

TCP Training FAQ

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General Information

Overview

1. What trainings do I need to attend?
 - Staff: Review the Training Transcript with your supervisor.
 - Supervisors: Training requirements are listed in program contracts. Please review your contract and contact the [Training Team](#) with any questions.
2. How often do I need to attend trainings?
 - Training requirements are listed in program contracts. You can view the Training Transcript and review that alongside your contract for guidance.
3. I can't attend the training from TCP. Can I contact the trainer directly to schedule another training session?
 - If you are seeking a training that TCP offers, you must take it through TCP's scheduled offerings to receive credit. TCP's scheduled trainings are emailed in the monthly schedule and sign-ups are through Eventbrite.
4. I work at a DHS funded program. Am I required to take all the TCP trainings?
 - Contact your DHS contract administrator and review your contract for that information.
 - DHS has their own list of required training topics. Many of their topics overlap with trainings TCP offers, so DHS accepts the trainings TCP offers.*
 - *This information is subject to change based on DHS's policies. Please consult DHS with any questions or concerns.
5. What should I do if I need a reasonable accommodation?
 - Please email training@community-partnership.org to request a reasonable accommodation for all TCP trainings.

Training Calendar

6. When does the training calendar come out?
 - The training calendar will be sent out on the Monday of the last full week of the month.
 - This schedule may be adjusted to account for holidays.
7. How do I receive the monthly training calendar email?
 - The monthly training calendar email will only be sent to the contact person listed on the program's 904 form.

8. How do I update the contact person listed on the 904 Form?
 - Please contact your program's leadership to complete this.
 - A blank 904 form can be found on the [TCP website](#).
 - To update your 904 form please submit a new copy with updated Training Point of Contact to contractdeliverables@community-partnership.org and training@community-partnership.org.
9. How often are the trainings offered?
 - Most trainings are offered twice monthly, but there are some exceptions. This information is listed in the Course Catalog.

Registration

10. How do I register for trainings?
 - TCP utilizes Eventbrite for training registration. Links for the registration are sent via email to the designated point of contact. See the [training calendar section](#) for more information.
11. Do I need an Eventbrite account?
 - You do not need an Eventbrite account to register for the trainings, but it may be easier in order to manage the trainings you register for.
 - If you are no longer able to attend the training and need to cancel your registration, you will need to create an Eventbrite account.
12. How do I cancel my training?
 - Please refer to "[How to Cancel Your Eventbrite Registration](#)" for step-by-step instructions on canceling your Eventbrite registration.
 - You must cancel your registration if you are unable to attend a training. Please cancel your training registration as soon as possible, and no later than 48 hours prior to the training.
 - Trainings fill up fast and we want to ensure those who register will attend the training to avoid taking up valuable spots.
13. What email should I use to register?
 - You must use your work email address to register for trainings.
 - Please double check your email address is entered correctly as this is how you will receive all training correspondence, including the training link and your certificate.
14. Can I register other people for training?
 - Yes, but you must complete separate registrations for each person, filling in their individual information.
15. When can I register for trainings?

- Any time after the training calendar with registration links is sent out to the contact person(s) at each program.
- Training registration will close 2 days before the training is scheduled to take place.

16. How do I know if I successfully registered for the training?

- You will receive a confirmation email from Eventbrite immediately after you register. Please check your spam folder.
- If you did not receive a confirmation email, you may have incorrectly entered your email. Contact the [Training Team](#) as soon as possible to receive assistance.

Attending the Training

17. When will I receive the link for the training?

- You will receive the link for the training 24 – 48 hours before the date of the training.

18. How will I receive the link for the training?

- The training link will be sent to the email you registered for the training with.
- Sometimes emails from Eventbrite or our trainers go to your Spam/Junk folder, so make sure you are checking those folders.

19. I did not receive the email with the link. Is there another way to find the link?

- If you notice you have not received the training link 24 hours before the scheduled training, please email training@community-partnership.org.
- Same-day training link requests will not be answered.
- Please check your Spam/Junk folder, or any other email address inbox you may have registered with for the link.
- The training link is usually listed on the training's event page on Eventbrite. You can access this by clicking on your Eventbrite ticket.

20. Can I join trainings by phone call?

- No, you may not *only* call into a training. You must be able to see the presentation.
- If you need to call into a training for audio purposes, you must also join with a device that has a screen.

21. Can I join trainings using the app on my cell phone?

- Yes, but joining via computer is strongly preferred.
- Some trainings will require attendee participation through chat, polls, video, unmuting, or other activities. If you are unable to participate in some or all of these activities, you may not receive credit for attending the training.

22. I lost connection during training. What should I do?

- Attempt to rejoin the training.

- Contact the person leading the training or the moderator.
- Each training invitation will include the procedure for technical assistance during the training.

23. Can I complete other work-related tasks during the training?

- Short answer: No.
- Supervisors should not expect other work-related tasks to be completed during the hours you spend in a training.
- We understand you have a lot of other work responsibilities outside of completing the required trainings. We also know situations may arise that require your immediate attention. With that being said, in order to ensure you receive credit for the training, you should be paying attention and participating.
- If you need to step away for more than 10 total minutes, you will need to attend a different training session. If you need to step away for 10 minutes or less (total), you may want to alert the trainer or moderator so you don't miss attendance.

24. How can I ensure a successful training?

- Confirm you received the training link at least the day before the training is scheduled.
- Contact training@community-partnership.org if you are missing the training link the day before.
- Connect to the training via computer rather than a cell phone.
- Ensure strong and consistent internet connection before the training.
- Be present and participate throughout the training and for all attendance checks.
- Try and learn something new! If you've attended this training before, listen for differences in best practices, new perspectives, and policy changes.

25. What is the grace period? When does the training room close?

- Every training has a 15-minute grace period to ensure all participants are able to join the training.
- Exactly 15 minutes after the scheduled start of the training, the training room will close and no additional attendees will be allowed into the room. No exceptions.

Zoom Technical Assistance

26. Overview

- The best place to get assistance with Zoom, is Zoom. We've linked some helpful articles below:
- [“Joining a Zoom Meeting”](#)
- [“Frequently Asked Questions”](#)
- [“Basic In-Meeting Settings”](#)
- [“Participating in Meetings”](#) and [“Participating in Breakout Rooms”](#)

- [“Joining a Zoom Test Meeting”](#) – If you’ve had difficulty with Zoom, this article may be really helpful!

27. How do I fill out Zoom polls?

- When a poll is launched a pop-up box will appear on your screen
- Type in or select your response
- Click “Submit”

28. How does TCP use Zoom polls for attendance?

- TCP uses Zoom’s advanced polling feature to conduct roll call during some trainings.
- When an attendance poll is launched, the facilitator will announce that she is taking attendance. The attendance poll will pop up on the attendee’s screen.
- The prompt will instruct the attendee that they have a set amount of time, typically 4- 5 minutes, to enter their first and last name.
- Attendees can type their names and then hit the “submit” button.
- At the conclusion of the designated time, the facilitator will close the attendance poll. The facilitator will then “share” the poll results. This will show the attendee’s answer, their name, back to them.
- The facilitator will then announce the names submitted in the poll. At this time, if attendees had technical difficulties submitting their poll and did not hear their name called, they can verbally tell or chat the facilitator to confirm attendance. The facilitator will acknowledge any message received regarding this.
- If attendees are not accounted for during this roll call procedure, they will not receive a certificate of completion for the training.

Certificates and Attendance

29. When will I receive my training certificate?

- Typically, within 3-5 business days and no later than 2 weeks after the date of the training.

30. How will I receive my certificate?

- You will receive your certificate via the email you used to register for the training.

31. What do I do with my certificate?

- Turn your certificate into your supervisor or other required staff member for signature and documentation.
- Retain a copy of the certificate for your individual training record. You may be asked to produce a copy of your training certificate to verify your Training Transcript.

32. I did not receive my certificate. What do I do?

- First, check your Junk/Spam folder.
- If you have not received your training certificate after 2 weeks, complete [THIS Microsoft Form](#).
- Please note that if you missed a roll call, you are [ineligible for a certificate](#).

33. Should I contact the trainer for my certificate?

- No, you should complete [THIS Microsoft Form](#).

34. Why didn't I receive a certificate?

- You must be present for all attendance checks/roll calls throughout the training, and complete any additional forms/surveys as specified by the trainer during the training.
- If you miss even one roll call, or do not complete the necessary tasks, you will not receive a certificate.
- If you entered your email address incorrectly when registering, the certificate won't be delivered. Please complete [THIS Microsoft Form](#).

35. I lost my training certificate. Can I request another one?

- TCP will review lost certificate requests on a case-by-case basis.
- Participants and their organization's designated Training Compliance Point of Contact are responsible for maintaining training certificates.
- An example of a request that will not be honored is, "Can TCP send me all of my training certificates for the past year?"

Training Transcripts

Overview

36. What are Training Transcripts?

- A Training Transcript is a record of completed trainings for an individual staff member in a contract year. Training Transcripts were created to assist organizations and TCP in managing which required trainings staff have attended in order to ensure compliance.

37. Who needs a Training Transcript?

- All staff must have a Training Transcript.

38. What do I do with the Training Transcript?

- Your organization is required to keep records of your training through the Training Transcript and training certificates. Please ask your organization's leadership about their policy for storing your Transcript and certificates.

39. Do I still need my training certificates since we have the Training Transcript?
- Yes. TCP may need to review training certificates with the Training Transcript. Think of the certificates as your receipt for completing a training.
40. My contract does not require all the trainings listed on the Training Transcript. Do I still need to attend all the trainings?
- No. You are only required to attend the trainings outlined in your program contract. If you are not sure what these are, contact your organization's leadership.
41. I forget which trainings I took. Can I ask TCP to send me a list of the trainings I completed?
- No. TCP is unable to pull training records for staff. Please refer to the section on [lost certificates](#).

Annual and Bi-Annual Trainings

42. Do annual trainings go by calendar year?
- No. Annual trainings are based on your organization's contract cycle. For example, if your organization's contract starts February 1, 2024 and ends January 31, 2023, you would need to attend your annual trainings within those dates.
43. How do I track "bi-annual" training requirements?
- First, make sure your training credit is still good. That means that the date on your training certificate must be at most 2 years from a date within the new contract period.
 - a. For example, if my program's contract cycle is March 1, 2025-February 28, 2026, I must have taken the training no earlier than March 1, 2023.
 - Second, keep your certificates for trainings that are still active.
 - Third, copy the bi-annual training information (that is still current/not expired) from your old transcript to your new transcript for the most recent contract period.
44. When do I have to take bi-annual trainings? Can it be within my first two years at my organization?
- You must complete all required trainings within the first year of employment, unless transferring your transcript from another organization.
 - a. See question 10 for more information.
 - After taking the training initially, you only need to take the bi-annual trainings once every other contract cycle, unless otherwise marked in your contract or transcript.

Training Topics

45. The Training Transcript says "Training Topics" and "Training Titles." What's the difference?

- TCP's Training Team began updating the offered trainings in July 2023. In order to ensure attendees receive credit for old and new trainings, we've started tracking the trainings by the topics they cover, instead of the name of the training.
- If TCP changes the names of trainings or the courses offered, you'll still know which training topics you've already covered.

46. How do I know which topics are included in the training I took?

- TCP's Course Catalog will list the current trainings and the topics they cover. It also lists past trainings, the topics they covered, and when the training was last offered.

47. On my Transcript, can I write down a single training title for more than one training topic?

- Yes, and you should! If your certificate and/or the Course Catalog says that the training covered various topics, you should write the training title for each training topic it covered.

48. My Training Transcript says I need to take a training on a training topic (ex. Topic C), and I've already completed trainings for several topics (Topic A and Topic B). The only training that's currently offered includes topics I've already completed (ex. Topic A, Topic B, *AND* Topic C). What do I do?

- The trainings offered and the combination of training topics covered may change. Sometimes, the new trainings will combine topics you've already completed.
- You would need to take the trainings available to complete your Training Transcript, even if the topics overlap.
- You're more likely to avoid this overlap by completing your training requirements earlier in your contract period.

New Job or Two Jobs

49. I worked at a different organization and took all my required trainings. Do I need to retake them?

- It depends.
- For the most part, your trainings transfer with YOU. If you have a certificate showing you completed a training, then you completed the training. However, YOU must maintain training records if you want to take them to a different organization. TCP does not reissue certificates.
- There are 3 things to keep in mind when "transferring" your transcript. Contract periods, training requirements, hire date specific trainings:
 - Contract periods
 - There are different timelines for different contracts in DC's CoC. While your last organization might have had an October to September contract, your new organization may have a February-January contract, or another variation. You must make sure any

trainings you're transferring line up with the contract cycle of your new organization.

- Training Requirements

- Training requirements differ based on program and position. You may have new training requirements at a new organization, even if you have a similar position. Make sure to check what your new training requirements are.

- Hire specific trainings

- Certain trainings must be completed when you are hired, regardless if you already took the training. This will be noted on your Training Transcript in the "time frame" column.

50. I work at two different organizations; do I need to take all the required trainings twice?

- Short answer: No

- If you attend a training that fulfills the training requirement at both organizations, you do not need to take the training twice.

- However, please keep in mind the three items mentioned in question 2: contract periods, training requirements, hire specific date. Refer to question 2 for more details.

51. I work at two different organizations; can I just use one Training Transcript?

- No. You must have a separate transcript for each organization.