

Housing Resource Specialist Agreement

Housing Resource Specialists (*formerly Skilled Assessors*) are qualified to engage people experiencing and at-risk of homelessness, administer the Standardized Housing Assessment, and refer participants to various resources to resolve their housing crisis.

All Housing Resources Specialists use the Homeless Management Information System (HMIS) to administer the assessment and to record updates, since housing matches are made through HMIS.

Housing Resource Specialists are expected to understand and comply with the following expectations:

Participation

- I will complete a minimum of 10 assessments or updates each month. (Exceptions to this requirement may be made for supervisors of Housing Resource Specialists, for Housing System Navigators, and for other special circumstances as approved by All Chicago).
- If I will no longer be completing assessments due to change in my role or employment, I will inform All Chicago as the Coordinated Entry Lead at ces@chicagococ.org
- If I am ever unable to provide assessment services to participants who request them, I will ensure that participants have access by sharing information about Coordinated Entry Access points, which can be found on the [Coordinated Entry webpage](#).

Resource Referrals

- Whenever possible, I will refer participants to additional resources to help resolve their housing crisis, including assisting participants with applying for Chicago Housing Authority developments. Examples of other resource referrals can be found [here](#). If need assistance with identifying resources, I will contact the Coordinated Entry Lead at ces@chicagococ.org.

Confidentiality

- As a Housing Resource Specialist, I have access to privileged information shared by a consenting participant. Serving in this capacity, I am committed to maintaining the confidentiality of applicants, in line with [HMIS data standards](#).
- I agree that I will only access HMIS participant records for the purposes of completing and updating Coordinated Entry assessments, and coordinating with other housing and service providers when a participant has been referred.
- I understand that I can share information with providers within the Collaborative solely for the purposes of coordinating housing and services, and that I may only share the minimum necessary information to promote the household's housing success.
- I agree, when writing notes in HMIS, to only include information related to housing and will not include health-related or personal information. If there is any health or personal information relevant to the household's eligibility and housing match not already captured in the housing assessment questions, I will contact the Coordinated Entry Lead at ces@chicagococ.org.
- I will explain the data sharing consent form in full to each household with whom I intend to complete an assessment.

Access



- I am committed to providing fair and nondiscriminatory service delivery. This includes ensuring access for persons with disabilities and those who speak languages other than English. If there are any concerns about accessibility of the assessment for a participant, I will contact the Coordinated Entry Lead at ces@chicagococ.org.
- I will offer participants information on Fair Housing and how to report housing discrimination. See [here](#) for more information.

Quality

- I recognize that providing complete, correct information in the Coordinated Entry Assessment directly impacts the likelihood of a successful housing match for participating households.
- I am committed to fully completing all assessments I begin.
- 90% of all assessments that I administer will be complete, with no missing data elements.
- If I am unable to complete an assessment, I will indicate the date of first attempt on the assessment, and notify the Coordinated Entry Lead at ces@chicagococ.org

Training

- Every year, I will participate in a minimum of two training sessions that promote professional development related to the process of assessing households and screening for disabilities.
- I will attend all Housing Resource Specialist meetings hosted by All Chicago as the Coordinated Entry Lead to ensure that I am up-to-date on system changes and have an opportunity to collaborate with partnering entities. If I am unable to attend, I will notify ces@chicagococ.org.

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- I understand and agree with the standards set above and the requirements associated with being a Housing Resource Specialist for the Coordinated Entry System in Chicago.
- I understand that if I do not meet the above expectations, my access to complete Coordinated Entry assessment will be removed.
- I understand that I can contact CE Lead with questions, concerns and for support anytime with regards to my tenure as a Housing Resource Specialist.

HRS Name (printed): _____

Agency: _____ Email Address: _____

Signature: _____ Date: _____

Supervisor's Name (printed): _____

Supervisor's Signature: _____ Date: _____