



# ENDING HOMELESSNESS BY PUTTING HOUSING FIRST

May 02, 2024





# Who We Are

In 1989, in Alameda County, Abode Servicers was founded with the mission of ending homelessness.

Today, we continue to practice Housing First principles, assisting low-income, un-housed persons, including those with special needs.

Along with our partner agencies, we work to help individuals and families to secure stable, supportive housing; and to be advocates for the removal of the causes of homelessness.

**Alameda**  
(1989)

**Santa Clara**  
(2009)

**San Francisco**  
(2011)

**Santa Cruz**  
(2012)

**San Mateo**  
(2015)

**Napa**  
(2017)

**Solano**  
(2023)

# OUR REACH

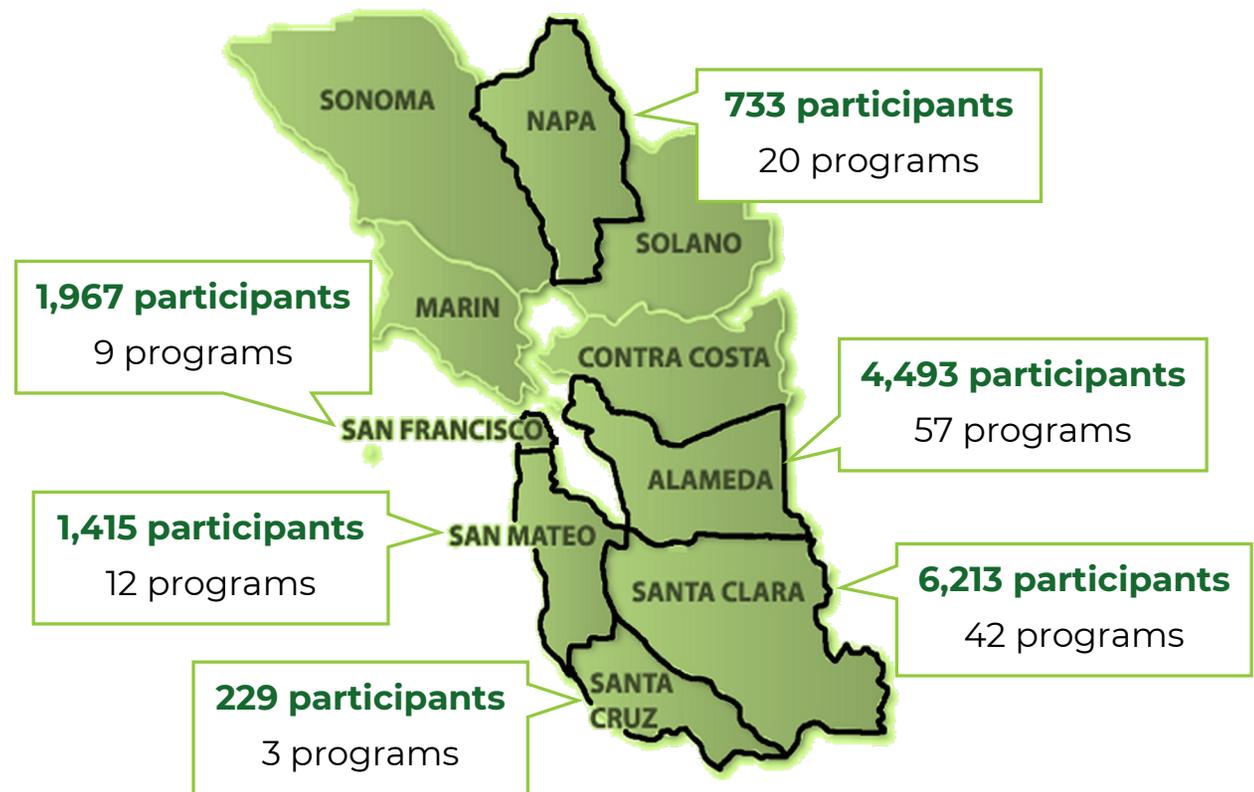
In FY23,  
Abode Served:

**15,050** people

11,690 adults

3,360 children

10,143 households



# FY23: Housing Outcomes

Since July 2020

**10,243** people housed by  
Abode Services

On any given night

**6,807** people slept in a home  
and not on the street





# FY23: Housing Stability



**9,236**

people in stable housing with support from Abode Services

**2,595**

people exited to permanent housing

# Santa Clara County

Abode has been working in Santa Clara County since 2009.

Our operations include:

- Housing Development
- Property Management
- Participant Services



# Abode Housing Development (AHD)

Rehabilitate existing structures or build new supportive housing communities.

**At these sites, we combine housing and social services to help formerly homeless people gain a new home and keep it.**



*Opportunity Center (Palo Alto)*

# Abode Property Management (APM)

Manage a mix of Interim Housing and Permanent Supportive Housing properties, including:

- scattered-site supportive housing
- single-family homes
- four-plexes
- shared housing
- hotel/transitional housing
- multifamily housing, and
- master-leased housing.



*Cedar (Newark)*

# Abode Property Management (APM)

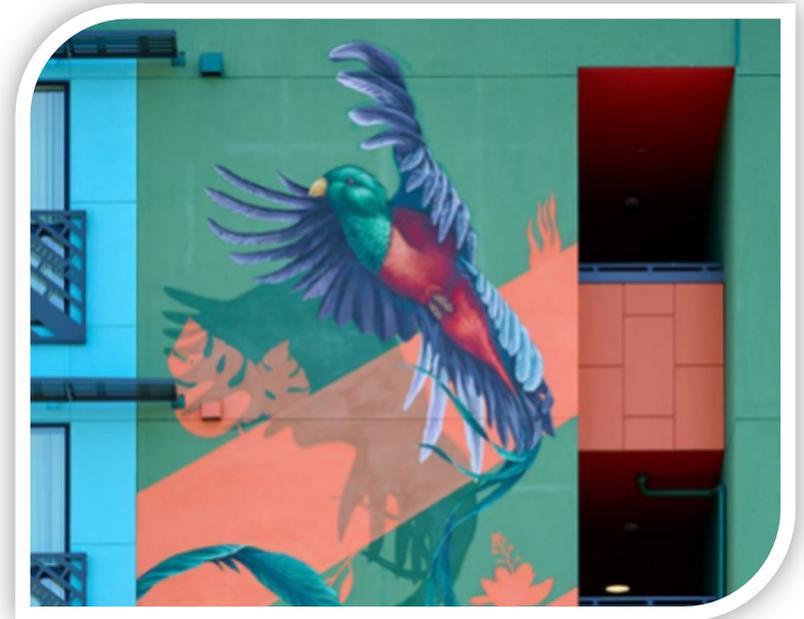
APM also provides several necessary functions:

- Leasing, screening, and marketing
- Legal and regulatory compliance monitoring
- Routine and preventive maintenance
- Specialized accounting services and financial reports
- Management consultation
- Property inspections and condition reports



# Program Types

- Permanent Supportive Housing  
*(and Mental Health Programs)*
- Rapid Rehousing
- Homeless Prevention
- Outreach
- Shelters/Interim Housing



*Quetzal Gardens*

# Participant Services

- Case management
- Housing Support
- Housing Search and Landlord Development
- Financial Assistance Provided  
*(i.e. rent, security deposit, utilities, etc.)*
- Outreach Service  
*(conduct Vi-SPDAT for Coordinated Entry, offer resources, etc)*
- UPLIFT (VTA transit passes)
- Offer resources for Employment/Skill Development



# Helpful Resources

## HUD Exchange CoC and ESG Virtual Binders

Great for quick knowledge refreshers

<https://www.hudexchange.info/homelessness-assistance/coc-esg-virtual-binders/>

## Clarity Help Center

Find trainings like "Clarity How To's" and guides for canned reports or *Looker* reports

<https://help.bitfocus.com/>





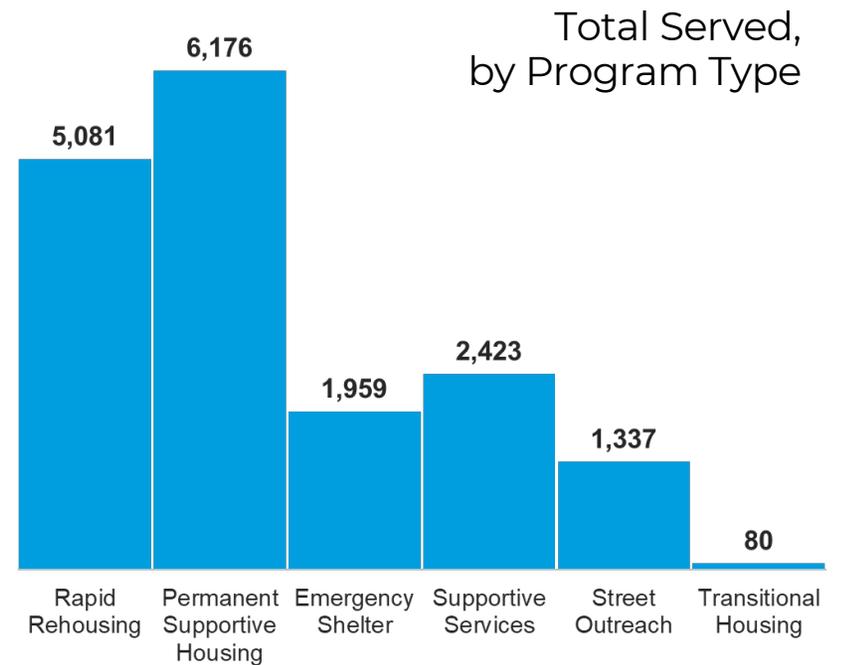
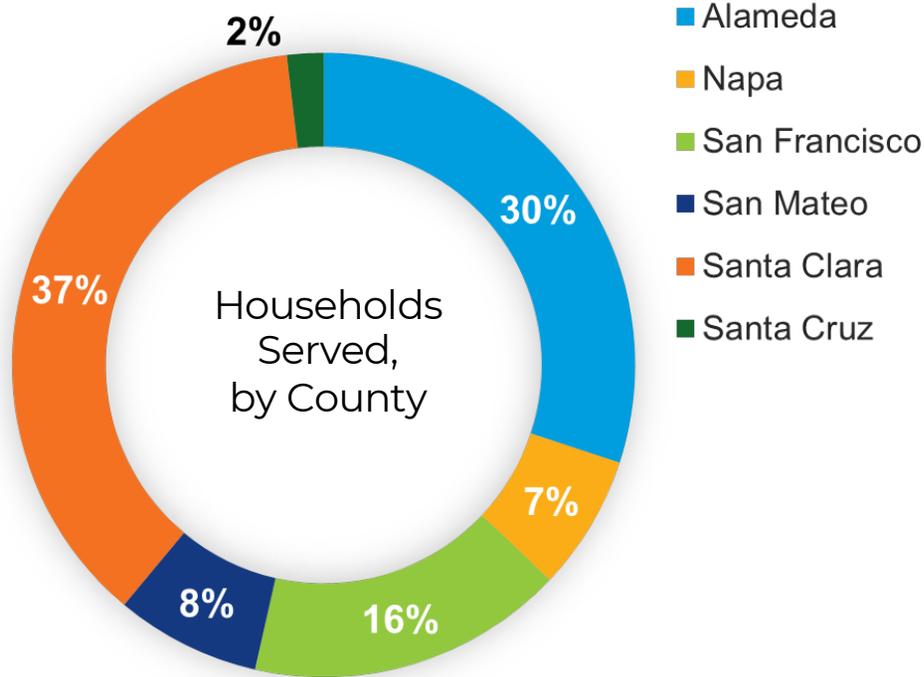
# **FY23 Annual Impact Data**

More information available online at

<https://abode.org/our-impact-data>



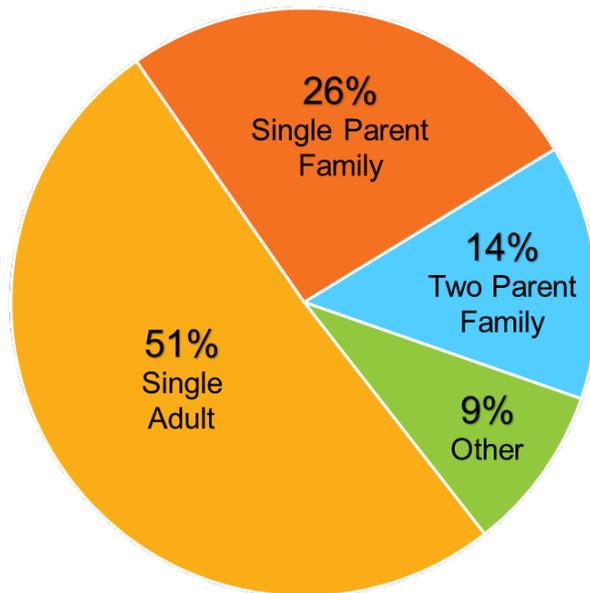
# PARTICIPANTS SERVED



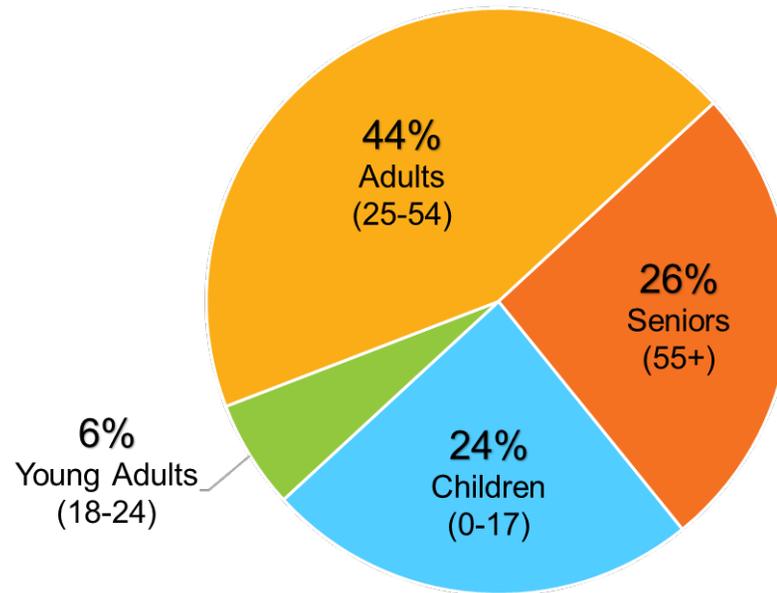
# PARTICIPANT DEMOGRAPHICS



Households Served, by type

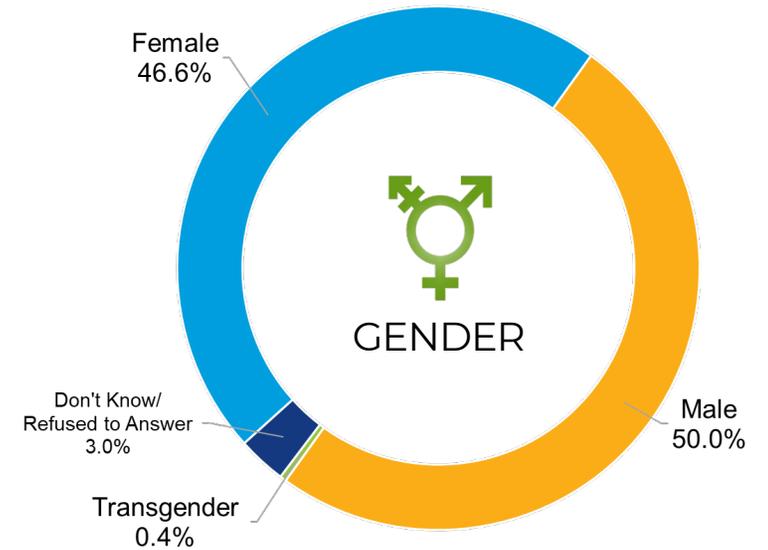
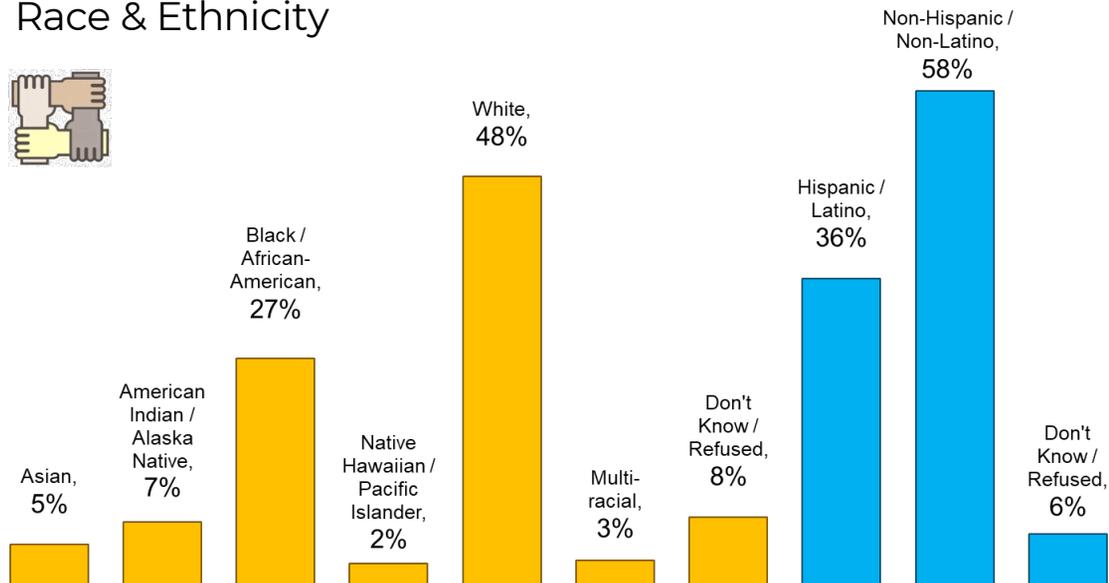


Participants Served, by Age group



# Participant Demographics

## Race & Ethnicity



# Exits to Permanent Housing

County →	Alameda	Napa	San Francisco	San Mateo	Santa Clara	Santa Cruz
<b>Housing Programs</b>						
Permanent Supportive Housing	36%	67%	51%	70%	38%	69%
Rapid Rehousing	83%	64%	52%	77%	68%	42%
Transitional Housing for Young Adults	60%	-	-	-	-	-
<b>Emergency Shelter</b>						
Emergency Shelter	24%	2%	-	-	33.3%	-
<b>Street Outreach</b>						
Street Outreach	10%	8%	-	-	11.4%	-



# 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 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%

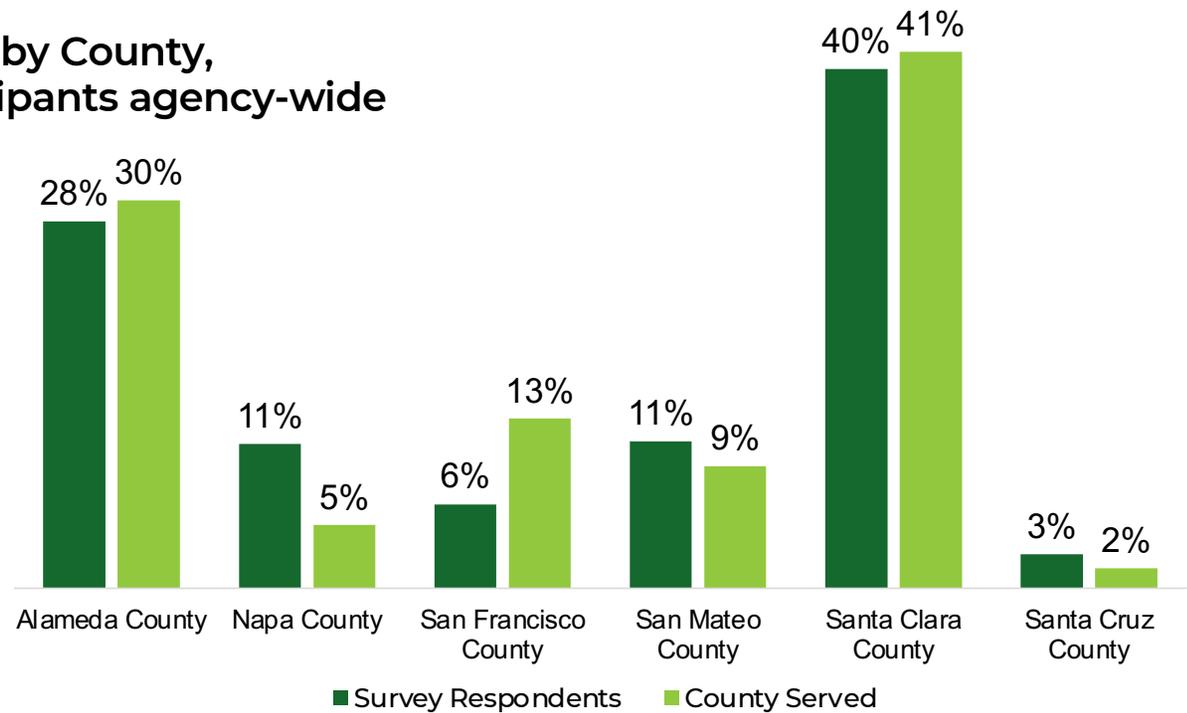
# Participant Surveys



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*

# 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

### Collaboration with the Training Department

Helped revise trainings for direct service staff

Aligned training with Abode's goals of participant-centered, inclusive care

Financial Empowerment training

### New Project Ideas

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

