

## Onboarding Training Recommendations for Staff in Continuum of Care Projects

### **Background**

The Rhode Island Continuum of Care (RICOc) regularly provides trainings on various topics related to CoC program requirements, program operations, and system standards. The trainings are intended to serve as tools and resources for supervisors, project administrators, and case managers working on projects funded by the RICOc.

Training opportunities are posted on the [RICOc Calendar](#), and recorded sessions are available on the [RI CoC YouTube page](#). The RICOc also maintains policies, sample documents, and other resources for grantees on the [RICOc website](#).

For upcoming trainings, recent updates, or questions, please visit the RICOc website or contact the RICOc Planning Staff: Sarah Saint Laurent, RICOc Coordinator, at [ssaintlaurent@rihousing.com](mailto:ssaintlaurent@rihousing.com) or Rosa Felix-Pichardo, RICOc Planner, at [rfelix-pichardo@rihousing.com](mailto:rfelix-pichardo@rihousing.com).

### **I. Homeless Response System and RICOc Structure:**

The videos in this section provide an overview of the Homelessness Response system, as well as details on the RICOc's responsibilities and governance structure.

#### **[A quick overview of the Homeless Response System](#)**

- **Audience:** Recommended viewing for anyone interested in learning about what a homeless response system is and how different stakeholders work together towards reducing and ending homelessness.
- **Topics:** Quick overview of the Homeless Response System

#### **[Continuum of Care Structure: RI Continuum of Care System Planning and Operational Responsibilities](#)**

- **Audience:** RICOc board and members, funders, community stakeholders, CoC grantees.
- **Topics:** Overview of RICOc system planning structure, CoC Board, membership and committee structure, federally designated responsibilities.
- **Slides**

#### **[Quick overview: Understanding the Rhode Island CoC \(RICOc\)](#)**

- **Audience:** RICOc board and members, funders, community stakeholders, CoC grantees
- **Topics:** Quick overview of RICOc system planning structure, CoC Board, membership and committee structure, federally designated responsibilities.

#### **[Quick overview: Role of the Collaborative Applicant in the RICOc](#)**

- **Audience:** RICOc Board and members, funders, community stakeholders, CoC grantees.
- **Topics:** Quick overview of the role and responsibilities of the Collaborative Applicant

### **II. Continuum of Care Program Rules and Administration:**

The videos in this section provide viewers with a deeper understanding of how to effectively manage CoC programs. The videos also offer a comprehensive overview of the CoC program rules and regulations, as outlined in the [CoC Program Interim Rule](#). Through these trainings, viewers will

learn about HUD's definition of homelessness, eligible CoC project types, financial and policy requirements for administering CoC projects, and reporting requirements for CoC programs.

### **Quick Overview of the Federal Homeless Definition for CoC and ESG Projects**

- **Audience:** Staff who make referrals or determine eligibility
- **Topics:** Quick overview of the four categories of the federal homeless definition.
- [Slides](#)

### **Homeless Definition for CoC and ESG Projects**

- **Audience:** Staff who make referrals or determine eligibility
- **Topics:** Federal definition of homelessness, documentation requirements, chronic homeless definition, and documentation.
- [Slides](#)

### **Continuum of Care: Eligible Project Types and Eligible Expenses**

- **Audience:** Supervisory, Management, and Fiscal Office staff
- **Topics:** Session provides an overview of the project types eligible for funding under the CoC Program and operating in the RICoC. Participants will learn how HUD determines if a cost is eligible.
- [Slides](#)

### **CoC Grant Management**

- **Audience:** Supervisory and management staff at CoC and YHDP projects, including Permanent Supportive Housing (PSH), Rapid Rehousing (RRH), Joint TH/RRH, and Supportive Services only (Coordinated Entry, Outreach, YHDP).
- **Topics:** Session provides an overview of the key activities involved in successfully managing a CoC grant and a CoC subaward. Topics include: CoC Competition and ESnap, grant execution, grant changes, recipient and subrecipient roles, participant eligibility, Systems Performance Measures, Annual Progress Reports, monitoring, and CoC Annual timeline.
- [Slides](#)

### **Policy and Administrative Requirements for CoC Projects**

- **Audience:** Supervisory and Management staff at CoC and YHDP projects, including PSH, RRH, Joint TH/RRH, and Supportive Services only.
- **Topics:** This session provides an overview of the key policies and administrative requirements for CoC grants. Topics covered include Equal access, fair housing, reasonable accommodations, grievances, conflicts of interest, the Violence Against Women Act, confidentiality, rent reasonableness, and other relevant standards and policies.
- [Slides](#)

### **CoC Fiscal Requirements**

- **Audience:** Fiscal and Management staff at recipient and subrecipient agencies of CoC and YHDP projects.
- **Topics:** Session provides an overview of select federal fiscal requirements for CoC grants. Topics covered include program income, impermissible fees, disallowed costs,

procurement, restrictions on combining funds, ELOCCS, audits, internal controls, and sanctions.

- [Slides](#)

#### ***Differences Between Program Administration Costs and Indirect Costs***

- **Audience:** Supervisory, Management, Fiscal Office staff, and those responsible for tracking expenses for CoC projects.
- **Topics:** Allowable CoC project admin costs and documentation requirements, overview of federally allowed indirect costs, and how they are applied to eligible CoC expenses.
- [Slides](#)

#### ***Continuum of Care Program: Matching Funds***

- **Audience:** Project managers and fiscal staff. Specifically, staff who are responsible for documenting, tracking, or committing matching funds for CoC Program projects.
- **Topics:** The session provides an overview of the requirements for matching funds. Topics covered include different types of match, eligible costs, record keeping, common findings, CoC program grant cycle, and documentation of funds.
- [Slides](#)

#### ***Employee Time Tracking for Continuum of Care Program and Emergency Solutions Grant***

- **Audience:** Frontline staff, managers, and fiscal office staff who document or review employee time and activities.
- **Topics:** Session covers requirements for employee time tracking and billing for CoC and ESG projects. Topics covered include federal requirements for tracking and documenting staff time, common monitoring findings, and elements of a compliant timekeeping system.
- [Slides](#)

#### ***Continuum of Care Program: Annual Performance Report (APR) Requirements and Uses***

- **Audience:** Staff responsible for data collection, compilation, and submission of APRs
- **Topics:** The session covers HUD requirements for completing the APR, data sources, key data elements, how and when to submit, and best practices for ensuring accurate and quality data.
- [Slides](#)

### **III. Administering Housing Programs: RRH, PSH, and Joint TH-RRH**

The videos in this section provide viewers with a greater understanding of the administrative requirements for operating CoC Rapid Rehousing (RRH), Permanent Supportive Housing (PSH), and Joint Transitional Housing and Rapid Rehousing (TH-RRH) programs.

#### ***Housing Requirements within Rapid Rehousing (RRH) and Joint Transitional Housing/RRH***

- **Audience:** Supervisory and housing staff at CoC/YHDP RRH and Joint TH-RRH projects.
- **Topics:** The session provides an overview of housing requirements in RRH and Joint TH/RRH CoC Projects. Topics covered include Housing Quality Standards (HQS), Environmental Review, Lead-Based Paint, Fair Market Rents, Rent Reasonableness, Leases/Occupancy

Agreements, Time Limits, Income Determinations, Payment Standards, Rent Calculation, Recertification, and Project Exit requirements.

- [Slides](#)

#### ***Housing Requirements within Permanent Supportive Housing (PSH)***

- **Audience:** Supervisory and housing coordination staff at CoC PSH projects
- **Topics:** The session provides an overview of housing requirements for PSH projects. Topics covered include Housing Quality Standards (HQS), Environmental Review, Lead-Based Paint, Fair Market Rents, Rent Reasonableness, Leases/Occupancy Agreements, Time Limits, Income Determinations, Payment Standards, Rent Calculation, Recertification, Project Exit requirements, Vacancies, and Property Damage.
- [Slides](#)

#### ***Continuum of Care Program Paying for Housing Units: Leasing, Operating, and Rental Assistance***

- **Audience:** Directors, program managers, frontline staff, and fiscal office staff
- **Topics:** Allowable budget line items for housing units, allowable and unallowable activities, and how the type of housing funds impacts project design elements.
- [Slides](#)

#### ***Continuum of Care Program: Paying Utility Allowances and Reimbursements***

- **Audience:** Directors, program managers, frontline staff, and fiscal office staff
- **Topics:** HUD requirements for implementing utility allowances, inclusions and exclusions, how and when to calculate an allowance, and options for payment of utilities that are not included in the unit.
- [Slides](#)

### **IV. Program-Specific Content**

#### ***Youth Homelessness Demonstration Project (YHDP) Eligible Project Types, Special Activities, and YHDP-specific requirements.***

- **Audience:** Supervisory and management staff at all YHDP projects
- **Topics:** The session will provide an overview of eligible project types under YHDP, special YHDP activities, eligible expenses, CoC requirements specific to YHDP programs, including special circumstances for homelessness requirements for youth, age limitations, documentation, and participant stipends.
- [Slides](#)

#### ***Rapid Rehousing (RRH) Deep Dive***

- **Audience:** Recommended video for individuals interested in moving from a basic understanding of RRH programs to a more advanced understanding.
- **Topics:** The session will focus on RRH best practices, implementation options, housing location, case management, rent payment, and move-in assistance.
- [Slides](#)

### **The Role of Street Outreach within the Homeless Response System**

- **Audience:** Street Outreach workers and those interested in learning more about the role played by street outreach programs.
- **Topics:** The session explores approaches to engaging individuals in housing while also supporting their most basic needs. Attendees will gain an understanding of the role of street outreach in the homeless response system and learn how street outreach teams can promote positive housing outcomes.
- [Slides](#)

### **Keys to Effective Low Barrier Emergency Shelter**

- **Audience:** Shelter staff (all levels) and those interested in learning how to operate a low-barrier shelter.
- **Topics:** The session will explore how shelters can respond to local systemic needs and provide attendees with practices to support a housing-focused orientation in shelters. Topics covered include components of low-barrier shelter, best practices, and examples from other communities.
- [Slides](#)

## **V. Case Management and Supervision**

### **Trauma-Informed Care: Leading with Inquisition**

- **Audience:** practitioners of all levels
- **Topics:** Defining trauma-informed case management, psychological safety, how context influences trauma responses, and actionable strategies to implement trauma-informed principles.
- [Slides](#)

### **Motivational Interviewing: Helping People Change and Grow**

- **Audience:** Anyone who works in the homeless response system.
- **Topics:** Overview of core concepts and key ingredients of motivational interviewing, questions that elicit and strengthen motivation, and how to have a guiding approach.
- [Slides](#)

### **Outreach and Engagement with Individuals with Co-occurring Disorders**

- **Audience:** case managers, managers, anyone in the homeless response system
- **Topics:** Basics of co-occurring disorders, outreach and engagement challenges and solutions, balancing safety and self-care, trauma-informed and person-centered care.
- [Slides](#)

### **Stigma and Bias**

- **Audience:** case managers, managers, anyone in the homeless response system
- **Topics:** Components of stigma and bias, impact on the whole person, person-first language, strategies to reduce stigma and bias.
- [Slides](#)

### *Housing First*

- Audience: case managers, managers, anyone in the homeless response system
- Topics: Core housing first principles, examining the case manager's role in supporting the client to independent housing.
- [Slides](#)

### *Provider Wellness*

- Audience: case managers, managers, anyone in the homeless response system
- Topics: Ways staff can increase resilience and mitigate hazards, identifying risks for professionals working with high acuity populations, the importance of self-care, the four domains of self-care, and how to support wellness.
- [Slides](#)

### *Management vs. Leadership*

- Audience: Managers and leaders across sectors in the homeless response system.
- Topics: Core functions and competencies that define management and leadership, delegation as a key skill, and why both roles are needed to lead programs.
- [Slides](#)

### *Trauma-Informed Supervision for Supervisors and Leaders*

- Audience: leaders and supervisors supporting teams in housing access, behavioral health, trauma recovery, and crisis response.
- Topics: Core principles and practical strategies of trauma-informed supervision, promoting staff wellness, accountability, and effective service delivery, trauma-informed care, fostering psychological safety, and personalized supervision approaches.
- [Slides](#)