

Self-Sufficiency Service Coordination

Patti Zatarian-Menard
Trainer

nma

Service Coordination and Case Management

- Service coordination and case management are closely related terms
- Service providers use these terms in different ways
- In this class, these terms are used interchangeably to mean managing resources and removing barriers toward an agreed upon goal (more later)

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Service Coordination and Case Management

- SS Service Coordinators and Case Managers:
  - Work directly with the participant
  - Provide intake, assessment, goal setting, resources, and monitoring
- SS Program Coordinators:
  - Oversee administration of SS program
  - Provide design, implementation, evaluation and indirect activities
  - DO NOT work directly with participants

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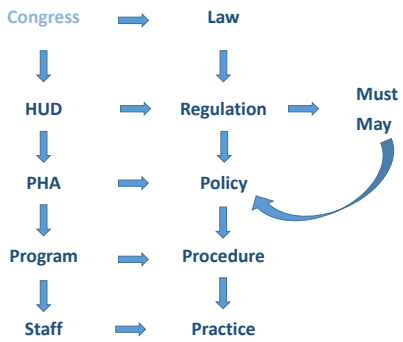
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Service Coordination and Case Management

- Many providers do a combination of both services and program administration
  - Work directly with the participant
  - Provide intake, assessment, goal setting, resources, and monitoring
  - Oversee administration of SS program
  - Provide design, implementation, evaluation and indirect activities

Self Sufficiency Programs

- All use service coordination and case management
  - **Family Self Sufficiency**
  - ROSS
  - Jobs Plus
  - Elderly/Disabled SC
  - VASH
  - HOPWA



Successful FSS Programs

- Successful FSS programs require family complete contract, training, and plan
  - Success is on final day of CoP
    - FSS HOH employed
    - Family completed all goals
    - Family free of welfare



- Changed June 16, 2022

Successful ROSS Programs



- Successful ROSS programs ensure the family:
  - Has access to services
  - Is active in ROSS
  - Makes progress towards self-sufficiency
- HUD's ROSS requires active participation in ROSS
  - Regulations do not require contract or completion

Successful Jobs Plus Programs

- Successful Jobs Plus programs ensure the family:
  - Has access to services
  - Is employed
  - Has increases in earned income
- HUD regulations for Jobs Plus do not require a contract or completion



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Supportive Services

- Services for elderly or disabled residents to age-in-place
  - Disability services
  - Wellness programs
  - Resident organization
  - Community safety
  - Civic engagement resources



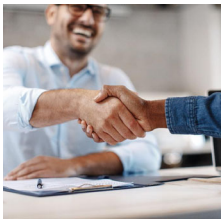
Roadblocks to Self-Sufficiency



- Adequate and affordable childcare
- Long term education/training
- Transportation
- Medical services
- Supportive services

Individual Training and Service Plan

- For FSS
  - Final goal is employment and free of welfare
- For ROSS
  - Final goal is either employment or housing stability
- For Jobs Plus
  - Final goal is employment
- For EDSC
  - Final goal is housing stability



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Individual Training and Service Plan

- FINAL GOAL
  - Interim Goal 1
    - Task Person Time Resource



Assessment for Successful ITSPs

- Assessment is not judgment
  - Judgment is using personal values to assess



Formal Assessment

- Formal assessments are available at:
  - Adult basic education
  - Community college
  - Workforce
    - Career Center
    - One Stop
    - Americas Job Center
  - Law requires PHA/Workforce collaboration

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Setting Goals for Self-Sufficiency

- SMART Goals are:
  - Specific
  - Measurable
  - Achievable
  - Realistic
  - Timely

Support Needs During Training



- Remember:
  - Adequate and affordable childcare
  - Transportation
  - Medical services
  - Counseling and support

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Identifying and Coordinating Resources

- Standards for information, resources, and referrals
- Called I&R (Information and Referral) or community navigating
  - 1973 to 2023: United Way and Alliance of Information and Referral Systems
  - 2024 became Inform USA

Identifying and Coordinating Resources

- Inform USA goal for information, resources, and referrals supporting
  - Offering a connecting point for I&R
  - Developing professional standards
  - Providing training
  - Accrediting and certifying agencies and staff
  - Providing organizational capacity building

Inform USA Defines I&R Services

- Resource databases
  - Electronic information
- Resource classification system
  - 211HSIS index
- Information
  - No assessment
- Referral
  - Assessment
- Advocacy
  - Working directly with agency
- Crisis management
  - Secure area call ES
- Follow-up
  - SSSC re-contact

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Participant Motivation

- Reassess all aspects
  - Life circumstances
  - New family, community, labor issues
  - Labor market
  - Training
  - Education
- Listen to description of challenges
- Re-plan and/or refer



Participant Motivation

- If participant is not following through:
  - Is the ITSP good?
  - Are resources available?
  - Is there a values conflict?



Decision-Making Process

Phase	Goal	Technique
Exploration	Build Trust Gather Information	Voice Tone Body Language Reflect Listen
Definition	Identify Strengths Identify Challenges Clarify Values Define Goals	Reflect Listen Strengths Challenges Values Conflicts
Action	Define Alternatives Develop Plan Follow Up	Reflect Listen Alternatives Consequences

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