

# DRAFT

## **Community Assessor Performance Policy - to be incorporated into the CE Written Standards**

### **Policy**

This policy is designed to maintain a high quality of coordinated entry needs assessment provision and ensure that community staff certified as community assessors are actively engaged in the provision of CE services. Regular assessment completion is crucial for the success and reliability of our community assessment process.

By adhering to this policy, the community will support our assessors in meeting their responsibilities while maintaining the integrity of our assessment program.

### **Assessor Expectation**

**Assessor Quality:** Assessors are expected to maintain accurate and timely data entry, which is monitored monthly by the local coordinator of the Coordinated Entry System (CES), ECHO.

**Assessor Frequency:** Assessors are expected to utilize their skills to increase access to the coordinated entry system for persons experiencing homelessness as indicated by a minimum of 5 assessments completed per month. The Local Coordinator of the CES will monitor completed assessments monthly.

**Assessor exceptions:** There will be exceptions to this policy as long as there is communication between the assessor and ECHO/ the Coordinated Assessment Technical Assistance Manager. For example, if an assessor supports a specific sub-population, goes on leave, transitions into a new role within their current agency, and or starts working at a new agency and wishes to continue to be an assessor.

### **Remediation**

Assessors identified by the Coordinated Assessment Technical Assistance Manager that are out of compliance with the above expectations will be addressed through the following process.

1. **Written Warning** - The coordinator of the CES will send an email to the Assessor and the agency point of contact identifying the non-compliance, offering assistance, and identifying the need for compliance within the **next 30 days**
2. **Verbal Warning** - The coordinator of the CES will meet with the Assessor and the agency point of contact identifying the non-compliance, offering assistance, and identifying the need for compliance within the **next 30 days**
3. **Termination of CA Assessor Access** - if the identified assessor is unable to meet the expectation for quality or frequency within the following 30 days, the assessor's access will be removed. Written documentation of the decision will be provided.

### **Appeals:**

The assessor has the right to appeal the decision of termination **within 14 days** of receiving the final notification. The appeal must be submitted in writing to the Coordinated Assessment Manager. The CA Manager and the Crisis Response Director will review the case and make a final decision within 30 days of receiving the appeal, which will be communicated in writing.

Community Staff whose access has been terminated due to inability to meet assessor expectations may be **retrained** as a community assessor within 30 days of termination after further evaluation .

### Reporting

The Crisis Response Director will provide monthly reports to the CoC CE Workgroup of the number of community assessment staff who are currently out of compliance with the expectations of this policy, the number of staff terminated due, requests for appeal, and the outcome of these requests.

### Example Timeline

