

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

February 24, 2011

<b>STRATEGY</b> <b>Disaster Preparedness</b>		<b>Citizens &amp; nonprofit organizations know how to and do prepare for disaster.</b>	
<b>Focus</b>	<b>Outputs (Units of Service)</b>	<b>Outcomes</b>	<b>Targets &amp; Indicators</b>
Parish or Regional	A -- # of Community Forums Held in Response to Community Issues	<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 Presentations, Workshops, and Classes Provided	<u>2-- Primary</u> : Area residents are prepared for disasters.	a -- % of # participants develop a personal or family disaster preparedness plan.
	C -- # of Hours of Community Outreach and/or Advocacy	<u>3-- 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.
	D -- # of Participants at Community Forums, Fairs, Public Presentations, etc.	<u>4 -- Primary</u> : Residents in targeted neighborhoods are empowered to act individually and collectively in efforts to mitigate the effects of disasters.	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.)  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.)  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.)
	E -- # of households participating in neighborhood disaster risks and mitigations assessments	<u>5 -- Primary</u> : People have the ability to affect positive change in their neighborhood or in the larger community.	a -- % of # of residents in targeted neighborhoods participate in neighborhood planning, problem-solving meetings, and/or meetings with parish governments.

STRATEGY Disaster Response and Relief		Nonprofits take appropriate action when disasters occur.	
Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Parish or Regional	A -- # of Residents Evacuated	<u>1-- 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.
	B -- # of Community Forums Held in Response to Community Issues		b -- % of # participating nonprofit and faith-based organizations implement their community disaster response plan within 24 hours of a disaster strike.
	C -- # of Presentations, Workshops, and Classes Provided		c -- % of # participating nonprofit and faith-based organizations mobilize volunteer labor to support disaster response activities.
	D -- # of Hours of Community Outreach and/or Advocacy		d -- % of # volunteers contributed meaningfully to post-disaster relief efforts.
	E -- # of Volunteers recruited and placed in Disaster Relief Work	<u>2-- 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.
	F -- # of Hours of Disaster Relief Work Performed by Volunteers		
	G -- # of Participants at Community Forums, Fairs, Public Presentations, etc.	<u>3-- 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.
	H -- # crisis intervention and/or suicide prevention calls		
		<u>4-- Primary:</u> People have the ability to affect positive change in their neighborhood or in the larger community.	a -- % of # of residents in targeted neighborhoods participate in neighborhood planning, problem-solving meetings, and/or meetings with parish governments.

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<b>STRATEGY</b> <b>Recover and Rebuild</b>		<b>Residents are in suitable housing in vital neighborhoods.</b>	
<b>Focus</b>	<b>Outputs (Units of Service)</b>	<b>Outcomes</b>	<b>Targets &amp; Indicators</b>
Neighborhood and Community Development  (* 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>1 -- Primary:</b> 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 Participants at Community Forums, Fairs, Public Presentations, etc.		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		c -- % of # of targeted neighborhoods will reduce the number of blighted properties.
	D -- # of Households Participating in Community / Neighborhood Assessments		d -- % of # target neighborhoods will have mowed and litter free vacant lots, parks, and playgrounds.
	E -- # of Properties / Real Estate Units Included in Community / Neighborhood Assessments	<b>2 -- Primary:</b> People with housing problems have those problems resolved.	a -- % of # households have minor repairs made, and clean yards, sidewalks, catch basins.
	F -- # of Residents using Tool Lending Library		b -- % of # Houses with minor repairs completed (less than \$5,000 in direct costs)*
	G -- # of Hours of Community Outreach and/or Advocacy	<b>3 -- Primary:</b> 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.
	H -- # of Volunteers recruited and placed in Neighborhood Development Work		
	I -- # of Hours of Neighborhood Development Work Performed by Volunteers	<b>4 -- Primary:</b> Families are in safe, secure, sanitary and functional housing.	a -- % of # families become homeowners.
	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)		b -- % of # families reoccupy their fully functional homes. c -- % of # families whose mortgage foreclosures are prevented.

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<b>Focus</b>	<b>Outputs (Units of Service)</b>	<b>Outcomes</b>	<b>Targets &amp; Indicators</b>
Neighborhood and Community Development continued	K -- # of Hours of Group and/or Individual Homeownership Counseling  L -- # of hours of volunteer labor in recovery and rebuilding related activities.		

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<b>STRATEGY</b>		<b>Residents are in suitable housing in vital neighborhoods.</b>	
<b>Recover and Rebuild</b>			
<b>Focus</b>	<b>Outputs (Units of Service)</b>	<b>Outcomes</b>	<b>Targets &amp; Indicators</b>
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	<u>2 -- Primary:</u> Families are in safe, secure, sanitary and functional housing.	a -- % of # Houses with minor repairs completed (less than \$5,000 in direct costs)*
	E -- # of hours of client support services		b -- % 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		c -- % of # of Houses Rebuilt (more than \$20,000 in direct costs)*
	G -- # of hours of Housing Design Consultation		d -- % of # of Houses Built (new Construction)
	H -- # of Residents using Tool Lending Library		e -- % of # families reoccupy their fully functional homes.
	I -- # of Presentations, Workshops, and Classes Provided		f -- % of # families become homeowners.
	J -- # of Participants at Community Forums, Fairs, Public Presentations, etc.		g -- % of # families secure rental housing and have appropriate furnishings.
			h -- % of # families whose mortgage foreclosures are prevented.
			i -- % of # families in partially repaired housing who now occupy fully functional housing.

STRATEGY Recover and Rebuild		Residents are in suitable housing in vital neighborhoods.	
Focus	Outputs (Units of Service)	Outcomes	Targets & Indicators
Housing Supports Continued	K -- # of instances of household furnishings provided  L -- # of Court Cases Worked  M -- # of Hours of Legal Services Provided  N -- # of Tenant / Landlord Disputes Mediated  O -- # of Information & Referral Calls handled	<u>3 -- Primary</u> : People with housing problems have those problems resolved.	a -- % of # participants receive favorable court decisions, administrative decisions, or negotiated settlements.  b -- % of # participants mediate successfully with their landlord or tenant.  c -- % of # participants have all designs and permits approved.  d -- % of # families mortgage foreclosures are prevented.  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> : 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.

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<b>STRATEGY</b> Recover and Rebuild		<b>People are business owners or are gainfully employed in meaningful jobs, contributing to the economic recovery of the region.</b>		
<b>Focus</b>	<b>Outputs (Units of Service)</b>	<b>Outcomes</b>	<b>Targets &amp; Indicators</b>	
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	<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.
	F -- # of Hours of Job Placement			
	G -- # of Hours of Post-Termination Follow-up (with Participants and Employers)			
	H -- # of Participant Hours of Social Services Case Management	<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.	
	I -- # of career advancement plans developed	<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.	

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>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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<b>STRATEGY Resolve Crises</b>		<b>People in crisis have their immediate needs met and move towards self-reliance.</b>	
<b>Focus</b>	<b>Outputs (Units of Service)</b>	<b>Outcomes</b>	<b>Targets &amp; Indicators</b>
Emergency Assistance and Basic Needs	A -- # of Meals Provided B -- # of Pounds of Food Distributed C -- # of Instances of Emergency Clothing Assistance 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.
	D -- # of Instances of Emergency Financial Assistance Provided 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	<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.
	H -- # of Instances of Emergency Transportation Assistance Provided I -- # of Participant Days of Residential Shelter with Ancillary Services J -- # of Participant Nights of Shelter	<u>3 -- Primary:</u> Families are in safe, secure, sanitary and 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.

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 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	<u>5 -- Primary</u> : Individuals' emergency basic needs are met.	c -- % of # individuals access needed community resources.
	N -- # of Participant Hours of Social Services Case Management		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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<b>Focus</b>	<b>Outputs (Units of Service)</b>	<b>Outcomes</b>	<b>Targets &amp; Indicators</b>
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.	a -- % of # participants design a safety plan for themselves.
	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		
	I -- # of Information and Referral Calls	<u>4 -- Primary:</u> Participants progress toward independence	a -- % of # of participants receive favorable court decisions, administrative decisions, or negotiated settlements.
	J -- # of Crisis intervention / Suicide Prevention calls		b -- % of # participants have at least 50% of their goals met upon discharge.
K -- # of Court Cases Worked	c -- % of # participants move at least two steps on the "continuum of care."		
L -- # of Hours of Legal Services Provided			
M -- # of Hours of Community Outreach and/or Advocacy			

STRATEGY Resolve Crises		People in crisis have their immediate needs met and move towards self-reliance.	
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.
	O -- # of Hours of Work Performed by Volunteers		b -- % of # participants with no incidents of abuse for 30 days.
	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.
	Q -- # of Participants Served in Community Forums, Fairs, Public Presentations, etc.	<u>7 -- Secondary</u> : Families learn skills to stop the cycle of abuse.	b -- % of # children are clean, well-kept, and well-fed.
	R -- # of Presentations, Workshops, and Classes Provided		a -- % of # participants can identify at least three learned coping skills based on observation by advocates / counselors.
	S -- # of Children Provided with a Child Advocate	<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.
	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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