Youth Homelessness Demonstration Program

Youth Navigator Training

November 19, 2018
Agenda

I. Intros and Coordinated Access
   • Welcome & Introductions
   • Youth and Young Adult Coordinated Entry Toolkit
   • Shelter Diversion

II. Housing Strategies
   • Rapid Exit
   • Housing First
   • Next Step Tool
   • Shared Housing
Katie Durand
Connecticut Department of Housing
List of YHDP Youth Navigator Grantees

• Journey Home (Salvation Army and CRT), Greater Hartford and Central CANs
• Noank Community Support Services (Reliance Health), Southeast CAN
• Youth Continuum, Greater New Haven CAN
• Columbus House (Women and Families Center), Meriden, Middlesex, Wallingford CAN
• Mental Health Connecticut, Waterbury/Litchfield CAN
• ACCESS Agency, Northeast CAN
The Youth Action Hub’s coordinated entry study found that the majority of youth participants wanted a homeless response system that is **personalized and caring**, with **in-person assistance from consistent staff who are relatable, knowledgeable, responsive and supportive**.

“I want someone to sit there and explain to me, and basically guide me. Okay when you go here, this is what you’re going to ask for.”

- Youth with lived-experience, YAH *Improving Coordinated Entry for Youth* study
Program Basics

- **Eligibility**: Unaccompanied Young adults, aged 18-24 at program entry, who are experiencing homelessness under HUD Categories 1, 2 and/or 4. Parenting young adults would be eligible for these services as well if other resources in the CAN region are unavailable. Many CANs have family specific navigators or family placement teams that are better suited to serve young adult families with children. Youth navigators may also assist RHY and other youth providers with assisting minors when appropriate.

- Considered a HUD SSO (non-CE program)

- CAN system positions (work with YETI and CAN to refine role)

- Preference for individuals with lived-experience

- Follow other general YHDP requirements
Youth Navigator Role

YNs will conduct CAN intake appointments and provide light case management that serves as a continuation of the diversion/assessment discussion conducted during the young adult’s CAN appointment, working with youth to identify and secure safe, viable housing opportunities outside of the homeless system. Their primary goal is to remove barriers to housing for youth.
YN Responsibilities:

• Conduct young adult-specific CAN intake appointments (supplementing existing CAN intake staff);

Goal - Want to ensure CAN intake appoints within 48 hours, ideally within 24 hours, helping to reduce no-shows as well.

• Further assess the youth’s ongoing situation for additional referrals to and assistance with linkages to DCF re-entry and other resources that can assist with obtaining and maintaining housing stability (removing barriers to housing);
  - This includes accessing YHDP Diversion/Rapid Exit Funds
Connecting with Natural Supports

• Connect with youth’s potential natural supports such as immediate or extended family, when deemed appropriate by youth, to assess under what conditions they could serve as permanent/temporary housing, connecting them to mediation services and/or providing mediation when other resources are not available;

• When youth are interested, navigators connect young adults experiencing homelessness to one another, in an attempt to have them “pair up” to increase the potential for shared living arrangements with 2+ youth who have income;
System’s Guide

Guide youth through housing response system process, updating them on their BNL status

- **CAN Intake**
  - Crisis/Housing Screener

- **Short-term Crisis Housing**

- **Rapid Re-Housing**

- **Permanent Housing**

- **Youth Navigator/ Rapid Exit Funding**

- **Diversion**
Working Collaboratively

• If young adult still requires an additional housing intervention to obtain permanent housing (enrollment in RRH, PSH, etc.), assisting youth with application process, obtaining necessary documentation, coordinating with the new case manager to ensure a smooth transition; and

• Participate in YETI meetings, discussing evolving needs of local youth and strategies to address them.
YHDP General Reminders

- Housing First, Positive Youth Development, and Trauma-Informed
- Youth Collaboration
- Start date before end of year
- Current match and program renewal

Successful, YHDP-funded Youth Project
Additional Trainings

- Nov. 20$^{th}$ – HMIS
  Reminder – need to sign up for CAN intake training as well
- Nov. 27$^{th}$ – Housing Innovations YHDP Compliance Training
- CCEH STRIVE Training
- Front Entry Learning Collaborative
Current system stats...

**Past 3 months:**
- 648 YA individual CAN referrals
- 309 attended (48%)
- Median wait time for most CANs within 48 hours
- 78 diverted (25%)

**As of Nov 13th:**
- 213 YA individuals on BNL
- Median Days Active on BNL: 83
Thank you!

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Coordinated Entry For Youth And Young Adults
Diagram of Coordinated Entry Process for Young Adults

Step One: 211 (Brief Risk/Pathway Assessment)
- Risk: Suicidality, EMPS
- Pathway: Veteran, DV, RHY, Young Adult

Step Two: CAN Appointment/Initial Support Meeting (Youth Navigator/Community Provider)
- Shelter Diversion
- Assessment of Needs and/or Vulnerability
- Connection to Services

Step Three: Community Service Linkages (Youth Navigator/Community Providers)
- Housing
- Emergency Housing/Shelter
- Consistent Follow-Up
STEP ONE: Determining Risk, Service Pathways, and Alternative Supports

• Young Adult calls 2-1-1
  – Dispatch emergency services as needed
  – Connect with domestic violence provider if needed
  – Connect with LGBTQ provider if needed

• 2-1-1 call specialist should be trained in shelter diversion and attempt to find alternatives to shelter

• If housing crisis cannot be resolved after shelter diversion strategies have been attempted, HMIS profile will be created and CAN appointment scheduled
STEP TWO: CAN Appointment - Engagement, Shelter Diversion and Link to Services

- Based on CCEH Diversion Training – this should be a trauma-informed, active listening session that will also:
  - collects information on service needs and eligibility for various types of supports
  - gather information on key areas that a youth might need assistance to help resolve their housing crisis and help them stabilize
- Opportunity to begin service linkages based on CTI-informed model
STEP THREE: Making the Community Service Linkages Work

• Youth Navigator or designated person working with the youth should begin the process of connecting the youth with services and assuring that those services linkages are working.

• Youth Navigator will connect young adult to emergency housing if needed, seek an immediate solution, and continue to work with the young person to find a permanent housing solution.
Support Map Template

Support Map for ____________________________

Family
Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Community Assistance Programs
Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Community Assistance Programs
Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Community Assistance Programs
Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Other Community Resources
Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

May need support with ____________________________

Name: ____________________________
Strengths: ____________________________

Friends
Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

Name: ____________________________
Contact Info: ____________________________
Type of help: ____________________________

End Homelessness
Build your own local referral system

- Asset mapping for YETIs
- Resource guides
- Word of mouth
- Peers
- Colleagues
HAUSING & EMPLOYMENT SYSTEMS
SERVING YOUTH EXPERIENCING HOMELESSNESS
Greater Hartford and Central Regions of Connecticut

COORDINATED ENTRY
Statewide Homeless Response System

YOUTH EMPLOYMENT SERVICES
Provided by Capital Workforce Partners

2-1-1 → CAN APPOINTMENT → SHELTER/WAITLIST → BY-NAME LIST → HOUSED

Referral

YOUTH WIOA LIAISON

Referral

ADULT TRACK
American Job Center

YOUTH TRACK
Healthcare, advanced manufacturing, culinary, information technology etc

Clients can be diverted out of homelessness at each of these points and can still need youth employment services.
Youth Engagement Team Initiatives (YETIs)

• YETIs are the regional work groups that bring together partners working in youth and housing services to end youth homelessness in Connecticut.
• They are also responsible for organizing and implementing their region’s Youth Count.
• Brings together:
  – Youth and Young Adults Service Providers
  – Runaway and Homeless Youth Service Providers
  – McKinney-Vento Liaisons from regional schools
  – Youth and Young Adults with experience with homelessness and housing instability
  – Local community foundations invested in improving services to youth and young adults
Youth Count! 2019

• The CT Youth Count! is a statewide census of homeless and unstably housed youth and young adults in Connecticut.

• Identifies youth that typically would not be counted in the PIT and has been established as the baseline to measure progress towards ending youth homelessness by 2020.

• Volunteers administer an anonymous survey to youth ages 13-24 across the state during one week in January.

• Serve as a come and be counted location!
There is no one-size-fits-all narrative; everyone’s path winds in different ways.

Sarah McBride

Each young person that you will encounter will come with their own set of individual challenges, their own set of beliefs, their own levels of trauma, and their own history of interactions with adults – and the “system.”
During the assessment appointment Youth Navigators should begin the process of identifying community-based support services. Throughout the session, staff are asked to collect information to determine services needs and eligibility for various types of supports.

IT IS CRITICAL THAT YOUTH NAVIGATORS/CAN STAFF KNOW AND HAVE UP-TO-DATE CONTACT INFORMATION FOR LOCAL RESOURCES!

- Education
- LGBTQ
- Substance Abuse
- Veteran Status
- Employment
- Sexual Assault
- Domestic Violence
- DMHAS, DDS, DCF, DSS
- Conflict Resolution
- Trafficking
- Pregnant/Parenting
- STRIVE Mediation
Risk Associated with Youth/YA Homelessness

- Are at high risk of developing serious, life-long health, behavioral and emotional problems.
- Suffer from high rates of depression and post-traumatic stress disorder.
- Are more likely they are to fall victim to sexual exploitation when compared to young people who are not living on the streets.
- More likely to contract HIV and/or STDs due to increased likelihood of sexual exploitation, rape and sexual assault.
- Have higher rates of a variety of mental health symptoms including anxiety, developmental delays and depression resulting in elevated risk for suicide attempts.
Youth Intake and Assessment Session Tips
Dos and Don’ts

1. Make sure to check the assessment schedule in HMIS so that you are prepared.
2. Have all of the required paperwork and releases ready.
3. Know who you have coming in, and read the 211 notes prior to appointment.
4. If you are not going to be in and no-one is at the site for the assessment, you MUST call a 211 supervisor so that they can reschedule the appointment.
5. Explain to the young person that in order for you to provide the most appropriate services and supports that fits their needs, you need accurate information.
6. Do not turn away unscheduled drop-ins...you may never see them again!
7. Set clear and realistic expectations, and do not over-promise.
8. If youth comes in with someone pay attention to certain cues, i.e., body language, person answering for them (trafficking, DV, Sexual Assault, etc.)
9. Advise of next steps to stay engaged, or youth may disappear on you.
Client Feedback Survey

https://www.surveymonkey.com/r/YoungAdultProtocolSurvey
Shelter Diversion Overview
Diversion is...

**Empowering** people facing **imminent homelessness** to identify **safe and appropriate** housing options & **assisting and supporting them** to **avoiding** shelter and **returning** immediately to housing.

Diversion is NOT a barrier to shelter.
Diversion Work

• Help people determine if it’s possible for them to stay anywhere else that’s safe, other than a shelter.

• Financial assistance is used for food, local and Greyhound bus tickets, grocery and gas station gift cards, or utility assistance that can be used to help people stay with friends or family.
Operationalizing Your Definition

CT Definition (work in progress)

DIVERSION IS… a strategy that prevents homelessness by helping people experiencing a housing crisis and seeking shelter to preserve their current housing situation or make immediate alternative arrangements without having to enter shelter.
Diversion Outcomes

Permanently back with friends or family

Return to their own residence

Temporarily diverted as they seek new housing

Relocating permanently to safe place out of town
Four Diversion Steps

1. Setting the Stage
2. Active and Empathetic Listening
3. Strength Exploration
4. Moving forward
Step One: Setting the Stage
Getting Yourself Ready

• Time
• Space
• Mindfulness
• Prepared
• Non-verbal messages conveyed
• Improving/Learning
What You Might Need: Keep it Simple!

- Notepad
- Diversion Guideline Sheet
- Pen
- Seating for face-to-face interaction
Introductions and Managing Expectations

• Describe your role as assisting them to find safe alternatives to shelter
• Clarify this is not a barrier to shelter
• Describe shelter reality
Step Two: Active and Empathetic Listening
Active Listening: a special way of reflecting back what the other person has expressed to let him/her know you are listening and to check your understanding of his/her meaning.

Youth Navigators will have an active listening session with the young adult with the intention to gather information on key areas that a youth might need assistance to help resolve their housing crisis and help stabilize. That might include:

- Crisis Intervention
- Problem Solving
- Action Planning
- Skill Building
- One-on-one Support
What helps you prepare, get centered to listen?

**Physical Preparedness:**
- R - Relaxed
- O - Open
- L - Leaning towards the speaker
- E - Eye Contact
- S - Squared toward speaker

**Note Taking**
Listening Skill Building (cont.)

Acknowledge by:

• Summarizing
• Paraphrasing
• Open-ended questions help the speaker illuminate what they are saying. Examples: Can you tell me more about…? Has this happened before?
• Never ask Why!
Getting Clearer (partner activity)

Pair off with another person.

- Each person think for a moment about something that is on your mind – a decision you need to make, a problem, or something you are trying to figure out.
- The purpose is to have someone listen to you, not give you advise, but help you feel clearer, gain insight, help you think through or be more confident about your situation.
- Take about 5 minutes each telling your story to the other, and then we switch listener/speaker roles.
- Listeners: Do not offer opinions or give advice.
Recap Step One: Introductions

Briefly introduce yourself.
- Name, organization, role
- Describe the conversation
- Hear their experience

How can we help them return to housing?
Recap Step Two: Active Listening

- Body language
- Paraphrasing
- Empathy

Keep this listening step separate from problem-solving.
Questions When Reality Testing

• How would this look?
• What is the timeline?
• Have you done something like this before?
• What other options have you considered?
• What resources do you have to carry this out?
• In case this does not work out as well as you would like, would you like to explore a back-up plan?
Reality Testing Decisions

• The agreements and decisions need to work for the parties (not for us).
• By starting with what has worked previously, we increase the odds of it working again.
• If you have a concern – do not ignore it – use that as an opportunity to help our client think through their options and decisions.
Step 3:
Strengths Exploration
Prompts for Identifying Strengths

Must be give and take dialogue, not interrogation
Explore strengths beyond the individual

• What worked well for you? How can you recreate that? What can go right?
• Explore what has worked. Let client lead, but follow-up on employment, housing, relationship, support successes.
Strengths Exploration

- What were things like for them when things were going better?
- Who are their allies, friends, and family members?
- Who have they helped?

Our clients may feel dependent – we can help them remember times of interdependence.
Strengths and Resource Exploration

Using a client’s previous experience as a way to identify a variety of successes:

- **knowledge education** (was getting GED),
- **relationships** (caring mom) and
- **networks** (knows neighborhood)
- **work experience** (fast-food restaurant)

Noticing aspects of their life as a springboard
Ideas for Strengths

- Motivated to change
- Has a support system –friends, family
- Has been employed in the past, has done volunteer work
- Skills/competencies: vocational, relational, transportation savvy, activities of daily living
- Intelligent, artistic, musical, good at sports, good with their hands, can fix things, funny
- Awareness, ability to observe and assess situation
Ideas for Strengths

- Advocate for themselves, sought help, able to convey their needs
- Resourcefulness - Has been able to survive, take care of themselves, medications
- Spirituality - connected to church, higher power, nature
- Good physical health
- Adaptive coping skills, things they were able to handle so far
Step Four: Moving Forward - Outcomes
After we have listened, then explored past strengths, what housing options do they want to pursue?:

What other needs has the client identified?
Rapid Exit
Housing-Focused Rapid Exit Services

**Philosophy Shift**

- Everyone is ready to be housed immediately
- Clients are the captains of their housing plans
- Shelters are not employment, recovery, or mental health programs
- Shelter stays are very short
- Moving people out of shelter quickly reduces the trauma of homelessness

**Practice Shift**

- Plan for rapid exit to housing at entry
- “If you’re not talking about housing you’re having the wrong conversation”
- Environment reflects a housing focus
- All meetings, policies, procedures, job descriptions, signage, client handbooks, etc. focus on housing
Housing-Focused, Rapid Exit Services

Practice Shift

• Focus on a “housing plan” vs “family plan” or “case plan”
• Identify barriers to housing and identify resources to address barriers
• Focus every in-person meeting on a quick move to permanent housing
• Create a clear “housing message” throughout the shelter
• Review and discuss the housing plan weekly at minimum
Diversion/Rapid Exit Funds

Youth Navigators, CAN Intake Staff, and RHY Providers would conduct the diversion conversations with youth/young adults, and determine if they can be diverted from the system with one-time financial help. Without a rapid exit option, these youth are likely to remain homeless longer than necessary. These funds could be used for certain assistance such as:

- Security Deposits
- Utility Deposits
- Bus tickets home
- Rental application fees
- Moving Costs
- Childcare costs, and
- Car repairs or car insurance arrears, just to name a few

*Please be sure to review all allowable costs before applying for funding...*
Shared Housing
Why Shared Housing?

- Rising cost of housing
- Lack of adequate housing stock
- Not enough affordable housing
- Stagnant incomes
- Shrinking resources
- Can be a great diversion strategy
Those with Limited Options...

- Participants with very low income
- There aren’t enough resources for long-term subsidies
- Communities with high rent
- Low vacancy rates
- Reducing the length of stay in shelter
Shared Housing as a Choice

- Participants that want social support
- Enjoy living with others
- Seniors that need daily living supports
- Transition age youth that need/want structure of a family
- Families that need help with child care
- Those that desire structure
What’s Required…..

- Each household must have their own lease
- Each household must be willing to participate
- Each household must decide who they live with
- Landlords must follow all Fair Housing Laws
- Cannot kick people out without proper eviction
- Must meet habitability standards
- Rents should follow rent reasonableness or FMR
Next Step Tool
(TAY-VI-SPDAT)
The Next Step Tool for Homeless Youth

(TAY-VI-SPDAT)
The Next Step Tool

This is a version of the VI-SPDAT for single youth & young adults aged 24 and younger.
Why are we implementing the Next Step Tool?

1) to prioritize services for this age group
2) to have data on types of supports that might be needed to serve this population
3) increase our ability to use data to prevent entries into homelessness
4) to help level the playing field for youth

By integrating this tool into HMIS, it will introduce two new categories in the current menu, Individual Young Adult (ages 18-24) and Youth (under 18).
Background of the Next Step Tool
HUD Guidance on Coordinated Entry for Youth

Youth should also be screened and assessed with the same standardized, culturally competent tools as their peers, regardless of who the assessor may be, and expect to be referred according to the same prioritization factors that are used for all youth in the community.
Assessment: Under 18

For youth under 18, the Next Step Tool could be used but names would not be pulled into the by-name prioritized list of adults.

– If these youth are still homeless on their 18\textsuperscript{th} birthday, they should be reassessed using the Next Step Tool in HMIS.

Using this tool for this age group will be optional for youth under 18. However, we encourage providers to use the tool in order to collect important data on this population for the purposes of allocating resources and services.
Reassessing young adults with existing VI-SPDAT score

For 18-24 year olds who have already received a VI-SPDAT score it is recommended that they are reassessed in order to encourage consistency and give them the most accurate score.

However, official reassessment policy will be left to each CAN region to decide.

This population will still be integrated into the current by-name list.
Families with Youth or Young Adults
Heads of Household

At this time, the family VI-SPDAT should continue to be used for the young adult population who have children.
Individual Adult by-name list

- Next Step Tool (18-24 year olds)
- VI-SPDAT 2.0 (24 and above)

CAN
By-name list
Individual Unaccompanied Youth Under 18

Next Step Tool (under 18) → Homeless Youth List

Note: Runaway and Homeless Youth providers are required by HHS to enter data on under 18 into HMIS.
Families (including 18-24 heads of household)

Family VI-SPDAT

Family Housing Placement List
The goal of the Next Step Tool:

- To be Objective in Determining Service
- To move from Waitlist & "Who’s Eligible?” to "Who needs it the most?"
- Provide a more accurate tool for measuring the vulnerability of youth and young adults.
When to Administer the Next Step Tool:

The Next Step Tool should only be administered to youth and young adults aged 24 and below if they are literally homeless.
Literally Homeless:

- Includes:
  - Living in a place not meant for habitation, such as outdoors, in a car, garage, porch, abandoned building, bus station, etc.
  - In a hospital, rehab, or other institution if homeless prior to entry and staying 90 days or less.
  - In a hotel or motel paid for by agency or government
  - In a Warming Center
  - In an Emergency Shelter
  - Fleeing or attempting to flee abuse or domestic violence
Do not Administer if:

The person is safely doubled up with friends or family.

They are not considered literally homeless.
Administrative Info & Opening Script

Sets up expectations and trust.

Introducing the Survey in the same way by everyone, every time helps to create consistent results

Your organization should have a Common Opening Script for all Interviews
Your Script should include:

• Who are you and who do you work for?
• Why are you using the Next Step Tool?
• Reassure them that it should only take about 7 minutes
• Remind them to try to keep answers to “Yes” and “No.”
• Explain it will be stored in HMIS
• Remind them Clarification can be provided & any Question can be Skipped or Refused
• Stress The Importance of Relaying Accurate Information
Consent

Remember:

Consent to Participate
Is NOT
The HMIS Release of Information

You need to have both
Basic Information

• First Name, Last Name, Nickname, Social Security Number

• Best Language they use to Express Themselves
  – NOT language can they speak or their first language.

• Date of Birth & Age

If 17 Years or less, Score 1

Information, such as Social Security Number, is not required.
History of Housing

History of Housing & Homelessness
A. History of Housing & Homelessness

1. Where do you sleep *most frequently*? (Check 1):
   - Shelters
   - Transitional Housing
   - Safe Haven
   - *Couch Surfing*
   - Outdoors
   - Other (Specify)
   - Refused

You can help by narrowing down the time to make it more manageable.

Like “Where did you sleep the most in the last month or week?”

If the Answer is **anything other than the first 3 options**, then **Score 1**
2. How long has it been since you lived in permanent stable housing?

Permanent housing would *not* include Transitional Housing or Sober Living Facilities.

3. In the last 3 years, how many times have you been homeless?

Help by putting time frame in context. Like “Since Fall of 2012”

If the person has experienced **1 or more consecutive years of homelessness**, and/or **4+ episodes of homelessness**, then **Score 1**
B. Risks

4. In the **past 6 months** how many times have you...

   A. Received health care at an emergency department/room?
   B. Taken an ambulance to the hospital?
   C. Been hospitalized as an impatient?
   D. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?
   E. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?
   F. Stayed one or more nights in a holding cell, jail, prison, or *juvenile detention, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?

If the **Total Number of Interactions equals 4 or more**, then **Score 1 for Emergency Service Use**
5. Have you been attacked or beaten up since you’ve become homeless?

6. Have you been threatened to or tried to harm yourself or anyone else in the last year?

Includes attempts to harm *self*. Doesn’t require “success” to count. Written and Verbal Threats are included.

If “Yes” to any of the above, then **Score 1 for Risk of Harm**
7. Do you have any legal stuff going on right now that may result in you being locked up, having to pay fines, or that make it more difficult to rent a place to live?

8. Were you ever incarcerated when younger than age 18?

If “Yes” to any of the above then Score 1 for Legal Issues
9. Does anybody force or trick you to do things that you do not want to do?

10. Do you ever do things that may be considered risky like exchange sex for money, *food, drugs, or a place to stay*, run drugs for someone, have unprotected sex with someone you don’t know, share a needle, or anything like that?

If “Yes” to any of the above, then **Score 1 for Risk of Exploitation**
C. Socializing & Daily Functioning

11. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that **thinks** you owe them money?

12. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or **anything like that**?

**Note:** It is what *they* think, **Not what You think!**

If “Yes” to Question 11 or “No” to Question 12, then **Score 1 for Money Management**
13. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled?

If “No,” then **Score 1 for Meaningful Daily Activity**

14. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food, and clean water and other **things like that**?

If “No,” then **Score 1 for Self-Care**
15. *Is your current lack of stable housing…
   a) Because you ran away from your family home, a group home, or foster home?
   b) Because of a difference in religious or cultural beliefs from your parents, guardians, or caregivers?
   c) Because your family or friends caused you to become homeless?
   d) Because of conflicts around gender identity or sexual orientation?
   e) Because of violence at home between family members?
   f) Because of an unhealthy or abusive relationship, either at home or elsewhere?

If “Yes” to any of the above, then **Score 1 for Social Relationships**

If “Yes” to any of the above, then **Score 1 for Abuse/Trauma**
D. Wellness

16. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?

17. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?

18. If there was a space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you?

19. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you’d need help?

20. When you are sick or not feeling well, do you avoid getting medical help?

21. Are you currently pregnant, have you ever been pregnant, *or have you ever gotten someone pregnant?

If Yes to any of the above, then Score 1 for Physical Health
22. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?**

23. Will drinking or drug use make it difficult for you to stay housed or afford your housing?

24. *If you’ve ever used marijuana, did you ever try it at age 12 or younger?

If “Yes” to any of the above, then **Score 1 for Substance Use**
25. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program, or other place you were staying, because of:
   a) A mental health issue or concern?
   b) A past head injury?
   c) A learning disability, developmental disability, or other impairment?

26. Do you have any mental health or brain issue that would make it hard for you to live independently because you’d need help?

If “Yes” to any of the above, **Score 1 for Mental Health**
If the Respondent

Scored 1 for Physical Health, AND
Scored 1 for Substance Use, AND
Scored 1 for Mental Health,

Score an Additional 1 for Tri-Morbidity
27. Are there any medications that a doctor said you should be taking that, for whatever reason, you are **Not** Taking?

28. Are there any medications like painkillers that you don’t take the way the doctor prescribed or where you sell the medication?

If “Yes” to *any of the above*, Score 1 for Medications
<table>
<thead>
<tr>
<th>Section</th>
<th>Score out of</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre survey</td>
<td>__ out of 1</td>
</tr>
<tr>
<td>A. History</td>
<td>__ out of 2</td>
</tr>
<tr>
<td>B. Risks</td>
<td>__ out of 4</td>
</tr>
<tr>
<td>C. Socialization</td>
<td>__ out of 5</td>
</tr>
<tr>
<td>D. Wellness</td>
<td>__ out of 5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>__ out of 17</td>
</tr>
</tbody>
</table>

*Remember, Scoring is done automatically through HMIS!
## Results Recommendations

<table>
<thead>
<tr>
<th>Score:</th>
<th>Recommendation:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-3</td>
<td>No moderate or high intensity services be provided at this time</td>
</tr>
<tr>
<td>4-7</td>
<td>Assessment for time-limited supports with moderate intensity</td>
</tr>
<tr>
<td>8+</td>
<td>Assessment for long-term housing with high service intensity</td>
</tr>
</tbody>
</table>

Or simply use as a *Prioritization Tool.*
Additional Questions

1. Have you ever been under DCF care or resided with a foster family through DCF?

2. Would you be interested in any programs offering LGBTQ housing services?

These questions are not scored, but will help us better determine youth and young-adult specific resources that might be available and/or add other dimensions to our prioritization process in the future.
Follow-Up Questions

- On a regular day, where is it easiest to find you and what time of day is easiest to do so?

- Is there a phone number and/or email where someone can *safely* get in touch with you or leave you a message?

- Ok, now I’d like to take your picture so that it is easier to find you and confirm your identity in the future. *May I do so?*
The key to an easy closing is opening with clear expectations.

“Thank you for taking the time to complete this assessment with me. It has helped us to determine what level of support you may need. As a community we are trying to assist clients with finding housing options as quickly as possible with the limited resources that are available.”
Just Don’t…

- Change Questions
- Change Questions Order
- Change Scoring
- Complete it More than Once
- Think it is going to be Perfect.
  - Remember: Nothing is Perfect
Action Steps

• Involvement in YETI
• Resource mapping (with YETI)
• Youth Count
Feedback: What do you need?
Contact Information

For questions, comments, or material from this training visit
http://www.cceh.org/resources-library/

or contact:
training@cceh.org

YHDP-Related questions?
Contact Katie Durand at Kathleen.Durand@ct.gov