



# Navigator Manual

For the Housing Stability for Youth  
in Courts (HSYNC) Program





## WELCOME LETTER

Dear H-SYNC Navigator,

Welcome to H-SYNC's Youth Navigator Manual and to the H-SYNC family of Navigators! This manual is meant to serve as a reference for H-SYNC navigators as they start up the H-SYNC program in their respective communities. As such, we strongly encourage you to make adjustments or additions to the manual where you see fit so that it can be of most use to you and your clients. It contains sections on the court referral process, use of the triage tool for screening and identification of relevant services, templates for data tracking and follow-up, example scripts for contacting caregivers, and visual maps to facilitate youth and caregivers accessing the services you recommend.

### **Big Takeaways of H-SYNC: A Tiered Prevention Model**

Though H-SYNC provides referrals for youth currently experiencing homelessness, the program is meant primarily as a prevention tool. Our goal is to reach youth and their families *before* a youth becomes homeless. H-SYNC is also meant to maximize existing community resources by using a tiered triage system, wherein youth most in need are offered a greater menu of services.

### **Using the Courts as a Pivotal Identification Point**

Research shows that more than 75% of homeless youth will have contact with the police, that more than 50% will be arrested, and that 40% of youth screened for court services had a history of housing instability. Thus, the H-SYNC prevention model aims to take advantage of this pivotal connection point, using routine data flags that already exist in court processes, to identify and automatically refer youth and their families to services tailored to their particular needs. Automatic referrals based on data flags ensure that youth who are at risk of homelessness, but who may not show obvious externalizing signs, don't fall through the cracks.

### **Big Picture Coordinator Expectations**

There are three broad expectations of the H-SYNC navigator role. These include:

- 1) Using the H-SYNC model with reasonable fidelity
- 2) Participating in cross-site peer learning calls with fellow H-SYNC navigators as requested
- 3) Working with staff in your organization as well as court staff to implement and adjust procedures and materials to fit the local needs

Feel free to reach out with questions, concerns, or requests for help from the University of Washington team at [uwcolab@uw.edu](mailto:uwcolab@uw.edu).

Sincerely,

The UW CoLab Team



# Table of Contents

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1) Cover Page .....	1
2) Welcome Letter .....	2
3) Table of Contents .....	3
4) One-Page Overview of HSYNC .....	4
5) Step-by-Step Procedures.....	5
6) Referral Process Flow-Chart.....	8
7) Court Flyer .....	9
8) Court Quick Reference .....	10
9) HSYNC Youth Consent Form Example .....	11
10) Court Referral Form .....	12
11) Caregiver Contact Script Example.....	13
12) Triage Tool .....	14
13) Service Referrals Cheat Sheet Example.....	17
14) Service Map 'hard copy' – Prevention Example.....	29
15) Service Map 'hard copy' – Intervention Example .....	30
16) Service Map – Digital Caregiver View Example.....	31
17) Community Resource Guide Example .....	32
18) Housing Resource Guide Example .....	37
19) Follow-Up Letter/Case Plan Example .....	39
20) Tracking Document Data/Case Notes Sheet .....	40
21) Tracking Document Summary Page.....	42
22) 3- and 6- Month Check-In Tool .....	44

## Research-to-Practice Partnership to Develop the Housing Stability for Youth in Court (H-SYNC) Model for Juvenile Courts

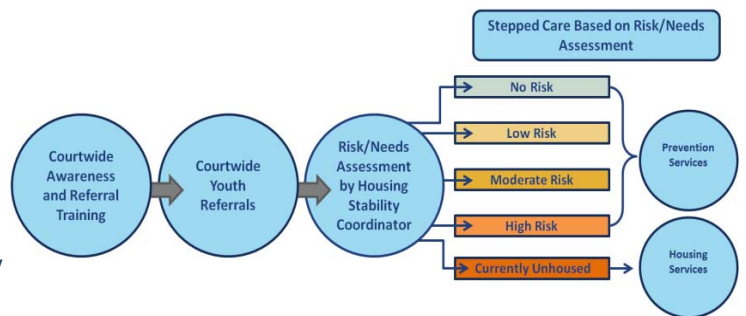
Sarah C. Walker, Ph.D.  
Esteban Valencia, B.S.  
Kristin Vick, M.P.A.



More than 75% of homeless youth will have contact with the police and more than 50% will be arrested. In Washington State, around 40% of youth screened for court services had a history of housing instability through running away. To identify better solutions to address the intersection of youth housing instability and court involvement, our team partnered with Snohomish and Kitsap County workgroups to develop the Housing Stability for Youth in Courts (H-SYNC) model for juvenile courts.

### Housing Stability for Youth in Courts (H-SYNC) Model

- 1 Regular, court-wide **awareness and referral trainings** including education on risk factors and identifiers for youth homelessness
- 2 A court-wide **identification and referral system** wherein all court employees are expected to use routine data flags to identify and refer youth
- 3 A dedicated **community resource navigator** to receive referrals, conduct housing stability triage assessments with youth, connect youth and families with relevant community providers based on assessments, and follow up on referrals
- 4 A **stepped care model of prevention services** to provide the right dose of intervention based on youth/family need
- 5 **Coordinated housing services** for youth experiencing homelessness.



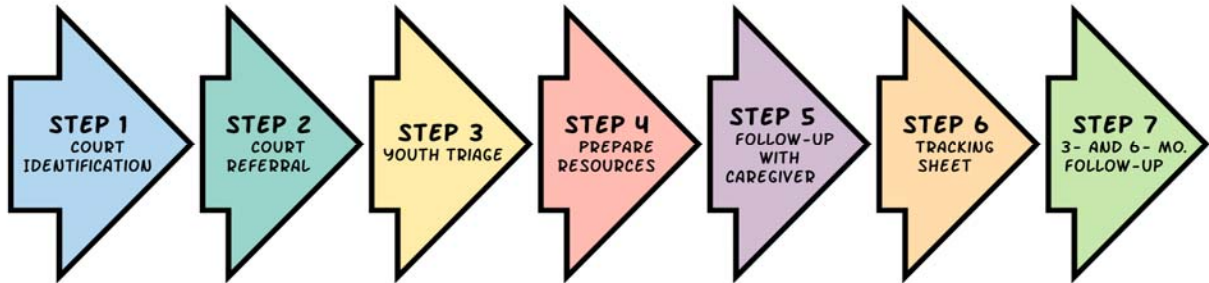
### Need Levels and Associated Services

Need levels identified by the youth navigator via the triage tool are broken down into no need, low need, moderate need, high need, and currently unhoused. See below for associated services for each need level.

No Need	Low Need	Moderate Need	High Need	Currently Unhoused
*Close case	*Telehealth support services *Phone consultations *Parent coaching	*Selective preventative programs (e.g. Strengthening Families, Guiding Good Choices)	*In home interventions, (e.g. Family Functional Therapy, Multidisciplinary Wraparound Teams)	*McKinney Vento services *Foster care services *Coordinated care through local shelter agencies *Civil legal services



## Step-by-Step H-SYNC Procedures



### Step 1. Court Identification

#### SEE DOCUMENT #8: “Court Staff Quick Reference”

The court will identify youth at risk of or currently experiencing homelessness using both routine data flags and at their own discretion. Court workers will be asked to refer:

- 1) All ARY cases (At-Risk Youth)
- 2) All youth with positive PACT responses to item #2 (history of runaway) and #11 (conflict with parents).
- 3) Discretionary referrals based on personal experience with youth or any other factor they see fit (e.g. complaints of hostility in the home, discovery that youth is staying somewhere outside the home, etc.).

### Step 2. Court Referral

Once a youth is identified for referral, court workers will send a ***Court Referral Form (Document #10)*** via e-mail indicating the youth/caregiver consent for outreach and their contact information.

If the Navigator is available in person, the court worker may also walk the youth directly to the Navigator. *To have an electronic paper trail, it is recommended for the navigator to receive e-mailed Court Referral Forms for ALL youth, even if the court worker can refer in-person.*

The Navigator can follow-up with the court worker to gather additional information about when and how to reach out to the youth for triage or, if possible, the Navigator can triage the youth right away at the court.

### Step 3. Youth Triage

#### SEE DOCUMENT #12: “Triage Tool”

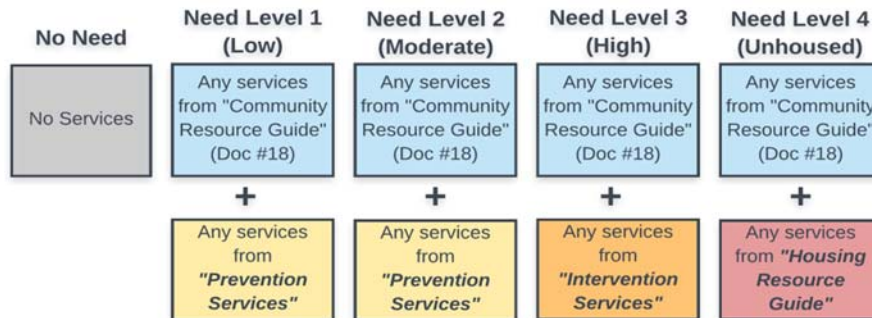
The Navigator will then complete the ***Triage Tool (Document #12)*** with the youth. The triage may be completed at the court or the home site of the Navigator.

Based on the youth’s answers, the triage tool will slot them into a “need level” (no need, low need, moderate need, high need, or currently unhoused). For youth who are currently unhoused, the Navigator will refer them out immediately for housing services.

## Step 4. Prepare Resource Suggestions

**SEE DOCUMENT #13: “Service Referrals Cheat Sheet”**

The results from the ***Triage Tool (Document #12)*** will determine which service type is most appropriate for the youth/family. ***The Service Referrals Cheat Sheet Example (Document #13)*** outlines an example of this process, which will need to be updated to fit your local context.



In-depth information for each of the mapped services may be found through a digital, interactive map at [www.tinyurl.com/kingfamilyservicemap](http://www.tinyurl.com/kingfamilyservicemap) (EXAMPLE –your own can be created by using Google My Maps).

## Step 5. Follow-Up with Caregiver

**SEE DOCUMENT #11: “Caregiver Contact Example Script” + DOCUMENT #19 “Example Follow Up Resource Letter”**

The ***Triage Tool (Document #12)*** will determine whether the family receives a “Cold Handoff” (need level 1) or a “Warm Handoff” (need levels 2-4). Those with the most indicated need will receive a warm handoff. ***Caregiver Contact Script (Document #11)*** provides example language for the initial phone call under each condition. Those with no need will not receive a follow-up.

-Need Level 0 (No Need) No follow-up

-Need Level 1 (Low Need) – Cold Handoff.

- Phone call discussing family’s needs (quick conversation with shared decision making about services)
- Can refer to any services in your general resource guides (***see Document #17 – Community Resource Guide Example***)
- Follow-up via mail/email with a completed ***Follow-Up Resource Letter/Case Plan (Document #19) and Service Map – Prevention (Either digital or paper, see Document #16).***

-Need Levels 2-4 (Moderate Need – Currently Unhoused) - “Warm Handoff.”

- Phone call asking if caregiver can meet in-person to have in-depth discussion about the family’s needs.
- Incentives provided, such as a meal or transportation assistance, to encourage them to meet with you.
- Go through shared decision making about which service(s) are best either in person or via phone if the caregiver does not want to meet.
- Can refer to any services in your general resource guides (***see Document #17 – Community Resource Guide Example***)

- Follow-up via mail or e-mail with a **Follow-Up Letter/Case Plan (Document #19)** and either the **Service Map (Either digital or paper, see Document #16)**. This service maps should also be handed to the caregiver during the in-person meeting.
- For **Need Level 4 (Currently Unhoused)** – Can refer to any housing resources (**See Document #18 – Housing Resources Example**) AND youth may also receive direct, ongoing case management from the Navigator by discretion.

## Step 6. Navigator Tracking Sheet

**SEE DOCUMENT #20: “Navigator Tracking Sheet – Data Entry/Case Notes”  
+ DOCUMENT #21: “Navigator Tracking Sheet – Summary Page”**

These documents are visualizations of the Excel tracking file to be used to organize information for each youth/caregiver dyad in the H-SYNC program on an ongoing basis. Each tracking file can hold up to 50 youth/caregiver dyads. Once 50 youth come through the program and all 50 tabs have been used in the document, another Excel tracking file must be started. Therefore, we suggest keeping a baseline template to re-use each time you need a new tracking file. Alternatively, the research team can send a new version upon request.

- **Navigator Tracking Sheet – Summary Page (Document #21)** is the first tab/front-page of the Excel document, and is set up to automatically pull aggregate data from all other tabs. No information should be manually entered here.
- **Navigator Tracking Sheet – Data entry/Case Notes (Document #20)** is what all subsequent tabs will look like (with 50 in each document). Within these tabs:
  - Certain rows have pre-loaded drop-down menu options, while others allow for free text input.
  - Intended follow-up dates will auto-calculate based on the previous dates of contact.
  - Use the case notes section at your discretion. It may not be necessary if your organization has another way to collect and organize case notes.

## Step 7. 3- and 6-Month Follow-Ups

**SEE DOCUMENT #22: “3- and 6-Month Check-In”**

Three months following caregiver contact, the Navigator will follow-up with the caregiver and/or the youth (depending on who can be contacted) to check in on how things are going. All clients should receive this follow-up unless they received **NO SERVICES**.

During the check-in, the Navigator fills out the **3- and 6-month Check-In Tool (Document #22)** with the youth/caregiver, which will indicate if they need stepped up services or if their case can be closed.

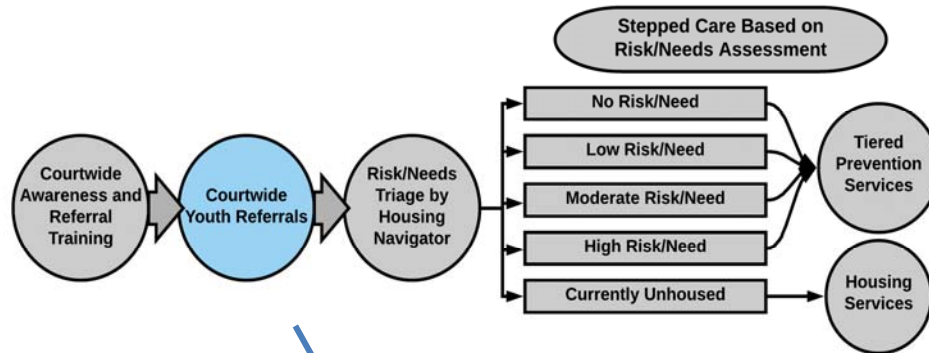
If a client’s responses indicate they need stepped up services, the Navigator will refer them to those services, and do another follow-up 3 months later at 6 months post initial induction into the program. **Only those indicated as needing stepped up services in the 3-month check-in should receive a 6-month check-in.** The family may once again be referred to stepped-up or intensive/housing services.

Even if the family requires further service recommendations, the Navigator will close all cases after 6-months. (NOTE: This does not apply to unhoused youth with whom the Navigator engages in ongoing case management)

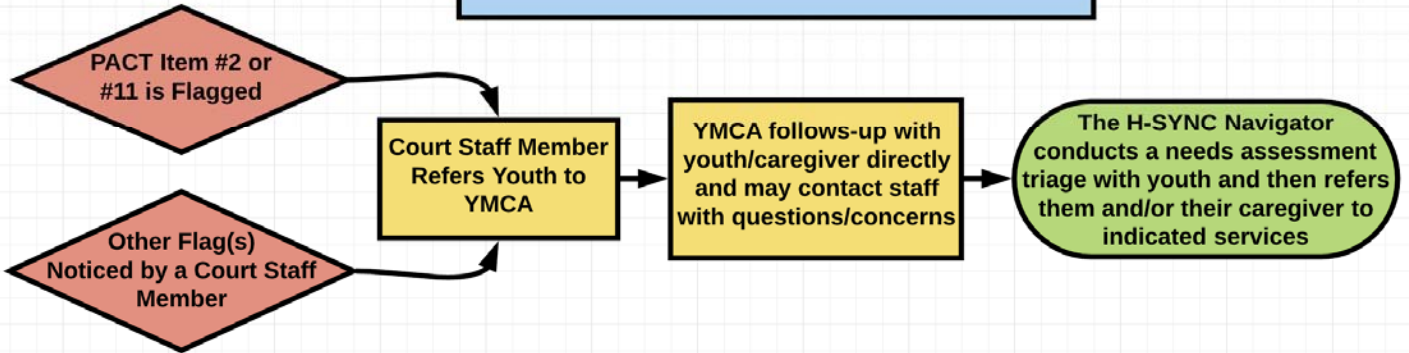
The Navigator should update the tracking file after each 3- and 6-month check-in.



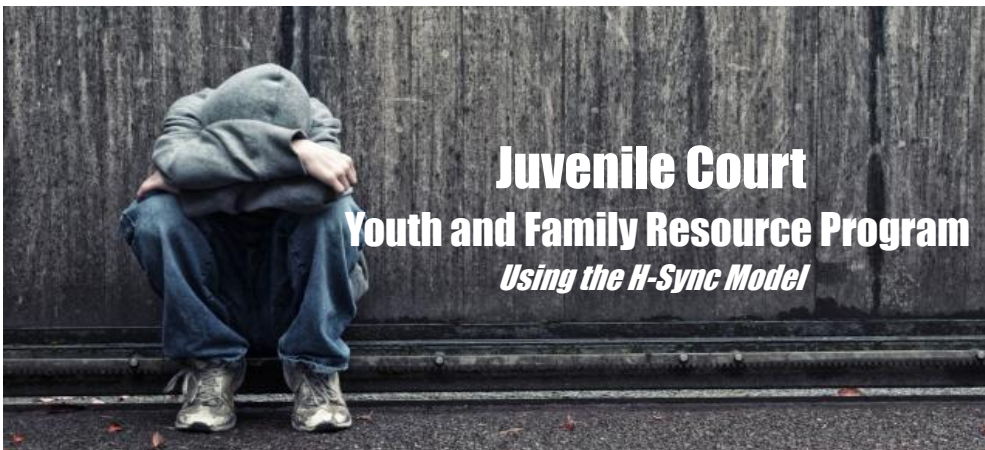
# H-SYNC Navigator Flowchart Example (document #6)



## Court Identification & Referral Process







## What is the H-SYNC Model?

### *Housing Stability for Youth in Courts*

The H-SYNC model was developed by the University of Washington's Center for the Study and Advancement of Justice Effectiveness (SAJE) in collaboration with Kitsap and Snohomish County workgroups. It is intended to serve as a prevention tool for youth homelessness. Specifically, it's designed to identify youth who are at risk of, or currently experiencing homelessness within the juvenile court system and refer them to appropriate prevention and housing services via a stepped-care model. The court system serves as a pivotal resource for the identification of these youth due to the high frequency of police and court contact, they experience.

## How Does it Work?

- Court Staff identifies youth through the PACT Assessment by recognizing the "Red Flags" impacted by their answers.
- Court Staff will make a referral to the program by submitting a referral form to the coordinator in person or by email.
- Coordinator will then contact the family to set up a time to meet, and to complete the Risk/Needs Assessment. Based on youth's scores, coordinator will provide appropriate services and community referrals.
- Coordinator will follow up with Court Worker ongoing, to discuss progress and concerns.



## Objectives:

- Improve awareness of youth homelessness and housing instability among juvenile court staff.
- Identify youth who are involved in the juvenile court who are experiencing or at risk of homelessness.
- Test an evidence-based model.
- Reduce discharges of justice-involved youth to homelessness and housing instability.
- Reduce short-term and long-term housing instability for youth and families.
- Collect and analyze data to determine the efficacy of the model.

## How Can We Help?

- Housing Stability
- Case Management
- Community Resources
- Youth/ Family Support
- Care Coordination

## Contact Info:

Sandi Elowski

Ph: 360-337-7289

Email: [Celowski@co.kitsap.wa.us](mailto:Celowski@co.kitsap.wa.us)

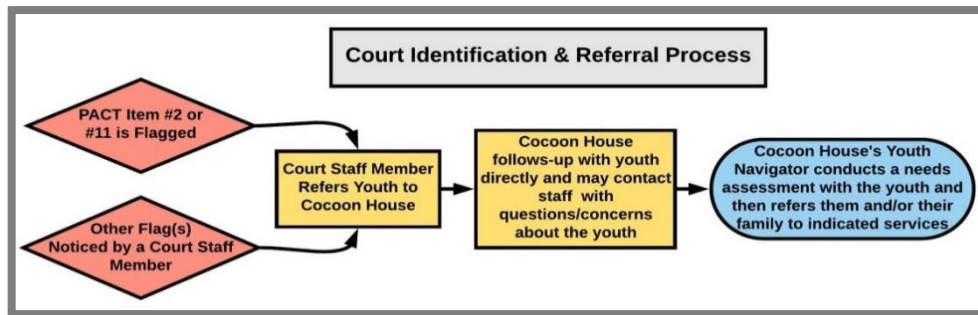
## H-SYNC Court Staff Quick Reference (document #8)

### Overview of Housing Stability for Youth in Courts (H-SYNC)

H-SYNC is primarily a *prevention program* that represents a state-wide partnership between juvenile courts, local social service providers, and the University of Washington. The goal of the program is to prevent youth homelessness before it happens by utilizing the juvenile court's unique position in the lives of housing unstable youth. The goal is to triage/identify youth and families in the court and then refer them to needed prevention and intervention services as well as housing services if needed.

### Overview of Court Identification and Referral Process

- A staff member flags a youth/family based on PACT responses or other signs of housing instability.
- The staff member is then asked to complete and send the referral form via e-mail to [denisew@kmhs.org](mailto:denisew@kmhs.org)
  - i. **NOTE: A completed form is needed for every referral**
- If there are special circumstances, staff members are encouraged to follow-up with Denise to discuss.
- Referrals should be made **within one business day** but can be made throughout court involvement.
- The Family Navigator will follow-up directly with youth/family and may follow-up with additional questions.



### PACT responses that should always result in a referral

<p><b>2. History of running away or getting kicked out of home:</b> Include times the minor did not voluntarily return within 24 hours, and include incidents not reported by or to law enforcement.</p>	<p><input type="radio"/> No history of running away or being kicked out</p> <p><input checked="" type="radio"/> 1 instance of running away/kicked out</p> <p><input type="radio"/> 2 to 3 instances of running away/kicked out</p> <p><input type="radio"/> 4 to 5 instances of running away/kicked out</p> <p><input type="radio"/> Over 5 instances of running away/kicked out</p>
<p><b>11. Level of conflict between parents, between minor and parents, among siblings:</b></p>	<p><input type="radio"/> Some conflict that is well managed</p> <p><input type="radio"/> Verbal intimidation, yelling, heated arguments</p> <p><input type="radio"/> Threats of physical abuse</p> <p><input type="radio"/> Domestic violence: physical/sexual abuse</p>

### Other flags that should generate a discretionary referral from court staff:

- If a youth complains of the level of fighting or hostility in the home.
- If you learn a youth is currently unhoused or is unstably housed outside of the PACT
  - o **Examples:** You find out the youth is living with a friend/family member that is not their guardian, living on the street, living in a homeless shelter, living in a temporary treatment facility, has no current address, etc.
- If you learn a youth is at risk of becoming unhoused or unstably housed outside of the PACT
  - o **Examples:** Youth has high interpersonal conflict in their family, family is about to be evicted, etc.



**EXAMPLE (doc#9): Kitsap County Juvenile Court and Family Services Youth and Family Resource Program Participation Agreement**



The Kitsap County Youth and Family Resource Program (KCYFRP, also called HSYNC on some forms) works with youth and their families who are involved in the Kitsap County Juvenile Court system in order to connect them with community resources and prevent or address homelessness. Part of this program includes KCYFRP working with other Kitsap agencies who may be able to support the family and youth with various resources. These agencies may include housing providers, employment services, financial assistance, youth services, legal services, health resources, and others.

By signing this form, you are agreeing to have your individually identifying personal information (including name, address, birthday, and contact information) collected by KCYFRP and shared with other Kitsap agencies in order to determine if there is a program or service available which may fit your needs. KCYFRP staff will work with you to determine which community partner agencies will be contacted. It will also help KCYFRP gather information about youth and families to determine how we can work better to provide resources and prevent homelessness in our community.

**Client Full Name (Print):** \_\_\_\_\_

**Date of Birth:** \_\_\_\_\_

**I UNDERSTAND THAT:**

- My consent to share information is voluntary, and that failure to provide consent will not result in any adverse decision about my rights, benefits, or services, other than limiting the ability of the KCYFRP to provide referrals and to work with other organizations on my behalf.
- I have been asked to permit the disclosure of my individually identifying personal information between service providers, and I have been informed in writing of the main benefits and disadvantages of consenting and of refusing to consent, to such disclosure.
- I further understand that I may revoke this consent at any time, in writing, and no new information will be shared.
- I may consent to the sharing of personal information on behalf of minor children for whom I have legal guardianship, or for other persons for whom I am a legal representative.

**I HEREBY AUTHORIZE** the Kitsap County Youth and Family Resource Program to use, disclose, and otherwise share with other Kitsap agencies my individually identifying personal information from my client file and information about my situation that will assist in making a referral for resources.

All agencies except \_\_\_\_\_

**Signature of Client** \_\_\_\_\_ **Date** \_\_\_\_\_

**Signature of Parent/Guardian/Caregiver** (if applicable) \_\_\_\_\_ **Date** \_\_\_\_\_

I have provided, reviewed, and discussed all required documentation with the person signing this form.

**Signature of Program Coordinator** \_\_\_\_\_ **Date** \_\_\_\_\_

**Print Program Coordinator's Name** \_\_\_\_\_



## H-SYNC Navigator Court Referral Form (document #10)

**Navigator Contact:** *NAME | EMAIL/PHONE*

<b>Instructions:</b> Fill out the below referral sheet for each youth and email document to: <i>EMAIL</i>				
Name of Youth	Youth Contact Info (phone #, email, Facebook, address) – separate with commas	Preferred Contact Method	Youth Date of Birth	ROI on File
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Name of Guardian	Guardian Contact Info (phone #, e-mail, Facebook, address) - separate with commas	Preferred Contact Method	JUV#	Name/Contact of Referral Source
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
<p><b>Reason for Referral - Check all that apply as reported by youth or discovered during interviews/interactions:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Youth is being referred due to PACT flag.</li> <li><input type="checkbox"/> Youth is being restricted from home by a guardian (kicked out).</li> <li><input type="checkbox"/> Conflict, violence, and or abuse between two or more people living in the home (may or may not involve criminal charges).</li> <li><input type="checkbox"/> Youth or siblings are living with friends/relatives who are not guardians (couch surfing).</li> <li><input type="checkbox"/> Youth or family is unhoused (on the streets, in a car, in a shelter, etc...).</li> <li><input type="checkbox"/> Family is at risk of eviction.</li> <li><input type="checkbox"/> Youth is releasing from detention and caregivers unable/unwilling to pick up.</li> <li><input type="checkbox"/> Youth has a history of running away.</li> <li><input type="checkbox"/> <b>Other:</b> Click or tap here to enter text.</li> </ul>				
<b>Referrer's Comments</b>				
Click or tap here to enter text.				

# Script A: Caregiver and Youth at Court (document #11)

## Approach Caregiver

Hi, I'm XX, a community resource navigator that partners with the court to provide information about resources to support families. Our organization is offering a free program right now and it's only available to families involved with the juvenile court. It involves a quick conversation here at the court and then a follow up call or meeting closer to your home in a few months. We're trying something new, so we'd also love your feedback. Would you both be willing to talk for about 10 minutes about services close to your home that are geared towards families of teens?

### **IF NO:**

I totally understand. Here is a list of family services in XX County. My contact info is below. I can provide you with much more info about each of these as well as a number of other resources, so please don't hesitate to contact me.

### **IF YES:**

Great, thank you so much. In order to provide the best info, it would be really helpful for me to gather a bit of information from you and your child. The first set of questions are about housing, the next questions are about how (child) has been feeling and it'll be helpful if (child) can answer the second set of questions privately. We'll use the answers to highlight particular services and it only takes a few minutes. Would that be okay with you?

→ **IF NO:** Count as low need/not assessed and see above script... "I totally understand..."

→ **IF YES:** Great. *[ask housing questions]*. Okay (child) would you like to fill these out or have me read them to you over here (different area). (Finish assessment and quickly score).

→ **IF YOUTH HOUSING NEED:** I can connect you to (X coordinated entry, youth housing services). Would you like me to make a referral or would you like to contact them directly? If you'd like me to help with a referral, I will just need you to sign this release and then I will contact you shortly with next steps.

→ **IF NO HOUSING NEED: *[hand list of family services]*** Here is a list of the services in this county that we suggest because they are based on effective, proven strategies for promoting positive adolescent development. What area are you from? Okay great, *[hand sheet and circles closest services, highlighting the ones appropriate to need level]*. X agency provides a course called XXX, it typically runs from XXX *[provide basic information and anything personal, e.g., Andy is the lead and he's a great guy, loves lasagna]*. Have you heard about these before? I think you'd like them. What questions do you have about the program? I may be able to answer some of them now.

***[ONLY FOR USUAL HANDOFF]: (Hand family services sheet off if you haven't done so already).*** I'd love to follow up with you a couple months to see if it was helpful or if any other needs came up that I might be able to help with. Would you be willing to share a phone or e-mail address I could use to call, text or email you? I would only use this information to follow up and would not share it with anyone else without your permission.

***[ONLY FOR WARM HANDOFF] (Hand family services sheet off if you haven't done so already):*** I am also happy to provide information about other family services and I have a much longer list of services for other needs like utility assistance, etc. I'd be really happy to come out to a location near your home and have a longer conversation about what would be helpful to you. Our program allows me funds to buy you lunch or coffee. Would you be up for that?



## HSYNC Navigator Document #12

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Neighborhood: \_\_\_\_\_

What is the best way to contact you?

## SECTION ONE

**Instructions for youth: These next questions are about your housing situation. Please select the answer that most applies to you.**

<b>1.</b>	<b>How often do you stay at a place where you know you will be physically safe?</b>
4	I don't know of anywhere I could stay where I will be physically safe
3	I know of a safe place to stay, but I never stay there
3	Once a month
2	2-3 times a month
1	Almost all of the time
0	All of the time
<b>2.</b>	<b>Where have you lived in the past 12 months? Select all that apply</b>
0	Apartment/house
2	With friend/extended family
4	Motel/hotel
3	Hospital, rehabilitation center, mental health center, drug treatment center
4	Homeless shelter
4	Anywhere outside (e.g., street, vehicle, abandoned building)
<b>3.</b>	<b>Where did you sleep last night?</b>
4	In an emergency shelter, safe haven, or transitional housing
2	In an institution (hospital, jail, prison, juvenile detention, long-term care facility, nursing home)
4	In a place not meant for sleeping (car, on the street, hallway/stairwell, under a bridge)
0	In housing you shared with others, but did not own (If yes, could you continue to stay there for the next three months?)
4	No
3	Not sure how long they can stay
0	Can stay for the next three months or longer
<b>4.</b>	<b>Are you worried or concerned that in the next 2 months you may NOT have stable housing?</b>
3	Yes, worried about housing in the near future
0	No, not worried about housing in the near future
2	Not sure

## SECTION TWO

**Instructions for youth: These next questions are about your family. Please select the answer**

<b>How much do you and your parent(s)/guardian(s) get along with each other on a scale from 1 to 10?</b> <span style="float: right; font-weight: normal; font-size: small;">(NOTE: FOR UW ONLY - DO NOT ADD TO SECTION SCORING)</span>									
10 Not at All	9	8	7	6	5	4	3	2	1 Very Much
0	0	0	0	0	0	0	0	0	0
				Almost Never	Sometimes	About Half the Time	Most of the Time	All of the Time	
1. I am able to let others in the family know how I really feel.				5	4	3	2	1	
2. My family and I have the same views about what's right and wrong				5	4	3	2	1	
3. How often has there been quarrelling or arguing in your household?				1	2	3	4	5	
4. How often do family members lose their temper or blow up for no good reason?				1	2	3	4	5	
5. How often have there been physical fights in the household, like people hitting, shoving, throwing objects at each other, threatening with a weapon, and so forth?				1	2	3	4	5	
6. When you disagree, how often does your parent say they are going to kick you out or send you away?				1	2	3	4	5	
7. I listen to what other family members have to say, even when I disagree.				5	4	3	2	1	
8. My family members ask each other for help				5	4	3	2	1	
9. My family members like to spend free time with each other.				5	4	3	2	1	
10. My family members feel very close to each other.				5	4	3	2	1	
<b>Column Totals</b>									
<b>Scale Total (sum above column totals)</b>									

**that most applies to you.**

# Scoring

**INSTRUCTIONS:** To score the triage tool, for SECTION ONE (housing), take the highest # from all of the questions in Part A and Part B, and put in the first score box below. For SECTION TWO (family cohesion), sum the numbers from all of the columns and put in the second score box below. To determine a youth’s overall need level, take the highest need level found across housing + family cohesion sections.

	Score	No Need	Low Need	Moderate Need	High Need	Currently Unhoused
Housing Questions		All zero	Any 1	Any 2	Any 3	Any 4
Family Questions		10-19	20-29	30-39	40-50	

**Warm Hand-off**

## Service Recommendation(s):

Service 1 \_\_\_\_\_

Service 2 \_\_\_\_\_

Service 3 \_\_\_\_\_





# Example Service Referrals Cheat Sheet (King) – document #13

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## **Instructions:**

This Service Referrals Cheat Sheet can be used for your general reference regarding King County Family Services. It can also be used to copy/paste for families directly into a follow-up care plan letter. Both generic program descriptions and site-specific information are available for your reference. A caregiver follow-up letter should include both generic and site-specific information.

An online digital service map has also been created for your reference that includes all of the information below, as well as additional information on capacity and general notes for the navigator's reference. It is currently not filtered for family use.

View the online digital service map at: [www.tinyurl.com/kingfamilyservicemap](http://www.tinyurl.com/kingfamilyservicemap) OR

[https://www.google.com/maps/d/viewer?mid=1S9VNuVKCa9wGXtV\\_Gpsmv5kVGNJmGQ1a&ll=47.36397147362684%2C-121.93908369616207&z=10](https://www.google.com/maps/d/viewer?mid=1S9VNuVKCa9wGXtV_Gpsmv5kVGNJmGQ1a&ll=47.36397147362684%2C-121.93908369616207&z=10)



## Table of Contents

Low and Moderate Need Services: *see service map for additional details (i.e. address, phone #, capacity) .....	3
✓ ANY GENERAL RESOURCES IDENTIFIED BY YOUTHCARE .....	3
✓ GUIDING GOOD CHOICES .....	3
✓ INCREDIBLE YEARS SCHOOL-BASED ADAPTATION.....	4
✓ LOVE AND LOGIC .....	4
✓ PARENT MANAGEMENT TRAINING .....	5
✓ PARENT PROJECT.....	5
✓ PARENTING ADHD 101.....	6
✓ PARENTING CLASSES (GENERAL) .....	6
✓ PARENTING TEENS WITH ADHD .....	7
✓ PARENTING WISELY .....	7
✓ STAY .....	7
✓ STRENGTHENING FAMILIES PROGRAM .....	8
✓ STRENGTHENING MULTI ETHNIC FAMILIES AND COMMUNITY PARENTING .....	8
High Need Services: *see service map for additional details (i.e. address, phone #, capacity) .....	9
✓ ANY GENERAL RESOURCES IDENTIFIED BY YOUTHCARE .....	9
✓ CRISIS FAMILY INTERVENTION (CFI) .....	9
✓ FUNCTIONAL FAMILY THERAPY (FFT) .....	9
✓ POSITIVE PARENTING PROGRAM (TRIPLE P).....	10
✓ STEP UP .....	10
✓ WRAPAROUND.....	11
✓ WRAPAROUND W/ INTENSIVE SERVICES (WISE) .....	11



**Low and Moderate Need Services: \*see service map for additional details (i.e. address, phone #, capacity)**

✓ ANY GENERAL RESOURCES IDENTIFIED BY YOUTHCARE

✓ GUIDING GOOD CHOICES

General Program Description:

Guiding Good Choices is an extensively researched and well-recognized parenting curriculum that has helped countless caregivers improve communication and reduce substance use with their teens. The Guiding Good Choices program is notable for strengthening family bonds, helping set boundaries, reducing family conflict, and practicing family management. The program is free with open enrollment for all families, though is best suited for caregivers of early adolescents age 9-14.

Sites:

***Coalition for Drug Free Youth***

206-257-6894

<https://coalitionfordrugfreeyouth.com/>

The Coalition for Drug Free Youth offers a variety of Guiding Good Choices curriculums in English, Spanish, and Somali. The specific dates and times of classes may vary with respect to each language. A meal is provided. Specific locations may also vary around the Burien White Center/North Highline region of Seattle. You may call the number provided and ask for Rudy Garza for more information about when classes are next available.

***Neighborhood House***

High Point, Rainier Vista, South Park, Yesler Terrace, and Auburn Regions

206-461-4568

<https://nhwa.org/>

Neighborhood House offers a variety of Guiding Good Choices curriculums in English, Spanish, Vietnamese, and Somali. The specific dates, times, and locations for classes may vary with respect to each language. A meal is provided. You may call the number provided and ask for Mike Graham Squire for more information about when classes are next available.

***Snoqualmie Valley Community Network***

425-333-6614

<https://snoqualmievalleycommunitynetwork.org/>

The Snoqualmie Valley Community Network offers the Guiding Good Choices curriculum once per year in both the Snoqualmie Valley and Riverview School Districts. You may contact the number provided for more information.



## ✓ INCREDIBLE YEARS SCHOOL-BASED ADAPTATION

### General Program Description:

The Incredible Years is an extensively researched and globally recognized parenting curriculum for parents of young children. This program helps to strengthen parent-child interactions and foster caregivers' ability to promote children's social and emotional development.

### Sites:

#### ***Vashon Alliance to Reduce Substance Use***

9822 SW Gorsuch Rd, Vashon, WA 98070

206-567-2647

<https://varsanetwork.org/>

The Vashon Alliance to Reduce Substance Use offers a free, open-enrollment version of the program for older children (aged 10-12). You can contact the number provided to ask about upcoming class dates and locations.

## ✓ LOVE AND LOGIC

### General Program Description:

Love and Logic is a well-recognized parenting curriculum based around the science of building positive relationships, loving connections, and tools for making effective decisions within families.

### Sites:

#### ***Atlantic Street Center – Cloverdale***

5150 South Cloverdale Place, Seattle, WA 98118

206-723-1301

<https://www.atlanticstreetcenter.org>

This free program has open enrollment and is appropriate for families with youth of all ages. You may call the number provided to ask about upcoming dates and times the curriculum is being offered at Atlantic Street Center.

#### ***Snoqualmie Valley Community Network***

425-333-6614

<https://snoqualmievalleycommunitynetwork.org/>

The Snoqualmie Valley Community Network offers the Love and Logic curriculum once per year in both the Snoqualmie Valley and Riverview School Districts. You may contact the number provided for more information.

#### ***Sweetie Pie Parenting***

1815 25<sup>th</sup> Ave Seattle, WA 98122

206-200-8488

<https://www.sweetiepieparenting.com/>



Lorri at Sweetie Pie Parenting has been offering the Love and Logic curriculum consistently for over 10 years. She offers the full curriculum for \$150, or a condensed version for \$99. This cost covers up to two people (i.e. if two parents/guardians would like to attend for one child). Sweetie Pie Parenting also offers discounts of up to 50% off for those with financial need. You may contact the number above to ask about upcoming class locations and dates, which are offered consistently throughout the year.

## ✓ PARENT MANAGEMENT TRAINING

### General Program Description:

Parent Management Training (otherwise known as Behavioral Parent Training) is a common approach for teaching relevant skills to respond to a youth's behavioral problems. Parent Management Training addresses, for example, improving parent-child interactions, administering rewards/discipline, and bringing about a positive family atmosphere.

### Sites:

#### ***Sound Health***

Find list of addresses and phone numbers at:

<https://www.sound.health/>

Offered at Auburn, Bellevue, Belltown, Broadway/First Hill, Capitol Hill North, Chartley House, Eastside (North Creek), Eastside (Rainbow Creek), Lake City, Northgate, Redmond, Seattle, Snoqualmie, Stillwater House, Tukwila East, Tukwila West, and Wallingford locations.

At all Sound locations, Parent Management Training can be integrated into their outpatient family therapy services. All Sound therapists have been trained in Parent Management Training, and all locations have capacity to take more clients. Services are free for Medicaid-eligible clients. The fee for clients with private insurance varies depending on one's insurance coverage. You may find the contact details for your local Sound location on the website provided.

## ✓ PARENT PROJECT

### General Program Description:

The Parent Project is a ten-week curriculum focused on fostering love and affection within a parent-teen interaction. This highly praised curriculum focuses on improving communication with adolescents who have exhibited destructive behaviors such as runaway, substance use, and criminal activity.

### Sites:

#### ***Issaquah Police Department***

130 E Sunset Way, Issaquah, WA 98027

425-837-3208

<https://www.issaquahwa.gov/index.aspx?NID=2937>



The Issaquah Police Department offers the curriculum for parents/guardians of middle- and high-school youth within the Issaquah School District. Classes are currently facilitated by Issaquah PD police officers. A \$30 fee is requested for the curriculum manual, though the fee can be waived if a family is in need of financial assistance.

## ✓ PARENTING ADHD 101

### General Program Description:

This program was created specifically by Seattle Children's Hospital. See information below.

### Sites:

#### ***Seattle Children's Hospital***

4800 Sand Point Way NE, Seattle, WA 98105

206-987-2164

<https://www.seattlechildrens.org/clinics/psychiatry-and-behavioral-medicine/services/program-to-enhance-attention-regulation-and-learning/>

The highly reputable Seattle Children's Hospital PEARL (Program to Enhance Attention, Regulation and Learning) offers a parenting group for parents of youth aged 6-12 with a diagnosed behavioral problem (ADHD or Oppositional Defiant Disorder). Up to two parents/guardians can attend on behalf of each youth. If interested, you can contact PEARL for instructions on how to submit an initial referral request. Please note that youth will first be asked to attend an evaluation to determine appropriateness for the program. Cost will depend on insurance coverage.

## ✓ PARENTING CLASSES (GENERAL)

### General Program Description:

This program was created specifically by Guided Pathways. See information below.

### Sites:

#### ***Guided Pathways***

6625 S 190<sup>th</sup> St Suite B102 Kent, WA 98032

253-236-8264

<http://www.guidedpathways.org/>

Guided Pathways in Kent, WA offers a variety of free, open-enrollment parenting classes facilitated by caregivers with lived experience parenting a troubled youth. Example class topics include "Dealing with an Oppositional, Defiant Teen" or "Circle of Security." Guided Pathways also offers 1-1 parent peer support by certified peer counselors. You may call the number provided to ask about the dates and times of upcoming class offerings.



## ✓ PARENTING TEENS WITH ADHD

### General Program Description:

This program was created specifically by Seattle Children's Hospital. See information below.

### Sites:

#### ***Seattle Children's Hospital***

4800 Sand Point Way NE, Seattle, WA 98105

206-987-2164

<https://www.seattlechildrens.org/clinics/psychiatry-and-behavioral-medicine/services/program-to-enhance-attention-regulation-and-learning/>

The highly reputable Seattle Children's Hospital PEARL (Program to Enhance Attention, Regulation and Learning) offers a parenting group for parents of youth aged 13-17 with a diagnosed behavioral problem (ADHD or Oppositional Defiant Disorder). Up to two parents/guardians can attend on behalf of each youth. If interested, you can contact PEARL for instructions on how to submit an initial referral request. Please note that youth will first be asked to attend an evaluation to determine appropriateness for the program. Cost will depend on insurance coverage.

## ✓ PARENTING WISELY

### General Program Description:

Parenting Wisely is an interactive, online parenting curriculum that can be completed anywhere with an Internet connection. Focused on families with youth age 9-18, the program helps caregivers choose and solve relevant and challenging family scenarios. The goal of Parenting Wisely is to help caregivers improve problem solving, set clear expectations with the family, reduce family violence, and increase child parent bonding.

### Sites:

#### ***Auburn Prevention Coalition***

253-931-4712

<https://www.auburnpreventioncoalition.com/>

The program is offered for free in English and Spanish. Though the program is online, families must reside in Auburn in order to be eligible. You may contact the number above for more information.

## ✓ STAY

### General Program Description:

STAY is a brief family-based treatment for adolescents with behavior problems. It can be used as a frontline strategy to involve family members in their adolescent's treatment and provide family members with basic skills to improve communication and reduce conflict. STAY can also be well suited for families who require more intensive intervention where family conflict and behavioral issues are of primary concern.

### Sites:

#### ***Consejo - Bellevue***

13343 Bel-Red Rd #110 Bellevue, WA 98005



206-461-4880

<https://consejonew.consejocounseling.org/>

Consejo's Bellevue location offers the STAY program for free to Medicaid-eligible clients. You may contact the number provided for next steps.

### ***Sound Health***

Find list of addresses and phone numbers at:

<https://www.sound.health/>

Offered at Auburn, Bellevue, Belltown, Broadway/First Hill, Capitol Hill North, Chartley House, Eastside (North Creek), Eastside (Rainbow Creek), Lake City, Northgate, Redmond, Seattle, Snoqualmie, Stillwater House, Tukwila East, Tukwila West, and Wallingford locations

At least one therapist at each of Sound's many locations has been trained in the STAY model, and all locations have capacity to take more clients. Services are free for Medicaid-eligible clients. The fee for clients with private insurance varies depending on one's insurance coverage. You may find the contact details for your local Sound location on the website provided.

## ✓ STRENGTHENING FAMILIES PROGRAM

### General Program Description:

The Strengthening Families Program is an extensively researched program that has helped countless caregivers and teens improve communication and reduce substance use and court involvement for teens. Strengthening Families is recommended for families with a child age 10-14.

### Sites:

#### ***Neighborhood House – High Point Location***

6400 Sylvan Way SW Seattle, WA 98126

206-615-1026

<https://nhwa.org/>

Neighborhood House in High Point offers the free Strengthening Families Program for immigrant/refugee families involved with the Immigrant Family Institute who have a youth in contact with the juvenile court. You may contact the number provided for more information about specific dates/times for the next curriculum offering.

## ✓ STRENGTHENING MULTI ETHNIC FAMILIES AND COMMUNITY PARENTING

### General Program Description:

Strengthening Multi Ethnic Families and Community Parenting (SMEC) is a research-informed, culturally-sensitive parenting curriculum designed to prevent family violence and improve family relationships and communication.

### Sites:

#### ***Southwest Youth and Family Services***

4555 Delridge Way SW, Seattle, WA 98106





206-937-7680

<https://www.swyfs.org/>

Southwest Youth and Family Services has been offering the free, open-enrollment SMEC curriculum consistently for over a decade. The facilitator at Southwest Youth and Family Services has a background in Criminal Justice and is prepared to discuss preventing youth violence within the community as well as the home. Free child care is included.

**High Need Services: \*see service map for additional details (i.e. address, phone #, capacity)**

✓ ANY GENERAL RESOURCES IDENTIFIED BY YOUTHCARE

✓ CRISIS FAMILY INTERVENTION (CFI)

General Program Description:

Crisis Family Intervention services provides 12 hours (7-8 sessions) of intensive in-home family counseling over the course of a 45 day period in order to solve an immediate crisis regarding problematic youth behavior (i.e. drug/alcohol use, school truancy). CFI may also involve connecting families to additional community resources. If within those 45 days their problems are unsolved, families may apply for an at-risk youth petition with the Juvenile Court.

Sites:

**Washington National Counseling**

17121 SE 270<sup>th</sup> Pl #205 Covington, WA, 98042

253-631-1725

<http://www.wnc-counseling.com/>

Washington National Counseling offers CFI services to families with a youth aged 13-17. The full cost of services is \$1,465.50. You may contact the number provided for more information.

✓ FUNCTIONAL FAMILY THERAPY (FFT)

General Program Description:

Functional family therapy (FFT) is an extensively researched and well-established in-home intervention program for youth and families. FFT primarily works with teens who have been referred for behavioral or emotional problems by juvenile justice or mental health welfare systems. The clinical model involves five major components: engagement, motivation, relational assessment, behavior change and generalization.

Sites:

**Washington National Counseling**

17121 SE 270<sup>th</sup> Pl #205 Covington, WA, 98042

253-631-1725



<http://www.wnc-counseling.com/>

Washington National Counseling offers FFT for families both contracted and not contracted with the court. The cost for families who do not have a court contract is \$197/session plus reimbursement fees for provider drive time depending on location.

## ✓ POSITIVE PARENTING PROGRAM (TRIPLE P)

### General Program Description:

Positive Parenting Program (known simply as “Triple P”) is an extensively researched and well-recognized in-home parenting program involving the youth that has helped countless parents develop practical strategies to build positive relationships with their youth and manage their youth’s behaviors. Triple P has a flexible program that adapts to your families’ needs with one-on-one support.

### Sites:

#### ***Washington National Counseling***

17121 SE 270<sup>th</sup> Pl #205 Covington, WA, 98042

253-631-1725

<http://www.wnc-counseling.com/>

Washington National Counseling offers Triple P for families both with and without a juvenile court contract. The cost for families not contracted with the court is \$143/session plus reimbursement fees for provider drive time depending on location.

## ✓ STEP UP

### General Program Description:

Step-Up is a nationally recognized adolescent family violence intervention program designed to address youth violence toward family members. The goal of Step-Up is for youth to stop violence and abuse toward their family and develop respectful family relationships so that all family members feel safe at home. Services involve separate group interventions for youth and caregivers as well as a multi-family group with youth and caregivers together.

### Sites:

#### ***King County Superior Court***

1211 E Alder St, #360 Seattle, WA 98122

1309 114<sup>th</sup> Ave SE #100 Bellevue, WA 98004

401 4<sup>th</sup> Ave N, Kent, WA 98032

-206-296-7841 – For all three locations

<https://www.kingcounty.gov/courts/superior-court/juvenile/step-up.aspx>

All three King County Juvenile Court locations (Seattle, Kent, and Bellevue) offer free, ongoing Step-Up services for families with a youth aged 10-17. Step Up may also help connect youth and families to other services within King County Juvenile Court. You may contact the number provided (for any of the three locations) to request an initial screening to determine eligibility.



## ✓ WRAPAROUND

### General Program Description:

Wraparound is a family driven way for responding to children or youth with mental health or behavioral challenges. With the help of a wraparound facilitator, a team comprising of service providers, community members or family friends is created to help respond to and execute plans for a family's unique needs.

Sites:

#### ***Mercer Island Youth and Family Services***

2040 84<sup>th</sup> Ave SE Mercer Island, 98040

206-275-7657

<http://www.mercergov.org/SectionIndex.asp?SectionID=45>

For families residing in Mercer Island (zip code 98040), Mercer Island Youth and Family Services offers free Wraparound services for families of high need with a youth under the age of 21. You may contact the number provided for more information.

#### ***Valley Cities – Federal Way***

1336 S 336<sup>th</sup> St Federal Way, WA 98003

206-408-5246

<https://www.valleycities.org/>

The Valley Cities Federal Way location offers free Wraparound services for families of high need with a youth under the age of 21. You may contact the number provided for more information.

## ✓ WRAPAROUND W/ INTENSIVE SERVICES (WISE)

### General Program Description:

Wraparound with Intensive Services (WISE) is the statewide approach to helping youth and families with intensive mental health needs. A team of clinicians, social workers, case managers, and/or peer support work together to provide free, comprehensive services both in-home and in community settings. Participation in WISE requires an intake in which the youth is first screened for eligibility.

Sites:

#### ***Atlantic Street Center***

2103 South Atlantic Street Seattle, WA, 98144

206-329-2050

<https://www.atlanticstreetcenter.org>

Clients must be eligible for Medicaid. You may call Atlantic Street Center at the number provided to request an initial screening.

#### ***Center for Human Services – Shoreline***

14803 15<sup>th</sup> Ave NE Shoreline, WA 98155

206-631-8887

<https://www.chs-nw.org/>



Families involved in WISe must be either eligible for Medicaid or already participating in two child-involved services (i.e. the courts, IEP, etc.) You may call the number provided to request an initial screening.

***Friends of Youth – Snoqualmie***

7972 Maple Ave SE, Snoqualmie, WA 98065

425-292-0743

<http://www.friendsofyouth.org/>

Families involved in WISe must be either eligible for Medicaid or already participating in two child-involved services (i.e. the courts, IEP, etc.). Though the Friends of Youth office is based in Snoqualmie, the WISe team will visit families in all Friends of Youth serving areas. You may call the number provided to request an initial screening.

***Sound Health***

14216 NE 21<sup>st</sup> St Bellevue, WA 98007

-425-653-4914

6400 Southcenter Blvd Tukwila, WA 98188

-206-451-9544

10700 Meridian Ave N Suite G11 Seattle, WA 98133

-206-250-0851

[www.sound.health](http://www.sound.health)

Families involved in WISe must be either eligible for Medicaid or already participating in two child-involved services (i.e. the courts, IEP, etc.) You may call the number provided to request an initial screening.

***Valley Cities Federal Way***

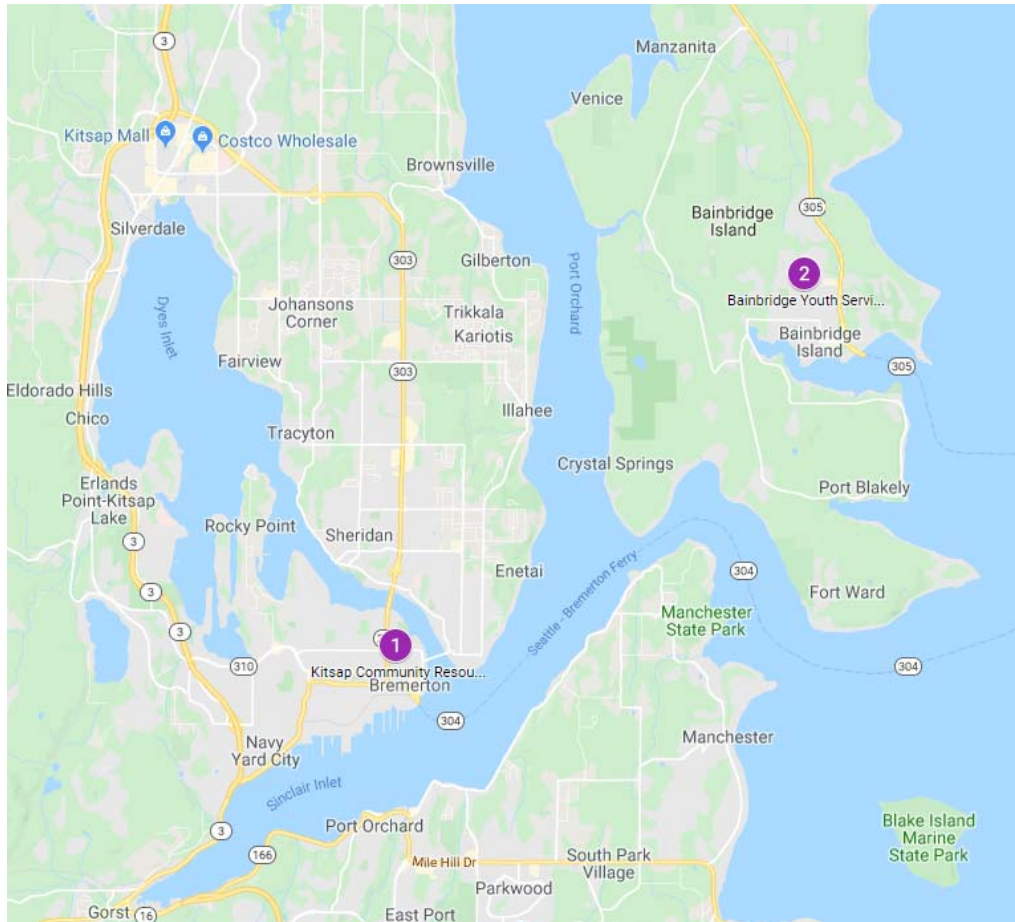
1336 S 336<sup>th</sup> St Federal Way, WA 98003

206-408-5246

<https://www.valleycities.org/>

Families involved in WISe must be either eligible for Medicaid or already participating in two child-involved services (i.e. the courts, IEP, etc.) You may call the number provided to request an initial screening.

## Example Kitsap Family Services – Prevention (document #14)



### 1. Kitsap Community Resources

North Kitsap Coalition & Bremerton Coalition  
Strengthening Families Program

1201 Park Avenue  
Bremerton, WA 98337  
(360) 377-0053  
<https://www.kcr.org/>

### 2. Bainbridge Youth Services

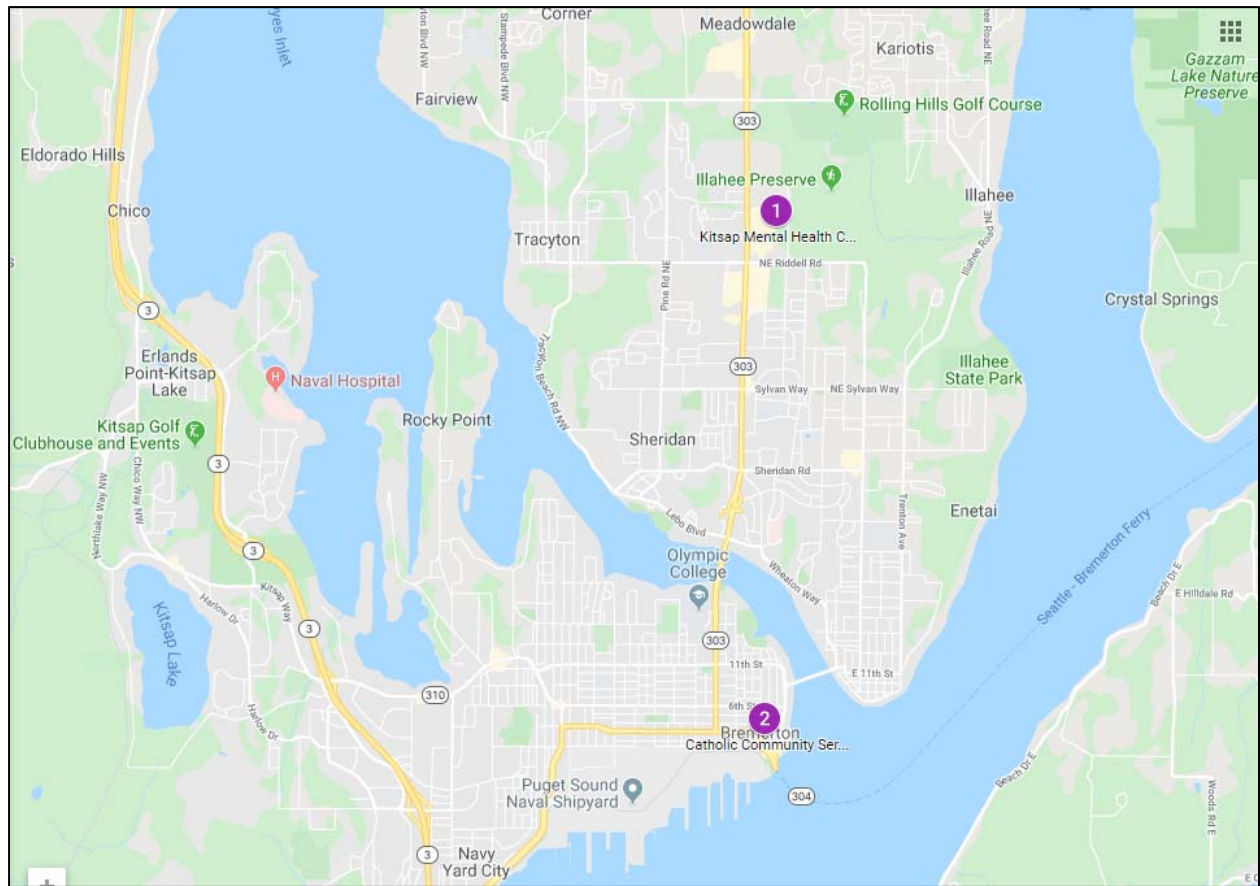
Parenting Skills Coaching Program

9330 High School Road,  
Building #100, Room #103  
Bainbridge Island, WA 98110  
(206) 842-9675  
<https://askbys.org/>

The **Strengthening Families Program** is an extensively researched program that has helped countless parents and teens improve communication and reduce substance use and court involvement for teens. Strengthening Families is recommended for families with a child age 10-14. Classes are held over 10-14 sessions conducted by trained facilitators and include up to 20 participants. Classes are free for all families and may be held in English or Spanish. You may call the number provided for specific dates and class locations.

Bainbridge Youth Services offers **parenting skills coaching** conducted by master's level therapists. Parenting skills are taught over 6-8 sessions and cover a variety of topics, including positive communication with your child. The coaching sessions are free with a donation amount suggested. Currently, the sessions are held one-on-one but skills groups may be held in future. This location also offers free lectures on parenting gender/sexually diverse youth. You may call the number provided for more details.

## Example Kitsap Family Services – Intervention (document #15)



### 1. Kitsap Mental Health Care

#### WISe Program

5455 Almira Dr. NE

Bremerton, WA 98311

(360) 405-4010

<http://www.kitsapmentalhealth.org/>

### 2. Catholic Community Services

#### WISe Program

285 5th St #2

Bremerton, WA 98337

(360) 792-2020

<https://ccsw.org/>

**Wraparound with Intensive Services (WISe)** is the statewide approach to helping Medicaid-eligible youth and families with intensive mental health needs. A team of clinicians, social workers, case managers, and/or peer support work together to provide comprehensive services both in-home and in community settings. Participation in WISe requires an intake in which the youth is first screened for eligibility. You may call either location to request an initial screening.

# Family Services Map (document #16)

## Follow-Up/Digital Caregiver View

← Kitsap Mental Health Care

Agency  
**Kitsap Mental Health Care**

Type of Program  
**WISe**

Address  
**5455 Almira Dr NE, Bremerton, WA 98311**

Phone Number  
**360-405-4010**

Website  
<http://www.kitsapmentalhealth.org/>

Languages  
**English**

Cost  
**Free**

The map displays the Kitsap Peninsula with several service locations marked by numbered purple circles: 1 is located in Tracyton; 2 is in Bremerton; 3 is in Navy Yard City; and 4 is on Bainbridge Island. The map includes labels for various communities such as Silverdale, Brownsville, and Manzanita, as well as geographical features like Dyes Inlet and Sinclair Inlet. Major roads like SR 303, 304, and 305 are also shown. The map data is attributed to Google, 2019.



# HSYNC Example Community Resource Guide (from Kitsap) – Document # 17

## **MENTAL HEALTH SERVICES**

**Kitsap Mental Health**, 5455 Almira Drive NE/Bremerton (360) 373-5031 provides Intensive Wraparound Services call (360) 405-4010 for a screening appointment.

**Catholic Community Resources**, 2625 Wheaton Way/Bremerton (360) 792-2020 provides crisis stabilization in the home with the ASAP program.

**Strengthening Foundations**, 9657 Levin Rd NW #220, Silverdale, WA 98383 (360) 698-3622 Counseling Services.

**The Institute for Family Development**, 5610 Kitsap Way, Bremerton, WA 98312 (360) 377-6311 Providing Services for Intensive Family Preservation, Intensive Family Reunification and Evidence Based Child Welfare Programs

**The Center for Child and Family**, 7500 Old Military Rd NE Ste 103, Bremerton, WA 98311 (360-698-9258 or 104 Tremont St Ste 201, Port Orchard, WA 98366 (360) 698-9258 Therapeutic Services

**Coffee Oasis**, 837 4th Street, Bremerton, WA 98337 (360) 377-5560/ Serving Ages 13-25 Case Management Services.

**Kitsap Sexual Assault Center** 600 Kitsap St. Suite 103 Port Orchard/ 360-876-3282/ Free therapeutic services for victims of sexual assault and victims and family members of crime.

## **SUBSTANCE USE TREATMENT**

**Agape Unlimited** / 4841 Auto Center Way Suite 101 Bremerton/ 360-373-1529/ Adult and Youth Services

**Cascadia Bountiful Life** / 2817 Wheaton Way Suite 205 Bremerton/ 360-373-0155/ Adult Substance Use Disorder Services

**Kitsap Mental Health Services** / 5455 Almira Drive NE Bremerton/ 360-373-5031 or 360-405-4010/ Adult and Youth Substance Use Disorder Services/ Residential Substance Use Disorder Services

**Kitsap Recovery Center** / 1026 Sidney Rd. Port Orchard/ 360-337-4625/ Adult Substance Use Disorder Services

**West Sound Treatment Center** / 1415 Lumsden Rd Port Orchard/ 360-876-9430/ Adult Substance Use Disorder Services

## **FINANCIAL & EMPLOYMENT**

**DSHS** / 4710 Auto Center Blvd./ Bremerton / 877-501-2233

**Worksource Kitsap County** / 1300 Sylvan Way / Bremerton / (360) 337-4810





**Kitsap Community Resources** / 845 8th St. / Bremerton / (360)478-2118 & / 3200 SE Rainshadow Ct. / Port Orchard / (360) 473-2144

**Goodwill Career Resource Center** / 4209 Wheaton Way / Bremerton / (360) 373-3692

**Coffee Oasis** 837 4th Street, Bremerton, WA 98337 (360) 377-5560 Serving Ages 13-25

**Division of Vocational Rehabilitation** 3588 NW Randall Way/ Bremerton/ 360-698-4360/ Individual employment services for individuals with disabilities.

## HEALTH RESOURCES

**Harrison Medical Center** / 2520 Cherry Ave. / Bremerton / (360) 377-3911 and 1800 Myhre Rd. / Silverdale / (360) 337-8800 and 450 South Kitsap Blvd. / Port Orchard / (360) 895-6250

**Peninsula Community Health Services** / 616 Sixth St. / Bremerton /320 South Kitsap Blvd/ Port Orchard/19045 Hwy. 305 #180/ Poulsbo (360) 377-3776.

**Kitsap Co. Health Dist.** / 345 6th St. Ste. 300 / Bremerton / (360) 728-2235

**Kitsap Mental Health Svcs** / 5455 Almira Dr. NE / Bremerton / (360) 373-5031 Crisis Clinic - 24 hour phone lines: (360) 479-3033 and (800) 843-4793

**West Sound Free Clinic** Every Wednesday at Salvation Army from 3:15-6pm/ 832 6th St. Bremerton/ and 4<sup>th</sup> Tuesday of every month from 12-3pm at the Lighthouse Plaza/ 3627 Wheaton Way/ 360-209-2376/ Free Medical care to un and under insured.

**Lindquist Dental Clinic for Children** 3102 Wheaton Way Bremerton/ 360-377-0559 or 253-539-7445 ext./ Dental Care for Children ages 0-20 regardless of ability to pay.

## PROTECTIVE SERVICES

**YWCA ALIVE** 24/hr crisis line / (360) 479-1980

**Kitsap Sexual Assault Center** 24/hr crisis line / (360) 479-8500

**Child Protective Services** Intake-Referral (888) 715-6115 After hours 1-800-562-5624.

**Adult Protective Services** (877) 734-6277

**Scarlett Road** 1222 Park Ave Bremerton/ 360-362-5143/ Services provided to victims of sexual exploitation, and those seeking to exit sexual exploitation and sex trafficking.

## FOOD BANKS

*Food Banks require photo ID and/or something with current mailing address*

**Bremerton Food Line** / 1600 12th St. / Bremerton / M, TU, TH, F 10:30 am to 2:15 pm (360) 479-6188

**St. Vincent de Paul** / 1137 Callow Ave. N / Bremerton M-F 10:30 am to 4 pm (360) 479-7017 (must live in Bremerton School District)



**Salvation Army** / 832 6th St. / Bremerton / T, Th, F 9:30 - 11:15 am / W, 4-6 pm (360) 373-5550

**Central Kitsap Food Bank** / 3790 NW Anderson Hill Rd. / Silverdale / M-F 10 am to 1:30 pm /  
(360) 692-9818

**South Kitsap Helpline** / 1012 Mitchell Rd. / Port Orchard / M-F 12-5pm / (360) 876-4089

**North Kitsap Fishline** / 19705 Viking Way / Poulsbo / M,T, TH, F 10 am to 3 pm, W 1pm to 7 pm /  
(360) 779-5190 (must live in NK School District)

**Helpline House** / 282 Knechtel Way NE / Bainbridge Island / M, TU, TH, F 9:30 am to 4:30 pm /  
(206) 842-7621 (must live on Bainbridge Island)

**Sharenet Food Bank** / 26021 United Rd. "A" / Kingston / T & F 10 am to 2 pm(360) 297-2266

**Life Care Community Food Bank** / 3901 SE Mullenix Rd. Port Orchard/ 360-876-5094/ Open every  
Saturday 9-1pm Food Relief, feeds a household for 4-7 days.

**Sheryl McKinley Food Bank** / Olympic College 1600 Chester Ave Bremerton Building 12 RM 119/  
360-475-7290/ Must be current Olympic College student applicable 2x per month unless a case by  
case circumstance occurs/ Open M, T, TH 10-2pm

## YOUTH SERVICES

**Washington Youth Academy** / William Cruz / <http://ngycp.org/site/state/wa/> 360-447-2073

**The Coffee Oasis Teen Center** / 822 Burwell / Bremerton (360) 373-0461 Provides shower access  
for youth.

**Teen Support** / [www.standupforkids.org](http://www.standupforkids.org)

**Olive Crest**, 10125 Frontier PI NW, Silverdale, WA 98383 Independent Living Skills, Current/Former  
Foster Services.

**WIC (Women/Infant/Children Supplemental Food Program)** / Kitsap Community Resources (KCR)/  
Bremerton/ 360-373-6221, KCR Port Orchard/ 360-473-2144/ KCR Central and North Kitsap/ 360-  
692-6530/ Suquamish/ 360-394-8473/ Port Gamble/ 360-297-9662

**Parent Child Assistance Program (PCAP)** / 4843 Auto Center Way Bremerton/ 360-377-0370/  
assists parenting mothers or pregnant mothers who have substance abuse issues.

**Headstart/ Early Childhood Education and Assistance Program (ECEAP)** /Kitsap Community  
Resources 1201 Park Ave Bremerton/ 360-373-2075 or OESD #114 360-478-6897/ Provides  
childcare and family-centered pre-schools that offer quality education, health, and social services at  
little to no costs.

## LGBTQ SERVICES

**Coffee Oasis** / 822 Burwell/ Bremerton (360) 373-0461

**Q Center** / 3102 Wheaton Way Bremerton/ (360) 515-2220/ Quarterly events for LGBTQ+ youth,  
their families, and the community, and grant funding to support the needs of LGBTQ+ young people  
in Kitsap County.



## IMMIGRATION ASSISTANCE

**Kitsap Immigration Assistance Center (KIAC)** / 3627 Wheaton Way Bremerton back of building/  
Family Services Center open M, T, TH 12-6pm/ 360-440-2376/ Legal Services open daily/ Appts  
360-616-0479/ Española 360-616-2722

## LEGAL SERVICES

**Northwest Justice Project** / Satellite Office/ 216 6th St. Bremerton/ 360-377-6378/ Provides critical  
civil legal assistance and representation to low-income people

## UTILITY ASSISTANCE

**Salvation Army** / 832 Sixth St. Bremerton/ 360-373-5550/ They may have money available to  
qualified applicants to pay security deposits and monthly rent, as well as offer up to \$150 to help  
with utility or heating bill assistance for PSE customers.

**St Vincent de Paul** / 1137 Callow Ave. N Bremerton/ 360-479-7017/ May have limited amount of  
funds for paying utility bills. This includes power, water, food handler, birth certificate, cremation,  
bus tokens it is a case by case basis.

**City of Bremerton** / 100 Oyster Bay Ave N Bremerton/ 360-473-5316/ Provides a Subsidy Program  
for seniors and disabled adults.

**City of Poulsbo** / 200 NE Moe St. Poulsbo/ 360-394-9881/ Provides direction to various utility and  
energy programs.

**Kitsap Community Resources** / Kitsap Community Resources (KCR)/ Bremerton/ 360-479-1507,  
KCR Port Orchard/ 360-473-2144/ Provides assistance for paying utility and heating bills.

**Bainbridge Island Helpline House** / 282 Knechtel Way NE Bainbridge Island/ 206-842-7621/  
Provides assistance with rent, financial support for housing, energy costs, and heating bills for  
Bainbridge Island residents.

**North Mason Resources** / 140 NE State Route 300 Belfair/ (360)-552-2303/ Assists with stopping  
foreclosures and evictions to North Mason residents.

## CLOTHING AND OTHER GOODS

**The Salvation Army**, 832 Sixth St., Bremerton, (360) 373-5550, provides the following free services:  
Haircuts: M-T-Th, / simple cuts only / 9 am to 2 pm. Make appt. with receptionist FIRST. Food  
Boxes: Once a month: T-Th-F: 9:30 am to 11:15 & W 4 pm to 6 pm. Must show photo I.D., zip code,  
and proof of all family members. Bread & Produce: weekdays, as available. Breakfast and Lunch:  
Weekdays, 8:00 am to 8:45 am, and 12:00 to 12:45 pm. Diapers and Toiletries: Same days as food  
boxes. Utility Assistance: January to June. Must show proof of low-income and have a disconnect  
notice. Restricted to once per 12 months. Call for appt. Community Voice Mail: provides free voice  
mail for those who need to receive messages but have no phone. Clothing Bank: M, W, F 1-3pm,  
Hygiene Center (laundry and showers) M-F 9-11am.



**Abrahams House** / 312 N Callow Ave Bremerton/ 360-405-0488/ Free Household items for people in need.

**Coffee Oasis**, 837 4th Street, Bremerton, WA 98337 (360) 377-5560/ Serving Ages 13-25, hygiene items, Showers & laundry, Clothing closet, hygiene items, tents, & sleeping bags, Snacks & meals, Fieldtrips, Life Skills classes.

**St Vincent de Paul** / 1137 Callow Ave. N Bremerton/ 360-479-7017/ thrift store, clothing and furniture for homeless.

**Sharenet Food Bank** / 26021 United Rd. "A" / Kingston / (360) 297-2266/ Thrift store open Tu-Sat 10-4pm/ Clothing voucher to thrift store for food bank clients.

**Silverdale United Methodist Church** / 9982 Silverdale Way NW Silverdale/ 360-692-9813/ Emergency food bank and clothing bank.

**Kitsap Foster Care Association** / 1410 Ohio St. Bremerton/ 360-519-7526/ Clothing, food and other services for foster care kids.

**Taking it to the Streets Ministry** / 901 N Wycoff Ave Bremerton/ 360-689-3219/ Pastor Art Speight/ Provides food and clothing to homeless on the streets/ 6:30pm-7am

**Kids Kloset** / 5000 Bethel Rd Port Orchard/ 360-981-4810/ Open every Thurs 11-3pm/ Provides children and maternity clothing.

### **NEEDLE EXCHANGE**

**Ostrich Bay** / Mobile Needle Exchange/ 253-470-6534/ NK-Bremerton Tues 11-5pm, SK-Bremerton Thurs 11-5pm, Bremerton Sat. 11-3pm/ Patient Advocacy/ Clean injection supplies/condoms/overdose kits/ training and pregnancy tests.

# Housing Resources Example (from Kitsap) document #18



## **HOUSING SOLUTION CENTER**

Housing Solutions Center Locations hours of operation vary, please call the corresponding phone number listed below for hours.

**Kitsap Community Resources (Main HSC Center)** 1201 Park Avenue Bremerton, WA 98337 (360) 473-2035

**Coffee Oasis** 837 4th Street, Bremerton, WA 98337 (360) 377-5560 Serving Ages 13-25

**Kitsap Community Resources** 3200 SE Rainshadow Ct/Port Orchard, WA 98366(360) 473-2146

**North Kitsap** 19705 Viking Way Poulsbo, WA 98370 (360) 801-2564

**Bainbridge Island Helpline House** 282 Knechtel Way NE Bainbridge Island, WA 98110 (360) 801-2564

## **SHELTERS**

**YWCA ALIVE Shelter** / (360) 479-1980 or (800) 500-5513 / This is a confidential location for women and children who are victims of domestic violence.

**St. Vincent de Paul** / (360) 473-2035 / women and children

**Benedict House** / (360) 473-2035 / men **and one unit for a man and children.**

**Kitsap Community Resources** / 1201 Park St. / Bremerton / (360) 473-2035 / families with children.

**Kitsap Rescue Mission** / 810 6th St Bremerton/ (360) 473-2035/ Emergency Shelter 7pm-7am

## **MCKINNEY VENTO SERVICES**

Services focused on youth and children that are homeless, provides services that relate to school issues.

**Bremerton School District** / Kim Hargett/ Linda Sullivan-Dudzic/ 360-473-1077/

**South Kitsap School District** / Annette Stewart/ 360-874-7054

**Central Kitsap School District** / Kristen Fendley/ 360-662-1678/ Gaynel Holt/ 360-662-1764

**North Kitsap School District** / Courtney O'Catherine/ 360-389-3023/ Susan Hoke/ 360-396-3561

**Bainbridge Island School District** / Erin Murphy/ 206-780-1072

## **OTHER HOUSING SERVICES**

**Kitsap Community Resources** / 1201 Park St. / Bremerton / (360) 377-0053 or 1-800-338-3363

**Bremerton Housing Authority** / 600 Park Ave. / Bremerton / (360) 479-3694

**Max Hale Center** / 285 5th St. / Bremerton / (360) 792-2117





## HSYNC Navigator Follow-Up Resource Letter - document #19

[Date]

Dear [*Caregiver Name*],

I enjoyed chatting with you [*today/on (day)*]. Below is a summary of the services we discussed. Please don't hesitate to contact me at [*phone #*] or [*email*] if you have any questions or if I can be of further help in connecting you to these valuable resources.

### **Strengthening Families Program**

Agency Name

Contact

Other Information: The Strengthening Families Program is an extensively researched program that has helped countless parents and teens improve communication and reduce substance use and court involvement for teens. Strengthening Families is recommended for families with a child age 10-14. Classes are held over 10-14 sessions conducted by trained facilitators and include up to 20 participants. Classes are free for all families and may be held in English or Spanish. You may call the number provided for specific dates and class locations.

### **The Energy Assistance Program**

Agency: Kitsap Community Resources

Contact: Energy line (360) 479-1507

Other Information: The Energy assistance program assists eligible renters and homeowners by providing financial assistance to pay electric, natural gas, and heating bills. To schedule an appointment, call the Energy line (above) and check the website for more information: [kcr.org/energy](http://kcr.org/energy).

Sincerely,

[Signature]

NAME

Family Navigator

X County

Ph:

Email:

# Navigator Tracking Sheet

## Data Entry Tab (document #20)

HSYNC Youth Navigator Tracking sheet 2.21.2020 REVISED FINAL.xlsm - Microsoft Excel

HSYNC Youth Navigator Tracking Sheet					
GENERAL INFO			Case Notes		
Youth Name			<b>Notes:</b>		
JCN/JUVIS ID					
Youth Primary Phone					
Ok to text?					
Ok to leave vm?					
Caregiver Name					
Caregiver Primary Phone					
Ok to text?					
Ok to leave vm?					
Alternative Phone					
Ok to text?					
Ok to leave vm?					
Youth e-mail/address/zip?					
Youth provided permission to contact for research					
Study ID (assigned by Navigator) <small>For all referred youth</small>					
Referral Date (e.g. 1/1/2019)					
Which Court Unit Referred Youth?					
Triage Date (e.g. 1/1/2019)					
Triage Score					
Need Level					
Triage: "How much do you and your parent(s) get along with each other on a scale from 1 to 10"					
Date: <b>Initial</b> caregiver contact (call or in person). <small>Format date as 1/1/2019. Leave blank if did not occur.</small>					
Date: <b>In depth</b> caregiver conversation. <small>Format date as 1/1/2019. Leave blank if did not occur.</small>					
Were any incentives provided for in depth caregiver conversation (e.g. purchased lunch, provided transportation assistance, etc)					
Type of incentives provided (e.g. purchased lunch, provided transportation assistance, etc)					

Summary sheet 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30



## Navigator Tracking Sheet Data Entry Tab (continued)

28	Reason, if no caregiver phone/ meeting occurred (If you select other from drop down, write response below)	
29		
30	Indicated family service type referred (Family based prevention or intervention services)	
31	Were indicated Family services accepted?	
32	If "Indicated family service" declined or other services requested/ referred", why?	
33	Housing Status	
34	Were Housing services Referred?	
35	Were indicated Housing services accepted?	
36	Information about indicated family or Housing services referred (organization, appt info, special contact)	
37	Other social services referred (i.e. utilities, food)?	
38	Intended 3-month follow-up date	
39	<b>3-MONTH FOLLOW-UP (everyone)</b>	
40	*Actual 3-month follow-up date	
41	Follow-up completed?	
42	Number of unique contacts between coordinator and youth/caregiver in past 3 months?	
43	Family Relationship Status?	
44	3-Month: "How much do you and your parent(s) get along with each other on a scale from 1 to 10"	
45	Housing Status	
46	Engaged in family services referred? (Family based prevention/ intervention services)	
47	Engaged in housing services referred?	
48	Engaged in other services referred? (i.e. utilities, food)	
49	New service recommendation?	
50	Intended 6-month follow-up date (only if indicated)	
51	<b>6-MONTH FOLLOW-UP (only if indicated)</b>	
52	*Actual 6-month follow-up date	
53	Follow-up completed?	
54	Number of unique contacts between coordinator and youth/caregiver in past 3 months?	
55	Family Relationship Status?	
56	6-Month: "How much do you and your parent(s) get along with each other on a scale from 1 to 10"	
57	Housing Status	
58	Engaged in family services referred? (Family based prevention/ intervention services)	
59	Engaged in housing services referred?	
60	Engaged in other services referred? (i.e. utilities, food)	
61	New service recommendation?	

# Navigator Tracking Sheet

## Summary Tab (Left) – document #21

HSYNC Youth Navigator Tracking sheet 2.21.2020 REVISED FINAL.xlsm - Microso

File Home Insert Page Layout Formulas Data Review View

Clipboard Font Alignment Number Styles

Normal Bad Good Check Cell Explanatory... Input

S4 =IF('1!\$B\$31="","",1!\$B\$31)

Summary							Todays date: 2/26/2020	
Total Youth Referred	Triage Occurred	Caregiver contact occurred	Incentive for warm Handoff received	Family Service referred	Indicated Family Service Accepted ("yes")	Triage Need Level (0-5)	Count at each need level	
0	0	0	0	0	0	0	0	
						1	0	
						2	0	
						3	0	
						4	0	

**Instructions:**

This summary sheet will automatically populate the responses entered into the individual tabs.  
No information needs to be entered into the summary sheet.

The yellow section above ("summary") can be copied and pasted directly into an email to send to the UW reseach team (select cells in summary section above, right click, select "copy").

**Notes:**

The date at the top right of the summary will automatically populate the current date when the file is opened

The IDs and the tab number where that individual's information is located can be found in the table to the right (column "K" and "L"). The recommended 3 and 6 month follow-up dates for each individual will auto populate if applicable (in the blue cells to the right).

# Navigator Tracking Sheet Summary Tab (Right)

HSYNC Youth Navigator Tracking sheet 2.21.2020 REVISED FINAL.xlsm - Microsoft Excel

Recommended follow-up dates (if applicable)							
ID	3 month follow-up date	6 month follow-up date	Triage Need Level (blank = not triaged)	Caregiver Contact occurred (if date)	Incentive for warm Handoff received	Family services referred	Indicated Family service accepted



**NAVIGATOR 3 and 6 MONTH CHECK-IN (document #22)**

**1. How much do you and your parent/guardian(s) or child get along on a scale from 1 to 10?**

1 Not at all	2	3	4	5	6	7	8	9	10 Very Much
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2) How many unique contacts have been made between the navigator and the youth/caregiver in the past 3 months?

3) The family relationship has...

- Improved
- Stayed the same
- Deteriorated**

**Yellow** = refer to stepped-up family services  
**Red** = refer to housing services

4) The youth's housing status is...

- Stably housed
- Housed but feels unsafe**
- Unhoused or at imminent risk of homelessness

5) Family Service engagement status:

- Never engaged
- Did not complete**
- Completed
- N/A

6) Housing Service engagement status:

- Never engaged
- Did not complete**
- Completed
- N/A

7) Other Services engagement status:

- Never engaged
- Did not complete
- Completed
- N/A

8) The service recommendation is...

- Close case (successful)
- Refer to stepped-up services; Recommended service: \_\_\_\_\_
- Refer to intensive services/housing