

## **P-2305 ASSESSMENT (Reach Up Services rule 2302.2)(23-36)**

The assessment process begins at the first meeting with a participant; it does not need to be a formal process and should be considered ongoing throughout the time the participant is receiving Reach Up. The assessment can come from a conversation had with a participant. Document information related to the ongoing assessment in case notes and update any relevant fields in the FSM in ACCESS.

The following are all considered pieces of the assessment process for Reach Up.

### **Overview of PHQ2/UNCOPE**

The PHQ2 and UNCOPE (found in form [604-Supp](#)) are assessment tools used by the Reach Up program.

PHQ2 (Patient Health Questionnaire) screens for common mental health issues.

The UNCOPE (Used, Neglected, Cut Down, Objected, Preoccupied, Emotional) identifies possible risk of abuse and dependence for alcohol and other drugs.

### **Completing the PHQ2/UNCOPE**

The PHQ2/UNCOPE should be completed within 30 to 60 days of your first meeting with a participant. Sometimes it is best to wait a few meetings to build a relationship before asking a participant to complete the PHQ2/UNCOPE.

The PHQ2/UNCOPE can be given to a participant to complete themselves, or it can be verbally reviewed by the case manager with the participant.

If the participant has already disclosed to you that they have a substance use disorder, depression, or they are in treatment, do not rescreen. Make a note on the screening form and/or in case notes.

If a participant has a break in benefits, only do a rescreen if you have reason to believe things have changed, or if you think you might get different screening results and the participant is amenable to completing it again.

Do not rescreen ongoing participants unless there is a change in circumstances. If there is a change you can reassess at any time if the participant is willing. Examples of reasons to rescreen would include, but are not limited to:

- Participant gets a DUI,
- Participant is charged with possession,

- Participant discloses that they have a substance use or mental health barrier.

## **Scoring UNCOPE/PHQ2**

PHQ2 score of 3 or more indicates a need for further assessment.

UNCOPE score of 2 or more indicates a need for further assessment.

## **Next steps for the PHQ2/UNCOPE**

Discuss the results with the participant and find out if they are interested in addressing the mental health or substance use issue as one of their goals.

If yes, offer the participant:

- A referral to the designated agency/substance use/mental health case manager for your district;
- A referral to another provider the participant is open to seeing; or
- Resources on the local provider network for the participant to follow up on their own.

If no, revisit the topic as appropriate during future meetings. Particularly if the participant is not successful in their stated goal, use motivational interviewing techniques to explore if their goal should be revised to include addressing this issue.

## **Stepping Stones**

The purpose of using Stepping Stones is to engage participants in a meaningful way that helps them move forward, improve their financial situation, and eventually move off of Reach Up. Stepping Stones is a tool that helps start a conversation with participants about what is personally meaningful to them, and helps participants set goals which build on their own internal, or intrinsic, motivation. Stepping Stones is trauma informed, because it empowers participants, offers choice, and does not require them to divulge more information than they are comfortable sharing. It also focuses on participants' strengths and possibilities for the future.

The Stepping Stones process should be used with everyone who receives Reach Up, including minor parents and mandatory youth. Stepping Stones should be used with every new participant a case manager works with and completed within 30-60 days, and then at a minimum every 6 months. Each participant will be very different, and some participants may want to use Stepping Stones more often. Stepping Stones should be used to help participants identify their goals. Procedure 2310A [Stepping Stones and Goal Achievement](#) outlines in greater detail the ways to use Stepping Stones with participants for goal achievement.

## **Family Support Matrix (FSM)**

Information entered into the FSM section of the WORK C panel in ACCESS is gathered through conversations with participants. You may use Stepping Stones to help guide your conversations. Entry should be based on your assessment of the participant's situation and may differ from what the participant is presenting.

There are 13 Participant Life "Domains" we need to report on in ACCESS.

- Shelter
- Transportation
- Food and clothing
- Finance
- Health and safety
- Child development and education
- Social and emotional
- Legal
- Community relations
- Adult education
- Adult employment
- Work skills and habits

From your conversation enter each item as S (strength), N (neutral) or I (interfere). Only update the domains you have received information about. If you are unsure of the status of some domains enter N for neutral (ACCESS will not allow you to leave the field blank).

The FSM should be updated each time there is a change in the participant's circumstance and reviewed at least every 6 months. Every time you meet with the participant, you should look at the FSM to nudge your memory about any potential changes. Enter the date in the Assessment Updated field and enter a case note each time the FSM is updated.

To make sure the FSM is updated, enter a future TODO or a reminder in Outlook calendar to check what is entered every 3-4 months, but no later than 6 months.

## **In House Literacy Assessment**

Based on your interaction with the participant, did they demonstrate basic skills or understanding of reading, math and comprehension? Should be completed within 30 to 60 days of your first meeting with a participant. Do not rescreen returning or ongoing participants unless there is a change in circumstances, additional information has become apparent, or referral was not accepted last time.

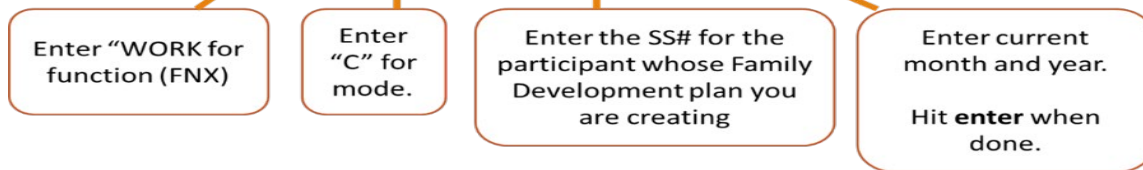
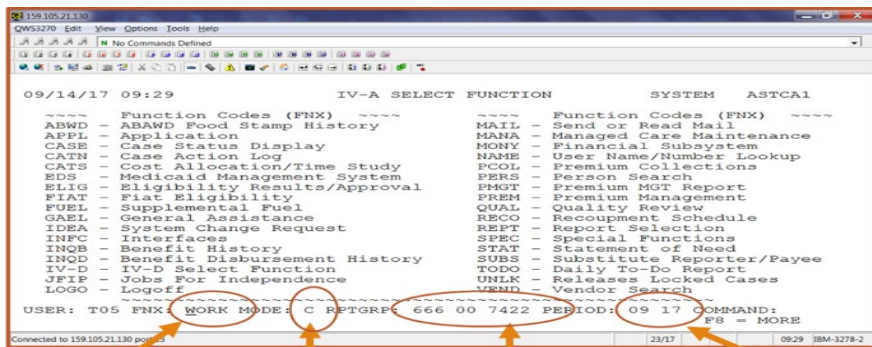
If the assessment indicates a referral is needed, provide referral information if the participant is interested. Document your rationale in your case notes and update the Literacy Assessment Date in ACCESS.

## Case Manager Support

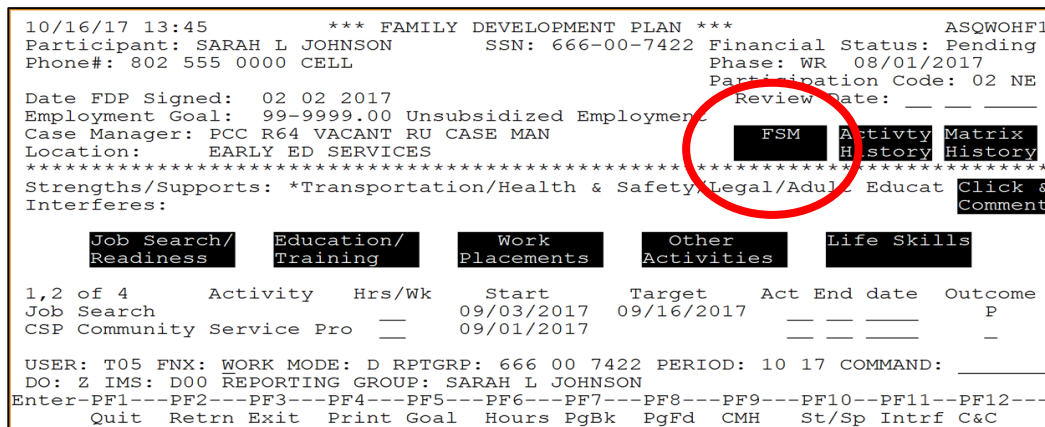
### Entering FSM in ACCESS

Pull up case in ACCESS CASE D panel by entering SSN of participant (SSN can be of HOH or 2<sup>nd</sup> parent depending whose FSM you are updating).

1. FNX->WORK MODE->C SSN for participant you are updating the FSM.



2. Move cursor on to FSM box and double click.



3. The "Assessment Updated" should be updated every time the FSM is updated.

```

04/23/20 11:59          *** ASSESSMENT PANEL ***          ASQWOHAL
Participant:           SSN:           Phone#:
Financial Status: Active SP Sex:   Age:   Last Grade: 12 Phase: EP 02/01/2020
EXEMPT: 11
Assessment Updated:   Case Manager: PTH 044 SUSAN SLATTERY
***** Family Assessment Summary*****FDP***** Last Updated: 01 02 20
Shelter               N               -
Transportation        N               -           In-House      Completed
Food & Clothing       N               -           Lit/Assess: Y 12 01 2016
Finances              N               -
Health & Safety        I Physical health -           Referrals and Other Agencies
Child Devl & Educ      N               -           Providing Services
Social & Emotional    I Mental health is -
Family Interactions   S               -
Legal                 N               -
Community Relations   N               -
Adult Education       S               -
Adult Employment      N               -           Referral     FDP     Matrix
Work Skills & Habits  N               -           History      History
USER: FNX: WORK MODE: D RPTGRP:          PERIOD: 04 20 COMMAND:
DO: R IMS: GR1 REPORTING GROUP:
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit Retrn Exit          PgBk PgFd CMH Rfrls
  
```

4. If "I" is entered, ACCESS will automatically give a popup box with list of possible interferences—enter an X next to the interfere that is most appropriate (if no X is entered, the domain will revert back to "N").

```

10/16/17 15:16          *** ASSESSMENT PANEL ***          ASQWOHAL
Participant: SARAH L JOHNSON      SSN: 666-00-1111 Phone#: 802 555 1111 CELL
Financial Status: Denied SP Sex: F Age: 27 Last Grade: 12 Phase: AP 07/12/2017
Assessment Began:           Case Manager: PCC
***** Family Assessment Summary*****FDP***** Last Updated: 07 12 17
Shelter               N               -
Transportation        S               -           In-House      Completed
Food & Clothing       N               -           Lit/Assess: _ _ _ _
Finances              N               -
Health & Safety        N               -           Referrals and Other Agencies
Child Devl & Educ      I               -           Providing Services
Social & Emotional    N               -
Family Interactions   N               -
Legal                 N               -
Community Relations   N               -
Adult Education       N               -
Adult Employment      N               -           Referral     FDP     Matrix
Work Skills & Habits  N               -           History      History
USER: T05 FNX: WORK MODE: C RPTGRP: 666 00 1111 PERIOD: 10 17 COMMAND:
DO: Z IMS: 084 REPORTING GROUP: SARAH L JOHNSON
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit Retrn Exit          PgBk PgFd CMH Rfrls
  
```


```

10/16/17 15:16          *** ASSESSMENT PANEL ***          ASQWOHAL
Participant: SARAH L JOHNSON      SSN: 666-00-1111 Phone#: 802 555 1111 CELL
Financial Status: Denied SP Sex: F Age: 27 Last Grade: 12 Phase: AP 07/12/2017
Assessment Began:           Case Manager: PCC
***** Family Assessment Summary*****FDP***** Last Updated: 07 12 17
Shelter               N               -
Transportation        S               -           In-House      Completed
Food & Clothing       N               -           Lit/Assess: _ _ _ _
Finances              N               -
Health & Safety        N               -           Referrals and Other Agencies
Child Devl & Educ      I               -           Providing Services
Social & Emotional    I
Family Interactions   I
Legal                 I
Community Relations   I
Adult Education       I
Adult Employment      I
Work Skills & Habits  I
USER: T05 FNX: WORK MOD ND:
DO: Z IMS: 084 REPORTIN
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10---PF11---PF12---
Quit Retrn Exit          PgBk PgFd CMH Rfrls
  
```

```

+-----Interferes for Child Devl & Educ-----+
| - Child has IEP                               |
| - Disabled child                             |
| X - No child care available                   |
| - Serious behavioral problems                |
| - Serious developmental delays               |
| - Other enter comments below                 |
+-----+
  
```

5. Domains listed as strengths will automatically be pulled into the FDP when printed. Domains listed as neutrals are not sent to the FDP. ***It is recommended that domains listed as interferes not be sent to the FDP.***

	<b>Department for Children and Families</b> <b>Economic Services Division</b>								
APPLICATION/DOCUMENT PROCESSING CTR 280 STATE DRIVE WATERBURY VT 05676-9944	Questions? Call ESD Benefit Service Center at 800-479-6151								
<b>Family Development Plan for .</b>									
<b>Employment Goal:</b> Social/Human Svc Aide	<b>Participant Phone</b>								
Note: You are currently deferred from the work requirement. This deferment ends on 08/31/2019. At that time, you will be required to meet your full work requirement.									
<b>Family Strengths and Supports:</b>									
Transportation, Child Development and Education and Legal.									
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Activity</th> <th style="text-align: center;">Hours</th> <th style="text-align: center;">Start</th> <th style="text-align: center;">Target</th> </tr> </thead> <tbody> <tr> <td>Employment Team/CWS</td> <td style="text-align: center;">01</td> <td style="text-align: center;">08/14/2019</td> <td style="text-align: center;">11/30/2019</td> </tr> </tbody> </table>		Activity	Hours	Start	Target	Employment Team/CWS	01	08/14/2019	11/30/2019
Activity	Hours	Start	Target						
Employment Team/CWS	01	08/14/2019	11/30/2019						
<b>Tasks:</b>									

6. Hit Enter until you return to the "IV-A SELECT FUNCTION" screen (for each domain listed as "I" ACCESS will show a warning at upper left corner of screen: "WARNING - This Interfere will not be sent to the FDP" (that is okay to continue to hit enter).

WARNING - This Interfere will not be sent to the FDP			
12/04/19 10:49		ASQWOHA1	
Participant:	SSN:	Phone#:	CELL
Financial Status: Active SP Sex: F Age: 44 Last Grade: 15 Phase: WR 01/01/2020			
Assessment Began: 01 03 2019		Case Manager:	
***** Family Assessment Summary*****FDP***** Last Updated: 09 01 19			
Shelter	I *Homeless/living	-	
Transportation	I **Needs car repa	-	In-House Completed
Food & Clothing	N	-	Lit/Assess: Y 01 03 2019
Finances	I Severe debt prob	-	
Health & Safety	I Physical health	-	Referrals and Other Agencies
Child Devl & Educ	N	-	Providing Services



- It is best practice to hit Enter one more time to return to WORK C screen and check the FSM to make sure your changes were saved.

```

12/04/19 10:45                IV-A SELECT FUNCTION                ASTCA1

~~~~  Function Codes (FNX)  ~~~~                ~~~~  Function Codes (FNX)  ~~~~
ABWD - ABAWD Food Stamp History                MAIL - Send or Read Mail
APPL - Application                             MANA - Managed Care Maintenance
CASE - Case Status Display                    MONY - Financial Subsystem
CATN - Case Action Log                       NAME - User Name/Number Lookup
CATS - Cost Allocation/Time Study            PCOL - Premium Collections
EDS - Medicaid Management System             PERS - Person Search
ELIG - Eligibility Results/Approval         PMGT - Premium MGT Report
FIAT - Fiat Eligibility                     PREL - Presumptive Eligibility
FUEL - Supplemental Fuel                    PREM - Premium Management
GAEL - General Assistance                   QUAL - Quality Review
IDEA - System Change Request                RCAP - Refugee Cash Assistance
INFC - Interfaces                          RECO - Recoupment Schedule
INQB - Benefit History                     REPT - Report Selection
INQD - Benefit Disbursement History         SPEC - Special Functions
IV-D - IV-D Select Function                 STAT - Statement of Need
JFIP - Jobs For Independence                SUBS - Substitute Reporter/Payee
LOGO - Logoff                               TODO - Daily To-Do Report
  
```

## Entering In-House Literacy Assessment in ACCESS

- FNX->WORK MODE->C SSN for participant you are updating the In-House Literacy Assessment

```

09/14/17 09:29                IV-A SELECT FUNCTION                SYSTEM  ASTCA1

~~~~  Function Codes (FNX)  ~~~~                ~~~~  Function Codes (FNX)  ~~~~
ABWD - ABAWD Food Stamp History                MAIL - Send or Read Mail
APPL - Application                             MANA - Managed Care Maintenance
CASE - Case Status Display                    MONY - Financial Subsystem
CATN - Case Action Log                       NAME - User Name/Number Lookup
CATS - Cost Allocation/Time Study            PERS - Person Search
EDS - Medicaid Management System             PMGT - Premium MGT Report
ELIG - Eligibility Results/Approval         PREM - Premium Management
FIAT - Fiat Eligibility                     QUAL - Quality Review
FUEL - Supplemental Fuel                    RECO - Recoupment Schedule
GAEL - General Assistance                   REPT - Report Selection
IDEA - System Change Request                SPEC - Special Functions
INFC - Interfaces                          STAT - Statement of Need
INQB - Benefit History                     SUBS - Substitute Reporter/Payee
INQD - Benefit Disbursement History         TODO - Daily To-Do Report
IV-D - IV-D Select Function                 UNLK - Releases Locked Cases
JFIP - Jobs For Independence                VENN - Vendor Search
LOGO - Logoff

-----
USER: T05 FNX WORK MODE: C RPTGRP: 666 00 7422 PERIOD: 09 17 COMMAND:
                                           P8 = MORE
  
```

Enter "WORK for function (FNX)

Enter "C" for mode.

Enter the SS# for the participant whose Family Development plan you are creating

Enter current month and year.

Hit enter when done.

2. Move cursor on to FSM box and double click.

```

10/16/17 13:45      *** FAMILY DEVELOPMENT PLAN ***      ASQWOHF1
Participant: SARAH L JOHNSON      SSN: 666-00-7422 Financial Status: Pending
Phone#: 802 555 0000 CELL      Phase: WR 08/01/2017
      Participation Code: 02 NE
Date FDP Signed: 02 02 2017      Review Date: _ _ _ _
Employment Goal: 99-9999.00 Unsubsidized Employment
Case Manager: PCC R64 VACANT RU CASE MAN
Location: EARLY ED SERVICES
*****
Strengths/Supports: *Transportation/Health & Safety/Legal/Adult Educat Click &
Interferes:      Comment
      Job Search/      Education/      Work      Other      Life Skills
      Readiness      Training      Placements      Activities
1,2 of 4      Activity      Hrs/Wk      Start      Target      Act End date      Outcome
Job Search      _      _      09/03/2017      09/16/2017      _ _ _ _      P
CSP Community Service Pro      _      _      09/01/2017      _ _ _ _      -
USER: T05 FNX: WORK MODE: D RPTGRP: 666 00 7422 PERIOD: 10 17 COMMAND:
DO: Z IMS: D00 REPORTING GROUP: SARAH L JOHNSON
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Quit Retrn Exit Print Goal Hours PgBk PgFd CMH St/Sp Intrlf C&C
  
```

3. Place a Y next to "In-house Lit/Assess" and the date completed.

```

10/16/17 13:48      *** ASSESSMENT PANEL ***      ASQWOHA1
Participant: SARAH L JOHNSON      SSN: 666-00-7422 Phone#: 802 555 0000 CELL
Financial Status: Pendin SP Sex: F Age: 45 Last Grade: 16 Phase: WR 08/01/2017
Assessment Began: 10 03 2017      Case Manager: PCC R64 VACANT RU CASE MAN
***** Family Assessment Summary*****FDP***** Last Updated: 10 3 2017
Shelter      I Homeless/living      -
Transportation      S      -      In-House      Completed
Food & Clothing      N      -      Lit/Assess: Y      10 03 2017
Finances      N      -
Health & Safety      S      -      Referrals and Other Agencies
Child Devl & Educ      I No child care av      -      Providing Services
Social & Emotional      I Mental health is      -
Family Interactions      I no family in U.S      -
Legal      S      -
Community Relations      N      -
Adult Education      S      -
Adult Employment      I needs child care      -
Work Skills & Habits      S      -
      Referral      FDP      Matrix
      History      History
USER: T05 FNX: WORK MODE: C RPTGRP: 666 00 7422 PERIOD: 10 17 COMMAND:
DO: Z IMS: D00 REPORTING GROUP: SARAH L JOHNSON
Enter-PF1---PF2---PF3---PF4---PF5---PF6---PF7---PF8---PF9---PF10--PF11--PF12---
Quit Retrn Exit      PgBk      PgFd      CMH      Rfrls
  
```