

2021 Impact Report Questionnaire -- Housing Stability

Instructions Please provide the following impact metrics in the orange input cells. Grey cells are calculation cells and are locked. Impact metrics are divided into categories based upon the framework developed by the Impact Management Project. To facilitate the collection of standardized, credible, and comparable impact data, Intermountain Healthcare utilizes the IRIS+ System. IRIS+ is an impact measurement and management tool created by the Global Impact Investing Network, intended to help standardize social impact reporting for a broad set of investors.

Your response is a critical part of Intermountain's ability to measure and report on the social impact created by our investments. The information you provide will be seen exclusively by Intermountain employees, and published in our annual impact report only after it's been aggregated with other partners' responses.

What? Identifies the outcomes the enterprise is contributing to and how important those outcomes are to stakeholders.

IRIS+ #	Metric	Value	Note
PI9319	Client Retention Rate		
PI9327	Number of residents at beginning of reporting period		
PI8732	Number of residents who moved in during reporting period		
	Number of residents with positive exits (if applicable)		
PI9327	Number of residents at end of reporting period		

Who? Identifies the stakeholders who are experiencing the outcome and how underserved they were prior to the enterprise's effect.

IRIS+ #	Metric	Value	Note
PD5752	Target Stakeholder Demographics		
PD5752a	Portion of clients who are children (under 10 years old).		
PD5752b	Portion of clients who are adolescents (11-18 years old).		
PD5752c	Portion of clients who are adults (19+ years old).		
PD5752d	Portion of clients who identify as male.		
PD5752e	Portion of clients who identify as female.		
PD5752f	Portion of clients who identify as gender non-binary.		
PD5752g	Portion of clients whose gender is undisclosed.		
PD5752h	Portion of clients who identify as a minority.		
PD5752i	Portion of clients who identify as white.		
PD2541	Target Stakeholder Socioeconomics		
PD2541a	Portion of clients earning less than or equal to 30% of Area Median Income (AMI).		
PD2541b	Portion of clients earning 31% to 50% of AMI.		
PD2541c	Portion of clients earning 51% to 80% of AMI.		
PD2541d	Portion of clients earning 81% to 120% of AMI.		
PD2541e	Portion of clients earning greater than 120% of AMI.		
PD6384	Target Stakeholder Setting		
PD6384a	Portion of clients living in an urban area.		
PD6384b	Portion of clients living in a peri-urban area.		
PD6384c	Portion of clients living in a rural area.		
PD6424	Target Stakeholder Geography (List all counties where clients are served)		

How? Identifies how the organization is impacting the people it serves.

IRIS+ #	Metric	Value	Note
OI5049	Is there a client feedback system in place?		
PI6303	Eviction Rate		
PI6303a	Number of eviction filings or evictions during the reporting period		
PI6303b	Number of total units		
PI6303c	Number of housing units occupied		
PD5833	Percent Affordable Housing		
PD5833a	Number of units affordable for residents earning less than 30% AMI.		
PD5833b	Number of units affordable for residents earning 31% to 50% of AMI.		
PD5833c	Number of units affordable for residents earning 51% to 80% of AMI.		
PD5833d	Number of units affordable for residents earning 81% to 120% of AMI.		
PD9681	Is any form of non-financial support offered to clients?		
PD9681a	Total number of units with non-financial support		
PD9681b	Percentage of total units with non-financial support		
PD9681c	Number of residents utilizing non-financial support		
PD9681d	Describe the types of non-financial support provided		
PI6058	Number of housing units improved		
PI6058a	Percentage of housing units improved		

How Much? Identifies how many stakeholders experienced the outcome and what degree of change was experienced.

IRIS+ #	Metric	Value	Note
PI4060	Total number of clients served through the reporting period		
PI9319	Previous reporting period's client retention rate		
PI3119a	Percentage change in client retention rate		
PI5965	Number of Housing Units Financed		

Additional Metrics In addition to the metrics listed below, feel free to add any other metrics that best reflect the impact of your organization.

IRIS+ #	Metric	Value	Note
PI7163	Client Satisfaction Rate (percentage of clients who are likely to recommend)		
	Additional Metric #1		
	Additional Metric #2		
	Additional Metric #3		
	Additional Metric #4		
	Additional Metric #5		
	Additional Metric Narrative		