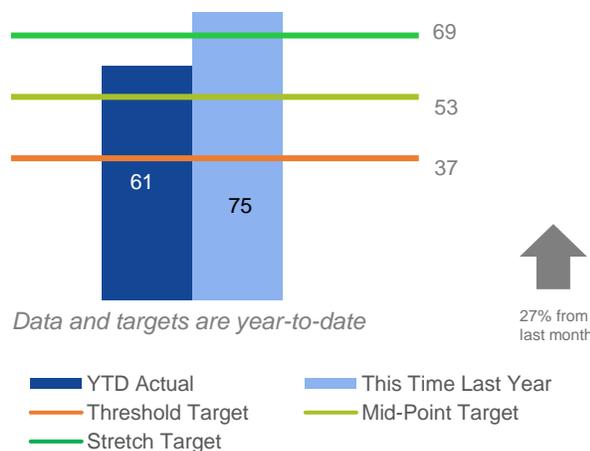


## Are we helping guests move into housing?

Yes, we are just above our mid-point target and so happy to help 61 guests move into housing! While we don't expect to see this large of an increase every month, it is great to help as many guests as possible move into a safe and warm home.

While we have all had to adapt due to the pandemic, we continue to hold guests at the center of everything we do. We continue to open every Monday through Friday\*, serving a hot meal and helping guests connect to services they need. Whether they come to Miriam's Kitchen (now working from tents outside), are seen in the community by our Outreach team, or in their apartment as part of our Permanent Supportive Housing team we continue to help guests achieve their goals.

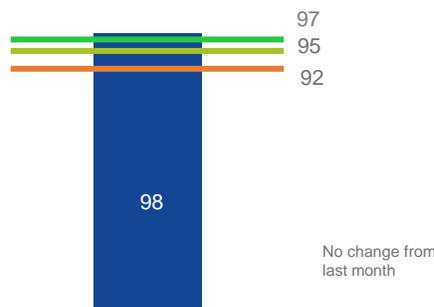
Number of MK guests we have helped move into housing this year



## 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



\*For the safety of our guests and staff, we did close on Inauguration day, January 20, 2021

# Performance Report

## FY21: March

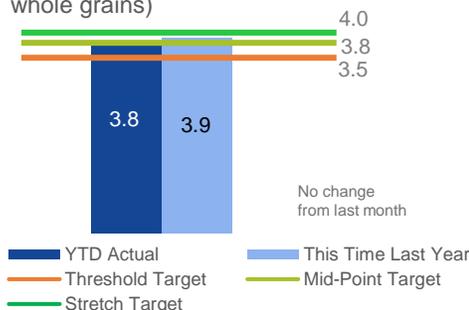


### Are we delivering high-quality, guest-centered services?

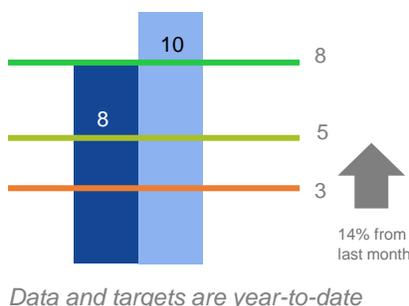
Yes, all measures are at least at our mid-point targets and most are at or above our stretch targets! A great way to continue this fiscal year and continue our work during the pandemic.

Last year we had the data for residents in PSH who were connected to mental and physical health services at this time. We are still in the process of collecting that data for this year. We are also continuing the collection of feedback from guests around our #1 Value.

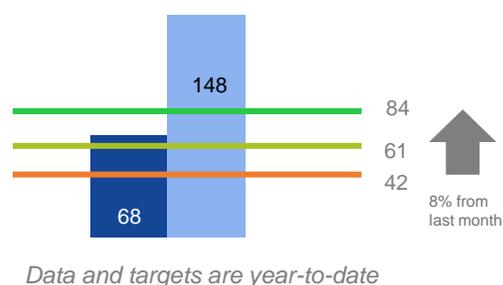
**Average MK Plate score**  
(a tool developed by MK to measure the nutritional value of each meal. Scale is 1-4 measuring if a meal contains protein, fruit, vegetables, and whole grains)



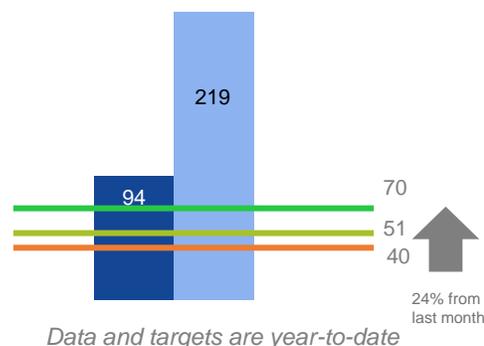
**MK guests we helped obtain SSI/SSDI through SOAR**



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

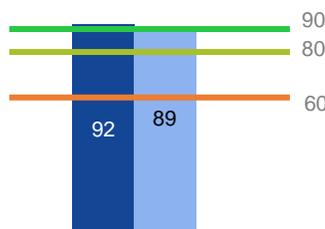


**MK guests we helped connect to physical health services**

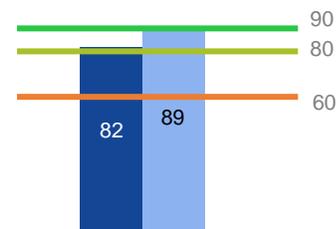


**Our #1 value, Guests are at the center of everything we do, is measured by asking guests two questions:**

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



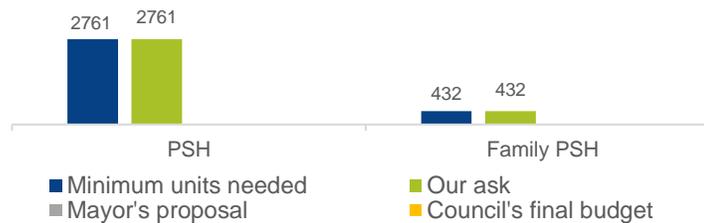
Source: MK PIT count and Outreach caseload survey

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

Through *The Way Home* Campaign, we have developed our asks for DC's FY2022 budget. We are asking for about 3,200 new PSH vouchers for individuals and families. This would cost just under \$1 billion of the city's \$16.9 billion budget. We are asking to continue to invest in homeless prevention, street outreach, wide scale rent and utility relief, the Local Rent Supplement Program, Public Housing Repairs, and the Housing Production Trust Fund. The Mayor will release her budget at the end of May.

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

Overview of the city's FY22 budget



The Point-in-Time survey is happened on January 27, 2021. Last year there were 1337 individuals experiencing chronic homelessness in DC counted during the PIT so that is our mid-point target for this year – hoping that it will at least stay the same. Data will come in the Spring

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

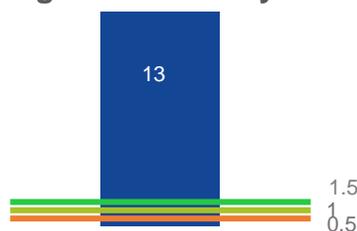


Source: 2021 DC PIT count



Starting last fiscal year and continuing into this fiscal year, we are actively growing our Communications department to expand the reach of our work and deepen the awareness and need to end chronic homelessness. This is our first quarter reporting growth based on October's baseline audience of almost 34,000. We continue to exceeding our expectations!

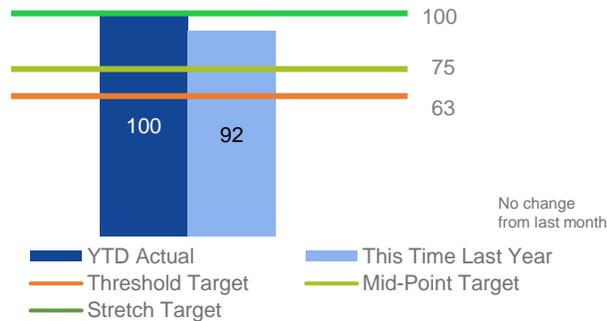
### % of audience growth across social media and email recipients since the beginning of this fiscal year



## Are we meeting our objectives?

Yes, we are at 100% for the third month in a row! For the 13 measures that we have data for, 13 are at or above mid-point targets. Given the pandemic, it is impressive to be this much above our mid-point target here.

Percent of organizational mid-point targets met



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

We should have data for this fiscal year in the Spring or Fall

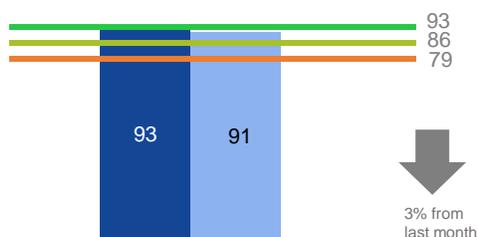
Percent of staff self reporting a strong sense of belonging at MK



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

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

Percent of staff retained

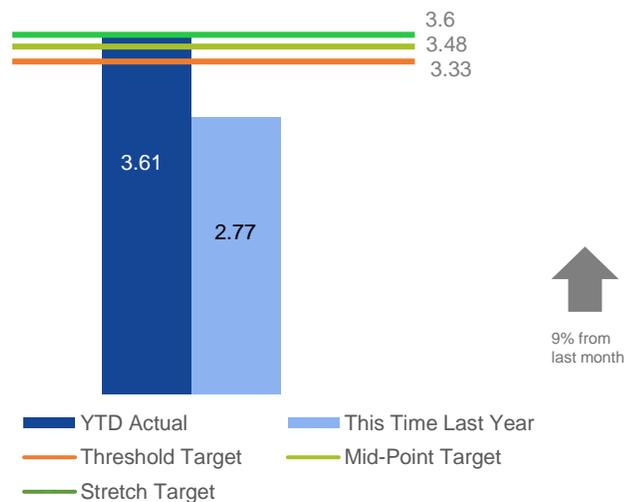


## Are we financially sustainable?

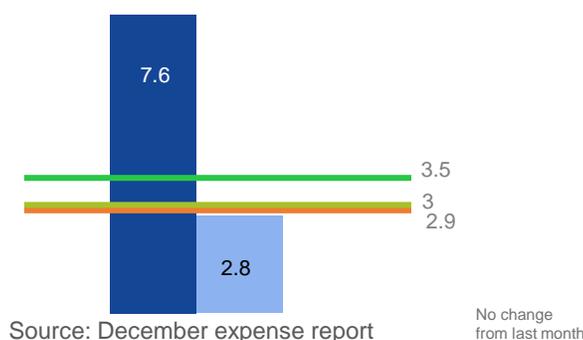
Yes, we are at our stretch target! This is incredible given we increased our organizational budget and thus our revenue targets this month. Along with many planned fundraising activities, we are actively planning our gala, Mission Critical Possible in May. This is one of the key areas our corporate partners fund our work and we have already seen many confirmed sponsors.

The reporting of our months of expenses in reserves is at least a month delayed. Continuing from last fiscal year, we have strong reserves to help us through our pandemic response. During our response we hope to have 6 months of expenses in reserve rather than 3 months that are stated in our bylaws

Amount of non-contract revenue raised (in millions)



Months of expenses in reserve



Source: December expense report