Human Solutions’ mission is to help low-income and homeless families and individuals achieve self-sufficiency by providing affordable housing, family support services, job readiness training and economic development opportunities.

With your partnership, Human Solutions works to eliminate poverty and homelessness, and their root causes, because every child in every family deserves a safe place to call home. At Human Solutions, our vision is to foster a prosperous and healthy community that is free of homelessness and of the devastating effects of poverty.

**Equity Policy Statement**

Human Solutions is a multi-racial and multi-cultural organization offering services in East Portland and mid and East Multnomah County, one of the most diverse and changing areas in Multnomah County. To improve our success in providing services and programs to families and individuals who are homeless or living in poverty, we strive to understand the historical legacies of inequality, learned patterns of oppression, and the strong connection between poverty and race, especially as applied to communities of color. The Board and staff of Human Solutions believes that by taking action to achieve equity in our agency and program outcomes, we are fulfilling our mission which is to help low-income and homeless families and individuals gain self-sufficiency by providing affordable housing, family support services, job readiness training and economic development opportunities. Human Solutions is committed to understanding, challenging and restructuring our agency’s policies and procedures to create a more equitable institution and to create the conditions for broader community change.

**Human Solutions’ Impact**

**Fiscal Year 7/1/15 to 6/30/16**

- 678 people received employment training or assistance
- 1,119 people received rent assistance to prevent eviction and homelessness (314 households)
- 34,538 callers or walk-ins were given information and referrals
- 35,661 people received utility assistance (11,530 households)
- 1,389 people in families went from homelessness into housing as a result of our services (442 families)
- 2,999 adults and children were housed in our 720 units of affordable housing
- 129 children participated in Learn Links, an afterschool educational support program
- 2,141 tenants received support from Resident Services (608 families)
- 1,722 people received shelter and support at our Daybreak Shelter and Family Center (523 homeless families)
- 748 people in families were served in our Holiday Store (195 families)
- 123 community members took a Life Skills class at Human Solutions

**TOTAL:** 81,247
Board Members
(as of 6/30/16)

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Oregon State Representative

Bruce Whitening, Vice President
KeyBank

Verlea Briggs, Secretary
Portend General Electric

Senator Laurie Monnes Anderson
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Jon Stride
Tonkon Torp LLP

Paul Warr-King
Former Member, Gresham City Council
Retired, KeyBank

Board Service
Are you interested in joining Human Solutions’ Board of Directors to help make a change in our community?

Please contact:
Andy Miller
Executive Director
503.548.0240
amiller@humansolutions.org

Housing First
Housing First is an approach that emphasizes stable, permanent housing as a primary strategy for ending homelessness. With the Housing First approach, homeless families are placed into housing as quickly as possible. Once housed, supportive services appropriate to the needs of each family are provided to help ensure long-term housing stability.

Last year Human Solutions helped 442 homeless families (592 adults and 797 children) move from homelessness into permanent housing using the Housing First approach. More than 87% of families in the Housing First program maintained their housing when contacted one year after all services and subsidies ended.

Family Center
Human Solutions’ Family Center sheltered homeless families and a limited number of single women who have no other place to go. Families receive safe shelter day and night, food, and access to community services 365 days a year. Last year 495 households comprised of 784 adults and 831 children accessed the Family Center.

Daybreak Shelter Network
The Daybreak Shelter is a 15-bed shelter for homeless families that is open all year round. It operates through a network of 32 churches and synagogues. Peace Church of the Brethren served as Daybreak Shelter’s Day Center until Human Solutions opened the year round Family Center February of 2016, which has shower facilities, computers with Internet access, and staffing to help homeless families find housing and employment. In FY 2015-2016, the Daybreak Shelter served 28 households (50 adults and 57 children) for a total of 107 shelter guests.
Utility Assistance
During 2015-2016, 11,530 households received assistance, which benefited 35,661 individuals. Human Solutions’ Energy Assistance program provides crucial services to low-income residents of East Portland and East Multnomah County by helping to pay for utility costs including electricity, gas, oil, propane, and water service. These services are imperative because many households are at risk of eviction if their utilities become disconnected.

Rent Assistance
This vital program provides emergency rental payments for households with short-term emergency needs. Rent Assistance through Human Solutions prevented eviction and homelessness for 314 households comprised of 459 adults and 660 children.

Life Skills Classes
A total of 123 adults participated in one or more life skills classes. Some of the more popular classes include:

RentWell: A certificate program for first-time renters and renters with damaged credit or negative housing histories. RentWell provides an incentive for landlords to rent to certified persons despite their past credit and/or housing problems. It provides renters with invaluable education on tenant/landlord laws in Oregon.

Trauma Recovery and Empowerment Model: This facilitated small group provides female survivors of domestic violence with empowerment, trauma education and skill building over a few months of regular sessions.

As of June 30, 2016 Human Solutions owned and operated 17 apartment complexes with 720 apartments. Our housing reflects the population of our service area, housing immigrants from Eastern European countries, recent Somali refuges, Spanish speaking households and an increasing number of African American families from inner N and NE Portland, where rents are too expensive for low-income families.

Human Solutions’ goal is to make housing affordable to low-income families. All rental properties in the portfolio are income and rent restricted to residents earning no more than 60% of the area median income.

Resident Services: The Key to Housing Stability
The goal of Human Solutions’ Resident Services Program is to promote housing stability by helping families connect to services that foster positive outcomes. Resident Services programs also provide education and other enrichment activities to residents and their families.

Resident Services: 2015-2016 Highlights
- More than 2,774 requests for assistance from families were received.
- 282 residents sought eviction prevention assistance 701 times last year in areas including rent and utility assistance, payment arrangements, crisis intervention, funds for cleaning supplies and on-site mediations between residents and property management.
- Resident Services assisted 16 households with rent assistance, for a total of $6,881 for an average of $430. All households remain housed.
- Our Start School Right program provided 590 students, K-12th grade, with school supplies.
- More then 120 students, grades 3-8 participated in Learn Links, Human Solutions after school program. Activities included 2 day a week homework help, community service projects and leadership development and field trips.
- More then 8,528 youth received a nutritious lunch during eight weeks of the Free Summer Lunch program. One site was able to provide adult meals and one site hosted Portland Parks and Recreation’s Summer Programing.
Employment & Economic Development Programs

**Pathways to Success**
The Pathways to Success Program is funded by the City of Portland and Worksystems Inc. to help low-income Portland residents obtain living wage employment. As a new program in FY 2014-2015, Pathways to Success enrolled 117 participants, 75 of whom obtained jobs. The remaining 42 continued to receive services. Human Solutions partners with Self Enhancement Inc. on the Pathways to Success program to provide the same services in North Portland. Note the numbers above only reflect the outcomes of Human Solutions.

**Living Solutions**
Living Solutions is funded by the City of Gresham, and concentrates on serving Gresham job seekers with high barriers to obtaining living wage employment. Through Living Solutions, Human Solutions helped 52 individuals secure employment. As a group, the participants’ average income at program entry was under $5,000. The group’s average annual income jumped to $20,078.71 upon employment – an average income increase of 301%. The result was an additional $1,024,014.40 in expendable income for low-income Gresham residents and the Gresham economy.

**CommunityWorks**
CommunityWorks is a new consortium which provides a multi-cultural and individualized approach to helping low income parents to successfully transition off TANF and back into the workforce. The program is a partnership between Human Solutions, the International Refugee Community Organization (IRCO), Native American Youth and Family Center (NAYA), Self-Enhancement Incorporated (SEI), Catholic Charities El Programa Hispano, and the Urban League. Between the six providers, 3,769 individuals were served, of whom 2,262 were successfully placed in either a work experience, a job internship, or into direct employment. The remaining 1,507 parents continued to receive individualized job placement services.

**Department of Community Justice Workforce Development Program**
This program provides services to individuals who have been identified by the court system. The program is collaboration between Worksystems Inc, SE Works, Central City Concern, Human Solutions, and the Department of Community Justice. The vision for this partnership is creating a coordinated web of support to assist the Department of Community Justice referred clients in their pursuit of self-sufficiency. Providers work together to ensure participants have the range of career coaching, training, housing and alcohol and drug treatment services they need. The goal is to assist program participants to find quality, living-wage employment. Probation Officers were able to refer 47 participants during the fiscal year, of which we were able to find employment for 30 of them. The remaining 17 participants continue to receive services in the program.

**Health Careers NW**
Human Solutions newest employment initiative, Health Careers NW, is also part of the Pathways to Success program through WorkSystems, Inc. The Health Careers NW employment initiative provides education and training to TANF recipients and other low-income people for high-demand careers in health care with strong opportunity for upward mobility, such as certified nursing assistants and phlebotomists. The Health Careers Vocational Case Manager (HCVCM) provides individualized, vocational case management and employment placement services to TANF recipients and other low-income individuals to enter advanced training for health care career pathways, support them through to training completion, and place them in careers that offer family-sustaining employment. Participants will explore and choose from among seven career ladders vetted by employers as in-demand, facing shortages, and providing opportunities for advancement. During the first year in operation, the program was able to enroll a total of 42 individuals. We were able to enroll 24 participants into trainings of which 16 completed their trainings during the fiscal year. The remaining 8 participants were still attending training as the fiscal year was ending. The program despite having a late start was still able to place 6 participants into healthcare careers. The remaining participants transferred into the following fiscal year for continued services.
Community Partners

1st Congregational Church
Affinity Property Management LLC
AKT Group
All Tech 1
Archdiocesan Council of Catholic Women
Ascension Catholic Church
Bahá’í of Lake Oswego
Bank of America Charitable Foundation
Barklusters Inc.
Beneficial State Foundation
Boeing
Brix Paving Northwest, Inc.
Broadway Medical Clinic
Clackamas County Bank
Clark County Lawn & Tractor, LLC
Classic Foods Ltd
Coaster Properties Management, LLC
Community Vision
Congregation Nevveh Shalom
Costco
Covenant United Presbyterian Church
Dallas Terra Architecture
David Evans and Associates, Inc.
Dennis’ 7 Dees
Eastcourt Women United
Eastmore Fellowship Universalist Unitarian
Fairlawn Residents Organization
First Congregational United Church of Christ
First Unitarian Church
Friends of Laurie Monnes Anderson
Gethsemane Lutheran Church
Grand Central Bakery
Gresham Ford
Gresham Orange
Hoffman Corporation
Hollanders, Lebenbaum & Gannicott
Holot Architecture
Housing Development Center
Housing Development Center
Hunter Industries, Inc.
IATSE Local 488
Intel Volunteer Grant Program
Inner Office Solutions
J.D. Fuhriler & Co.
J.R. Johnson, Inc.
James Monroe Girls Polytechnic Alumni
John
Martin Vandepas
John & Shirley Vander mosten
Rick Vanderveer
Debbie Vanizer
Jannel Waldron
Betty Wakake
Kate & Kris Wall
Kathy Wall
Larry Walback
& Linda Nettekoven
Robert Walsh
Juile Wang
Donene Warner
Mary & Richard Warren
Paul & Mary Jo Warr-King
Jennifer & Bill Waters
B.J. Weaver
Celia Weaver
Ranjeeva & Roshanih Wheeler
Jan Wees
Jerd S. Weiger
Jill Weir
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Michael Williams
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Sherry Willmschen
Jerry Helm LLC
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LMC/ALMAR
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New Relic Inc
NGA
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OnPoint Credit Union
Oregon Mental Health CEU Consortium
Portland Development Commission
Portland Housing Bureau
Portland New Generations
Rotary Club
Propane Education and Research Council
Selection
Shambhala Meditation Center of Portland
Sheraton Portland Airport Hotel
Sisters of Reparation
Sisters of St Francis
Sky Cabin Rentals Portland Oregon
Smith Memorial Presbyterian Church
Snow CAP Community Charities
Solid Ground Consulting
St. Joseph The Worker
Catholic Church
St. Timothy Lutheran Church
Stack Architecture
Telcom Pioneers
Think Real Estate
Torkon Corp LLP
Travel Portland
Trust
Umpqua Bank Community Giving Program
United Way
Volunteers of America
Walsh Construction Co
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Wells Fargo Bank, N.A.
Wells Fargo Corporate Community Group
Wells Fargo Foundation
Weston Pontiac Buick GMC - KIA

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United Way of the
Columbia-Willamette

Investing in our future
portland children's levy

Thank you!
for your support.

Grants & Foundations

Amazon Smile Foundation
Ameriprise Foundation
Autzen Foundation
Care Oregon
City of Portland
Clark Foundation
Employees Community Fund of Boeing Portland
Equity Group Foundation
Family Care, Inc.
Firstenburg Foundation
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PGE Foundation
Robert Brady Charitable Trust
Safeco Insurance Fund
St. Luke Lutheran Church
The Lamb-Baldwin Foundation
Tides Foundation
United Way of the Columbia-Willamette
US Bank Foundation
Wells Fargo Foundation
The Ed Cuadrau Advised Fund of The Oregon Community Foundation
The John and Phyllis Courteney Fund of The Oregon Community Foundation
The Fred W. Fields Fund of The Oregon Community Foundation
The Paul and Sally McCraken Fund of The Oregon Community Foundation
The Laurie Weiss Fund of The Oregon Community Foundation

Contracts &
Goverment Support

City of Gresham
City of Portland
Home Forward
Metropolitan Family Service
Multnomah County
Multnomah County Health Department
New Vatulgar Gas
Oregon Energy Services, Inc.
Oregon Housing & Community Services
Oregon Low Income Gas Assistance
Portland Children’s Investment Fund
Portland Development Commission
Rockwood Water People’s Utility District
State of Oregon Department of Human Services
United States Department of Housing and Urban Development
### Annual Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>FISCAL YEAR 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government grants &amp; contracts</td>
<td>8,533,018</td>
</tr>
<tr>
<td>Private grants and contributions</td>
<td>1,246,867</td>
</tr>
<tr>
<td>Rental income</td>
<td>2,785,538</td>
</tr>
<tr>
<td>Developer fees</td>
<td>170,127</td>
</tr>
<tr>
<td>Management fees</td>
<td>50,094</td>
</tr>
<tr>
<td>Program income</td>
<td>187,250</td>
</tr>
<tr>
<td>Interest income</td>
<td>23,195</td>
</tr>
<tr>
<td>Other income</td>
<td>193,424</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>13,189,513</strong></td>
</tr>
</tbody>
</table>

Less pass-through revenue: (494,161)

Net operating revenues, gains, and support: 12,695,352

### Annual Expenses

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program Expenses:</strong></td>
<td></td>
</tr>
<tr>
<td>Property management</td>
<td>3,154,546</td>
</tr>
<tr>
<td>Social services</td>
<td>6,424,800</td>
</tr>
<tr>
<td>Housing development</td>
<td>1,200,468</td>
</tr>
<tr>
<td>Employment</td>
<td>925,018</td>
</tr>
<tr>
<td><strong>Total program services</strong></td>
<td>11,704,832</td>
</tr>
<tr>
<td><strong>Supporting Services:</strong></td>
<td></td>
</tr>
<tr>
<td>Management and general</td>
<td>1,336,577</td>
</tr>
<tr>
<td>Fundraising</td>
<td>377,852</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>13,419,261</strong></td>
</tr>
</tbody>
</table>

Increase (decrease) in net assets before non-operating transactions: (723,909)

Non-operating activities:
- Grants restricted to long-term investment in capital assets: 586,151
- Unrestricted grants: 1,826
- Transfer of assets to/from partnership: 1,684,346
- Net assets released from restrictions for capital: -

**Total non-operating activities**: 2,272,323

Increase in net assets: 1,548,414

Net assets at beginning of year, as restated: 15,057,543

**Net assets at end of year**: 16,605,957