

Supportive Housing



SPRING 2020

Training Guide



**Sponsored by DMHAS Statewide Services (DMHAS) and
Corporation for Supportive Housing (CSH)**

Table of Contents

Supportive Housing Training Curriculum	Page 3
Registration Information <ul style="list-style-type: none">• Americans With Disabilities Act (A.D.A)• Registration Questions• Cancellation Information• Inclement Weather Procedures	Page 4
Spring 2020 Training Schedule	Pages 5-6
Training Course Descriptions	Pages 6-8
Trainer Biographical Information	Page 8-9
Directions and Parking <ul style="list-style-type: none">• The CT Nonprofit Center (Hartford trainings)• Community Health Center (Middletown trainings)	Pages 10-11

Supportive Housing Training Curriculum

Purpose:

This training initiative is an integral part of the State's investment in, and commitment to, Permanent Supportive Housing (PSH), and is part of the Quality Assurance Program under the sponsorship of the Department of Mental Health and Addiction Services and the Department of Housing (DMHAS). This comprehensive curriculum is targeted to supervisors and service staff in PSH, 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 PSH 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 DMHAS-funded PSH programs.

Overview of Courses:

These trainings will provide all 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 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.

Support service staff must complete all of the **Core Courses** except for *Essentials for Quality Supervision in Supportive Housing* which is for supervisors only.

- Addressing Substance Use in Supportive Housing *
- Community of Practice: Case Conferencing in Supportive Housing
- Connecticut's Rental Assistance Program: Program Obligations, Rules and Regulations
- Essentials for Quality Supervision in Supportive Housing* (for supervisors only)
- How to Support Tenant Employment and Education
- Principles of Motivational Interviewing in Supportive Housing*
- Service Planning in Supportive Housing*
- Structure and Purpose of Home Visits with Supportive Housing Tenants
- The Importance of Self-Care for Supportive Housing Staff
- Using the Supportive Housing Assessment/Acuity Index*
- Working in Supportive Housing: An Orientation for New Case Managers*

Participants are responsible for their own lunch arrangements.

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 next to the class you would like to register for. You will then be brought to the login page for the Supportive Housing Training Center. If you do not have an account, you will need to create one in order to register for the upcoming courses.

Certificates will be available to individuals who attend the entire training and have clearly signed-in and signed-out. If you arrive more than 15 minutes late and/or leave a training early, you will not receive a certificate. You will be able to access your certificate(s) in your CSH Supportive Housing Training Center account by clicking on the "My Transcript" button located on your welcome page. Certificates will be available two business days after the training.

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

Any special accommodations needed at our classes must be requested by contacting Alice Minervino at 860.262.6602 alice.minervino@ct.gov IMMEDIATELY UPON REGISTRATION.

Registration Questions:

- ❖ Having technical problems with CSH's Supportive Housing Training Center? Please email training@csb.org.
- ❖ Please read through this catalog in its entirety. If you have questions not covered here regarding registration, please contact Monique Price-Taylor at CSH by email (monique.taylor@csb.org) or telephone (860-560-0744 ext. 2701).
- ❖ 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.
- ❖ Registration and attendance information is being tracked. Supervisors will be notified if participants do not attend and have not cancelled their registration.
- ❖ 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.

Inclement Weather Procedures:

- ❖ Weather conditions in Connecticut can be unpredictable at best depending on geography. Cancellations will be made with the consideration that participants and trainers will be traveling from different parts of the state. In light of that, training organizers will make cancellation decisions based on the most current weather information available and will send emails to all registered participants no later than 3:00pm on the date previous to the scheduled training. When checking to see if a training has been cancelled **please make sure you are checking the email which you provided at registration.**
- ❖ In the event of a cancellation due to inclement weather, all registered participants will be notified of the rescheduled date of the class, as soon as one is available, by email.

Participants are responsible for their own lunch arrangements.

2020 Training Schedule

Date	Time	Location	Title	Registration Link
2.21.2020	10:00 – 3:00	CT Nonprofit Center 75, Charter Oak Ave., Bldg. 1 Hartford, CT	Working in Supportive Housing: An Orientation for New Case Managers* Core Course for New Employees	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessesRedirect.aspx%3fmodule%3d216
3.9.2020	10:00 – 3:00	CT Nonprofit Center 75, Charter Oak Ave., Bldg. 1 Hartford, CT	Essentials for Quality Supervision in Supportive Housing* Core Course for Supervisors	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessesRedirect.aspx%3fmodule%3d218
3.13.2020	10:00-3:00	Community Health Center 675 Main Street Middletown, CT	Principles of Motivational Interviewing	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessesRedirect.aspx%3fmodule%3d233
3.16.2020	10:00 – 3:00	Community Health Center 675 Main Street Middletown, CT	Service Planning for Supportive Housing*	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessesRedirect.aspx%3fmodule%3d224
4.10.2020	10:00 – 3:00	Community Health Center 675 Main Street Middletown, CT	Addressing Substance Use in Supportive Housing*	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessesRedirect.aspx%3fmodule%3d235
4.17.2020	10:00-3:00	CT Nonprofit Center 75, Charter Oak Ave., Bldg. 1 Hartford	Navigating The Conservator Process & Connecticut's Rental Assistance Program: Program Obligations, Rules and Regulations	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessesRedirect.aspx%3fmodule%3d234
5.4.2020	10:00-3:00	CT Nonprofit Center 75, Charter Oak Ave., Bldg. 1 Hartford	Accessing Tenant Employment and Legal Housing Assistance Support	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessesRedirect.aspx%3fmodule%3d226

Date	Time	Location	Title	Registration Link
5.11.2020	10:00 – 3:00	Community Health Center 675 Main Street Middletown, CT	Community in Practice: Case Conferencing in Supportive Housing	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessRedirect.aspx%3fmodule%3d236
5.22.2020	10:00 – 3:00	CT Nonprofit Center 75, Charter Oak Ave., Bldg. 1 Hartford	Trauma Sensitive Services in Supportive Housing	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessRedirect.aspx%3fmodule%3d227
6.1.2020	10:00 – 3:00	Community Health Center 675 Main Street Middletown, CT	Money Management with Tenants	https://csh.csod.com/default.aspx?p=csh&c=GU&dlink=%2fDeepLink%2fProcessRedirect.aspx%3fmodule%3d228

* Denotes Core Course *Participants are responsible for their own lunch arrangements.*

Training Course Descriptions

Addressing Substance Use with Supportive Housing Tenants: This training provides background information on substance use and explores associated behaviors that threaten housing stability. The session will review strategies for tenant engagement and working to build motivation for change within a Housing First program. Worker and tenant roles will be defined. The training will include: emerging issues in substance use, reducing risk and optimizing outcomes for people who use and/or abuse substances, motivational interviewing/harm reduction techniques to support the recovery process, and strategies to support lease compliance and teach tenancy skills.

(You will be exempt from this course if you have already attended Successfully Housing Persons with Substance Use Issues 101 or 201.) Core Course

Trainer: Andrea White, LMSW, Housing Innovations, LLC

Community of Practice: Case Conferencing in Supportive Housing: 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.

Trainer: Andrea White, LMSW, Housing Innovations, LLC

Navigating The Conservator Process and Connecticut's Rental Assistance Program: Program Obligations, Rules and Regulations: This training will review the basic obligations of tenants under the Rental Assistance Program (RAP), under both state Regulatory requirements and program administrative rules. We will discuss reporting requirements relating to income and household composition and absences due to incarceration or treatment, and how ongoing matters with other state agencies (such as

the Department of Children and Families and the Department of Social Services) relate to those requirements. Participants will learn the history of conservatorship in Connecticut and alternative options to conservatorship and the limitations based on the legal decree. Join us for a day of learning the legal requirements of both conservatorship and the CT RAP program.

Trainer: Randi Pincus, Connecticut Department of Housing Staff Attorney and RAP Hearing Officer and The Connecticut Legal Rights Project

Essentials for Quality Supervision in Supportive Housing: Receiving rich and meaningful supervision can be key to all aspects of a case manager's job performance. While this is one of the primary responsibilities of a supervisor, developing content for these sessions can be a challenge. This training will provide a basic format, suggested frequency, documentation standards, and recommended content items that align with DMHAS standards

Core Course for Supervisors

Trainers: Alice Minervino, Behavioral Health Program Manager, Department of Mental Health and Addiction Services and Monique Price-Taylor, MS, Program Manager, Corporation for Supportive Housing

Accessing Tenant Employment and Legal Housing Assistance Support: How to access and support Tenants Employment and Education: This training will explore the positive impact of employment on recovery for persons with psychiatric and/or addiction disorders. Presenters will demonstrate emerging best practices and evidence-based approaches that support persons with mental illness to seek and retain work. This workshop will also provide strategies on how to support a tenant through the eviction process, and share how and when legal resources should be obtained. This presentation will provide an overview of housing rights for tenants and prospective tenants, including

- federal and state fair housing laws
- how those laws impact a housing search and can protect an already existing tenancy
- reasonable accommodations
- inspections and repairs
- the eviction process
- online resources for additional information
- contact information for legal services programs in Connecticut

This training is not intended for you to become an expert in Connecticut housing law, but to provide a framework of basic understanding so that you can be a more effective advocate for the tenants with whom you work, and so that you will be more aware of legal rights and remedies.

Trainer: Ellen Econs, MHSA, LCSW, DMHAS/BRS and staff from CT Legal Rights Project

Money Management With Tenants: Come learn how to implement the FDIC's Money Smart financial education program to enhance tenants financial skills and create positive financial goals. Learn about the Money Smart tools and strategies that you can use to help tenants build financial goals and attain them.

Trainer: Monique Price-Taylor, MS, Program Manager, Corporation for Supportive Housing

Principles of Motivational Interviewing in Supportive Housing: 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. **Core Course**

Trainers: Andrea White, LMSW, Housing Innovations, LLC

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. **Core Course**

Trainer: Andrea White, LMSW, Housing Innovations, LLC

Trauma Sensitive Services in Supportive Housing: The prevalence of traumatic experiences in the history of supportive housing tenants 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 supportive housing tenants **(You are exempt from this course if you have previously attended The Importance of Staff Care)**

Trainer: Eileen M. Russo, LADC

Using the Supportive Housing Assessment/Acuity Index: 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. **Core Course**

Trainers: Alice Minervino, Behavioral Health Program Manager, Department of Mental Health and Addiction Services and Monique Price-Taylor, MS, Program Manager, Corporation for Supportive Housing

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

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. **Core Course for New Employees**

Trainers: Alice Minervino, Behavioral Health Program Manager, Department of Mental Health and Addiction Services, and Monique Price-Taylor, MS Program Manager, Corporation for Supportive Housing

Trainer Biographical Information

Ellen Econs, MHSA, LCSW, has been in the field of social services for over 30 years. Her focus has been in employment services working in both the private non-profit capacity as well as her recent eleven years in state services. Ms. Econs is a Licensed Clinical Social Worker, with a Master's degree in Social Work and a Master's degree in Human Service Administration and Management. She has special concentration in the area of Vocational Rehabilitation and has developed and implemented numerous employment programs for adolescents and adults with multiple disabilities and abilities.

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.

Monique Price-Taylor, MS, is a Program Manager in the New England hub office of CSH, Corporation for Supportive Housing, located in Hartford, CT. Monique is responsible for supporting program implementation related to all activities within the New England hub as well as providing project-level technical assistance to partners currently operating and/or creating new permanent supportive housing. Current projects include: Connecticut's DMHAS Supportive Housing Quality Initiative, the Collaborative for Race Equity, and designing targeted trainings.

Randi Pincus is a Staff Attorney at the Connecticut Department of Housing. She works extensively with the Rental Assistance Program (RAP), assisting in the development of policies and procedures and as a hearing officer for individuals whose RAP subsidy has been terminated. Prior to her work with the Department of Housing, she served as Assistant Director and Interim Regional Director of the Connecticut Regional Office of the Anti-Defamation League, and as a lawyer in private practice.

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.

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.

CT Legal Rights Project, CLRP provides high quality legal services to low income persons with psychiatric disabilities living in Connecticut, primarily on matters related to their treatment and civil rights. CLRP's primary goal is to empower people with psychiatric and other labels by increasing their own ability to influence the decision-making processes that, to a large extent, controls their lives.

Directions & Parking

CT Nonprofit Center:

The key to getting to our space is to type 146 Wyllys Street in your GPS or online mapping tool (blue dot on maps below). Park in Wyllys St parking lot C (third driveway), walk down to the building complex (courtyard) to building 1. The red arrow is pointing at the building 1 entrance and the meeting rooms are straight ahead from the main entrance.



Directions & Parking

Community Health Center Conference Room

From Route 91 South:

Take I-91-S, then take exit 22S on the left to merge onto CT 9-S toward Middletown/Old Saybrook, Turn right onto St. Johns Square (signs for Route 66 E/ Route 17 N/ Portland/Willimantic) Turn left onto Main Street and the destination will be on your right.

From Route 91 North:

Take I-91N. Take exit 18 to merge onto CT-66 E toward Middlefield/Middletown turn left onto Pearl Street and turn right onto Grand Street. The destination will be on your left.

Enter the building at the main entrance and the Community Room is off to your left.

