



2024 IMPACT REPORT

JULY 1, 2023 - JUNE 30, 2024



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PHC staff understand the challenges our friends face and are exceptional at walking with them on their journeys, showing them that change is possible through example. PHC ensures community representation by employing individuals with lived experience of houselessness, constituting 63% of our workforce. Additionally, 100% of our leadership has personal experience in behavioral health services, 75% of management has been houseless and gone through addiction recovery, and 89% of our staff have personally faced mental health challenges and/or addiction recovery. Each member of our team offers meaningful contributions to the creation and implementation of our programs.

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.

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.

New Values

- 1** Passion: Fueling every program, initiative, and daily interaction with a fervent dedication to transforming lives and making meaningful change.
- 2** Humanity: Embracing compassion, empathy, and solidarity towards all individuals, recognizing and honoring the inherent dignity and worth of every person.
- 3** Connection: Establishing meaningful relationships, bridging divides, and fostering understanding among individuals and communities.
- 4** Wellness: Nurturing the holistic well-being of individuals, encompassing physical, mental, emotional health, and promoting balance, vitality, and fulfillment in life.
- 5** Collaboration: Cultivating a culture of cooperation and shared responsibility to tackle complex issues through innovation and problem-solving.

Programs

Our multi-pronged approach built upon trusting relationships includes collaborative one-day resource events, a street outreach team, an access center, peer mentors, shelter services, and housing resources with case management. Utilizing 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.



ACCESS 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

We operate inclement weather shelters and year-round non-congregate shelters that 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.



PEER MENTORS

A team of peer support specialists and certified recovery mentors dedicated to supporting the wellness of individuals. They host support sessions & life skills workshops. They also offer transportation to detox/treatment facilities and doctor's appointments.



ONE-DAY EVENTS

Service providers from the community come together to provide comprehensive resources such as dental care, vision care, pet care, social service enrollment, and housing navigation all under one roof for one day.

Outreach

165

people served

ITEMS PROVIDED

104

Tents Provided

65

Sleeping Bags Provided

8

Emergency motel rooms



"Oftentimes, we have folks that don't know what resources are available to them and our job is to get them connected to everything PHC has to offer. We are always looking to connect them directly with housing and to make sure they have the supplies they need until they have a place to call home."

*-Amanda Terpening
Outreach Manager*

31

exits to housing



HIGHLIGHTS:

- Gov. Tina Kotek declared a state of emergency for homelessness and additional funding was provided to street outreach teams. The funding allowed PHC staff to shelter medically fragile individuals that were unsheltered.
- Passed out water and checked on folks during the heat wave. In one case, the team came across a homeless friend suffering from the heat and detoxing from alcohol. He was reluctant to go with outreach, but the team offered transportation to the cooling shelter, emphasizing it was a life-or-death situation. He accepted and later transferred to Hooper Detox. The individual later came back to thank the team, saying that he would have died without their help.
- Partnership with Shute Park Library, where outreach regularly walks around the library and connects with unhoused folks who may need additional services or supplies. Librarians have been supportive and help provide referrals!
- Connecting with folks and providing lifesaving supplies and referral to the Access Center. The team located wheelchairs for clients that were in need of mobility devices to get around.

Access Center

2,439
people served



"The staff is some of the most amazing people I've met. They've really helped me with surviving. It's a really big blessing... without the day center I would be struggling a lot out here and so would a lot of other people."

-Day Center Guest

76,017 
meals served

1,376 
loads of guest laundry

4,135 
showers provided

46% 
first-time guests

HIGHLIGHTS:

- Hours were expanded with the implementation of the Time/Place/Manner Ordinances locally.
- Renovations were completed, including a fresh coat of paint inside/outside, new roof, accessible ramp, fencing, updated kitchen, and an accessible bathroom/shower!
- Washington County Public Health provided regular needle exchange service.
- Capital funding was acquired to expand the Access Center, adding capacity to provide inclement weather shelter, and additional space for case management. We hope to break ground before the end of 2024!



7a-7p

Expanded hours for the
Access Center, 7 days/wk!

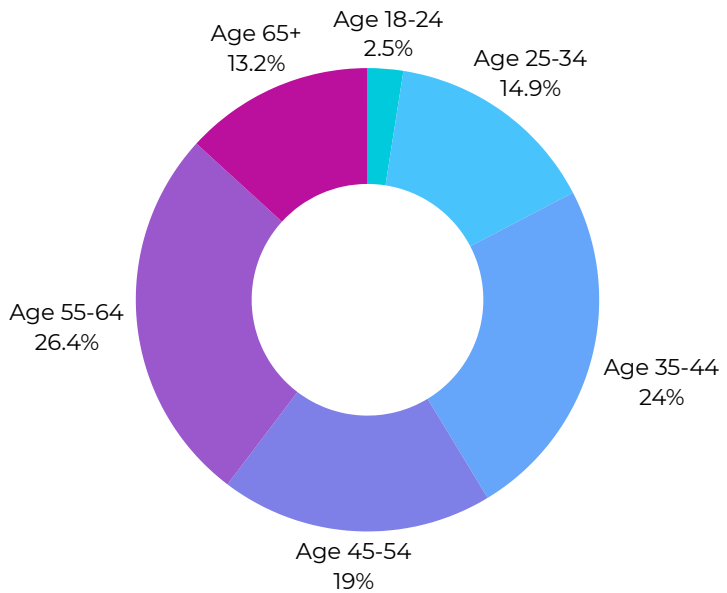
Shelter

126
provided non-congregate shelter



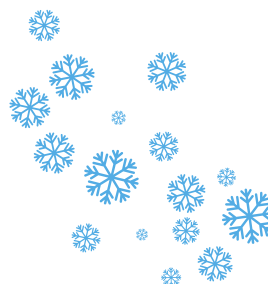
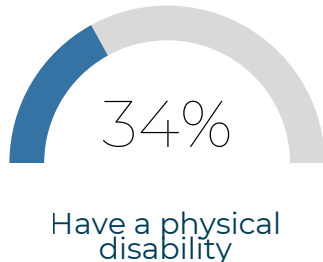
*PHC operated two warming shelters during the ice storm of Jan. 2024 and welcomed guests from others shelters and housing that had lost power for significant time. **This lifesaving service provided an average of 40 additional shelter beds from the cold each night!***

AGE OF PARTICIPANT:



36
transitions to housing

PARTICIPANT MENTAL HEALTH & DISABILITY:



21%
of participants reported a history of domestic violence

Housing

116
people housed



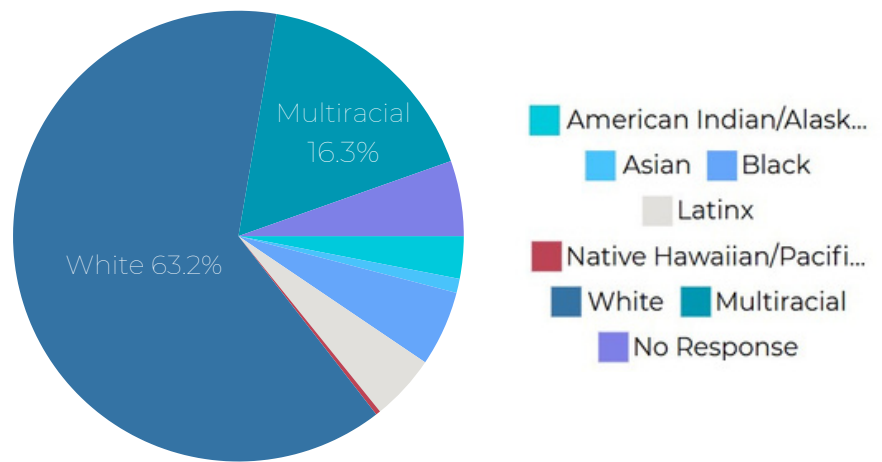
98%
housing retention rate

Sheila recently celebrated her ninetieth birthday. After her rent was raised and she was unable to afford it on a fixed income, she became homeless. She connected with a housing case manager at our Access Center who provided her with shelter. She moved into her own apartment in May!



20%
Struggle with substance use

PARTICIPANT RACE/ETHNICITY



HIGHLIGHTS:

- Rapid rehousing is going well. People are coming up at the end of the 2-year program, and we're optimistic about successful transitions.
- Chronically homeless friends are moving from shelter to housing. They feel seen, heard, & valued!

	HCMS	Rapid Rehousing	PSH	Housing Liaison
In Program	157	49	6	67
Housed	58	36	6	16

Peer Mentors

The Peer Mentor Program was launched in May 2024, as a crucial component of our commitment to providing comprehensive support for individuals navigating their mental health and addiction recovery journeys. Our team of peer support specialists and certified recovery mentors are dedicated to assisting individuals as they progress along their paths toward wellness.



16

individuals
connected to a
peer mentor

17

PHC staff certified as
Peer Support Specialists



“Peer support offers connection, hope, and a way out. I hope to build trust and a relationship with folks, so they will speak with me about their addiction and mental health challenges and that ultimately, we can connect them to the services that they need.”

-Tracy Tils
Peer Mentor Manager



What Peer Support Offers

Ongoing
Support

Support
Sessions

Compassionate
Understanding

Life Skills
Groups

Transport
-ation

Vital Connections

One-Day Events

372

people served

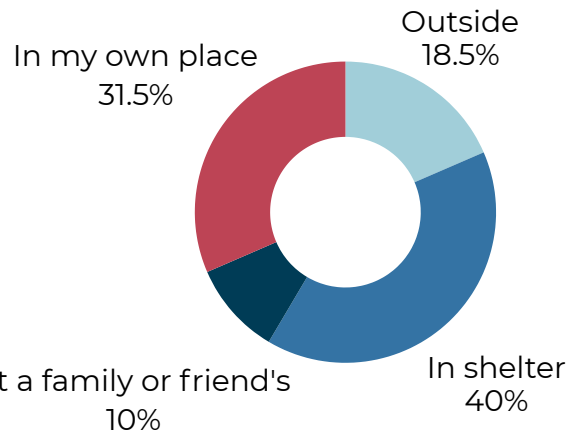
3 events:

Tigard (10/23), Dental (11/23), Hillsboro (2/24)

Our One-Day Events are now offered three times a year, one each in Beaverton, Tigard, and Hillsboro! Each event has an average of 40 service providers that attend and support our friends!



WHERE DID YOU SLEEP THE NIGHT BEFORE?



Services included haircuts, dental, vision, veterinary, massage, chiropractic, acupuncture, housing resources, mental health/addiction services, and a clothing closet, among others!

"I met a young mother who is married to a veteran and they were losing their housing. We were thrilled to let her know we could help and provided her information and next steps. I connected with service providers that I haven't been able to connect with in the community and that was very helpful. Telling any veteran that didn't know about our services is always a win."

-Service Provider, Veteran Housing Services

Community Contributions



Thank you to the Home Building Foundation for extensive renovation work on the Access Center!



Thank you to the Hillsboro Elks Lodge for monthly groceries for the Access Center and other frequent support!



Century High Key Club -- Sack Lunches



Bridge City Connect -- Phones & Tablets



Pacific Univ. Synapse Camp -- Hygiene Kits

Big thanks to our Board of Directors: Kate Mohr, John Cook, Brian Dorsey, Joe Gall, & Sia Lindstrom



IMPACT TESTIMONIALS

Our vision is for every Washington County resident to have a stable place to call home.



It all means so much, having a place... and with furnishings that I like and as pretty as they are. I want to say thank you again for all the work you do. you make people's dreams come true. I'm able to live again without being afraid at night or any other time.

I'm grateful for my housing. I'm now able to focus on becoming self-sufficient.

When I got into my apartment, I was ecstatic! I was happy. Before when I was homeless, I was lost and confused. I didn't know if being in a home was even possible for me again. In my place, I'm not scared, and I don't have to depend on anyone. I can take care of myself. I have my own kitchen and I can go to the bathroom whenever I want. At night I sleep in a bed. I love living in my home.

I became homeless three years ago. It is really hard. I struggle a lot, but the yellow house (access center) has helped me in the best way. They have been there for me. I thank them in every way and appreciate it so much.

Because of your support, I was able to secure an amazing job. I am in my children's lives again. I have a home and can be a functioning part of society. The day center will always be a home away from home for me.

 @projecthomelessconnectwc

 @phcwc  www.phcwc.org





**PROJECT
HOMELESS
CONNECT**
WASHINGTON COUNTY

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