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## Heaven-Sent Community Services and Veterans Assistance, Inc.

### Evaluation Plan and VA-Related Metrics – Summary

#### 1. Purpose

This Evaluation Plan explains how Heaven-Sent Community Services and Veterans Assistance, Inc. (“Heaven-Sent” or the “Organization”) measures program performance and outcomes, with particular attention to metrics relevant to veterans’ services and federal partners (including VA, HUD/CoC, and FEMA).

#### 2. Evaluation Approach

**Heaven-Sent uses a mixed-method approach that combines:**

- **Quantitative data** (service counts, housing outcomes, benefits access, etc.).
- **Qualitative information** (client feedback, staff observations, and partner input).

The evaluation is designed to:

- Monitor progress toward program goals and outcomes in our logic model.
- Meet reporting requirements of grants and contracts.
- Inform program improvements and strategic planning.

#### 3. Key Evaluation Questions

**Sample questions include:**

- Who are we serving (e.g., Veterans, family members, seniors, individuals with disabilities), and what are their primary needs?
- To what extent are we helping participants secure safe housing, maintain housing, or avoid homelessness?
- How many participants access or increase VA and other benefits?
- How do participants’ stability, safety, and well-being change over time?



We need to help... We just HAVE to help!

It's in our souls. Be the LIGHT that helps others see

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- How effectively do our programs coordinate with VA, HUD/CoC, FEMA, and other partners?

#### **4. Data Collected**

##### **Heaven-Sent may collect and track, consistent with confidentiality requirements:**

- Demographic information (e.g., Veteran status, age, disability status, household composition).
- Housing status at entry, during services, and at exit (e.g., homeless, doubled-up, sheltered, permanently housed).
- Services provided (e.g., case management contacts, housing supports, benefits assistance, disaster support).
- Benefits and income (e.g., application and approval for VA benefits or other public benefits, employment status).
- Time to housing placement and length of stay in programs, where applicable.
- Participant feedback on satisfaction, perceived safety, and progress toward goals.

#### **5. VA-Related and Housing Metrics (Examples)**

For veterans-focused programs, Heaven-Sent may monitor indicators such as:

- Number and percentage of participants who are Veterans or family members.
- Number and percentage of Veterans who are successfully linked to VA healthcare, benefits, or specialized programs.
- Change in housing status for Veterans (e.g., exiting to permanent housing).
- Change in income or benefits among Veteran participants.
- Follow-up outcomes at 3, 6, or 12 months when feasible (e.g., housing retention, continued connection to services).



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For HUD/CoC-related metrics, Heaven-Sent aligns its measures with local written standards and HMIS data requirements, where applicable.

## 6. Data Sources and Systems

### Data sources may include:

- Intake and assessment forms.
- Case notes and service logs.
- Time and Effort and program-level tracking tools.
- HMIS or comparable databases used in collaboration with CoCs, as applicable.
- VA referral tracking and confirmation of linkages when available.
- Client satisfaction surveys or feedback forms.

Data are stored securely and used in accordance with confidentiality and privacy policies.

## 7. Roles and Responsibilities

- Program staff collect and enter data in a timely and accurate manner.
- Supervisors and designated evaluation or data staff review data for completeness and quality.
- Leadership and the Board receive regular reports on key metrics and outcomes as part of program and strategic oversight.

## 8. Reporting and Use of Findings

### Heaven-Sent uses evaluation findings to:

- Report to funders, partners, and stakeholders as required by grants and contracts.
- Adjust program design, staffing, and resource allocation based on what is working.
- Communicate impact to donors and the community in a transparent, responsible way.

HEAVEN SENT COMMUNITY SERVICE  
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The Evaluation Plan is reviewed periodically and updated as programs, funder requirements, and community needs evolve.