



**PROJECT
HOMELESS
CONNECT**
WASHINGTON COUNTY

JULY 1, 2022-
JUNE 30, 2023

2023

A grayscale photograph of two people standing on a rocky mountain peak with their arms raised in celebration. The background shows a hazy landscape with mountains and a body of water.

PHCWC
IMPACT REPORT

OUR MISSION

To empower individuals experiencing houselessness by meeting them where they are and walking with them on their unique journeys toward stability and self-reliance.

Table of Contents

Who We Are	_____	01
Programs	_____	02
Outreach	_____	03
Day Center	_____	04
Shelter	_____	05
Housing	_____	06
Housing Stories	_____	07
One-Day Events	_____	08
Community Contributions	_____	09



Most of our team have been houseless themselves. They understand the challenges our friends face and are exceptional at walking with them on their journeys, showing them that change is possible through example.

Our Vision

To ensure all people in Washington County have a stable place to call home by collaboratively working with partner agencies and government bodies to provide a high-quality, integrated system of services that includes trauma-informed street outreach, well-equipped access centers, congregate and non-congregate shelter formats, and housing assistance programs.

Our Commitment to DEI

Project Homeless Connect has an organizational commitment to diversity, equity, and inclusion to ensure that our programs and workplace are equitable in both access and outcomes. The policies and intent at PHC are to provide equal opportunity for all persons in terms of employment, board participation, and service reciprocity—regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation, gender identity, socioeconomic status, disability, or age. PHC responds affirmatively in its practices.

"I'm committed to cultivating a workspace environment where staff can find joy and purpose in their work, belonging amongst their peers, and pride in their impact."

Kim Marshall
Executive Director

Our Values

1

Community: Homelessness affects the entire community and therefore should be addressed in a collaborative, problem-solving manner.

2

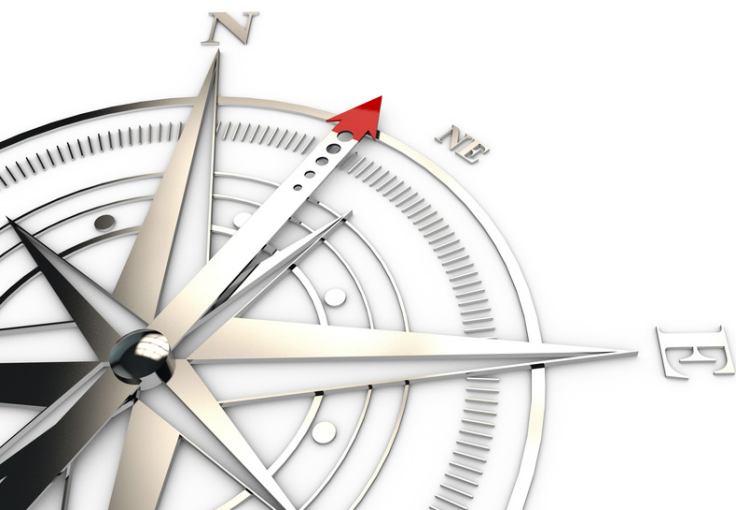
Hope: There is nobody that is beyond help; we build trusting relationships so that when people are ready to receive help, they know we are there.

3

Compassion: Every human being has worth; we treat others with love and respect, no matter what.

4

Empowerment: All aspects of our programs use an equity lens to uplift and elevate those we serve.



Programs

Our multi-pronged approach built upon trusting relationships includes our street outreach team, access center, shelter services, and housing resources with case management. Utilizing peer-support services, trauma-informed care, a DEI lens, and other current best practices, we are ending houselessness and changing the lives of the friends we serve.



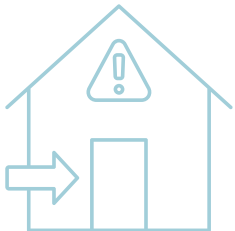
OUTREACH

Our outreach team engages with people living in unsheltered locations, such as cars, parks, abandoned buildings, encampments, and streets. They reach people who might not otherwise seek assistance or come to the attention of the homelessness service system.



DAY CENTER

Our access center is a place of refuge and belonging where people can shower, do laundry, receive meals, and get connected to various resources - including shelter/housing programs, mental health services, and social service benefits.



SHELTER

Inclement weather shelters are activated when weather conditions create an immediate danger for unhoused people. Our year-round non-congregate shelters allow us to provide safety and stability to individuals while actively seeking to connect them to permanent housing.



HOUSING

Housing Case Management pairs individuals experiencing houselessness with a case manager to help them secure permanent housing and connect them with other support services in the area. We have both long-term and short-term assistance programs.



ONE-DAY EVENTS

Service providers from the community come together to provide comprehensive, critical resources such as dental care and career counseling provided all under one roof for one day.

Outreach

271

people served

ITEMS PROVIDED

112

Trimet Tickets

104

Pre-Engagement Items

5

OOTC Rooms

13

Discretionary Items

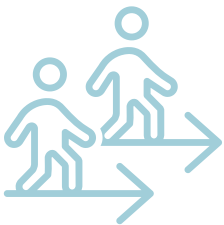
8

Propane Tanks



"Outreach and the Crisis Intervention Team (CIT) worked together to separate a woman and her children from an abusive man per her request. With all of our powers combined, we put them in a hotel room for two weeks, bought the children shoes and clothing, got them emergency phones through CIT and above all else, we worked together to make sure they were safe. She and her children were enrolled in the ticket home program to return to family where they are currently safe."

Loni Barrett
Outreach Manager



TRANSITIONS TO SHELTER AND HOUSING

22

referrals to shelter



4

referrals to HCMS



HIGHLIGHTS:

- A couple were at 197th and referred to the pods. From there they went to PHC shelter at Rodeway and were accepted for the RLRA program through encampment HCMS. They were approved for their apartment July of 2023!
- Through advocacy and re-connecting an individual living outside to his original caseworker, he was housed after two years at hwy 47.
- During the winter, outreach provided transportation to inclement weather shelters and offered warm clothing/shoes/sleeping items to preserve life in the cold.
- All year long, outreach offered food and water, essential items for hygiene, jackets, clothing and gas/propane to improve the quality of life for friends outside.
- Outreach moved an RV to prevent one clients entire life's belongings from being thrown away.

Day Center

1,225
people served

"I came here with nothing on my feet. I hadn't showered in seven days. My stomach was empty and I was hungry. My clothes were dirty with holes. I was alone and knew nobody. Thank you, I'm leaving and look you gave me shoes. I took a shower and my clothes are clean. I ate so much my stomach is full. And now I have friends."

Day Center Guest



23,384 
meals served

88% 
growth of impact

772 
showers provided

63% 
new guests

HIGHLIGHTS:

- People refer to the Day Center as their home and family.
- The group of regular daily visitors continually changes with the number of friends moving into housing.
- We had an 88% growth in the number of people we served from the year prior.
- Staff training has increased our quality of care and even resulted in saving a life; after an individual overdosed, staff took fast action administering Naloxone and performed CPR until emergency personnel arrived.

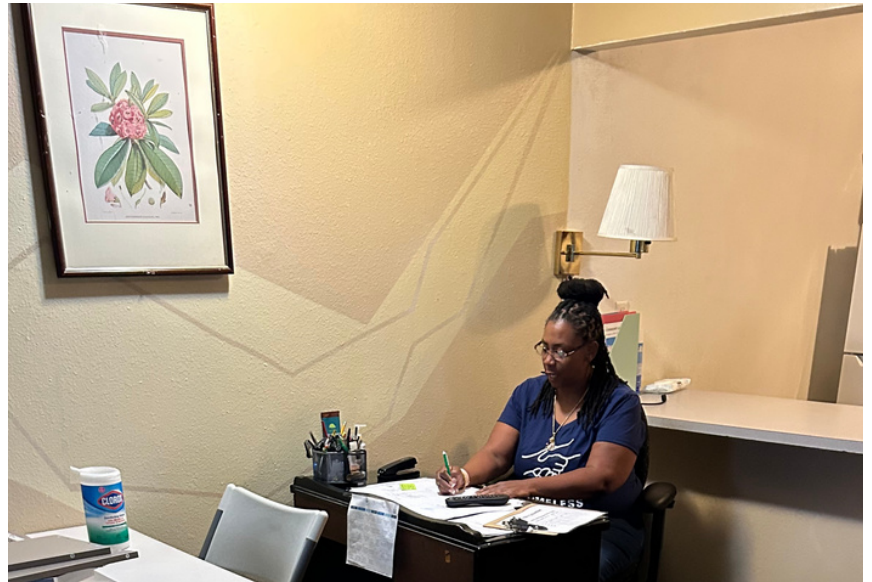
MOVING FOWARD:

- We are seeking ways to better coordinate with mental health services and advocate for a better system of care. We have witnessed too many people suffering because of the broken system, which has resulted in homelessness, abuse, drug use, neglect, disease, hunger, imprisonment, and death.
- The small space limits our capacity to provide services. Renovations are currently in process to expand our bathroom resources and ADA compliance.

Shelter

108

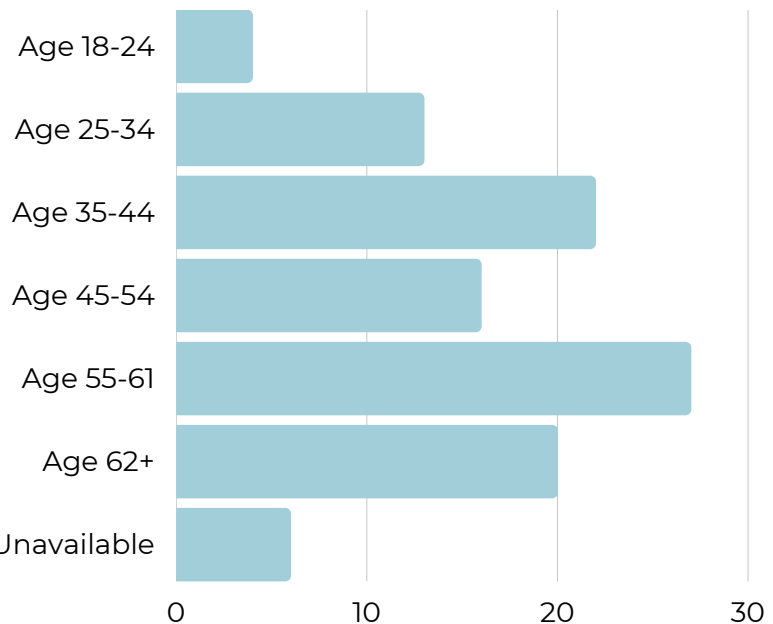
provided shelter



"If it wasn't for PHC's shelter program, I would be in a much worse condition and somewhere unsafe. The staff understand where I come from and the challenges I face. They don't judge me. I have a lot of barriers to housing, but PHC gives me hope as I try to overcome those barriers. PHC is really helping people in the community get back on their feet."

Shelter Participant

AGE OF PARTICIPANTS:



15

transitions
to housing



LOCATIONS:

- Beaverton Budget Inn
- Rodeway Inn & Suites (in Beaverton)
- Motel 6 (in Tigard)

SHELTER EXITS & CAUSES:

- 2 exits due to severe mental illness
- 5 exits due to non-compliance

Inclement weather activated 4 times, serving over 100 people each time.

Housing

111 people housed : 99 people retained

***Reason for ALL evictions: Lack of resources available for severe mental health cases.**

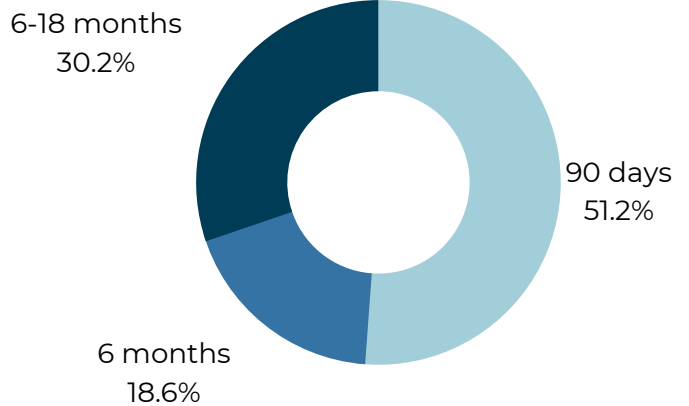
Rick was houseless for 6 years. He is a veteran who experienced a traumatic brain injury and coma, Entering housing through our program was a surreal experience for him. "I'm nervous but excited. It makes me feel like I can start over. Life is full of surprises with ups and downs...*

but the good still outweighs the bad. There is a lot of love here."



**name changed for privacy*

LENGTH OF TIME FROM ENTRY TO HOUSING (HCMS):



	HCMS	Rapid Rehousing	Rapid Rehousing
In Program	128	31	62
Housed	97	14	N/A
Retained Housing	85	14	N/A



Brittany became houseless, after escaping an abusive relationship. While living in her car, she experienced further violence. After connecting with PHC, she said, "Amanda smiled at me and looked at me in the eye... she treated me like a human being, not like an animal on the street." Brittany* is now in an apartment working on growing her graphic design skills. We are grateful to be a part of her journey toward safety and self-reliance.*

**name changed for privacy*

After suffering a traumatic brain injury, Stanely became housless. During this time, he was hit by a car, enduring multiple injuries. Luckily, he benefited from our shelter and housing programs. He said, "Getting into housing improved my health tremendously. My injuries have been healing. I'm cooking real food and getting good rest."*

**name changed for privacy*



BEHIND EVERY NUMBER IS A PERSON WITH COMPLEX CIRCUMSTANCES & CHALLENGES.

One chronically houseless woman with severe health problems, including a heart working at 10% capacity. One year after entering into greater housing stability via shelter and housing, her heart started working at normal capacity.

After sleeping outside for almost 10 years, Henry entered a COVID response shelter. Henry did not trust others easily because of challenges with his mental health. However, PHC staff was able to form a strong relationship with him. He entered our program and with the help of his case manager, he reconnected with estranged family members and entered housing.*

**name changed for privacy*

One-Day Events

186

people served

100 people served in January : 86 people served in May

After a three-year hiatus due to the pandemic, we were able to bring back our One-Day Events. A big THANKS to our sponsors and service providers who made this possible!



WHERE DID INDIVIDUALS SLEEP THE NIGHT BEFORE?

In my own place
30.6%

Outside
23.5%



In shelter
21.2%

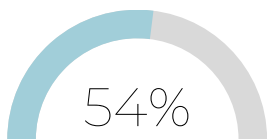
At a family or friend's
24.7%

*Never before have we had so many participants in shelter and housing. This information shows that these programs are working!

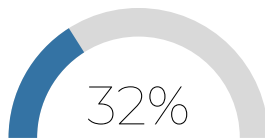
EVENT SPONSORS



CONDITIONS EXPERIENCED BY PARTICIPANTS IN MAY EVENT:



Mental Health Illness



Physical Disabilities

We look forward to bringing these events back to Hillsboro, Tigard, and Beaverton on a yearly basis.

Community Contributions



BIG THANKS TO:

- Home Building Foundation for extensive renovations
- Bliss Roofing and Women in Roofing for a new roof
- Elks lodge for furniture, food, and more
- Glencoe High School for storage sheds
- St. Matthew's School and 26West Church for their clothing drives
- All the amazing volunteers and donors in our community
- Our incredible Board of Directors: Kate Mohr, John Cook, Brian Dorsey, and Katherine Galian



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