

Staff Training

2021 HOPWA

All staff members include HOPWA personnel at subcontracted agencies go through the state of Florida HIV/AIDS Eligibility training provided by the Florida Department of Health.

Each new case manager attends CareWare training provided by the Florida Department of Health.

All staff members are given the Florida State HOPWA Program: Policies and Procedures Manual. This manual includes links to all relevant federal regulations. The manual as well as other relevant materials are available on the Project Sponsor website (hpcswf.com). A password may be required to access some materials. A password can be requested by contacting the Project Sponsor.

The project sponsor offers one-on-one training to any new staff members on policies and procedures and programmatic elements.

Topics included in onboarding training include but are not limited to:

- Conflict of Interest
- Client Confidentiality
- Equal Opportunity
- Fair Housing, and Reasonable Accommodation
- Client Eligibility
- Enrollment Process
- Short-Term Rent, Mortgage, and Utility Assistance
- Permanent housing placement (PHP)
- Transitional Housing Assistance
- Housing Information/Resource Identification
- Tenant-Based Rental Assistance (TBRA)
- HOPWA Case Management
- Provision of Assistance to Survivors and Termination of Assistance
- HOPWA Federal and State reporting requirements

Annual Trainings are provided in group settings at Case Management Meetings. Trainings and educational messages are incorporated into annual on-site monitoring. Refresher trainings on



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any topic can be requested through the Project Sponsor on an as needed basis. Trainings and educational resources from state and federal sources are shared whenever available.