What has this past year been like for the youth New Avenues supports?

It’s hard to overstate how disruptive and scary a time this has been for them. As if they didn’t already face challenges, young people living on the streets and in unstable situations have been some of the hardest hit by the COVID-19 pandemic. Isolation, family conflict, abuse, neglect, and diminished access to opportunities and resources are really impacting their wellbeing.

How has New Avenues responded?

Like we always do: by showing up, no matter what. Since the start of the pandemic, our Drop-In Center, housing programs, and foster-care shelter (Robinswood) have been delivering vital services that address basic needs and safety. Our Youth Opportunity Center in East Multnomah County has gone from a daytime facility to a 24/7 hub that connects young people to a broad network of community-based services. Our job training and employment program and our services for LGBTQIA2S+ youth, transition-age youth in foster care, and survivors of sex trafficking have been delivering virtual and socially-distanced support. Our staff have been incredible. Their commitment, compassion, and creativity never cease to amaze me.

How else has the pandemic impacted New Avenues?

COVID-19 has affected us in all areas of operation. Safety protocols have required significant time, resources, and planning for everything from service delivery to basic administrative functions. Our major fundraising events have been scaled down, adapted, or canceled. With retail businesses taking a hit in this environment, we made the difficult decision to close our social enterprise Ben & Jerry’s PartnerShop on the Portland State University campus. (Our other Ben & Jerry’s PartnerShop and screen-printing business New Avenues INK are open and providing work experiences for youth.) It hasn’t been easy, but we’re weathering the crisis and getting ready for what’s next.

What gives you hope at the moment?
The resilience and potential of young people always give me hope. So do the community members, businesses, service providers, and other stakeholders coming together to address the complex challenges we face. And New Avenues’ unbelievably generous supporters— their commitment is what keeps us going.
New Avenues for Youth is a nonprofit organization dedicated to the prevention and intervention of youth homelessness. Since 1997, our programs and services have impacted nearly 30,000 young people as they work to overcome barriers, pursue their goals, and realize their potential. From supporting basic needs like meals and counseling to providing opportunities for education, job training, employment, and housing, we meet youth where they are—and help them get where they want to go.
DROP-IN DAY SERVICES

Our Drop-In Day Services Center—a safe space that provides access to meals, showers, laundry, and counseling—flexibly adapted to the pandemic environment. With social distancing limiting the number of people who can be in the space at a time, staff engaged youth waiting in line outside, brought them to-go food from the Drop-In kitchen, and addressed other basic needs. The program offered extended hours several days a week, made referrals for COVID-19 testing and care, held small recreational and support groups, promoted health and safety education, referred youth to other community resources, and remained responsive to emerging needs.

HOUSING

With the challenges of the pandemic to congregate living, our site-based Transitional Housing partnered with the Oregon Health Authority to develop rigorous COVID-19 protocols that ensure health and safety. We also hired onsite, bilingual paraeducators to support residents engaged in remote schooling, with many showing big academic improvements and increasing confidence. To stay connected with youth in community-based housing, our case managers arranged socially-distanced meet-ups and virtual check-ins, dropped off food boxes and other supplies, and facilitated access to available services and resources.
From the start of the pandemic, Career Coaches in our job training and employment program Promoting Avenues to Employment (PA VE) mobilized to keep young people connected to services. They met them in the community to deliver items like basic-needs supplies, work clothes, bus passes, and laptops. They supported them virtually through video meetings, calls, social media, and online classrooms, as well as by socially-distanced appointment. They set them up for remote learning and employment; provided individualized and group supports around job readiness, job searching, and career exploration; helped them shop online for interview and work clothes; supported enrollment in food-assistance and unemployment-benefit programs; and offered virtual cooking lessons. They also distributed rental-assistance funds to youth engaged in workforce-development activities to help them maintain stability as they pursued their goals.

PAVE

 Seeking stability, employment, and housing when he came to New Avenues, Jackson* enrolled in PAVE’s Job Readiness Training and engaged in a six-week internship at our social purpose enterprise Ben & Jerry’s PartnerShop, where he hoped to gain skills, work experience, and references for the next step in his career. His success in the internship resulted in a promotion to Shift Lead, the wages from which helped him secure housing. After six months in the role, he was promoted again, this time to Assistant Manager, a full-time position he held for two years. He is now an Assistant General Manager at TravelCenters of America, recently married, and busy parenting his four-month-old daughter.

*Name has been changed to protect youth privacy.
The Sexual & Gender Minority Youth Resource Center (SMYRC) found creative ways to adapt services and support the basic needs, mental health, and wellbeing of LGBTQIA2S+ youth experiencing isolation, conflict at home, and other challenges from the pandemic.

Staff prepared and delivered to-go food boxes, hygiene supplies, affirming clothes, and harm-reduction kits (for youth active in the racial-justice movement); held virtual one-on-one social meet-ups, wellness check-ups, and goal-planning sessions with youth; engaged with Gender & Sexuality Alliances to support LGBTQIA2S+ youth success in online schooling; and hosted virtual support groups and fun social activities.

For PRIDE Month, SMYRC organized a virtual parade, distributed care packages, and organized collective art projects and activities to help youth celebrate, feel affirmed, and stay connected.

SMYRC team on the Queerstory Bus Tour during PRIDE 2020!
EAST COUNTY PROGRAMMING

From the start of the pandemic, our Youth Opportunity Center (YOC) in East Multnomah County remained open for onsite, socially-distanced support and served as a base for mobile services like deliveries of food and other basic-needs supplies to isolated youth in the community.

In an exciting recent development, the YOC went from a daytime facility to a 24/7 hub that connects to a broad network of community-based services offered by the Alba Collaborative—an innovative, culturally responsive partnership between New Avenues, Latino Network, Youth Progress, Lines for Life, and National Safe Place Network—for youth under 18 experiencing housing instability. The Alba Collaborative has found flexible, creative ways to show up for youth during the pandemic, including delivering outdoor family mediation and reunification services on lawn chairs, offering rental assistance for those engaged in services to help stabilize home situations, and providing transportation to emergency shelter and services for youth in crisis.

Our New Day program for youth survivors of sex trafficking increased assistance around basic needs like groceries and baby supplies for parenting youth. Staff held socially-distanced meetings with youth, made virtual home visits, offered virtual cooking classes, and provided additional housing support to promote safety and stability.

CELEBRATING YOUTH SUCCESS

Emily* engaged in New Avenues’ programming for youth survivors of sex trafficking in 2016. With the support of the New Day team in recent years, Emily accessed our workforce-development program PAVE to gain job skills and explore career paths, stabilized their relationship with a longtime partner, identified and secured an apartment, learned about tenant rights and responsibilities, developed independent living skills, and has maintained employment. Emily graduated from New Avenues services in 2020.

*Name has been changed to protect youth privacy.
2019-20 KEY IMPACTS

7,865 bed nights provided in Transitional Housing
1,327 youth served by New Avenues
195 housing placements & interventions made

150 youth served at Robinswood
368 youth served by Education
213 youth received drug & alcohol recovery and mental-health supports

18,710 meals served in Drop-In
318 youth served by PDX-Connect

45 youth served by Avenues to College
89% of former Transitional Housing residents were in stable housing one year after exiting the program
81 jobs & internships provided by our social purpose enterprises

217 youth connected to New Day
96% of residents at our New Meadows housing program were either in school, employed, or both
320 youth served by PAVE

18,710 meals served in Drop-In
368 youth served by Education
195 housing placements & interventions made

318 youth served by PDX-Connect
213 youth received drug & alcohol recovery and mental-health supports
**FINANCIALS**

**REVENUE & SUPPORT**

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<thead>
<tr>
<th>Source</th>
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<tr>
<td>Contributions</td>
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<tr>
<td>Government Grants</td>
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<td>Special Events (Net)</td>
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<tr>
<td>Social Purpose Enterprise Sales</td>
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<tr>
<td>In-Kind Contributions</td>
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<tr>
<td>Other</td>
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<tr>
<td><strong>Total Revenue &amp; Support</strong></td>
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**EXPENSES (BEFORE DEPRECIATION)**

<table>
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<tr>
<th>Expense</th>
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<tr>
<td>Program Services</td>
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<tr>
<td>Management &amp; General</td>
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<td>Fundraising</td>
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<tr>
<td><strong>Total Expenses (before depreciation)</strong></td>
<td><strong>$10,694,021</strong></td>
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**Net Operating Income (before depreciation)**

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<th>Revenue</th>
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<td><strong>Program Services</strong></td>
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<td>Depreciation Expense</td>
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<td><strong>Net Operating Income</strong></td>
<td><strong>$608,769</strong></td>
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**Change in Net Assets (before non-operating activities)**

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<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Investment Returns</td>
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<tr>
<td>Change in Net Assets</td>
<td>455,757</td>
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<td><strong>Net Assets (beginning of year)</strong></td>
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<tr>
<td><strong>Net Assets (end of year)</strong></td>
<td><strong>$13,528,494</strong></td>
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</table>

**Expense Allocation**

- Program Services: 87%
- Management & General: 7%
- Fundraising: 6%

**Other**

- **Total Revenue & Support**: $11,284,807
- **Net Operating Income (before depreciation)**: $608,769
- **Change in Net Assets (before non-operating activities)**: $308,769

**Notes**

- All amounts are in USD.
- Figures are rounded to the nearest whole number.
To all of our volunteers and supporters,

THANK YOU!

Whether you donated, provided meals to our Drop-In Center, held virtual mock interviews in PAVE, hosted a donation drive, or showed up for young people in other ways, we are grateful for you.