



CT Homeless Response System Training Curriculum

In partnership, Connecticut Coalition to End Homelessness and CT Department of Housing created a comprehensive training curriculum aimed at equipping the service providers of the homeless response system with the essential skills, knowledge, and attitudes to excel in their roles and deliver quality services. The curriculum below consists of the core training topics that all providers of the homeless response system should take as well as additional trainings for each role. This guide will be updated as new trainings become available. For a full list of CCEH trainings please visit the Webinar Library at www.cceh.org. For any questions or concerns, please contact Amber Freeman (afreeman@cceh.org) Director of Training, Technical Assistance and Community Impact at the CT Coalition to End Homelessness

Core Recommended Trainings for ALL Providers of the Homeless Response System

Training Topic	Training Title	Provider(s)	Training Location	Resources
CT Homeless Response System	Fundamentals of the CT Homeless Response System	Connecticut Coalition to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Webinar Slides • CT Coalition to End Homelessness
Housing First Principle	*New trainings coming soon			<ul style="list-style-type: none"> • Housing First Fact Sheet – National Alliance to End Homelessness
Harm Reduction	*New trainings coming soon			
Motivational Interviewing	Principles of Motivational Interviewing	CT DMHAS – Housing Innovations	Recording	<ul style="list-style-type: none"> • Motivational Interviewing Resources • CT BOS Trainings and Resources
Shelter Diversion –	Housing Problem-Solving:	National Alliance to End	Webinar Recording	<ul style="list-style-type: none"> • Webinar Slides

Housing Problem Solving	From Diversion to Rapid Exit and Beyond	Homelessness, CT Coalition to End Homelessness		<ul style="list-style-type: none"> • Improving Homeless Response Systems Through Diversion and Problem Solving • Housing Problem Solving Conversation Example
Crisis Intervention and De-Escalation	Crisis Intervention and De-Escalation	CCEH, Downtown Evening Soup Kitchen	Recording	<ul style="list-style-type: none"> • Slides • Resource Page
Mental Health - Trauma Informed Care	Trauma Informed Practices 101	CCEH, CT DMHAS, The Connecticut Women's Consortium	Recorded Webinar	<ul style="list-style-type: none"> • Webinar Slides • Trauma Informed Care Resources
Diverse Populations	Individualizing Your Approach in Working with Diverse Populations	Connecticut Coalition to End Homelessness	Webinar	<ul style="list-style-type: none"> • Additional Resources
Race Equity	Addressing Racialized Trauma and Actively Engaging in Anti-Racism	Connecticut Coalition to End Homelessness	Webinar	<ul style="list-style-type: none"> • Webinar Slides • Racial Equity Tools Glossary
LGBTQ+	Equal Access to Shelter	CCEH, CT DOH, GLAD, CT Fair Housing Center, Greater Hartford Legal Aid	Recording	<ul style="list-style-type: none"> • Slides • Sample Agency Commitment Statement • True Colors Learning Community
Domestic Violence	Understanding Domestic Violence	CCEH, CT Coalition Against Domestic Violence	Webinar	<ul style="list-style-type: none"> • Webinar Slides • CT Coalition Against Domestic Violence

Coordinated Entry	Coordinated Entry: Best Practices in Centering Equity and Ensuring Effectiveness	National Alliance to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Webinar Slides • Resources: Stronger Together: A Roadmap to an Effective Homeless System
Prevention	Targeted Homelessness Prevention: Stemming the Inflow	National Alliance to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Webinar Slides • Targeted Homelessness Prevention in an Effective Homeless Response System
Street Outreach	Effective Street Outreach: From Unsheltered to Housed	National Alliance to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Webinar Slides • The Role of Outreach in an Effective Homeless Response
Service Coordination/ Case Management	Effective Service Delivery within the Homeless Response System	Connecticut Coalition to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Webinar Slides
CT Fair Housing	CT Fair Housing 101	Connecticut Fair Housing Center	CT Fair Housing Trainings are not recorded. Please refer to the calendar for upcoming trainings	<ul style="list-style-type: none"> • CT Fair Housing • Fair Housing Resources
CT HMIS	CT HMIS – End User Agreement	Nutmeg Consulting	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources
CT HMIS	CT HMIS Privacy and Security	Nutmeg Consulting	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources

Additional Recommended Trainings for ALL Providers of the Homeless Response System

Mandated Reporting	Mandated Reporting Training for Community Providers	CT Department of Children and Families	CT Mandated Reporter Training	<ul style="list-style-type: none"> • DCF Mandated Reporter Training Home
Employment	Tools to Help Clients with a Criminal Record Gain Employment	CCEH/Economic Security Task Group	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides
Employment	Strategies for Successful Job Applications: From Resumes to Online Profiles and Everything in Between	CCEH/Economic Security Task Group	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides • Job Search Documents, Resume and Cover Letter Builder
Employment	The Collaborative Effort to End Homelessness by Increasing Access to Employment Resources	CCEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides
Motivational Interviewing	Essentials of Motivational Interviewing or The Next Steps of Motivational Interviewing	CCEH	In-Person *Training Fee	<ul style="list-style-type: none"> • Motivational Interviewing Resources

Additional Recommended Trainings for YHDP (Youth Homelessness Demonstration Program)/Youth-serving Providers

Training Topic	Training Title	Provider(s)	Training Location	Resources
Youth Homelessness	YHDP and Youth Homelessness	Housing Innovations	CT BOS Trainings and Resources	<ul style="list-style-type: none"> • YHDP and Youth Homelessness Materials
Participant Eligibility	Eligibility Documentation	Housing Innovations	Recorded Webinar	<ul style="list-style-type: none"> • Slides • Program Participant Chart Documentation Requirements by Project Type
Youth Homelessness	Working with Youth	Connecticut Coalition to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Webinar Slides
CT HMIS	CT HMIS RRH/SSVF/HP/ YHDP & Services Only Training	Nutmeg Consulting, Inc.	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources
Landlord Engagement	Working with Landlords to Rapidly House Successfully: Recruiting, Engaging and Retaining	Connecticut Coalition to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Slides • Resources
McKinney-Vento	McKinney-Vento Act: School is Here No Matter What	CCEH/ CT State Department of Education		<ul style="list-style-type: none"> • McKinney-Vento Homeless Assistance Act • Slides • Homeless Student Support Resources • Homeless Education Resources
Youth Services	Trauma-Informed Care Toolkit for Youth Service Providers	National Network for Youth	Recorded webinar	<ul style="list-style-type: none"> • Resource list

Youth Services	Pronouns: How Do You Ask?	True Colors United	Recorded webinar	
Youth Services	101 Course: LGBTQI Youth Homelessness	True Colors United	Free online course (need to set up a free account)	<ul style="list-style-type: none"> Other free True Colors United courses can be accessed through their learning platform (Equity Hub) See also RHYTTAC's Supporting and Affirming LGBTQIA2S+ Youth and Young Adults: TIP SHEET
Youth Services	Youth Considerations in Domestic Violence	CCADV	Recorded webinar	<ul style="list-style-type: none"> CT Coalition Against Domestic Violence
Youth Services	Identifying and Addressing Youth's Mental Health Needs	NYEC	Recorded webinar	<ul style="list-style-type: none"> National Youth Employment Coalition
Youth Services	Positive Youth Development and other Evidence-Based Practices	Runaway and Homeless Youth Training & Technical Assistance Center (RHYTTAC)	RHYTTAC provides free online trainings to anyone (create free account) - Welcome to RHYTTAC RHYTTAC	<ul style="list-style-type: none"> List of trainings that are required for HHS-funded RHY providers

Additional Recommended Trainings for Emergency Shelter Providers

Training Topic	Training Title	Provider(s)	Training Location	Resources
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Participant Eligibility	Eligibility Documentation	Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides • Eligibility Forms
CT HMIS	CT HMIS Emergency Shelter Training	Nutmeg Consulting, Inc.	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources
Housing Strategy	Ramping Up System Flow to Eliminate Shelter Waitlist	NAEH and CCEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar Slides
Emergency Shelter	The Role of Emergency Shelter in the Crisis Response System	National Alliance to End Homelessness	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides • The 5 Keys to Effective Emergency Shelter
Shelter Facility Accommodations	Reimagining Shelter Space	CCEH/DOH/Head Start/ HUD/Y2Y	Recorded webinar	<ul style="list-style-type: none"> • Additional resources
Undocumented Clients	Immigration & Shelter	CCEH/GHLA/IIC	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides and additional resources
Companion/ Assistance Animals	Low Barrier Shelter: How to Become Pet Friendly	NAEH		<ul style="list-style-type: none"> • NAEH resources
Low Barrier	The Keys to Effective Low Barrier Shelters	NAEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides
Housing Strategy	Housing Focused Shelter	CCEH/NAEH	Recorded webinar	<ul style="list-style-type: none"> • Housing First resources

Housing Strategy	Shelter to Housing Crash Course	CCEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides
Shelter Diversion	The Role of Emergency Shelter in Diversion	NAEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides and additional resources • Emergency Shelter- Diversion Key Takeaways
Housing Strategy	Emergency Shelter Learning Series	NAEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides and additional resources
Low Barrier and Housing Focused	How to Transition Your Shelter to a Low Barrier and Housing Focused Model	NAEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides • 10 Steps to Evaluating Your Shelter Rules
Housing Strategy	Shared Housing for Shelter Providers	Shared Housing Institute	Recorded webinar series	<ul style="list-style-type: none"> • Shared Housing Resource Guide

Additional Recommended Trainings for Rapid Rehousing Providers

Training Topic	Training Title	Provider(s)	Training Location	Resources
Intro to RRH	Rapid Rehousing Works	NAEH	Recorded webinar	<ul style="list-style-type: none"> • RRH Toolkit • RRH infographic

Participant Eligibility	Eligibility Documentation	Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides • Eligibility Forms
Statewide Rapid Rehousing Operations Guide	DOH Rapid Rehousing Operations Guide	CT Department of Housing, Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides • Rapid Rehousing Requirements and Operations Guide • Income Determination & Rent Calculation FAQ • Program Participant Chart Documentation Requirements by Project Type
Rapid Rehousing Utility Allowances and Reimbursement	DOH Rapid Rehousing Utility Allowances	CT Department of Housing, ACT, Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides
Rapid Rehousing Ticketing System	Bi-Annual Rapid Rehousing Systems Training	Advancing CT Together (ACT)	ACT RRH Systems Training Recording-April 2023	<ul style="list-style-type: none"> • Slides
CT HMIS	CT HMIS RRH/SSVF/HP/YHDP & Services Only Training	Nutmeg Consulting, Inc.	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources
Housing Strategy	Lead Based Paint Visual Assessment	HUD	Self-paced online course	<ul style="list-style-type: none"> • HUD Lead Based Paint Information
Housing Strategy	Rapid Rehousing with Tenants Who May be Using Substances	CT BOS CoC	Recorded webinar	<ul style="list-style-type: none"> • CT BOS Trainings and Resources
Housing Strategy	Rapid Rehousing:	CT BOS CoC	Recorded webinar	<ul style="list-style-type: none"> • CT BOS Trainings and Resources

	Developing a Housing Plan to Increase Income			
Housing Strategy	Developing a Housing Plan	DOH/ Housing Innovations		<ul style="list-style-type: none"> • Training slides
Housing Strategy	Working with People with Behavioral Health Issues	Housing Innovations		<ul style="list-style-type: none"> • Training slides
Housing Strategy	Housing Quality Standards (HQS) Inspection Training	CCEH/DOH/Pat Kelson Associates	Recorded webinar	<ul style="list-style-type: none"> • Recorded sample Inspection • HUD Website on HQS • Inspection Checklist (Most Recent version. It is not Expired)
Landlord Engagement	Working with Landlords to Rapidly House Successfully: Recruiting, Engaging and Retaining	Connecticut Coalition to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Slides • Resources
Employment	Employment in RRH	Housing Innovations	Recorded Webinar	<ul style="list-style-type: none"> • Employment in RRH • Employment Resources

Additional Recommended Trainings for Permanent Supportive Housing Providers

Training Topic	Training Title	Provider(s)	Training Location	Resources
Participant Eligibility	Eligibility Documentation	Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides • Eligibility Forms
Permanent Supportive Housing Requirements	Permanent Supportive Housing Requirements & Operations Guide	DMHAS, CT Department of Housing, Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides • Permanent Supportive Housing Requirements and Operations Guide • Program Participant Chart Documentation Requirements by Project Type
Mental/Behavioral Health & PSH	DHMAS Training Series	DHMAS/CT BOS	DMHAS Training Catalog	<ul style="list-style-type: none"> • Resource list • CT BOS Trainings and Resources
CT HMIS	CT HMIS TLP/PSH/S+C/AID S/HOPWA/RHY/Y HDP Training	Nutmeg Consulting, Inc.	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources
Supportive Housing Case Management	Various (Lease Adherence, Substance Abuse, Mental Health, etc.)	DMHAS	DMHAS Training Catalog	<ul style="list-style-type: none"> • CT BOS Trainings and Resources
Landlord Engagement	Working with Landlords to Rapidly House Successfully: Recruiting, Engaging and Retaining	Connecticut Coalition to End Homelessness	Recorded Webinar	<ul style="list-style-type: none"> • Slides • Resources
Housing Strategy	Lead Based Paint Visual Assessment	HUD	Self-paced online course	<ul style="list-style-type: none"> • HUD Lead Based Paint Information

Housing Strategy	Rapid Rehousing with Tenants Who May be Using Substances	CT BOS CoC	Recorded webinar	<ul style="list-style-type: none"> • CT BOS Trainings and Resources
Housing Strategy	Rapid Rehousing: Developing a Housing Plan to Increase Income	CT BOS CoC	Recorded webinar	<ul style="list-style-type: none"> • CT BOS Trainings and Resources
Housing Strategy	Developing a Housing Plan	DOH/ Housing Innovations	DMHAS Training Catalog	<ul style="list-style-type: none"> • Training slides
Housing Strategy	Housing Quality Standards (HQS) Inspection Training	DOH/Pat Kelson Associates	Recorded webinar	<ul style="list-style-type: none"> • Recorded sample Inspection • HUD Website on HQS • Inspection Checklist (Most Recent version. It is not Expired)

Additional Recommended Trainings for Coordinated Entry/ Diversion Providers

Training Topic	Training Title	Provider(s)	Training Location	Resources
Diversion Practice	Shelter Diversion 101	CCEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides
Diversion Practice	Shelter Diversion 1.0 Training	CCEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides
Diversion Practice	Shelter Diversion 2.0 Training	CCEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides
Diversion Practice	Shelter Diversion for Service Providers	CCEH	Recorded webinar	

Diversion Practice	USICH Problem-Solving Conversation Example Video	USICH	Recorded webinar	<ul style="list-style-type: none"> • USICH Housing Problem-Solving guide
Diversion Practice	Effective Diversion: A Key Strategy for Ending Homelessness	NAEH	Recorded webinar	<ul style="list-style-type: none"> • Resource list • Coordinated Entry Core Elements (HUD)
Housing Strategy	Ramping Up System Flow to Eliminate Shelter Waitlist	NAEH and CCEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar Slides
Documentation and Diversion	Using the New CAN Case Note Template to Support Your Diversion Conversation	CCEH	Recorded webinar	<ul style="list-style-type: none"> • Webinar slides
CT HMIS	CT HMIS Coordinated Access Network/Coordinated Entry Training	Nutmeg Consulting, Inc.	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources

Additional Recommended Trainings for Street Outreach Providers

Training Topic	Training Title	Provider(s)	Training Location	Resources
Participant Eligibility	Eligibility Documentation	Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides • Eligibility Forms
Outreach	Closing the Gap: Homelessness to Housing Webinar Series - Street Outreach	HUD Exchange	Recorded webinar	<ul style="list-style-type: none"> • Slides • Transcript
Outreach	Components of an Effective Outreach System (Session 1)	CCEH	Recorded webinar	<ul style="list-style-type: none"> • Slides • Resources

Outreach	Components of an Effective Outreach System (Session 2)	CCEH	Recorded webinar	<ul style="list-style-type: none"> • Slides • Resources
CT HMIS	CT HMIS PATH/DMHAS/DDaP/ESG Street Outreach Training	Nutmeg Consulting, Inc.	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources
Motivational Interviewing	Essentials of Motivational Interviewing or The Next Steps of Motivational Interviewing	Connecticut Coalition to End Homelessness	In-Person *Training Fee	<ul style="list-style-type: none"> • Motivational Interviewing Resources
Assessment and Service Planning	Outreach: Developing a Housing Plan	Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides
Substance Use	Outreach: Case Conferencing Working with People Using Substances	Housing Innovations	Recorded webinar	<ul style="list-style-type: none"> • Slides
Substance Use	Outreach with People Who May be Using Substances	Housing Innovations		<ul style="list-style-type: none"> • Slides

Additional Recommended Trainings for Housing Coordinators

Training Topic	Training Title	Provider(s)	Training Location	Resources
Requirements for – Project Entry, Unit Search & Approval, Leasing,	CoC Housing Requirements Session #1	Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides

Violence Against Women Act (VAWA)				
Income Determination & Rent Calculation, Re-determination, Project Exit and DMHAS Specific Requirements	CoC Housing Requirements Session #2	Housing Innovations	Recording	<ul style="list-style-type: none"> • Slides • Income Determination & Rent Calculation FAQ
CT HMIS	CT HMIS PATH/DMHAS/DDaP/ESG Street Outreach Training	Nutmeg Consulting, Inc.	Training Calendar and Registration	<ul style="list-style-type: none"> • CT HMIS Resources
Landlord Engagement	Working with Landlords to Rapidly House Successfully: Recruiting, Engaging and Retaining	CCEH	Recorded Webinar	<ul style="list-style-type: none"> • Slides • Resources
Housing Strategy	Lead Based Paint Visual Assessment	HUD	Self-paced online course	<ul style="list-style-type: none"> • HUD Lead Based Paint Information
Housing Strategy	Housing Quality Standards (HQS) Inspection Training	DOH/Pat Kelson Associates	Recorded webinar	<ul style="list-style-type: none"> • Recorded sample Inspection • HUD Website on HQS • Inspection Checklist (Most Recent version. It is not Expired)