



Supportive Housing  
**TRAINING CENTER**  
Your Source for Professional Development



30 Years of Supportive  
Housing Solutions





# CONNECTICUT SUPPORTIVE HOUSING TRAINING CATALOG

CSH offers the DMHAS Training Catalog to provide a wide-range of timely and relevant learning experiences for professionals working with single individuals and families in supportive and affordable housing. From live webinars, to custom trainings, we provide a range of solutions to meet your needs.

The trainings delivered provide an opportunity to learn with impact. We build your capacity to provide and deliver quality services and housing. With a focus on thriving we offer tools, trainings and support that fit your needs and the needs of those you support.

Due to continuing COVID19 pandemic conditions, for this Spring Training Catalog, all trainings will be hosted virtually via CSH's online training format. Our hope is to centralize all Catalog content in order to ensure a safe, robust and equitable learning environment. We are committed to evaluating our trainings to ensure they are meeting the needs of the Supportive Housing community. Please do not hesitate to provide feedback on your training experience so that we may continue to improve the process.

To learn more about how CSH can meet your individual, program and organizational professional development needs please contact us at [ctinfo@csh.org](mailto:ctinfo@csh.org) for more information.

## Purpose

This training initiative is an integral part of the Connecticut Supportive Housing Quality Assurance Program under the sponsorship of the Department of Mental Health and Addiction Services (DMHAS). This comprehensive curriculum offers trainings to support both supervisors and service staff in building the skills needed to provide high quality services in PSH including core competencies in tenant engagement and client-centered service delivery. Built on best practices in supportive housing service strategies, this curriculum provides supervisors and staff working in both scattered site and congregate PSH 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 experienced homelessness.

## Target Audience

Executive directors, supervisors, case management and property management staff working in both scattered site and congregate DMHAS-funded supportive housing programs.

## In-Person Training

Interested in bringing one of our online courses to your site? We can develop and deliver training to meet your needs. Contact us at [ctinfo@csh.org](mailto:ctinfo@csh.org) for more information.



## Overview of Courses

Trainings offered through this catalog will provide staff with a set of baseline tools and resources to strengthen their service program. **Once a course is completed it is not required to be taken again.**

There are a total of 12 instructor-led courses that are available to staff through this curriculum. **Six** of those courses are defined as **Core Courses**, which are denoted by an asterisk (\*) next to the training title.

All support service staff must complete **five** of the Core Courses listed below with supervisors completing an additional course titled “*Essentials for Quality Supervision in Supportive Housing.*”

### Core Courses

- Working in Supportive Housing: An Orientation for New Case Managers\*
- Principles of Motivational Interviewing in Supportive Housing\*
- Service Planning in Supportive Housing\*
- Addressing Substance Use in Supportive Housing \*
- Using The Supportive Housing Acuity Index 2.0: Taking A Deeper Dive\*
- Essentials of Quality Supervision in Housing: Leading Post-COVID 19 (supervisors only)\*

### Other Course Offerings

- Mindfulness Workshop
- Community of Practice: Case Conferencing Training
- Structure and Purpose of Home Visits
- Intergenerational Trauma - Identifying the Cycle and Starting the Journey of Healing
- Understanding Grief and The Impact on The Supportive Housing Community
- Tenants Aging in Supportive Housing
- Working with Landlords and Property Managers to Access Housing and Sustain Tenancy



## Registration Information ---

Registration for all classes in this catalog will be handled through CSH's Supportive Housing Training Center. To register for a class, click on the link you would like to register for. You will then be brought to the registration login page for the webinar.

Certificates will be available to individuals who complete the training evaluation. This is a new requirement since we are providing the trainings virtually and signing in and out is not warranted. Please make sure to complete your training evaluation directly after the training or it will delay retrieving your training certificate.

You will be able to access certificate(s) through email. They will be directly emailed to you one week after the training pending your training evaluation has been completed.

## CSH Training Center Subscriptions ---

A subscription to the Training Center provides a full year of access to all of the courses in this catalog plus access to all our online and self-paced training resources. To find out more visit [www.csh.org/training](http://www.csh.org/training)



## How to Register for a Webinar

### Registration Process

1. Click on the registration link below.
2. Complete registration fields.
3. Click Register on the bottom left of the screen.
4. On the day of the training click the link that was forwarded to you and log into Zoom 10 minutes prior to it starting.

### Americans with Disabilities Act (A.D.A.):

Any special accommodations needed at our classes must be requested by contacting Alice Minervino at [alice.minervino@ct.gov](mailto:alice.minervino@ct.gov) or (860)478.5363 IMMEDIATELY UPON REGISTRATION.

### Registration Questions

- Having technical problems with CSH's Supportive Housing Training Center? Please email [training@csb.org](mailto:training@csb.org).
- Please read through this catalog in its entirety. If you have questions not covered here regarding registration, please contact CSH by email [ctinfo@csb.org](mailto:ctinfo@csb.org) or telephone (860)560-0744.
- It is important to cancel your registration if you can't attend a training as there will be people on the waitlist. If you do not cancel, it will result in an empty seat that someone on the waiting list could have used. To cancel your registration, log into your CSH Supportive Housing Training Center Account, find the training in your transcript, click "view training details" and select "withdraw." In addition, please email [training@csb.org](mailto:training@csb.org).
- If a training you registered for is cancelled for any reason, you will receive an email notifying you of the cancellation. See below for inclement weather procedures.

## **Topic: Mindfulness Workshop**

**Trainer: Whitney S. Wilfred | Time: March 2, 10:00 am – 11:00 am**

Description: Mindfulness and Meditation can be invaluable tools for reducing stress and increasing well-being. We will explore the benefits of meditation and then you will have the opportunity to experience being guided through a deeply relaxing meditation practice to center yourself.

[Click here to register.](#)

## **Topic: Principles of Motivational Interviewing (Core Course)**

**Trainer: Andrea White | Time: March 6, 10:00 am – 12:00 pm**

Description: Case managers are skilled in connecting supportive housing tenants with the resources and opportunities available in their communities. Yet tenants who are most in need of case management services are often the most reluctant or wary about accepting these services. Case managers can use Motivational Interviewing (MI) to improve tenant engagement and motivation to work toward their self-identified service plan goals. MI, developed by Miller and Rollnick (1991), is based on the idea that people are most likely to change when the motivation comes from within themselves, rather than being imposed from the outside and gives the case manager a base to help tenants work through ambivalence. Workshop participants will learn to use MI principles and philosophy to enhance the motivation of supportive housing tenants.

[Click here to register.](#)

## **Topic: Working in Supportive Housing: An Orientation for New Case Managers (Core Course for New Employees)**

**Trainers: Alice Minervino & Kiya Kennebrew | Time: March 16, 10:00 am – 12:00 pm**

Description: This training will highlight the primary skills and knowledge needed to deliver services to tenants living in DMHAS-funded supportive housing in Connecticut. An orientation to systems and to DMHAS guidelines and timelines will be provided.

[Click here to register.](#)

## **Topic: Service Planning for Supportive Housing (Core Course)**

**Trainer: Andrea White | Time: March 20, 10:00 am – 12:00 pm**

Description: Service Planning for Supportive Housing: Helping tenants to develop meaningful goals and documenting progress toward achieving goals is a key part of supportive housing case management. This training will identify strategies and practices related to developing measurable goals and objectives. It will also provide an overview of how to effectively document progress made in reaching service goals. Participants will be given the opportunity to practice goal development and documentation of progress through interactive discussion and case studies.

[Click here to register.](#)

## **Topic: Addressing Substance use in Supportive Housing (Core Course)**

**Trainer: Andrea White | Time: March 30, 10:00 am – 12:00 pm**

Description: Substance abuse is often characterized by disruption in a person's life including social, housing, financial and other critical life tasks. We will discuss how to recognize a substance abuse issue and how to address it through case management. Disruptions to critical life goals and how to address these will be discussed. Motivational Interviewing, Harm Reduction and using the structure of the lease will be discussed. Join us for an interactive training that will provide an opportunity to recognize and address behaviors associated with substance abuse and address it within your programs.

[Click here to register.](#)

## **Topic: Working with Landlords and Property Managers to Access Housing and Sustain Tenancy**

**Trainers: Andrea White & Kiya Kennebrew | Time: April 3, 10:00 am – 12:00 pm**

Description: This session focuses on the roles and expectations of the landlord, property managers, and services partnerships to assist tenants in maintaining tenancy. We will begin with access to housing in a challenging and expensive environment followed by using the structure of the lease, negotiating landlord and service roles in eviction prevention, and teaching tenancy skills to help people stabilize in housing. Tools include a sample landlord-services meeting agenda and a structure for sustaining tenancy with the roles of each partner detailed, and sample letters for landlords regarding tenancy violations and developing a harm reduction plan for eviction prevention.

[Click here to register.](#)

## **Topic: Essentials of Quality Supervision in Housing (Core Course for \*Supervisors)**

**Trainers: Alice Minervino & Luz Osuba | Time: April 20, 10:00 am – 12:00 pm**

Description: This training will highlight the primary skills and knowledge needed to supervise case managers and other support staff and deliver services to tenants living in DMHAS-funded supportive housing in Connecticut. An overview of supportive housing systems and DMHAS guidelines and timelines will be outlined. Supervisors will also be able to ask questions regarding the guidelines and share the thoughts and/or concerns that their staff may have.

[Click here to register.](#)

## **Topic: Understanding Grief and The Impact on The Supportive Housing Community**

**Trainer: Whitney S. Wilfred | Time: April 24, 10:00 am – 12:00 pm**

Description: 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 caseloads and in identifying training needs for employees.

[Click here to register.](#)

## Topic: Community in Practice: Case Conferencing Training

Trainer: Andrea White | Time: April 27, 10:00 am – 12:00 pm

Description: This session is designed to provide a forum for frontline workers and supervisors to discuss the implementation of techniques designed to motivate participants for change. Using a case review outline, programs participating in the session will be invited to present a person they have been working with that they are having difficulty helping to move forward. Each participant group will also be asked to present a study of a participant that is moving forward. The presentations will be discussed, and suggestions and resources offered. A short orientation to motivational techniques will be offered in the beginning of the session.

[Click here to register.](#)

## Topic: Structure and Purpose of Home Visits

Trainer: Andrea White | Time: May 1, 1:00 pm – 3:00 pm

Description: The training will focus on helping case managers and supervisors understand the dynamics of a home visit including structure, boundaries and purpose. Safety considerations and examples of policies that protect both tenants and staff will be discussed.

[Click here to register.](#)

## Topic: Using the Supportive Acuity Index (Core Course)

Trainers: Alice Minervino, Luz Osuba & Kiya Kennebrew

Time: May 4, 10:00 am – 12:00 pm

Description: 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 caseloads and in identifying training needs for employees.

[Click here to register.](#)

## Topic: Intergenerational Trauma - Identifying the Cycle and Starting the Journey of Healing

Trainer: Janelle Posey-Green | Time: May 11, 10:00 am – 12:00 pm

Description: Generations of trauma can impact our interactions and forging relationships in various ways. Using a racial equity lens, participants will learn how to identify intergenerational trauma and ignite the journey of healing from it. This interactive training will provide an opportunity to recognize and address trauma within family systems. Participants will learn practical techniques to cope with the stress of intergenerational trauma. The training will end with a mindfulness exercise with the use of crystal sound bowls. This is a racial and equity base training.

[Click here to register.](#)



## Topic: Tenants Aging in Supportive Housing

**Trainer: Andrea White | Time: May 18, 10:00 am – 12:00 pm**

Description: This training will discuss leveraging tools and resources to help aging tenants with unique and high medical needs maintain their housing. Participants will also learn how to access a higher level of care, work with tenants around death and dying, and discuss what to do when someone dies in their home.

[Click here to register.](#)

## Topic: Mindfulness Workshop 2

**Trainer: Whitney S. Wilfred | Time: June 1, 10:00 am – 11:00 am**

Description: Mindfulness and Meditation can be invaluable tools for reducing stress and increasing well-being. We will explore the benefits of meditation and then you will have the opportunity to experience being guided through a deeply relaxing meditation practice to center yourself.

[Click here to register.](#)

## Trainer Bios

### Alice Minervino

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

### Andrea White, LMSW

Andrea White, LMSW, has 30 years of experience in providing programs to the most vulnerable homeless individuals and families. Using lessons learned from her experience in street outreach, shelter, transitional housing and permanent supportive housing projects, Andrea has provided training and technical assistance to look at the system of care for homeless people and people with disabilities. In the last five years, Andrea has worked extensively with community-based projects to integrate Evidence Based Practices into their work. She has also worked on the development of the Supportive Housing Tool Kit for SAMHSA.

### Janelle Posey-Green, LCSW

Janelle Posey-Green, LCSW, is co-owner of Magnolia Wellness, LLC located in New London, Connecticut. She merges holistic and African indigenous healing practices with psychotherapy to create a well-rounded healing experience. Janelle is a trained trauma and EMDR therapist and specialize working with women as well as those experiencing race-based stress. Janelle also provides training and consultation to professionals looking to expand their knowledge and practice of cultural competency. Janelle is the founder and president of the Southeastern CT Naturalistas, an organization created as an online forum to help people of color learn how to care for and embrace their natural hair. Most recently, Janelle created the CT BIPOC Mental Health & Wellness Initiative in

March 2020 as a response to the double pandemic (Covid-19 & Racism) affecting Americans in the BIPOC community. She recruited a multidisciplinary Healing team to moderate the healing forums through zoom. The initiative provides free discussion and healing forums for people of color.

## Kiya Kennebrew, MPA

Kiya Kennebrew, MPA, is an innovative program and administrative professional who brings experience in race equity, positive youth and family development, addiction and treatment services, and supportive housing. As a Program Manager for the Connecticut team, she values advancing race equity, lifting the voices of people with lived experience, data initiatives and policy and system reform. Prior to joining CSH, Kiya worked with various nonprofits in the DMV. She has direct service experiences with supportive housing, housing first, and hypothermia programs. She also worked with survivors of sexual assault and human trafficking, and women and girl in inpatient treatment. Kiya brings with her a background in social justice in relation to housing, education, and economic freedom. She has previously developed curriculums with the YWCA of New York City and Mentor Foundation USA, preparing young people for conversations around justice, power, social identities, and career and college readiness.

## Luz Osuba

Luz Osuba is a professional with over fifteen years of experience in the Human Services field with a strong background in state and federal regulations and guidelines. She has been a state employee for the past ten years, working at the Connecticut General Assembly as an aide and Clerk of the Education Committee, where she helped to shepherd state policy from concepts to laws. She is a bilingual interpreter and translator of English and Spanish. She is also bicultural and has a proven record of being a leader and a team player with solid advocacy skills for the underserved. She is well-respected and an active community advocate who once was elected to serve on the Windham Board of Education and later as the Chairperson. As a past case manager and legal assistant, Luz has solid case management services knowledge of CT's health and human service agencies and relationships to access services for the varying client populations that she has helped to support. Luz earned an associate's degree and then her bachelor's degree in Human Services at Springfield College. Luz is deeply committed to addressing racial equity and working towards removing structural systems that prevent opportunities for our most vulnerable populations. Because of these attributes and experiences, Ms. Osuba will strive to enhance the work of the CT team. Luz is eager to support the CT Team, DHMAS Quality work, Supportive Housing Institute, and Community Health Workers to improve and advance our relationships with local, State, and Federal partners.

## Whitney S. Wilfred, LCSW

Whitney S. Wilfred, LCSW, is the Founder of Climbing Out Solutions, a healing and recovery centric practice providing therapy services in the Greater Hartford, CT area and beyond. She is a Licensed Clinical Social Worker and holds a Master's in Social Work from Springfield College, in Springfield, MA, and a Bachelor of Social Work from University of Saint Joseph (formerly Saint Joseph College) in West Hartford, CT. In addition to her extensive counseling experience, specializing in working with adults in recovery, dual diagnosis, mental health, and substance abuse, Whitney is also adept at delivering impactful training and coaching for other mental health and human services professionals. In response to the COVID-19 pandemic, Whitney was called upon by CT agencies and organizations to speak with management, staff, and front-line workers on topics including grief, trauma, caring for caregivers, and mind transformation.