Housing Community Supports TSS Evaluation Checklist: How-To

> **Key Points**
> - Consumers are eligible for Tenancy Sustaining Services as long as necessary
> - This assessment is a tool to help demonstrate whether on-going services are needed or whether a consumer is ready to end services
> - The assessment should be completed every 180 days after the first year of service
> - You may complete this assessment with the client present if helpful, but this is not required; it was designed to be able to be completed without the client present.

1. **Navigate to the Assessments tab within the client's TSS project, find the Housing Community Supports TSS Evaluation and click "start"**
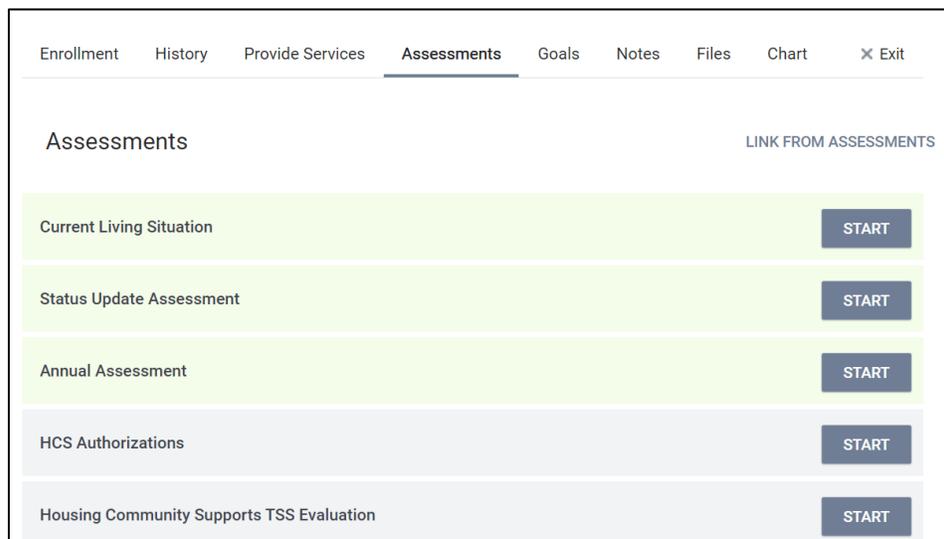

Figure 1: Screenshot of Assessments tab

2. **Complete the fields at the top of the assessment**
   a. Assessment Date (this is the date the evaluation is completed)
   b. Agency Contact/Case Manager (this should be the person who is completing the assessment)
   c. Service provider organization name from the dropdown list

Figure 2: Screenshot of start of assessment

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3. **Complete Evaluation Criteria, Goals and Action Steps: 20 True/False Questions**
   a. Moving on to the criteria section, read each carefully and select "true" or "false" from the dropdown list, *answering to the best of your knowledge.* It may be helpful to consult external sources of information, such as the Community Health Record, to help in your responses, but this is not required.
   b. Under each criteria marked "false", a text box and a dropdown question about timeframe for completion will pop open. *For a minimum of three criteria marked "false"*, provide a measurable goal, needed action steps, person responsible, and the estimated timeframe for completion of that goal. The timeframe can be up to 6 months since the evaluation is to be completed every 180 days. *Note: minimum of 3 goals are only required in cases where continued services are recommended (see step 4 below). If it is determined that services are no longer needed (ie client is graduating), goals are not required.*

Figure 3: Screenshot of criteria 1-2 and popups when "false" is selected

4. **Complete Case Manager Recommendation to Continue or Discontinue Services**
   a. After completing criteria #20, note the number of criteria marked "true" either by manually counting the "trues" or by saving and exiting the assessment and noting the score in the "details" column under Assessment History (then re-open the assessment using the pencil icon).
   b. Next to "Case Manager Assessment: Client Needs Continued Services", select "Yes" or "No". Your recommendation to continue services or not is an important component of this evaluation, as you know the client's needs and goals best.
      i. It is recommended that graduation from services be *considered* for those that score 16 or above, however you may recommend continued services even when this is the case, if ongoing services are necessary, in your opinion, for the client to stay successfully housed.
   c. **If "Yes" is selected:** this means you are advocating that continued services are needed. You should provide a rationale for the need of continued services in the text box that pops up (and ensure that a minimum of 3 goals are completed- see step 3 above). This rationale is *required* in cases where the score is 16 or higher. *In cases where the score is 15 or lower, you may simply write "does not meet threshold score".*

d. **If "No" is selected:** you are advocating that the client is stable enough such that they no longer require TSS, discuss with your supervisor the needed next steps to move towards program exit.

TO SEE TOTAL ASSESSMENT SCORE, EITHER COUNT THE NUMBER OF "TRUES" OR EXIT THE ASSESSMENT BY CLICKING "SAVE" BELOW. THE SCORE WILL APPEAR IN THE "DETAILS" COLUMN. THEN RE-ENTER THE ASSESSMENT TO COMPLETE CASE MANAGER ASSESSMENT BELOW.

IF A CLIENT HAS SCORED 16 OR MORE, "GRADUATION OF SERVICES" (DISENROLLMENT FROM TSS) SHOULD BE CONSIDERED

Case Manager Assessment: Client Needs Continued Services (check one)	Yes ⌄
Provide rationale here. Note: only required if score is 16 or higher	
Private	⬤

SAVE   CANCEL

Figure 4: "Case Manager Assessment: Client Needs Continued Services" and rationale text box.

5. **Do NOT turn on the "private" toggle, and click "SAVE"**

6. **Editing a Completed Assessment**
   If you need to edit or make corrections to a completed assessment, you may select the pencil icon next to the existing assessment under "assessment history". It is very important when making corrections/edits to a previously completed assessment to update the "Assessment Date" at the top to reflect the date that changes were made. For example if the assessment was originally completed on June 30, 2023, this will be prepopulated when you re-enter the assessment at a later date. If edits are made to the assessment, you must change 6/30/23 to the date you are making the edits.