



Boulder County Human Services Strategic Plan Self-Sufficiency Action Group

Minutes of the Final Meeting : 5/24/07

1. We did introductions, Present for the meeting were: Greg Harms, Mary Lou May, Mary Jane Longanecker, Katie Frye, Ann Harris, Agatha Tobias, Terry Benjamin.
2. The group revised the goal statement and reworded the results, benchmarks, strategies on the logic model.
3. As a culminating activity the group discussed each strategy using the rating process: impact, commitment, fundability, mission fit, and capacity. The following strategies were discussed and rated:

Developing common assessment was seen as high impact and high commitment, fundable, good fit but more time would be needed than in the existing capacity to complete.

Case management training would have good impact and although generally committed to, there is some resistance. It is “fairly” fundable and there is existing capacity in the community to carry it out with resource people in Boulder/Denver.

Self Sufficient Summit Meeting was a ½ to full day work session to design tools and identify gaps and resources. Commitment and fundability were shaky. The impact would only come if there was follow up. There is local capacity to carry it out.

Support services to families and individuals only 5-20% of homeless now get these services so capacity and fundability are inadequate. (better for seniors) Definitely high impact strategy with good commitment.

4. The group recommended that the Self Sufficiency Matrix (Arizona) endorsed by the group at a previous meeting be used as the basis for the financial matrix that maps investments by Boulder funders.
5. Facilitator Ken Seeley thanked the group for their hard work and no one saw a need for any continued meeting of the group.

INFORMING THE BOULDER COUNTY STRATEGIC PLAN: Action Group Input



Principles that guide the work:

- Diversity and inclusiveness valued
- Respect for all participants
- Prevention is an important investment
- Collaboration critical

Need/Capacity
community needs and characteristics that determine assets and context

Strategy
Guided by our needs and capacity, the tools and activities used to achieve our desired outcomes

Benchmarks

The measurements of progress that allow us to know if we are on the right path to achieving good outcomes (Both measurable and achievable)

Results
The desired ultimate results/effects/outcomes of our efforts

Self-Sufficiency/Stability Action Group

The goal is to move families and individuals in need along the continuum toward self-sufficiency/stability building on the strengths of individuals, families, and communities.

Goal Statement:

Needs & Capacities

Resources, Similar Tools/Processes

- BCHA Self-Sufficiency is currently using similar tool
- Boulder Shelter has a similar tool
- Colorado Coalition for the Homeless also has a self-sufficiency tool
- Integrated treatment group – uses an incentive-based process (Jim Tanner)
- Family well-being study and indicators

Needs to Develop a Common Tool

- How do we assess motivation?
- Family vs. individual assessment?
- How do we measure/quantify success?
- Difference in how people assess (inter-rater reliability) – clients vs. case managers, different case managers
- Need behavioral indicators to assess
- Systems context (housing, employment)
- Limited knowledge base on what works

Barriers/Challenges facing clients

- Clients sometimes get caught in service “bottlenecks” and wait lists
- Barriers associated with immigrant status, housing, health & dental care
- Culture of Poverty

Strategies

Develop common assessment/evaluation tool

- Common core categories/indicators and subcategories/indicators for specific populations
- Help quantify “progress” in a common way
- Training and support for providers on how to “score” tool
- Strengths-based, incentives and client-centered

Case management Training

- Available for both volunteers and staff
- Topics covered should include: Interviewing techniques, Confidentiality, Boundaries, Knowing what resources are available, Cultural competency

Self-Sufficiency Summit

- Develop common assumptions, values, language about self-sufficiency/stability
- Develop assessment tool
- Identify/share effective strategies/programs
- Develop process for identifying gaps in services

Support services for families/individuals

- Individualized strategies based on client needs and capacities

Benchmarks

Common approach to promoting self-sufficiency/stability

- Common evaluation tool for Boulder County Human Services provision (common categories & indicators and specific subcategories for specific populations)
- Common language, values, and assumptions about self-sufficiency/stability
- Common case management approach & case management certification
- Common, ongoing mechanisms to identify and address gaps in services or resources
- Common bank of effective practices or strategies

Results

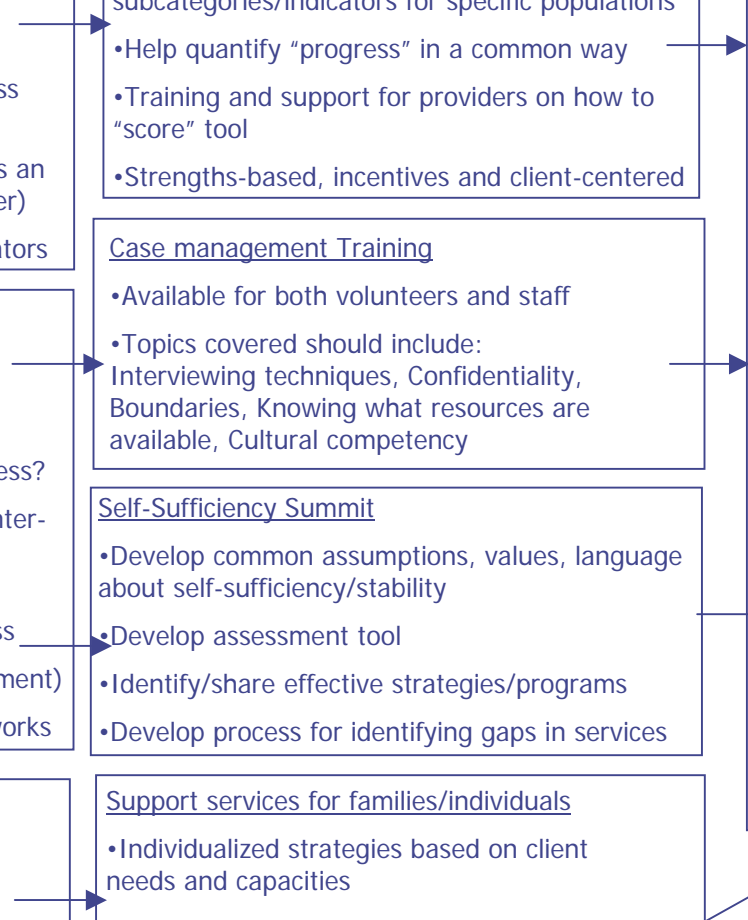
Community & Systems Results

Coordinated, integrated, effective human services system and community supports for people moving toward self-sufficiency/stability.

Family/Individual Results

Families and individuals are moving along the continuum toward self-sufficiency or stability

Families and individuals are making progress as indicated by the benchmarks of self-sufficiency & stability tool



Boulder County Family Self-Sufficiency Evaluation Matrix

Dimensions	Career Goals & Advancement	Job Skills & Work History	Involvement w/ Community Agencies	Budgeting & Finances
Thriving	Is making steady advancement in career of choice	Constant development of new transferable skills; solid job search and retention skill	No regular use/need for agency resources/assistance.	Have an established relationship with a financial institution; pay bills on time; save when possible; able to obtain credit
Secure	Has employment with moderate potential for advancement.	Has attained marketable skills; good job retention	Minimal use/need for agency resources/assistance.	Budget monthly income; pay bills on time and delay purchases to handle debt load; able to obtain credit.
Stable	Has employment or works in the home, or is making steady progress toward career goals (i.e. full time student).	Has understanding of job skills, can search for job with assistance; some positive work history.	Maintain involvement and utilize agency resources/assistance as appropriate.	Can plan a monthly budget and is aware of or uses appropriate resources for help; generally pay bills on time; able to get limited credit.
Vulnerable	Employment is not in career of choice or does not offer opportunities for growth; or unemployed with benefits; or making limited progress toward career goals.	Minimal job skills; very little positive work history	Has knowledge of agency resources/assistance, but unable or chooses not to access; do not qualify for assistance b/c of restrictions.	Limited knowledge of budgeting or ability to access resources for help; spontaneous spending; often late paying bills; difficulty getting credit.
In-Crisis	Unemployed without benefits; or struggling to make progress toward career goals.	No developed job skills; no positive work history	Involuntary involvement with agencies/court system; lacking knowledge of agency resources/assistance.	No knowledge of budgeting or available resources for help; cannot pay bills or obtain credit.

Boulder County Family Self-Sufficiency Evaluation Matrix

Dimensions	Childcare Arrangements	Transportation Arrangements	Community and Social Support	Personal Effectiveness	Educational Progress
Thriving	Childcare expenses, setting, placement, and back-up are in place for as long as needed; or kids are older, do not need parental assistance.	Family members always have transportation needs met through public transportation, a car or a regular ride.	Extensive and reliable support system; often takes leadership role in community groups/activities, or initiates groups or activities.	Effective problem-solving and advocacy skills; focusing on moving toward personal growth.	Pursues educational goals without additional resources.
Secure	Reliable and consistent childcare setting; expenses are affordable; or kids are older, need some parental supervision and assistance.	Family members have most transportation needs met through public transportation; a car or a regular ride.	Involvement in a variety of support networks; actively participates in community groups/activities of interest.	Actively cooperates to get needs met; addressing barriers to personal growth.	Can set and pursue educational goals with assistance.
Stable	Childcare arrangements made, alternatives in place; expenses sometimes a concern; Tweens, can be left alone for a limited time.	Family members have some transportation needs met through public transportation, a car or a regular ride.	Established support system; involvement in community groups/activities as appropriate.	Able to advocate to get needs met; struggles with problem-solving skills.	Interested in furthering education, but unclear on educational goals.
Vulnerable	Childcare arrangements made, but unreliable; no back-up if arrangement falls through; expenses unmanageable; older kids having challenges requiring parental involvement.	Family members rarely have transportation needs met through public transportation, a car or a regular ride.	Limited/inconsistent support system; sporadic involvement in community groups/activities.	Has difficulty meeting needs beyond basic level; few problem-solving skills.	Interested in further education, but limited in access due to present circumstances.
In-Crisis	Inconsistent childcare arrangement; children left alone; no funds for childcare; older kids that require significant parental involvement.	Family members do not have public transportation, a car or regular ride.	Lack of support system, isolated; little or no involvement with any community groups/activities	Unable to work effectively to get basic needs met due to addiction, mental health issues, low self-esteem, etc.	Lacking basic educational foundation.