

**Compass Family Assessment Matrix**  
Use the FAM Training Manual for accurate scoring

Variable	Crisis	Vulnerable	Stable	Self-Sufficient	Thriving
	1	2	3	4	5
<b>Housing</b>					
<b>Credit</b> Head of Household	Client doesn't know credit history OR credit report presents as barrier to housing. Steps available to resolve at least 1 issue. No work being done	Credit report presents as barrier to housing. Has information, referrals, and plan to improve credit report barriers	Credit report presents as barrier to housing. Actively addressing issues in credit report	Credit report presents as barrier to housing. At least one issue with credit report resolved during time with Compass	No credit issues or all issues resolved
<b>Legal</b> All Household "Significant Barrier" available for ongoing barriers	Outstanding legal issues. Steps may be available to resolve at least one issue. No work being done	Outstanding issues. Client has information, referrals, and a plan on at least one legal issue	Outstanding issues. Client is actively working on at least one issue (with or w/o an attorney)	At least one legal issue resolved during time with Compass	No legal issues or all issues resolved
<b>Self-Sufficiency</b>					
<b>Adult Education &amp; Training</b> Head of Household	No high school diploma, GED, or vocational certificate, has non-transferable degree, OR has not started process of transferring degree	Working toward obtaining high school diploma, GED, transferring degree, or short term training certificate	Has obtained high school diploma, GED, or short term training certificate. May have some college credit	Currently enrolled in program to receive degree or comparable technical or vocational certificate	Has obtained degree or comparable technical or vocational certificate
<b>Childcare (incl. Afterschool)</b> Highest Need Child	Needs childcare. Hasn't applied for subsidy programs	Needs childcare. Has applied for subsidy program, but isn't enrolled in childcare program	Has childcare. Not attending regularly or dissatisfied	Has childcare. Attending regularly and satisfied	Has childcare. Planning for future childcare needs
<b>Child Education (Ages 5-18)</b> Highest Need Child N/A available	One or more school-aged children not enrolled in school	Enrolled in school. Often has attendance, behavioral, or academic issues	Enrolled in school. Occasionally has attendance, behavioral, or academic issues.	Enrolled in school. Has good attendance and does not exhibit behavioral or academic issues	Enrolled in school. Has excellent attendance and excelling in school performance
<b>Employment</b> At least one adult N/A available	All adult(s) in family are unemployed	At least one adult has seasonal or part-time employment	At least one adult is employed full-time in a temporary position	At least one adult is employed full-time in a permanent position	At least one adult employed full-time with a permanent position for over a year
<b>Transportation</b> All Household	Unable to meet transportation needs safely. Not receiving assistance	Unable to meet transportation needs safely. In process of applying for/seeking assistance	Receiving assistance to meet transportation needs safely. Transportation needs partially met	Receiving assistance to meet transportation needs safely. Transportation needs fully met	Able to cover transportation needs safely without assistance

**Well-Being**

<p><b>Accessing Health Services</b> All Household</p>	Family is not accessing ANY health services	Family only accesses emergency room health services OR inadequate care	Family has a primary care doctor or clinic where they access services inconsistently	Family has a primary care doctor or clinic where they access services consistently	All family members attend preventative health care appointments
<p><b>Child Well-Being</b> Highest Need Child</p>	Concerns about child behavior or development. Adult is not seeking support	Concerns about child behavior or development. Parent seeking support	Concerns about child behavior or development. Services in process	Concerns about child behavior or development. Services in place	No concerns about child behavior or development
<p><b>CPS</b> All Household</p>	Open CPS case. At least one child removed from family	Open CPS case. At least one child at risk of removal	History of CPS in family. Concerns about future CPS involvement	History of CPS. No concerns about future CPS involvement	No history of CPS. No concerns about future CPS involvement
<p><b>Domestic Violence</b> All Household</p>	DV reported in household. Adult is not seeking support	DV in household. Adult engaged in support or working on safety plan	History of DV. Concerns about future DV	History of DV. No concerns about future DV	No DV in household AND No history of DV
<p><b>Mental Health</b> Highest Need Adult</p>	Serious to severe symptoms. Not engaged in treatment/support	Serious to severe symptoms. Engaged in treatment/support	Moderate to mild symptoms. Not engaged in treatment/support	Moderate to mild symptoms. Engaged in treatment/support	Minimal or no symptoms
<p><b>Substance Use</b> Highest Need Adult</p>	Significant Negative Effects. Not engaged in treatment or support	Moderate Negative Effects. Not engaged in treatment or support	Negative effects. Engaged in treatment or support	Substance use does NOT produce negative consequences in life of family. Engaged in treatment or support.	Substance use does NOT produce negative consequences in life of family. No treatment needed.
<p><b>Support System &amp; Community</b> Head of Household</p>	No personal support system and knowledge of community supports. Not taking steps to expand support network	No personal support system and knowledge of community supports. Taking steps to expand support network	Moderate personal support system and knowledge of community supports in communities outside of current home community	Moderate personal support system and knowledge of community supports in current home community	Strong personal support system and knowledge of community supports in current home community

# Family Assessment Matrix Training Manual

Version 9/2023

*Welcome to the Compass Family Assessment Matrix 3.0!*

## What is the Family Assessment Matrix?

**The Compass Family Assessment Matrix or “FAM” is a tool that case managers use to track their client’s level of stability on 14 different categories over time.** By getting to know and understand those being served through the use of a common assessment tool, we are able to better support them in their journey from crisis...to stability...to thriving. The following pages will provide explanations of what each category measures, suggested guiding questions to walk staff through the scoring of each category, and definitions to help ensure correct and consistent scoring across various programs. Please read this over every time you do a new assessment until you are quite familiar with them.

## Why do we have the Family Assessment Matrix?

The Family Assessment Matrix was born out of a desire to show the impact that Compass Family Services has on the families we serve. We believe that in addition to housing people, we provide a range of other services that remove barriers to housing and employment and increase self-sufficiency and well-being. In fact, these services are the key to families finding and remaining successfully housed after their time with Compass is complete.

In addition, the FAM can be used in a variety of ways:

- As a case management tool to identify higher needs families at entry
- As a case management tool to document client progress toward self-sufficiency
- As a program management tool for organizations to assess the effectiveness of services being offered and how to direct resources
- As a communication tool for donors for demonstrating the success of our programs or for sharing information about community conditions with the general public, stakeholders and policymakers

We are on our second revision of the matrix, which staff worked on for almost a year. We updated the FAM because of a series of inter-rated reliability tests that were performed where we found that many categories were not reliable, and staff lacked a clear training protocol.

In this recent revision, we focus on the categories where staff felt Compass made the most impact in our case management programs. Additionally, we deleted categories that were tracked in other parts of the database, such as housing and income, and we incorporated more categories related to barrier removal (such as credit). Our FAM draws heavily on the Boulder Self-Sufficiency Matrix and the Arizona Self-Sufficiency Matrix, among others.

## How Do I Use the Family Assessment Matrix?

Each category has a page in this booklet that will go over definitions needed to understand how to mark your client for each category. Each category is grouped into three buckets: Housing, Self-Sufficiency, and Well-Being based on Compass' Theory of Change.

Here are some important factors to keep in mind while working with this tool:

### 1. Guiding Questions and Definitions

Each category in this document is accompanied by suggestions for questions to guide the assessment and definitions to assist in determining where the household lands on the self-sufficiency continuum. While the guiding questions are not mandatory to use, they will help ensure consistent and accurate scoring across households, across staff within programs, and across various programs within the organization. These questions are meant to be incorporated into your current intake and case management processes and may reflect what you already ask. We recommend having this training document and the matrix in front of you when you are doing the assessment to remind you of the category definitions.

### 2. Focus on One Category at a Time

When assessing a household, it is imperative that staff focuses on ONE CATEGORY 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 transportation category, staff should not allow the household's income situation to influence the category.

### 3. Assessing for the Household vs. the Individual

In general, staff using the assessment must look at each category from a household perspective. However, there are some categories which ask you to only focus on the head of household, children in the household or adults in the household. Please check the top of the page OR the key on your FAM to see who you should be assessing. When working on 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.

### 4. Frequency of Assessments

Staff using the assessment should assess households with the following frequency:

- At intake (program entry) - within 30 days of starting program
- Every 90 days thereafter (for ongoing case management services)
- At program exit

### 5. Not Applicable vs. Not Enough Information at this Time

All of the individual categories provide an option for ***Not enough information at this time*** and a few of the domains have an option of ***Not Applicable / Significant Barrier***.

When working with households, especially when you are meeting them for the first few times, you may not have enough information to assess them in various areas (i.e., Domestic Violence or Substance Abuse). In this instance, categories may be scored as ***Not enough information at this time***. Once you have enough information, that score will change to an actual score during a follow-up assessment. Please consider ***Not enough information at this time*** as a last resource when scoring the FAM. It should only be used when clients are uncomfortable answering a question after being asked.

***Not Applicable/ Significant Barrier*** means that the category will likely not be applicable for the duration of your work with the household. Compass staff should use the Not Applicable checkbox for two different scenarios.

First, use the checkbox in situations where the category is not relevant to the family, for example marking N/A in the Child Education field if there are no school age children. Additionally, staff should use the checkbox when a client has a long-term barrier that will not be resolved during their time working with Compass. Example of this are when the head of household has a long term disability and will not be able to work for the foreseeable future, or if the client has a felony conviction that cannot be expunged and will remain a barrier for the family to meet their housing and employment goals.

***Not enough information at this time*** should change from initial assessment to subsequent assessments; whereas, ***Not Applicable*** should remain the same over time.

## **6. Entering information into CoDa**

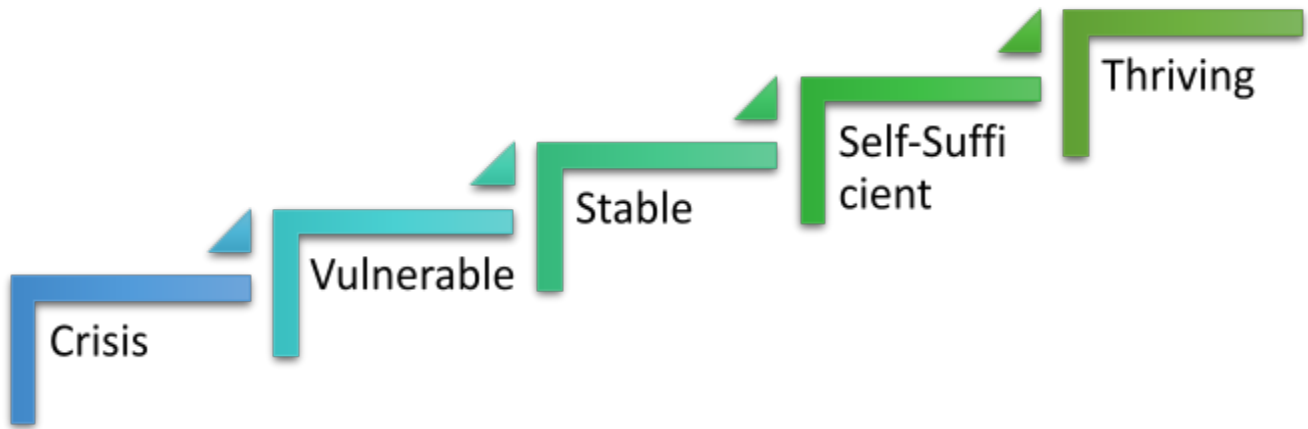
You can enter information into CoDa by going to the case record for the head of household in the family and creating a new assessment or cloning the last assessment and changing the relevant numbers. Click on the button called FAM document to take you to the most updated version of the FAM and this manual.

### **The Future of the FAM**

Once we can trust the data we are getting from the FAM across the organization, we can do so many fun things with it! Examples of where we could go with the FAM include:

- Learn what level of support higher needs families require in order to improve in different categories.
- Highlight priority categories (scores of 1-2) at the top of the case record to contribute to goal setting conversations between the client and case manager.

# Roadmap from Crisis to Self - Sufficiency



Based on the ROMA (Results-Oriented Management and Accountability).

# Housing/ Barriers to Housing

*Do not proceed with the FAM until you are sure that there is a current housing tracker for the family!*

## Category: Credit

**What does this category measure?** Assesses the household's credit history in order to address barriers to housing and prepare for housing applications. **Score this category according to the Head of Household with the highest need.**

### Suggested questions for guiding assessment:

- Do you know your credit history?
- Do you have a copy of your credit score from the last 12 months?
- Are there things on your credit report that could make it more difficult to find housing or employment (i.e., low score, evictions, no history, debt)?
- Do you know where to go to get assistance in improving your credit report or credit score?
- Are you currently working on issues in your credit report? If so, what are you doing?

### Definitions:

- **Doesn't Know:** Hasn't checked credit score in the last 12 months
- **Credit Report presents as barrier:** This could include a lack of credit, low score, or high debt
- **Has Plan:** Has created a goal around the issue
- **Actively addressing:** Client has completed at least one action step to address the issue. Action steps may include working on explanation letter, working to improve score, clearing mistakes, etc.

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
Credit	Client <b>doesn't know</b> credit history OR <b>credit report presents as barrier</b> to housing	<b>Credit report presents as barrier</b> to housing			No credit issues or all issues resolved
	Steps are available to resolve at least one issue <b>No work being done</b>	<b>Has information, referrals, and plan</b> to improve credit report barriers	<b>Actively addressing</b> issues in credit report	<b>At least one issue</b> with credit report <b>resolved</b> during time with Compass	

## Common Resources

- [Credit Karma](#) - gives a rough estimate of score
- National Tenant Network (NTN) form to request a full credit report
- [www.annualcreditreport.com](http://www.annualcreditreport.com) - get the report from bureau, but not a score
- [Sign up for Smart Money Coaching](#)
- [Consumer Credit Counseling Service of SF](#)
- [Mission Asset Fund](#) (for Spanish speaking clients)

## Category: Legal

**What does this category measure?** Assesses whether the client has any legal issues that could be a barrier to housing and, if so, whether they have the resources to work towards getting the issues resolved.

**Score this category according to the issue the client is working on while at Compass.**

### Suggested questions for guiding assessment:

1. Any evictions in the past?

NOTE: Evictions that occurred in court and are viewable by the public (and future landlords) are the most problematic. To get more info ask:

- Did you go to court or have an attorney?
- Were you denied by a potential landlord due to a prior eviction?
  - If the client doesn't know, get PLL help and/or look at: Court records from the county of the eviction; or Consumer report that lists public filings

2. Any concerns about your immigration status?

NOTE: Some immigration statuses limit your housing options - this would include not having legal status, a temporary status that is ending, etc.

3. Any outstanding warrants?

NOTE: A warrant (arrest warrant, failure to appear in court warrant) can limit housing options.

4. Any prior convictions?

NOTE: Be particularly interested in any California convictions that have not already been cleaned.

5. Any problems getting or keeping public benefits (ex: SSI, CalWORKS, CalFresh)?

6. Concerns about custody of your child/ren?

NOTE: Custody can impact size of unit, type of unit, and what county someone can move to.

If your client answers YES to any of the above, use the 5Ws of Legal First Aid: 1. WHO is already helping the client 2. WHAT is the story 3. WHEN does the client need help 4. WHERE is the issue 5. WHY is this a issue now

### Definitions:

- **Outstanding legal issues:** Client answered yes to one of the above legal questions or has other type of legal issue and is not currently addressing the issue
- **Client has information or referrals:** Client got information from CM and/or from a provider (PLL or otherwise), but doesn't have an attorney representing them yet
- **Actively working on issue:** Client is either working with an attorney (in best possible hands to resolve issue/remove barrier) or pursuing on their own (sometimes the only option).
- **Select Significant Barrier if the client has a barrier that will not be resolved during their time at Compass (i.e., felony).** If a family also has a resolvable barrier, case managers should score the matrix for that issue.

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
Legal	<b>Outstanding legal issues.</b>			At least one legal issue <b>resolved</b> during time with Compass	No legal issues or all issues resolved
	Steps may be available to resolve at least one issue.				
	No work being done	Client has information, referrals, and plan on at least one legal issue	Client is actively working on at least one issue (with or without an attorney)		

## Common Resources

[Project Legal Link Google Doc](#)

# Self-Sufficiency

*Make sure that a current income tracker is filled out for the household!*

## Category: Adult Education and Training

**What does this category measure?** Assesses adult academic, institution-based achievements. **Score this category for the Head of Household.**

### Suggested questions for guiding assessment:

- Do you have a high school diploma, GED, or vocational certificate?
  - If no, are you currently enrolled in high school, a GED program, or vocational certificate program?
  - If yes to a certificate, was it a short-term training certificate or longer-term program?
- Have you received, or are you currently enrolled in a long-term program like a Bachelors degree or technical/ vocational program?
- If you received a degree in another country, do you know if it is transferrable in the US?

### Definitions:

- **Short Term Training Certificate:** Takes one year or less to achieved
- **Comparable technical or vocational certificate:** Took more than one year to achieve
- **Non-transferable degree:** For example, client obtained degree in another country but is not able to use the degree in the United States. Based on conversations with the client and knowledge of the sector, case manager should make a best estimate of whether or not a client's degree is transferable.

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
<b>Adult Ed</b>	No high school diploma, GED, or vocational certificate, has <b>non-transferable degree, OR has not started process of transferring degree</b>	Working toward obtaining high school diploma, GED, <b>transferring degree</b> , or short term training certificate	Has obtained high school diploma, GED, or <b>short-term training certificate</b> ; May have some college credit	Currently enrolled in program to receive degree or <b>comparable technical/ vocational certificate</b>	Has obtained degree or <b>comparable technical/ vocational certificate</b>

## Common Resources

See Resources for Adult Education [here](#) including City College and PACT, Inc. CalWORKs funding for training and school

## Category: Childcare

**What does this category measure?** Assesses the client’s ability to obtain appropriate childcare, both in terms of access to childcare, afterschool care, and summer school. **Score this category for the child with the highest need.**

### Suggested questions for guiding assessment:

- Do you have children who need childcare or afterschool care?
  - If no, what are the main barriers for your family to getting childcare?
  - If yes, are they attending childcare regularly? Are you satisfied with it?
  - Do you have a backup childcare plan if you have problems with your current provider?
- How old are your children? What county do you reside in? What is your current housing situation?
  - With child 5 and under in SF, are they enrolled in ELSF?

### Definitions:

- **Childcare:** Childcare includes summer care and afterschool care
- **Has Childcare:** Basic childcare is covered through a childcare program OR through friends or family

Childcare	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
	Needs Childcare		Has Childcare		
	Hasn't applied for subsidy programs	Has applied for subsidy program, but <b>isn't enrolled in childcare program</b>	Not attending regularly or dissatisfied	Attending regularly and satisfied	Planning for future childcare needs

## Common Resources

The child is eligible to work with the Childcare CM team if the family has a child from 0-5 and lives in:

- A place where they are being physically or sexually abused and are unable to access a Domestic Violence Shelter;
- A place Not Meant for Habitation: outside, public place, uninhabitable car, place not meant for habitation;
- A Family Shelter, Single Adult Shelters, Transitional Housing, Domestic Violence Shelter, Substance Abuse Program or other Residential Programs; or
- Other situations such as couch surfing, hotel, SRO, doubled up
- Formerly homeless family in one of the above categories who has obtained permanent supportive housing or short-term rental subsidy within the last 60 days.

If Child is not eligible for our Childcare CM or lives out of county, you can access other resources:

General Childcare Resources [here](#)

Resources for summer camps and afterschool care [here](#)

## Category: Child Education

What does this category measure? Assesses child enrollment and engagement in school. **Score this category for the child with the highest need.**

### Suggested questions for guiding assessment:

- Is/are (all of) your school-aged child(ren) currently enrolled in school?
- How are your children currently performing in school?
- How often do any of your children have attendance or behavioral issues?
- Do you know how to get information about how to help your child be successful in school?

### Definitions:

- **Often:** Three or more times per month
- **Occasional:** 1-2 times per month
- **Excelling** = All kids getting B grade or above (grades only tracked at CCH)
- **Select N/A if there are no children ages 5-18 in the household**

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
<b>Child Education (Ages 5-18)</b>	One or more school-aged children <i>not enrolled in school</i>	Enrolled in School			
		<i>Often</i> has attendance, behavioral or academic issues	<i>Occasionally</i> has attendance, behavioral or academic issues	Has good attendance and does not exhibit behavioral or academic issues	Has excellent attendance and <i>excelling</i> in school performance

## Common Resources

To get assistance for students through SFUSD click [here](#).

## Category: Employment

**What does this category measure?** Assesses the level which the client is employed and considers the permanency and stability of the employment. **Score this category for Head(s) of Household**

### Suggested questions for guiding assessment:

- Is anyone in the family currently employed?
- Is your employment situation temporary or permanent?
- Are you working full time?
  - If yes, how long have you been at the position?

### Definitions:

- **Full Time:** 35+ hours or more
- **Permanent Employment:** individual is in a position that is not temporary, term, probationary or time limited (i.e., seasonal)
- **Use N/A for this category if individual has a disability that makes them unable to work**

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
Employment	All adult(s) in family are <i>unemployed</i>	At least one adult has seasonal or part-time employment	At least one adult is employed <i>full time</i> in a <i>temporary position</i>	At least one adult employed <i>full time</i> with a <i>permanent position</i>	At least one adult employed <i>full time</i> with a <i>permanent position</i> for over a year

## Common Resources

See Workforce Development Programs [here](#)

## Category: Transportation

**What does this category measure?** Assesses whether the family is able to meet their transportation needs and whether or not they have assistance for those needs. **Score this category for the household member with the highest need.**

### Suggested questions for guiding assessment:

- Do you have access to regular transportation when you need it (personal car, public transportation, regular ride from friends/ family?)
- Have you had difficulty recently getting transportation to work or other important appointments?
- Do you have any transportation benefit that gives you a discount on transportation like a low-income fast pass or access to bus tokens?

### Definitions:

- **Unable to meet transportation needs:** Has difficulty getting transportation to work or other important appointments, unable to meet needs safely (e.g. expired driver's license, no insurance, etc.)
- **Receiving Assistance:** Low income or disabled passes, gas cards, tokens, etc.; can also refer to assistance from friends or family (e.g. rides, lending car, help with gas money, etc.)

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
<b>Transportation</b>	Unable to meet transportation needs safely.		Receiving assistance to meet transportation needs safely.		Able to cover transportation needs safely without assistance
	Not receiving assistance	In process of applying for/seeking assistance	Transportation needs partially met.	Transportation needs fully met	

## Common Resources

See transportation assistance programs [here](#)

# Well-Being

## Category: Accessing Health Services

**What does this category measure?** Assesses whether members of the family are accessing the appropriate health services. **Score this category for the whole household.**

### Suggested questions for guiding assessment:

- Have you been able to see a doctor or nurse in the past year?
- Where do you get health care?
- Do you have a primary care doctor or clinic you go to?
- Are you able to make most appointments?
- Does your family get preventative health care (yearly checkup, even when you aren't sick)?

### Definitions:

- **Inconsistent medical attention:** missing many/most appointments and/or not following health provider instructions.
- **Consistent medical attention:** Following health provider instructions and going to appointments.
- **Inadequate Care:** The health care that client is receiving is insufficient to meet their health needs

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
Accessing Health Services	Family is not accessing ANY health services	Family only accesses <i>emergency room</i> health services or <i>inadequate care</i>	Family has a <i>primary care doctor</i> or clinic where they <i>access services inconsistently</i>	Family has a primary care doctor or clinic where they <i>access services consistently</i>	All family members <i>attend preventative health care appointments</i>

## Common Resources

Click [here](#) for referrals for people with disability.

Click [here](#) for info on prenatal care.

Click [here](#) for General Health care

Click [here](#) for vision and dental care

## Category: Child Well-Being

**What does this category measure?** Assesses whether the parent has concerns over the child's behavior or development and how those concerns are being addressed. **Score this category according to the child with the highest need.**

### Suggested questions for guiding assessment:

- How is your child behaving at home or at school?
- Do you have any concerns about your child's behavior or development that you would like to discuss?
- Has your child received a diagnosis for a developmental disability?

### Definitions:

- **Concerns:** Could include my child does not play/share with other children at daycare, my child is too attached to me, my child isn't talking yet, my child can't control their emotions, my child isn't eating, my child doesn't walk yet.
- **Seeking Support:** Has goals with case manager but hasn't completed any steps to access support
- **Services in Process:** Client has completed steps to access support such as scheduled a meeting with the school for an IEP or other resource
- **Services in Place:** Could include services from IEP, parenting classes, medical, etc.

Child Well-Being	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
	Concerns about child behavior or development				No concerns about child behavior or development
Not currently seeking support	Parent seeking support	Services in process	Services in place		

## Common Resources

[Golden Gate Regional Center](#) (GGRC): Specializes in working with children with developmental disabilities

[Support for Families](#)

[Free Parenting Hotline with Safe and Sound](#)

[Help me Grow Solano](#)

## Category: Child Protective Services (CPS)

What does this category measure? Assesses CPS involvement with the family and work being done to fulfill requirements. **Score this category for the entire household**

### Suggested questions for guiding assessment:

- Do you currently have any open cases with CPS?
  - If yes, have any children been removed from the household?
- Have you had CPS cases in the past?
- Do you know if CPS reports have been made?

### Definitions:

- **Concerns about future CPS involvement:** Either the family or the case manager is concerned about possible CPS involvement in the family. Note that just because a family is homeless is not a cause for CPS involvement.

CPS	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
	Open CPS case		History of CPS in family		
	At least one child removed from family	At least one child at risk for removal	<b>Concerns</b> about future CPS involvement	<b>No concerns</b> about future CPS involvement	No history of CPS in family

## Common Resources

CPS: **If a child is in immediate danger, call [9-1-1](tel:911).**

If you suspect a child is being harmed, report or consult with a protective services social worker by calling:

**[\(800\) 856-5553](tel:8008565553) FCS Hotline, 24 hours a day, 7 days a week**

Anyone can make a confidential report of suspected child abuse, neglect, or exploitation. Be prepared to provide the child's name, address, approximate age, and situation.

After you make a verbal report to CPS you must either email or fax the written report to them asap, definitely within 24 hours. Email: [fcs.hotline@sfgov.org](mailto:fcs.hotline@sfgov.org)

[Greater Bay Area Child Abuse Prevention Council Coalition](#)

Project Legal Link – Legal support regarding child custody issues

## Category: Domestic Violence

**What does this category measure?** Assesses current and past domestic violence and connection to support services or safety planning. **Score this category for the entire household.**

### Suggested questions for guiding assessment:

- Are you, or someone in your home, currently experiencing physical, emotional, or financial abuse at home?
  - If yes: Are you receiving support around this? Where?
  - Do you have a safety plan?
  - Are you connected to resources or would you like to connect to resources around this?
- Have you, or someone in your home, experienced physical, emotional, or financial abuse in your family in the past?
  - If yes, do you have any concerns that the person who was abusing you may reenter your life?
    - If yes, Do you have a safety plan?
    - Are you connected to resources or would you like to connect to resources around this?

### Definitions:

- **DV:** Includes physical, emotional or financial abuse within the household, perpetrated by household members or intimate partners (past or present); does not include violence in the community or violence/abuse perpetrated by non-household members
- **History of DV:** Someone in the household has in the past, enacted or experienced physical, emotional, or financial abuse from another household member.

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
<b>DV</b>	DV reported in household		History of DV		No DV in household AND No history of DV
	Adult is not seeking support	Adult engaged in support or working on safety plan	Concerns about future DV	No concerns about future DV	

## Common Resources

See [here](#) for available DV resources from Women Against Rape, La Casa De Las Madres, Asian Women’s Shelter, Safe and Sound and A Safe Place.

## Category: Mental Health

**What does this category measure?** Assesses whether at least one adult in the household exhibits mental health symptoms and whether they are engaged in treatment or support. **Score this category according to the adult with the highest need.**

### Suggested questions for guiding assessment:

- How are you doing? I noticed that (fill in behavior here - you haven't been getting back to my calls recently, you seem low energy) is everything okay?
- Are you currently receiving any support from a therapist or counselor?
- Would you be interested in receiving treatment or support?

### Definitions:

#### Serious to Severe Symptoms

- Serious impairment in social, occupational, or school (unable to maintain relationships with friends and family, unable to keep a job, unable to attend school or failing at school).
- Danger of hurting self (thinks about suicide often, suicide attempts or a serious plan to kill oneself)
- Danger of hurting others (acts of violence or serious threats of violence)
- Failure to maintain personal hygiene when appropriate facilities are available
- Impairment in communication (doesn't speak, speaks incoherently, speech is at times illogical, obscure or unrelated to what is happening in that moment)
- Delusions (beliefs about life or reality that are obviously untrue)
- Hallucinations (seeing or hearing things that are not there)
- Daily panic attacks

#### Moderate to Mild Symptoms

- Moderate difficulty in any of these areas: social, occupational, or school (few friends or Avoiding friends, family, conflicts with coworkers, or conflicts with peers, teachers or administrators at school).
- Reported occasional panic attacks or symptoms of anxiety and/or depression
- Cries easily or flat affect
- Occasional insomnia
- Occasional school truancy or Temporarily falling behind in schoolwork
- Difficulty concentrating after an argument with a loved one
- Depression after a death or loss

Mental Health	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
	Serious to Severe Symptoms		Moderate to Mild Symptoms		
	Not engaged in treatment or support.	Engaged in treatment or support.	Not engaged in treatment or support.	Engaged in treatment or support.	Minimal or No Symptoms

## Common Resources

Make a referral to the Compass Clinical team through CoDa or ask for a Counselor of the Day

## Category: Substance Use

**What does this category measure?** Assesses whether at least one adult in household reports using substances in a way that signals an addiction or problematic use and whether they are engaged in treatment.

**Score this category according to the adult family member with the highest need.**

### Suggested questions for guiding assessment:

- Have you found yourself drinking (or using) instead of going to school, work or seeing friends or family?
  - If yes, how often?
- Has your use caused any other negative impacts in your life?
- Are you engaged in treatment or support?

### Definitions:

**Significant Negative Effects**- Serious negative consequences arise in many areas of life

- Unable to maintain relationships with friends and family, unable to keep a job, unable to attend school or failing at school
- Physical problems: loss of weight, blackouts, sickness, uncontrollable behavior like aggression, extreme feelings of guilt and self-hate

**Moderate Negative Effects**- Family is vulnerable to serious negative consequences due to drug/ alcohol use

- Work/school performance/attendance/ drops
- Development of legal and financial problems

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
Substance Use	Significant Negative Effects	Moderate Negative Effects	Negative effects	Substance use does NOT produce negative consequences in life of family.	
	Not engaged in treatment/ support		Engaged in treatment or support.	Engaged in treatment or support.	No treatment needed

## Common Resources

For resources on substance use see [here](#) for resources at:

- Asian American Recovery Services
- The House of Acts, Inc.

## Category: Support Systems and Community

**What does this category measure?** Assesses the level of support that the client receives from their personal support system (friends and family) and community supports. **Score this category according to the Head(s) of Household.**

### Suggested questions for guiding assessment:

- Do you receive any type of support (emotional, financial, or material) from your family, friends, or other members of your social circle?
- When or if necessary, would you be able to rely on someone among your extended family/friends to provide support (emotional, financial, or material)?
- Are you aware of community support resources that can help you in times of need? Are you able to access them?
- Are you connected or actively involved with groups in your community (e.g., church, senior centers, schools, or service groups?)

### Definitions:

- **Support System:** Reliable friends or family you would ask for support. This could include extended family, friends, coworkers, mentors, and advocates.
- **Community Support:** Communities outside of friends or family i.e., faith-based community, church, senior centers, nonprofits (other than Compass), etc.
- **Current Home community:** City, county or neighborhood where family currently resides.
- **Moderate support:** 1-5 contacts
- **Strong support:** More than 5 contacts

	Crisis (1)	Vulnerable (2)	Stable (3)	Self-Sufficient (4)	Thriving (5)
<b>Support Systems &amp; Community</b>	No personal <i>support system</i> and knowledge of <i>community supports</i>		Moderate personal support system and knowledge of community supports		Strong personal support system and knowledge of community supports in current home community
	Not taking steps to expand support network	Taking steps to expand support network	in communities outside of current home community	in current home community	