

New Beginnings Bridge Housing

Screening

Note to Screener

We are screening for individuals who are currently dealing with the effects of domestic violence. Our focus is on single adults and families who have the kind of barriers we are best equipped to help with. We can offer advocacy, education, and support as individuals regain their balance and look to the future.

The type of barriers we frequently help with are:

- *Lethality/high risk to safety*
- *Low/no income*
- *Criminal record that makes it hard to get housing and jobs*
- *Effects of trauma*
- *Legal issues*
- *Immigration status*
- *Language and other communication barriers*
- *Pregnancy*
- *Physical and mental health*
- *Substance issues*
- *Lack of food security*

*Though you won't necessarily ask specific questions about these barriers (such as criminal record or health), gather what information you can through the information the caller **voluntarily** provides while discussing his or her situation and background.*

Information About Caller

"Hi. Can you please give me your name?"

Name: _____

"Do you need housing for just yourself or do you have children?"

Note: If the caller is bringing children, find out how many.

Number of children coming to the program: _____

"Are there any other children that you're hoping can join you while you're living at the program?"

Additional number of children coming to NB: _____

"This screening process usually takes about 20 minutes. Does that work for you right now? ... Is it safe for you to stay on the phone? ... Do you have a safe number I can call if we get disconnected?"

Note: If caller will call back later, make arrangements.

Call-back notes:

Safe phone number: (_____) - _____ - _____

Note: Some concerns for screener to explore with caller:

- Does abuser have access to phone or phone records?
- Can abuser use phone to track caller?

Phone safety notes:

Bridge Housing Program Overview

“Before we continue, there are a few things you should know:

- *Your initial stay would be for one month as a guest. During that month you will need to gather documentation that shows you’re eligible for the program, such as verification that your income is very low or that you have no income.*
- *This conversation is confidential and we won’t disclose it to any authority or other agency without your permission. There are two exceptions to this: if you tell us something that clearly indicates there is child abuse involved, or if you tell us something that indicates you are going to harm yourself or someone else.*
- *All of our apartments are up or down at least one flight and sometimes up as many as three flights of stairs, and there’s no elevator.*
- *Sometimes one of the beds for children will be an upper bunk.*
- *Our program’s main focus is domestic violence. We have advocates who are trained specifically to work with people facing obstacles related to domestic violence and trauma. We’ll help you establish and move toward goals such as stable housing, improved income, and food security.*
- *Staff will be on-site during extended business hours, but there will be no staff available overnight.*
- *We provide limited resources for substance use disorders and mental health counseling. We also offer advocacy to help people access more comprehensive services through outside agencies, including assistance with food security.*
- *We offer legal advocacy and guidance for finding legal assistance from outside legal professionals. We do not have a practicing lawyer on staff.”*

Caller’s response to overview:

Caller's Current Situation

"Can you tell me about your current situation?"

Notes on current situation:

"Can you tell me about the domestic abuse you have experienced?"

Note: Some prompts might be:

- What is your relationship to the person abusing you?
- How long have you been in the relationship?
- Are you currently living with the person who's abusing you?
- Have you tried to leave before? If so, what happened?
- What has happened most recently?
- Have the police ever been involved?
- Does the abuser have weapons? Has the abuser threatened you with them or used them against you?

Notes on DV experience:

“Do you have any pets?”

Note: We consider pets on a case-by-case basis – we don’t want a pet to prevent a person from seeking our help.

- What type of pet do you have?
- Do you have family, or a friend or neighbor who can take your pet?

Notes on pet/s:

“Are there areas or neighborhoods that aren’t safe for you?”

Unsafe areas:

“Are there bus routes that aren’t safe for you?”

Unsafe bus routes:

Note: If the Lake City area, or the bus routes serving the Lake City area, are unsafe, then the program might not be a good fit for the caller.

“What are your greatest needs right now? What kind of help do you need to live a secure and stable life?”

Caller’s needs:

If Caller Is Approved as a Guest

"We can only hold this space for 24 hours. Is that workable for you?"

Note: This is negotiable if caller is coming from out of state.

Can come w/in 24 hours: Yes _____ No _____

Coming from out of state: Yes _____ No _____

"Do you have a way to get to the program, or will you need to be picked up?"

Pick up: Yes _____ No _____

Pick up location:

Note: If caller is still living with abuser, figure out safe place away from home to pick her up.

Day/time to pick up:

Additional notes about pick up:

No pick-up needed: Arrival date _____ Time _____

Additional arrival notes:

“If you’re willing to give me a little information about your children, we’ll do our best to use it in preparing a welcome for your family.”

Name	Gender	Age	Favorite Color	Favorite Type of Toy

Call Data

Screener’s Name: _____ **Screening Date:** _____

Referred by: _____

Caller’s status: *Accepted* _____ *Denied* _____ *Incomplete* _____ *Pending* _____

Reasons for status decision:

Interpreter used: Yes _____ No _____ **Language:** _____

Enter Screening into Salesforce

1. **Search Salesforce** to see if the caller already has a Contact record. If they do, open their Contact
2. If not, create a new **Contact** for them by clicking on Contact tab, then “New” button. Enter their first/last name and save. This will take you to their newly created Contact record.
3. While on Contact, click “ **New Home Safe Screening**”. Enter screening info and **save**.
4. Once you have verified the screening is saved, **shred the paper screening**.