



# 2025 Outcomes Report

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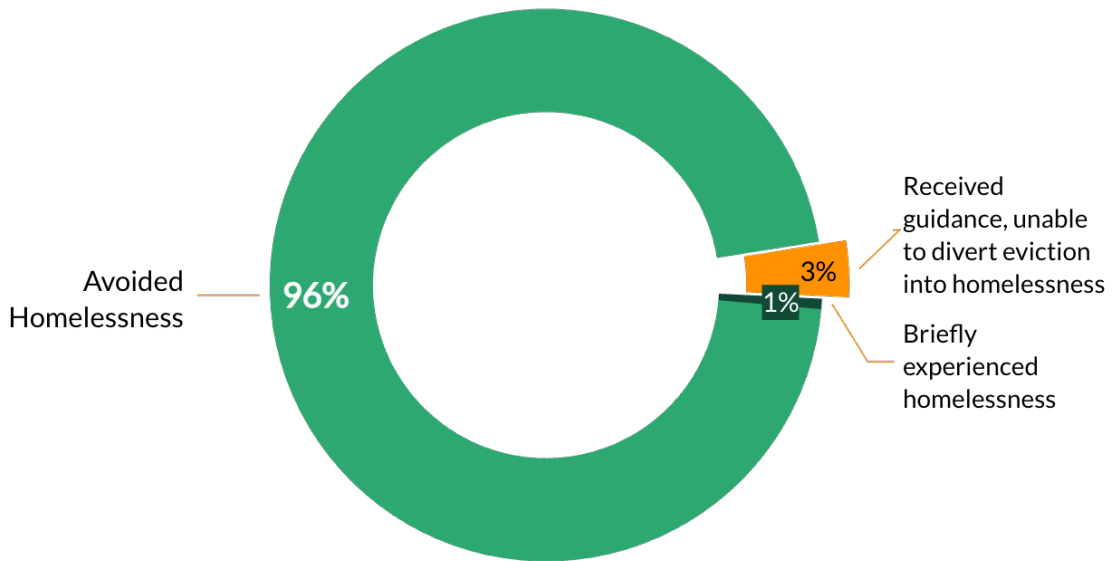
# Executive Summary

Havensafe is a data-driven non-profit organization located in San Jose, California. Havensafe works to prevent homelessness by connecting households in crisis with financial aid, legal help, and emergency job resources.

During the calendar year 2025, Havensafe created homelessness avoidance strategies for 1,280 people, including 759 adults and 521 children.

Of those, Havensafe confirmed outcomes for 815 clients and helped to ensure that 96% of these clients avoided homelessness. Of the remaining 4% of our clients experiencing homelessness, 1% briefly experienced homelessness before Havensafe resolved their crisis.

## 2025 Havensafe Outcomes



## Introduction

Havensafe is a data-driven 501(c)(3) non-profit located in San Jose, California. Havensafe works to prevent homelessness by connecting households in crisis with financial aid, legal help, and emergency job resources.

According to the Hoover Institution, each unhoused person in San Francisco costs society \$57,000.<sup>1</sup> Covering \$2,500 in rent for a family of four to ensure they avoid homelessness is not only cost-saving approach but also rescues the family from the trauma and indignity of homelessness.

Havensafe is structured around the following principles:

### Transparency

Transparency is at the core of Havensafe's operations. We aim to be as open as possible about our processes, decisions, and outcomes. Additionally, we clearly communicate with our clients; we want them to know exactly where they stand in the process, and we strive to clearly share all eligibility criteria. We never want them to feel left out of their own case management.

### Doing “Something” Isn't Necessarily Better Than Doing “Nothing”

Charitable efforts come with the potential for moral hazard. Even the most well-intended initiatives have the potential to leave society worse-off. That's why, at Havensafe, we are committed to measuring our success through thoughtful data collection and tracking. We want to make sure we're solving problems and minimizing creating new ones.

### Measuring Social Impact

Every effort at Havensafe is measured to assess its social impact. We understand that without clear metrics, it is impossible to determine the success or failure of our projects. This data-driven approach allows us to refine our strategies, allocate resources effectively, and maximize our impact on the community.

The year of 2025 was focused on identifying our key performance indicators. We learned a lot in 2025, and we are excited to further refine our data management and reporting strategies.

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<sup>1</sup> [https://www.hoover.org/research/despite-spending-11-billion-san-francisco-sees-its-homelessness-problems-spiral-out?utm\\_source=chatgpt.com](https://www.hoover.org/research/despite-spending-11-billion-san-francisco-sees-its-homelessness-problems-spiral-out?utm_source=chatgpt.com)

### **Avoiding Projects Without Measurable Impact**

If the impact of a project cannot be measured, Havensafe will avoid pursuing the project. This principle helps us stay focused on initiatives that offer clear benefits and tangible results. We believe in accountability and the importance of showing the community exactly how our efforts are making a difference.

### **Uplift other organizations**

We fully support and uplift the initiatives of other non-profits and government agencies. We proactively avoid duplicating efforts. We search far-and-wide for programs to refer our clients to. If there is a program that serves their need, we try to facilitate a warm handoff to that program. Havensafe generally offers intensive case management to clients with nowhere else to go.

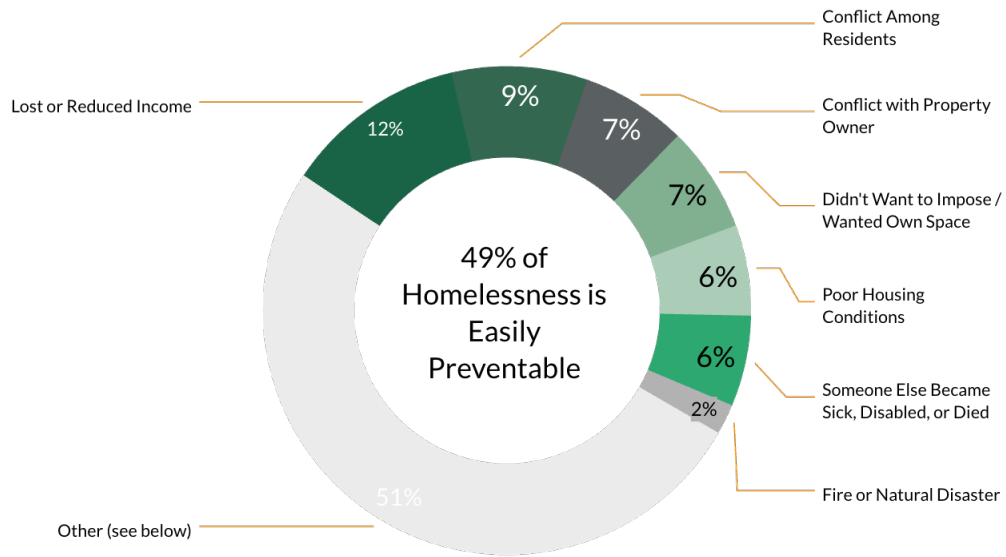
### **Sharing “Failed” Efforts**

At Havensafe, we believe in learning from our mistakes. We are committed to sharing and reporting on efforts that did not succeed as planned. By being open about our shortcomings, we provide valuable insights for the community and other organizations, fostering a culture of continuous improvement.

## Background

According to a June 2023 study by the Benioff Homelessness and Housing Initiative, 49% of homelessness could have been prevented via rent payment assistance. The Benioff Homelessness and Housing Initiative explored the primary reasons for each unhoused person leaving their last housing in the pie chart below.

### *Primary Reasons for Leaving Last Housing*



Source: *Benioff Homelessness and Housing Initiative*, [homelessness.ucsf.edu/CASPEH](https://homelessness.ucsf.edu/CASPEH)

Other reasons for vacating housing include leaving the area for a job/family, programs ending, transferring to a different institution, violence or abuse in the household, breakup between residents, participant's substance use, and "other."

Based on this data, Havensafe's method can prevent 49% of all new locally occurring homelessness.

## The Havensafe Method

The primary aim of Havensafe's call center is to raise awareness that rental assistance exists and share basic information about the eviction process to **minimize panicked self-eviction**, which can lead to homelessness. A secondary aim is to help people in crisis feel that they have a trusted and reliable group available to help them through the situation.

Havensafe is different from other non-profits and government agencies because:

- Our call center is remotely operated by empathetic volunteers and supported by experienced dedicated staff members. Havensafe's software guides the volunteer operator through the conversation, step by step, to generate an automated customized plan for homelessness avoidance.
  - Our goal is to empower community members to take action towards ending homelessness, rather than feeling helpless.
  - Our volunteer program bridges safe, meaningful, and real connections between our community facing poverty and the "donor class."
- A live person answers a client's first call during normal business hours for an immediate intake. <sup>2</sup>
  - Our clients tell us that answering the phone immediately and providing much-needed support helped them trust that we would do what we said we would do.
  - Most callers receive a customized automated plan for homelessness avoidance, sent to their emails. As applicable, the volunteer coordinator takes the first steps in the plan with them on the initial call.
  - In the case that the caller does not match with a source of assistance, a case worker reviews the circumstances within 24 hours and manually creates a custom plan.
- Once a client calls us, they are our client until their crisis is resolved.
  - When a client calls another non-profit or government agency and hears "we are at capacity" or "we don't offer that," it erodes their hope of securing

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<sup>2</sup> Volunteer availability permitting – if the operator is on the other line, then the caller receives a call-back.

help. It takes courage to reach out and ask for help, and we strive to honor that courage. Because of the way social services are currently structured, some clients give up after being turned away a handful of times.

- Havensafe takes full responsibility for every caller, and we confirm that their concern has been fully addressed before closing their case.
- We are committed to warm handoffs to other non-profits and government agencies who can help or informing them as soon as possible that no such resource exists.
- Havensafe is proactive. We follow up nearly in the same way that a loving family member proactively follows up. We demonstrate that we care about the person by reaching out.

**Havensafe only offers intensive case management to clients who are unable to receive help elsewhere.**

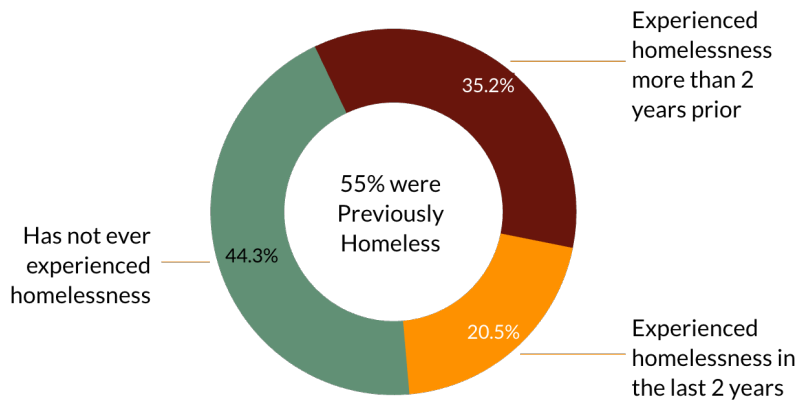
# Demographics

## Client Reports Being Homeless Previously

Most clients applying directly for financial assistance via Havensafe have experienced homelessness in the past.

### *Have you previously experienced homelessness?*

Among clients eligible to apply for financial assistance through Havensafe



## All Havensafe Callers in 2025 who were Actively Unhoused

### *Re-housed Clients*

Callers who reported being homeless upon calling Havensafe



Havensafe practices a “no wrong door” policy. Even though Havensafe is focused on helping households currently getting evicted into homelessness, we ensure a warm handoff for every caller, regardless of their situation.

Havensafe aims to create a single entry-point and single source of truth to benefit low-income community members. We hope that, in the future, a caller will only need to contact a single phone number, website, or email address to resolve their

housing crisis. Until a single-entry point exists, Havensafe seeks to aid all homelessness organizations and agencies to embed processes to ensure “soft landings” for all callers.

Historically, Havensafe has observed that community members in crisis will call multiple phone numbers to seek assistance.

*“...the process and the navigation of the whole system is very confusing, and daunting if you’re just by yourself...”*

-Holly (Havensafe Client)

The process quickly becomes overwhelming for callers, many of whom are experiencing the worst moment of their lives. Some callers give up altogether and become homeless or continue to be homeless.

Havensafe frequently receives calls from homeless callers, callers not experiencing evictions, and callers from other counties. We strive to ensure a warm referral for all of these callers, as well as providing all of the relevant information that we have on hand and following up to make sure their crisis was resolved.

In 2025, Havensafe was instrumental in helping 33 unhoused persons in 22 households to access stable housing. This included 17 children, who were all staying in a shelter or on a friend’s couch.

Of the 22 unhoused callers, eighteen (18) received navigation services from Havensafe. Navigation includes making phone calls with them, keeping them focused on the next steps, and advocating on their behalf to access housing.

One of these clients commented,

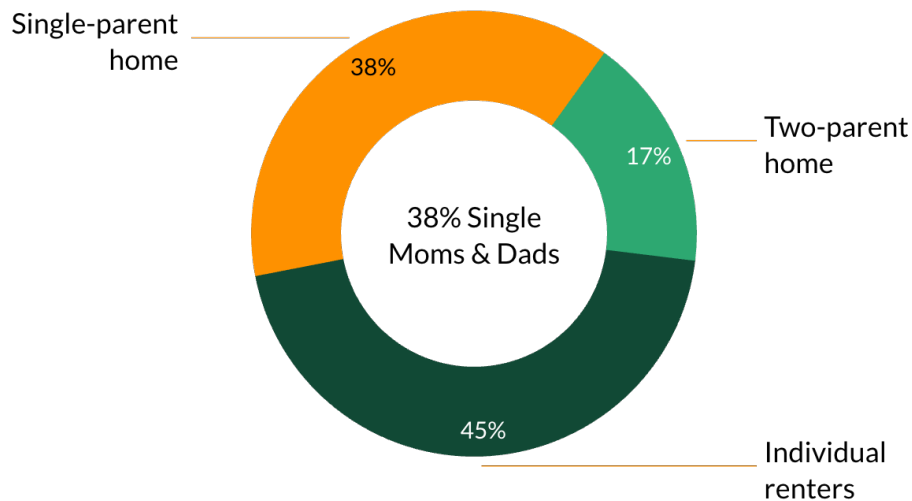
*“...You [Havensafe case worker] are on the ball. So that kept me on the ball. Thank you so much.”*

## Single-Parent Households

A significant portion of Havensafe clients are single-parent households.

### Household Type

Among clients eligible to apply for financial assistance through Havensafe:

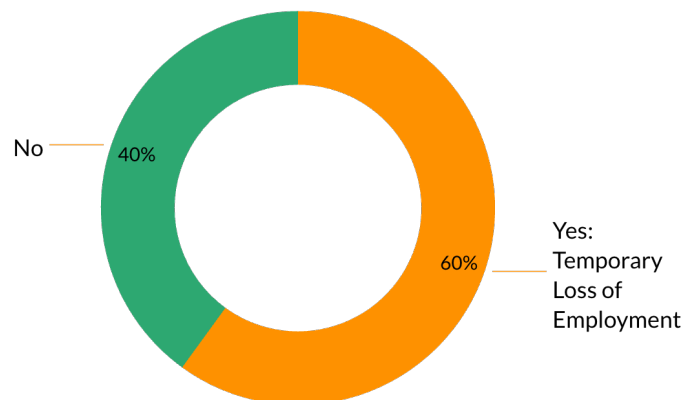


38% of households applying for direct monetary assistance via Havensafe were single moms and dads. 7% of the general population in Santa Clara County are households with single parents.<sup>3</sup>

### Cause of Crisis: Job Loss

Most households receiving financial aid through Havensafe experienced a temporary job loss.

### Did loss of employment contribute to crisis?



<sup>3</sup> Generally, 35.4% of Santa Clara County households include children, and 19.6% of this group are single moms and dads. Source: 2020 Decennial Census Demographic Profile (DP1)". United States Census Bureau. 2021. Retrieved December 21, 2025. (Available from: Wikipedia, "Santa Clara County, California.")

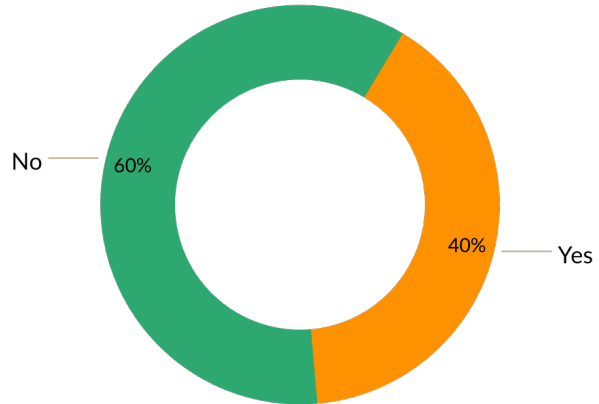
Most of Havensafe’s clients are seeking a job. Havensafe is working to generate a triage software to connect callers with emergency survival jobs, as well as programs to directly employ eligible callers. Wherever possible, we want to empower clients to pave their own way out of their crisis; this builds confidence, critical skills, and self-reliance.

We estimate that approximately 10% of clients applying for direct financial assistance via Havensafe could resolve their crisis via an emergency job and a payment plan negotiated with the landlord.

### Cause of Crisis: Illness or Injury

Many households receiving financial aid through Havensafe have experienced illness or injury.

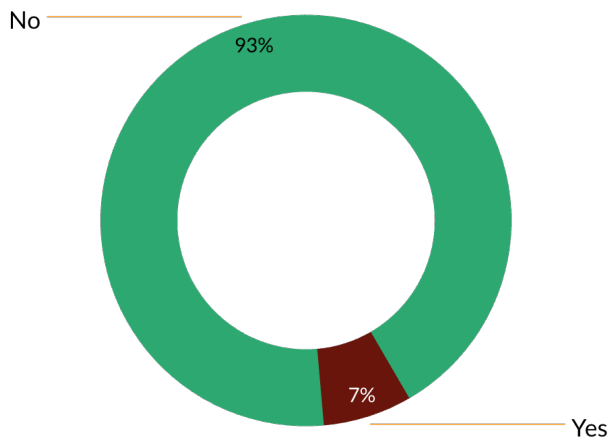
#### *Did Illness/Injury contribute to crisis?*



### Cause of Crisis: Victim of a Crime

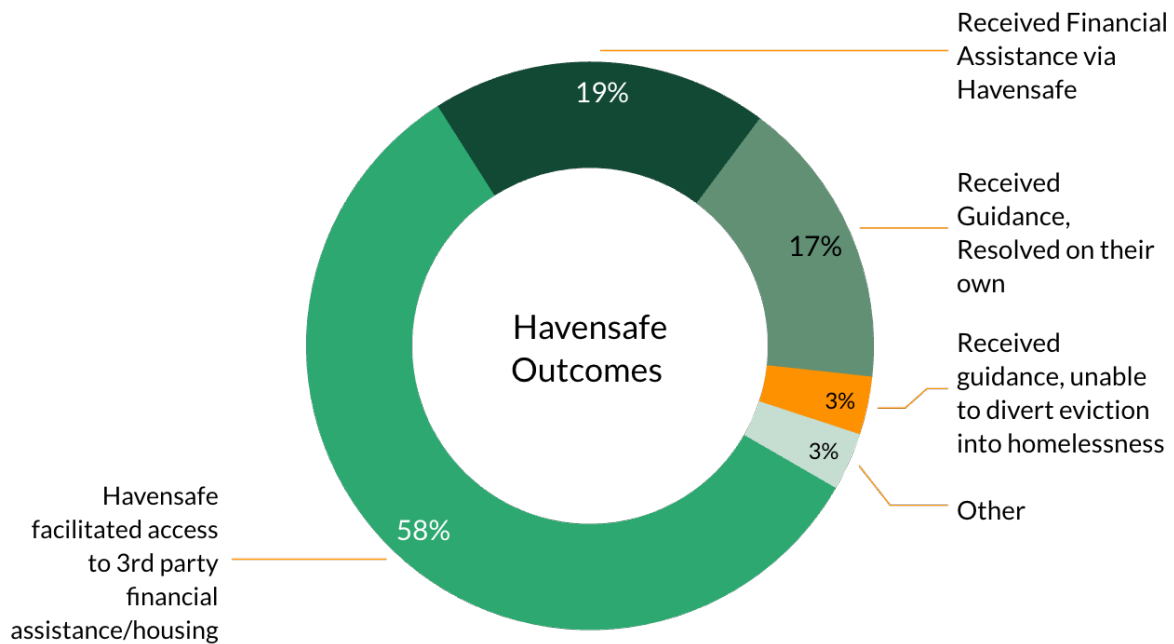
7% of households reported being a victim of a crime, leading to their need for assistance.

#### *Victim of a Crime?*



# Outcomes

## 2025 Outcomes Summary - Detailed



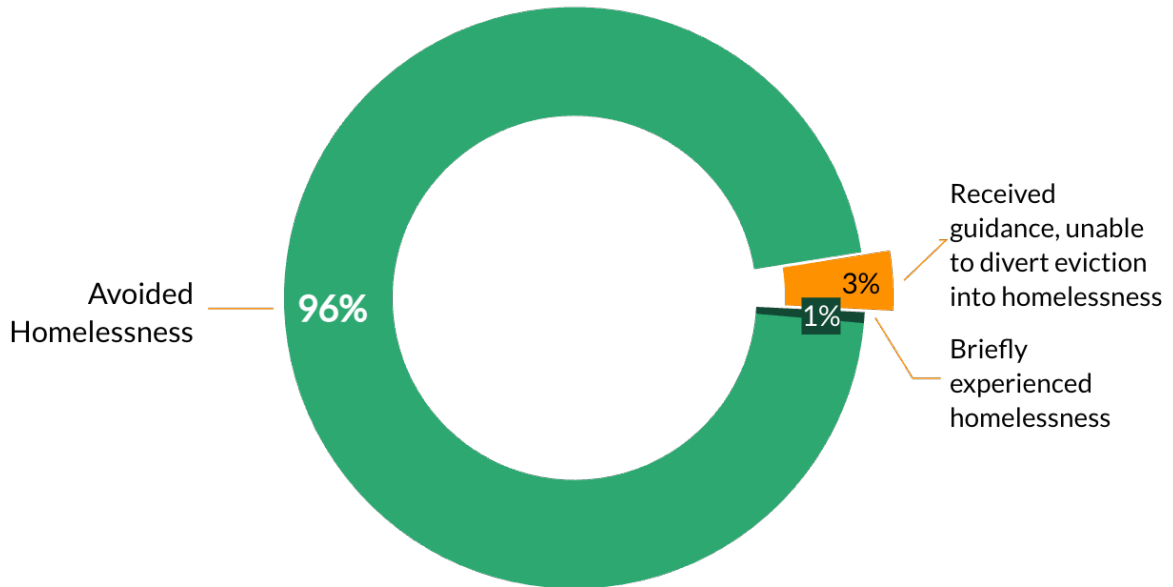
Only 3% of Havensafe’s clients end up homeless.

- 19% of callers who engage with Havensafe receive financial assistance to resolve their crisis.
- 58% of callers are referred to other agencies, with a warm hand-off.
- 17% of callers are able to resolve their crisis using their own network, with assistance and encouragement from Havensafe case workers.
- 3% (“other”) avoid homelessness through access to transitional housing and legal help.<sup>4</sup>

<sup>4</sup> Less than 1% received financial assistance but briefly experienced homelessness in the process; these households are included here within “Received Financial Assistance via HS” and “Havensafe facilitated access to 3rd party financial assistance/housing.”

The following chart highlights that 96% of Havensafe clients avoid homelessness altogether. Havensafe is working toward a future where NO ONE becomes temporarily homeless as their crisis is resolved.

### High Level 2025 Outcome Summary<sup>5</sup>



### Havensafe Net Promoter Score

Havensafe clients are asked to complete a close out survey, which includes the question, “how likely are you to recommend Havensafe to a family or friend”?

**Net Promoter Score >9**

*“They were so helpful through my whole process. They took their time to reach out to*

<sup>5</sup> Note 1: Included within the 96% are the 1% of clients who were homeless when they called Havensafe, and Havensafe facilitated access to transitional housing to resolve their homelessness.

Note 2: This summary excludes households with unavailable outcomes and households assessed as not at risk of homelessness. While these households are low income and extremely low income, some had savings or access to generous help from family/friends. In 2025, 30 households were assessed as not at risk, most resolved their “crisis” on their own. Havensafe assisted two of these households to access free legal help.

*me to help with any housing situations I came across and when my apartment complex was officially ready they assisted me in finding a program to help with my deposit and first months rent.”*

— Anonymous

Most respondents rate Havensafe as a “10 out of 10,” with feedback such as:

- “Compassionate and responsive”
- “you guys always keep me informed about stuff and always try to answer the phone or give me a call back and you explain things really well where I understand it.”
- “Because they were wonderful and always kept me informed”
- “They were patient and reassuring that there would be a resolution.”

Three (3) respondents were homeless with an unconfirmed outcome, who provided ratings of 7, 7, and 10. This means that they were still likely unhoused after working with Havensafe, and they still rated the agency highly.

## Next Steps

Havensafe is mastering rapid triage for housed people in crisis to prevent homelessness. Havensafe admitted our first client in August of 2024, and we've already touched the lives of over 1,800 people.

In 2026, we hope to accomplish the following:

- We are working to fundraise to continue doing this work for the next year. Every dollar counts!
- We hope to build our volunteer roster to 40 volunteers.
- We plan to recruit between two (2) and five (5) new board members.
- We plan to scale our model and empower other non-profits and government agencies to use our method.
- We plan to continue building collaborative partnerships with all non-profits and government stakeholders in the ecosystem.