

Comprehensive Matrix Roadmap



Your team's path to implementing a new tool for intake and assessment

2

Community Needs

- What does the data from your Community Needs Assessment and surveys tell you about what your participants need?
- What components will your agency provide and track?
- How will you partner or expand to meet service gaps?

4

Implementing Agency Change

- How will this tool work into your workflow?
- Who, What, When, Where, How - Why and Why Not?
- What barriers to implementation can you predict and plan for?
- How will you bring your staff along?

Foundational Concepts

1

- What are your agency's agreed upon values, goals, and understanding of your strategy to addressing poverty and best practices of service delivery?
- What do you want the participant experience of service delivery to look and feel like?

Measuring Outcomes

3

- What does crisis to thriving look like in each of your Matrix components?
- How will you track this data at intake?
- How will you track this data over time for long-term coaching participants?

ROMA Analysis

5

- What did we learn?
- What do we need to adjust?
- How will you continually solicit feedback and analyze the success of the new tool and workflow?
- Journey Map a participant's experience through the process to learn from their perspective.