



2023/2024 Goals

2022 will establish a baseline for measurement

- # of residents served
- # of referrals made to resources
- 90% of households complete an initial assessment with staff
- 80% of households engage in service coordination
- 80% of households complete Individualized Housing Stabilization Plan
- 80% of participating households advance and/or achieve goal(s) outlined in their IHSP
- 90% of households retain permanent housing \geq 12 months
- 85% of households who completed the Resident Survey expressed satisfaction with housing/services

Long-Term Outcomes

- Improve referrals and linkage to community resources
- Improve self-efficacy, confidence, health, and well-being of residents
- Improve residents' independence and navigation of resources

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Supportive Services Impact Report

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Because of you...

Our matching gift campaign enabled us to expand our supportive services model to better serve our residents. You made 3,195 resident engagements possible and we couldn't have done it without you. With the additional service coordinators, residents are saying "I don't feel so alone and can focus on doing what I need to do," "I have a person who cares about me!" Your generous donation has immediately changed lives for the better. By June 2023, our staff to resident ratio will be 1:50. We expect greater results with this lower ratio. In this Impact Report, we take you through the journey of how we arrived to where we are today, lessons we learned along the way, and what the future holds regarding measuring your impact with our residents. We still have work to do and can do it thanks to you. We are very excited for 2023 and beyond because of what YOU are making happen for the residents in our program. Thank you.



Lessons Learned

- The ability to offer a good wage has allowed us to hire people with excellent skills and experience in a very competitive market.
- Lowering ratios has improved our updated blended management service model by having dedicated service coordinators per property. This has led to better resident service and better internal working relationships.
- Our residents are responding well. They appreciate having a service coordinator to talk to who can advocate for them quickly.
- We fully realized the cost per staff person of equipment, software licensing, etc. and have integrated that into our budget for next year.
- Expanding the data collection and reporting capabilities took more staff time than we expected, but the payoff in data by which to make decisions is worth it.
- Training and technical assistance needs were identified. There are learning curves and growth opportunities for staff.

DONATION TIMELINE



"With my mental health issues, it's very hard for me to advocate for myself. It is so nice to know that I have people who have my best interests in mind."
- CHN Resident

"Wow thank you for caring, I appreciate you asking what my needs are."
- CHN Resident

"A resident smiled and liked when I shared with her that she had a permanent supportive housing coordinator to help if/when anything came up while living in her apartment. She liked knowing someone would listen, support her and be available to call."
- CHN service coordinator



January–April 2022

Update to blended management service model; caseloads at 1:208

May

One service coordinator promoted to supervisor

June–July

Three new service coordinators added to the existing team of two

Service expansion begins

- Caseloads established as a departure from strictly crisis response focused service work; Caseloads 1:80
- Implement updated service model; Staff learn to work within a different team composition with service coordinators and property managers on each team

Apricot software updates begin, but are not limited to:

- Redesigned the use of a dashboard
- Uploaded demographic information for the 617 residents of the additional independent sites
- Designed the electronic use of the assessment and goal setting tools
- Established an integration with Yardi, the property management system
- Created ongoing reporting features
- Upgraded user count and internal support infrastructure (end users, supervisors, finance, and IT)

August

Trainings – Individualized Housing Services Plan (IHSP) and Vulnerability Assessment Tool (VAT)

One service coordinator hired
Continue to establish caseloads; Ratio at 1:70

September

Apricot software (clinical database for tracking) begins being used system-wide for metrics and evaluation

October–December

Two service coordinators hired
Continued service model implementation; Caseloads ratio at 1:61

January 2023

Recruiting for two service coordinators
Continued service model implementation

June 2023

Conduct full service model training at conclusion of hiring and then repeat training with new hires

Review guiding theories and modalities

- Review role clarity
- Ensure clarity in services and outcomes
- Discuss challenges and celebrate wins
- Identify opportunities for quality assurance

Caseloads at 1:50!