No Wrong Door: A Community Data Sharing Response
Start with Why

Why is this a passion?
Why did we approach this the way we did?
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 powered by data-sharing

- 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
Authentic Partnerships

Community Action Partnership
Empowering Lancaster County Families

Lancaster County Coalition to End Homelessness

LANCASTER COUNTY COMMUNITY FOUNDATION

UNITED WAY
United Way of Lancaster County, Inc.

FRANKLIN & MARSHALL COLLEGE

Penn Medicine
Lancaster General Health
Role of Steering Committee

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

- Strengths Matrix
- Universal Intake and Fields
- Geocoding
- Program Eligibility
- Referrals
- Uploading Files
- Reporting
Linking the tech and the journey and outcomes (not just outputs)
How to Measure Success?

- 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.
## Self-Sufficiency Matrix

<table>
<thead>
<tr>
<th>Domain</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Score</th>
<th>Participant Goal? (✓)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Housing</strong></td>
<td></td>
<td></td>
<td>In transitional, temporary or unsubsidized housing, and/or current rent/mortgage payment is unaffordable (over 30% of income).</td>
<td>In stable housing that is safe but only marginally adequate.</td>
<td>Household is in safe, adequate subsidized housing.</td>
<td>Household is safe, adequate, unsubsidized housing.</td>
<td></td>
</tr>
<tr>
<td><strong>Employment</strong></td>
<td>No job.</td>
<td>Temporarily part-time or seasonal; inadequate pay, no benefits.</td>
<td>Employed full time, adequate pay and benefits.</td>
<td>Employed full time with adequate pay and benefits.</td>
<td>Maintains permanent employment with adequate income and benefits.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Income</strong></td>
<td>No income.</td>
<td>Inadequate income and/or inappropriate spending.</td>
<td>Can meet basic needs with subsidy; appropriate spending.</td>
<td>Can meet basic needs and manage debt without assistance.</td>
<td>Can meet basic needs and manage debt without assistance.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Food</strong></td>
<td>No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost food.</td>
<td>Household is on food stamps.</td>
<td>Can meet basic food needs, but requires occasional assistance.</td>
<td>Can meet basic food needs without assistance.</td>
<td>Can choose to purchase any food household desires.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Child Care</strong></td>
<td>Needs childcare, but none is available accessible and/or child is ineligible.</td>
<td>Childcare is unreliable or unaffordable, inadequate supervision is a problem for childcare that is available.</td>
<td>Affordable subsidized childcare is available, but limited.</td>
<td>Reliable affordable childcare is available, no need for subsidies.</td>
<td>Able to select quality childcare of choice.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Children’s Education</strong></td>
<td>One or more school-aged children not enrolled in school.</td>
<td>One or more school-aged children enrolled in school, but not attending classes.</td>
<td>Enrolled in school, but one or more children only occasionally attending classes.</td>
<td>Enrolled in school and attending classes most of the time.</td>
<td>All school-aged children enrolled and attending on a regular basis.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Adult Education</strong></td>
<td>Literacy problems and/or no high school diploma/GED are serious barriers to employment.</td>
<td>Enrolled in literacy and/or GED program and/or has sufficient command of English to where language is not a barrier to employment.</td>
<td>Has high school diploma/GED.</td>
<td>Needs additional education/training to improve employment situation and/or to resolve literacy problems to where they are able to function effectively in society.</td>
<td>Has completed education/training needed to become employable. No literacy problems.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Health Care Coverage</strong></td>
<td>No medical coverage with immediate need.</td>
<td>Some members (e.g., children) have medical coverage.</td>
<td>All members can get medical care when needed, but may strain budget.</td>
<td>All members are covered by affordable, adequate health insurance.</td>
<td>All members are covered by affordable, adequate health insurance.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Life Skills</strong></td>
<td>Unable to meet basic needs such as hygiene, food, activities of daily living.</td>
<td>Can meet most but not all daily living needs without assistance.</td>
<td>Able to meet all basic needs of daily living without assistance.</td>
<td>Able to provide beyond basic needs of daily living for self and family.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Family/Social Relations</strong></td>
<td>Lack of necessary support form family or friends; abuse (DV, child) is present or there is child neglect.</td>
<td>Family/friends may be supportive, but lack ability or resources to help; family members do not relate well with one another; potential</td>
<td>Some support from family/friends; family members acknowledge and seek to change negative behaviors; are learning to communicate.</td>
<td>Strong support from family or friends. Household members support each other’s efforts.</td>
<td>Has healthy/expanding support network; household is stable and communication is consistently open.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Adapted from Self-Sufficiency Matrix from Arizona Homeless Evaluation Project
# Empower Lancaster Assessment & Scoring

## Self-Sufficiency Matrix Questions

### 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).

<table>
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<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
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<tbody>
<tr>
<td>Is 'Housing' applicable/do you have enough information?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Are you housed and not at any risk of losing that housing due to financial or other reasons?</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Is your housing stable AND do you pay less than 30% of your income on housing?</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

### 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.

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<th>No</th>
</tr>
</thead>
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<tr>
<td>Is &quot;Employment&quot; applicable/do you have enough information?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do you have a job?</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>
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)
Sharing Results with Customers

[Image of people sitting in a circle, engaged in discussion]
Branding
www.empowerlancaster.org
Lessons Learned
Relational vs Transactional
Linking to 211
EHR integration
Collaboration / Collective Impact
Poverty Coalition / Reduction
Customer Portal
Questions?
djurman@caplanc.org