Mercy Housing Resident Services
Supportive Housing Program Model

**Priority Components**
- Health & Wellness
- Essential Activities
- Outputs

**Impacts**
- Short-term
- Intermediate
- Long-Term

### Priority Programs

#### Health & Wellness
- Health & wellness interview
- ADL screening & support
- Preventive & primary health care
- Behavioral health care
- Health benefits acquisition
- Ind Health Coaching and Risk Reduction
- Health Education and Wellness Seminars
- Health Care Provider Access
- Food
- Physical activity
- Referral & verification
- Wellbeing checks
- Transition plan to and from hospitals or institutions
- IAP
- Technology literacy

#### Essential Activities
- % of residents & households participating in:
  - health & wellness interview
  - resiliency review
  - preventive & primary health care
  - behavioral health care
  - health benefits acquisition
  - health education & risk reduction
  - physical activity
  - health referral
  - technology literacy
- % of households participating in:
  - food
  - wellbeing checks
- % residents participating in:
  - transition planning to / from hospital or institution
  - IAP

#### Outputs
- Participating residents:
  - have access to health benefits & provider
  - receive regular health care
  - practice healthy behaviors
  - follow established health services plan

- Participating households have access to food resources

- % of residents hospitalized or institutionalized who participated in transition planning

#### Impacts
- Residents have reduced length and frequency of stays in hospitals and other institutions and improved overall health
- Residents hospitalized have lower rates of rehospitalization than similar community populations

- % of residents & households participating in:
  - health & wellness interview
  - resiliency review
  - preventive & primary health care
  - behavioral health care
  - health benefits acquisition
  - health education & risk reduction
  - physical activity
  - health referral
  - technology literacy

- % of households participating in:
  - food
  - wellbeing checks
- % residents participating in:
  - transition planning to / from hospital or institution
  - IAP

Revised: 9/13/11

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Economic Development
Housing Stability

Priority Programs

Priority Components

Essential Activities

Outputs

Short-term

Intermediate

Long–Term

Households have continuous, safe, and stable housing and are renters in good standing.

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**Priority Components**
- Eviction prevention coaching
- Lease education
- Housing options
- Housing inspections
- Linkage with financial resources
- Referral & verification
- IAP

**Essential Activities**
- Eviction prevention coaching
- Lease education
- Housing options
- Housing inspections
- Linkage with financial resources
- Referral & verification
- IAP

**Outputs**
- % of residents and households participating in:
  - eviction prevention coaching
  - lease education
  - housing options
  - housing inspections
  - linkage with financial assistance
  - housing stability referral
  - IAP

**Impacts**
- Participating residents demonstrate:
  - knowledge of lease obligations and rights
  - timely rent payment
  - successful resolution of housing stability issues

- Participating households demonstrate:
  - knowledge of lease obligations and rights

- Average length of residence at property (property-level outcome)
- Proportion of households with timely rent payment (property level)

**Priority Programs**

**Essential Activities**

**Outputs**

**Short-term**

**Intermediate**

**Long–Term**
Residents show growth and improvement in school

**Education**

- Educational support
- KidzLit
- KidzScience
- Leadership programming
- Community service
- Physical activity & recreation
- Referral & verification
- IAP
- Technology literacy

**Out-of-School Time (OST)**

- Participating residents report increased:
  - feeling of safety
  - confidence in school performance
  - improved school behavior
  - leadership skills
  - self confidence

- Of eligible residents with at least minimum dose, % participating in:
  - educational support
  - leadership programming
  - community service
  - physical activity & recreation
  - OST referral
  - IAP
  - technology literacy

- Participating residents:
  - increase time spent on homework
  - advance to next grade level
  - increase involvement in community

- % of eligible residents with minimum, moderate & high dose

- Part of eligible residents with at least minimum dose, % participating in:
  - educational support
  - leadership programming
  - community service
  - physical activity & recreation
  - OST referral
  - IAP
  - technology literacy

- Participating residents report increased:
  - feeling of safety
  - confidence in school performance
  - improved school behavior
  - leadership skills
  - self confidence

- Of eligible residents with at least minimum dose, % participating in:
  - educational support
  - leadership programming
  - community service
  - physical activity & recreation
  - OST referral
  - IAP
  - technology literacy

- Participating residents:
  - increase time spent on homework
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  - increase involvement in community

- % of eligible residents with minimum, moderate & high dose
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**Priority Components:**
- Financial stability seminars
- Financial benefit acquisition
- Employment & job readiness support
- EITC education
- Referral & verification
- IAP
- Technology literacy

**Essential Activities:**

- Financial stability seminars
- Financial benefit acquisition
- Employment & job readiness support
- EITC education
- Referral & verification
- IAP
- Technology literacy

**Outputs:**

- % of residents participating in:
  - group seminars on financial stability
  - individual household meetings on financial stability
  - financial benefit acquisition
  - employment & job readiness services
  - financial stability referral
  - IAP
  - technology literacy

- % of households participating in EITC education

**Impacts:**

**Short-term:**
- Participating residents:
  - open bank account
  - develop a budget
  - have knowledge of their credit score
  - have improved job skills

**Intermediate:**
- Participating residents:
  - increase savings
  - develop a budget
  - have knowledge of their credit score
  - have improved job skills

**Long-Term:**
- Participating households have claimed EITC
- Households are financially stable and have increased assets