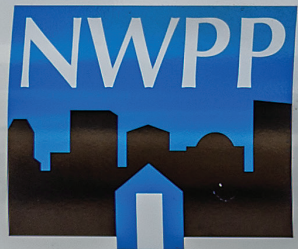


RESILIENCE

*Achievements by our agency, staff
and clients during challenging times*

2020-21 Impact Report



NORTHWEST
PILOT PROJECT

NORTHWEST
HOUSING SENIORS | CREATI

Creating Hope

During the tumultuous 12 months from July 2020 to this past June, NWPP faced a tremendous challenge: continue to provide our services – remotely. But even under the cloud of COVID-19, and despite the many challenges and hurdles, staff and clients have been remarkably resilient.

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Dear Friends

It is not hyperbole to say that because of you we were able to continue to serve seniors with rent assistance, ensuring housing stability, and finding new homes this past year. Rising rents that outpaced benefits like Social Security, income loss because of COVID-related job loss, and increasing risk of eviction were just some of the challenges our clients faced.

Thank you for all you've contributed to help the vulnerable and low-income seniors served by Northwest Pilot Project. Without all that you've given: financial support; the many

donations of supplies, bedding kits, kitchen kits, and more; the hours of your time that you contribute to our mission; without all of this we could not be successful in helping over 600 seniors be secure in housing that is stable and affordable for them.

In this report you'll find stories, stats, updates, and some thoughts about what lies ahead. You will also read about a few of our partners who brought the gifts of talent, treasure and time to NWPP during the last year and who have been recognized with an NWPP Impact Award on the next page. Their exceptional contributions remind us that individuals – one or many – can and do make a difference.

After 52 years, our mission remains the same: to offer opportunities for a life of dignity and hope to very low-income seniors in Multnomah County by solving housing and transportation needs.

On behalf of those we serve, thank you. You are the ones that are truly making an impact.

Onward!

Laura

Laura Golino de Lovato
Executive Director

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Piloting Change

The collaborative efforts and perspectives of our donors, partners and volunteers help steer us toward success.



Our annual Impact Awards celebrate extraordinary people and groups whose contributions have been critical to the work of the agency for the past year. Meet this year's honorees and let them inspire you!

The **Program Impact Awards** recognize a significant contribution to NWPP housing program. **May Cha**, a Rent Assistance Specialist at Home Forward, was honored for her stellar partnership in working with NWPP to serve 40 low-income senior households enrolled in the Long-Term Rent Assistance Program (LRA).

The NWPP Housing Team honored the **Multnomah County Adult Protective Services Team** for their crucial services during the pandemic. Over the past year, NWPP witnessed APS team members demonstrate incredible tenacity, persistence, empathy, and follow-through in their work with very vulnerable seniors.

The **Community Impact Awards** acknowledge the engagement of volunteers in supporting NWPP's clients and services. **Bobbie Rodriguez** has been organizing a holiday-in-kind drive with help from her dragon boat team, the Golden Dragons PDX, for 12 years. This year, Bobbie worked with her network of dragon boat team members and her Portland condominium to facilitate three household items drives for NWPP's clients.

A.C. Caldwell with her Agency Impact Award



Clockwise, from top left: Merrill Weyerhaeuser and Pat Welly, Bobbie Rodriguez, Vicky Schmall, Multnomah County Adult Protective Services Team.

For many years, **Vicky Schmall** and a small group of her friends and family have provided gifts for our clients who attend the annual Client Holiday Lunch. From Christmas-themed gift stockings to gift bags, these small expressions of love have created many big smiles.

The **Agency Impact Awards** recognize a significant contribution that provided a transformative opportunity for NWPP. **A.C. Caldwell** joined NWPP as a case manager. After five years, she left to pursue a degree in theology. Since 2010, A.C. has been on our Board of Directors, contributing her important perspective as a former employee to critical conversations and decisions.

Merrill Weyerhaeuser and **Pat Welly** met working at NWPP in 1991! They raised their kids walking at our annual Walk-A-Thon event. Merrill served on the NWPP Board of Directors and they've provided meaningful, ongoing support that has enabled NWPP to help hundreds of seniors to live in safe and stable affordable housing.

“Every one of NWPP's clients is treated with respect and compassion. I am grateful to have experienced that deeply ethical stance in all employees and volunteers.”

— Merrill Weyerhaeuser

Housing Seniors

There's an old saying: "Where there's a will, there's a way." At NWPP, the COVID-19 pandemic inspired us to get even more creative.



The COVID-19 pandemic created a difficult year for many of our clients. It also posed many challenges to staff members working to support these clients through their housing search or stabilization. Staff had to transition from working in the office to working from home, missing the connection to their clients and co-workers that comes from in-person interactions.

With shutdowns, every step in the housing search process took longer as government offices and apartment buildings closed to the public. Most work with clients and apartment managers had to be completed by phone or online.

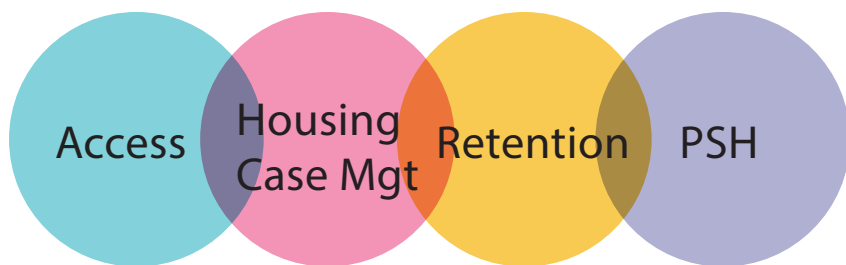
The needs of our clients were often more acute. We responded by:

- Calling every client we had placed in housing or had provided homeless prevention services to during the previous year to ensure they had the basic supplies they needed.
- Distributing COVID Rent Relief funds as quickly as they were allocated to us.
- Purchasing and distributing prepaid phones to clients so we could keep in touch.
- Distributing gift cards and working to connect our clients to resources as food scarcity worsened.

We were able to successfully provide an array of services and support to seniors during the shutdown, including:

- Responding to over **3,500** requests for housing information, resources, and support.
- Assisting **159** households move from homelessness into permanent, stable housing.
- Helping to prevent homelessness for **267** households through rental assistance, housekeeping assistance, and other strategies.
- Providing one-on-one housing case management to **210** households who otherwise might have been discouraged or defeated by the complicated process to get subsidized housing.





A Holistic Approach to our Housing Program

Our specialized housing teams respond to the various needs of people reaching out for help with a holistic approach focused on treating each individual with dignity and respect.

- The **Access Team** responds to hundreds of new calls each month asking for information, rent assistance, and help finding housing. The team maintains resource lists, provides rent and deposit assistance, and offers housing assessments and leads to people requesting help in finding housing.

- The **Housing Case Management Team** works one-on-one with older adults whose health concerns, language, racial or cultural identity, or housing history creates additional barriers to obtaining housing. This team works with clients more intensively until secure permanent, subsidized housing is achieved.

“I’m afraid to think of what my life would be like if I did not have a safe place to call home.”

— Lynn, age 65

“The urgency of our work pushed us to rise to the challenge of finding new and creative ways to serve our clients during the pandemic.”

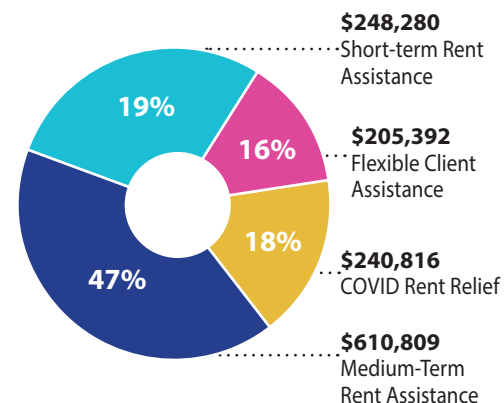
— Rebecca Jones-Childs
Program Director

- The **Retention Team** provides support once clients move into permanent housing, often helping with move-in kits, food security, and communication and problem-solving with landlords and neighbors.
- Our newest team, the **Permanent Supportive Housing (PSH) Team**, supports older adults who have experienced homelessness and are experiencing chronic physical health, behavioral health, and recovery service needs. The team provides housing placement and ongoing wraparound services.

Assistance Funds

One of the most concrete ways we provide help to very low-income older adults is by offering client assistance funds. These funds come to us from different sources and are used to support our clients in different ways

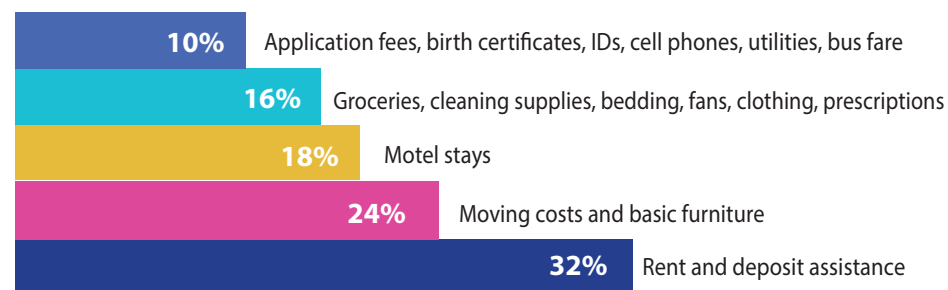
- **Short-Term Rent Assistance (STRA)** funds pay for two months in rent or deposit assistance to help clients move into affordable housing or to prevent eviction for nonpayment due to a temporary loss of income.
- **Medium-Term Rent Assistance** funds provide immediate housing for homeless clients by providing a temporary rent subsidy for up to 24 months while clients work with us to find housing with a permanent subsidy.
- **Flexible Client Assistance** funds provide a flexible resource to



address unmet but necessary needs of our clients. Last year, we used flexible funds to purchase prepaid phones for clients without phones, fans for seniors during the serious heatwaves over the summer, and other supplies during the pandemic.

- **COVID Rent Relief** funds were designated through the CARES Act to pay current or past rent for people who had been financially impacted by COVID-19, either through job loss or illness.

How Flexible Assistance Funds Are Used



Looking Forward

Our team at NWPP is looking forward to serving even more low-income seniors in the coming year!

We will be expanding our capacity to serve more seniors, especially those who are chronically homeless and have significant barriers to housing. This expansion is possible because of significant financial resources allocated specifically

to assisting the most vulnerable seniors in our community who are experiencing homelessness. Measure 26-210 – the Supporting Housing Services Measure – finally brings to NWPP and our partner organizations the resources we so sorely need to address the housing and homeless crisis in our area.

With funding from the measure, we are adding several new direct service positions and building out a new team focused on “Permanent Supportive Housing,” a housing approach that pairs services tailored to the client along with rent assistance and access to a housing unit. This model is built around relationships and on decades of tried-and-true best practices, and will help us help the most vulnerable seniors with the highest barriers to housing.



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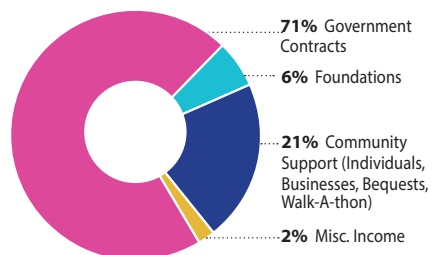
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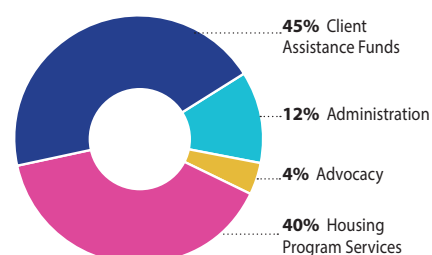
Demonstrated Sound Fiscal Management

The financial information shown represents Northwest Pilot Project's unaudited* financial overview for fiscal year 2020-21.

Operating Support & Revenue: \$2.94M



Operating Expenses: \$2.92M



*Our completed financial audit will be available to view in November 2021 at www.nwpilotproject.org