



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Coordinated Entry Training Standards

October 7, 2024



Goal

- Establish consistent training standards for all Access Points and Access Partners providing Coordinated Entry (CE) Services, while maintaining a population-focused approach that enhances warm handoffs and referrals, while leveraging existing resources and existing Learning Management Platform (LMP)

Training Structure – Four Types of Training + Job Shadowing

• Onboarding Training

All Access Point and Access Partner new staff must complete within the first year of employment

• Ongoing Training

All staff must participate in annual refresher courses to ensure their knowledge and skills remain current

• Optional Training

Open to all Access Points and Access Partners

• Cross Training

Open to all Access Points and Access Partners twice per year

• Job Shadowing

All new hires are to shadow experienced coworkers before their independent engagement with clients.

Utilization of Resources and Collaboration

- **Utilization of Existing Resources** – Existing training materials from training managers of various Access Points and other non-profit organizations and City departments will be incorporated into the training program to maximize resource efficiency
- **Collaboration** – The CE Redesign Implementation Committee will collaborate on creating and updating training content to ensure it meets the evolving needs of the CE system

Access Point Leadership Role, Tracking and Records Review

- **Access Point Leadership Responsibility** – to ensure that their staff receive onboarding and ongoing training as well as to encourage their staff to attend additional training
- **Attendance Tracking** – new employee onboarding training plan, and instructions on completing refresher training, will be provided by HSH and facilitated through the Learning Management Platform for all applicable trainings to ensure accurate and up-to-date training records
- **Training Records** – will be reviewed as a part of the annual program monitoring process

Evaluation

- The effectiveness of the training program will be evaluated through regular feedback from participants and from post-training tests
- Adjustments to the training content and delivery methods will be made based on this feedback to continuously improve the training program

Warm Handoffs and Referrals

- Strengthening the process of warm handoffs and referrals between households and community resources is a key focus area
- Training will emphasize the importance of these practices and provide staff with the skills needed to execute them effectively

Timeline & Progress to Date

- The training program is expected to be fully implemented and enforced by July 1, 2025
- These Training Standards have been vetted through the Access Subcommittee, CE Redesign Implementation Committee, HSH Leadership
- The next step is presenting to the LHCB

Questions?