

HOPE VI CSS CASELOAD TRIAGE AND STABILITY INDEX INDICATOR DEFINITIONS

CRISIS NEEDS

- **Immediate risk of eviction:** a resident's current behavior could result in an immediate eviction or the housing authority is considering eviction procedures as a result of past behavior. (assessed by case manager after consultation with property management staff)
- **No source of income:** the resident has no official income from any source (including employment, benefits or public assistance). (assessed by case manager)
- **Violence in the household:** there is currently violence in the household that is not being addressed by a service provider. This includes residents who have been referred to a service provider but the violence continues to be a significant problem and a threat to household stability. (assessed by case manager)
- **Unmet mental health service needs:** The resident has mental health service needs that are not being addressed by a service provider. This includes residents who have been referred to a service provider but mental health issues continue to be a significant problem and a barrier to employment or household stability. (assessed by case manager)
- **Unmet substance abuse service needs:** The resident has substance abuse service needs that are not being addressed by a service provider. This includes residents who have been referred to a service provider but substance abuse continues to be a significant problem and a barrier to employment or household stability. (assessed by case manager)
- **Unmet chronic illness service needs:** the resident has a chronic illness (including hypertension, diabetes, morbid obesity, chronic asthma, HIV, chronic arthritis or other conditions) that undermines household stability but is not being addressed by a health care provider. This includes residents who have been referred to a health care provider but the chronic illness continues to be a significant problem and a barrier to employment or household stability. (assessed by case manager)
- **Criminal activity:** the resident, a family member or a frequent guest is currently engaged in criminal activity, including membership in a gang or participation in gang related activities that involve or could lead to criminal activity. (assessed by case manager)

SECONDARY NEEDS

- (A) **PROPERTY MANAGEMENT HISTORY** (assessed by case managers after consultation with property management staff)
- **Repayment agreements with the housing authority:** the resident is currently under one or more repayment agreements with the housing authority for payment of back rent or other debt.
 - **History of delinquent rent:** during the past year the resident made late or insufficient rent payments.
 - **History of disturbing others:** during the past year complaints were filed against the resident by the housing authority or other residents for disruptive behavior, either in their unit, in their building or on the property.

- **History of damage to the unit or housekeeping issues:** during the past year the resident damaged their unit and failed housekeeping inspections or currently has poor housekeeping habits that could cause a lease violation.
- **History of poor landlord communication:** during the past year the resident had a poor relationship with their landlord or was unable to communicate with their landlord to productively discuss problems regarding their unit and their tenancy.
- **History of unauthorized guests or frequent household composition changes:** during the past year the resident had unauthorized guests visit or stay in their unit or there were frequent changes to household composition in the apartment lease.

(B) EMPLOYMENT AND INCOME (assessed by case managers)

- **Unemployed (but can work):** the resident is currently unemployed, but does not have a disability or health condition that makes it difficult for them to secure and sustain employment.
- **Needs employment counseling or work appropriate clothing:** the resident lacks basic understandings of the work setting and is unprepared for employment. The resident needs proper clothing for employment or needs training and counseling to prepare them for the work setting before starting a job.
- **Needs additional skills or job training in order to secure employment:** the resident lacks the job skills necessary to qualify for and secure employment.
- **Needs assistance with children or childcare:** the resident is pregnant and needs prenatal assistance or is a custodial parent or guardian and needs day care in order to access services or seek and sustain gainful employment.
- **Rent increases and home furnishing expenses:** the resident is paying a higher percentage of their income toward rent than they did during the previous quarter or the resident has new expenses related to furnishing their home.
- **High utility bills:** the resident currently has high utility bills that undermine their financial stability.
- **Language or cultural barriers to employment:** the resident does not speak English well or cultural differences make it difficult for the resident to access services or secure and sustain employment.
- **Vocational rehabilitation:** the resident has a disability, an illness or a an injury but could work and needs vocational rehabilitation in order to secure employment.
- **No high school diploma or equivalency:** the resident does not have a high school diploma or high school equivalency and could benefit from GED courses.
- **Needs transportation to access services or work:** the resident needs transportation assistance in order to access services or employment or the resident needs a driver's license.

- **Credit issues and financial literacy:** the resident has outstanding debts, including utility bills, or a poor credit history that undermine their financial stability, attempts to rent their own apartment, or return to the HOPE VI development after revitalization. The resident has low financial literacy and has difficulty managing and budgeting their finances.

(C) **RELOCATION** (assessed by case managers after consultation with relocation staff)

- **Rental application denials:** the resident is in the process of relocating / moving, has had two or more rental application denials and is having difficulty securing an apartment through the HCV / Section 8 (both tenant based and project based) program or the private market.
- **Housing choice:** the resident is not satisfied with their current unit and would like to relocate / move.

(D) **OTHER RESIDENT CHARACTERISTICS** (assessed by case managers)

- **Disabled:** the resident has a disability that impacts their household stability and is not being addressed by a service provider. This includes residents who have some form of disability that impacts their independence or attempts to gain employment but who are not receiving disability benefits.
- **Probation or parole:** the resident, a family member residing in the unit or a frequent guest is currently on probation or parole.
- **Family at risk:** the resident's family is at risk and could break-up due to internal or external forces. This includes situations where the resident needs parenting classes, the resident could lose his/her children due to child neglect, there was a death of someone living with the household, the resident lives in a high crime or violent neighborhood, the resident has an existing restraining order or no contact order protecting them from someone, or guests are exposing the family to negative elements that undermine family stability.
- **Malnutrition:** There is generally little to no food in the home. Adults and children in the home go without food at some point during the month.
- **Undocumented family members:** the resident has family members that reside with them who are undocumented with Immigration and Naturalization Services (INS) and are illegally residing in the United States.
- **Anger management problems:** the resident is hostile or has anger management issues that make it difficult for them to develop and maintain good relationships with service providers or secure and sustain employment.
- **Literacy:** the resident is unable to read and understand housing authority forms or job applications. The resident is functionally illiterate.
- **Lives alone:** the resident lives alone and needs outside contact with other individuals but is not currently connected to a service provider to address this problem.

HOPE VI CSS CASELOAD TRIAGE AND STABILITY INDEX INDICATORS, CLASSIFICATION AND CRITERIA

Triage Indicators
Crisis needs
Immediate risk of eviction
No source of income
Violence in the household
Unmet mental health service needs
Unmet substance abuse service needs
Unmet chronic illness service needs
Criminal activity
Secondary needs
Repayment agreements with the housing authority
History of delinquent rent
History of disturbing others
History of damage to the unit or housekeeping issues
History of poor landlord communication
History of unauthorized guests or frequent household composition changes
Unemployed (but can work)
Needs employment counseling or work appropriate clothing
Needs additional skills or job training in order to secure employment
Needs assistance with children or childcare
Rent increases and home furnishing expenses
High utility bills
Language or cultural barriers to employment
Vocational rehabilitation
No high school diploma or equivalency
Needs transportation to access services or work
Credit issues and financial literacy
Rental application denials
Housing choice
Disabled
Probation or parole
Family at risk
Malnutrition
Undocumented family members
Anger management problems
Literacy
Lives alone or is a shut-in
Classification and Contact
HIGH RISK (weekly contact)
MODERATE RISK (bi-weekly contact)
LOW RISK (monthly contact)
QUARTERLY MONITORING (quarterly contact)
Criteria
[HIGH RISK] 1 or more crisis needs or 10 or more secondary needs
[MODERATE RISK] 5-9 secondary needs
[LOW RISK] 1-4 secondary needs
[QUARTERLY MONITORING] 0 secondary needs