



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



30 Years of Supportive  
Housing Solutions





# 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 Spring Training Catalog, some trainings will be hosted virtually via CSH's online training format, Zoom. There are also some trainings that will be conducted in-person 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 meet 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](mailto:ctinfo@csh.org) for more information.

## Purpose

This training initiative is an integral part of the Connecticut Department of Mental Health and Addiction Services (DMHAS) Supportive Housing Quality Assurance Program. 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 single site PSH communities 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 DMHAS-funded supportive housing programs. This includes both single site and scattered site programs.

## CSH Technical Assistance Services

CSH aims to assist with creating and operating high-quality supportive housing within the state of Connecticut and beyond. CSH administers these DMHAS-funded trainings through the training 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](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 permanent supportive housing 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 updates.**

There are a total of 15 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.

Two of the Core Courses will be offered twice: “Addressing Substance Use in Supportive Housing” and “Using the Supportive Housing Acuity Index”. Please note that you only have to attend the course one time.

All supportive housing 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

- Working with Property Managers and Landlords to Sustain Tenancy
- Cultural Humility in Service Delivery
- Mental Health & Wellness: Employee Self-Care and Vicarious Trauma
- Targeted Case Management (TCM)
- Crisis & Conflict De-Escalation
- Trauma-Informed Care



## Registration Information

Registration for all courses in this catalog will be handled through CSH's 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. 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. The certificates 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, CSH offers additional trainings through the CSH Supportive Housing Training Center. To find out more visit the following link: [CSH Supportive Housing Training Center \(thinkific.com\)](https://thinkific.com)



# How to Register for a Training

## Registration Process

1. Click on the registration link associated with each training in this catalog. Please note if the training is ***virtual or in-person before registering***. For in-person trainings, disregard the Zoom link received at registration. **In-person participants will attend the training at the address provided in the course description below.**
2. Complete registration fields, including name, email, and title.
3. Click SUBMIT to generate an email that will be sent to your email address.
4. On the day of the virtual training, click the registration link that was emailed to you when you registered. 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 to attend the courses must be requested by contacting Alice Minervino at [alice.minervino@ct.gov](mailto:alice.minervino@ct.gov) or (860) 478.5363 **IMMEDIATELY UPON REGISTRATION**. If you need assistance with registration, please contact the CSH Connecticut Team and [ctinfo@csh.org](mailto:ctinfo@csh.org).

## 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](mailto: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](mailto: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](mailto: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 email to registered participants.

## SPRING COURSES ---

### Learning Collaborative:

**Topic:** Case Managing Tenants with High Medical Needs

**Location:** Virtual

**Time:** February 15, 2024, 10:00 am – 12:00 pm

**Convener:** Mercy Shelter & Housing Corp.

Description: This learning collaborative is a guided discussion highlighting best practices where providers can share their experiences and learn from each other. Mercy Shelter & Housing Corp. will share some innovative ideas and strategic partnerships for case managing seniors and tenants with high medical needs. Come and share your best practices, lessons learned, resources, and experiences.

[Click here](#) to register.

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**Topic:** Targeted Case Management (TCM)

**Location:** Virtual

**Trainer(s):** Phylicia Adams; Brenda Earle; Luz Osuba; Carleen Zambetti

**Time:** February 27, 2024, 9:00 am – 12:00 pm

Description: This training will highlight the intersection of Targeted Case Management (TCM) and Permanent Supportive Housing (PSH) Services. It will include an orientation to the DMHAS requirements around the assessment and documentation of TCM services within the PSH Level of Care. Attendees are expected to bring examples that we can talk through to see if they are an appropriate TCM service and how to document them. There will be break-out rooms for providers to case conference and talk through their PSH TCM services and documentation.

Before you sign up for this course, you must complete the two TCM trainings offered in the DMHAS Learning Management System (LMS). If agency staff have access to the DMHAS LMS, the courses can be accessed [HERE](#).

If staff does not have access, complete instructions on how to access the LMS can be found on the [DMHAS Office of Workforce Development webpage](#).

[Click here](#) to register.

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**Topic:** Using the Supportive Housing Acuity Index\*

**Location:** Virtual

**Trainer(s):** Phylicia Adams; Luz Osuba

**Time:** February 29, 2024, 10:00 am – 12:00 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.](#)

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**Topic:** Principles of Motivational Interviewing in Supportive Housing\*

**Location:** Virtual

**Trainer:** Andrea White

**Time:** March 7, 2024, 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.](#)

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**Topic:**           **Mental Health & Wellness: Employee Self-Care & Vicarious Trauma**

**Location:**       **Virtual**

**Trainer:**        **Janelle Posey-Green**

**Time:**           **March 11, 2024, 10:00 am – 12:00 pm**

Description: This training will be a combination of learning self-regulation tools to manage the stress that comes with working with others and recognizing the symptoms of vicarious (secondhand) trauma. This training will include a brief sound healing meditation – an ancient wellness practice for healing, relaxation, and self-care.

[Click here to register.](#)

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**Topic:**           **Addressing Substance Use in Supportive Housing\***

**Location:**       **Virtual**

**Trainer:**        **Andrea White**

**Time:**           **March 21, 2024, 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.](#)

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

**Location:** Capewell Lofts  
[57 Charter Oak Avenue, Hartford, CT 06106](#)

**Trainer:** Phylicia Adams; Luz Osuba

**Time:** April 3, 2024, 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 DMHAS guidelines and timelines will be provided.

[Click here](#) to register.

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**Topic:** Cultural Humility in Service Delivery

**Location:** United Way Greater New Haven  
[370 James Street, Suite 403, New Haven, CT 06513](#)

**Trainer:** Jenita Hayes

**Time:** April 24, 2024, 10:00 am – 3:00 pm

Description: Come to challenge your awareness/knowledge of cultural differences. In this workshop we will walk through the differences between cultural awareness, cultural sensitivity, cultural competency, and cultural humility. The goal is to leave understanding why we need cultural humility in service delivery.

[Click here](#) to register.

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**Topic:** Using the Supportive Housing Acuity Index\*

**Location:** Capewell Lofts  
[57 Charter Oak Avenue, Hartford, CT 06106](#)

**Trainer:** Phylicia Adams; Luz Osuba

**Time:** April 30, 2024, 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.](#)

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**Topic:** Service Planning in Supportive Housing\*

**Location:** Virtual

**Trainers:** Andrea White

**Time:** May 9, 2024, 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.](#)

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**Topic:** Targeted Case Management (TCM)  
**Location:** Capewell Lofts  
[57 Charter Oak Avenue, Hartford, CT 06106](#)  
**Trainer:** Phylicia Adams; Brenda Earle; Luz Osuba; Carleen Zambetti  
**Time:** May 14, 2024, 10:00 am – 3:00 pm

Description: This training will highlight the intersection of Targeted Case Management (TCM) and Permanent Supportive Housing (PSH) Services. It will include an orientation to the DMHAS requirements around the assessment and documentation of TCM services within the PSH Level of Care. Attendees are expected to bring examples that we can talk through to see if they are an appropriate TCM service and how to document them. There will be break-out rooms for providers to case conference and talk through their PSH TCM services and documentation.

Before you sign up for this course, you must complete the two TCM trainings offered in the DMHAS Learning Management System (LMS). If agency staff have access to the DMHAS LMS, the courses can be accessed [HERE](#).

If staff does not have access, complete instructions on how to access the LMS can be found on the [DMHAS Office of Workforce Development webpage](#).

[Click here to register.](#)

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**Topic:** Trauma-Informed Care  
**Location:** Virtual  
**Trainers:** Liam Hudson  
**Time:** May 20, 2024, 10:00 am – 12:00 pm

Description: This training will focus on trauma awareness. It will provide a breakdown of trauma and how it can impact the people we serve and the work we do. We'll discuss how trauma impacts the emotional, physical, and cognitive wellbeing as well the impact of generational trauma. This training will include basic ideas for supporting ourselves and the people we encounter in supportive housing.

[Click here to register.](#)

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**Topic:** Addressing Substance Use in Supportive Housing\*

**Location:** United Way Greater New Haven

[370 James Street, Suite 403, New Haven, CT 06513](#)

**Trainer:** Andrea White

**Time:** May 30, 2024, 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.](#)

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**Topic:** Crisis and Conflict De-Escalation

**Location:** United Way Greater New Haven

[370 James Street, Suite 403, New Haven, CT 06513](#)

**Trainer:** Andrea White

**Time:** June 6, 2024, 10:00 am – 3:00 pm

Description: This training will expand your crisis prevention and de-escalation toolbox and sharpen your conflict resolution skills. It is an introduction to the causes of crises, the impact of crisis on the behavior of individuals, and the practical tools available to minimize risk and create conditions that can help de-escalate crisis situations.

[Click here to register.](#)

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**Topic:** Working with Property Managers and Landlords  
**Location:** Virtual  
**Trainers:** Andrea White  
**Time:** June 13, 2024, 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.](#)

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**Topic:** Essentials of Quality Supervision\*  
**Location:** Virtual  
**Trainers:** Phylicia Adams; Luz Osuba  
**Time:** June 25, 2024, 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.](#)

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## Trainer Bios

### Phylicia Adams, MPA

Phylicia Adams is currently a Senior Program Manager at CSH and 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 supportive housing agencies and is a member of the advisory committee of the Connecticut Race Equity Network. Prior to joining CSH, Phylcia 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 a nonprofit supportive housing developer and as a homeless shelter case manager. Phylcia most recently earned a professional certificate in Trauma-Informed Property Management.

### Brenda Earle

Brenda Earle 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 Permanent Supportive Housing services and Targeted Case Management (TCM) for Permanent Supportive Housing. She has also implemented a new service model for people experiencing unsheltered homelessness called CT Homeless to Housing program (H2H) so that vulnerable populations in a housing crisis have one case manager through their continuum of service needs being unsheltered through stable housing. Prior to joining the DMHAS Housing and Homeless Services Unit, Brenda had extensive experience in the housing and homeless arena, via her work at the Department of Housing, Department of Social Services and local private non-profit organizations.

### Jenita Hayes

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.

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

## 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 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.

## Dr. Janelle Posey-Green, LCSW, CLC

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 specializes 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.

## 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.

## Carleen Zambetti

Carleen Zambetti is a Behavioral Health Clinical Manager for the Department of Mental Health and Addiction Services, within the Managed Services Division. Her duties include statewide oversight of Sober Housing, Targeted Case Management (TCM), the Military Support Program (MSP) and co-leading with the CT National Guard the Governor's Challenge to Prevent Suicide Among Service Members, Veterans, and their Families (SMVF). She has extensive experience working in residential and outpatient settings. She is a Licensed Alcohol and Drug Counselor (LADC) and a Licensed Professional Counselor (LPC).

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

## Training Locations ---

### Zoom

All of the courses that are virtual will take place on Zoom. Once you register, you will receive an email with a Zoom Link. Use your Zoom link to log into the training on the day of the course.

### Capewell Lofts –

[57 Charter Oak Avenue, Hartford, CT 06106](#)

The trainings at this location will take place in the Multi-Purpose Room. Free parking is available onsite. Enter through the door near the green ramp which is located in the portion of the building that is 1 story high.

### United Way Greater New Haven –

[370 James Street, Suite 403, New Haven, CT 06513](#)

The trainings at this location will take place in Suite 403. Free parking is available onsite. Once you enter, you will be directed to sign in with the security staff. Take the elevator to the 4<sup>th</sup> floor to Suite 403.

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