



Ending homelessness
Rebuilding lives

FY26 Welcome Center Drop-In and Adult/Youth 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 to obtain stable housing

INPUTS/RESOURCES	ACTIVITIES	OUTPUTS	SHORT TERM OUTCOMES	INTERMEDIATE OUTCOMES	LONG TERM OUTCOMES
Drop-In Center Computers/tablets 6 FTE and 2 PTE staff Cell phones/landlines Volunteers Agency vehicle(s) Flexible funding SmarTrip Cards Gift Cards Housing funds In-Kind Donations: Food, Hygiene Items, Clothing No Fee Birth Certificate (DHS) Unity Healthcare Mailroom Laundry facilities Meals/snack bags Community partners/agencies	In-person case management services, both via street outreach and at the Drop-In Center <ul style="list-style-type: none"> • Intake assessments (e.g., SPDATs, VISPDATs, etc.) • Vital document assistance • Assistance with CAHP process and connecting individuals with housing resources • Referrals to community resources (e.g., shelters, legal aid, employment services, mental health providers, substance use support, etc.) • Benefits assistance • Rental assistance • Building trust/rapport Mail and laundry services Provide transportation assistance Provision of basic needs (e.g., snacks, meals, clothing, hygiene items, etc.) Collaboration with external providers and community partners via phone and email	Provide 600+ participants with case management services through the Drop-In Center Engage with 75+ participants via street outreach in surrounding neighborhood (including youth 18-24 and adults 25+) Assist 50+ individuals identified through street outreach with identifying barriers and/or goals to long term health, housing, etc. Engage at least 60 unique VI-SPDAT/Residential Services participants with acquiring housing through the WC Residential Services and maintaining housing	At least 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	At least 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, and/or income stability At least 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