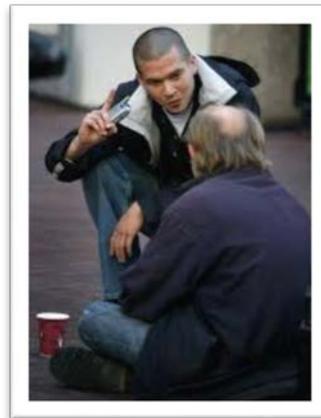# Training and Education Course Catalog

A HIGHER STANDARD

Overview of Training Programs

In 2016, Homeless Health Care Los Angeles (HHCLA) and United Homeless Healthcare Partners (UHHP) merged training and technical assistance functions into HHCLA's Training and Education Department. This has resulted in the expansion of the Homeless Services Training Institute (HSTI), offering a full-range of programs to meet the needs of the variety of job functions within the homeless services sector.

Mission

The mission of the UHHPLA/HHCLA Department of Training and Education is to provide skill-building programs that train *community partners* to galvanize commitment to eliminate homelessness through education and advocacy.

Training and Education

Our training and education department provides skill-building training for homeless service providers. The training sessions increase staff's ability to effectively assist people experiencing homelessness and people formerly experiencing homelessness, gain a basic understanding and develop skills in the areas of behavioral health, substance abuse, case management, counseling skills, conflict resolution, cultural competency, harm reduction and health education including; disease prevention, hepatitis, health and safety. Our advocacy work focuses on affecting policies that increase access to health care and housing first services.

We are an accomplished leader in providing innovative training and technical assistance to staff of homeless services providers including case management agencies, permanent supportive housing providers, shelters, transitional programs, missions, street outreach programs, clinics, city and government agencies, mental health programs, AIDS residential programs, substance abuse treatment programs, domestic violence shelters, SRO hotels, county departments and other community based organizations to improve skills in addressing the needs of homeless or formerly homeless clients. Over 17,000 individuals have participated in HHCLA's community conferences and agency-based training in the last fifteen years.

Program Needs Assessment

HHCLA has offered training to homeless shelters, community health clinics, hospitals, and community-based providers since 1985. Programs are developed and offered based on requests from these service providers. Most training is customized to meet the needs and time requirements of the agency.

UHHP has an Advisory Team composed of leaders of homeless services providers and advocacy organizations. They meet several times each year to review training materials and approaches to ensure that the programs meet the needs of their staff.

Training Development Process

HSTI training is based on learning objectives that identify the job performance requirements for the training participant. Courses are organized around ensuring that participants have the knowledge, skills, and abilities to meet those learning objectives and, as a result, can perform successfully on the job.

Training Program Elements

All HSTI training programs are composed of:

- Learning objectives so that participants and their organizations know what performance can be expected after training;
- Instructor guides so that the training can be replicated with other groups of participants and that it will cover the same materials at the same high level of quality;
- Interactive learning activities built into the program design in ways that allow participants to demonstrate that they have met the learning objectives and that meet the needs of people with learning styles based on doing; and
- Handouts, video, and slide presentations that illustrate the instruction for more visual learners and provide reference materials after the training.

Registration Process

If you are interested in the **Module Based Training Topics,** please visit http://www.uhhpla.org/ to register for upcoming training sessions.

If you are interested in **Other Specialty Training Topics**, please visit http://hhcla.org/assets/training-request-contact-sheet.pdf and complete the form.

Website Information

Please visit www.uhhpla.org and www.hhcla.org for more information.

Important Phone Numbers

HHCLA's front desk: (213) 744-0724. Ask for the Training and Education Department

CEU Information

Continuing Education Units (CEUs) available upon request through CCAPP, CAMFT, and BRN.

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Module Based Training Topics

Case Manager Training

Learning Objectives – This is a 10 module training that takes place over a 10 month period. At the end of this program, participants will be able to:

- Demonstrate a strengths-based, client-centered approach to case management with people experiencing homeless and clients that were previously unhoused
- Demonstrate the ability to provide Intensive Case Management Services (ICMS)
- Demonstrate the advantages of case coordination and support between case managers and other colleagues with different life and educational experiences
- Demonstrate effective approaches and practices in assisting clients thrive in community
- Develop a resource guide for communities in which their clients reside
- Develop and implement an individual development plan for themselves that focuses on self-care and building on areas of strength and addressing areas of need

Program Modules
Module 1 – The Landscape of Homelessness
Module 2 – Homeless Services Case Management Core Functions – Part 1
Outreach
Engagement
Assessment
Module 3 – Homeless Services Case Management Core Functions – Part 2
Case Planning
Follow-up & Discharge
Documentation
Module 4 – Cultural Competence, Boundaries & Ethics, and Person-Centered Language
Module 5 – Effective Practices – Part 1
Module 6 – Effective Practices – Part 2
Module 7 – Housing
Module 8 – Mainstream Benefits
Module 9 – Health: Medical, Mental Health, & Substance Use
Module 10 – Thriving in Community

Leading People, Managing Work

Learning Objectives – This is a 6 module training conducted over a 6 month period. At the end of this training, participants will be able to:

- Apply the principles of leading people, managing work, and developing self
- Provide support for staff as they demonstrate effective case management practices
- Identify appropriate leadership styles in various workplace situations
- Demonstrate performance coaching and motivational interviewing practices as an aspect of strength-based leadership

- Assess leadership styles and strengths and develop a plan to build on strengths and address development needs
- Design and implement a self-care plan
- Design and implement an organizational change management project

Program Modules
Module 1 – The Age Old Dilemma: Concern for People & Concern for Productivity (Results)
Module 2 – Managing Work
Module 3 – Leading People
Module 4 – Leading Organizational Change
Module 5 – Developing Self & Others
Module 6 – Putting it All Together

Supervising Case Managers

Learning Objectives – This is a 4 module training spanning 4 months. At the end of this training, participants will be able to:
- Provide support for staff as they demonstrate a strengths-based, client-centered approach to case management with people experiencing homeless and clients that were previously unhoused
- Identify ways to encourage case coordination and support between case managers and other colleagues with different life and educational experiences
- Demonstrate effective use of motivational interviewing both as an effective practice with clients and as a coaching approach with staff
- Demonstrate effective practices and approaches in assisting clients thrive in community
- Critique case notes and files and coach staff in ways to ensure that these meet program standards
- Develop and implement an individual development plan for themselves that focuses on self-care, building on areas of strength, and addressing areas of need

Overview:
This training program is for the supervisors and managers of case managers that have attended or are attending the Homeless Services Case Management Training program. It is designed so that participants have an understanding of the CMT curriculum and can reinforce the skills taught in that program.

Module 1 – Supervising Core Functions of Homeless Services Case Management
Module 2 – Effective Practices in Homeless Services Case Management
Module 3 – Leading People
Module 4 – Managing Work

Incarceration & Reentry

Learning Objectives – At the end of this session, participants will be able to:

- Describe California State Parole, Los Angeles County Probation and community supervision programs, the participants, and the services available for the six primary reentry populations
- Discuss the impact of trauma on clients, both pre and post involvement with the criminal justice system
- Identify the impact of criminogenic factors on behavior
- Describe methods of addressing the specific needs of formerly incarcerated clients

Overview:

Since the realignment of California's criminal justice system, the County of Los Angeles has played a larger role in the incarceration and reentry into their communities of people convicted of felonies. This workshop is designed for homeless services case managers who are assigned to jail in-reach projects and housing programs for formerly incarcerated individuals. Day 1 focuses on trauma-informed care and effective practices for people that have experienced the criminal justice system and on the criminogenic factors that must be considered along with life domains in doing assessments and case planning with clients. Day 2 addresses the criminal justice system and the services, programs, and resources available to support the effort of people working toward successful reentry.

Care Coordination and Systems Navigation

Course Overview: This 30-hour entry-level course is taught over a period of 5 days and is designed for participants with limited to no professional experience in the homeless services field. Individuals that complete this program will be able to demonstrate essential skills to effectively assess, navigate and connect people experiencing homelessness to housing and supportive services.

Program Modules
Module 1 – Landscape of Homelessness
Module 2 – Core Functions of Homeless Services Case Coordinators
Module 3 – Cultural Competence
Module 4 – Boundaries & Ethics
Module 5 – Effective Practices
Module 6 – Housing
Module 7 – Benefits
Module 8 – Health, Mental Health, and Substance Abuse
Module 9 – Employment and Education

Other Specialty Training Topics and Objectives

The following training topics range from 2-8 hours, depending on agency needs.

Behavioral Health among People Experiencing Homelessness
Learning Objectives – At the end of this training, participants will be able to:
- Define behavioral health
- Define the common behavioral health conditions among the homeless population and offer tips for what you can do to help.
- Define and understand dual diagnosis
- Take note of cultural factors that can impact our assessment
- Offer tips for engagement
- Have access to resources and referrals

Overview:
This training examines the role behavioral health has on chronic homelessness and identifies common symptoms, diagnosis and challenges of working with unhoused clients with mental health conditions.

Burnout Prevention
Learning Objectives – At the end of this training, participants will be able to:
- Define burnout
- Identify the symptoms of burnout
- Assess stress and healthy coping strategies
- Recognize prevention methods of reducing staff burnout
- Define and understand vicarious trauma and compassion fatigue

Overview:
This training focuses on identifying symptoms of burnout and identifies positive coping skills service providers can utilize to prevent or recover from burnout in the workplace.

Case Management Skills
Learning Objectives – At the end of this training, participants will be able to:
- Define what a case manager is
- State the stages of Case Management
- Define role of the Case Manager
- Understand administrative responsibilities

Cultural Diversity and the CLAS Standards
Learning Objectives – At the end of this training, participants will be able to:
- Identify the need for continual self-assessment and self-reflection as it relates to work with culturally, racially & ethnically diverse clients

- Identify the impact of culture on the behavior of clients as well as identify how their personal experience & culture impacts their perception of service providers
- Recognize that the area of commonality between individual uniqueness and culture is the basis of accurate assessments and culturally appropriate interventions.
- Learn what the updated CLAS Standards are, how to comply, and why they were developed in relation to health disparities and health inequalities and social justice & discrimination against persons of Limited English Proficiency (LEP).

Overview:
This training is intended to facilitate self-reflection and openness to cultural differences on the part of the attendees & to assist them in applying this material to their work with clients. Participants will develop an understanding of the influence of culture in the delivery of services and be able to identify the components of cultural responsiveness as they are legally and ethically applied in their work place. Participants will learn techniques for effectively working across cultures and recognizing stereotypes.

From Cultural Competence to Cultural Humility

Learning Objectives – At the end of this training, participants will be able to:
- Describe the difference between Cultural Awareness, Diversity, Competence and Cultural Humility
- Identify personal values and their impact on culture
- Identify personal culture and its role in relationships
- Explore personal/common prejudice and stereotypes
- Demonstrate client-centered, non-violent, cross-cultural communications
- Explore Organizational Culture and how it shapes client services and staff practices
- Construct a personal plan for cultural humility

Overview
Culture is the social fabric that shapes our reactions to people and events, including our reactions to our clients and co-workers. It is also the common denominator that ties people together in a group or agency. While aligning with the practices of a culture within an organization allows people to work towards a common goal, it can also create damaging divisions through unconscious beliefs and unexamined values. The purpose of the UHHP Training, **From Cultural Competence to Cultural Humility,** is to provide homeless services agencies and staff a deeper understanding and experience of how culture shapes client interactions and how it impacts our effectiveness as social service providers. The training is experiential and focused on developing personal awareness of one's own cultural biases, and the practices and skills for accepting others' cultures. By being exposed to our similarities and differences and by learning practices that develop tolerance and compassion, this experiential training builds a foundation for case managers and other frontline staff to create deeper connection and trust with their clients and, consequently, greater outcomes.

Advanced Application of Cultural Humility in Organizations

Learning Objectives – At the end of this training, participants will be able to:
- Explore best practices in cultural humility in organizations
- Assess cultural humility in your organization
- Review ways to infuse cultural competence in staff supervision
- Develop culturally competent educational materials
- Plan for organizational practices that build connection and humility among staff

Overview:
For individuals, teams and organizations that want to go further in the application of Cultural Competence and Cultural Humility in their organization. This day of training builds on the first day through review of best practices in organizational policies, staff supervision and staff education. This class is also available for customized in-house delivery to organizations

CPR & First Aid

The Training is certified by the American Red Cross and is a 4-hour training on adult CPR and First Aid.

Food and Safety

Learning Objectives – At the end of this training, participants will be able to:
- Define foodborne illness and cross contamination
- List the food laws in CA shelters
- Successfully list the proper temperatures for cooking meat and poultry, storage of food in refrigerators, and sanitizing dishes.
- Identify common food-related illnesses that commonly occur within the shelter.
- Correctly answer questions related to appropriate food habits

Harm Reduction

Learning Objectives – At the end of this training, participants will be able to:
- Identify core harm reduction beliefs
- Identify important harm reduction tools
  - Client-Centered Counseling
  - Motivational Interviewing
  - Stages of Change
  - Housing First
  - Treatment on Demand
- Identify constructs of the client-centered, non-judgmental approach
- Identify motivational and cognitive-behavioral approaches to harm reduction therapy (HRT)
- Understand fundamental principles of community-based HRT

Harm Reduction and Transitional Age Youth

Overview:
This training reviews, the philosophy of harm reduction and identifies practice techniques of working with Transitional Age Youth.

The Role of Harm Reduction in Outreach

Overview:
This training reviews, the philosophy of harm reduction and identifies practice techniques of conducting Outreach in homeless services.

Hepatitis

Learning Objectives – At the end of this training, participants will be able to:
- Define different types of Hepatitis
- Describe the functions of the liver
- Define symptoms of Hepatitis C
- Explain treatment options and prevent Hepatitis C

HIPAA, Law and Ethics

Learning Objectives – At the end of this training, participants will be able to:
- Identify what information must be protected under the HIPAA privacy laws, including:
  o The Privacy Rule
  o The Security Rule
  o The Brief Notification Rule
- Identify HIPAA client rights
- Identify your role in maintaining privacy of protected health information for clients, research, fundraising, marketing and media
- Identify consequences for non-compliance

HIV

Learning Objectives – At the end of this training, participants will be able to:
- Define HIV and origin
- Describe modes of transmission and how to prevent contracting or spreading HIV
- Identify treatment options present and future

Hoarding Behaviors and the Impact on Housing

Learning Objectives – At the end of this training, participants will be able to:
- Define Hoarding
- Identify Hoarding Behaviors
- Identify Harm Reduction Interventions
- Recognize the role of a support team
- Identify tools to support safety

Homelessness and AB 109 Probation Officers

Learning Objectives – At the end of this training, participants will be able to:
- Describe the four subpopulations of homeless residents of Los Angeles County including federal definition, common characteristics and reasons for homelessness, and barriers to ending homelessness.
- Correctly identify behaviors and/or physical signs associated with behavioral health and physical health issues.
- Correctly identify appropriate Harm Reduction techniques in a practice situation.
- Demonstrate the ability to apply person-centered language.
- Correctly identify the appropriate type(s) of permanent housing for Post-Release Supervised Persons in practice situations.
- Correctly identify the combination of entitlements and benefits for which PSPs would be entitled in practice situations.
- Correctly assess the employment preparation needs of PSPs and identify the appropriate resources & referrals in practice situations.

Module 1 – Landscape of Homelessness in Los Angeles County
Module 2 – Cultural Competence, Boundaries, & Ethics
Module 3 – Effective Practices
Module 4 – Overview and description of Los Angeles Homeless Systems & Services
Module 5 – Life Skills, Employment & Education

Housing 101 – Introduction to Housing for Homeless & Vulnerable Populations

Learning Objectives – At the end of this training, participants will be able to:
- Review of New Chronic Homeless Definition
- Review of CES and Housing Need
- Identify Housing Definitions, Eligibility & Types of Rental Subsidy Program
- Identify techniques for landlord engagement
- Identify Harm Reduction Interventions to assist clients with maintaining permanent housing

Housing First

Learning Objectives – At the end of this training, participants will be able to:
- Define Housing First
- Distinguish between housing readiness and housing first
- Explain the history of the housing first model
- Identify target population
- Identify key principles and core program components
- Identify skills for successful implementation

Integrating Incarcerated Women into Society

Learning Objectives – At the end of this training, participants will be able to:
- Identify potential barriers in regards to community re-entry and its impact on homelessness
- Identify resources that can assist consumers upon release
- Identify communication skills to discuss community re-entry during initial contact
- Identify tools to alleviate barriers that may occur in parenting, employment, etc

Overview:

The purpose of this training is to help jail clinicians educate their consumers about re-entry into the community. The focus will be on the female incarcerated population. Participants will learn about resources for re-entry and discuss why it is important to begin this conversation with consumers upon initial contact. Issues such as parenting (i.e. child rejecting the incarcerated parent), employment and housing barriers will also be addressed.

Intensive Case Management

Learning Objectives – At the end of the training, participants will be able to:
- Describe Intensive Case Management (ICM)
- Identify the differences in the roles of supportive case managers and intensive case managers
- Demonstrate Core functions of Intensive Case Management
- Demonstrate skills to establish working partnerships essential to Intensive Case Management
- Identify the steps necessary for Intensive Case Managers to implement to support an individual in obtaining housing

Overview:

Offered as a supplement to Homeless Services Case Management Training, this one-day workshop is based on the Intensive Case Management model in the Dept. of Health Services' Housing for Health program. During the training, instructors cover the specific performance requirements for case managers and the expectations for the level of service are, for most, beyond what has been traditionally offered.

Intimate Partner Violence

Learning Objectives – At the end of this training, participants will be able to:
- Define the role of language
- Explain the prevalence and indicators
- Recognize patterns and outcomes of abuse
- Identify cultural context and considerations
- Identify assessments and interventions
- Recognize legal and ethical issues
- Explain safety planning

Motivational Interviewing

Learning Objectives – At the end of this training, participants will be able to:
- Identify Principles of Motivational Interviewing (MI)
- Identify Harm Reduction strategies and the Stages of Change
- Develop Motivational Interviewing Skills
    - OARS
- Apply MI to your practice
    - Resistance
    - Discrepancy
    - Change talk

Motivational Interviewing – Applying Your Knowledge

Learning Objective – At the end of this training, participants will be able to demonstrate effective motivational interviewing skills and techniques.

Overview:
This full-day workshop on Motivational Interviewing is geared for homeless services case managers and supervisors that have some exposure or training in MI. The class includes review of the Motivational Interviewing model, understanding of OARS, application to working with homeless clients, and extensive practice.

Motivational Interviewing – Advanced Practice

Learning Objective – At the end of this training, participants will be able to demonstrate effective motivational interviewing skills and techniques.

Overview:
This one-day workshop is for homeless services staff and supervisors who have had some training and experience in Motivational Interviewing and want to further their skills and application with people experiencing homelessness. The class will include a brief review of the MI basics, and will delve into the DARN CAT (Desired, Ability, Reason, Need, Commitment, Action, Taking Steps) elements of MI with experiential training and case practice with formerly homeless residents.

Overdose Prevention

Learning Objectives – At the end of this training, participants will be able to:
- Identify an overdose emergency
- Understand & demonstrate use of naloxone to reverse an overdose
- Become familiar with overdose risk factors and prevention tools
- Identify commonly used substances
- Assess an overdose
- Respond to an overdose
- Identify risk factors and prevention tools

Advanced Overdose Prevention & Response

Learning Objectives – At the end of this training, participants will be able to:
- Identify the need for overdose prevention programing
- Demonstrate the use of naloxone and rescue breathing to treat an overdose
- Become familiar with overdose prevention tools
- Explore methods for providing overdose prevention training to others

Overview:
This training and consultation program is an advanced training that supports organizations at implementing their own ODP program and naloxone distribution.

Renters and Tenants Rights

Learning Objectives – At the end of this training, participants will be able to:
- Define practices of Leasing and Rental Agreements
- Identify Rules of Property Repairs
- Explore common behaviors that may jeopardize landlord relationships
- Define rules on Guests and Visitors
- Define Rights of Entry
- Identify Rules of Eviction

Substance Use Education and Prevention

Learning Objectives – At the end of this training, participants will be able to:
- Define Basic Concepts of substance use
- Understand commonly Used Drugs and Their Effects
- Identify tools to assess for Substance Use in your facility
- Identify skills to address client Substance Use
- Identify Substance Use Treatment Options
- Identify Harm Reduction skills

Supervising Intensive Case Management

Learning Objectives – At the end of this training, participants will be able to:
- Describe Intensive Case Management (ICM)
- Identify the differences in the roles of supportive case managers and intensive case managers
- Coach staff in the core functions of Intensive Case Management
- Demonstrate skills to establish working partnerships essential to Intensive Case Management
- Identify the steps necessary for Intensive Case Managers to implement to support an individual in obtaining housing

Overview:
Intensive Case Management has specific performance requirements for case managers and the expectations for the level of service are, for most, much beyond what has been traditionally offered. Managing in this new environment presents challenges that will be

addressed during this workshop. Instructors will review the key principles and skills of intensive case management to ensure that supervisors can reinforce these practices with staff members.

Tuberculosis Prevention and Education

Learning Objectives – At the end of this training, participants will be able to:
- Define TB
- Identify Symptoms
- Understand the biology of TB
- Recognize Risk Factors
- Distinguish between TB infection and TB Disease
- Understand the public health threat
- Understand TB & the Homeless

Working Through Challenging Behaviors: Crisis De-escalation

Learning Objectives

At the end of this training, participants will be able to:
- Identify Common difficult behaviors
- Develop Crisis Intervention skills
- Develop techniques for De-escalating clients
- Identify limit setting methods
- Recognize staff responses to crisis
- Understand Team Decision Making
- Maintain Professional attitudes when working through difficult behaviors

Homeless Health Care Los Angeles
2330 Beverly Blvd. Los Angeles, CA 90057
Hours:
Monday-Wednesday: 8:00AM-7:00PM
Thursday-Friday: 8:00AM-5:00PM

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