

# SEATTLE/KING COUNTY HOMELESS SYSTEM TRANSFORMATION

## CAPACITY BUILDING PLAN: TRAINING & FORUMS

Recommendations and requests can be sent to [triina.van@allhomekc.org](mailto:triina.van@allhomekc.org)

This Capacity Building Plan is intended to create learning opportunities to assist key stakeholders in implementing critical shifts to the homeless housing system. Stakeholders are encouraged to identify learning opportunities that are most pertinent to their work. All Home works to elevate the voices of local experts, to integrate racial equity as a component to each learning opportunity, and elevate the voices of people of color and those with lived experiences of homelessness. The topic areas listed below are not exclusive, nor do they include trainings that are hosted/sponsored by other community partners.

**The Capacity Building Plan is organized by 6 tracks:**

1. Taking Housing First to Scale
2. Racial Equity and Social Justice
3. System Performance Improvement: Exits to Permanent Housing
4. System Performance Improvement: Length of Time Homeless
5. System Performance Improvement: Returns to Homelessness
6. Building a Data-Driven Culture

**Each learning opportunity may be targeted for particular audiences:**

- Homeless Housing Service Providers
- Property Owners, Property/Asset Management
- Private Landlords
- Elected Officials
- Funding Partners
- Broader Community and Neighborhoods

Topic Areas & Descriptions	Audience	Frequency
<b>Track 1: Taking Housing First to Scale</b> Understanding how to integrate Housing First principles throughout our system.		
<b>What is a Housing First System?</b> Housing First is a proven method of ending all types of homelessness and is the most effective approach to ending chronic homelessness. Housing First offers individuals and families experiencing homelessness immediate access to permanent affordable or supportive housing. Without clinical prerequisites like completion of a course of treatment or evidence of sobriety and with a low-threshold for entry, Housing First yields higher housing retention rates, lower returns to homelessness, and significant reductions in the use of crisis service and institutions.	Homeless Housing Providers (services and property management) Private Landlords Elected Officials Funding Partners	2x/Year
<b>Fair Housing</b> (hosted by <a href="#">King County Office of Civil Rights</a> ) Understanding Fair Housing laws and the rights and responsibilities of property owners in furthering Fair Housing.	Each training is geared for a different audience	Quarterly
<b>Best Practices in Homeless Housing - Property Management and Service Delivery Partnerships</b> Integrating service delivery and property management to best ensure access to and provision of safe, affordable housing for people with experiences of homelessness.	Homeless Housing Providers (Services and property management)	2x/Year

Topic Areas & Descriptions	Audience	Frequency
<b>Track 2: Racial Equity and Social Justice</b> Linking Homeless Housing issues with Racial Equity and Social Justice issues		
<b>Cultural Humility</b> Increasing competence to work with people from cultures not your own.	Homeless Housing Providers (primarily direct service providers)	Quarterly
<b>Understanding legal services and the rights of people experiencing homelessness</b> Increased awareness and understanding of practices that criminalize homelessness and discussions on opportunities to influence change to combat hostility, blaming, and fear that surround visible poverty.	Homeless Housing Providers (services and property management) Private Landlords Elected Officials and funders Broader Community and Neighborhood	2x/year
<b>Understanding historical trauma and the neuroscience of poverty</b> Why an individual or a community might choose not to access services? Why might an individual or community seem “disengaged” or “not motivated”? What does historical trauma potentially have to do with behavior? How does poverty disable smart people from making smart decisions?	Homeless Housing Providers (primarily direct service providers)	2x/year
<b>Track 3: System Performance Improvement: Exits to Permanent Housing</b> Strategies to improve efforts to assist people in quickly exiting homelessness to permanent housing		
<b>Critical Time Intervention</b> Critical Time Intervention (CTI) is a time-limited, evidence-based practice that mobilizes support for society’s most vulnerable individuals during periods of transition. It facilitates community integration and continuity of care by ensuring that a person has enduring ties to their community and support systems during these critical periods. CTI has been applied with veterans, people living with mental illness, people who have experienced homelessness, people in prison, and many other groups.	Rapid Re-Housing Providers	2x/year
<b>Progressive Engagement</b> Progressive engagement refers to a strategy of providing a small amount of assistance to everyone entering the homelessness system. For most households, a small amount of assistance is enough to stabilize, but for those who need more, more assistance is provided. This flexible, individualized approach maximizes resources by only providing the most assistance to the households who truly need it. The approach is supported by research that household characteristics such as income, employment, substance use, etc., cannot predict what level of assistance a household will need.	Homeless Housing Providers	2x/year
<b>Track 4: System Performance Improvement: Length of Time Homeless</b> Strategies to improve efforts to reduce the length of time people experience homelessness		
<b>Rapid Re-Housing</b> Rapid Re-housing is a Housing First practice which pairs short-term rental assistance, supportive case management with housing location. It often includes a progressive engagement approach to the delivery of services and financial assistance. In addition to service delivery, program models and housing location, training may also include best practices in fiscal operations to ensure systems are in place to provide rent assistance rapidly.	Homeless Housing Providers	2x/year

Topic Areas & Descriptions	Audience	Frequency
<p><b>Diversion</b>            Diversion is a strategy that prevents homelessness for people seeking shelter by helping them identify immediate alternative housing arrangements, and if necessary, connect them with services and financial assistance to help them return to permanent housing. Diversion programs can reduce the number of people becoming homeless, the demand for shelter beds, and the size of program wait lists.</p>	Homeless Housing Providers	2x/year
<p><b>Motivational Interviewing</b>            Aa set of person-centered communication techniques focused on being empathic, nonjudgmental and supportive by asking open-ended questions, using reflective listening, sharing the agenda setting, eliciting pros and cons of change, and inquiring about the importance and confidence of making a change.</p>	Homeless Housing Providers	2x/year
<p><b>Accessing Housing in Challenging Rental Markets</b>            Exploring innovative solutions to engaging landlords and identifying creative housing solutions in high cost rental markets.</p>	Homeless Housing Providers	2x/year
<p><b>Trauma-Informed Care</b>            Learn core principles and practices to become trauma aware and knowledgeable about the impact and consequences of traumatic experiences for individuals, families and communities.</p>	Homeless Housing Providers	2x/year
<p><b>Track 5: System Performance Improvement: Returns to Homelessness</b>            Strategies to improve efforts to assist people in retaining housing and preventing them from re-experiencing homelessness in the future</p>		
<p><b>Cross-Training/System Planning with Behavioral Health System</b>            Overview of the Crisis System and resources available to people facing crises related to physical health, mental health or substance use.</p>	Homeless Housing Providers (primarily direct service providers)	2x/year
<p><b>Other cross-systems trainings will be shared as they arise from community partners</b></p>		
<p><b>Track 6: Building a Data-Driven Culture</b></p>		
<p><b>Bit-Focus Trainings:</b>            Clarity General Training in order to access HMIS: <a href="http://kingcounty.hmis.cc/training/schedule-a-training/">http://kingcounty.hmis.cc/training/schedule-a-training/</a>            Online End User Help Portal: <a href="http://help.clarityhs.com/">http://help.clarityhs.com/</a></p>	Homeless Housing & Service Providers	As needed

## CAPACITY BUILDING PLAN: ADDITIONAL RESOURCES

Resource	Details and Background	Date Available	Cost
<b>Risk Mitigation Funds</b>	<p>Eligibility:</p> <ul style="list-style-type: none"> <li>Shelter, transitional housing, and permanent housing programs (site-based) participating in coordinated entry with reduced screening criteria</li> </ul> <p>Purpose:</p> <ul style="list-style-type: none"> <li>To offset any unanticipated costs associated with operating facilities related to impacts of reduced screening criteria</li> <li>To explore the true operating costs of facilities</li> </ul>	Currently operating, contact Triina Van (triina.van@allhomekc.org) with questions.	\$120,000 of funding available
<b>Behavioral Health Supports</b>	<p><b>Mental Illness and Drug Dependency (MIDD) Young Adult Facility</b></p> <p>The MIDD 2 Executive Priorities include a NEW Young Adult Crisis Facility to provide community-based treatment beds for young people (ages 18-26) in crisis. Further details have not yet been determined.</p>		\$1.43M of MIDD 2 funds allocated
<b>Behavioral Health Supports</b>	<p><b>Access to Behavioral Health and Recovery Division Housing Resources</b></p> <p>The King County Coordinated Entry for All (CEA) team has worked closely with the Behavioral Health and Recovery Division (BHRD) to make connections to BHRD housing resources for people with acute mental and physical needs whenever possible.</p>	N/A	N/A
<b>Veterans Training Support Center (VTSC)</b>	The Veterans Training Support Center provides continuing educational opportunities and professional development to those who provide direct service to veterans and their family members.	Ongoing, see <a href="#">website</a> for list of upcoming trainings.	Free
<b>NAEH Webinars</b>	Past Conference Materials and Periodic Webinars on a variety of related topics can be found on the National Alliance to End Homelessness <a href="#">website</a> . Sign up for their newsletter to receive updates and invitations to learning opportunities here: <a href="http://www.endhomelessness.org">www.endhomelessness.org</a>	Ongoing	Free
<b>USICH Webinars</b>	Periodic Webinars and Publications can be found on the USICH <a href="#">website</a> . Sign up for their newsletter here: <a href="http://www.usich.gov">www.usich.gov</a>	Ongoing	Free
<b>Learning Circles</b>	Learning Circles will continue to be utilized periodically for specific interventions, such as Rapid Re-Housing and Diversion, to dedicate space to continued learning and peer learning.	Ongoing	N/A