



2025 IMPACT REPORT



**PROJECT
HOMELESS
CONNECT**
WASHINGTON COUNTY

JOURNEY TOGETHER TOWARD STABILITY

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Leading with Heart & Connection

“This year, we witnessed not just numbers, but stories—stories of resilience, healing, and hope. Every connection we made, every service delivered, was a step toward restoring dignity and creating pathways out of homelessness. I’m incredibly proud of our team, our volunteers, and our community partners who continue to show up with compassion and commitment. Together, we are proving that change is not only possible—it’s happening every day.”

Kim Marshall

Executive Director & Founder



AMANDA TERPENING
OUTREACH MANAGER

I’m using my voice and experience to help people believe that change is possible because it is. I’m living proof of it.



JESSICA REYES
ACCESS CENTER MANAGER

When I became homeless, I started to notice all the other people who were homeless. I promised myself that once I got myself out of that situation, I wouldn’t forget them.



CANDACE DUNN
DIRECTOR OF LEARNING
& DEVELOPMENT

Kindness can literally save a life. It offers hope and fosters love - and those things should not be underestimated.

Mission

&

Vision

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

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.



Commitment to DEIB

PHC has an organizational commitment to diversity, equity, inclusion, and belonging 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.

Values

Passion: Fueling every program, initiative, and daily interaction with a fervent dedication to transforming lives and making meaningful change.

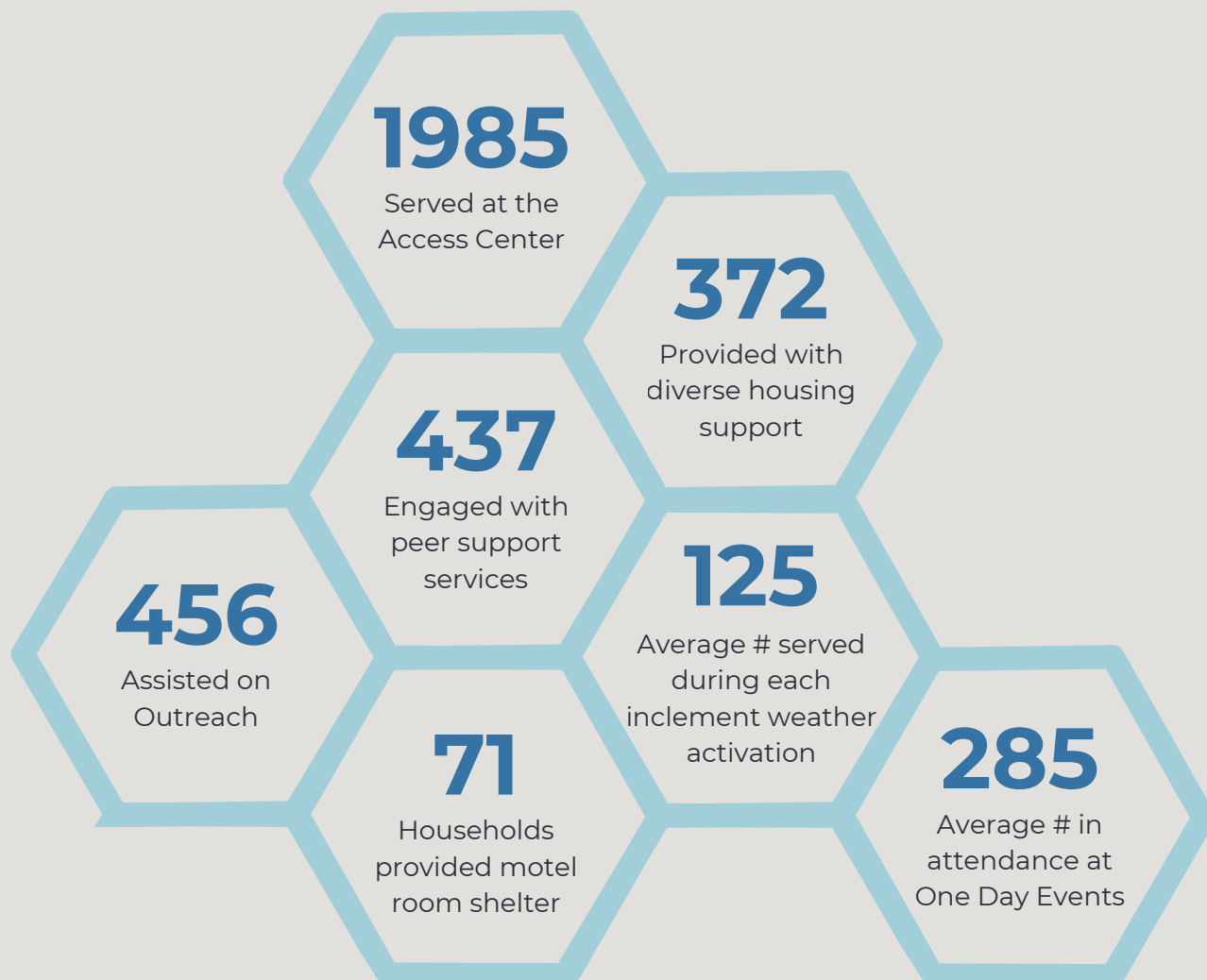
Humanity: Embracing compassion, empathy, and solidarity towards all individuals, recognizing and honoring the inherent dignity and worth of every person.

Connection: Establishing meaningful relationships, bridging divides, and fostering understanding among individuals and communities.

Wellness: Nurturing the holistic well-being of individuals, encompassing physical, mental, emotional health, and promoting balance, vitality, and fulfillment in life.

Collaboration: Cultivating a culture of cooperation and shared responsibility to tackle complex issues through innovation and problem-solving.

2025 Impact Snapshot

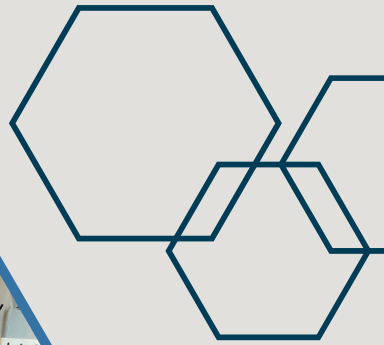


*We don't just offer services - we offer dignity, hope, and a chance to belong. True teamwork isn't just about working together — it's about lifting each other up. **When we unite to help our community, we all win.***

DIANA COPELAND
DIRECTOR OF PROGRAMS & SERVICES



One Day Events: It Takes a Village



Services Provided

- 239 Haircuts
- 40 Vision Exams
- 108 Dental Procedures
- 58 Acupuncture Treatments
- 45 Pet Vaccinations
- Housing and Behavioral Health Connections
- Insurance and Benefits Enrollment
- Onsite Healthcare (e.i. vaccines, blood pressure checks, podiatry)
- Family and Youth Resources
- Employment and Veteran-Focused Services

Three Events with One Mission



	Beaverton	Tigard	Hillsboro
Guests	300	288	265
Service Providers	60	43	59
Volunteers	31	27	42

*“I’ve been part of a lot of resource fairs, but this one felt different. There wasn’t that usual giver vs. receiver energy—it felt like **everyone was in community, supporting one another as equals.**”*

Outreach: The First Step Forward

456

Individuals Served

&

24

Families Helped



Every Step Counts: The Power of Persistent Outreach

PHC's outreach team first began engaging with an **unsheltered couple five years ago**. Over time, they built trust and supported the couple's courageous decision to get sober. Together, the couple completed **treatment** and completely turned their lives around. The outreach team helped them apply to 16 different housing options and submitted 11 requests for reasonable accommodations—only to have each one rejected. But with relentless effort and unwavering support, the couple finally **secured stable housing**. Today, they have been **reunited with their children**, and one partner is **working** full-time and **managing their own bills**. Outreach goes beyond “band-aids”—it sows the seeds for breakthroughs.

Housing on the Horizon



of those who exited outreach
moved into housing or shelter

94%

had active Phase 1 assessments
(preliminary to shelter and housing)

Other Services Offered

- Provisions for immediate and critical needs: 106 sleeping bags, 71 tents, 26 pairs of shoes, 22 backpacks
- 19 linked to internal peer support
- 16 people reconnected with their case manager after losing contact
- 13 received ID replacement support
- 28 shelter move-ins
- 23 permanent housing move-ins
- Onsite assistance at local public libraries & parks
- Connected youth to McKinney-Vento
- Helped local businesses

Access Center: Building Community



1985

Individuals Served

67

Average # of Daily Guests

609

First-Time Guests

24,492

Total Visits



Meeting Basic Needs with Dignity

At our Access Center, every shower, meal, and clean piece of clothing represents more than a service—it's a moment of dignity, relief, and human connection. Over the past year, guests took **4,629 showers** and completed **2,019 loads of laundry**, but 1,362 individuals were unable to shower and 1,737 couldn't access laundry services simply due to limited facilities and time. We served **56,643 nourishing meals**, often the most consistent food source for many of our guests.

In addition to hygiene and meals, we provided 827 warm coats, 745 pairs of shoes, 4,400 pairs of socks, and **8,515 pieces of clothing**, along with nearly 3,000 essential items like hats, gloves, undergarments, and backpacks.

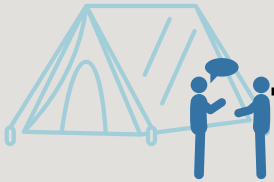
These numbers reflect more than transactions—they represent trust, consistency, and our commitment to walk alongside each person who enters the Access Center. The need remains great, but every day, we offer a place where people are met with care, not judgment—and where healing begins with being seen.

Stability Starts with Access

One of our long-time participants, who spent nearly a year living in his car, used our center daily to access Wi-Fi, search for jobs, and receive basic services.

Through his determination and the consistent support offered at our center, he secured employment, maintained stability, and ultimately moved into housing—all without outside case management.

Journey to Stability & Self-Reliance



Our **street outreach** team found Jim* & invited him to the **Access Center** for a warm meal.



Jim began visiting regularly, finding not just food, but a sense of safety, structure, and **community**.



As trust deepened, Jim opened up to our **peer support specialists** and shared his desire to enter detox.



Looking to his future with newfound hope, Jim is **clean** and sober, living in his own **apartment**, and steadily **employed**.



When Jim returned to us ready for next steps, our **housing team** helped him navigate the process to secure permanent housing.



Our team acted quickly to coordinate his entry into treatment.

*name changed for privacy

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

ACCESS CENTER GUEST

Shelter: From Crisis to Care



Year-Round Shelter

Our year-round shelter provided a safe, stable place for **71 households** across 45 rooms this year. With a strong focus on personalized support, the shelter served as more than just a place to sleep—it was a foundation for healing and rebuilding. Throughout the year, 34 individuals exited directly into housing, and a total of **46 had positive exits**. Participants also accessed vital services, including 80 loads of laundry, 21 food boxes, and monthly grocery trips for those without transportation. We provided bus passes to help guests attend medical appointments and essential errands, and offered food and gas cards to reduce barriers to basic needs. For those still waiting to be assigned a housing case manager, our **shelter liaison remained a steady source of encouragement and connection**.

Moments of Care & Connection

- Shelter staff hosted a summer BBQ
- We delivered Thanksgiving meals to participants.
- Beyond Wealth Management donated gifts, **spreading warmth and joy during the winter season.**

Inclement Weather Shelter

Severe weather shelter was **activated three times** throughout the year:

- July 2024 (6 nights): 137 people
- January 2025 (8 nights): 158 people
- February 2025 (9 nights): 81 people

Average number of people per activation: 125

This year's activations were notably smoother than in previous years, with **very few incidents**:

- 1 behavioral-related call
- 2 wellness checks requested by guests
- 3 medical-related calls



Peer Support: Healing and Hope



Mary's Story of Resilience

Mary* first connected with PHC while navigating severe mental health challenges, including daily auditory hallucinations. She shared, “**Tracy understood what I was going through**; she didn’t just set me aside—she did everything she could to help me.” With the steady support of our Peer Mentor, Tracy, and the encouragement of our weekly support group, Mary committed to her recovery. **She restarted her mental health medication, began attending therapy, and completed our full support group workshop.** *Mary has been showing up consistently for over a year—doing the hard, quiet work of healing.* Her progress has extended beyond mental health: she transitioned from the streets into shelter and now lives in her own pod. “**Without PHC, I would still be homeless and on the streets,**” she says. Her story is a powerful reminder of how trust, peer connection, and access to care can rebuild lives—and restore hope.

*name changed for privacy

Program Highlights

- Total Individuals Supported through the Peer Support Program: 437
- Total Enrolled in Peer Support Program: 92
- Laundry Services: 76 individuals
- Support Groups: 97 individuals participated
- Detox Referrals & Support: 13 individuals
- Mental Health Program Referrals & Support: 16 individuals



*Our peer support approach is relational at its core. We meet people where they're at. We create a space where they feel safe. That **connection is where healing begins.***

TRACY TILS
PEER SUPPORT LEAD

Housing Programs: Keys to a New Life



Housing Liaison

153 Clients

- Front-line role for clients with acute mental health & substance use needs.
- Supports eviction prevention.

Rapid Rehousing

26 Households

- 2 year program that assists individuals & families in rapidly securing housing & moving towards independence.

Permanent Supportive Housing

10 Households

- Smaller program that serves individuals with a high level of need and support.

Housing Case Management Services (HCMS)

180 Clients

89% Retention Rate

- Case management for those with regional longterm rental assistance (RLRA) vouchers.



372

Total Served



Housing isn't the finish line—it's a whole new transition. People still need support, whether it's setting up home healthcare or helping someone navigate mental health challenges.

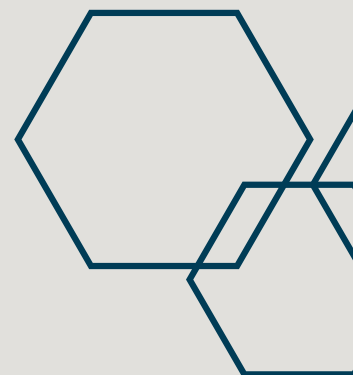
STEPHANIE MILES
HOUSING MANAGER



Stability Takes More than a Roof

— it requires wraparound care that helps individuals rebuild every part of their lives. Over the past year, our clients have taken powerful steps forward: enrolling in the **Oregon Health Plan** and SNAP, opening bank accounts, securing SSI income, paying down debt, taking **RentWell tenant education courses**, and working with case managers on job readiness, **budgeting**, and independent living skills. These milestones reflect what's possible when people have both a place to live and a team that walks alongside them.

The experience of homelessness exists on a spectrum.



Who we Served

- Survivors of domestic violence rebuilding safety and stability
- People overcoming chronic homelessness and compounding health challenges
- Full-time workers (including nonprofit workers and community caregivers) still priced out of housing due to low wages
- Individuals exiting hospitals, treatment, or recovery centers
- People working to reduce debt and improve credit
- Individuals facing limited housing options due to immigration policies and status
- Expecting mothers seeking safe, stable housing for themselves and their babies
- People with past justice involvement navigating housing restrictions

Our program goes beyond housing—it's about helping individuals rebuild their lives.

AMBER PHILLIPS
HOUSING MANAGER



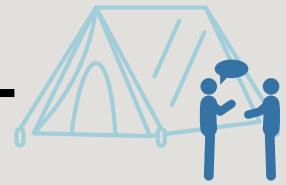
Getting Well to Live Well at Home



Blake* came to our Access Center in search for a cup of coffee and a warm meal. He had open sores on his body and soiled clothing.



Blake was in and out of the hospital, discharged back to the streets with no long-term solutions.



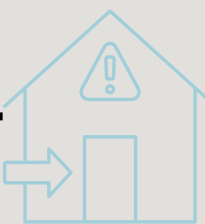
Our Outreach team built trust with Blake. One day our staff found him in critical condition and called 911.

Blake returned to our Access Center almost unrecognizable. He was healthy, talkative, smiling, and ready for a life change.

Blake stayed in the hospital for months, before transitioning to a recovery facility to begin a long process of healing - physically, emotionally, and mentally.



Now housed, Blake is sober, managing his health, cooking meals, and maintaining his home with pride.



He spent a few months in our non-congregate shelter, taking steps to rebuild his life.



PHC helped Blake secure and move into long-term housing, providing continued case management and peer support.

More Stories of Impact

From Lost to Loved

A mother traveled from North Carolina to Oregon, **desperate to find her son who had been missing** for years and struggling with severe mental health challenges. With the help of our outreach team, she searched tirelessly across Portland and Hillsboro for three days until he was found. Months later, she called with an update: her son had received the help he needed in the hospital and was now doing well—living back home with her.

If it were your loved one out there, how would you want them to be treated?

On another occasion, a woman walked into our center on Christmas Eve and was stunned to find her cousin Liam*, whom she'd been searching for across the state for years. Overcome with emotion, they embraced—and soon after, Liam's brother arrived, **reuniting with him for the first time in seven years.**

Prioritizing the Most Vulnerable

When Jessica*, **pregnant and unhoused**, came to our center, she needed immediate support. With help from our team—meals, showers, and housing navigation—she secured stable housing before giving birth. Today, she's raising her baby in the safety of her home.

The Turning Point

One of our participants recently experienced an on-site overdose. Our staff responded immediately—administering Narcan, performing CPR, and contacting emergency services. He was revived and taken to the hospital. When he first returned, he was angry and said he hadn't wanted to be saved. But just a few days later, he came back with a change of heart. He apologized, thanked the team, and shared that **for the first time in a long while, he had hope—and a desire to live.**

Stronger Together: Community at Work



Board Members Show Up

Project Homeless Connect is guided by a **small but mighty** board. John Cook, Katherine Galian, Sia Lindstrom, and Joe Gall each bring unique expertise and heartfelt passion to our mission. Their engagement goes beyond governance—whether attending ribbon cuttings like the Hillsboro CATT facility, supporting galas hosted by partners such as the Home Building Foundation, or volunteering at our One Day Events, they stay deeply connected to the work and the community we serve.

The Power of Local Giving

The majority of those who donate to Project Homeless Connect live right here in the communities we serve. These are neighbors giving what they can because they care deeply about creating a better, more compassionate place for everyone. **Our donor base isn't made up of distant philanthropists; it's built on everyday people who believe in showing up for their neighbors and improving their shared spaces.** We are profoundly grateful for these local champions whose generosity fuels our mission and reminds us that community care starts at home.

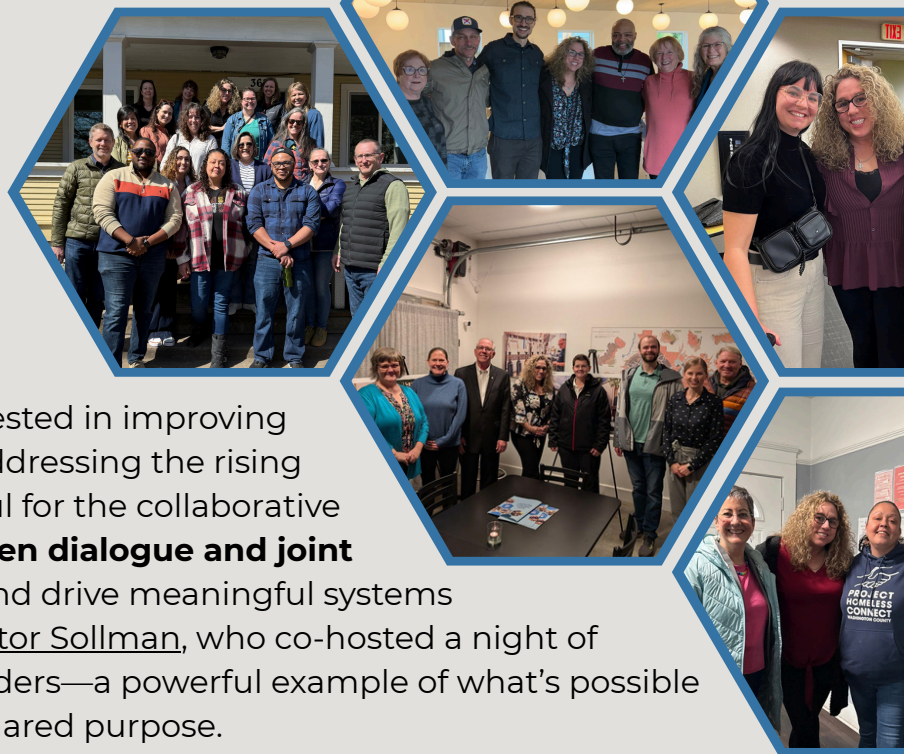
Volunteers at the Heart of our Work

In the past year, volunteers contributed **1,742 documented hours**—a testament to the generosity and dedication of our community. Much of this time was spent supporting our Clothing Closet and Access Center. Volunteers like Jenny, who recently celebrated her three-year anniversary with us, embody the heart of our mission. As she puts it, **"I get more out of volunteering than I do give."** From Genentech teams helping organize Clothing Closet donations to Meyer Memorial Trust staff volunteering at our Tigard One Day Event, the spirit of service runs deep. Church communities, workplace teams, and dedicated individuals continue to show up—reminding us that meaningful change happens when we come together.



Working Toward Shared Goals with Local Leaders

We're proud to serve alongside cities and counties that care deeply about their residents. Our local government leaders are actively invested in improving community wellbeing—including addressing the rising rates of homelessness. We're grateful for the collaborative spirit we've experienced through **open dialogue and joint efforts** to increase understanding and drive meaningful systems change. A special thank you to Senator Sollman, who co-hosted a night of visioning with us and other local leaders—a powerful example of what's possible when people come together with shared purpose.



Collaboration in Action: Celebrating Partner Agencies

We're proud to be part of a larger network of organizations working toward shared goals. We celebrate the successes of our partner agencies—including, but not limited to, Just Compassion, HomePlate Youth Services, Family Justice Center, and Open Door Housing Works. **This work is complex and challenging, but it becomes more effective—and more human—when we do it together.** By collaborating, learning from one another, and case conferencing around those we serve, we strengthen our collective impact and ensure that no one falls through the cracks.

Faith Communities Answering the Call to Serve

We are deeply grateful to the faith communities who have answered the call to serve alongside us. NW Christian Church, The Church of Jesus Christ of Latter-Day Saints, and Sunset Presbyterian Church **generously open their doors for our One Day Events**, providing not only their facilities but also substantial volunteer support and nourishing food. These partnerships extend beyond events—our team regularly has the opportunity to speak at congregations, strengthening community connections

and awareness. We especially thank Hillsboro United Methodist Church for generously **providing office space** for our staff and collaborating with us on our Clothing Closet. Additionally, St. Vincent de Paul Church has been monumental in supplying sack lunches weekly, distributed through our Access Center, offering both sustenance and hope to our community members. First Congregational Church, 26 West, Hillsboro Presbyterian Church & Sunrise Church have also been incredible partners.



Looking Ahead: The Future is Bright



Beaverton City Library

In partnership with the City of Beaverton, PHC is excited to station **Community Resource Specialists** within the Beaverton City Library. This accessible and trusted public space will offer a safe entry point for community members to connect with personalized support. Our team will provide direct assistance, resource navigation, and warm handoffs to services—all in a setting that reduces stigma and fosters dignity

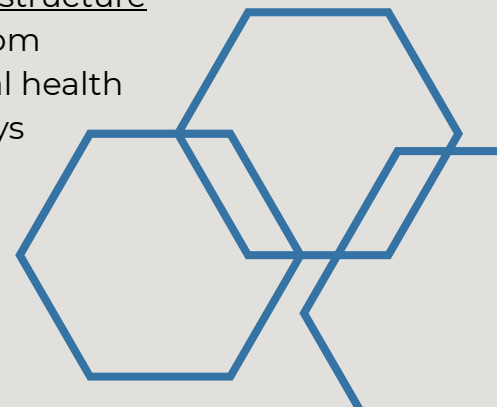
Hillsboro Recovery Center

As Hillsboro opens its Center for Addictions Triage and Treatment (CATT), **PHC will serve as the designated housing navigation provider on-site.** Our Housing Liaisons will work alongside behavioral and medical health professionals to ensure that individuals seeking recovery also receive the housing support essential to long-term stability. This collaboration reflects a shift toward integrated care that honors the complexity of each person's healing journey.



Pathways to Housing, Healing, and Connection

We're expanding services through three key pathways: **Housing Readiness, Health & Healing, and Building Community.** While every person's journey is unique, these pathways provide a flexible structure to support self-identified goals and foster lasting stability. From obtaining vital documents to addressing physical and mental health needs or rebuilding social connections, our approach is always personalized. These expanded efforts ensure no one has to navigate their path alone



Operating Hillsboro's New Year-Round Shelter

PHC has been selected to operate Hillsboro's new year-round shelter. This will be the **Washington County's first hybrid shelter**, offering 35 indoor congregate sleeping areas and 40 individual shelter pods, making a total of 75 beds. The site will provide onsite hygiene and laundry facilities, daily meals, pet-friendly accommodations, housing navigation support, and behavioral health connections. We are honored to serve both those experiencing houselessness and the broader community with care, respect, and equity—and deeply grateful for the opportunity to walk alongside our neighbors as they move toward stability. This low-barrier shelter will open by December 2025.



Building a New Access Center

To meet the growing needs of our community, PHC is constructing a new, purpose-built Access Center just steps away from the Yellow House, where we've long provided vital daytime services. This **expanded space** will serve as a home base and refuge for those navigating houselessness—offering places to rest, connect, shower, do laundry, and share meals in community. **Peer support** specialists will be on site to walk alongside guests, offering both one-on-one mentorship and group support sessions that foster connection, healing, and hope. The new facility will also co-locate partner organizations, bringing mental health and addiction recovery professionals, visiting primary care providers, and other essential services directly onsite. During extreme weather, overnight **shelter activations** will take place at this new location, offering warmth, safety, and compassion when it's needed most.



We're incredibly *grateful to Washington County, the City of Hillsboro, and the Home Building Foundation* for helping make the new Access Center possible. While a capital campaign will be needed to meet remaining funding needs, these partners have played a vital role in bringing this vision to life.



Every member of our team brings unique insight, perspective, experience, and skill. I'm constantly in awe of the humanity I witness each day. This team is truly one of a kind. We live out our mission both internally and externally—meeting one another where we are and walking alongside each other as we strive to grow and do better.

We're not just working to address one of our community's toughest challenges—we're embodying something deeper: the real meaning of life—to love and be loved.

Katherine Gaines

Director of Development & Relationships



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