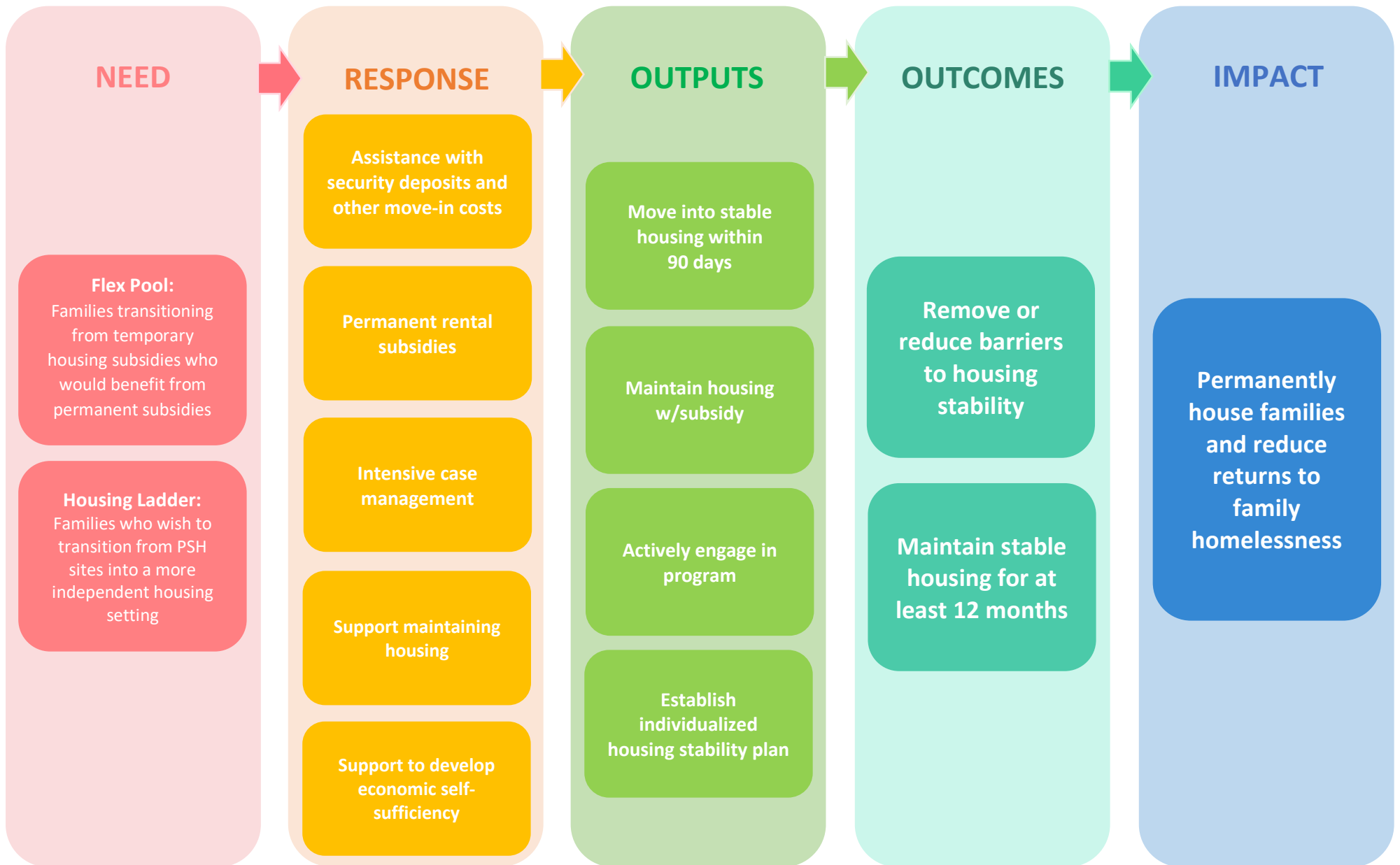


C-CARES Draft Program Model FY25

Compass C-CARES administers the Flex Pool and Housing Ladder subsidies which involve permanent rental subsidies and intensive case management to help families achieve long-term housing stability.



Output	Indicator	Measurement Tool(s)	Compass Target	Grant Requirement? <i>*indicates requirement is different from Compass target</i>
1. Families actively engage w/C-CARES program	Engagement	CoDa: Service Entries	Families engage with Case Managers 2x/month (FHSP) or 1x/month (HL)	HSH – 1x every 3 months*
	Housing Stability Plan (Action Plan)	CoDa: Goal Tracker	100% of families establish a Housing Stability Plan	HSH
2. Families have a positive experience working with C-CARES	Response rate	Annual Client Satisfaction Survey	40% of enrolled families respond to survey	
	Overall Client Satisfaction		80% of families are VERY SATISFIED or SATISFIED	
	Feeling respected for cultural background and identity		90% of families AGREE or STRONGLY AGREE	
Outcome	Indicator	Measurement Tool(s)	Target	Grant Requirement? <i>*indicates requirement is different from Compass target</i>
3. Families have reduced or removed barriers to housing stability	Completed goals	CoDa: Goal Tracker	80% of families complete at least one goal annually	
4. Families have established savings	Savings	CoDa: Income Tracker	<i>Track only, no target</i>	
5. Families remain stably housed for at least 12 mos.	Living Situation 12 months after start	CoDa: Housing Tracker	90% are stably housed or move to other permanent housing 12 months after subsidy start	HSH

DETAILED C-CARES PROGRAM MODEL

