



**Maryland Balance of State CoC**  
Coordinated Entry System  
Self Sufficiency Matrix Domains & Facilitation Guide

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# MD Balance of State CoC Self Sufficiency Matrix

The Maryland Balance of State CoC has elected to use a modified version of the Self Sufficiency Matrix (SSM) as a component of the Coordinated Entry System client assessment phase.

The SSM, along with HUD required data elements, will be used to determine household level of vulnerability and need and will establish how a household is prioritized on the local By Name List (BNL). The SSM, along with the HUD data elements must be entered into HMIS for household information to populate on the BNL, and ultimately available for housing and service referral.

This guide is intended to provide an overview of each SSM domain and provide suggested questions and discussion prompts necessary to determine the most appropriate score for each area. While discussion and prompts will be the most likely method to elicit necessary information from households in the CES assessment phase, some questions may not need to be asked directly if the information can be drawn from the client file, intake information, user observation or user knowledge of the client situation (e.g. if the user definitively knows the client resides in an emergency shelter, then the client does not need to be asked about their housing status).

***Please Note:*** The scoring range on the MD BoS version of the SSM has been reversed from the traditional tool to better capture vulnerability levels for all household types. In this version of the assessment, higher scores have a higher level of vulnerability, and lower scores have lower levels of vulnerability.

The scoring categories for each area of measurement should follow the information below:

- In Crisis: 5 points
- Vulnerable: 4 points
- Safe: 3 points
- Building Capacity: 2 points
- Empowered: 1 point

## SSM Administration Best Practices

### ***Introducing the SSM***

When a household has entered the homeless services system, they will likely be assessed for Coordinated Entry, which includes the use of the SSM.

- Explain the Coordinated Entry process and how the SSM is a part of assessing need and identifying the most appropriate services
- Provide context on the SSM to acknowledge that the assessment may touch on aspects of client lives that are not directly “relevant to” or affected by the services they are receiving and may address uncomfortable topics

- Highlight that the SSM focuses on a commitment to self sufficiency and cultivating a holistic understanding of their circumstances
- Explain that the assessment helps to identify other possible ways in which clients may benefit from services
- State upfront that the assessment may be completed at regular intervals in order to measure progress and ensure that new needs do not go unaddressed
- **Inform the client that they may decline to answer any question without impacting their access to services**

### **Facilitation Tips**

- The SSM should be done jointly by the client and case manager
  - **Given the nuances of the tool, clients should not complete the tool independently or self-select their own score**
- Answer the SSM honestly, do not complete the SSM more than once to alter the score to try and match to a particular project type
- Select only one score in each domain
- The score should reflect the current situation, not something from the past or expected in the future
- If you and the client feel that the best score is somewhere between two numbers, score using the higher number
- Use open ended questions when trying to better understand the client circumstances
- Answer the SSM honestly, do not complete the SSM more than once to alter the score to try and match to a particular project type
- *Note:* Some questions may not need to be asked of the client directly when completing the SSM if the required information can be drawn from the client's file, intake information, the user's observation, or the user's knowledge of the client's situation (e.g., if the user definitively knows the client resides in an emergency shelter, then the client does not need to be directly asked about their residence)
- Remember - the SSM is a guide, not a script; treat it as a conversation
- Focus on One Category at a Time
  - When assessing a household, it is imperative that the staff focus on *ONE CATEGORY*, or domain, at a time.
  - Although some categories may overlap and/or influence each other, staff should look at the household through the lens of just the category they are currently evaluating.
    - For example, if scoring the household's food category, the staff member should not allow the household's housing situation to influence how they score the food category
- Household vs. Individual Client
  - Staff conducting the assessment must look at each category from the full household perspective
  - When working with a category where the individual adults in the household have different situations, please score the category with respect to the individual with the highest need
- Domain "Not Applicable"
  - When working with households, especially when meeting them for the first few times, you may not have enough information to assess them in some areas (i.e., Parenting Skills or Substance Abuse)

- Not every domain will be applicable for every household and therefore will not be scored (i.e., Childcare and Parenting Skills would not be measured for a household without children)
- All of the individual categories provide an option for “not applicable” which should be selected in these situations
- Once you have enough information, or if the household circumstances change, the domain score should be updated to reflect the situation in a follow-up assessment

**When to complete the SSM for Coordinated Entry**

- The SSM is required to be complete at the point of entry into homelessness / Coordinated Entry System

**OR**

- When there is a significant change that would impact the score

**When to complete the SSM for Ongoing Use**

- Once enrolled into permanent housing (RRH/PSH), for ongoing case management planning
- Annually and at project exit to continue measuring progress

**Observation Based Questions**

The SSM cannot ask about every possible condition, or the severity of a given condition. If staff have a client with a condition or situation not listed or an unusual scenario, the case should be discussed at Case Conferencing for additional consideration.

A set of Observational Based questions may be used to help the assessor determine if additional client needs should be considered when a client is unwilling or unable to fully respond.

Case conferencing discussions based on staff observation or additional circumstances may impact the client level of vulnerability by a majority vote.

**Optional Observational Questions for Staff Use Only**

1. Do you observe signs or symptoms of a serious health condition in the respondent or any immediate household member you have observed?
  - a. Examples: Difficulty walking or moving, severe swelling, problems breathing, pain or light-headedness (**NOTE:** Answering “Yes” to this question counts as a “Somatic Health” condition towards a client’s Tri-Morbidity)
2. Do you observe signs or symptoms of a serious mental illness in the respondent or any household member you have observed?
  - a. Examples: Withdrawal or blank affect, racing thoughts or speech, apparent breaks from reality, rapid emotional changes, paranoia.
3. Do you observe signs or symptoms of a substance use disorder in the respondent or any household member you have observed?

- a. Examples: Unusually high or low energy; tremors or shakes of hands, feet, or head; red, watery eyes; unusually large or small pupils; frequent rubbing of nose or twisting of jaw; slurred speech.
4. Did you observe any other condition or scenario that was not covered in this document that you feel should be reviewed in a Case Conference Meeting?

# 1. Housing

*Definition:* This domain is intended to assess the client's current housing status. For instance, if the client was evicted a month ago but is temporarily staying with a family member, the rating should reflect the client's temporary housing arrangement and not their recent eviction.

A client living in an SRO (Single Room Occupancy unit) could be considered 2 or 3, depending on the affordability and condition of the unit.

*Subjects:* This domain is completed for all clients.

- **In Crisis: Homeless or threatened with eviction.**
  - Homeless is defined as a person living outside, in a place not intended for human habitation, in a safe haven, emergency shelter, or hotel/motel.
  - Threatened with eviction refers to those who are at risk of losing their home, due to either financial or relational reasons.
  - Clients who reside in an institutional (hospital, jail, prison) or treatment setting and do not have an established residence to return to upon discharge.
- **Vulnerable: In transitional, temporary, or substandard housing; current rent/mortgage payment is unaffordable (over 30% of income).**
  - Transitional housing refers to a housing initiative that offers long-term temporary housing for up to 24 months and typically includes a range of supportive services.
  - Includes clients who currently reside in a rooming home, group living, foster family home, or residential addiction treatment program.
  - Temporary housing is defined as any temporary living arrangement that a client or their case manager or counselor may have arranged with family, friends, caregiver(s), etc. Note that those who have arranged to stay somewhere for an indefinite amount of time would be characterized as having "stable" housing.
  - Substandard housing is defined as housing that endangers the safety, well-being, or property of the occupants, or a property that does not meet local building or housing codes.
- **Safe: In stable housing that is safe but only marginally adequate.**
  - Stable housing is defined as housing in which the client is able and likely to continue residing (please note that transitional living arrangements are not considered to be stable)
  - Housing is considered to be affordable if the household spends no more than 30% of its gross income on housing-related expenses. Please note that "affordable housing" is not referring to a specific type of housing program.
  - When assessing whether the client's housing situation is adequate, one should consider the legal security of tenure (i.e., the legal rights and responsibilities, if any, that clients have with respect to their property); the availability of services,

materials, facilities and infrastructure; its accessibility and location; and its cultural adequacy.

- Includes clients receiving Rental Assistance subsidy.
- **Building Capacity: Household is in safe, adequate, subsidized housing.**
  - Subsidized housing refers to government-supported housing for clients with low to moderate income and can include direct housing subsidies, public housing, affordable housing, rent supplements, non-profit housing and some forms of cooperative housing (e.g., Section 8 Housing).
- **Empowered: Household is in safe, adequate, unsubsidized housing.**
  - Unsubsidized housing is defined as private housing wherein the client does not receive government or public assistance.

## Housing: Scoring Assistance

### 1. Is the client currently in jail, prison, or a juvenile detention facility?

Yes = N/A

No = Next question

### 2. Is the client currently housed?

Yes = Next Question

No = "In Crisis"

### 3. Is the client at immediate risk of losing their housing?

Yes = "In Crisis"

No = Next Question

### 4. Does the client currently reside in a house or an apartment?

Yes = Go to Question #7

No = Next Question

### 5. Where does the client currently reside?

Residential treatment center = "In Crisis"

Boarding home = "Vulnerable"

Emergency shelter = "In Crisis"

Residential project/halfway house =  
"Vulnerable"

Safe haven = "In Crisis"

Supervised independent living program =  
"Vulnerable"

Place not meant for habitation = "In Crisis"

Supportive housing = "Vulnerable"

Transitional living program = "Vulnerable"

Medical or psychiatric hospital =  
"Vulnerable"

Group home = "Vulnerable"

Hotel/motel = Next Question

Dorm/Co-op = Go to Question #9

### 6. Is the client paying for the hotel/motel using their own money (or a friend's or family member's money), or do they receive assistance from a social service program?

Paid for by a social service agency = "In Crisis"

Not paid for by a social service agency = "Vulnerable"

### 7. Did the client obtain their housing through a social service program, Child Protective Services, or some other organization?

Yes = Next Question

No = Go to Question #9

### 8. In what type of housing does the client currently reside?

Group home = "Vulnerable"

Foster family home = "Vulnerable"

Transitional living program = "Vulnerable"

Friend/Family home = Next Question

Residential project/halfway house =  
"Vulnerable"

Rapid rehousing = Next Question

Boarding home = "Vulnerable"

Permanent supportive housing = Next Question  
Supportive housing = "Vulnerable"  
Dorm/Co-op = Next Question  
Host home = "Vulnerable"

Unsubsidized apartment/house = Next Question  
Supervised independent living program = "Vulnerable"

**9. Can the client continue living in their current residence for as long as they like?**

Yes = Next Question                      No = "Vulnerable"

**10. Does the client—or whoever is responsible for paying for the client's housing—spend more than 30% of their income on housing-related expenses?**

Yes = "Vulnerable"                      No = Next Question

**11. Does the client have any safety concerns or accessibility concerns with respect to the physical structure of their housing?**

Yes = "Vulnerable"                      No = Next Question

**12. Does the client consider their housing to be adequate and meeting their needs?**

Yes = Next Question                      No = "Safe"

**13. Is the housing subsidized (i.e., some type of rapid rehousing, permanent supportive housing, affordable housing, low-income housing, a subsidized co-op, or some other type of government-supported housing)?**

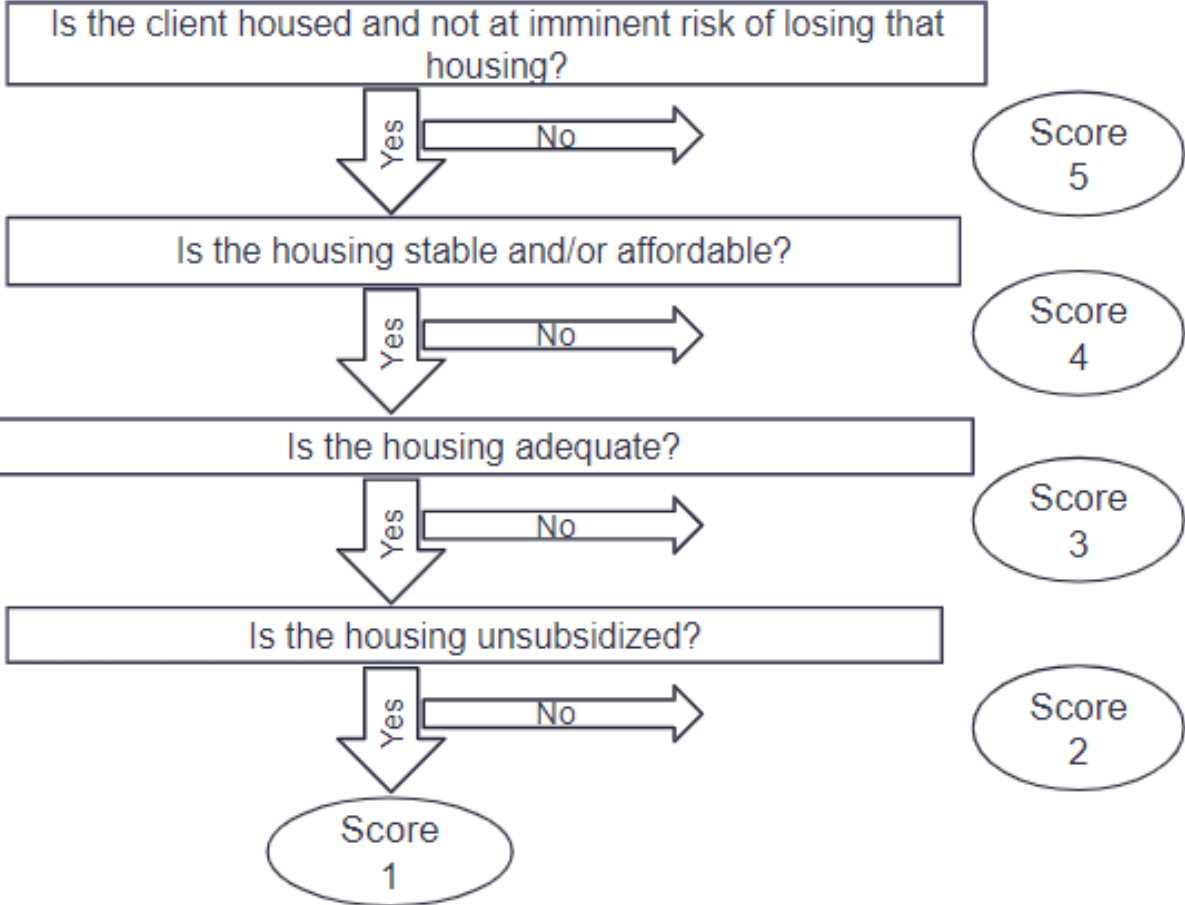
Yes = "Building Capacity"                      No = "Empowered"

## **Housing: Sample Questions and Discussion Prompts**

- What is your current living situation?
- Are you facing eviction or foreclosure?
- Is your home structurally safe and free of mold and any other infestations?
- Are you receiving any rental or mortgage assistance? If yes, how long will your assistance last?
- If you are not receiving assistance, how much is your monthly rent amount/mortgage payment, and how much is your net (after taxes) monthly income?
- Do you feel you can afford to live in a neighborhood of your choice?



**Housing: Decision Tree**



## 2. Employment

*Definition:* This domain is intended to assess the client's current employment situation. For instance, if a client had a bout of unemployment but recently obtained part-time employment, the rating should reflect the client's part-time employment status and not their recent period of unemployment. This domain does not account for other activities that may occupy the client's time, such as school, parenting and community involvement. Those activities are considered in the respective domains.

*Subjects:* This domain is completed for all clients of working age. Score those clients as retired as "N/A". Clients receiving SSDI are not considered retired if they are of working age.

- **In Crisis: No job. Participating in unpaid, volunteer positions.**
- **Vulnerable: Temporary, part-time, or seasonal job; inadequate pay and no benefits.**
  - Temporary employment refers to a position with a pre-established end date, as in an internship or Transitional-Employment position.
  - Part-time employment is defined as a job (or combination of jobs) in which the client works fewer than 30 hours per week.
  - Seasonal jobs refer to those that are performed in an industry designated as seasonal during the time period (e.g., lifeguarding during the summer, holiday retail work).
  - **Inadequate pay** refers to a level of pay despite which the client continues to qualify for, or otherwise requires, state and federal benefit programs (e.g., SSI, SSDI, SNAP, TANF, Housing Subsidies, etc.) to maintain an appropriate standard of living.
- **Benefits** include, but are not necessarily limited to, healthcare, sick time, paid vacations, holidays, or contributions to a retirement plan.
- **Safe: Employed full-time; inadequate pay; few or no benefits.**
  - **Full-time employment** refers to a job in which the client works for more than 30 hours per week. For our purposes, "full-time employment" also refers to those who are employed at multiple jobs (including part-time jobs) but are working for over 32 hours a week altogether.
  - Inadequate pay – see definition above.
  - Benefits – see definition above.
- **Building Capacity: Employed full-time with adequate pay and benefits.**
  - Full-time employment – see definition above.
  - **Adequate pay** is defined as pay that allows a client to meet their basic needs without the need for public assistance. Provided clients earn, at minimum, what their community defines as their "living wage," then their income should be considered adequate.
  - Benefits – see definition above.
- **Empowered: Maintains permanent full-time employment with adequate pay and benefits.**
  - Permanent employment describes those who have held their job position for a minimum of three months and who expect to maintain their jobs in the future (i.e., who are not employed in a temporary position).

- Full-time employment – see definition above.
- Adequate pay – see definition above.
- Benefits – see definition above.

## Employment: Scoring Assistance

### 1. How old is the client?

- 13 years old or younger = N/A
- 14–17 years old = Go to Question #2
- 18 years old or older = Go to Question #3

### 2. Does the client have a job?

- Yes = Go to Question #4
- No = N/A

### 3. Does the client have a job?

- Yes = Next Question
- No = “In Crisis”

### 4. Does the client work full-time (32+ hours a week)?

*Note: If the client works at least 32 hours a week across multiple jobs, they should be considered to be working full-time.*

- Yes = Next Question
- No = “Vulnerable”

### 5. Does the job pay a living wage?

*Note: For clients who work at least 32 hours a week across multiple jobs, all of their jobs must pay a living wage to go on to the next question.*

- Yes = Next Question
- No = “Safe”

### 6. Does the job offer health insurance options, paid time off, and some type of retirement plan?

*Note: For clients who work at least 32 hours a week across multiple jobs, all of their jobs must offer the benefits described above to go on to the next question.*

- Yes = Next Question
- No = “Safe”

### 7. Has the client been employed at their current workplace for at least three months?

*Note: For clients who work at least 32 hours a week across multiple jobs, they must have been employed at all of their current workplaces for at least three months to go on to the next question.*

- Yes = Next Question
- No = “Building Capacity”

### 8. Can the client remain at their current job for as long as they like?

*Note: For clients who work at least 32 hours a week across multiple jobs, they must be able to remain at all of their jobs for as long as they like in order to be scored as “Empowered.”*

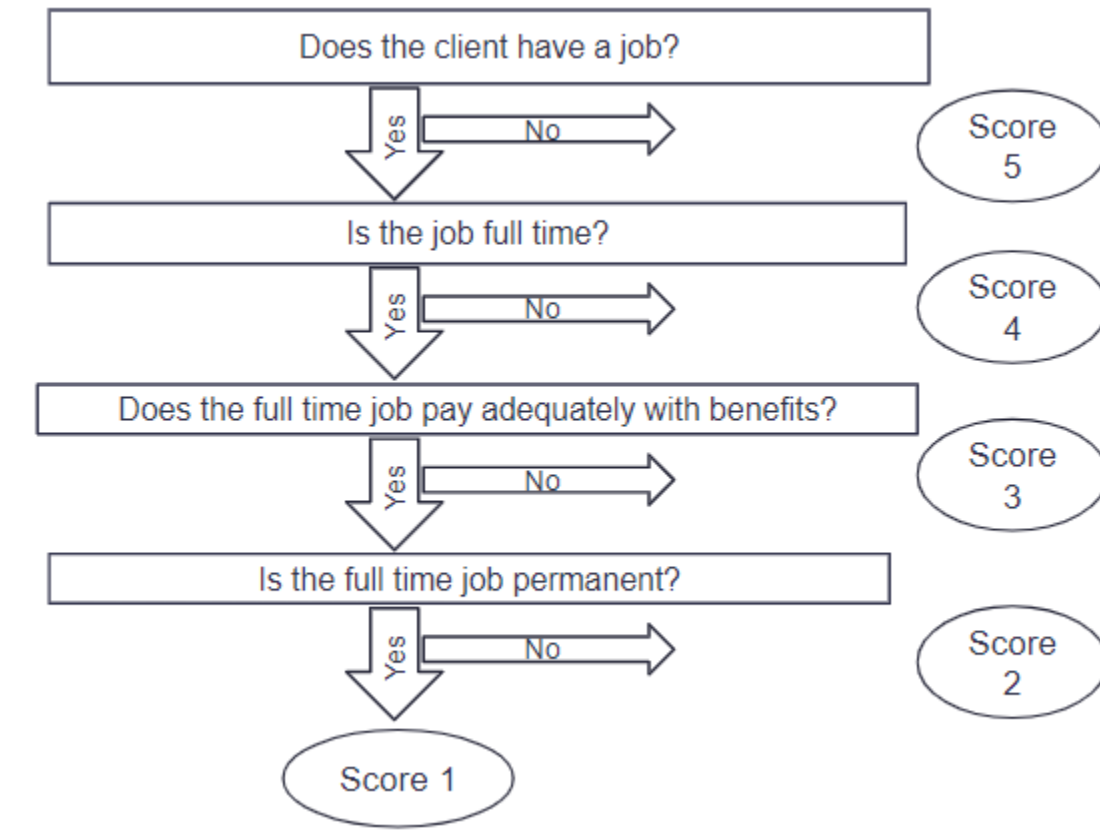
- Yes = “Empowered”
- No = “Vulnerable”

## Employment: Sample Questions and Discussion Prompts

- Are you currently employed?
- Is your employment situation temporary, seasonal or permanent?
- How many hours per week do you work on average?
- Are you working the number of hours you desire or need to work?
- Does your employment situation provide adequate pay (see definitions below)?
- Does your employer provide benefits for you? For your family? Examples of benefits:
  - Medical/mental/dental insurance

- Vision benefit
- Paid vacation/holiday/sick time or PTO (paid time off)
- Life insurance
- Pension/retirement/401K
- Tuition reimbursement
- If employed, how long have you been working for your current employer?

## Employment: Decision Tree



### 3. Income

*Definition:* This domain should reflect the income of the entire household.

- Household members include the client and any spouse, domestic partner, relative, dependent, or guardian that shares an address with the client and with whom the client is at least somewhat financially interdependent (e.g., they both contribute to the cost of rent, bills, or food). Note that household members do not include roommates.
- Clients who are currently residing in a Group Living Environment (GLE), Supported Independent Environment (SIE), treatment setting, emergency shelter, or other group living facility should be treated as their own household.
- This domain aims to assess the current level of income of the client. For instance, if a client has recently applied for assistance but has yet to receive their benefits, the rating should reflect the client's current ability to meet their basic needs and not their future receipt of benefits.

*Subjects:* This domain is completed for all clients.

- **In Crisis: No income.**
  - No income means that the client's household receives no income, either in the form of wages or cash benefits.
- **Vulnerable: Inadequate income AND/OR spontaneous/inappropriate spending.**
  - Households that earn an inadequate income earn 200% or less than the federal poverty guidelines (considering both cash benefits and earned income in tandem). The federal poverty guidelines can be found at the following website: <https://aspe.hhs.gov/poverty-guidelines>
  - Spontaneous/inappropriate spending is defined as overspending or the tendency to purchase items impulsively, resulting in an inability to meet basic needs.
  - If the client has a Representative Payee (Rep Payee), assess as 2 unless the client is demonstrating skills to manage income without spontaneous/inappropriate spending (see 3 below).
- **Safe: Can meet basic needs with subsidy; appropriate spending.**
  - **Basic needs** include, but are not limited to, housing, food, childcare, transportation, and healthcare.
  - Subsidy refers to various forms of public assistance or outside income sources, including, but not limited to, TANF, SSI, Medicaid, or housing/rental subsidy.
  - If the client has a Rep Payee but demonstrates skills to manage income with appropriate spending, assess as 3.
- **Building Capacity: Can meet basic needs without assistance.**
  - Basic needs – see definition above.
  - Without assistance means not currently receiving public assistance or outside income sources, including, but not limited to TANF, SSI, Medicaid, or housing/rental subsidy.

- **Empowered: Income is sufficient and well-managed; has discretionary income and is able to save.**
  - Income is considered sufficient if clients' households earn more than 200% of the federal poverty guidelines and do not receive any cash or non-cash benefits.
  - Discretionary income is defined as income that remains after the clients' taxes and basic needs (e.g., food, clothing, and housing) have been paid and can be spent, saved, invested, or otherwise used.

## **Income: Scoring Assistance**

### **1. Is the client currently in foster care?**

Yes = Next Question

No = Go to Question #3

### **2. Is the client's residential placement some type of a group home, residential treatment facility, emergency shelter, or other group living facility?**

Yes = "Safe"

No = Next Question

### **3. What is the client's household income and family size?**

No income = "In Crisis"

Income < 200% of the Federal Poverty Guidelines = "Vulnerable"

Income ≥ 200% of the Federal Poverty Guidelines = Next Question

### **4. Do the household's spending habits prevent the client from meeting their basic needs?**

Yes = "Vulnerable"

No = Next Question

### **5. Does the household need or receive assistance (such as TANF, SNAP, Medicaid, or housing vouchers) to meet its basic needs?**

Yes = "Safe" No =

Next Question

### **6. Does the household have money left over after meeting its basic needs and the ability to save?**

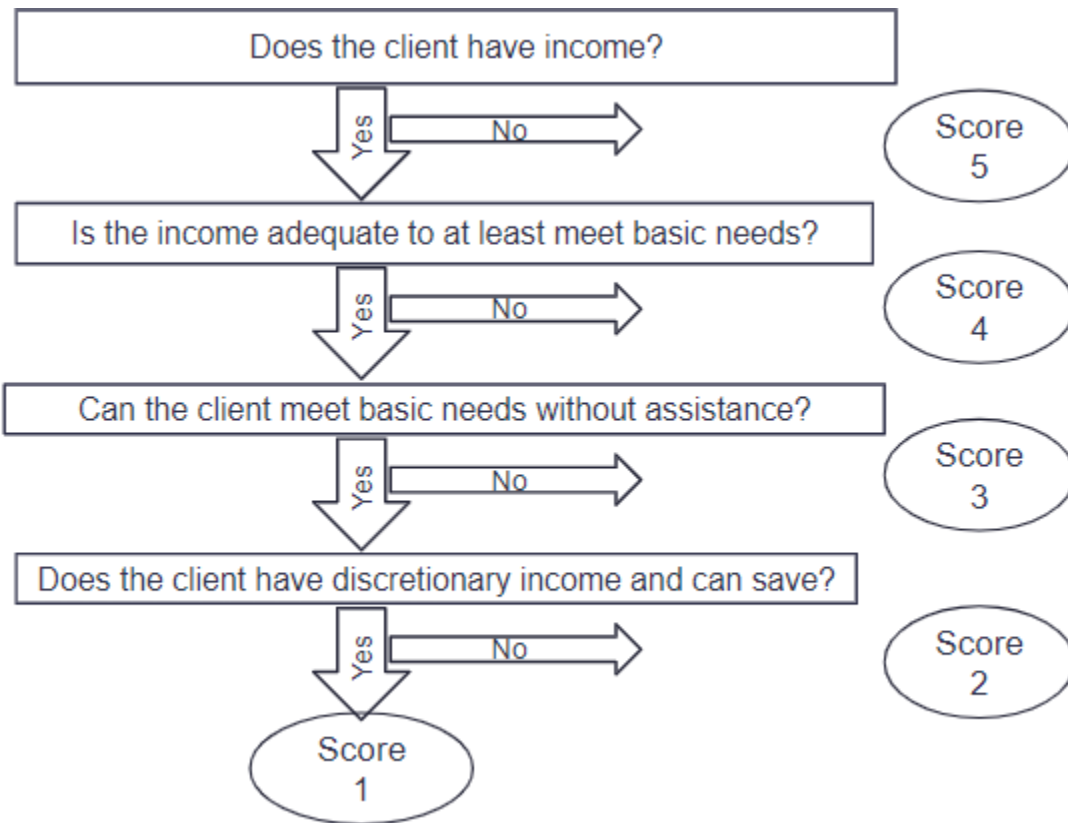
Yes = "Empowered"

No = "Building Capacity"

## **Income: Sample Questions and Discussion Prompts**

- Do you have income?
- Is your current income covering costs for your basic needs (food, clothing, housing, utilities, transportation, etc.)?
- Does your income allow you to meet your basic needs and pay all your bills (including utilities, phone, credit cards, restitution, loans, childcare, etc.)?
- Do you have a savings account? If yes, how many months of expenses are covered?
- Does your income allow you to make non-essential purchases (beyond basic needs and monthly bills)?

## Income: Decision Tree



## 4. Food

*Definition:* This domain assesses the current ability of a household to satisfy its members' food needs. For instance, if a client has recently applied for SNAP benefits but has yet to receive their benefits, the rating should reflect the client's current ability to meet their food needs and not their future receipt of SNAP benefits.

- Household members include the individual and any spouse, domestic partner, relative, dependent, or guardian that shares an address with the individual and with whom the individual is at least somewhat financially interdependent (e.g., they both contribute to the cost of rent, bills, or food). Note that household members do not include roommates.

*Subjects:* This domain is completed for all clients.

- **In Crisis: No food or means to prepare it. Relies to a significant degree on other sources of free or low-cost food.**
  - Free or low-cost food could be in the form of meals received from shelters, food banks, or soup kitchens, or in the form of charitable food boxes.
  - Includes all clients in a Group Living Environment (GLE), Supported Independent Environment (SIE) or other transitional/temporary setting and who do not receive SNAP or are in application status.
- **Vulnerable: Household is on food stamps.**
  - Receiving SNAP benefits or other specific food-related assistance.
  - Support may include: financial support from family or friends, WIC (Women, Infants, and Children), food banks, Meals on Wheels, charitable food boxes, or other similar services.
  - Includes all clients in a GLE/SIE who receive SNAP.
- **Safe: Can meet basic food needs, but requires occasional assistance.**
  - *The client is able to meet their **basic food needs** and is not suffering from food insecurity: they know where their next meal is coming from, when it is coming, and they do not need to skip meals because of financial constraints.*
  - The client is not currently receiving SNAP or relying on some other type of food assistance program, but has received assistance of some kind within the last 6 months.
- **Building Capacity: Can meet basic food needs without assistance.**
  - The client is able to meet their Basic food needs (as defined above) without assistance.
  - The client has not received SNAP or other food assistance programs within the last 6 months.
- **Empowered: Can choose to purchase any food the household desires.**



## Food: Scoring Assistance

**1. Is the client in foster care?**

Yes = Go to Question #5

No = Next Question

**2. In the last six months, has the client ever gone without eating because they didn't have enough money for food?**

Yes = "In Crisis"

No = Next Question

**3. In the last six months, has the client's household received SNAP (i.e., food stamps) or relied heavily on some other type of assistance to meet its basic food needs (WIC, food bank, charitable food boxes, family help, etc.)?**

Yes = Go to Question #7

No = Next Question

**4. Can the client's household afford any food it wants?**

Yes = "Empowered"

No = "Building Capacity"

**5. Does the client reside with a foster family?**

Yes = "Safe"

No = Next Question

**6. Does the client meet most of their food needs through their housing placement, such as an emergency shelter, group home, transitional living program, or residential treatment facility?**

Yes = "Vulnerable"

No = Next Question

**7. Does the client meet most of their food needs through some type of shelter program, food banks, or soup kitchens?**

Yes = "In Crisis"

No = Next Question

**8. Does the household have food and the means or ability to prepare it?**

Yes = Next Question

No = "In Crisis"

**9. Does the household receive SNAP (i.e., food stamps) or rely heavily on some other type of assistance to meet its basic food needs (WIC, food bank, charitable food boxes, family help, etc.)?**

Yes = "Vulnerable"

No = Next Question

**10. Does the household ever have to skip meals because of financial reasons, or is the household ever unsure of when it will be able to find their next meal?**

Yes = "Vulnerable"

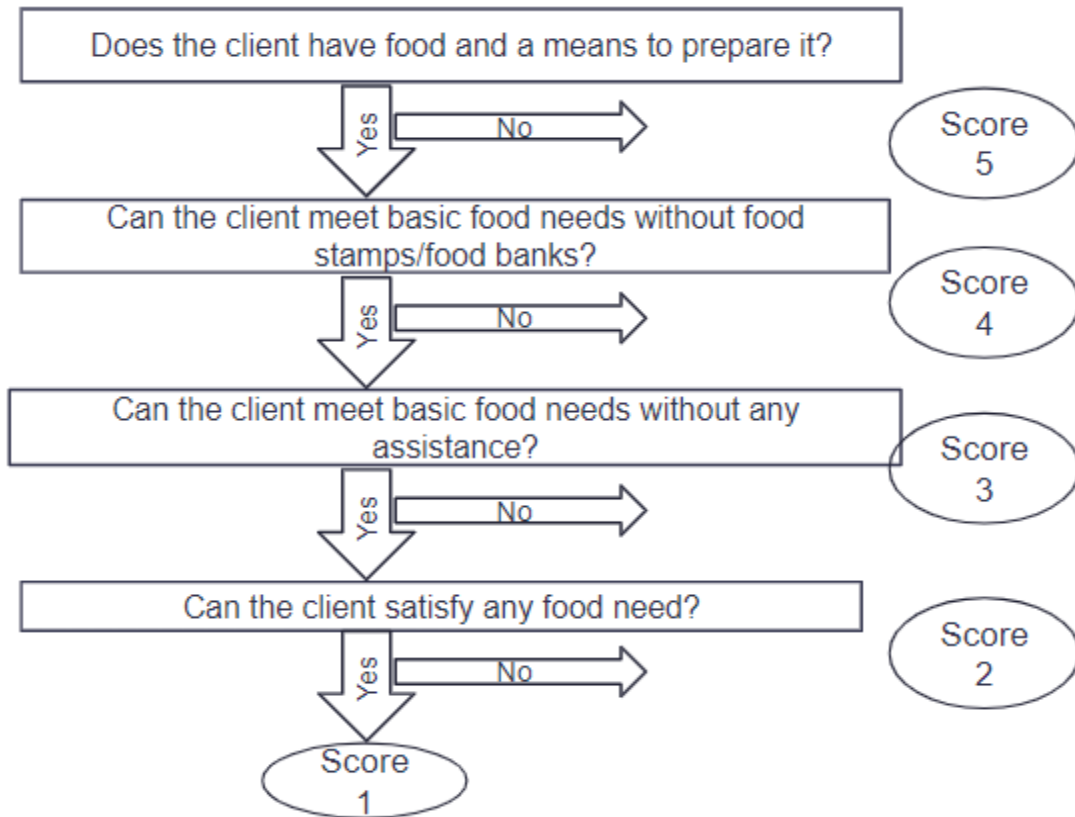
No = "Safe"

## Food: Sample Questions and Discussion Prompts

- Are you currently able to access food for you and/or your family?
- Where do you get most of the food that you and/or your family eat on a daily basis?
- Do you receive food assistance/benefits (SNAP, Basic Food, EBT; formerly known as "food stamps") or other food resources (food pantries)?
- Are you able to meet your basic food needs without food benefits?
- Are you able to meet your basic food needs without a food pantry, meal site or family assistance?
- Are you able to afford to buy the foods that you would like?
- Do you have access to healthy, fresh food (lives close to grocery store or farmers market, has access to community or own garden, food pantry provides fresh produce and dairy)?

- Do you know how to prepare the food that you have (possess basic cooking skills, understands how to use recipes, etc.)?
- Do you have the tools needed to prepare the food you have (i.e., working stove/oven, microwave, slow cooker, pots/pans, utensils, etc.)?

## Food: Decision Tree



## 5. Childcare

*Definition:* This domain assesses clients' current ability to meet their dependent care needs.

- *This domain is only relevant to clients who have dependents who meet the criteria outlined below; if the client does not have dependents or who have dependents who no longer require care, then this domain should be scored "N/A".*
- When scoring this domain, one should consider any or all of the following that apply to the client's dependent(s): day care, preschool/pre-kindergarten/Head Start, after-school care, adult day care, PCA, home health, or babysitters/nannies (including family members, friends and neighbors).

*Subjects:* This domain should be completed for all clients who are the caregivers of dependents such as children, spouses/partners, parents, relatives, etc. who need care.

*Select "N/A" for clients who do not have caregiving responsibilities.*

Special Issues:

- The need for dependent care is determined from the perspective of the individual served, e.g., the client's child might be 17 but has health, behavioral or other needs such that care is needed.
- **In Crisis: Needs dependent care but none is available or accessible (including family members, friends or neighbors).**
  - Dependent care is unavailable if the dependent care provider is not available when needed (e.g., nights or weekends), if all potential dependent care providers/centers are filled to capacity, or if the dependent is not eligible or does not qualify.
  - Dependent care is not accessible if clients are unable to get to the dependent care provider in a reasonable amount of time (or vice versa).
- **Vulnerable: Dependent care is unreliable or unaffordable; inadequate supervision is a problem for dependent care that is available (including family members, friends or neighbors).**
  - Dependent care is unreliable if the dependent care provider is either inconsistently available, regularly cancels, or fails to show up.
  - Dependent care is unaffordable if:
    - The cost places an undue burden on the client's budget, either because the cost of care is too high or the need for care interferes with employment.
    - Clients are spending more than 10% of their monthly household income on dependent care.
  - Client or other caregiver reports that they had to change or reduce the number of hours they would prefer to be at work (and, as a result, are struggling financially), because paying for dependent care would be prohibitively expensive.
  - Dependents who receive inadequate supervision are in the care of a dependent care provider that is regularly distracted from monitoring the dependent's behavior (e.g., the

childcare provider is engaged in other tasks or responsible for caring for too many children) or has health needs.

- **Safe: Affordable, subsidized dependent care is available but limited (if family members', friends' or neighbors' availability or interest is limited).**
  - Clients who spend 10% or less of their monthly household income on dependent care are considered to have an **affordable** childcare arrangement.
  - Clients are receiving subsidized dependent care or **subsidies** if they receive financial assistance in paying for dependent care, some form of childcare voucher, dependent care on a sliding fee scale, free care through a public prekindergarten program or some other organization. However, employer-supported dependent care should not be considered subsidized.
  - Care is limited if clients are only able to secure dependent care 75% or less of the time (or for the amount of time) that they need it.
- **Building Capacity: Reliable, affordable dependent care is available (could be family members, friends, or neighbors); no need for subsidies.**
  - Dependent care is reliable if the dependent care provider is consistently available and rarely cancels.
  - Affordable – see definition above.
  - Subsidies – see definition above.
- **Empowered: Able to select quality dependent care of choice (could be from among family members, friends, or neighbors).**
  - Quality dependent care should be conceptualized as care which is warm and responsive, occurs in a safe environment appropriate to the dependent's developmental stage and care needs.

## Childcare: Scoring Assistance

### 1. Does the client have any children or serve as the primary caregiver for any children?

Yes = Next Question

No = N/A

### 2. Does the client have any children who are 10 years old or younger?

Yes = Go to Question #4

No = Next Question

### 3. Does the client have any children who are under age 18 and have special needs?

Yes = Next Question

No = N/A

*For the following questions, the client should base their responses on the childcare arrangements about which they are most concerned (across the children they care for who are 10 years old or younger, or any special needs children they care for who are under age 18).*

### 4. Does the client have childcare arrangements for all eligible children (this can include childcare provided by family members, neighbors, or friends)?

Yes = Next Question

No = "In Crisis"

### 5. Does the client spend more than 10% of their income on childcare costs?

Yes = "Vulnerable"

No = Next Question

**6. Do any of the client's childcare providers unexpectedly cancel, fail to show up, or are otherwise inconsistently available?**

Yes = "Vulnerable"

No = Next Question

**7. Does the client have any safety concerns with any of their childcare providers?**

Yes = "Vulnerable"

No = Next Question

**8. Does the client feel like all of their childcare providers provide adequate supervision?**

Yes = Next Question

No = "Vulnerable"

**9. Is childcare readily available to the client when needed?**

Yes = Next Question

No = "Safe"

**10. Does the client receive some type of financial assistance in paying for childcare, such as childcare vouchers?**

Yes = Next Question

No = Go to Question #12

**11. Is the financial assistance that the client receives some type of employer-supported childcare?**

Yes = Next Question

No = "Safe"

**12. Can the client select from among high-quality childcare providers of their choice? In other words, is more than one desirable childcare option available to the client?**

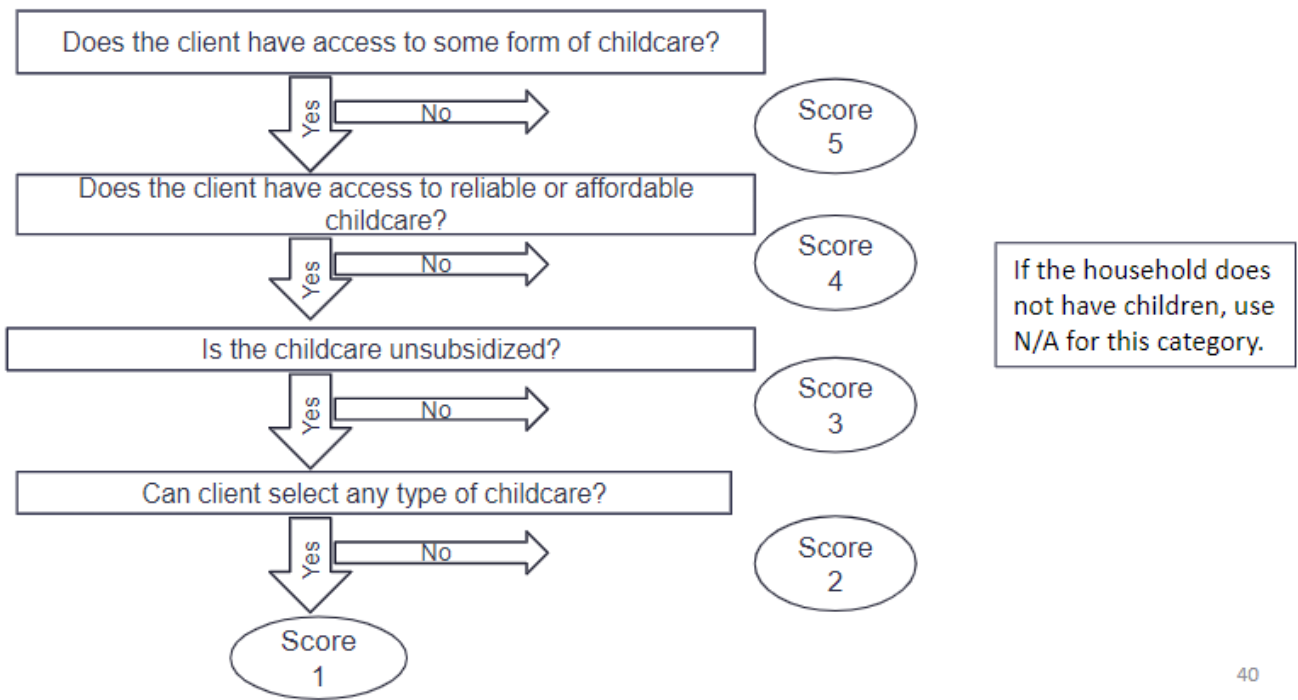
Yes = "Empowered"

No = "Building Capacity"

## **Childcare: Sample Questions and Discussion Prompts**

- Do you have children for whom you need childcare (ages 0-11)?
- Do you have childcare for your child(ren)?
  - If yes, is your childcare reliable?
  - Is it affordable?
  - Is it adequate
  - Does care provider offer supplemental learning activities/curriculum?
- Are you able to select your childcare of choice?
- Do you have a backup childcare plan if you have problems with your current provider?

## Childcare: Decision Tree



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## 6. Children's Education

*Definition:* This domain assesses the level of school engagement demonstrated by the client's child(ren). This domain refers to basic education (kindergarten, elementary school, middle school, and high school) and should not reflect any college-level education or vocational training which client's child(ren) may be pursuing.

*Subjects:* This domain should be completed for:

- All clients who are the caregivers of children between school age and age 22 who have not yet graduated from high school or obtained their GED.
- *Select "N/A" for clients who either do not serve as the caregiver of any children or whose children are under school age, obtained their high school diplomas/GED or are 22 years of age or older.*

Special Issues:

- The caliber of the school should not factor into the scoring of this domain—only attendance and children's academic performance should be considered.
- If the client has more than one child, the client's score should be based on the child who is struggling the most.
- **In Crisis: One or more school-aged child(ren) are not enrolled in school.**
- **Vulnerable: All school-aged children are enrolled in school, but one or more are not attending or only occasionally attending classes OR have unmet educational needs.**
  - Children who attend classes 50% of the time or less are considered to be only occasionally attending classes.
  - Clients who have at least one child whose special educational needs are not being met, who are not receiving other necessary accommodations, or are not earning passing grades in all of their classes are considered to have unmet educational needs.
- **Safe: School-aged children are enrolled in school, but one or more only attend classes most of the time OR are struggling in at least 3, but not all, of their classes.**
  - Those who attend classes between 50%–90% of the time are considered to attend classes most of the time.
  - Clients who have at least one child who is struggling (i.e., not earning passing grades) in at least three, but not all, of their classes.
- **Building Capacity: All school-aged children enrolled in school and attend classes on a regular basis, but one or more are struggling in 1–2 classes.**
  - Those who attend more than 90% of the time are considered to attend classes on a regular basis.
  - Clients who have at least one child who is struggling (i.e., not earning passing grades) in one or two of their classes.

- **Empowered: All school-aged children are enrolled, attend classes on a regular basis, and are performing well in school.**
  - Attend classes on a regular basis – see definition above.
  - Clients whose children are performing well at school; earning passing grades in their classes.

## Children’s Education: Scoring Assistance

### 1. How old is the client?

Under 6 years old = N/A

6–18 years old = Next Question

19 years old or older = N/A

### 2. Does the client have a high school diploma or GED?

Yes = N/A

No = Next Question

### 3. Is the client currently enrolled in school?

Yes = Next Question

No = “In Crisis”

### 4. Does the client have any special education needs or other accommodations that are not being met?

Yes = “Vulnerable”

No = Next Question

### 5. What percent of their classes does the client attend?

< 50% = “Vulnerable”

50–90% = “Safe”

+90% = Next Question

### 6. Is the client earning Ds or Fs in any classes?

Yes = Next Question

No = “Empowered”

### 7. Is the client earning Ds or Fs in all of their classes?

Yes = “Vulnerable”

No = Next Question

### 8. In how many classes is the client earning Ds or Fs?

1–2 = “Building Capacity”

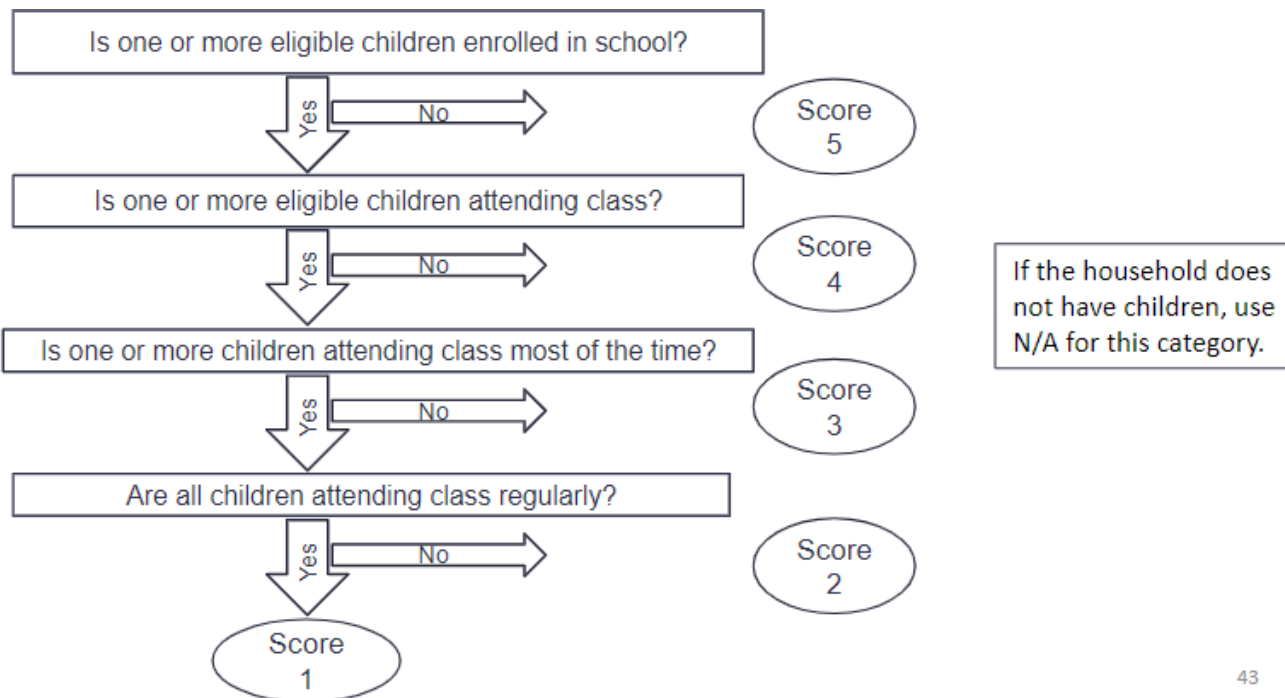
3+ = “Safe”

## Children’s Education: Sample Questions and Discussion Prompts

- What are you doing to prepare your child to start school?
- Do you know where/how to find resources to help you prepare your child for school?
- What do you think your child needs help with at this time regarding school readiness?
- Are you using any school/educational resources at this time?
- Do you find it difficult to access school/educational resources to help your child?
- What do you think your child needs help with at this time to be successful in school?



## Children's Education: Decision Tree



## 7. Adult Education

*Definition:* This domain is used to assess clients' educational attainment and self-sufficiency.

- GED/High School Equivalency Test (HiSET) program means any recognized high school equivalency program.
- Literacy problems means limited reading, writing, and/or speaking skills in English.
- Literacy Program may include Adult Basic Education, tutoring programs or ESL/ESOL programs. ESOL (English for Speakers of Other Languages) is listed separately to encourage consideration of the specialized needs of individuals with Limited English Proficiency.
- Clients who were educated outside of the U.S . should be assessed based on how that education is generally recognized in the U.S.

*Subjects:* This domain is completed for all clients.

- **In Crisis: No HS diploma/GED/HiSET and is not enrolled in HS or GED/HiSET program.**
  - Include clients with Limited English Proficiency who are not enrolled in a literacy, ESOL or other class for English-language learners.
- **Vulnerable: No HS diploma/GED/HiSET but client is enrolled in HS or a GED/HiSET program.**
  - Include clients with Limited English Proficiency who are enrolled in a Literacy program, ESOL or other class for English-language learners.
- **Safe: Client has HS diploma/GED/HiSET but is not seeking additional education/training to benefit employment.**
  - Not seeking additional training- the client is not enrolled in a college, university, community college, graduate program, associate's program, specialized training program (e.g., culinary school, cosmetology school, etc.), or apprenticeship.
- **Building Capacity: Client has HS diploma/GED/HiSET and is seeking additional education/training to benefit employment.**
  - Seeking additional training means the client is currently enrolled in a college, university, community college, graduate program, associate's program, specialized training program (e.g., culinary school, cosmetology school, etc.). It could also include apprenticeships. Additional education does not include enrollment in classes for leisure/personal development.
  - Clients who may have a HS Diploma or GED/HiSET but need further training to improve literacy or other skills for employment.
- **Empowered: Client has completed additional education/training beyond HS diploma/GED/HiSET (and is in a position where they are employable).**
  - Completed additional education/training beyond HS diploma/GED/HiSET means that the client has earned a degree or certification beyond their HS diploma/GED/HiSET. Receiving a few college credits or halfway finishing a vocational training program does not count.

- Employable means that the client has the necessary education/training to secure reliable employment (i.e., has completed additional education/ training beyond HS diploma/GED/HiSET).

## **Adult Education: Scoring Assistance**

### **1. How old is the client?**

13 years old or younger = N/A    14 years old or older = Next Question

### **2. Does the client have a high school diploma or GED?**

Yes = Go to Question #4

No = Next Question

### **3. Is the client enrolled in high school, a GED program, or an alternative education program?**

Yes = "Vulnerable"

No = "In Crisis"

### **4. Has the client completed additional training or education beyond receiving a high school diploma or GED (and received a degree or vocational certification)?**

Yes = "Empowered"

No = Next Question

### **5. Is the client currently getting additional training or education to help their job opportunities or to earn more money?**

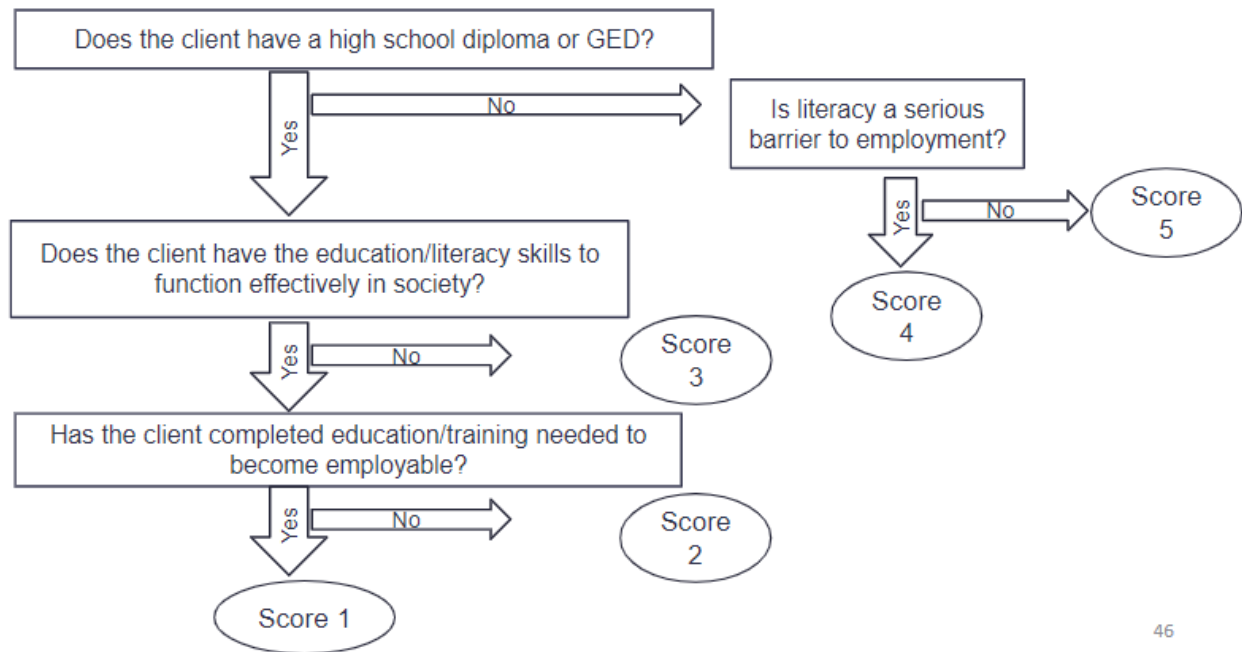
Yes = "Building Capacity"

No = "Safe"

## **Adult Education: Sample Questions and Discussion Prompts**

- What is the highest level of education that you have completed?
- What degrees, professional certificates or professional trainings have you obtained?
- If you did not graduate from high school, do you have a GED?
- Are you able to read, write and perform basic math skills?
- If English is not your first language, are you able to use English in a functional capacity, or are you enrolled in ESL classes?
- Are you currently enrolled in educational classes or programs? If so, for what?

## Adult Education: Decision Tree



## 8. Healthcare Coverage

*Definition:* This domain assesses the healthcare coverage of clients' households and the ability of household members to access medical care (includes dental care).

- Household members include client and any spouse, domestic partner, relative, dependent, or guardian that shares an address with the client and with whom the client is at least somewhat financially interdependent (e.g., they both contribute to the cost of rent, bills, or food). Note that household members do not include roommates. This means no other clients at a GLE or SIE should be included.
- Transportation as a barrier to healthcare is not a factor in this domain.

*Subjects:* This domain is completed for all clients.

- **In Crisis: At least one household member has immediate need for medical care or attention and has no medical coverage.**
  - Immediate need implies that a household member is suffering from a serious health condition (whether it be an illness, injury, impairment, or physical or mental condition).
  - **No medical coverage** means there is a member of the client's household who has no health insurance.
  - May include clients who are undocumented and therefore not eligible for care.
- **Vulnerable: No immediate need, but at least one household member has no medical coverage and greater difficulty accessing medical care when needed.**
  - **No immediate need** implies that the client and other household members are not suffering from a serious health condition.
  - No medical coverage- see definition above.
  - Difficulty accessing medical care means that medical professionals, supplies, and services are difficult to obtain, and that the client is not able to cover the costs of their healthcare (even with a payment plan).
- **Safe: At least one household member has no immediate need and no medical coverage, but is able to access medical care when needed.**
  - No immediate need and no medical coverage- see definitions above.
  - Access to medical care means that medical professionals, supplies, and services are available to the clients and any household members and that the client is able to cover the costs of their healthcare (even if it requires a payment plan).
- **Building Capacity: Clients and any household members have some type of medical coverage, but it may strain budget or is less than adequate.**
  - Medical coverage - refers to health insurance including Medicare, Medicaid and private insurance.
  - Medical coverage that strains the budget means that the client either has health insurance and spends more than 10% of their income on out-of-pocket medical expenses or pays deductibles of 10%+ of the household income.

- Whether the medical coverage is less than adequate should be subjectively determined by the client.
- **Empowered: Client is covered by affordable, adequate health insurance.**
  - Affordable health insurance- see definition above.
  - If one household member does not have affordable insurance, then the score cannot be higher than “Building Capacity”.
  - Whether the medical coverage is adequate should be subjectively determined by the client.

## Healthcare: Scoring Assistance

### 1. Is anyone in the household uninsured (that is, without any health insurance)?

Yes = Next Question

No = Go to Question #4

### 2. Does anyone in the household have a serious medical need (including pregnancy)?

Yes = “In Crisis”

No = Next Question

### 3. Is it difficult for the uninsured household members to access medical care when needed?

Yes = “Vulnerable”

No = “Safe”

### 4. Does anyone in the household have some type of publicly funded health coverage (e.g., Medicare, Medicaid) with no supplemental private insurance?

Yes = “Building Capacity”

No = Next Question

### 5. Does the household spend more than 10% of its income on healthcare premiums, deductibles, or medical expenses?

Yes = “Building Capacity”

No = Next Question

### 6. Does the client think that all household members’ health insurance policies provide adequate coverage?

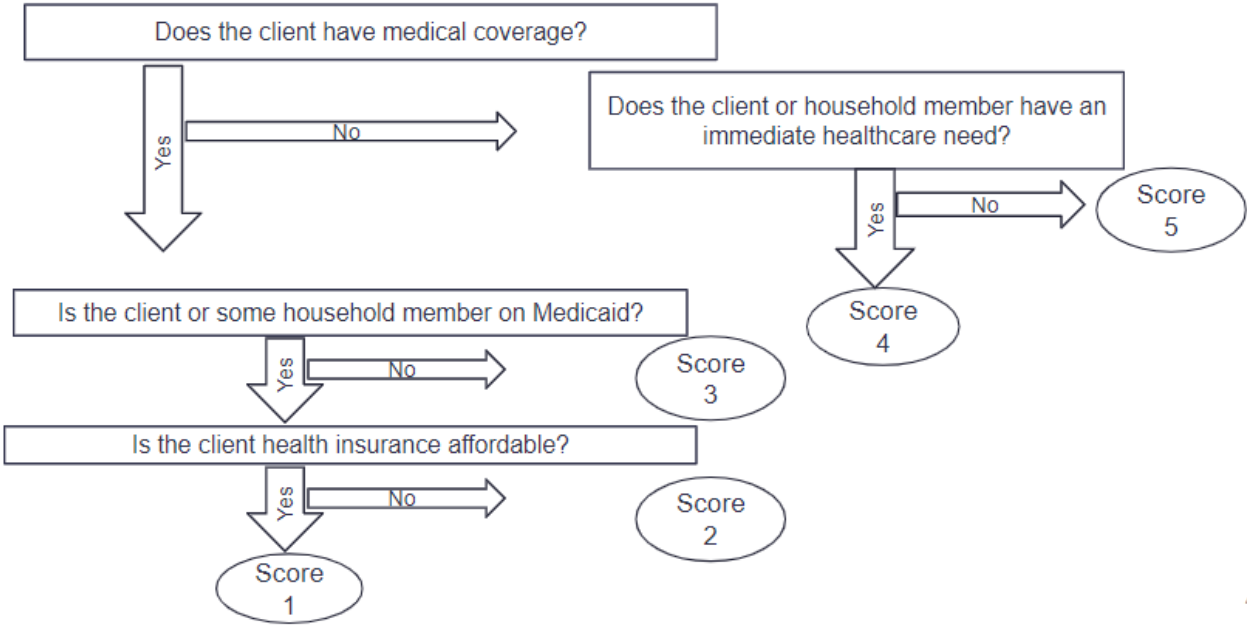
Yes = “Empowered”

No = “Building Capacity”

## Healthcare: Sample Questions and Discussion Prompts

- Do you and everyone in your family have health insurance coverage?
- Are you or a household member currently dealing with untreated, chronic or life-threatening physical health challenges?
  - If so, are you or a household member currently receiving the health care services that you need to treat and deal with these challenges?
  - Have you or a household member seen a doctor to discuss your current health challenges?
- Do you know how to access medical/physical health care services in your community?
- Do you or a household member receive preventative care from both a doctor and a dentist?
- Do you or anyone in your family have immediate physical or dental health problems or concerns?
- Are you able to access medical care when needed?

# Healthcare: Decision Tree



## 9. Life Skills

*Definition:* This domain is intended to assess life skills including, but not limited to: Housekeeping/Laundry, Grocery Shopping/Food Preparation, Personal Care Skills, Problem Solving, Medication Management, Money Management, Accessing Transportation and Time Management.

*Subjects:* This domain is completed for all clients.

- **In Crisis: Unable to meet basic needs such as personal care, food, activities of daily living.**
  - Unable to complete basic life skills, which likely are to result in consequences in other life domains such as putting a person's health and safety at risk.
- **Vulnerable: Can meet a few but not all needs of daily living with assistance.**
  - Able to meet basic needs with assistance. Health and safety is not at imminent risk.
- **Safe: Can meet most but not all daily living needs without assistance.**
  - Able to complete basic needs but may need assistance with more complex activities such as household shopping, problem solving, laundry, housekeeping, medication management, etc.
- **Building Capacity: Able to meet all basic needs of daily living without assistance.**
  - Actively working to develop skills in more complex activities such as household shopping, problem solving, laundry, housekeeping, medication management, etc.
- **Empowered: Able to provide beyond basic needs of daily living for self and family, if applicable.**
  - Able to complete all basic and some complex life skills without assistance.

### Life Skills: Scoring Assistance

#### 1. How old is the client?

15 years old or younger = N/A    16 years old or older = Next Question

#### 2. How many of the following does the client have trouble with?

##### (a) Does the client ever have trouble figuring out how to find information online?

Yes = 1, Next Question                      No = 0, Next Question

##### (b) Does the client ever have a hard time scheduling appointments?

Yes = 1, Next Question                      No = 0, Next Question

##### (c) Does the client ever have a hard time figuring out which tasks are more important than others or the order in which tasks should be completed?

Yes = 1, Next Question                      No = 0, Next Question

##### (d) Does the client ever have trouble arriving places on time?

Yes = Next Question                              No = 0, Go to Question #2e

##### Does the client let the appropriate people know that they will be running late?

Yes = 0, Next Question                      No = 1, Next Question

##### (e) Does the client ever have trouble completing tasks on time?



Yes = Next Question

No = 0

**Does the client let the appropriate people know that they are behind schedule?**

Yes = 0

No = 1

*Sum the answers above to determine the client's score:*

If "yes" to all 5 criteria = "In Crisis"      If "yes" to 1 criterion = "Building Capacity"

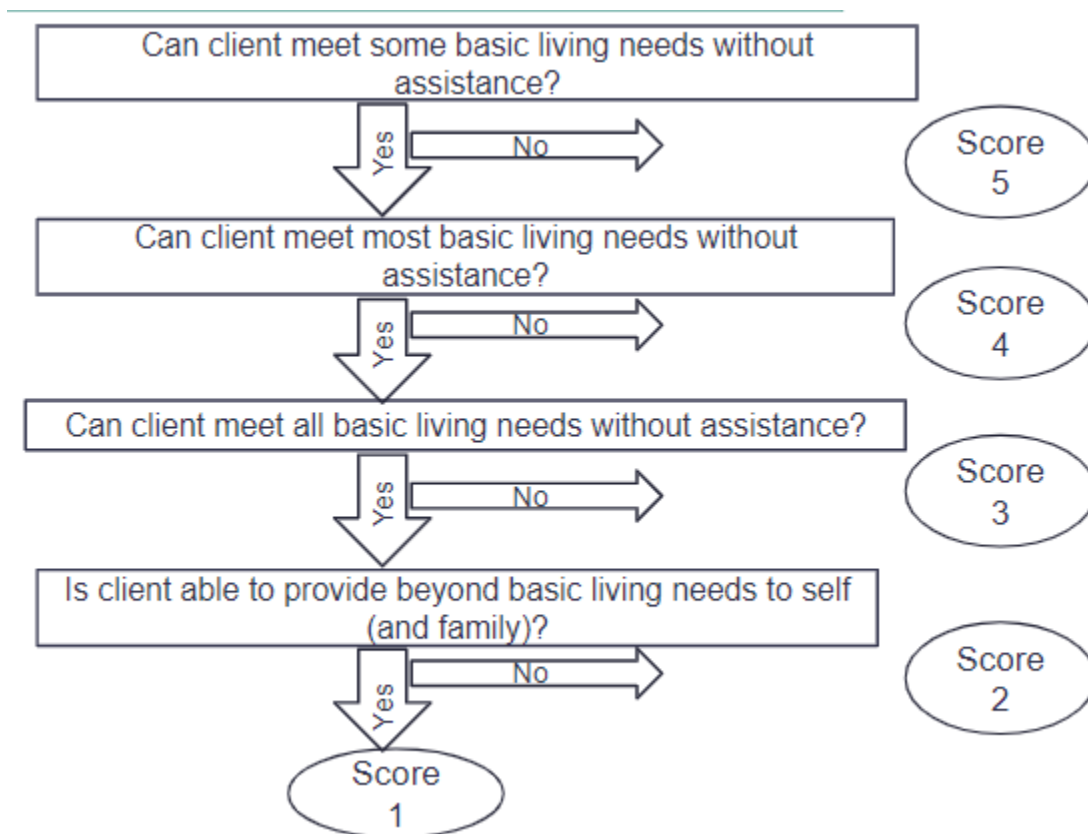
If "yes" to 3-4 criteria = "Vulnerable"      If "yes" to 0 criteria = "Empowered"

If "yes" to 2 criteria = "Safe"

## Life Skills: Sample Questions and Discussion Prompts

- Is the client able to perform all the ADLs for self or with assistance?
- If no, does client have the assistance needed in his/her home?
- Is that assistance provided by someone else in the household?
- Does being a caregiver create a barrier to self-sufficiency because it impedes that person's ability to work outside the home and earn income?

## Life Skills: Decision Tree



## 10. Family/Social Relations

*Definition:* This domain assesses the level of emotional, financial, or material support that the client receives from their social and family network. The client's social network should include their intimate partners, extended family, friends, coworkers, mentors and advocates, as defined by the individual, (not including counselors or the staff of any social service programs designed to meet the client's basic needs).

*Subjects:* This domain is completed for all clients.

- **In Crisis: Family or friends are uninvolved, uninterested, or unmotivated to provide support.**
  - Support refers to emotional, financial, and material support.
    - Individuals who provide emotional support show empathy or concern for the client's wellbeing, which may manifest as acceptance, encouragement, understanding, or comfort, particularly during times of stress.
    - Financial support refers to any cash or monetary assistance provided to the client.
    - Material support refers to other types of concrete support offered to the client, such as a place to stay, food, clothing, and the like.
  - Clients who have no extended family and no friends (as defined above) should be scored as "In Crisis."
  - Clients who lack a social network and who are uninterested in developing one should also be scored as "In Crisis."
- **Vulnerable: Family/friends lack the ability or resources (financial/emotional/material) to help clients. Family members or partners offer negative support; potential for abuse, neglect, or severed relations.**
  - Extended family members or friends may lack the ability to support the client because they either:
    - do not have enough discretionary financial resources to offer monetary support,
    - their own personal or emotional issues interfere with their ability to provide support,
    - or they are geographically distant and are unable to offer the degree of emotional or tangible support that the client needs.
  - Those who provide negative support tend to be demanding, critical, or a bad influence.
- **Safe: Client receives some positive support (financial/emotional/material) from family or friends. Family members or partners acknowledge and seek to change negative behaviors; are learning to communicate and support.**
  - Clients who receive occasional or inconsistent positive support should be scored as "Safe."
  - Clients who hope to receive financial/emotional/material support from their network, but only receive one type of support should be scored as "Safe."

- **Building Capacity: Strong support from family or friends. Family members or partners support each other's efforts.**
  - Strong support is defined as the ability to consistently receive emotional, financial, and/or material support from their family, partners, or friends (when called upon or as necessary).
  - Clients and their connections who have consistently open communication or have generally stable relationships (but not both) should be scored as "Building Capacity."
  - Clients should be scored as "Building Capacity" if they meet the above criteria but whose network of support is not actively expanding (i.e., the client is not regularly meeting new people, building new relationships, or is not making a concerted effort to strengthen existing relationships with family or friends).
- **Empowered - Has a healthy and expanding support network. Family and intimate relationships are stable and communication is consistently open.**
  - Clients with a healthy support network receive strong support from their family and friends.
  - Clients have an expanding support network if they are regularly meeting new people, building new relationships, and/or strengthening existing relationships.

## Family/Social Relations: Scoring Assistance

**1. Does the client receive any type of support (emotional, financial, or material) from their extended family, friends, or other members of their social circle?**

Yes = Go to Question #3

No = Next Question

**2. Do the client's extended family or friends want to provide support?**

Yes = "Vulnerable"

No = "In Crisis"

**3. Do the client's extended family or friends have a negative effect on the client (e.g., they are demanding, critical, or a bad influence)?**

Yes = "Vulnerable"

No = Next Question

**4. When or if necessary, would the client be able to rely on someone among their extended family/friends to provide:**

**a. Emotional support (e.g., acceptance, encouragement, or empathy)?**

Yes = 1, Next Question

No = 0, Next Question

**b. Financial support?**

Yes = 1, Next Question

No = 0, Next Question

**c. Material support, such as a place to stay, food, or clothing?**

Yes = 1

No = 0

*Sum the answers above to determine the client's score:*

If "yes" to all 3 criteria = Next Question

If "yes" to 1-2 criteria = "Safe"

If "yes" to 0 criteria = Go to Question #2

**5. Is the client's support network growing?**

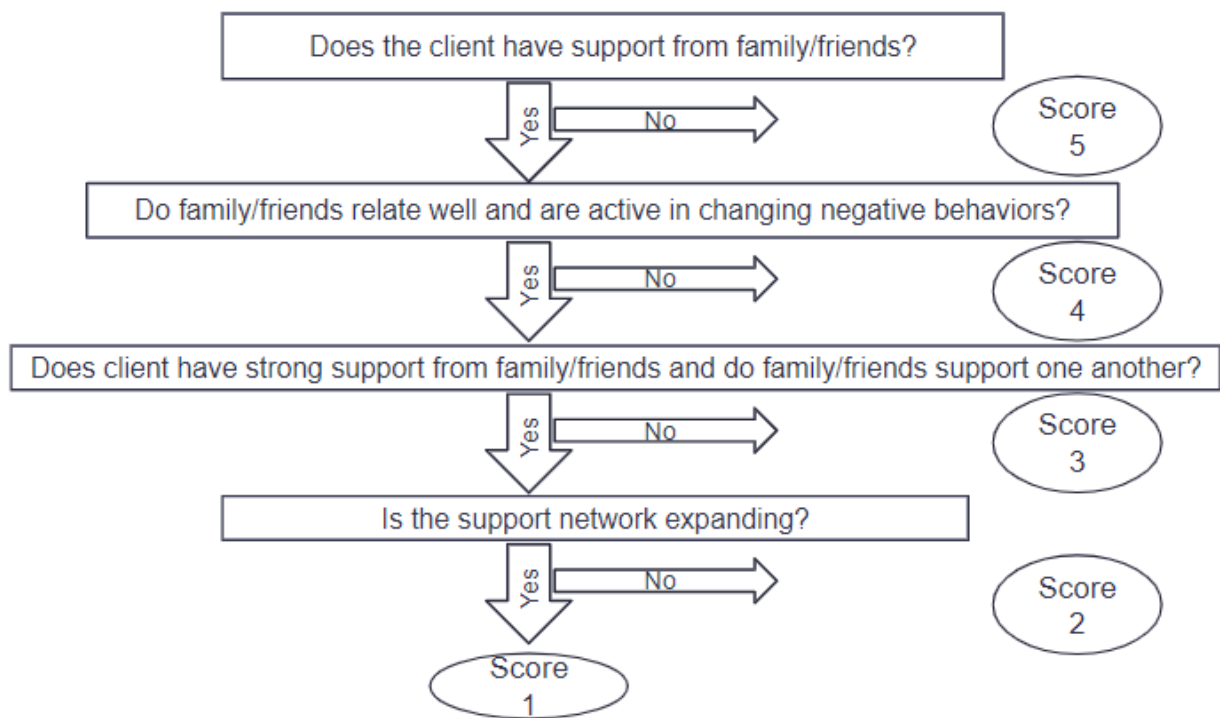
Yes = "Empowered"

No = "Building Capacity"

## Family/Social Relations: Sample Questions and Discussion Prompts

- Do you have friends or family you can always rely on when in need of support? If yes, how many personal supports can you currently ask for help if needed?
- Are you aware of community resources that can help support you in a time of need? If yes, are you able to access them?
- Are you connected to or actively involved with groups in your community (i.e., church, senior centers, schools and service groups)?
- Do you feel that you are able to offer help and support to your own family and/or friends?

## Family/Social Relations: Decision Tree



# 11. Mobility / Transportation

*Definition:* This domain assesses the client's access to transportation and is not a measure of the provider's capacity to deliver transportation support.

- Transportation is considered available if a client can access transportation of some form (not including transportation delivered by the provider).
- If a person is in a GLE/SIE, the scoring should assess the person's access to transportation as available outside the GLE/SIE.
- A client's skill in accessing transportation should be addressed under the Life Skills domain. If a client's mental health or physical health impact their ability to access transportation, this is addressed in the respective domain. For example, a client who is not able to utilize public transportation due to anxiety is reflected in the Mental Health domain.
- The availability of ADA-accessible transportation, when needed, should be a consideration.
- Uber, Lyft and other ride sharing services are considered. The affordability of these options for the client is a factor.

*Subjects:* This domain is completed for all clients.

- **In Crisis: No access to transportation (public or private).**
  - No access means that no transportation exists in or will come to the area in which the client lives, and the client has no access to any transportation whatsoever. Clients residing in a GLE/SIE are considered "In Crisis" if no transportation exists outside of the transportation available through the provider (e.g., no public transportation options).
- **Vulnerable: Transportation is available but unreliable, unpredictable, or unaffordable.**
  - Transportation that is unreliable or unpredictable means it is not consistently available or usable when needed; if the client owns a car or motorbike, they may not have consistent access to it (e.g., the client shares it with another family member, or it may be an unreliable vehicle).
  - Transportation is unaffordable if using or owning the vehicle causes an undue financial burden, as subjectively experienced by the client, (e.g., if the client cannot afford to pay for the gas).
- **Safe: Transportation is available and reliable, but inconvenient.**
  - For transportation to be considered reliable, it should be consistently available and usable (i.e., in operable condition).
  - Transportation that is inconvenient does not perfectly match the client's needs, or requires accommodation on the part of the client (e.g., the client may have reliable access to a shared car, but it causes problems for other household members; a specific bus route may require the client to wait or walk for long periods or may require many transfers; a bicycle may make grocery shopping difficult).
- **Building Capacity: Transportation is readily available and convenient but not preferred; if a client owns a car, they lack either a driver's license or insurance.**

- Transportation that is convenient meets the client's needs and does not require accommodation on the part of the client.
- If transportation is not preferred, it means that the client would prefer to use a different form of transportation that they cannot access/afford at the present time.
- For clients to have a driver's license, it must be current (i.e., not expired or suspended).
- For clients to have insurance, it must be valid, current, and provide adequate coverage (i.e., meets the state's minimum standard).
- **Empowered: Transportation is readily available, affordable, and satisfactory; if the client owns a car, has a driver's license and car is adequately insured.**
  - Affordable – If a client can pay for transportation within a reasonable monthly budget.
  - Transportation is considered satisfactory when it is the client's preferred form of transportation.

## **Mobility/Transportation: Scoring Assistance**

### **1. How old is the client?**

15 years old or younger = N/A    16 years old or older = Next Question

### **2. Does the client own a car?**

Yes = Next Question

No = Go to Question #8

### **3. Does the client's car work?**

Yes = Next Question

No = Go to Question #8

### **4. Is the car consistently available and usable?**

Yes = Next Question

No = Go to Question #8

### **5. Is the car convenient and meeting the client's needs?**

Yes = Next Question

No = Go to Question #8

### **6. Does the client have a valid driver's license?**

Yes = Next Question

No = "Building Capacity"

### **7. Does the client have valid and adequate car insurance?**

Yes = Go to Question #11

No = "Building Capacity"

### **8. Does the client have access to some type of transportation, public or private, other than their own car?**

Yes = Next Question

No = "In Crisis"

### **9. Is the transportation consistently available and usable?**

Yes = Next Question

No = "Vulnerable"

### **10. Is the transportation convenient and meeting the client's needs?**

Yes = Next Question

No = "Safe"

### **11. Can the client afford their current means of transportation?**

Yes = Next Question

No = "Vulnerable"

### **12. Would the client prefer to use a form of transportation that they currently cannot access or afford?**

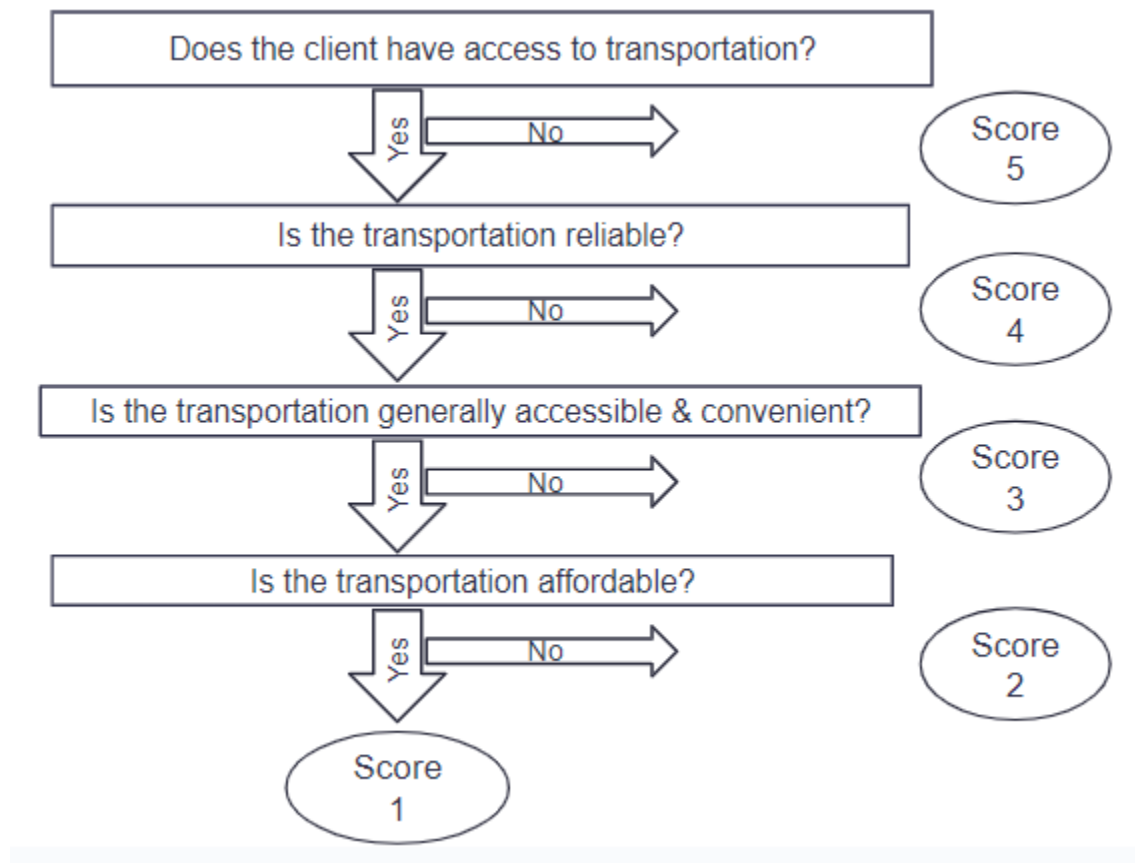
Yes = "Building Capacity"

No = "Empowered"

## Mobility/Transportation: Sample Questions and Discussion Prompts

- Do you have access to transportation when you need it (personal car, public transportation, regular ride from friends/family)?
- If yes, how often is transportation available for you?
- Have you had difficulty getting transportation to work or other important appointments recently?
- How often do you or your family members have difficulty getting transportation when you need it?

## Mobility/Transportation: Decision Tree



## 12. Parent / Child Relations

*Definition:* This domain assesses the quality of the client's relationship with his/her child(ren).

*Subjects:* This domain is completed for all clients with dependent children or those who serve as a primary caregiver for a child.

*Select "N/A" for clients who do not have dependent children.*

- **In Crisis: There are safety concerns regarding parenting skills; abuse or neglect is present or all relations with their child(ren) have been severed.**
  - Safety concerns may be the result of perceived negligence by the client, aggression by the client or child directed toward other people/animals, substance use issues on the part of the client/child, etc.
  - Abuse refers to physical, sexual, emotional, verbal, or financial maltreatment that results in significant harm (actual or threatened) to a child's development or psychological/physical functioning.
  - Neglect refers to placing a child in, or failing to remove from, a situation that requires judgment/action beyond the child's maturity level, or physical/mental abilities that result in significant harm (actual or threatened), without arranging for the needed support for the child.
  - Severed relations means that the client, either voluntarily or involuntarily, has cut ties to their children and is no longer in contact with them.
- **Vulnerable: Parenting skills are minimal; client has difficulty relating to their child(ren); potential for abuse or neglect.**
  - Parenting skills are the client's abilities to meet their child(ren)'s basic needs; keep them safe; communicate honestly and openly with the child(ren); show interest in and respond consistently to the child(ren)'s needs, be a positive role model; maintain the child(ren)'s structure/routine; establish reasonable boundaries and rules; and discipline the child(ren) appropriately, among other skills.
  - Abuse – See definition above.
  - Neglect – See definition above.
- **Safe: Parenting skills are apparent but require reinforcement; the client acknowledges and seeks to change negative behaviors and is learning to communicate and support.**
  - For parenting skills to be apparent but require reinforcement, the client makes some effort to apply age-appropriate parenting skills, but applies them inconsistently.
  - If the client seeks to change negative behaviors, they are working to reduce the degree to which their interactions with their child(ren) are characterized by hostility, criticism, avoidance, or conflict.
- **Building Capacity: Parenting skills are adequate; the client supports their child(ren)'s development.**



- For parenting skills to be adequate, the client consistently applies age-appropriate parenting techniques, but has a limited range of parenting skills, or their skills could be improved.
- There is consistently open communication or generally stable relationships between the client and their child(ren), but not both. A client with a difficult or rebellious child(ren) can still be scored as “Building Capacity.”
- **Empowered: Parenting skills are well-developed; parent-child relations are stable and communication is consistently open.**
  - If the client's parenting skills are well-developed, the client uses a range of parenting skills consistently, and the skills are not in obvious need of being strengthened or improved.

## Parent/Child Relations: Scoring Assistance

**1. Does the client have any children, or has the client ever served as a primary caregiver for any children?**

Yes = Next Question

No = N/A

**2. Is the client in contact with (any of) their child(ren)?**

Yes = Go to Question #4

No = Next Question

**3. Does the client want to be in contact with (any of) their child(ren)?**

Yes = “In Crisis”

No = N/A

**4. Is the client’s relationship with (any of) their child(ren) characterized by abuse or neglect?**

Yes = “In Crisis”

No = Next Question

**5. Are there serious safety concerns in the client’s relationship with (any of) their child(ren)?**

Yes = “In Crisis”

No = Next Question

*For the following questions, the client should take into account their relationships with all of their children with whom they are in contact or with whom they would like to be in contact.*

**6. Does the client make an effort to reduce the amount of hostility, criticism, avoidance, or negativity that exists in their relationship with their child(ren)?**

Yes = Next Question

No = “Vulnerable”

**7. Does the client make some effort to apply age-appropriate parenting techniques?**

Yes = Next Question

No = “Vulnerable”

**8. Does the client consistently use age-appropriate parenting techniques?**

Yes = Next Question

No = “Safe”

**9. Does the client generally support their child(ren)’s efforts?**

Yes = Next Question

No = “Safe”

**10. Is communication between the client and their child(ren) consistently open?**

Yes = Next Question

No = “Building Capacity”

**11. Do the client’s parenting skills need to be strengthened, improved, or diversified?**

Yes = “Building Capacity”

No = Next Question

## 12. Is the client's relationship with their child(ren) stable?

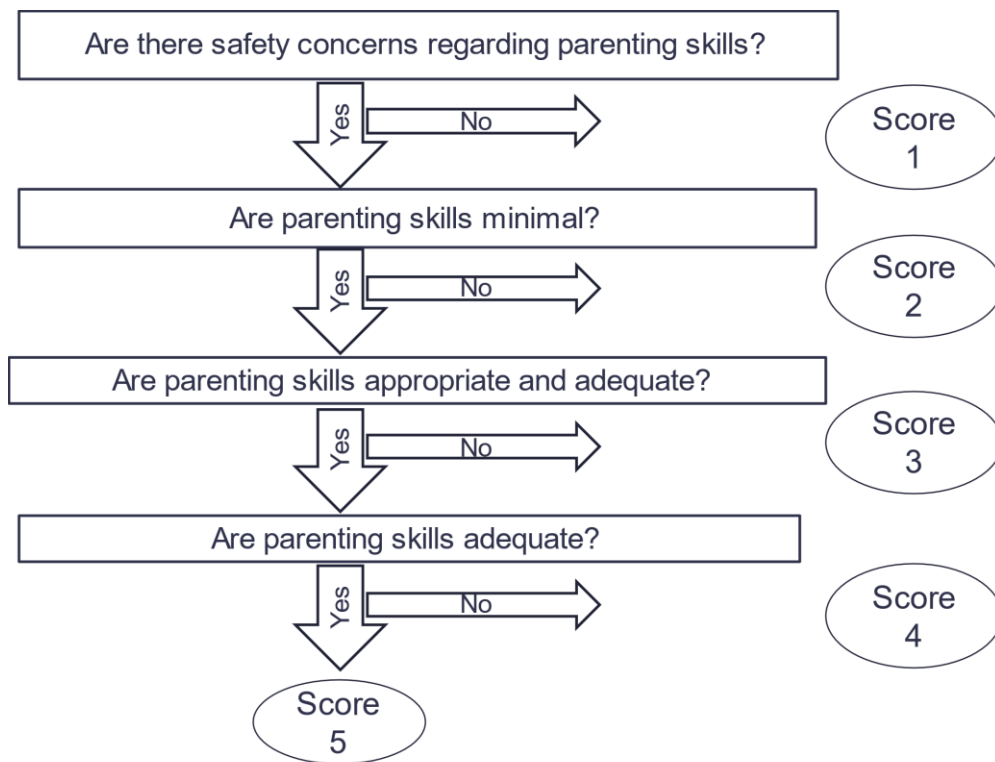
Yes = "Empowered"

No = "Building Capacity"

## Parent/Child Relations: Sample Questions and Discussion Prompts

- As the staff member working with this family, are you aware of any safety concerns regarding parenting skills?
- Are you recently a first-time parent (within the last year)?
- Are you familiar with child development concepts (parent is a positive role model, maintains structure/routine for child(ren), is involved in child(ren)'s education)?
- Have parenting skills classes ever been recommended to you? Do you believe you would benefit from attending such a class?

## Parent/Child Relations: Decision Tree



## 13. Legal

*Definition:* This domain assesses any past or present legal issues, including citizenship, that may interfere with clients' self-sufficiency, including housing, employment, health coverage, etc.

- Active criminal justice involvement includes being arrested, charged with a misdemeanor or felony, sentenced, placed on probation/parole, or incarcerated.

*Subjects:* This domain is completed for all clients. *Score as "Empowered" those clients who do not have any history of criminal involvement.*

- **In Crisis: Current outstanding warrants OR clients who are undocumented and at risk for detention/deportation OR currently incarcerated.**
  - Clients who currently have a warrant issued for their arrest should also be scored as "In Crisis".
  - If a client is currently incarcerated, they may be in a jail, prison, juvenile detention facility, or an immigration detention center.
  - Clients who are undocumented with no path to Legal Permanent Residency/citizenship or are not working with an attorney should be scored "In Crisis".
- **Vulnerable: Current charges/trial pending OR non-compliance with probation/parole, OR clients who are undocumented and actively working towards permanent residency/citizenship.**
  - Clients who have current charges pending or a trial pending means that the client was recently arrested but has not yet been sentenced (and may not have been to court yet).
  - Clients are non-compliant with probation/parole if they have failed to comply with the terms of their probation/parole (e.g., they have left the state without permission, they have not been attending their meetings with their probation officer).
  - Clients who are undocumented with a path to residency/citizenship or are working with an attorney should be scored as "Vulnerable".
  - Clients who are currently in the midst of a trial or court proceedings should also be scored as "Vulnerable."
- **Safe: Fully compliant with probation/parole terms with no charges pending.**
  - Clients are fully compliant with probation/parole/Specialty Court (e.g., Drug Court, Mental Health Court, Veterans Court, etc.) if they have met all of the terms of their probation/parole/Specialty Court to date.
  - To have no charges pending or no new charges filed, the client must not be awaiting a trial or sentencing for prior offenses (note that basic traffic violations are not considered prior offenses).
- **Building Capacity: Has successfully completed probation/parole, but prior arrests pose a problem to current self-sufficiency.**
  - No new charges filed – see definition above.

- For those whose prior arrests pose a problem to current self-sufficiency, it means their legal history (e.g., felony convictions, sex offender status, multiple arrests, etc.) is interfering with their ability to secure employment, obtain adequate housing, or otherwise be self-sufficient.
- **Empowered: No criminal history OR no active criminal justice involvement in more than 12 months (and prior arrests do not pose a problem to current self-sufficiency).**
  - Clients who have no charges on their record are considered to have no criminal history.
  - For those whose prior arrests do not pose a problem to current self-sufficiency, it means their legal history (e.g., felony convictions, sex offender status, multiple arrests) does not interfere with their ability to secure employment, obtain adequate housing, or otherwise be self-sufficient (please note that these legal issues could include immigration issues).

## Legal: Scoring Assistance

### 1. How old is the client?

9 years old or younger = N/A

10 years old or older = Next Question

### 2. Has the client ever had serious legal problems (such as being arrested, or being charged with or convicted of a misdemeanor or felony, or citizenship or documentation issues)?

Yes = Next Question

No = "Empowered"

### 3. Is the client currently in jail, prison, or a juvenile detention facility?

Yes = "In Crisis"

No = Next Question

### 4. Does the client have any warrants for their arrest or any unpaid tickets?

Yes = "In Crisis"

No = Next Question

### 5. Does the client have any current charges or a pending trial?

Yes = "Vulnerable"

No = Next Question

### 6. Is the client currently on probation or parole?

Yes = Next Question

No = Go to Question #8

### 7. Is the client meeting the terms of their probation or parole?

Yes = "Safe"

No = "Vulnerable"

### 8. Has the client had any new charges filed or been actively involved with the criminal justice system within the last 12 months?

Yes = "Safe"

No = Next Question

### 9. Did the client successfully complete probation or parole within the last 12 months?

Yes = "Building Capacity"

No = Next Question

### 10. Is the client's history of legal issues currently negatively impacting their employment or housing opportunities?

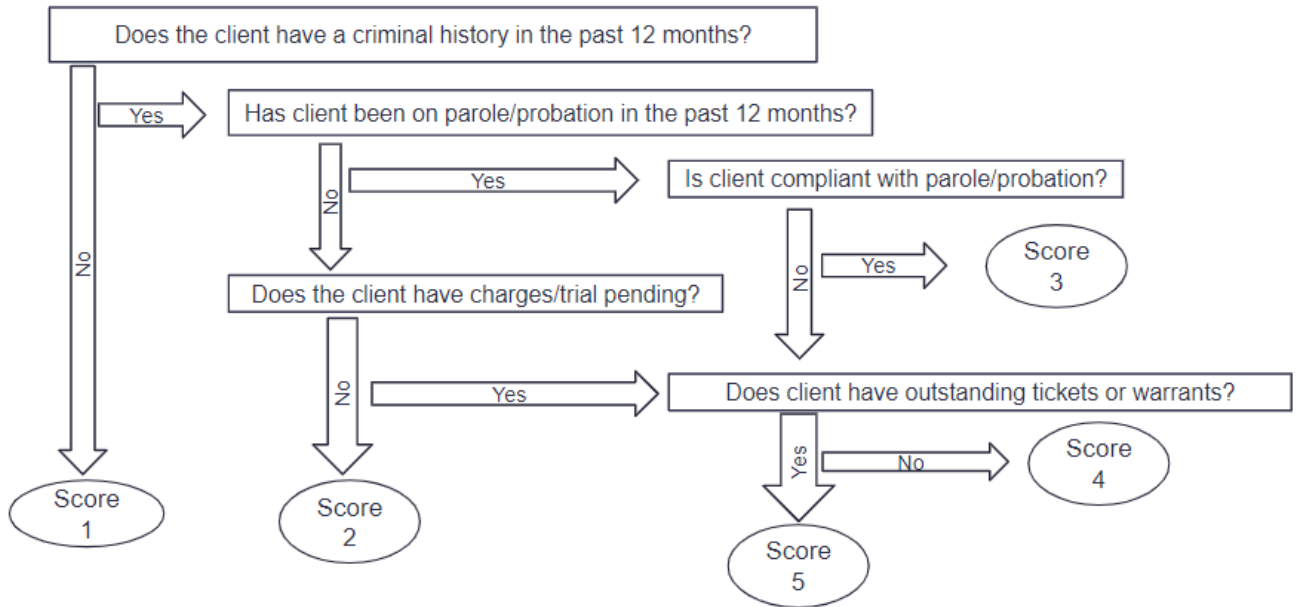
Yes = "Building Capacity"

No = "Empowered"

## Legal: Sample Questions and Discussion Prompts

- Do you have any issues that may require a lawyer to resolve (divorce, discrimination, child support, etc.)
- Do you currently have legal representation for any issues?
- Are you getting the help that you need to deal with those legal problems?
  - If not, do you know where to get legal help in your community?

## Legal: Decision Tree



# 14. Mental Health

*Definition:* This domain is intended to assess clients' current mental health. All mental health diagnoses and symptoms SHOULD be captured using this domain and not under "Disabilities and Physical Health" unless the mental health disability results in some type of physical health problem. Clients' substance use issues SHOULD NOT be considered when determining their score for this domain; instead, such issues should be captured under "Substance Use and Addictive Behaviors".

- Psychological or mental health symptoms - may be any number of presenting issues including (but not limited to) anxiety, depression, anger issues, obsessive thoughts, compulsive behaviors, hallucinations, difficulty concentrating, intense fear, or any number of physiological symptoms (e.g., difficulty sleeping, change in appetite).
- Life Stressors or everyday problems and concerns - include mild interpersonal conflict, work/school stressors, financial concerns among others. This definition does not include extreme stressors such as death of a close friend or family member, a divorce or separation or other traumatic events.

*Subjects:* This domain is completed for all clients.

- **In Crisis: Danger to self or others; recurring suicidal ideation; experiencing severe difficulties in day-to-day life due to mental health issues.**
  - Danger to self or others - has recently threatened or attempted suicide, homicide or some serious bodily injury to themselves or someone else. Recent threat is defined as one month prior to the assessment.
  - Recurring suicidal ideation - has repeated thoughts about or preoccupation with committing suicide or they may plan to commit suicide (i.e., they have intent, plan and the means of committing suicide).
  - Experiencing severe difficulties in day-to-day life due to mental health issues - unable to meet their own or their dependents' basic needs as the result of an underlying mental health issue.
- **Vulnerable: Recurrent mental health symptoms that may affect behavior but NOT a danger to self or others; persistent issues with functioning due to mental health symptoms.**
  - Recurrent - Mental health symptoms that a client experiences on a daily or near daily basis (4 or more times/week).
  - Not currently a danger to self or others - may have recently threatened or attempted suicide, homicide or some serious bodily injury to themselves or someone else. Recent threat is defined as one month prior to the assessment.
  - Experiencing significant difficulties in day-to-day life due to mental health issues - unable to meet their own or their dependents' basic needs without significant assistance as the result of an underlying mental health issue.
- **Safe: Mild symptoms may be present but are transient; only moderate difficulty in functioning due to mental health issues.**

- Transient Symptoms - Client experiences symptoms but are not extreme or unusually disruptive.
- Moderate Difficulty in Functioning - Are completing their day-to-day activities less effectively than they would prefer (based on client's subjective experience) as a result of their presenting mental health issue.
- **Building Capacity: Minimal symptoms that are expected responses to life stressors; only slight impairment in functioning.**
  - Minimal Symptoms - manifest as a natural response to life stressors.
  - Slight Impairment in functioning - client is completing their day-to-day activities less effectively than they would prefer (based on client's subjective experience) as a result of their presenting mental health issue.
- **Empowered: Symptoms are absent or rare; good or superior functioning in a wide range of activities; no more than everyday problems and concerns.**
  - Absent or Rare - client should report never or rarely experiencing any mental health issues or experiencing mild symptoms.
  - Functioning client is completing their day-to-day activities effectively (based on the client's subjective experience).

## Mental Health: Scoring Assistance

### 1. How old is the client?

3 years old or younger = N/A

4 years old or older = Next Question

### 2. Does the client have any mental health symptoms (such as anxiety, depression, or difficulty concentrating) beyond expected reactions to normal life stressors?

Yes = Next Question

No = "Empowered"

### 3. Has the client thought about hurting him-/herself or others within the last month?

Yes = "In Crisis"

No = Next Question

### 4. Do the client's mental health symptoms prevent them from completing day-to-day tasks as well as they would like?

Yes = Next Question

No = Go to Question #9

### 5. Does the client think that their symptoms seriously interfere with their day-to-day activities?

Yes = "Vulnerable"

No = Next Question

### 6. Do the client's mental health symptoms interfere with their day-to-day activities a little bit or a moderate amount?

A little bit = Go to Question #8 A moderate amount = Next Question

### 7. How frequently do the client's mental health symptoms occur?

4+ times/week = "Vulnerable" Once per week = "Safe"

2-3 times/week = "Safe"

Less than once per week = "Safe"

### 8. How frequently do the client's mental health symptoms occur?

4+ times/week = "Vulnerable" Once per week = "Building Capacity"

2-3 times/week = "Safe"

Less than once per week = "Building Capacity"

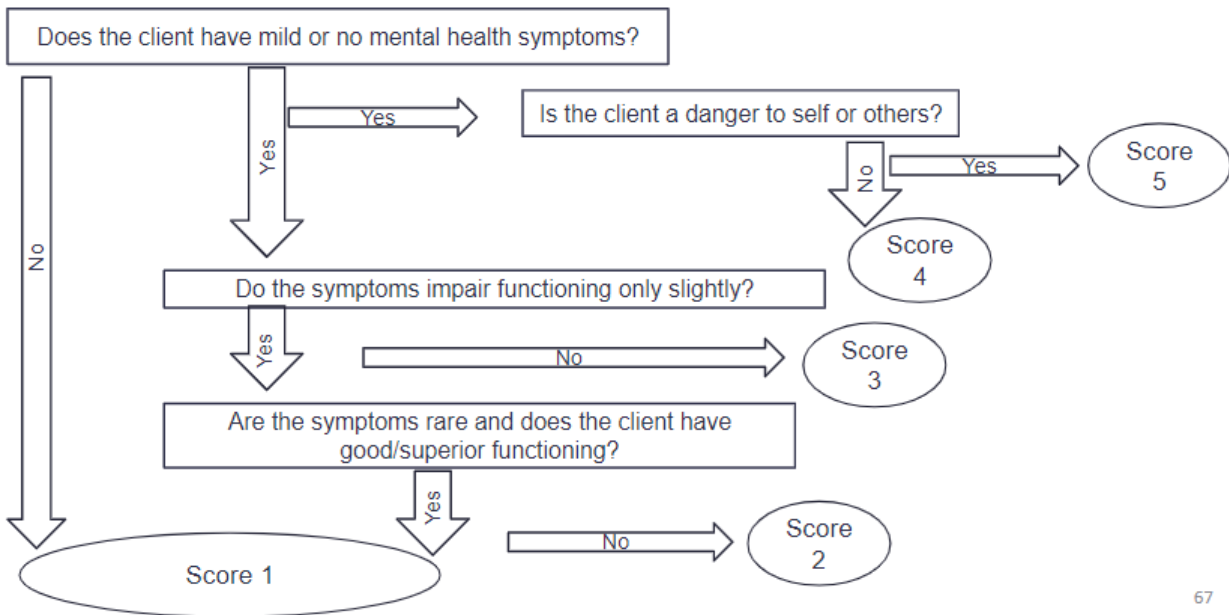
### 9. How frequently do the client's mental health symptoms occur?

4+ times/week = "Vulnerable"    Once per week = "Building Capacity"  
2-3 times/week = "Safe"                      Less than once per week = "Empowered"

## Mental Health: Sample Questions and Discussion Prompts

- Is anyone in the household experiencing mental health challenges? If so, do these challenges impact normal day-to-day living?
- Is anyone currently receiving mental health services?
- Do you know how to access mental health services in your community?

## Mental Health: Decision Tree



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## 15. Substance Use and Addictive Behaviors

*Definitions:* This domain assesses a client's history of substance use including alcohol and marijuana, nicotine, prescription drugs, illegal substances or other substances and behaviors that are potentially addictive or detrimental to a client's social, occupational, physical or mental health. This also includes addictive behaviors such as: gambling, sex, technology, etc.

*Subjects:* This domain is completed for all clients with a history of substance use disorder or addictive behavior. *Select "N/A" for clients with no history.*

- **In Crisis: Meets criteria for severe abuse/dependence; resulting in problems so severe that institutional living or hospitalization may be necessary.**
  - The client meets the diagnostic criteria for a severe substance-related or addictive behavior disorder according to the DSM.
  - The client could benefit from detoxification, hospitalization/inpatient treatment or other intensive rehabilitative settings due to current substance use.
  - The client may have contact with the legal system due to substance use that poses a significant risk of removal from the community.
- **Vulnerable: Meets criteria for dependence; preoccupation with use and/or obtaining drugs/alcohol; withdrawal or withdrawal avoidance behaviors evident; use results in avoidance or neglect of essential life activities.**
  - The client meets most of the diagnostic criteria for a substance-related or addictive behavior disorder according to the DSM.
  - The client may still demonstrate an inability to fulfill important obligations; may engage in behaviors that could be physically dangerous due to substance use/addictive behavior; may be repeatedly coming into contact with the legal system in connection with the substance use; continued substance use/addictive behavior despite problems on social domains.
  - Withdrawal avoidance behavior may result in actions carried out to avoid or postpone the onset of withdrawal symptoms.
  - The client's substance use/addictive behavior continues to impair essential life activities and may have resulted in problems related to the client's mental health, social network, or physical health that arose as a direct result of substance use/addictive behavior.
- **Safe: Use within the last 6 months; evidence of persistent or recurrent social, occupational, emotional or physical problems related to use (such as disruptive behavior or housing problems); problems have persisted for at least one month.**
  - The client may meet some of the diagnostic criteria for a substance-related or addictive behavior disorder according to the DSM.
  - The client may continue to have mental health, physical or social impact due to substance use/addictive behavior that has occurred in the last 6 months.

- The client may be contemplating/taking steps to engage in substance use, mental health or medical treatment, including Medication-Assisted Treatment (methadone, buprenorphine, naltrexone, acamprosate, disulfiram, etc.), to support the person’s wellness but may not necessarily be “sober” at this time if, for example, the client is working with treatment providers in a “harm reduction” treatment environment.
- **Building Capacity: 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.**
  - Meets some of the DSM Criteria.
  - Please note: the highest score that clients can receive if they have misused any illegal or prescription drugs within the last six months is “4”.
  - The individual is taking action to address substance use/misuse/addictive behavior(s). They may be in substance use/addictive behavior treatment, including Medication-Assisted Treatment (methadone, buprenorphine, naltrexone, acamprosate, disulfiram, etc.), self-help, or other supports for wellness but may not necessarily be “sober” at this time if, for example, the client is working with treatment providers in a “harm reduction” treatment environment.
- **Empowered: No drug use/alcohol abuse in the last 6 months.**
  - Client has no reported misuse of alcohol, prescription drugs, illegal substances, other substances or addictive behaviors that are potentially addictive or detrimental to a person’s social, occupational, physical or mental health.

## Substance Use: Scoring Assistance

### 1. How old is the client?

9 years old or younger = N/A

10 years old or older = Next Question

### 2. Does the client drink alcohol?

Yes = Go to Question #6

No = Next Question

### 3. Has the client ever used any recreational or prescription drugs that were not prescribed to them?

Yes = Next Question

No = “Empowered”

### 4. When was the last time the client used any recreational or prescription drugs that were not prescribed to them?

Within the last 6 months = Next Question

More than 6 months ago = “Empowered”

### 5. In the past three months, has anyone suggested that the client should be hospitalized or receive in-patient treatment for their drug use?

Yes = “In Crisis”

No = Go to Question #9

### 6. Has the client ever used any recreational or prescription drugs that were not prescribed to them?

Yes = Next Question

No = Go to Question #8

### 7. When was the last time the client used any recreational or prescription drugs that were not prescribed to them?

Within the last 6 months = Next Question

More than 6 months ago = Go to Question #9

**8. In the past three months, has anyone suggested that the client should be hospitalized or receive in-patient treatment for their alcohol/drug use?**

Yes = "In Crisis"                      No = Next Question

**9. In the past three months, how many of the following has the client experienced?**

**a. Does the client have any issues or concerns with how much or how often they drink/use?**

Yes = Next Question                      No = 0, Go to Question #9b

**Does the client drink/use more or for longer than they mean to?**

Yes = 1, Next Question                      No = 0, Next Question

**Has the client unsuccessfully tried to cut down or stop drinking/using?**

Yes = 1, Next Question                      No = 0, Next Question

**Has the client had to drink/use more in order to get the effect they want or found that drinking/using the same amount has less of an effect?**

Yes = 1, Next Question                      No = 0, Next Question

**b. Has the client's alcohol/drug use interfered with how they spend their time, caused problems at work or in their relationships, or resulted in any legal or safety issues?**

Yes = Next Question                      No = 0, Go to Question #9c

**Does the client spend a lot of time getting, using alcohol/drugs, or recovering from their use?**

Yes = 1, Next Question                      No = 0, Next Question

**Has the client's alcohol/drug use prevented them from meeting their responsibilities at work, home, or school?**

Yes = 1, Next Question                      No = 0, Next Question

**Does the client's alcohol/drug use cause problems in their relationships?**

Yes = 1, Next Question                      No = 0, Next Question

**Has the client's alcohol/drug use ever put them in danger or legal trouble?**

Yes = 1, Next Question                      No = 0, Next Question

**Has the client's alcohol/drug use caused them to give up important social, recreational, or work-related activities?**

Yes = 1, Next Question                      No = 0, Next Question

**c. Does the client have physical or psychological symptoms related to their alcohol/drug use (including cravings or withdrawal symptoms)?**

Yes = Next Question                      No = 0

**Does the client experience cravings or urges to drink/use?**

Yes = 1, Next Question                      No = 0, Next Question

**Does the client have a physical or psychological problem that could be made worse by alcohol/drugs or that was caused by their use?**

Yes = 1, Next Question                      No = 0, Next Question

**Has the client experienced any withdrawal symptoms or used in order to avoid withdrawal symptoms?**

Yes = 1                      No = 0

**Sum the answers above to determine the client's score:**

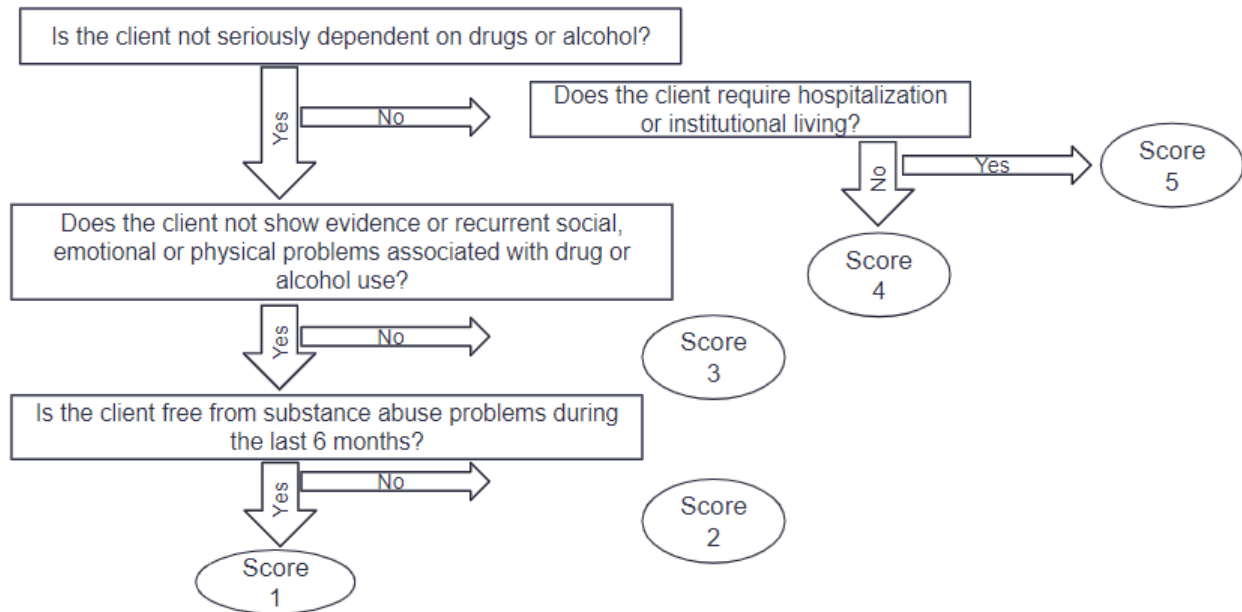
If "yes" to 6+ criteria = "In Crisis"                      If "yes" to 4-5 criteria = "Vulnerable"

If “yes” to 2–3 criteria = “Safe” If “yes” to 0–1 criteria = “Building Capacity”

## Substance Use: Sample Questions and Discussion Prompts

- Do you or any members of your household have issues with substance abuse?
  - For example, has anyone missed a family event or work commitment because of drinking or using drugs?
- Are you or any members of your household receiving assistance with substance abuse issues?
- Does anyone in your household have a history of substance abuse?
- Do you know what resources are available in your community to help you deal with alcohol and/or drug abuse?

## Substance Use: Decision Tree



## 16. Safety

*Definition:* The purpose of this domain is to assess the safety of the environments in which the client lives, works and studies. This score will be impacted by safety risks arising from any former and current relationships, including current or potential abuse by family members, caregivers, or partners.

- Lethality refers to the risk of death at the hands of others.
- Whether their environment is safe should be determined by the client based on the subjective experience of the client and objective information available about the safety of the environment.
- Safety planning for the purposes of scoring this domain only relates to a personal plan of safety strategies to prevent victimization (e.g., being aware of one's surroundings, avoiding conflict) and to respond effectively in the event that one's safety is jeopardized (e.g., calling for help, staying with a friend).
- Self-harming or suicidal ideation should not be considered in this domain.

*Subjects:* This domain is completed for all clients.

- **In Crisis: Home or residence is not safe; immediate level of lethality is extremely high; possible child and family services involvement.**
  - If the environment is not safe, it means the client has recently (within one month) witnessed or been the victim of some kind of dangerous behavior or has concern (in the client's own estimation) about immediate safety.
- **Vulnerable: Safety is threatened/temporary protection is available; level of lethality is high.**
  - If a client's safety is threatened, it may be for any number of reasons, including (but not limited to) the presence or threat of physical, sexual, or emotional violence (either by a familiar person or a stranger), intimidation, or security threats (e.g., burglary).
  - Temporary protection may involve obtaining a protective order, or staying elsewhere, etc.
  - If the client has not directly witnessed or been the victim of dangerous behavior but is currently receiving direct threats, then the client should be scored as "Vulnerable."
- **Safe: Current level of safety is minimally adequate; ongoing safety planning is essential.**
  - If safety is minimally adequate, then the client is in a position where they feel as though their safety may be threatened, but the level of lethality is not high.
- **Building Capacity: Environment is safe, however, the future of such is uncertain; safety planning is important.**
  - If future safety is uncertain, the client has a genuine risk of encountering an unsafe situation (e.g., possible encounter with an abusive known individual).
- **Empowered: Environment is apparently safe and stable.**
  - If the environment is stable, it means there is little risk of the client encountering an unsafe situation in the near future (e.g., possible encounter with an abusive known individual)

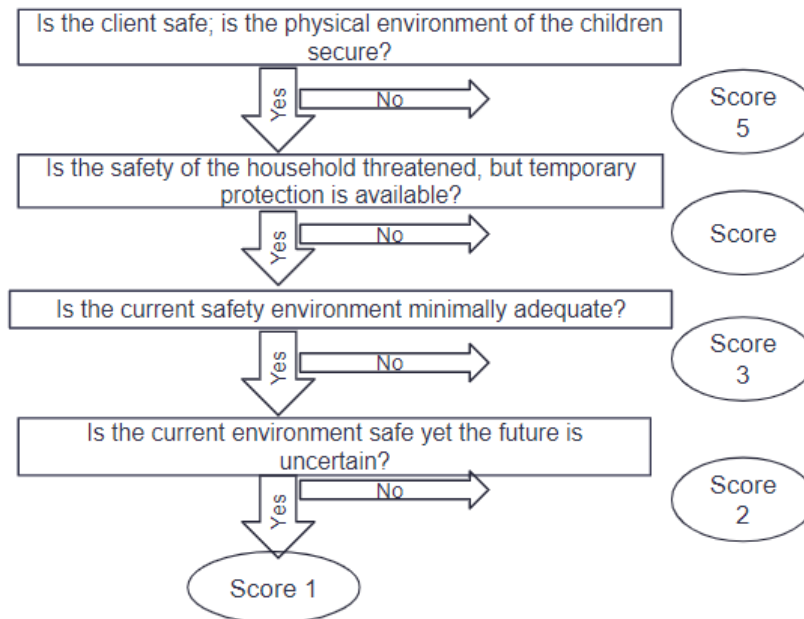
## Safety: Scoring Assistance

1. Has the client witnessed or been the victim of any dangerous behavior in the past week?  
Yes = "In Crisis"                      No = Next Question
2. Does the client feel safe at home, at school or work, and in their neighborhood?  
Yes = Next Question                      No = Go to Question #4
3. Does the client feel there is a genuine risk of encountering an unsafe situation or unsafe person in their life?  
Yes = "Building Capacity"                      No = "Empowered"
4. Does the client currently have anyone in their life that is suicidal, physically or sexually aggressive, controlling, or otherwise makes the client feel unsafe?  
Yes = Next Question                      No = "Safe"
5. Does the client currently have a protective order against this individual?  
Yes = "Vulnerable"                      No = Next Question
6. Does the client have somewhere else they can stay or go if they feel threatened or unsafe?  
Yes = "Vulnerable"                      No = "In Crisis"

## Safety: Sample Questions and Discussion Prompts

- Does someone feel unsafe in your home?
- How often do you or someone in your home feel unsafe (all, most or some of the time)?
- Are you or someone in your home currently experiencing physical, emotional or psychological abuse in your home?

## Safety: Decision Tree



# 17. Credit

*Definition:* This domain should reflect the income of the entire household. The purpose of this domain is to assess clients' credit situations to determine if they have manageable debt ratios or pressing credit issues that may interfere with their ability to become self sufficient in other domains.

- Household members include the client and any spouse, domestic partner, relative, dependent, or guardian that shares an address with the client and with whom the client is at least somewhat financially interdependent (e.g., they both contribute to the cost of rent, bills, or food). Note that household members do not include roommates.
- Clients who are currently residing in a Group Living Environment (GLE), Supported Independent Environment (SIE), treatment setting, emergency shelter, or other group living facility should be treated as their own household.
- This domain aims to assess credit concerns of the client.

*Subjects:* This domain is completed for all clients.

- **In Crisis: Client has history of bankruptcies, foreclosures, evictions or repossessions**
  - Clients who have filed for bankruptcy or experienced a foreclosure, eviction, or repossession at any point in the past 7 years.
  - Bankruptcy refers to the legal status applied to a person (or business or other entity) who cannot pay their outstanding debts that are owed to creditors.
  - Those who have experienced a foreclosure have stopped making payments on a loan and, as a result, were forced by their lender to sell the asset (i.e., their home, condominium, or the like) that served as collateral for the loan.
  - Individuals who experienced an eviction have been removed from their residence by their landlord or the owner of the rental property.
  - Those who experienced a repossession have failed to make timely payments on a specific asset (e.g., a car), resulting in the creditor taking possession of said asset (with the intention of selling the asset to satisfy at least part of the remaining balance on the loan).
  - Individuals who have defaulted on a loan within the past seven years should also be scored as "In Crisis."
- **Vulnerable: Client has outstanding judgments, garnishments, or debts in collection**
  - Judgments refer to the court-approved right of creditors to use additional collection methods to receive payment on an outstanding debt.
  - Garnishments are a specific form of judgments that allow for a third party, that otherwise would owe money to the debtor, to directly pay the lender until the debt is paid off or an alternative payment plan is agreed upon. Although some states allow creditors to garnish wages, clients may also have their wages garnished if they are struggling to pay (1) child support, (2) taxes, (3) court fines, or (4) federal student loans.

- **Safe: Client has an unmanageable debt ratio and poor credit, OR has no credit history**
  - Clients have an unmanageable debt ratio if their housing costs and other monthly debts—e.g., credit card payments, student loan payments, and car payments, among other things—exceed 40% of their monthly income.
  - Poor credit is defined as a credit score that is below 600.
  - Clients have no credit history if they have never had any credit cards issued in their name or had a lease, mortgage, car, or student loan in their name.
  - Clients must not have any debts currently in collection, and have not experienced any bankruptcies, foreclosures, evictions, or repossessions in the past 7 years.
- **Building Capacity: Client has an unmanageable debt ratio or poor credit (but not both)**
  - Clients must not have any debts currently in collection, and have not experienced any bankruptcies, foreclosures, evictions, or repossessions in the past 7 years.
- **Empowered: Client has a manageable debt ratio and good credit**
  - Manageable debt ratio - clients whose housing costs and other monthly debts—e.g., credit card payments, student loan payments, and car payments, among other things—are less than 40% of their monthly income.
  - Good credit is defined as a credit score that is above 600.

## Credit: Scoring Assistance

### 1. How old is the client?

17 years old or younger = Next Question

18 years old or older = Go to Question #3

### 2. Has the client ever filed taxes with the IRS or had a credit card, student loan, lease, mortgage, or some other loan issued in their name?

Yes = Go to Question #4

No = N/A

### 3. Has the client ever had a credit card, student loan, lease, mortgage, or some other loan issued in their name?

Yes = Next Question

No = "Safe"

### 4. Has the client ever been evicted, defaulted on a loan, or experienced any bankruptcies, foreclosures, or repossessions?

Yes = Next Question

No = Go to Question #6

### 5. When did this occur?

Within the last 7 years = "In Crisis"

More than 7 years ago = Next Question

### 6. Is the client currently receiving calls from creditors or having their wages garnished?

Yes = "Vulnerable"

No = Next Question

### 7. Does the client spend 40% or more of their income on housing costs, credit card debt, student loans, or car payments?

Yes = Next Question

No = Go to Question #9

### 8. Does the client have a poor credit score (a score less than 600)?

Yes = "Safe"

No = "Building Capacity"



**9. Does the client have a poor credit score (a score less than 600)?**

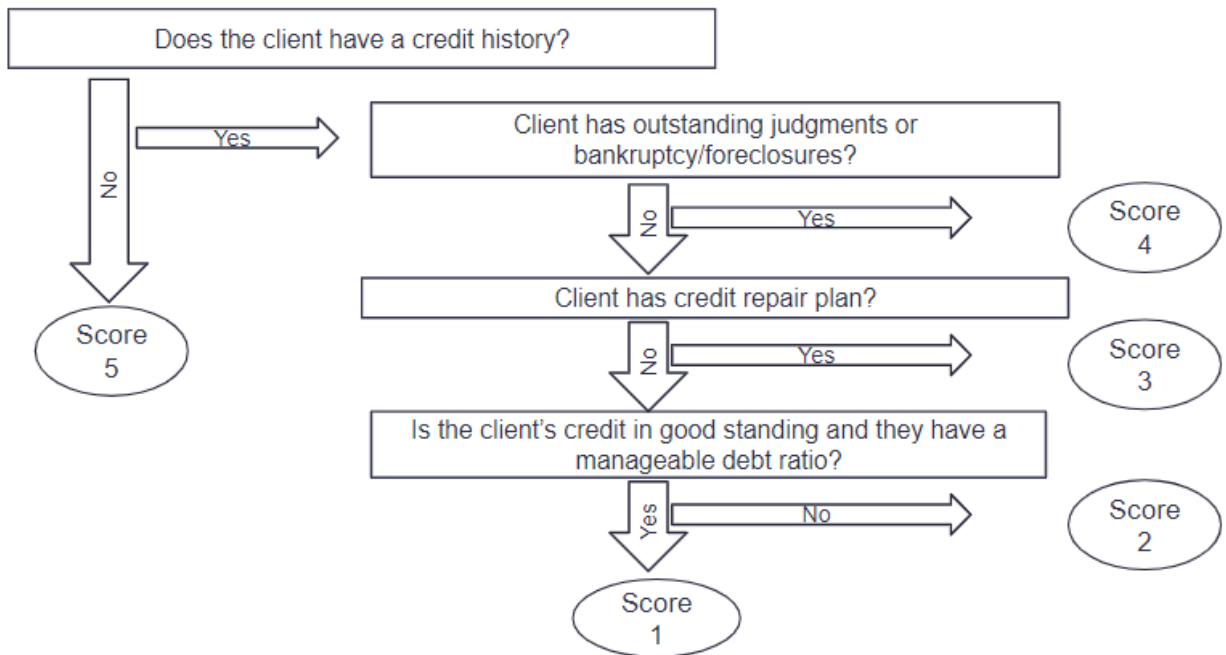
Yes = "Building Capacity"

No = "Empowered"

**Credit: Sample Questions and Discussion Prompts**

- Have you ever filed for bankruptcy?
- Have you applied for credit cards in the past?
- Do you know your credit score?
- Do you know the current amount of debt you owe?
- Do you receive letters or notifications from collections agencies?

**Credit: Decision Tree**



## 18. Disabilities and Physical Health

*Definition:* This domain assesses clients' physical, developmental, and learning disabilities, as well as their physical health (the degree to which clients' physical well-being makes them mechanically fit to carry out their day-to-day activities). The impact of the disability is what is scored, not the causes of the disability or medical condition.

Clients' mental health and substance use disorders should not affect the scoring of this domain, unless they have resulted in some type of physical health problem (e.g., the client's alcohol abuse has caused cirrhosis of the liver).

Please note that, even if a client is receiving treatment for their condition, they can still be scored as 1–3 if their condition is still problematic, the treatment/medication is ineffective, or the client is not using the medication or treatment as prescribed. Also note that pregnancy may affect clients' scores on this domain if, for instance, the pregnancy affects clients' housing or employment situations.

*Subjects:* This domain is completed for all clients.

- **In Crisis: Acute or chronic symptoms are currently affecting housing, employment, social interactions, etc.**
  - *Acute symptoms* refer to symptoms that appeared suddenly or are expected to be of short duration.
  - *Chronic symptoms* are persistent and are generally associated with conditions of longer or indefinite duration.
  - For symptoms to be currently affecting clients' housing arrangements, employment situation, or social interactions, they need to have had such an influence in the last month. Specifically, their disabilities or physical health should have interfered with clients' lives in a manner that jeopardizes their general well-being (e.g., could lead to compromise in living environment, employment, and/or interpersonal relationships).
- **Vulnerable: Sometimes or periodically has acute or chronic symptoms affecting housing, employment, social interactions, etc.**
  - Clients report that their disabilities or physical health have interfered with their housing arrangements, employment situation, or social interactions within the last six months (sometimes or periodically).
  - Acute symptoms – see definition above.
  - Chronic symptoms – see definition above.
- **Safe: Rarely has acute or chronic symptoms affecting housing, employment, social interactions, etc.**
  - Clients report that it has been more than six months but less than one year (rarely) since their disabilities or physical health have interfered with their housing arrangements, employment situation, or social interactions.

- **Building Capacity: Asymptomatic – condition controlled by services or medication.**
  - Clients report that it has been more than one year (asymptomatic) since their disabilities or physical health have interfered with their housing arrangements, employment situation, or social interactions.
  - Or their condition is effectively managed by treatment or medication (that they are taking as prescribed).
- **Thriving: No identified disabilities or chronic physical health conditions.**

## **Disability & Physical Health: Scoring Assistance**

**1. Does the client have any identified physical, developmental, or learning disabilities?**

Yes = Next Question

No = Go to Question #9

**2. Does the client have any physical health issues or concerns (including pregnancy)?**

Yes = Next Question

No = Go to Question #6

**3. Are the client’s disabilities and current health issues appropriately managed by services or medication?**

Yes = “Building Capacity”

No = Next Question

**4. Have the client’s disabilities or current health issues ever interfered with their housing arrangements, employment, or social interactions?**

Yes = Next Question

No = “Building Capacity”

**5. When was the last time the client’s disabilities or current health issues interfered with their housing arrangements, employment, or social interactions?**

Within the last month = “In Crisis”

6–12 mos = “Safe”

< 6 mos = “Vulnerable”

+1 yr = “Building Capacity”

**6. Are the client’s disabilities appropriately managed by services or medication?**

Yes = “Building Capacity”

No = Next Question

**7. Have the client’s disabilities ever interfered with their housing arrangements, employment, or social interactions?**

Yes = Next Question

No = “Building Capacity”

**8. When was the last time the client’s disabilities interfered with their housing arrangements, employment, or social interactions?**

Within the last month = “In Crisis”

6–12 mos = “Safe”

< 6 mos = “Vulnerable”

+1 yr = “Building Capacity”

**9. Does the client have any physical health issues or concerns?**

Yes = Next Question

No = “Empowered”

**10. Are the client’s physical health issues appropriately managed by services or medication?**

Yes = “Building Capacity”

No = Next Question

**11. Have the client’s physical health issues ever interfered with their housing arrangements, employment, or social interactions?**

Yes = Next Question

No = “Building Capacity”

**12. When was the last time the client’s physical health issues interfered with their housing arrangements, employment, or social interactions?**

Within the last month = "In Crisis"  
< 6 mos = "Vulnerable"

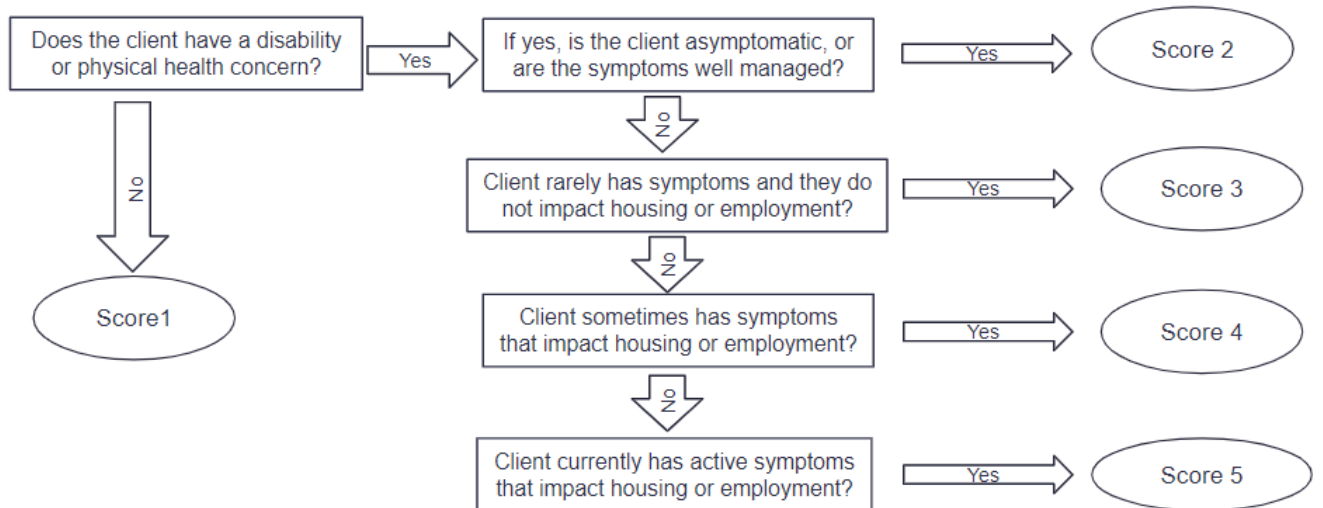
6-12 mos = "Safe"  
+1 yr = "Building Capacity"

## Disability & Physical Health: Sample Questions and Discussion

### Prompts

- Do you have a health condition that impacts your ability to maintain housing or employment?
- Are you receiving treatment for your health condition?
- Are you using any medications or other treatments as prescribed?

### Disability & Physical Health: Decision Tree



# 19. Community Involvement

*Definition:* This domain assesses the degree to which clients are active within the community.

When scoring this domain, one should not consider the client's involvement in social service programs designed to meet the client's basic needs or their participation in counseling/behavioral health services. This domain is intended to assess clients' involvement in the community outside of such programs.

Participation in Clubhouse programming may be considered in this domain.

Clients can be involved in the community in any number of ways; including participation in school programs, religious activities, support groups (e.g. Alcoholics Anonymous), volunteer activities, sports leagues, political activities, virtual communities (e.g. support groups, social media networks, games, etc.) work, among other things that are at least somewhat organized in nature.

Spending unstructured time with friends outside of an organized activity should not count as community involvement (these types of involvements are captured under "Family/Social Relations").

*Subjects:* This domain is completed for all clients.

- **In Crisis: Not applicable due to crisis situation; in "survival" mode.**
  - Crisis situations can refer to any personal or familial issue that requires immediate attention or service and interferes with the client's ability to engage in normal day-to-day activities.
  - Note that whether or not a client is in crisis is subjectively determined by the client (e.g., a chronically homeless individual may not view their homelessness as a "crisis" situation, whereas someone who was unexpectedly evicted may consider themselves to be in crisis).
- **Vulnerable: Socially isolated, lacks social skills or lacks motivation to become involved.**
  - Clients who are socially isolated (voluntarily or involuntarily) have a lack of contact with or are withdrawn from society.
  - Clients lack social skills to engage in community activities.
- **Safe: Has adequate social skills and motivation/desire but lacks the opportunity or knowledge of ways to become involved OR chooses not to participate.**
  - A client who expresses an interest in joining a group or participating in some kind of organized, pro-social activity should be considered motivated/desires to become involved in the community.
  - Clients who lack the opportunity to become involved in the community have barriers that are preventing any community involvement (e.g., transportation or childcare issues).
  - Clients who lack the knowledge to become involved are uninvolved in the community because they are currently unaware of what groups/activities are available to them, or are unaware of how to become involved.

- A client who makes the personal choice not to participate in some kind of organized, pro-social activity but is not socially isolated and is satisfied with their level of social involvement.
- **Building Capacity: Some community involvement (advisory group, support group, church, volunteering, etc.), but has barriers (transportation, childcare issues, etc.).**
  - “Building Capacity” should be selected for clients who have some degree of involvement in the community (i.e., they are participating in at least one community-based group or activity) but their participation is limited due to some type of barrier (e.g., a lack of transportation or childcare).
- **Empowered: Actively involved in the community.**
  - Clients who are actively involved in the community are regularly and actively participating in at least one community-based group or activity and do not have barriers that limit their level of involvement.

## Community Involvement: Scoring Assistance

### 1. How old is the client?

5 years old or younger = N/A

6 years old or older = Next Question

### 2. Is the client involved in any activities in the community, such as a religious group, a support group, a volunteer organization, political activities, or organized sports?

Yes = Next Question

No = Go to Question #4

### 3. Does the client have barriers that limit their involvement in the community (e.g., transportation or childcare issues)?

Yes = “Building Capacity”

No = “Empowered”

### 4. Is the client dealing with an immediate crisis that interferes with their ability to engage in normal day-to-day activities?

Yes = “In Crisis”

No = Next Question

### 5. USER OBSERVATION ONLY – DO NOT ASK CLIENT: Does the client lack social skills, to the point that they have difficulty engaging in casual conversation or behave seriously inappropriately in social situations?

Yes = “Vulnerable”

No = Next Question

### 6. Does the client feel disconnected or socially isolated?

Yes = “Vulnerable”

No = Next Question

### 7. Does the client want to become involved in the community in some way?

Yes = Next Question

No = “Vulnerable”

### 8. Does the client know how to find ways to become involved in the community?

Yes = Next Question

No = “Safe”

### 9. Does the client have barriers that are preventing them from becoming involved in the community, such as a lack of transportation or childcare?

Yes = “Safe”

No = Next Question

### 10. Is the client aware of opportunities to become involved in the community but hasn’t been motivated to follow through?

Yes = "Vulnerable"

No = "Safe"

## Community Involvement: Sample Questions and Discussion Prompts

- Do you participate in any community activities, like school programs, church activities, a support group, volunteering or work?
- Are you interested in being more involved in your community?
- Are you aware of available activities in your community?
- Do you have the tools available to be more active in your community, like transportation, childcare, internet access, etc?

## Community Involvement: Decision Tree

