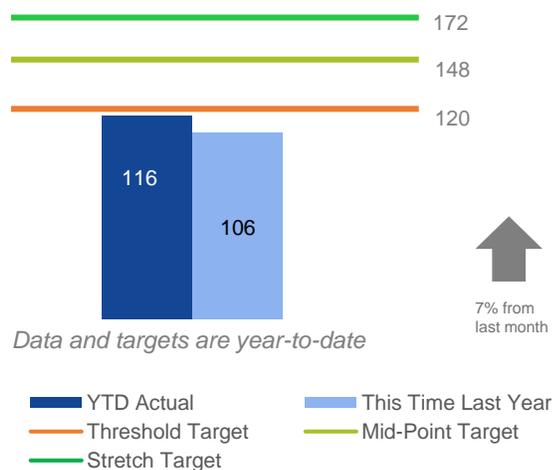


## Are we helping guests move into housing?

Yes, we are close to our threshold target! Given we, and the city had to shift programming mid-March, we are proud of helping 116 guests move into housing this fiscal year. 10 more guests than last year!

After a couple months in the pandemic response, the city's housing process and other services went online, and we were able to help guests navigate through the process to move into housing. We also were able to provide feedback to the city along the way to help make the online systems better and quicker. Although there continues to be some delays and slow points.

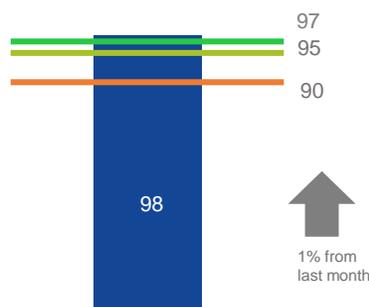
Number of MK guests we have helped move into housing this year



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

Yes, and we are at our stretch target! Our strong eviction prevention work enables us to keep a high retention rate. For residents in housing after 2 years, our retention rate is 96%. For both years, at least 9 out of 10 residents are still in housing!

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



# Performance Report

## FY20: September



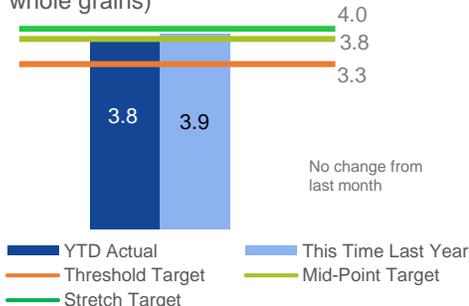
### Are we delivering high-quality, guest-centered services?

Yes! We met most of our mid-point targets. MK Plate score is right at our mid-point and has been very consistent all year. For guests we helped obtain SSI/SSDI through SOAR, we are at our stretch targets! We are working with clients who had SOAR applications submitted through the DHS SOAR team last year. They were in last year's targets not in this year's targets. The Outreach team has helped a number of guests obtain SSI/SSDI through SOAR as well!

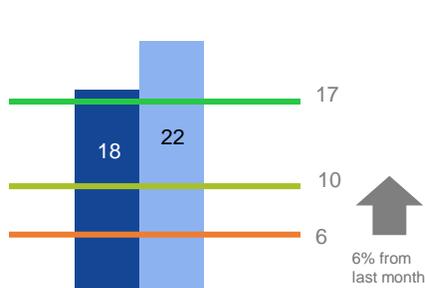
The number of guests we helped connect to mental health services is just under our threshold target. The number of guests we helped connect to physical health services is right at our mid-point target. These services have not all been operating due to the pandemic.

#### Average MK Plate score

(a tool developed by MK to measure the nutritional value of each meal. Scale is 1-4 measuring if a meal contains protein, fruit, vegetables, and whole grains)

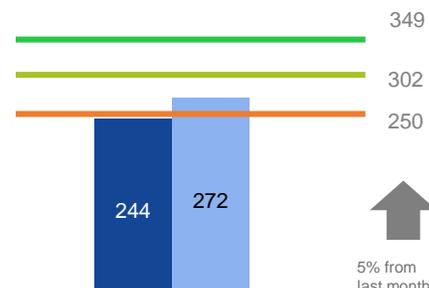


#### MK guests we helped obtain SSI/SSDI through SOAR



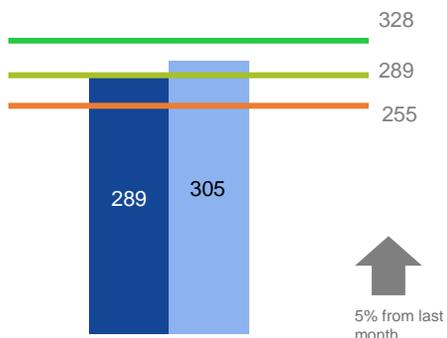
Data and targets are year-to-date

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



Data and targets are year-to-date

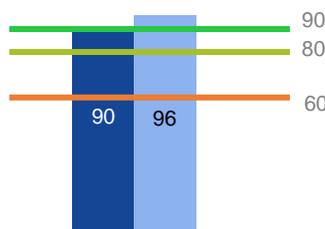
#### MK guests we helped connect to physical health services



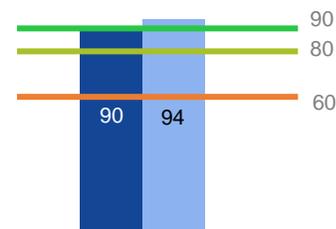
Data and targets are year-to-date

#### 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



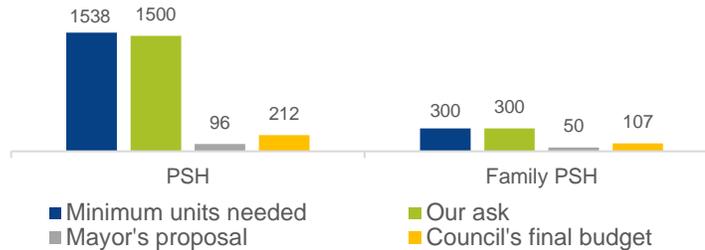
Source: MK PIT count and PSH resident surveys. Last year's results include Outreach GPRA, we are still figuring out how to gather data this year

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

The Mayor included new PSH units for 96 individuals and 50 families totaling \$4.5 million in her FY 2021 budget. In the Council's final budget, they added 118 PSH units for individuals and 53 PSH units for families, totaling an additional \$5.5 million. In addition the Council, fully restored the Outreach funding, funded Project Reconnect to FY20 amounts, and added more funding for the Emergency Rental Assistance Program (ERAP).

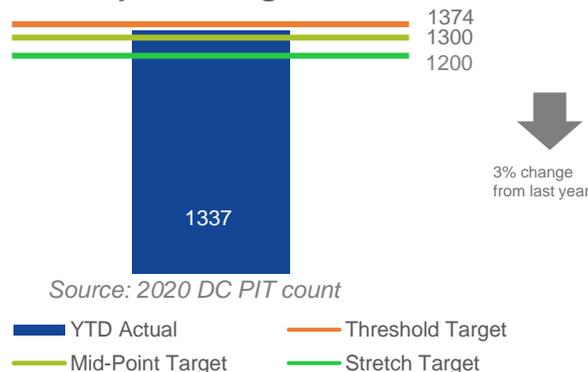
### Amount invested in ending chronic homelessness by the DC government

Overview of the city's FY21 budget



The Point-in-Time survey was conducted late January. The number of individuals experiencing chronic homelessness in January was 1,337. Even though we saw a decrease from last year, it was not as much as we wanted. Also, a lot has changed since January and we are working with the city to work on monthly tracking again. Last year, 1,374 individuals were counted that night, so that is our threshold target for this year.

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



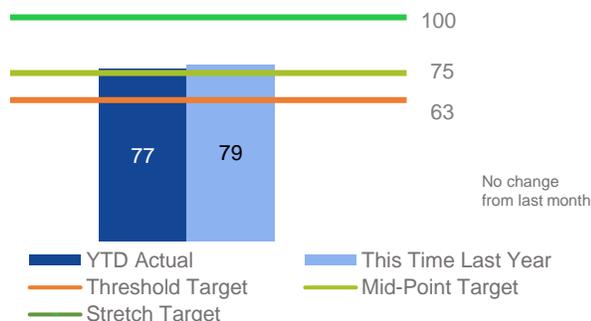
Throughout FY20 we have been actively growing our Communications department to expand the reach of our work and deepen the awareness and need to end chronic homelessness. We will fully set targets and begin measuring this work in FY21

### % of audience growth across social media and email recipients

## Are we meeting our objectives?

Yes. We are at or above our mid-point target with 10 of our 13 measures. Given the pandemic response, this is impressive to be above our mid-point target here.

Percent of organizational mid-point targets met



## Are we building and maintaining an equitable and inclusionary culture?

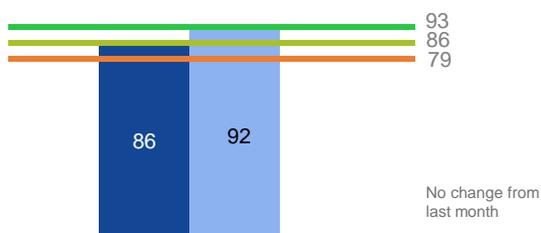
We are waiting until FY21 to start reporting

Percent of staff self reporting a strong sense of belonging at MK at the end of the fiscal year

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

Yes, we are at our mid-point target! We are busy recruiting for the many positions we currently have open and building a strong culture so that staff stay at Miriam's Kitchen.

Percent of staff retained

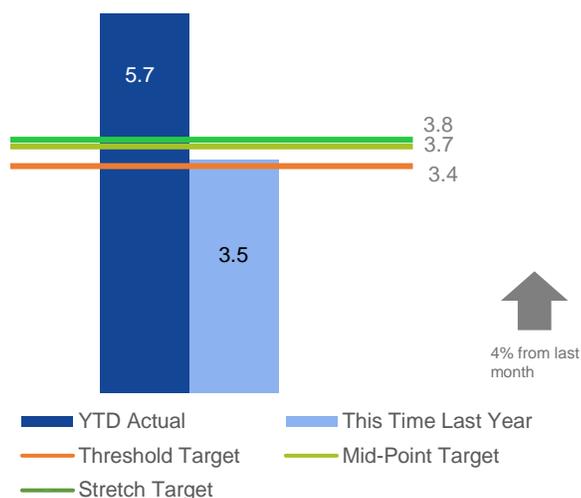


## Are we financially sustainable?

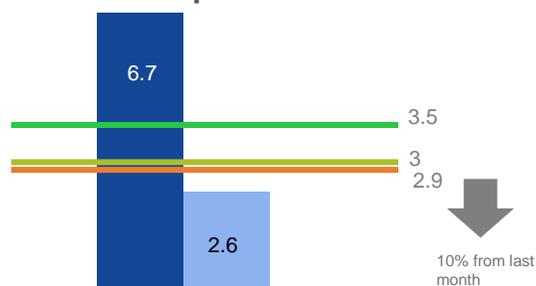
Yes! We raised \$2.2 million more than what we raised last year. And \$2 million more than our annual target of \$3.7 million! We are extremely proud of our fundraising efforts this year. This year will help set us up for success during these unique and unknown times. The future fundraising environment is certainly unknown.

Our strong fundraising has impacted the amount in reserves, and we are above our stretch target! We have almost twice as many months of expenses in reserves than our stretch target.

Amount of non-contract revenue raised (in millions)



Months of expenses in reserve



Source: September expense report