



LA COUNTY
**Homeless
Services
& Housing**

TALENT Works los angeles county

User Guide & FAQ



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INTRODUCTION TO USER GUIDE AND HSH TRAINING



LA COUNTY
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Training



This User Guide & FAQ was created by the HSH Training Team with the intention of supporting new users in accessing training offerings using the TalentWorks Learning Management System.

The HSH Training Team's mission is to deliver transformative educational opportunities that enhance, support, and empower the HSH workforce and partners to achieve knowledge and skills that will improve the lives of the people, families, and the communities they serve. The team serves Homeless Services and Housing, Office of Diversion and Reentry, the Harm Reduction Division, and all our community providers.

For questions, please email: HSHTraining@hsh.lacounty.gov

For Internal Use Only by:

Homeless Services
&
Housing

Office of Diversion and
Reentry

Harm Reduction Division

Approved 3/11/2026

WHAT IS TALENTWORKS?

What is TalentWorks? TalentWorks is LA County's online learning platform where you can access your training. This new age learning platform allows you to access online training (e-learning modules) and select virtual or in-person instructor-led sessions to join or attend scheduled training. TalentWorks keeps track of your records so that you can review your learning transcript anytime you need to view the status of your training progress or access completion certificates.

Why do I need to use TalentWorks? TalentWorks must be used to access any required training, such as CHAMP Training, Documentation Training, or other available training coordinated by HSH Training Team (i.e., Motivational Interviewing, Trauma Informed Care, etc.).

How do I get access to TalentWorks? Access to TalentWorks is initiated when you complete HFH CHAMP Training's CHAMP User Profile Request Form and for existing, active CHAMP users as of March 28, 2024.

If you do not have an LA County email (ending with lacounty.gov), you will use the link provided in this guide to log in to TalentWorks. You will also be provided with the link, your username and password via email from **HSHTechnicalTrainingTeam@hsh.lacounty.gov**.

New CHAMP Users

Be sure to follow the instructions from **HSHTechnicalTrainingTeam@hsh.lacounty.gov** about your CHAMP access and CHAMP Training-related questions.

Recommended Web Browser to Access TalentWorks

Using the latest version of Microsoft Edge on a computer is recommended to access TalentWorks.



LOG IN

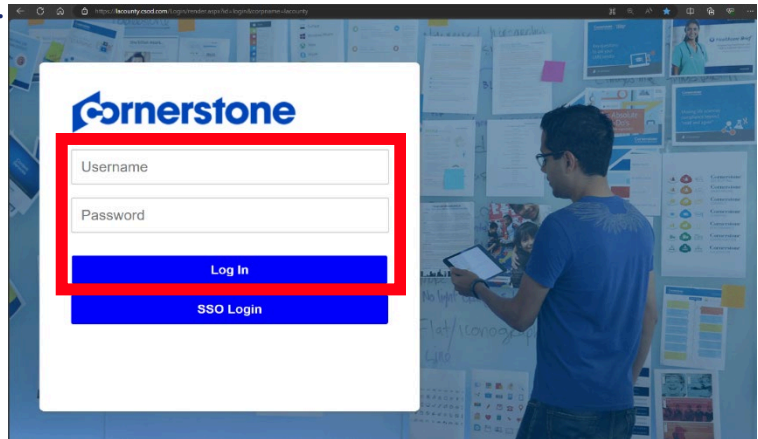
Website Use the following link to log in to TalentWorks: **TalentWorks Website Link**

Log In

1. Enter your username (work email).
2. Enter your password. The first time you log in you must use a temporary password provided to you by email from HSHTechnicalTrainingTeam@hsh.lacounty.gov.
3. Select Log in (*not SSO Login*).

Immediately after the first time you log in, you will be prompted to create a new password on the next screen.

4. Enter the temporary password again.



5. Then enter a new password twice to confirm.

6. Select **Save** at the bottom right of the screen.

You will be taken to the log-in page to sign in again. Follow steps 1-3.

Change Password

Your password has expired. Please change your password.

The new password must match the following criteria:

- * Passwords must contain both upper and lower case letters.
- * Passwords must contain alpha and numeric characters.
- * Passwords cannot be the same as the previous 24 passwords.
- * Passwords must be 8 - 20 characters.
- * Passwords cannot have leading or trailing spaces.
- * Passwords cannot be the same as the Username, User ID, or email address.
- * Passwords must contain at least one special character.

Change Your Password

Current password

New password

Confirm password

Cancel

Save

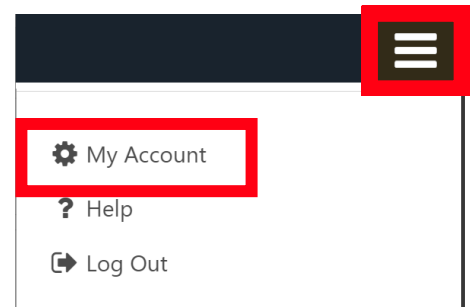
FORGOTTEN PASSWORD & CHANGING PASSWORD

Forgotten Password or Password Not Working

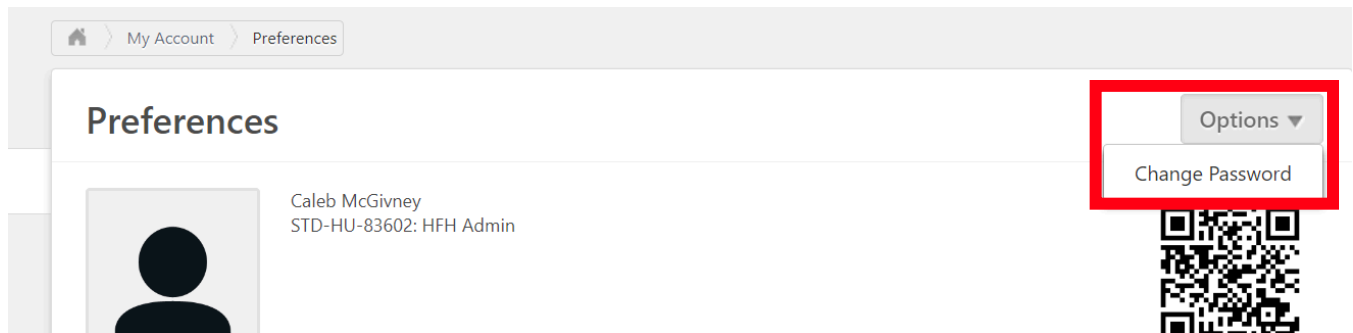
If you have forgotten your password, please email HSHTraining@hsh.lacounty.gov to request your password to be reset.

Updating Password

1. To change your password when you are already logged in, select the menu icon from the top right of the screen.
2. From the side menu that appears select **My Account**



You will be taken to the Preferences screen.



3. Select **Options** at the top right corner.
4. Select **Change Password**.

On the next screen, enter your current password and your new password. You can refer to steps 4-6 on the previous page of this guide.

HOMEPAGE NAVIGATION

Homepage Select the TalentWorks logo to come back to this homepage anywhere in TalentWorks.

My Learning Transcript
View records of training in progress and completed.
This is where all training is available to you.

Menu View menu pane for more options, such as:
My Account & Log Out.

The screenshot shows the TalentWorks homepage. At the top left is the TalentWorks logo. A red box highlights the logo, with a line pointing to the 'Homepage' callout. At the top right is a search icon and a menu icon (three horizontal lines). A red box highlights the menu icon, with a line pointing to the 'Menu' callout. Below the header is a large banner with a blue sky and colorful balloons. A yellow banner at the top of the main content area says 'Training for the new Performance Evaluation System is now available! Click HERE.' Below the banner are four colored boxes: 'learning.' (orange), 'performance.' (pink), 'calendar.' (teal), and 'support.' (yellow). Below these boxes are three main sections. The first section is 'Welcome to TalentWorks, the County's new talent management experience!' with a list of recommendations: 'Recommended browser: Use latest version of Microsoft Edge', 'Turn off pop-up blockers', 'Allow cookies', and 'Inactivity for 10 minutes or longer may disrupt recording of training progress'. The second section is 'My Inbox' with a 'View Transcript' button and text '(0 approved training selection(s)) (Registered for 2 training selection(s))'. The third section is 'My Performance Tasks' with the text 'No Current Tasks in Progress'. The fourth section is 'My Learning Transcript', which is highlighted with a red box and a line pointing to the 'My Learning Transcript' callout. It contains a table with training records.

	Due Date	Action
Comprehensive Microsoft Excel	None	Launch
Microsoft Excel Beginners & Intermediate Excel Training	None	Launch

HOW TO REGISTER FOR TRAINING

Locate Training

Be sure that you are logged in to the **TalentWorks Website**. Please click the link provided. Required Training and other training offerings are automatically assigned to you based on your CHAMP Profile User Role Selection.

To access training and select sessions of training to attend, you will find everything in **My Learning Transcript**:

1. On the homepage, select **My Learning Transcript**.

The screenshot shows the TalentWorks homepage navigation bar with three tabs: 'ance.' (pink), 'calendar.' (teal), and 'support.' (yellow). Below the navigation bar, there are two main sections: 'My Inbox' and 'My Learning Transcript'. The 'My Learning Transcript' section is highlighted with a yellow box, and a yellow arrow points to it from the 'My Inbox' section. The 'My Learning Transcript' section displays a table with the following data:

	Due Date	Action
CHAMP Training - Permanent Supportive Housing (PSH) Curriculum	None	Open Curriculum

2. On the next screen, make sure the filter is set to **Active**.

The screenshot shows the training selection screen. The 'Filter by Training Type' dropdown is set to 'Active', highlighted with a yellow box and a yellow arrow. The 'Search by Keyword' field is empty. Below the filter, two training items are listed:

- CHAMP Training - Permanent Supportive Housing (PSH) Curriculum**
Due : No Due Date Status : In Progress Training Type : Curriculum **Open Curriculum**
- HFH Documentation Series: Housing & Services (H&S)**
Due : No Due Date Status : In Progress Training Type : Curriculum **Open Curriculum**

Depending on the type of training you are accessing and when you are accessing the training, you will see different options to the right of each training item. From the right side, you can make your selection to:

- a. **Activate** ▼ Must be selected when accessing a training item for the first time.
- b. **Open Curriculum** ▼ Open and show the modules of the curriculum.
- c. **Select Session** ▼ Open and show days and times of available virtual instructor-led or in-person you can choose to register. This is explained on the next page.
- d. **Launch** ▼ Open and start online training.

Curriculum If training is in a curriculum, it means that more than one part of training needs to be completed. This especially applies to Required CHAMP Training and Required Documentation Series Training. After opening the curriculum from your transcript, you should see several modules on the left side of the screen. Each module needs to be selected and completed to consider the curriculum complete.

Curriculum Modules Select each module to view specific training requirements.

Select Session Must be selected to register for instructor-led training (virtual or in-person)

HFH Documentation Series: Housing & Services (H&S)

CURRICULUM PROGRESS

0%

HFH Documentation Series: Housing & Services (H&S)

- ☒ H&S 5X5 ASSESSMENT & HOUSING ACUITY INDEX (HAI)
- ☐ H&S CARE PLANS
- ☐ H&S SERVICES & CASE NOTES

HFH Documentation Series: Housing & Services (H&S)

H&S 5x5 Assessment & Housing Acuity Index (HAI)

0% Completed : 0 Min Required : 1 Total Items : 1

H&S 5x5 Assessment & Housing Acuity Index (HAI)

Status : Withdrawn Due : No Due Date Duration : 3 hrs

Required for HFH Housing and Services (H&S) program staff; The Community Programs Training Team at LAC DHS has developed this interactive course to...

Select Session ▼

HOW TO SELECT A SESSION

You can watch Video: [How to Select a Session on TalentWorks](#) or following the instructions below.

After clicking **Select Session**, you will see a small window pop-up to view more information about the training.

1. Scroll down to the bottom of the pop-up window to the **Available** section.

2. Review the date and times of the training sessions available.

Training detail: Curriculum - Work - Microsoft Edge
https://lacounty-pilot.csod.com/LMS/LoActions/LoDetailEvent.aspx?loid=c6a77ded-bc61-4ca9-ba54-e...

H&S 5x5 Assessment & Housing Acuity Index (HAI)

Event | Community Programs Training Team | **3 Hours 0 Minutes**

Required for HFH Housing and Services (H&S) program staff; The Community Programs Training Team at LAC DHS has developed this interactive course to explain the purpose of the 5x5 Assessment & the Housing Acuity Index (HAI). This training will also cover how to complete the assessments properly within the correct timeframes.

Details

Objectives: After completing this training, you should be able to:

- Explain why and how the 5x5 & HAI Assessments are used to support the client in their program participation.
- List the timeframes to perform and complete the 5x5 and HAI assessments.
- Define high & low clinical acuity for a client on your caseload.
- Differentiate high acuity clients vs high service intensity clients on your caseload
- Enter the 5x5/HAI in CHAMP.

Specialty: No
Competency: No
Subject(s): Community Programs Training
Training Community Programs
Contact: training.communityprograms@dhs.lacounty.gov

3. When you have found the session you are interested in attending, select **Request**.

Training detail: Curriculum - Work - Microsoft Edge
https://lacounty-pilot.csod.com/LMS/LoActions/LoDetailEvent.aspx?loid=c6a77ded-bc61-4ca9-ba54-e...

Languages: English (US)

Available

Select the session link to view the details.

Sessions	Locator Number	Seats Available	Waitlist	Options
H&S 5x5 HAI 04022024 4/2/2024 (Tuesday) 9:00 AM - 12:00 PM Duration: 03:00 Location: Remote Online Instruction, Training Locations Language(s): English (US)	354251	0		Request

Notify me when sessions are scheduled

Close

4. Select **Close** at the bottom right of the pop-up window to return to the main screen.

HOW TO SELECT A DIFFERENT SESSION (WITHDRAW)

If you have already selected a session for a given training and you need to select a different session, you will need to withdraw from the current session before selecting another session.

1. Access **My Learning Transcript** and select the drop-down arrow next to the training you are registered for.

Drop-down Arrow

Be sure you select the arrow at the far right of this icon to show the drop-down menu.

**H&S 5x5 Assessment & Housing Acuity Index (HAI)**
Status : Registered **Due :** No Due Date **Duration :** 3 hrs
Required for HFH Housing and Services (H&S) program staff; The Community Programs Training Team at LAC DHS has developed this interactive course to...

View Training D...
Withdraw
View Training Details

2. Select **Withdraw**.
3. On the next screen you must select a reason from the drop-down list for withdrawing from the training session.

4. Select **Submit**.

On the next screen, you should see the training option updated showing the Select Session icon.

Select Session
▼

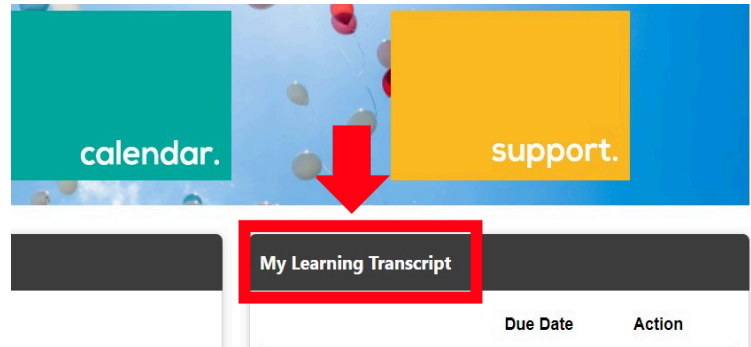
Withdraw Registration
If you withdraw your registration for this session, you will immediately be withdrawn from the roster.

Session Details
Event Name: H&S 5x5 Assessment & Housing Acuity Index (HAI)
Date / Time: (1) 4/2/2024 9:00 AM - 4/2/2024 12:00 PM
Location: Remote Online Instruction
Price: Price Not Set

SESSION WITHDRAWAL OPTIONS
Please select a reason
Comments
Submit **Cancel**

TRAINING RECORDS- MY LEARNING TRANSCRIPT

To access a record of your training, select **My Learning Transcript** from the homepage. **My Learning Transcript** is where you will find training in progress and completed.



To access training in progress (active), completed, or archived, you will do so from **My Learning Transcript**. On the left side of the transcript, you will find a drop-down menu to **Filter by Training Status** with 3 options:

- **Active**

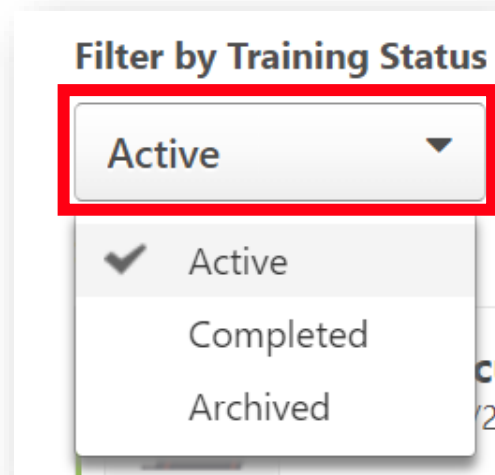
- This category shows training that is in progress. It does not show training that has been completed.

- **Completed**

- This category shows training that is completed. You must filter training in this category to view completion certificates.

- **Archived**

- This category shows training that is completed, and some time has passed since completion. Over time, training content is updated to keep up with changes in information, policies, and procedures. So, when training courses are updated, your records are maintained with the previous version of a training course.



HOW TO VIEW / PRINT COMPLETION CERTIFICATE

After completing training (online, virtual, or in person), you can view, print and/or save a completion certificate.

1. Select **My Learning Transcript**.

2. On the next screen, filter the training status by selecting **Completed**.

3. On the right side, select **View Completion**.

View Completio... ▼

Filter by Training Status Sort by Filter by Training Type

Completed ▼

Search Results (4)

CHAMP Training - Permanent Supportive Housing (PSH) Curriculum
Due : No Due Date Status : In Progress Training Type : Curriculum

HFH Documentation Series: Housing & Services (H&S)
Due : No Due Date Status : In Progress Training Type : Curriculum

Search by Keyword

Search

Hide Certified Certifications

View Completio... ▼

Open Curriculum ▼

4. On the next screen, select **View My Certificate**.

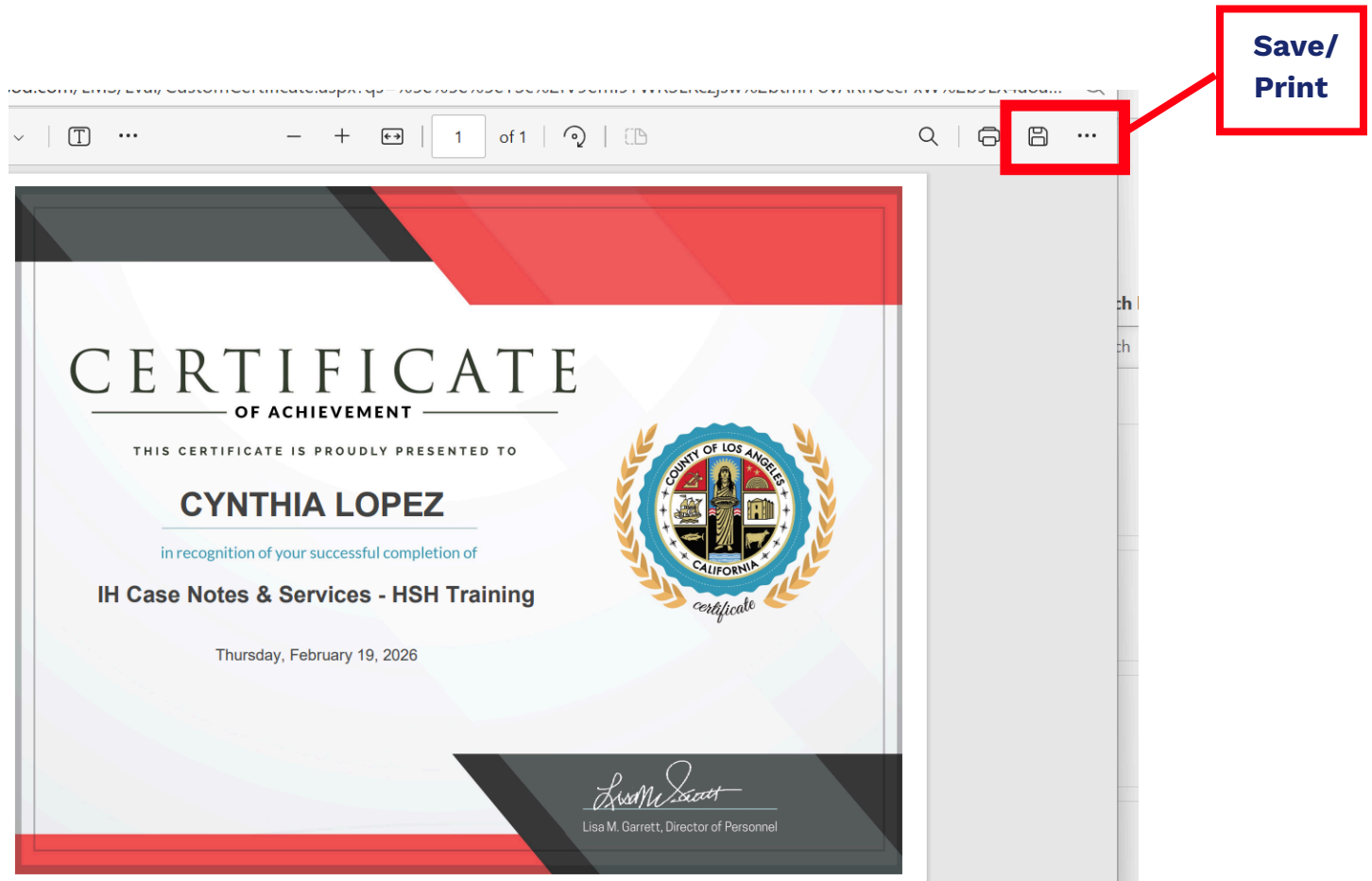
Training Completion

You have completed **CHAMP Overview!**

What's next?

 **View My Certificate**

5. A small pop-up window will appear with an image of your certificate.



Use the controls at the top of the pop-up window to save or print your certificate.

LOG OUT

To keep your training information secure, be sure to log out from the menu.

1. Select the menu icon  from the top right of the screen.

2. From the side menu that appears select **Log Out** at the bottom.

 My Account

 Help

 Log Out

FREQUENTLY ASKED QUESTIONS (FAQ)

Here is additional support for other questions and common situations or concerns.

I was removed from training!

This may be due to not satisfying prerequisite training requirements before the deadline. If you register for a training course which requires prerequisites to be completed, you will be able to register for the training, but there will be information on when the pre-requisite course will need to be completed prior to the training. You will be able to see the pre-requisite due date information in the course description. If you do not complete the course or training by this deadline, you will be removed from the registration. If you are removed from registration, be sure to complete the prerequisite training and register for the next training available.

I can't register for training!

To register for in-person or instructor-led training, you must "Select Session" for the date and time available. Watch **Video: How to Select a Session on TalentWorks** to guide you through the process. Depending on the training you are searching for, you may need to double check the name of the training. Utilizing the search filters in your Learning Transcript to locate training under specific subjects (i.e., HSH, ODR, IH, etc.) can help. If you still can't find the training you are searching for, please contact HSH Training for support at HSHTraining@hsh.lacounty.gov.

When I search for training for HFH or ODR I see several nonrelated training items.

TalentWorks is the learning management system for the entire County Workforce, so that is reasonable. We recommend searching for the training in your Learning Transcript since all available training will be assigned there for each user to view and access. Please be sure to verify the exact training you are searching for by confirming the title of the training. You can also review the training description and objectives to be sure.

Which program area am I part of?

Sometimes new staff may not be certain of which program they work within the community, and this is understandable. Please connect with your supervisor to understand and confirm your specific program area.

Can I get a certificate to prove I completed training?

Yes! Completion certificates can be viewed and printed from your Learning Transcript.

GLOSSARY

CHAMP	Comprehensive Health Accompaniment and Management Platform used by HSH, Office of Diversion and Reentry, and other community providers under HSH.
ILT	Instructor-led training. Training delivered by a person, usually in a physical location, face-to-face.
LMS	Learning Management System, such as TalentWorks
Session	A scheduled instance of an ILT or VILT. Takes place on a specific date at a specific time.
TalentWorks	LA County's online learning platform where you can access your training. This new age learning platform allows you to access online training (e-learning modules) and select virtual or in-person instructor led sessions to join or attend a scheduled training. TalentWorks keeps track of your records so that you can review your learning transcript anytime you need to view status of your training progress or access completion certificates.
Transcript	A record of your training progress and status. Tracks Active, Completed, and Archived training.
VILT	Virtual instructor-led training. Training delivered remotely, usually through Zoom, Microsoft Teams, or other virtual meeting platforms.

Additional Support

For further support, please read below to contact the appropriate team:

HSHtraining@hsh.lacounty.gov

- **Recovering forgotten password.**
- **General training questions, including the calendar of training offered.**
- **Questions and support about TalentWorks, including training registration.**

HSHTechnicalTrainingTeam@hsh.lacounty.gov

- **For questions or updates about CHAMP access.**
- **First time CHAMP users and existing CHAMP users changing programs or required to retake training.**

ISD Help Desk: 562-940-3305

- **For assistance with CHAMP log-in issues.**
- **For assistance resetting your CHAMP password.**