



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 are required to use the Homeless Management Information System (HMIS) to administer the assessment and to record updates, since housing matches are made through HMIS. All Housing Resource Specialists are required to be affiliated with an organization. The organization in turn is required to complete an [Agency Participation Agreement](#), whether or not they otherwise enter data into 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 I 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 [the HMIS consent and privacy policy](#).
- 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 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 understand that I can share information with providers within the HMIS 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 will explain the data sharing consent form in full to each household with whom I intend to complete an assessment.
- I will obtain signed written consent for data sharing and will upload the signed consent forms into each household's HMIS profile, unless I am completing the assessment or update virtually or over the phone, in addition to documenting consent in the ROI tab. In the case of phone/virtual assessments, I will obtain verbal consent and [document consent in HMIS](#).

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 the 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.
- 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.

Commented [BH1]: Curious why the expectation wouldn't be 100? All questions have "no data collected" responses

Priority List

- When participants whom I have completed an assessment and/or update for are added to the Coordinated Entry Priority List and/or receive a CE housing referral, I will reach out to communicate this information to the participants, establish a plan to stay in contact with the participants, help connect participants with housing providers, and support with obtaining documentation to verify eligibility for housing programs.

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Training

- Every year, I will participate in a minimum of two training sessions that promote professional development related to the process of assessing households, screening for disabling conditions and connecting participants to housing and service resources outside of the CoC.
- 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.

Commented [BH2]: Wondering if this would be in addition to any mandatory training related to completing assessments?

Commented [BH3R2]: Would we expect them to complete other trainings offered through AC?

HRS Name (printed): _____

Agency: _____ Email Address: _____

Signature: _____ Date: _____

Supervisor's Name (printed): _____

Supervisor's Signature: _____ Date: _____