

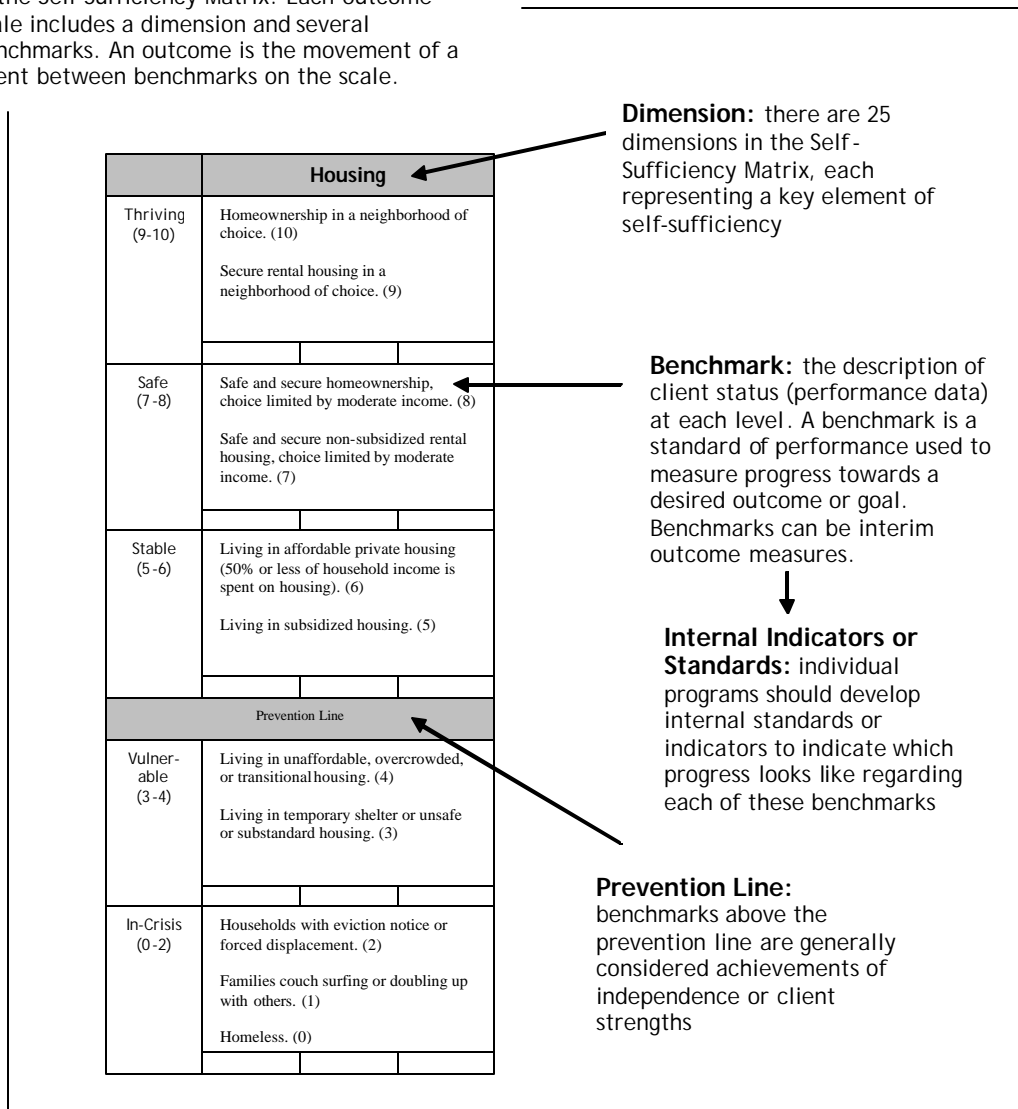
Instructions

As noted in the previous section, there are five main uses for the Self-Sufficiency Matrix: 1) case management tool, 2) self-assessment tool, 3) management tool, 4) measurement tool, and 5) communication tool. This section provides general information about how the matrix and scales are structured, and then gives more specific information about how the Matrix can be applied for each of these main uses.

Structure of the Self-Sufficiency Matrix

There are 25 key outcome scales within the Self-Sufficiency Matrix (the outcome scales are listed and described below). Each outcome scale was based on ROMA and follows a consistent pattern or structure. The diagram below defines the major components of the outcome scales. It is important to become familiar with the definitions of these components prior to reviewing the rest of this document and prior to implementing the scales within your own organization.

Outcome Scales: there are 25 outcome scales in the Self-Sufficiency Matrix. Each outcome scale includes a dimension and several benchmarks. An outcome is the movement of a client between benchmarks on the scale.



Adapting the Self-Sufficiency Matrix for Individual Programs

The Self-Sufficiency Matrix is flexible and should be adapted to meet the needs and core purpose of individual programs. It is recommended that each program identify three to five scales to use as a foundation for measuring client progress towards specific outcomes. When determining which outcome scales best fit your program, think about your program's core purpose, philosophy and strategies.

Please see the next section for specific examples.

Selecting Outcome Scales

There are 25 key benchmarks defined by outcome scales on the Self-Sufficiency Matrix. The Self-Sufficiency Taskforce of Snohomish County determined that each of the 25 areas represented by outcome scales are critical components of self-sufficiency. Here is a brief description of each scale to assist in the selection of outcome scales for individual programs:

- **Access to Services:** assesses the client's knowledge and ability to get the type of services they need to meet their individual or family needs.
- **Career Resiliency/Training:** assesses the skills and abilities a client has for achieving and sustaining a career given the changing dynamics of the workforce.
- **Childcare:** assesses the client's ability to obtain appropriate child care, both in terms of access to the child care and financial resources to purchase the child care.
- **Clothing:** assesses the client's ability to obtain appropriate clothing, both in terms of knowledge about how to access clothing and financial resources to purchase the clothing if necessary.
- **Education:** primarily assesses academic, institution-based achievements. The Career Resiliency/Training Scale reflects some of the less structured skills that are important to career development.
- **Employment Stability:** assesses the nature of the job or career in which the client is employed and considers the permanency and stability of the employment, as well as the benefits that accompany the employment.
- **English Language Skills:** assesses the English speaking ability of client's for whom English is a second language.
- **Food:** assesses the client's ability to obtain appropriate food, both in terms of knowledge about how to access food and financial resources to purchase the food if necessary.
- **Functional Ability:** assesses whether or not the client is able to perform Activities of Daily Living (ADLs). There is a complete glossary in this packet which lists several ADLs and describes them in more detail.
- **Housing:** assesses the ability of the client to obtain appropriate housing of choice based on their circumstances.
- **Income (Self-Sufficiency Standard):** assesses the income adequacy of the client. This is the first of three income scales. All income scales include the same general benchmarks, but each refers to a different income standard (the Self-Sufficiency Standard in this case) to further define income adequacy for an individual client or family. For more information about the three income standards, please refer to the "Additional Resources/Information" section.
- **Income (Area Median Income):** assesses the income adequacy of the client. This is the second of three income scales and refers to Area Median Income. See above for more information.
- **Income (Federal Poverty Level):** assesses the income adequacy of the client. This is the third of three income scales and refers to Federal Poverty Level. See above for more information.
- **Legal:** assesses whether or not the client has any pressing legal issues and, if so, whether or not they have the knowledge, skills and resources to work towards getting the legal issues resolved.
- **Life Skills (Household Management):** assesses ability to handle the day-to-day tasks and stresses associated with running a household.
- **Life Skills (Human Relations):** assesses ability to manage relationships with family, friends, and colleagues.
- **Life Skills (Financial Matters):** assesses ability to pay bills in a timely fashion, develop and maintain a budget, and understand other important financial issues.

- **Life Skills (Setting Goals & Resourcefulness):** assesses ability to plan for the future and utilize resources efficiently.
- **Mental Health:** assesses the emotional well-being of the client.
- **Parenting:** assesses the individual's skills and approach to child-rearing and is focused on the parent's abilities rather than the child's.
- **Physical Health:** assesses the general physical well-being of the client. Insurance and the availability of other medical benefits are assessed in the Employment Stability scale.
- **Safety:** assesses two separate elements of safety. The first is denoted by the letter "a" and assesses the nature of the individual's personal relationships with regard to overall safety and well-being. The second is denoted by the letter "b" and assesses the safety of one's immediate living environment and neighborhood or community. If you elect to use this scale, you will only measure one of the two elements.
- **Substance Abuse:** assesses whether or not the individual is using alcohol and/or prescription drugs in an appropriate manner. Any use of illicit drugs are considered in-crisis and unsafe.
- **Support System:** assesses the nature of the individual's immediate interpersonal relationships, especially the extent to which they form a foundation for the individual in times of crisis.
- **Transportation:** assesses whether or not the individual has appropriate, safe, and reliable access to transportation (whether by car, bus or reliance on friends and family).

Using the Outcome Scales to Measure Client Progress (Case Management Tool)

Consistent with ROMA, each outcome scale was developed on a continuum from "in-crisis" to "thriving." This format allows for client *progress or maintenance* to be measured *over time* on the selected scales. It is important to recognize that a score of "10" or "Thriving" should not be the goal for every client or every scale. There are three small boxes within each level of each scale. These three boxes represent points in time. At initial intake, the client should be assessed on each scale individually. Once that is complete, place the date in the first of the three boxes for the level that most closely represents a description of the client. The second time a client is assessed; place the date in the middle box for the level that most closely represents a description of the client. Repeat this activity a third time to complete the final box. Monitoring client progress in this way will allow for a visual representation of each client's success in maintaining or improving in specific areas.

Using the Outcome Scales to Define Funding Priorities (Measurement Tool)

Using the Outcome Scales to Manage Resources (Program Management Tool)

Using the Outcome Scales to Community Self-Sufficiency (Communication Tool)

Using the Outcome Scales to Measure Own Progress (Self-Assessment Tool)

Examples

The Self-Sufficiency Matrix is designed to be adaptable to individual programs. As noted in the instructions section, it is recommended that each program select 3-5 scales based on the program's core purpose, philosophy and strategies.

Here are some examples:

Example 1: Job Training Program

Possible Scales:

- Career Resiliency/Training
- Employment Stability
- Income (Self-Sufficiency Standard)
- Life Skills

Example 2: Housing for Victims of Domestic Violence

Possible Scales:

- Safety
- Support System
- Housing
- Access to Services