



Empowering Lancaster County Families

# *No Wrong Door: A Community Data Sharing Response*

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# Session Roadmap

- Imagine a client journey
- What is Empower Lancaster?
  - The community collaborative
  - The technology (system demo)
- What difference will it make?
  - Measuring Impact through Strengths Matrix
- The new client journey in Lancaster
- Q&A



# Customer Journey

Imagine a single mother who has fallen behind on her bills and finds her small family in crisis on multiple fronts as a result: health, transportation, food insecurity, etc. She travels to multiple nonprofits in between shifts at her part time job(s). At each one she fills out essentially the same paperwork over and over again for hours, often to find out, she only qualifies for three out of the five programs, and the other two efforts were a complete waste of her limited time.

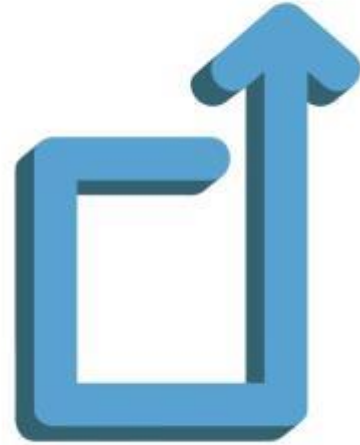


# Imagining a different journey

- Customers will only have to provide intake information **once** !
- Quick, custom information about eligibility for whole range of services with **instant referral**
- Providers will be able to create **individualized goal plans** and track progress for customers
- Partners/funders **identify gaps** or **scale up** successful interventions

**Powered by data-sharing  
technology**



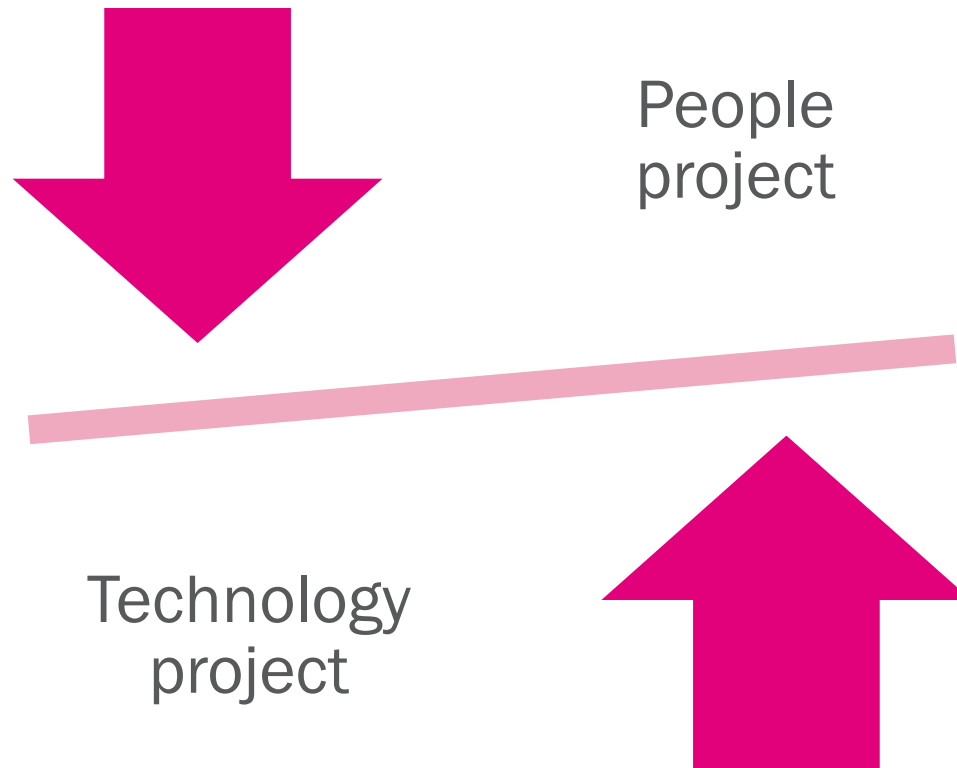


# EMPOWER LANCASTER



# What is Empower Lancaster?

- A people project powered by technology
- A technology project powered by people



# Collective Impact



- 1 • Common Agenda
- 2 • Shared measurement
- 3 • Mutually reinforcing activities
- 4 • Continuous Communication
- 5 • Backbone organization



# Authentic Partnerships





# Role of Steering Committee

- Consent framework
- Designing universal intake
- Deciding work flow for key issues
- Marketing and communications
- Managing expansion
- Evaluating progress



# Empower Lancaster, powered by CaseWorthy

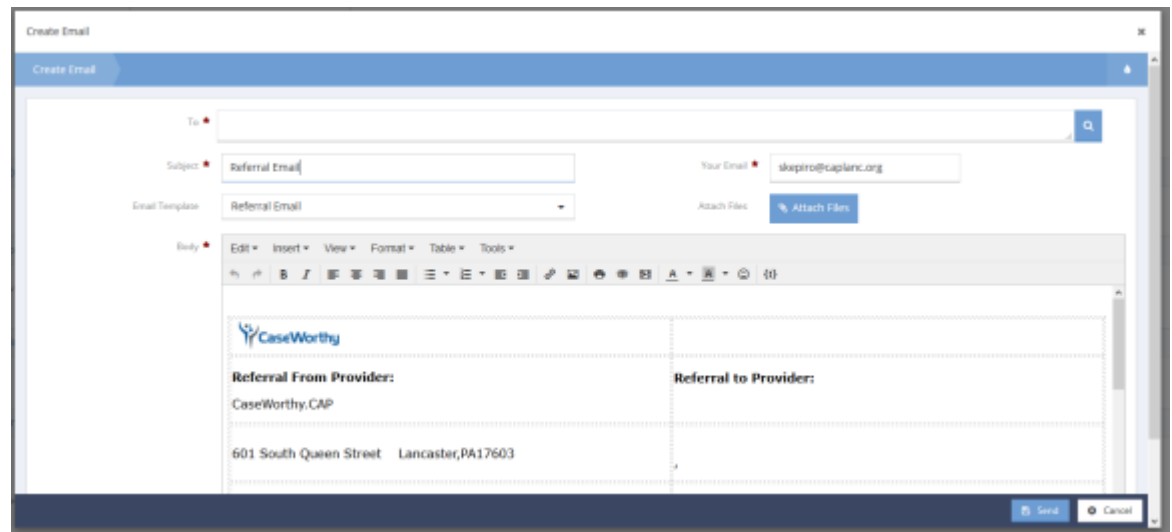


- CaseWorthy is a commercial Case Management, Client Management, and participation-tracking application for non-profit organizations to support and enable Social Service organizations to create stronger and healthier people, families, and communities.
- CaseWorthy uses Firefox or Google Chrome interface coupled with a powerful back-end architecture by Microsoft's SQL server.
- [www.caseworthy.com](http://www.caseworthy.com)



# Essential Features

- Strengths Matrix
- Universal Intake and Fields
- Geocoding
- Program Eligibility
- Referrals
- Uploading Files
- Reporting



The screenshot displays the 'Create Email' window in the CaseWorthy application. The interface includes a header bar with the title 'Create Email'. Below the header, there are several input fields: 'To' (empty), 'Subject' (containing 'Referral Email'), 'Email Template' (set to 'Referral Email'), and 'Your Email' (containing 'skepiro@caplenc.org'). An 'Attach Files' button is visible next to the 'Your Email' field. The main body of the window features a rich text editor with a menu bar (Edit, Insert, View, Format, Table, Tools) and a toolbar. The email content is pre-filled with the CaseWorthy logo and the following text:

|  |                              |
|--|------------------------------|
| <b>Referral From Provider:</b><br>CaseWorthy.CAP | <b>Referral to Provider:</b> |
| 601 South Queen Street Lancaster, PA 17603       |                              |

At the bottom right of the window, there are 'Send' and 'Cancel' buttons.





# By the numbers



|                    |        |
|--------------------|--------|
| Years in operation | 4      |
| Agencies           | 40+    |
| Active users       | 200+   |
| Customer Records   | 20,000 |





# Linking the tech and the journey



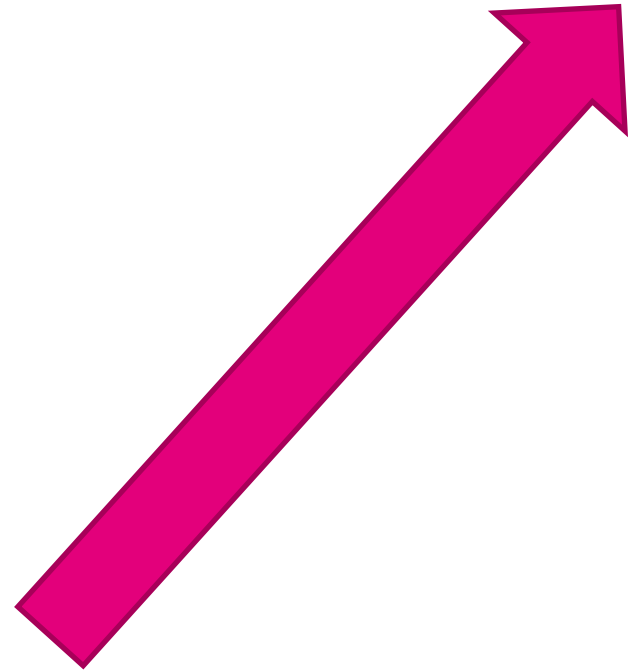
# What is Self-Sufficiency?

- No universal standard like federal poverty line
- Notions of economic independence
  - “Self-sufficiency is being able to provide a comfortable life for your family without relying on public assistance, food banks, clothing banks, or other forms of welfare.” – Catherine R, Atlas Leader
  - Self-efficacy, confidence about the future, social safety net (Herr and Wagner, 2003)
- Self-Sufficiency Standard from UW Center for Women’s Welfare
- “Bottom-up definition” (Hong, Sheriff and Naeger, 2009)
- Bottom line: more than just financial stability



# Why track Self-sufficiency?

- Helps better support the goals of our clients
- Enhance quality of programs and services – are they working?
- Fosters collaboration across organizations and sectors
- Changes community outcomes i.e. reduce poverty





# How to Measure Self-Sufficiency?

- Matrices or ladders measure progress along a continuum
  - 5. Thriving
  - 4. Safe or building capacity
  - 3. Stable
  - 2. At-risk or vulnerable
  - 1. In-Crisis
- Assess status across different domains
  - Housing. Employment, income, food, etc.



# What is Role of Provider?



- Deep and wide supports
  - Person-centered services on a continuum
  - Intergenerational approaches
- Fostering new social connections
- Using tools for
  - Measurement
  - Advocacy
  - Communications



# Empower Lancaster & Strength Matrix

Self-Sufficiency Matrix Participant Name \_\_\_\_\_ DOB \_\_\_\_/\_\_\_\_/\_\_\_\_ Assessment Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Initial Interim Exit \_\_\_\_\_  
 (If using ServicePoint) Program Name \_\_\_\_\_ HMIS ID \_\_\_\_\_

|    | Domain                  | 1   | 2  | 3   | 4   | 5  | Score | Participant Goal? (✓) |
|----|-------------------------|---|--|---|---|--|-------|-----------------------|
| 1  | Housing                 | Homeless or threatened with eviction.   | In transitional, temporary or substandard housing, and/or current rent/mortgage payment is unaffordable (over 30% of income).          | In stable housing that is safe but only marginally adequate.  | Household is in safe, adequate subsidized housing.  | Household is safe, adequate, unsubsidized housing.   |       |                       |
| 2  | 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 with adequate income and benefits.                                  |       |                       |
| 3  | Income                  | No income.  | Inadequate income and/or spontaneous or inappropriate spending.  | Can meet basic needs with subsidy, appropriate spending.  | Can meet basic needs and manage debt without assistance.  | Income is sufficient, well managed; has discretionary income and is able to save.                  |       |                       |
| 4  | Food                    | No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost food. | Household is on food stamps.   | Can meet basic food needs, but requires occasional assistance.  | Can meet basic food needs without assistance.   | Can choose to purchase any food household desires.   |       |                       |
| 5  | Child Care              | 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.  |       |                       |
| 6  | Children's Education    | One or more school-aged children not enrolled in school.  | One or more school-aged children enrolled in school, but not attending classes.  | Enrolled in school, but one or more children only occasionally attending classes.   | Enrolled in school and attending classes most of the time.  | All school-aged children enrolled and attending on a regular basis.                                |       |                       |
| 7  | 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.                |       |                       |
| 8  | Health Care Coverage    | No medical coverage with immediate need.  | No medical coverage and great difficulty accessing medical care when needed. Some household members may be in poor health.             | Some members (e.g. Children) have medical coverage.   | All members can get medical care when needed, but may strain budget.  | All members are covered by affordable, adequate health insurance.                                  |       |                       |
| 9  | 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 daily living without assistance.  | Able to provide beyond basic needs of daily living for self and family.                            |       |                       |
| 10 | Family/Social 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 | Some support from family/friends; family members acknowledge and seek to change negative behaviors; are learning to communicate | 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. |       |                       |



# Empower Lancaster Assessment & Scoring



Self-Sufficiency Matrix Questions

Self-Sufficiency Matrix Questions

Self-Sufficiency Matrix Outcomes

## HOUSING

Assesses the household's current housing situation.

### Definitions

- **Unstable:** Temporary housing or shelter (90 days or less of staying in shelters); or transitional housing(subsidized housing lasting up to 2 years).

Is 'Housing' applicable/do you have enough information? ★

Are you housed and not at any risk of losing that housing due to financial or other reasons? ★

🔗 Is your housing stable AND do you pay less than 30% of your income on housing? ★

## EMPLOYMENT

Assesses the nature of the job or career in which the client is employed and considers the permanency and stability of the employment, as well as, the benefits that accompany employment.

### Definitions

- **Few or No Benefits:** Benefits are unavailable or unaffordable.
- **Permanent Employment:** Individual is in a position that is not temporary, term, probationary or time limited.

Is 'Employment' applicable/do you have enough information? ★

Do you have a job? ★



# Early results

- *Among sample with 2 matrix scores:*
  - *Average score increased nearly 7% (n=32)*
- *Among sample with 3 matrix scores:*
  - *Average score increased 10.7% (n=8)*



# Partner testimonial



All in all, I am pleased with the system and look forward to all of its features being developed. It is much simpler than I expected, Sheldon promptly answers my questions, the clients complete the consent forms without hesitation, and adapting our intake form to reflect CW and the self-sufficiency matrix makes it easier to speak with the client and obtain the information needed to complete the matrix. – Teresa, ED



# Customer Journey Revisited



[www.empowerlancaster.org](http://www.empowerlancaster.org)







# Questions?

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# EVALUATIONS



The Partnership Wants Your Feedback!



Please be sure to **complete** the evaluation  
for this session **online**,  
via the **CAPCON18 Event App**.



Thanks in Advance for your Cooperation!