**Performance Report** Fiscal Year 2022: December 2021



#### Are we helping guests move into housing?

Yes, we are just above our threshold target but almost double this time last year. Thanks to an historic budget season, this year there are more vouchers to help guests move into housing than ever. The city-wide process to match guests to a voucher and thus a housing provider is well underway. Guests are busy collecting documents and being 'housing ready' so that they can quickly move into housing once matched. We are excited to help many more guests than normal move into housing this year. Our annual target is to help 226 guest.

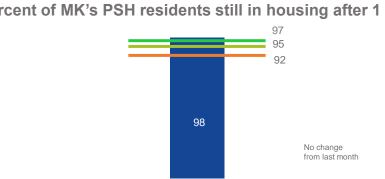
While we have all had to adapt due to the pandemic, we continue to hold guests at the center of everything we do. We continue to open every Monday through Friday, serving a hot meal and helping guests connect to services they need. Whether they come to Miriam's Kitchen, are seen in the community by our Outreach team, or in their apartment as part of our Permanent Supportive Housing team we continue to help guests achieve their goals.



Number of MK guests we have helped move into housing this year

### Are guests who formerly experienced homelessness remaining in housing?

Yes, and we are at our stretch target! Our strong eviction prevention work enables us to keep a high retention rate. For the over 220 residents that were housed in our program for over 1 year, only 4 left prior to a year for a negative reason. Impressive!



Percent of MK's PSH residents still in housing after 1 year

### Performance Report FY22: December 2021

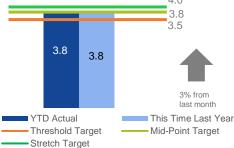


## Are we delivering high-quality, guest-centered services?

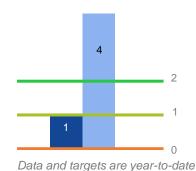
Yes, most measures guests prioritize to improve their lives are reaching the targets we set to help them. PSH residents are beginning to report their connections to mental health services and physical health services. They are also sharing responses for the two questions we ask to measure our #1 Value. We continue to prioritize helping as many guests as possible connect to mental health services.

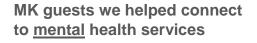
The charts below show targets for this month, our annual mid-point targets are Guests we helped obtain SSI/SSDI through SOAR: 6 guests Guests we helped connect to mental health services: 291 guests Guests we helped connect to physical health services: 319 guests

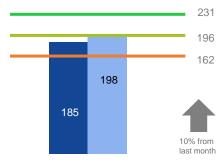
Average MK Plate score (a tool developed by MK to measure the nutritional value of each meal. Scale is 1-4 measuring if a meal contains protein, fruit, vegetables, and whole grains) 4.0



MK guests we helped obtain SSI/SSDI through SOAR

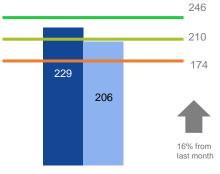






Data and targets are year-to-date

### MK guests we helped connect to <u>physical</u> health services

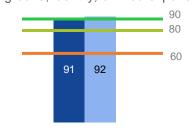


Data and targets are year-to-date

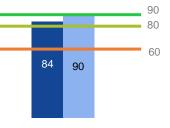
### Our #1 value, Guests are at the center of everything

we do, is measured by asking guests two questions:

Percent of guests who feel that all Miriam's Kitchen staff treat them according to what they need, regardless of their race, gender, background, identity, or lived experience



Percent of guests who feel their needs and goals are met to the best of Miriam's Kitchen's abilities



Source: PSH SPDAT assessments

Performance Report FY22: December 2021



# Are we building and exerting our leadership to accelerate ending chronic homelessness in DC?

We are working closely with the DC government and our partners to ensure DC can implement the historic 2,400 PSH vouchers funded in last year's budget, while maintaining best practices and the highest quality of services. The majority of our work was focused on the Mayor's current approach to encampments, including the CARE Pilot. The overall goal of the pilot is great but many of the practices that are occurring are unnecessary and have the potential to traumatize our guests and further criminalize homelessness.

Amount invested in ending chronic homelessness by the DC government

Overview of the city's FY22 budget

PSH Minimum units needed Mayor's proposal

Family PSH Our ask Council's first budget

The Point in Time Count will happen in January 2022. Last year there were 1,618 individuals experiencing chronic homelessness. We hope to see a significant decrease this year. Even though there are historic vouchers in this year's budget, we likely won't see the full effect of that for a year or two.

Number of individuals experiencing chronic homelessness in DC (lower is better)



We measure the growth of our communication reach as growth from October's reach of about 35,000 individuals. We hope to grow that by 12.5% by the end of the fiscal year. We are slightly behind pace but do believe we can get back on pace quickly.



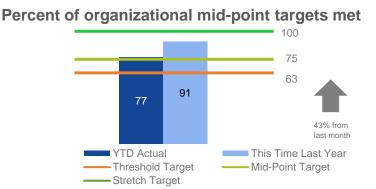


### Performance Report FY22: December 2021



#### Are we meeting our objectives?

Yes. Of the 13 measures we have data for, 10 are currently at or above mid-point targets! We will continue to prioritize those areas we are not meeting mid-point targets and are confident we will see improve as we continue through the year.

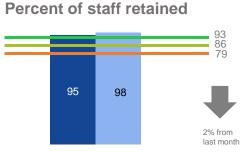


# Are we building and maintaining an equitable and inclusionary culture?

Yes, we are excited to welcome our new Director of Equity and inclusion! She is busy meeting staff, planning trainings, and beginning to build out how to measure and report out this work.

# Are we recruiting and retaining high-performing, values-centered staff?

Yes, we are above our stretch target. We are busy recruiting for the many positions we currently have open and building a strong culture so that staff stay at Miriam's Kitchen.





#### Are we financially sustainable?

Yes, we are above our stretch target! We are amazed to see how much our donors have supported us this year. We raised more so far this year than either of the last two years! We are so gracious for all our supporters and that means we can support our guests even more. Even though we surpassed this target, it doesn't mean that we will stop fundraising. We will continue working to retain our donors and planning for ways to engage even more.

The reporting of our months of expenses in reserves is at least a month delayed. During our pandemic response we hope to have 6 months of expenses in reserve rather than 3 months that are stated in our bylaws. As of November, we are doing great!



Amount of non-contract revenue raised (in millions)

#### Months of expenses in reserve

