Participant Service Template for Central New Mexico Community College

INDIVIDUAL OUTCOMES SECTION.

CNM Connect

Outcome Name	Outcome Type	Aggregate?	
Possible Values	*Possible Values*		
1. **Assets - Education Savings Account**	Defined Value	No	
Develop plan	*Open account*		
Not saving regularly	*Saving regularly*		
Met savings goal			
2. **Assets - 401K Retirement Account**	Defined Value	No	
Develop plan	*Open account*		
Not saving regularly	*Saving regularly*		
3. **Assets - Checking Account**	Defined Value	No	
Plan to establish checking account	*Clear up checking issues through "Check Systems"*		
Apply for checking account	*Initial deposit*		
Does not use regularly	*Payroll/Direct deposit*		
Uses regularly			
4. **Assets - Develop Budget**	Defined Value	No	
Set goal to develop budget	*List sources/track income & expenses*		
Develop a budget			
5. **Assets - Improve Credit Score**	Numeric	No	
6. **Assets - Long-term dedicated savings**	Defined Value	No	
Develop long-term savings plan	*Open savings incentive account*		
Initial deposit	*Not saving regularly*		
Saving regularly	*Met savings goal/saved full term*		
7. **Assets - Manage Income & Expenses**	Defined Value	No	
Not able to pay any essential living expenses	*Able to pay some essential living expenses*		
Able to pay most essential living expenses	*Living within budget/able to pay all expenses make minimum payments on time*		
8. **Assets - Purchase a Car**	Defined Value	No	
Set goal to purchase car	*Obtained/recovered valid driver's license*		
Paid off parking tickets/fees	*Obtained car insurance*		
Obtained financing	*Purchased a car*		
9. **Assets - Purchase Home**	Defined Value	No	
Set goal to purchase home	*Save for downpayment*		
Receiving high cost mortgage	*Receiving fair market mortgage*		
Purchased a home			
10. **Assets - Savings Account**	Defined Value	No	
Develop savings plan	*Clear up checking issues through "Check Systems"*		
Apply for savings account	*Initial savings deposit*		
Does not save monthly	*Payroll/Direct deposit*		
Saves monthly			
11. **Assets - Secure Stable Housing**	Defined Value	No	
Homeless	*Temporary housing (friends/family/shelter)*		
Public housing	*Section 8*		
Renting house/apartment			

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Outcome Name *Possible Values*	Outcome Type *Possible Values*	Aggregate?	
12. **Assets - Work on Credit Report**	Defined Value	No	
Credit issues identified	*Applied for credit report*		
Obtained credit report	*Working on credit report*		
Corrected errors on report	*Credit score goal reached*		
13. **Education - ESL/Adult Literacy**	Defined Value	No	
Develop plan	*Enrolled in class*		
Attended class	*Dropped out*		
Completed class	*Received certificate*		
14. **Education - Track Basic Skills to GED Attainment**	Defined Value	No	
Set goal to obtain GED	*Enrolled in GED course*		
Attending GED course	*Dropped out*		
Completed GED course	*Received GED*		
15. **Education - Track Post-Secondary Education Progress**	Defined Value	No	
Developed plan	*Enrolled*		
Attending first semester/term	*Attending next semester/term*		
Dropped out	*Completed course/training/program*		
Received skills certificate (one or two term program)	*Received certificate (one year program)*		
Received Associate's Degree	*Attending class*		
Received Bachelor's Degree			
16. **Employment - Hard Skills Training**	Defined Value	No	
Developed plan	*Enrolled*		
Attending	*Dropped out*		
Completed course/training/program	*Received certificate*		
17. **Employment - Soft Skills & Job Readiness Training**	Defined Value	No	
Develop plan	*Enrolled*		
Attending	*Dropped out*		
Completed course/training/program	*Received certificate*		
18. **Employment Placement Development**	Defined Value	No	
Working on job readiness	*Ready for job interview*		
Referred to employer for an interview	*Client went on job interview*		
Client got job			
19. **Financial - Debt Reduction Plan**	Defined Value	No	
Set goal to reduce debt	*Develop complete list of all debts*		
Develop debt reduction plan	*Negotiate re-payment schedule*		
Repaying debts according to plan	*Client has achieved a manageable level of debt*		
Paid all debt			
20. **Financial - Financial Literacy Classes**	Defined Value	No	
Develop plan	*Enrolled in class*		
Attended class	*Dropped out*		
Completed class	*Received certificate*		

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Outcome Name	Outcome Type	Aggregate?	
Possible Values	*Possible Values*		
21. **Financial - Reduce Reliance on Predatory Lenders**	Defined Value	No	
Regularly use high cost lending options such as payday loans, loan sharks, etc.	*Reduced use of high cost lending options*		
No longer using high cost lending options	*Secures market rate & term loans*		
22. **Track career workshop attendance**	Attendance	No	
23. **Track Financial Literacy Workshop attendance**	Attendance	No	
24. **Track workshop attendance at employment workshops**	Attendance	No	
25. **Work Support - Adult Healthcare**	Defined Value	No	
No Benefits	*Screened*		
Ineligible	*Eligible*		
Lost contact after three attempts	*Applied*		
Application pending	*Application denied*		
Benefits received	*Increase income – no longer eligible*		
26. **Work Support - Domestic Violence**	Defined Value	No	
Issue identified	*Develop plan*		
Refer to appropriate agency	*Brief services provided by agency*		
Issue resolved			
27. **Work Support - Emergency Food / Clothing / School Supplies**	Defined Value	No	
Need identified	*Develop plan*		
Referral to appropriate agency	*Resources obtained*		
28. **Work Support - File Income Taxes/Credits**	Defined Value	No	
Did not file income taxes	*Filed using tax prep services*		
Filed using non-CWF tax prep services	*Ineligible for child/education tax credits/EITC refund*		
Received child/educational/EITC tax credits/EITC/other refund			
29. **Work Support - Free / Reduced Lunch**	Defined Value	No	
No Benefits	*Screened*		
Ineligible	*Eligible*		
Lost contact after three attempts	*Applied*		
Application pending	*Application denied*		
Benefits received	*Increase income – no longer eligible*		
30. **Work Support - Headstart**	Defined Value	No	
No Benefits	*Screened*		
Ineligible	*Eligible*		
Lost contact after three attempts	*Applied*		
Application pending	*Application denied*		
Benefits received	*Increase income – no longer eligible*		
31. **Work Support - Legal**	Defined Value	No	
Legal issue identified	*Referred to legal*		
Counsel/Advice provided	*Brief services provided*		
Representation of client provided	*Legal issue resolved*		
32. **Work Support - Mass Transit Assistance**	Numeric	Yes	

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Outcome Name	Outcome Type	Aggregate?	
Possible Values	*Possible Values*		

33. Work Support - Mental Health — Defined Value — No

Issue identified — *Referral to appropriate agency*
Develop plan — *Treatment in progress*
Treatment complete

34. Work Support - Obtain Financial Aid (College) — Defined Value — No

Set goal to obtain financial aid — *Applied for financial aid*
Application pending — *Denied financial aid*
Received financial aid

35. Work Support - Obtain Scholarships (College) — Defined Value — No

Set goal to obtain scholarships — *Applied for scholarship*
Application pending — *Denied Scholarship*
Received Scholarship

36. Work Support - Physical Health — Defined Value — No

Issue identified — *Referral to appropriate agency*
Develop plan — *Treatment in progress*
Treatment complete

37. Work Support - Public Benefits: Child Care Assistance — Defined Value — No

No benefits — *Screened*
Ineligible — *Eligible*
Lost contact after three attempts — *Applied*
Application pending — *Application denied*
Benefits received — *Income increase - no longer eligible*

38. Work Support - Public Benefits: Child Health Care (State/Federal) — Defined Value — No

No benefits — *Screened*
Ineligible — *Eligible*
Lost contact after three attempts — *Applied*
Application pending — *Application denied*
Benefits received — *Income increase - no longer eligible*

39. Work Support - Public Benefits: Food Stamps — Defined Value — No

No benefits — *Screened*
Ineligible — *Eligible*
Lost contact after three attempts — *Applied*
Application pending — *Application denied*
Benefits received — *Income increase - no longer eligible*

40. Work Support - Public Benefits: TANF — Defined Value — No

No benefits — *Screened*
Ineligible — *Eligible*
Lost contact after three attempts — *Applied*
Application pending — *Application denied*
Benefits received — *Income increase - no longer eligible*

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Outcome Name *Possible Values*	Outcome Type *Possible Values*	Aggregate?	
41. **Work Support - Substance Abuse**	Defined Value	No	
Issue identified	*Referral to appropriate agency*		
Develop plan	*Treatment in progress*		
Treatment complete			
42. **Work Support - Transportation**	Defined Value	No	
No transportation	*Develop plan*		
Received bus passes/ tokens /sticker	*Car repair referral*		
Carpool plan in place	*Bike obtained*		
Parking permit obtained	*Gas money obtained*		
Insurance obtained	*Transportation in place*		
43. **Work Support - Utilities (LIHEAP, weatherization, phone)**	Defined Value	No	
No Benefits	*Screened*		
Ineligible	*Eligible*		
Lost contact after three attempts	*Applied*		
Application pending	*Application denied*		
Benefits received	*Increase income – no longer eligible*		
44. **Work Support - WIC**	Defined Value	No	
No Benefits	*Screened*		
Ineligible	*Eligible*		
Lost contact after three attempts	*Applied*		
Application pending	*Application denied*		
Benefits received	*Increase income – no longer eligible*		