

SAFETY NET FOR PEOPLE IN CRISIS
PRESCRIBED UNITS OF SERVICE, OUTCOMES, AND INDICATORS

August 3, 2010

STRATEGY Prepare for Disaster and Provide Relief		Citizens & nonprofit organizations know how to and do prepare for disaster; nonprofits take appropriate action when disasters occur.	
Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Parish Regional, and/or Statewide	A -- # of Residents Evacuated	<u>1 -- Primary</u> : Nonprofit and faith-based organizations are prepared to continue operations and to respond when a disaster strikes.	a -- % of # participating nonprofit and faith-based organizations develop disaster plans that include a continuity of operations or a business continuity plan and a community disaster response plan.
	B -- # of Community Forums Held in Response to Community Issues		
	C -- # of Presentations, Workshops, and Classes Provided	<u>2 -- Primary</u> : Nonprofit and faith-based organizations respond appropriately when a disaster strikes.	a -- % of # participating nonprofit and faith-based organizations implement their business continuity plan within 24 hours of a disaster strike.
	D -- # of Hours of Community Outreach and/or Advocacy		b -- % of # participating nonprofit and faith-based organizations implement their community disaster response plan within 24 hours of a disaster strike.
	E -- # of Volunteers recruited and placed in Disaster Relief Work		c -- % of # participating nonprofit and faith-based organizations mobilize volunteer labor to support disaster response activities.
	F -- # of Hours of Disaster Relief Work Performed by Volunteers		d -- % of # volunteers contributed meaningfully to post-disaster relief efforts.
	G -- # of Participants at Community Forums, Fairs, Public Presentations, etc.		
	H -- # crisis intervention and/or suicide prevention calls	<u>3 -- Primary</u> : Area residents are prepared for disasters.	a -- % of # participants develop a personal or family disaster preparedness plan.
	I -- # of households participating in neighborhood disaster risks and mitigations assessments	<u>4 -- Primary</u> : Area residents respond appropriately when a disaster strikes.	a -- % of # participants implement their personal or family disaster preparedness plan when a disaster strikes.
	<u>5 -- Primary</u> : Post disaster area residents have their immediate crisis / mental health needs met.	a -- % of # callers indicate that they are better able to cope with the crisis situation.	
	<u>6 -- Secondary</u> : Area residents overcome barriers to preparedness.	a -- % of # participants seeking preparedness information indicate that they have the knowledge and tools to prepare a personal or family disaster preparedness plan.	

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Parish Regional, and/or Statewide continued		<p><u>7 -- Primary:</u> Residents in targeted neighborhoods are empowered to act individually and collectively in efforts to mitigate the effects of disasters.</p>	<p>a -- % of # of households that participate in the identification of risks and mitigating factors (e.g., risks caused by wind, flood and fire hazards; identification of elderly or disabled residents that need assistance with evacuation because of house preparation need; identification of elderly or disabled residents that need assistance with evacuation because of transportation need.)</p> <p>b -- % of # of individuals who agree to implement household specific mitigation factors (e.g., elevation of houses; cleaning yards or trimming trees to prevent flying debris; smoke and carbon monoxide alarms in each living area.)</p> <p>c -- % of # of individuals who agree to implement community mitigation factors (e.g., debris in gullies/ditches/street drains; Fire hydrants clearly marked and clear of vegetation; broken and dead tree limbs removed; residents participate in the development of a neighborhood telephone tree system to make sure no one is left behind in an evacuation.)</p>
		<p><u>8 -- Primary:</u> People have the ability to affect positive change in their neighborhood or in the larger community.</p>	<p>a -- % of # of residents in targeted neighborhoods participate in neighborhood planning, problem-solving meetings, and/or meetings with parish governments.</p>

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STRATEGY Recover and Rebuild		Neighborhoods Recover – residents are in suitable housing in vital neighborhoods.	
Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Neighborhood and Recovery Supports (* Direct costs is defined as the total cost for materials, licensed contractors, and the value of donated goods.)	A -- # of Community Forums Held in Response to Community Issues B -- # of Participants at Community Forums, Fairs, Public Presentations, etc.	<u>1 -- Primary:</u> People have the ability to affect positive change in their neighborhood or in the larger community.	a -- % of # residents in targeted neighborhoods volunteer in neighborhood clean-up activities. b -- % of # residents in targeted neighborhoods participate in neighborhood planning, problem solving meetings and/or meetings with parish government.
	C -- # of Presentations, Workshops, and Classes Provided D -- # of Households Participating in Community / Neighborhood Assessments E -- # of Properties / Real Estate Units Included in Community / Neighborhood Assessments F -- # of Residents using Tool Lending Library G -- # of Hours of Community Outreach and/or Advocacy H -- # of Volunteers recruited and placed in Neighborhood Development Work I -- # of Hours of Neighborhood Development Work Performed by Volunteers	<u>2 -- Primary:</u> Neighborhoods experience a vibrant rebirth.	a -- % of # target neighborhoods will have mowed and litter free vacant lots, parks, and playgrounds. b -- % of # target neighborhoods experience a 25% decrease in over-all crime statistics over the year. c -- % of # targeted neighborhoods increase the number of occupied, fully functional homes by 25% over the year. d -- % of # targeted neighborhoods will have open businesses along 50% of their commercial corridors. e -- % of # targeted neighborhoods will increase open businesses by ___% in their commercial corridors. f -- % of # targeted neighborhoods will have at least one neighborhood school opening in the 12 month period. g -- % of # targeted neighborhoods will have at least one neighborhood child care center opening in the 12 month period. h -- % of # targeted neighborhoods will reduce the number of blighted properties.

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Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Neighborhood and Recovery Supports continued	J -- # of Blighted Properties Removed or Repaired (Note: If this Unit of Service is used, then the agency must provide population numbers for each neighborhood identified)	3 -- Primary: People with housing problems have those problems resolved.	a -- % of # households have minor repairs made, and clean yards, sidewalks, catch basins. b -- % of # Houses with minor repairs completed (less than \$5,000 in direct costs)*
	K -- # of Hours of Group and/or Individual Homeownership Counseling L -- # of hours of volunteer labor in recovery and rebuilding related activities.	4 -- Primary: Nonprofit and faith-based organizations have increased human capacity to move neighborhood recovery efforts forward.	a -- % of # of nonprofit and faith-based organizations that indicate that their ability to support neighborhood recovery activities was enhanced by volunteer labor.
		5 -- Families are in Safe, Secure, Sanitary, and Functional Housing.	a -- % of # families become homeowners. b -- % of # families reoccupy their fully functional homes. c -- % of # families whose mortgage foreclosures are prevented.

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Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators	
Housing Supports (* Direct costs is defined as the total cost for materials, licensed contractors, and the value of donated goods.)	A -- # of Houses Gutted	<u>1 -- Primary:</u> Neighborhood housing is safe, sanitary, and functional.	a -- % of # neighborhood homeowners meet design and code compliance in the rebuild / new construction.	
	B -- # of Rehab estimates completed		b -- % of # neighborhood houses have minors repairs made, and clean yards, sidewalks, catch basins.	
	C -- # of Hours of Repair / Rebuilding / Construction Work Performed by Volunteers		c -- % of # neighborhood houses have exterior of house painted.	
	D -- # of hours rehabilitation or reconstruction management/oversight		d -- % of # Houses with minor repairs completed (less than \$5,000 in direct costs)*	
	E -- # of hours of client support services		e -- % of # Houses with major repairs completed (between \$5,000 - \$20,000 in direct costs)*	
	F -- # of volunteers recruited and placed in recovery and rebuilding activities		f -- % of # of Houses Rebuilt (more than \$20,000 in direct costs)*	
	G -- # of hours of Housing Design Consultation		g -- % of # of Houses Built (new Construction)	
	H -- # of Residents using Tool Lending Library		<u>2 -- Primary:</u> Families are in safe, secure, sanitary, functional housing.	a -- % of # families reoccupy their fully functional houses.
	I -- # of Presentations, Workshops, and Classes Provided			b -- % of # families become homeowners.
	J -- # of Participants at Community Forums, Fairs, Public Presentations, etc.			c -- % of # families secure rental housing and have appropriate furnishings.
	d -- % of # families whose mortgage foreclosures are prevented.			
		e -- % of # families in partially repaired housing who now occupy fully functional housing.		

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Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators		
Housing Supports Continued	K -- # of instances of household furnishings provided	<u>3 -- Primary</u> : People with housing problems have those problems resolved.	a -- % of # participants receive favorable court decisions, administrative decisions, or negotiated settlements.		
	L -- # of Court Cases Worked		b -- % of # participants mediate successfully with their landlord or tenant.		
	M -- # of Hours of Legal Services Provided		c -- % of # participants have all designs and permits approved.		
	N -- # of Tenant / Landlord Disputes Mediated		d -- % of # families mortgage foreclosures are prevented.		
	O -- # of Information & Referral Calls handled		e -- % of # of rental units repaired or rebuilt		
	P -- # of nonprofit and faith-based organizations registering for volunteers to assist in recovery and rebuilding activities			<u>4 -- Primary</u> : Nonprofit and faith-based organizations have increased human capacity to move rebuilding efforts forward.	a -- % of # of nonprofit and faith-based organizations indicate that their ability to engage in rebuilding activities was enhanced by volunteer labor.
				<u>5 -- Primary</u> : Volunteers have the ability to affect positive change in the region's recovery and rebuilding.	a -- % of # volunteers indicate that their volunteer experience enabled them to participate meaningfully in the recovery of this region.
		<u>6 -- Secondary</u> : People have information on the various options available to them.	a -- % of # people indicate that they are more knowledgeable of the advantages and disadvantages of the various options for legal action. b -- % of # of people indicate that they understand their rebuilding options and the scope of work necessary to rehab their houses.		
		<u>7 -- Secondary</u> : People have information needed in order to access community resources and/or legal assistance.	a -- % of # people seeking assistance indicate that they are knowledgeable of at least two resources (social services referral and/or legal help).		

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Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Long-term Recovery Case Management	A -- # of Participant Hours of Disaster Recovery Case Management	<u>1 -- Primary</u> : Families are in safe, secure, sanitary, functional housing.	a -- % of # families reoccupy their fully functional homes.
	B -- # of cases closed		b -- % of # families become homeowners.
	C -- # of cases presented to the Long Term Recovery Committee funding process	<u>2 -- Primary</u> : Families have their long term recovery needs met.	c -- % of # families secure rental housing and have appropriate furnishings.
	D -- # of centralized case management intake calls handled		a -- % of # families whose cases are closed have had their identified long term recovery needs fully met.
		<u>3 -- Secondary</u> : Families access long-term recovery case management services.	a -- % of # of callers are matched with appropriate long-term recovery case managers.
		<u>4 -- Secondary</u> : People take responsibility for their future.	a -- % of # participants develop a family budget and long term recovery plan.

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STRATEGY Recover and Rebuild		People are business owners or are gainfully employed in meaningful jobs, contributing to the economic recovery of the region.	
Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Workforce Development	A -- # of Hours of Job Skills Training	<u>1 -- Primary</u> : People secure stable employment in a sector critical to the region's recovery.	a -- % of # participants secure and maintain employment for at least 90 days in one of the following areas: architecture & engineering, construction, health, personal care & service, installation maintenance & repair, food preparation & servicing related, or building & grounds cleaning & maintenance. b -- % of # participants secure and maintain employment for at least 6 months in one of the following areas: architecture & engineering, construction, health, personal care & service, installation maintenance & repair, food preparation & servicing related, or building & grounds cleaning & maintenance.
	B -- # of Hours of Work Adjustment Training		
	C -- # of Hours of Entrepreneurship Training		
	D -- # of Hours of Employment Counseling		
	E -- # of Hours of Job Development		
	F -- # of Hours of Job Placement	<u>2 -- Primary</u> : People maintain current employment in a sector critical to the region's recovery.	a -- % of # participants maintain their job for at least 6 months in one of the following areas: architecture & engineering, construction, health, personal care & service, installation maintenance & repair, food preparation & servicing related, or building & grounds cleaning & maintenance.
	G -- # of Hours of Post-Termination Follow-up (with Participants and Employers)		
	H -- # of Participant Hours of Social Services Case Management		
	I -- # of career advancement plans developed		
		<u>3 -- Primary</u> : People open businesses contributing to the recovery of the region.	a -- % of # participants open and maintain small businesses within targeted neighborhoods for at least 6 months.

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STRATEGY Recover and Rebuild		People are business owners or are gainfully employed in meaningful jobs, contributing to the economic recovery of the region.	
Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Workforce Development Continued	J -- # of business plans developed K -- # of initial client assessments and referrals.	<u>4 -- Secondary</u> : People have marketable skills critical to the region's recovery.	a -- % of # participants who complete training and receive certification in one of the following areas: architecture & engineering, construction, health, personal care & service, installation maintenance & repair, food preparation & servicing related, or building & grounds cleaning & maintenance. b -- % of # of participants graduate from college or vocational training program in one of the following areas: architecture & engineering, construction, health, personal care & service, installation maintenance & repair, food preparation & servicing related, or building & grounds cleaning & maintenance.
		<u>5 -- Secondary</u> : People have technical / job content skills in a sector critical to the region's recovery.	a -- % of # participants increase their score by 50% on a training (content) test related to the following areas: architecture & engineering, construction, health, personal care & service, installation maintenance & repair, food preparation & servicing related, or building & grounds cleaning & maintenance.
		<u>6 -- Secondary</u> : People have positive work habits, behaviors, and attitudes.	a -- % of # participants increase their score by 50% on an employability skills test.
		<u>7 -- Secondary</u> : People overcome barriers to employment.	a -- % of # participants identify and receive services to overcome their barriers to employment (e.g. child care, substance abuse treatment, identification documents, etc). b -- % of # individuals have a better understanding of the employment process as a part of the integration in the United States (e.g. immigration issues, labor issues, IRS, etc.). c -- % of # participants pursue education and/or training to increase employability.
		<u>8 -- Secondary</u> : Ex-Offenders successfully stay out of the correctional system	a -- % of # participants are not arrested or re-incarcerated during the 12 month period.

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STRATEGY Resolve Crises		People in crisis have their immediate needs met and move towards self-reliance.	
Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Emergency Assistance and Basic Needs	A -- # of Meals Provided	<u>1 -- Primary</u> : Families' and/or individuals' shelter and safety needs are met.	a -- % of # households receive at least one month of rent, apartment deposit, utility payment or other financial assistance. b -- % of # households avoid eviction or utility disconnect, have medical crisis averted, or have essential emergency services need met.
	B -- # of Pounds of Food Distributed		
	C -- # of Instances of Emergency Clothing Assistance Provided		
	D -- # of Instances of Emergency Financial Assistance Provided	<u>2 -- Primary</u> : Families' or individuals' basic food needs are met.	a -- % of # families receive weekly supplies of balanced / nutritional food products for up to three months or until family is able to sustain themselves. b -- % of # individuals receive food through partner agencies' food distribution to households. c -- % of # of residents indicate that having access to hot and nutritious meals are a big factor in their ability to live in the area and/or to return to their houses.
	E -- # of Instances of Emergency Rental/Mortgage Assistance Provided		
	F -- # of Instances of Emergency Utilities Assistance Provided		
	G -- # of Instances of Emergency Household Furnishings Assistance Provided		
H -- # of Instances of Emergency Transportation Assistance Provided	<u>3 -- Primary</u> : Families are in safe, secure, sanitary, functional housing	a -- % of # families receiving direct emergency assistance maintain a stable living situation after 3 months. b -- % of # families reoccupy their fully functional homes. c -- % of # families secure rental housing and have appropriate furnishings. d -- % of # families' mortgage foreclosures are prevented.	
I -- # of Participant Days of Residential Shelter with Ancillary Services			
J -- # of Participant Nights of Shelter			

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Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Emergency Assistance and Basic Needs continued	K -- # of Vouchers Issued for Overnight Shelter	<u>4 -- Primary</u> : Individuals are better able to secure their basic needs.	a -- % of # individuals indicate that they are more knowledgeable of community resources that meet their needs.
	L -- # of Participant Hours of Counseling / Intervention Services		b -- % of # individuals needing services are referred to appropriate programs either within or outside the organization.
	M -- # of Participant Hours of Home Visits		c -- % of # individuals access needed community resources.
	N -- # of Participant Hours of Social Services Case Management	<u>5 -- Primary</u> : Individuals' emergency basic needs are met.	a -- % of # of individuals' emergency financial, overnight shelter, food, clothing, transportation, or household furnishing needs are met.
	O -- # of Participant Hours of Assessment / Evaluation		b -- % of # victims of non-Katrina related disasters (fires, tornadoes, etc) receive immediate case management and emergency assistance (food, shelter, clothing, household furnishings, etc.) to deal with the crisis and follow-up contact.
P -- # of Information and Referral Calls		c -- % of # victims of non-Katrina related disasters (fires, tornadoes, etc) receive meals dispensed following the disaster.	
		<u>6 -- Primary</u> : Homeless families or individuals are in a safe living environment.	a -- % of # families or individuals remain in the same or better housing one year after completion of the transitional housing program.
		<u>7 -- Primary</u> : Individuals move toward self-reliance.	a -- % of # clients will enroll for eligible government benefits (e.g., food stamps, Medicaid, LaCHIP, LAMOMS, etc.) b -- % of # clients will enroll their children in childcare c -- % of # clients will obtain employment

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Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Intervention in Crisis, Violence, Abuse, and Neglect	A -- # of Participant Hours of Counseling / Intervention Services	<u>1 -- Primary</u> : Families' and/or individuals' shelter and safety needs are met.	a -- % of # individuals are in emergency shelter for at least 3 days, rather than in unsafe house.
	B -- # of Participant Hours of Group Counseling	<u>2 -- Primary</u> : Individuals live in safe, stable living environments.	a -- % of # participants are discharged from safe houses or hotels to a stable, non-abusive living environment.
	C -- # of Participant Hours of Social Services Case Management		b -- % of # participants have restraining orders against abusing spouse/partner issued by court.
	D -- # of Participant Hours of Assessment / Evaluation		c -- % of # children are in a safe home, free from neglect and abuse.
	E -- # of Participant Hours of Home Visits		d -- % of # children's caregivers' well-being case plans are implemented.
	F -- # of Participant Days of Residential Shelter with Ancillary Services		<u>3 -- Primary</u> : Individuals are better prepared to handle crisis situations.
	G -- # of Participant Days of Residential Foster Care with Ancillary Services	b -- % of # participants who improve, maintain, or slow deterioration of overall mental health.	
	H -- # of Participant Nights of Overnight Shelter	<u>4 -- Primary</u> : Participants progress toward independence	a -- % of # of participants receive favorable court decisions, administrative decisions, or negotiated settlements.
	I -- # of Information and Referral Calls		b -- % of # participants have at least 50% of their goals met upon discharge.
	J -- # of Crisis intervention / Suicide Prevention calls		c -- % of # participants move at least two steps on the "continuum of care."
	K -- # of Court Cases Worked		
	L -- # of Hours of Legal Services Provided		

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Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Intervention in Crisis, Violence, Abuse, and Neglect continued	N -- # of Volunteers recruited and assisting victims of abuse or neglect.	<u>5 -- Primary</u> : Individuals have the coping skills to overcome crisis.	a -- % of # callers indicate that they are better able to cope with the crisis situation. b -- % of # participants with no incidents of abuse for 30 days.
	O -- # of Hours of Work Performed by Volunteers		
	P -- # of Community Forums Held in Response to Community Issues	<u>6 -- Primary</u> : Families function without abuse.	a -- % of # families with no incidents of abuse for one year. b -- % of # children are clean, well-kept, and well-fed.
	Q -- # of Participants Served in Community Forums, Fairs, Public Presentations, etc.	<u>7 -- Secondary</u> : Families learn skills to stop the cycle of abuse.	a -- % of # participants can identify at least three learned coping skills based on observation by advocates / counselors.
	R -- # of Presentations, Workshops, and Classes Provided	<u>8 -- Secondary</u> : People have information of legal options available to them	a -- % of # participants seeking legal assistance indicate that they are knowledgeable of the advantages and disadvantages of the various options for legal action.
	S -- # of Children Provided with a Child Advocate		
	T -- # of client hours of individual or group counseling for victims of crime	<u>9 -- Secondary</u> : People have information needed in order to access community resources and/or legal assistance.	a -- % of # people seeking assistance indicate that they are knowledgeable of at least two resources (social services referral and/or legal help).

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Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Disaster Emergency Assistance	A -- # of Vouchers Issued - food, transportation B -- # of Instances of Financial Assistance Provided C -- # of Instances Mortgage/Rental Assistance Provided D -- # of Instances of Utilities Assistance Provided E -- # of Pounds of Food/Water Distributed F -- # of Individuals Receiving one time Disaster Case Management Services G -- # of Referrals to meet Other Disaster- related Needs H -- # of hours of translation/interpretation services provided	1. Individuals' disaster emergency assistance needs are met.	a. % of # of individuals who receive direct assistance (vouchers, financial assistance, food, etc.) to address the identified disaster-related need. b. % of # of individuals who receive referrals and successfully obtain the services needed to address the identified disaster-related need. c. % of # of individuals who receive immediate case management services and follow-up contact relating to disaster-related needs.
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