



**Modified and
updated February
2024**

Housing Stabilization Services Learning Session

Housing Training Plans

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.

Purpose of Learning Sessions

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

BEST PRACTICES AND RECOMMENDATIONS

Training for HSS

Two types of training:

- Mandatory trainings from DHS
- Additional staff training

Mandatory HSS Trainings

- Vulnerable Adults Mandated Reporting (DHS online training)
 - 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

Who Needs to Complete Mandatory HSS Trainings

- All staff working directly with Housing Stabilization Services recipients must complete Housing Consultation, Housing Transition and Housing Sustaining training within 30 days of employment start date.

When to Complete Mandatory HSS Trainings

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

When to Complete Mandatory HSS Trainings

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

- 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?

- 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

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

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



Supportive Housing
TRAINING CENTER

Training Center Offerings for Organizations





Supportive Housing
TRAINING CENTER

www.csh.org/training



Live Webinars



Self-Paced On-Demand Training



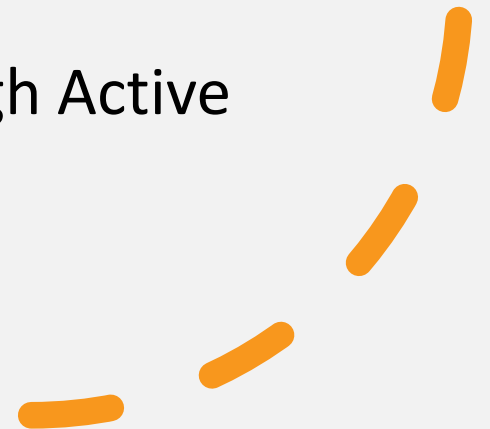
Workshops



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



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



Questions?

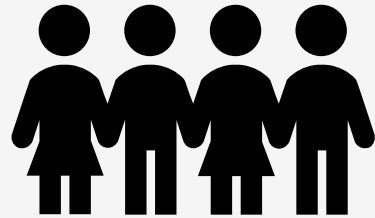
- Contact emma.chapple@csh.org for organizational contact leads
- Contact training@csh.org for general Training Center questions
- Visit <https://cshtrainingcenter.thinkific.com/> to browse TC trainings

MESH TRAININGS—OUR VALUES



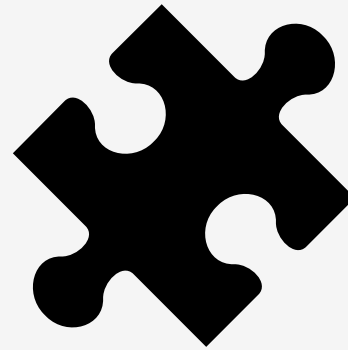
HOUSING

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



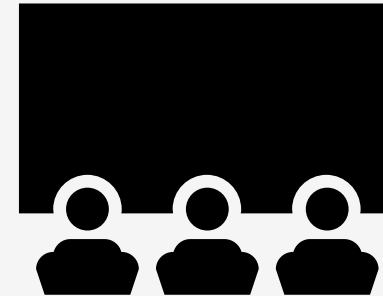
DIGNITY & WORTH

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



INCLUSIVITY

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



ENVIRONMENT

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



RACIAL EQUITY

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.



MESH TRAININGS



How to register:

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

Contact: Michele events@mesh-mn.org

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

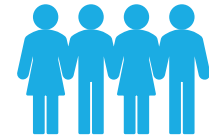
Ideas for getting involved



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

Thank you!



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



HSS-TATEAM@mesh-mn.org