

# JOIN

2020 ANNUAL REPORT





Dear Friends,

2020. The year to remember, right? Indeed. At JOIN, we also saw it as the year of opportunity. Our opportunity to rebuild a system and an economy that refuses to leave people behind as the previous one did. Our opportunity to remember that regardless of our housing situations - or lack thereof - we are human and have a right to the basic necessities of life. While COVID was and still is one of the biggest, most daunting challenges we've experienced as an organization, we also celebrate the fact that many in our community found and are prioritizing community and empathy. It's clearly demonstrated in the ways our social fabric has been unwound and demands to be put back together, as evidenced by our willingness to collectively dive into the ocean that is racial justice, historic investments in homeless services (Metro Supportive Housing Services), and people working across silos.

At JOIN, we have chosen to celebrate this moment. Through some of these initiatives, housing opportunities could become more in reach for so many who've been denied in the past. And for this next year, we'll be diving deeper into what that means for us as an organization. We're preparing to enter into a season of strategic planning. We're excited to ask big questions about where we want to focus our impact in the next several years, how we invest our time and resources into our neighbors that maximize their chances of long-term housing stability, and how we operationalize the giant commitments we've made toward racial justice. We ask you to JOIN us in that journey. Please consider becoming a monthly catalyst donor or make a one-time donation that will ensure we can support our neighbors in securing permanent, safe housing especially as the need for affordable housing increases. Thank you for your support!

Sincerely,

Katrina Holland  
Executive Director

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JOIN's Board of Directors are partners to enhance JOIN's work in our community.

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as of 9.23.2021

We work with an exceptional collection of caring individuals, dedicated to our shared mission.

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Regional Organizer

**Emily Ausman**  
Development Associate

**Nitan Shanas**  
Emerson Fellow



JOIN ranks in the top 1% of organizations to receive the highest 4-star rating for the 13th year in a row from Charity Navigator. This rating is based on financial integrity, strong organization and leadership.

JOIN also achieved a Gold Seal from GuideStar.

# Mission + Equity Work

## Mission

JOIN partners with individuals and families that are experiencing homelessness. Together we identify a path to safe and sustainable housing that opens the doors to stability, opportunity, and community.

## Values

- JOIN is in pursuit of becoming an anti-racist organization— because we are building toward a future that is inclusive and equitable.
- JOIN is ever evolving— because we are all continuously learning and growing.
- JOIN applies creativity to conquer complexity— because the complex issues surrounding homelessness requires innovation and flexibility.
- JOIN is a partner— because we trust people to be the primary agents of change in their own lives. We reflect strengths and walk alongside people on their journey to stability.
- JOIN is centered in relationships— because we believe in community.

## Model

JOIN's success is based on a fidelity to core values of providing services that are relationship centered, strength-based, non-judgemental, equity-informed, trauma-informed, flexible, and mobile to adults and families experiencing homelessness or housing insecurity.



## Equity Commitment

JOIN is committed to preserving the dignity, humanity, and uniqueness of each person that we work with on their path back to housing stability. To achieve this, we will:

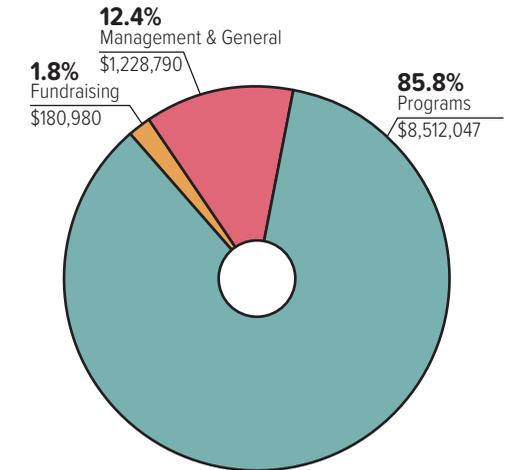
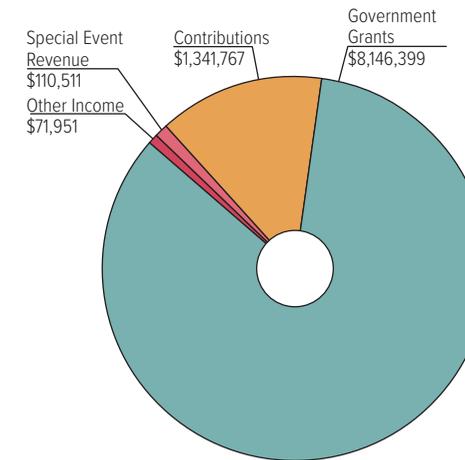
- Strive to ensure that all of our programs and services are equitable in both access and outcomes regardless of a person's race, ethnicity, faith, culture, language, disability, gender, gender identity, sexual orientation or family status.
- Operate with the knowledge that certain communities are significantly over-represented among those experiencing homelessness in Portland/Multnomah County and that there are disparities in outcomes for members of those communities.
- Pursue effective strategies and devote dedicated time and resources at every level of our organization to address these disparities.

These efforts are performed in service to the vision of a community where outcomes cannot be predicated based on a perceived identity.

# JOIN Budget 2020

Revenue **SUBTOTAL: \$9,670,628**

Expenses **SUBTOTAL: \$9,921,817**



JOIN Consolidated Statement Of Functional Expenses as of December 31, 2020

	Program	Management & General	Fundraising	Total
Salaries & related expenses	\$ 2,646,332	\$ 980,362	\$ 137,043	\$ 3,763,737
Direct assistance to individuals	4,343,942	6,197	-	4,350,139
Contract services	1,160,497	-	250	1,160,747
Professional fees	20,596	68,764	26,890	116,250
Supplies & office expense	41,682	8,373	1,861	51,916
Telephone	45,900	10,592	2,354	58,846
Equipment & technology	10,810	38,221	5,897	54,928
Occupancy	115,986	25,756	5,724	147,466
Bank & other service fees	-	53,074	-	53,074
Insurance	24,333	6,863	-	31,196
Travel & mileage	36,527	5,041	15	41,583
Depreciation	49,779	11,488	2,553	63,820
Interest expense	9,607	1,790	398	11,795
Board & staff development	6,056	12,269	645	18,970
<b>Total expenses</b>	<b>\$ 8,512,047</b>	<b>\$ 1,228,790</b>	<b>\$ 183,630</b>	<b>\$ 9,924,467</b>

# 2020: JOIN Impact Report

In 2020, JOIN workers supported **748 households** with funds for rent or deposits

In 2020, JOIN workers helped **191 households** obtain safe and stable housing

In 2020, JOIN workers distributed \$2,714,372 in rent support, helping **557 households** avoid falling behind on payments and facing eviction once the moratorium expires

By December 2020, an average of **130 people** were picking up their mail at JOIN each day the Day Space was open

In 2020, Retention workers distributed food boxes to **220 households** reflecting approximately 400 individuals

In partnership with Feed the Mass, JOIN Day Space and Retention workers fed **more than 2,025 people** with healthy meals from March to December

In 2020, JOIN Day Space workers gave out **more than 1,200** masks, PPE, and hand sanitizer to people experiencing homelessness

In 2020, JOIN workers gave out **4,000 diapers** to families, thanks to a partnership with the PDX Diaper Bank

In 2020, JOIN's LRRP team provided training on the evolving tenant protections related to the pandemic for **more than 500** landlords, property managers, and service providers



## Helping our neighbors remain stably housed with rent assistance

Significant job loss brought on by the COVID-19 ravaged communities in unprecedented ways while deepening the economic disparity faced by BIPOC communities. Households that had overcome tremendous barriers to secure housing and those who had never imagined being homeless faced the threat of displacement. In 2020, JOIN provided over 2 million dollars in rental assistance to help households within our system and households forced to request support from JOIN for the first time due to economic hardships brought on by the pandemic. Rental assistance given out by JOIN helped 698 first-time users of our services remain in permanent housing and ensured 516 BIPOC individuals remained housed. In total, JOIN offered housing support to nearly 500 BIPOC households.



## Navigating Barriers: When the world shut down, Retention Workers stepped up

When our nation was forced to shelter-in-place last year, we all felt the devastating impacts of having institutions slow down and shut down while in the midst of a crisis. Our neighbors who were most in need of resources struggled with accessing crucial supports such as unemployment services and rent assistance. Many felt like they were left in the dark.

Serving as a lifeline for many households who were left in limbo trying to figure out how to access support to persevere through the COVID-19 crisis, JOIN's Retention Team worked tirelessly to fill in resource gaps and help households connect with critical resources such as unemployment, rental assistance, and food boxes to survive the pandemic.

*"I'm proud of myself for getting through the days— every day was a journey on its own. Proud of maintaining hope with folks on my caseload— being realistic, being real, and holding space for all the traumas that every one of my folks have faced. Also, being a reminder of community and how important it is to be there for one another. Proud of making sure that my folks are housed, that there's food on their tables, that their bills are paid, that they're connected to their resources around them, and they know that they're fully capable of accessing any resources they need and also not afraid of asking for help when they need it, and that their worker will be there with support." – E, Retention Worker*



## Working against the Digital Divide

In 2020, our country was forced to confront the ways systematic inequity has been woven into the fabric of our nation, and the call for systematic change was front and center. For JOIN's teams, supporting our neighbors to navigate systematic barriers and inequity was not a new issue, but the task became even more challenging due to the digital divide.

While the rest of the nation struggled to adjust to working and schooling from home, many of the households we served faced a more profound challenge: access to reliable technology. Technology became the lifeline for connecting with others and surviving through the pandemic; however, for the communities we serve, the lack of access to technology and even understanding how to use technology in the way required during the pandemic created new threats. Participants in stable housing seeking support often waited until things opened up again, which delayed addressing crucial personal needs like health appointments. With community

resources that offer access to technology and charging outlets, such as libraries, shut down for months, reaching unhoused participants felt nearly impossible in the early stages of the pandemic.

Despite the hurdles faced, our teams worked tirelessly to bridge the gap in resources. Our Permanent Supportive Housing and Family teams purchased laptops, phones, and other devices to help participants connect with all of the services that suddenly were virtual. Our Retention team helped households complete unemployment, government identification, and rental applications while making countless calls to agencies to help participants access support. Our Outreach team continued to meet our unhoused neighbors where they were and worked with several different companies to move people into homes through contactless means.

The COVID-19 pandemic exacerbated what we already knew: there is much work to do to ensure that communities historically excluded no longer have to bear the social, emotional, and economic brunt when crises arise.

## Day Space as a pillar in the community

JOIN's Day Space is a walk-in center where our neighbors who are awaiting housing placement can access basic supports such as meals, mail services, and showers. When COVID-19 rocked our nation, forcing many to stay at home and leaving many of our unhoused neighbors with little access to resources, our Day Space served as a pillar of hope and safety in the community.

In 2020, our Day Space team passed out more than 1,200 masks, PPE, and hand sanitizers to our neighbors experiencing houselessness. Through a partnership with Feed The Mass and Oregon Food Bank, over 2,000 individuals were provided healthy meals from March to December. In collaboration with a Mutual Aid group, our Day Space team also advocated for the Oregon Food Bank to create culturally responsive food access programs to meet the needs of our neighbors experiencing street-based homelessness.

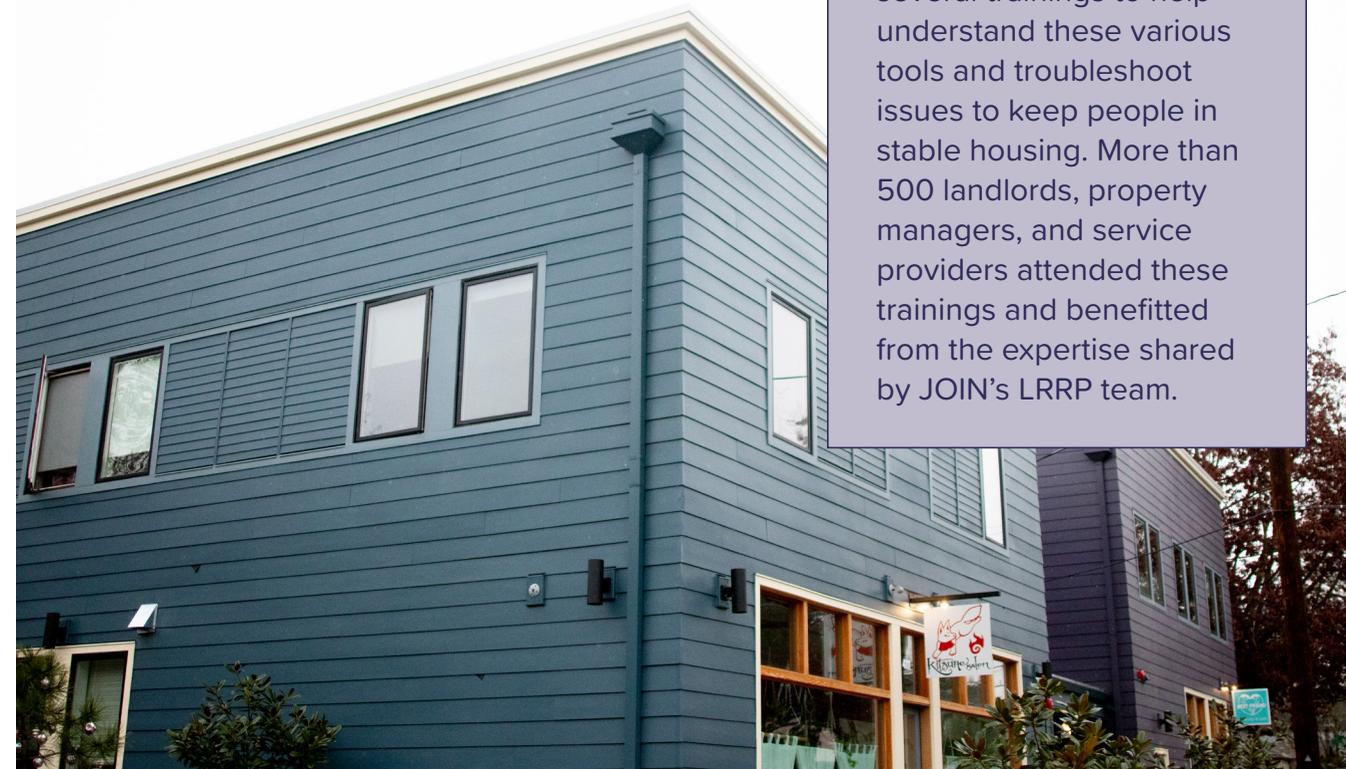


With our nation relying on the postal service to access financial support and to vote in a crucial presidential election, mail access became vital to our neighbors in need. With so many community resources closed due to social distancing, stimulus funding was even more of a needed lifeline than usual. Mail service, which was a secondary service at the Day Space before the pandemic, became the primary resource for our neighbors hoping to weather the devastating impacts of the pandemic. In 2020, the number of people using our mail services doubled, with up to 150 participants accessing mail through JOIN.

Learn more about our Day Space team's COVID-19 response and impact. Visit <https://bit.ly/DaySpace20>

## Educating the affordable housing sector on emerging tenant protections

Throughout 2020, everyone from landlords & property managers to workers, tenants, and advocates were frequently scrambling to understand new legislation around tenant protections, eviction moratoriums, and available assistance to help weather the impact of the pandemic on housing. Our Landlord Recruitment and Retention Team offered several trainings to help understand these various tools and troubleshoot issues to keep people in stable housing. More than 500 landlords, property managers, and service providers attended these trainings and benefitted from the expertise shared by JOIN's LRRP team.



# welcome HOME

Welcome Home Coalition advocating for unmet housing needs in our community

Over the last year, the Welcome Home Coalition team and its members have dedicated significant time to helping implement Metro's Supportive Housing Services (SHS) program, which will invest \$2.5 billion in homelessness services over the next decade across our region. All told, the SHS program will be the largest per capita investment of its kind in the country. The Welcome Home staff and its members have served on several implementation committees convened by Metro, and each of the County Local Implementation Planning committees.

Welcome Home also supported efforts across the region to continue addressing the deficit of available affordable housing. The team led the effort by advocates to secure a commitment from Trimet that at least 30 percent of its development portfolio near transit hubs will be regulated affordable housing. Moreover, the team helped advocate for zoning code changes that will increase the supply of affordable housing as jurisdictions across our region look to densify.

Over the last two years, Welcome Home has piloted a subgrants program which invested \$180,000 in six partner organizations to support their housing advocacy efforts. This project has successfully prioritized funding for BIPOC-led organizations, and organizations implementing culturally-specific projects.



## ENGAGE WITH JOIN

JOIN in with us, here's how:

### Donate

#### Make a monthly contribution:

Be a Catalyst for stability through monthly contributions to our work. Help JOIN maintain stability – so we can help others find stability through housing. Donate monthly via credit card or set up direct withdrawal from your checking or savings account (recommended) by visiting [joinpdx.org/catalyst](http://joinpdx.org/catalyst)

#### Make a one-time contribution:

Every donation makes a difference. Donate through our website at [joinpdx.org/donate](http://joinpdx.org/donate).

Questions? Contact Njeri at [nparker@joinpdx.org](mailto:nparker@joinpdx.org) or call 971-330-0262

### Lead a Collection

Lead a collection drive among your coworkers, friends, and family. Our list of needs is updated regularly, view at [joinpdx.org/needs](http://joinpdx.org/needs).

Want to promote a digital collection? Share our Amazon Wish List across your social networks, purchase and have items delivered directly to JOIN by visiting our Amazon Wish List.

### Holiday Support

Would you like to help us make the holidays a little brighter for families we serve? JOIN is gearing up for our Santapalooza: Gifts for Families program and needs generous donors to make it possible. Please email Katie at [kmays@joinpdx.org](mailto:kmays@joinpdx.org) if you'd like to help. We are anticipating a creative reimagining of the program to meet the needs of a pandemic-affected world.

### Volunteer

Our volunteer opportunities have shifted in this post-pandemic society. If you are interested in volunteering, please connect with Marvissa, JOIN's Volunteer Coordinator, at [volunteer@joinpdx.org](mailto:volunteer@joinpdx.org) to discuss options for getting involved.

### Advocate

Are you passionate about equity and housing justice? There are many ways you can get your voice heard by attending public hearings, lobby days, and advocacy training. Contact Tyler, Director of the Welcome Home Coalition at [tyler@welcomehomecoalition.org](mailto:tyler@welcomehomecoalition.org) for more information.

### Stay Connected

Sign up for our newsletter at [joinpdx.org](http://joinpdx.org)

Get to know our work on social media:

Facebook: [@joinpdx](https://www.facebook.com/joinpdx)  
Instagram: [@join\\_pdx](https://www.instagram.com/join_pdx)  
Twitter: [@pdxjoin](https://twitter.com/pdxjoin)

Have other ideas for engagement? We'd love to hear from you! Please contact [info@joinpdx.org](mailto:info@joinpdx.org)



# Giving Stats

**In 2020, 1,658 individuals, thirty-four corporations or groups, and seventeen foundations helped JOIN raise \$1,347,767 in support of housing equity**



Non-profit Org  
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We are grateful for all of our supporters who allow us to continue this critical work.

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