



United Way of Indian River County

Financial Stability Priority Ranking Matrix for Outcomes

Basic Needs (BN)	Stabilization / Manageable Expenses (S/ME)	Family Sustaining Employment & Workforce Skill Development (FSE/WSD)
All people have access to an adequate supply of nutritious food. All people have safe, sustainable housing.	Individuals have the financial resources and assets to avoid a financial crisis.	All people who want to work have the skills and resources they need to seek, gain and maintain employment. Lower-income working families and individuals achieve and retain life sustaining employment.
Community Goal: A third of lower income families in Indian River County become more financially stable.		
Definition of Financial Stability - Sufficient income to pay all essential expenses with at least three months of equivalent expenses saved.		

P R I O R I T Y # 1	Low-income Clients utilize a safety net system that supports basic needs	Low-income working Clients develop and implement a plan to manage their expenses.	Clients have knowledge, skills and/or access to resources to manage and prevent financial crisis	Low-income Clients acquire basic education and/or post secondary training	
	Obtain & maintain safe and affordable housing.	Clients have the skills to make sustainable financial decisions		Develop the necessary skills to obtain and maintain income	
	Meet basic needs in an emergency and an on-going basis			Clients advance into family supportive employment	
P R I O R I T Y # 2	Obtain & maintain safe and affordable housing.	Clients have the skills to make sustainable financial decisions	Clients have knowledge, skills and/or access to resources to manage and prevent financial crisis		
	Meet basic needs in an emergency and an on-going basis				

Priority #1 Outcomes & Indicators

Basic Needs

Outcome: Low-income Clients utilize a safety net system that supports basic needs.

- #/% of clients diverted from shelter or prevented from homelessness
- #/% of clients who obtain permanent housing at program exit
- #/% of clients who maintain permanent housing three months post program exit

Outcome: Obtain and maintain safe and affordable housing.

- #/% of clients living in safe housing that does not exceed 40% of their income.
- #/% of clients that were placed in permanent housing within 90 days of request.
- #/% of clients placed in permanent housing who maintained their house for at least six months.

Outcome: Meet basic needs in an emergency and an on-going basis.

- #/% of clients receiving emergency services within 48 hours of request (shelter, utilities, food, clothing).
- #/% of clients who are able to maintain their independence

Stabilization/Manageable Expenses

Outcome: Low-income working Clients develop and implement a plan to manage their expenses.

- #/% of clients who develop a stabilization plan that is reviewed regularly with Agency support
- #/% of clients who obtained employment or supportive services that increased their net income. (New wage/salary is greater than last wage/salary earned)
- #/% of clients who increase their financial literacy/knowledge or skills

Outcome: Clients have knowledge, skills and/or access to resources to manage and prevent financial crisis.

- #/% of clients who increase their knowledge of how to budget household expenses
- #/% of known clients who paid their bills by the due date
- #/% of clients who reported an improvement in their financial stability

Outcome: Clients have the skills to make sustainable financial decisions.

- #/% of clients who open and utilize mainstream checking and/or savings accounts.
- #/% of clients who develop and adhere to a monthly budget and demonstrate better financial management skills (e.g. savings, budgeting, etc.)
- #/% of clients who build their savings to meet goals and deal with unexpected needs or crises.

Family Sustaining Employment & Workforce Skill Development

Outcome: Clients acquire basic education and/or post-secondary training.

- #/% of clients who increase English or basic language skill level
- #/% of clients who earned a High School Equivalency/Diploma
- #/% of clients who earned a 1 year or less accredited certificate (including vocational training)
- #/% of clients who earned a 2 year accredited degree
- #/% of clients who pursue further training or obtained employment as a result of participating in work experience activities.
- #/% of clients who obtain a work license.
- #/% of clients who can define a career choice and develop a career plan.

Outcome: Develop the necessary skills to obtain and maintain income.

- #/% of clients who increase life skills that support self-sufficiency.
- #/% of clients who increased soft skills
- #/% of clients who remained employed after 90 days of employment.
- #/% of clients who obtain employment and maintain employment for 9 months.

Outcome: Clients advance into family supportive employment.

- #/% of clients who obtain employment that increased their wage.
- #/% of clients who obtain employment with employee benefits. (Health care, Vacation time, Sick time, etc.)
- #/% of clients whose wages increase household income to 101-150% of the FPL.
- #/% of clients whose wages increase household income to 151-249% of the FPL.
- #/% of clients whose wages increase household income to more than 250% of the FPL.

Priority #2 Outcomes & Indicators

Basic Needs

Outcome: Obtain and maintain safe and affordable housing.

- #/% of clients are aware of/take action to stop foreclosure/eviction

Outcome: Meet basic needs in an emergency and an on-going basis.

- #/% of clients who did not have a repeat request for the same emergency services within 90 days of the last service (shelter, utilities, food, clothing).

Stabilization/Manageable Expenses

Outcome: Low-income working Clients access the supports needed to manage their expenses.

#/% of clients retained in their employment or education/training program as a result of receiving a subsidy or support service

#/% of clients who use their tax refund to improve their financial stability (savings, pay down debt, etc.)

#/% of clients with a balanced budget

#/% of clients who access financial mainstream services

#/% of clients who set financial goals and make progress towards them

Outcome: Clients have knowledge, skills and/or access to resources to manage and prevent financial crisis.

#/% of clients who received information about available community resources or assistance programs

#/% of clients who are provided collaborative services to address mental and physical health

Outcome: Clients have the skills to make sustainable financial decisions.

#/% of clients who identify their credit score and begin to repair their credit.

#/% of clients who avoid any financial penalties or fees (such as late fees, overdraft, fines, collections, etc.)