

PSH Training Recommendations

Key Considerations for all Trainings

- Residents need training and orientation (i.e. MHFA)
- Policies and procedures need to reflect the training (i.e. Housing First)
- Supervision needs to be sufficient to provide hands on guidance and application of training
- Specific training for each job title (MT, PM, SC, CM) that is translated and applicable to the daily work
- Adding context and a reason why these trainings are crucial
- Training for 3rd party contractors outlined in MOUs and contracts for consistency

All Site Staff in Affordable Housing Training Topics

- Fair Housing
- Reasonable Accommodations
- VAWA

All PSH Site Staff

- Understanding and Empathy Building
- Housing First
- MHFA
- Hoarding/Cluttering
- Trauma Informed Care - understanding philosophy and relation to each role
- Harm Reduction - understanding philosophy and relation to lease/house rules
- DEI, Cultural Competence/Humility, Implicit Bias
- Impact of community and interpersonal violence (Domestic Violence, Elder Abuse, Child Abuse) - (dynamics)

Tools

- Understanding complex behaviors - (i.e. Personality Disorders, PTSD)
- De-escalation
- Crisis Intervention/Response
- Burnout Prevention, Self-Care, and Stress Management
- Collaboration, Communication, Confidentiality, and Boundary Setting
- HIV/AIDs and Communicable Diseases

Services Specific

- Family violence (DV, EA, CA) - (VAWA, Restraining Orders, DV dynamics, safety planning, trauma, mandated reporting)
- Harm Reduction - specific interventions and approach
- Managing complex behaviors
- Population Specific (TAY, Veterans, HOPWA, Older Adults, Youth Development, I/DD, Unhoused)
- Benefits and entitlements
- Motivational Interviewing
- Economic Empowerment