



2026 IMPACT REPORT



**PROJECT
HOMELESS
CONNECT**
WASHINGTON COUNTY



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Leading with Purpose

"This year has been one of extraordinary growth for PHC. We celebrated the opening of the Hillsboro Year-Round Shelter and broke ground on our new Access Center, two milestones that represent significant investments in our community and our mission. While these buildings symbolize progress, they are simply places. What truly brings them to life are the people within them. Every day, I have the privilege of watching our dedicated staff meet individuals with compassion, dignity, and unwavering commitment. Their ability to show up during life's most difficult moments is what makes this work meaningful. Together with our partners, volunteers, donors, and community, we are building more than buildings, we are building hope, opportunity, and a stronger future for everyone we are so privileged to serve."

Kim Marshall

Executive Director & Founder



Small but Mighty Board

Joe Gall, Sia Lindstrom, Katherine Galian, and John Cook bring unique expertise, meaningful connections, and a shared commitment to advancing our mission. They help strengthen our relationships across the business, government, and nonprofit sectors, while staying actively connected to our work through community events, partner gatherings, and One Day Events.



DIANA COPELAND

DIRECTOR OF PROGRAMS & SERVICES

"Our greatest measure of success is the trust we build and the progress our participants make, one step at a time."

JOHN RYAN

DIRECTOR OF FINANCE & OPERATIONS

"Strong financial practices allow us to remain responsive today while building a sustainable future for the people we serve."



KATHERINE GAINES

DIRECTOR OF DEVELOPMENT & RELATIONSHIPS

"When people come together and give their time, talents, and treasure to a shared purpose, the impact is powerful. Together, we can create meaningful change and build a stronger community for everyone."



CANDACE DUNN

DIRECTOR OF TRAINING & COMPLIANCE

"The way we show up matters. When we approach every person with dignity, compassion, and respect, we create an environment where trust can grow—and where hope can take root."



We proudly seek continued growth and learning, as individuals, a team, and an agency.

Our North Star



Mission

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

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, housing assistance programs, and connections to wraparound services such as behavioral health and employment support.

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.

Impact Snapshot



301

Assisted on Street Outreach

2,104

Served at the Library

1,160

Served at the Access Center

388

Provided with Shelter

509

Supported in Housing

395*

Served at One Day Events
*on average

Outreach

301 & **11**
FAMILIES SUPPORTED
PEOPLE SERVED

The First Step: Build Trust

Outreach begins with a conversation—and grows through trust. Our Outreach Team builds meaningful relationships with individuals experiencing unsheltered homelessness across Washington County, connecting them to shelter, housing, healthcare, and essential resources. This year, those connections resulted in:

- **76 individuals entering shelter**
- **10 people moving into permanent housing**
- **1,100+ supportive services provided**



The journey to detox, treatment, and sobriety is long and requires tremendous courage. We celebrate every participant who takes these life-changing steps toward healing and recovery!

Message from the Manager

“Hope comes from knowing someone will keep showing up, keep checking in, and **keep believing in you even when you've stopped believing in yourself.**”

- Amanda Terpening



Turning Disconnected Systems into Coordinated Support

Connect People to Care

Link individuals to mental health services, peer support, detox, treatment, shelter, housing, and community resources.

Navigate Complex Systems

Help complete referrals, coordinate with providers, and remove barriers to services within larger systems.

Protects Health and Safety

Help people stay safe by providing basic needs, crisis support, and connections to critical services.

Support Major Life Transitions

Support people navigating major life changes, like release from jail, hospital discharge, and loss of family.

Community Resource Specialists at the Beaverton City Library

Helping Those in Need in a Personalized Setting

2,104
PEOPLE SERVED

3,363
Total Visits

Without a dedicated Access Center in Beaverton, our Community Resource Specialists have partnered with the Beaverton City Library to create a trusted place of connection and support.



Access Center

1,160

PEOPLE SERVED

543 individuals found the Access Center for the first time, beginning their journey toward stability and support.



More Than Meals

46,364 opportunities to build trust.

More Than Showers

1,821 moments of dignity.

More Than Laundry

1,047 chances to start fresh.

More Than Clothing

12,424 essentials distributed with compassion.

More Than Visits

17,581 opportunities to walk alongside someone.

Message from the Manager

"The Access Center is more than a place for services—it's a place where people are seen, valued, and reminded they matter."

- Jessica Reyes.



Stories of Impact

Access Center → Friendship → Employment → Self-Reliance

Two participants who met at the Access Center became close friends while navigating homelessness together. They supported one another through difficult seasons, helped each other find employment, and continue encouraging one another as they work toward permanent housing.

Access Center → Health and Safety → Stability

For participants like David, a 79-year-old man living with diabetes and heart disease, the Access Center provides much more than meals. It offers a safe place to rest, refrigerate life-saving medications, charge medical equipment, and experience dignity while waiting for permanent housing.

***“This is my home while
I don’t have a home.
This is my family and
my community. The
Access Center gives me
a place to belong.”***



A Year of Resilience: Transitioning to a New Space

Despite operating from a temporary location during construction of the new Access Center, staff continued providing consistent, low-barrier services every day. **Through adaptability, strong community partnerships, and compassionate care, participants continued to find safety, dignity, and support during this time of transition.**

A Father's Determination to Get His Son Back

After experiencing a sudden medical crisis that led to houselessness, “John” came to our Access Center focused on one goal: rebuilding stability so he could reunite with his infant son.

Through determination, consistent engagement, and support from Project Homeless Connect, John secured safe and stable housing and gained back custody of his son. His journey reflects the impact of support, resilience, and the opportunity to rebuild.

*name changed for privacy



Building a New Access Center: Opening 2027



Shelter

388

PEOPLE SERVED



A New, More Accessible Shelter

Since opening in December 2025, the Hillsboro Shelter has become more than a place to sleep—it has become a place where people can begin rebuilding their lives with dignity, support, and hope. Thoughtfully designed to reduce barriers, the shelter offers 75 beds, including **10 beds designated for couples**, with 3 additional emergency beds available as needed—bringing total capacity to **up to 88 guests each night**. The shelter is also **pet-friendly**, welcoming both dogs and cats so individuals do not have to choose between safety and their beloved companions.

Serving those with Complex Needs

Many guests require permanent supportive housing due to complex medical and behavioral health needs. We continue working alongside community partners, **advocating and supporting clients for them to access to the level of care they need.**



More Than a Safe Place to Stay

When Marcus* arrived at our shelter after transferring from another agency, he was exhausted and struggling with severe alcohol use that had led to repeated falls, hospitalizations, and a cycle that felt difficult to break.

With support from our Behavioral Health Navigator and community partner 4D Recovery, **Marcus made the courageous decision to pursue sobriety.** After completing detox, he experienced setbacks and continued working toward recovery. Through continued encouragement, support, and multiple attempts, Marcus ultimately entered treatment and has been making meaningful progress ever since.

Today, Marcus is actively engaged in recovery, attending AA meetings, working with a sponsor, and staying connected to ongoing support. **He shares that he feels healthier, clearer, and more hopeful than he has in years.**

Marcus's journey is a reminder that **recovery is rarely a straight line.** It often takes courage, persistence, and multiple steps forward before lasting change takes hold. With compassionate support, trusted relationships, and access to the right resources, people can find a path toward healing and hope.

*name changed for privacy

Message from the Manager

"Homelessness does not define a person. Our guests are parents, veterans, workers, seniors, and neighbors who have faced unexpected challenges and are working toward a better future. They are resilient individuals with stories, dreams, and strengths that extend far beyond their current circumstances."

- Amber Phillips



Housing



509



37% more people served than last year!

PEOPLE SERVED

Housing Liaisons

240 Served

- Front-line role for clients with acute mental health & substance use needs; work at the **Hillsboro Recovery Center**
- Supports eviction prevention.

Rapid Rehousing

41 Served

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

Housing Case Management Services (HCMS)

228 Served

- Case management for those with regional longterm rental assistance (RLRA) vouchers; **higher need individuals.**



Message from the Manager

“Every housing journey looks different. Through advocacy, connection, and compassionate support, our Housing Team helped participants overcome obstacles and move closer to a place they can call home.”

- Stephanie Miles

STORIES OF STABILITY

Preventing Homelessness

Housing Liaisons successfully linked numerous households to the Housing Resolution Fund (HBF) for eviction prevention, **helping many individuals and families avoid homelessness** and maintain stable housing.

Overcoming Homelessness

ERRH and HCMS Case Managers connected clients with employment opportunities, workforce development programs, and job placement organizations, helping individuals take meaningful steps toward **financial self-sufficiency**.

Medical Integrations with Homelessness

One participant demonstrated incredible resilience while navigating the impacts of a traumatic brain injury and other life challenges. Through engagement with services, determination, and ongoing support, they made meaningful progress toward housing stability and recovery.

Turning a Chapter

One participant made the difficult decision to **create distance from environments connected to past challenges** and pursue a healthier living situation. This choice reflected courage, self-awareness, and a commitment to maintaining progress toward stability.



Progress isn't always linear. There are challenges and setbacks along the way, but watching participants overcome barriers, achieve housing stability, and realize they don't just have housing—they have a future—makes every hard day worth it.

One Day Events



395

&

200+

PEOPLE SERVED (ON AVERAGE) AT EACH EVENT

ANIMALS SUPPORTED

Highlights:

- 106 Vision Exams & Prescription Eyeglasses
- 204 Haircuts
- 300+ Medical Exams & Services

	Beaverton	Tigard	Hillsboro
Guests	350	440	394
Service Providers	60	53	47
Volunteers	50	29	52



“This is the best resource fair in the county, and they just keep getting better! We always love getting to be a part of it.”

Through our One Day Events, participants have access to a wide range of resources including healthcare, dental and vision services, housing navigation, employment support, benefits assistance, identification services, meals, clothing, hygiene supplies, pet resources, and connections to community providers. By bringing these services together in one welcoming space, we reduce barriers and help neighbors take meaningful steps toward stability. We are grateful to the sponsors and community partners who make these events possible.



Grateful for Community



1,381 Volunteer Hours - Neighbors Showing Up for Each Other

To our volunteers, donors, sponsors, community partners, board members, capital campaign cabinet, faith-based communities, and businesses who give back—thank you.

Thank you for standing alongside us. Your generosity, partnership, and commitment help remind people that they are valued, supported, and not alone. Together, we are building true community.



Local Law Enforcement

Hillsboro Police Officers from the Community Impact Team (CIT) are integral as a local partner in this work across all programs. Our shared goal of safety for our community and the clients we serve.

Our Executive Director got to be a firefighter for a day with TVF&R. We are incredibly inspired by the work of these public servants!



New Community Engagement Coordinator

We brought in a new position filled by Amber Freeman. She has supported the growth of our volunteer program and in-kind donation process and partnerships!

COLLABORATION OVER COMPETITION IN SOCIAL SERVICES

Together, we ensure adults, families, and youth all of a place of support and care.



A Night of Collaborative Fundraising with Raised Public Awareness



HomePlate Youth Services & Family Promise



Family Peace Center



NAMI, CPAH, New Narrative, Community Action



Bridges to Change



Just Compassion, City of Tigard, Family Promise

IT TAKES COLLECTIVE ACTION AND WILL

We are deeply grateful for the partnership and support of **Metro, Washington County, and the Cities of Hillsboro, Beaverton, and Tigard.**

Supportive Housing Services (SHS) funding, made possible through Metro tax dollars, has been instrumental in building and strengthening the programs, services, and systems that help our community members move toward stability. Through continued collaboration and shared commitment, we can expand our collective impact and better meet the needs of our entire community.





HELP BUILDING THE NEW ACCESS CENTER



We are grateful to the partners helping bring this vision to life, including **Built Environments NW, InkBuilt (Architect), and BC Group (Project Manager)**. Their expertise and partnership are helping turn a vision into a welcoming, accessible space where people can meet basic needs, build connections, and move toward stability.

Partnership goes both ways. The PHC Leadership Team volunteered at the Home Building Foundation Gala, honored to celebrate and give back in a small way to recognize an incredible partner and the homebuilding community that continues to invest in our work.



TOGETHER, WE MAKE STABILITY POSSIBLE.

This year, thousands of people turned to Project Homeless Connect for a meal, a shower, a safe place to sleep, help replacing an ID, connection to housing, a listening ear, or simply a place where they were treated with dignity. But none of this impact happens alone. It happens because our community shows up. Volunteers give their time and compassion; partners bring expertise, resources, and services; donors make programs and opportunities possible; staff meet people where they are, every day.

Every connection is a step toward stability.

Every person matters.

And together, we're building a stronger Washington County.

Platinum
Transparency
2026

Candid.

Oregon Business

**100 Best
NonProfits**
to work for in Oregon

**Project Homeless Connect
Washington County**

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