



Mercy Housing

Resident Services Family Program Model

Program Component <i>Program areas example: education</i>	Subcomponents <i>Are subgroups which define more specifically the component i.e. For education - youth development</i>	Program/Service Coordination Activities <i>What a program does... such as parenting programs,</i>	Target Groups <i>Groups or individuals that use the program</i>	*Outputs (sub-data) <i>Volume of program use expressed in numbers</i> (*ONLY OUTPUTS FOR REQUIRED MEASURES)	Short-Term Outcomes <i>Changes in attitudes, behaviors, knowledge, skills, status, or levels of functioning expected to result within a specific reporting period.</i>	Long-Term Outcomes <i>Changes in attitudes, behaviors, knowledge, skills, status, or levels of functioning expected to result over an extended period of time.</i>	Measures <i>Specific, observable, measurable data that tracks actual progress toward or achievement of an outcome</i>
EDUCATION Adult	Life Skills Education	<u>Family education classes® (quarterly)</u>	Adult 18-over	<ul style="list-style-type: none"> • Pre and Post Scores for on-site classes • # of residents attending on-site classes/trainings • # and frequency of on-site classes / seminars • # 1:1 verified information & referral meetings with residents 	<i>Participants completed course requirements for “in house classes”</i> <i>Adults increase their knowledge of life skill topics</i>	<i>Adults will earn needed certificates of completion</i> <i>Increase in personal and family stability</i>	E.F.1.a <u>% of adults that demonstrate knowledge of life skill topics</u>
	Academic Education	<u>Academic information & referral ®</u>	Adult 18-over	<ul style="list-style-type: none"> • # 1:1 verified information & referral meetings with residents • Total # of residents on property • # of adults who attain a degree 	<i>Participants completed course requirements for “in house classes”</i> <i>Participants advance to next education level</i>	<i>Adults will gain certificates or degrees</i>	E.F.2.a <u>% of adults that attain educational certificate or degree</u>
EDUCATION: Youth	Youth Development	<u>After school Programs with Reading/ Language Art Emphasis ®</u>	Youth residents ages 18 and under	<ul style="list-style-type: none"> • # of youth participating in after school program • Grades tracked through out the year • Attendance of each youth in ASP • # of participants who reduce high-risk behaviors 	<i>Participants improve their reading/language arts skills</i> <i>Participants increase the # of homework assignments completed & turned in at school.</i> <i>Participants improve their self-esteem & decision-making skills</i> <i>1:1 mentoring relationships</i>	<i>Participants improve their overall academic skills and performance</i> <i>Participants are more likely to make positive life choices</i> <i>Participants report a satisfactory relationship with mentor</i> <i>Participants show greater</i>	E.F.3.a <u>% of resident part. who maintain/ improve their grades in reading/language arts</u> E.F.3.b <u>% of participants who avoid or reduce involvement in high-risk behaviors</u>

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					<p style="text-align: center;"><i>are created</i></p>	<p style="text-align: center;"><i>understanding due to experiential learning</i></p>	
COMMUNITY	Civic Involvement	<u>Civic Celebration (annual) ®</u> <u>+Voter Reg</u> <u>+Voter Education</u>	Adult residents in particular: 1) eligible voters 2) recent immigrants	<ul style="list-style-type: none"> • # of verified referrals to community agencies • # who self-report they feel more connected to their community • # of onsite community service hours • # who self-report that they registered to vote & voted • # of residents eligible to vote • # of voter education sessions held • # attended the Civic Events 	<p style="text-align: center;"><i>More residents registered to vote</i></p> <p style="text-align: center;"><i>Increased understanding of the political process</i></p> <p style="text-align: center;"><i>Increased ability to overcome individual barriers to citizenship</i></p> <p style="text-align: center;"><i>Increased sense of engagement in the community</i></p>	<p style="text-align: center;"><i>Increased participation in the political and civic process</i></p>	<p><u>C.F.1.a</u> <u>% of residents who report feeling more connected to their community</u></p> <p><u>C.F.1.b.</u> <u>% of eligible residents who are registered to vote</u></p>



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COMMUNITY	Resident Leadership	<u>Leadership Coaching</u> ®	Adult residents/ Youth residents	<ul style="list-style-type: none"> # of incidents of crimes on property per month % of residents compared to total population # of residents attending resident initiated activities. 	<i>Improved leadership skills</i> <i>Increased ability to initiate and implement community projects</i> <i>Increase in property and neighborhood safety</i>	<i>Resident-initiated creation of a safer, more cohesive community</i>	C.F.2.a <u>% decrease in # of incidents or crimes on the property</u> C.F.2.b <u>% increase in overall resident participation in resident initiated activities</u>
Health And Wellness		<u>Individual contacts with residents to link with health resources</u> ®	Youth, Adult, and Senior Residents	<ul style="list-style-type: none"> # of seminars / month # Verified referrals reported voluntarily by residents # Verified referrals (access) as observed directly by site staff 	<i>Increased knowledge of health services and insurance</i> <i>Increased knowledge of personal health care and preventative care issues</i> <i>Residents received health services</i>	<i>Residents had access to health services and info.</i> <i>Residents are better prepared through education to lead healthy lifestyles.</i>	H.F.1.a <u>% of residents who gained access to health service</u>



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Economic Development	Financial Literacy	<u>Tax and Benefit Assistance</u> ® <u>Financial Education</u> ®	Adult s	<ul style="list-style-type: none"> • # of residents eligible for the EITC • # of residents who claim EITC • # HH actually evicted • # HH at risk for eviction due to non-payment of rent • # house holds who actually requested RS assistance, referrals, etc. • Individual HH income at time of lease or recertification • Individual HH income at time of subsequent recertification's • # of participants in financial ed program 	<i>Participants increase understanding of key financial literacy topics</i> <i>Participants improve financial planning and management skills</i> <i>Eligible residents take the EITC</i> <i>Eligible residents file for Social Security benefits or other state/local benefits</i> <i>Participants gain knowledge in regards to EITC and tax info</i> <i>Residents begin savings</i>	<i>Residents are prepared to plan for their financial future</i> <i>Participants have more available income</i>	<u>ED.F.1.a</u> <u>% of residents who avoid eviction for nonpayment of rent</u> <u>ED.F.1.b</u> <u>% of eligible residents who take the EITC</u> <u>ED.F.1.c</u> <u>% of participants that maintain or increase family income.</u>
Economic Development	Home Ownership <i>(Required in identified markets)</i>	Home Ownership Preparation <i>(Required in identified markets)</i>	Adult Residents (parents of children 0-18 or residents with special needs)	<ul style="list-style-type: none"> • # of Home Ownership counseling sessions • # of participants served in HO sessions • # of packets distributed • # of 1:1 info and referral meetings with residents 	<i>Participants gain an increased understanding of the responsibilities of homeownership</i> <i>Increased understanding of the "road to homeownership"</i>	<i>Participants successfully transition to home ownership</i>	<u>ED.F.2.a</u> <u>% of participants that self-report a better understanding of the home ownership process</u>



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