

**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 and technical assistance (TA) requirements and processes.

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

The Homeless Trust (the Trust) expects Continuum of Care (CoC) providers to utilize best practices when engaging persons experiencing and at-risk of homelessness. Many of these best practices include core concepts and skills that are embedded within the CoC’s policies, procedures, and standards of care, and include but are not limited to:

- Coordinated Intake and Assessment
- Prevention and Diversion
- Rapid Rehousing
- Trauma Informed Care
- Motivational Interviewing
- Harm Reduction
- Restorative Justice Practices/Conflict Mediation
- Critical Time Intervention
- SOAR – SSI/SSDI Outreach, Access and Recovery
- Racial, ethnic, diversity and inclusion training

All training and learning opportunities must integrate a Housing First approach and be administered through an equity lens.

- Housing First  
A system orientation and approach that works to connect people as quickly as possible to permanent housing and the care and support they need to stabilize and improve their quality of life. The primary goals are to help people obtain permanent housing as quickly as possible, increase their self-sufficiency, and remain stably housed.
- Equity  
Paying disciplined attention to underserved, underrepresented and marginalized individuals and groups while analyzing problems, looking for solutions, and defining success; striving to be deliberately inclusive in making decisions.

**GOAL:**

The goal of this policy is to promote personal and professional development, enhance service delivery through skills refinement for CoC participating provider and partners, support the

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onboarding of new staff and refreshers for seasoned employees, ensure consistency of housing and service delivery through the CoC and improve staff and team morale.

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

**PROCEDURES:**

1. Providers are responsible for training their own staff, including refreshing existing staff, on core concepts and skills described above. Such trainings 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 homeless. The Trust will require documentation of staff trainings during provider risk assessment and/or contract monitoring.
2. The Homeless Trust will also facilitate training and TA opportunities. The Trust will notify providers of available training and TA opportunities no less than quarterly. These trainings and TA may be offered by national, state and local entities. 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.
3. Trust-sponsored trainings may be voluntary or mandatory. The Trust will ask that each provider send at least one representative to mandatory trainings. Certain trainings may require attendance by Program Directors or Managers. Trainings may be in person classroom style or web based virtual formats.
4. CoC providers must retain evidence of participation in trainings offered by the Trust or other sources as they will be required to submit proof of training during provider risk assessment and/or contract monitoring.
5. CoC providers must have supervision policies and practices to ensure ongoing support to and performance monitoring of staff and volunteers.

**TOOLS:** CoC Training Needs