

# Quarter 1 Performance Report

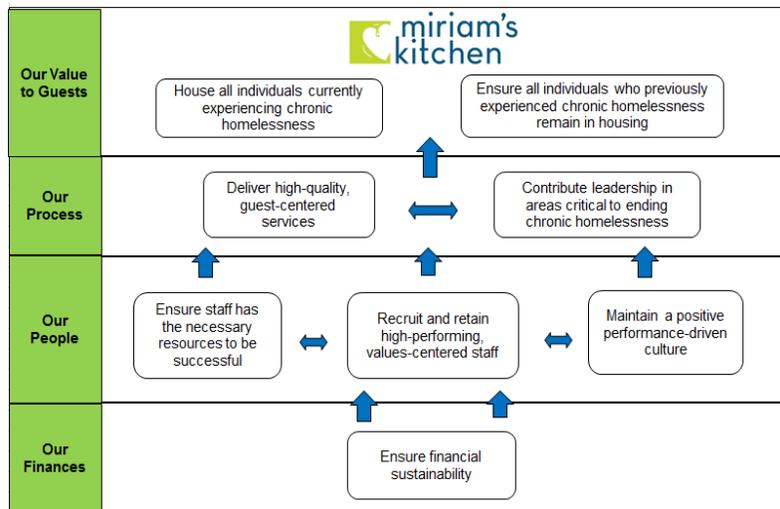
Fiscal Year 2017 | October 1, 2016 – December 31, 2016

## Overview of Fiscal Year 2017 Report

As Miriam's Kitchen enters Fiscal Year 2017, we are working harder than ever to end chronic homelessness in DC. We know what we must do to be a sustainable organization and put ourselves in a position to contribute as a leader in this work city-wide. Our Strategy Map (below) describes our objectives.

Our goal with this report is to clarify what is most meaningful to our work to end chronic homelessness (our objectives and measures) and report on progress against our targets. From this report, we hope to be in a better position to make smart, timely adjustments to our work throughout the year.

To date, this is a work in progress. We are still finalizing targets, developing the systems to report on each measure, and making it robust enough to influence key decisions. In addition, some of these measures are under-reported due the lack of data, transient nature of the individuals we serve, and some limitation of our current collection systems.



The following pages of this report list the measures and targets we will track to ensure we meet the objectives above.

Over the summer, the staff members working on each measure came together to set targets and plan how to achieve those targets. For each measure we have defined three targets:

- ▶ **Threshold Target** is the bare minimum that we need to achieve. When we are at or below the threshold, we need to be asking ourselves some questions - Is the target right? Is the data accurate? Is the strategy effective? Do we have the resources necessary?
- ▶ **Mid-Point Target** is the expected achievement for the year.
- ▶ **Stretch Target** is the target we would love to achieve but is less likely in the current environment.

### A story of impact

We are big fans of a local landlord that we have been working with since our program started. With lower than average acceptance requirements for tenants, extreme patience, good communication and follow through, and general support of our PSH team, he has become a favorite of our PSH department. He has been growing his property base outside of SE this year. We already have 6 people in one of his buildings in NW and just learned that he has another opportunity for us to house clients in NW. He also just bought a building in Columbia Heights - a great location right behind the Target shopping center. There are lots of other perks besides the location - it has an elevator, he has 20+ units open, and... he wants to work exclusively with MK PSH. He recently told us, "I'd rather work with you guys than any other provider." It's a gift to have a landlord partner who trusts us and sees the value of our team's services for his tenants. We are thrilled to hear from him on this opportunity and looking forward to what unfolds.

### More information

If there is a question this report doesn't answer for you, please don't hesitate to contact Jennifer Roccanti, Chief Performance Officer at [jenn@miriamskitchen.org](mailto:jenn@miriamskitchen.org).

# Quarter 1 Performance Report

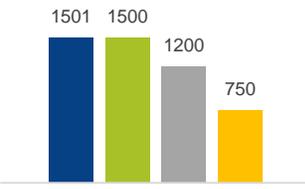
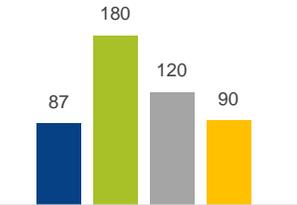
Fiscal Year 2017 | October 1, 2016 – December 31, 2016

## Our Value to Guests

### Objective: House all individuals currently experiencing chronic homelessness

Median number of days from housing match to housing placement

Number of individuals experiencing chronic homelessness in DC



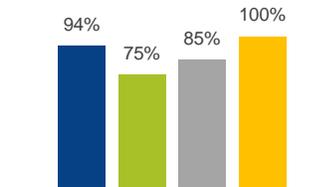
Source: MK PSH Program

Source: DC 2016 Point-in-Time Count

■ YTD Actual ■ FY Threshold  
■ FY Mid-Point ■ FY Stretch

### Objective: Ensure all individuals who previously experienced chronic homelessness remain in housing

Percent of individuals still in housing after 1-year mark



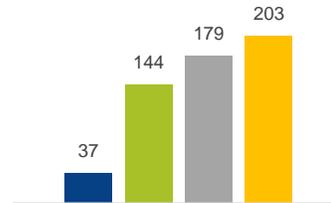
Source: MK PSH program

## Our Processes

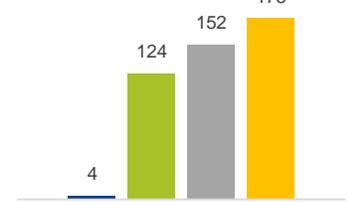
### Objective: Deliver high-quality, guest-centered services

Number of MK guests we helped house this year

Number of MK guests we helped obtain SSI/SSDI income



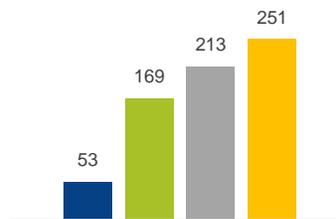
Source: All MK programs



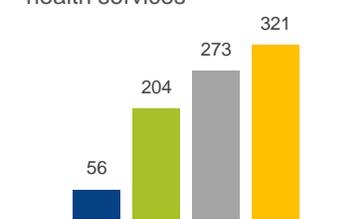
Source: All MK programs

Number of MK guests we helped connect to mental health services

Number of MK guests we helped connect to physical health services



Source: MK Social Services and Outreach programs

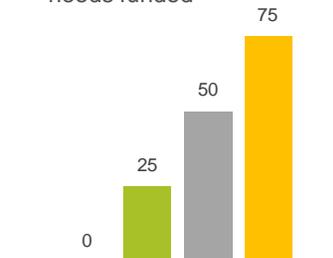


Source: MK Social Services and Outreach programs

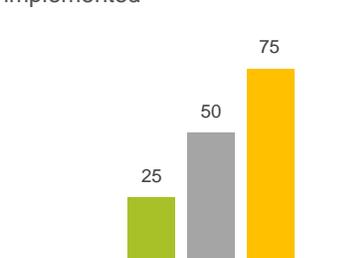
### Objective: Contribute leadership in areas critical to ending chronic homelessness

Percentage of chronically homeless-focused Homeward DC FY housing needs funded

Percentage of chronically homeless-focused Homeward DC FY strategies implemented

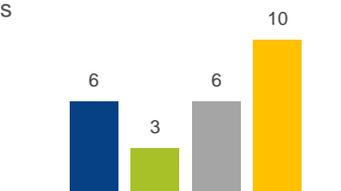


Source: MK Advocacy program — data available in Quarter 2



Source: MK Advocacy program — data available in Quarter 2

Percentage of staff and guests who are agents of change in intentionally eliminating systemic barriers to ending chronic homelessness



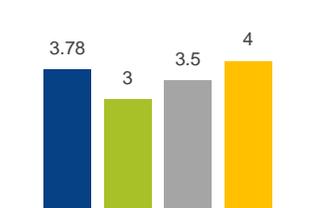
Source: MK Staff and programs

## Our Processes

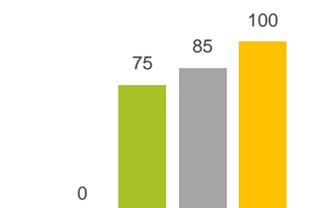
### Objective: Deliver high-quality, guest-centered services

Average MK Plate score

Percentage of guests reporting MK is meeting their needs



Source: MK Meals program



Source: MK programs — data to be collected during Miriam's Kitchen Point-In-Time survey in January

# Quarter 1 Performance Report

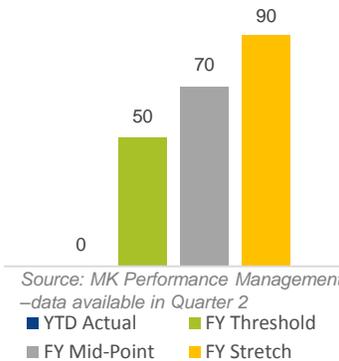


Fiscal Year 2017 | October 1, 2016 – December 31, 2016

## Our People

**Objective: Ensure staff has the necessary resources to be successful**

Percentage of critical staff resource needs met



**Objective: Recruit and retain high-performing, values-centered staff**

Percentage of high-performing staff retained



Percentage of staff ready to succeed into leadership roles



**Objective: Maintain a positive performance-driven culture**

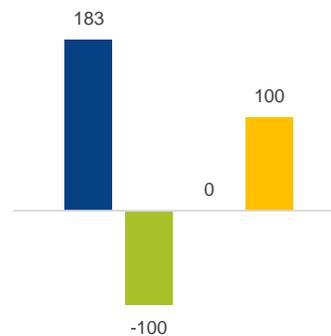
Percentage of initiatives on track



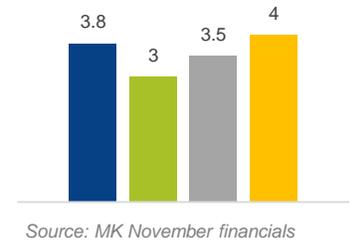
## Our Finances

**Objective: Ensure financial sustainability**

Fiscal Year net surplus / deficit (in thousands)



Months of expenses in reserve



Source: MK November financials