

Supportive Housing Training Catalog Fall 2009

September, October, November and December



**On-line registration!!!
See inside for details**

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

Supportive Housing Training Curriculum

Purpose:

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

Target Audience:

Staff working in supportive housing settings will have priority access to register for these courses. In addition, property management staff working in supportive housing developments may also participate in these trainings.

Overview of Courses:

There are a total of 13 distinct courses that are available to staff through this curriculum. **Five** of the courses are defined as ***Core Courses****. These courses will provide all staff with a set of baseline tools and resources to strengthen their service program. It is expected that all current support service staff will complete these 5 core courses within the first year of implementation, and that all new staff will follow the same expectation:

- **Housing Strategies**
 - ***Housing Based Case Management****
 - Effective Property Management-Services Relationships
 - ***CT Fair Housing Laws and Tenant Selection****
 - Maximizing Housing Retention
- **Population Specific Topics**
 - Serving Families in Supportive Housing
 - Working with People Who Experience Long Term Homelessness
 - Working with Individuals with Cognitive Limitations
- **Skills Enhancement Trainings**
 - ***Enhancing Case Management Services with Motivational Interviewing****
 - ***Successfully Housing Persons with Substance Use Issues 101****
- **Topics in Employment and Self-Sufficiency**
 - ***How to Support Tenant Employment and Education****
 - Assistance Programs for Adults in Supportive Housing
- **Program Development Topics**
 - Supportive Housing Forms and Documents
 - The Importance of Staff Care

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What's New

➤ There are now three (3) ways to register for our classes:

1. Online Registration

❖ Online Registration is now available!!! Please see the following page for more information

- If you have registered for any classes in 2009, check your email for your online user name and password
- To receive your online user name and password, email or fax your registration form or fill out the [My Profile Information Form](#) on our website and return via email or fax to receive your information

2. Email your Registration Form

3. Fax your Registration Form

➤ Each class enrollment (Confirmed or Wait listed) is being sent via email ONLY. *Please provide your email on every registration form*

- ❖ If you are on a Wait list and a seat becomes available, an email will be sent offering you the seat
- ❖ You must ACCEPT the offered seat within five (5) calendar days to be enrolled in the class, otherwise your registration will be cancelled and your seat will be offered to the next person on the wait list

➤ Registration Forms are no longer included in our catalog Go to our website: <http://www.ct.gov/dmhas/EducationTraining> to access our new registration form

Online Registration Now Available!!

Frequently Asked Questions

Q: What are the advantages of registering online?

A: At the time of registration you will know *instantly* whether you are CONFIRMED in a class or put on a WAIT LIST. You can also see when additional offerings with the same name are being held

Q: Where do I go to register online?

A: In your internet browser window, go to the address line at the top and type in <http://www.lms.ct.gov/> or access the page from our website. You will need a username and password to access the website.

Q: How do I get my username and password?

A: Fill out the [My Profile Information Form](#) and send it back to us via email or fax, your username and password will be sent to you via email.

Q: How do I update my E-Mail address or other profile information?

A: Please fill out the [My Profile Information Form](#) selecting Update Profile and include your username. Enter the information that needs to be changed and send back via email or fax to us.

Q: How do I search the catalog for a class?

A: Please view our website for the [Instruction Guide](#) and go to the section on searching for classes.

Q: How do I register for a class?

A: Please view our website for the [Instruction Guide](#) and go to the section on registering for classes.

Q: How can I view my current enrollment status?

A: Please view our website for the [Instruction Guide](#) and go to the section on viewing enrollments.

Q: How can I drop/cancel out of a class I am already enrolled in?

A: Please view our website for the [Instruction Guide](#) and go to the section on dropping classes.

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

A: Online transcripts are only available for classes that have been held after January 1st, 2009. Please view our website for the [Instruction Guide](#) and go to the section on my transcript. For official transcripts or transcripts that include classes prior to January 1, 2009, please contact Anita Bengtson at Anita.Bengtson@po.state.ct.us or (860) 262-5065.

How to register via Email or Fax

PROCEDURES FOR COMPLETING AND RETURNING THE NEW D.M.H.A.S. EDUCATION & TRAINING DIVISION REGISTRATION FORM

To Fill out and Email:

1. Go to <http://www.ct.gov/DMHAS/lib/educationtraining/RegistrationForm.doc> or go to the Registering by Email or Fax link on our website
2. Use computer to fill out fields
 - a. For Checkboxes, you can use the "x" key to select or Left Click in the box with your mouse
 - b. Tab to move from one field to the next
3. Save document to your computer {File>Save As...}
4. Name your file something meaningful (e.g. JohnSmithHousingbasedcaseman10-6-09.doc)
5. If you want to fill out forms for multiple classes, go to **B. Class Information** section and remove the current class title, start date, sessions, and location and enter the new details
6. Save the document again to your computer {File>Save As...}
7. Name your next file something meaningful (e.g. JohnSmithMI11-5-09.doc)
8. Repeat steps # 5-7 for as many registrations you would like to include
9. In your email compose a new message to Education.Training@po.state.ct.us
10. Please begin the subject line of the email with the words: "REGISTRATION FORM"
11. Attach your saved registration forms to your email message
12. Send the email

To Fill out and Print:

1. Go to <http://www.ct.gov/DMHAS/lib/educationtraining/RegistrationForm.doc> or go to the Registering by Email or Fax link on our website
2. Use computer to fill out fields
 - a. For Checkboxes, you can use the "x" key to select or Left Click in the box with your mouse
 - b. Tab to move from one field to the next
3. Print {File>Print}
4. If you want to fill out forms for multiple classes, go to **B. Class Information** section and remove the current class title, start date, sessions, and location and enter the new details
5. Print next class like # 3 above
6. Repeat steps # 4-5 for as many registrations you would like to include
7. After you have gathered all of your registration forms fax to: (860) 262-5073

- ❖ **Each class enrollment (Confirmed or Wait listed) is being sent via email ONLY. Please Provide your email on every registration form**

The Registration Form can be opened with Microsoft Word versions 1995 and later. If you have problems opening the Registration Form, please contact your IT Department.

Registration Information

Registration Forms are no longer included in our catalog. Go to our website: <http://www.ct.gov/dmhas/EducationTraining> to access our new registration form.

- ❖ Register early, most classes fill quickly!
- ❖ There are now three (3) ways to register: online, by email or fax (See pages 4, 5, & 6 for more details). Where to email and fax is listed at the bottom of the registration form. If faxing, please remember to retain a copy of the transmittal report from your fax machine, which confirms receipt.
- ❖ Ensure that all your registration information is typed, accurate and complete. Remember to include your email address.
- ❖ Emailed and faxed registrations will be processed on a rolling admission basis, as received. Participants will receive an email regarding their enrollment status (Confirmed or Wait listed). **PLEASE READ YOUR EMAILS COMPLETELY and MARK YOUR CALENDARS.**
- ❖ Registration emails (Confirmed or Wait listed) are coming from Education.training@po.state.ct.us. Please be sure to check your SPAM filter to mark this email address as SAFE. Contact your IT person, if you have questions.
- ❖ Room assignments are provided in your confirmation email.
- ❖ **PLEASE NOTE: Multiple Session Classes are clearly noted in this catalog and do take place over several days.**
- ❖ Directions are included at the end of this course catalog and are listed in alphabetical order for easy access. They are also available on our website. All trainings are held in the Cocilovo Room, Beers Hall, CVH, but the two How to Support Tenant Employment and Education trainings.

CANCELLATION INFORMATION

On a rare occasion, the instructor may cancel a class. Therefore, we strongly encourage you to check your email for notices of cancellation.

If you are unable to attend a class for which you have been enrolled, please notify the D.M.H.A.S. Education and Training Division as soon as possible. This will allow other participants on the Waiting List to have an opportunity to be contacted to attend.

To cancel your registration, please go online to drop the class, call the Contact Person listed in your enrollment notification email, or contact Anita Bengtson at (860) 262-5065.

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

INCLEMENT WEATHER PROCEDURES

- ❖ Participants may call (860) 262-5071 after 7:00 a.m. to listen to a recorded announcement stating if classes are cancelled. As some of our classes are conducted at offsite locations, which include non-state run offices, it will be important to be sure the class is being conducted.
- ❖ If there is no announcement when you contact the above Education and Training Division number, the class will be conducted, as scheduled.
- ❖ In the event of a cancellation due to inclement weather, all registered participants will be notified of the rescheduled date of the class by email.

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

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

	Course Name	Date(s)& Time	Training Location
S E P T E M B E R	Successfully Housing Persons with Substance Use Issues	9/14/09 9 to 4 & 9/15/09 9 to 12:15	Cocilovo Room, Beers Hall, CVH
	Supportive Housing Forms and Documents	9/15/09 1 to 3:30	Cocilovo Room, Beers Hall, CVH
	Serving Families in Supportive Housing	9/22/09 9 to 4	Cocilovo Room, Beers Hall, CVH
	Connecticut Fair Housing Laws & Tenant Selection	9/24/09 9:30 to 4	Cocilovo Room, Beers Hall, CVH
	How to Support Tenant Employment and Education	9/28/09 9:30 to 3	Multipurpose Room, SMHA, Norwich
O C T O B E R	Housing Based Case Management	10/6/09 10 to 4	Cocilovo Room, Beers Hall, CVH
	Working with Individuals with Cognitive Limitations	10/22/09 9 to 4	Cocilovo Room, Beers Hall, CVH
	How to Support Tenant Employment and Education	10/26/09 9:30 to 3	Beacon Hall, Room 331, Housatonic Community College, Bridgeport
	Maximizing Housing Retention	10/27/09 10 to 4	Cocilovo Room, Beers Hall, CVH
N O V E M B E R	Effective Property Management-Services Relationships	11/3/09 10 to 4	Cocilovo Room, Beers Hall, CVH
	Enhancing Case Management with Motivational Interviewing	11/5/09 9 to 4	Cocilovo Room, Beers Hall, CVH
	The Importance of Staff Care	11/6/09 9 to 4	Cocilovo Room, Beers Hall, CVH
	Connecticut Fair Housing Laws & Tenant Selection	11/17/09 9:30 to 4	Cocilovo Room, Beers Hall, CVH
D E C E M B E R	Housing Based Case Management	12/1/09 10 to 4	Cocilovo Room, Beers Hall, CVH
	Successfully Housing Persons with Substance Use Issues	12/7/09 9 to 4 & 12/8/09 9 to 12:15	Cocilovo Room, Beers Hall, CVH
	Assistance Programs for Adults in Supportive Housing	12/11/09 9 to 4	Cocilovo Room, Beers Hall, CVH
	Enhancing Case Management with Motivational Interviewing	12/21/09 9 to 4	Cocilovo Room, Beers Hall, CVH
	Working with People who Experience Long Term Homelessness	12/22/09 10 to 4	Cocilovo Room, Beers Hall, CVH

Training Descriptions

Assistance Programs for Adults in Supportive Housing: This one-day course provides an overview of the cash, medical and nutrition programs administered by the CT Dept. of Social Services and Social Security that can help adults in Supportive Housing. Programs covered are: Medicaid, State Administered General Assistance (SAGA), Supplemental Nutritional Assistance Program (SNAP, formerly called Food Stamps), Social Security Disability (SSDI) and Supplemental Security Income (SSI). We will look at who qualifies, how to apply, benefits provided, work incentives, and how Supportive Housing staff can advocate for and assist clients in obtaining the benefits to which they are entitled.

Trainers: Andrea Alfano, BS, and Deena Steinberg, BA, are Consultants and Project Managers for the State of Connecticut Department of Social Services, in the Office of Organizational and Skill Development (OSD)

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

Core Course

Trainers: Sally Zanger, BA, JD, Connecticut Legal Rights Project, morning session; Andrea White, MS, Trainer, afternoon session

Effective Property Management-Services Relationships: A collaborative relationship between property management and social services is essential to the smooth functioning of a supportive housing project. This presentation explores the various roles for each organization or role within the same organization, the areas of overlap and strategies to work effectively to overcome differences.

Trainer: Michael Golub, BA, Center for Urban Community Services

Enhancing Case Management Services with Motivational Interviewing: Case managers frequently offer much knowledge and experience to link their clients to a wealth of resources and opportunities in their communities. Yet many of the clients who are most in need of case management services are the very clients who may be most reluctant or wary about accepting these services. Case managers can use Motivational Interviewing (MI) to improve their clients' engagement and motivation to work toward their case management goals. MI, developed by Miller and Rollnick (1991), is based on the idea that clients are most likely to change when the motivation comes from themselves, rather than being imposed from the outside. In motivational interviewing, the helping person accepts clients' mixed feelings about change and helps them to move through that ambivalence, guiding the client to consider the pro's and con's of change. Workshop participants will learn to use motivational interviewing to enhance the motivation of their case management clients. A variety of teaching modalities will be employed including lecture and discussion, participant practice exercises, and viewing live or videotaped examples. Course participants receive various handouts and materials to help them apply this approach.

Core Course

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

Housing Based Case Management: Housing based case management has a distinct goal: helping clients to secure and maintain stable, affordable housing. The housing based case manager assists clients to secure housing and works to assure that clients have the support needed to fulfill the conditions of tenancy and to remain housed. This session will offer a detailed look at the work of the housing based case manager and provide a template for a Housing Services Plan. Barriers to successful housing placement are identified, and interventions that will help to diminish or decrease these barriers are presented and practiced. Attention is given to one-on-one interventions between case managers and clients as well as programmatic interventions that can support housing placement and prepare people to take on the rights and responsibilities of tenancy.

Core Course

Trainer: Andrea White, MS, Trainer

How to Support Tenant Employment and Education: This course reviews a brief history of Supported Employment in the disabilities fields, an overview of early mental health Supported Employment Models and Evidenced-based Supported Employment principles and strategies. Presenters will describe the dynamics of how work can positively impact residential and housing consumers and how case managers can support employment for their consumers to obtain and retain jobs.

Core Course

Trainers: Sharon Wall, MS, CRC, CPRP, CCDP, Department of Mental Health and Addiction Services and Alice Minervino, MA, Housing Program Coordinator for the Department of Mental Health and Addiction Services

Maximizing Housing Retention: Building on the material covered in Housing Based Case Management, this course has a distinct goal: to focus more intensively on interventions that have proven effective in assisting individuals and families who have been homeless to maintain stable housing. Some of the interventions that are most successful in assisting tenants to maintain housing include stages of change, assessment tools to assist with skill-building and developing strategies to address cognitive deficits, as well as motivational interviewing and harm reduction strategies will all be applied to a housing context.

It is strongly encouraged that participants complete the training- Housing Based Case Management, prior to taking this training.

Trainer: Michael Golub, BA, Center for Urban Community Services

Serving Families in Supportive Housing: This training will cover the characteristics and needs of homeless mothers and children, and strategies for responsive programming. Special emphasis will be placed on issues related to trauma and the impact of trauma on the family. The afternoon session will encompass trauma informed care, including thorough assessments, building relationships, and creating a sense of safety within supportive housing. The afternoon session will also include time for case specific consultation.

Trainer: Rita Zimmer, Trainer

Successfully Housing Persons with Substance Use Issues: The purpose of this training is to provide supportive housing staff with an overview of substance use, its impact on tenants, and the tools participants can use to assist tenants in maintaining their housing stability. It will also cover topics related to understanding addiction and the impact of addiction on tenancy.

Core Course

Trainer: Mark Kinzly, Public Health Consultant

Supportive Housing Forms and Documents: This workshop discusses the recommendations gathered from the Quality Assurance Monitoring Process and condenses them into sample forms and documentation which have been made accessible to supportive housing service providers through-out the State of Connecticut. Sample forms and documents include:

- ❖ Assessment/Reassessment Forms
- ❖ Contact Notes
- ❖ Service Planning
- ❖ DMHAS Homeless Verification Form
- ❖ DMHAS Disability Verification Form
- ❖ DMHAS Early Childhood Education Form

Trainers: **Alice Minervino, Department of Mental Health and Addiction Services and Wendy Coco, Corporation for Supportive Housing**

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

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

Working with Individuals who have Cognitive Limitations: This workshop will focus on identifying individuals who have cognitive limitations that cause them difficulty in accessing our services. These individuals often fail a number of times, in spite of our best efforts, to maintain housing, commit to healthcare opportunities and establish meaningful employment. As service providers, we are confused, as they typically function well in some areas and dismally in others. They challenge our "best practices" because they have been unable to use supports effectively. Participants will learn how cognitive limitations affect consumers with mental health conditions, substance use disorders and those who are medically fragile and have HIV. Participants will be exposed to assessment tools that can help identify specific problems in navigating our complex systems and concrete strategies for maintaining housing, employment, family connections and investment in treatment.

Trainer: **Laura DiGalbo, Trainer and Consultant**

Working with People who Experience Long Term Homelessness: This workshop discusses similarities and differences between long term homeless people and other homeless groups. Additionally, participants discuss and practice effective case management and programmatic interventions to successfully engage and house this population.

Trainer: **Michael Golub, BA, Center for Urban Community Services**

Trainer Biographical Information

Andrea Alfano, BS, is a Training and Development Coordinator with the Department of Social Services (DSS), Office of Organizational and Skill Development (OSD). Andrea has a BS in Marketing from the University of Connecticut. She began her career with DSS in 1982 as an Eligibility Worker and moved through a series of increasingly responsible positions before leaving the Department in 1999. Andrea returned to DSS in 2001 as a Benefits Specialist for the Bureau of Rehabilitation Services (BRS), providing information regarding Social Security Disability programs both in the community and directly to individuals. She joined OSD in 2007 and is assigned to the DSS Hartford Regional Office to provide training and consultation for the Supplemental Nutrition Assistance Program (formerly Food Stamps). She has extensive knowledge of State and Federal benefits programs.

Wendy M. Coco is a Corporation for Supportive Housing (CSH) Program Manager in the Southern New England Program, New Haven, CT. Wendy comes to CSH via the Oasis Wellness Center in Middletown, CT. The Oasis Wellness Center provides comprehensive services to individuals living and surviving with HIV/AIDS and their families. As the Director of the Oasis Wellness Center she had the opportunity to engage in Program Development, HIV/AIDS service delivery, Funding Requests and Oversight, Staff Supervision, and HIV/AIDS Prevention and Education. Before joining the Oasis Wellness Center, Wendy was the Program Manager for AIDS Care Hampshire County, Northampton, MA, where she developed and supervised a Scattered Site Supported Housing program for individuals with HIV/AIDS. In this role Wendy was able to use her experience in Funding Acquisition, Policy and Procedure writing, Landlord/tenant relations and supportive service provision to individuals with HIV/AIDS and their families. In addition, she spent several years in Maine working as an Intensive Case Manager and Intake Coordinator for a Community Mental Health Agency assisting people with mental health issues and individuals who were homeless access and coordinate services. Her last project for Community Health and Counseling Services was to develop and coordinate a team of individuals who were researching and developing programs to assist youths who were transitioning out of children's services.

Laura DiGalbo was a clinical consultant with Bureau of Rehabilitation Services at the Department of Social Services. In that role she provided training and consultation to providers at state agencies and school systems around issues confronted by parents with cognitive limitations. She has worked in the field of disability for 32 years. She is now retired.

Michael Golub, BA, is a Trainer and Technical Consultant with the Housing Resource Center at the Center for Urban Community Services. He develops and delivers trainings and consultations in a number of areas to programs throughout New York City and nationally. Most recently he has written a training on *Working with Compulsive Hoarders* and is involved in the dissemination of the evidence-based practice Critical Time Intervention. He is also involved in working with various NY state prisons to help inmates receive SSI and other necessary entitlements upon release. He has more than 15 years experience in the delivery of services for adults who are homeless with special needs. He worked as a supportive housing advocate and director of technical assistance at the state-wide coalition the Supportive Housing Network of NY for 5 years prior to joining CUCS. Michael helped rent up and develop the support services in two large supportive housing programs in Brooklyn. He has also worked with the elderly, persons with cognitive limitations, children with emotional disturbances, and as an advocate for people on public assistance.

Mark Kinzly has extensive experience in public health and harm reduction, currently coordinating a project at Yale School of Medicine that looks at sexual transmission of HIV/AIDS and hepatitis among drug users. As coordinator of the Bridgeport Needle Exchange program, he developed and implemented strategies to effectively engage crack-using populations. Mr. Kinzly has lectured and trained both nationally and internationally, currently as a trainer for the National Harm Reduction Training Institute based in New York City. He also developed and implemented training resources for supportive housing providers while on staff at the Corporation for Supportive Housing. Mr. Kinzly is a founding member of the Connecticut Harm Reduction Coalition and sits on the board of directors for the National Harm Reduction Coalition. He also sits on the Community Advisory Committee and the Executive Committee at Yale's Center for Interdisciplinary Research on AIDS.

Alice Minervino, MA, is a Housing Program Coordinator for the Department of Mental Health and Addiction Services. Prior to her position with DMHAS, she worked as the Director of the New Haven Shelter Plus Care program for almost five years, after being promoted from the Housing Specialist position. Her experience working with the homeless population of CT began when she worked as a case manager, then as a Community Coordinator for Columbus House shelter in New Haven. She is committed to ending homelessness by assisting people in finding permanent supportive housing, services and employment.

Eileen M. Russo, MA, LADC, has over 21 years of experience working with addiction and mental health field, including the role of clinical director in several programs. She is a licensed addiction counselor and certified clinical supervisor. Of note, Ms. Russo has been a clinical consultant and trainer for 6 years with the Connecticut Trauma Initiative with specialization in the TARGET protocol and with the DHMAS Trauma Center of Excellence. She is an adjunct faculty member at the University of Bridgeport and Gateway Community College.

Susan Sampl, Ph.D., is a clinical psychologist with extensive experience treating adults and adolescents with substance use disorders and other behavioral problems, frequently including justice system involvement. She is a Supervising Psychologist at York Correctional Institution for women, in Niantic, CT, where she develops and directs treatment programs for incarcerated women. In her previous ten years as a Research Associate at the University of CT Health Center, she was an active member of research teams studying a range of manual-guided interventions for substance dependence and other behavioral disorders, often with a motivational interviewing (MI) component. One of Dr. Sampl's primary areas of expertise is providing MI training and supervision to therapists and allied professionals, including case managers, at a wide range of settings in over twenty states around the U.S. Dr. Sampl has developed an innovative mix of MI training procedures including a range of demonstrations and practice exercise. Finally, in collaboration with the Mid-Atlantic Addiction Technology Transfer Center, she also wrote and produced a training video to teach therapists therapy approaches including MI.

Deena Steinberg, BA, is a Consultant and Project Manager for the State of Connecticut Department of Social Services, in the Office of Organizational and Skill Development (OSD). She received her BA in social studies from the University of Connecticut. Deena started her career in Social Services as an eligibility caseworker in the New Haven office and later served as an elderly outreach worker for the East Shore Health District and as the Director of the General Assistance Program for the Town of Hamden. In her current OSD position, she develops and delivers training and organizational development services, primarily in the area of Public Assistance benefit programs, with a particular expertise in the State Administered General Assistance Program (SAGA).

Sharon R. Wall, MS, CRC, CPRP, CCDP, has more than seventeen years of experience working with adolescent and adult populations with mental illness, dual diagnosis, ABI/TBI, behavioral issues and/or physical disabilities. She has served in numerous positions within the DMHAS system, as well as not-for-profit provider agencies. Her jobs have ranged from supported education counselor to vocational rehabilitation director to DMHAS local mental health authority employment coordinator to treatment team leader. She had been instrumental in implementing evidence-based supported employment at Capitol Region Mental Health Center and has helped train staff from other states in the evidence-based practices. She is now functioning as the Statewide Services employment/education trainer for DMHAS.

Andrea White, MSSW, has worked in human services for over twenty years. Ms. White has designed and developed model programs including a Transitional Living Community serving homeless mentally ill women and the Times Square Hotel, a 652-unit supportive housing program serving low-income and formerly homeless people, many of whom have HIV/AIDS, mental illness, and/or chemical dependency. She has also worked on the development of the supportive services program at the Prince George, a 400+ unit supportive housing program serving populations similar to those at the Times Square. She has provided technical assistance, sharing her expertise in all areas of supportive housing, for numerous groups throughout the US and has made presentations at national and international conferences. Using lessons learned from her experiences in street outreach, shelter, transitional housing and permanent supportive housing projects Ms. White has worked extensively with communities to look at the system of care for homeless people and people with disabilities. This includes integrating diversion and rapid re-housing into shelter systems, time limited case management strategies into systems of care for homeless people and those at risk of homelessness. In the last five years Ms. White has worked extensively with projects to integrate Evidence Based Practices into their work including Critical Time Intervention, Wellness Self Management, and Cognitive Remediation. She has also worked on the development of the Supportive Housing Tool Kit for SAMHSA. She has been awarded the American Psychiatric Association's Community Psychiatry Award for Outstanding Contribution to the Field of Community Health and Mental Health and was recently recognized by NYC Voices, a consumer group for her dedication to housing and advocacy on behalf of people with mental illness. Ms. White has also published on issues in housing homeless people and developing supportive services.

Sally R. Zanger, BA, JD, graduated from Brandeis University and the University of Michigan Law School and is admitted to the Bar in Connecticut and New York State. She has been a legal services lawyer for most of her legal career with the exception of several years in private practice, representing children and adults with disabilities, and some time living in London, England. She practiced family law with Connecticut Legal Services, worked for Prisoners Legal Services in New York State and the Jerome Frank Legal Services, teaching and supervising in the Child Advocacy and Disability Rights Clinics. She joined the Connecticut Legal Rights Project (CLRP), which represents people in Connecticut with psychiatric disabilities, when it first opened in 1990, leaving several years later for private practice and London. She returned to CLRP in March of 2006. In the interim, with more and more clients living independently in the community, housing law has become an important part of CLRP's work.

Rita Zimmer founded Housing + Solutions, Inc. in 2002 for the purpose of developing Sunflower Houses, a permanent tenant-managed neighborhood based supportive housing program. This program serves people with substance use issues, homelessness and often criminal justice backgrounds. In many cases tenants have recently been or plan to be reunited with children. In the fall of 2008 Housing + Solutions will launch its seventh *Sunflower House*, a groundbreaking Family Alternative to Incarceration housing program for five families, the first of its kind offering women facing prison sentences the opportunity to complete the mandates required by the court, while living with their children. The goal for each woman and family member is to succeed by finding ways to achieve housing stability, be economically secure and live independently. She founded **Women In Need, Inc. (WIN)** in 1982 to create emergency and transitional housing with services for homeless women and children. From the beginning WIN provided a variety of unique and comprehensive programs and services including housing, counseling, child-care, family support, employment services, substance abuse treatment and aftercare services—designed to help families stay together. WIN serves over 1,500 families. She graduated from Ricker College in Maine and received an MPH from New York University. Ms. Zimmer's experience has included work as a substance abuse counselor, family worker, program analyst, administrator and short order cook. She has been in recovery for many years. She is active on many boards, committees, and advisory groups, including the Women's Advocate Ministry and Hale House.

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
CONNECTICUT VALLEY HOSPITAL
COCILOVO ROOM
BEERS HALL, THIRD FLOOR
MIDDLETOWN, CT 06457
860-262-5060

From I-91 SOUTH

Take Exit 22S (Route 9 South). Follow directions from Route 9 South

From I-91 NORTH

Take Exit 22S (Route 9 South). Follow directions from Route 9 South

From ROUTE 9 SOUTH:

Take Exit 12, then left at the end of the exit ramp onto Silver Street

- ❖ From Silver Street, take first right onto Eastern Drive
- ❖ Take left into main entrance Connecticut Valley Hospital
- ❖ Park in parking area on left (or alternate parking area on right near greenhouse)

From ROUTE 9 NORTH:

Take Exit 12. At the end of the exit there is a stop sign; go straight onto Eastern Drive

- ❖ Follow Eastern Drive
- ❖ Take right into main entrance Connecticut Valley Hospital
- ❖ Park in parking area on left (or alternate parking area on right near greenhouse)

To the COCILOVO Room:

- ❖ Enter front door of Shew Hall
- ❖ Proceed through double doors to elevator on left side of hallway
- ❖ Take elevator to third floor
- ❖ Exit elevator turning right and right again. This alcove is the entrance to Beers Hall
- ❖ Proceed through the door/entrance way and follow to the end of the hallway and turn right
- ❖ The Cocilovo Room is at the far end of the hallway

Directions to Housatonic Community College

900 Lafayette Boulevard

Bridgeport, CT 06604

203-332-5200

Beacon Hall, Room 331

From Fairfield and points west:

Connecticut Turnpike, I-95 north to Exit 27. Go two blocks to Lafayette Boulevard. Go left onto Lafayette (going under I-95). The parking garage entrance is on your right about 1 1/2 blocks from the underpass.

Merritt Parkway, north to Exit 495, travel south on Rt. 25 to Exit 1 (Prospect St.). At bottom of exit ramp go left onto Prospect St. Take left onto Lafayette Blvd. Entrance to parking garage is on right, about 1/2 block.

From Milford, Stratford and points east:

Connecticut Turnpike, I-95, south to Exit 27 (Lafayette Blvd.). Use right hand exit ramp to enter Lafayette Blvd. Parking garage is on your right one light from the exit ramp.

From Trumbull, Huntington, Monroe, the Valley, and points north: Route 8-25

From Merritt Parkway Southbound: take Exit 52, south to Rt. 8-25. Go south on Rt. 8-25 to Exit 1. At bottom of exit ramp go left onto Prospect St. Take left onto Lafayette Blvd. Entrance to parking garage is on right, about 1/2 block.

From Rt. 8-25: Go south on Rt. 8-25 to Exit 1. At bottom of exit ramp go left onto Prospect St. Take left onto Lafayette Blvd. Entrance to parking garage is on right, about 1/2 block.

**DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
SOUTHEASTERN MENTAL HEALTH AUTHORITY
MULTIPURPOSE ROOM**

Located on the grounds of Uncas on the Thames Hospital
401 West Thames Street, Building 301
Norwich, CT 06360
860 859-4500

NORWICH AREA:

Take Route 395 North or 395 South to Exit 79A. **see below ******

FROM PUTNAM, DANIELSON, NORTHEAST CONNECTICUT AREA:

Take Route 395 South to Norwich to Exit 79 A. **see below ******

FROM WILLIMANTIC AREA:

Take Route 32 South to Route 2 to Norwich to Route 395 South, Exit 28 South to Exit 79A. **see below ******

FROM ENFIELD, NORTH CENTRAL CONNECTICUT AREA:

Take Route 91 South to Hartford. Route 2 East to Norwich to Route 395 South, Exit 28 South to Exit 79A. **see below ******

FROM HARTFORD AREA AND COLCHESTER:

Take Route 2 East to Norwich to Route 395 South, Exit 28 South to Exit 79A. **see below ******

FROM NORTHWEST CONNECTICUT AREA:

Route 4 East or Route 8 South to Torrington. Route 202 East to Route 44. Route 44 East to Hartford. Route 2 East to Norwich to Route 395 South, Exit 28 South to Exit 79A. **see below ******

FROM GREENWICH AND SHORE POINTS: Take Route 95 North to Route 395 North to Norwich to Exit 79A. **see below ******

****Take Exit 1 to Route 32, Turn left onto Route 32 North, proceed on Route 32 for approximately 1.5 miles (through 4 traffic lights).

On the left directly across from an automobile dealership (Toyota) is the entrance to the Uncas on Thames Campus. Proceed up the hill and bear right. SMHA is the brick building on the left (atop the hill). Enter through the main entrance and the Multipurpose Room is straight down the hallway.