

Using the Arizona Self Sufficiency Matrix as a Community Case Management Model May 2012



Yakima Neighborhood Health Services
Homeless Network of Yakima County
Annette Rodriguez, Homeless Director
Rhonda Hauff, COO/Deputy CEO

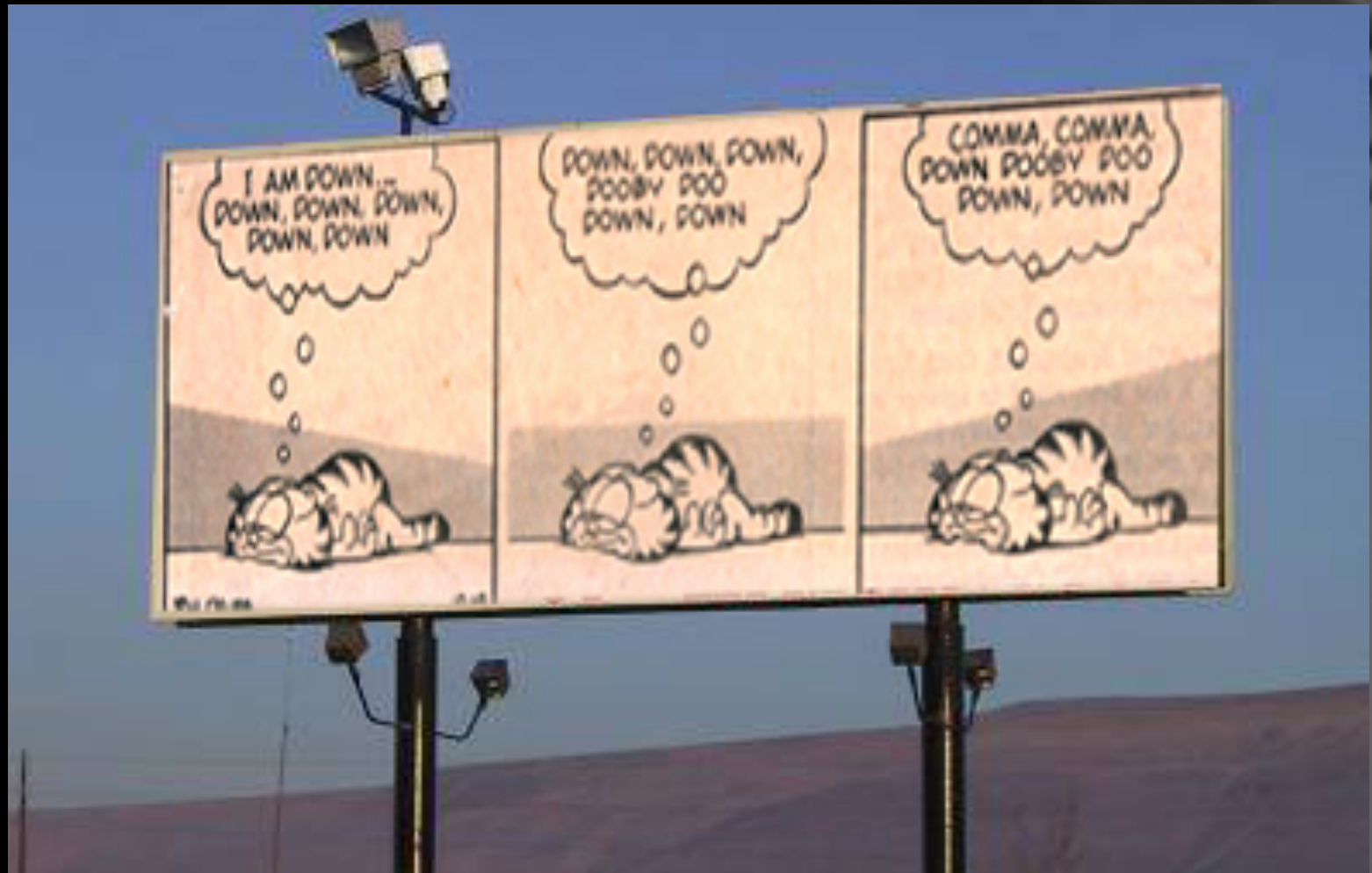
Welcome to

YAKIMA

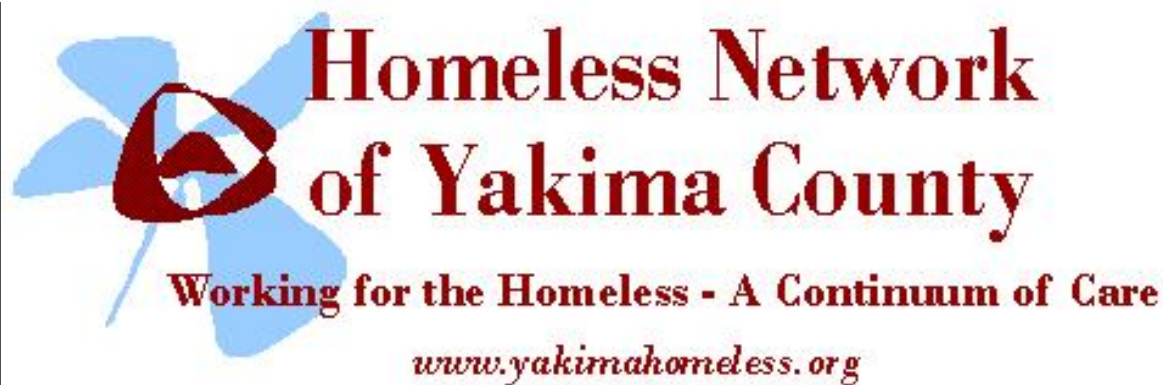
The Palm Springs
OF WASHINGTON



The Other Side of Yakima Too Much for Any Social Service Agency Alone



The mission of the Homeless Network of Yakima County is to advocate for the homeless people of Yakima County in order to improve the quality of life, increase public awareness of issues of homelessness, impact public policy, and to prevent and end homelessness.





Avail Home Health Inc.
Affordable Housing Community Action Group
Casey Family Programs
Central Washington Disability Resources
Central Washington Comprehensive Mental Health
City of Yakima
Consumer Credit Counseling Services
Diocese of Yakima Housing Services
DSHS Region 2
Educational Service District 105
Elm view
EPIC
Generating Hope
Greater Columbia 211 Call Center
Homeless and Formally Homeless Volunteers
Homeless Youth Group
Housing Help for Yakima
Next Step Housing
Northwest Justice Project

Office of Rural & Farm Worker Housing
River Rock Consulting
Sunrise Outreach
St. Vincent Center
State of Washington Department of Corrections
The Salvation Army of Yakima
Triumph Treatment Services
Union Gospel Mission Ministries
United Way of Yakima County
Yakima Association of Churches
Yakima County Dept. of Community Services
Yakima County Department Of Corrections
Yakima Housing Authority
Yakima Interfaith Coalition/La Casa Hogar
Yakima Neighborhood Health Services
Yakima Public Schools
Yakima Valley Farm Workers Clinic – N.C.A.C.
Yakima Valley Partners Habitat for Humanity
YWCA of Yakima



Responsibilities

- I. Develop and Implement 10 Year Plan to End Homelessness
- II. Point in Time Homeless Count the 4th week of January
- III. **Coordinating Services among Agencies to Best Serve the Homeless**
- IV. Federal HUD McKinney and State Program Funding Oversight
- V. **Data collection and program evaluation using (HMIS) Homeless Management Information System**



Y · A · K · I · M · A
Neighborhood
HEALTH

Neighborhood Connections



Respite



Transitional Housing-Singles



Transitional Housing-Families



Homeless Resource Center



No Wrong Door for Case Managers

- Develop a Community Standard for Case Management
- Common Intake to reduce duplication
- Maximize level of expertise
- Create a network of available specialists to serve families

Common Intake – Shared by All

SECTION ONE – HMIS REQUIRED FIELDS – Everyone completes this section					
<input type="checkbox"/> Emergency Shelter	<input type="checkbox"/> Street outreach	Entry Date: _____	Exit Date: _____	PIN: _____	HIN: _____
<input type="checkbox"/> Transitional housing	<input type="checkbox"/> Prevention	Facility Code: _____	CoC Code: _____	FIPS Code: _____	Interviewer: _____
<input type="checkbox"/> Permanent Supportive Housing	<input type="checkbox"/> Sole Service <input type="checkbox"/> Other				
Program Name: _____		_____	_____	_____	_____
Current name	First _____ Middle _____ Last _____ Suffix _____				
Emergency Contact	Name _____ Phone _____ Relationship _____				
Other name used to receive services	First _____ Middle _____ Last _____ Suffix _____				
Social Security Number	___/___/___ <input type="checkbox"/> Partial <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused				
DOB					
Disabling condition	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused				
Zip code	_____ <input type="checkbox"/> Provided <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused				
Race	<input type="checkbox"/> American Indian or Alaskan Native <input type="checkbox"/> African American <input type="checkbox"/> Asian <input type="checkbox"/> Native Hawaiian or Pacific Islander <input type="checkbox"/> Caucasian				
Service in the military	<input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Don't Know <input type="checkbox"/> Refused				
Ethnicity	<input type="checkbox"/> Non-Hispanic / Latino <input type="checkbox"/> Hispanic Latino				
Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female				
Residence prior to program entry	<input type="checkbox"/> Emergency Shelter <input type="checkbox"/> Hospital <input type="checkbox"/> Family's Home <input type="checkbox"/> Place Not Meant For Human Habitation <input type="checkbox"/> Transitional Housing <input type="checkbox"/> Detention Facility <input type="checkbox"/> Friend's Home <input type="checkbox"/> Other <input type="checkbox"/> Permanent Housing <input type="checkbox"/> Rental <input type="checkbox"/> Hotel/Motel <input type="checkbox"/> Don't Know <input type="checkbox"/> Psychiatric Facility <input type="checkbox"/> Home Ownership <input type="checkbox"/> Foster/Group Home <input type="checkbox"/> Refused				
Length of stay	<input type="checkbox"/> One week or less <input type="checkbox"/> One to three months <input type="checkbox"/> More than three months, less than one year <input type="checkbox"/> One year or longer <input type="checkbox"/> More than one week, less than one month				

FIESTAS



serving
Families &
Individuals



End
Serious
Trouble



Agencies'
Support



FIESTAS Partners & Expertise

Yakima Neighborhood Health Services

- Health care, Behavioral Health, Housing

Triumph Treatment Services

- Chemical Dependency, Recovery, Housing

YWCA

- Domestic Violence, Housing

Yakima Housing Authority

Yakima County Department of Human Services

Building Changes

- Washington Families Fund (WFF)



Arizona Self Sufficiency Matrix – “Move In Day”

ARIZONA SELF-SUFFICIENCY MATRIX – HGAP and WFF Projects complete this section					
Rating	1	2	3	4	5
Income	<input type="checkbox"/> No Income	<input type="checkbox"/> Inadequate income and/or spontaneous or inappropriate spending	<input type="checkbox"/> Can meet basic needs with subsidy; appropriate spending	<input type="checkbox"/> Can meet basic needs and manage debt without assistance	<input type="checkbox"/> Income is sufficient, well managed; has discretionary income and is able to save
Employment	<input type="checkbox"/> No Job	<input type="checkbox"/> Temporary, part-time or seasonal; inadequate pay; no benefits	<input type="checkbox"/> Employed full-time; inadequate pay; few or no benefits	<input type="checkbox"/> Employed full-time with adequate pay and benefits	<input type="checkbox"/> Maintains permanent employment with adequate income and benefits
Shelter	<input type="checkbox"/> Homeless or threatened with eviction	<input type="checkbox"/> In transitional, temporary or substandard housing; and/or current rent/mortgage payment is unaffordable	<input type="checkbox"/> In stable housing that is safe but only marginally adequate	<input type="checkbox"/> Household is safe, adequate, subsidized housing	<input type="checkbox"/> Household is safe, adequate, unsubsidized housing
Food	<input type="checkbox"/> No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost	<input type="checkbox"/> Household is on food stamps	<input type="checkbox"/> Can meet basic food needs but requires occasional assistance	<input type="checkbox"/> Can meet basic food needs without assistance	<input type="checkbox"/> Can choose to purchase any food household desires
Childcare	<input type="checkbox"/> N/A <input type="checkbox"/> Needs childcare, but none is available/accessible and/or child is not eligible	<input type="checkbox"/> Childcare is unreliable or unaffordable; inadequate supervision is a problem for childcare that is available	<input type="checkbox"/> Affordable subsidized childcare is available but limited	<input type="checkbox"/> Reliable, affordable childcare is available; no need for subsidies	<input type="checkbox"/> Able to select quality childcare of choice
Children's Education	<input type="checkbox"/> N/A <input type="checkbox"/> One or more eligible children not enrolled in school	<input type="checkbox"/> One or more eligible children enrolled in school but not attending classes	<input type="checkbox"/> Enrolled in school, but one or more children only occasionally attending classes	<input type="checkbox"/> Enrolled in school and attending classes most of the time	<input type="checkbox"/> All eligible children enrolled and attending on a regular basis
Adult Education	<input type="checkbox"/> Literacy problems and/or no high school diploma/GED are serious barriers to employment	<input type="checkbox"/> Enrolled in literacy and/or GED program and/or has sufficient command of English to where language is not a barrier to employment	<input type="checkbox"/> Has high school diploma/GED	<input type="checkbox"/> Needs additional education /training to improve employment situation and/or to resolve literacy problems to where they are able to function effectively in society	<input type="checkbox"/> Has completed education /training needed to become employable. No literacy problems
Legal	<input type="checkbox"/> Current outstanding tickets or warrants	<input type="checkbox"/> Current charges/trial pending; noncompliance with probation /parole	<input type="checkbox"/> Fully compliant with probation /parole terms	<input type="checkbox"/> Has successfully completed probation /parole within past 12 months; no new charges filed	<input type="checkbox"/> No felony criminal history and/or no active criminal justice involvement in more than 12 months
Health Care	<input type="checkbox"/> No medical coverage with immediate need	<input type="checkbox"/> No medical coverage and great difficulty accessing medical care when needed.	<input type="checkbox"/> Some members (e.g. children) have health coverage.	<input type="checkbox"/> All members can get medical care when needed but may strain budget	<input type="checkbox"/> All members are covered by affordable, adequate health insurance

ASSM – page 2

Life Skills	<input type="checkbox"/> Unable to meet basic needs such as hygiene, food, activities of daily living	<input type="checkbox"/> Can meet a few but not all needs of daily living without assistance	<input type="checkbox"/> Can meet most but not all daily living needs without assistance	<input type="checkbox"/> Able to meet all basic needs of daily living without assistance	<input type="checkbox"/> Able to provide beyond basic needs of daily living for self and family
Mental Health	<input type="checkbox"/> Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological problems	<input type="checkbox"/> Recurrent mental health symptoms that may affect behavior but not a danger to self/others; persistent problems with functioning due to mental health symptoms	<input type="checkbox"/> Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health problems	<input type="checkbox"/> Minimal symptoms that are expectable responses to life stressors; only slight impairment in functioning	<input type="checkbox"/> Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than every <u>day</u> problems or concerns
Substance Abuse	<input type="checkbox"/> Meets criteria for severe abuse/dependence; resulting problems so severe that institutional living or hospitalization may be necessary	<input type="checkbox"/> Meets criteria for dependence; preoccupation with use and/or obtaining drugs/alcohol; withdrawal or withdrawal avoidance behaviors evident; use results in avoidance or neglect of essential life activities	<input type="checkbox"/> Use within last 6 months; evidence of persistent or recurrent social, occupational, emotional or physical problems related to use (such as disruptive behavior or housing problems); problems that have persisted for at least one month	<input type="checkbox"/> Client has used during last 6 months but no evidence of persistent or recurrent social, occupational, emotional, or physical problems related to use; no evidence of recurrent dangerous use	<input type="checkbox"/> No drug use/alcohol abuse in last 6 months
Family Relations	<input type="checkbox"/> Lack of necessary support from family or friends; abuse (DV, child) is present or there is child neglect	<input type="checkbox"/> Family/friends may be supportive but lack ability or resources to help; family members do not relate well with one another; potential for abuse or neglect	<input type="checkbox"/> Some support from family/friends; family members acknowledge and seek to change negative behaviors; are learning to communicate and support	<input type="checkbox"/> Strong support from family or friends; household members support each other's efforts	<input type="checkbox"/> Has healthy /expanding support network; household is stable and communication is consistently open
Transportation/Mobility	<input type="checkbox"/> No access to transportation, public or private; may have car that is inoperable	<input type="checkbox"/> Transportation is available but unreliable, unpredictable, unaffordable; may have car but no insurance, license, etc.	<input type="checkbox"/> Transportation is available and reliable but limited and/or inconvenient; drivers are licensed and minimally insured	<input type="checkbox"/> Transportation is generally accessible to meet basic travel needs	<input type="checkbox"/> Transportation is readily available and affordable; car is adequately insured
Community Involvement	<input type="checkbox"/> No community involvement; in "survival" mode	<input type="checkbox"/> Socially isolated and/or no social skills and/or lacks motivation to become involved	<input type="checkbox"/> Lacks knowledge of ways to become involved	<input type="checkbox"/> Some community involvement (advisory group, support group) but has barriers such as transportation, childcare issues	<input type="checkbox"/> Actively involved in community
Safety	<input type="checkbox"/> Home or residence is not safe; immediate level of lethality is extremely high; possible CPS involvement	<input type="checkbox"/> Safety is threatened/temporary protection is available; level of lethality is high	<input type="checkbox"/> Current level of safety is minimally adequate; ongoing safety planning is essential	<input type="checkbox"/> Environment is safe, yet future of such is uncertain; safety planning is important	<input type="checkbox"/> Environment is apparently safe and stable
Parenting Skills	<input type="checkbox"/> N/A <input type="checkbox"/> There are safety concerns regarding parenting skills	<input type="checkbox"/> Parenting skills are minimal	<input type="checkbox"/> Parenting skills are apparent but not adequate	<input type="checkbox"/> Parenting skills are adequate	<input type="checkbox"/> Parenting skills are well developed

ASSM – Electronified

Self Sufficiency Assessment	Page 1	Page 2	Page 3		
<input type="checkbox"/> Income					
<input type="radio"/> No income		<input type="radio"/> Can meet basic needs and manage debt			
<input type="radio"/> Inadequate income or inappropriate spending		<input type="radio"/> Income sufficient, well managed, has discretionary income			
<input type="radio"/> Can meet basic needs with subsidy; appropriate spending					
<input type="checkbox"/> Employment					
<input type="radio"/> No job		<input type="radio"/> Employed full time with adequate pay/ benefits			
<input type="radio"/> Temporary part-time or seasonal work, inadequate pay or no benefits		<input type="radio"/> Maintains permanent employment with adequate income and benefits			
<input type="radio"/> Employed full time; inadequate pay or benefits					
<input type="checkbox"/> Shelter					
<input type="radio"/> Homeless or threatened with eviction		<input type="radio"/> In stable safe housing but only marginally adequate			
<input type="radio"/> Transitional, temp or substandard housing or current payment unaffordable		<input type="radio"/> Household is safe, adequate, subsidized housing			
<input type="radio"/> Household is safe, adequate, unsubsidized housing					
<input type="checkbox"/> Food					
<input type="radio"/> No food or means to prepare. Relies on free or low-cost food		<input type="radio"/> Can meet basic food needs without assistance			
<input type="radio"/> Household on food stamps		<input type="radio"/> Can choose to purchase any food			
<input type="radio"/> Can meet basic food needs but requires occasional assistance					
<input type="checkbox"/> Childcare					
<input type="radio"/> No childcare available; no help available		<input type="radio"/> Reliable, affordable, childcare is available; no need for subsidies			
<input type="radio"/> Childcare is unreliable or unaffordable but limited		<input type="radio"/> Can select quality childcare of choice			
<input type="radio"/> Affordable subsidized childcare is available					
<input type="checkbox"/> Childrens Education					
<input type="radio"/> 1 more eligible children not enrolled in school but not attending classes					
<input type="radio"/> 1 or more eligible children enrolled in school but not attending classes					
<input type="radio"/> Enrolled in school, but 1 or more only occasionally attend class					
<input type="radio"/> Enrolled in school and attending most classes					
<input type="radio"/> All eligible children enrolled and attending school on a regular basis					

Adult Education

- Literacy problems and/or no high school diploma/GED
- Enrolled in literacy and/or GED program; has sufficient command of English
- Has high school diploma/GED
- Needs additional education/training to improve employment or function effectively
- Has completed education/training needed to become employable

 Legal

- Current outstanding tickets or warrants
- Current charges/trial pending/noncompliance with probation/parole
- Fully compliant with probation/parole terms
- Successfully completed probation/parole w/in past 12 mths; no new charges filed
- No felony criminal history and/or active criminal justice involvement > 1 year

 Healthcare

- No medical coverage AND immediate need
- No medical coverage. Great difficulty accessing medical care when needed
- Some members (children) have health
- All members can get medical care but may strain budget
- All members have affordable health coverage

 Life Skills

- Unable to meet basic needs - hygiene, food
- Can meet a few ADLS
- Can meet most ADLS without assistance
- Able to meet all basic needs without assistance
- Able to provide beyond basic needs of daily for self and family

 Mental Health

PHQ-9

- Danger to self or others, recurring suicide ideation
- Recurrent MH symptoms but not a danger to self/others; functioning problems
- Mild symptoms present; only moderate difficulty functioning
- Minimal symptoms of stressors; only slight impairment in functioning
- Symptoms are absent or rare; good or superior functioning in wide ranges of activities

 Substance Abuse

CAGE

- Meets criteria for severe abuse/dependence; institutionalization maybe necessary
- Meets criteria for dependence; preoccupied with drugs/alcohol
- Use within last 6 months; problems related to use, persisted for at least 1 month
- Has used during last 6 months; no evidence of recurrent problems or dangerous use
- No drug/alcohol abuse in last 6 months

Family Relations

- Lacks necessary support from family or friends; DV/child abuse present or child neglect
- Family/friends supportive but lack ability or resources to help; potential for abuse/neglect
- Some support from friends/family; seek to change negative behavior
- Strong support from family or friends
- Has health/expanding support network; household is stable and communication is open

Transportation Mobility

- No transportation available
- Transportation available but unreliable, unpredictable, unaffordable. No insurance/license
- Transportation is available and reliable but limited. Drivers minimally insured
- Transportation generally accessible to meet basic travel needs
- Transportation readily available and affordable; car is adequately insured

Community Involvement

- No community involvement; in survival mode
- Socially isolated and/or no social skills; lacks motivation to become involved
- Lacks knowledge of ways to become involved
- Some community involvement (advisory group, support group)
- Actively involved in community

Safety

- Home or residence is not safe; possible CPS involvement
- Safety is threatened. Temporary protection is available
- Current safety is minimally adequate; ongoing safety planning is essential
- Environment is safe but future uncertain; safety plan important
- Environment is apparently safe and stable

Parenting Skills

- Safety concerns regarding parenting skills
- Parenting skills are minimal
- Parenting skills are apparent but not adequate
- Parenting skills adequate
- Parenting skills are well developed

Average of All Scores



Homeless Service Plan



Domain 1:
Risk:
Goal: Resolved Date: [Detail](#) [Clear](#)

Domain 2:
Risk:
Goal: Resolved Date: [Detail](#) [Clear](#)

Domain 3:
Risk:
Goal: Resolved Date: [Detail](#) [Clear](#)

Domain 4: [Detail](#) [Clear](#)

Domain 5: [Detail](#) [Clear](#)

Domain 6: [Detail](#) [Clear](#)

Domain 7: [Detail](#) [Clear](#)

Domain 8: [Detail](#) [Clear](#)

Ptso Get Homeless Goals [X]

Domain	Risk
Family Relations	Lacks necessary support from family or friends; DV/child abuse present or cl
Income	No income
Legal	Current charges/trial pending/noncompliance with probation/parole

Refresh OK Cancel

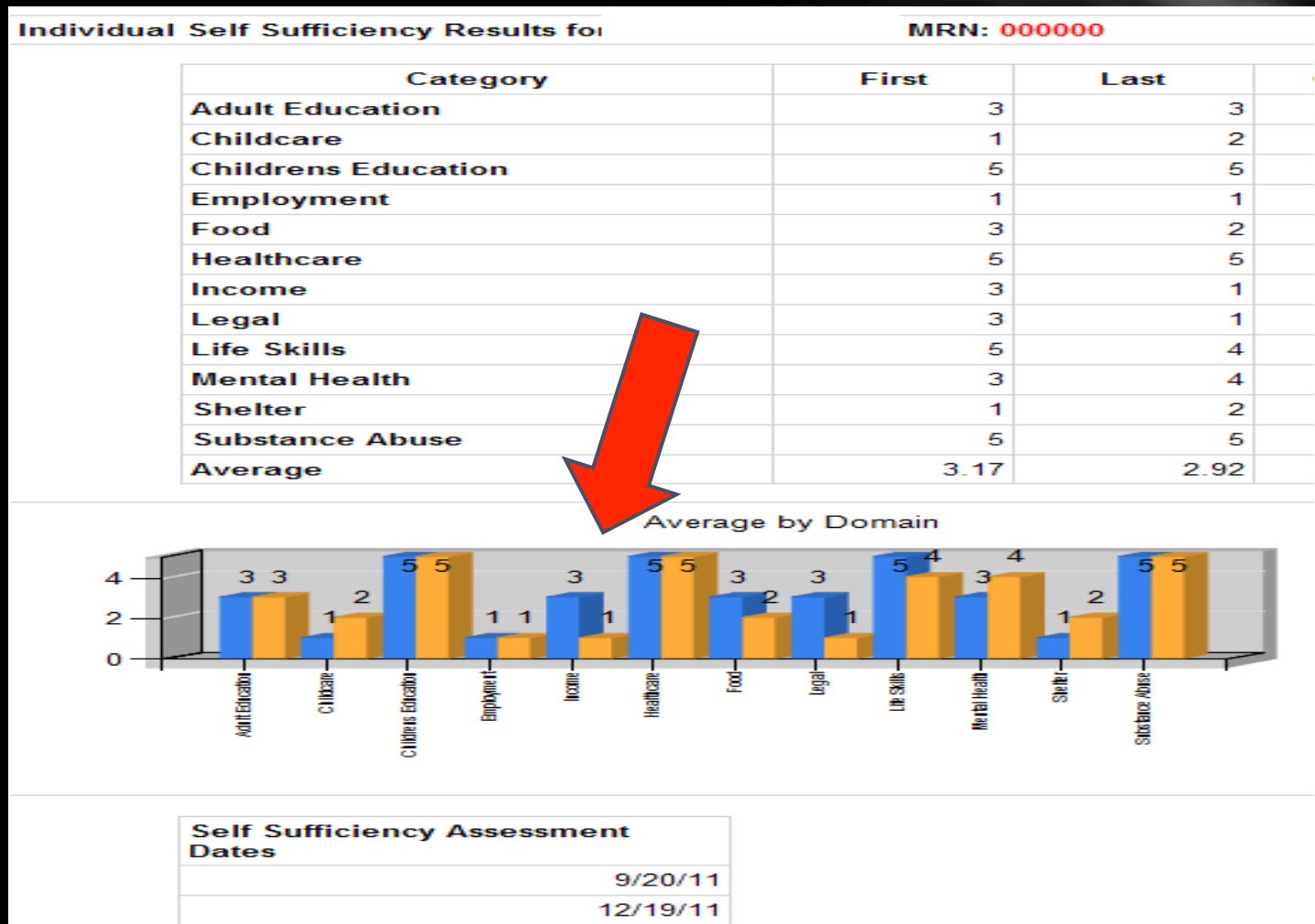
Weekly Manager's Report Helps us Track 6 Month Progress Due

Homeless Housing SS Assessment Follow Up

Name	Latest CM	Latest	Next Assessment
[REDACTED]	2/1/2010	2/1/2010	7/31/2010
Annette D. Rodriguez	CM Date	Notes	
	1/22/09	az completed	
	8/17/09		
	2/1/10		
[REDACTED]	3/5/2012	2/16/2012	8/14/2012
Darlene X. Hansen	CM Date	Notes	
	12/12/11	Client came for HMIS enrollment & gave ID for extreme weather shelter.	
Dawn X. King	CM Date	Notes	
	3/14/12	Client was sent here by DSHS to apply for HEN. I explained to [REDACTED] that	
	12/19/11	Gave [REDACTED] an emergency shelter ID	
Frank x. Navarro	CM Date	Notes	
	10/20/11	Transported client to food bank and gave pass ticket.	
Janna X. Lam	CM Date	Notes	
	2/29/12	[REDACTED] and I went to Respite to take [REDACTED] to the laundromat so that he	
	9/14/11		
	10/14/11	Talked and listened to client to check-in. Notified to stop taking one of his	
Katie X. Kurtz	CM Date	Notes	
	10/26/11		
Paula X. Smith	CM Date	Notes	
	2/16/12	Met pt @ Respite this AM. Intake done w [REDACTED] Assisted pt	
	3/6/12	F/U w/pt @ Respite. He denies any pain. Reports he is still itching @ noc	
	2/23/12	F/U w/pt on puritis. Reports sx continue w/o change. Still itches only over	
	2/22/12	Pt. reports doing well, sleeping well. C/O continuing puritis only over back	
	2/28/12	Assisted pt w/permethrin cr application to his back. He will complete full	
	2/28/12	F/U w/ pt for 2nd application of permethrin cr. Pt. reports he has just taken	
	2/17/12	Pt reports that he slept very well last noc; denies any puritis now or during	
Peggy J. Davenport	CM Date	Notes	

AD's Story of "Non-Compliance" 6 Month Progress by Domain

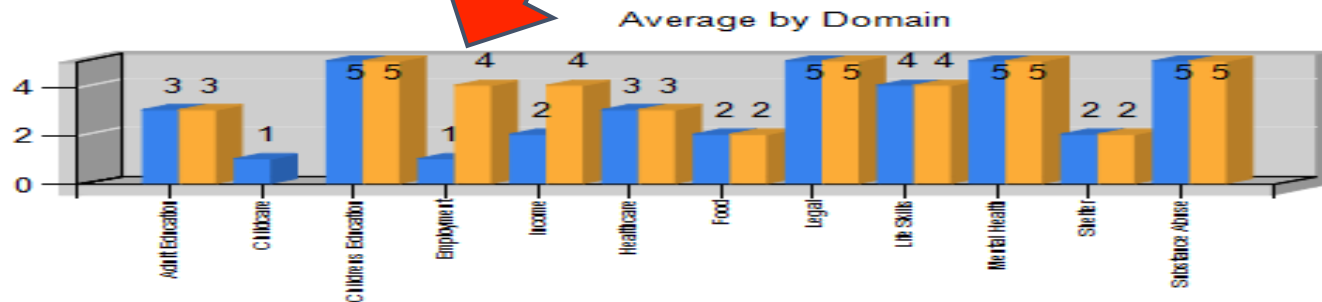
(AD)



FB's Story – Economic Opportunities 6 Month Progress by Domain (fb)

Individual Self Sufficiency Results for , MRN: 00000 ,

Category	First	Last
Adult Education	3	3
Childcare	1	
Childrens Education	5	5
Employment	1	4
Food	2	2
Healthcare	3	3
Income	2	4
Legal	5	5
Life Skills	4	4
Mental Health	5	5
Shelter	2	2
Substance Abuse	5	5
Average	3.17	3.82

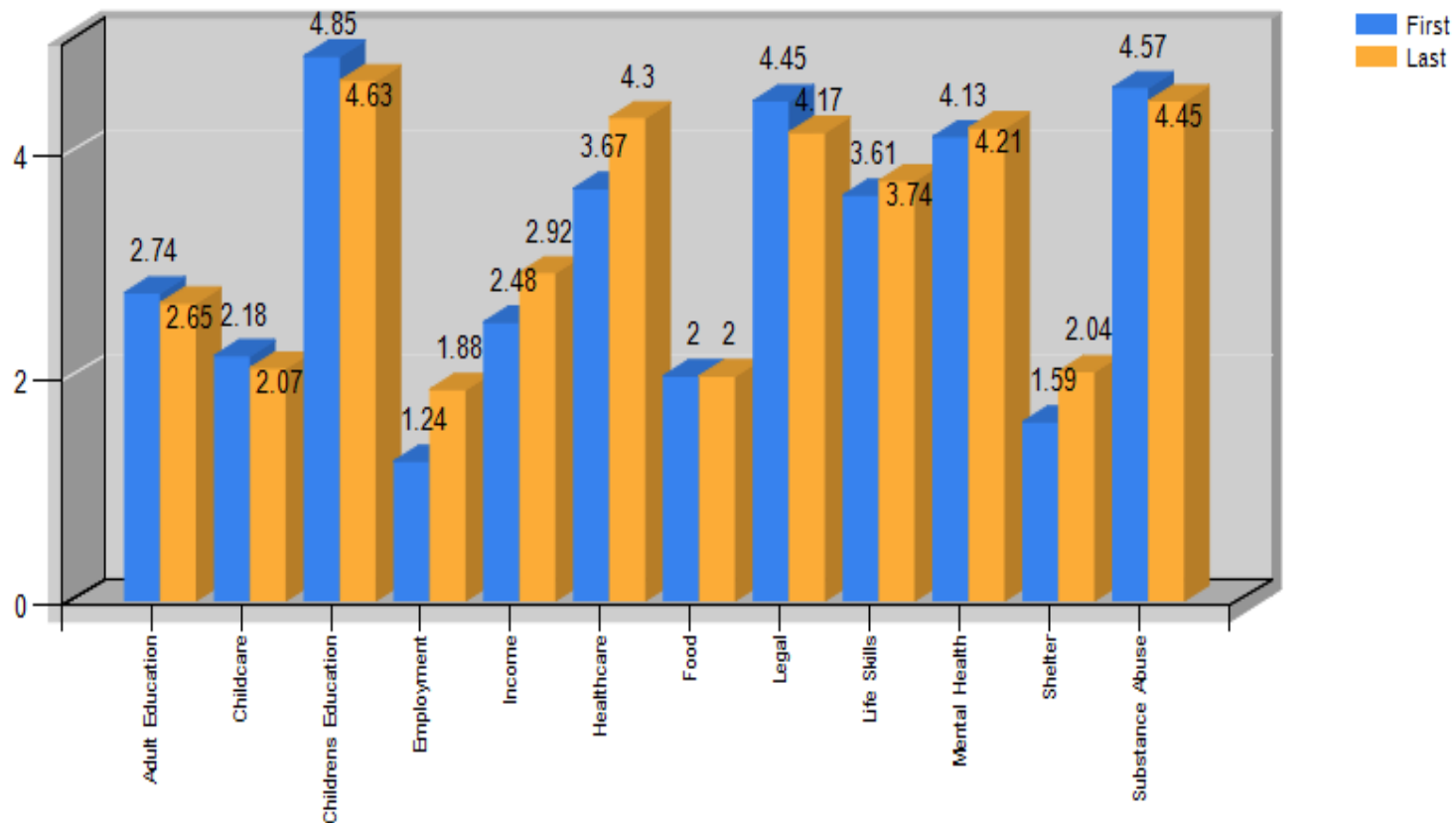


Self Sufficiency Assessment Dates	
	5/24/10
	11/18/11

Aggregate Report

All Families by All Case Managers

Average by Domain - with more than one Assessment



ASPE RESEARCH BRIEF

OFFICE OF THE ASSISTANT SECRETARY FOR PLANNING AND EVALUATION

OFFICE OF HUMAN SERVICES POLICY - U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

LINKING HUMAN SERVICES AND HOUSING SUPPORTS TO ADDRESS FAMILY HOMELESSNESS: PROMISING PRACTICES IN THE FIELD

Background

Recent reports have brought national attention to the prevalence of family homelessness¹ and the need to coordinate across all levels of government to prevent and end family homelessness. In June 2011, the U.S. Department of Housing and Urban Development (HUD) released the *2010 Annual Homeless Assessment Report (AHAR)*, the sixth in a series of annual reports on the extent and nature of homelessness nationwide. The report documents a 29 percent increase in sheltered family homelessness between 2007 and 2010. Today, an estimated 168,000 families—representing 567,000 persons in families—use an emergency shelter or a transitional housing program at some point during the year. The toll of homelessness on children living with their families is troubling. Homelessness can adversely affect children's mental health and behavior, school attendance and educational achievement, cognitive and motor development, and general health.²

A year prior to the 2010 AHAR release, the U.S. Interagency Council on Homelessness (USICH) released the nation's first comprehensive strategy to prevent and end homelessness, *Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness*. The plan sets an ambitious agenda for addressing homelessness, stresses governmental collaboration at all levels, and encourages using programs targeted to homeless families (as well as other homeless subpopulations) and mainstream resources to help families achieve housing stability.

The growing concern about family homelessness has renewed the focus among policymakers, researchers, advocates, and

ABOUT THIS RESEARCH BRIEF

This ASPE Research Brief explores local programs for linking human services and housing supports to prevent and end family homelessness. The Research Brief is based on interviews with stakeholders in 14 communities nationwide, highlighting key practices that facilitated the implementation and ongoing sustainability of the programs. The Research Brief was prepared by Abt Associates under contract with the Office of the Assistant Secretary for Planning and Evaluation.

Office of the Assistant Secretary for Planning and Evaluation

Office of Human Services Policy

US Department of Health and Human Services

Washington, DC 20201



Standardized
Intake
Assessment Tool
Regular intervals
Identifies barriers
Develops plan
Data sharing

Welcome to

YAKIMA

The Palm Springs
OF WASHINGTON

