

**MIAMI-DADE COUNTY HOMELESS TRUST**

**POLICY & PROCEDURES  
POLICY NO: HT011**

**SUBJECT: TRAINING PROCESS**

**EFFECTIVE DATE: 7/30/2021**

**REVISED DATE:**

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**PURPOSE:** The purpose of this policy is to define the CoC’s training requirements and processes. The Homeless Trust expects Continuum of Care (CoC) providers to utilize best practices when engaging individuals experiencing and at-risk of homelessness. This policy defines the minimum training requirements for CoC subrecipients.

**SCOPE:** Miami-Dade Continuum of Care (CoC)

**GOAL:** The Trust developed the following process to guide Continuum of Care providers and stakeholders with a list of core mandatory training and frequency requirements for CoC subrecipients to complete. Any additional training opportunities will be provided by the CoC. The goal of this policy is to promote CoC participating providers and partners personal and professional development through trainings that enhance service delivery through skill refinements, support for new onboarding employees and refreshers for seasoned employees. All training(s) will be tracked by the CoC using iSpring Learning Management System.

The Trust has developed the following process to guide Continuum of Care providers and stakeholders.

**PROCEDURES:**

1. Training(s) must integrate Housing First and be administered through an equity lens. Providers are expected to proactively train staff on best practices in the field of serving persons who are experiencing homelessness.
2. Providers are responsible for ensuring their staff complete required and refresher training(s) on core concepts and skills described above. The Homeless Trust will review documentation of staff trainings during provider risk assessment and/or contract monitoring.
3. As part of the CoC gaps and needs analysis, the Homeless Trust will solicit training ideas from providers and stakeholders. The CoC may use Planning Grant funds to offer expert training(s). The Homeless Trust will facilitate trainings in addition to notifying providers no less than quarterly of other available training(s) opportunities. These trainings may be offered by national, state, and local entities.
4. Trust-sponsored trainings beyond those defined in the Training Grid may be voluntary or mandatory. The Trust will ask that each provider sends at least one representative to Trust-sponsored trainings. There are certain trainings that may require the attendance of Program Directors and/or Managers. Training(s) may be facilitated in person classroom style or web

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based virtual formats.

5. CoC providers must have supervision policies and practices to ensure ongoing support to and performance monitoring of staff and volunteers.

**TOOLS: Training Grid**