IMPACT REPORT

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To say that the year of 2020 was difficult would be an understatement. 2020 tested the limits of us individually, organizationally, across the affordable housing industry, and throughout society as a whole. Between the spread of Covid-19 and the Black Lives Matter movement for racial justice, deep disparities in access to resources and opportunities have again been documented and highlighted across the country.

Across all sectors of the U.S. we know that Black, Brown, Indigenous, and people of color experience disproportionate impacts from Covid and its economic fallout. 2020 solidified the case that racism in the U.S. is also a pandemic that we cannot ignore and must be addressed with urgency.

Our work at NHA had to shift in 2020 to address the critical emergent needs of our community. The team members at NHA rose to the occasion as housing instability was on the rise, families struggled to make rent due to under- and unemployment, and many wrestled with the challenges of a lack of childcare, unexpected illness, and other economic and social factors that further complicated the lives of residents and people who experience homelessness.

Knowing that NHA’s affordable housing, services to residents, and homelessness prevention and intervention programs were more critical than ever, we are proud to say that NHA’s service levels remained at full capacity throughout the year, and that our housing development pipeline gained momentum. In the data and information shared in this year’s impact report, please know that behind it is a deeply committed and talented staff team and board of directors who made sacrifices and shouldered more burdens themselves to ensure that NHA remained strong, and that we followed through with our commitments in 2020.

We could not have been successful in fulfilling our mission without the help of our community. Speaking directly to you, if you see yourself as a partner, as a donor, as a supporter, and/or as an investor – thank you for reaching out to us. Thank you for the notes and well wishes. Thank you for maintaining, and in many cases increasing, your contributions. Thank you for trusting that we’ll manage through these difficult times. And thank you for your steadfast belief in, and commitment to, NHA’s mission to provide opportunity through housing.

In closing, I want to acknowledge that the land we occupy as we do this work and live here with our families and friends is the homeland to numerous Native people, past and present. At NHA we are committed to furthering working relationships with Tribal entities, Native-led organizations, and Native people to address long standing inequities. We added a section to this report detailing our work toward racial equity - one of our “focused priorities” outlined in NHA’s 2020-2022 Strategic Plan. More about our work in racial equity and to become an anti-racist organization can be reviewed on our web site. We have much more work to do, and we invite you to join us.

Sincerely,
Trell Anderson
Executive Director
Because of the spread of COVID-19, NHA’s programs and services remained critically important to the health and safety of the people we serve—seniors, low-income families, families experiencing homelessness, and people with disabilities.

While the mission and focus of our programs did not change, the pandemic forced everyone to re-think how those services were delivered. Our Homeless Intervention Services and Resident Services teams were on the frontlines every day of the pandemic, delivering food and other necessities to residents, checking in on families and seniors, and helping guests at the Annie Ross House navigate the housing landscape to get them back into permanent, stable homes.

**Homeless Intervention Services**

- 337 people were served by the HomeBase rapid re-housing program, including 164 children
- 34% of HomeBase participants were from communities of color
- 97% of Pathways participants who maintained stable housing throughout the year
  - Pathways provides intensive case management for individuals with severe and persistent mental illness
Annie Ross House
Family Emergency Shelter

- 153 people sought shelter at the Annie Ross House, including 83 children
- 32 out of 34 total families transferred out of shelter into permanent housing
- Annie Ross House shelter guests with a disability

Resident Services

- Staff responded to 7,127 service requests, which include requests for help accessing healthcare, receiving food, and applying for energy assistance
- Staff delivered 2,282 food boxes directly to the door steps of NHA residents in need of food
- Staff prevented more than 99.3% of potential evictions by successfully intervening when a lease violation was issued
Housing Development

We ended the year with 15 total sites in planning and development phases, representing 1,317 homes and $290.2 million in development costs.

- **962 homes in 12 sites fully funded and in delivery**
- **Updated or rehabbed 70 homes**
- **Secured funding for two projects through the Metro Bond**
- **58%** Percentage of contracts for professional services with disabled-, minority-, women-led, or emerging small businesses (DMWESBs)

Asset Management

- **$503,115** Amount of contracts awarded to minority- or women-owned or emerging small businesses (MWESBs)
- **$14,997,928** Amount of collective savings of NHA residents compared to market-rate housing
- **$220,933,809** Total value of real estate assets
Racial Equity, Diversity, and Inclusion

In alignment with NHA's newly adopted 2020-2022 Strategic Plan, the NHA staff and board are working toward eliminating racial inequities in our housing outcomes and becoming an anti-racist organization.

NHA has two committees focused on these goals: the REDI (Racial Equity, Diversity, and Inclusion) committee is in charge of leading the organization's overarching equity plan while the EPI (Equity Policy Inquiry) committee evaluates NHA's policies and procedures through the lens of equity.

The NHA Board of Directors supported the organization's racial equity work by passing resolutions to update the employee handbook using a racial equity lens and analyze move in and move out data at NHA properties by race and ethnicity.

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**REDI Committee**

Facilitated and encouraged the use of NHA’s Racial Equity Lens in decision-making at all levels of the organization

Completed a staff survey evaluating NHA’s progress along an anti-racism continuum

Hosted 10 Lunch and Learns for staff on topics such as Hispanic Heritage awareness, Black Lives Matter protests, and reparations

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**EPI Committee**

Provided feedback and made recommendations on a new performance review process

Created a Request for Proposals and participated in the interview process to select consultants to undertake a pay equity study across the organization

Crafted and presented a new holiday policy that allows staff to choose which holidays they want to celebrate
Finance

Total Revenue: $12,448,109

Revenue

- Other Earned Revenue: $1,421,452
- Private Contributions and Grants: $970,599
- Government Contracts and Grants: $1,508,870
- Events: $158,835
- Rental Property Revenue: $1,517,759
- Management and Resident Services Fees: $997,909
- Developer Fees: $5,872,686
- NHA's largest revenue source is developer fees earned through affordable housing development. These fees are recorded as revenue as projects are constructed and are collected in installments over a period of 2-10 years. While this chart shows the total developer fees earned in 2020, NHA received only $1,703,721 in cash developer fees during FY20, making the organization's net cash profit $845,074.

Expenses

- Depreciation: $774,358
- Mortgage Interest: $242,142
- Rental Property Costs: $632,231
- Direct Assistance: $944,027
- Program Costs: $288,705
- Overhead and Occupancy: $350,307
- Professional Services: $276,558
- Personnel: $3,947,355

Total Expenses: $7,455,665

Please note: These charts reflect preliminary accrual financial statements for 2020 and are subject to change. The formal NHA audit will be completed in June 2021.
NHA Donors and Partners

In 2020, NHA received donations from:

316 Individuals
101 Businesses & Organizations
21 Foundations

totalling more than $868,000!

$50,000 and above
- Crabby Beach Foundation
- May & Stanley Smith Charitable Fund
- Oregon Health Authority
- Yarg Foundation

$5,000 and above
- Carleton Hart Architecture
- Hoover Family Foundation
- Income Property Management
- J.D. Fulwiler & Co Insurance
- Kaiser Permanente
- Mary’s Woods at Marylhurst
- Joseph E. Weston Public Foundation
- PNC Real Estate
- Princeton Property Management
- Spirit Mountain Community Fund
- Umpqua Bank
- Walsh Construction
- WARN Industries

$2,500 and above
- Arbor School of Arts and Sciences
- Bremik Construction
- Cascade Management
- Enterprise Community Investment
- Bernadette Geraldi
- GTG Consultants
- I & E Construction
- Kantor Taylor
- Key Bank
- James and Rosemary Kilpatrick
- MWA Architects
- National Equity Fund
- NOAH
- Nonstop Wellness
- NW Natural Foundation
- Ralph & Adolph Jacobs Foundation
- Reliable Credit Association
- Salazar Architect
- Treeology
- USA Properties Fund

$1,000 and above
- Trell Anderson and Tracy Garell
- Ball Janik
- Benchmark Physical Therapy
- Bergsund Delaney Architecture and Planning
- Churchill Mortgage
- Dr. David Dean Clark and Linda Louise Moraga
- Coin Meter Company
- DAO Architecture
- Cynthia and David DeVore
- Enterprise Holdings Foundation
- Eric and Elizabeth Foxman
- Jimmy and Kelsey Heilman
- Barry Hendrix
- Heritage Bank
- Arthur and Gertrude Hetherington
- Home Forward
- The Jackson Foundation
- J.R. Johnson
- JP Morgan Chase
- Francis Kent
- Patricia Kinser
- KPFF Portland Civil + Survey
- Kummel Family Fund
- Winston Kurth
- Lane Powell
- Matt Leeding
- Loveridge Hunt
- Marla Baggetta Studio
- Joel and Karen McCowan
- Milwaukee Presbyterian Church
- Milwaukee Rotary Club
- Northwest Masonry Restoration Company
- Robert O’Connor
- Chip and Jean O’Neil
- OnPoint Community Credit Union
- Pacific Power Foundation
- Pacific West Bank
- Katy Patricelli
- Rob Pisarek
- Point Monitor Corporation
- Randy Rogers Plumbing
- Jeanne and Michael Ryan
- Spring Creek Family Dentistry
- E Kay Stepp
- Sharon Streeter
- U.S. Bank
- United Way of the Columbia-Willamette
- Volunteers of America of Oregon Inc
- Bob Walsh
- Bruce and Judy Wixson
Northwest Housing Alternatives' newest building, the Buri BLDG, providing 159 new affordable homes in the Gateway neighborhood of NE Portland.