



Mercy Housing

Resident Services Senior Program Model

Program Component <i>program areas example: education</i>	Subcomponents <i>are subgroups which define more specifically the component ie. For education - youth development</i>	Program/Service Coordination Activities <i>what a program does... such as Service Coordination</i>	Target Groups <i>Individuals, groups, who use the program</i>	Outputs (sub-data) <i>Volume of program use expressed in numbers</i>	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	Quality of Life Emphasis is on resident receiving information through activities	On site and community educational opportunities (Service coordination)®	Seniors	<ul style="list-style-type: none"> Total # of residents on site. # of seniors who maintain or increase participation in at least 2 QoL activities. # of different activities offered onsite	<i>Residents increase variety of activities in which they participate</i> <i>Residents share skills and life knowledge with others</i>	<i>Residents are able to broaden quality of life beyond day-to-day survival (or beyond ADLs)</i>	E.S.1.a <u>% of residents who maintain or increase their participation in at least two different quality of life activities within reporting period</u>
EDUCATION	Empowerment Emphasis is on linking to outside resources	I & R for Educational opportunities (empowerment focused service Coordination)®	Seniors	<ul style="list-style-type: none"> # of residents @ property # of residents who "ask" for support # of 1:1 sessions or referrals 	<i>Residents have an increased understanding of empowerment-related topics</i> <i>Residents are more engaged—by attending workshops and taking action as a result</i> <i>Residents receive and use all available financial sources and entitlements</i>	<i>Residents see themselves as having an active role in their community</i> <i>Residents are able to advocate for themselves</i>	E.S.2.a <u>% of residents who are able to advocate for themselves.</u>
HEALTH and WELLNESS	Health Awareness & Education Emphasis is helping residents to get information (educating residents for health)	I&R specific to Educational Health resources (service coordination)®	Seniors	<ul style="list-style-type: none"> # of seniors who maintain or increase their participation in Health Awareness & Educational activities. Total # of seniors on property ◆ # Health Awareness activities going on property. 	<i>Participants have an understanding of key health-related topics</i> <i>Participants gain knowledge in rewards of healthy living habits (e.g., good nutrition and exercise)</i>	<i>Participants are active and healthy and lead better lives through education and awareness</i>	H.S.1.a <u>% of residents who maintain or increase their participation in health awareness & education activities</u>

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HEALTH and WELLNESS	<p style="text-align: center;">Preventative Care Management</p> <p style="text-align: center;">Emphasis is on helping resident to use health care knowledge; applied care management</p>	<p style="text-align: center;">I & R with emphasis on Applied Care Management and assisting residents to “age in place” (service coordination)®</p>	<p style="text-align: center;">Seniors</p>	<ul style="list-style-type: none"> ◆ # of residents accessing health related & community resources ◆ # of verified referrals given in regards to preventative care ◆ Total # of residents ◆ # of support service referrals ◆ # of residents at each level of support ◆ # of residents who moved to long term care facilities ◆ # of health related incidents ◆ # of seniors who receive reasonable accommodation 	<p style="text-align: center;"><i>Participants are able to access and receive care management as needed</i></p>	<p style="text-align: center;"><i>Residents receive support to age in place and to be able to choose to stay living in their home (to avoid premature institutionalization)</i></p>	<p><u>H.S.2.a</u> <u>% of residents accessing health-related and community resources</u></p> <p><u>H.S.2.b</u> <u>% of at-risk residents who stayed in their home as a result of receiving support services</u></p>
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COMMUNITY	Community Involvement	Civic Celebration (annual) ® +Voter Registration +Voter Education	Seniors	<ul style="list-style-type: none"> • # of voter education sessions held • # who attended the Civic Celebration • # who self-report that they registered to vote thru Mercy Housing efforts • # who self-report that they voted 	<p><i>Increased ability to initiate and implement community projects & classes</i></p> <p><i>Residents are more active in the civic community (through voting, political advocacy, etc.)</i></p> <p><i>Increase in property and neighborhood safety</i></p>	<p><i>Residents have an active role in the property and larger community</i></p>	<p>C.S.1.a <u>% of residents who take a leadership role in on-site activities or classes</u></p> <p>C.S.1.c <u>% of eligible residents who are registered to vote</u></p> <p>C.S.1.b <u>% decrease in incidents or crimes on property</u></p>
COMMUNITY	Recreation and Social	Community Social Events ®	Seniors	<ul style="list-style-type: none"> • # of participants involved in community organizing events • # of Voter ed & Voter Registration efforts • # of verified referrals made to residents for community civic agencies • # of incidents or crimes on property a month. 	<p><i>Residents will participate in social and recreational activities</i></p> <p><i>Residents will be less isolated and more involved in community activities</i></p>	<p><i>Residents will enjoy each others company</i></p> <p><i>Residents will take pride in our community</i></p> <p><i>Residents will age in place as appropriate</i></p>	<p>C.S.2.a <u>% of residents who report feeling more connected to their community</u></p>



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