

CT Outreach Training Inventory

PART I: Training Topics Specified in Statewide Outreach Standards

Outreach and engagement best practices

- [Best Practices in Street Outreach, Session 1](#)
Training Length: 1.75 hours
Source: CT DMHAS/HI
Training Content:
 - Overview of [CT Outreach Standards](#): Values, Vision and Goals
 - Engaging people experiencing unsheltered homelessness including: identifying people, engagement and building relationships, and maintaining a client-centered approach
 - Additional Resources

- [Best Practices in Street Outreach, Session 2](#)
Training Length: 1.75 hours
Source: CT DMHAS/HI
Training Content:
 - Overview of strategies to achieve good outcomes including: housing first and housing-focused case management, and coordination with partners

- [Best Practices in Street Outreach, Session 3: Transition to Housing + Tools and Supports for Practice](#)
Training Length: 90 minutes
Source: CT DMHAS/HI
Training Content:
 - Supporting the transition to housing
 - Maximizing Safety, Reducing Harm and De-escalation Strategies
 - Documentation and Data
 - Client Rights

- [Best Practices in Street Outreach, Session 4: Working with People and their Pets](#)
Training Length: 1.75 hours
Source: CT DMHAS/HI
Training Content:
 - Human-Animal Bonds
 - Worker and Agency Roles in Supporting Human-Animal Families
 - Legal Rights and Obligations
 - Reasonable Accommodations

○ [Best Practices and Engagement Strategies for Street Outreach](#)

Training Length: 3hrs

Target Audience: Outreach Workers & Outreach Supervisors

Source: JD Consultancy

Training Content:

- Various services provided to assist those experiencing homelessness and the role of outreach in the homeless service system
- Challenges experienced by those experiencing street homelessness
- Housing options to exit homelessness (e.g. supportive housing, RRH, etc.).
- Overview of progressive engagement, trauma-informed care, and harm reduction with examples of how to employ these approaches
- Street outreach workflow, including HMIS, housing planning & documentation gathering to prepare for housing
- Some content (e.g. local stats) is specific to a particular community

Housing First techniques to begin planning for successful, sustainable housing from Day 1

○ [Outreach: Helping Participants to Understand Housing Options](#)

Training Length: 90 minutes

Target Audience: Outreach Workers & Outreach Supervisors

Source: CT DMHAS/HI

Training Content:

- Strategies to address ambivalence and effectively engage individuals experiencing street homelessness in the housing search process.
- Using a trauma-informed approach
- Guiding clients to identify housing goals and determine what housing features are most important to them
- Assessing strengths and housing stability risks through the framework of the stages of change.
- Support clients in progressing toward sustainable housing solutions.
- Some content related to PATH Monitoring is outdated

○ [Outreach: Housing Assessment and Planning](#)

Training Length: 90 minutes

Target Audience: Outreach Workers & Outreach Supervisors

Source: CT DMHAS/HI

Training Content:

- Effectively engaging individuals experiencing street homelessness
- Best practices for building rapport, conducting comprehensive needs assessments, and collaborating with clients to develop person-centered housing plans.

- An overview of the PATH assessment and housing planning templates
- Content overlaps with Helping Participants to Understand Housing Options

Mental Health First Aid and Mental Health 101

Assertive engagement techniques for working with persons with severe or persistent mental illness or substance use disorder, including identifying/responding to signs of mental illness & addiction

- [Outreach: Working with People with Mental Illness](#)
 Training Length: 90 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: CT DMHAS/HI
 Training Content:
 - Identifying potential signs of mental illness, including recognizing clusters of symptoms associated with mania, depression, psychosis, and personality disorders.
 - Identifying suicide risk and protective factors
 - Assessing risk level & consulting with a supervisor
 - Exploring mental health treatment options along with the client
- [Using the Modified Mini Screen \(MMS\) to Document Serious Mental Illness](#)
 Training Length: 60 minutes
 Target Audience: Outreach Workers & Supervisors
 Source: CT DMHAS/HI
 Training Content:
 - PATH eligibility requirements
 - How the MMS might be useful
 - How to administer the MMS
 - Addressing concerns about the MMS
- [Providing Behavioral Health Care in Unsheltered Environments](#)
 Training Length: 90 minutes
 Target Audience: Outreach Workers & Outreach Supervisors
 Source: Homeless Housing Resource Center
 Note: This is Session 4 of 4 in a Trauma-Informed Outreach Training Series
 Training Content:
 - Barriers to accessing behavioral health care services for unsheltered clients.
 - How to meet some of the needs of people experiencing unsheltered homelessness with Serious Mental Illness, Substance Use Disorder, and Serious Emotional Disturbance

- Providing trauma informed care (using the 4 R's: Realize, Recognize, Respond, Resist).
 - Use of SBIRT assessment (Screening, Brief Intervention and Referral to Treatment) as a trauma informed and harm reduction based approach.
 - Panel discussion of outreach clinical staff on team composition, engagement, assessment, inclusion of persons with lived experience as a member of the team, transitioning clients from ACT to other forms of case management.
- [Identifying and Addressing Behavioral Health Needs in Encampments](#)
 Training Length: 90 minutes
 Target Audience: Outreach Workers & Outreach Supervisors
 Source: Homeless Housing Resource Center
 Training Content:
- Overview of the behavioral health needs of people living in encampments, principles of engagement and how encampment stresses affect health
 - Program experiences of 2 communities (Phoenix, AZ and Los Angeles, CA) with these topics
 - Core principles and engagement techniques for providers to serve as a bridge to care for mental health, substance use, and medical needs among people living in encampments
- [Introduction to Psychotic Disorders](#)
 Training Length: 90 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: Homeless Housing Resource Center
 Training Content:
- Definition of psychosis, including symptoms and behaviors
 - Examples of mental health diagnoses that may feature psychotic symptoms.
 - The reasons individuals experience psychosis, prevalence and prognosis.
 - Trauma and victimization due to having a psychotic disorder.
 - Importance of empathy in treatment and care
 - De-escalation strategies: prevention, warning signs, specific techniques, and resiliency. The audience: outreach workers. The training presented the material in a digestible manner and would be helpful to outreach teams.
- [Introduction to Hoarding Disorder](#)
 Training Length: 90 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: Homeless Housing Resource Center
 Training Content:

- Distinguishing hoarding & hoarding disorder
 - Impacts of hoarding on a client and others
 - Hoarding & homelessness
 - Collaboration between clinical and non-clinical staff in addressing hoarding (strategies to address hoarding through case management, stages of hoarding and when to intervene)
- [Loneliness Among Homeless and Formerly Homeless Individuals](#)
 Training Length: 90 minutes
 Source: Homeless Housing Resource Center
 Training Content:
- Community integration among adults experiencing serious mental health challenges and homelessness
 - Impact of loneliness in people experiencing homelessness, the role of social support and challenges to that support
 - The types of social support, the role of community participation and the implications of both on housing and mental health
 - Mental health, drug and alcohol, loneliness and homelessness
 - Who experiences loneliness and why
 - Mental health and Citizenship, or a person's access and connection to: rights, responsibilities, roles, resources and relationships that society offers its members

How trauma impacts the brain and body, how post-trauma response impacts behavior and functioning, impact on staff of serving clients with trauma & Trauma Informed Care evidence-based practices to respond to persons who have experienced trauma

- [Trauma-Informed Outreach: Trauma-Informed Care & Responding to the Trauma of Homelessness](#)
 Training Length: 90 minutes
 Target Audience: Outreach Workers
 Source: Homeless Housing Resource Center
 Note: This is Session 1 of 4 in a Trauma-Informed Outreach Training Series
 Training Content:
- Introduction of trauma informed care likely most useful to those unfamiliar with the approach
 - Definition of trauma & relationship between trauma and homelessness
 - Methods of providing trauma-informed care through: assessment, intake and program design (e.g. meeting clients where they are at, engagement, creating

safety, trauma as a result of experiences of systemic racism, don't have clients retell their stories, etc)

- Examples of how to apply trauma informed care in various homeless services settings.

○ [Trauma-Informed Outreach: Best Practices for Person-Centered Outreach](#)

Training Length: 90 minutes

Target Audience: Outreach Workers

Source: Homeless Housing Resource Center

Note: This is Session 2 of 4 in a Trauma-Informed Outreach Training Series

Training Content:

- Definitions of outreach types (e.g. light touch, housing focus, clinical, encampment, etc.).
- Key aspects of outreach (compassion, safety, trauma informed.)
- Introductory, high level overview of housing first, motivational interviewing, CTI & Person-center care approach.

○ [Self-care and Vicarious Trauma](#)

Training Length: 90 minutes

Target Audience: Human Services Workers & Supervisors

Source: Dr. Janelle Posey-Green, Magnolia Wellness, New London, CT

Training Content

- Help for social service professionals to understand the impact of vicarious trauma and recognize the signs and symptoms of burnout.
- Practical self-care strategies to promote well-being
- Mindfulness and meditation techniques to help reduce stress and increase resilience

○ [Supporting Resiliency in Housing and Health Professionals](#)

Training Length: 60 minutes

Target Audience: Human Services Supervisors & Senior Managers

Source: Homeless Housing Resource Center

Training Content:

- Developing resiliency to counter compassion fatigue, secondary trauma and burn out.
- ABCs (awareness, balance and connection)
- Use of strengths-based supervision to promote resilience amongst staff (supportive, educative, and administrative).
- Overview of promoting organizational wellness (culture and climate of organization, how others experience organization, does the organization practices align or promote wellness).

- How supervisors and organizations can address burnout.

Motivational interviewing; how to identify ambivalence and collaborate toward greater self-efficacy and goal-directedness

- [Principles of Motivational Interviewing](#)

Training Length: 90 minutes

Target Audience: Homeless Services Workers & Supervisors

Source: CT DMHAS/HI

Training Content:

- Overview of Motivational Interviewing
- Identifying goals that clients care about
- Core theories of Motivational Interviewing
- Helping clients to build hope, meaning and confidence
- Overview of Stages of Change
- Practices to build motivation (reflective listening, developing discrepancy, avoiding argumentation, dealing with resistance, rating importance, supporting self-efficacy, decisional balance sheets, eliciting change talk)

Cultural and developmental competence:

- **specific risk factors for transition aged youth (TAY) and young adults experiencing homelessness**
- **specific risk factors for LGBTQIA+ persons experiencing homelessness**

- [Working with Youth Experiencing Homelessness](#)

Training Length: 60 minutes

Target Audience: Homeless Services Workers & Supervisors

Source: CCEH

Training Content:

- Data on youth experiencing homelessness in America & in CT
- Helping youth to navigate CT's CAN System, including the young adult coordinated entry tool kit
- Problem solving conversations
- Housing options
- Accessing resources through CCEH (shelter diversion and rapid exit)
- Best practices (Housing First, client-driven, strengths-based, trauma-informed and housing-focused approach, motivational interviewing, & community connections)

- [Trauma Informed Care Toolkit for Youth Service Providers](#)

Training Length: 60 minutes

Target Audience: Youth Services Workers & Supervisors

Source: National Network for Youth

Training Content:

- Stress vs. Trauma
- Adverse Childhood Experiences
- Impact of complex trauma on youth experiencing homelessness
- Introduction to Trauma Informed Care
- Trauma screening and assessment tools

○ [Providing Affirming Services to LGBTQ+ Youth Experiencing Homelessness*](#)

Training Length: 60 minutes

Target Audience: Homeless Services Workers & Supervisors

Source: Homeless Housing Resource Center & SAMHSA's Center of Excellence on LGBTQ+ Behavioral Health Equity

Training Content:

- Panel discussion about affirmative services and supports for LGBTQ+ youth experiencing homelessness.
- The unique needs of the LGBTQ+ youth experiencing homelessness
- Best practices to provide supportive and affirming care (strengths-based approaches, maintaining safe spaces, authentic youth engagement)
- Identifying risk and protective factors

○ [Housing Supports for Older Adults Experiencing Homelessness](#)

Training Length: 90 minutes

Target Audience: Homeless Services Workers & Supervisors

Source: Homeless Housing Resource Center

Training Content:

- Understanding the unique considerations impacting older adults experiencing homelessness (chronic illness, substance use disorders, and mental illness, activities of daily living needs, cognitive impairment, mobility & vision loss, etc.).
- Understanding the barriers older adults face in accessing homeless services and community resources.
- Discussion of promising practices to support older adults experiencing homelessness.

• [Equal Access, LGBTQIA2S+ Policies, & Preventing Family Separations](#)

Training Length: 90 minutes

Target Audience: Homeless Services Workers & Supervisors

Source: CT BOS CoC

Training Content:

- Understanding the terms encompassed within the LGBTQIA2S+ umbrella
- HUD's Equal Access Rule Requirements
- HUD's Prohibition on involuntary family separation
- LGBTQIA2SP anti-discrimination policies including a sample agency level policy
- Creating a safe and inclusive project through good policy and practices

- Individualizing Your Approach in Working with Diverse Populations
 Training Length: 40 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: CCEH
 Training Content:
 - Definition & key components of cultural competence
 - Understanding implicit bias
 - Component skills of cultural competency
 - Approaches to promote culturally responsiveness in and remove bias from services

- Addressing Racialized Trauma and Actively Engaging in Anti-Racism
 Training Length: 70 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: CCEH
 Training Content:
 - Definition of key terms (white fragility, prejudice, racism, anti-racism)
 - Racialized trauma and its impact in the homelessness response system
 - Strategies to address racialized trauma

- Racial Trauma, Equity, and Mental Health
 Training Length: 90 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: CT DMHAS/CSH
 Training Content:
 - Distinctions between equity and equality
 - Tenets of critical race theory
 - Definition and examples of racial trauma
 - Definition & patterns of Post Traumatic Slave Syndrome
 - Definition of microaggressions and the White Racial Frame
 - Tips to help clients partner with their providers.
 - Tips for staff to to balance the power scale with clients and be allies in a manner that is empathetic, empowering and fosters healing.

Recognizing survivors of domestic violence, sexual assault, or human trafficking and how to ensure safety and access to care through DV provider referrals, crisis hotlines, etc.

○ [Understanding Domestic Violence](#)

Training Length: 80 minutes

Target Audience: Homeless Services Workers & Supervisors

Source: CCEH/CCADV

Training Content:

- Definition of domestic violence
- Methods of control and tactics used by an abusive partner
- Complexities and warning signs of domestic violence
- Understanding reasons survivors stay in and leave an abusive relationship
- Safety planning
- DV Resources in CT: Safe Connect & CCADV member services

Harm reduction techniques as applied to unsheltered homelessness

○ [Understanding Contingency Management: A Foundational Webinar for Homeless Service Providers](#) (upcoming – March 11, 2 – 3:30)

Training Length: 90 minutes

Target Audience: Homeless Service Workers & Supervisors

Training Content:

- Defining Contingency Management – a psychosocial therapy using rewards to incentivize people to reach substance use goals
- How Contingency Management works to support people experiencing homelessness with substance use or co-occurring disorders
- Two programs' experience in using Contingency Management
- How programs may develop their own Contingency Management programs

○ [Harm Reduction for the Homelessness Sector](#)

Training Length: Self-paced – estimate: 6 hours

Target Audience: Homeless Services Workers

Source: Homelessness Learning Hub

Training Content:

- Goals and benefits of harm reduction
- Principles of harm reduction
- Policies and practices for emergency shelters and housing programs
- Equity-based approaches for working with individuals who use substances and those experiencing homelessness
- Challenges in implementing harm reduction

- Using a rights-based & equity-oriented approach
 - Practical strategies suitable for outreach, shelter, and housing programs
- [Whole-Person Care for People Experiencing Homelessness and Opioid Use Disorder](#)
 Training Length: 90 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: Homeless Housing Resource Center
 Training Content:
- Introduction to the Whole-Person Care for People Experiencing Homelessness and Opioid Use Disorder Toolkit
 - Key principles of whole-person care, including (trauma-informed care & person-centered techniques, including but not limited to harm reduction, to engage people experiencing homelessness with an Opioid Use Disorder - OUD)
 - A Panel discussion of practical strategies to assist people experiencing homelessness and OUD with a whole-person care approach that supports and facilitates the recovery journey and a fulfilling life in their communities.
- [How to Use Naloxone](#)
 Training Length: 5 minutes
 Target Audience: General Public
 Source: National Institute of Health
 Training Content:
- Prevalence of overdose deaths
 - Recognizing signs of overdose
 - Contacting 911
 - Administering Naloxone
 - Using Rescue Breath and CPR if trained
 - How Naloxone works & for how long
 - Opioid dependence and withdrawal and relationship to overdose
 - Naloxone safety and efficacy
- [Xylazine: An Introduction for Service Providers Working with Unhoused Individuals](#)
 Training Length: 90 minutes
 Target Audience: Outreach Workers, Outreach Supervisors & Senior Managers
 Source: Homeless Housing Resource Center
 Training Content:
- A brief overview of Xylazine, a substance newly found in illicit drug supplies and also known as “tranq”, and its impacts on the unsheltered community.
 - Myths and realities about Xylazine

- Organizational best practices for wound care, overdose response, and harm reduction.
 - Panelists share their lived expertise with xylazine & its effects
- [Supporting People Who Use Methamphetamine](#)
 Training Length: 90 minutes
 Target Audience: Homeless Service workers
 Source: Homeless Housing Resource Center
 Training Content:
- Description of 3 drivers of methamphetamine use
 - Understanding the role of harm reduction strategies in working with individuals who use methamphetamine and describe two practices that reduce risks associated.
 - Application of effective strategies to support people who use methamphetamine with housing entry and the maintenance of stable housing

Crisis prevention and intervention protocols, including techniques for de-escalating disruptive or violent situations, when to call 911, identifying signs of overdose, responding to overdose, use of Naloxone, locating withdrawal management (detox) beds, contacting mobile crisis, suicide prevention, contacting victim services, contacting hospital social workers

- [Crisis Intervention and De-escalation Training](#)
 Training Length: 90 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: CCEH
 Training Content:
- Definition and goals of de-escalation
 - What is a crisis & types of responses in a crisis (flight, fight, flop, etc.).
 - How to recognize and deal with an interpersonal crisis.
 - Techniques that can be used in a crisis to de-escalate.
 - Post crisis analysis to determine how to better address and/or prevent crises (at staff level, environment and policies).
- [Taking a Trauma-Informed Approach with Events of Escalation](#)
 Training Length: 90 minutes
 Target Audience: Homeless Services Workers & Supervisors
 Source: Homeless Housing Resource Center
 Training Content:
- Definition of trauma
 - How trauma impacts the brain and the ability to self-regulate.
 - Brief overview of trauma informed care.
 - Using a trauma-informed lens to understand agitated and escalated behavior

- De-escalation techniques and communication techniques
- Impact of escalation events on staff and follow-up practices to promote self-care.
- Perspectives & experiences of people with lived experience of homelessness on escalation & de-escalation

Coordinated Access Network (CAN) structure, policies, assessments, by-name lists and referral process

- [Making the Connection to the Homelessness Response System](#)

Training Length: 90 minutes

Target Audience: Outreach Workers & Outreach Supervisors

Source: Homeless Housing Resource Center

Note: This is Session 3 of 4 in a Trauma-Informed Outreach Training Series

Training Content:

- Foundational knowledge of Continuums of Care (CoC) and Coordinated Entry (CE) - What is a CoC, Types of Stakeholders in a CoC, Purposes, Benefits, and Key Components of CE,
- How to connect people with behavioral health and housing needs to housing-related resources through Coordinated Entry Systems
- Identification of opportunities to partner with your CoC and CE

- [Fundamentals of the CT Homeless Response System](#)

Training Length: 80 minutes

Target Audience: Outreach Workers & Outreach Supervisors

Source: CCEH

Training Content:

- Overview of a Homeless Response System, including emergency services (shelter, soup kitchens, drop-in centers), homeless outreach, supportive housing, rapid re-housing, rental assistance/affordable housing, medical respite, and re-entry services,
- Overview of Coordinated Access Networks (CAN), including geography, services available, and key approaches and principles underlying the CAN system
- Overview of HUD Homelessness Definition Categories
- Introduction to Key Approaches: Housing First, Diversion, Motivational Interviewing, Trauma-Informed Care, Housing Focused Case Management
- Overview of PSHRRH

Supervising Street Outreach Staff and Programs

- [Supervising Street Outreach Staff and Programs, Session 1](#)

Training Length: 90 minutes

Target Audience: Outreach Supervisors

Source: CT DMHAS/HI

Training Content:

- Supervision Model
- Goals of Supervision
- Supervisory Structures and Strategies
- Specialized Supports

○ [Supervising Street Outreach Staff and Programs, Session 2](#)

Training Length: 90 minutes

Target Audience: Outreach Supervisors

Source: CT DMHAS/HI

Training Content:

- Adult Learning Principles
- Key Supervisory Roles in Street Outreach including: provision of individual and group supervision, reviewing assessment and service plans, ensuring focus on housing, supporting effective use of CAN and community resources, onboarding staff, workload management, reviewing performance, supporting professional development and managing critical incidents
- Outreach Plans

Coordinated Access Network and HMIS data entry

- [CT HMIS Learning Management System](#)

PART II: Training Topics Not Specified in Statewide Outreach Standards

Disaster Planning

○ [The Basics of Disaster Response Planning for Homeless Service Providers](#)

Training Length: 60 minutes

Target Audience: Homeless Services Supervisors & Senior Managers

Source: Homeless Housing Resource Center

Training Content:

- Disaster planning and response resources for homeless services & behavioral health providers
- Steps projects should take to plan for disasters (locating and assessing disaster plans in your community, assessing the needs of your population, development of a written disaster response plan for your agency)

- Community example illustrating how its homeless services sector prepared for and responded to natural disasters

Pets – Housing People and Their Pets

- [Working with People and Their Pets](#)

Training Length: 1.75 hours

Target Audience: Outreach Workers and Outreach Supervisors

Source: CTDMHAS/HI

Training Content:

- Human-Animal Bonds
- Worker and Agency Roles in Supporting Human-Animal Families
- Legal Rights and Obligations
- Reasonable Accommodations
- Additional Resources

*Some resources have recently been removed from websites, but we will track to re-attach if they are returned or attempt to replace as feasible.