

---

# NEEDS ASSESSMENT QUESTIONNAIRE

## NAQ

---

### Directive 1.16

Authorizing Code: [26B-6-403](#)

Rule: R539-2-4

Version Date: January 2024

Next Review: January 2026

Forms: 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.