

Instructions for Using the Matrix in ServicePoint

There are four primary uses of the Self-Sufficiency Matrix, and 17 domain questions that are available for outcome measures. The uses are:

- 1) Case management tool
- 2) Client's self-assessment tool
- 3) Client's outcome measurement tool
- 4) Program performance tool.

When deciding which outcome measures to use in the Matrix, think about which measures are the best fit for your program's core purpose. For example, if your program's purpose is to help clients transition from emergency housing to permanent housing, then you would choose the domain question titled *Shelter/Housing*. Your outcome measures may need to include additional outcomes in order for your client to successfully achieve the goal of sustaining permanent housing. This might include the domains of *Employment*, *Income* and *Mobility*.

You and your client can work together when determining levels of self-sufficiency. A Self-Sufficiency Assessment Form is available on the CAN Web site. This is a generic form that includes all domain questions, levels of self-sufficiency, and descriptions of each level. After the Self-Sufficiency Assessment Form is complete, enter the information in the ServicePoint Matrix.

When the Matrix has been completed in ServicePoint, you and your client can now address the goals and action steps necessary to achieve the goals.

Supplemental documents:

- Self-Sufficiency Matrix Chart
- Self-Sufficiency Assessment Form
- How to Enter Self-Sufficiency Information in the ServicePoint Matrix