

Suncoast Partnership to End Homelessness is thrilled that Florida Housing Coalition conducted two training sessions on case management basics and supervision during the second week of January. The *Case Management Essentials Training* explored fundamental components of case management such as engagement, assessment, and evidence-based approaches. Participants learned the importance of engaging clients utilizing assertive engagement, voluntary services, and the assessment process. Additionally, participants discovered the role of active listening in all functions of case management. The training was divided into two sessions with a full day worth of information for those who attended.

The *Case Management Supervision Training* focused on utilizing supervision as a tool in the case management process. Participants were educated on best practices to support, lead, hire, and retain staff. Further, participants gained knowledge on how to track performance and implement quality improvement measures through effective policies and procedures. This training was geared toward supervisors, program managers/directors, and those in leadership roles.

Our thanks to the Florida Housing Coalition's Amanda Rosado for her willingness to assist our Continuum of Care. By providing the resources and information during the trainings, Case Managers and Supervisors will be better equipped to provide the best interaction practices when working with individuals in our communities experiencing homelessness.

