Supportive Housing Assessment Toolkit

PROCEDURES

The Supportive Housing Assessment Tool (with Acuity Index) is designed to be completed in collaboration with the Head of Household and the case manager. It should be completed across multiple meetings at intake and annually to determine the client or family’s level of need and to assist in developing services plan goals. The Acuity Index should not be used to remove a client or family from Permanent Supportive Housing.

* At intake/annually the case manager, Head of Household (and any collateral supports requested by the HOH) will complete the Supportive Housing Assessment Tool.

**Note: Never give the assessment tool to the client to be completed on their own.**

* + Complete each area of the assessment with as much detail as possible. The tool can be completed in paper form but should be added to HMIS when finished.
  + Review each topic in the Acuity Index and, with input from the team, circle the box that best describes where the client is in each area. There is no right or wrong answer. If there are concrete examples, those can be placed in the comment section. If the section does not pertain to the client, put NA in client level.
  + To the right of each section, put the number circled under Tenant Level in ‘New’. If this is an annual assessment, you should also put last years numbers in Tenant Level ‘Last’ so comparisons can be easily seen, discussed and utilized in services planning. Make sure you add up the numbers and put the totals at the bottom. Note: Unlike Housing and Parenting and Child Services, Income and Benefits, Health, and Supportive Services and Resources have a combined total.
  + Once the totals are added up, turn to the Acuity Index Interpretation and put the totals in ‘Current Level on this Assessment’ for the appropriate categories.
* Using the answers from the Supportive Housing Assessment Tool & Acuity Index, discuss with the client (and collaterals) areas where they would like to increase their self-sufficiency. The areas identified for improvement should be reflected in the Individualized Service Plan and Objectives and seen in the Case Notes as staff work with the client on meeting their identified goals and objectives.
* When completing the Assessment Tool & Acuity Index at intake/annually, it will useful to have following available to accurately assess where the client is and where they would like to be in the next year:
  + Housing: rental payments for the last year, any lease violations, unit inspections, utilities past due
  + Income and Benefits: any debt owed, documentation of income in the last year
  + Health: participation in mental/physical health care in the past year, medication adherence and decreases in self injurious behavior
  + Supportive Services and Resources: list of community supports, times crisis intervention was required, ADL’s, outstanding legal issues, access to transportation
  + Parenting and Child Services: childcare available/accessible, child(ren) enrolled and regularly attending school, safety concerns, involvement with child welfare, children with special needs have connected and participating in services
* The Acuity Index should always be signed by the client, case manager and supervisor.
* Upon completion, input the Supportive Housing Assessment in HMIS.
* If a client or family has a life changing event, complete the Acuity Index section that pertains to the life changing event and work with the client on establishing goals as desired by client.
* Print each copy of assessment and place in clients file.
* If a client or family functions within the Independent Housing Level for a year or more, case manager can begin discussing a possible exit strategy with the client. Remember, this is completely voluntary for the client and, even if an exit strategy is discussed, exit is not imminent and will not occur until the client is ready to move on.

It is critical to note that when programs are reviewed, reviewers will look to see that this Assessment guides Service Plan development and case/progress notes provide detailed information related to achieving Service Plan goals.

The Assessment tool should be completed at least 60 days after intake into the program. The Acuity Index can be done at any time during the client’s first year in the project. However the second Acuity index must be completed at the time of annual renewal for the Head of House hold.

*For CoC project – This supportive housing assessment toolkit is a universal intake form and on-going assessment. Housing assessment and Acuity index will be tracked and monitored on regular basis for completion of both. The monitoring will look at the completeness of the assessment and if the participants falls into the “Independent Housing level” what step are being made to work towards independent living. These two forms eventually become part of the scoring for the local monitoring and assessment each year*.