

SERVICE MAPPING PROCESS COMPLETION INSTRUCTIONS

Oklahoma Service Mapping

POPULATIONS SERVED

- **Universally available** –Highlight “yes” if this service does **not** have any specific limitations on who you may serve with the funds. Highlight “no” if you can only serve specific individuals with these funds for this service.
- **Targeted-** Highlight and enter target populations if this funding source limits service to specific groups or populations and enter the specific groups or populations the funds are restricted to serving. **You only make entries for targeted populations if the services are designed to exclusively serve one or more targeted populations with the funding source you are recording. For example:**

If ex-offenders are **one of the many** populations to whom you provide job search assistance, then you would **not enter ex-offenders** on the line for targeted population. However, if you **only provide** job search assistance **to ex-offenders ages 18-25**, then you would **enter ex-offenders, ages 18-25** on the line for targeted populations.

HOW SERVICES ARE PROVIDED

- **Self-serve, staff assisted, or both** - (Highlight the appropriate choice): If you provide this service to the customer **only** through self service methods, highlight “Self”. If you provide this service to the customer **only** with staff assistance, highlight “Staff”. If you provide the customer this service through either method, highlight “Both”.
- **One-one-one, in groups, or both** – (Highlight the appropriate choice): If you provide this service to the customer **only** one-on-one, highlight “Ind”. If you provide this service **only** in a group, highlight “Group”. For those services you provide both individualized, or in a group setting, highlight “Both”.
- **Stand Alone** – (Highlight the appropriate choice): If you provide this service to the customer without enrolling them into a program or funding source, highlight “Stand Alone”. If you can only provide this service to the customer once enrolled into a program or funding source, leave blank.
- **Language** – List in what language(s) other than English you offer the service.

SCHEDULE

- **Walk in or Appointment**–(Highlight the appropriate choice): If you can provide this service to a customer without an appointment, highlight “Walk In”. If the customer **must** make an appointment to receive the service, highlight “Appt”. If you provide this service to the customer either through walking in or making an appointment, highlight “Both”.
- **Days/hours per week:** Enter the days and hours per week you offer the service – For example, M-F 8 am – 12 pm, or, M 1 – 2 pm.

COST

- **Fee or Free (highlight):** If you charge the customer a fee for the service, highlight “fee”, and list the amount they must pay. If you do **not** charge the customer a fee to receive the services, highlight the word “free”.

WHERE SERVICES ARE OFFERED

- **Service Area:** Enter the service area (zip code/neighborhood) where you *offer* the service. If you *restrict* the service to residents of a service area (zip code/ neighborhood), list that in the **Target** box, and highlight “Target” in the first box under the service.

NOTE

- If agencies are in collaboration, the partner that funds the service are to record the service on the matrix.
- If agencies are in collaboration, and they both fund the service, both are to record it but in the funding block reference the joint funding agency and their source of funding.
- If there is anything unusual about the funding arrangement, ask during the session how to handle it and make note of it in the funding block.