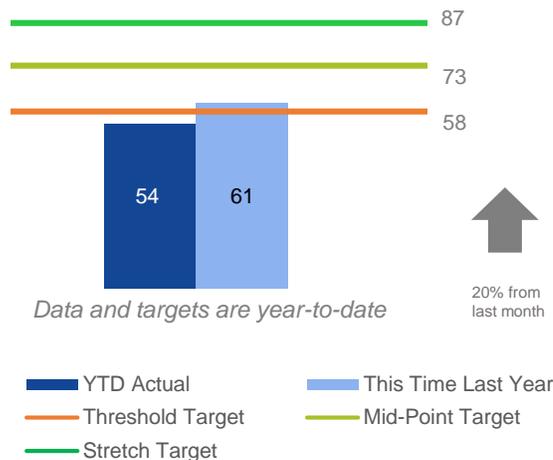


## Are we housing guests?

Yes, although not as many as we would like. However, we know that there will be times during this year that we will see more guests move into housing than average. Given PSH's expansions, we currently have close to 40 guests matched to housing but they have not moved in yet. We are anxiously waiting for our next single-site housing development to open, 15 guests are ready to move in!

Countdown to helping house our 1,000<sup>th</sup> guest! Currently at 968 guests!

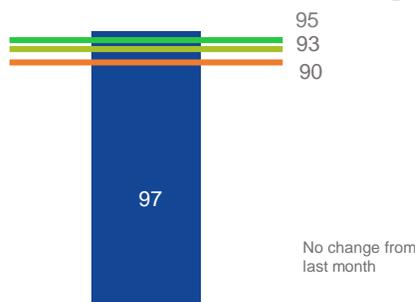
Number of MK guests we have helped house this year



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

Yes, and we are above our stretch target! Our strong eviction prevention work enables us to keep a high retention rate.

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



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

Yes! And we are consistent with our services. MK Plate score, guests connected to mental health services and physical health services continue to be above mid-point targets!

We reported the first approval for our DHS SOAR team last month, however during the final steps of the process, we learned the guest no longer qualifies for SSI/SSDI due to making too much at their job. We are confirming this and possibly appealing the decision. There are pending applications for 20 guests across the organization.

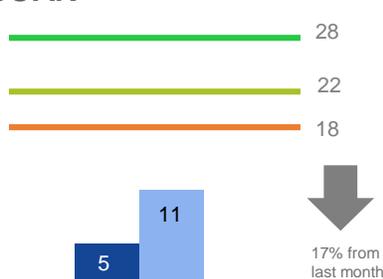
We have also started reporting on our #1 Value: Guests are at the center of everything we do. We ask guests two questions to measure this value across the organization..

### Average MK Plate score

(a tool developed by MK to measure the nutritional value of each meal. Scale is 1-4)

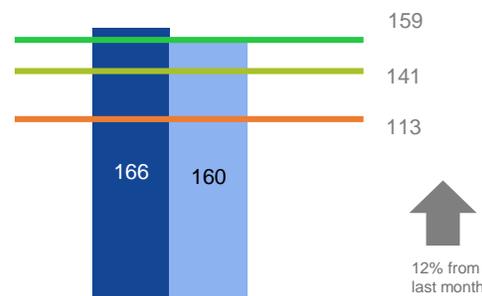


### MK guests we helped obtain SSI/SSDI through SOAR



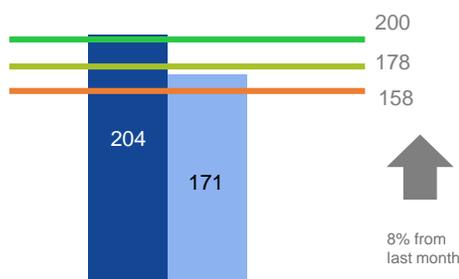
Data and targets are year-to-date

### MK guests we helped connect to mental health services



Data and targets are year-to-date

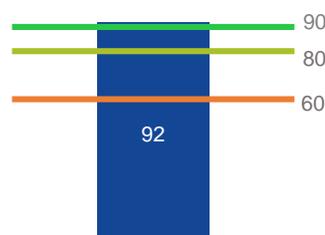
### MK guests we helped connect to physical health services



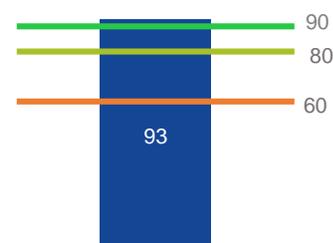
Data and targets are year-to-date

### 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: 2019 MK PIT count, Outreach GPRA, and PSH resident survey

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

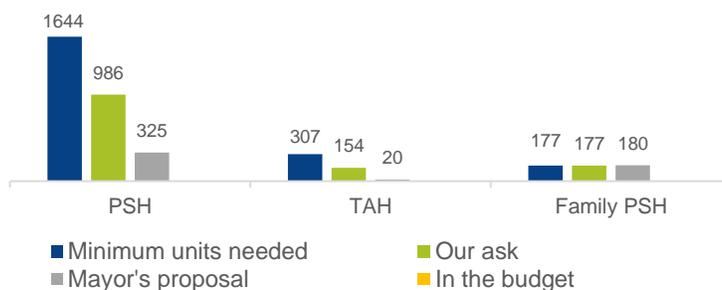
Yes, the Mayor released her budget this month and we have shifted all activities to influence the Council member's budget. The Mayor put 40% of our asks into her budget totaling \$15.5 million. We have mobilized *The Way Home* Campaign partners, guests, and staff to testified at many hearings in front of Council members to convey the need to increase funding to end chronic homelessness. We are working to meet or testify in front of every Council member prior to their budget release in May.

The 2019 PIT data will be released in May

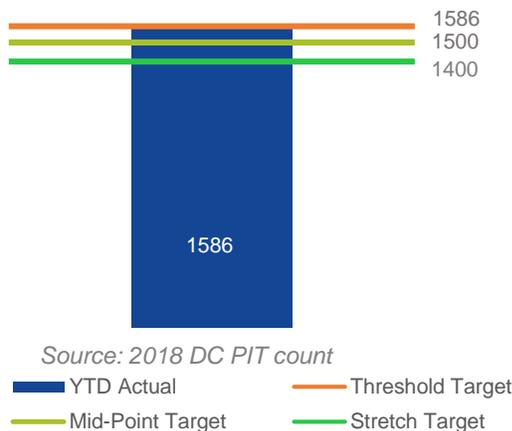
### Amount invested in ending chronic homelessness by the DC government

Our budget asks for FY20 through *The Way Home* Campaign totaling \$35.5 million

Overview of the city's FY20 budget



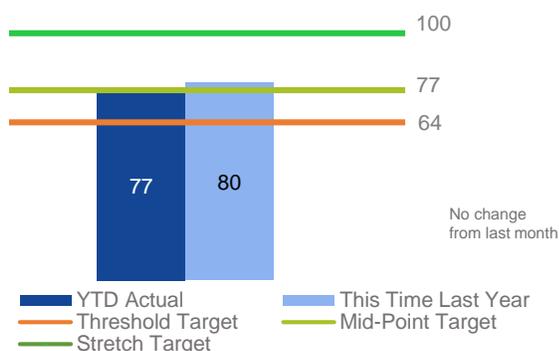
### Number of individuals experiencing chronic homelessness in DC (lower is better)



## Are we meeting our objectives?

Yes. We are right at our mid-point target of about 8 measures meeting mid-point targets. We are working to prioritize those areas that are not meeting mid-point targets to the best of our abilities.

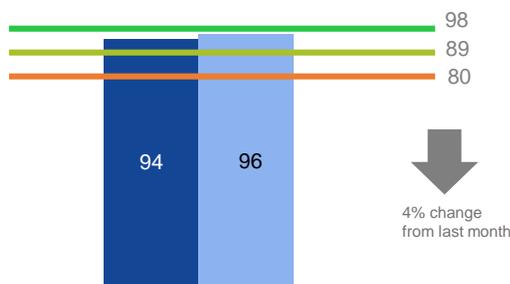
Percent of organizational mid-point targets met



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

Yes. We have seen a couple staff leave so far this year but we know that staff are mainly leaving Miriam's Kitchen to go to graduate school, relate, or change fields, and not leaving to go to another agency within our field. It is always sad to see staff leave, but we are excited for the new energy from the new staff already in place.

Percent of staff retained



## Do we have a positive performance-driven culture?

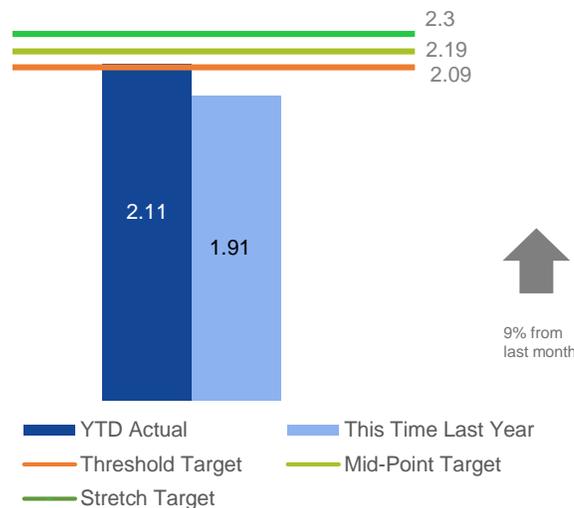
We use the two measures above to track our positive performance-driven culture.

## Are we financially sustainable?

Yes, although we didn't reach our mid-point target this month. We are above this time last year and only 3.6% below our mid-point target. Last month we were 4.5% below mid-point target, so while lower than our target, we are getting closer to it.

The months of expenses in reserve is above mid-point target again. After a slow start (mainly due to a larger budget this year) we are within our targets.

**Amount of non-contract revenue raised (in millions)**



**Months of expenses in reserve**

