



**APPENDIX C
2005 PROPOSED
PROJECT OUTCOME MEASURES**

Figure C-1
ELDERLY NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Metropolitan Family Services In-Home Elderly Respite <i>Essential Services</i></p>	<p>Caregiver Respite:</p> <ul style="list-style-type: none"> Assess families in need of respite services. Recruit, screen and train volunteers to provide services. 	<p>Caregiver Respite:</p> <ul style="list-style-type: none"> Those providing care to seniors in the home will experience a reduced level of stress, depression and anxiety, resulting in fewer seniors being placed in long term care facilities when it is not medically necessary. 	<p>Caregiver Respite:</p> <ul style="list-style-type: none"> 95% of families using respite services will report a reduced level of stress. 90% of caregivers identified as having signs of depression and/or anxiety will be assisted with seeking appropriate mental health services. A minimum of 15 new volunteers will be recruited to provide respite services to caregiving families.
<p>Senior Home Sharing Shared Housing Program <i>Essential services</i></p>	<p>Shared Housing:</p> <ul style="list-style-type: none"> Conduct monthly outreach and education programs in the community. Track monthly occupancy rates at each of our five homes. Conduct monthly outreach visits and education programs targeted to hospitals, nursing homes, and home health agencies. Track monthly referral sources from hospitals, nursing homes, and home health agencies. <p>Community Integration:</p> <ul style="list-style-type: none"> Establish partnerships with providers to offer new activities, services and/or programs to residences. Develop a Resident Activity Checklist to determine resident interest in activities. Track resident participation in community activities. <p>Socialization:</p> <ul style="list-style-type: none"> Increase outreach and education to church groups, schools and the community. Track volunteer visits to each home. Conduct a satisfaction survey of residents at the end of the grant cycle. 	<p>Shared Housing:</p> <ul style="list-style-type: none"> An increased number of seniors will be provided with an opportunity to live independently in an affordable, family-style group home. <p>Community Integration:</p> <ul style="list-style-type: none"> SHS residents will have access to an increased level of information and services. <p>Socialization:</p> <ul style="list-style-type: none"> Residents will have increased opportunities for socialization. 	<p>Shared Housing:</p> <ul style="list-style-type: none"> Occupancy levels will be maintained at 90% or higher. Hospitals, nursing homes, and home health agencies will increase their referrals of senior to SHS by 10%. <p>Community Integration:</p> <ul style="list-style-type: none"> At least one activity, service, and/or program will be offered at each home on a monthly basis. A resource directory featuring activities and events available in the local community will be developed for each home. Residents will report increased satisfaction with the quantity and variety of activities available to them. <p>Socialization:</p> <ul style="list-style-type: none"> Volunteer hours will increase by 10%. Volunteer visits will increase by 10%. Resident satisfaction with volunteer visits will be at or above a 90% satisfaction rate

Figure C-2
FAMILY IN CRISIS NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>DuPage Community Clinic Dental Services</p> <p><i>Essential services</i></p>	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Offer 250 scheduled half-day clinics. • Provide 1,800 patient visits. • Introduce annual "Save Your Smile" Day for walk-in adult dental screenings. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • With improved oral health, the patients will be able to report for work without tooth pain; also without unsightly decay, or missing teeth, a better first impression will be presented for improved job placement. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • An average of 21 half-day clinics will be scheduled each month. • Unduplicated patient numbers will increase 20% (432 people). • An estimated 40 adults will receive a free dental screening.
<p>Family Shelter Service Counseling Office and Shelter Programs</p> <p><i>Facility Renovation Renovate Community Counseling Center (replace carpeting, roof, privacy improvement, parking lot resurfacing, storage cabinetry) HVAC rehab for Hanson House</i></p>	<p>Domestic Abuse Counseling:</p> <ul style="list-style-type: none"> • Develop of an individualized service plan for each client. • Provide case management services. • Provide weekly individual counseling. • Provide regular Women's Education Series group cycles. • Provide Women's Support Group. • Provide Moms & Kids Group. <p>Domestic Abuse/ Child Witnesses:</p> <ul style="list-style-type: none"> • Develop an individualized service plan for each client. • Provide case management services. • Provide weekly individual and group counseling. 	<p>Domestic Abuse Counseling:</p> <ul style="list-style-type: none"> • Participants will feel empowered to make informed decisions as measured by knowledge of community resources and legal remedies. • Participants will learn new information that will help them to maintain safety, including: <ul style="list-style-type: none"> • developing a safety plan • information about how abuse affects adults and children • information about warning signs of an abusive relationship <p>Domestic Abuse/ Child Witnesses:</p> <ul style="list-style-type: none"> • Parents will report that their children: <ul style="list-style-type: none"> • feel better about themselves • have a safety plan • understand that the violence is not their fault • have learned new ways of coping with anger 	<p>Domestic Abuse Counseling:</p> <ul style="list-style-type: none"> • 700 women will receiving counseling. • 2,600 hours of individual counseling will be provided. • 2,000 hours of case management will be provided. • 3,700 hours of group counseling will be provided. <p>Domestic Abuse/Child Witnesses:</p> <ul style="list-style-type: none"> • 175 children receive a minimum of 2,600 hours of individual/group counseling and 800 hours of case management.

Figure C-2
FAMILY IN CRISIS NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Metropolitan Family Services Financial Literacy and Budget Counseling</p> <p><i>Essential Services: Financial Literacy & Budget Counseling</i></p>	<p>Financial Counseling:</p> <ul style="list-style-type: none"> • Provide three Community Education programs on budgets, use of banks, handling credit, etc. to relevant groups in different parts of the community. • Provide Financial Literacy workshops to low income clients of other provider agencies. • Provide individual budget counseling sessions to participants in workshops as well to clients from the community. 	<p>Financial Counseling:</p> <ul style="list-style-type: none"> • Families will maximize resources available to them and improve success in reaching financial goals, thus reducing family stress, and increasing family and community stability. 	<p>Financial Counseling:</p> <ul style="list-style-type: none"> • 85% of participants will improve their understanding of how to manage finances • 90% of participants will gain improved understanding and skills in use of credit • 85% of participants will have better knowledge of how to use banks and checking/savings accounts • 90% of participants will gain improved understanding of public benefits and how to obtain them
<p>People's Resource Center</p> <p><i>Exterior Improvements: Accessibility, exterior drainage, major repairs to heating/cooling</i></p>	<p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • Assess clients for their need for job readiness services. • Connect clients with PRC empowerment services and other community resources. • Provide healthy food & job appropriate clothing for low-income families. <p>Basic Needs:</p> <ul style="list-style-type: none"> • Provide nutritious food at our food market, open 51 hours per month with 100% client choice. • Provide clothing in our expanded clothing connection 37 hours per month. • Assess, educate, promote and expedite families' applications for government and community benefit programs. 	<p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • Participating families are empowered with ESL, Computer training, and other job readiness services as well as nutritious food and job appropriate clothing thereby increasing their employability. <p>Basic Needs:</p> <ul style="list-style-type: none"> • Families' hunger is alleviated. Clients receive food assistance, clothing, and are connected to health and human services programs. Families receive nutritious, high quality food appropriate for their family. Families receive government and community benefits (LINK card, Access DuPage, KidCare, LIHEAP) 	<p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • 3,900 families are assessed and receive information about job readiness services of ESL and computer training. • 759 families who use Basic Services will also utilize at least one empowerment program/job readiness (ESL and computer training) at PRC. • 100 people receive job appropriate clothing. <p>Basic Needs:</p> <ul style="list-style-type: none"> • 14,229 people receive nutritious food. • 5,070 people receive clothing. • 14,229 people will be assessed, educated, and appropriate families assisted in expedited applications for mainstream programs.

Figure C-2 (Continued)
FAMILY IN CRISIS NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>People's Resource Center Food Pantry and Social Services Programs</p> <p><i>Essential services</i></p>	<p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> Assess clients for their need for job readiness services. Connect clients with PRC empowerment services and other community resources. Provide healthy food and job appropriate clothing to low-income families. <p>Basic Needs:</p> <ul style="list-style-type: none"> Provide nutritious food at our food market, open 51 hours per month with 100% client choice. Provide clothing in our expanded clothing connection 37 hours per month. Assess, educate, promote and expedite families' applications for government and community benefit programs. 	<p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> Participating families are empowered with ESL, Computer training, and other job readiness services as well as nutritious food and job appropriate clothing thereby increasing their employability. <p>Basic Needs:</p> <ul style="list-style-type: none"> Families' hunger is alleviated. Clients receive food assistance, clothing, and are connected to health and human services programs. Families receive nutritious, high quality food appropriate for their family. Families receive government and community benefits (LINK card, Access DuPage, KidCare, LIHEAP) 	<p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> 3,900 families are assessed and receive information about job readiness services of ESL and computer training. 759 families who use Basic Services will also utilize at least one empowerment program/job readiness (ESL and computer training) at PRC. 100 people receive job appropriate clothing. <p>Basic Needs:</p> <ul style="list-style-type: none"> 14,229 people receive nutritious food. 5,070 people receive clothing. 14,229 people will be assessed, educated, and appropriate families assisted in expedited applications for mainstream programs.

Figure C-3
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Bridge Communities Case Manager</p> <p><i>Essential services</i></p>	<p>Counseling:</p> <ul style="list-style-type: none"> When necessary, utilize grant funds obtained for this private counseling services. <p>Employment Readiness:</p> <ul style="list-style-type: none"> Employment Director will assist client in the process of finding appropriate work, obtaining aptitude testing if needed, and helping to increase their skills, wages and benefits. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> Provide one-on-one instruction by a certified teacher. <p>Financial Counseling:</p> <ul style="list-style-type: none"> Address client's budgeting and financial issues through weekly meetings with mentors. <p>Housing:</p> <ul style="list-style-type: none"> Provide a safe, clean apartment to live in for the two year program. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> Provide case managers to advocate for client through the application process. <p>Outreach:</p> <ul style="list-style-type: none"> Publicize activities, fundraisers, and issues regarding homelessness through in-house publications and the media. <p>Tutoring:</p> <ul style="list-style-type: none"> When necessary, provide children, youth and adults with one to two hours of one-on-one tutoring by a certified teacher weekly. <p>Transportation:</p> <ul style="list-style-type: none"> Continue auto donation program. 	<p>Counseling:</p> <ul style="list-style-type: none"> Clients are able to work through issues that if left untreated could delay their success at meeting their personal program goals. <p>Employment Services:</p> <ul style="list-style-type: none"> Clients do not waste precious time pursuing a job or career they are not suited for. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> The clients are able to pass their GED test, speak English which increases their employability. <p>Financial Counseling:</p> <ul style="list-style-type: none"> Debt will be cleared up and new money skills are learned to promote independence. <p>Housing:</p> <ul style="list-style-type: none"> The clients are given needed time to stabilize their families and work on emotional, psychological and physical issues for a better future. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> Clients receive services to meet their needs. <p>Outreach:</p> <ul style="list-style-type: none"> Publicizes the issue of homelessness and what the community can do to help. This also increases referral and donations to the program. <p>Tutoring:</p> <ul style="list-style-type: none"> Increased self-esteem, increase in grades in school and in level of reading and math, a positive change in the way parents relate to school and their child's school. <p>Transportation:</p> <ul style="list-style-type: none"> This gives the family reliable transportation to get to and from work and school. 	<p>Counseling:</p> <ul style="list-style-type: none"> 45% of the clients will be receiving counseling services. <p>Employment Readiness:</p> <ul style="list-style-type: none"> 50% of clients will receive career testing. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> 5 adults will be tutored. <p>Financial Counseling:</p> <ul style="list-style-type: none"> 100% of the clients will work weekly with their mentors on financial issues including budgeting and saving. 50% of clients will eliminate all their debt. <p>Housing:</p> <ul style="list-style-type: none"> 100% of transitional clients will be sponsored by a program partner. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> 100% of clients will receive services from other agencies. <p>Tutoring:</p> <ul style="list-style-type: none"> 55 children and youth will be tutored. <p>Transportation:</p> <ul style="list-style-type: none"> 40 donated autos will be provided to clients.

Figure C-3 (Continued)
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Catholic Charities DAYBREAK Homeless Prevention and Transitional Housing programs</p> <p><i>Essential services</i></p>	<p>Basic Needs:</p> <ul style="list-style-type: none"> Respond to a minimum of 700 phone calls monthly. Complete intake assessment and prepare contract with necessary activities and resources during initial interview. <p>Counseling:</p> <ul style="list-style-type: none"> Prepare Individual Service Plan with goals and activities in the areas of budget, household management, savings, child care, parenting, life skills, transportation, medical and dental treatment. Provide weekly counseling to support behavioral and program goals. <p>Employment Services:</p> <ul style="list-style-type: none"> Identify employment status at intake and status in all mainstream benefit programs. Prepare Individual Service Plan with goals and activities in the areas of budget and employment. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> Respond to calls; verify personal identification and eligibility criteria. Conduct interview and prepare contract with necessary activities and resources. Prepare checks directly to landlords and utility providers. <p>Housing:</p> <ul style="list-style-type: none"> Locate appropriate housing based on income and geographic preferences. Network with county housing providers and advocate for acceptance. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> Identify income level, insurance coverage, and status in all mainstream benefit programs at intake. Assist families with enrollment in mainstream programs by providing assistance with applications, advocacy, and transportation. Document outcomes of applications and change in benefits income from entry to exit. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> Program goals can be worked on, children can be tutored in their apartment buildings where they live. <p>Counseling:</p> <ul style="list-style-type: none"> Clients are able to work through issues that if left untreated could delay their success at meeting their personal program goals. <p>Employment Services:</p> <ul style="list-style-type: none"> Clients do not waste precious time pursuing a job or career they are not suited for. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> The clients are able to pass their GED test, speak English which increases their employability. <p>Financial Counseling:</p> <ul style="list-style-type: none"> Debt will be cleared up and new money skills are learned to promote independence. <p>Housing:</p> <ul style="list-style-type: none"> The clients are given needed time to stabilize their families and work on emotional, psychological and physical issues for a better future. <p>Legal Issues:</p> <ul style="list-style-type: none"> Without the legal help, the legal issue would be hindering to their program success. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> Clients receive services to meet their needs. <p>Transportation:</p> <ul style="list-style-type: none"> This gives the family reliable transportation to get to and from work and school. <p>Debt:</p> <ul style="list-style-type: none"> When debt is cleared up or lowered, it gives the client independence and to be eligible to obtain permanent housing. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> 100 % of persons requesting emergency services will receive services or referrals. 8,000 calls for emergency assistance will be responded to. <p>Counseling:</p> <ul style="list-style-type: none"> 75% of Transitional Housing participants demonstrate progress in a majority of their Service Plan goals. <p>Employment Services:</p> <ul style="list-style-type: none"> 75% of Transitional Housing program participants will obtain employment that is adequate to maintain their household. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> 90% of clients receiving rent and/or utility assistance will be able to maintain their housing. At least 75 low-income persons will receive rent assistance. At least 75 persons will receive utility assistance. <p>Housing:</p> <ul style="list-style-type: none"> 75% of program participants in Transitional Housing will secure permanent housing within 24 months. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> 75% of program participants in Transitional Housing will increase their income through wages and/or benefits.

Figure C-3 (Continued)
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Catholic Charities DuPage Emergency Shelter (DES)</p> <p><i>Essential services</i></p>	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Provide 3 meals daily for all residents. • Provide appropriate clothing for employment. • Provide at least 3,600 nights of shelter annually for families and individuals. <p>Employment Services:</p> <ul style="list-style-type: none"> • Identify employment status at intake. • Provide job counseling. • Monitor residents' progress in making 6 job contacts daily. • Provide transportation to job interviews. • Provide referrals and limited financial assistance for child care while on job interviews. <p>Housing:</p> <ul style="list-style-type: none"> • Provide daily counseling sessions to explore issues leading to client's homeless. • Recommend appropriate housing based on income and geographic preferences. • Monitor residents' progress in making daily housing contacts. • Network with county housing providers and advocacy. • Advocate with network of private landlords. • When necessary, provide rent assistance to assist client secure housing. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> • Identify income level, insurance coverage, and status in all mainstream benefit programs at intake. • Assist families in enrolling in mainstream programs with applications and advocacy. • Document outcomes of all applications and change in income from entry to exit. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Homeless families and individuals have three nutritious meals per day and clothing that will meet their basic needs. • Homeless families and individuals have a safe place to stay with assistance in locating employment and permanent housing. <p>Employment Services:</p> <ul style="list-style-type: none"> • Homeless adults will obtain full time employment with enough income to obtain permanent housing and balance their budget. <p>Housing:</p> <ul style="list-style-type: none"> • Formerly homeless families and individuals obtain permanent stable housing in the community and are no longer homeless. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> • Homeless families and individuals will increase their income through mainstream benefits and community resources which will improve their ability to remain self-sufficient. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Homeless families and individuals have three nutritious meals per day and clothing that will meet their basic needs. • Homeless families and individuals have a safe place to stay with assistance in locating employment and permanent housing. <p>Employment Services:</p> <ul style="list-style-type: none"> • Homeless adults will obtain full time employment with enough income to obtain permanent housing and balance their budget. <p>Housing:</p> <ul style="list-style-type: none"> • Formerly homeless families and individuals obtain permanent stable housing in the community and are no longer homeless. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> • Homeless families and individuals will increase their income through mainstream benefits and community resources which will improve their ability to remain self-sufficient.

Figure C-3 (Continued)
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
Catholic Charities / DuPage County Department of Human Services/ Hinsdale Community Services Homelessness Prevention Pool	Provide financial assistance for back rent, security deposits or first month's rent for persons who are at risk of homelessness.	N/A	
DuPage PADS Homeless Program <i>Essential services (food, shelter, clothing and case management) and operations (utilities, maintenance, etc.).</i>	<p>Employment Services</p> <ul style="list-style-type: none"> • Provide weekly Employment Readiness groups. • Provide daily access to computerized Employment Resource Center. • Provide referral to IETC job training programs. <p>Housing:</p> <ul style="list-style-type: none"> • Locate appropriate housing resource for homeless persons based on income and/or job status. • Contact housing resources and advocate for acceptance. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> • Assist homeless persons in contacting community resources and enrolling in mainstream benefit programs. <p>Case Management:</p> <ul style="list-style-type: none"> • Complete individual assessments. • Complete Goal Plan for each participant. • Provide mailing address, clothing assistance and transportation. 	<p>Employment Services:</p> <ul style="list-style-type: none"> • Homeless persons with jobs will increase their skills and wages. It will increase their employability which will improve their ability to become self-sufficient. <p>Housing:</p> <ul style="list-style-type: none"> • Formerly homeless persons will become self-sufficient and have permanent and stable housing. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> • Homeless persons will increase their resources through mainstream benefits and community services thereby increasing their ability to become self-sufficient. <p>Case Management:</p> <ul style="list-style-type: none"> • Homeless persons in Case management will complete personal goals designed to help them achieve a higher level of self-sufficiency and responsibility. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • 100% of eligible and admissible homeless persons will be provided meals. • 80,000 meals will be served in overnight shelter. • 6,000 meals will be served in Support Center. • 100% of eligible and admissible homeless persons will be provided shelter. • 25,000 nights of shelter will be provided. <p>Employment Services:</p> <ul style="list-style-type: none"> • At least 50% of individuals referred from case management will obtain full or part time employment. <p>Housing:</p> <ul style="list-style-type: none"> • At least 10% of homeless persons served in case management will achieve permanent and stable housing upon discharge. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> • At least 20% of homeless persons in case management will increase their benefits. <p>Case Management:</p> <ul style="list-style-type: none"> • At least 25% of persons in case management will achieve a higher level of self-sufficiency through increased income/benefits. • At least 25% of individuals in case management will be referred to community resources which will increase their ability to function independently.

Figure C-3 (Continued)
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
Family Shelter Service Shelter and Counseling Programs <i>Renovations</i>	Renovation	N/A	N/A
Family Shelter Service Shelter Program <i>Essential services</i> <i>Maintenance and Operation</i>	Domestic Abuse/Counseling: <ul style="list-style-type: none"> Develop an individualized service plan. Provide case management. Provide weekly individual and group counseling. Domestic Abuse/Shelter: <ul style="list-style-type: none"> Provide 24 hour shelter with crisis counselors available. Domestic Abuse/Child Witnesses: <ul style="list-style-type: none"> Develop an individualized service plan. Provide case management. Provide weekly individual and group counseling. 	Domestic Abuse/Counseling: <ul style="list-style-type: none"> Participants will feel empowered to make informed decisions as measured by: <ul style="list-style-type: none"> Knowledge of community resources Increased knowledge of domestic violence Knowledge of impact of domestic violence on children. Domestic Abuse/Shelter: <ul style="list-style-type: none"> Participants will increase their safety as measured by: <ul style="list-style-type: none"> Having a safety plan. Knowledge of legal remedies. Having a safe place to go. Domestic Abuse/Child Witnesses: <ul style="list-style-type: none"> Parents will report that their children: <ul style="list-style-type: none"> feel better about themselves have a safety plan understand the violence is not their fault learned new ways of coping with anger 	Domestic Abuse Counseling: <ul style="list-style-type: none"> 150 women receiving counseling. 5,000 hours of individual and group counseling. 700 hours of case management. Domestic Abuse Shelter: <ul style="list-style-type: none"> 300 women and children access 11,500 nights of shelter. Domestic Abuse Child Witnesses: <ul style="list-style-type: none"> 160 children receive a minimum of 3,500 hours of individual and group counseling.
Metropolitan Family Services Temporary Residence for Seniors <i>Maintenance and Operations</i>	Basic Needs: <ul style="list-style-type: none"> Provide 30-60 days of shelter. Provide meals. Provide assistance with finding safe permanent housing. Provide assistance with obtaining public benefits. Counseling: <ul style="list-style-type: none"> Provide necessary counseling/case management. Provide follow-up counseling and case management. 	Basic Needs: <ul style="list-style-type: none"> Client's risk of repeat homelessness or of living in adequate housing is reduced. TRS clients will have adequate financial support to sustain self-sufficiency. Counseling: <ul style="list-style-type: none"> Improved behaviors and/or mental health increases the clients capacity to function as independently as possible in the community. 	Basic Needs - Shelter: <ul style="list-style-type: none"> 90% of TRS clients will obtain safe, affordable housing commensurate with both their frailties and abilities within 30-90 days. 80% of these clients will sustain this housing for at least 3 months after completing the TRS program. 95% of TRS clients will be receiving or have completed applications for all public benefits to which they are entitled. Counseling: <ul style="list-style-type: none"> At least 60% of TRS clients will show significant improvement in their mental health status and/or functional level upon completion of the program

Figure C-3 (Continued)
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>NCO Cornerstone Shelter <i>Essential services</i></p>	<p>Basic Needs: Shelter:</p> <ul style="list-style-type: none"> • Provide a minimum of 1,800 nights of shelter annually for homeless teen boys. <p>Counseling:</p> <ul style="list-style-type: none"> • Provide each client with 15 hours of group and individual therapy each week. <p>Housing:</p> <ul style="list-style-type: none"> • Complete Individual Treatment Plan for each resident. <p>Education:</p> <ul style="list-style-type: none"> • Schedule intake with community schools for all residents. • Staff will coordinate transportation for school. <p>Life Skills:</p> <ul style="list-style-type: none"> • Complete the Daniel Memorial Life Skills Assessment at intake. • Provide a weekly Life Skills group. • Monitor individual goals with a weekly Life Skills Treatment Plan. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Homeless teen boys will have adequate meals, nutrition and clothing that will meet their basic needs. • Homeless teen boys will have safe housing keeping them off the streets. <p>Counseling:</p> <ul style="list-style-type: none"> • Homeless teen boys will improve their emotional health improving their ability to form personal relationships and succeed in school and jobs. <p>Housing:</p> <ul style="list-style-type: none"> • Homeless teen boys will leave Cornerstone equipped to live responsibly and not repeat the cycle of abuse, neglect and homelessness. <p>Education:</p> <ul style="list-style-type: none"> • Homeless teen boys will attend school regularly which will increase their chances for graduating successfully. <p>Life Skills:</p> <ul style="list-style-type: none"> • Homeless teen boys will develop age appropriate life skills which will allow them to successfully maintain stable housing in the community. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • 100% of boys at Cornerstone will receive 3 meals per day. • At least 60% of boys will receive new clothing. • At least 20 unduplicated homeless boys will receive safe housing at Cornerstone annually. <p>Counseling:</p> <ul style="list-style-type: none"> • 90% of boys at Cornerstone will attend daily therapy groups. • At least 5000 hours of therapy will be provided annually. <p>Housing:</p> <ul style="list-style-type: none"> • 40% of boys discharged from Cornerstone Shelter will go to an appropriate and stable housing situation (i.e. foster care, relatives, home, transitional or independent living). <p>Education:</p> <ul style="list-style-type: none"> • 80% of boys discharged from Cornerstone Shelter will be attending school.

Figure C-3 (Continued)
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>People's Resource Center Housing/Homeless Prevention Program</p> <p><i>Essential services</i></p>	<p>Advocacy:</p> <ul style="list-style-type: none"> Assess the client's needs. Provide emergency rent/mortgage vouchers to eligible clients. Provide advocacy with landlords and banks. <p>Basic Needs:</p> <ul style="list-style-type: none"> Provide food and clothing. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> Assess the need for housing assistance. Provide vouchers for up to three months rent to eligible clients. Provide specialized support for at-risk families through PRC's Family Connections Program. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> Provide expedited enrollment for mainstream programs through Real Benefits. Link clients to PRC Literacy Program and Computer Training Program. Link clients to Metropolitan Family Services for financial counseling services. 	<p>Advocacy:</p> <ul style="list-style-type: none"> Households resolve their immediate housing crisis. Relationship between families and landlord/bank stabilizes and allow family to remain housed. <p>Basic Needs:</p> <ul style="list-style-type: none"> 80% of HPP households save money that can be applied towards housing because they receive food or clothing from PRC. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> Families become aware of homeless prevention resources, thereby increasing their use of prevention services prior to homelessness. Households that receive emergency assistance prevent homelessness. HPP families in Family Connections participate in on-going support and receive additional financial assistance (gift certificates) to prevent homelessness for at least 1 year. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> Families enroll in mainstream services, reducing their monthly expenses. Families learn English, Computers or basic literacy thereby increasing their employability and self-sufficiency. Families become aware of financial counseling thereby minimizing their future need for emergency rent assistance. 	<p>Advocacy:</p> <ul style="list-style-type: none"> 100% of households that receive vouchers will not lose their home in the crisis situation. At least 60% will remain in their housing for at least 6 months. <p>Basic Needs:</p> <ul style="list-style-type: none"> 100% of HPP households will be made aware of food and clothing assistance at PRC. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> 4,560 households are assessed for housing needs. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> 230 families receive emergency rent/mortgage assistance. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> 15 families who receive HPP services will participate in Family connections. <p>Linkages to Community Resources:</p> <ul style="list-style-type: none"> 100% of HPP clients will be provided with Food Stamp applications and will be assessed for eligibility for mainstream programs. 10% of HPP households will utilize at least one of PRC's empowerment programs (Literacy or Computer training) to move towards self-sufficiency. 10% of families who receive direct financial housing assistance from PRC will be linked to financial counseling services.

Figure C-3 (Continued)
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Prairie State Legal Services Homelessness Prevention Project</p> <p><i>Essential services</i></p>	<ul style="list-style-type: none"> • Project attorney will routinely announce the availability of legal services in housing court. • Assess eligibility for services during in-person and telephone interviews. • Individualize legal advice and referrals. • Provide various services including advocacy, negotiation and representation in court administrative hearings. 	<ul style="list-style-type: none"> • Clients will be made aware of their legal rights and responsibilities, thereby enabling them to avoid actions that may cause eviction actions to be filed against them. • Over 85% of clients represented by project attorneys will be successful in preserving their housing. • Preservation of housing will provide ongoing stability to persons at risk of homelessness. This will result in heightened self-sufficiency for these families, as they will have a stable home environment in which to organize their lives. • Low-Income families, elderly, and persons with disabilities are threatened with loss of federally subsidized housing: • Clients and their families will be helped to preserve their subsidized housing. • The dignity and self-sufficiency of families will be enhanced by the preservation of affordable housing. This will result in heightened self-sufficiency for these families, as they will have a stable home environment in which to organize their lives. <p>Families Illegally Locked Out of Their Homes:</p> <ul style="list-style-type: none"> • will be successfully returned to their homes. By means of this assistance, they will be able to recover their possessions, to regain shelter, and thus regain stability in their lives. This will promote self-sufficiency in these families, as they will have a stable home environment out of which to organize their lives. 	<ul style="list-style-type: none"> • Eviction of low-income tenants without legal advice or representation: • More than 600 DuPage County households will be interviewed to evaluate eligibility and the nature of their problems. • More than 500 households with housing problems will be determined eligible for legal services. 300 households will be determined eligible for project services. • 100 households will be provided with brief legal advice of one hour or less. • 120 households will be provided with legal advice requiring more than one hour of service. Such cases may include legal research and factual investigation. • Over 50 new cases will be provided representation in negotiations, court, and/or administrative hearings. • Over 140 DuPage County children and adults will maintain their housing as the result of legal representation. • Low-Income families, elderly, and persons with disabilities are threatened with loss of federally subsidized housing: <ul style="list-style-type: none"> • 80% of clients in danger of losing their subsidized housing will be successful in retaining such housing. • More than 50 families will be provided with legal advice and information concerning federally subsidized housing rights and responsibilities. <p>Families are Illegally Locked Out of Their Homes:</p> <ul style="list-style-type: none"> • 5 to 10 families who are locked out of their homes through direct action of landlords will be assisted to regain their lost housing. • 100% of persons or families represented in illegal lock-outs will be successfully returned to their homes.

Figure C-3 (Continued)
HOMELESS CONTINUUM NEEDS CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Serenity House Men and Women's Extended Residential Programs</p> <p><i>Essential services</i></p>	<p>Basic Needs:</p> <ul style="list-style-type: none"> Provide three meals each day, under the nutrition guidelines of a certified Registered Nutritionist. <p>Counseling:</p> <ul style="list-style-type: none"> Provide referrals to clinical consultants as needed. <p>Domestic Abuse:</p> <ul style="list-style-type: none"> Provide referrals as needed. <p>Employment Readiness:</p> <ul style="list-style-type: none"> Provide individual weekly employment readiness sessions. <p>Financial Counseling:</p> <ul style="list-style-type: none"> Provide weekly budgeting and long-term savings forms. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> Provide transitional housing. <p>Housing:</p> <ul style="list-style-type: none"> Provide transitional housing to participants of residential substance abuse treatment programs. Encourage application to Independent Living Treatment Facilities for Extended Residential Care Facility graduates. <p>Legal Issues:</p> <ul style="list-style-type: none"> Addresses legal issues through weekly education programs. <p>Substance Abuse:</p> <ul style="list-style-type: none"> Utilize specific assessment instruments to create individualized treatment plans, continuing care plans, goals, and discharge summaries. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> Proper nutrition is considered to be a critical element in the overall health of clients in recovery from substance abuse and chemical dependence. <p>Counseling:</p> <ul style="list-style-type: none"> Clients who address all aspects of their past behaviors are more likely to complete a substance abuse program, with better outcomes. <p>Domestic Abuse:</p> <ul style="list-style-type: none"> Clients who address all aspects of their past are more likely to complete a substance abuse program, with better outcomes. <p>Employment Readiness:</p> <ul style="list-style-type: none"> Employment allows for the client's responsible return to their communities as productive, tax paying, citizens. Employment allows for the client's responsible return to their communities as productive, tax paying, citizens. <p>Financial Counseling:</p> <ul style="list-style-type: none"> Clients will become more financially responsible, pay back past debt, and provide for savings. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> Clients who are given housing in our programs are working towards a goal of long-term housing. <p>Housing:</p> <ul style="list-style-type: none"> Clients participating in our programs. <p>Legal Issues:</p> <ul style="list-style-type: none"> Clients will be able to resolve legal issues while in a safe and supportive environment. <p>Substance Abuse:</p> <ul style="list-style-type: none"> Clients will experience a substantial reduction in relapse, increased length of sobriety, improved family reunification efforts, and focus on long-term housing options. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> 85% of our clients will eat healthier, more nutritious foods while participating in our programs. <p>Counseling:</p> <ul style="list-style-type: none"> 50% of our clients needing additional counseling beyond substance abuse counseling will be referred to outside clinical consultants. <p>Domestic Abuse:</p> <ul style="list-style-type: none"> 35% of our clients (primarily female) will be referred to outside clinical consultation to address issues of domestic abuse and violence. <p>Employment Readiness:</p> <ul style="list-style-type: none"> 100% of the clients in our programs are employed. <p>Financial Counseling:</p> <ul style="list-style-type: none"> 85% of the clients in the ERCF programs will demonstrate the ability to budget their money effectively. <p>Homelessness Prevention:</p> <ul style="list-style-type: none"> 80% of the clients entering into our programs will be provided with transitional housing as a component of substance abuse treatment at Serenity House. <p>Housing:</p> <ul style="list-style-type: none"> 80% of the clients entering into our programs will be provided with transitional housing as a component of substance abuse treatment at Serenity House. <p>Legal Issues:</p> <ul style="list-style-type: none"> 80% of the clients entering Serenity House with legal issues will address them during the length of the program. <p>Substance Abuse:</p> <ul style="list-style-type: none"> 80% of the clients who participate in this program will complete a comprehensive treatment program with the goal of a productive return to their communities.

Figure C-4
NEIGHBORHOOD RESOURCE CENTER CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Outreach Community Services Neighborhood Resource Center</p> <p><i>Essential Services</i></p>	<p>Crime Prevention (Juvenile and Adult):</p> <ul style="list-style-type: none"> • Teach social skills throughout the program. • Award stipends based on performance. <p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • Teach job readiness skills 2 days per week for nine weeks. • Expose clients to various community service work sites. 	<p>Crime Prevention (Juvenile and Adult):</p> <ul style="list-style-type: none"> • Jr. High youth will have a safe supervised environment, while increasing their level of social skills. <p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • An increase in the level of job skills and sense of possibilities in the future. 	<p>Crime Prevention (juvenile and Adult):</p> <ul style="list-style-type: none"> • 70% of students will receive 75% of base stipend or better. <p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • 80% of students will show improvement (or maintain high level of) understanding/performance of job readiness skills. • Students will participate in at least 5 different types of community service projects.
<p>Village of Addison Student Participation Center (SPC)</p> <p><i>Essential services</i></p>	<p>Crime Prevention (Juvenile and Adult):</p> <ul style="list-style-type: none"> • Addison Police Department will provide one overtime Community Policing Officer. <p>Educational Success (homework help, tutoring, etc.):</p> <ul style="list-style-type: none"> • SPC will provide after-school programming to the middle school youth of Indian Trail Jr. High. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> • SPC will organize a mentoring program to provide youth with positive role models. 	<p>Crime Prevention (Juvenile and Adult):</p> <ul style="list-style-type: none"> • Participants will learn to make healthy choices regarding conflict-resolution, anger management, peer mediation, violence and drugs. <p>Educational Success:</p> <ul style="list-style-type: none"> • Participants will learn to make healthy choices regarding conflict-resolution, anger management, peer mediation, violence and drugs. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> • Participants will learn to make healthy choices regarding conflict-resolution, anger management, peer mediation, violence and drugs. 	<p>Crime Prevention (Juvenile and Adult):</p> <ul style="list-style-type: none"> • 450 hours of Community Policing service will be provided to the SPC for center organization, crime education and prevention activities, general community assistance and safety within the resource center. <p>Educational Success (homework help, tutoring, etc.):</p> <ul style="list-style-type: none"> • 450 hours of after school programming will be provided with structured activities, games and life skills educational programs. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> • 25 Mentors will be recruited for volunteer service from local colleges, business, high school, academic, municipal and residential sources.
<p>Village of Addison Michael Lane NRC</p> <p><i>Essential services</i></p>	<p>Domestic Abuse:</p> <ul style="list-style-type: none"> • Provide weekly domestic violence support group • Provide child care for group participants. <p>Educational Success:</p> <ul style="list-style-type: none"> • Provide homework assistance five times per week during the school year. 	<p>Domestic Abuse:</p> <ul style="list-style-type: none"> • Participants will learn to recognize the symptoms of an abusive relationship, its impact on their self-esteem and alternatives/services available. <p>Educational Success:</p> <ul style="list-style-type: none"> • Participants school grades will improve. 	<p>Domestic Abuse:</p> <ul style="list-style-type: none"> • 50 direct service hours of education and support for women focusing on domestic violence will be provided. <p>Educational Success (homework help, tutoring, etc.):</p> <ul style="list-style-type: none"> • Participants' school grades will improve.

Figure C-4 (Continued)
NEIGHBORHOOD RESOURCE CENTER CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Village of Downers Grove Autumn Grove NRC</p> <p><i>Essential Services</i></p>	<p>Basic Needs:</p> <ul style="list-style-type: none"> Utilize agency newsletter to profile local social service agencies. <p>Childcare:</p> <ul style="list-style-type: none"> Provide Mom-n-Tot classes. Link residents to Head Start. <p>Crime Prevention:</p> <ul style="list-style-type: none"> Link with community partner (YWCA) Culture Fest Camp. <p>Domestic Abuse:</p> <ul style="list-style-type: none"> Investigate all reports of domestic abuse. Provide victims of abuse with counseling referrals. <p>Educational Success:</p> <ul style="list-style-type: none"> Offer Homework Happening four times a week to children grades 2-8. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> Provide ESL classes four times a week. <p>Skill Development:</p> <ul style="list-style-type: none"> Offer computer classes through partnership with Peoples Resource Center (PRC). Advocate for clients to receive free home computers from PRC. <p>Strengthening Families:</p> <ul style="list-style-type: none"> Sponsor the following activities: Kelly Miller Circus, Medinah Circus, and Mom-n-Tot programs. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> Provide mentors utilizing volunteers from the Community High School District and Benedictine High School. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> Residents are able to afford basic needs and prevent utility shut off, eviction, or other hardships. Residents receive food vouchers, rental, utility, and medication assistance. <p>Childcare:</p> <ul style="list-style-type: none"> Participants will access services and resources they are eligible to receive and network with each other. <p>Crime Prevention:</p> <ul style="list-style-type: none"> Participants learn one of the aspects of character education and that is respect. <p>Domestic Abuse:</p> <ul style="list-style-type: none"> Participants learn to access counseling, legal, court advocacy, and shelter services which contribute to a reduction in reoccurring abuse. <p>Educational Success:</p> <ul style="list-style-type: none"> Program supports children to achieve success in school, both academically and socially. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> Participants will increase their employability and independence. <p>Skill Development:</p> <ul style="list-style-type: none"> Participants will increase computer skills, learn a variety of software programs, and gain confidence utilizing computers for personal and professional use. <p>Strengthening Families:</p> <ul style="list-style-type: none"> Families that participate in leisure activities as a whole, reduce alienation and increase family shared experiences. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> Program supports children to achieve success in school, both academically and socially. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> 11 households will be provided with financial assistance and in-kind donations from charitable organizations. <p>Childcare:</p> <ul style="list-style-type: none"> 100% of participants will be provided with local area resources. <p>Crime Prevention (Juvenile and Adult):</p> <ul style="list-style-type: none"> 100% of participants will be provided with sensitivity training in the area of cultural diversity. <p>Domestic Abuse:</p> <ul style="list-style-type: none"> Category 1 crimes (battery, assault) will show a decreased arrest rate. COP officers will provide follow-up on 90% of domestic violence cases. <p>Educational Success:</p> <ul style="list-style-type: none"> 90% of participants will obtain a grade of "C" or better. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> All participants that complete the program will demonstrate an increase ability to read, write, and speak English. <p>Skill Development:</p> <ul style="list-style-type: none"> Proficiency measures will be developed by the end of the grant cycle. <p>Strengthening Families:</p> <ul style="list-style-type: none"> 57 participants will partake in activities designed to increase family cohesiveness. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> 35 youth will participate in Homework Happening mentoring activities. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> Between 8-19 youth participate in Midwestern University Sports Saturday Program.

Figure C-4 (Continued)
NEIGHBORHOOD RESOURCE CENTER CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Village of Woodridge Woodridge Community Resource Center</p> <p><i>Essential services</i></p>	<p>Educational Success:</p> <ul style="list-style-type: none"> • Provide ESL classes three times a week. • Provide child care for ESL class. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • Increase enrollment of CRC Youth in Park District programs by financially supporting program fees, uniforms and supplies for sports activities. <p>Strengthening Families:</p> <ul style="list-style-type: none"> • Increase programs that engage youth ages 6-16 after 5:00p.m. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> • Recruit mentors from segments such as senior citizen groups, faith based organizations and high schools. 	<p>Educational Success:</p> <ul style="list-style-type: none"> • Survey of parents will indicate improvement of academic skills in their children. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • 5% of our surveyed participants will indicate an increase in sports related skill level, higher over-all self esteem and social competence. <p>Strengthening Families:</p> <ul style="list-style-type: none"> • 30% of parents will report increased satisfaction with their child's activities after 5:00p.m. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> • 60% of students surveyed will report increased and enhanced connection with positive adult role models and mentors. 	<p>Educational Success (homework help, tutoring, etc.):</p> <ul style="list-style-type: none"> • We will Increase enrollment of Janes Avenue youth in the Summer Tutoring Program by 5 students. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • 10% of our students will be enrolled in a Park District fee-based program. <p>Strengthening Families:</p> <ul style="list-style-type: none"> • Increased supervision of Janes Avenue youth ages 6-16 "after" 5:00p.m.. <p>Youth Mentoring:</p> <ul style="list-style-type: none"> • Increased staffing of CRC Programs by 2 staff members.

Figure C-4 (Continued)
NEIGHBORHOOD RESOURCE CENTER CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>West Chicago Main Park NRC <i>Essential Services</i></p>	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Provide on-site food pantry and clothing/baby closets. <p>Child Abuse:</p> <ul style="list-style-type: none"> • Offer monthly parent education workshop on child and family issues or concerns. <p>Crime Prevention (Juvenile and Adult):</p> <ul style="list-style-type: none"> • Provide supervised after school activities from 2-7PM to include life skills, officer programs, service learning projects; and crime watch for adults. <p>Educational Success:</p> <ul style="list-style-type: none"> • Offer after school Homework Help and tutoring five times a week from 3-6PM and Saturday drop-in hours twice a month. <p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • Host annual job fair. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> • Offer on-site ESL classes. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • Provide girls and boys groups addressing various adolescent issues. • Offer weekday structured and leisure activities. • Implement Strengthening Families program twice a year. • Offer a Family Night event monthly. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Participants will become more self-sufficient with minimal assistance. <p>Child Abuse:</p> <ul style="list-style-type: none"> • Parents will become knowledgeable in abuse and youth/adult issues, thereby increasing parenting skills. <p>Crime Prevention:</p> <ul style="list-style-type: none"> • Referred youth will have 50% less police reports and law enforcement contacts; parents in Crime Watch group will become more involved in neighborhood safety. <p>Educational Success:</p> <ul style="list-style-type: none"> • Youth will be promoted to next grade level and be proficient in English as well as bilingual classes. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> • Participants will increase communication skills, thereby increasing employment, leadership and independence. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • Youth will become leaders at home, school, NRC and community, participate in safe/supervised activities, and involve their families and friends. • Families will communicate and participate in activities that bring them together, thereby reducing breakdown in communication. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • 50% of participants report increased self-sufficiency. <p>Child Abuse:</p> <ul style="list-style-type: none"> • 10 parents will attend monthly workshops • 50% will demonstrate more knowledge on typical issues. <p>Crime Prevention:</p> <ul style="list-style-type: none"> • Eight gang-involved youth will be referred to POP Unit "Knock and Talk" program and participate in daily NRC activities; • 15 adults will participate in Crime Watch group. <p>Educational Success:</p> <ul style="list-style-type: none"> • 70% of youth will increase or maintain non-failing grades each quarter. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> • 60% of participants will demonstrate an increased ability to read, write and speak English by end of class. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • 70% will report an increase in problem solving and life skills. • 80% will identify knowledge of development and personal safety • An average of 45 youth per day will use NRC time for supervised activities. • Strengthening Families participants: <ul style="list-style-type: none"> • 7 to 10 families will report an increase in fostering stronger family relations • 15 families will report stronger family relations.

Figure C-4 (Continued)
NEIGHBORHOOD RESOURCE CENTER CLUSTER

AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>West Chicago Westwood NRC</p> <p><i>Essential Services</i></p>	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Provide on-site food pantry and clothing/baby closets. <p>Child Abuse:</p> <ul style="list-style-type: none"> • Offer monthly parent education workshop on child and family issues or concerns. <p>Crime Prevention (Juvenile and Adult):</p> <ul style="list-style-type: none"> • Provide supervised after school activities from 2-7PM to include life skills, officer programs, service learning projects; and crime watch for adults. <p>Educational Success:</p> <ul style="list-style-type: none"> • Offer after school Homework Help and tutoring five times a week from 3-6PM and Saturday drop-in hours twice a month. <p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • Host annual job fair. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> • Offer on-site ESL classes. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • Provide girls and boys groups addressing various adolescent issues. • Offer weekday structured and leisure activities. • Implement Strengthening Families program twice a year. • Offer a Family Night event monthly. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • Participants will become more self-sufficient with minimal assistance. <p>Child Abuse:</p> <ul style="list-style-type: none"> • Parents will become knowledgeable in abuse and youth/adult issues, thereby increasing parenting skills. <p>Crime Prevention:</p> <ul style="list-style-type: none"> • Referred youth will have 50% less police reports and law enforcement contacts; parents in Crime Watch group will become more involved in neighborhood safety. <p>Educational Success:</p> <ul style="list-style-type: none"> • Youth will be promoted to next grade level and be proficient in English as well as bilingual classes. <p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • Adults will gain necessary skills for employment, thereby increasing self-sufficiency/economic status. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> • Participants will increase communication skills, thereby increasing employment, leadership and independence. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • Youth will refrain from law enforcement involvement and become leaders at home, school, NRC and community. Youth will stay off the streets and participate in safe/supervised activities, and involve their families and friends. • Families will communicate and participate in activities that bring them together, thereby reducing delinquency and breakdown in communication and family values; more families will be able to do activities together that are cost-effective. 	<p>Basic Needs:</p> <ul style="list-style-type: none"> • 50% of participants will meet needs and report increased self-sufficiency by using resources one time per month. <p>Child Abuse:</p> <ul style="list-style-type: none"> • A minimum of 10 parents will attend monthly workshops; 50% will demonstrate more knowledge on typical issues. <p>Crime Prevention:</p> <ul style="list-style-type: none"> • Eight gang-involved youth will be referred to POP Unit "Knock and Talk" program and participate in daily NRC activities; 15 adults will participate in Crime Watch group and report crime activity. <p>Educational Success:</p> <ul style="list-style-type: none"> • 70% of youth will report an increase in or maintenance of non-failing grades per quarter. <p>Employment Services/Job Readiness:</p> <ul style="list-style-type: none"> • 35 adults will attend job fair, receive job readiness advice and job referrals to gain valid employment. <p>ESL and Literacy:</p> <ul style="list-style-type: none"> • 60% of participants will demonstrate an increase in ability to read, write and speak English by end of class. <p>Social/Physical Development:</p> <ul style="list-style-type: none"> • 70% will report an increase in problem solving and life skills. • 80% will identify knowledge of development and personal safety • An average of 45 youth per day will use NRC time for supervised activities. • Strengthening Families participants: <ul style="list-style-type: none"> • 7 to 10 families will report an increase in fostering stronger family relations • a minimum of 15 families will report stronger family relations.

Figure C-5 PEOPLE WITH DISABILITIES NEED CLUSTER			
AGENCY INFORMATION	ACTIVITIES	OUTCOMES	MEASURES
<p>Prairie State Legal Services People with Disabilities Project</p> <p><i>Essential services</i></p>	<p>Community Integration:</p> <ul style="list-style-type: none"> • Provide specific legal advice, documented in a letter. • Prepare legal documents on behalf of individual clients. • Provide legal representation for administrative agency appeals, court, or through negotiation. <p>Legal Counsel:</p> <ul style="list-style-type: none"> • Assess and provide appropriate level of health care and financial planning. • Provide client with specific advice, documented in a letter. • Prepare the following legal documents: Powers of Attorney for Health Care, Powers of Attorney for Property and Living Wills for clients. • Present two legal trainings to disabled clients and/or social service providers. 	<p>Community Integration:</p> <ul style="list-style-type: none"> • Due to this project, the disabled will be able to obtain or preserve medical benefits and care. Also, needs-based income will be preserved or obtained for the disabled. Also, disabled persons will be able to preserve or obtain appropriate housing, employment or educational accommodations/services. <p>Legal Counsel:</p> <ul style="list-style-type: none"> • Project clients will be provided with legal advise on how to prepare for future incapacity and they will be provided with the appropriate legal documents to make their financial and health care plans a reality. • The disabled and/or social service providers will be more knowledgeable about legal issues relevant to persons with disabilities. 	<p>Community Integration:</p> <ul style="list-style-type: none"> • We will obtain, preserve (if threatened with termination), or increase income maintenance, medical benefits and/or appropriate housing, employment or educational accommodations/services for at least 20 people with disabilities. <p>Legal Counsel:</p> <ul style="list-style-type: none"> • 20 persons with disabilities will receive information about health care and financial planning. • 20 persons with disabilities will receive a Powers of Attorney for Health Care, Powers of Attorney for Property and/or Living Wills. • Evaluations distributed at the end of the two educational sessions will indicate at least 80% of attendees will report having learned more about one or more legal issues relevant to people with disabilities.

Figure C-6 NEIGHBORHOOD INVESTMENT CLUSTER	
AGENCY INFORMATION	ACTIVITIES
Village of Addison	Crescent / St. Charles Tot Lot
Village of Addison	S. Broadway Project
Woodridge	Medina Park Development

