



Ending homelessness  
Rebuilding lives

## FY24 Welcome Center Drop-In and Adult Outreach 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 5: Steward and grow our private resources to support and enhance our services and fill funding gaps

### Division/Program Goals:

- Goal 1: Identify and engage individuals experiencing literal homeless through basic needs assistance to serve immediate needs and bridge gaps to longer term services and support
- Goal 2: Empower individuals to rebuild their lives by identifying goals and removing barriers to housing, health, and employment opportunities
- Goal 3: Assist individuals who are experiencing homelessness or at risk of homelessness obtain stable housing

INPUTS/RESOURCES	ACTIVITIES	OUTPUTS	SHORT TERM OUTCOMES	INTERMEDIATE OUTCOMES	LONG TERM OUTCOMES
Resources needed for the program that allow and support program service delivery, including money, staff, volunteers, clients, materials, or equipment including but not limited to: <ul style="list-style-type: none"> <li>• Computers/tablets</li> <li>• Staff (FTE and PTE)</li> <li>• Cell phones</li> <li>• Landlines</li> <li>• Volunteers</li> <li>• Agency Vehicle(s)</li> <li>• Flexible funding</li> <li>• SmartTrip Cards</li> <li>• Gift Cards</li> <li>• Housing funds</li> <li>• In-Kind Donations: Food, Hygiene Items, Clothing</li> <li>• ID Waiver (DHS)</li> <li>• No Fee Birth Certificate (DHS)</li> </ul>	Face-to-face engagements collaborating with external providers  Phone calls  Intake Assessments (e.g., SPIDATs, VISPDATs, etc.)  Street outreach  Collaboration with external providers and community partners  Case management services, as needed	Provide 500+ participants with basic needs services through the Drop-In Center  Engage with 60+ participants via street outreach in surrounding neighborhood  Provide 40+ individuals through street outreach with identifying barriers and/or goals to long term health, housing, etc.	40% of participants serviced through drop-in and street outreach are identified as new participants experiencing literal homelessness  At least 90% of participants receive assistance with identifying and removing a barrier to achieving housing, health, or income stability  At least 90% of individuals served receive a SPDAT or information and referral to housing resources outside of CAHP	80% of participants identified as experiencing literal homelessness are engaged in on-going support services  At least 75% of participants successfully achieve a goal that moves them towards housing, health, or income stability  60% of individuals served make forward progress towards obtaining stable housing	Participants experiencing literal homelessness have secured long-term access to housing and resource supports  Participants experiencing homelessness or at-risk of homelessness obtain stable housing



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## FY24 Welcome Center Residential Services 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 5: Steward and grow our private resources to support and enhance our services and fill funding gaps

### Division/Program Goals:

- Goal 1: To identify and engage individuals experiencing literal homeless through basic needs assistance to serve immediate needs and bridge gap to longer term services and support.
- Goal 2: To empower individuals to rebuild their lives by identifying goals and removing barriers to housing, health and employment opportunities.
- Goal 3: To assist individuals who are experiencing homelessness or at risk of homelessness obtain stable housing

INPUTS/RESOURCES	ACTIVITIES	OUTPUTS	SHORT TERM OUTCOMES	INTERMEDIATE OUTCOMES	LONG TERM OUTCOMES
Personnel <ul style="list-style-type: none"> <li>• FTEs and PTEs</li> <li>• Volunteers</li> </ul> Facilities and Supplies <ul style="list-style-type: none"> <li>• Computers and cell phones</li> <li>• Agency Vehicle</li> <li>• Food</li> <li>• Hygiene items</li> <li>• Clothing</li> <li>• SmarTrip Cards</li> <li>• Gift Cards</li> <li>• Welcome Home Baskets</li> </ul> Financial Resources <ul style="list-style-type: none"> <li>• Public and private funding</li> <li>• Housing funds</li> <li>• ID Waiver (DHS)</li> <li>• No Fee Birth Certificate (DHS)</li> <li>• In-Kind Donations</li> </ul>	Housing  Case management via face-to-face and telephone engagements  Outreach and collaboration with external providers  Conducting Assessments  Supportive Services such as assistance with vital documents, applying for benefits, etc.  Collaboration with physicians and insurance companies to provide services for clients for long term care, as needed	Engage at least 50 unique VI-SPDAT/Residential Services participants with acquiring housing through the WC  Residential Services and maintaining housing	At least 50% of Residential Services participants accept and enroll into PSH services through the Welcome Center	At least 90% of Residential Services participants will maintain housing through the Welcome Center PSH services	Participants achieve stable housing and self-sufficiency