Connecticut Balance of State Continuum of Care
Ending Homelessness in Connecticut | **Email:** ctboscoc@gmail.com | **Website:** www.ctbos.org

Onboarding Training Recommendations for Staff in Continuum of Care Projects

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Background

This resource is for supervisors and administrators working in projects funded by the Connecticut Balance of State (CT BOS) Continuum of Care (CoC). It provides onboarding training recommendations for new staff working in CT BOS projects.

CT BOS provides trainings on topics related to CoC programs regularly. Training slides and video recordings are posted to the CT BOS Trainings page. The trainings listed below are recommended for all new CoC Project staff. Please note that trainings linked below may be periodically updated, We strongly recommend that you check the trainings page to ensure that you are watching the most current version.

CT BOS posts all resources, policies and other information for grantees on the CT BOS Website. The CT BOS Team regularly updates and posts new materials to the website. If you encounter broken links and are unable to locate the information you need, please contact the CT BOS team at ctboscoc@gmail.com.

Steering Committee Members, Agency and Project Leadership & Fiscal Staff

Recommended viewing for Steering Committee Members, Agency and Project Leadership:

- Brief Updated Intro to CT BOS CoC 2023: Slides, Recording
- Full Intro to CT BOS 2022: Slides, Recording

Recommended viewing for Agency and Project Leadership:

- Key Policy and Administrative Requirements: Slides, Recording
- Monitoring:

- o Brief Update on Monitoring (2023): Slides, Recording
- o Full Monitoring Webinar 2022: Slides, Recording

Recommended viewing for Agency and Program Leadership and Fiscal Staff

- Fiscal Issues - Session 1: Slides, Recording
  - o Topics: Matching requirements, Program Income, Eligible Costs, Rental Assistance, Leasing, Operating, and Supportive Services Budget Line Items, Federal Cost Principles, Procurement
- Fiscal Issues – Session 2: Slides, Recording
  - o Topics: Impermissible Fees & Costs, Documenting Staff Time, Project Administration Budget Line Item, Indirect Costs, Single Audits, e-LOCCS drawdowns, Compensation & Gifts, Internal Controls, Sanctions

Supervisors, Service Coordinators and Housing Coordinators

Required training for all staff who will access HMIS

- Prior to establishing an CT HMIS user account, all staff must attend the required training.

Recommended viewing for all supervisors

- Brief Updated Intro to CT BOS CoC 2023: Slides, Recording
- Full Intro to CT BOS 2022: Slides, Recording

Recommended viewing for supervisors responsible for eligibility verification review & staff who complete eligibility verifications:

- Participant Eligibility: Slides, Recording

Recommended viewing for supervisors who oversee housing activities & Housing Coordinators:

- Housing Requirements - Session 1: Slides, Recording
  - Topics: Requirements for – Project Entry, Unit Search & Approval, Leasing, Violence Against Women Act (VAWA)
- Housing Requirements - Session 2: Slides, Recording
  - Topics: Income Determination & Rent Calculation, Re-determination, Project Exit and DMHAS Specific Requirements

Recommended viewing for supervisors who oversee service activities & Service Coordinators/Case Managers:

- DMHAS Training Catalog – DMHAS offers a series of trainings for supportive housing case management staff; these trainings are targeted primarily for permanent supportive housing teams and may also be useful to staff in other types of projects
- See also the following content areas on the CT BOS Trainings page:

- o RRH Communities of Practice
- o Case Management Resources

Recommended viewing for supervisors who oversee housing and service activities, Housing Coordinators & Service Coordinators/Case Managers:

- RRH Projects:
    - o Statewide Rapid Rehousing Operations Guide: Slides, Recording
    - o RRH Utility Allowances and Reimbursements: Slides, Recording
- Permanent Supportive Housing Requirements: Permanent Supportive Housing (PSH) Operations Guide: Slides, Recording
- CT BOS Grievance Process: Slides, Recording
- Equal Access: Slides, Recording

Recommended viewing for Youth Homelessness Demonstration Project (YHDP) supervisors who oversee housing and service activities, YHDP Housing Coordinators & YHDP Service Coordinators:

- See trainings on the CT BOS Youth page

Other Resources

- Program Participant Chart Documentation Requirements by Project Type – This document shows what documentation is required in participant charts for all CT BOS project types.
- Permanent Supportive Housing Requirements and Operations Guide – This document establishes policies and procedures required for all PSH projects funded by CT BOS and all DMHAS CoC Rental Assistance projects statewide.
- Rapid Rehousing Requirements and Operations Guide - This document establishes policies and procedures required for all RRH projects funded by CT BOS and all DOH RRH projects statewide.
- Income Determination & Rent Calculation FAQ – This document answers some of the most frequently asked questions about income determination and rent calculation.
- Guidance for New CT BOS Grantees – This document highlights steps that organizations that have been awarded a CoC grant by HUD and that have not previously received a CoC grant must take prior to and soon after grant execution. It also summarizes key CoC requirements and provides links to other resources.
- Acronyms Handout: This document contains common acronyms used within CT BOS and for CoC grants.
- CT BOS is supported by Housing Innovations, and the CT BOS team is available to answer your questions. You can contact the CT BOS team at ctboscoc@gmail.com.