

FAM TRAINING SCENARIO: HECTOR

Hector and his two sons (12 and 14) moved to San Francisco from Nicaragua a year ago. The three of them are currently sharing a room in Hector's cousin's apartment. Hector's wife and 5-year-old daughter are still back home in Nicaragua.

Hector has been working various jobs involving yardwork, maintenance, house cleaning and other miscellaneous projects thanks to connections his cousin has in the community after living there for many years. He takes the bus to jobs or gets a ride from a cousin or neighbor when they are available if the job is further away. Most of the time this works well, although sometimes he is unable to accept a certain job if it is too far away. He doesn't have work authorization in the U.S. and has found it difficult to secure steady employment. He finished high school in Nicaragua and worked as a mechanic before he came to the U.S. Hector said he reached out to a pro bono lawyer once to inquire about work authorization and was told he didn't have a strong case. He hasn't pursued any further legal support.

Hector's 12-year-old son has been doing very well in school. He's very comfortable speaking English, he loves science, he's making all As and Bs, and he's planning to try out for the soccer team. He has several close friends and appears to be adjusting well to moving to San Francisco. Hector is concerned about his older son's performance at school. Hector hasn't been called in for any behavioral issues or absences, but his son's teachers say that he is not turning in his homework and may not pass some of his classes. Hector says his older son has been withdrawn since he witnessed violence back home. He has also caught his son drinking on several occasions. He's not sure if his son would be willing to participate in therapy.

Hector and his sons do not have a regular doctor, but he is familiar with a local clinic and went there to be treated when he suffered from a hernia.

Hector says he is generally feeling hopeful about finding more permanent work and housing. He misses his wife and daughter and hopes that they will be able to join him soon. He worries about his older son and is also fearful about their immigration status here, but overall he says he is doing well. Hector is starting to build friendships with some of his neighbors and he hopes that he can remain in the community once he moves out of his cousin's home.

→ **Test Your Knowledge:** [Click here](#) to score Hector's FAM scenario

ANSWER KEY & EXPLANATIONS

→ HOUSING

| Category | Answer | Explanation |
|---------------------------------------|------------------------|---|
| Credit Head(s) of Household | Not enough info | <p>No information about credit was included in the scenario. The client does not have work authorization which would likely create a barrier to building credit, but it is not impossible to do so.</p> <p>Tip: Undocumented clients do have options to build credit and thus credit would not be considered an ongoing barrier without resolution for clients simply due to their legal status in the U.S. Ask the client about other credit-building options such as bank accounts or prepaid credit cards.</p> |
| Legal All Household | 1 | <p>The client reached out to a lawyer about his work authorization and was told that he didn't have a strong case. No other work is being done. Even though the client reached out for support in the past, the scenario should be scored based on the current status. Thus, this would be considered an outstanding legal issue with no work currently being done.</p> <p>Tip: Work authorization/legal status is not considered an ongoing barrier without the possibility of resolution, and thus this scenario would not be scored N/A.</p> |

→ SELF-SUFFICIENCY

| Category | Answer | Explanation |
|---|------------------------|--|
| Adult Education & Training Head(s) of Household | 1 | <p>Client has a high school diploma from Nicaragua which may be transferrable; however, the client has NOT started the process of transferring this degree.</p> |
| Childcare (incl. Afterschool) All Children | Not enough info | <p>Children are 12 and 14 years old and not of childcare age. However, it is unclear from the scenario if one or both of the children need afterschool care.</p> <p>Tip: Ask the client for more details about afterschool (and summer care if applicable) needs. This category is scored based on the child with the highest need. If EITHER child needs any type of afterschool care, this category should have a numerical score. If NEITHER child needs afterschool care, you can score as N/A.</p> |
| Child Education (Ages 5-18) All Children | 2 | <p>The client's older son is enrolled in school, but OFTEN is NOT turning in any homework and is on track to fail his classes (academic issues).</p> <p>Tip: Even though the younger son is doing well, score is based on the child with the highest need, the older son.</p> |

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| <p>Employment Head(s) of Household</p> | <p>2</p> | <p>The client has work, but it is not consistent or permanent. The client states that lack of work authorization has been a barrier to steady employment.</p> <p>Tip: Work authorization/legal status is not considered an ongoing barrier and thus this scenario would not be scored N/A.</p> |
| <p>Transportation All Household</p> | <p>3</p> | <p>The client has access to public transportation and car rides from friends/family; however these needs are not fully met because they are not always reliable and he is not able to access all jobs. The client's transportation needs are partially met with assistance.</p> |

→ **WELL-BEING**

| Category | Answer | Explanation |
|---|------------------------|--|
| <p>Accessing Health Services All Household</p> | <p>2 or 3</p> | <p>The family does not have a primary care doctor, but the client indicated that he is aware of the local clinic, and visited once for emergency services.</p> <p>Tip: This scenario should score at least 2 and follow up questions are necessary to determine whether or not the clinic is meeting their basic health needs. For example, is the client's family accessing the clinic for emergency needs only OR for any type of preventative care?</p> |
| <p>Child Well-Being All Children</p> | <p>1 or 2</p> | <p>The client has active concerns about his older son and does not appear to be seeking support. The older son struggles in school, has been caught drinking, and is withdrawn since witnessing violence in Nicaragua.</p> <p>Tip: The client states that he doesn't know if son will be willing to see a therapist. This could be considered the first step towards seeking support and thus could be scored as a 2. Ask for more details to determine the extent to which the client is interested in actively seeking support. This category should also be scored based on the child with the highest need, the older son.</p> |
| <p>CPS All Children</p> | <p>Not enough info</p> | <p>There is no mention of CPS involvement (past, present, or future) in the scenario.</p> <p>Tip: If the topic of CPS does not come up, this should NOT be considered to mean that there is no history or no concerns.</p> |
| <p>Domestic Violence All Household</p> | <p>Not enough info</p> | <p>There is no mention of DV (past, present, or future) in this scenario.</p> <p>Tip: If the topic of DV does not come up, this should NOT be considered to mean that there is no history or no concerns. The older son witnessed a violent incident in the neighborhood back home; it is not entirely clear what type of violence he witnessed. Ask the client for more details to better understand. Violence within the community, perpetrated against and/or by non-household members would not be considered DV.</p> |

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| <p>Mental/Behavioral Health All Adults</p> | <p>5</p> | <p>The client reports minimal or no symptoms. Client reports feeling hopeful about the future and says he is doing well.</p> <p>Tip: This score is based on the ADULT with the highest need. The older son’s mental/behavioral health concerns are captured under “Child Well-Being.”</p> <p>Consult the CBHS team if you have any questions or concerns when scoring this category.</p> |
| <p>Substance Abuse All Adults</p> | <p>Not enough info</p> | <p>There is no mention of the client’s substance use (past or present) in this scenario.</p> <p>Tip: This score is based on the ADULT with the highest need. The scenario ONLY mentions issues with the older son’s substance use and this would be captured under “Child Well-Being.”</p> |
| <p>Support System & Community Head(s) of Household</p> | <p>4</p> | <p>The client has a moderate personal support system (1-5 contacts), which includes his close family (cousin) as well as neighbors, in his home community. The client is also making efforts to continue to build friendships within his own community. This score may change once the client finds new housing.</p> |

SCENARIO & IN-LINE EXPLANATIONS

CHILDCARE (Not Enough Info):

Children are 12 and 14 years old and not of childcare age. However, it is unclear from the scenario if one or both of the children need afterschool care.

SUPPORT SYSTEMS & COMMUNITY

(4): The client has a moderate personal support system (1-5 contacts), which includes his close family (cousin) as well as neighbors, in his home community.

Hector and his two sons (12 and 14) moved to San Francisco from Nicaragua a year ago.

The three of them are currently sharing a room in Hector's cousin's apartment.

Hector's wife and 5-year-old daughter are still back home in Nicaragua.

EMPLOYMENT (2): The client has work, but it is not consistent or permanent. Lack of work authorization has been a barrier to steady employment.

Hector has been working various jobs involving yardwork, maintenance, house cleaning and other miscellaneous projects thanks to connections his cousin has in the community after living there for many years. He takes the bus to jobs or gets a ride from a cousin or neighbor when they are available if the job is further away. Most of the time this works well, although sometimes he is unable to accept a certain job if it is too far away. He doesn't have work authorization in the U.S. and has found it difficult to secure steady employment.

TRANSPORTATION (3): The client's transportation needs are partially met with assistance from friends/family.

ADULT EDUCATION (1): *The client has a high school degree from outside of the U.S. and he is NOT currently in the process of transferring the degree.*

He finished high school in Nicaragua and worked as a mechanic before he came to the U.S. Hector said he reached out to a pro bono lawyer once to inquire about work authorization and was told he didn't have a strong case. He hasn't pursued any further legal support.

LEGAL (1): The client has an outstanding legal issue (no work authorization) with no current work being done to resolve it.

CHILD EDUCATION (2): *The client's older son is enrolled in school, but OFTEN has academic issues. Score is based on the older son, the child with the highest need.*

Hector's 12-year-old son has been doing very well in school. He's very comfortable speaking English, he loves science, he's making all As and Bs, and he's planning to try out for the soccer team. He has several close friends and appears to be adjusting well to moving to San Francisco. Hector is concerned about his older son's performance at school. Hector hasn't been called in for any behavioral issues or absences, but his son's teachers say that he is not turning in his homework and may not pass some of his classes.

Hector says his older son has been withdrawn since he witnessed violence back home. He has also caught his son drinking on several occasions. He's not sure if his son would be willing to participate in therapy.

CHILD WELLBEING (1/2): The client has active concerns about his older son and does not appear to be seeking support. However, client mentions therapy which could point to a desire to seek support; more info needed. Score based on the older son, the child with the highest need.

DV (Not Enough Info): There is no mention of DV in the scenario. The son witnessed "violence" back home and it is unclear by or against whom. DV involves abuse/violence within the household and does not include violence within the community.

Hector and his sons do not have a regular doctor, but he is familiar with a local clinic and went there to be treated when he suffered from a hernia.

ACCESS TO HEALTH SERVICES (2/3): The family does not have a primary care doctor, but the client indicated that he is aware of the local clinic and visited once for emergency services. More info is needed to determine if family is receiving "adequate" care from clinic.

Hector says he is generally feeling hopeful about finding more permanent work and housing. He misses his wife and daughter and hopes that they will be able to join him soon. He worries about his older son and is also fearful about their immigration status here, but overall he says he is doing well.

MENTAL/BEHAVIORAL HEALTH (5): The client reports minimal or no symptoms. Client reports feeling hopeful about the future and says he is doing well. Scored based on adult with the highest need.

Hector is starting to build friendships with some of his neighbors and he hopes that he can remain in the community once he moves out of his cousin's home.

SUPPORT SYSTEMS & COMMUNITY Cont... (4): The client has a moderate personal support system (1-5 contacts), which includes his close family (cousin) as well as neighbors, in his home community.

CREDIT (Not Enough Info): There is no mention of credit statement or score.

CPS (Not Enough Info): There is no mention of CPS past, present, or future involvement.