

# Housing Stabilization Services Learning Session

## Housing Training Plans

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HOSTED BY THE HSS TA TEAM



# Housing Stabilization Services TA Team

Our goal is to support agencies and communities in implementing the new Housing Stabilization Services so that people experiencing homelessness get the help they need to achieve housing stability.

# Housing Stabilization Services TA Team: Areas of support

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## **Supporting direct service providers**

- Medicaid 101 and Medicaid Academy (recorded and posted)
- Tools on website
- Learning Sessions
- Office Hours
- Microgrants
- One-on-one TA: email [hss-tateam@mesh-mn.org](mailto:hss-tateam@mesh-mn.org)

## **Supporting community-wide systems planning**

- Planning
- Facilitation

Website: [mesh-mn.org/hssta](https://mesh-mn.org/hssta)

# Purpose of Learning Sessions

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Each session will include:

- Helpful tips and tools provided by the TA team
- Open Q&A on topic
- Opportunities for sharing experiences across agencies

# Today: Housing Training Plans

Goal: Develop a plan to ensure staff meet the Housing Stabilization Services enrollment criteria, “Be knowledgeable of local housing resources.”

- Learn how to develop a training plan to increase housing knowledge
- Identify resources and training opportunities
- Establish first steps for connecting with the housing system

This session is NOT a substitute for official guidance from DHS.



# Developing a training plan

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BEST PRACTICES AND RECOMMENDATIONS

# Training for HSS

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Two types of training:

- Mandatory trainings from DHS
- Additional staff training

# Mandatory HSS Trainings

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- Vulnerable Adults Mandated Reporting (DHS online training)
  - Direct link to exam
  - Only needs to be completed one time for HSS providers
- Housing Stabilization Services trainings in TrainLink
  - If Housing Consultation: Housing Consultant Training
  - If Housing Transition and Sustaining: Transition and Sustaining Provider Training
  - These TrainLink trainings only need to be completed once
  - If staff completed these trainings while working at another agency, they do not need to retake them when changing agencies if they're able to access a copy of the certificate of completion



# Mandatory HSS Trainings

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## Mandated Reporter Training

All staff providing any Housing Stabilization Services (consultation, transition, and/or sustaining) must complete the [Mandated Reporter Training](#). This link leads you through a training, and at the end of the training, you will need to complete the [certification assessment](#).

## Housing Stabilization Services TrainLink Trainings

Staff providing **Housing Consultation services** will need to complete the **Housing Consultant Training** for Housing Stabilization Services training in TrainLink. The Course Code is HSS100.

Staff providing **Housing Transition and Sustaining services** will need to complete the **Transition and Sustaining Provider Training** for Housing Stabilization Services training in TrainLink. The Course Code is HSS200.

To access these two courses in TrainLink, access the [Housing and Support Services Learning Center](#) of TrainLink. Click "Course Catalog" and search for "Housing Stabilization," and these two courses (along with an optional training for housing focused person-centered plans) will come up.

To use TrainLink, each staff person completing the training will need a unique key. The unique key request form is available [here](#). It may take time to receive your unique key via email—for example, if you request a unique key on a weekend, it may not be emailed to you until Monday.

The slides for both TrainLink trainings are available as PDFs via [edChunk](#). These are meant as reference materials only: you must complete the trainings via TrainLink.

Screenshot from  
HSS-TA Team's  
[mandatory trainings  
document](#)

# Who Needs to Complete Mandatory HSS Trainings

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- All staff working directly with Housing Stabilization Services recipients

# When to Complete Mandatory HSS Trainings

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- New employees: Within 30 days of employment start date
- Existing employees: Prior to submitting HSS provider enrollment application

# When to Complete Mandatory HSS Trainings

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## Provider Assurance Statement

By initialing each requirement (electronic initials are accepted) and signing this form, I, the named provider, assure I or staff in my employ:

Have knowledge of local housing resources.

Pass the online [Housing Consultation](#) services training available on TrainLink. I have kept records of completion in our files, which can be reviewed for auditing purposes. I assure the following people have completed the training:

- Manager
- Supervisor
- Direct care staff
- Staff who submit Housing Stabilization requests

Complete [Mandated Reporter training](#) annually, which includes training on vulnerable adult law.

# Additional Staff Training Suggestions

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- Homelessness 101 (culture)
  - Homelessness 101: Client Engagement (MESH)
  - Homelessness 101: Boundaries and Ethics (MESH)
  - Homelessness 101: Principles of Housing First and Harm Reduction (MESH)
- Motivational Interviewing (MESH)
- Housing first, harm reduction, and substance use disorders (MESH)
- Self-Care: Finding Your Voice of Truth (MESH)
- Understanding the Definitions of Homelessness (MESH)
- First Aid / CPR
- Overdose Reversal and Narcan Training
- Crisis De-escalation
- Trauma Informed Care
- Health, safety, and universal precautions
- Outside community resources and supportive services
- Confidentiality and HIPAA
- Home visits/staff safety/wellness checks
- Mental Health/crisis intervention
- Mental Health Safetalk
- Mental Health Assist
- Cultural Sensitivity, Awareness, & Diversity
- Documentation

# Why develop a Housing Stabilization Services staff training plan?

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- Keep track of which staff must complete which trainings
- Break down the training schedule into a manageable timeline
- Note: Don't forget to keep records of completion for all trainings

# Training Plan Example

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TRAININGS													
POSITIONS	TrainLink HSS Training(s)	Vulnerable Adult	Harm Reduction/Housing First	Mental Health	Ethics/HIPAA	SUD	Documentation	De-escalation	Home Visits	CPR/First Aid	Narcan	Homelessness 101	Program P&P
Housing Case Manager	X	X	X	X	X	X	X	X	X	X	X	X	X
Resident Advocate	X	X	X	X	X	X	X	X		X	X	X	X
Shift Supervisor		X	X	X	X	X	X	X		X	X	X	X
Program Manager	X	X	X	X	X	X	X	X	X	X	X	X	X
Operations Coordinator		X			X		X			X	X	X	X
Security Guards		X	X	X	X	X		X		X	X	X	X

# Training Plan Example

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SCHEDULE TEMPLATE			
WEEK ONE	WEEK TWO	WEEK THREE	WEEK FOUR
Meet the team (introduce staff)	HSS TrainLink training(s)	Documentation	Review P&P Manual again
Agree on day and time for weekly supervision (schedule it on calendars)	Homelessness 101	SUD training	Self-Care
Review Job Description and sign	Mental Health Training	De-escalation	
Review P&P Manual	Ethics/HIPAA	Harm Reduction/Housing First	
CPR/First Aid	Shadow	Shadow	
Narcan		Home Visits	
Shadow			
Vulnerable Adult Mandated Reporter Training (keep a copy of certificate)			
Request TrainLink account			
Introduce program forms			
Self-Care Training			





# Is it a Learning Problem?



Training vs. Communication

# What matters to adult learners



Is it useful?



Is it grounded in realistic situations?



Will I walk away with things I can do?



Will it improve my skills or build capacity?

# Needs Assessment

**What do you need to know  
to help you decide what  
training your staff needs?**







# Understanding Needs

- What is the problem?
- Why is there a need for training?
- What is motivating the push for the training?
- How has the issue been addressed so far?
- Where are there pain points?



# Assessment

Audience:

- Who are the learners?
- How many?
- Is this mandatory?
- What training have they had?
- What are their roles?
- Experience?
- Barriers to learning/special considerations?





# Context

- How will they apply this learning?
- How will the learner participate?
- What are the expectations for the learning?



# Training Resources

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Supportive Housing  
TRAINING CENTER

# Training Center Offerings for Organizations







Supportive Housing  
TRAINING CENTER

[www.csh.org/training](http://www.csh.org/training)



**Live Webinars**



**Self-Paced On-  
Demand Training**



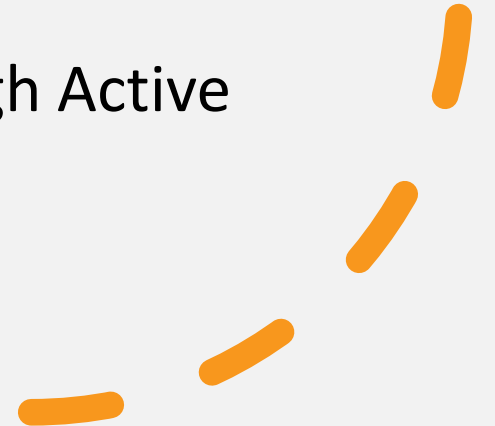
**Workshops**



**Custom Training  
and Learning**

# Supportive Housing Training Center Trainings

- Introduction to Fair Housing
- Harm Reduction in Practice
- Effectively Managing Supportive Housing Teams
- Crisis Intervention through Active Engagement and De-Escalation
- Mental Health Basics
- Addressing Hoarding Behaviors in Housing
- Affirming LGBTQ+ Tenants in Supportive Housing
- Promoting Housing Stability through Active Engagement



# June – December Training Plans

\$475 per person

Provide access to 30 trainings

Includes Essentials for Providing  
Services and Effectively Managing  
Supportive Housing Teams

# Group Training Packages

Offered for a few of our trainings

- Understanding Trauma: Building Blocks for Trauma Informed Care
- Affirming LGBTQ+ Tenants in Supportive Housing
- Crisis Engagement through Active Engagement & De-Escalation
- Mental Health Basics: A Deeper Dive
- Introduction to Fair Housing

Provide discounted rates of \$35 - \$45 per person

Come with discussion guides

# Organizational Subscriptions



Organizations can pre-purchase training slots for their staff



Gives their staff the opportunity to pick which courses they would like to take



Organizations must purchase at least 40 trainings



We provide a group discount that we negotiate with the organization depending on the number of slots that they purchase

A close-up photograph of a hand clicking a computer mouse. In the foreground, a large, three-dimensional '@' symbol made of cardboard stands upright. The background is softly blurred, showing what appears to be a desk and some office supplies.

# Questions?

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- Contact [emma.chapple@csh.org](mailto:emma.chapple@csh.org) for organizational contact leads
- Contact [training@csh.org](mailto:training@csh.org) for general Training Center questions
- Visit <https://cshtrainingcenter.thinkific.com/> to browse TC trainings

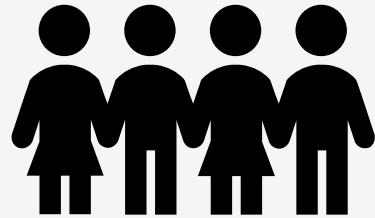
# MESH TRAININGS—OUR VALUES



## HOUSING

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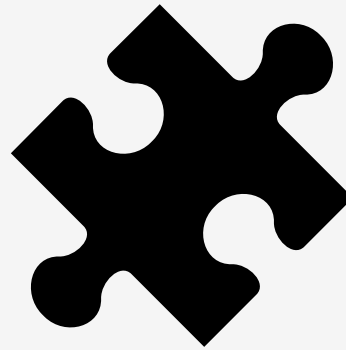
We believe housing is a human right & ending homelessness is possible.



## DIGNITY & WORTH

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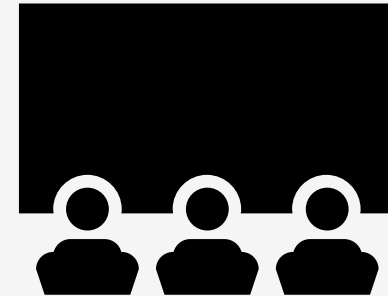
We value & honor the dignity and worth of all people.



## INCLUSIVITY

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We seek to use language & create content that is inclusive of everyone.



## ENVIRONMENT

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We value and strive to create learning environments that honor life experiences, professional and formal learning.

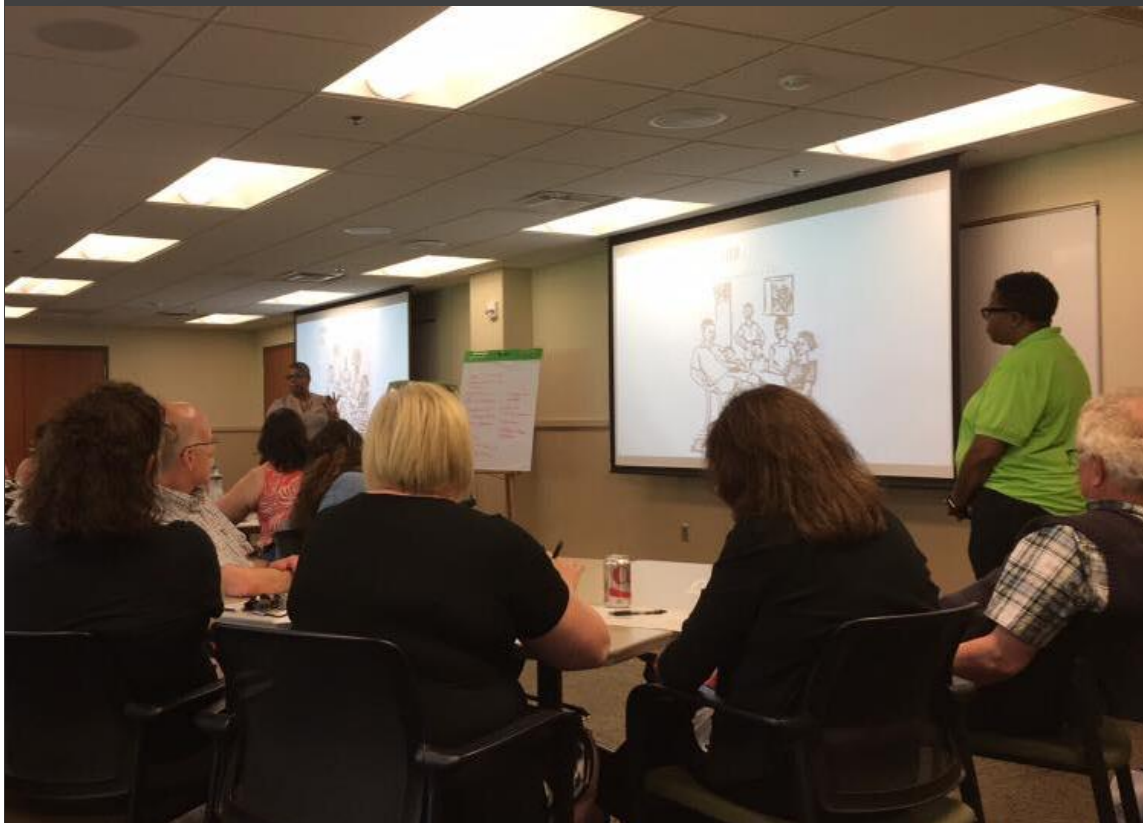


## RACIAL EQUITY

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We are committed to racial equity and actively promote content and conversations that address individual and systemic racism.





# TRAINING GOALS

We hope you learn important information, are equipped with knowledge and skills to do your work and that you feel connected to the community that is ending homelessness.

## SHORT TERM GOALS:

- Accessible trainings for all who work in Housing/Shelter
- Connecting Housing/Shelter staff to statewide initiatives to end homelessness and to one another

## INTERMEDIATE GOALS:

- Increased staff retention in Housing/Shelter Programs
- Increased Networking & Collaboration across the Field
- Identify and support emerging leaders in the field

## LONG TERM GOAL:

- Having been served at the highest level, households facing housing instability and homelessness obtain and retain housing stability as quickly and effectively as possible.





# HOMELESSNESS 101

H101 is a series of trainings covering essential material needed for working in homelessness and supportive housing. It is best suited for staff who are newer to the field or staff looking for refreshers on best practices.



## History

Socio-political decisions that led to modern homelessness



## Ending Homelessness

Macro/Systems level of current interventions



## Client Engagement

Creative, person-centered strategies for connecting



## Housing First & Harm Reduction

Best practice, low barrier strategies



## Trauma-Informed

Strategies for addressing trauma in our work



## Boundaries & Ethics

Connect without getting sued or too burnt out

# Homelessness 201

Homelessness 201 is a monthly series offering content targeted to supportive housing and homeless service providers that will equip with new skills and resources to better serve homeless households.



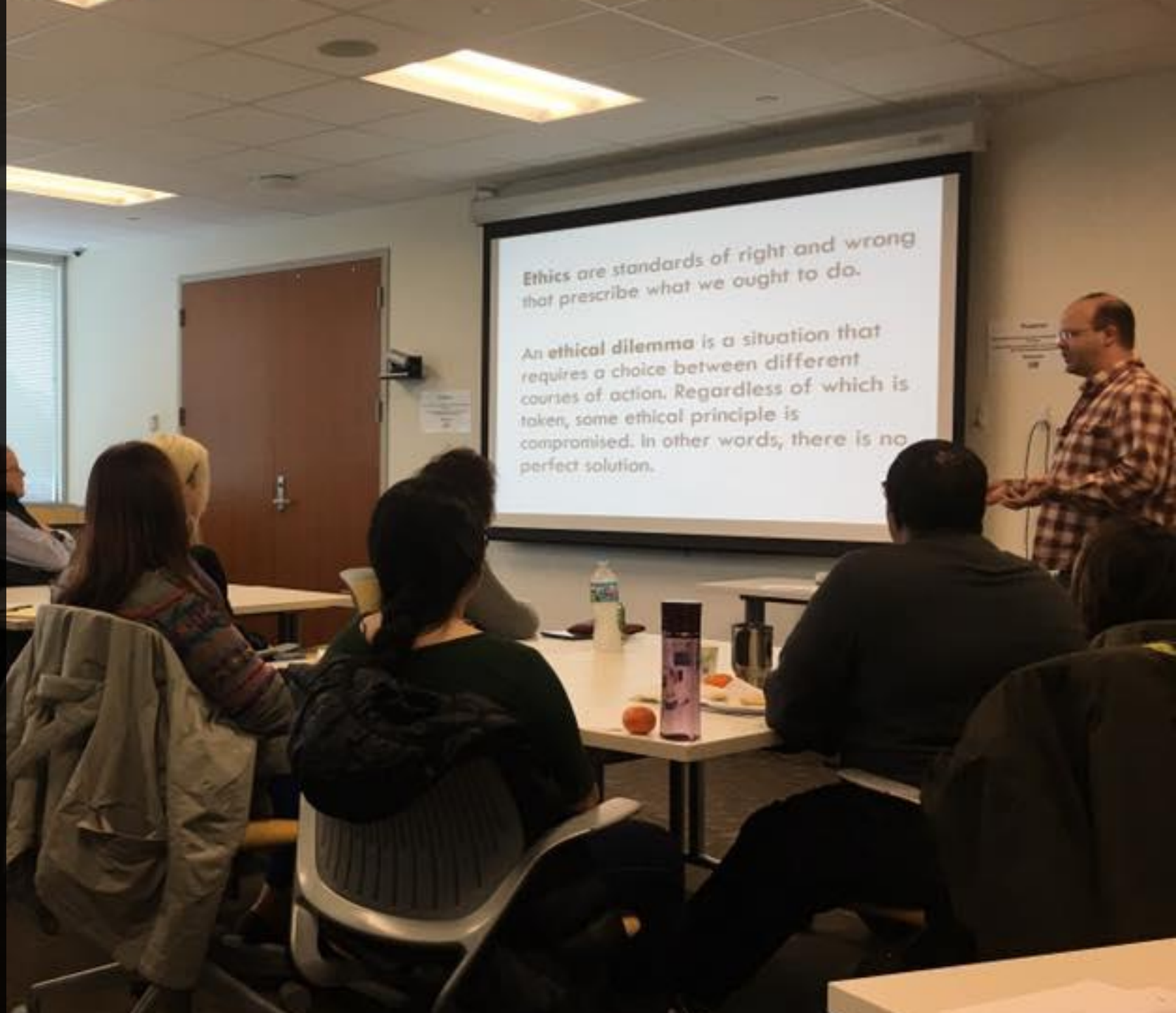
# UPCOMING TRAININGS

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**August 26<sup>th</sup>**—  
Generational Trauma

**October 5<sup>th</sup>**—Exploring  
and Navigating Secondary  
Trauma

**October 27<sup>th</sup>**—General  
Assistance and Minnesota  
Supplemental Aid





# MESH TRAININGS



## Coming Soon—On Demand Homeless 101 Trainings

How to register:

<https://mesh-mn.org/workshops-events/training-homepage/>

Contact: Michele [events@mesh-mn.org](mailto:events@mesh-mn.org)



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# MESH TRAININGS



# HB101

Housing Best Practices Forums, generally held every other month, offer resources, tools, ideas, and strategies to help you connect people to housing they choose

Housing Program Videos (Housing Stabilization Services, MSA Housing Assistance and Housing Support)

**Housing Benefits 101**  
Your Home. Your Choice.



# HousingLink

## Videos

- [Subsidized housing](#)
- [Reasonable accommodations](#)
- [Fair housing](#)
- [Housing search help](#)

## [Housing tips](#)

Housing**Link**



# LawHelpMN.org Self-help Library

Evictions and lockouts

Ending a lease

Security deposit

Repair problems with renting

Renter safety

Low-income housing (Section 8 and  
Public Housing)

Eviction expungement

Housing discrimination

Reasonable accommodation

Mortgages, foreclosures and  
contract for deed

Mobile homes



**LawHelpMN.org**

Helping Minnesotans solve legal problems



# Minnesota Department of Human Services

Organized by [Learning Center](#)

- Search by Course Code if available

Suggested trainings:

- Disability Services: Working with People who Have Hearing and Vision Loss (CC603)
- Brain Injury (DS641)
- Ethical Dilemmas: Right to Take Risks v. Right to Be Safe (DSD\_E1001)

- Introduction and Guide to Supported Decision-Making (DSD\_E1000)
- Overview of the Home and Community-Based Services Final Rule (JST203)
- MN Board on Aging Cultural Responsiveness track

[Data and Information Privacy Course](#)



# Minnesota Interagency Council on Homelessness

Shelter Worker

Streetworks (Youth)

Housing First



**MINNESOTA**  
INTERAGENCY COUNCIL  
ON HOMELESSNESS

# National Alliance to End Homelessness

- [Center for Learning](#)
  - An Introduction to Diversion
  - Cultural Humility
  - Harm Reduction
  - Providing Trauma-informed Care for People Experiencing Homelessness
  - Understanding Homelessness
  - Understanding Housing First
- [Toolkits and training materials](#)



National Alliance to  
**END HOMELESSNESS**

# People Incorporated

Professional Boundaries and Ethics

Trauma-informed practices

De-escalation

Many more

**TRAINING  
INSTITUTE**

PEOPLE INCORPORATED  
MENTAL HEALTH SERVICES

# SAMHSA

- Center of Excellence for Protected Health Information
- Homeless and Housing Resource Center
- SSI/SSDI Outreach, Access and Recovery (SOAR)

# ***SAMHSA***

Substance Abuse and Mental Health  
Services Administration

# U of M College of Direct Support

Provides online courses for providers, lead agencies, people with disabilities and their families

Courses are designed to promote high-quality services that support people with disabilities in leading self-directed, person-centered lives

Free and low-cost options available

[Person-centered counseling](#) option





# Getting to know your local housing system

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# Ideas for getting involved

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**Networking meetings**



**Join a planning committee**



**Conferences and events**

[Minnesota Coalition for the Homeless  
Conference](#)



# Key contacts

- Continuum of Care planning committees
- FHPAP
- Coordinated Entry Systems
- Housing authorities
- Minnesota Multi Housing Association
- MACV
- Local counties and tribes
- USDA rural development
- Office to Prevent and End Homelessness
- Weekly webinars
- Minnesota Coalition for the Homeless



# Discussion

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QUESTIONS? EXPERIENCES TO SHARE?

# Thank you!

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<https://mesh-mn.org/hssta/>



[HSS-TATEAM@mesh-mn.org](mailto:HSS-TATEAM@mesh-mn.org)