

# Creating Hope

NORTHWEST PILOT PROJECT  
IMPACT REPORT 2021-22



# Dear Friends,

I'm so pleased to share with you our accomplishments from the past year at Northwest Pilot Project. This year's Impact Report gives you a look at what we've done, where we are, and where we're headed – with your help.

The past fiscal year brought challenges that made the already formidable work of housing very low-income older adults in our community even harder than usual: COVID, unprecedented rent costs, and slow housing construction. The local political climate, meanwhile, includes powerful interests who promote shortsighted tactics rather than the holistic strategies we need to meet the housing crisis. But still – with your support – **we're making progress.**

**Our agency grew** thanks to funds from the Supportive Housing Services measure. We added critical capacity in the form of a new Permanent Supportive Housing team, and will be expanding the services we provide especially to those who need the most support to overcome the considerable housing barriers they face.

**My sincere thanks to you,** our dedicated supporters, to the leaders of Multnomah County, and the people of our community. The work happening at Northwest Pilot Project and our partner organizations is essential to achieve our vision of a community where homelessness is unknown. All people, whether children, adults, or the older adults we've focused on helping since 1969, deserve nothing less.

**Looking ahead** to next year we will move forward toward our ambitious but necessary goals: securing more rental assistance, advocating for stronger tenant protections, and supporting the construction of more affordable housing. We have the personnel and resources in place to help low-income seniors in our community move into stable housing; not just temporary emergency shelter that sweeps them out of view but real homes where they can live safely and with dignity for the long term.

We couldn't do this without you. Thank you for joining us in our mission!



Laura Golino de Lovato,  
Executive Director

## Our Clients

**86%** live on 0-30% of Median Family Income

**76%** reported living with a disabling condition

**60%** are 55–65 years of age

**40%** are over the age of 65 years

**14%** are survivors of domestic violence

**7%** are veterans



"Northwest Pilot Project has been a godsend. It gives me a place to live again." – Sandy

**Our mission:**  
to offer opportunities for a life of dignity and hope to very low income seniors in Multnomah County by solving housing and transportation needs.

For over fifty years, we have kept our focus on housing and transportation services, and advocacy as our core programs.

## Housing Program Highlights

**We connected over 2,600 households with a combination of housing assessments, housing, and community resources.**

Our housing program continued to provide critical housing services to older adults during this last year despite the added complications of the COVID-19 pandemic. The housing program includes several teams, initiatives, and projects with many funding streams that all work together to create solutions for the seniors we serve.

Our **Housing Case Managers** assisted clients in gathering documents, identifying units, and moving into housing. They provided hours of phone support to each of their clients, in addition to working collaboratively with housing and community service providers.

### Housing placements by the numbers



moved from homelessness into permanent housing



prevented from becoming homeless



received housing case management

Our **Assessment Specialists** responded to an average of 100 calls per week from older adults seeking housing assistance, a 25% increase in the volume of calls from the prior year. They helped callers with rent assistance and provided information about and connection to housing and other social services.

Weekly calls for assistance increased 25%

Our **Retention Team** followed up with every client receiving eviction prevention or housing placement services to check on them, and support their housing stability. They delivered bedding, kitchen, and cleaning supplies; connected clients to food resources; dropped off phones to keep people connected; and coordinated furniture deliveries so that clients could comfortably be in their homes during the pandemic.

For people exiting from our various short term projects, 100% exited to permanent housing (36% to unsubsidized housing, 64% to subsidized housing).

### Special COVID-19 Relief Funds Kept Seniors Housed

We experienced a spike in requests for rental assistance during the COVID-19 pandemic from people who had lost income due to illness or job loss. NWPP staff members worked rapidly to distribute COVID-19 Emergency Rental Assistance Program dollars as quickly as they became available to get people caught up on their rent and prevent their homelessness.

We distributed over \$190,000 in COVID-19 emergency rental assistance money. We provided eviction prevention services to 45 households who were financially impacted by COVID-19 and at risk for homelessness. Many of these households received many months of rent and would have become homeless without the assistance.



### Online Assessment Tool Provides Information Easily

582 housing assessments were completed through our online assessment tool at [nwpilot-project.org](http://nwpilot-project.org). This tool creates an immediate housing report for

individuals including forms and relevant housing lists and it provides another way for seniors to get information quickly when in a housing crisis.

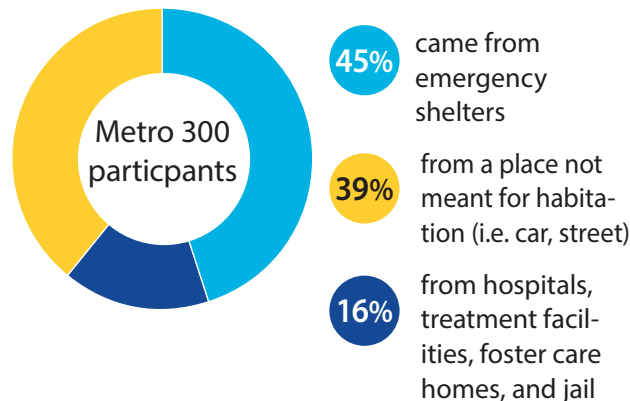
### Our New PSH Program Serves More Seniors

With funding from Metro's Supportive Housing Services measure, NWPP was able to expand our housing services to include dedicated Permanent Supportive Housing (PSH) to older adults experiencing chronic homelessness. Clients participating in NWPP's PSH Program receive a permanent housing subsidy, help with the housing search and application process, and ongoing intensive supportive services once they move into housing.

### A Successful Finish to the Metro 300 Initiative

In January 2020, our housing program team joined key partners to participate in the Metro 300 Initiative. The goal was to move 300 older adults with significant health concerns in the tri-county area experiencing homelessness into permanent homes.

NWPP served 106 older adults in Multnomah County, moving them from homelessness into housing over the span of 30 months by using temporary rental subsidies. The rental subsidies



After a traumatic brain injury that left her unable to work and resulted in homelessness, Lori connected with NWPP. Our case management team found a permanently-affordable apartment in which Lori now lives with her cat, Vincent.

were funded by Kaiser Permanente, and allowed people to move into immediate housing while working with NWPP staff on the longer process of finding permanent, affordable housing during the course of the project.

92% of Metro 300 participants served by NWPP experienced housing success at the end of the project.

# 2021 NWPP Impact Awards

Our annual Impact Awards celebrate the extraordinary people whose contributions have been critical to the work of our agency for the past year. NWPP is fortunate to have a multitude of supporters without whom it would not be possible for us to fulfill our mission. Visit our website to read the full description of our award recipients. Meet this year's honorees here and let them inspire you!

## Program Impact Award

*Recognizes a significant contribution to NWPP's housing program.*



**Courtney VanSchoiack,  
Rent Assistance Specialist  
at Home Forward**

Courtney has partnered with NWPP program staff in two different roles—first helping to administer the COVID Emergency Rental

Assistance Program and now providing rental assistance for the Regional Long-Term Rent Assistance program. "Northwest Pilot Project works with so many amazing people," Courtney says. "It's always a pleasure to work with NWPP."

## Program Impact Award

*Recognizes a significant contribution to NWPP's housing program.*

### **Kathy Weidman, Manager at Chaucer Court**

Kathy is an onsite manager at Chaucer Court, a HUD-subsidized building for older adults and people with disabilities in downtown Portland. "I've found Kathy to be someone who truly wants her residents to thrive," Jason says. "She exhibits kindness and empathy, coupled with advocacy that results in action and services for her residents." Kathy says she values the partnership, too. "It's just been wonderful from my very first experience. How smoothly it goes, the benefits our residents get, and the continued support. You are the first ones I call."



## Community Impact Award

*Acknowledges the engagement of volunteers in supporting NWPP's clients and services.*



### **Ann Middleton**

Ann served on the NWPP board of directors for 20 years, and has continued her service to the agency as our star community engagement liaison. "I am so proud to be affiliated with NWPP and throughout these 30 years of

my volunteer work. My appreciation and admiration for its services have only grown every year," Ann says.

## Agency Impact Award

*Recognizes a significant contribution that provided a transformative opportunity for NWPP.*

### **Multnomah County Chair Deborah Kafoury**

NWPP is grateful to Chair Kafoury's leadership on providing resources and support for housing and homeless services that have amplified NWPP's impact in the community. Chair Kafoury shared, "I am honored and humbled to be receiving the Agency Impact Award, and I am extremely proud to have walked side-by-side with those who so clearly reflect NWPP's values. I'm grateful to the entire Northwest Pilot Project team for all we've done together, as well as the work they do every day to extend the stability and safety of housing to our most vulnerable neighbors."



"Northwest Pilot Project exemplifies what it means to lead through service...NWPP focuses on doing what's right, quietly and reliably setting the standard for other providers while offering a moral compass for elected officials."

– Chair Deborah Kafoury



"I'm so grateful to have an apartment like this and that there's programs like Northwest Pilot Project that's willing to help those that want help." – Dale



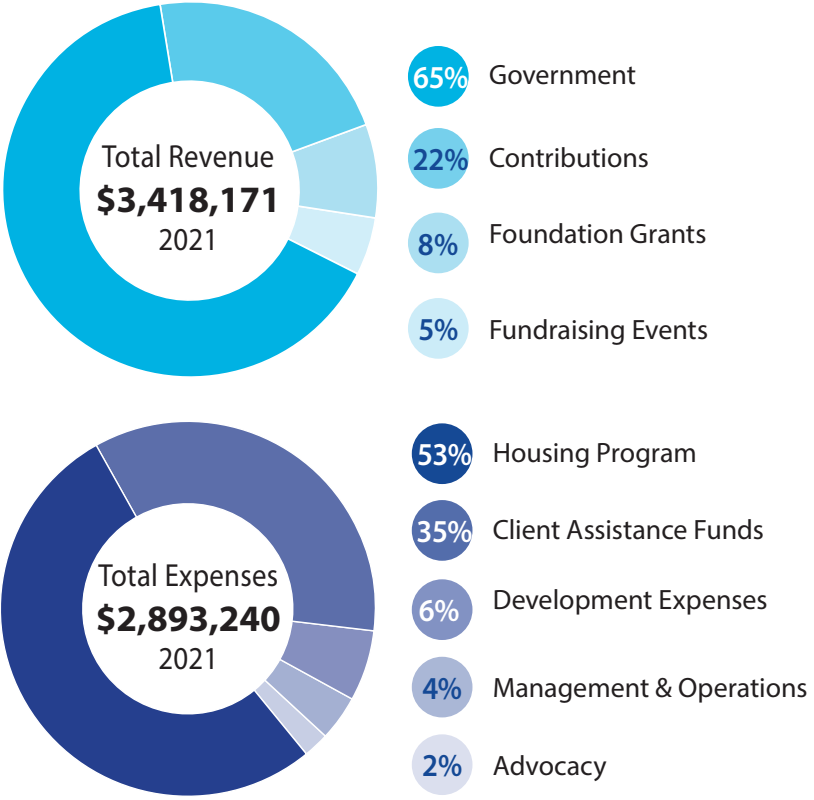
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HOUSING SENIORS  
CREATING HOPE  
PILOTING CHANGE

**Demonstrated Sound Fiscal Management**

The financial information shown represents Northwest Pilot Project's financial overview for fiscal year 2021-2022.



\*Our audited financial statements will be available to view in December at [nwpilotproject.org](http://nwpilotproject.org)