HUD Master Models *Residents Service Delivery Models-Elderly/Persons with Disabilities*

ROSS-Elderly/Persons with Disabilities

The purpose of the ROSS-Elderly/Persons with Disabilities Program is to provide grants for the delivery and coordination of supportive services and other activities to improve the living conditions of elderly and/or disabled residents and support their ability to live independently.

Need Statement

There is a need for supportive services to enable disabled and elderly residents to remain living independently and/or age in place.

Activities and Services

Activities of daily living assistance provided	Persons
Business opportunities-Other– Businesses	Businesses
Business opportunities-Other– Dollars	Dollars
Business opportunities-Section 3 – Businesses	Businesses
Business opportunities-Section 3 – Dollars	Dollars
Case management-initial needs assessment	Persons
Case management-on-going	Persons
Congregate meals provided	Persons
Dental services provided	Persons
Disability services counseling provided	Persons
Employment opportunities-Other– Available jobs	Available jobs
Employment opportunities-Other – Persons	Persons
Employment opportunities-Section 3 – Available jobs	Available jobs
Employment opportunities-Section 3 – Persons	Persons
GED Program-Completed	Persons
Project manager hired	Persons
GED program-Enrolled	Persons
Financial literacy, computer training, job training, classes etc-Enrolled	Persons
Financial literacy, computer training, job training, classes etc-Offered	Classes
Financial literacy, computer training, job training, classes etc-Completed	Persons
Individual meals services	Persons
Medical services referrals	Persons
Mental health referrals	Persons
Persons equipped with personnel emergency responses resources	Persons
Transportation services	Persons
Wellness programs offered by grantee completed in-house	Persons
Wellness programs referred to by grantee	Persons
Other	Other

Outcomes

Business opportunities-Other – Businesses	Businesses
Business opportunities-Other – Dollars	Dollars
Business opportunities-Section 3 – Businesses	Businesses
Business opportunities-Section 3 – Dollars	Dollars
Employment obtained	Persons
Employment maintained	Persons
Employment opportunities-Other – Available jobs	Available jobs
Employment opportunities-Other – Persons	Persons
Employment opportunities-Section 3 – Available jobs	Available jobs
Employment opportunities-Section 3 – Persons	Persons
GED obtained	Persons
Improved living conditions/quality of life	Persons
Live independently/age in place and avoid long term care placement	Persons
Other	Other

Measurement Tools

A. Tools to Track Outputs and Outcomes
Bank accounts
Construction log
Database
Enforcement log
Financial aid log
Intake log
Interviews
Mgt. Info. System-automated
Mgt. Info. System-manual
Outcome scale(s)
Phone log
Plans
Pre-post tests
Post tests
Program specific form(s)
Questionnaire
Recruitment log
Survey
Technical assistance log
Time sheets
Other
B. Where Data are Maintained
Agency database
Centralized database
Individual case records
Local precinct
Public database
School
Specialized database
Tax Assessor database
Training center
Other
C. Source of Data
Audit report
Business licenses
Certificate of Occupancy
Code violation reports
Counseling reports
Employment records
Engineering reports
Environmental reports
Escrow accounts
Financial reports
GED certification/diploma
Health records
HMIS
Inspection results
Lease agreements
Legal documents
Loan monitoring reports
Mortgage documents
Payment vouchers
Permits issued
Placements

Progress reports
Referrals
Sale documents
Site reports
Statistics
Tax assessments
Testing results
Waiting lists
Work plan reports
Other
D. Frequency of Data Collection
Daily
Weekly
Monthly
Quarterly
Biannually
Annually
Upon incident
Other
E. Process of Collection and Reporting
Computer spreadsheets
Flat file database
Manual tallies
Relational database
Statistical database
Other

Evaluation Process – These are standard requirements that HUD will expect every program manager receiving a grant to do as part of their project management.

- An evaluation process will be part of the on-going management of the program.
- Comparisons will be made between projected and actual numbers for both outputs and outcomes.
- Deviations from projected outputs and outcomes will be documented and explained.
- Analysis of data to determine the relationship of outputs to outcomes; what outputs produce which outcomes.

HUD Will Use The Following Questions To Evaluate Your Program

1. What was the type and amount of supportive services used by residents receiving services?
2. What was the dollar amount of supportive services used by residents receiving services?
3. How many persons were able to live independently and/or age in place?
4. How many persons improved their living conditions/quality of life?
5. How many persons increase their income? What was the average increase?

Carter-Richmond Methodology

The above Management Questions developed for your program are based on the Carter-Richmond Methodology1. A description of the Carter-Richmond Methodology appears in the General Section of the NOFA.

1© The Accountable Agency – How to Evaluate the Effectiveness of Public and Private Programs," Reginald Carter, ISBN Number 9780978724924.