

Supportive Housing Training Fall 2016

Revised 7.22.16



Geller Commons – Named for and dedicated to Barbara Geller for all her tireless work to develop and promote Permanent Supportive Housing in CT

**Sponsored by DMHAS Statewide Services and
Corporation for Supportive Housing**

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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 Quality Assurance Program under the sponsorship of the Department of Mental Health and Addiction Services, the Department of Social Services, and the Department of Children and Families. 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 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 supportive housing and property management settings.

Overview of Courses:

There are a total of ten (10) instructor-led courses that are available to staff through this curriculum. **Five** of those courses are defined as the **Core Courses**. They are denoted by an asterisk (*) next to the training title. This training 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 and that all new staff will follow the same expectation. Once you have completed a course you do not have to take it again.

- Addressing Substance Use in Supportive Housing *
- Case Management for Supportive Housing*
- Needs of Older Adults in Supportive Housing
- Principles of Motivational Interviewing in Supportive Housing*
- Self-Care for Supportive Housing Staff
- Service Planning in Supportive Housing*
- Structure and Purpose of Home Visits with Supportive Housing Tenants
- Trauma Sensitive Services in Supportive Housing
- Understanding Mental Health Conditions
- Using the Supportive Housing Assessment/Acuity Index*

*A water cooler is no longer available in the Cocilovo Room.
Participants are responsible for their own lunch arrangements.
Please note that the The Valleyview Café is closed.*

REGISTRATION INFORMATION

Please only register for trainings that have been pre-approved by your supervisor. Do not enroll in multiple trainings with plans to cancel them later; this will help us to keep waiting lists more manageable.

- To register for training, you must go through the Department of Mental Health and Addiction Services Learning Management System: <https://ctlms.ct.gov>.
- For help registering, searching the catalog, transcripts, and more, check out the [Online Registration - Instruction Guide](#) or the interactive tutorial, [Introduction to the LMS](#) on the DMHAS website www.ct.gov/dmhas/workforcedevelopment.
- Register online early, many classes fill quickly!
- If you do not have a username and password, or to update your email or other profile information, fill out the [My Profile Information Form](#) on the DMHAS website www.ct.gov/dmhas/workforcedevelopment and return via email or fax as indicated on the bottom of the form, and you will receive your login information by email.
- To access course descriptions and additional information about our offerings, please log on to the DMHAS Learning Management System (LMS) and search the online catalog. Once you find the training you are interested in, click on the title of the offering, the description, CEU information, instructor, and location will be listed.
- Upon registration, participants will receive an email from workforce.development@ct.gov regarding their enrollment status (Confirmed or Waitlisted), room assignments, and session information. **PLEASE READ YOUR EMAILS COMPLETELY and MARK YOUR CALENDAR!**
- Check your SPAM filter to mark workforce.development@ct.gov as SAFE. Contact your IT (Information Technology) person if you have questions.
- If you are on a waitlist and a seat becomes available, an email will be sent offering you the seat. You must ACCEPT the offered seat, through the online LMS within five (5) calendar days to be enrolled in the class.

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

Any special accommodations needed at our classes must be requested by contacting Alice Minervino or Fred Morton at (860) 262-6447 or alice.minervino@ct.gov or fred.morton@ct.gov IMMEDIATELY UPON REGISTRATION.

FREQUENTLY ASKED REGISTRATION QUESTIONS

Q: How do I reset my password?

A: Send an email directly to workforce.development@ct.gov with a subject of **Password Reset**. Include your full name and agency, or from the log-in page, click the "Forgot your password" link.

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

A: Online transcripts are available for classes that have been held after 1/1/09 via the LMS.

Q: What does my computer need (system requirements) for me to take self-directed web-based training?

A: Your computer must have internet access (DSL or Cable recommended for faster connection), Adobe Flash Player, and Pop-up blockers must be disabled on your Browser and Google toolbar. We strongly recommend a wired internet connection.

Q: If I don't finish the web-based training in one sitting, how do I get back to it to finish?

A: After logging in, click on the "My Learning" tab. You are automatically brought to your Enrollments. Scroll down to find the name of the training that you want to finish. To the right of the training name, click the "Launch" button.

Q: I completed a web-based training, but it did not show up on my transcript. What should I do?

A: If you have been taking the training over a wireless internet connection, connect your computer to the internet with a wired connection and log on to the LMS. Launch the training again, and retake the quiz to get credit.

CANCELLATION INFORMATION

Rarely, training may be cancelled. We strongly encourage you to check your email for cancellation notices.

If you are unable to attend a training for which you have been enrolled, please drop your registration within 10 days of the training if possible. This will allow other participants on the waiting list an opportunity to be contacted to attend.

To drop a class, log onto the Learning Management System (LMS) <https://ctlms.ct.gov>, go to the “My Learning” tab and click “Drop” under the “Action” column for the title of the class you will not be attending. **The window will refresh with class details and you MUST scroll to the bottom of the page and click “Drop” again to confirm cancellation. An email will be sent confirming your cancellation.**

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) 262-6447 after 7:00 a.m. to listen to a recorded announcement stating if classes are cancelled.
- ❖ 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.

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Fall Instructor-Led Training Schedule

All training is held in the Cocilovo Room Beers Hall, Connecticut Valley Hospital, Middletown, CT.
Directions are on page 13.

Date	Time	Title
7.28.16	9:30 to 4:00	Using the Supportive Housing Assessment/Acuity Index* (Formerly Named Developing Better Strategies for Goal Setting)
8.16.16	9:30 to 4:00	Needs of Older Adults in Supportive Housing (Formerly Named Tenants Aging in Supportive Housing)
9.13.16	9:00 to 4:00	Understanding Mental Health Conditions
9.20.16	9:30 to 4:00	Service Planning in Supportive Housing* (Formerly Named The Secrets to Creating a Do-Able Service Plan)
10.18.16	9:30 to 4:00	Trauma Sensitive Services in Supportive Housing (Formerly Named Trauma Sensitive Services – Housing)
10.21.16	9:30 to 4:00	Using the Supportive Housing Assessment/Acuity Index* (2 nd offering – same course as 7.28.16) (Formerly Named Developing Better Strategies for Goal Setting with Permanent Supportive Housing Tenants)
10.24.16	9:30 to 4:00	Addressing Substance Use in Supportive Housing* (Formerly Named Successfully Housing Persons with Substance Use Issues)
11.1.16	9:30 to 4:00	Self-Care for Supportive Housing Staff (Formerly Named the Importance of Staff Care)
11.10.16	9:30 to 4:00	Structure and Purpose of Home Visits with Supportive Housing Tenants This is a new training
11.18.16	9:30 to 4:00	Case Management for Supportive Housing* (Formerly Named Housing Based Case Management)
12.8.16	9:30 to 4:00	Principles of Motivational Interviewing in Supportive Housing* (Formerly Named Enhancing Case Management with Motivational Interviewing)

* Denotes Core Course

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Instructor-Led Training Course Descriptions

Addressing Substance Use with Supportive Housing Tenants: This training provides background information on substance use and misuse, and explores associated behavior changes related to maintaining housing stability. We will review strategies for tenant engagement related to substance use and working with tenants in the process of change. The worker and tenant roles in the process will be defined. The training will include a special focus on emerging issues in substance use, including overdose prevention. This training was formerly called Successfully Housing Persons with Substance Use Issues. **(You are exempt from this course if you have previously attended Successfully Housing Persons with Substance Use Issues 101 or 201)** **Core Course**

Trainer: Andrea White, LMSW, Housing Innovations, LLC

Case Management for Supportive Housing: This training addresses key issues related to housing stability. Participants will explore underlying issues that have led to tenants' housing instability in prior situations, the skills a tenant needs to achieve their highest level of self-sufficiency, and case management skills to engage tenants with multiple barriers into voluntary services. This training is applicable to both new and experienced case managers. **(You are exempt from this course if you have previously attended Housing Based Case Management)** **Core Course**

Trainer: Jill Hroziencik, BA

Needs of Older Adults in Supportive Housing: This training will discuss the unique needs of the aging population in supportive housing. The effect on the aging tenant's ability to maintain their unit, access and maintain health care and meet their individual needs will be discussed. Based on the work of the Supportive Housing Quality Initiative's Supervisor's Learning Collaborative, this toolkit contains resources and information on becoming ready, as an agency, to work with this growing population. Procedures will be identified to meet the needs of this population as well as strategies to address these issues with tenants and staff. **(You are exempt from this course if you have previously attended Tenants Aging in Supportive Housing)**

Trainers: Andrea White, LMSW, Housing Innovations, LLC and April E. Morrison, Senior 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 clients 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. **(You are exempt from this course if you have previously attended Enhancing Case Management with Motivational Interviewing)** **Core Course**

Trainer: Jill Hroziencik, BA

Self-Care for Supportive Housing Staff: The emotional strain of working in the helping profession can cause burnout, staff turnover and impact professional/personal lives. Without effective coping mechanisms care-givers can become frustrated, overwhelmed and immobilized. This workshop is a three-layered approach to self-care for supportive housing case managers: organizational, professional and personal. It is ideal when

staff and supervisors can attend this workshop together. **(You are exempt from this course if you have previously attended The Importance of Staff Care)**

Trainer: Eileen M. Russo, LADC

Service Planning for Supportive Housing: Helping tenants to develop meaningful goals and documenting progress toward achieving goals as 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. **(You are exempt from this course if you have previously attended The Secrets to Creating a Do-able Service Plan) Core Course**

Trainer: Andrea White, LMSW, Housing Innovations, LLC

Structure and Purpose of Home Visits with Supportive Housing Tenants: 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. **This is a new training.**

Trainer: Andrea White, LMSW, Housing Innovations

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 Trauma Sensitive Services – Housing)**

Trainer: Eileen M. Russo, LADC,

Understanding Mental Health Conditions: This training will provide an overview of the signs, symptoms, etiology, and course of the major mental health disorders with an emphasis on severe and persistent conditions. The interaction of these conditions with substance use will be explored. It places disorders in a stress-vulnerability model and uses that model to review roles and strategies for direct care staff in a recovery-oriented system.

Trainer: Richard Fisher, LCSW, Department of Mental Health and Addiction Services

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 case loads and in identifying training needs for employees. **(You are exempt from this course if you have previously attended Developing Better Strategies for Goal Setting with Permanent Supportive Housing Tenants or Acuity and Assessment) Core Course**

Trainers: Alice Minervino, Behavioral Health Program Manager, Department of Mental Health and Addiction Services and April E. Morrison, Senior Program Manager, Corporation for Supportive Housing

Trainer Biographical Information

Richard Fisher, LCSW, is the Director of the DMHAS Office of Workforce Development. He has over 30 years of experience as a clinician, program manager and administrator in a variety of behavioral health settings. He serves as adjunct faculty at the University of Connecticut School of Social Work and maintains a private practice.

Jill Hroziencik, BA, has more than 20 years' experience working with homeless populations throughout New England. Her experience includes developing and managing supportive housing programs, including harm reduction models, family housing, and the provision of direct service to multiply-diagnosed populations. She currently consults on projects nationwide.

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

April Morrison is a Senior Program Manager in the New England hub office of (CSH) Corporation for Supportive Housing, located in Hartford, CT. Her main area of focus is leading CSH's Quality Improvement Initiative for Connecticut's DMHAS funded supportive housing through the review process, learning collaboratives, training, and technical assistance. She also supports CSH's efforts addressing homeless young adults and those aging out of the foster care system.

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.

Self-Directed Web-Based Training Offerings

People working in supportive housing are also eligible to take web-based training courses available through the DMHAS Learning Management System (LMS). Updated – Fall 2016

Training Title	Credit Hours	CEUs Offered
An Introduction to Post-Traumatic Stress Disorder (PTSD)	1	CCB, PSY
Anaphylactic Allergic Reactions and Epinephrine Auto-Injectors	3	—
Assessment in Community Support Programs (CSP) and Recovery Pathways (RP)	1	CCB, SW, PSY
Back Safety and Lifting Techniques	0.5	—
Basics of Child Occupant Safety in Motor Vehicles	0.5	—
Bed Bugs: Know the Facts	0.5	—
Blood and Body Fluid Clean Up: Overview	1	—
Bringing the Full Power of Science to Bear on Drug Abuse and Addiction	1	CCB, PSY
Cocaine: Abuse and Addiction	1	CCB, SW, PSY
Community Support Programs (CSP): From Maintenance to Rehabilitation	2	CCB, SW, PSY
Connecticut Legal Rights Project: Protecting Rights to Rebuild Lives	0.5	—
Co-Occurring Disorders: A General Introduction	1.5	CCB, SW, PSY
Cultural Competence Primer for Behavioral Health Practitioners and Settings*	1	CCB, SW, PSY
Cultural Elements in Treating Hispanic and Latino Populations*	1	CCB, SW, PSY
Depression	.5	CCB, SW, PSY
Diabetes Mellitus Basics	2	—
DSM-5: A Brief Introduction	1	CCB, SW, PSY, CNA

Training Title	Credit Hours	CEUs Offered
DSM-5: Substance-Related and Addictive Disorders	1	CCB, SW, PSY, CNA
Elder Abuse: Identification and Reporting*	0.5	CCB, SW, PSY
Employee Safety: Preventing Slips, Trips and Falls	1	—
Family Therapy with Problem Gamblers and their Families: The First Steps to Recovery	1	CCB, SW, PSY
Food Safety and Kitchen Hygiene Overview	1	—
Gender Responsive Substance Abuse Treatment for Women*	2	CCB, SW, PSY
Grounding Techniques	1	CCB, PSY
Helping Patients who Drink Too Much	2	CCB, SW, PSY
Hepatitis A Virus (HAV): An Introduction	1	CCB
Hepatitis B Virus (HBV): An Introduction	1	CCB
Hepatitis C Virus (HBV): An Introduction	1	CCB
Infection Control and Prevention for Community Health Care Workers <i>(available for DMHAS Funded Agency Staff ONLY)</i>	1	—
Inpatient Care of the Person with Dementia	0.5	—
Introduction to Integrating Gambling and Problem Gambling into Substance Use and Mental Health Disorders Programs	3	CCB, SW, PSY
Medication and Entitlement Access for Connecticut	1	CCB, SW
Medications Used in the Treatment of Mental Health Disorders	2	CCB, SW, PSY
MRSA Overview	1	—

Training Title	Credit Hours	CEUs Offered
Naloxone in the Prevention of Opioid Overdose	0.5	CCB, PSY
PCP: Understanding Phencyclidine	0.5	CCB, PSY
Person Centered Treatment Planning	3	CCB, SW, PSY
Prescription Drugs: Abuse and Addiction	1	CCB, SW, PSY
Recovery Planning and Documentation in Community Support Programs(CSP) and Recovery Pathways (RP)	1	CCB, SW, PSY
Substance Abuse and HIV/AIDS	1	CCB, SW, PSY
The Criminal Justice System	2	CCB
Tobacco Addiction	1	CCB, SW, PSY
Tools for Engaging Clients in Services	2	CCB, SW, PSY
Treating Clients with Traumatic Brain Injury in Substance Abuse Treatment	1	CCB, SW, PSY
Understanding Bipolar Disorder	2	CCB, SW, PSY
Understanding Compulsive Hoarding	2	CCB, SW, PSY
Understanding Drug Abuse and Addiction: What Science Says	0.5	CCB, PSY
Understanding Opioid Addiction and Treatment	1	CCB, SW, PSY
Understanding Trauma	2	CCB, SW, PSY
Working with People Diagnosed with Schizophrenia	2	CCB, SW, PSY
Working with People Presenting Gambling Problems and Financial Issues in Behavioral Health Settings	1	CCB, SW, PSY

**DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
CONNECTICUT VALLEY HOSPITAL
COCILOVO TRAINING ROOM
BEERS HALL, MIDDLETOWN, CT 06457 PHONE 860-262-6447**

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, (Silver Street), then turn **Left** at the end of the exit ramp onto Silver Street.

- At top of hill turn **Right** at first light.
- Continue a few yards; you can now go right, left or straight down long driveway. Proceed **straight** down long driveway, which is **Mullaney Way**. Beers Hall is the brownstone building to your right as you are driving down the driveway. You may park in any space that is not reserved behind or beyond the building.
- As you face the back side of Beers Hall, enter Beers Hall through the far right door under the large blue awning (door is on cement porch surrounded by a metal railing).
- **For the First Floor Training Room:** Continue through door straight ahead, then enter the door on your left and the First Floor Training Room is the first room on the left.
- **For the Cocilovo Room:** Continue through door straight ahead and take elevator to the third floor, the Cocilovo Room is to your left as you enter the hallway.

From ROUTE 9 NORTH

Take Exit 12, (Bow Lane), at the end of the exit ramp there is a stop sign, go straight onto Eastern Drive. Continue on Eastern Drive, at the next stop sign turn **Right** onto Silver Street.

- At top of hill turn **Right** at first light.
- Continue a few yards; you can now go right, left or straight down long driveway. Proceed **straight** down long driveway, which is **Mullaney Way**. Beers Hall is the brownstone building to your right as you are driving down the driveway. You may park in any space that is not reserved behind or beyond the building.
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