**Self-Navigation Skills Assessment**

The concept of "self-navigation skills" is divided into six domains. Each domain is rated on a five-point scale (0 = Needs minimal assistance, 5 = Needs significant assistance):

I. **Assessment and Service Planning**

0 = Client (e.g., family) does not need/or request assistance in this area

1 = Client is able to provide meaningful/relevant/accurate information regarding own mental health status. Client is able to identify, formulate, and express personal goals and objectives with minimal assistance from others. Client is able to translate these goals and objectives, with minimal direction, into concrete service needs and activities.

3 = Client needs and/or requests moderate assistance in identifying and conveying information regarding own mental health status/problems. Consumer needs and/or requests moderate assistance from others in order to identify, formulate, and express personal goals and objectives. Client needs and/or requests moderate assistance from others to translate/correlate needs and goals into concrete service needs and activities.

5 = Client needs and/or requests significant assistance from others to provide any meaningful information regarding own mental health status and/or needs. Client is unable to express personal goals or objectives without assistance. Client needs and/or requests significant assistance from others to design/formulate service plan and activities.

II. **Use of Community Resources**

0 = Client does not need/or requests assistance in this area.

1 = Client is able, when encouraged, to identify and articulate daily living needs. Client is able to access, navigate, and utilize community/neighborhood resources with minimal assistance. Client's needs may be fulfilled through the use of existing community resources such as social/religious groups, libraries, stores, directories, and public transportation. Client is able to utilize these resources with minimal assistance.

3 = Client needs and/or requests moderate assistance in identifying daily living needs as well as those community resources needed to meet these needs. When directed to community resources such as social/religious groups, libraries, stores, directories, and public transportation, the client may require and/or request moderate assistance to access and utilize these resources in order to accomplish a planned task.

5 = Client is unable to identify or understand daily living needs. Client is not familiar with community/neighborhood resources and has had very few, if any, positive experiences while living in the community. Client needs and/or request significant assistance to access, navigate, or utilize existing community resources.

III. **Informal Support Network Building**

0 = Client does not need/or request assistance in this area.

1 = Client is able to identify and provide meaningful/accurate/relevant information about family, friends, significant others, and social/religious groups with whom the client interacts and from whom the client may gain informal support. Client is able, with minimal assistance, to access and maintain positive relationships with these people and groups who provide personal social support and/or companionship.
3 = Client needs and/or requests moderate assistance in identifying and communicating with family, friends, significant others, and social/religious groups from whom the client may gain informal support. Client needs and/or request moderate assistance from others in order to enhance and/or maintain existing relationships and to develop new ones.

5 = Client is unable to identify or interact with family, friends, significant others, and/or social/religious groups who may serve as personal supports. Client has few, if any, personal or familial relationships and is unable/unwilling to interact positively, if at all, with these persons or groups. Client needs and/or requests significant assistance from others to elicit information and support on his/her behalf.

IV. Linking and Accessing Services

0 = Client does not need/or request assistance in this area.

1 = Client is able, with minimal assistance from others, to locate and gain access to services identified in the treatment or service plan. Client is able, when encouraged, to establish and maintain appointments/services with appropriate service providers with minimal assistance. Client needs and/or requests minimal assistance by others to successfully gain access to and to maintain contact with community resources and services.

3 = Client needs and/or requests moderate assistance in locating and gaining access to services identified in the treatment or service plan. Client may require and/or request moderate assistance, often in non-traditional ways, to access, establish, and maintain contact and services with the identified service providers.

5 = Client is unable and/or unwilling to locate or gain access to services identified in the treatment or service plan. Client's identified needs are so immense or so unusual that assertive and creative efforts outside of the usual and normal practice must be employed in order to help the person gain the resources and services identified. Client needs and/or requests significant (frequent and continual) assistance by others to successfully gain access to and to maintain contact with community resources and services.

V. Monitoring of Service Delivery

0 = Client does not need/or request assistance in this area.

1 = Client is able to communicate, when encouraged, his/her opinion of the progress and satisfaction with the service provider and/or the delivered services as well as the need for revisions to the treatment/service plan. Client is able and willing to participate in intra- and inter-agency as well as cross-systems reviews of the need for and appropriateness of the specific services delivered. Minimal assistance from others is needed and/or requested to ensure that the client satisfied with the services received.

3 = Client needs and/or request moderate assistance in determining and communicating his/her satisfaction with the service provider and with the services delivered. Client needs and/or requests moderate assistance in identifying what progress has been made and the possible need for revisions to the treatment/service plan.

5 = Client is almost totally dependent on others to see that progress is being made and to suggest needed revisions to the treatment/service plan. Client needs and/or requests significant assistance to communicate effectively and realistically about his/her progress and satisfaction with the service provider and/or the services delivered.
VI. Problem Resolution

0 = Client does not need/or request assistance in this area.

1 = Client needs and/or requests minimal assistance to resolve issues and overcome barriers that prevent him/her from receiving treatment, rehabilitation, and/or support services.

3 = Client is able, with moderate assistance and encouragement, to identify issues that need to be resolved but is unable, without direct assistance from others, to formulate steps or implement actions that would overcome barriers that prevent him/her from receiving treatment, rehabilitation, and/or support services.

5 = Client needs and/or requests significant assistance to identify and resolve issues that prevent him/her from receiving treatment, rehabilitation, and/or support services. Client is totally dependent on others to recognize and to take steps to overcome these barriers.