NEEDS ASSESSMENT QUESTIONNAIRE

Purpose

The Division uses the Needs Assessment Questionnaire (NAQ) to capture a thorough picture of an applicant’s current needs and calculate a numeric score that reflects those needs. NAQ scores determine a person’s waiting list ranking in relation to each other person on the waiting list.

AREAS MEASURED

- Severity of Need
  - Identifies personal care needs, daily living needs, personal safety, behavioral issues, and specific medical needs
  - 50% of the overall score

- Caregiver Support
  - Availability and ability of the family or caregiver
  - 30% of the overall score

- Time on Waiting List
  - Calculates how many days a person has been on the waiting list
  - 20% of the overall score

- Urgency of Need
  - Identifies the immediacy and criticality of the person’s situation.

Policy

1. Caseworkers shall complete a NAQ with each person to determine their waiting list ranking.
   a. Complete a NAQ after determining that an applicant is eligible for services; and at least annually for each person waiting for services.
   b. Assessments may be completed remotely or in-person.

2. Use the NAQ Manual 2.0 revised in 2019 for instructions on how to administer the NAQ.