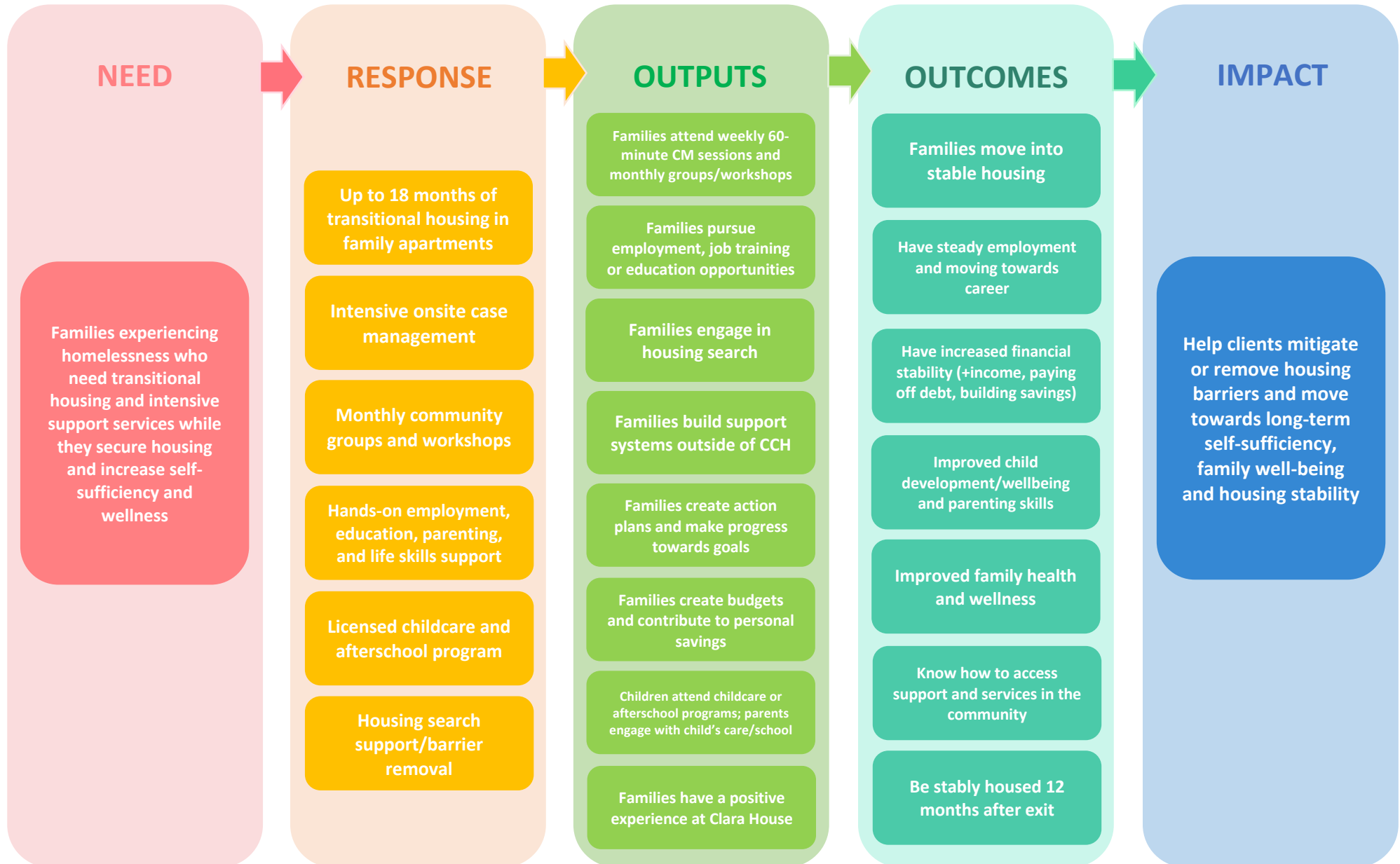


Compass Clara House (CCH) FY25 Program Model

Compass Clara House is a live-in program and support community which provides transitional housing and individualized, intensive case management focused on education and job training, as well as other critical support services to help formerly homeless families find and maintain stable, safe, permanent housing.



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 at Clara House	CoDa: Service Entries		HSH: 20 families/year
	Frequency and dosage of Case Management	CoDa: Service Entries	90% meet with CMs for at least 60 minutes/week	
2. Children participate in childcare or afterschool programs	Participation in CCH childcare or afterschool or referred to other programs	CoDa: Childcare Tracker and Groups & Classes	90% participate in childcare or afterschool at Compass or external program	
3. Clients remove barriers to securing or maintaining stable housing	Updated goals	CoDa: Goal Tracker	95% update action plan on a quarterly basis	HSH: 100% of families will create plan within first 60 days*
	Completed goals		85% complete at least one housing stability goal by exit	
4. Clients report a safe and positive experience at Clara House	Survey response rate	Client Satisfaction Survey	70% will complete the survey	HSH: 50% response rate*
	Overall experience with services		85% will rate their overall experience as GOOD, VERY GOOD, or EXCELLENT	HSH: 85%
	Respect from staff		90% agree that staff treat them with respect	
	Feelings of safety at Clara House		90% feel EXTREMELY or VERY SAFE at Clara House	

Outcome	Indicator	Measurement Tool	Target	Grant Requirement? <i>* indicates requirement is different from Compass target</i>
5. Families move into stable, safe, permanent housing	Living Situation at exit	Housing Tracker at Exit	80% stably housed at exit	HSH: 100%*
6. Have a permanent job and more education towards long-term career	HOH has completed GED/HS diploma or vocational training	FAM	50% improve/maintain	
	HOH has stable employment	FAM	50% improve/maintain	
7. Have increased financial stability by increasing income, paying off debt, and building savings	Family has sufficient income to cover housing	Income tracker	50% increase income	
	Family has savings	Income tracker	80% have savings	
8. Improved child development/wellbeing and parenting skills	Child Wellbeing Score	FAM	75% improve/maintain	
	Child Education Score		50% improve/maintain	
9. Know how to access support and services in the community	Support Systems Score	FAM	50% improve/maintain	
10. Improved family health and wellbeing	Accessing health services score	FAM	75% improve/maintain	
11. Be stably housed 12 months after exit	Living Situation at 12 months after exit	Follow-up w/client Housing Tracker	95% are stably housed 12 months post-exit	HSH: 85%*

NEED

Who does CCH serve?

- Up to 13 families experiencing homelessness who need transitional housing and intensive support services while they secure housing and increase self-sufficiency and wellness

PROGRAM COMPONENTS

What services are provided to families?

- Up to 18-month transitional housing in 13 family apartments
- Intensive onsite case management
- Monthly community groups and Housing and Parenting Workshops
- Action plans designed with each family to help clients achieve their education, career and housing goals
- Hands-on employment, education, parenting, and life skills support for parents
- Full-day licensed childcare for children through age five, and an afterschool homework and tutoring program for older children and teenagers
- Housing search assistance
- Food support as needed to help with food security for families

How do we do it?

- Intensive case management, including contact with families at least 1x/week for a total of 60 minutes.
- Using a strengths-based approach, providing trauma-informed care, building trust, problem-solving, meeting clients where they are, and providing positive reinforcement
- Reinforcing residents' strengths and acknowledging successes
- Support finding resources, referrals and accompaniments to outside appointments
- Staying humble, open-minded, consistent, compassionate, flexible, and willing to try new things
- Maintaining understanding, flexibility, and a sense of humor
- Maintaining accountability by asking clarifying questions when agreed upon goals are not met, calling attention when residents are not "participating" or "showing up"

Who makes it happen?

- Program Director
- Assistant Program Director
- Onsite case managers
- Onsite childcare staff
- Onsite afterschool coordinator

OUTPUTS & OUTCOMES

While at Clara House, families will:

Engage with the program:

- Attend weekly 60-minute CM sessions
- Attend monthly community groups and workshops
- Create action plans and make progress towards goals

Support child development:

- School-aged children attend afterschool/extracurricular activities through Clara House or other programs
- Younger children regularly attend childcare through CCH or other program (if applicable)
- Parents are engaged with children's school/childcare provider
- Parents participate in Parent Education workshops and skill building

Build life skills/self-sufficiency and plan for future:

- Pursue employment, job training and/or education opportunities
- Contribute to "home savings plan" while in the program
- Take personal health and planning seriously and regularly engage in selfcare activities
- Build a support system outside of Clara House

Work towards housing stability:

- Engage in housing search

When they leave Clara House, families will:

- Move into stable, safe, permanent housing
- Remain stably housed 12 months after program exit
- Have a permanent job and more education towards long-term career
- Have increased financial stability by increasing income, keeping a budget, paying off debt, and building savings
- Improved overall child development and wellbeing
- Improved overall family health and wellbeing
- Know how to access support and services in the community

IMPACT

In the long-term, this program will:

- Help clients mitigate or remove housing barriers and move towards long-term self-sufficiency, family well-being and housing stability