



General Admission Criteria:

- For those distressed people in recent crises or critical incident of conflicts with family members or significant others.
- Placement can be secured provided that client's time-out need is confirmed after the telephone assessment and face-to-face office intake assessment (**please refer to the Flow-chart attached**).
- The Live-in period is ranged from 3 days to 7 days, with 5 more days under verbal extension request and another 5 days under written extension requested by caseworker. Client should leave if no stay extension is granted.
- People under the following conditions will **NOT** be admitted to the Centre:
 - * People waiting for reallocation of housing;
 - * Serious domestic violence case that needs protection rather than time-out;
 - * People being not able to take care of themselves due to physical disability;
 - * People with contagious diseases and poor health which require medical care;
 - * Active substance abusers;
 - * People in old age or with acute psychosis, mental retardation or other mental health problem which affect their self-care or cognitive ability;
 - * People with uncontrollable self-harm / suicidal ideation and behavior;
 - * People having committed serious or repeated crime;
 - * Pregnant women expecting child birth within two months;
 - * Dependent children who are under 16 years old without guardians' / adult carers' verbal consent
 - * People with significant adjustment / behavioral problem and not suitable for group-life.

(The Caritas Family Crisis Support Centre reserves the right for final decision)

Things to do before making referral:

- Case discussion and need assessment with FCSC intake worker before sending your client to the CFCSC.
- Client with mental illness, which requires regular medication, should obtain medical certificate from doctor before placement can be secured.
- Provide tangible support such as food or clothes to those needy clients if applicable.

Things to do after the admission:

- To assign caseworker three days from the date of referral.
- To follow client's welfare plan and arrange long-term accommodation if applicable
- A written extension should be made after 12 days of stay of your client; the FCSC reserves the right for granting the extension or not.

Case Urgency Level:

For rating the case's urgency level, each term is considered as follows:

Verv Urgent: Service request requires an immediate response within hours.

Urgent: Response requires rapid but not necessarily immediate response, e.g. within a day.

Somewhat Urgent: Response should be made within a few days.

Not Urgent: When a situation has existed for a long time and does not warrant immediate intervention, a week or two is unlikely to cause any significant difference.