

5.2 Routine CES Training(s)

PURPOSE

The purpose of this policy is to outline the training and confidentiality requirements for all participants in the Coordinated Entry System (CES). The policy ensures that CES contributors are equipped with the necessary knowledge, skills, and ethical standards to collaborate effectively in efforts to end homelessness, while safeguarding the privacy and dignity of those served.

FORMS

APPENDIX C CES Contributor Confidentiality Agreement

POLICY

CES participants will be provided with annual training to assist providers with best practices, procedures and ensure a collaborative community effort to end homelessness. Trainings are provided in-person or in recorded webinar form and cover:

- Overview: HUD, CoC & CES
- Guiding Principles
- Contributors Roles & Responsibilities
- Database
- Core Elements
- Housing Providers
- Documentation
- Meetings
- CES Resources

CAFTH CES team acknowledges these needs are continuing to change and grow, so changes to training and additional trainings will be added as the CES team feels necessary to best assist the consortium and homeless population.

All CES Contributors are required to attend annual CES training and complete a confidentiality form to maintain their ability to access CES in HMIS.

New CES Contributor Training

Outside of annual required refresher trainings, new CES contributors must complete CES training through the recorded CES Training Video, completion of a follow-up with 100% accuracy to demonstrate thorough understanding of the processes of the CES.

Upon the completion of the CES recorded training and 100 % accuracy CES Quiz. The contributor will have to complete and return a confidentiality agreement. Once the confidentiality agreement is completed and returned, the CES contributor is added to the email invitations to all CES meetings.

Confidentiality Agreement

The confidentiality agreement is required by all CES contributors, to maintain the safety of all of our neighbors as the meetings involve the display and discussion of many clients and their private information.

The CES confidentiality agreement outlines the persons understanding of all CES processes and procedures, the acknowledgement to operate within the CES as it is outlined by HUD and CAFTH and lastly, to not share or obtain pictures/screen shots of meeting content with client information on person devices without prior protections to ensure HIPPA.

KEY TAKE AWAYS

- **Annual CES Training:** All CES participants are required to undergo annual training. This training covers essential topics such as HUD, CoC, and CES overviews, guiding principles, core elements, documentation, and procedures. The goal is to keep all participants informed of best practices and ensure a unified community effort to address homelessness.
- **Ongoing Adaptation:** The CES team recognizes the evolving needs of the homeless population and the service community and commits to updating and adding training modules as necessary to best support CES contributors.
- **New Contributor Training:** New CES contributors must complete an initial training through a recorded CES Training Video, followed by a quiz that must be completed with 100% accuracy. This ensures a comprehensive understanding of CES operations before the contributor is granted access to the system.

- **Confidentiality Agreement:** All CES contributors must sign a confidentiality agreement to maintain the security and privacy of client information. This agreement reinforces the commitment to safeguarding sensitive data, prohibiting the sharing or unauthorized recording of client information, and ensuring compliance with HUD and HIPAA standards.
- **Access Requirements:** Completion of the annual training and signing the confidentiality agreement are mandatory for maintaining access to CES in the Homeless Management Information System (HMIS). Failure to comply with these requirements may result in the loss of access privileges.