Supportive Housing
TRAINING CENTER
Your Source for Professional Development

dmhas

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.

Please note that for this Fall Training Catalog, some training will be hosted virtually via CSH's online training format but there are some trainings to be conducted in-person this year as well. Whether training in-person or online, we look forward to providing content to ensure a safe, robust, and equitable learning experience. 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 we may continue improving 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 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.

CSH Technical Assistance Services

CSH aims to assist in creating and operating high-quality supportive housing within the state of Connecticut and beyond. CSH provides these DMHAS-funded trainings listed in the catalog at no cost; however, CSH can develop and deliver customized trainings and workshops to meet the individual program or agency training needs. Interested in bringing one of our online courses to your site? Contact us at 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, however we highly encourage periodic refresher trainings to obtain the latest training updates.**

There are a total of 11 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 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*
- Essentials of Quality Supervision in Housing* (Supervisors Only)

Other Course Offerings

- Unconscious Bias
- Discrimination & Bias in the Workplace
- Community in Practice: Case Conferencing
- Working with Landlords and Property Managers
- Structure and Purpose of Home Visits

Registration Information ═══════

Registration for all classes in this catalog will be handled through CSH's Supportive Housing Connecticut staff. To register for a class, click on the link provided with the associated training topics listed in this catalog. Registrants will be brought to the CSH Zoom registration page to register for in-person and virtual trainings.

Please note that attendance is monitored and all attendees must register in advance for courses. When you register in advance for the virtual courses, you receive a unique Zoom link to log into the training. You must log in using your unique login credentials (name, email address) and should not log in using someone else's registration link as your name may not be captured for attendance and you will not receive credit for attending. For the in-person trainings, you will also need to register in advance and sign in upon arrival and again at the end of the training.

Certificates are provided for all courses. We offer 6 core courses in the fall and in the spring. To receive a certificate, you must register for the course, arrive on time, stay for the duration of the course, and complete the evaluation forms. Certificates will be emailed within two weeks of completing the training. Please make sure to complete your training evaluation directly after each training or it may delay receiving your training certificate. They will be directly emailed to each attendee who satisfies the training requirements.

CSH Training Center Subscriptions ═══════

In addition to the courses offered in this training catalog, DMHAS has purchased subscriptions to the CSH Supportive Housing Training Center for its supportive housing partners and agencies. The CSH Training Center virtual courses are free of charge. DMHAS provides a subscription to the CSH Training Center which provides a full year of access to all of the courses in this catalog, plus access to some of CSH's national online and self-paced training resources. To find out more visit the following link: DMHAS Supported Training Portal.

How To Register For A Training —————

Registration Process

1. Click on the registration link associated with each training in the catalog. Please note if the training is ***virtual or in-person before registering and selecting a training course***. For in-person trainings, disregard the Zoom link received at registration. **In-person participants will attend the training at the address provided.**

2. Complete registration fields, including name, email, and title.

3. Click SUBMIT to generate an email to your registered email address.

4. On the day of the virtual training, click the link that was forwarded to you and log into Zoom 10 minutes prior to the training start time. For in-person trainings, please arrive onsite at least 15 minutes before each training session begins.

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

Any special accommodation needed in our classes must be requested by contacting Alice Minervino at alice.minervino@ct.gov or (860) 478.5363 **IMMEDIATELY UPON REGISTRATION**.

Registration Questions

- Please read through this catalog in its entirety. If you have questions not covered here regarding registration, please contact CSH by email **ctinfo@csh.org**.

- It is important to cancel your registration if you can't attend a training as there may 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, please email **ctinfo@csh.org**.

- If the training you registered for is canceled for any reason, you will receive an email notifying you of the cancellation. See below for inclement weather procedures.

- Having technical problems with CSH's Supportive Housing Training Center? Please email **training@csh.org.**

Inclement Weather Protocol

No canceled training notice means we are open and trainings will proceed as planned!

In the event of extraordinary inclement weather conditions that affect the normal operations of the in-person trainings, information regarding any schedule changes will be disseminated by the following methods:
- Direct email to registered participants
- Posting on the CSH Training page

FALL COURSES ═══════

Topic: Unconscious Bias

Location: Russell Library, Hubbard Room

123 Broad Street, Middletown, CT, 06457

Trainer: Jenita Hayes & Phylicia Adams | Time: September 18, 2023, 10:00 am – 3:00 pm

Description: We all have bias, but how does it impact our work especially when it's unconscious? With this interactive workshop, we will explore how our unconscious bias shows up and unpack ways to combat them while serving others.

Click here to register.

Topic: Working in Supportive Housing: An Orientation for New Case Managers*

Location: Connecticut Valley Hospital, Beers Hall, Cocilovo Room

1000 Silver Street, Middletown, CT, 06457

Trainer: Alice Minervino, Luz Osuba, & Phylicia Adams

Time: September 25, 2023, 10:00 am – 3:00 pm

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

Click here to register.

Topic: Discrimination & Bias in the Workplace

Location: Virtual

Trainer: Janella Posey-Green & Sonya Jelks

Time: October 12, 2023, 10:00 am – 12:00 pm

Description: This training will focus on racial trauma of bias and discrimination in predominantly white institutions.

- The experiences of BIPOC employees and clients
- What does racial bias and discrimination look like in the workplace?
- Context of hair, appearance, name, microaggressions, and discrimination
- What can Predominately White Institutions do to help balance the scale?
- Additional resources for people looking for more support from both sides.

Click here to register.

Note: Core Courses are denoted by an asterisk (*) next to the training title.

Topic: Using the Supportive Housing Acuity Index*

Location: Connecticut Valley Hospital, Beers Hall, Cocilovo Room

1000 Silver Street, Middletown, CT, 06457

Trainer: Alice Minervino, Luz Osuba, & Sonya

 Time: October 16, 2023, 10:00 am – 3:00 pm

Description: This training covers the 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: Principles of Motivational Interviewing

Location: Virtual

Trainer: Andrea White & Sonya Jelks | Time: October 19, 2023, 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: Community in Practice: Case Conferencing Training

Location: Connecticut Valley Hospital, Beers Hall, Cocilovo Room

1000 Silver Street, Middletown, CT, 06457

Trainer: Andrea White & Phylicia Adams | Time: October 26, 2023, 10:00 am – 3:00 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 of motivational techniques will be offered at the beginning of the session.

Click here to register.

Note: Core Courses are denoted by an asterisk (*) next to the training title.

Topic: Addressing Substance Use in Supportive Housing*

Location: Connecticut Valley Hospital, Beers Hall, Cocilovo Room

                    1000 Silver Street, Middletown, CT, 06457

Trainer: Andrea White & Phylicia Adams

Time: November 9, 2023, 10:00 am – 3:00 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: Service Planning for Supportive Housing*

Location: Virtual

Trainer: Andrea White & Luz Osuba | Time: November 16, 2023, 10:00 am – 12:00 pm

Description: 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: Essentials of Quality Supervision in Housing*

Location: Virtual

Trainers: Alice Minervino, Luz Osuba & Phylicia Adams

Time: December 4, 2023, 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 supportive housing systems and to DMHAS guidelines and timelines will be provided. **This is a Core Course for Supervisors only.**

Click here to register.

Note: Core Courses are denoted by an asterisk (*) next to the training title.

Topic: Working with Landlords and Property Managers

Location: Virtual

Trainer: Andrea White & Phylicia Adams

Time: December 7, 2023, 10:00 am – 12:00 pm

Description: In this training participants will learn the history that has contributed to current systemic problems for communities of color. The training will provide insight into the distrust of systems such as medical, judicial and education systems. 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. stem within communities of color. The training will provide an understanding of racial trauma and start the conversation of how to heal from it.

Click here to register.

Topic: Structure and Purpose of Home Visits

Location: Virtual

Trainer: Andrea White & Sonya Jelks | Time: December 11, 2023, 10:00 am – 12:00 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.

Learning Collaborative #1:

Topic: Workplace Safety in Supportive Housing

Location: Virtual

Time: December 14, 2023, 10:00 am – 12:00 pm

Description: This Learning Collaborative will highlight practices in the field that contribute to employee safety while working in Supportive Housing. This event is intended for case managers and supervisors to participate to share best practices and lessons learned. Hands on Hartford will be facilitating this session.

Click here to register.

Note: Core Courses are denoted by an asterisk (*) next to the training title.

2023 Fall Training Catalog

Trainer Bios ═══════

Alice Minervino

Alice Minervino is the Director of the Housing and Homeless Services Unit within the Department of Mental Health and Addiction Services. 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, 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.

Jenita Hayes, LCSW

Jenita Hayes has worked in the housing and homelessness sector for over seven years and has years of experience operating in equity. Jenita has a passion for people, community, and collaboration that leads to shared understanding and transparent communication among all. With every position she has held Jenita has provided key leadership in training, technical assistance and has engaged with all levels of staff, management, partners and individuals to improve their practices, integrate equity, and increase collaboration. You can find her on LinkedIn.

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.

Phylicia Adams, MPA

Phylicia Adams is an adaptable problem-solver and Navy veteran with 9 years of experience in affordable housing and asset management. Currently a Senior Program Manager at CSH, Phylicia manages the Homeless Prevention Response Fund and oversees the capitalized reserve fund for Connecticut's nine Supportive Housing Demonstration Projects. She also supports the Connecticut team in monitoring the quality of 47 supportive housing agencies and is a member of the advisory committee of the Connecticut Race Equity Network. Prior to joining CSH, Phylicia was the Executive Director of the Stonington Housing Authority where she simultaneously fulfilled the roles of property manager and asset manager. She previously worked as an affordable housing asset manager for the nonprofit developer, Ability Housing and as a homeless services case manager at New Hope Housing. Phylicia earned a master's degree in public administration from George Mason University and most recently earned the Rental Housing Development Finance Professional Certification from the National Development Council.