

CLIENT ACUITY ASSESSMENT SCORING GUIDE

1 MEDICAL/CLINICAL

This category concerns access to primary medical care, oral health services, specialty clinical care for HIV disease, physical therapy and access to HIV specific medications. Consider general stability of health (regardless of specific diagnosis, ability to maintain an ongoing relationship with providers of medical and clinical services, access to and local availability of medical and clinical services, and medical condition as it relates to the amount of time and resources necessary to initiate and maintain their access to care and medications.

1	Stable health status. Client has stable, ongoing access to primary HIV medical care and treatment. Client is fully empowered for self-care and can independently maintain medical care with information and very occasional referral.
2	Client's health stable or may have moderate health problems. Client needs active occasional assistance to access or maintain access to medical, clinical and/or oral health services.
3	Client is medically fragile but still able to maintain the activities of daily living. Client requires regular assistance to access and maintain access to appropriate medical, clinical and/or oral health services. May require active coordination of multiple care providers.
4	Client has serious-to-severe medical issues; may be life threatening or one-time medical crisis as a result of multiple adverse health diagnoses or events. Client may require complex coordination between multiple providers or agencies; may have end of life issues.

2 BASIC NECESSITIES/LIFE SKILLS

This category concerns food, clothing, skills related to activities of daily living (ADLs) and access to household items necessary for daily living. Consider general ability to function/cope with activities of daily living (e.g. get to and from work, medical appts. And/or cook for self or other dependent family members), ability to maintain basic personal and household hygiene standards, ability to manage activities of daily living (ADL) in light of mental health, substance use, disease progression, effects of medications, living situations, and/or education level, and/or, attention to a dependent family member's basic needs (i.e. clothing, feeding and caring for children).

1	Client's basic needs being adequately met; client has high level of skills, no evidence of inability to manage ADL.
2	Client has the ability to meet basic needs and manage ADL, but may need referral and information to identify available resources.
3	Client needs assistance to identify, obtain and maintain basic needs and manage ADL. Poor ADL management is noticeable and pronounced.
4	Client is unable to manage ADL without immediate, ongoing assistance; in acute need of caregiver services.

3 MENTAL HEALTH/PSYCHOSOCIAL

This category broadly involves the client's level of impairment with respect to emotional stability, mental health status, history of past or current clinical depression, social adjustment disorders or other potentially significant mental health issues. Consider ability to demonstrate appropriate behavior and coping skills in everyday interactions and problems, ability to deal with family and other significant relationships, history of mental health issues (counseling, treatment, stabilization dependent on medication and/or treatment, and/or, current mental health (harm to self or others, emotional instability, current diagnoses).

1	No known history or evidence of mental illness, high level of social functioning, appropriate behavior and coping skills.
2	History of mental illness with appropriate treatment, stabilized as a result of past treatment, ongoing compliance with outpatient counseling, emotional stability and coping skills are adequate to manage ADL, minimal difficulty in family or other significant relationships.
3	Moderate emotional stress in significant relationships, ongoing diagnosis/treatment of chronic or major mental illness, limited access to mental health services, inability to maintain adherence to psychiatric medication, inappropriate social behaviors, mild to moderate impairment in ADL.
4	Danger to self or others, highly depressed, suicidal, violent thoughts towards others, frequent or ongoing psychotic, violent or threatening behaviors, in crises, immediate psychiatric intervention needed.

4 SUBSTANCE/ALCOHOL USE

This category covers addictive, dependent or abusive use of mind/mood altering substances (alcohol, illicit, nonprescription and prescription drugs). Behavioral, legal or family-related problems associated with substance use should be considered. Consider history and current level of substance use, degree to which substance use is affecting the client's ability to function, concurrent mental health issues which may be aggravated by substance use, and client's willingness to acknowledge substance use issues (denial, in or seeking treatment), the degree to which another's substance use is affecting the client's life (child, primary relationship, adherence to medical or mental health treatment), and/or, ability to access services (motivation, health coverage, access and availability).

1	No evidence to suggest that client's use of substances constitutes abuse or dependence; no evidence of behavioral disturbances related to substance use.
2	Client has history of substance use/moderate abuse; no current indication of dependency or abuse; may need education or referral.
3	History of substance and/or alcohol abuse and is currently using; functional difficulties because of own or family member's substance abuse; client identifies need for treatment; services are available and client has ability to access services with referral and support.
4	Ongoing substance abuse crisis, emergency medical detoxification indicated; major impairment of function, refusal of treatment services, family crises, dangerous infection-risk behaviors, etc. May require intensive effort to maintain adherence to substance abuse treatment.

5 HOUSING/LIVING SITUATION

This category is specific to physical shelter, living environment, access to critical utilities (heat, water, etc.) and the relationship of the client to others residing within the living environment (partner/family). Consider current physical living situation (own house, rent, homeless), ability to pay rent, utilities and other housing requirements, living environment, who resides with the client (dependents, partner with shared income, abusive relationship), and/or ability to maintain access to housing services (history of incarceration, substance use, availability of housing in the area).

1	Secure, fully adequate housing, stable living situation, client is independently capable of financial and physical maintenance and is in no danger of losing housing.
2	Adequate current housing situation; client may infrequently need short-term rent or utilities assistance or may have mild stress in their living situation.
3	In transitional or unstable housing, may have unhealthy, stressful living environment. Client may be in continuous financial strain, eviction risk or risk of utility shutoff. Clients in this range are at risk of losing housing.
4	Client is homeless, in crises, living in shelter, sleeping on streets or in his/her car. Client's living situation presents immediate health hazard or physical danger from abuse. Client may be unable to qualify for housing opportunities due to criminal behavior.

6 SUPPORT SYSTEM

This category refers specifically to the network of formal and informal relationships providing appropriate emotional support to the client. This includes friends, family, faith communities, agencies and support groups. Consider current support system, level of need for additional support, ability to identify additional supportive services, and/or availability of supportive services in the area needed by the client (support groups at a time and place client can access them).

1	Client has, and is aware of, extensive, appropriate and supportive relationships providing emotional support.
2	Moderate gaps in availability and adequacy of support network. Client may need additional skills to recognize and access support.
3	Client is chronically unable to access supportive network; support that is available is inadequate and unstable; client may be new to community with no friends, family or community support; client may need routine referral and follow-up.
4	Client is in acute crisis situation and cannot or will not access supportive relationships and may be isolated and/or depressed.

7 INSURANCE BENEFITS

This category concerns the client's eligibility for, and access to, private or public insurance coverage adequate to provide a continuum of care for medical, dental or psychosocial services. This category also includes access to HIV medications through the AIDS Drug Assistance Program (ADAP). Consider current medical coverage, current need for insurance coverage, eligibility for private or public insurance benefits, and/or ability to identify benefits and/or follow up on insurance enrollment requirements (produce needed documents, navigate the paperwork/system).

1	Client is insured with coverage adequate to provide access to the full continuum of clinical, dental and medication services available. Client may need occasional information or periodic review for renewal of eligibility.
2	Client needs assistance to complete eligibility reviews and may need directions and assistance compiling and completing documentation and application materials.
3	Client needs assistance meeting deductibles, co-payments and/or spend down requirements. Client may need significant active advocacy with insurance representatives, providers or DSHS to resolve billing and eligibility disputes.
4	Client is without coverage adequate to provide minimal access to care, is unable to pay for care through other sources and needs immediate assistance with eligibility reviews, etc.

8 TRANSPORTATION

This category covers the client's ability to travel for medical, groceries and other essential HIV-related purposes. Consider current transportation methods (car, taxi, bus, walking, etc.), ability to access transportation (have money for bus, close bus routes, can physically get to medical care, transportation appropriate for dependents), and/or lack of transportation affecting their ability to access medical care or other essential needs (e.g., grocery).

1	Client is fully self-sufficient and has access to reliable transportation for all HIV-related needs.
2	Client needs occasional/infrequent assistance in obtaining transportation for HIV-related needs. Client may need assistance in reading/understanding bus schedules; may need referral to volunteer or other transportation services.
3	Client has limited access to public transport and is having routine difficulty accessing transportation services because of physical disabilities. Clients in this category may often miss appointments due to lack of transportation.

4	Client has no access to transportation, lives in an area not served by public transport and/or has no other transportation resources available. Clients have an immediate need to be transported to medical or other essential HIV-related services.
---	--

9 HIV-RELATED LEGAL

This category pertains specifically to *HIV-related* legal needs such as guardianship orders, medical durable power of attorney, social security insurance (SSI) benefits advocacy and assignment, living wills, do not resuscitate (DNR) orders and other needs directly related to the client's HIV status. Consider ability to identify need for legal services and knowledge of where to obtain them as they relate to their HIV status (power of attorney, guardianship for minor dependents), and/or need for legal services directly related to their HIV disease.

1	Client has no unmet HIV-related legal needs.
2	Clients may need minimal, one time, assistance in completing documents or referral to appropriate legal services.
3	Client needs assistance identifying HIV-related legal needs and may require ongoing follow-up to insure that appropriate documents are available and appropriate orders are in place.
4	Client is in crisis situation, may not have valid power of attorney needed for immediate clinical decisions, or may be at risk of dying without a will; guardianship issues for minor children not properly resolved.

10 CULTURAL/LINGUISTIC

This category relates to the client's ability to function appropriately in spoken and written English and the client's ability to fully understand what is happening to and around them. This category also encompasses issues relating to the cultural sensitivity of providers to client's needs based on gender identity, sexual orientation, religion, age, sight/hearing/physical disability, race and ethnicity. Consider ability to read, write and speak English or other languages essential to receiving services, ability to understand their disease with respect to their educational, linguistic or cultural competence, ability to access linguistically and/or culturally appropriate services (medical, supportive), and/or immigration status as it relates to gaining access to services.

1	Client has no difficulty accessing services and is capable of high-level functioning within the linguistic and cultural environment.
2	Client may need infrequent, occasional assistance in understanding complicated forms, may need occasional help from translators or sign interpreters.
3	Client often needs translation or sign interpretation. Client may be functionally illiterate and needs most forms and written materials explained. Client may be experiencing moderate barriers to services due to lack of cultural sensitivity of providers.
4	Client is completely unable to understand or function within the service system, is in crisis situation and needs immediate assistance with translation or culturally sensitive system interpreters and advocates.

11 SELF-EFFICACY

This category encompasses the client's ability to initiate and maintain positive behavioral changes, be an effective self-advocate and seek out and maintain services independently. Consider ability to make choices and put forth effort to change or access services or change behaviors (follow up on referrals, make phone calls, ask appropriate/needed questions), ability to persist when confronted with obstacles to accessing services and/or making positive behavioral changes, judgment of their capabilities to perform given tasks, and/or ability to access services or make positive changes in behaviors.

1	Client is capable of initiating and maintaining access to services independently and is an effective self-advocate.
2	Client is able to initiate and seek out services with minimal assistance, may need information and referral.
3	Client needs frequent assistance getting motivated to complete tasks related to their own care and often needs active follow-up to insure continued care.
4	Client is in crisis situation, unable to motivate to access needed care, unable to identify appropriate needs or actions, does not follow through on scheduled appointments. Client needs immediate care case management assistance.

12 HIV EDUCATION/PREVENTION

This category covers the client's knowledge of HIV disease, HIV-transmission modes, his/her ability to identify past and present HIV transmission risk and ability and willingness to *engage* in and sustain behavior change interventions, including notifying past and present partners. Consider current and past risk taking behavior (sharing needles, anonymous sexual partners, unprotected sexual exposure, etc.), knowledge of HIV transmission and prevention; awareness of his/her own risk, willingness and skills level necessary to initiate and maintain risk reduction behaviors, including disclosure of HIV status with past, current or future needle sharing or sex partners, participation in HIV behavior change interventions, and/or history of other sexually transmitted diseases.

1	Client has adequate knowledge of multiple aspects of HIV treatment and prevention; has skills necessary to initiate and maintain protective behaviors and/or engages in positive behavior change, including harm reduction programs and partner services. Client reports no recent history of STDs.
2	Client is knowledgeable about most available HIV behavior change interventions and education services; client may have difficulty initiating or maintaining protective behaviors, may not be appropriately personalizing risk and may need education and referral. Client reports no recent history of STDs.
3	Client reports significant difficulty initiating and maintaining protective behaviors, inappropriately personalizes risk or reports frequent relapse to risk-behaviors. Client may report recent history of STD infection.
4	Client is active engaging in risk behaviors, unable or unwilling to identify and personalize transmission risk. Client in need of immediate, active referral to appropriate HIV behavior change interventions.

13 EMPLOYMENT/INCOME

This category refers to the adequacy of the client's income, from all sources, to maintain independent access to care and to meet basic needs. Consider current source of income (employed, depend on other's income), current need for income to cover basic needs (head of household with dependents, excessive debt, emergency situations), and/or need for job placement/training or debt counseling.

1	Client's income is sufficient for basic needs; may be employed full-time or has alternate income.
2	Client's income may occasionally be inadequate for basic needs, may be employed part-time and may infrequently need emergency financial assistance or referral to other available services.
3	Client has difficulty maintaining sufficient income from all sources to meet basic needs and requires frequent, ongoing case management referrals and benefits advocacy.
4	Client is in financial crisis and in danger of losing housing, access to basic utilities or critical health services because of inability to pay for co-pays or other bills. Client needs immediate, emergency intervention.

14 MEDICATION ADHERENCE

This category refers to the client's ability to take all HIV-related medications as prescribed by their physician. Consider , desire and readiness to take HIV-related medications, ability to take medications

consistently, ability to weigh pros and cons of taking antiretroviral medications, and/or ability to access HIV-related medications (insurance, ADAP).

1	Stable health status. Client has stable, ongoing access to primary HIV medical care and treatment. Client is fully empowered for self-care and can independently maintain medical care with information and very occasional referral.
2	Client's health stable or may have moderate health problems. Client needs active occasional assistance to access or maintain access to medical, clinical and/or oral health services.
3	Client is medically fragile but still able to maintain the activities of daily living. Client requires regular assistance to access and maintain access to appropriate medical, clinical and/or oral health services. May require active coordination of multiple care providers.
4	Client has serious-to-severe medical issues; may be life threatening or one-time medical crisis as a result of multiple adverse health diagnoses or events. Client may require complex coordination between multiple providers or agencies; may have end of life issues.

SCORING

Enter the severity of need score above identified in the corresponding cell provided. For Mental Health, Substance Abuse, and Housing, take the severity of need score and multiply it by itself (ex. Mental Health Severity 3 X 3 equals 9) then enter the score in the corresponding cell provided. Add all the cells to determine the client's level of case management

AREA	SCORE	AREA	SCORE
MEDICAL		BASIC NEED	
MENTAL X MENTAL		SUBSTANCE X SUBSTANCE	
HOUSING X HOUSING		SUPPORT	
INSURANCE		TRANSPORTATION	
LEGAL		CULTURAL	
EFFICACY		EDUCATION	
INCOME		ADHERENCE	
TOTAL SCORE:			

LEVEL OF HEALTH CASE MANAGEMENT

Clinical Support (Weighted Score: 14 – 16)
Open file, but ongoing medical case management not indicated. Able to follow through. Assist PRN.
Limited Health Case Management (Weighted Score: 17 – 28)
Minimal: elimination of initial barriers to care, some assistance necessary for follow through; coping skills evident, information sharing; brief contact, agency referral;
Intermediate Health Case Management (Weighted Score: 29 – 44)
Moderate: makes most contacts for follow through; child/family unable to complete tasks, limited coping skills; limited family support
Intensive Health Case Management (Weighted Score: 45+)
Severe: child/family resistance hinders process; non-compliance, depressed, no family support Extreme: SW/CM involvement beyond severe; legal CPS intervention