

At Goodwill Northern New England, our mission is to invest in people who need support to achieve their life and work goals. Our holistic approach to providing services and employment ensures that everyone has the opportunity to achieve and maintain personal stability – whatever that means to them.

We use the Stability Calculator to determine areas where people may need our help. We look across 14 domains such as housing, employment, food security, and transportation to determine life barriers that get in the way of people finding or keeping jobs. The domains are ranked between 1-5 with 1 identifying the most need and 5 identifying the highest stability.

Whether you are an employee or a community member reaching out to us for services, we want to help you set goals that matter to you. We want to work with you on the domains that you feel are standing in your way of achieving personal stability.

The information you share is ALWAYS confidential and will not be shared with anyone without your written consent. This information is a way for Life Navigators and other staff to help you remove or reduce the life barriers that are standing in your way of achieving your goals.

If you are interested in learning more about our Stability work, please contact:

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STABILITY CALCULATOR

Our goal is to move 10,000 people into personal stability by 2027.

There are many things that contribute to a person's stability – it's personal, subjective and means something different to everyone.

We use a Stability Calculator to measure and track 14 domains of stability.



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GOODWILL NORTHERN NEW ENGLAND STABILITY CALCULATOR



STABILITY DOMAIN	1	2	3	4	5
Housing	Homeless or at risk of eviction. Incarcerated or committed to a facility.	In transitional, temporary or substandard housing; and/or current rent/mortgage payment is unaffordable (over 30% income), abusive situation present within housing.	In stable housing that is safe but only marginally adequate.	Household is adequate, subsidized housing.	Household is safe, adequate, unsubsidized housing, and/or retired.
Employment	No job.	Temporary, part-time, seasonal, OJT, or subsidized job; inadequate pay and no benefits.	Employed in line with employment goal; inadequate pay; few or no benefits.	Employed in line with employment goal; with adequate pay and benefits.	Maintains permanent employment with adequate income and benefits.
Mental Health	Danger to self or others; recurring suicidal ideation; experiencing severe difficulty in day-to-day life due to psychological issues.	Recurrent mental health symptoms that may affect behavior, but not a danger to self/ others; persistent problems with functioning due to mental health symptoms.	Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health issues.	Minimal symptoms that are expectable responses to life stressors; only slight impairment in functioning.	Symptoms are absent or rare; good or superior functioning in wide range of activities; no more than every day problems or concerns.
Substance Use	Meets criteria for severe abuse/ dependence; resulting problems so severe that institutional living or hospitalization may be necessary.	Meets criteria for dependence; preoccupation with use or obtaining drugs/alcohol; withdrawal or withdrawal avoidance behaviors evident; use results in avoidance or neglect of essential life activities.	Use within last 6 months; evidence of persistent or recurrent social, occupational, emotional or physical problems related to use (e.g., disruptive behavior or housing problems).	Client has used during the last 6 months, but no evidence of persistent, or recurrent social, occupational, emotional, or physical problems related to use; no evidence of recurrent dangerous use.	Some history of use, but no illicit drug use/ alcohol abuse/legal drug abuse in the last six months . For clients with no past of illicit drug use/alcohol abuse/legal drug abuse select N/A.
Legal	Current outstanding warrants. Facing incarceration/ detention or currently incarcerated/detained.	Current charges/trial pending, noncompliance with probation/parole.	Fully compliant with probation/parole terms with no charges pending.	Has successfully completed probation/ parole within the last 12 months; no new charges filed OR no active criminal justice involvement in more than 12 months but prior arrests pose problem to current self-sufficiency.	Some history of criminal justice involvement, but no active criminal justice involvement in more than 12 months, and prior arrests do not pose a problem to current self-sufficiency. For clients with no past of criminal justice involvement select N/A.
Physical Health & Disabilities	Acute, chronic or unmanaged symptoms affecting housing, employment, social interactions, etc.	Sometimes or periodically has acute or chronic symptoms affecting housing, employment, social interactions, etc.	Rarely has acute or chronic symptoms affecting housing, employment, social interactions, etc.	Asymptomatic; condition is controlled by services or medication.	No identified disability or health concerns.
Financial	In financial crisis. Carries debt and has no knowledge of financial literacy/capacity.	Unstable financially. Carries some unpaid debt. No knowledge of financial literacy.	Stable but needs some financial assistance. Little or no savings.	Uses a budget or has knowledge of budgeting/investments. Has some benefits and no credit problems. Little or no savings. NOTE: may be working with payee.	Bills are up to date, understands budgeting, with a little savings. Select N/A if individual doesn't have involvement/ knowledge of finances due to family/ payee.
Education	Further Ed: No HS Diploma/GED/HiSet, not enrolled in education program, and a serious barrier to employment. 19 or younger and no HS diploma/GED: Not formally enrolled in school program.	Further Ed: No HS Diploma/GED/HiSet, currently enrolled in High School/GED/HiSet program. 19 or younger and no HS diploma/GED: Formally enrolled in school program, but enrollment is at risk.	Further Ed: Client has HS Diploma/GED/HiSet, and is seeking further education or training. 19 or younger and no HS diploma/GED: Formally enrolled in school program, but struggling with material.	Further Ed: Client has a HS Diploma/GED/HiSet and is enrolled in further education program. 19 or younger and no HS diploma/GED: Formally enrolled in school program, requires some additional supports for success.	Further Ed: Client has a HS Diploma/GED/HiSet and successfully completed all additional training necessary to meet that individual's needs. 19 or younger and no HS diploma/GED: Formally enrolled in school program, no additional supports necessary, or no need for additional training after High School.
Childcare / Child(ren)'s Education	Unable to find needed childcare or school aged children not enrolled in school.	School aged child(ren) enrolled in school, but not attending classes.	Enrolled in school, not consistently attending classes and/or childcare not reliable.	Child(ren) enrolled in school and attending classes most of the time.	Childcare needs met and/or school aged children enrolled and attending regularly.
Transportation	No access to transportation; may have a car that is inoperable.	Transportation is available, but unreliable, unpredictable, unaffordable; may have car but no insurance, license, etc.	Transportation is available and reliable, but inconvenient; drivers are licensed and minimally insured.	Transportation is generally accessible to meet basic travel needs.	Transportation is readily available and affordable; car is adequately insured.
Community Involvement	In crisis situation or survival mode.	Socially isolated, either voluntary or involuntary.	Lacks knowledge of ways to become involved.	Some community involvement (advisory group, support group, church volunteering, etc.), but has barriers such as transportation, childcare issues.	Actively involved in community.
Language / Literacy	Literacy or language problems are serious, unaddressed barriers to employment or accomplishing basic day-to-day tasks.	Client has serious language or literacy issues but is enrolled in a literacy or language program.	Client has sufficient command of English but is seeking additional education/training to resolve remaining language or literacy problems.	Client has sufficient command of English to where language or literacy is not a barrier to employment or accomplishing basic day-to-day tasks.	Client has no language or literacy problems. NOTE: This is not a medical issue that prevents someone from being able to speak coherently or ASL translator use.
Family Relations	Abuse or neglect is present.	Family members do not relate well with one another; potential for abuse, neglect, or relations being severed.	Family members acknowledge and seek to change negative behaviors; are learning to communicate and support. Individual seeking help in abusive situation.	Family members support each other's efforts. Individual has left abusive situation.	Family is stable and communication is consistently open. Select N/A If individual is in custody of state/situation where interaction with family not an option.
Food Security	During the past year, one or more members of the household were hospitalized or died due to inadequate or disrupted food intake. OR Client is receiving SNAP benefits but reduced quality/quantity of food, anxiety about provisions - SNAP not covering needs.	At times, eating patterns of one or more household members were disrupted and food intake reduced because the household lacked money and other resources for food. OR Client receives SNAP benefits and is able to access a variety of quality food without anxiety, providing for needs.	Transitioned off SNAP benefits and/or possible disruption in how/when/what is eaten. Household reduced the quality, variety, and desirability of their diets, but the quantity of food intake and normal eating patterns were not substantially disrupted.	Household reduced the quality, variety, and desirability of their diets, but the quantity of food intake and normal eating patterns were not substantially disrupted.	Household has- no problems, or anxiety about, consistently accessing adequate food.