



Sacramento CoC Coordinated Access System (CAS) CAS Assessor User Agreement

OVERVIEW

The Coordinated Access System (CAS) provides a standardized framework for assessing and prioritizing individuals and families at risk of or currently experiencing homelessness in Sacramento County. As a CAS Assessor, your role is to administer the CAS assessment tools and processes with precision. Operated by Sacramento Steps Forward and guided by the Sacramento Continuum of Care (CoC), CAS aims to connect households with appropriate services and housing based on their specific needs.

Your assessments are vital in directing those with the greatest vulnerability—such as individuals at risk of severe health issues or death—to available housing and homeless assistance within the CoC. Additionally, your work assists agencies in focusing their services and identifying alternative resources, ensuring that single or family households can secure the necessary documentation for housing and related services.

By effectively executing your role, you contribute significantly to prioritizing and addressing the needs of the most vulnerable populations and enhancing overall service delivery within the system.

USER RESPONSIBILITIES

CAS Assessors are trained community-based staff responsible for administering CAS assessments and facilitating access to services and housing for individuals and families at risk of homelessness. Please read each item carefully and initial to affirm your understanding and acceptance of the roles and responsibilities of a CAS Assessor:

Initials:

1. _____ I will conduct assessments according to established protocols, reading each question as written without omitting or adding questions.
2. _____ I will administer CAS assessments in a confidential setting.
3. _____ I will not intentionally manipulate answers or adjust the client's score outcome.

4. _____ I will not alter a client's answers after the assessment has been completed. If a client's situation changes significantly, I will conduct a new assessment to ensure their responses accurately reflect their current circumstances.
5. _____ If a client has difficulty understanding the questions, I will offer reasonable accommodation(s) to ensure they can fully participate and provide accurate responses.
6. _____ If a client prefers to conduct the assessment in a language other than English, I will provide translation services at no additional cost to them.
7. _____ I will not disclose assessment scores to the client. I will only explain the CAS, the purpose of the assessment, and how it informs the housing plan.
8. _____ I will not guarantee specific housing timeframes or make definitive promises regarding housing availability.
9. _____ If I suspect that a client's responses indicate an inaccurate score, I will report the discrepancy to CAS or Homeless Management Information System (HMIS) staff for further review.
10. _____ I will adhere to all CAS Assessor training requirements, policies, and procedures, including completing annual recertification.

USER CODE OF ETHICS

I agree to the following standards:

- I will utilize trauma-informed care practices, incorporating motivational interviewing skills, progressive engagement, and other best practices for assisting individuals in a housing crisis.
- I will engage in ongoing professional development and training to maintain and enhance their competence and stay current with best practices and evolving standards.
- I will strive to ensure that clients are fully informed about the purpose, use, and potential outcomes of the assessment and related services,
- I will obtain consent before administering any CAS assessment.
- I will treat all clients equally, respectfully, and fairly.
- I will disclose any potential conflicts of interest that may affect my objectivity or the quality of services, and I will recuse myself from situations where a conflict exists.
- I will not discriminate based on race, color, religion, national origin, ancestry, disability, age, sex, or sexual orientation.
- I will demonstrate cultural competence by understanding and respecting the diverse backgrounds and perspectives of clients and by adapting my approach to be culturally appropriate.
- I am responsible for reporting any observed unethical behavior or policy violations within my agency and for cooperating with investigations as required.
- I will uphold the highest standards of professional conduct in my role as a CAS Assessor.

- I agree not to condition the administration of CAS assessments on program requirements or otherwise restrict a client's ability to take the assessment in ways that do not align with CAS policies and procedures.
- I will uphold and protect client rights related to privacy and confidentiality and adhere to [HMIS Policies and Procedures](#).
- Regardless of my role within my agency, I am responsible for developing an individualized, housing-focused support plan after completing a housing assessment with any client.
- If a client is identified as an *extremely vulnerable household* (EVH), I will escalate their case appropriately to ensure immediate support in navigating crisis and housing resources.
- I will be familiar with and adhere to emergency procedures for client safety and crisis intervention, including knowing how to access immediate support resources.
- I will not use the HMIS system to defraud or attempt to defraud federal, state, or local governments or individual entities or engage in any illegal activities.
- I understand that my HMIS activities will be subject to regular monitoring and that I may be required to undergo site-based monitoring.
- I will be open to feedback from clients about their experiences and use this feedback to improve the assessment process and the services provided.
- I will support clients in submitting grievances and provide assistance throughout the process to ensure their concerns are properly addressed and resolved.

As a CAS Assessor, I understand and agree to comply with all the statements listed above. Engaging in unethical behavior will result in losing access to the CAS agency and assessments in HMIS. Failure to adhere to these guidelines may lead to the termination of user privileges and revocation of HMIS access. More severe violations may result in additional significant consequences.

Printed Staff Name

CoC Agency Name

Staff Signature

Date