

CFS Program Model FY25

Compass Family Shelter offers families facing homelessness a safe, temporary place to stay and offers services designed to help families secure and maintain permanent housing.



KEY OUTPUTS & OUTCOMES

Output	Indicator	Measurement Tool(s)	Compass Target	Grant Requirement? <i>*indicates requirement is different from Compass target</i>
1. Clients actively engage in program	Total families residing in shelter	CoDa: Service Entries	30 clients in shelter (95% occupied)	HSH
	Total families engaged in supportive services	CoDa: Service Entries	30 clients receive mental health services (wellbeing assessment)	HSH
		CoDa: Service Entries + Referral Data	60% of clients referred to CBHS for therapy engage in at least 1 session	
	Frequency and dosage of Case Management + CAC	CoDa: Service Entries	80% of clients meet with CMs (or CAC) for 60 minutes/week	HSH – 100% of clients meet with CMs 2x/month
2. Clients remove barriers to securing or maintaining stable housing	Housing Stability Plan (Action Plan)	CoDa: Goal Tracker	100% of families create a Housing Stability Plan	HSH
	Completed goals		80% of families complete at least one housing stability goal by exit	
3. Clients report a safe and positive experience in shelter	Survey response rate	Client Satisfaction Survey	70% of families will complete the survey	HSH – 100% of families will receive survey
	Overall experience with shelter services		75% will rate their overall experience in shelter as GOOD, VERY GOOD, or EXCELLENT	HSH
	Respect from staff		90% agree that staff treat them with respect	HSH – 75%
	Feelings of safety at shelter		75% feel safe at shelter	HSH

Outcome	Indicator	Measurement Tool(s)	Target	Grant Requirement? <i>* indicates requirement is different from Compass target</i>
4. Families exit into stable housing	Living Situation at Exit	CoDa: Housing Tracker	85% were stably housed at program exit	HSH – 50%
5. Families have increased financial stability	Increase in income	CoDa: Income Tracker	50% of families have increased or maintained income	
	Savings	CoDa: Income Tracker	50% of families have at least \$500 saved at exit	
6. Have improved child development/wellbeing	Child Wellbeing Score	CoDa: FAM	75% of families	
	Child Education Score		75% of families	
7. Improved family stability and wellbeing	Accessing Health Services Score	CoDa: FAM	75% of families	
	Mental Health Score		60% of families	
	Support Systems & Community		75% of families	
	Employment & Adult Ed		50% of families	
8. Families are stably housed 12 months after program exit	Living Situation 12 months after Exit	CoDa: Housing Tracker	95% are stably housed 12 months after program exit	

CFS PROGRAM MODEL DETAILS

