Identifying Length of Assistance & Complex Service Needs Score

Read through the following scenarios, and make use of the following two pages, to:

1. Identify whether the household screens into Short, Medium or Long-Term Assistance, and;
2. Calculate the Complex Service Needs Score for the household.

Important reminders as you work through these scenarios:

* You do not need to calculate the Complex Service Needs Score for households that screen into Short-Term Assistance, as they are prioritized on a first-come, first-served basis.
* For the purposes of this activity, use only the information provided and do not assume other circumstances about the household.

Scenario 1:

Danny, who is 30 years old, has been living under an overpass for 5 months. He works for a landscaping business during the summer and spring where he earns just enough to scrape by, but he is currently unemployed and without savings. A couple months ago, during a period of extreme cold, he was suffering from hypothermia and ended up staying in the Emergency Room for two nights. He is fully recovered from that event and has come in for assistance as he does not want to continue staying outside through the winter. Apart from this current episode of homelessness, Danny was also homeless for 7 months, 1 ½ years ago.

Scenario 2:   
After three months living with an abusive partner, Linda has fled and is staying in a domestic violence shelter with her daughter. DCF has an open case with her daughter; Linda fears her homeless status may jeopardize her case. Before moving in with her partner three months ago, Linda worked as a machine operator at a local manufacturing company, but her partner made her quit her job when she moved into his house. She has contacted her work and they have an opening for her to start next week, so she will begin to make $25/hour again. She has reached out to her previous landlord who does not currently have an opening but says he is happy to give her a good landlord reference if needed.

Scenario 3:

Chris and Caleb are a couple in their 40s. Chris and Caleb have been in and out of homelessness for the last 5 years, for a total of 3 years. This most recent episode has lasted about one and a half years. They both work on and off at a nearby convenience store, but it is difficult for the owner to continue employing them because they disappear for periods of time. Chris suffers from co-occurring bipolar disorder and substance use disorder; he reports both of these disorders when completing the assessment and currently is in treatment for neither. He stayed at an inpatient treatment program about six years ago. Six months ago, during period of mania, he stayed in a psychiatric facility for one month. Upon discharge, he refused services and moved back into the homeless encampment with Caleb.

Level of Assistance Section of Assessment

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | ***Screen for Short-Term Assistance (up to 3 months) Score:*** | | | |
| **INCOME** | Do you have enough income right now to afford ongoing rent for your own apartment? | *Yes = 1, No = 0* |  | *Total Income Score = \_\_\_\_\_*  *Score >=1*  *Criteria Met* |
| Do you expect that your income will increase in the next three months, such as a raise from a job or pending military, retirement, alimony, child support or social security benefits? *(reasonable expectation)* | *Yes = 1, No = 0* |  |
| In the next three months, will you receive subsidized housing? *(documentation)* | *Yes = 1, No = 0* |  |
| In the next three months, will your households expenses decrease enough so that you can afford your own apartment? | *Yes = 1, No = 0* |  |
| **OPPORTUNITY** | Have you ever been asked to leave your apartment or given legal papers asking you to leave? ***If yes,* How many times?** \_\_\_\_\_\_\_\_\_\_\_ | *Score 1 if No (exclude pending)* |  | *Total Opportunity Score = \_\_\_\_\_*  *Score >=1*  *Criteria Met* |
| Do you have any good or fair landlord references? | *Yes = 1, No = 0* |  |
| Do you have your next housing secured? *(documented offer from landlord for a unit)* | *Yes = 1, No = 0* |  |
| **SITUATION** | *From previous questions: First episode of homelessness in the past three years?* | *Yes = 1, No = 0* |  | *Score = 1*  *Criteria Met* |
| **CHECK HERE IF ALL OF THE LAST COLUMN IS CHECKED – ALL CRITERIA ARE MET; HOUSEHOLD SCREENS IN FOR SHORT-TERM ASSISTANCE** | | | | |
|  | ***Screen for Long-Term Assistance (more than 24 months) Score:*** | | | |
| *Has the client been experiencing homelessness (this episode) continuously for one year or more OR has had at least 4 episodes of homelessness in past 3 years (previously determined)?* | | *Yes = 1, No = 0* |  | *Score >=1*  ***Household Screens In for Long-term Assistance*** |
| *Does the client have a disability that is expected to be long-term, and substantially impairs their ability to live independently over time (previously determined)?* | | *Yes = 1, No = 0* |  |
| *Has the client been asked to leave an apartment or given legal papers asking to leave* ***3 or more times****, including anything that is pending (previously determined)?* | | *Yes = 1, No = 0* |  |
|  | ***Screen for Medium-Term Assistance (3-24 months)*** | | | |
| **CHECK HERE IF THE HOUSEHOLD DID NOT SCREEN IN FOR SHORT-TERM OR LONG-TERM ASSISTANCE; SCREENS FOR MEDIUM-TERM ASSISTANCE** | | | | |

Complex Service Needs Section of Assessment

1. Have you or a member of your household:

Had one or more trips to an emergency room in the past year?

Stayed in a psychiatric facility (lifetime)?

Stayed in a substance abuse treatment facility (lifetime)?

Stayed in another type of residential facility, including a nursing home or group home (lifetime)?

Been in foster care at age 16 years or older?

Been homeless before the age of 25 (adults only)?

Stayed in a prison or correctional facility (lifetime)?

Do you currently have an open case with Family Services (DCF Child Welfare)?

Have you been without any cash income (including from a job or not from a job) for the entire past year?

Do you or anyone in your household have an urgent medical need (e.g., severe infection, acute diabetic condition, mental health crisis)

1. *Staff member answer from information collected earlier (pages 3 and 4):*

*Currently unsheltered or living in a place unfit for human habitation (e.g., car, tent)*

*Survivor of domestic/sexual violence*

*Adult household member living with a chronic condition that is disabling*

1. *Staff member answer from information collected earlier (page 5)*

\_\_\_\_ *Mark “0” for less than 12 months of homelessness; “1” for 12 – 23 months of homelessness; “2” for 24 – 60 months (2-5 years) of homelessness; “3” for more than 60 months (5 years) of homelessness*

*Total boxes checked above in sections A and B: \_\_\_\_\_\_\_\_*

*Score for length of time homeless in section C: \_\_\_\_\_\_\_\_*

***Total Complex Service Needs Score (add the two above): \_\_\_\_\_\_\_\_\_***

Identifying Length of Assistance & Complex Service Needs Score: Answer Sheet

Scenario 1 Answers:

**Length of Assistance:** Medium-Term Assistance because none of the family does not screen in for Short or Long-Term Assistance.

**Complex Service Needs Points:** 3 Points - visit to the Emergency Room, currently unsheltered, 12-23 months of homelessness.

Scenario 2 Answers:

**Length of Assistance:** Short-Term Assistance because income will increase within next three months, good landlord reference and first episode of homelessness

**Complex Service Needs Points: \*\*PLEASE NOTE\*\*** that for this case, the assessor does not need to calculate the Complex Service Needs Points because Short-Term Assistance is on a first-come, first-serve basis, unlike the Medium and Long-Term Assistance which is prioritized by number of Complex Service Needs Point. If Complex Service Needs Points were calculated for this case the number of point would be 2 Points: Open case with DCF and Survivor of domestic violence.

**Scenario 3 Answers:**

**Length of Assistance:** Long-Term Assistance because episode more than 1 year and long-term disability

**Complex Service Need Points:** 6 Points – psych facility, substance abuse treatment facility, unsheltered, chronic condition, and length of homelessness