

DO GOOD MULTNOMAH



20 | IMPACT
22 | REPORT

FROM THE EXECUTIVE TEAM

Dear friends and supporters,

Though the adage is worn, Do Good Multnomah has truly been navigating “unprecedented times,” like many other companies and non-profits. Even a simple trip across Portland will quickly reveal how much our city has changed since 2019. Similarly, Do Good has changed and grown to meet the needs of our larger community. This Impact Report offers us the opportunity to reflect on where this journey has led us, to name and affirm our organizational values, and to provide focus to what we have accomplished together.



Our founder, Chris Aiosa, offered a visionary challenge to not let a single Veteran fall through the cracks in a system that had failed so many. That legacy for compassionate service for good continues to inform how we treat every participant, staff, and community collaborator. Since 2015, our organization has grown from a single space in a cozy church basement just big enough to shelter 13 veterans to **13 individual program sites**. Altogether, Do Good’s programs provide community and connection for over **450 Veterans and civilians each day and night** in shelters, transitional villages, and affordable housing units throughout the Portland-metro region.

Last year we set out to place **200 individuals in permanent housing; we met that goal in 367 days**. That is a testament to the hard work and dedication of our Case Managers, Navigation Specialists and the participants themselves, but our work doesn’t stop once someone signs a lease and receives their keys. Ensuring an individual is successful in their new home becomes our priority. This is where supportive services step in.

In December of 2021, Do Good opened **our latest Permanent Supportive Housing project: Findley Commons**. With the partnership of Home First Development, we created 35 units of affordable housing intentionally developed for the Veterans who would be living there. From the paint color scheme to the room layout, every choice was made with a trauma-informed lens. Do Good firmly believes that housing is a human right, and Findley Commons is another step forward that makes this statement a reality.

In 2021-2022, Do Good made an intentional choice to invest in a year-long engagement to continue to grow Do Good in the **critical work of diversity, equity, inclusion and anti-racism**. This work was challenging; it shined a light on many areas where we must aim to do better, but ultimately reaffirmed our core identity as a robust, aware, human-centered, and relationship-focused organization that provides houseless Veterans a stable and secure life. The Do Good Multnomah Executive Team and all of our staff are committed to continue this work by identifying and un-learning the ways we individually and collectively participate in and uphold systems of oppression, with the goal of doing less harm, and more good along the way.

Despite the realities of the pandemic and despite the ever-growing housing crisis in our city, our mission remains the same. Thank you to our staff, supporters, and community partners, who have come alongside Do Good to ensure every Veteran has the chance to have

their own keys to their own home in their own name.

Sincerely,

The Do Good Executive Team

OUR MISSION

Do Good Multnomah supports Veteran-centered communities that inspire dignity, sustainability, and purpose.

WHY PORTLAND NEEDS US

The houselessness epidemic in our city demands attention. We have been in a “state of emergency” regarding houselessness for more than 7 years. Since 2021, rents in Portland have climbed roughly 40%.

Within that reality, Veterans are considered highly vulnerable, and are 2–3.5x more likely to experience houselessness than other U.S. citizens. The factors range from availability of & qualifications for services, health & mental health, socioeconomic demographics, and many more. Data suggests that as of March 2021, there are still 37,252 Houseless Veterans in the U.S., with those numbers increasing due to the COVID-19 pandemic and the end of eviction moratoriums.

WHAT WE DO

Do Good partners with the community to provide low-barrier shelter and Permanent Supportive Housing to Veterans and civilians in the Portland Metro area. We emphasize relationship-building, one-on-one engagement, supportive services, and direct community participation.

While we are committed to providing individuals with a safe, warm place to stay for the night, we are equally interested in forging meaningful relationships with them.

We strongly believe that housing is a human right, and we are passionate about providing relevant, useful, and responsive support services to our residents as they work through significant barriers to achieving and retaining housing.

THE CHALLENGE

Houselessness
is up **55%**
since 2019 in the
Portland metro area

Oregon is ranked the
4th Worst
for Veteran houselessness

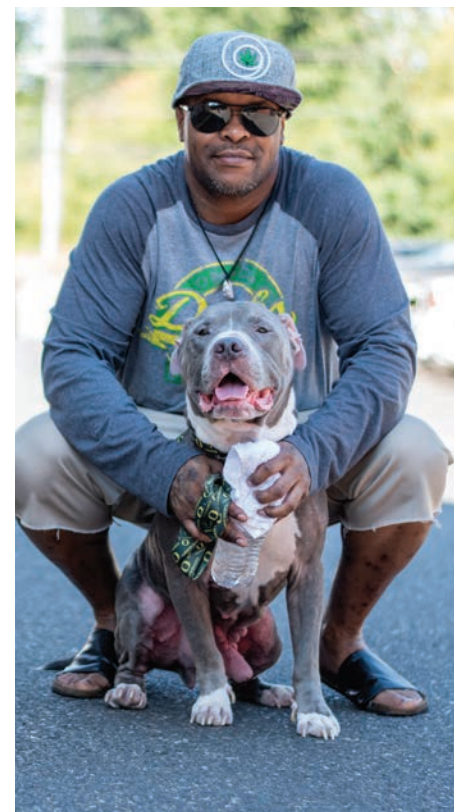
Veterans are over-represented among the unhoused
7%
of the national population
has served in the military

vs.

14,400+ people
in **Oregon**
are unhoused on any
given night

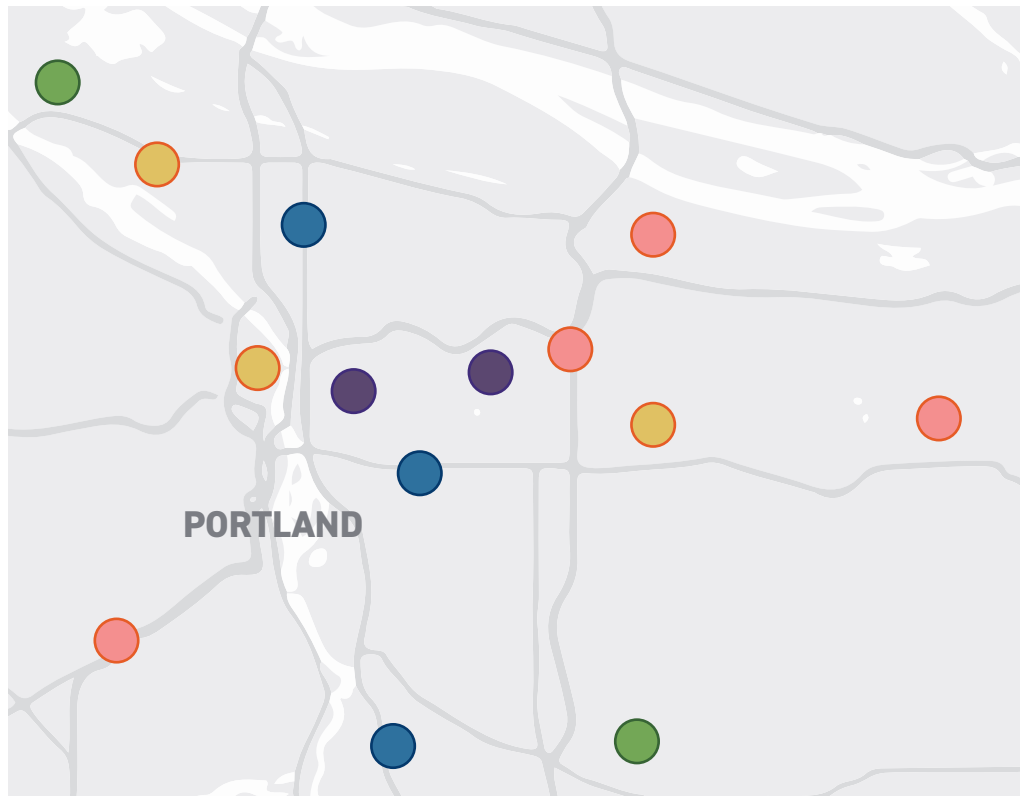
In Oregon, there are currently around
1,400+ Houseless
Veterans

15%
of adults in homeless
shelters are Veterans



DOING OUR PART TO END HOMELESSNESS IN PORTLAND

Resource Navigation
Peer Support
Rent Assistance
Veteran Services
Meals & Food Pantry
Mental Health Care
Housing Retention
Identity Documentation
Life Skills & Enrichment
Clothing & Personal Hygiene
Public Transit Passes
Emergency Response
Personal Finance Education



● Congregate Shelter

● Motel Shelter

● Tiny Home Village

● Permanent Supportive Housing

● Program & Resource Sites

DOES DO GOOD ONLY SERVE VETERANS?

Do Good opened on Veterans Day 2015, where we welcomed 13 male-identifying Veterans into a church basement in Downtown Portland. Our early years were exclusively focused on providing shelter, community-building, and housing navigation for Veterans.

Today, Do Good remains Veteran-prioritized and Veteran-preference. But we also recognize that the need in Portland is too great to not try to do as much good as we can. It is the tradition of Veteran culture to step up and answer the call when asked to serve. Today, in collaboration with community partners and local government agencies, we use the tactics and expertise gained from serving Veterans in our early years to make an impact on both Veteran and civilians alike.



“

When I moved into my permanent housing at Do Good, and I received my keys to my front door... all of a sudden it hit me: there wasn't anyone else's name on the lease. I wasn't going to have to leave some time. It was all mine. I can do my own laundry. I can make dinner in my own kitchen.

It feels really good to be alive.

— Jeff, U.S. Navy Veteran

”



OUR PROGRAMMING

Each journey from homelessness to housing is unique. Do Good specializes in identifying an individual's barriers to housing and providing both resources and relational support as we walk alongside them as they work towards permanent housing. Our programs become a safe and secure place for unhoused individuals to live as they collaborate with our staff on an individualized plan to overcome their unique barriers to housing. We offer a variety of shelter and housing options that meet an individual wherever they are on their housing journey and set them up for success.

Congregate Shelter: Do Good currently offers two congregate shelters, both with a Veteran preference. We serve around 200 individuals in these shelters on any given night. These spaces serve as "the front door" to Do Good, and where most participants enter into our care before transitioning to housing or one of options below. Each participant has access to the Do Good Resource Center for clothing and personal hygiene products, receives meals, access to public transit passes, phone and computer access, recreation and community events. Individuals receive consistent, personalized case management and works with their Navigation Specialist to identify & prioritize goals towards housing.

Motel Shelters: We operate four motel shelters, which were born from a need for socially distanced shelter during the COVID-19 pandemic. Today, they've evolved in a long-term and very successful model for alternative sheltering. Studies show that motel sheltering improves the health and wellness of participants, as well as the ability to focus on housing goals, and leads to higher exits to permanent housing.

Transitional Housing is a supportive, temporary housing model that serves as bridge from houselessness to permanent housing. Do Good's transitional communities are tiny home villages which allow participants to build responsible independence within their own personal space, while offering opportunities to connect with community. Participants have up to 24 months to address their barriers and experience what it means to be a good neighbor and tenant. Currently, we operate Veterans Village in Clackamas County, which serves 24 Veterans, and St. Johns Village in North Portland, which serves 19 individuals.

Permanent Supportive Housing includes support services on-site, aimed at assisting residents in maintaining housing and building community. Each resident has a lease to their unit and pays rent. Do Good provides support services at three Veteran-centered Permanent Supportive Housing communities: Findley Commons (35 units), The Breitung Building (28 Veterans) and Clayton Mohr Commons (24 Veteran households)

Mobile Supportive Services (MSS) program is designed to support individuals who have recently moved from Do Good's shelters into permanent housing. First, our Navigation Specialists place a participant in permanent housing. Then, our MSS experts—a coordinated team of Social Workers, Peer Supports, Housing Retention Specialists and Housing Access Coordinators—walk alongside the new residents and empower them to keep their housing and continue working towards success in their goals. This "scattered site" approach continues the relationship with Do Good and provides a continuity of support even after they leave our programs.

Additionally, Do Good collaborates with the county to staff Emergency & Severe Weather Shelters during intense weather events such as snow storms and heat waves



HIGHLIGHTS FROM THIS FISCAL YEAR

111,325+
meals provided

199 individuals
moved into permanent
housing

\$2.3 million
saved to Oregon tax payers
through 3 PSH programs
and 2 transitional villages

93% of residents
placed in PSH are still
housed one year later

36,504
hours of housing naviga-
tion & case management
services

126,175
shelter nights
(total beds filled each
night for this year)

3,943 personal
hygiene and self care
items distributed

12,365
public transit passes
provided for job interviews,
medical appointments, & more

414 "welcome home
sets" provided for individu-
als moving into housing



Do Good staff provide exemplary service and leadership when it comes to creating safe shelters and building equitable housing for houseless Veterans. I'm proud to serve a great organization that brings Veterans home.

— Ankur Dholakia, U.S. Army Veteran
Do Good Board President





For the first time in many years, I feel safe. I'm 67 years old... I'm too old to be [outside]. But as long I got good people, like where I'm at right now, I'll make it.

— Gary, U.S. Army Veteran



THE POINT IS PERMANENT HOUSING

Shelter is an essential step to solving homelessness. It gets individuals off the street, helps protect their belongings, and at Do Good, provides access to meals, personal care & clothing items, community building, and support services.

But shelter is for emergency—the emergency of a homelessness epidemic—and it is only the first step in the process, not the end goal. The real work of Do Good, after meeting the basic need of shelter, is to provide care, support, and housing navigation services as our participants overcome their barriers and obtain their own permanent housing where they can thrive.

We have a homelessness crisis in Portland. While we will continue to operate shelters, we do so with the purpose of walking alongside individuals as they overcome their barriers, and connecting them to affordable housing that meets their needs, wants, and find tremendous permanent success.

The only thing that solves homelessness is housing. The key to making individuals successful in housing is people.



OUR CORE VALUES

We understand that service-based relationships extend beyond merely offering housing opportunities. Our approach emphasizes the communal relationships between participants and staff, intentional personal and professional development for both participants and staff, and furthering the work of human rights and social justice by offering sustainable and accessible housing opportunities.

Empowerment

We support participants in their journey to self-agency by creating safe environments and relationships for growth. Our role is to identify systems of oppression that hinder all of our abilities to thrive and dismantle them as we move towards actualization and flourishing. We ensure that all participants have autonomy to make decisions that they believe will uplift their quality of life - and we work to make it happen!

Empathy

Do Good knows houselessness is a difficult experience to understand; we commit to hiring those who represent and are deeply experienced with the population we serve in order to provide trauma-informed care and understanding. We are charged with exemplifying graciousness and compassion toward our participants, one another, and to our communities.

Human-Centered

We honor the basic nature of each individual by recognizing all persons bring their “whole self” to every engagement, including their personal strengths, goals, and vulnerabilities. We engage with participants seeking with an approach specifically tailored to each individual, so that each person’s needs are recognized, valued, and met.

Dignity

Housing is a human right. Because we understand and recognize the outside forces of systemic oppression, we are able to look beyond the trauma, systems, and circumstances that resulted in the houselessness crisis. This allows us to connect with our participants for who they are rather than as “a number” or a mere combination of their vulnerabilities, and work together to elevate their lives.





OUR COMMITMENT TO DIVERSITY, EQUITY, INCLUSION, & ANTI-RACISM

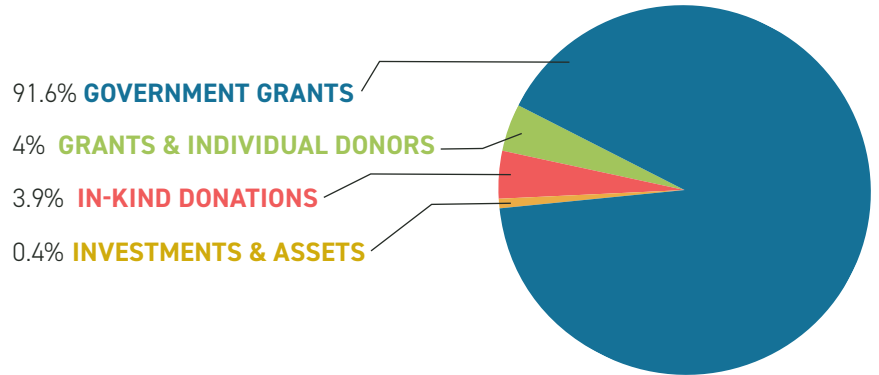
Years ago, we stated on our website, "With utmost clarity— Do Good condemns white supremacist organizations like the Proud Boys, and any movement that seeks to undermine attention being brought to policy brutality and systemic structures of racism." Today, we continue to stand firm in our commitment that while we may be surrounded by discrimination and bias, we reject it and have worked diligently to ensure that all people a part of the Do Good community are seen and valued. In the past year we have revamped our internal structures to mitigate the oppression that often happens within organizations due to white cis-het normative culture.

Our desire is this - to create communities of refuge, safety, and bravery for our staff, participants, and greater community. Some examples of our recent strides towards equity is the work of our IDEA (inclusion, diversity, equity, anti-racism) team, the creation and use of the equity lens in decision making, policy updates, and personnel changes. The IDEA team is comprised of diverse staff who are compensated in addition to their usual wages, for their time and emotional labor. They are represented in interviews and intentionally ask equity focused scenario questions of candidates. They are empowered to be a part of organizational policy updates and creation, and are currently working to create and implement an equity lens to ensure that in all of our decision-making we are able to produce equitable outcomes. In addition, this year, Do Good has created and facilitated over 115 hours of staff training dedicated to the growth toward Anti-Oppressive Leadership.

But there is more work to be done, simply because the work will never be done. This is the foundation that will allow us to keep taking steps for racial equity and equity for all historically marginalized groups. We thank our staff who have worked tirelessly, our leadership for their willingness to listen and improve, the encouragement from our Board of Directors, and the

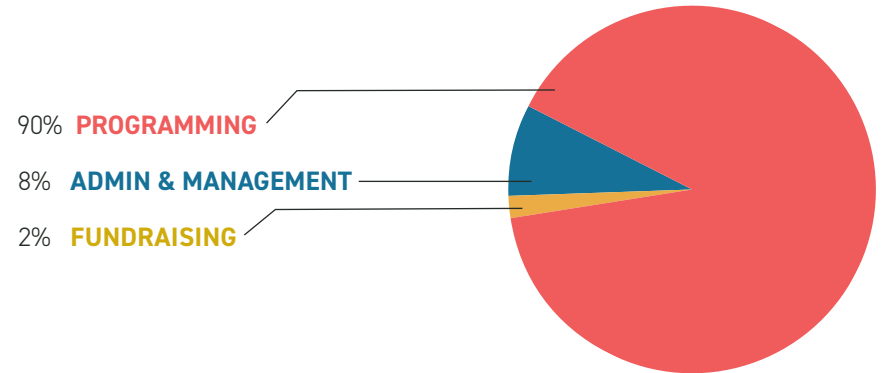


DO GOOD MULTNOMAH 2022 FINANCIAL REPORT



SUPPORT AND REVENUE

Government Grants	\$13,309,895
Grants & Individual Donors	\$584,429
In-Kind Donations	\$571,582
Investments & Assets	\$63,032
Total Revenue	\$14,527,938



EXPENSES

Programming	\$12,623,446
Admin & Management	\$1,120,434
Fundraising	\$301,782
Total Expenses	\$14,045,662

Do Good Multnomah's fiscal year 2022 runs from July 1 2021 - June 30 2022. This breakdown reflects reimbursement income received in July 2021 for expenses accrued in the previous fiscal year.

THANK YOU TO OUR 2021-2022 SUPPORTERS

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“It’s an indescribable feeling to know that people have moved into housing and have a bed to sleep on because of my work with Do Good. To give somebody that sense of security and that sense of comfort and warmth is the greatest source of pride in my life.”

— Corey, Sr. Ops & Logistics Coordinator

“Volunteering at Do Good Multnomah is a pleasure and a privilege. Their staff are well organized, give clear direction, and always express appreciation for our work. The Do Good Resource Center clearly reflects the commitment and skills that staff bring to serving our unhoused neighbors in Portland.”

— Ruth, Do Good Volunteer

“Do good says YES to trauma-informed care, YES to stepping up and providing emergency shelter, and YES to helping houseless Veterans move into permanent housing. It’s amazing what can be done when good people say YES.”

— Joshua Hovanas, Board Member

“Do Good Multnomah serves unhoused Veterans in our community and our service to them is very much a service to us as well. We are literally invited into the homes and backyards of the residents. This is an honor to our platoon members and an example of the kind of relationships that are built at the “the speed of trust.” Each service project is a two-way engagement: we bring the physical labor, but they bring trust and welcome us to their community. That has tremendous value.”

— Melissa Steinman, *The Mission Continues*

OUR BOARD OF DIRECTORS

- Ankur Dholakia | Veteran, U.S. Navy **
- Richard Mounts **
- Josh Hovanas | Commander, U.S. Air Force
- Greg Griffin | Veteran, U.S. Navy
- Dawna Havnar | Veteran, U.S. Navy **
- Damian Mecham | Veteran, U.S. Marine Corps
- Brianna Wolf | Veteran, U.S. Marine Corps
- Henry Liu
- Marie Ward
- Taya Zavala

**Denotes Board officer

GET INVOLVED!

To learn more about our programming, volunteer opportunities, and more, please get in touch.

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