

Housing Strategist Roles and Responsibility Agreement

1.0 Purpose

- 1.01 This agreement outlines the core competencies, responsibilities, and expectations for Housing Strategists in Calgary's Coordinated Entry System. Adherence to this agreement ensures effective and equitable service of individuals and families experiencing homelessness.

2.0 Housing Strategist Eligibility

- 2.1 A participating agency agreement and data sharing agreement are required to be on file to be trained as a Housing Strategist. If your agency does not have these in place, please contact CHF directly at CAA@calgaryhomeless.com.
- 2.2 For all [training requests](#) moving forward, please note that we are looking for individuals who meet certain criteria, outlined below:
- Shelter Staff
 - Warming Centre Staff
 - Outreach Team staff
 - Staff at Distress Centre Coordinated Entry Program at SORCe
 - Door agencies with direct services for supporting individuals at imminent risk and houselessness
- 2.3 To assess your initial eligibility, please email the CAA Training Coordinator at caatraining@distresscentre.com.

3.0 Housing Strategist Core Competencies

- 3.1 CHF understands that, as Housing Strategists, our mission is to support individuals and families in accessing and maintaining stable, safe, and supportive housing by building trust, staying informed, and working collaboratively within the system of care. Core competencies of housing strategists include, but are not limited to:
- Building trust and rapport with individuals and families through strong interpersonal skills
 - Maintaining comprehensive knowledge of local housing resources, programs, and eligibility criteria
 - Stay updated on changes in practices related to the role of Housing Strategist
 - Accurately entering and updating participant information in HMIS as needed and appropriate
 - Supporting connections to supportive housing programs when referrals are made
 - Ensuring data integrity and confidentiality
 - Meeting the required data quality standards
 - Working collaboratively within the system of care
 - Exhibiting cultural sensitivity and understanding when working with diverse populations

4.0 Housing Strategist Core Responsibilities

- 4.1 Housing Strategists have a responsibility to:
- Provide Assessment—conduct comprehensive assessments of participants' housing needs, develop individualized Housing Plans based on their goals, and provide information, navigation, and referrals to support those plans.
 - Interaction Requirements—housing strategists are expected to have a minimum of five (5) initial NSQs or updates per 30 days (not including check-ins) with individuals accessing the coordinated entry system. This is to promote better data quality and ensure the role of housing strategists aligns with system-wide objectives.
 - A minimum of 5 interactions over a 30-day period are required to maintain your CAA access. Should 30 days elapse without meeting the interaction minimum, CAA will contact you directly to discuss steps to regain access.
 - If you know that you will be away from your role for an extended period and may not be able to complete 5 interactions within the 30 day period, please notify us in advance at caa@calgaryhomeless.com

- You will also be required to rectify any data quality issues that you are notified of by CHF within 10 business days.
- Data Collection—collect and record data in HMIS on participant interactions, including, but not limited to:
 - Updates to contact information
 - Changes to their situation (reflected on the Coordinated Entry Tool)
 - Placement committee notes
 - Frequent locations
 - Community wrap-around supports and contact information
 - Progress on their housing plan.
- Ensure Data Quality Standards—Housing Strategists must maintain a minimum of 75% data quality. Data quality is observed by Calgary Homeless Foundation, and coaching will be provided on an as-needed basis by the CAA Training Coordinator.
 - Access Revocation—if data quality consistently falls below 75% for thirty (30) consecutive days, access to the system will be revoked. This measure underscores the importance of adherence to processes and the critical role of data quality in service delivery. If your CAA access is revoked and you would like to have it reinstated, please reach out to the Coordinated Entry Trainer at caatraining@distresscentre.com to request additional training and mentorship.
- Agency Transition Notification—in the event of transitioning to a new agency, please notify CHF and ensure that a new housing strategist agreement is signed and submitted for review and approval.

5.0 Standards in Practice

5.1 Ensure adherence to the required practices of the role of Housing Strategist and your own organizational policies and procedures. Where there is conflict, inform your supervisor as well as CHF to ensure minimal disruption to the role, system, and most importantly, the participant/.

Acknowledgement and Agreement

I, _____ hereby acknowledge and agree to adhere to the core competencies, responsibilities, and expectations outlined in this document. I understand that maintaining the specified interaction and behavior requirements, as well as the data quality standards, is crucial for my role. Failure to meet these standards may result in the revocation of my access to the system and other necessary actions to ensure compliance with organizational policies and procedures.

Housing Strategist Signature: _____ Date: _____

Supervisor Name: _____ Agency/Program: _____

Supervisor Signature: _____ Date: _____