

Title: 4.4 Training Policy

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Prepared By: CAFTH

Reviewed By: CE Ad Hoc Committee

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Approved By:

Date Approved:

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The CE Lead Agency will provide routine trainings to the Continuum of Care on Coordinated Entry. Trainings will assist providers with best practices, procedures and appropriate client assessments. Trainings are provided in-person or in recorded webinar form<sup>1</sup> and cover:

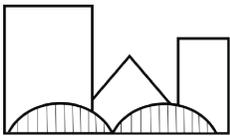
- Assessment training, protocol, and eligibility
- Review of the Continuum of Care and Coordinated Entry System
- Housing Eligibility and Prioritization
- How to conduct a Vulnerability Index (VI) assessment
- Documentation requirements
- Referral process
- Steps for follow-up evaluation by outreach
- Uniform decision making surrounding how the same assessment approach is used at all access points and all access points must be usable by all people experiencing homelessness.
- Any new or updated Coordinated Entry guidelines or practices.
- Any new local CoC Funded Programs being added to the inventory

Coordinated Entry and CoC participants are required to attend at least one CE refresher training session every 12 months either in person or watching the recorded training online. New CE staff are required to complete the three-part recorded webinar training series on Coordinated Entry prior to conducting VI assessments or participating in CE related job activities. This training series is available on the CE Lead Agency website: [www.cafth.org](http://www.cafth.org). It is the responsibility of Coordinated Entry participants to meet all training and attendance requirements.

The Memphis/Shelby County CoC is dedicated to providing CoC members and community partners with best-practice trainings as they pertain to the needs of the homeless population's needs. The CE Lead Agency acknowledges these needs are continuing to change and grow, so changes to trainings and additional trainings will be added as the CE Lead Agency feels necessary to best assist the consortium and homeless population.

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<sup>1</sup> Notice CPD-17-11. (2017). *Notice establishing additional requirements for a continuum of care centralized or coordinated assessment system*. Section II.B.14. Retrieved from: <https://files.hudexchange.info/resources/documents/Notice-CPD-17-01-Establishing-Additional-Requirements-or-a-Continuum-of-Care-Centralized-or-Coordinated-Assessment-System.pdf>



The CoC is additionally dedicated to providing trauma-focused training to service providers who encounter and provide services to clients who are victims of domestic violence, trafficking, intimate partner violence, stalking, assault or actively fleeing violence. These trainings are designed to educate outreach workers and CE staff on VAWA/HUD privacy standards, safety planning, trauma-informed care practices, and privacy standards for handling the personal identifiable information of those fleeing domestic violence.