

Supportive Housing Training Catalog

Winter/Spring 2012



Valley Park, Torrington

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

Table of Contents

Supportive Housing Training Curriculum	Page 3
Registration Information, Cancellation Information, Inclement Weather Procedures and Americans With Disabilities Act (A.D.A.) Information	Page 4
Online Registration: Frequently Asked Questions	Page 5
Winter/Spring Instructor-Led Training Schedule	Page 6
Instructor-Led Training	Pages 7-8
Self-Directed Web-Based Training	Pages 9-10
Self-Directed Web-Based Training: Frequently Asked Questions	Page 11
Trainer Biographical Information	Page 12
Directions to Training	Page 13

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 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 9 distinct courses that are available to staff through this curriculum. **Five** of the courses are defined as **Core Courses** (denoted by an asterisk (*) next to the training title). 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*
 - Connecticut Fair Housing Laws and Tenant Selection*
- **Population Specific Topics**
 - House Without Walls
- **Skills Enhancement Trainings**
 - Enhancing Case Management Services with Motivational Interviewing*
 - Successfully Housing Persons with Substance Use Issues 201*
 - The Importance of Staff Care
 - Understanding Mental Health Conditions
- **Topics in Employment and Self-Sufficiency**
 - Supportive Employment for Permanent Supportive Housing in Connecticut*- *Now available as a self-directed web-based training ONLY. See pages 9 and 10 for more information on this training and other new self-directed web-based trainings that are now available. This training was taught as an instructor-led training and was originally titled Supportive Employment and Education and Its Impact on Benefits.*
- **Program Development Topics**
 - Permanent Supportive Housing Documentation and Forms- *Now available as a self-directed web-based training ONLY. See pages 9 and 10 for more information on this training and other new self-directed web-based trainings that are now available. This training was taught as an instructor-led training and was originally titled Supportive Housing Forms and Documents.*

Registration Information

- All registrations must go through our Online Registration System (<https://ctlms.ct.gov>)
- Register online early, most classes fill quickly!
- If you do not have a user name and password fill out the [My Profile Information Form](#) located on our website (www.ct.gov/dmhas/educationtraining) and return via email or fax as indicated on bottom of this form, and you will receive your login information (username and password) by email
- Registration emails (Confirmed or Wait listed) are coming from Education.training@ct.gov . 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.
- All training is held in the Cocilovo Room, Beers Hall, CVH, Middletown, CT. Directions to the Cocilovo Room are included at the end of this catalog. They are also available on our website.

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 cancel your registration. To cancel your registration, please go online to drop the class. This will allow other participants on the Waiting List to have an opportunity to be contacted to attend.

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@ct.gov IMMEDIATELY UPON REGISTRATION.

Online Registration: Frequently Asked Questions

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 <https://ctlms.ct.gov/> or access the page from our website (<http://www.ct.gov/DMHAS/EducationTraining>). 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](#) available at www.ct.gov/dmhas/educationtraining and return it via email or fax, as noted on the bottom of this form; your username and password will be sent to you via email from Education.training@ct.gov

Q: How do I update my email 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 return it via email or fax, as noted on the bottom of this form.

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: From what email address will I receive notifications about training?

A: Education.training@ct.gov

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 1/1/09. 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 at Anita.Bengtson@ct.gov

Q: Why can't I locate and register for a class that is scheduled in the next seven days or less?

A: The enrollments on most classes close one week prior to the start date of the class. Once the enrollment closes, the class is no longer viewable for registration.

Q: How can I search for classes on a specific topic (motivational interviewing, housing based case management, etc.)?

A: Enter the topic in the Catalog Search box.

Winter/Spring Instructor-Led Training Schedule

Date	Time	Title	Training Location
2/24/2012	10:00 to 4:00	Housing Based Case Management	Cocilovo Room, Beers Hall
3/19/2012	9:00 to 4:00	The Importance of Staff Care	Cocilovo Room, Beers Hall
3/20/2012	9:00 to 4:00	Enhancing Case Management Services with Motivational Interviewing	Cocilovo Room, Beers Hall
3/30/2012	9:30 to 4:00	Connecticut Fair Housing Laws and Tenant Selection	Cocilovo Room, Beers Hall
4/9/2012 & 4/10/2012	4/9/2012 9:00 to 4:00 & 4/10/2012 9:00 to 12:15	Successfully Housing Persons With Substance Use Issues 201	Cocilovo Room, Beers Hall
4/10/2012	1:00 to 4:00	House Without Walls	Cocilovo Room, Beers Hall
5/4/2012	9:00 to 4:30	Understanding Mental Health Conditions	Cocilovo Room, Beers Hall

Instructor-Led Training

Connecticut Fair Housing Laws and 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, JD, Connecticut Legal Rights Project, morning session; and Jill Hroziencik, BA, Trainer and Consultant, afternoon session

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

House Without Walls: This training will outline the experience of homelessness, life on the street, life at the shelters and the implications for housing and services.

Trainer: Milena Sangut, MS, Director of Housing Homeless Services, Western Connecticut Mental Health Network

Housing Based Case Management: This training has been enhanced for the fall of 2011. Housing Based Case Management (HBCM) will continue to address key issues, such as housing stability in tenants, and housing service planning, which includes a thorough assessment of all the underlying issues that have led to instability in prior housing situations as well as the tenant's potential deficits in skills needed for independent living. While remaining a core course for new case managers, HBCM will include new material applicable to both new and experienced Case Managers. New to HBCM will be such topics as engaging tenants with multiple barriers, and engaging tenants in voluntary services. **(If you have already attended Housing Based Case Management you are not required to attend this enhanced version.) Core Course**

Trainer: Jill Hroziencik, BA, Trainer and Consultant

Successfully Housing Persons with Substance Use Issues 201: This training explores behavior changes related to maintaining housing stability. It focuses on tenant engagement, with skill building role-plays based on client-centered counseling and informed by the spirit of motivational interviewing. Participants will explore their own best practices in responding to the dynamic process of working with tenants when a tenant has violated a lease, when a tenant is interested in behavior change or treatment planning, and when a tenant is reluctant to participate in services. This training will build on and assist staff in advancing the skills they learned in Successfully Housing Persons with Substance Use Issues 101, (however, you can register for this training even if you have not taken the 101 training). **Core Course**
Trainer: Mark Kinzly, Public Health Consultant

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

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

Self-Directed Web-Based Training

We are now offering self-directed web-based training for supportive housing staff. This training can be accessed from any computer and uses the same Learning Management System that you now use to register for instructor-led housing training. Please view the frequently asked questions page that follows for information on accessing this training. You will review slides and then take a quiz. If you pass the quiz it will automatically be recorded in your transcript. You can print out a certificate and/or a copy of your transcript from the online system for your records. Please review Online Registration: Frequently Asked Questions on page 5 for more details.

Self-Directed Web-Based Training Offerings:

Supportive Housing Self-Directed Web-Based Training:

Permanent Supportive Housing Documentation and Forms: This training covers the recommendations gathered from the Quality Assurance Monitoring Process and condenses them into sample forms and documentation which have been made accessible to Permanent Supportive Housing Service Provider's throughout the State of Connecticut. Sample forms and documents include: Assessment/Reassessment Forms, Contact Notes, Service Planning, DMHAS Homeless Verification Form, DMHAS Disability Verification Form and the DMHAS Early Childhood Education Form. This training was taught as an instructor-led training and is now available only as a self-directed web-based training. It was originally titled Supportive Housing Forms and Documents.

Supportive Employment for Permanent Supportive Housing in Connecticut: This training presents an historical overview of supported employment, evidence-based practices, principles and strategies for supported employment and education and the impact employment can have on benefits. The positive effects of employment for supportive housing tenants will be outlined. This training will also inform case managers how to support tenants in seeking, obtaining and keeping employment and/or education. This training was taught as an instructor-led training and is now available only as a self-directed web-based training. It was originally titled Supportive Employment and Education and Its Impact on Benefits. **Core Course**

Additional Self-Directed Web-Based Training:*

- An Introduction to Post-Traumatic Stress Disorder (PTSD) *NEW*
- Assessment in Community Support Programs (CSP) and Recovery Pathways (RP)
- Back Safety and Lifting Techniques
- Blood and Body Fluid Clean Up: Overview
- Bringing the Full Power of Science to Bear on Drug Abuse and Addiction
- Community Support Programs (CSP): From Maintenance to Rehabilitation
- Connecticut Legal Rights Project: Protecting Rights to Rebuild Rights *NEW*
- Depression
- Diabetes Mellitus
- Employee Safety: Preventing Slips, Trips and Falls
- Food Safety and Kitchen Hygiene Overview
- Gender Responsive Substance Abuse Treatment for Women
- Helping Patients who Drink Too Much
- Hepatitis A Virus (HAV): An Introduction
- Hepatitis B Virus (HBV): An Introduction
- Hepatitis C Virus (HCV): An Introduction
- Infection Control and Prevention for Community Health Care Workers
- Introduction to Integrating Gambling and Problem Gambling into Substance Use and Mental Health Disorders Programs *NEW*
- Medication and Entitlement Access for Connecticut
- Medications Used in the Treatment of Mental Health Disorders
- MRSA Overview
- PCP: Understanding Phencyclidine
- Person Centered Treatment Planning *NEW*
- Recovery Planning and Documentation in Community Support Programs (CSP) and Recovery Pathways (RP)
- The Criminal Justice System
- Tools for Engaging Clients in Services
- Treating Clients with Traumatic Brain Injury in Substance Abuse Treatment *NEW*
- Understanding Bipolar Disorder
- Understanding Drug Abuse and Addiction: What Science Says
- Working with People Diagnosed with Schizophrenia

* This training is optional, it is not required, but may be of interest to supportive housing staff

Self-Directed Web-Based Training: Frequently Asked Questions

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.

Q: How do I take a web-based training?

A: After logging into the Learning Management System (LMS) enter the title of the web-based training (or the first few words of the title) into the catalog search box and click "Go". Click on the title of the training that you want and you will be taken to a screen with a course description and a list of CEUs associated to the training. Scroll to the bottom and click on "Launch".

Q: If I don't finish the 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 "Launch" in the "Actions" column.

Q: I completed the web-based training, but it did not show up on my transcript, why?

A: If you did not view all of the presentation and/or complete the quiz in one enrollment you will not get credit. You must finish the training and complete the quiz within the same enrollment. View previous question for instructions to complete the training.

Trainer Biographical Information

Richard Fisher, LCSW, is Director of the D.M.H.A.S. Education and Training Division. He has over thirty 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 nation-wide.

Mark Kinzly has worked in the field of Harm Reduction and Public Health for the past sixteen years bringing innovative and progressive prevention/interventions to the drug using community. He was the coordinator of the Bridgeport Needle Exchange program for six years, and has worked on strategies for reaching the populations who are using crack for which he has worked and spoken nationally and internationally. Mark was also an outreach worker for the New Haven needle exchange in its early years. He is a founding member of the Connecticut Harm Reduction Coalition and sits on the board of directors for the National Harm Reduction Coalition.

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.

Susan Sampl, Ph.D., is a clinical psychologist with extensive experience treating adolescents and adults with substance use disorders and other behavioral problems, frequently including justice system involvement. She is a Supervising Psychologist at York Correctional Institution for female offenders. She has also been an active member of research teams studying a range of manual-guided interventions for the past ten years.

Milena Sangut MS, is the Director of Housing and Homeless Services for the Western Connecticut Mental Health Network (WCMHN) covering the Danbury, Waterbury and Torrington areas. She is also a member of the City of Waterbury Ten Year Plan to End Homelessness and is a member of the City of Danbury Housing Partnership and the Project Homeless Connect Committees. She chairs the WCMHN Housing Committee with Housing Representatives from the Danbury, Waterbury and Torrington sites to further develop housing initiatives in the three sites, and develops housing training curriculums.

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 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 to live in London, she returned to CLRP in March of 2006.

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 (near flag poles)
- ❖ Use the telephone to announce your arrival
- ❖ You will be asked to show a valid photo ID to enter the building
- ❖ Proceed through double doors to elevator on left side of hallway or use the stairway on the right
- ❖ 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