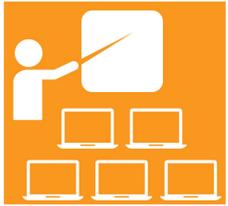


Supportive Housing
TRAINING CENTER



From idea to implementation, CSH is the source for housing solutions. We are a touchstone for new ideas and best practices. We are a collaborative and pragmatic community partner as well as an influential advocate for supportive housing.



How We Work

Fund new projects and programs

Educate and empower industry players

Engage and influence policy and decision makers

Reform and improve government systems

Lead and expand the supportive housing industry

Innovate, measure and evaluate smart solutions

CSH's Training Approach

CSH's Training Center offers practical, interactive training solutions that empower people to learn about, build, and provide high-quality supportive housing in their community. We enable people from all backgrounds to practice and master the skills necessary to make a difference and improve the lives of the most vulnerable people.

CSH offers online and in-person workshops and customized solutions to meet your needs.

Our comprehensive portfolio of trainings boosts the value and impact of your work. Our products help build the capacity of providers, property managers, developers, and advocates of supportive housing looking to create high-quality, effective, and sustainable housing solutions.

CSH houses some of the most talented and knowledgeable people in the supportive housing field, including staff who are well trained in effective facilitation, adult learning, and presentation techniques. We know that that people on the front lines of supportive housing (providers, case managers, etc.) sometimes know best about what does and does not work, and therefore our trainings incorporate time for peer sharing and experiential learning.

CSH advances solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities.

DIMENSIONS OF QUALITY SUPPORTIVE HOUSING

The **CSH Dimensions of Quality Supportive Housing** reflects our work with communities to identify the aspects of high-quality supportive housing projects, and it includes updates to align with best practices in the field. In creating and sharing the **CSH Dimensions of Quality Supportive Housing**, CSH strives to:

- **Build** the capacity of the supportive and affordable housing industries to create and operate high-quality, effective, and sustainable supportive housing units
- **Encourage** the investment of adequate resources, especially from public systems, to support that capacity
- **Ensure** that existing resources for supportive housing are being used efficiently and effectively, and support the allocation of new resources
- **Create** better outcomes for supportive housing tenants, especially those with multiple barriers to housing stability

Our course curriculum is based on the **Dimensions of Quality Supportive Housing** which can be found online at www.csh.org/quality.

WORKING WITH CSH

Join the hundreds of agencies and organizations from across the country that have partnered with CSH to sponsor training for their local practitioners. Look to CSH for workshops, seminars, and trainings that fuel your capacity around all aspects of supportive housing and systems change.

- Schedule a one-day training for a quick lesson on property management and service delivery;
- Immerse yourself in our premiere workshop experience, the Supportive Housing Institute;
- Or invest in a provider academy or training series.

WHICHEVER YOU CHOSE, CSH WILL GIVE YOUR TEAM A COMPETITIVE EDGE.



Email us at training@csb.org to request a training in your area or a proposal to create a customized training solution for your community.

Click on www.csb.org/training to view the latest online content and register for upcoming online and in-person courses.

Visit our website to utilize our online resources, toolkits, and project profiles, including the **Dimensions of Quality Supportive Housing**, at www.csb.org.

COURSES

CSH offers interactive courses both on-line and in-person. We encourage you to access our most up-to-date calendar by visiting www.csh.org/training.

ONLINE COURSES

Online courses help increase your and your staff's capacity right from their own office. CSH online courses cover cutting edge topics related to supportive housing and systems change. Our online content is offered in three different categories:



Webcasts: Live and on-demand training presentations with expert facilitators and panelists on topics applicable to a broad audience. Registration in advance is required. Upcoming offerings include Introduction to Supportive Housing, Coordinated Assessment: Drilling Down, and Systems Thinking for Leading Change.



E-classes: Highly interactive courses with expert instructors designed to help participants learn and apply new skills on the job. Registration in advance is required, and classes are limited in size to maximize student participation opportunities. Individuals should come prepared to participate in activities and discussions. Topics include supportive housing development and operations, healthcare/ Medicaid, frequent-user data matching, and many more.



Tutorials: On-demand, self-paced training modules that can be accessed at any time, allowing users the flexibility to attend trainings whenever is best for them. Topics include quality supportive housing, property management and service coordination, access to housing, target populations and voluntary services. Additional tutorials will be added throughout the year.

WORKSHOPS



Our in-person workshops, Institutes and Academies offer some of the most robust training the industry has to offer. CSH is flexible in our approach, so we can tailor any course to meet your needs or take one of our in-person courses and deliver it online as an e-class. Classes that can be delivered online and in-person are marked with an asterisk (*). A sample of our current courses is outlined below.

Title	Description	Duration
Supportive Housing 101*	This class provides an overview of the supportive housing model that serves as the foundation for quality supportive housing operations.	<ul style="list-style-type: none">• Half-day• Full-day• 2-day
Supportive Housing 201*	Students engage in a deeper look at the principles covered in the Supportive Housing 101 class. This class is highly customizable for different audiences and localities. Service strategies, budgeting, tenant involvement, and property management coordination are some of the topics typically covered in the 201 course.	<ul style="list-style-type: none">• Half-day• Full-day
Planning a Supportive Housing Project*	This course leads agencies interested in creating new supportive housing (scattered-site or site-based) through a series of assessments to determine the best model, potential partners, and target population.	<ul style="list-style-type: none">• Half-day• Full-day

Title	Description	Duration
Coordinating and Streamlining Access to Housing*	This workshop helps community partners understand how supportive housing can be targeted effectively and efficiently through utilizing a community coordinated access system.	<ul style="list-style-type: none"> ● Half-day ● Full-day
Prioritizing and Targeting your Supportive Housing*	This course leads students through exercises and materials focused on systems-level targeting and project-level targeting. Designed for those who are interested in better aligning their resources so they reach the most vulnerable in their community.	<ul style="list-style-type: none"> ● Half-day ● Full-day
Getting Housed, Staying Housed*	This course provides an overview of the Housing First approach and arms students with tools to adopt the philosophy during their outreach efforts, the application process, move-in, and operations.	<ul style="list-style-type: none"> ● Half-day ● Full-day ● Two full-days
Property Management and Services Coordination*	Coordination among property managers and those who delivers services is a key component to ensuring people stay housed in supportive housing. This training defines roles, outlines key areas of coordination and provides real life examples of high-quality coordination.	<ul style="list-style-type: none"> ● Half-day ● Full-day
Building Community Support*	This course is developed to be a stand-alone course or combined with Supportive Housing 101 and teaches students CSH's Seven Steps to Building Community Support for new site-based or scattered-site supportive housing projects.	<ul style="list-style-type: none"> ● Half-day
Designing and Delivering Services in Supportive Housing*	Services are key component of supportive housing. This course leads students through assessments and exercises to design appropriate and flexible services, as well as develop sound strategies for service delivery.	<ul style="list-style-type: none"> ● Half-day ● Full-day
Supportive Housing Financing*	Understanding the capital, operating, and services available to create and sustain supportive housing is key for any project manager or administrator. This course provides an overview of the sources currently available for funding supportive housing units.	<ul style="list-style-type: none"> ● Full-day ● 2-day
Tenant Leadership*	Providing leadership support to tenants strengthens people, projects, and community. This course provide tactics on how to support tenants as leaders in your agencies, supportive housing projects, and Continuums of Care.	<ul style="list-style-type: none"> ● Half-day ● Full-day
Fair Housing*	This course provides an overview of fair housing and how it relates to supportive housing providers working with vulnerable populations.	<ul style="list-style-type: none"> ● Half-day
Working with your Public Housing Authorities*	Building on CSH's PHA Toolkit, this half-day course provides an overview of how PHAs across the country are innovating to end homelessness. Students will receive practical advice on how to partner with their local PHA.	<ul style="list-style-type: none"> ● Half-day
Trainings on Specialized Populations*	Our trainings also include a variety of sessions that focus on special populations including youth, older adults, veterans, re-entry populations, and families.	<ul style="list-style-type: none"> ● Half-day ● Full-day ● 2-day
Right Sizing your System*	This training focuses on two key questions: Does your system fit the people that access it? And if not, how do you change your system to match your population's needs? Exercises focus on system mapping and redesign.	<ul style="list-style-type: none"> ● Half-day ● Full-day

Title	Description	Duration
Transforming Transitional Housing*	Agencies and communities are beginning to analyze their transitional housing programs to assess potential to adapt these programs to serve new populations and/or improve performance. This training provides participants with the tools to assess suitability for conversion and, if needed, plan for conversion implementation.	<ul style="list-style-type: none"> • Half-day • Full-day
Supportive Housing Academy	The Academy provides an intensive training on creating new supportive housing projects that empowers agencies to identify the building blocks of sound projects, create solid project partnerships, and develop the skills needed to develop and operate supportive housing. Follow-up technical assistance can also be a part of the Academy.	<ul style="list-style-type: none"> • 3-5 full-days, consecutive
Supportive Housing Institute	The Supportive Housing Institute is CSH's premiere workshop experience. Groups in the beginning phases of project development work in teams to create a development and management plan for their project, and leave with an action plan for creating supportive housing. The Institute significantly reduces the time it takes to fund a project by building a strong development team equipped to navigate the complex process of developing housing with supportive services.	<ul style="list-style-type: none"> • 8-10 full days over a period of 6 months
Medicaid Institute for Supportive Housing Agencies	The Medicaid Institute will increase supportive housing providers' ability to access Medicaid as a revenue source for current services and partner with a Medicaid-billable agency, or develop the infrastructure to bill Medicaid for services. Agencies send small teams to assess capacity and develop a plan for Medicaid Billing.	<ul style="list-style-type: none"> • Varies
Quality Institute	The CSH Quality Institute is an intensive training series designed to improve the quality of supportive housing projects in areas of property management, service delivery, administration, or community. The Institute includes homework, assessments, and an opportunity to create and track a quality improvement plan. Participants form project teams and work on their actual housing project.	<ul style="list-style-type: none"> • 4-8 full days over 6 months
Customized Solutions	We're constantly creating new or editing existing content to create customized courses for communities across the country. Our staff can work closely with you to create content that is locally relevant and infuses our national expertise.	<ul style="list-style-type: none"> • Based on your needs

*Classes that can be delivered online and in-person