



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Coordinated Entry Training Standards

LHCB-CE Presentation



# Goal

- Establish consistent training standards for all Access Points and Access Partners providing Coordinated Entry Services, while maintaining a population-focused approach that enhances warm handoffs and referrals.

# Training Structure

## • **Onboarding Training**

All Access Point new staff must complete within the first six month of employment. All 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.

# Training Schedule

• Details on Pages 1-5 of Coordinated Entry Training Standards Document:  
[Coordinated Entry Training Standards](#)

# Utilization of Resources and Collaboration

- **Utilization of Existing Resources** – Existing training materials from ECS’s training manager and other non-profit 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 LMP 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 & Next Steps

- The training program is expected to be fully implemented and enforced by July 1, 2025
- Next steps are vetting through our subcommittee, CE Redesign Implementation Committee, HSH Leadership, LHCB