



Supportive Housing Training: Fall 2013 Catalog

Sponsored by the Department of Mental Health and Addiction Services (DMHAS) Statewide Services, the DMHAS Education and Training Division, the Department of Social Services, and with additional support provided by the Corporation for Supportive Housing.

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Supportive Housing Training Curriculum

Purpose:

This training initiative is an integral part of the State's investment in and commitment to permanent supportive housing, and is being introduced as part of the Quality Assurance Program under the sponsorship of the Department of Mental Health and Addiction Services, the Department of Social Services and the Department of Children and Families. This comprehensive curriculum is targeted to supervisors and service staff in supportive housing, and is designed to strengthen core competencies in tenant engagement and client-centered service delivery. Building on knowledge and service strategies developed as "best practices," this curriculum provides supervisors and staff working in supportive housing settings with the tools and skills they need to support and strengthen their work in providing services to both individuals and families with complex service needs who have been homeless.

Target Audience:

Staff working in supportive housing and property management settings.

Overview of Courses:

There are a total of 11 courses that are available to staff through this curriculum. **Five** of those are instructor-led courses and **one** is a self-directed web-based training; these are defined as the **Core Courses**. They are denoted by an asterisk (*) next to the training title. The "**Developing Better Strategies for Goal Setting with Permanent Supportive Housing Tenants**" training has been added as a new core course. These courses will provide all staff with a set of baseline tools and resources to strengthen their service program. It is expected that all current support service staff will complete these 6 core courses within the first year of implementation, and that all new staff will follow the same expectation. Once you have completed a course you do not have to take it again.

- **Housing Strategies**
 - Housing Based Case Management*
 - Connecticut Fair Housing Laws and Tenant Selection*
- **Skills Enhancement Trainings**
 - Enhancing Case Management Services with Motivational Interviewing*
 - Addressing Substance Use with Supportive Housing Tenants*- Formerly named Successfully Housing Persons with Substance Use Issues
 - Trauma Sensitive Services - Housing
 - Understanding Mental Health Conditions
 - The Importance of Staff Care
 - Understanding Homelessness: A Simulation
 - Developing Better Strategies for Goal Setting with Permanent Supportive Housing Tenants*
- **Topics in Employment and Self-Sufficiency**
 - Supportive Employment for Permanent Supportive Housing in Connecticut*- Available as a self-directed web-based training *ONLY*. See pages 9-11 for more information on this training and other new self-directed web-based trainings.
- **Program Development Topics**
 - Permanent Supportive Housing Documentation and Forms- Available as a self-directed web-based training *ONLY*. See pages 9-11 for more information on this training and other new self-directed web-based trainings.

REGISTRATION INFORMATION

- To register for training, you must go through our Learning Management System (<https://ctlms.ct.gov>)
- For help with registration, searching the catalog, transcripts, and more, check out our [Instruction Guide](#) or our interactive tutorial, [Introduction to the LMS](#).
- Register online early, many classes fill quickly!
- If you do not have a username and password—or to update your email or other profile information—fill out the [My Profile Information Form](#) located on our website (www.ct.gov/dmhas/educationtraining) and return via email or fax as indicated on the bottom of the form, and you will receive your login information by email.
- To access course descriptions and additional information about our offerings, please log into our Learning Management System (LMS) and search our online catalog. Once you find the training you are interested in, click on the title of the offering. The description, room, instructor, and CEU information will be listed for each offering.
- Upon registration, participants will receive an email from Education.Training@ct.gov regarding their enrollment status (Confirmed or Waitlisted), room assignments, and session information. **PLEASE READ YOUR EMAILS COMPLETELY and MARK YOUR CALENDAR!**
- Check your SPAM filter to mark Education.Training@ct.gov as SAFE. Contact your IT (Information Technology) person if you have questions.
- If you are on a waitlist and a seat becomes available, an email will be sent offering you the seat. **You must ACCEPT the offered seat, through the online LMS within five (5) calendar days to be enrolled in the class**, see our [Instruction Guide](#) page 11.
- Our Winter/Spring Housing Catalog (January, February, March, April, May and June) will be available for online registration in mid-December.
- **Other training resources and links** are available on our website at: www.ct.gov/dmhas/educationtraining. Scroll to the bottom of the page to locate this information.

AMERICANS WITH DISABILITIES ACT (A.D.A.)

Any special accommodations needed at our classes must be requested by contacting Gail Link at (860) 262-5062 or you may email Gail at Gail.Link@ct.gov, IMMEDIATELY UPON REGISTRATION.

FREQUENTLY ASKED REGISTRATION QUESTIONS

Q: **How do I reset my Password?**

A: Send an email directly to Education.Training@ct.gov with a subject of **Password Reset**. Include your full name and agency, or from the log-in page, click the "forgot your password" link.

Q: **How do I get a copy of my transcript?**

A: Online transcripts are available for classes that have been held after 1/1/09. Please view our website for the [Instruction Guide](#) and go to the section on my transcript. For official transcripts or transcripts that include classes prior to January 1, 2009, please contact Anita at Anita.Bengtson@ct.gov .

Q: **How can I tell if a class offers CEUs?**

A: Select the offering by clicking on the title of the class; locate scroll **abstract section** where it lists which, if any, CEUs are offered.

Q: **What does my computer need (system requirements) for me to take self-directed web-based training?**

- A: Your computer must have internet access (DSL or Cable recommended for faster connection), Adobe Flash Player, and Pop-up blockers must be disabled on your Browser and Google toolbar. We strongly recommend a wired internet connection.
- Q: **If I don't finish the web-based training in one sitting, how do I get back to it to finish?**
- A: After logging in, click on the "My Learning" tab. You are automatically brought to your Enrollments. Scroll down to find the name of the training that you want to finish. To the right of the training name, click the "Launch" button.
- Q: **I completed a web-based training, but it did not show up on my transcript. What should I do?**
- A: If you have been taking the training over a wireless internet connection, connect your computer to the internet with a wired connection and log on to the LMS. Launch the training again, and retake the quiz to get credit.
- Q: **How do I get a certificate with Continuing Education Units (CEUs) for a web-based training?**
- A: Upon successful completion of the training and quiz, send an email with your name, Username and the name of the web-based training to Education.Training@ct.gov . Put "Request for CEU Certificate" in the subject line. A certificate will be emailed to you.
- Q: **What if I have reviewed the FAQs above and am still having problems?**
- A: Check out our [Instruction Guide](#), then call Anita Bengtson at 860-262-5065.

CANCELLATION INFORMATION

Rarely, a course may be cancelled. We strongly encourage you to check your email for cancellation notices.

If you are unable to attend a class for which you have been enrolled, please drop your registration as soon as possible. This will allow other participants on the Waiting List an opportunity to be contacted to attend.

To drop a class, log onto the Learning Management System (LMS) (<https://ctlms.ct.gov>), go to the "My Learning" tab and click "Drop" under the "Action" column for the title of the class you will not be attending. **The window will refresh with class details and you MUST scroll to the bottom of the page and click "Drop" again to confirm cancellation. An email will be sent confirming your cancellation.**

FAILURE TO CANCEL YOUR ENROLLMENT FOR CLASSES YOU ARE UNABLE TO ATTEND MAY AFFECT YOUR ELIGIBILITY TO REGISTER FOR FUTURE CLASSES.

INCLEMENT WEATHER PROCEDURES

- ❖ Participants may call (860) 262-5071 after 7:00 a.m. to listen to a recorded announcement stating if classes are cancelled. **As many of our classes are conducted at offsite locations, which include non-state run offices, it is important to check that classes are being conducted.**
- ❖ In the event of a cancellation due to inclement weather, all registered participants will be notified of the rescheduled date of the class by email.

Fall Instructor-Led Training Schedule

All training is held in the Cocilovo Room, Beers Hall, Connecticut Valley Hospital, Middletown, CT. Directions are on page 14.

Date	Time	Title
9/12/13	9:00 to 4:30	Understanding Mental Health Conditions
9/20/13	9:00 to 4:00	Housing Based Case Management*
10/18/13	9:00 to 4:00	Enhancing Case Management Services with Motivational Interviewing*
10/22/13	9:00 to 3:00	Developing Better Strategies for Goal Setting with Permanent Supportive Housing Tenants* <i>NEW</i>
10/30/13	9:00 to 4:00	Connecticut Fair Housing Laws and Tenant Selection*
11/8/13	9:00 to 4:00	Addressing Substance Use with Supportive Housing Tenants* <i>(Formerly named Successfully Housing Persons with Substance Use Issues)</i>
11/18/13	9:00 to 12:15	Understanding Homelessness: A Simulation
12/3/13	9:00 to 4:00	Trauma Sensitive Services - Housing
12/17/13	9:00 to 4:00	The Importance of Staff Care

* Denotes a Core Course

Instructor-Led Training

Addressing Substance Use with Supportive Housing Tenants: (formerly named Successfully Housing Persons with Substance Use Issues). This training provides essential background information on substance use and misuse, and explores associated behavior changes related to maintaining housing stability. We will review strategies for tenant engagement related to substance use and working with ambivalence or resistance. Participants will explore how their personal values and beliefs about drug use may influence our work with tenants, and issues related to boundary setting and maintenance. The training will include a special focus on emerging issues in substance use, including overdose prevention. This training was formerly called Successfully Housing Persons with Substance Use Issues. **(If you already attended Successfully Housing Persons with Substance Use Issues 101 or 201, you are not required to attend this training.) Core Course**

Trainer: Kevin Irwin, Senior Program Manager, Corporation for Supportive Housing

Connecticut Fair Housing Laws and Tenant Selection: The morning session will cover illegal discrimination, Fair Housing Laws, reasonable accommodations/modifications and landlord defenses and examples, the eviction process, landlord tenant relations, subsidized housing-project based vs. tenant based, Section 8 and the role of the Housing Authority, disabilities protections/exemptions, grievance hearings, and housing discrimination. The afternoon session will focus on the process of tenant selection including: roles and responsibilities of property management and supportive services, outreach, application, overcoming tenancy concerns, decision making and appeals processes with timeframes. **Core Course**

Trainers: Sally Zanger, JD, Connecticut Legal Rights Project, morning session; and Jill Hrozienick, BA, Trainer and Consultant, afternoon session

Developing Better Strategies for Goal Setting with Permanent Supportive Housing Tenants: This training covers the new DMHAS Permanent Supportive Housing (PSH) Acuity and Assessment forms. These tools offer case managers guidance in completing required service plans, including creating focused recovery plan goals and moving on from PSH goals. The forms can also assist in creating balanced case loads and in identifying training needs for employees. **(This training was originally titled Acuity and Assessment and was conducted outside of DMHAS Education and Training Department. If you have already attended Acuity and Assessment training, you are not required to attend this training.) Core Course**

Trainers: Alice Minervino, Behavioral Health Program Manager, Department of Mental Health and Addiction Services and Fred Morton, Program Manager, Corporation for Supportive Housing

Enhancing Case Management Services with Motivational Interviewing: Case managers frequently offer much knowledge and experience to link their clients to a wealth of resources and opportunities in their communities. Yet many of the clients who are most in need of case management services are the very clients who may be most reluctant or wary about accepting these services. Case managers can use Motivational Interviewing (MI) to improve their clients' engagement and motivation to work toward their case management goals. MI, developed by Miller and Rollnick (1991), is based on the idea that clients are most likely to change when the motivation comes from themselves, rather than being imposed from the

outside. In MI, the helping person accepts clients' mixed feelings about change and helps them to move through that ambivalence, guiding the client to consider the pros and cons of change. Workshop participants will learn to use MI to enhance the motivation of their case management clients. A variety of teaching modalities will be employed including lecture and discussion, participant practice exercises, and viewing live or videotaped examples. Course participants receive various handouts and materials to help them apply this approach. **Core Course**

Trainer: Susan Sampl, Ph.D, York Correctional Institution

Housing Based Case Management: This training addresses key issues related to housing stability in tenants. It will explore housing service planning including a thorough assessment of all the underlying issues that have led to instability in prior housing situations, and the skills a tenant needs for independent living. This training is applicable to both new and experienced case managers and will also cover engaging tenants with multiple barriers into voluntary services. **Core Course**

Trainer: Jill Hroziencik, BA, Trainer and Consultant

The Importance of Staff Care: The emotional strain of working in the helping profession can cause burnout, staff turnover and impacts professional/personal lives. Without effective coping mechanisms care-givers can become frustrated, overwhelmed and immobilized. This workshop is a three-layered approach to staff care: organizational, professional and personal. It is ideal when staff and supervisors can attend this workshop together.

Trainer: Eileen M. Russo, LADC, Trainer and Consultant

Trauma Sensitive Services - Housing: The prevalence of traumatic experiences in the history of clients with addiction/mental health issues is extremely common, however, the impact of trauma can be difficult to recognize by service providers. This workshop will provide an understanding of trauma and will help workshop participants to identify simple and practical ways to provide trauma informed care to clients.

Trainer: Eileen M. Russo, LADC, Trainer and Consultant

Understanding Homelessness: A Simulation: Participants will experience life on the street and life at the shelters through role play of various homeless situations. Participants will experience the daily struggles of homelessness and obstacles to ending homelessness. Participants will understand the cycle of homelessness, contributing factors, trauma of life on the street and life at the shelters.

Trainers: Milena Sangut, MS, Director of Housing Homeless Services, Western Connecticut Mental Health Network; Nancy J. Cannavo, MSN, RN, Coordinator of Mental Health Services to the Homeless Program, Charlotte Hungerford Hospital and Gail A Emmerson, LCSW, Quality Improvement/Education & Training Director for Western Connecticut Mental Health Network

Understanding Mental Health Conditions: This training will provide an overview of the signs, symptoms, etiology, and course of the major mental health disorders with an emphasis on severe and persistent conditions. The interaction of these conditions with substance use will be explored. It places disorders in a stress-vulnerability model and uses that model to review roles and strategies for direct care staff in a recovery-oriented system.

Trainer: Richard Fisher, LCSW, Department of Mental Health and Addiction Services.

Self-Directed Web-Based Training

This training can be accessed from any computer and uses the same Learning Management System that you now use to register for instructor-led housing training. You will review slides and then take a quiz. If you pass the quiz, it will automatically be recorded in your transcript. You can print out a certificate and/or a copy of your transcript from the online system for your records. Please review Frequently Asked Registration Questions on pages 4-5 for more details.

Self-Directed Web-Based Training Offerings:

Supportive Housing Self-Directed Web-Based Training:

Permanent Supportive Housing Documentation and Forms: This training covers the recommendations gathered from the Quality Assurance Monitoring Process and condenses them into sample forms and documentation which have been made accessible to Permanent Supportive Housing Service Providers throughout the State of Connecticut. Sample forms and documents include: Assessment/Reassessment Forms, Contact Notes, Service Planning, DMHAS Homeless Verification Form, DMHAS Disability Verification Form and the DMHAS Early Childhood Education Form. This training was taught as an instructor-led training and is now available only as a self-directed web-based training. It was originally titled Supportive Housing Forms and Documents.

Supportive Employment for Permanent Supportive Housing in Connecticut: This training presents an historical overview of supported employment, evidence-based practices, principles and strategies for supported employment and education and the impact employment can have on benefits. The positive effects of employment for supportive housing tenants will be outlined. This training will also inform case managers how to support tenants in seeking, obtaining and keeping employment and/or education. This training was taught as an instructor-led training and is now available only as a self-directed web-based training. It was originally titled Supportive Employment and Education and Its Impact on Benefits. **Core Course**

Self-Directed Web-Based Training Offerings

Training Title	Credit Hours	CEUs Offered
An Introduction to Post-Traumatic Stress Disorder (PTSD)	1	CCB, SW
Anaphylactic Allergic Reactions and Epinephrine Auto-Injectors	3	SW
Assessment in Community Support Programs (CSP) and Recovery Pathways (RP)	1	CCB, SW
Back Safety and Lifting Techniques	0.5	
Blood and Body Fluid Clean Up: Overview	1	SW
Bringing the Full Power of Science to Bear on Drug Abuse and Addiction	1	CCB
Cocaine: Abuse and Addiction	1	CCB, SW
Community Support Programs (CSP): From Maintenance to Rehabilitation	2	CCB, SW
Connecticut Legal Rights Project: Protecting Rights to Rebuild Lives	0.5	
Depression	1.5	CCB, SW
Diabetes Mellitus Basics	2	SW
Employee Safety: Preventing Slips, Trips and Falls	1	SW
Family Therapy with Problem Gamblers and their Families: The First Steps to Recovery	1	CCB, SW
Food Safety and Kitchen Hygiene Overview	1	SW
Gender Responsive Substance Abuse Treatment for Women	2	CCB, SW
Helping Patients who Drink Too Much	2	CCB, SW
Hepatitis A Virus (HAV): An Introduction	1	CCB, SW
Hepatitis B Virus (HBV): An Introduction	1	CCB, SW
Hepatitis C Virus (HCV): An Introduction	1	CCB, SW
Infection Control and Prevention for Community Health Care Workers <i>(available for Funded Agency Employees ONLY)</i>	1	

Self-Directed Web-Based Training Offerings

Training Title	Credit Hours	CEUs Offered
Introduction to Integrating Gambling and Problem Gambling into Substance Use and Mental Health Disorders Programs	3	CCB, SW
Medication and Entitlement Access for Connecticut	1	CCB, SW
Medications Used in the Treatment of Mental Health Disorders	2	CCB, SW
MRSA Overview	1	SW
Naloxone in the Prevention of Opioid Overdose	0.5	CCB
PCP: Understanding Phencyclidine	0.5	CCB
Permanent Supportive Housing Documentation and Forms	2	
Person Centered Treatment Planning	3	CCB, SW
Prescription Drugs: Abuse and Addiction	1	CCB, SW
Recovery Planning and Documentation in Community Support Programs (CSP) and Recovery Pathways (RP)	1	CCB, SW
Substance Abuse and HIV/AIDS <i>NEW</i>	1	CCB, SW
Supportive Employment for Permanent Supportive Housing in Connecticut	2.5	CCB, SW
The Criminal Justice System	2	CCB, SW
Tobacco Addiction <i>NEW</i>	1	CCB, SW
Tools for Engaging Clients in Services	2	CCB, SW
Treating Clients with Traumatic Brain Injury in Substance Abuse Treatment	1	CCB, SW
Understanding Bipolar Disorder	2	CCB, SW
Understanding Compulsive Hoarding: What Is It And How To Help	2	CCB, SW
Understanding Drug Abuse and Addiction: What Science Says	0.5	CCB
Understanding Grounding <i>NEW</i>	1	CCB, SW
Understanding Trauma	2	CCB, SW
Working with People Diagnosed with Schizophrenia	2	CCB, SW

Trainer Biographical Information

Nancy J. Cannavo, MSN, RN, is the Program Manager of the HOPE Supportive Housing Program and the Mental Health Services to the Homeless Program (PATH) at Charlotte Hungerford Hospital's Behavioral Health Center. Nancy provides mental health and substance abuse assessments, individual therapy, and clinical/case management services to individuals and families who are homeless in Northwest Connecticut.

Gail A. Emmerson, LCSW, is the Quality Improvement/Education & Training Director for Western CT Mental Health Network - Torrington Site. She previously was the Director of Forensic Services for WCMHN's 3 sites - Waterbury, Danbury and Torrington and the Clinical Director of the Danbury Site. Currently she serves on the Advisory Board for Litchfield County's Continuum of Care, on the Continuum itself and many of the Continuum's Subcommittees. She is the Torrington Area's Coordinator for DMHAS's Housing Assistance Fund and serves on the Litchfield County Screening Committee for all Supported Housing available in the area.

Richard Fisher, LCSW, is Director of the DMHAS Education and Training Division. He has over thirty years of experience as a clinician, program manager and administrator in a variety of behavioral health settings. He serves as adjunct faculty at the University of Connecticut School of Social Work and maintains a private practice.

Jill Hroziencik, BA, has more than 20 years experience working with homeless populations throughout New England. Her experience includes developing and managing supportive housing programs, including harm reduction models, family housing, and the provision of direct service to multiply-diagnosed populations. She currently consults on projects nationwide.

Kevin Irwin is a Senior Program Manager at the Corporation for Supportive Housing. His community service experience includes outreach, drug and alcohol counseling, and supportive services in transitional and supportive housing. He has also been a Research Associate in the Yale School of Public Health and a faculty member in the Community Health Program at Tufts University. For over twenty years his work has centered on improving the health of marginalized groups across a range of clinical and field settings in the US and abroad.

Alice Minervino is a Behavioral Health Program Manager for the Department of Mental Health and Addiction Services, in the Housing and Homeless Unit. Her duties include statewide oversight of the Projects for Assistance in Transition from Homelessness (PATH), Mental Health Transformation Grant (Permanent Enrichment), monitoring of all state administered Shelter Plus Care programs, oversight of the Housing Assistance Fund (formerly Bridge), and statewide training of supportive housing support staff.

Fred Morton is a program manager with CSH. His primary work involves managing supportive housing quality assurance activities in Connecticut including a quality assurance review process involving over 40 supportive housing providers. In addition, Fred manages three supportive housing learning collaboratives, and provides technical assistance to service providers through training, site visits and the development of tools to make the provision of services more efficient and effective. Before joining CSH in April of 2012, Fred worked at the Department of Mental Health and Addiction Services. He coordinated supportive housing programs and the Supported Employment Initiative at Western Connecticut Mental Health Network. His previous position at the Department involved data management and quality assurance activities that supported the DMHAS Co-Occurring Initiative at the Office of the Commissioner.

Eileen M. Russo, MA, LADC, has worked in the addiction and mental health field for the past 25 years. She is a licensed addiction counselor, a certified clinical supervisor and a certified co-occurring disorder professional. Her experience includes developing and serving as the clinical director for programs that serve clients with mental health and/or substance use disorders.

Susan Sampl, Ph.D., is a clinical psychologist with extensive experience treating adolescents and adults with substance use disorders and other behavioral problems, frequently including justice system involvement. She is a Supervising Psychologist at York Correctional Institution for female offenders. She has also been an active member of research teams studying a range of manual-guided interventions for the past ten years.

Milena Sangut, MS, is the Director of Housing and Homeless Services for the Western Connecticut Mental Health Network (WCMHN) covering the Danbury, Waterbury and Torrington areas. She is also a member of the City of Waterbury Ten Year Plan to End Homelessness and is a member of the City of Danbury Housing Partnership and the Project Homeless Connect Committees. She chairs the WCMHN Housing Committee with housing representatives from the Danbury, Waterbury and Torrington sites to further develop housing initiatives in the three sites, and develops housing training curriculum.

Sally R. Zanger, BA, JD, graduated from Brandeis University and the University of Michigan Law School and is admitted to the Bar in Connecticut and New York State. She joined the Connecticut Legal Rights Project (CLRP), which represents people in Connecticut with psychiatric disabilities, when it first opened in 1990, leaving several years later for private practice and to live in London, she returned to CLRP in March of 2006.

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
CONNECTICUT VALLEY HOSPITAL

COCILOVO ROOM

BEERS HALL, THIRD FLOOR, MIDDLETOWN, CT 06457
860-262-5060

From I-91 SOUTH

Take Exit 225 (Route 9 South). Follow directions from Route 9 South.

From I-91 NORTH

Take Exit 225 (Route 9 South). Follow directions from Route 9 South.

From ROUTE 9 SOUTH

Take Exit 12, (Silver Street), then turn **Left** at the end of the exit ramp onto Silver Street.

- At top of hill turn **Right** at first light.
- Continue a few yards; you can now go right, left or straight down long driveway. Proceed **straight** down long driveway, which is **Mullaney Way**. Beers Hall is the brownstone building to your right as you are driving down the driveway. You may park in any space that is not reserved behind or beyond the building.
- As you face the back side of Beers Hall, enter Beers Hall through the far right door under the large blue awning (door is on cement porch surrounded by a metal railing).
- Continue through door straight ahead and take elevator to the third floor, the Cocilovo Room is to your left as you enter the hallway.

From ROUTE 9 NORTH

Take Exit 12, (Bow Lane), at the end of the exit ramp there is a stop sign, go straight onto Eastern Drive. Continue on Eastern Drive, at the next stop sign turn **Right** onto Silver Street.

- At top of hill turn **Right** at first light.
- Continue a few yards; you can now go right, left or straight down long driveway. Proceed **straight** down long driveway, which is **Mullaney Way**. Beers Hall is the brownstone building to your right as you are driving down the driveway. You may park in any space that is not reserved behind or beyond the building.
- As you face the back side of Beers Hall, enter Beers Hall through the far right door under the large blue awning (door is on cement porch surrounded by a metal railing).
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