



## **PARTNERSHIP AGREEMENT**

**April 2012**

### **When Working With Family Housing Connection, Families Are Expected To:**

- Call 211 to schedule a housing assessment appointment.
- Complete a housing assessment with Family Housing Connection which includes providing information on specific housing barriers that will result in appropriate referrals for their family.
- Contact Family Housing Connection if a placement roster status update is desired.
- Contact Family Housing Connection if circumstances or contact information changes.
- Respond to Family Housing Connection's available resource phone call or email within 24 hours.
- Complete a secondary screening to determine eligibility for an available resource.
- Meet with program staff at the referral location within two (2) days of the referral being made.
- Accept or refuse any offered resources by the end of the business day following the onsite meeting with program staff.
- Provide feedback regarding their experience with Family Housing Connection and providers through online and paper surveys as desired.

### **When Working With Families, 2-1-1 Is Expected To:**

- Schedule appointments between families and Family Housing Connection at a location that is convenient for each family.
- Inquire as to each family's language preference and notify Family Housing Connection of interpretation needs via the database.
- Provide additional resource assistance (food banks, drop-in centers, affordable housing) as requested by each family.

### **When Working With Families, Family Housing Connection Is Expected To:**

- Provide 211 with scheduling availability for approximately 540 housing assessments per month.
- Offer families a housing assessment appointment within 2 weeks of the date they call 211.
- Provide interpretation services as requested.
- Complete a strengths-based, culturally sensitive housing assessment and fully explain the process to families during the housing assessment appointments.
- Provide a phone number and email address for families to check on their placement roster status as they desire.
- Call, text or email families as they get close to the top of the placement roster so they can be prepared to respond quickly.
- Provide fair referrals based on the date of the family's Family Housing Connection enrollment.

**When Working With Providers, Family Housing Connection Is Expected To:**

- Provide a referral within an average of three (3) business days of a provider posting an available resource in the database.
- Refer one eligible family per vacancy at a time.
- Request feedback through an online survey at the end of every month.
- Provide regularly scheduled community feedback meetings.

**When Working With Families, Providers Are Expected To:**

- Accept families based on the eligibility criteria provided to Family Housing Connection.
- Notify families of acceptance or denial, including reasons for denial.

**When Working With Family Housing Connection, Providers Are Expected To:**

- Post every program opening in the database as soon as the program becomes aware of an opening.
- Contact the family and host an onsite meeting within two (2) business days of receiving a referral from Family Housing Connection.
- Preferred: Input an acceptance or denial into the database on the same day the onsite meeting is held.
- Input move-in date into the database within one business day of family move-in.
- Provide feedback to Family Housing Connection through community meetings and online surveys as desired.