**Hennepin CoC Coordinated Entry Assessor Role**

All trained assessors are expected to be approved by Hennepin CES Team prior to obtaining access to Hennepin CES EDA in HMIS and/or CES Connect. Determination of assessor is based on Assessor Determination policy *(coming Fall 2021*). Assessors unable to comply with Hennepin CoC’s CES Assessor Role will be asked to complete additional assessor training.

For Assessors completing assessments in HMIS:

* Complete HMIS New User Training with ICA
* Purchase HMIS User License
* Complete Hennepin specific Assessor Training

For Assessors completing assessments in CES Connect:

* Complete CES Connect training with Hennepin CES team
* Complete Hennepin specific Assessor Training

Assessors are expected to:

1. Assure compliance with data privacy and policies, including having those assessed sign the HMIS ROI as applicable and the CES ROI for all assessments completed. Please note, failure to complete CES ROI will result in removal from priority list.
2. Utilize Assessor Script *(coming Fall 2021)*
3. Follow CES Process to complete assessment questions to determine appropriate service connections, linkages, and referrals.
4. All assessments must be completed and submitted through HMIS or CES Connect by the trained assessor. Third party data entry is detrimental to the system and is not permitted
5. Complete assessments in HMIS under the Hennepin County CES Assessment EDA
6. Data entry of assessment and notes must be entered into HMIS or CES Connect within 3 business days from completed assessment.
7. Assessors will receive notification of HMIS errors in the assessment (if applicable), corrections must be completed within **30 days** of receiving email.
8. Make contact with the client and update assessment at least **once per month until the person** is off of CE Priority List. Denote contact in “Current Living Situation” in assessment. (*coming Fall 2021*)
9. Understand the CES as a whole and the constraints of the system (i.e. housing is not guaranteed, only homeless dedicated housing filled through CE).
10. Aid clients in obtaining vital documents, store in appropriate application and denote in assessment. For assessments completed in CES Connect, the assessor or client should store vital documents in a different secure location
11. Collaborate with Hennepin County’s Community Health Workers & Case Management Assistants to aid in gathering vital documents and other tasks as needed
12. Remove individuals assessed when a person is no longer eligible for housing through CES or no longer in need.
13. Attend required HMIS, CoC, and CES trainings
14. Provide feedback for annual CES evaluation
15. Attend annual Assessor Renewal Training
16. If serving a specialized population, Assessment Site protocols may be appropriately adjusted
17. Facilitate a warm hand off to the Housing Provider if a referral is made. This includes but is not limited to, contacting the client to advise them of referral, facilitating communication between the client and housing provider, and providing saved vital documentation from time of assessment. Denote handoff in “Current Living Situation” sub assessment.
18. Assessor or Assessor’s supervisor will notify CES Staff when the assessor is leaving the position and will no longer be assessing. Agency staff must update all completed assessments to reflect a change in point of contact (i.e., since the original assessor is no longer available, agency must provide new staff to act as assessor role). New assigned assessor will resume monthly contacts and warm handoff to housing provider if referral is made.

***Assessor Performance Measures****(coming fall 2021)*

For purposes of tracking performance measures, an Assessor Error is defined as an error that prevents the Priority List Manager from making a referral because the assessment is lacking in information needed. Please note this is different than a “HMIS Error” as described above.

When Priority List Manager encounters an Assessor “Error” they will

1. Email the assessor and their supervisor to alert them of the error and ask them to correct it within 30 days.
2. Assessor Errors will be tracked and after 5 Assessor Errors the Hennepin CES team will suspend access to the EDA and Assessor will be requested to take online training.
3. Once Assessor completes training their EDA access is restored and the error counter resets to zero.
4. If the assessor reaches the error limit twice their access will be removed permanently.
5. Coordinated Entry Leadership Committees will review Assessor Error data monthly.