

# SERVICE ARRAY MATRIX FACILITATOR AND RECORDER GUIDE

## Rational:

The Service Array Matrix helps organize the assessment. It assists not only in identifying specific factors which impact a service but also in identifying key themes among factors which impact the prevention system. These themes help the community to plan actions and resources to improve the system. For example, if numerous services are impacted by a reduction in volunteers perhaps the collaborative can develop a community wide volunteer recruitment, training and recognition process.

## Facilitator Process:

Once each group has completed discussion and ranking on the Service Array Assessment the group should then review the matrix categories and note the areas discussed for each section. There may be numerous conclusions drawn for one section.

## Steps:

1. Review the list of categories in the Matrix.
2. Review each Service that has been assessed. Have the recorder read the dialogue notes and ratings for each from each service.
3. Have the group review the matrix and determine which categories apply to that service. Place the number of the service in the category box.

## Recorder Notes:

1. Once consensus is reached place the number of the service in the category box. See example below.
2. If the group adds to the discussion about the service be sure to include these notes on the Service Array Assessment Document.

EXAMPLE: Basic Needs - Food Assistance. In rating this section the group may have agreed that key issues include: Duplication of Services and Not Meeting Enough Need.

1. Record the number of the Service in the corresponding box on the Matrix.

	BASIC NEEDS	HEALTH CARE AND PROMOTION	CHILD AND YOUTH SAFETY	FAMILY	SYSTEM
Not Meeting Enough Need	2				
Duplication of Services/ Resources	2				

If the group notes Law or Policy Issues ensure that there is a clear statement about what the legal or policy issue is.

## Large Group Process:

1. When each break out group has completed their section of the matrix take a break while the notes from each group are entered in to one document with the combined information from all.
2. With the large group, review the combined document and identify and key themes in the matrix that are affecting the service delivery system.