

CUSTOMER LIFE DOMAIN TOOL



Customer Name: _____ Date: _____

Instructions: Please complete the below self-assessment. There are no wrong answers

EDUCATIONAL RESOURCES



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	Always able to independently pursue tuition assistance or other college resource options
Stable (4)	Pursues tuition assistance/other college resource options most of the time
Safe (3)	Knows where to turn for tuition assistance or other college resources; needs help to pursue resources
PREVENTION LINE	
Vulnerable (2)	Has limited knowledge of tuition assistance or other college resources; can identify areas of assistance but needs help to follow through
In-Crisis (1)	Has no knowledge of tuition assistance or other college resources

HOUSING



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	Living in unsubsidized housing
Stable (4)	Living in subsidized housing for longer than the next twelve months
Safe (3)	Living in subsidized housing sustainable for at least the next twelve months
PREVENTION LINE	
Vulnerable (2)	Living in substandard housing; transitional/time limited housing; subsidized housing at risk of losing due to noncompliance with program rules
In-Crisis (1)	Living in emergency shelter, the street, or other place not meant for human habitation; served with eviction notice; at risk of losing housing within two weeks and have no other place to go

TRANSPORTATION



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	Always has transportation needs met through public transportation, a car, or a regular ride
Stable (4)	Has most transportation needs met
Safe (3)	Has some transportation needs met
PREVENTION LINE	
Vulnerable (2)	Rarely has transportation needs met
In-Crisis (1)	Does not have transportation needs met and has no available public transportation, a car or a regular ride



FINANCIAL MANAGEMENT SKILLS



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	Sticks to a budget; has access to checking and savings accounts
Stable (4)	Uses budgeting skills; has access to checking and savings accounts
Safe (3)	Knowledge of budgeting skills; has access to checking account
PREVENTION LINE	
Vulnerable (2)	No or limited budgeting skills; reliant on predatory banking institutions
In-Crisis (1)	No budgeting skills or knowledge; no access to banking institutions

WORK HISTORY AND MARKETABLE SKILLS



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	Work history of a year or longer; demonstrated significant marketable skills
Stable (4)	Work history of six months to a year; demonstrated some marketable skills
Safe (3)	Limited but consistent work history; possesses some marketable skills
PREVENTION LINE	
Vulnerable (2)	Limited and/or inconsistent work history; limited marketable skills
In-Crisis (1)	No work history and/or negative work history; no marketable job skills

CHILDCARE



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	Ample resources to support choice of licensed childcare or dependable friends/family options that provide safe settings with adequate supervision
Stable (4)	Sufficient resources to support limited choice of licensed childcare or dependable friends/family option that provide safe settings with adequate supervision
Safe (3)	Limited resources to support narrow choice of licensed childcare or dependable friends/family option that provide safe settings with adequate supervision
PREVENTION LINE	
Vulnerable (2)	Insufficient resources. Qualifies for subsidized childcare that provides safe settings with adequate supervision. Insufficient resources, barriers exist
In-Crisis (1)	No access to childcare. Child has minimal supervision. Child is unsupervised and unsafe.

SELF NOTES:

HEALTH CARE ACCESS



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	All family members have broad access to medical/dental services; no member of household requires treatment and/or current insurance provides full coverage for required treatment and follow-up care; all family members have choice of providers for both medical and dental services
Stable (4)	All family members have adequate access to medical/dental services; no member of household requires treatment and/or current insurance provides full coverage for required treatment and follow-up care; some family members have choice of providers for either medical and/or dental services
Safe (3)	All family members have partial/limited access to medical/dental services; current insurance provides full coverage for required treatment; adequate coverage but restricted in choice of provider
PREVENTION LINE	
Vulnerable (2)	Medical benefits available but not accessed; requires medical/dental treatment but coverage does not fully cover; relies upon urgent care centers (not emergency departments) for primary care; have subsidized health insurance but is inadequate for regular exams/check-ups
In-Crisis (1)	Requires immediate medical/dental treatment with no means to pay; relies upon emergency department as primary source of medical/dental care; not able to pay for medical/dental treatment and not eligible for benefits

SELF NOTES:

MENTAL HEALTH



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	No problems in school, work, social settings
Stable (4)	No or minimal problems in school, work, or social settings
Safe (3)	Mild to occasional problems with school, work, or social settings
PREVENTION LINE	
Vulnerable (2)	Has great difficulty caring for self or others; significant problems with school, work, or social settings
In-Crisis (1)	Cannot care for self or family; at clear risk of harm to self or others

LIFE SKILLS (SETTING GOALS AND RESOURCEFULNESS)



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	Always able to set goals and be resourceful
Stable (4)	Frequently able to set goals and be resourceful
Safe (3)	Usually able to set goals and be resourceful
PREVENTION LINE	
Vulnerable (2)	Understands how to but seldom sets goals or is resourceful
In-Crisis (1)	Has not learned how to set goals and be resourceful

SUPPORT SYSTEM



Dimensions/ Benchmarks	Scale Elements (mark on the above chart)
Thriving (5)	Is able to give support as well as receive support; always has support
Stable (4)	Has a healthy support system most of the time
Safe (3)	Has a healthy support system only in times of crisis
PREVENTION LINE	
Vulnerable (2)	Has a healthy support system but is unreliable; has a support system but it is unhealthy and limited
In-Crisis (1)	Does not have a support system

SELF NOTES: