

Client Name: _____		CMgr _____		Service Program: _____			Entry	Interim*	Interim*	Interim*	Exit
						Is the consumer present?	Y/N	Y/N	Y/N	Y/N	Y/N
<i>DOMAIN</i>	5 Crisis**	4	3 Stabilized	2	1 Thriving		<u>Date:</u>	<u>Date:</u>	<u>Date:</u>	<u>Date:</u>	<u>Date:</u>
1 Housing	Homeless or At-Risk	In Interim housing, or in Transitional housing or Clean and Sober housing and paying less than 50% of market rate rent.	In Clean & Sober, Permanent Supportive, Subsidized or Transitional housing and paying either 50%-80% of market rate rent or 30%-50% of income.	In Permanent, Permanent Supportive, or Subsidized and paying 80% of market rate (or 30% of income) without critically impacting other basic needs.	In permanent housing at market rate. Rent does not interfere with accessing other basic needs.	Unknown/ NA					
2 Rental History	The household has multiple evictions.	The household has one eviction or no rental history.	The household has a poor rental history.	The household has a limited rental history.	The household has good rental history.	Unknown/ NA					
3 Food	Client has no food available &/or method to prepare food. High stress.	Household is on food stamps.	Can meet basic food needs with consistent assistance.	Can meet basic food needs without assistance.	Can choose to purchase any food household desires.	Unknown/ NA					
4 Health Care	Does not have medical coverage or is not accessing medical services & is in immediate need of services.	No medical coverage for all or some members. Some difficulty accessing medical care when needed.	Some members (e.g. Children) on MediCal or SCHIP	All members are covered by health insurance. May have minor difficulty in meeting out of pocket expenses.	All members are covered by affordable, adequate health insurance and can handle any out of pocket expenses.	Unknown/ NA					
5 Health	The household is currently dealing with a terminal or serious chronic condition that impedes participation in normal everyday functions. No support systems in place.	The household is dealing with a disabling or severe chronic condition that presents challenges to the normal activities for the household. Support services are being identified. The household has resumed some normal activities.	At least one household member has a disabling or severe chronic condition that presents challenges to the normal activities for the household. Support systems are being implemented & the household is completing normal functions but experiencing some stress.	Support systems are being implemented that deal with an acute short-term condition or chronic condition that is enabling the family to resume most normal activities.	There are no health concerns or connection to all support systems needed to deal with a chronic or disabling condition are in place making it possible for the household to resume all normal daily activities.	Unknown/ NA					
6 Mental Health	Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological problems.	Recurrent mental health symptoms that may affect behavior, but not a danger to self/others; persistent problems with functioning due to mental health symptoms; on medication that is stabilizing mh symptoms.	Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health problems.	Minimal symptoms that are expectable responses to life stressors; only slight impairment in functioning.	Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than every day problems or concerns.	Unknown/ NA					
7 Substance Abuse	Meets criteria for severe abuse/dependence; resulting problems so severe that institutional living or hospitalization may be necessary	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.	Evidence of persistent or recurrent social, occupational, emotional, or physical problems related to use (such as disruptive behavior or housing problems).	No evidence of persistent or recurrent social, occupational, emotional, or physical problems related to use; no evidence of recurrent dangerous use	Has not exhibited any behaviors that might be associated with relapse mode.	Unknown/ NA					
8 Income-earned or benefits	No income.	Inadequate income, includes earned income and/or CalWORKS, GA, or other similar programs.	Can meet basic needs with subsidy, includes earned income and/or SSI or other similar programs.	Can meet basic needs.	Income is sufficient; has discretionary income and is able to save.	Unknown/ NA					
9 Credit	The household has damaged credit. There are existing child support, medical and/or tax debts that have not been addressed.	The household has no credit or excessive debts that exceed annual income, and/or engages in spontaneous or inappropriate spending.	The household is in the process of utilizing credit repair or counseling services to address debts. The household has started to make payments on some debt. The household is doing appropriate spending.	The household is paying off debts on a regular basis and has sustainable income to continue until debts are paid off. The household can manage debt without assistance.	The household has repaired credit and established new credit. The household has a savings or checking account. Household income is well-managed.	Unknown/ NA					

Service Status Matrix

Contra Costa County

Final Matrix, September 2007

DOMAIN	5 Crisis	4	3 Stabilized	2	1 Thriving		Entry	Interim*	Interim*	Interim*	Exit
10 Employment	No job.	Temporary, part-time or seasonal; inadequate pay, no benefits.	Employed full-time; inadequate pay; few or no benefits.	Employed full-time with adequate pay and benefits.	Maintains permanent employment w/ adequate income & benefits.	Unknown/ NA					
11 Life skills	Unable to meet basic needs such as hygiene, food, activities of daily living.	Can meet a few but not all needs of daily living without assistance.	Can meet most but not all daily living needs without assistance.	Able to meet all basic needs of living without assistance.	Able to provide beyond basic needs of daily living for self and family.	Unknown/ NA					
12 Legal	Current outstanding tickets or warrants. Multiple felonies on a client's record. For DV consumers, no legal action taken.	Current charges/trial pending, noncompliance with probation/parole. For DV consumers, TRO granted.	Fully compliant with probation/parole terms. For DV consumers, permanent restraining order in place and custody of any children.	Has successfully completed probation/parole within past 12 months, no new charges filed. For DV consumers, criminal proceedings and/or Petition for Dissolution filed.	No active criminal justice involvement in more than 12 months and/or no felony history. For DV consumers, restraining order in place, custody of children, and divorce final.	Unknown/ NA					
13 Child Custody	Does not have custodial care of one or more minor children due to legal processes.	Has current pending legal actions to remove custodial care of one or more children.	Is currently CFS involved or involved in legal action (divorce) that jeopardizes continued custodial care.	Has completed legal case or is at the end of CFS involvement (last month) with custodial care projected as outcome.	No CFS involvement or has completed CFS reunification process.	Unknown/ NA					
14 Childcare	Needs childcare, but none is available/accessible and/or child is not eligible.	Childcare is unreliable or unaffordable, inadequate supervision is a problem for childcare that is available.	Affordable subsidized childcare is available, but limited.	Reliable, affordable childcare is available, no need for subsidies.	Able to select quality childcare of choice without financial assistance.	Unknown/ NA					
15 Mobility	No access to transportation, public or private; may have car that is inoperable.	Transportation is available, but unreliable, unpredictable, unaffordable; may have car but no insurance, license, etc.	Transportation is available and reliable, but limited and/or inconvenient; drivers are licensed and minimally insured.	Transportation is generally accessible to meet basic travel needs.	Transportation is readily available and affordable; car is adequately insured.	Unknown/ NA					
16 Community Involvement	Not applicable due to crisis situation; in "survival" mode.	Socially isolated and/or no social skills &/or lacks motivation to be involved.	Lacks knowledge of ways to become involved.	Some involvement (support group), but has barriers such as transportation, childcare issues.	Actively involved in community.	Unknown/ NA					
17 Adult Education	Literacy problems and/or no high school diploma/GED are serious barriers to employment.	Enrolled in literacy and/or GED program and/or has sufficient command of English to where language is not a barrier to employment.	Has high school diploma/GED	Needs additional education/training to improve employment situation and/or to resolve literacy problems to where they are able to function effectively in society.	Has completed education/training needed to become employable. No literacy problems.	Unknown/ NA					
18 Children's Education	One or more eligible children not enrolled in school.	One or more eligible children enrolled in school, but not attending classes.	Enrolled in school, but one or more children only occasionally attending classes.	All eligible children enrolled and attending on a regular basis; parents participating in children's education.	All eligible children passing all classes; parents involved at school.	Unknown/ NA					
19 Family Relations	Lack of necessary support from family or friends; abuse (DV, child) is present or there is child neglect.	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.	Some support from family/friends; family members acknowledge and seek to change negative behaviors; are learning to communicate and support.	Strong support from family or friends. Household members support each other's efforts.	Has healthy/ expanding support network; household is stable and communication is consistently open.	Unknown/ NA					
20 Identification	No form of identification.	Has limited forms of I.d., cannot access benefits or housing w/ current id.	Has secured documents necessary to apply for identification documents.	Has at least one reliable identification document.	Has all identification documents needed.	Unknown/ NA					
				Total of assessed status							
				Total Categories Assessed (20- number of unknown/not applicable)							
				Current Status Average							

*The interim column will be used differently by different program types. A Permanent Housing program will complete the matrix once a year between entry and exit, a Transitional Housing Prog. will complete the matrix every 6 months between entry & exit & Interim Housing/Emergency Shelters & Multi-Service Centers will not complete an interim matrix at all.

**If a consumer is still at level 5 but has received referrals or submitted applications that are relevant in any domain, the case manager may enter in the consumer's level of crisis as "4.5"

instead of "5". If you have questions, about this matrix, please contact Piper Ehlen at piper@homebaseccc.org or (415) 788-7961 ext. 304 or Kimberly Baello at KBaello@hsd.cccounty.us or (510)220-9406.