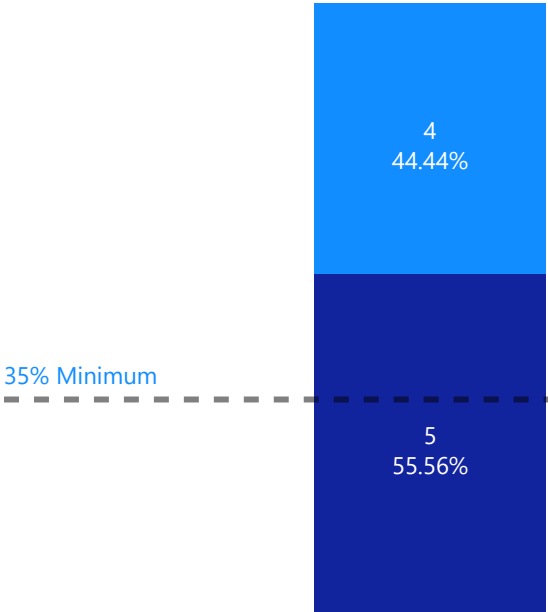
● No ● Yes



## Employment and Income Growth

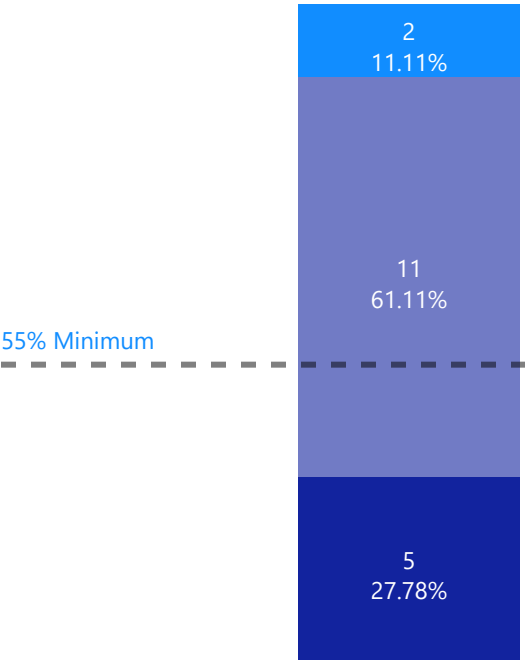
(SPM Metric 4.6)

● No ● Yes



## Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





# Spend Down Overview

HMIS Name: All Transitional Housing (TH) Projects

Q1

Q2

Q3



Q4

July

August

September

October

November

December

January

February

March

April

May

June

● Sum of Total Spent ● Sum of Total Remaining

Transitional Living Center



Miryam's House





# Miryam's House

HMIS Name: TPW--TH--Miryams House  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0767  
Contract Number of Beds: 4  
HMIS Total Number of Beds: 6

- Grants:
- City of Spokane: Homeless Housing Assistance Act (HHAA)
  - Commerce: Systems Demonstration Grant (SDG)

## Number of Individuals Served

Projected Number: 12

10

## Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

196

Max: 160 Days

## Average Utilization Rate

100%

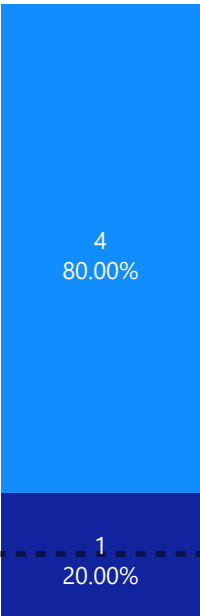
Min: 85%

**Legend** (All the clients enrolled in the reporting period are included in this metric):  
**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

(SPM Metric 2b)

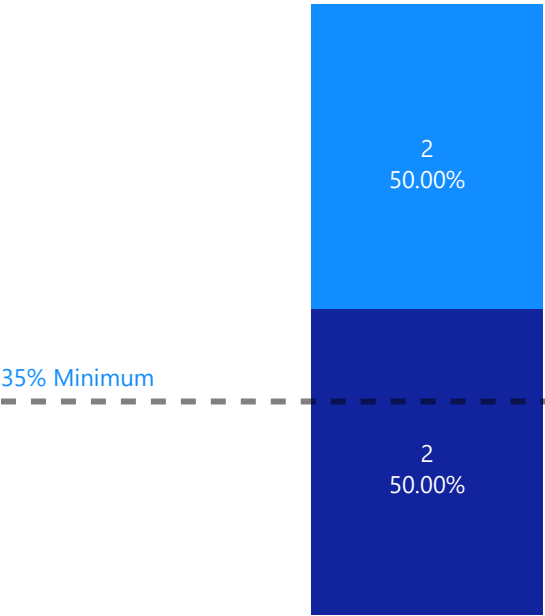
● No ● Yes



### Employment and Income Growth

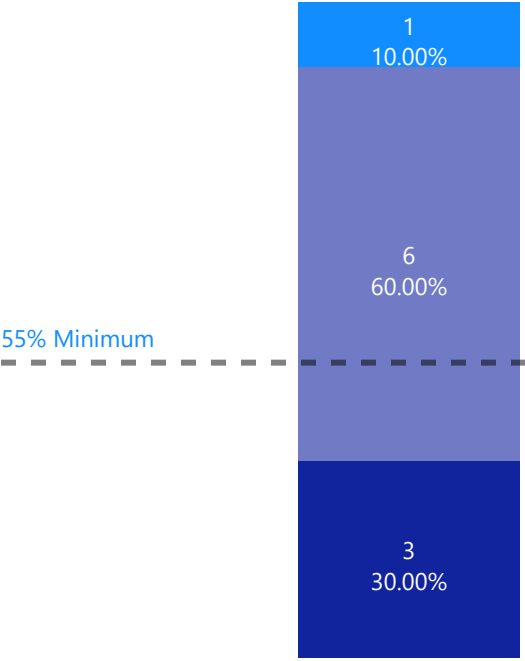
(SPM Metric 4.6)

● No ● Yes



### Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes





# Miryam's House

HMIS Name: TPW--TH--Miryams House  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-0767  
Contract Number of Beds: 4  
HMIS Total Number of Beds: 6

Grants:

- City of Spokane: Homeless Housing Assistance Act (HHAA)
- Commerce: Systems Demonstration Grant (SDG)

Narrative regarding the **Miryam's House** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-0767 (Transitional Housing):**

"Miryam's House did not meet the minimum performance measure for exits to permanent housing during this reporting period because six women remain enrolled in the program. While some of these participants are ready to transition to permanent housing, they have been unable to do so due to a severe lack of affordable housing options in the community. Housing vouchers remain unavailable, and permanent supportive housing waitlists are currently closed, leaving very few viable pathways for stable housing.

Staff are continuing to support participants in maintaining their progress and stability while actively seeking alternative housing solutions. We are also working closely with each woman to explore employment opportunities and increase income where possible to expand their housing options. This delay in exits is reflective of broader systemic challenges rather than a lack of readiness, and our team remains committed to supporting each participant in securing safe and sustainable permanent housing as soon as it becomes available."

-- Tara Mugica, Program Specialist - Transitions' Women's Hearth



# Transitional Living Center

## Number of Households Served

Projected Number: 12

9

## Average Length of Time Homeless (Days)

(SPM Metric 1a.2)

222

Max: 160 Days

HMIS Name: TPW--TH--TLC  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-1107  
Contract Number of Beds: 15  
HMIS Total Number of Beds: 19

### Grants:

- City of Spokane: Human Services Grant (HSG)
- Commerce: Systems Demonstration Grant (SDG)

## Average Utilization Rate

121%

Min: 85%

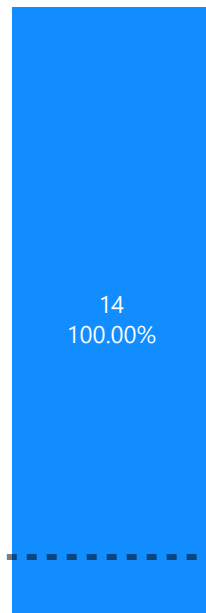
**Legend** (All the clients enrolled in the reporting period are included in this metric):

**No:** Exit occurred but not successful/Permanent. **No (Still Enrolled):** Client has not yet been exited. **Yes:** Client exited successful/Permanent.

### Returns to Homelessness

(SPM Metric 2b)

● No

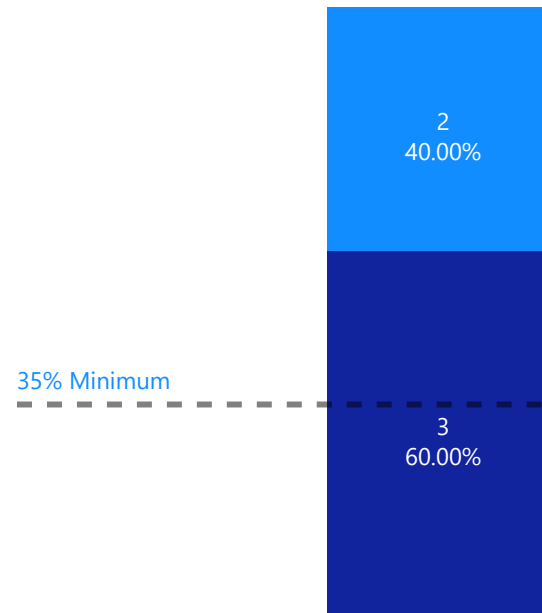


10% Maximum

### Employment and Income Growth

(SPM Metric 4.6)

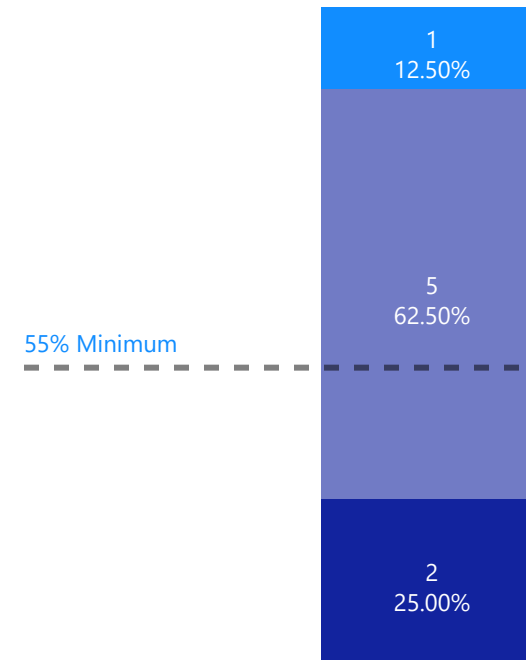
● No ● Yes



35% Minimum

### Exits to Permanent Housing

● No ● No (Still Enrolled) ● Yes



55% Minimum



# Transitional Living Center

HMIS Name: TPW--TH--TLC  
Reporting Term: 07/01/2024 - 03/31/2025  
OPR: 2024-1107  
Contract Number of Beds: 15  
HMIS Total Number of Beds: 19

Grants:

- City of Spokane: Human Services Grant (HSG)
- Commerce: Systems Demonstration Grant (SDG)

Narrative regarding the **Transitional Living Center** HMIS QPR Report for **Q3** Reporting Period: **July 1, 2024 - March 31, 2025**

**Grant OPR-2024-0768 (Transitional Housing):**

"TLC did not meet the minimum performance measure for exits to permanent housing during this reporting period primarily due to the continued enrollment of five families who are not yet ready to transition. These families are facing significant barriers that require extended stabilization, including ongoing mental health needs, limited income, and a lack of safe, affordable housing options. Additionally, structural challenges such as the continued closure of housing voucher programs and long-term waitlists for permanent supportive housing have severely limited available pathways to permanent housing.

TLC is actively working with these families to increase their housing readiness by focusing on employment support and income growth, with the goal of helping them afford housing independently when subsidized options are unavailable. While these efforts take time and have impacted our short-term performance metrics, they reflect our commitment to client-centered, sustainable transitions that prioritize long-term stability over temporary solutions."

-- Tara Mugica, Program Specialist - Transitions' Women's Hearth