

Training Tracks

3-week onboarding training pathway tailored to Rapid Re-Housing (RRH), Permanent Supportive Housing (PSH), Street Outreach, and Shelter project types.

Each track shares a foundational Week 1, then splits into project-specific focus areas for Weeks 2 and 3.

3-Week Onboarding Training by Project Type

Week 1: Core System Foundations (All Project Types)

This week builds shared language and system knowledge.

Day	Topic	Format	Training Objective	Additional Details
Day 1	Welcome to the CoC + Project Type Overview	Live Session (Virtual)	Monthly CoC Orientation	
Day 2	HMIS 101 Case Notes & Documentation	Virtual Training + Demo		<p>Demonstrate proficiency in HMIS data entry and reporting</p> <ul style="list-style-type: none"> Apply Atlanta CoC Data Quality standards consistently Create comprehensive case notes that meet legal and ethical requirements (case note template w. SMART note requirement) Navigate the Coordinated Entry system effectively <p>How?:</p> <ul style="list-style-type: none"> 1-pager on PfH expectations related to data entry Talent LMS
Day 3	Inclusive Practices for Service Providers	On-Demand Training	Person-centered, trauma-informed, harm reduction, implicit bias, racial equity, special populations	
Day 4	Housing First & Progressive Engagement	Live + Scenarios	Focus on client choice and level of support	
Day 5	CE Overview & Referral Pathways	One Pager	Access points, prioritization, match-to-housing process	

PSH Case Manager Pathway

Week 2: Core Practice for PSH Teams

Day	Topic	Training Format	Training Objective
Day 1	PSH Model & Housing Stability Planning		Long-term care coordination
Day 2	Disability Documentation & Program Compliance		Especially for HUD-funded units
Day 3	Working with Aging Clients		Chronic illness, palliative care, in-home services
Day 4	Benefits & SSI/SSDI Application Support		SOAR overview, systems navigation
Day 5	Client Engagement & Longevity		Avoiding burnout, long-term case relationships

Week 3: Advanced PSH Practice

Day	Topic	Training Format	Training Objective
Day 1	Trauma-Informed Support for Chronic Homelessness		Healing-centered care
Day 2	Harm Reduction & Crisis Response		Supportive services, de-escalation
Day 3	Team-Based Care		Case conferencing, coordinating with nursing/clinical
Day 4	Cultural Humility & Implicit Bias		Ongoing professional development
Day 5	Shadowing & Reflection		Attend case review or home visit with experienced team member

Shelter Case Manager Pathway

Week 2: Core Practice for Shelter Case Management Teams

Day	Topic	Training Format	Training Objective
Day 1	Shelter Expectations & Exit Planning		Early housing conversations
Day 2	Trauma-Informed Customer Service		Frontline engagement + regulation
Day 3	Coordinated Entry Referrals from Shelter		Assessment & matching protocol
Day 4	Working with Clients in Crisis		De-escalation & referrals
Day 5	DV & Confidentiality in Shelter Settings		Safe exits, partnerships, legal support

Week 3: Advanced Shelter Practice

Day	Topic	Training Format	Training Objective
Day 1	Motivational Interviewing Basics		Goal setting and buy-in
Day 2	Progressive Engagement (When Applicable)		Limited subsidy, RRH referrals
Day 3	Working with Aging & Medically Vulnerable Clients		Prioritization, external coordination
Day 4	Harm Reduction in Congregate Settings		Managing substance use, guest safety
Day 5	Shadowing & Reflection		Observe team meetings, guided journaling prompt

Street Outreach Case Manager Pathway

Week 2: Core Practice for Outreach Teams

Day	Topic	Training Format	Training Objective
Day 1	Outreach Model & Trust-Building		Non-coercive engagement
Day 2	Assertive Engagement Techniques		Respecting autonomy, showing up consistently
Day 3	Working with Individuals with Co-Occurring Conditions		Mental health + substance use navigation
Day 4	Harm Reduction in the Field		Overdose prevention, basic care items, safety
Day 5	Referral Process to CE & Shelter		CE matchmaking, priority tools

Week 3: Advanced Outreach Practice

Day	Topic	Training Format	Training Objective
Day 1	Safety & Boundary Setting in Outreach		Avoiding burnout, situational awareness
Day 2	Working with DV Survivors in Outreach		Survivor-led engagement, partnerships
Day 3	Engagement with Aging Populations		Respect, access needs, documentation support
Day 4	Cultural Humility & Implicit Bias		Working across race, gender, and disabling condition
Day 5	Shadowing & Debrief		Go out with a seasoned team member, reflect afterward