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| **The Homeless Coalition** |
| Training Policies and  Procedures |
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# I. Overview

Regular ongoing training is essential to staying current on best practices and has enabled our community to continue to perform well at both the local and national level. The Homeless Coalition wants to ensure that we are maximizing all resources available to the Continuum of Care (CoC), including training and professional development resources. The Training Policies and Procedures Manual was created to provide a written reference and ensure that training policies and procedures are transparent, administered uniformly and easily accessible for all partners.

**II. Training Registration**

# The Homeless Coalition advertises local and national training opportunities via the Training Newsletter and on the [Community Events Calendar](https://ahomewithhope.org/events/) on the Homeless Coalition website. Interested members and non-members can register for training opportunities directly from the Training Newsletter and the Community Events Calendar.

**Members:** Individuals who are a part ofa[CoC Member](https://ahomewithhope.org/coc-membership/) organization and individuals who are [Homeless Coalition Members](https://ahomewithhope.org/coalition-membership/) are considered “Members.” Individuals who are a part of a CoC member agency must register for all Homeless Coalition sponsored training using their agency contact email. This information will be used to contact and inform registrants of training updates, reminders, and cancellation fees. If a CoC member registers for a Homeless Coalition sponsored training using their personal email, Homeless Coalition staff will attempt to contact the Member to update email information and confirm membership status. If the Homeless Coalition staff is unable to make contact, the registration will be cancelled, and the registrant will not be permitted to attend the training.

Homeless Coalition members can register for all Homeless Coalition sponsored training using either their personal or work email. Homeless Coalition staff will determine membership status.

**Non-members:** “Non-members” are individuals who are not a part of a CoC member agency nor a member of the Homeless Coalition. All non-members interested in Homeless Coalition sponsored training must pay training registration fees. Registration fees will be billed to all non-members following the registration process. Any non-member registration that is considered incomplete due to non-payment will be cancelled. Non-members are prohibited to attend any Homeless Coalition sponsored training without paying the training registration fee.

*Contact* [*Timothy Wright*](mailto:timothy@ahomewithhope.org) *if interested in receiving the Homeless Coalition Training Newsletter.*

**III. Training Fees**

**A. Registration Fees**

As a condition of membership,individuals who are a part ofaCoC Member organization and individuals who are Homeless Coalition Members can register and attend all Homeless Coalition sponsored training free of charge. Training registration fees apply to all non-members.

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| **Training Hours** | **Membership Status** | **Training Registration Fee** | **Cancellation Fee**  (without 24-hr notice) |
| 1-2 | Members | $0 | $25 |
| Non-Members | $25 | Cost of Registration |
| 3-4 | Members | $0 | $50 |
| Non-Members | $50 | Cost of Registration |
| 4-5 | Members | $0 | $75 |
| Non-Members | $75 | Cost of Registration |
| 5+ hours | Members | $0 | $100 |
| Non-Members | $100 | Cost of Registration |

***\*Registration fees are nonrefundable***

To help remind registrants of upcoming trainings, Homeless Coalition training staff will send 3 separate training notification emails:

1. **Confirmation email** – Sent to registrants immediately after registering for a training.
2. **Reminder email #1** – Sent to registrants 1 week before the training date.
3. **Reminder email #2** – Sent to registrants the morning of or day the training (dependent on training time).

## B. Cancellation Fees

## Members: Any member who provides at least 24-hours’ notice of cancellation will not receive any additional cancellation fees. Any member who does not provide at least 24-hours’ notice of cancellation will be charged the training registration fee.

## Non-members: Any non-member who provides at least 24-hours’ notice of cancellation will not receive any additional cancellation fees. Instead, the registration fee can be used as credit for future Homeless Coalition sponsored training. Any non-member who does not provide at least 24-hours’ notice of cancellation will automatically forfeit the training registration fee.

## Registrants can cancel a training registration by:

1. Clicking the “I can’t make it” or “Unable to attend” link on the automatic training reminders sent out prior to the schedule training; or
2. Email [Timothy Wright](mailto:timothy@ahomewithhope.org) within 24-hrs of the training start time.

**IV. Training Attendance**

Participants are expected to show up to training sessions on time. Once participants arrive, they should locate the QR codes placed around the room to record their attendance. This is what the Homeless Coalition training staff will review to verify attendance after each completed training session. Participants will be required to submit their name, agency, and email at **EVERY** training they attend to ensure accurate attendance records. Once their information is submitted, participants will get an automatic reply saying “Thanks! Your response was submitted.” If a participant does not see this response, then they did not successfully complete the sign-in process and will not receive credit for attendance.

Homeless Coalition training staff will close all attendance sheets 15 minutes after the scheduled training start time to ensure accurate attendance records. Participants who attend after the 15-minute grace period will:

* **NOT** be allowed to sign-in to the attendance sheet
* **NOT** be eligible to receive a Certificate of Completion
* **NOT** be charged, but allowed to reschedule at a future date

**V. Training Invoice Billing**

**Members:** A training invoice will be sent to individuals who have accrued training fees. The training fees accrued will be from individuals who registered for training and did not attend or provide at least a 24-hours’ notice of cancellation. The invoice will include a detailed list of the training name(s), date(s) of the missed training(s), the staff person who missed the training, and total amount due to the Homeless Coalition.

***Please note:*** *Any member with an outstanding balance is liable to have access to TalentLMS and ETO revoked until the balance is paid in full.*

**Non-members:** PRIOR to the scheduled training date, all non-members will be invoiced a training registration fee, via PayPal, using the email provided on the training registration form. This invoice willinclude the training name, date and total amount due to the Homeless Coalition.

Training registrations will be immediately cancelled for ANY registrant (member or non-member) who has an outstanding balance. Training balances must be paid in full before registrants are allowed to attend any additional training sponsored by the Homeless Coalition.

**VI. Certificates of Completion/CEUs**

Participants who attend the full length of a training session are eligible to receive a Certificate of Completion or CEUs (if applicable). For a participant to receive a Certificate of Completion or CEUs, they must complete a training evaluation for the training they attended. Training evaluations will be sent to participants through Survey Monkey no later than a week after the scheduled training date. Homeless Coalition staff will review all completed training evaluations and send Certificates of Completion to participants who successfully completed the evaluation.

Please feel free to contact the Homeless Coalition

[TRAINING DEPARTMENT](mailto:shannon@ahomewithhope.org) if you have any additional questions or concerns.