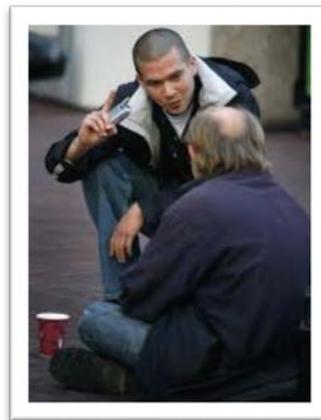


HOMELESS HEALTH CARE LOS ANGELES

Training and Education Course Catalog

A HIGHER STANDARD



Mission

The mission of the 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.

UHP 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 click [HERE](#) 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 BRN, CAADE and CAMFT.

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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.

CPR & First Aid

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

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

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:
 - The Privacy Rule
 - The Security Rule
 - 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

Hospital Discharge Planning

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

- Demonstrate understanding of the discharge planning role, as well as the legal and regulatory responsibilities.
- Demonstrate understanding of community resources and the social services system.
- Understand the values inherent in the delivery of discharge planning services.
- Understand that assessment is a continuous, ongoing process.
- Formulate discharge criteria based upon the assessment information gathered.
- Identify strategies to reduce avoidable days and delays in discharge.

Overview:

This training focuses on the process for when a patient is preparing to leave a hospital setting.

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

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

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 programming
- 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.

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

Trauma Informed Care

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

- Describe trauma and traumatic events
- Describe the process of traumatic stress and its impact on people
- Define trauma informed care
- Describe the role of how cultural awareness and humility influences clinicians' application of trauma informed care interventions

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

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*It is the policy of this organization to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.