

FY24 Veterans First 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 delivery of services, improve the services experience for people experiencing homelessness, and support our system's collective efforts to end homelessness
- **Goal #4:** Strengthen our internal capacity to deliver effective, person-centered services through smart investments in staff and infrastructure

Division/Program Goals:

- Goal 1: Serve a total of 550 veteran households
- Goal 2: 85% of veteran households exit to permanent/stable housing
- Goal 3: Achieve 80% program satisfaction rate among veteran households served

INPUTS/ RESOURCES	ACTIVITIES	OUTPUTS	SHORT TERM OUTCOMES	INTERMEDIATE OUTCOMES	LONG TERM OUTCOMES
<p>Financial Resources</p> <ul style="list-style-type: none"> • Public funding—US Department of Veterans Affairs (VA) contract • Private funding for flexible spending • In-kind donations <p>People</p> <ul style="list-style-type: none"> • Staff, including case managers, housing navigators, veterans staff attorney, healthcare navigator, outreach specialists, employment specialists, community resource specialist, program analysts, project coordinators, assistant directors, division director, etc. • Veteran households • Landlords • Employers • Fiduciary and representative payee providers • Health care and daily living providers • Other homeless and veteran service providers and community partners <p>Infrastructure</p> <ul style="list-style-type: none"> • Office space and supplies • Computers, tablets, and phones • Database software • Agency vehicles for transporting participants 	<p>Comprehensive Case Management</p> <ul style="list-style-type: none"> • Outreach • Rapid re-housing • Homeless diversion services • Homeless prevention services <p>Support Services and Referrals</p> <ul style="list-style-type: none"> • Temporary financial assistance, financial planning services, and income support referrals • Employment services and referrals • Housing counseling, housing search services, and housing referrals • Legal services referrals • Daily living and health care referrals • Fiduciary and representative payee referrals • Childcare referrals • Transport assistance and referrals. <p>Health Care Navigation</p> <ul style="list-style-type: none"> • Researching health care resources • Connecting veterans with health care resources <p>Benefits and Legal Services</p> <ul style="list-style-type: none"> • Connecting veterans with VA benefits (i.e. Service Connected Disability Income) • Connecting veterans with non-VA public benefits (i.e. SSI/SSDI) • Legal aid services to prevent loss of housing and increase housing stability 	<p>Serve a total of 550 veteran households</p> <p>Needed number of case management engagements with each household each month</p> <p>Number of external service referrals made</p> <p>Number of exits to permanent/stable housing</p>	<p>Each Veteran household receives housing assistance in order to move into a new unit or prevent eviction</p> <p>Each Veteran household is referred to the services they need based upon case management discussions</p> <p>Community partners, such as landlords, employers, etc., understand the nature of the rapid re-housing and homelessness diversion programs as well as the needs of the Veterans they serve</p>	<p>At least 80 participants obtain employment</p> <p>At least 85% veteran households served secure or maintain permanent housing at exit from the program</p> <p>At least 80% of households served express satisfaction with our program services</p> <p>At least 60 participants connected with health care resources</p> <p>At least 125 participants assisted with benefits or legal services</p>	<p>Each community served reaches functional zero for veteran homelessness</p> <p>Each community served lowers their veteran by name list</p> <p>Decrease in inflow of homeless veterans in the community</p>