

FAM TRAINING SCENARIO: ELANA

Elana has two kids - Alvaro (2) and Betty (3). She was previously with a partner but has since separated due to a history of DV in their relationship and now has sole custody over the kids. She graduated 6 months ago from Compass Family Shelter and was able to secure a subsidy through HPP to rent an apartment in Richmond.

Although she is stably housed, a few things have happened in the last few months that have made her unable to pay her current rent. Betty got a bacterial infection recently and was hospitalized for several weeks. Elana had a part time job as a receptionist but wasn't able to show up during Betty's illness and lost her job. She pulled Betty out of her subsidized childcare at the time because she was worried Betty caught the infection in childcare and doesn't trust to put her back with the same provider. She is working with CCSS case manager to find a new provider. All family members have Medi-Cal and go in for regular appointments.

She has been taking classes online and is close to finishing her GED. Her Driver's License is suspended, though she still sometimes drives as needed but is worried about it. She is not interested in getting a Lifeline subsidized transportation pass.

The family had a CPS case in the past based on the DV with the partner, but it was resolved with the separation and has been closed. Elana recently had to spend two weeks in jail for a charge from 2019 which brought some concern that CPS would re-open the case. The kids were able to stay with their uncle during that time though out of state and are now back in the bay with their mom. Elana would like to clear the conviction from her record at some point and has the information for the Clean Slate program. She also has a previous felony conviction from when she was younger.

Elana reports that the kids don't have any major behavioral issues, but she's worried about the effect of the DV history on the kids and would like to enroll them in play therapy at some point. She is currently in therapy at Compass.

Client mentioned that she had to leave a previous shelter when she was with her ex because of his substance abuse issues but has said nothing about her own use of substances.

Elana knows that her credit is not great, but doesn't have capacity at this point to deal with it.

She has some friends in San Francisco and a brother who lives out of state.

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

ANSWER KEY & EXPLANATIONS

→ HOUSING

| Category | Answer | Explanation |
|---------------------------------------|----------|---|
| Credit Head(s) of Household | 1 | Credit presents as a barrier but no plan in place to address at present. |
| Legal All Household | 2 | Client has outstanding legal issues (two convictions on record, at least one that she would like to have cleared); steps may be available to clear conviction; AND she has a referral for legal assistance ; however, she is NOT actively working on the issue. |

→ SELF-SUFFICIENCY

| Category | Answer | Explanation |
|---|------------|---|
| Adult Education & Training Head(s) of Household | 2 | Client is currently working towards obtaining GED. |
| Childcare (incl. Afterschool) All Children | 2 | Client had childcare subsidy, but not currently enrolled in childcare program; seeking new provider with subsidy. |
| Child Education (Ages 5-18) All Children | N/A | Her children are 2 and 3 years old; children under 5 years old are not school-aged. |
| Employment Head(s) of Household | 1 | Client recently lost her job and is currently unemployed. |
| Transportation All Household | 1 | Currently unable to meet basic needs SAFELY without a license and not seeking assistance. Taking a risk to get into further legal trouble with current mode of transportation. |

→ WELL-BEING

| Category | Answer | Explanation |
|---|-----------------|--|
| Accessing Health Services All Household | 4 or 5 | Family has a primary care doctor or clinic where they access services consistently - e.g. go in for regular appointments. Gather more information to determine if family goes in for appointments when needed or for preventative care. |
| Child Well-Being All Children | 2 | While the client doesn't have any current concerns about behavior, she is worried about the impact of DV on their future development/behavior ; parent is seeking support, but services are not in progress . |
| CPS All Children | 3 | Prior CPS case has been closed; however, client also mentions potential CPS concerns after recent arrest |
| Domestic Violence All Household | 4 | History of DV but partner is no longer in the picture and there are no concerns about future DV . |
| Mental/Behavioral Health All Adults | 4 | Client is currently receiving therapy and does not reference any serious symptoms . |
| Substance Abuse All Adults | Not enough info | Client has not provided information about substance use involving adults CURRENTLY in the household . Client's former partner had substance abuse issues, but he is no longer in the household. |
| Support System & Community Head(s) of Household | 3 | Client has support in SF and out of state, but now she lives in another county . |

SCENARIO & IN-LINE EXPLANATIONS

Elana has two kids - Alvaro (2) and Betty (3).

CHILD EDUCATION (N/A):
*children under 5 years old
are not school-aged*

She was previously with a partner but has since separated due to a history of DV in their relationship and now has sole custody over the kids.

DOMESTIC VIOLENCE (3): *History of DV but partner is no longer in the picture and there are no concerns about future DV.*

She graduated 6 months ago from Compass Family Shelter and was able to secure a subsidy through HPP to rent an apartment in Richmond.

Although she is stably housed, a few things have happened in the last few months that have made her unable to pay her current rent.

Betty got a bacterial infection recently and was hospitalized for several weeks. Elana had a part time job as a receptionist but wasn't able to show up during Betty's illness and lost her job.

CHILDCARE (2): *Not currently enrolled in childcare; seeking new provider through subsidy.*

EMPLOYMENT (1): *The client lost her job and is currently unemployed.*

She pulled Betty out of her subsidized childcare at the time because she was worried Betty caught the infection in childcare and doesn't trust to put her back with the same provider. She is working with CCSS case manager to find a new provider.

All family members have Medi-Cal and go in for regular appointments.

ACCESSING HEALTH SERVICES (4 or 5):
Family has a primary care doctor or clinic where they access services consistently

She has been taking classes online and is close to finishing her GED.

ADULT EDUCATION (2):
Client is currently working towards obtaining GED.

Her Driver's License is suspended, though she still sometimes drives as needed but is worried about it. She is not interested in getting a Lifeline subsidized transportation pass.

TRANSPORTATION (1): *Currently unable to meet basic needs SAFELY without a license and not seeking assistance.*

CPS (3): Prior CPS case has been closed; however, client also mentions potential CPS concerns after recent arrest.

The family had a CPS case in the past based on the DV with the partner, but it was resolved with the separation and has been closed. Elana recently had to spend two weeks in jail for a charge from 2019 which brought some concern that CPS would re-open the case. The kids were able to stay with their uncle during that time though out of state and are now back in the bay with their mom. Elana would like to clear the conviction from her record at some point and has the information for the Clean Slate program. She also has a previous felony conviction from when she was younger.

CHILD WELLBEING (2): Client is worried about the impact of DV on their future development/behavior; seeking support, but services are not in progress.

LEGAL (2): Client has outstanding legal issues and there may be steps available to resolve them. Client has referrals but has not yet taken steps to resolve issues.

Elana reports that the kids don't have any major behavioral issues, but she's worried about the effect of the DV history on the kids and would like to enroll them in play therapy at some point.

She is currently in therapy at Compass.

MENTAL HEALTH (4): Client is currently receiving therapy and does not reference any serious symptoms.

SUBSTANCE ABUSE (Not Enough Info): Client has not provided information about substance use involving adults CURRENTLY in the household.

Client mentioned that she had to leave a previous shelter when she was with her ex because of his substance abuse issues but has said nothing about her own use of substances.

Elana knows that her credit is not great, but doesn't have capacity at this point to deal with it.

She has some friends in San Francisco and a brother who lives out of state.

SUPPORT SYSTEMS & COMMUNITY (3): Client has support in SF and out of state, but now she lives in another county (Richmond)

CREDIT (1): Credit presents as a barrier but no plan in place to address at present.