



Southern Nevada Coordinated Entry Assessment Tools and 2020 Process Changes Assessor User Agreement

Southern Nevada Continuum of Care's (CoC) Coordinated Entry Assessment Tools collect information about a client's chronicity, vulnerability, and severity of need. The results of these assessments are used to uniformly prioritize clients across the Continuum of Care for available housing and services. To ensure the integrity of the tool and promote quality assurance across the system, all agencies and staff administering the tools must agree to the following:

1. General Understanding:

- a. In this Agreement, these terms are defined as follows:
 - i. "Client" refers to a consumer of services;
 - ii. "Agency staff" refers to both paid employees and volunteers; and,
 - iii. "HMIS" refers to the Nevada Homeless Management Information System.
- b. When administering the Assessment Tools in HMIS, Agency understands that all requirements of the [HMIS Agency Data Sharing Agreement](#), the [HMIS Memorandum of Understanding \(MOU\)](#), and the Coordinated Entry Policies and Procedures are applicable.

2. Assessment Tools Administration:

- a. Agency staff administering the Assessment Tools will not attempt to manipulate or affect a client's answers for purposes of increasing or decreasing the client's assessment score. This includes, but is not limited to:
 - i. Coaching any client to answer certain questions in a particular manner in order to affect any particular assessment score;
 - ii. Stating or implying to any client that any particular answer will enable the client to access particular kinds of housing or services, or reduce the length of time it will take to access any form of housing or services; or,
 - iii. Altering any client's self-reported answer.
- b. Agency staff administering the Assessment Tools will not inform any client of their numerical Assessment Tools score.
- c. Agency staff administering the Assessment Tools will not inform any client how their assessment score compares to the assessment score of any other client(s).
- d. Agency staff administering the Assessment Tools will not guarantee to any client that he or she will receive housing or services as a consequence of participating in the assessment process.
- e. Agency staff administering the Assessment Tools will not inform or speculate with any client of the categories of housing and services for which they are eligible based upon their Assessment Tools answers or assessment score.

3. Termination of Rights Due to Misuse:

The right(s) of an Agency or particular Agency staff to administer the Assessment Tools may be suspended and/or terminated for failure to comply with the terms of this User Agreement.

1. Determination of Failure to Comply.

Intentional vs. Unintentional (i.e. whether agency staff has capacity to correctly administer the Assessment Tools in the future with proper training):

- a. If any agency discovers that one or more members of its staff has violated the terms of Assessment Tools Administrator User Agreement, it is the Agency’s responsibility to determine whether that violation was intentional or unintentional.
- b. If a violation by any staff or Agency is reported to Coordinated Entry System Working Group (Working Group), it is the Working Group’s responsibility to investigate the alleged violation, determine whether the violation was intentional or unintentional, and determine the appropriate consequences. Such consequences may include, but are not limited to: training, support, or suspension or revocation of the right to administer the Assessment Tools.

2. Repercussions

- a. Agency Staff:
 - i. If any agency staff is found to have violated this agreement unintentionally, the agency must report this violation to the Working Group and the agency staff member(s) must go through corrective training. The Working Group is responsible for providing appropriate additional training to agency staff member(s). More than one (1) unintentional offense per agency staff member will result in suspension of Assessment Tools administration rights for 60 days.
 - ii. If any agency staff member(s) is found to have violated this agreement intentionally, the agency must report this violation to the Working Group. The Working Group will investigate the violation and make a determination as to whether training, suspension, and/or revocation of the right to administer the Assessment Tools are necessary. More than one (1) intentional offense will result in permanent revocation of Assessment Tools administration rights for the agency staff.

3. Grievances

If an Agency or individual disagrees with a decision of the Working Group to suspend or revoke the right to administer the Assessment Tools, the grievance policies set forth in the CoC Policies and Procedures apply.

Signature	Print Name	Date of Training
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Agency Name

Agency Mailing Address	City	State	Zip
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