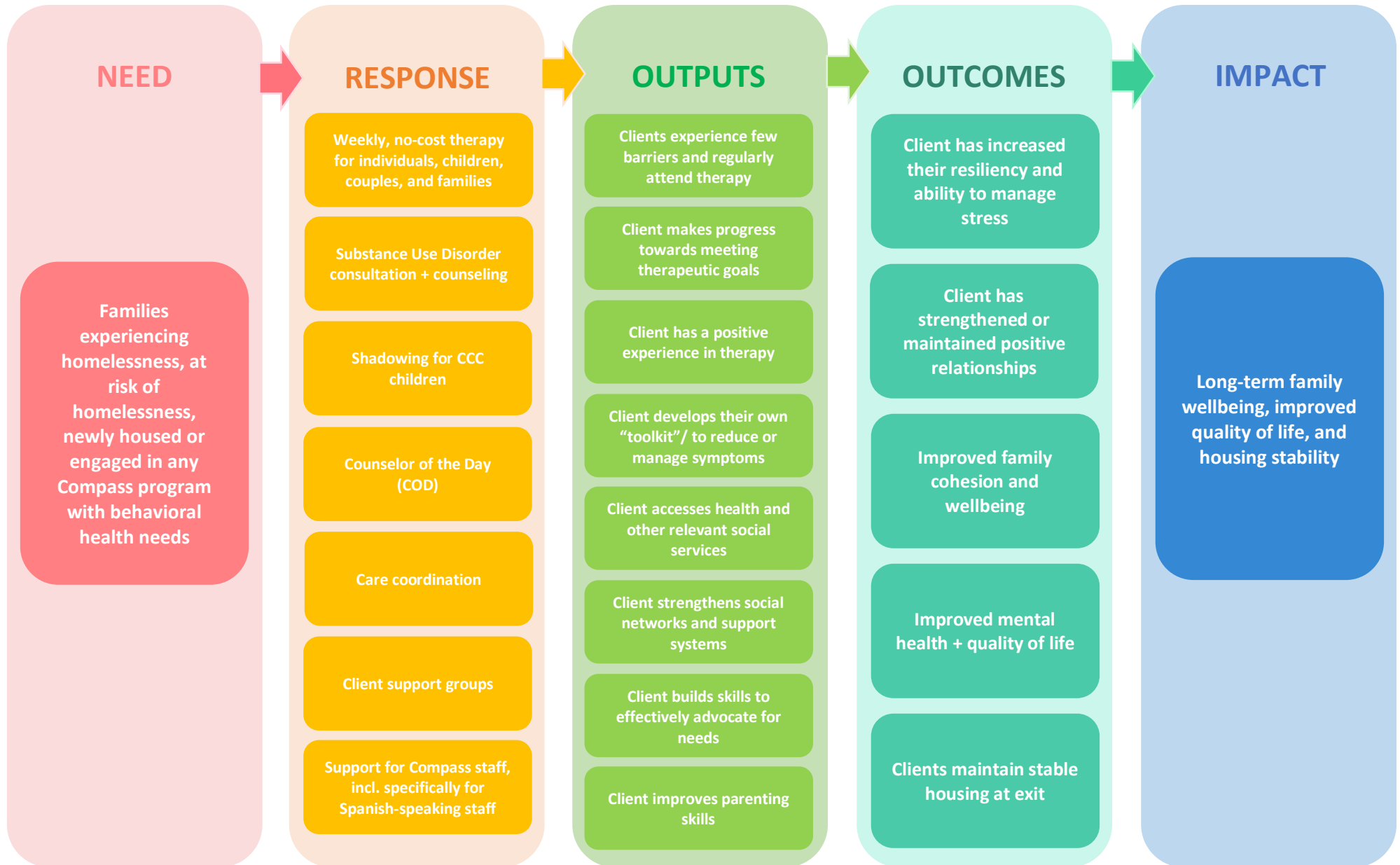


Compass Behavioral Health Services (CBHS) Program Model – FY2025

Compass Behavioral Health Services provides high quality, trauma-informed, no-cost therapeutic services for families who are experiencing homelessness, at risk of homelessness, newly housed, or engaged in any Compass program with the goal of helping families improve quality of life, individual and family wellbeing and long-term housing outcomes.



KEY OUTPUTS & OUTCOMES

OUTPUT	Indicator	Measurement Tool(s)	Compass Target	Grant Requirement? <i>*indicates requirement is different from Compass target</i>
1. Clients experience few or no barriers to attending therapeutic services	Referred families engage in therapeutic services	CoDa: Service Entries	# of clients participating in therapeutic services	HSH - 150 families provided with treatment plans (HSH sites only)
			50% of individuals referred to CBHS engage in at least 1 session	HSH - 80% of families referred (HSH shelters or transitional only)*
	Avg. time between referral and assignment	CoDa: Case Record	TBD – need baseline data	
	Avg. time between assignment and first outreach attempt	CoDa: Service Entries	1 week or less	
	Clients attend SUD support groups	CoDa: Groups/Classes	120 sessions, 15 clients	Hear Us
	Spanish-speaking staff receive specialized support to serve Spanish speaking clients	CBHS tracks	12 sessions, 50 Spanish-speaking Therapists and Case Managers	Hear Us
2. Clients regularly attend therapy	Client engagement in therapy sessions	CoDa: Service Entries	Client attendance is 70%	
	% of No show rates out of total engagement		No shows are less than 15%	
3. Client makes progress towards therapy goals	Progress on Q1: Goal Progress	Therapy Impact Scale	80% of clients w/at least one dose of therapy (12+ sessions)	Hear Us – has addl. targets for specific populations: <ul style="list-style-type: none"> Clients impacted by SUD Black/African American clients Clients receiving therapy in Spanish
	Client self-reports that therapy can help achieve their goals	Client Satisfaction Survey	85% AGREE or STRONGLY AGREE	

4. Client has a positive experience w/CBHS	Client feels therapist respects their cultural background and identity	Client Satisfaction Survey	90% AGREE or STRONGLY AGREE	
	Client feels that therapy has a positive impact on their life	Client Satisfaction Survey	85% AGREE or STRONGLY AGREE	Hear Us – has addl. targets for specific populations: <ul style="list-style-type: none"> • Clients impacted by SUD • Black/African American clients • Clients receiving therapy in Spanish
	Clients would recommend SUD support groups	Support Group Survey	85% of survey respondents would recommend	Hear Us

OUTCOME	Indicator	Measurement Tool(s)	Target	Grant Requirement? <i>*indicates requirement is different from Compass target</i>
5. Client has increased their resiliency and ability to manage stress	Progress on Q3: Manage/reduce symptoms	Therapy Impact Scale	80% of clients w/at least one dose of therapy (12+ sessions)	
	% of clients w/improvement in GAF score	GAF	85%	Hear Us
6. Client has strengthened or maintained positive relationships	Progress on Q2: Relationships	Therapy Impact Scale	80% of clients w/at least one dose of therapy (12+ sessions)	
	Improved relationships (WHOQOL Q20)	WHOQOL	60% of clients w/at least one dose of therapy (12+ sessions)	
7. Improved family cohesion	Client reports therapy has improved family cohesion	Client Satisfaction Survey	TBD – <i>need baseline data</i>	
8. Improved overall wellbeing	Improved quality of life (WHOQOL Q1)	WHOQOL	60% of clients w/at least one dose of therapy (12+ sessions)	
	Reduced feelings of anxiety, depression, or negative feelings (WHOQOL Q26)	WHOQOL	60% of clients w/at least one dose of therapy (12+ sessions)	
9. Clients move into or maintain stable housing at exit	Living situation at 6 months post first therapy session	Housing Tracker	80% of clients have maintained or improve stable housing	HSH (HSH sites only)

DETAILED PROGRAM MODEL

