Homeless Services Department

Multnomah County
Coordinated Access Assessor Expectations

Multnomah County Coordinated Access Assessors

Multnomah County Coordinated Access Assessors are individuals from agencies designated by the Homeless Services Department (HSD) to conduct the Multnomah County Coordinated Access (CA) process with individuals experiencing a housing crisis. Assessors have been approved by HSD, completed all required training, and have agreed to follow the expectations described below. Failure to uphold the CA assessor expectations may result in revoked access and ability to complete assessments

Expectations of being a Multnomah County Coordinated Access Assessor

- Identify households experiencing and at imminent risk of homelessness and build rapport to screen for and conduct the Coordinated Access Assessment process.
- Conduct initial triage and safety screenings and direct participants to crisis assistance if needed.
- Enroll households in the Homeless Management Information System (HMIS) Coordinated Access Program.
- Engage households in completing the Multnomah Services and Screening Tool (MSST).
- Steward access to the system's limited resources by following assessment procedures to ensure that all responses result in the most honest and accurate assessment of household needs.
- Support households with Housing Problem Solving Conversations to identify safe housing alternatives outside of the homelessness response system.
- Outreach and engage with assigned households that have been referred to the Priority Housing Pool to complete the Housing Preferences and Matching

Questionnaire (for the family system, this will be the responsibility of the Family Navigators).

- Support households referred to Coordinated Access housing resources through the enrollment, housing search, and move-in process, by coordinating with housing providers, which may include, conducting warm hand-offs assisting with gathering identifying documents, and completing housing applications (for the family system, this will be the responsibility of the Family Navigators and Mobile Housing Team (MHT)).
- Complete all required trainings to become a Multnomah County Assessor:
    - Multnomah County Coordinated Access Overview Training
    - Equity and Dismantling Stigma Training
    - HMIS data entry training
    - Multnomah County Assertive Engagement training.
    - Complete any ongoing training as requested by HSD.
- Ensure HMIS data entry for all steps of the Coordinated Access process is timely, accurate, and complete.
- Adhere to all policies and procedures of the Multnomah County Coordinated Access System.
- Conduct at least 5 MSST assessments and Housing Problem Solving conversations per month (for the family system, 2-1-1 will conduct some preliminary Housing Problem Solving conversations but most in-depth Housing Problem Solving will be the responsibility of the Family Navigators).

How to become a Multnomah County Coordinated Access Assessor

Agencies that serve people experiencing or at imminent risk of homelessness in any setting may want to have staff serve as Multnomah County Assessors. Assessors must be licensed HMIS users and participate in all required training. To express interest, fill out a Multnomah County Coordinated Access Assessor Interest Form.