Begin your journey toward high performance with the Efforts to Outcomes (ETO®) Performance Starter Model (PSM) designed specifically for case management programs that help families become self-sufficient.

This PSM supports agencies in delivering highly individualized and intentional case management while also providing the tools necessary to effectively manage program performance and demonstrate results to stakeholders. This PSM may be adapted for other types of case management programs.

**Service Delivery**

- **Assessment:** This PSM includes the “Arizona Self-sufficiency Matrix,” which allows case managers to record family status in key self-sufficiency domains. The Matrix may be completed at initial assessment to form the basis for service planning, and at regular intervals to assess progress over time.
- **Service planning:** This PSM incorporates service planning, which is designed to encourage individualized and intentional case planning, allowing case managers to establish and update goals, and track and monitor completion.
- **Intervention:** At each interaction, case managers can easily record case notes and progress toward each goal, as well as progress on important, shared indicators of self-sufficiency, such as employment, income, and use of public benefits. This supports highly intentional service delivery.
- **Coordination:** Case managers can easily record referrals and track fulfillment of referred services from external providers. This helps case managers ensure participants receive the services for which they were referred and that those services are helpful.

The PSM’s case management tools are accessible on convenient, user-friendly dashboards that ease workflow, support intentionality and allow staff to spend less time on administrative tasks and more time with their participants.

**Measuring & Reporting Participant Outcomes**

In addition to allowing case managers to record individualized services, this PSM supports programs’ need to produce data that show progress across clients.

At each interaction, case managers may record progress on shared outcome indicators, such as employment, income and use of public benefits, which allows them to view change over time and adapt service delivery to best meet individual family needs. While it can be used on an individual basis to guide a case manager’s work throughout the family’s time in the program, it also provides common

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**What is a Performance Starter Model?**

A performance starter model is a research-based Efforts to Outcomes (ETO®) software configuration designed to support program performance management for frontline staff and managers. As the name suggests, performance starter models are starting points. Agencies may modify them to meet their programs’ needs.

Performance starter models are free with purchase of ETO software. By electing to begin the ETO software experience with performance starter models, agencies benefit from Social Solutions’ research and considerable experience while reducing or eliminating implementation costs.

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Above: An individual progress report shows progress toward self-sufficiency, as well as progress toward each individual goal. Below: Staff can use the convenient caseload functionality to keep track of their caseloads. Clicking on any participant’s name takes them directly to the participant’s dashboard.
outcome measures and the ability to report on incremental progress across all participants. Additionally, the Arizona Self-sufficiency Matrix, which is completed every few months, provides a way to report on progress in the various domains of self-sufficiency, for individual families and the program as a whole.

These capabilities provide program directors with the necessary information to manage programs and demonstrate effectiveness to external stakeholders, such as funders.

Improve Service Quality
Your clients deserve nothing less than stellar case management. This PSM provides tools that allow managers to ensure participants receive the highest quality services possible and foster continuous improvement.

Through review and scoring of the quality of assessment and other documentation, managers can identify staff strengths and areas for improvement. This information may be used as a foundation for supervision, coaching and training.

The individual report shows Arizona Self-sufficiency scores and change over time. This report is also available in the aggregate.

An aggregate report shows average self-sufficiency scores for each case manager’s caseload. This allows the program to examine whether some case managers are more effective than others and ensure that effective strategies are used by all.