



NC 507
Wake County Continuum of Care
Ending Homelessness Academy
2021 Catalog



Introduction

Communities across North America are working to develop and implement effective and efficient programs and services to address homelessness. However, it is not often that communities dedicate time and resources to intentionally look inward to identify opportunities to make changes to its service orientation and programming with the goal of improving outcomes for its clients. The Raleigh Wake Partnership to End and Prevent Homelessness has recognized the need to investigate how our community practices and service delivery can be improved to ensure excellence for the individuals and families experiencing homelessness within the Wake County community.

Success can only be achieved however if all available programs, services and supports continue to validate that housing is a core value and fundamental right, and not something that people need to *earn* as a reward, or conversely *lose* as consequence. A Housing Focused approach with Harm Reduction and Trauma-Informed Care tenets provide a framework and service orientation to safe and effective homelessness prevention, emergency shelter and re-housing efforts.

We believe that when there is adherence to best and promising practices, programs, organizations and communities see results in their long-term efforts to end homelessness that are tangible, inspiring, and innovative. Housing focused, trauma-informed progressive engagement is critical to any approach to change the manner with which those experiencing homelessness are identified, connected to housing, and supported in their housing.

Building a Housing-Focused Community

Preventing and ending homelessness in community is no longer rocket science. The greatest challenge rests in creating a system of care which functions at optimal capacity in a sustainable fashion. However, a system is only going to be as effective as homeless service providers are able to implement policy and best practices throughout their programs and through the direct provision of evidence-based practices and service delivery. Understanding that we experience high levels of turnover, new positions added (and lots have been added this year due to COVID), and seasoned staff who have been operational in the field for decades, the standardization of practice is not without challenges. Staff development through training and ongoing support with implementation and technical assistance can ensure our community is functioning at its highest capacity, increasing efficiencies and positive outcomes, while at the same time reducing trauma for households experiencing homelessness.

The Raleigh Wake Partnership is pleased to partner with OrgCode to offer the *Ending Homelessness Academy 2021* to our Wake County homeless service providers and Wake County community.

OrgCode Consulting, Inc. works with non-profits, government, private companies and non-governmental organizations. A nationally recognized organization OrgCode excels in strategy, planning, training, research, community engagement, and positive social change.

Ending Homelessness Academy 2021

The *Ending Homelessness Academy 2021* provides frontline staff, managers, and community leadership intensive training and support from national experts at OrgCode Consulting, Inc. Over the course of 6-7 months, the Raleigh Wake Partnership is offering a menu of homelessness

response topics that will provide participants excellent foundational knowledge and strategies for ending homelessness in Wake County.

Registration Information

Courses are free and open to Wake County homeless service providers and community leaders. Registration links are provided in the course descriptions below. Certificates will be awarded to participants that attend 100% of the trainings.

March 19, 2021

Diversion (3 hours) Spend 3 hours examining how homelessness prevention, shelter diversion and rapid resolution strategies can reduce the inflow of households into the homelessness response system while promoting resiliency and self-sufficiency in ensuring if a person does become homeless, they do not remain homeless for long. Among the topics covered: crisis intervention mindset; flexible problem solving and financial supports; maximizing resiliency; setting up where and when to conduct diversion; how to focus on rapid resolution with those that cannot be safely and appropriately diverted; and, data that matters to diversion, prevention and rapid resolution. *This training would be appropriate for anyone who is at the 'front door' of the system, especially for those who are part of the triage and referral process around shelter access.*

<https://attendee.gotowebinar.com/register/113890026797500940>

April 6, 2021

Data is a Four-Letter Word (3 hours) Data. We know it is a four-letter word. It makes policy wonks salivate lustfully and makes many front-line practitioners run for the hills. Truth is that data doesn't have to be scary or cumbersome or a nuisance. Done right, data is the ace up your sleeve to make your program transition from good to great. Data can let your system understand what it is doing well, and where improvements need to be made. This two-hour session, *meant for anyone who is responsible for entering and/or evaluating data and program and/or system performance*, gets at the heart of why data and evaluation are critical to the work we do.

<https://attendee.gotowebinar.com/register/5889559736338635791>

April 27, 2021

Trauma Informed Care (3 hours) *Intended for anyone and everyone*, Trauma-informed care is not a therapy, intervention, or specific action. It is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives. Trauma is extreme stress that overwhelms a person's ability to cope. It can be an event, a series of events, or set of circumstances that harms a person's physical or emotional well-being. Attendees will leave with a better understanding of how to recognize symptoms of trauma in consumers, and to respond to that knowledge by having better informed policies, procedures, and practice.

<https://attendee.gotowebinar.com/register/8628321155448330764>

May 11, 2021

Strategies for Engagement: Motivational Interviewing and Assertive Engagement (2.5 hours)

Motivational interviewing is a counseling approach developed in part by clinical psychologists William R. Miller and Stephen Rollnick. It is a directive, client- centered counseling style for eliciting behavior change by helping clients to explore and resolve ambivalence about change. Participants will better understand the Stages of Change, and how to use Assertive Engagement and Motivational Interviewing to support consumers. *As practical strategies for engagement, this training is intended for anyone providing direct services within the CoC.*

<https://attendee.gotowebinar.com/register/4135830993564999436>

May 25-26, 2021

Housing Based Case Management (6 hours; 2 ½ day sessions): How can you ensure at least four out of five people you serve stay housed forever, especially if they have higher acuity? Building on more than two decades of research, practice and evaluation, this workshop will walk participants through the essential tasks and important practices that will increase housing retention, while also lowering the household's acuity and improving quality of life. *This training is appropriate for anyone providing Rapid Re- Housing, Permanent Supportive Housing, or other supportive housing programming.*

Part 1: <https://attendee.gotowebinar.com/register/3723953937800168460>

Part 2: <https://attendee.gotowebinar.com/register/2452724982044658444>

June 15, 2021

Impactful Street Outreach (3 hours) *Targeted for any agency providing street outreach within the Raleigh Wake CoC geographic region,* the focus of this three-hour course is how to have an impact in street outreach such that people can move from being unsheltered to having a place to call home. Among the topics covered: safe and respectful engagement; understanding unsheltered homelessness; distinguishing contact driven outreach from housing-focused outreach; clarifying the role of outreach; interface with law enforcement; the service orientation for effective outreach; assessing encampments; and, measuring outreach.

<https://attendee.gotowebinar.com/register/8327877404135541516>

July 6-7, 2021

Housing Focused Sheltering (6 hours; 2 ½ day sessions): Shelters are a critical part of the crisis response system, and when operated effectively have a strong housing orientation which have the shortest possible lengths of stay and the least number return to shelter in the future possible. This training focuses on transforming shelters as a critical part of ending homelessness when they have a strong housing orientation. From intake procedures to staff engagement strategies; rules to barring

practices; built form considerations to approaches to housing engagement that aim to increase efficiencies, reduce trauma to shelter guests, and increase positive exits to permanent housing solutions. *Intended audience is for anyone providing emergency sheltering within the community.*

Part 1: <https://attendee.gotowebinar.com/register/1066711410395926028>

Part 2: <https://attendee.gotowebinar.com/register/7135871559696257804>

Aug 3, 2021

VI-SPDAT Vulnerability Index – Service Prioritization Decision Assistance Tool (VI- SPDAT) (3 hours) This is an in-person or web-based training that covers the development of the VI-SPDAT triage tools and how they fit within the full SPDAT suite of tools. Participants will come to understand the best and emerging practices as well as the service orientation that is expected of anyone who is conducting the VI-SPDAT triage with clients in your community. Attendees walk away with a much deeper understanding of the tool and its intended purpose.

<https://attendee.gotowebinar.com/register/8149869770133651468>

Sneak Peek at What's Ahead!

We are excited to announce the following courses will be rolling out later this year, too! Stay tuned for dates and registrations information forthcoming.

Onboarding Essentials (pre-recorded; 2 hours): Most appropriate for new staff, volunteers or board members that you need to get up to speed on the basics, this two hour training covers the basics of: homelessness 101; Housing First 101; the privilege of service; the most common types of services in a system of care, and who leads/manages the system of care; where funding comes from and how funding decisions are made; data and measuring outputs and outcomes; boundaries; why privacy and confidentiality is important; why racial equity and inclusion matter; an introduction to the service orientation of working with people who are homeless or marginally housed; and, the basics of self-care.

Conducting a System Check Up: A Session for Community Leaders, Agency Executives and Funders (3 hours) *This session is designed for leaders of the homelessness response in a local community, executives of organizations that deliver homeless services, and funders.* After outlining why a system check-up is so important, the session examines how shared principles govern the system, the roadmap to ending homelessness, a holistic view of system components, regular monitoring, when a deeper dive is needed for system performance, how to invest in change and spend on impact, and how to apply an equity lens in this part of the work.

How to be a High Functioning CoC (3 hours) How do you manage your system of care? What are the most advantageous approaches to governance? How do you manage the small and large P politics of what you do? *For anyone that is a staff person or board member of a Continuum of Care*, this training is designed to help you focus all that you do on being a high-functioning system of care, with remarkable attention to proven practices, and funding decisions that reinforce the desired changes you wish to see in your community.