



SERVICE CATALOGUE

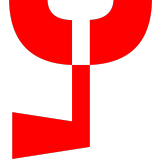
Training and Housing First Support

Practical, evidence-informed support
to strengthen homelessness
programs, build staff capability,
and improve community systems.

caeh.ca

CAEH

**CANADIAN
ALLIANCE TO END
HOMELESSNESS**



OUR APPROACH

Practical Support for Stronger Homelessness Responses

CAEH training and review services are designed for the realities of homelessness services and housing support. Our work is person-centred, recovery-oriented, trauma-informed, grounded in harm reduction, and focused on practical improvement rather than compliance alone.

A Connected Service Pathway

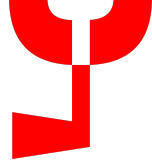
Training strengthens practice. Reviews identify strengths, gaps, and priorities. Coaching or technical assistance can then support implementation and sustained improvement.

From Assessment to Implementation

1	2	3	4
Assess	Build capability	Implement	Reassess
Select the review that matches the program or system and identify strengths, gaps, and priorities.	Use targeted training to strengthen the practices identified through assessment or local need.	Add coaching or technical assistance to support action planning, testing, and adoption.	Return to key measures after an agreed period to document progress and refine priorities.

What You Can Expect

- Practical content and recommendations designed for real-world homelessness services.
- Support tailored to local context, community strengths, and the experiences of people receiving services.
- A collaborative improvement approach that can include Indigenous expertise and culturally grounded perspectives where appropriate.



SERVICE CATALOGUE

Portfolio at a Glance

Use this overview to identify the type of support that best matches your current challenge. Detailed service profiles follow.

Foundational and System Practice

Build common language, shared understanding, and stronger system practice.

Homelessness 101 • Housing First Essentials • Housing and Recovery Focused Thinking • Diversion and Prevention

Engagement and Change

Strengthen practical skills for supporting people through complexity, substance use, and change.

Cultivating Change with Complex Clients • MI on the Fly • Assertive Engagement • Sustaining Success Through Substance Use

Case Management and Coordination

Improve service planning, case management, transitions, documentation, and coordinated problem solving.

Person-Centred Intensive Case Management • Critical Time Intervention • Case Conferencing • Fundamentals of Documentation

Leadership and Workforce

Build stronger team leadership, trauma-informed practice, resilience, and workplace mental-health capacity.

Team Lead Boot Camp • Other- and Self-Care: Trauma-Informed Practice • The Working Mind

Review and Improvement

Assess programs and systems, identify strengths and gaps, and prioritize practical improvements.

Housing First Fidelity Review • Program or Service Review • Coordinated Access System Review

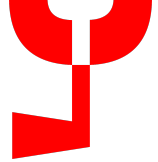
Specialized and Emerging

Explore culturally responsive or population-specific learning and development support.

Housing First from an Indigenous Perspective • Housing First and Veterans • Housing First and Faith Groups

Not Sure Where to Start?

CAEH can help scope the problem first and then recommend the right mix of review, training, facilitation, coaching, or leadership coaching.



TRAINING

Foundational Practice

TRAINING

Homelessness 101

Build a clear understanding of homelessness, its root causes, and the approaches that help communities respond effectively. A flexible foundational session that challenges common myths and builds a more accurate picture of homelessness in Canada. Participants explore root causes, system dynamics, and the shift in thinking and practice required to reduce and end homelessness.

BEST SUITED FOR	Frontline staff, organizational and system leaders, community leaders, and community members.
DELIVERY	In-person: 2 hours to 1 full day. Virtual: 2 hours to 1.5 days. In-person minimum 8; virtual 8-40.

PARTICIPANTS WILL

- Understand root causes, history, and definitions of homelessness.
- Recognize how thinking, power dynamics, housing, and supports influence outcomes.
- Identify best practices associated with reducing and ending homelessness.

TRAINING

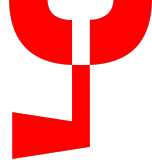
Philosophy, Principles, and Practice: Housing First Essentials

Connect Housing First philosophy to the day-to-day practices that support housing stability and recovery. This training provides a practical introduction or refresher on Housing First. It distinguishes philosophy, principles, and practice, and helps teams understand what quality Housing First implementation looks like within a broader system of care.

BEST SUITED FOR	Frontline staff, organizations, and system leaders supporting Housing First and homelessness responses.
DELIVERY	In-person: half-day, full-day, or two-day formats. Virtual: tailored to need. In-person minimum 8; virtual 8-30.

PARTICIPANTS WILL

- Explain the core principles of Housing First and why they matter.
- Distinguish a Housing First intervention from programs that are simply Housing First-friendly.
- Connect quality Housing First practice to the wider system of care.



TRAINING

Housing-Focused System Practice

TRAINING

Housing and Recovery Focused Thinking: Shifting the “Managing Homelessness” Mindset

Move from managing homelessness to supporting housing, recovery, stability, and participant-defined goals. This training helps teams examine the assumptions that shape service delivery and adopt a recovery-oriented, housing-focused approach. It integrates Housing First, harm reduction, trauma-informed practice, assertive engagement, and diversion into a practical framework for everyday work.

BEST SUITED FOR	Frontline staff, organizations, and system leaders seeking a stronger housing- and recovery-focused practice.
DELIVERY	In-person: 1 day without Diversion or 2 days with Diversion. Virtual: three or five 4-hour blocks. In-person 8-40; virtual 8-30.

PARTICIPANTS WILL

- Differentiate between managing homelessness and supporting pathways out of homelessness.
- Use a housing-focused framework grounded in recovery and participant goals.
- Connect Housing First, harm reduction, trauma-informed practice, assertive engagement, and diversion.

TRAINING

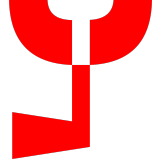
Changing the Course of Homelessness: Diversion and Prevention

Equip teams to prevent shelter entry and help people identify safe, sustainable alternatives whenever possible. Diversion is a focused prevention practice for people at immediate risk of homelessness or entering shelter. This practical training covers operational guidelines, language, scripting, and tools that can be adapted to local context and integrated into a homelessness response system.

BEST SUITED FOR	Frontline staff, organizations, and system leaders involved in shelter access, prevention, diversion, and coordinated responses.
DELIVERY	In-person: 1 day (7.5 hours). Virtual: three 4-hour blocks. In-person 8-40; virtual 8-25.

PARTICIPANTS WILL

- Understand diversion as an ongoing prevention practice, not a one-time conversation.
- Use practical questions, strengths-based approaches, and tools at intake.
- Identify how organizational culture and system design can support effective diversion.



TRAINING

Supporting Change

TRAINING

Cultivating Change with Complex Clients

Practical strategies for moving beyond crisis response and supporting meaningful change. People experiencing homelessness may be navigating intersecting needs related to mental health, substance use, trauma, physical health, cognitive functioning, and other areas of life. This interactive training uses Motivational Interviewing, trauma-informed, strengths-based, and harm reduction approaches to help staff create practical opportunities for progress.

BEST SUITED FOR	Frontline staff, case managers, outreach workers, housing support staff, supervisors, and practitioners working with complex and intersecting support needs.
DELIVERY	Interactive training delivered in-person or virtually. Final duration, participant limits, and materials are confirmed during scoping.

PARTICIPANTS WILL

- Use more respectful and precise language when discussing complexity.
- Apply Motivational Interviewing and strengths-based strategies to cultivate change.
- Balance urgent needs with intentional movement toward participant-defined goals.

TRAINING

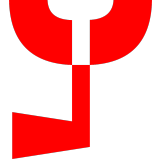
MI on the Fly

Motivational Interviewing adapted for fast-paced, unpredictable work with people experiencing homelessness. MI on the Fly brings Motivational Interviewing and the Stages of Change into the real environments where homelessness-serving staff work - on the street, in shelters, in housing, and during brief windows of engagement. Participants practise concrete skills and adaptations for complex situations.

BEST SUITED FOR	Frontline staff and leaders supporting people who may benefit from behaviour or lifestyle change.
DELIVERY	In-person: 1 full day (7.5 hours). Virtual: three 4-hour blocks. In-person 8-30; virtual 8-25.

PARTICIPANTS WILL

- Understand Motivational Interviewing and the Stages of Change.
- Practice core MI skills in case planning and active engagement.
- Adapt MI for brief encounters, complex needs, and varied cognitive or developmental abilities.



TRAINING

Engagement and Stability

TRAINING

Supporting People Through Change: Assertive Engagement

A robust practice model combining Motivational Interviewing with strengths-based, trauma-informed, and assertive outreach approaches. Assertive Engagement organizes practice around Mind Set, Skill Set, and Heart Set. It combines full MI on the Fly content with strengths-based practice, assertive outreach, trauma-informed care, and practical approaches for supporting marginalized people through change while preserving dignity and relationship.

BEST SUITED FOR	Frontline staff and organizational or management leaders working with people experiencing homelessness or complex needs.
DELIVERY	In-person: two back-to-back days (15 hours). Virtual: five 4-hour blocks. In-person 8-30; virtual 8-25.

PARTICIPANTS WILL

- Use Motivational Interviewing and the Stages of Change in practice.
- Apply strengths-based and trauma-informed approaches to difficult conversations and outreach.
- Support change with compassion, persistence, boundaries, and respect for participant autonomy.

TRAINING

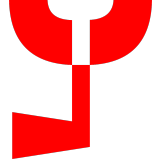
Sustaining Success Through Substance Use

Support housing stability and progress when substance use is part of a person's life. This training moves beyond introductory information about substances and overdose response. It helps staff prepare for and respond to substance use in housing and homelessness settings without losing sight of tenancy, participant choice, dignity, recovery, and long-term goals.

BEST SUITED FOR	Housing and homelessness staff, case managers, outreach workers, shelter and supportive housing staff, supervisors, and community partners.
DELIVERY	Interactive training delivered in-person or virtually. Final duration, participant limits, and materials are confirmed during scoping.

PARTICIPANTS WILL

- Navigate harm reduction and abstinence without imposing a single pathway.
- Respond to substance use while protecting housing stability and supporting recovery.
- Help participants prepare for setbacks, sustain progress, and build on existing strengths.



TRAINING

Case Management and Transitions

TRAINING

Person-Centred Intensive Case Management (ICM)

Build consistent, participant-driven case management that supports housing stability, recovery, and team-based practice. This hands-on training combines Housing First principles, case-management essentials, team-based structure, and person-centred tools. Participants learn how to move beyond crisis-driven practice, strengthen service planning, and support people to take the lead in their own recovery journey.

BEST SUITED FOR	Case managers, aspiring case managers, team leads, and managers of case-management teams.
DELIVERY	In-person: two back-to-back days (15 hours). Virtual: five 4-hour blocks. In-person 8-40; virtual 8-25.

PARTICIPANTS WILL

- Understand quality ICM and how Housing First principles shape practice.
- Use person-centred tools, service planning, and team-based structures.
- Strengthen participant ownership, case-management consistency, and housing-focused support.

TRAINING

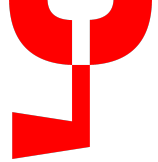
Critical Time Intervention

A structured, time-limited case-management model for supporting people through major transitions. Critical Time Intervention (CTI) uses a phased approach that begins with intensive support and tapers over time as stability and natural supports grow. Training combines evidence-informed foundations with hands-on practice in phased planning, meeting tapering, case conferencing, and program implementation.

BEST SUITED FOR	Frontline staff, case managers, team leaders, supervisors, and leaders supporting people through vulnerable transitions.
DELIVERY	In-person only: two back-to-back days (15 hours). Minimum 8; maximum 40 participants.

PARTICIPANTS WILL

- Apply CTI phases and tapering strategies to participant support.
- Practise CTI case conferencing and structured case-management planning.
- Identify program-level changes needed to support CTI implementation.



TRAINING

Coordination and Documentation

TRAINING

Case Conferencing

Turn recurring meetings into focused, action-oriented problem solving that removes barriers and accelerates progress. Effective case conferencing brings the right people together to solve problems, coordinate resources, and support housing and recovery. This training helps programs and systems design or improve case conferences, so meetings are purposeful, efficient, and linked to clear action.

BEST SUITED FOR	Frontline staff, organizations, and system leaders involved in coordinated or team-based service delivery.
DELIVERY	In-person: 1 day (8 hours). Virtual: three 4-hour blocks; virtual capacity confirmed on request. In-person 8-40.

PARTICIPANTS WILL

- Distinguish case conferencing from case coordination.
- Clarify roles, expectations, agendas, preparation, and follow-up.
- Use practical tools such as action logs, checklists, and structured agendas.

TRAINING

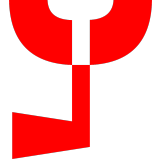
Fundamentals of Documentation in the Homelessness-Serving Sector

Improve case notes and incident reports so documentation supports continuity, accountability, and quality service. Documentation supports effective case management, funder reporting, client interests, staff continuity, and organizational accountability. This practical training helps staff write clearer case notes and incident reports, understand expectations, and practise documentation skills using realistic scenarios.

BEST SUITED FOR	Frontline staff, organizations, and system leaders responsible for case documentation and service records.
DELIVERY	In-person: 1 day (8 hours). Virtual: three 4-hour blocks. In-person 8-35; virtual 8-30.

PARTICIPANTS WILL

- Write clear, useful case notes that support continuity of care.
- Understand documentation obligations, expectations, and ethics.
- Create stronger incident reports using practical templates and applied practice.



TRAINING

Leadership and Workforce

TRAINING

Team Lead Boot Camp

Equip Housing First team leads with the leadership, supervision, collaboration, and quality-assurance skills needed to lead strong teams. Designed for current and aspiring Housing First team leads, this intensive training connects Housing First fidelity with practical leadership. Content can include supervision, team culture, communication, problem solving, landlord engagement, cultural competence, monitoring, and quality assurance.

BEST SUITED FOR	Current and aspiring Housing First team leads, program managers, and selected case-management or community-service leaders.
DELIVERY	In-person preferred: 2-3 days depending on content. Minimum 4; maximum 20. Virtual options available by inquiry.

PARTICIPANTS WILL

- Lead and supervise a Housing First team in fidelity to core principles.
- Strengthen team culture, communication, problem solving, and collaboration.
- Monitor outcomes and support quality improvement in program delivery.

TRAINING

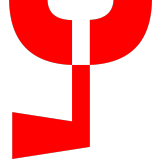
Other- and Self-Care: Trauma-Informed Practice

Connect trauma-informed service with intentional self-care, resilience, and healthier organizational practice. Trauma can shape the experiences of people receiving services and the staff supporting them. This training explores trauma, vicarious trauma, burnout, resilience, trauma-informed care, and practical self-care strategies, while helping teams examine their own workplace practices and processes.

BEST SUITED FOR	Frontline staff, staff supporting people through change, and organizational or system leaders.
DELIVERY	In-person: two full days (16 hours). Virtual: five 4-hour blocks. In-person 8-40; virtual 8-30.

PARTICIPANTS WILL

- Apply practical trauma-informed approaches in day-to-day work.
- Recognize trauma, vicarious trauma, and burnout and respond more effectively.
- Use intentional self-care and workplace reflection to strengthen staff well-being and service quality.



TRAINING

Workplace Mental Health and Specialized Offerings

TRAINING

The Working Mind

Reduce mental-health stigma and build practical skills for healthier, more supportive homelessness-serving workplaces. The Working Mind (TWM), part of the Mental Health Commission of Canada's Opening Minds initiative, helps employees and managers understand mental health, recognize changes, reduce stigma, build resilience, and create more supportive workplace environments.

BEST SUITED FOR	Employees, managers, supervisors, and team leads in organizations serving people experiencing homelessness.
DELIVERY	Employee: 4.5 hours in-person / 5 hours virtual. Manager: 8 hours in-person / 8.5 hours virtual. In-person 8-25; virtual 8-16.

PARTICIPANTS WILL

- Recognize mental-health changes in oneself and others and respond appropriately.
- Use practical coping and resilience strategies.
- For managers, strengthen support, accommodations, and workplace climate.

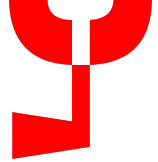
SPECIALIZED AND EMERGING

Population- and Community-Specific Housing First Offerings

CAEH is developing or supporting specialized Housing First learning pathways that respond to distinct community and population contexts. Availability varies by offering.

- Housing First from an Indigenous Perspective
- Training/consultation for development support is available. Full training description is in development.
- Housing First and Veterans
- Training is under development.
- Housing First and Faith Groups
- Training is under development.

Contact CAEH to discuss development support, cultural context, and future availability.



REVIEW SERVICES

Program Review and Improvement

REVIEW SERVICE

Housing First Fidelity Review

A rigorous, improvement-focused assessment of Housing First philosophy and practice. A structured external assessment of how closely a program's philosophy, operations, and service delivery align with core Housing First principles. The review combines multiple evidence sources and translates findings into practical program- and system-level recommendations.

BEST SUITED FOR	Housing First programs seeking validation, improvement, or a clearer picture of fidelity; organizations or systems funding Housing First programs.
DELIVERY	Typically includes preparation, about two days of onsite review per program, analysis, draft-report review, and final reporting. Virtual elements can be scoped as appropriate.

KEY DELIVERABLES

- A detailed report organized around the Housing First fidelity framework.
- Clear recognition of strengths and effective practice.
- Prioritized program- and system-level recommendations, followed by a debrief and report-review conversation.

REVIEW SERVICE

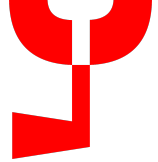
Program or Service Review

A tailored assessment to strengthen quality, alignment, and outcomes in any homelessness-serving program. This review adapts the disciplined structure of a fidelity review for programs not specifically designed or funded as Housing First. CAEH develops a review framework suited to the service model, mandate, local context, participant experience, and relevant best and promising practices.

BEST SUITED FOR	Shelters, housing programs, outreach services, case-management programs, and other homelessness-serving programs seeking an independent improvement review.
DELIVERY	Scope-dependent. May include document and data review, interviews, focus groups, observation, file review, partner discussions, reporting, and an implementation conversation.

KEY DELIVERABLES

- A tailored review framework linked to the service mandate.
- A clear assessment of strengths, gaps, and alignment with relevant practice.
- Practical prioritized recommendations, a final report, and facilitated debrief.



REVIEW SERVICES

System Review and Choosing the Right Review

REVIEW SERVICE

Coordinated Access System Review

A community-wide assessment of how Coordinated Access works in policy, practice, and participant experience. This review examines whether Coordinated Access functions as an integrated, equitable, person-centred process that helps people move from initial access to appropriate housing and supports efficiently. It looks beyond written policy to test how the system operates across organizations, access points, governance, data, and workflows.

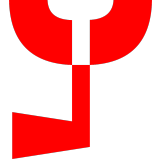
BEST SUITED FOR	Communities and system leaders responsible for Coordinated Access design, implementation, governance, data, and continuous improvement.
DELIVERY	Scope-dependent. Includes system scoping, document and data review, multi-stakeholder engagement, process observation/testing, reporting, leadership debrief, and action planning.

KEY DELIVERABLES

- A community-wide assessment of Coordinated Access design and implementation.
- Prioritized recommendations across governance, operations, data, equity, and practice.
- A final report, leadership debrief, and action-planning conversation.

Which Review Fits?

Primary subject	A Housing First program	Any defined program or service	The community-wide Coordinated Access system
Primary standard	Established Housing First fidelity framework	Tailored framework based on mandate and relevant practices	Coordinated Access requirements, effective system practice, and local design
Primary result	Fidelity findings and improvement recommendations	Quality and alignment findings with practical recommendations	System-wide findings across governance, operations, data, and participant experience



NEXT STEPS

Working with CAEH

CAEH services can be tailored to the audience, local context, and desired outcome. We will work with you to clarify the need, recommend an appropriate service, and confirm delivery requirements before the engagement begins.

Training Experience

1. Instructor-led delivery, with in-person and virtual options depending on the service.
2. Interactive learning may include discussion, applied exercises, role play, breakout work, reflection, and practice.
3. Many training courses include access to the CAEH learning management system, downloadable resources, and a certificate of completion when requirements are met.
4. CAEH generally asks participating organizations to include management or leadership representation so learning can translate into organizational practice.

Pricing

Pricing changes depending on training and review scope and length. Trainings packages can range in price from a couple thousand to tens of thousands of dollars. We work with teams on projects of various size and complexity. We will provide a fully customized quote for your team's objectives, aims, and context. Please Contact CAEH for current pricing.



Request More Information

Tell us what is happening in your program, organization, or community. We can help identify the right starting point and scope the support around the outcome you need.



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Charitable Registration #803254804RR0001