



Training to End Homelessness: Literally at Your Fingertips

CAEH23 – November



CAEH Training &
Technical Assistance

Free Housing First Online Onboarding Module

Password:

HF 101





THE CANADIAN ALLIANCE TO END HOMELESSNESS

The CAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Canada.

caeh.ca



Advocacy

The CAEH advocates for the federal and provincial policy changes needed to end homelessness.



Data & Policy

Revolutionizing the way communities and governments use data to end homelessness.



Allied Networks

The CAEH supports several allied networks working toward our shared mission of ending homelessness.



National Conference on Ending Homelessness

Join us for the 2023 National Conference on Ending Homelessness, Nov 8-10, 2023 in Halifax.

conference.caeh.ca



Built for Zero Canada

Helping a core group of leading communities end chronic and veteran homelessness.

bfzcanada.ca

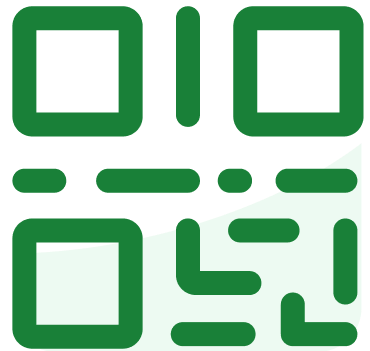


Training & Technical Assistance

Helping communities and organizations end homelessness with expert training and technical assistance.

training.caeh.ca

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Join at slido.com
#040899

 Start presenting to display the joining instructions on this slide.

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Please scan this QR code or use the web address and log in on your device. Then enter where you are from. Then add another response to tell us your role.

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Who currently provides your staff training?

ⓘ Start presenting to display the poll results on this slide.

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What form of training is provided?

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If your training is mandated, who mandates it?

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Are staff that receive initial training required to partake in ongoing training/PD?

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What are the barriers for your staff to receive training they require?

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What are the strengths of the training that is provided for your organization?

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What are the weakness? What training is currently missing?

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Other than the lack of housing, what is preventing your organization from effectively performing its role in ending homelessness?

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What was missing from the list in the previous question?

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If there are "other" reasons, list them here.

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Which of these areas are true or factors in your organization?

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Training provided to staff in my organization is...

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Do you think changes in staff training could improve your ability to retain staff and better support program participants?

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When new staff are hired, do they generally already have some or all of the necessary training or do they need training post hiring?

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Do you think staff are prepared for their specific work through the training they receive?

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What are the roadblocks and/or excuses for NOT having or providing an appropriate training routine in your organization?

Head over Heart

- Practitioners and professionals get into this work because of their hearts
- The sector attracts a specific type of person
- We need to care enough to think – to have big enough hearts to use our brains
- Evidence Based Revolution
- Structure





Why is this Important?

- Evidence Based Best and Promising Practices Mean Changed Lives
- Staff Structure and Investment Leads to Staff Retention
- Landlord Relations
- Community Relations
- Structure as TIC – for staff as well as participants

Mental Health and Trauma for Staff



BLOG

Understanding Workplace Mental Health in the Homeless Service, Supportive Housing, and Harm Reduction Sectors

-Nick Kerman, Centre for Addiction and Mental Health (CAMH)



- 701 service providers surveyed
- 79.5% reported decline in mental health over pandemic
- Frontline workers at greatest risk
- Moral Distress common, risking “[Systems Trauma](#)” (Nick Kerman, John Ecker, et al., 2022)
- 89% service providers had direct exposure to critical events during careers
 - Overdose 58.2%
 - Physical Assault without injury 52.1%
 - Threat of death/serious injury 46.1%
 - Suicide or near fatal attempt 27.8%

Importance of Training

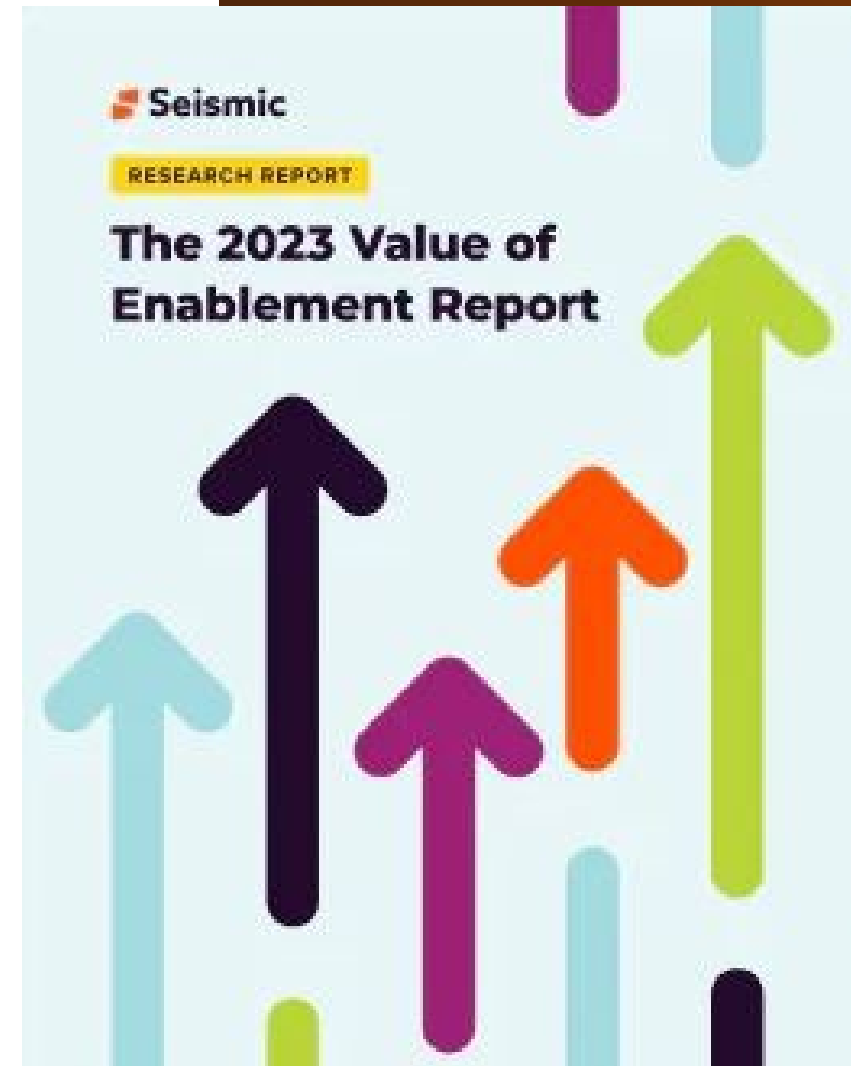
- 95% of survey participants support sector-wide training ([Understanding the Needs of Workers in the Homelessness Support Sector](#), 2022 – *Homeless Hub*)
- Social support such as staff training is key to promoting their self-efficacy, work morale, and job satisfaction ([The Role of Homeless Shelter Workers: A Study of Staff Serving Homeless Veterans](#), 2022 *Journal of Applied Social Science*)



Impact of Training

1200 Professionals in management and leadership surveyed in the USA and Europe

- 46% say that their employer does not offer training beyond onboarding
- 80% say that upskilling, training, and coaching would help them feel more satisfied with their job
- 50% are considering leaving their employer due to lack of training

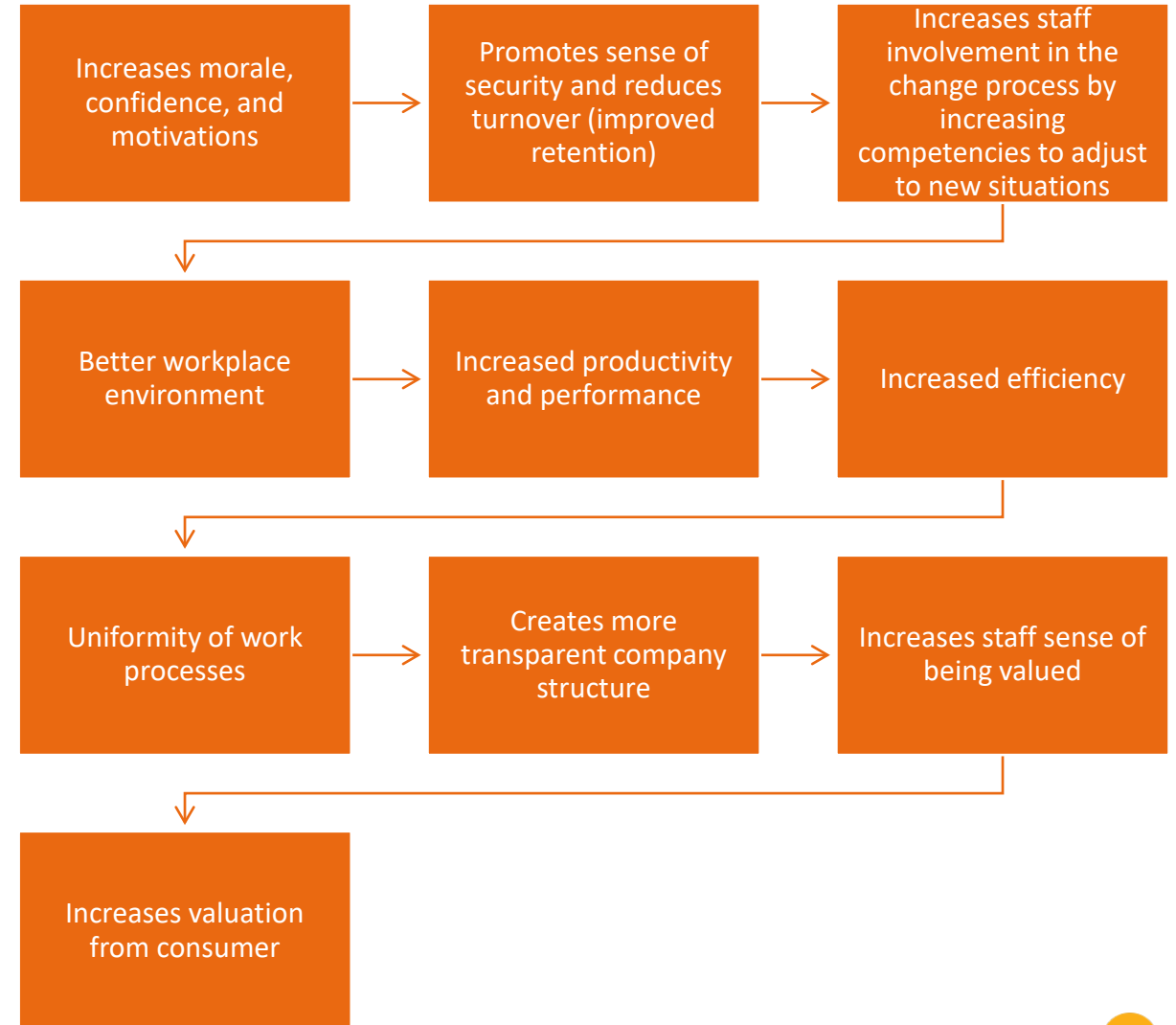


Impact of Training

- 86% of professionals said that they would change jobs if a new employer offered them more opportunities for professional development ([LinkedIn Global Talent Trends Report](#), 2022)
- Employees who get professional development opportunities are 15% more engaged and have 34% higher retention ([Better Buys Survey](#), 2022)



Organizational Benefits



A photograph of a man sitting on the edge of a bed in a living room. He is wearing a white and grey plaid short-sleeved shirt, dark pants, a white baseball cap with sunglasses on top, and a watch on his left wrist. He is looking off to the side with a thoughtful expression. The room has a blue patterned bedspread, a black armchair, a side table with a lamp, and framed pictures on the wall.

Impact for Participants

- Receive assistance and support more efficiently
- Person-centred focus rectifies power dynamic
- Increased progress toward life goals
- Longer term more stable housing and “recovery”
- Greater confidence and self-determination
- Restored trust and connection
- Greater support and capacity to navigate “failure”
- Improvements in physical health, mental health, substance use
- Reduced risk
- More opportunity for individual choice
- Increased hope



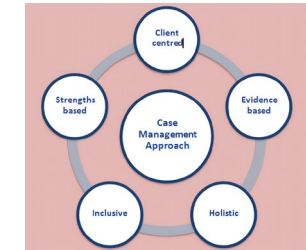
Homelessness 101



Housing First 101



Assertive Engagement (MI)



Case Management Practices (Person-Centred)



Trauma-Informed Care Self-Care



Harm Reduction



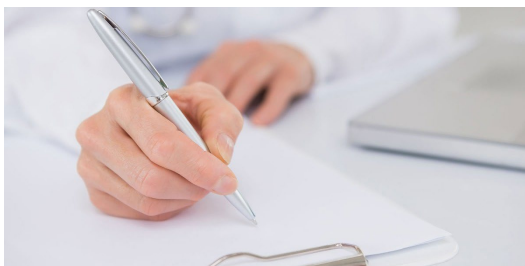
Concurrent Disorders



Marginalized Populations



Housing Focused Thinking



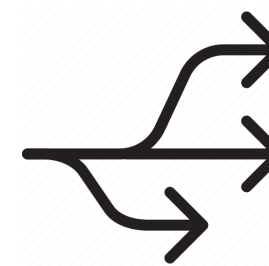
Case Notes Documentation



Cultural Competency



Indigenous Perspectives



Divergence/Prevention, System Coordination

Training Strategy



ONBOARDING



LIVE SESSIONS



SYSTEM LEAD



OUTCOME
MONITORING



EVALUATION AND
ADJUSTMENT



Training is More than Training



**Leadership
Support**



**Included in
Policy**



**Follow-
up/Practice**



**Reinforcement
and Celebration**



TTA Live Training Model



Phase 1

Preparation to determine desired impact and methods for measurement



Phase 2

Training event to deliver the strategically desired content



Phase 3

Post-training follow-up to gather data and results related to Phase 1 activity

Thank You



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Do you have any questions for us?