

Housing	
Benchmark	
Thriving (4)	Individual owns home or lives in non-subsidized rental housing of choice.
Stable (3)	Individual has a low risk of losing current housing, but lives in subsidized housing or housing that is not of choice.
Prevention Line	
Vulnerable (2)	Individual at risk of losing housing.
In Crisis (1)	Individual is homeless.

Guidance

“At risk of losing housing” may mean difficulty paying rent, living in temporary housing or shelter, living dependently with family or loved one, living in housing with code or lease violations, living in substandard or unsafe housing, overcrowding.

“Homeless” includes unsheltered or sheltered, couch surfing, eviction or forced displacement.

Physical Health	
Benchmark	
Thriving (4)	No serious or chronic illness, or symptoms are well-managed. Neighbor maintains good care practices. Maintains high level of ADL functioning.
Stable (3)	Symptoms of illness are usually managed. Neighbor attempts to maintain good care practices. Occasional impairment of ADL functioning.
Prevention Line	
Vulnerable (2)	Symptoms of illness are poorly managed. Neighbor struggles to maintain good care practices. Persistent impairment of ADL functioning.
In Crisis (1)	Serious medical illness is untreated.

Guidance

Maintaining good care practices may depend on access to quality care or insurance, as well as neighbors' behaviors. Case manager notes and coaching should reflect these reasons.

Good care practices include making and attending preventive and other appointments with PCP and medical specialists, and taking prescribed medications regularly.

Mental Health	
Benchmark	
Thriving (4)	No mental illness or symptoms of mental illness are well-managed. Neighbor maintains good care practices. No suicidal or homicidal ideation. Neighbor maintains high level of functioning in ADL and social interaction.
Stable (3)	Symptoms of mental illness are usually managed. Neighbor attempts to maintain good care practices, including taking medications and attending appointments. No suicidal or homicidal ideation. Occasional impairment of ADL functioning or social interaction.
Prevention Line	
Vulnerable (2)	Symptoms of mental illness are poorly managed. Neighbor struggles to maintain good care practices. No suicidal or homicidal ideation. Persistent impairment of ADL functioning or social interaction.
In Crisis (1)	Symptoms of mental illness are not managed. Neighbor does not or cannot maintain good care practices. Suicidal or homicidal ideation may be present. Severe difficulty in ADL functioning or social interaction.

Guidance

Maintaining good care practices may depend on access to quality care or insurance, as well as neighbors' behaviors. Case manager notes and coaching should reflect these reasons.

Nutrition	
Benchmark	
Thriving (4)	Gets good nutrition without income supports.
Stable (3)	Gets sufficient nutrition with income supports.
Prevention Line	
Vulnerable (2)	Gets insufficient nutrition. Rarely goes hungry.
In Crisis (1)	Gets insufficient nutrition. Frequently goes hungry.

Guidance

When understanding “good nutrition,” case managers should take into account the neighbor’s access to food that is both sufficiently high in calories and in nutrients. “Good nutrition” not only prevents hunger but also illness.

Substance Abuse	
Benchmark	
Thriving (4)	No need for treatment or independently maintaining recovery best practices.
Stable (3)	Neighbor is actively pursuing treatment or abstinence, perhaps mandated by a court.
Prevention Line	
Vulnerable (2)	Neighbor uses substances inappropriately with moderate impairment of ADL or social interaction, and is not actively pursuing treatment or abstinence.
In Crisis (1)	Neighbor has severe substance dependency, with severe impairment of ADL or social interaction, and is not actively pursuing treatment or abstinence.

Guidance

“Treatment” includes outpatient and inpatient treatment programs, and halfway houses.

“Independently maintaining recovery best practices” includes someone who regularly attends groups or AA/NAA/CAA,/etc meetings.

Education	
Benchmark	
Thriving (4)	Completed post-secondary education.
Stable (3)	Completed high school, GED, or certificate training program.
Prevention Line	
Vulnerable (2)	Does not have and is not actively pursuing high school diploma, GED or training certificate. Has basic reading, writing, and math skills.
In Crisis (1)	Does not have and is not actively pursuing high school diploma, GED or training certificate. Has difficulty in reading, writing or math.

Guidance

Post-secondary education may mean an Associate's or other post-secondary degree.

Employment	
Benchmark	
Thriving (4)	Individual sufficiently employed and not seeking better employment.
Stable (3)	Individual is sufficiently employed and seeking better employment; or not in labor force.
Prevention Line	
Vulnerable (2)	Individual is insufficiently employed.
In Crisis (1)	Individual is in labor force but unemployed.

Guidance

“Insufficiently employed” means the individual currently earns at least some income.

“In labor force” means actively seeking work.

“Not in labor force” includes one who chooses not to work, cannot work due to a disability, or is retired.

Income	
Benchmark	
Thriving (4)	Income is enough to meet basic needs and allows for savings and non-essential purchases.
Stable (3)	Income is enough to meet basic needs.
Prevention Line	
Vulnerable (2)	Income is not enough to meet basic needs; or no income but basic needs are met.
In Crisis (1)	No income. Basic needs are not met.

Guidance

"No income but basic needs are met" includes someone who is a dependent in a household or who resides in a housing program, even permanent housing, where basic needs are met only in the short-term.

Support Systems	
Benchmark	
Thriving (4)	Has a healthy support system nearly all of the time.
Stable (3)	Has a healthy support system only in times of crisis.
Prevention Line	
Vulnerable (2)	Has a support system but it is unreliable or unhealthy.
In Crisis (1)	Does not have a support system.