



HMIS Training – Measurement Tools and Performance (SSOM and VI-SPDAT)

Agenda

9:30AM	INTRODUCTIONS	EDWARD DEMARCO
	CAPTAIN EDDIE'S LIFEBOAT EXERCISE	
10:00AM	NEW PERFORMANCE ASSESSMENT	BRANDON BELLOWS
	REPORTING ON MEASURING TOOLS	
10:20AM	RESULTS ORIENTED MANAGEMENT AND ACCOUNTABILITY	
	*DR. DIANA PEARCE SELF SUFFICIENCY STANDARD	
	*SNOHOMISH COUNTY SELF SUFFICIENCY MEASUREMENT TOOL	
10:30AM	BREAK	

Self-Sufficiency Outcome SSOM (SSOM)



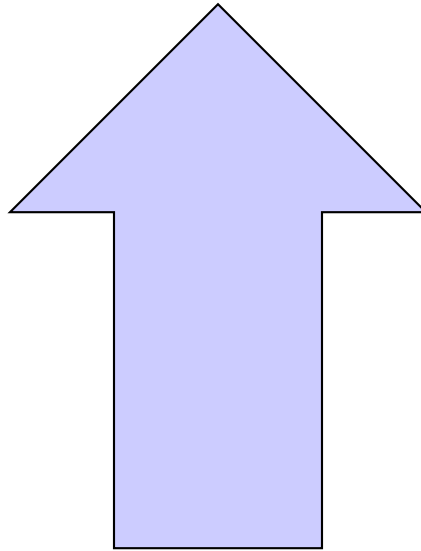
The self-sufficiency SSOM is an assessment and outcome measurement tool based on the federal outcomes standard ROMA (Results Oriented Management and Accountability). This impact measurement tool has 20 individual life domains recognized in our CoC, each measuring observable change in some aspect of self-sufficiency.

The SSOM is designed to be flexible: any combination of life domains can be used, based on the goals and strategies of individual programs. In addition, each life domain was developed independently on a continuum from “in-crisis” to “thriving” and allows for the measurement of client progress or maintenance over time.



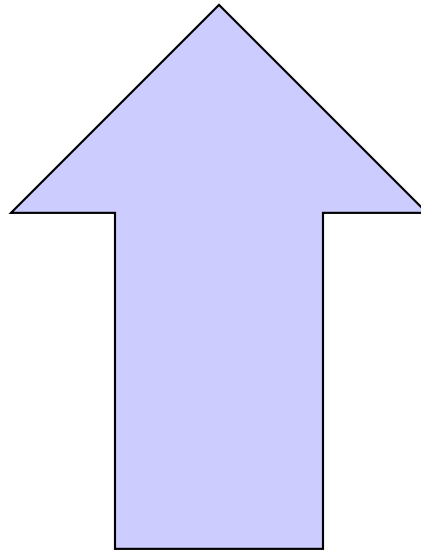
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- **Case Management Tool** to document client progress towards self-sufficiency,



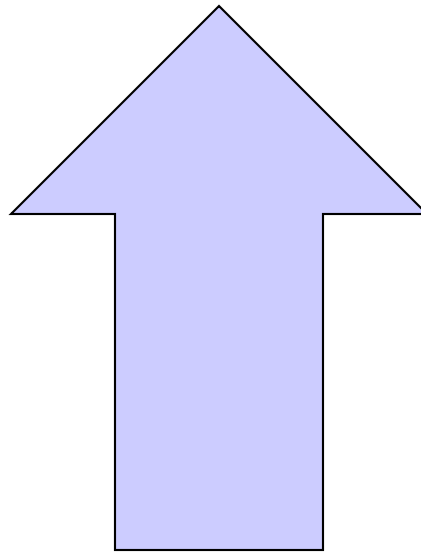
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- **Program Management Tool** for agencies to assess the effectiveness of the services being offered and how to direct resources,



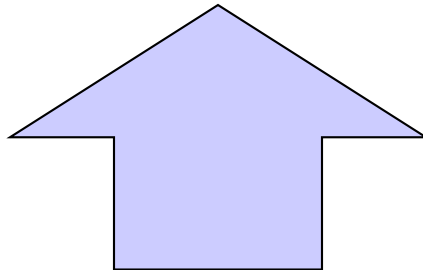
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The SSOM will be very helpful in a variety of settings:

- **Case Management Tool** to document client progress towards self-sufficiency,
- **Program Management Tool** for agencies to assess the effectiveness of the services being offered and how to direct resources,
- **Measurement Tool** for grant makers to clearly articulate their funding priorities,
- **Communication Tool** for demonstrating the success of local programs, as well as sharing information about community conditions with the general public and policymakers.

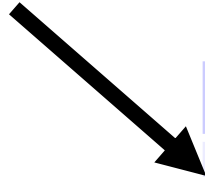


“For practically every family, then, the ingredients of poverty are part financial and part psychological, part personal and part societal, part past and part present...There is no single variable that can be altered to help working people move away from the edge of poverty.” – David Shipler, *The Working Poor*

Benchmark

Life Domain

Shelter/Housing	
Thriving (5)	Home ownership or secure rental in neighborhood of choice
Safe (4)	Safe and Secure non-subsidized Home ownership or rental in area limited by income
Stable (3)	Living in unsubsidized or subsidized affordable housing with less than 40% of income required for housing
Prevention Line	
Vulnerable (2)	Living in unaffordable, overcrowded or subsidized transitional housing, temporary shelter or substandard housing.
In-Crisis (1)	Households with eviction notice or forced displacement, those literally homeless.



Indicators

The Self-Sufficiency SSOM is flexible and should be adapted to meet the needs and core purpose of individual programs.

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It is recommended that each program identify three to five life domains to use as a foundation for measuring client progress towards specific outcomes.

When determining which outcome life domains best fit your program, think about your program's core purpose, philosophy and strategies.

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

Here are some examples:

Example 1: Job Training Program Possible life domains:

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

Example 2: Housing for Victims of Domestic Violence Possible life domains:

- Safety
- f* Support System
- f* Housing
- f* Access to Services



Current SSOM

Life domains include:

- ↪ Shelter Housing
- ↪ Employment
- ↪ Income
- ↪ Food and Nutrition
- ↪ Child Care
- ↪ Children's Education
- ↪ Adult Education
- ↪ Health Care
- ↪ Life Skills
- ↪ Family Relations
- ↪ Mobility
- ↪ Community Involvement
- ↪ Parenting Skills
- ↪ Legal
- ↪ Mental Health
- ↪ Substance Abuse
- ↪ Safety
- ↪ CPS
- ↪ Disability
- ↪ Credit

SSOM Usage

The Self Sufficiency Outcome SSOM may be administered by a case manager/service provider in conversation with a client, or it may be completed by a case manager or service provider using clinical notes, case notes, and observations.



SSOM Usage

The Self Sufficiency Outcome SSOM may be administered several times over a client's participation to identify whether there has been movement within each life domain.

When should the SSOM be administered?





SSOM Usage

Common practices regarding the SSOM usage.

↪ Upon any program entry and at program exit.



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- ↖ **At intervals dictated by contractual obligation.**



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- ↪ When required, after exit during mandatory follow-up.
- ↪ **The frequency of administration will depend on the type of intervention in which the client is engaged (i.e., emergency shelter, transitional housing, rapid rehousing, etc.)**



SSOM Usage

Each LIFE DOMAIN includes a series of indicators developed with Coordinated Entry in mind.

Each indicator is specific, objective, and reflects feedback from six focus groups consisting of 33 staff people from 20 agencies and hundreds of clients.

SSOM Usage

Let's take a good look at each of the common 17 Life Domains and the possible selections.



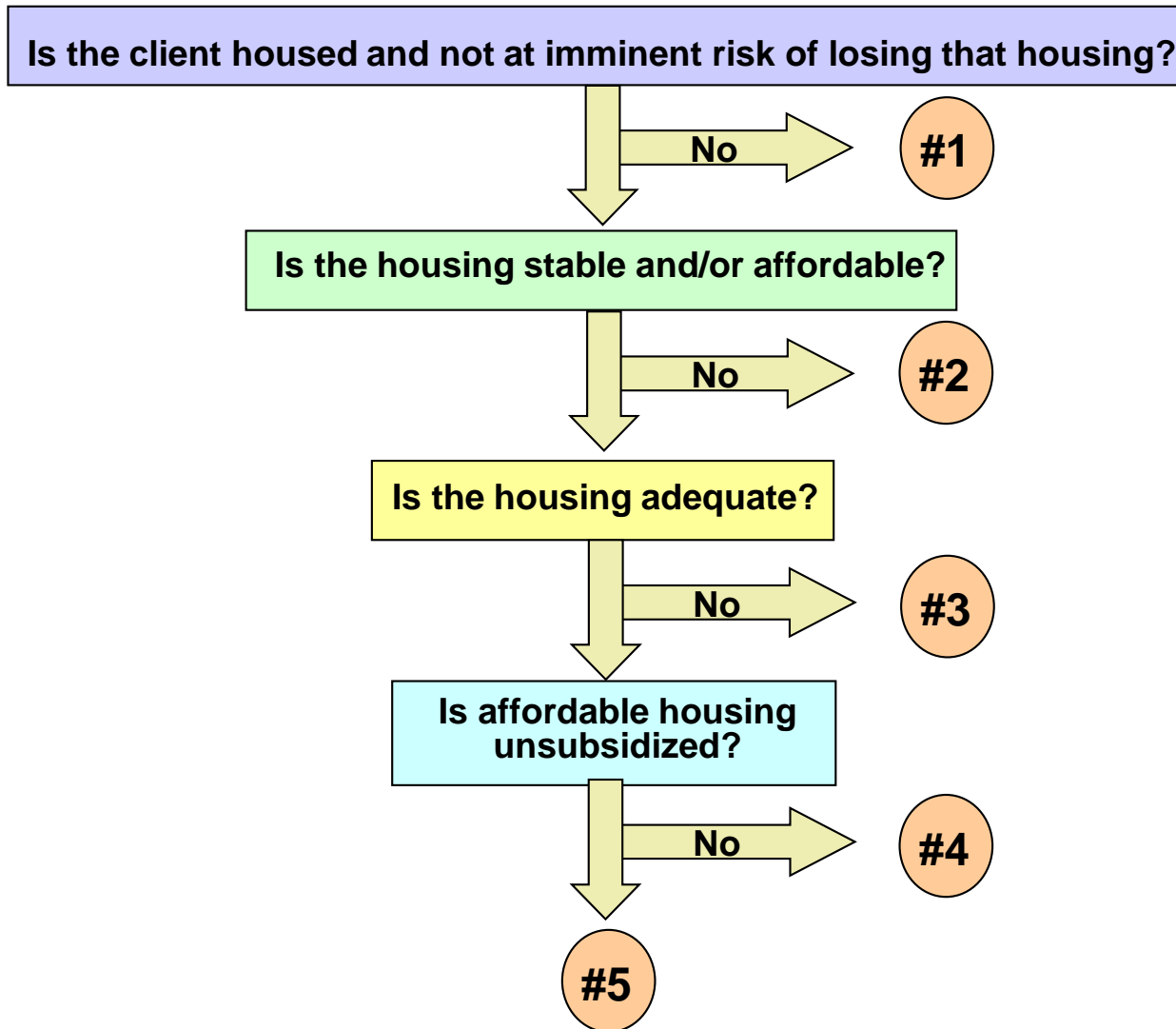
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SSOM Life Domain - Housing

1. Housing/Shelter

- 1. Homeless or threatened with eviction
- 2. In transitional, temporary or substandard housing; and/or current rent/mortgage payment is unaffordable
- 3. In stable housing that is safe but only marginally adequate
- 4. Household is safe, adequate, subsidized housing
- 5. Household is safe, affordable w/o assistance, adequate, unsubsidized housing

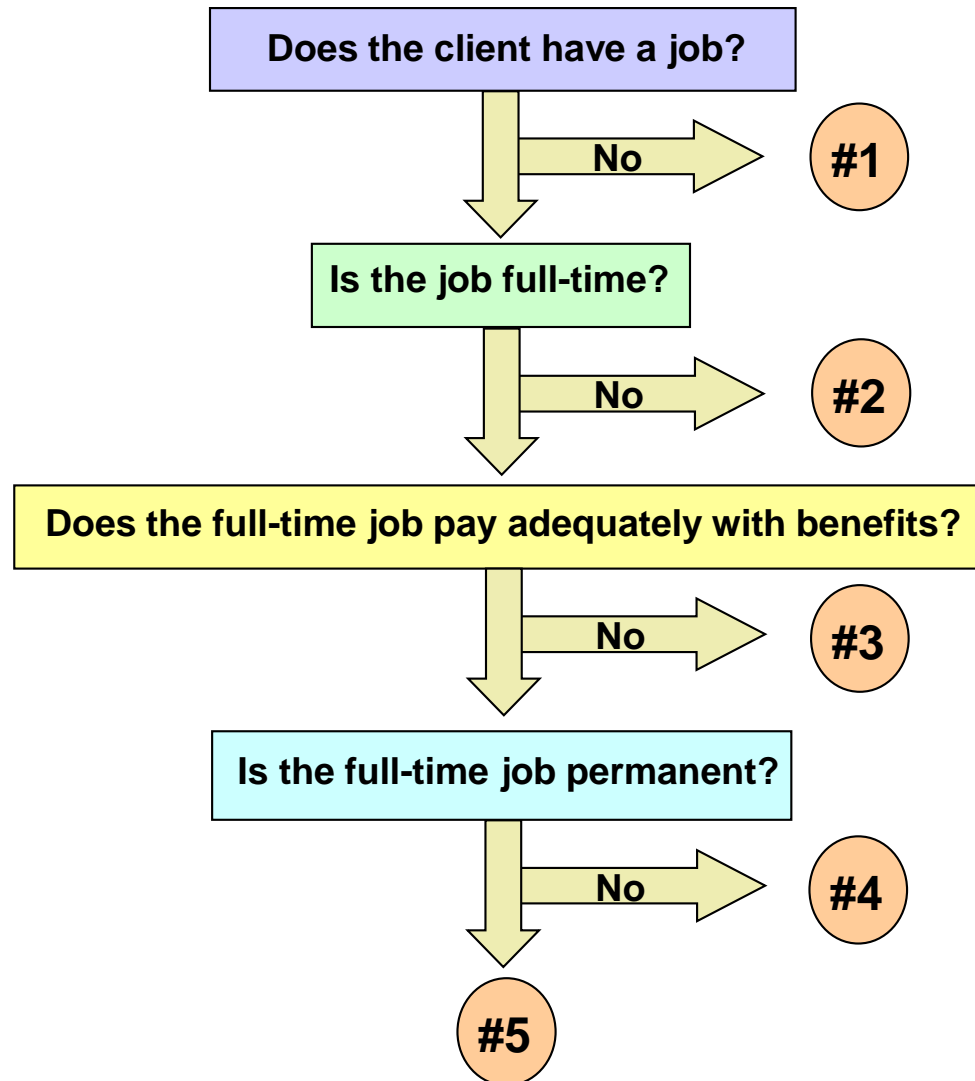
SSOM Life Domain – Housing Decision Tree



2. Employment

- 1. No Job
- 2. Temporary, part-time or seasonal; inadequate pay; no benefits
- 3. Employed full-time; inadequate pay; few or no benefits
- 4. Employed full-time with adequate pay and benefits
- 5. Maintains permanent employment with adequate income and benefits

SSOM Life Domain – Employment Decision Tree

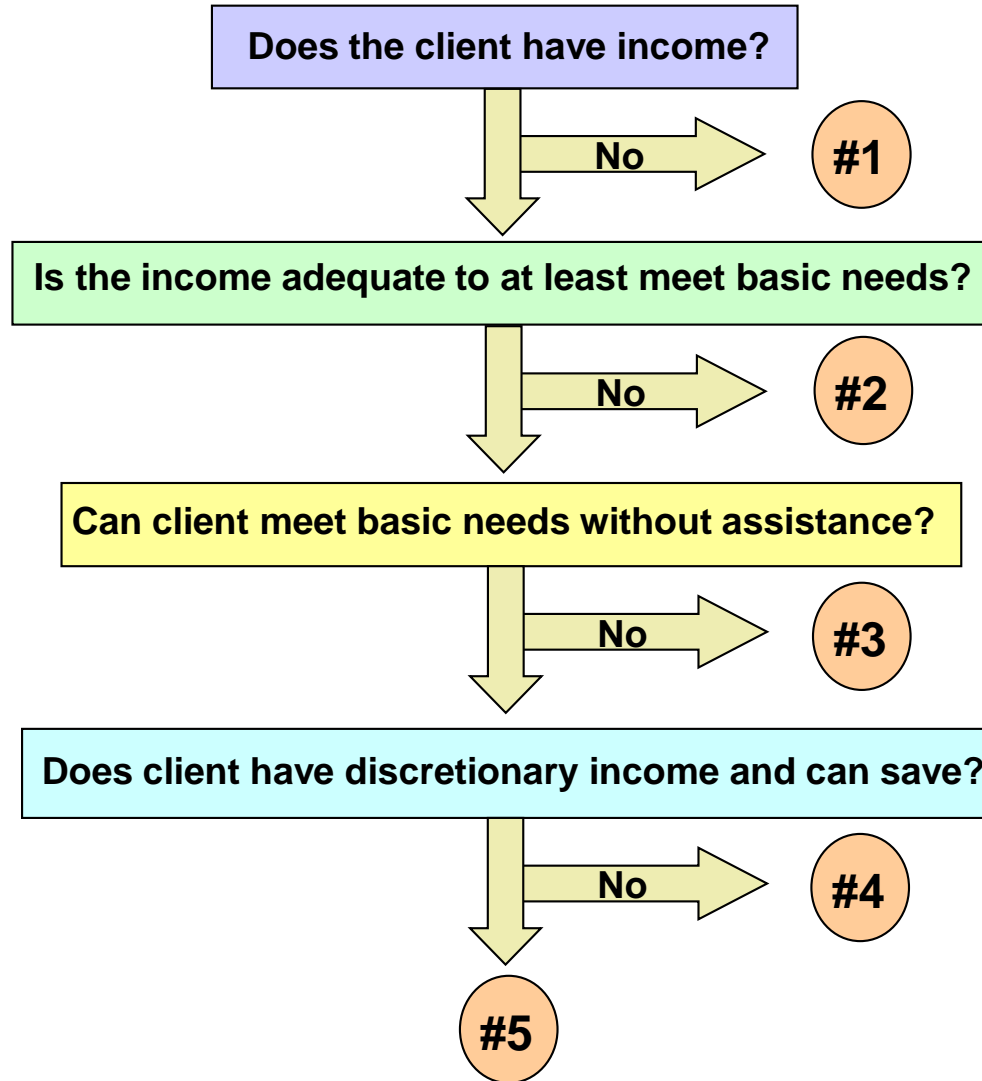


SSOM Life Domain - Income

3. Income

- 1. No Income
- 2. Inadequate income and/or spontaneous or inappropriate spending.
- 3. Can meet basic needs with subsidy; appropriate spending. *(If the client is receiving income supports like SSI, but still lacks enough income to meet all basic expenses use a 3 rating)*
- 4. Can meet basic needs and manage debt without assistance. *(If the client is receiving income supports like SSI, and is able to balance their budget use 4)*
- 5. Income is sufficient, well managed; has discretionary income and is able to save.

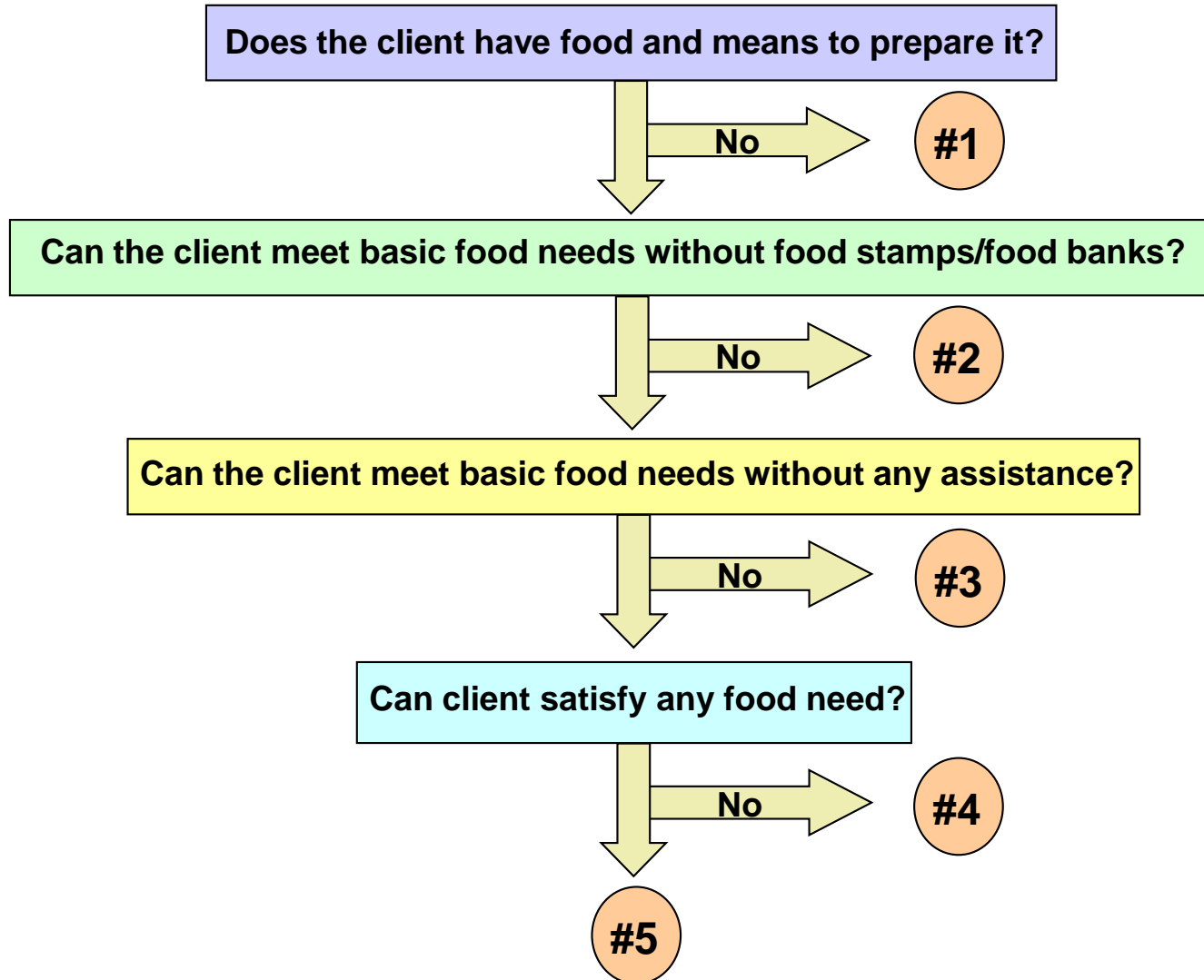
SSOM Life Domain – Income Decision Tree



4. Food and Nutrition

- 1. No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost
- 2. Household is on food stamps
- 3. Can meet basic food needs but requires occasional assistance
- 4. Can meet basic food needs without assistance
- 5. Can choose to purchase any food household desires

SSOM Life Domain – Food Decision Tree

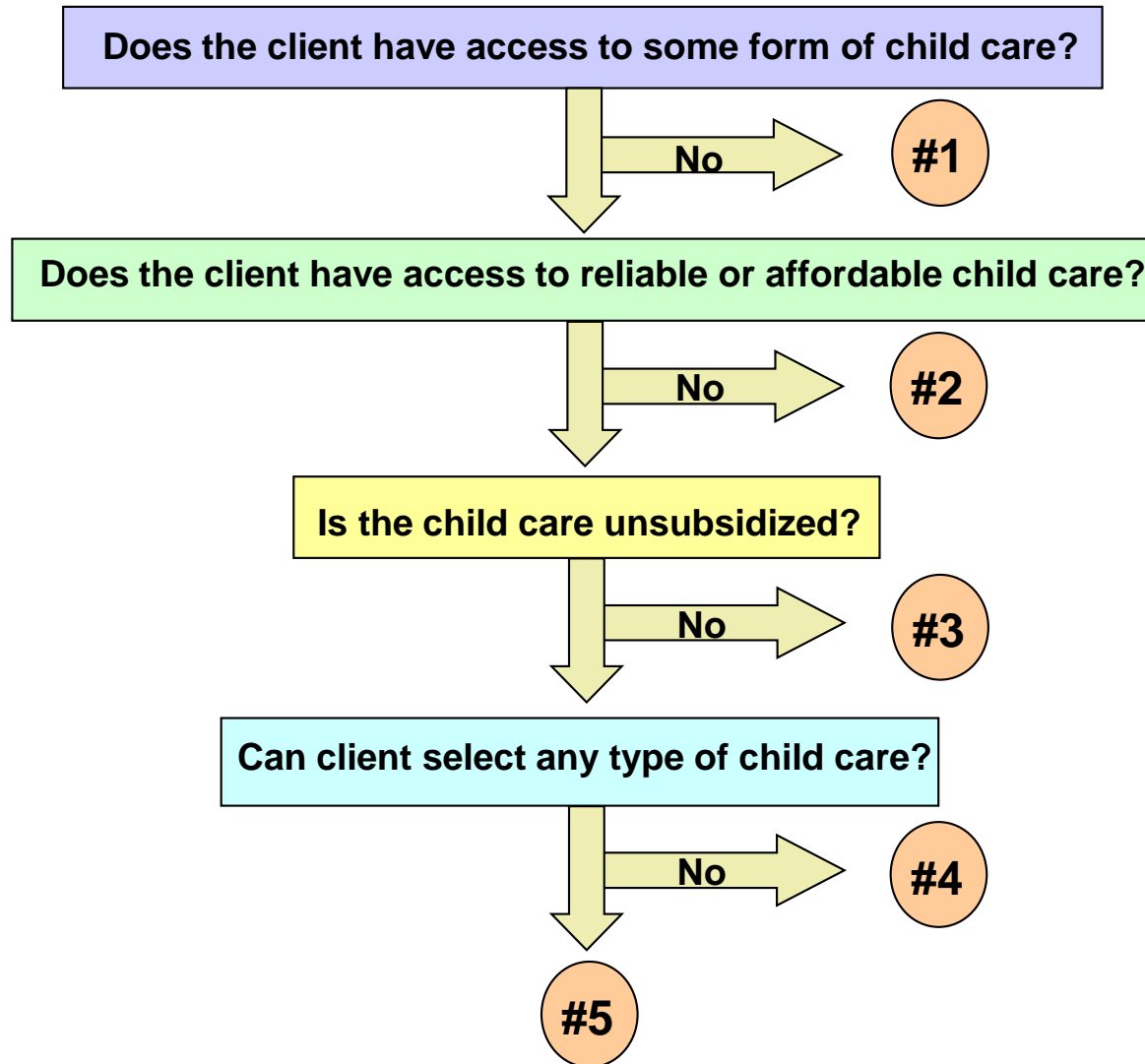


5. Child Care

- 1. Needs childcare, but none is available/accessible and/or child is not eligible
- 2. Childcare is unreliable or unaffordable; inadequate supervision is a problem for childcare that is available
- 3. Affordable subsidized childcare is available but limited
- 4. Reliable, affordable childcare is available; no need for subsidies
- 5. Able to select quality childcare of choice

Skip if no age appropriate children

SSOM Life Domain – Child Care Decision Tree



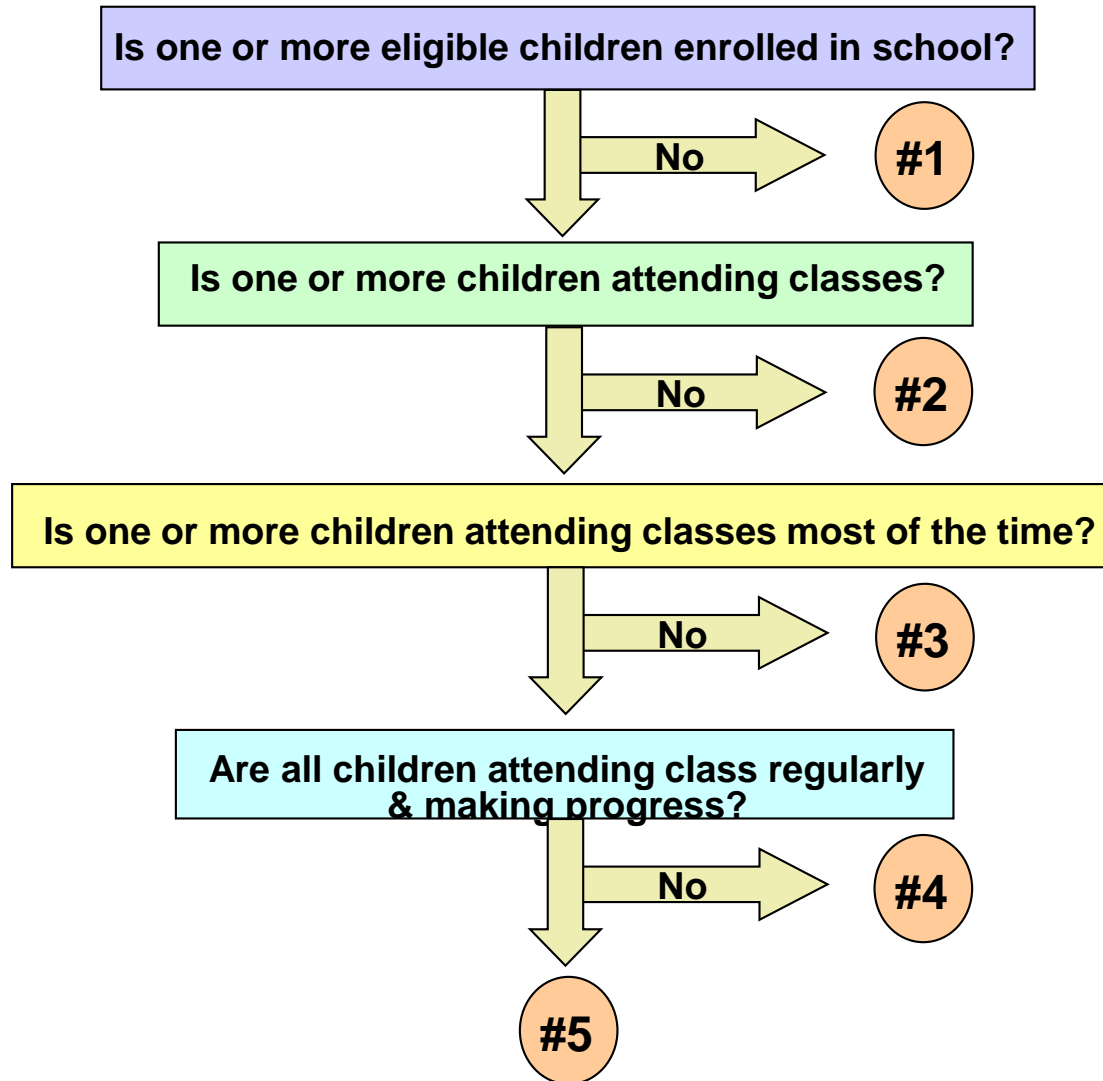
SSOM Life Domain- Children's Education

6. Children's Education (High School or less.)

- 1. One or more eligible children not enrolled in school
- 2. One or more eligible children enrolled in school but not attending classes
- 3. Enrolled in school, but one or more children only occasionally attending classes
- 4. Enrolled in school and attending classes most of the time
- 5. All eligible children enrolled and attending on a regular basis and making progress.

Skip if no school age children

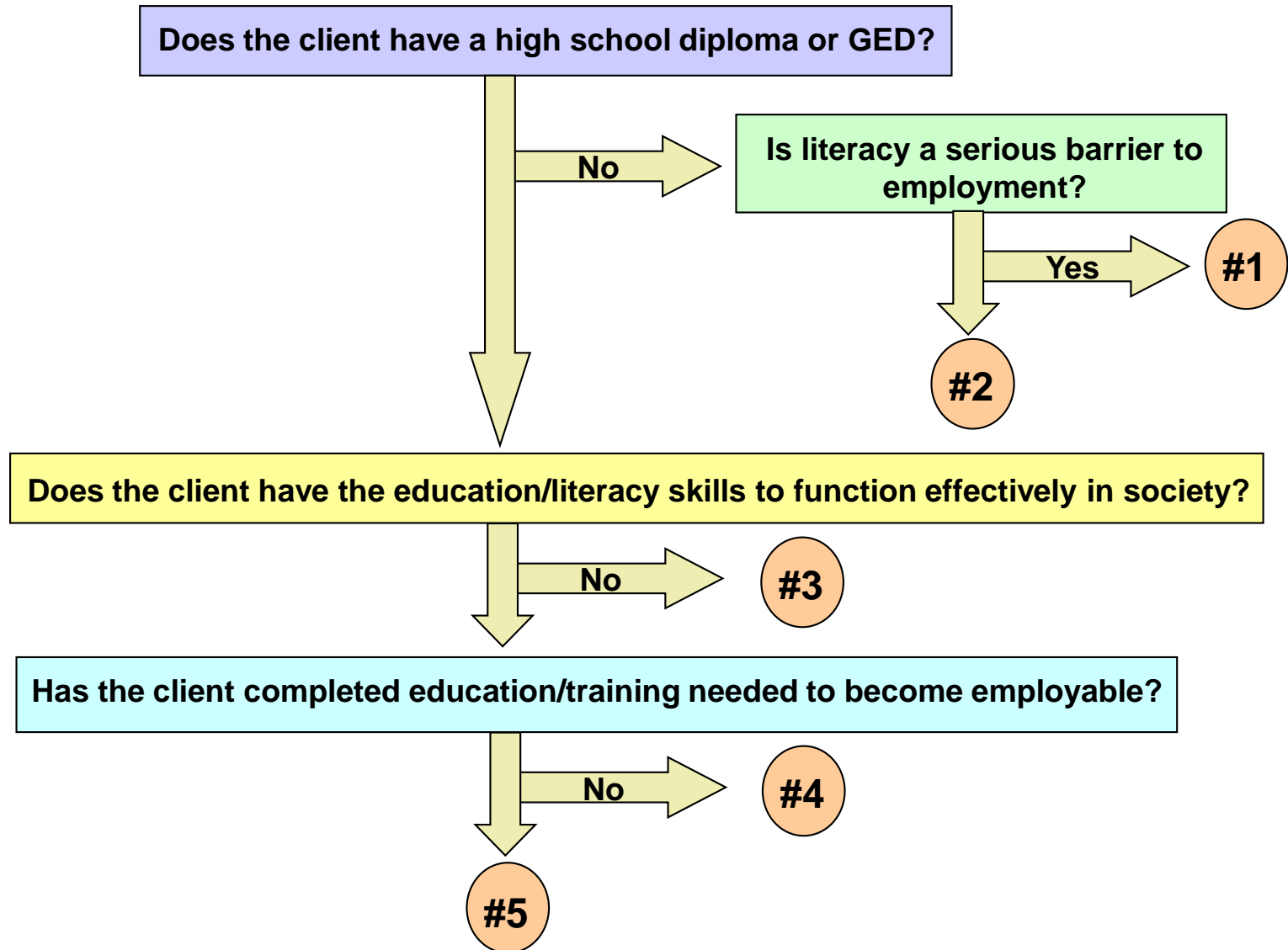
SSOM Life Domain – Children’s Education Decision Tree



7. Adult Education

- 1. Literacy problems and/or no high school diploma/GED are serious barriers to employment
- 2. Enrolled in literacy and/or GED program and/or has sufficient command of English to where language is not a barrier to employment
- 3. Has high school diploma/GED
- 4. Needs additional education/training to improve employment situation and/or to resolve literacy problems to where they are able to function effectively in society
- 5. Has completed education/training needed to become employable. No literacy problems

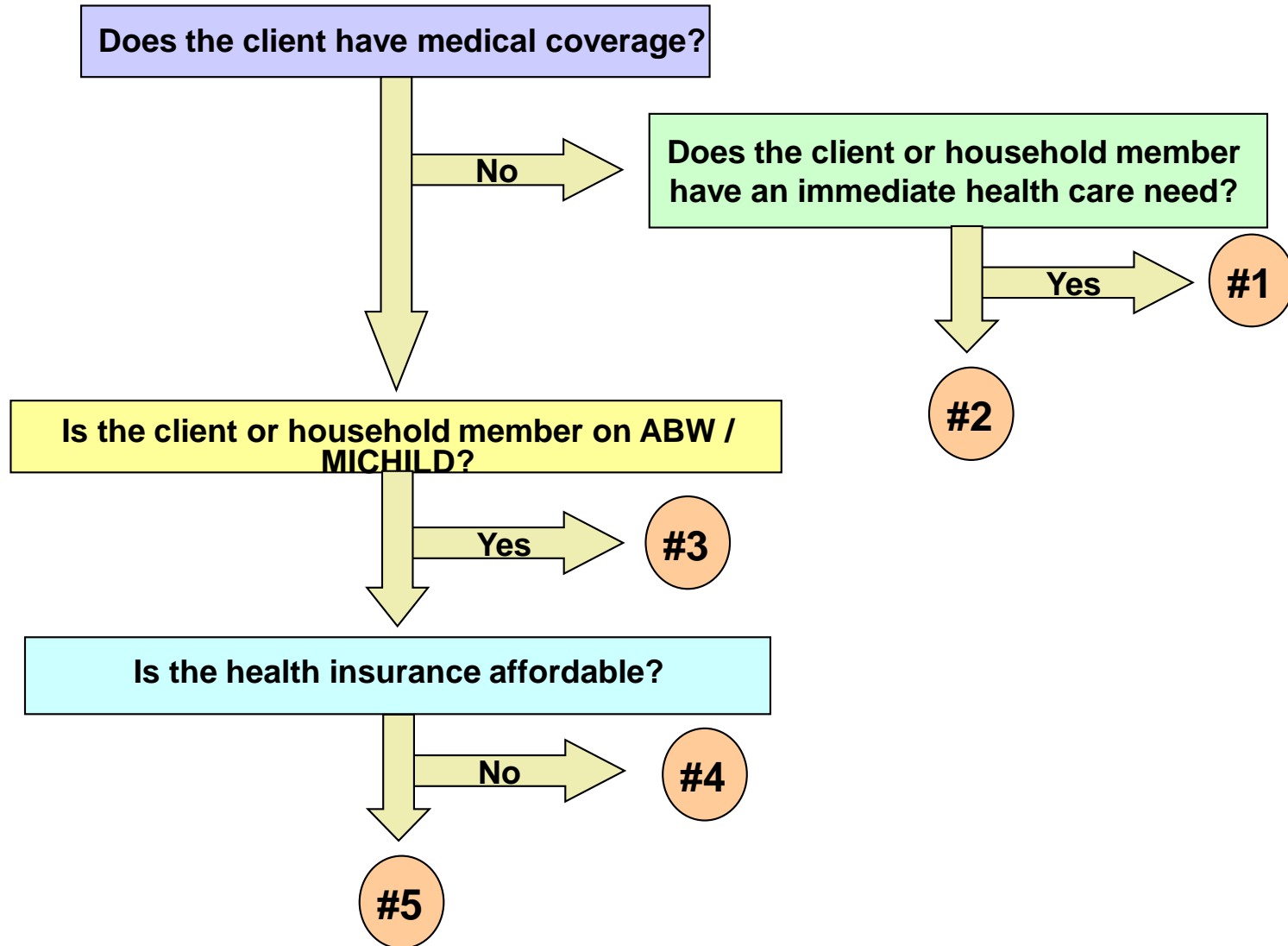
SSOM Life Domain – Adult Education Decision Tree



8. Health Care

- 1. No medical coverage with immediate need
- 2. No medical coverage and great difficulty accessing medical care when needed. Some household members may be in poor health
- 3. Some members (e.g. children) on public health plan, but adults lack coverage.
- 4. All members can get medical care when needed but may strain budget
- 5. All members are covered by affordable, adequate health insurance

SSOM Life Domain – Health Care Decision Tree



SSOM Life Domain – Life Skills

9. Life Skills *(Based upon the most frequent rating for skill areas described in the next slide).*

- 1. Unable to meet basic needs such as hygiene, food, activities of daily living
- 2. Can meet a few but not all needs of daily living without assistance
- 3. Can meet most but not all daily living needs without assistance
- 4. Able to meet all basic needs of daily living without assistance
- 5. Able to provide beyond basic needs of daily living for self and family



Skill areas to consider in developing a rating. Select most frequent rating from the list below and apply to the overall **Life Skills** Rating.

- Hygiene
- Food Preparation
- Time Management
- High Risk Behaviors
- Money Management
- Basic Communication including responses to authority
- Anger Management

Rank each of the areas to the left with a rating below.

1 = In Crisis

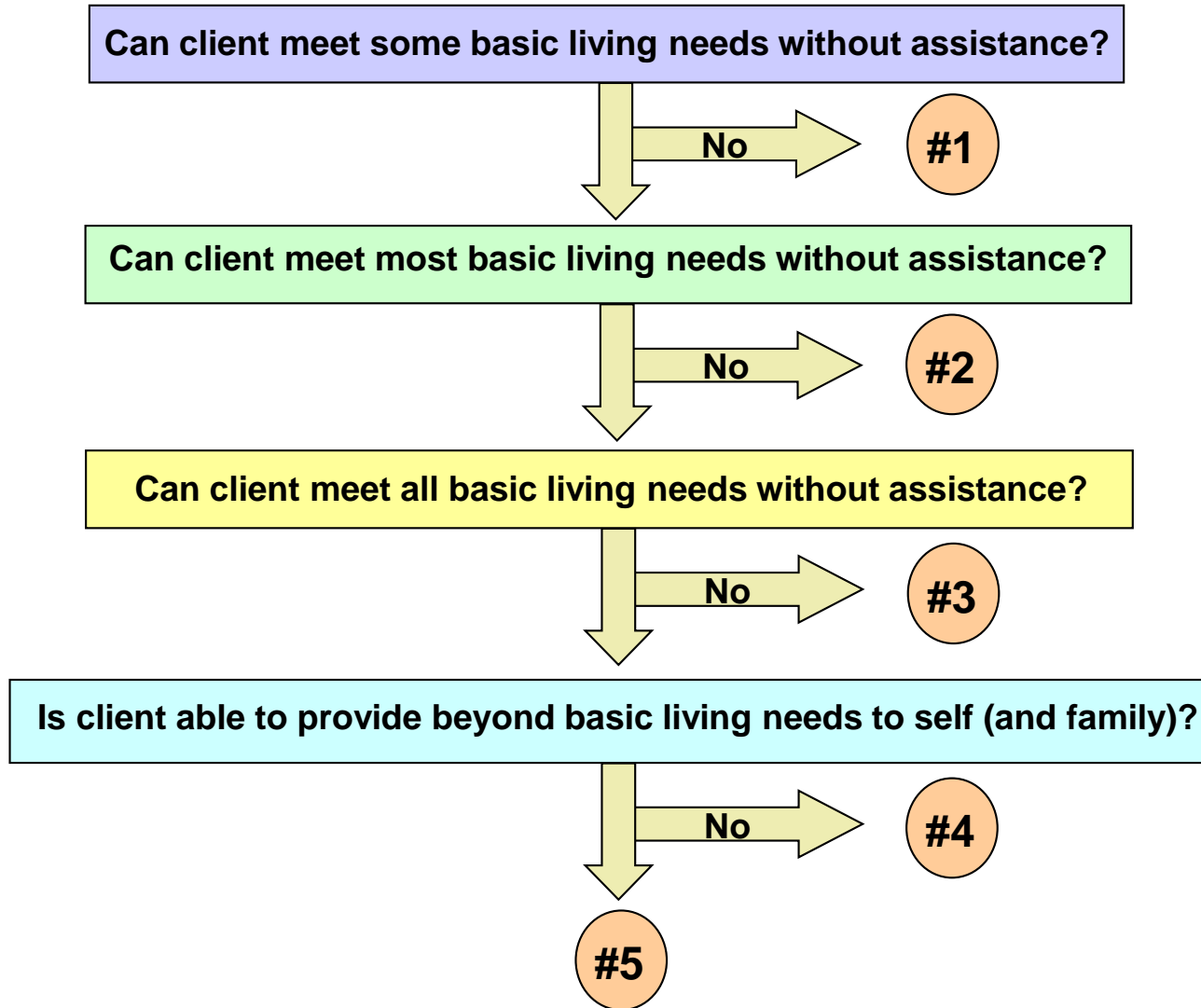
2 = Vulnerable

3 = Safe

4 = Building Capacity

5 = Empowered

SSOM Life Domain – Life Skills Decision Tree

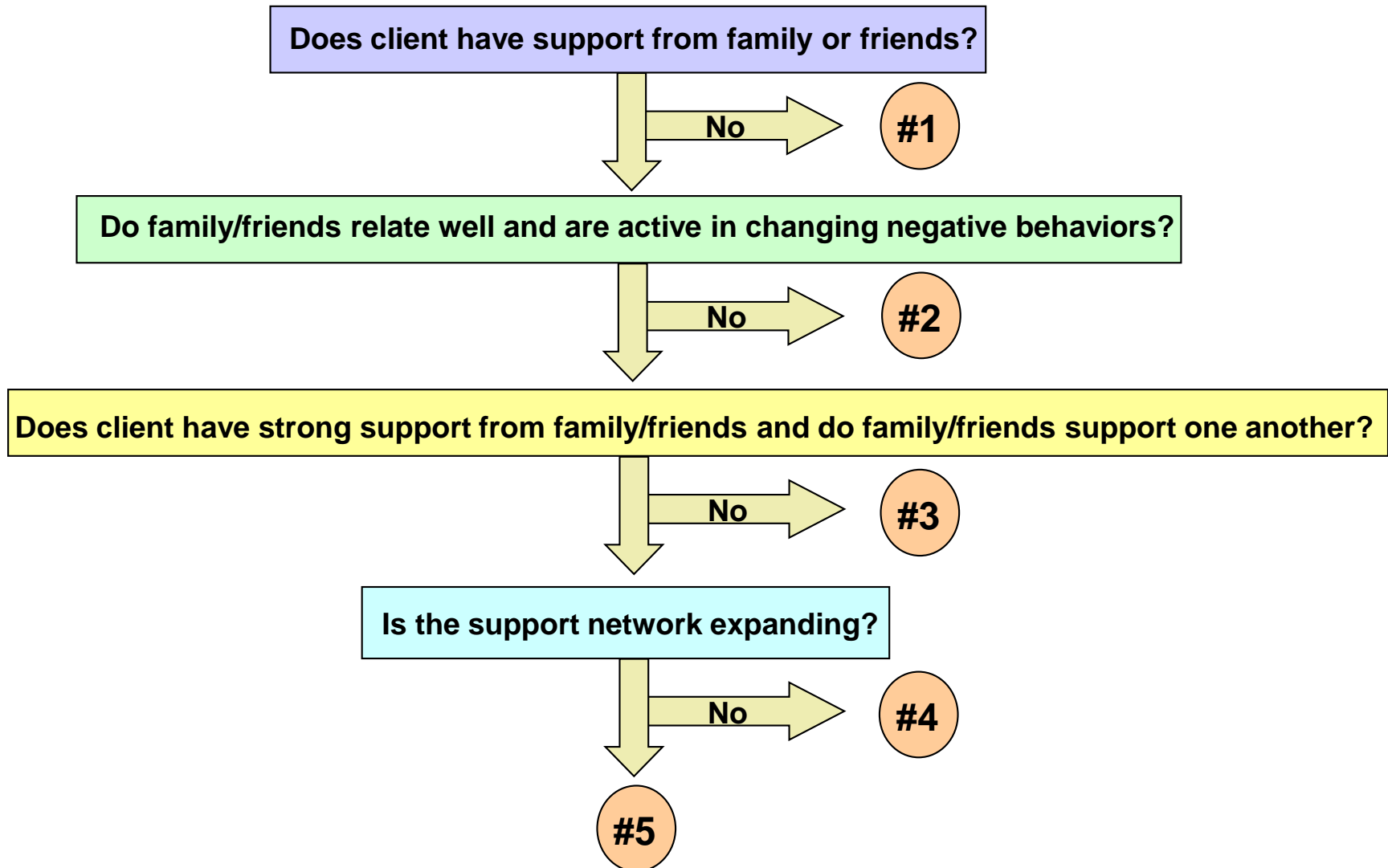


10. Family Relations

- 1. Lack of necessary support from family or friends; abuse (DV, child) is present or there is child neglect
- 2. 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
- 3. Some support from family/friends; family members acknowledge and seek to change negative behaviors; are learning to communicate and support
- 4. Strong support from family or friends; household members support each other's efforts
- 5. Has healthy/expanding support network; household is stable and communication is consistently open

SSOM Life Domain – Family/Social Relations

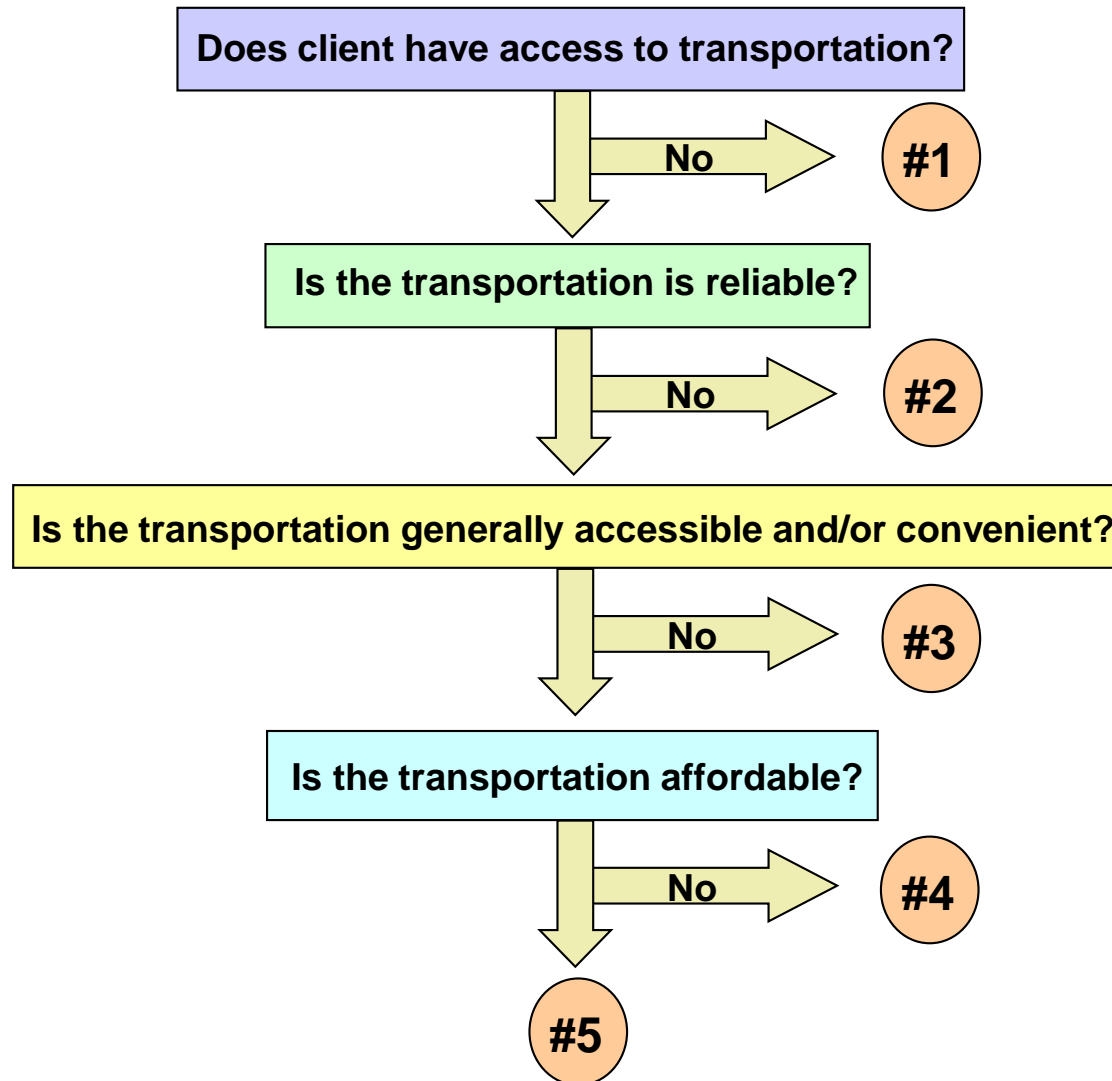
Decision Tree



11. Mobility

- 1. No access to transportation, public or private; may have car that is inoperable
- 2. Transportation is available (including bus) but unreliable, unpredictable, unaffordable; may have car but no insurance, license, etc.
- 3. Transportation is available (including bus) and reliable but limited and/or inconvenient; drivers are licensed and minimally insured
- 4. Transportation (including bus) is generally accessible to meet basic travel needs
- 5. Transportation is readily available and affordable; car is adequately insured

SSOM Life Domain – Mobility Decision Tree

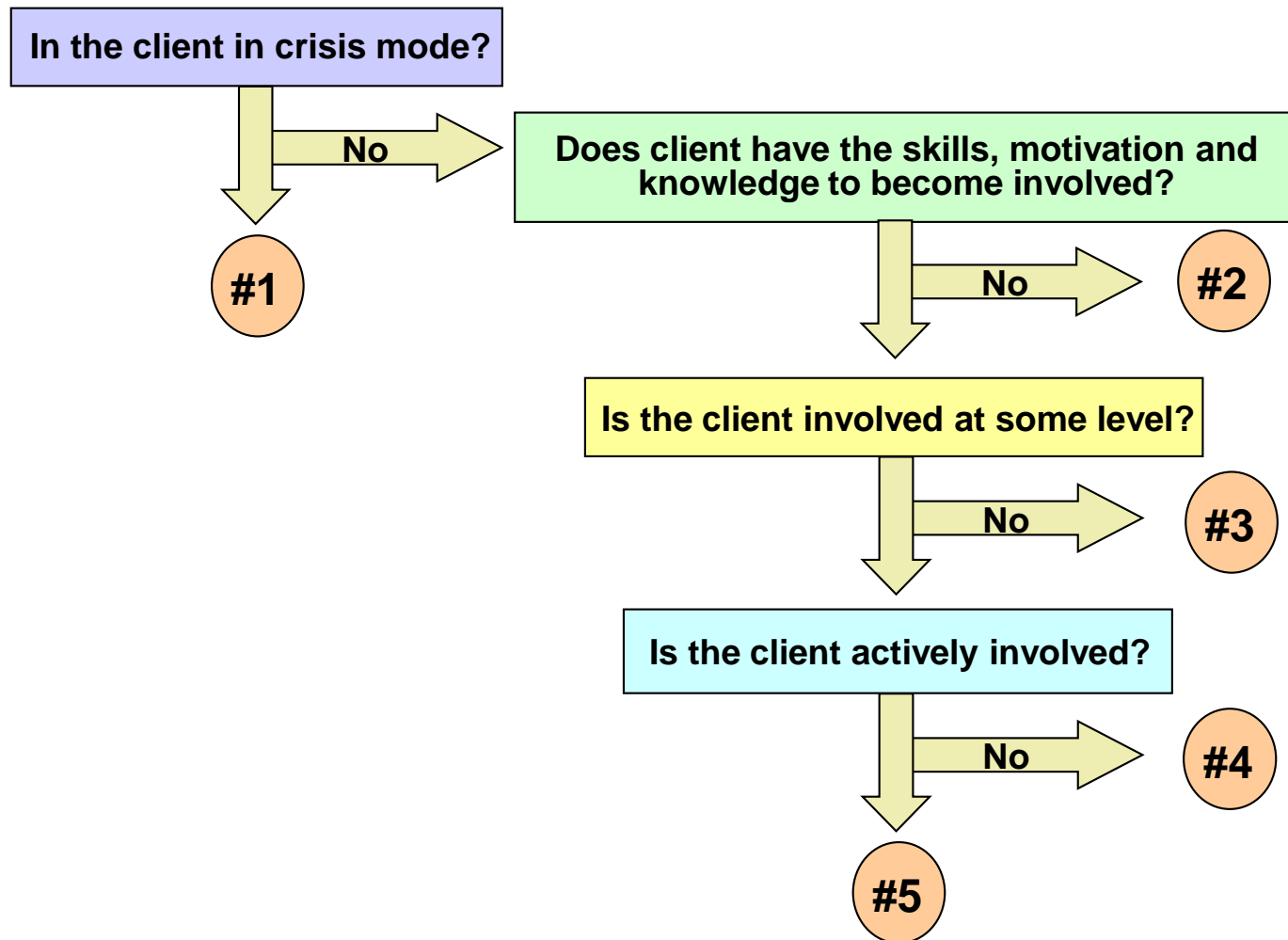


SSOM Life Domain – Community Involvement

12. Community Involvement

- 1. Not applicable due to crisis situation; in "survival" mode
- 2. Socially isolated and/or no social skills and/or lacks motivation to become involved
- 3. Lacks knowledge of ways to become involved or new to community.
- 4. Some community involvement (church, advisory group, support group) but has barriers such as transportation, childcare issues
- 5. Actively involved in community (church, etc)

SSOM Life Domain – Community Involvement Decision Tree

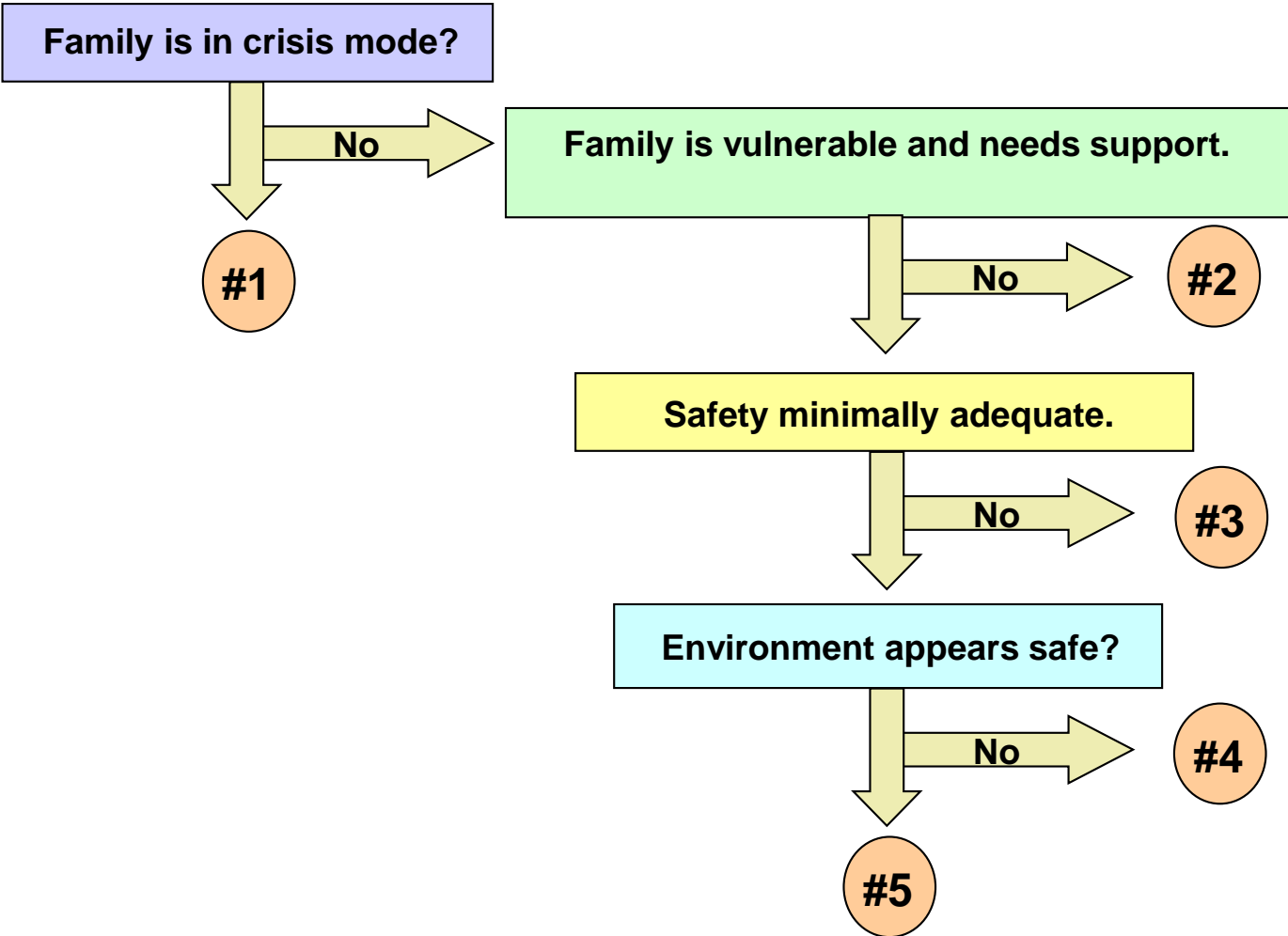


13. Parenting Skills

- 1. Parenting skill are lacking and there is no extended family support.
- 2. Parenting skills are minimal and there is limited extended family support.
- 3. Parenting skills apparent but not adequate
- 4. Parenting skills are adequate
- 5. Parenting skills are well developed

If youth is parenting and living with their family, consider the skill set of the extended family.

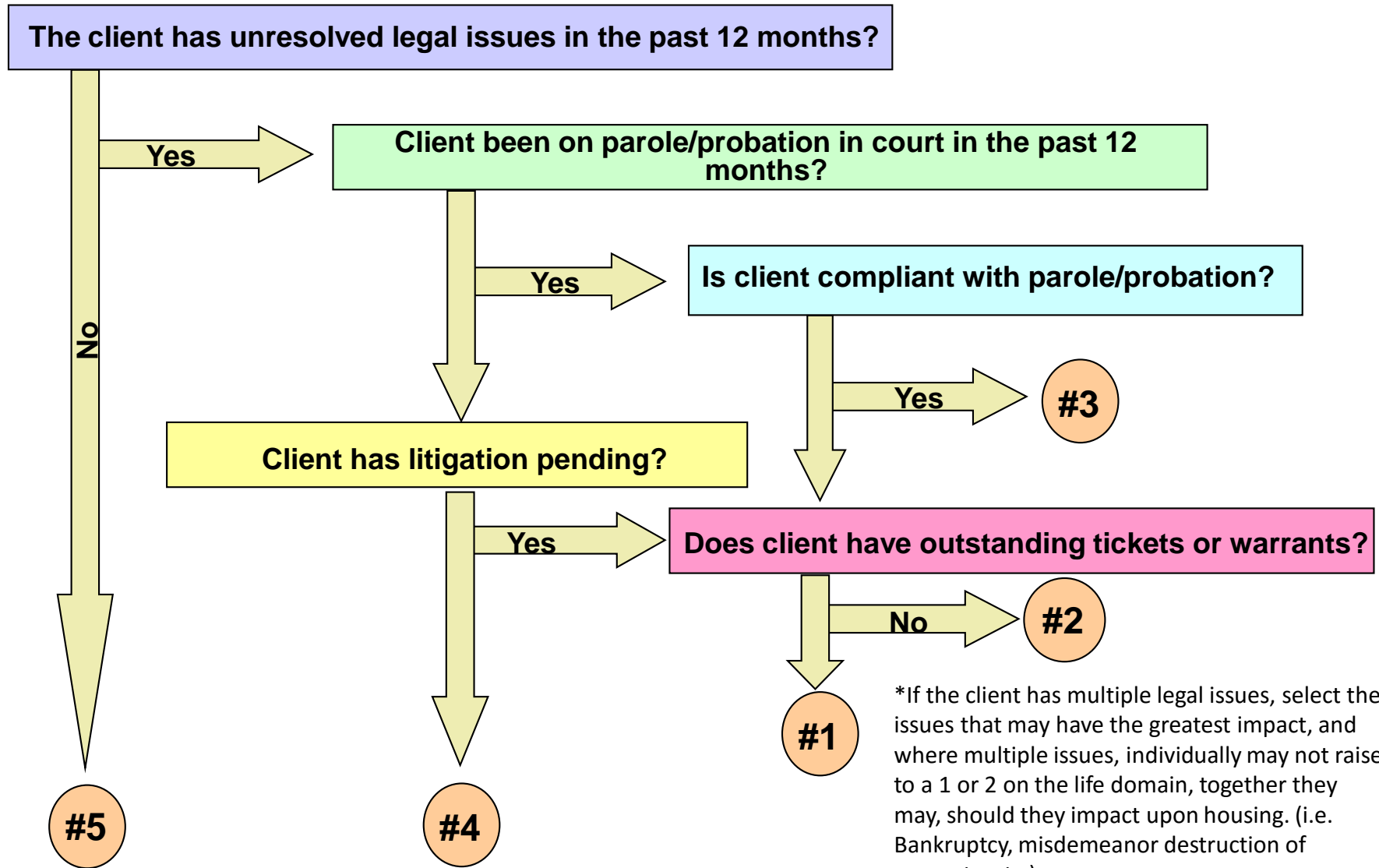
SSOM Life Domain – Parenting Skills Decision Tree



14. Legal Issues

- 1. Current outstanding tickets or warrants or other serious unresolved legal issues.
- 2. Current charges/trial pending; noncompliance with probation /parole/legal issues impacting housing qualifications.
- 3. Fully compliant with probation/parole terms/ past non-violent felony convictions/ working on plan to resolve other legal issues.
- 4. Has successfully completed probation/parole within past 12 months; no new charges filed; recently resolved other legal issues.
- 5. No active legal issues in more than 12 months and/or no felony/significant legal/criminal history.

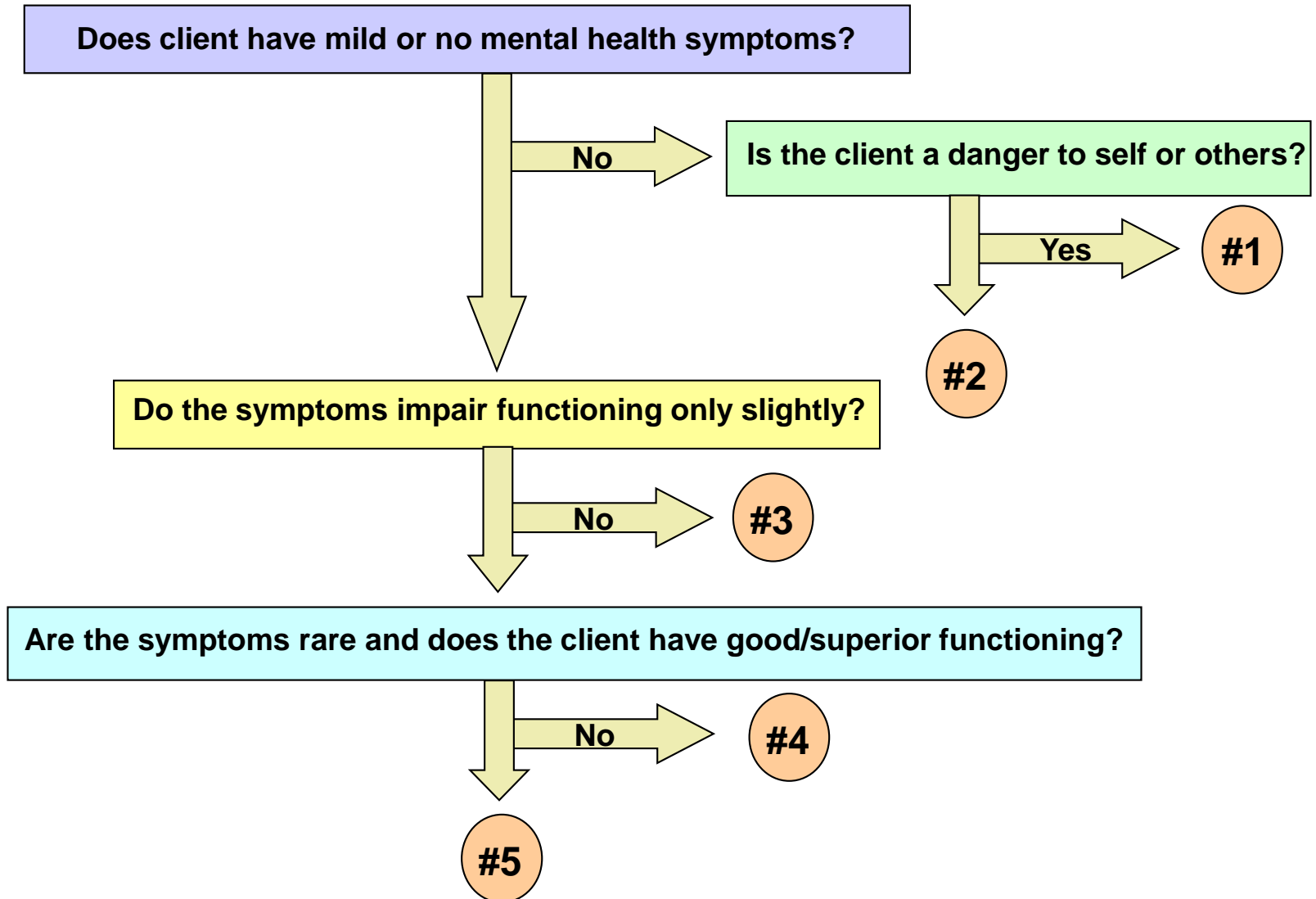
SSOM Life Domain – Legal Issues Decision Tree*



15. Mental Health

- 1. Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological problems
- 2. Recurrent mental health symptoms that may affect behavior but not a danger to self/others; persistent problems with functioning due to mental health symptoms
- 3. Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health problems
- 4. Minimal symptoms that are expectable responses to life stressors; only slight impairment in functioning
- 5. Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than every day problems or concerns

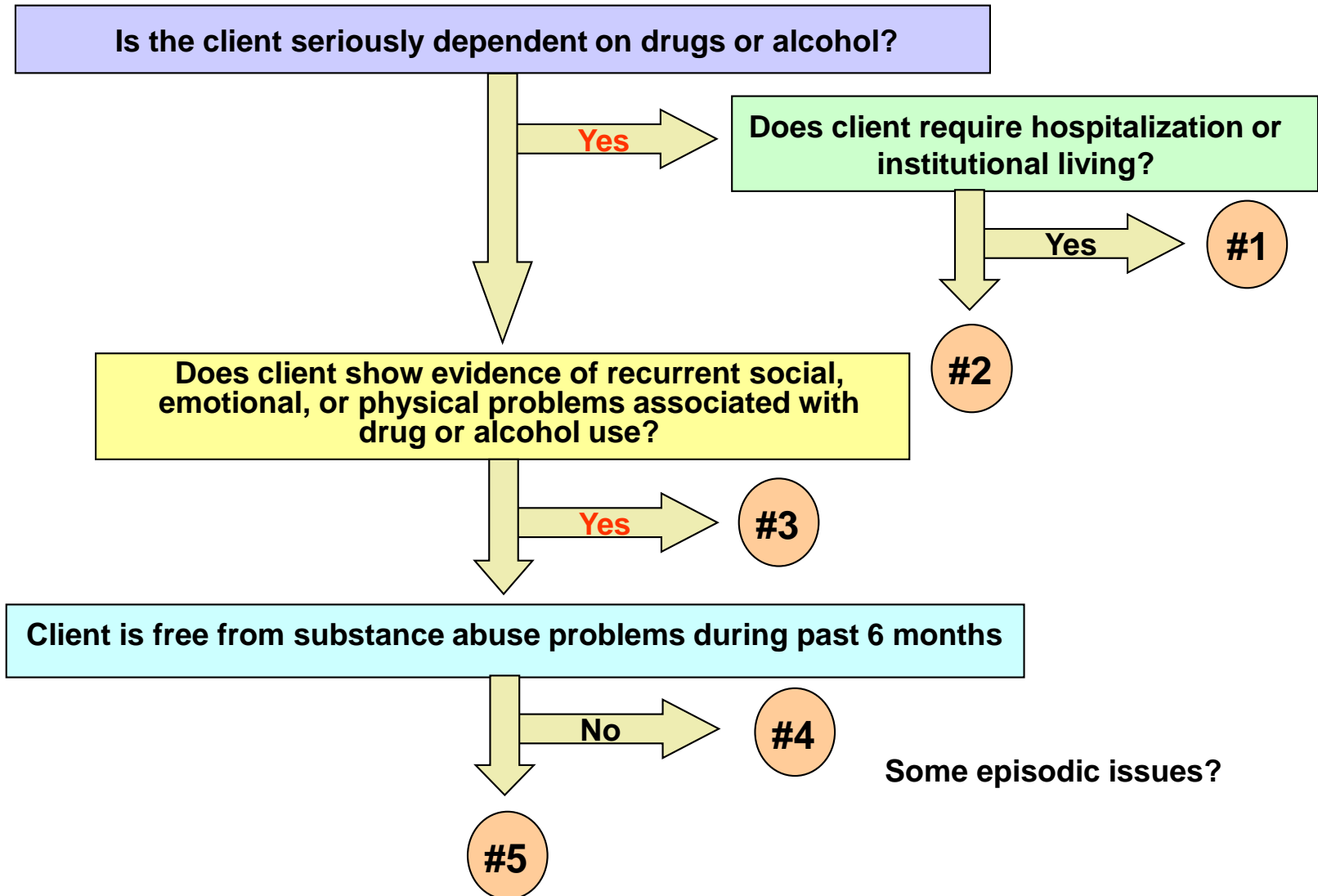
SSOM Life Domain – Mental Health Decision Tree



16. Substance Abuse

- 1. Meets criteria for severe abuse/dependence; resulting problems so severe that institutional living or hospitalization may be necessary
- 2. 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
- 3. 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
- 4. Client has used during last 6 months (including social use) but no evidence of persistent or recurrent social, occupational, emotional, or physical problems related to use; no evidence of recurrent dangerous use
- 5. No drug/alcohol abuse in last 6 months

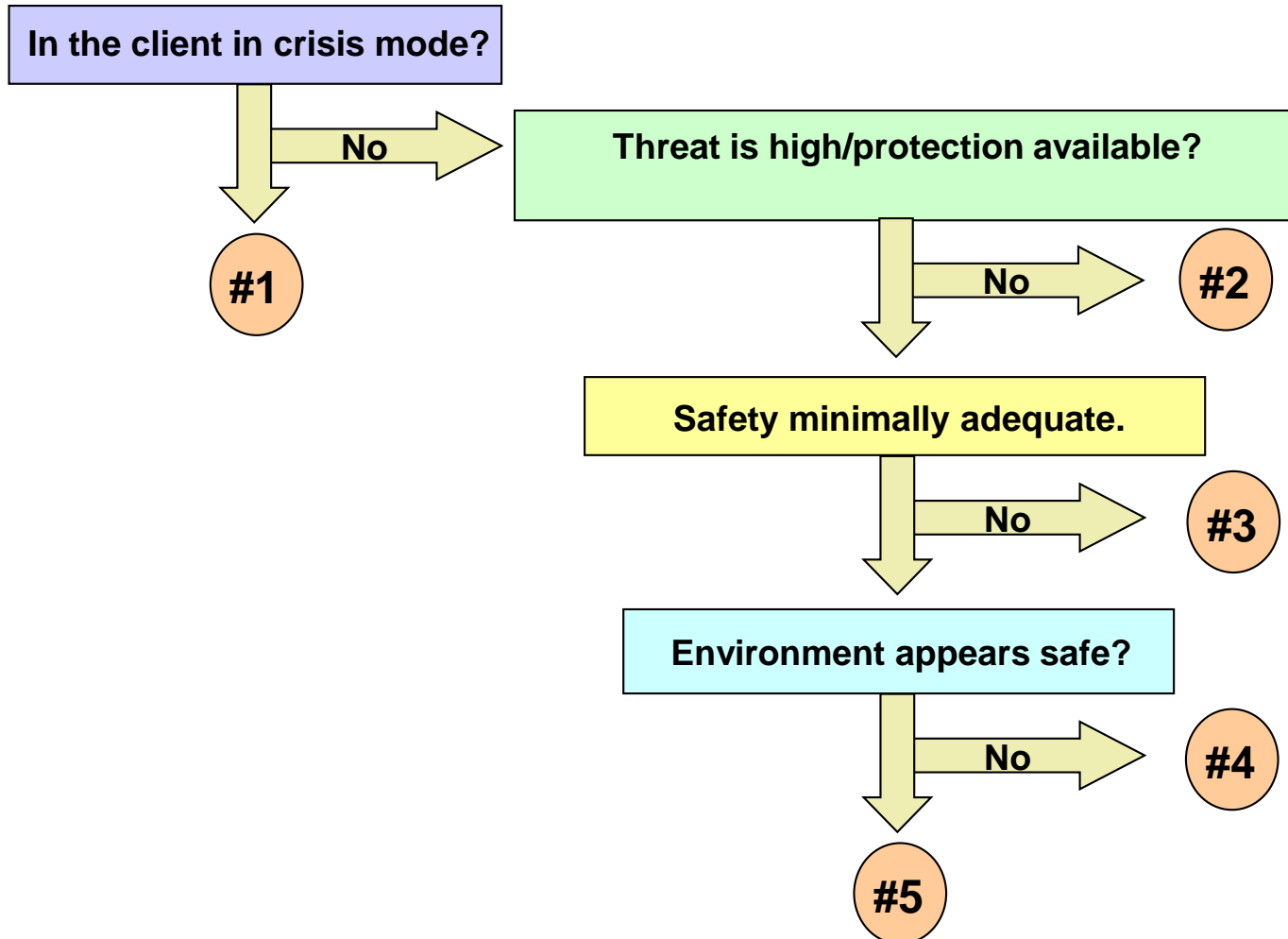
SSOM Life Domain – Substance Abuse Decision Tree



17. Safety

- 1. Home/residence is not safe, lethality is high, possible CPS.
- 2. Safety is threatened, temporary protection is available, lethality is high.
- 3. Safety is minimally adequate, safety planning is essential
- 4. Home is safe, however future is uncertain, safety planning is important.
- 5. Home is apparently safe and stable.

SSOM Life Domain – Safety Decision Tree





Round-Table Discussion of the SSOM





- **Advantages of using the SSOM**
- **Disadvantages of using the SSOM**
- **Single biggest issue**
- **Solutions**

Effective Services & Data Quality



Be aware:

As part of project monitoring, there may be an evaluation of the SSOM information ranking and the other information within HMIS.



Effective Services & Data Quality

The ability of a client who is working with local organizations to address their specific needs in order to become stably housed depends largely on the quality of information collected during intake and while engaged in case management.

REMEMBER THE FOUR “C’s”!

Effective Services & Data Quality

Correct

Complete

4C's

Current

Consistent

Effective Services & Data Quality

