



Supportive Housing  
**TRAINING CENTER**  
Your Source for Professional Development



30 Years of Supportive  
Housing Solutions





# CONNECTICUT SUPPORTIVE HOUSING TRAINING CATALOG

CSH offers the DMHAS Training Catalog to provide a wide-range of timely and relevant learning experiences for professionals working with single individuals and families in supportive and affordable housing. From live webinars, to custom trainings, we provide a range of solutions to meet your needs.

The trainings delivered provide an opportunity to learn with impact. We build your capacity to provide and deliver quality services and housing. With a focus on thriving we offer tools, trainings, and support that fit your needs and the needs of those you support.

Due to continuing COVID19 pandemic conditions, for this Fall Training Catalog, all trainings will be hosted virtually via CSH's online training format. Our hope is to centralize all Catalog content in order to ensure a safe, robust and equitable learning environment. We are committed to evaluating our trainings to ensure they are meeting the needs of the Supportive Housing community. Please do not hesitate to provide feedback on your training experience so that we may continue to improve the process.

To learn more about how CSH can meet your individual, program and organizational professional development needs please contact us at [ctinfo@csb.org](mailto:ctinfo@csb.org) for more information.

## Purpose

This training initiative is an integral part of the Connecticut Supportive Housing Quality Assurance Program under the sponsorship of the Department of Mental Health and Addiction Services (DMHAS). This comprehensive curriculum offers trainings to support both supervisors and service staff in building the skills needed to provide high quality services in PSH including core competencies in tenant engagement and client-centered service delivery. Built on best practices in supportive housing service strategies, this curriculum provides supervisors and staff working in both scattered site and congregate PSH with the tools and skills they need to support and strengthen their work in providing services to both individuals and families with complex service needs who have experienced homelessness.

## Target Audience

Executive directors, supervisors, case management and property management staff working in both scattered site and congregate DMHAS-funded supportive housing programs.

## In-Person Training

Interested in bringing one of our online courses to your site? We can develop and deliver training to meet your needs. Contact us at [ctinfo@csb.org](mailto:ctinfo@csb.org) for more information.



## Overview of Courses

Trainings offered through this catalog will provide staff with a set of baseline tools and resources to strengthen their service program. **Once a course is completed it is not required to be taken again.**

There are a total of 12 instructor-led courses that are available to staff through this curriculum. **Six** of those courses are defined as **Core Courses**, which are denoted by an asterisk (\*) next to the training title.

All support service staff must complete **five** of the Core Courses listed below with supervisors completing an additional course titled “*Essentials for Quality Supervision in Supportive Housing.*”

### Core Courses

- Working in Supportive Housing: An Orientation for New Case Managers\*
- Principles of Motivational Interviewing in Supportive Housing\*
- Service Planning in Supportive Housing\*
- Addressing Substance Use in Supportive Housing \*
- Using The Supportive Housing Acuity Index 2.0: Taking A Deeper Dive\*
- Essentials of Quality Supervision in Housing: Leading Post-COVID 19 (supervisors only)\*

### Other Course Offerings

- Targeted Case Management (TCM)
- Community of Practice: Case Conferencing in Supportive Housing
- Structure and Purpose of Home Visits with Supportive Housing Tenant
- Race Equity and Mental Health
- Understanding Grief and The Impact on The Supportive Housing Community
- Supported Employment Overview



## Registration Information ---

Registration for all classes in this catalog will be handled through CSH's Supportive Housing Training Center. To register for a class, click on the link you would like to register for. You will then be brought to the registration login page for the webinar.

Certificates will be available to individuals who complete the training evaluation. This is a new requirement since we are providing the trainings virtually and signing in and out is not warranted. Please make sure to complete your training evaluation directly after the training or it will delay retrieving your training certificate.

You will be able to access certificate(s) through email. They will be directly emailed to you two weeks after the training pending your training evaluation has been completed.

## CSH Training Center Subscriptions ---

A subscription to the Training Center provides a full year of access to all of the courses in this catalog plus access to all our online and self-paced training resources. To find out more visit [www.csh.org/training](http://www.csh.org/training)



## How To Register For A Webinar

### Registration Process

1. Click on the registration link below.
2. Click register in the top left corner of the screen.
3. Complete registration fields.
4. Click Submit.
5. On the day of the training click the link that was forwarded to you and log into Zoom 10 minutes prior to it starting.

### Americans with Disabilities Act (A.D.A.):

Any special accommodations needed at our classes must be requested by contacting Alice Minervino at [alice.minervino@ct.gov](mailto:alice.minervino@ct.gov) or (860)478.5363 IMMEDIATELY UPON REGISTRATION.

### Registration Questions

- Having technical problems with CSH's Supportive Housing Training Center? Please email [training@csh.org](mailto:training@csh.org).
- Please read through this catalog in its entirety. If you have questions not covered here regarding registration, please contact CSH by email [ctinfo@csh.org](mailto:ctinfo@csh.org) or telephone (860)560-0744.
- It is important to cancel your registration if you can't attend a training as there will be people on the waitlist. If you do not cancel, it will result in an empty seat that someone on the waiting list could have used. To cancel your registration, log into your CSH Supportive Housing Training Center Account, find the training in your transcript, click "view training details" and select "withdraw." In addition, please email [training@csh.org](mailto:training@csh.org).
- If a training you registered for is cancelled for any reason, you will receive an email notifying you of the cancellation. See below for inclement weather procedures.

## **Topic: PSH TCM Learning Collaborative**

**Trainers: Alice Minervino, Brenda Earle, and Carleen Zambetti**

**Time: September 29, 9:30 am – 12:30 pm**

Description: Learning Collaborative: Targeted Case Management for Supportive Housing Providers (only for providers currently working with DMHAS billing to submit TCM coded services to Medicaid)

Before you sign up for this collaborative, you must ensure staff have completed the two TCM trainings offered in the DMHAS LMS: instructions listed under resources TCM (ct.gov)

- Introduction to Targeted Case Management (TCM): Administrative Requirements.
- Introduction to Targeted Case Management (TCM): Service Delivery

This learning collaborative will highlight the intersection of Target Case Management and Permanent Supportive Housing Services. It will include an orientation to DMHAS requirements around assessment and documentation of TCM services within the PSH Level of Care. Attendees are expected to bring examples that we can talk through to see if they are an appropriate TCM service and how to document them. There will be break out rooms for providers to case conference and talk through their PSH TCM services and documentation.

[Click here to register.](#)

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## **Topic: Principles of Motivational Interviewing (Core Course)**

**Trainer: Andrea White**

**Time: October 3, 10:00 am – 12:00 pm**

Description: Case managers are skilled in connecting supportive housing tenants with the resources and opportunities available in their communities. Yet tenants who are most in need of case management services are often the most reluctant or wary about accepting these services. Case managers can use Motivational Interviewing (MI) to improve tenant engagement and motivation to work toward their self-identified service plan goals. MI, developed by Miller and Rollnick (1991), is based on the idea that people are most likely to change when the motivation comes from within themselves, rather than being imposed from the outside and gives the case manager a base to help tenants work through ambivalence. Workshop participants will learn to use MI principles and philosophy to enhance the motivation of supportive housing tenants.

[Click here to register.](#)

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## **Topic: Working in Supportive Housing: An Orientation for New Case Managers (Core Course for New Employees)**

**Trainer: Alice Minervino**

**Time: October 17, 10:00 am – 12:00 pm**

Description: This training will highlight the primary skills and knowledge needed to deliver services to tenants living in DMHAS-funded supportive housing in Connecticut. An orientation to systems and to DMHAS guidelines and timelines will be provided.

[Click here to register.](#)

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## **Topic: Addressing Substance Use in Supportive Housing (Core Course)**

**Trainer: Andrea White**

**Time: October 20, 10:00 am – 12:00 pm**

Description: Substance abuse is often characterized by disruption in a person's life including social, housing, financial and other critical life tasks. We will discuss how to recognize a substance abuse issue and how to address it through case management. Disruptions to critical life goals and how to address these will be discussed. Motivational Interviewing, Harm Reduction and using the structure of the lease will be discussed. Join us for an interactive training that will provide an opportunity to recognize and address behaviors associated with substance abuse and address it within your programs.

[Click here to register.](#)

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## **Topic: Service Planning for Supportive Housing (Core Course)**

**Trainer: Andrea White**

**Time: October 27, 10:00 am – 12:00 pm**

Description: Service Planning for Supportive Housing: Helping tenants to develop meaningful goals and documenting progress toward achieving goals is a key part of supportive housing case management. This training will identify strategies and practices related to developing measurable goals and objectives. It will also provide an overview of how to effectively document progress made in reaching service goals. Participants will be given the opportunity to practice goal development and documentation of progress through interactive discussion and case studies.

[Click here to register.](#)

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## **Topic: Essentials of Quality Supervision in Housing**

**Trainer: Alice Minervino**

**Time: November 3, 10:00 am – 12:00 pm**

Description: This training will highlight the primary skills and knowledge needed to deliver services to tenants living in DMHAS funded supportive housing in Connecticut. An orientation to supportive housing systems and to DMHAS guidelines and timelines will be provided.

[Click here to register.](#)

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## **Topic: Community in Practice: Case Conferencing Training**

**Trainer: Andrea White**

**Time: November 17, 10:00 am – 12:00 pm**

Description: This session is designed to provide a forum for frontline workers and supervisors to discuss the implementation of techniques designed to motivate participants for change. Using a case review outline, programs participating in the session will be invited to present a person they have been working with that they are having difficulty helping to move forward. Each participant group will also be asked to present a study of a participant that is moving forward. The presentations will be discussed, and suggestions and resources offered. A short orientation to motivational techniques will be offered in the beginning of the session.

[Click here to register.](#)

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## **Topic: Using the Supportive Acuity Index (Core Course)**

**Trainer: Alice Minervino**

**Time: November 21, 10:00 am – 12:00 pm**

Description: This training covers the new DMHAS Permanent Supportive Housing (PSH) Acuity and Assessment forms. These tools offer case managers guidance in completing required service plans, including creating focused recovery plan goals and moving on from PSH goals. The forms can also assist in creating balanced caseloads and in identifying training needs for employees.

[Click here to register.](#)

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## **Topic: Understanding Grief and The Impact on The Supportive Housing Community**

**Trainer: Whitney S. Wilfred**

**Time: December 8, 10:00 am – 12:00 pm**

Description: This training will focus on how to manage loss and bereavement under this current crisis. Our usual ways of grieving are disrupted in this time and how we support both residents and staff look very different while in this crisis. Please join us for this conversation as we navigate these emotional and challenging times. The loss of a resident can have a profound impact on fellow residents, staff and the community. This webinar will explore the impact of expected and the stages of grief, sudden losses of tenants, and how to best support tenants and staff and how to acknowledge the loss of a resident in your residential projects.

[Click here to register.](#)

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## **Topic: Supported Employment Overview**

**Trainers: Ellen Econs and Jill Larmett**

**Time: December 12, 1:30 pm – 3:30 pm**

Description: How to access and support Tenants Employment and Education: This training will explore the positive impact of employment on recovery for persons with psychiatric and/or addiction disorders. Presenters will demonstrate emerging best practices and evidence-based approaches that support persons with mental illness to seek and retain work. This workshop will also provide strategies on how to support a tenant through the eviction process, and share how and when legal resources should be obtained.

[Click here to register.](#)

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## **Topic: Racial Trauma and Mental Health**

**Trainer: Janelle Posey-Green**

**Time: December 15, 10:00 am – 12:00 pm**

Description: In this training participants will learn the history that has contributed to current systemic problems for communities of color. The training will provide insight into the distrust of systems such as medical, judicial and education system within communities of color. The training will provide an understanding of racial trauma and start the conversation of how to heal from it.

[Click here to register.](#)

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## Topic: Structure and Purpose of Home Visits

Trainer: Andrea White

Time: December 19, 10:00 am – 12:00 pm

Description: The training will focus on helping case managers and supervisors understand the dynamics of a home visit including structure, boundaries and purpose. Safety considerations and examples of policies that protect both tenants and staff will be discussed.

[Click here to register.](#)

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## Fall 2022

### Trainer Bios

Alice Minervino is a Behavioral Health Program Manager for the Department of Mental Health and Addiction Services, in the Housing and Homeless Services Unit. Her duties include statewide oversight of the Projects for Assistance in Transition from Homelessness (PATH), Homeless Outreach, quality assurance and oversight of all state administered HUD funded Rental Assistance (formerly Shelter Plus Care) programs, state funded Housing Assistance Fund (formerly Bridge), and the statewide training of supportive housing support staff.

Andrea White, LMSW, has 30 years of experience in providing programs to the most vulnerable homeless individuals and families. Using lessons learned from her experience in street outreach, shelter, transitional housing and permanent supportive housing projects, Andrea has provided training and technical assistance to look at the system of care for homeless people and people with disabilities. In the last five years, Andrea has worked extensively with community-based projects to integrate Evidence Based Practices into their work. She has also worked on the development of the Supportive Housing Tool Kit for SAMHSA.

Brenda Earle is a Behavioral Health Program Manager for the Department of Mental Health and Addiction Services, in the Housing and Homeless Services Unit. Her duties include statewide oversight of the Projects for Assistance in Transition from Homelessness (PATH), Homeless Outreach, SSI/SSDI Outreach, Access and Recovery (SOAR) Initiative and Targeted Case Management (TCM) for Permanent Supportive Housing.

Carleen Zambetti is a Behavioral Health Clinical Supervisor for the Department of Mental Health and Addiction Services, in the Managed Services Division. She is the project lead, providing statewide oversight of Targeted Case Management (TCM), the Military Support Program (MSP), and Supported Recovery Housing Services (SRHS).

Ellen Econs is an Employment Systems Manager at the Department of Mental Health and Addiction Services and the Bureau of Rehabilitation Services. Ms. Econs has been in the field of social services for over 35 years. Her focus has been in employment services working in both the private non-profit capacity as well as her recent fifteen years in state services. She is a Licensed Clinical Social Worker, with a Master's degree in Social Work and a Master's degree in Human Service Administration and Management. She has special concentration in the area of Vocational Rehabilitation and has developed and implemented numerous employment programs for adolescents and adults with multiple disabilities and abilities.

Janelle Posey-Green, LCSW, is co-owner of Magnolia Wellness, LLC located in New London, Connecticut. She merges holistic and African indigenous healing practices with psychotherapy to create a well-rounded healing experience. Janelle is a trained trauma and EMDR therapist and specialize working with women as well as those experiencing race-based stress. Janelle also provides training and consultation to professionals looking to expand their knowledge and practice of cultural competency. Janelle is the founder and president of the Southeastern CT Naturalistas, an organization created as an online forum to help people of color learn how to care for and embrace their natural hair. Most recently, Janelle created the CT BIPOC Mental Health & Wellness Initiative in March 2020 as a response to the double pandemic (Covid-19 & Racism) affecting Americans in the BIPOC community. She recruited a multidisciplinary Healing team to moderate the healing forums through zoom. The initiative provides free discussion and healing forums for people of color.

Jill Larmett, Certified Workforce Development Professional, Certified Work Incentive Practitioner and holds a Bachelor Degree in Human Services. Jill has served as the Disability Resource Coordinator in Connecticut's One-Stop system since 2009. She serves as an effective liaison to the disability community. Additionally, she assists people with navigating the complex system of services that assist individuals with disabilities. Jill is the recipient of the 2019 YWCA New Britain's Women in Leadership Award, National Disability Program Navigator Randee Chafkin "Heart" Award, and the Capital Workforce Partner's Workforce Star "Patricia Mayfield Customer Service Excellence Award."

Kiya Kennebrew, M.P.A, is an innovative program and administrative professional who brings experience in race equity, positive youth and family development, addiction and treatment services, and supportive housing. As a Program Manager for the Connecticut team, she values advancing race equity, lifting the voices of people with lived homeless experience, data initiatives and policy reform. Prior to joining CSH, Kiya worked with various nonprofits in the DMV. She has direct service experiences with supportive housing, housing first, and hypothermia programs. She also worked with survivors of sexual assault and human trafficking, and women and girl in inpatient treatment. Kiya brings with her a background in social justice in relation to housing, education, and economic freedom. She has previously developed curriculums with the YWCA of New York City and Mentor Foundation USA, preparing young people for conversations around justice, power, social identities, and career and college readiness.

Sonya Jelks is an energetic and passionate community advocate and 2-term city councilor with the City of Meriden, Connecticut. She currently serves as the first minority and first female Majority leader of the Meriden City Council and she is also employed by a national nonprofit, Corporation for Supportive Housing (CSH), as the Director for the Connecticut office located in Hartford, CT. CSH has a mission to create and sustain quality supportive housing initiatives and to end homelessness and housing instability; and in this role, Sonya brings her background and expertise in policy development and implementation across private, public, and nonprofit sectors, along with her passion for people and her wealth of knowledge serving and improving communities.

Prior to joining CSH, for over 20 years, Sonya worked throughout the US and abroad as an Information Technology Manager and IT Project Consultant and she most recent worked with legislators at the Connecticut General Assembly as a legislative aide and clerk of the Labor Committee.

Whitney S. Wilfred, LCSW, is the Founder of Climbing Out Solutions, a healing and recovery centric practice providing therapy services in the Greater Hartford, CT area and beyond. She is a Licensed Clinical Social Worker and holds a Master's in Social Work from Springfield College, in Springfield, MA, and a Bachelor of Social Work from University of Saint Joseph (formerly Saint Joseph College) in West Hartford, CT. In addition to her extensive counseling experience, specializing in working with adults in recovery, dual diagnosis, mental health, and substance abuse, Whitney is also adept at delivering impactful training and coaching for other mental health and human services professionals. In response to the COVID-19 pandemic, Whitney was called upon by CT agencies and organizations to speak with management, staff, and front-line workers on topics including grief, trauma, caring for caregivers, and mind transformation.