

IMPACT REPORT
JULY 2022 - JUNE 2023

The Pathways to Ending Homelessness Begin with Learning

[Start here](#)



LifeMoves is building with hope and leading with solutions derived from testing and evaluation. We are committed to constantly learning, optimizing our methods, expanding our supportive services, and accelerating our ability to produce positive outcomes with measurable impact.

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A message from our leaders

For those experiencing homelessness, oftentimes the pathways to stable housing begin with interim housing. And for those of us committed to providing better interim housing and supportive services, the path begins with learning.

LifeMoves is a learning organization. We're paying closer attention to every detail and to where they lead us. Only by taking this approach, by iterating, by innovating, will we be able to provide the critical housing and support services that our clients desire.

We're in the middle of a homelessness crisis that is leaving more people with no place to call home. To meet this escalating demand for affordable permanent housing, we must create more interim housing options, provide customized supportive services, and create access to broader resources. The good news is, homelessness is a solvable problem, and we plan on being a big part of the collective solution.

As we improve, the entire supportive housing ecosystem will improve, and ultimately, life will be better for both our clients and our community. To achieve this, LifeMoves is developing and demonstrating our evidence-based service model and engaging the broader community in our solutions. Testing different solutions and services in different settings is revealing what works best. And the data is revealing some exciting trends. Each day, we're learning more, and we're sharing our findings with other organizations so that they, too, will benefit from our discoveries.

Our model is producing new progress and promise. LifeMoves client exits to permanent housing are on the rise. Over the past 3 years, 83% of families who secured permanent housing after staying at LifeMoves, kept that housing 1 year later.

Discovery and development is an ongoing process. We are continually thinking about how we operationalize our methods and how we ensure that timely, actionable data informs our decision-making.

As we move forward, we will continue to create new pathways to permanent housing with tailored services and access to resources. We will continue to collaborate with our partners and our community. And we will continue to engage our clients and staff with dignity and respect.



Aubrey Merriman

Chief Executive Officer at LifeMoves

A handwritten signature in black ink that reads "Aubrey Merriman".



Patrick Hernon

Chairman of the Board at LifeMoves

A handwritten signature in black ink that reads "Patrick Hernon".

At LifeMoves, we use data to transform how we serve those experiencing homelessness. We do this so that we can create life-changing solutions for our clients.



Our vision

Build thriving communities where every neighbor has a home.



Our mission

End homelessness through interim housing, support services, and collaborative partnerships.

What we learn changes people's lives

The numbers tell a deeper story.

LifeMoves served over 7,075 clients every year through 4 core program areas: Outreach (1,552 clients last fiscal year), Interim Supportive Housing (3,537 clients), Specialized Services such as the Opportunity Center (1,529 clients), and Prevention (457 clients).

We provide tailored and intensive services.

72%

of all LifeMoves clients in FY23 were served through our Interim Supportive Housing and Outreach programs, which offer the most intensive and tailored support.

80

hours per day of tailored case management were provided to clients across LifeMoves programs.

With our tailored support, clients get help to successfully navigate systemic barriers and achieve their housing goals.

433

clients, more than 1 per day, who connected with our Outreach teams moved out of unsheltered homelessness situations and into Interim Supportive Housing.

74%

of families in LifeMoves Interim Supportive Housing moved to permanent housing in FY23. Over 8 in 10 of LifeMoves families placed in permanent housing maintained it 1 year later.

29%

of single adult clients in LifeMoves Interim Supportive Housing moved to permanent housing last year, consistent with county-wide benchmarks for this population. 3 out of 4 single adults placed in permanent housing maintained it 1 year later.

Our testing and learning reveals three key findings

01

The importance of safe, private, dignified spaces becomes irrefutable.

By building more safe, private, and dignified environments in 2023, we learned they are popular, effective, and lead to life-changing outcomes. These conclusions have been validated by outside research. [View our new sites.](#)

02

02

Length of stay steps into the forefront.

The time a client stays with LifeMoves can influence success. Our 2023 data showed us that a stay can be too short, but it can also be too long. The right length of stay depends on whether the client is a single adult or a family as well as their individual needs and unique circumstances. However, if client stays are too short or too long, they may not receive the full benefit of participating in our program.

03

The profile of client types is diverging.

Demographic deep-dives have allowed us to quantify just how different from one another our two main household types are becoming. Single adult clients are more likely to be male and skew much older (age 55+), more chronically homeless, and more likely to have disabilities or mental health challenges. Family clients tend to be younger (ages 25-34), with a female head of household, and are less likely to experience disabilities or chronic homelessness.

“This was somewhere I could restart, regroup, rethink about things, and push forward. I feel like I’m running my own show and marching towards what I want.”

Crisanta, LifeMoves client

Our findings are trending with greater ecosystem benchmarks



Urban Land Institute's Award Winning Mountain View Site

Our findings are trending with greater ecosystem benchmarks.

LifeMoves is benchmarking its performance data against countywide performance metrics. We track both site-level and agency-level outcomes. What we're learning is that LifeMoves is meeting or exceeding the performance targets for the counties in which we work.

LifeMoves also uses publicly available data to track performance and trends statewide. In 2023, key research was published by the UCSF Benioff Homelessness and Housing Initiative and the UC Berkeley Turner Center for Housing Innovation that showed our findings aren't unique to LifeMoves, or even to Silicon Valley, but are consistent with trends throughout the state of California.

We will use data to lead and influence in 2024.

We plan to leverage our learning opportunities to make gains for both our clients and organizations similar to ours. We will deepen our understanding of how built environments influence client outcomes. We'll continue to use data to define optimal lengths of stay, which will help us organize program delivery and ensure that clients reap the full program benefits during their time with us. And, finally, we will share our findings with partners and others in the field so that our size, scope, and expertise contribute to the collective pursuit of ending homelessness at scale.



Homelessness impacts us all

Serving diverse clients strengthens the community.

Homelessness is not a homogenous experience. It touches different people in different situations. From the 7,075 unique clients that we served in 2023, we've learned that clients can be distinguished in certain ways. However, they can also fall into more than one of the categories below.



1 in 3

clients was experiencing homelessness for the first time



1 in 4

clients was over 55 years old



1 in 5

beds was occupied by a child



2 in 3

clients were single adults



3 in 4

clients identified as persons of color

Specialized solutions support our programs

Within LifeMoves’ intensive programs, case managers tailor solutions from different categories to meet clients where they are. The housing solutions include documentation, staff assistance, and life skills workshops. Our physical solution involves personal case management and individual/group and drop-in therapy. Our mental health solutions include MediCal and Medicaid enrollment, and medication adherence support. We also render financial solutions such as credit repair, job training enrollment, and employment staff assistance. Finally, our legal solutions include undocumented client support, document sourcing, and child support assistance.

Housing

- Document sourcing, housing applications, connection to landlords
- Housing Specialist staff for additional support
- Workshops on life skills, living in community

Legal

- Support for undocumented clients in navigating available resources
- Sourcing key documents (birth certifications, ID, SSN)
- Obtaining or paying child support

Physical Health

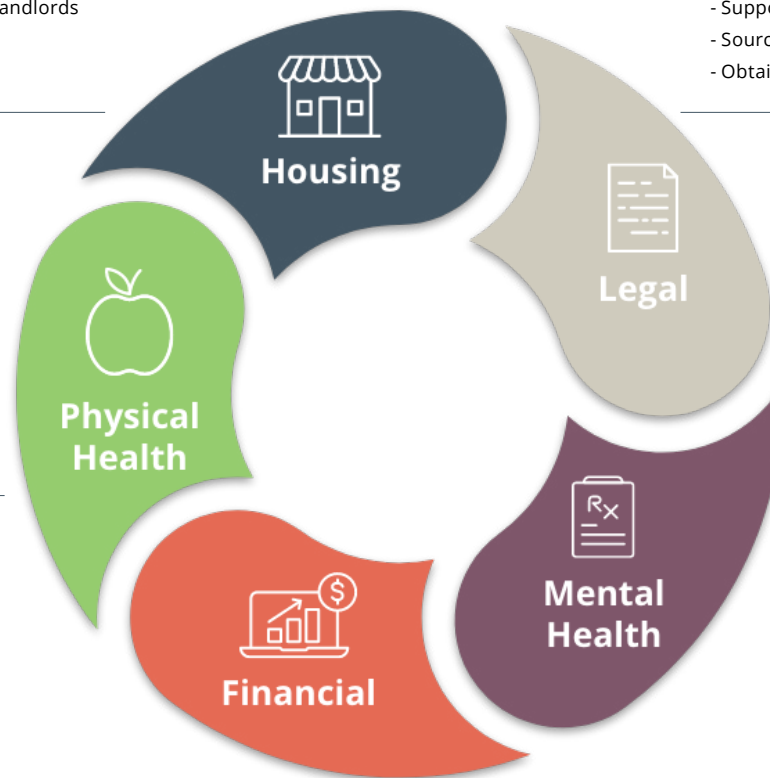
- Enrollment in MediCal, Medicaid
- 3 meals per day
- Referrals to outside health providers
- Transportation to appointments
- Medication adherence support

Mental Health

- Individual, group, and drop-in therapy
- 1:1 case management

Financial

- Credit repair programs
- Connection to safety net benefits
- Enrollment in job training
- Employment Specialist staff for A-to-Z support for job applications and connecting to employers



Meeting clients where they are.

Our client-centered tools help us customize plans

Every face tells a story



Sharlet's Story

My husband died after 35 years of marriage and I was left to raise our 4 children. We were ready to start our next chapter when my husband was killed by a drunk driver. I ended up living in my car. Then the LifeMoves Outreach Team found me.

Deborah, my case manager at LifeMoves Mountain View, helped me find grief counseling and support finding a job and housing. I didn't tell my family while I was here because they all wanted to take me in. And if I did let them help me out, I knew I would still be dependent on another individual for the rest of my life.

I needed to discover who I was without my husband. I had never worked outside my home before. LifeMoves helped me build the confidence and skills to do it. I got my first job. And then another, and then another. At one point, I was working three jobs.

Staying here allowed me to save more money than I've ever saved in my whole life. And then I found a place to live — and it's awesome. I love my new neighborhood and my independence. I don't know if I'd be where I am right now without LifeMoves.

[Learn more about our clients' success](#)



Carlos' Story

Carlos was a battle-hardened Marine and his son had been diagnosed with autism spectrum disorder. But their journey is one of resilience and hope.

Carlos served two tours in Iraq, risking his life to serve his country. When he returned home, he found himself struggling with mental health issues. With nowhere to turn, Carlos and his son became unhoused. When the VA referred him to LifeMoves The Villa, Carlos and his son received interim housing and wrap-around services that gave them much-needed stability and support as they navigated their way back to a life of self-sufficiency.

With this support, Carlos secured two jobs — working for the railroad and as a security guard. With his case manager's help, Carlos secured a VA Supportive Housing voucher and moved into a two-bedroom home. But more challenges lay ahead. Carlos wanted to open a bank account and improve his credit score of 560. Carlos raised his credit score to 640 in just three months — a testament to his desire to rebuild his and his son's lives.

Carlos also worked closely with LifeMoves to ensure his son's special needs were met. From enrolling him in Head Start to accessing additional academic assistance, Carlos was tenacious in securing the best opportunities for his child. Carlos and his son graduated from The Villa program. Their story is a reminder that even in the face of overwhelming challenges, help, hope, and hard work can light the path to a better future.

Our new 5-year strategic plan is redefining our path forward. It is building upon our innovative interim housing model and expert service delivery to ensure that our unhoused neighbors have the housing and support they need to thrive.

Read Pathways Ahead, Our 5-Year Strategic Plan

This unique strategy is based on three pillars — clients, staff, and community.



Our plan for achieving intelligent, focused, sustainable growth

Community Support

Every contribution gets us one step closer.

We are grateful for the support of our dedicated LifeMoves volunteers, whose time, efforts, and creativity were especially crucial during the last twelve months. Your support has helped our clients feel warmly welcomed and at home.



Volunteer with us.

- Donate or Sponsor Meals
- Contribute Pro Bono Skills

Contact volunteer@lifemoves.org



Partner with us.

- Become a Corporate Partner

Contact corporate.care@lifemoves.org

- Become a Landlord Leader
- Hire a Jobseeker

Contact partnerwithus@lifemoves.org

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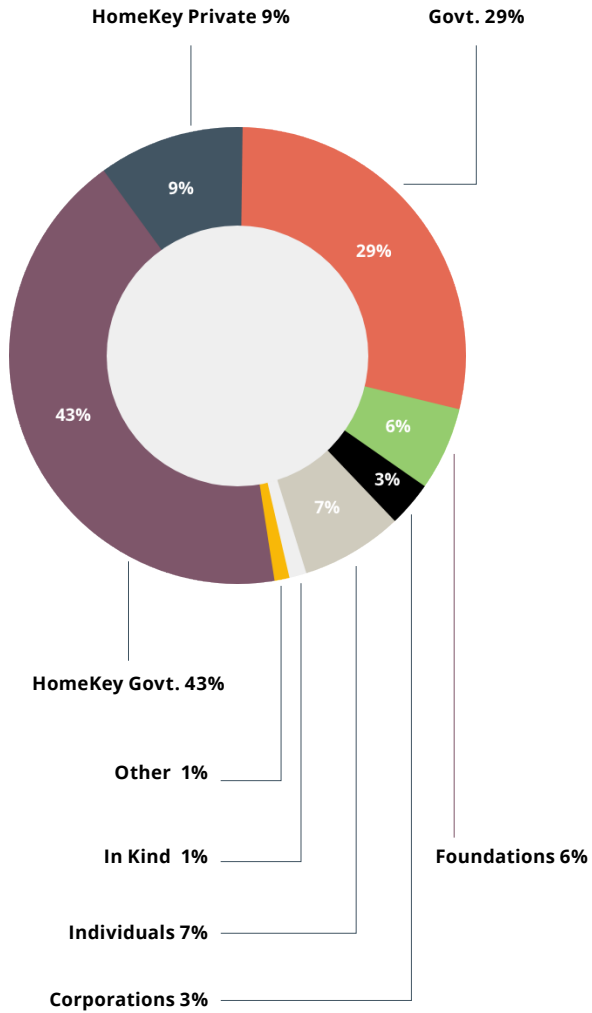
Aubrey Merriman
CEO

"I'm no longer an addict. I'm no longer homeless. I'm no longer incarcerated. I'm achieving my goals and being a dad again."

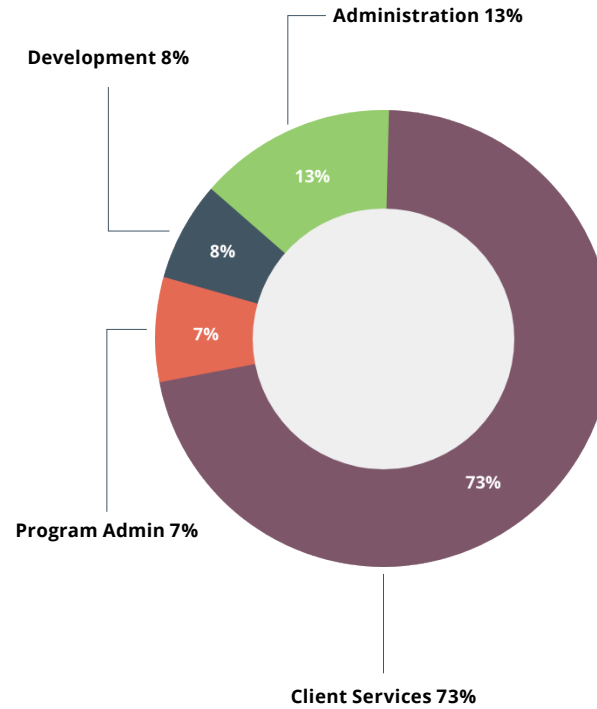
Joe, LifeMoves client

Revenue & Expenses

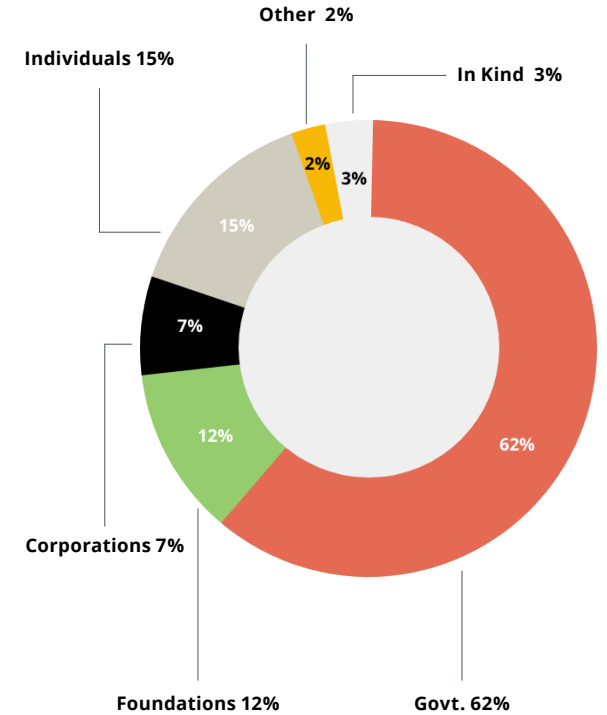
Annual Revenue \$119.7M



Agency Expenses \$58.6M



Annual Revenue Excl. HomeKey \$57.1M



Thank you to our generous supporters

Where partnership opportunities become positive outcomes.



Thanks to our donors

Each donation puts more clients on a path to permanent housing success.

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