



Ending homelessness  
Rebuilding lives

## FY24 The Brooks Logic Model

### Agency Strategic Goals:

- Goal #1: Strengthen and expand our services and housing programs to help end homelessness in the D.C. metro region.
- Goal #3: Steward and strengthen our relationships with our government partners to ensure effective service delivery, improve the services experience, and support our system’s collective efforts to end homelessness.

### Division/Program Goals:

- Goal 1: To exit families experiencing homelessness to stable housing within 90 days
- Goal 2: To maintain a hygienic and safe environment at the Brooks
- Goal 3: To maintain our compliance with DHS requirements

INPUTS/RESOURCES	ACTIVITIES	OUTPUTS	SHORT TERM OUTCOMES	INTERMEDIATE OUTCOMES	LONG TERM OUTCOMES
<p>Financial Resources</p> <ul style="list-style-type: none"> <li>• Government Funding</li> <li>• Private Funding</li> <li>• In-Kind Donations</li> </ul> <p>Personnel</p> <ul style="list-style-type: none"> <li>• Participants</li> <li>• FTEs</li> <li>• PTEs</li> <li>• Security Contractors</li> <li>• Cleaning Contractors</li> <li>• Community Partners/ Government Agencies</li> <li>• Volunteers</li> </ul> <p>Facilities and Supplies</p> <ul style="list-style-type: none"> <li>• Building</li> <li>• Cleaning Supplies</li> <li>• Cafeteria/Catering/ Food</li> <li>• PPE</li> <li>• Agency Vehicle</li> <li>• Office Supplies</li> </ul> <p>Technology</p> <ul style="list-style-type: none"> <li>• Cell phones</li> <li>• Computers</li> <li>• Radios</li> <li>• Security cameras</li> <li>• HMIS</li> </ul> <p>Assistance:</p> <ul style="list-style-type: none"> <li>• Funding for Application Fees</li> <li>• Transportation Assistance (e.g., Uber and Lyft Gift Cards/SmarTrip Cards)</li> <li>• Move-In Assistance (e.g., household items, hygiene products, etc.)</li> </ul> <p>Training</p> <ul style="list-style-type: none"> <li>• Monthly Required TCP Trainings</li> <li>• Internal Trainings</li> <li>• Professional Development Opportunities</li> </ul>	<p>Provide housing case management: housing navigation, wrap around services</p> <p>Conduct intakes, Needs Assessments, and F-SPDATs</p> <p>Facilitate referrals &amp; collaboration with community resources/ partner agencies</p> <p>Assist with Subsidy Applications</p> <p>Establish HSEP</p> <p>Assist with applications for Vital Documents (e.g., IDs, Birth Certificates, SS Cards)</p> <p>Assist with applications for Benefits (e.g., TANF, WIC, EBT)</p> <p>Provide housing leads for unit viewings and financial assistance with applying to units</p> <p>Collaborate with landlords &amp; TCP to ensure timely inspection and lease-up</p> <p>Contact schools to confirm child enrollment/attendance</p> <p>Conduct post-exit follow-ups with families at 30 and 60 days</p> <p>Oversee janitorial services (tidy, clean, and disinfect all surfaces and spaces in the building)</p> <p>Oversee food services (residential staff are trained Food Handlers and adhere to food safety practices in serving meals)</p> <p>Collaborate with security services (security officers conduct wandering checks &amp; bag checks at entry and rove the building and grounds at least once every hour and monitor video cameras constantly)</p> <p>Provide 24/7 residential staffing, ensuring residential staff are positioned on all 5 floors and/or are roving between all 5 floors consistently</p> <p>Oversee building maintenance on site</p> <p>Attend and participate in weekly/monthly/quarterly/as needed DHS and TCP meetings</p> <p>Oversee program monitoring and quality assurance</p> <p>Provide immediate response to safety concerns or crises in the building, followed by reporting as required by contract</p>	<p>At least 2 case management meetings per week to work on housing goals and wrap around services</p> <p>10 families with higher barriers engage with Housing Navigator 2x per week for additional housing support</p> <p>Families with youth with higher vulnerabilities engage with Youth Specialist 2x per week for additional support</p> <p>Number of operations/facilities services maintained as outlined in the contract</p> <p>All children attending school (and getting the necessary transportation to/from school)</p> <p>Bathrooms are cleaned at least 3x per day</p> <p>Janitorial services are available between 7:00am – 9:30pm daily</p> <p>All emergencies/crises are handled immediately and reported within 24hrs</p>	<p>80% of families are educated about rental subsidy (FRSP) and complete</p> <p>80% of families submit application within 7 days</p> <p>75% of families are document ready within 30 days</p> <p>Ongoing satisfaction surveys will indicate that 95% of residents of The Brooks will be satisfied with the case management services, cleanliness, and safety at The Brooks</p> <p>Contract requirements pertaining to personnel will be met: staffing ratios, background screenings, annual trainings, etc.</p> <p>Operations/facilities services maintained as outlined in the contract</p>	<p>80% of families will identify a satisfactory unit within 60 days</p> <p>Ongoing satisfaction surveys will indicate that 95% of residents of The Brooks will be satisfied with the case management services, cleanliness, and safety at The Brooks</p>	<p>75% of families experiencing homelessness will exit The Brooks to housing within 90 days</p> <p>95% of families will remain stably housed 60 days after program exit</p> <p>Upon exit, 95% of residents of The Brooks will have been satisfied with the case management services, cleanliness, and safety at The Brooks</p>