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

Logic Model – Narrative Summary

1. Overview

This Logic Model describes how Heaven-Sent Community Services and Veterans Assistance, Inc. (“Heaven-Sent” or the “Organization”) transforms resources into services and measurable outcomes for Veterans, seniors, individuals with disabilities, and their families. It supports our strategic plan, evaluation activities, and grant reporting.

2. Inputs (Resources)

Heaven-Sent’s work is powered by:

- Faith-driven leadership, Board governance, and staff with lived and professional experience in veterans’ services, housing, and disaster relief.
- Volunteers, peer mentors, and partner organizations (including churches, community groups, and disaster-response partners).
- Financial resources from individual donors, churches, businesses, foundations, and public agencies (e.g., VA, HUD/CoC, FEMA, and state/local programs).
- Facilities, vehicles, technology, and equipment used to provide housing, basic needs, and outreach services.
- Policies, procedures, and partnerships that ensure compliance, coordination, and accountability.

3. Activities

With these resources, Heaven-Sent carries out activities such as:

- Outreach and engagement to Veterans, seniors, and families in crisis or at risk of homelessness.



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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- Intake, assessment, and service planning (including screening for housing, benefits, and support needs).
- Housing-related services: emergency shelter support, transitional and permanent housing assistance, landlord engagement, housing search and placement, and tenancy support.
- Case management and peer support: goal planning, coordination of care, referrals to VA benefits, mental health, substance use treatment, medical care, and legal or financial counseling.
- Basic needs support: food, clothing, hygiene supplies, household goods, transportation assistance, and disaster relief supplies.
- Family and caregiver support: navigation of services, respite connections, and referrals for counseling or pastoral care.
- Disaster response and long-term recovery: coordination with emergency management and partners to provide relief and rebuilding support.
- Skills and stability supports: workforce readiness, life-skills, financial literacy, and community-building activities.

4. Outputs (Service Counts)

Examples of measurable outputs include:

- Number of individuals and households served (by type: Veteran, family, senior, person with disabilities).
- Number of outreach contacts and intakes completed.
- Number of nights of shelter or housing supports provided.
- Number of households assisted with housing search, landlord mediation, or tenancy support.
- Number of benefits applications or referrals (VA, Social Security, other benefits).



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- Number of food, clothing, hygiene, or household items distributed.
- Number of disaster-affected households assisted.
- Number of volunteers engaged and volunteer hours contributed.

5. Short-Term Outcomes

Short-term outcomes may include:

- Increased awareness of available services and benefits among participants.
- Increased connection to safe shelter or housing options.
- Improved access to food, clothing, hygiene, and basic necessities.
- Increased engagement with VA and other benefits and support systems.
- Increased sense of safety and immediate stability for households in crisis.

6. Intermediate Outcomes

Intermediate outcomes may include:

- Increased housing stability (e.g., reduction in nights homeless, fewer evictions).
- Increased income or benefits (employment, VA benefits, other supports).
- Improved access to healthcare, mental health, and recovery supports.
- Stronger family and social supports, including reduced isolation.
- Greater readiness for employment or training.

7. Long-Term Outcomes and Impact

Long-term impact goals include:

- Reduced homelessness and housing instability among Veterans, seniors, and individuals with disabilities.
- Improved health and well-being for participants and their families.

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- Increased resilience in communities affected by disasters.
- Stronger network of faith-based, community, and public partners working together to serve Veterans and vulnerable populations.

This logic model is reviewed periodically and updated as programs grow, new partnerships form, and evaluation data suggest ways to strengthen impact.