

July - December 2020



OrgCode

Online Trainings &

Learning Collaboratives

Professional Development in the Homelessness Response and Housing Support System

Section 01

Online Trainings

OrgCode's Most Popular Trainings are Now Available Online!

Got new staff you need to onboard and need an affordable training option? Got seasoned staff where you want to provide reminders of the basics? Do you have people in positions that have never received training? Looking to continuously improve?

In light of the pandemic, we have taken our most popular trainings and have amended them for online learning. While we would love to be in your community providing training, we know that isn't likely possible or practical on many levels for the time being. Browse the offerings. Each one is offered more than once (don't sign up for more than one of the same course!). The cost is per registration*. If you all want to huddle around the same computer and participate, who are we to stop you!**

Trainings are live*** and interactive. Don't plan on staring at the screen mindlessly or being distracted during the webinar. Expect surveys, polls and questions asked of participants that should cause critical thinking and refinements of practice. Expect engaging content from the instructors.

We have outlined all of our training offerings until the end of 2020. If you register for any course before the end of June, take 20% off using the discount code ORGCODE

See something in the course offerings that you want just for your team or customized for your community? We are still available to do that as well. If that is what you want, email us at info@orgcode.com

Looking for a more in-depth engagement with the subject matter? Make sure you check out the Learning Collaborative section. Space is limited in the Learning Collaboratives.

* Costs per registration are outlined for each training, and vary by length of training. Each registration is subject to a 3% processing fee and \$.30 service charge per transaction. These are charged by Stripe and GoToWebinar, not by OrgCode.

* * The SPDAT Train the Trainer is a cost per person, and does not lend itself to huddling around a computer together.

* * * The Onboarding Essentials Training was recorded live, but is not offered live. All other trainings have OrgCode staff facilitating engagement with the content in real time during the webinar.

Housing-Focused Shelter

Pioneers in strategies and approaches that ensure shelter is a process rather than a destination, OrgCode's three hour course focuses on how to ensure people only stay in shelter if there are no other safe and appropriate options, and if they do stay in shelter to ensure the stay is as supportive, but as brief as possible. Topics covered include: reimagining intake; diversion practices that work; enhanced engagement early in shelter stays; identifying and rejuvenating connections with longer-term stayers; examining staff roles across shifts; examining amenities and activities; appropriate rules and expectations; and, core service orientation.

A deeper, longer-term exploration of the topic is also available in the Learning Collaboratives.

Dates offered & registration links

(click the one you want to register for):

[July 22 @ 1pm Eastern](#)

[September 28 @ 1pm Eastern](#)

[November 24 @ 1pm Eastern](#)

Cost per registration: \$120 US + p&sc



Impactful Street Outreach

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.

A deeper, longer-term exploration of the topic is also available in the Learning Collaboratives.

Dates offered & registration links

(click the one you want to register for):

[August 14 @ 1pm Eastern](#)

[October 16 @ 1pm Eastern](#)

[December 18 @ 1pm Eastern](#)

Cost per registration: \$120 US + p&sc



Housing-Based Case Management

OrgCode's most popular training, the focus of this three hour course is to learn critical skills to enhance housing stability. Aligned to evidence and built upon experience, this training is filled with practical knowledge for Rapid ReHousing, Permanent Supportive Housing and Intensive Case Management practitioners. Among the topics covered: foundations and principles of Housing First; steps and focus of support; strategies to secure housing and liaise effectively with landlords; goal setting; placemaking; building and community orientation; weekly case review structure; and, helping participants exit to independence when possible.

Dates offered & registration links

(click the one you want to register for):

July 9 @ 1pm Eastern

September 4 @ 1pm Eastern

November 13 @ 1pm Eastern

Cost per registration: \$120 US + p&sc



Reducing Harm & Promoting Wellness

The basics of harm reduction in homelessness and housing services is covered in this fast-paced, and at times raw 90 minute webinar that looks at how to best support people who use alcohol or other drugs, as well as how to best support people who are homeless or precariously housed and involved in sex work. Topics covered include: 4 responses to substance use; defining harm reduction; continuum of responses; examples of harm reduction practice in homelessness and housing; why harm reduction is not enabling; understanding substances frequently used by people who are homeless; understanding sex work; promoting safety and reducing harm in sex work; and, supports to help people reduce or exit sex work.

Dates offered & registration links

(click the one you want to register for):

[September 8 @ 1:30pm Eastern](#)

[November 17 @ 2pm Eastern](#)

Cost per registration: \$40 US + p&sc



Onboarding Essentials

Got new staff, volunteers or board members that you need to get up to speed on the basics? We've designed this two hour training to include: 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. Content is customized for an American audience and a Canadian audience.

Dates offered & registration links (click):

AMERICAN DATES AND TIMES	CANADIAN DATES AND TIMES
<u>July 7 @ 1pm Eastern</u>	<u>July 3 @ 1pm Eastern</u>
<u>August 12 @ 1pm Eastern</u>	<u>August 13 @ 1pm Eastern</u>
<u>September 18 @ 1pm Eastern</u>	<u>September 17 @ 1pm Eastern</u>
<u>October 14 @ 1pm Eastern</u>	<u>October 15 @ 1pm Eastern</u>
<u>November 11 @ 1pm Eastern</u>	<u>November 12 @ 1pm Eastern</u>
<u>December 3 @ 1pm Eastern</u>	<u>December 1 @ 1pm Eastern</u>

Cost per registration: \$60 US + p&sc



Please note: unlike all other online training and learning collaborative offerings, this is a pre-recorded (NOT LIVE) training.

01 Online Trainings

Prevention, Diversion &

Rapid Resolution

Spend 90 minutes examining how to best provide prevention services, implement diversion, and promote resiliency and self-sufficiency in ensuring if a person does become homeless, they do not remain homeless for long. Among the topics covered: problem-solving 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.

While this material is touched upon in the Housing-Focused Shelter training, it is provided in considerable more detail in this webinar.

Dates offered & registration links

(click the one you want to register for):

[August 10 @ 2pm Eastern](#)

[October 13 @ 2:30pm Eastern](#)

[December 4 @1pm Eastern](#)

Cost per registration: \$40 US + p&sc



The Basics of Trauma-Informed Care in Homelessness and Housing Programs

Trauma and the basics of trauma-informed care in the context of homelessness and housing programs is covered in this three hour webinar, which is a must for all staff that have direct interaction with program participants. Topics covered include: defining and understanding trauma; principles of a trauma-informed approach; applications of a trauma-informed approach in program design and operations; and, implications to an organization when they become trauma-informed.

Dates offered & registration links

(click the one you want to register for):

[August 11 @ Noon Eastern](#)

[October 19 @ 1pm Eastern](#)

[December 2 @ 1pm Eastern](#)

Cost per registration: \$120 US + p&sc



The Basics of Motivational Interviewing and Assertive Engagement in Homelessness and Housing Programs

Motivational interviewing can be a critical tool used to help inspire and support change. Assertive engagement, the cousin of MI, can be useful when/if change is not happening and there are concerns of harm. This three hour webinar covers the basics and practical applications of MI and AE. Topics covered include: an introduction to MI and AE; principles; application; simple tools; and, preparing and practicing the application.

Dates offered & registration links

(click the one you want to register for):

[September 14 @ 1pm Eastern](#)

[November 16 @ 1pm Eastern](#)

Cost per registration: \$120 US + p&sc



Service Prioritization Decision Assistance Tool (SPDAT)

New versions of the SPDAT and VI-SPDAT have been launched! Learn how to use the newest SPDAT in assessment and case management. We journey through four online modules:

1. Introductory to SPDAT, its relationship to VI-SPDAT, and the first two sections of the instrument;
2. Final two sections of SPDAT and additional section when working with families;
3. Case studies and applying the tool;
4. Applying the SPDAT in housing supports and improving housing retention.

All organizations will receive handouts, copies of the recordings, copies of the presentations and additional information.

Each organization will receive a 60 minute follow-up session 3 months after SPDAT implementation to answer further questions or provide clarification.

CAPACITY: 40 organizations

Dates of online modules (registrants must complete all four dates for the option they choose in order to be able to use the SPDAT):

OPTION 1: July 13, 16, 20 & 23 @ 1pm Eastern

OPTION 2: September 22, 25, 29 and October 2 @ Noon Eastern

OPTION 3: November 23, 26, 30 and December 7 @ 2pm Eastern

Cost per organization: \$800 US + p&sc**

** After paying for one registration, contact OrgCode for a code for others within the same organization to register at no charge.



SPDAT Train the Trainer

If you are already a SPDAT using community, and have used the tool for at least three months, you can apply to become an OrgCode approved trainer of SPDAT. As an OrgCode approved trainer, you are welcome to train as many people in your community on the use of SPDAT - or any SPDAT or VI-SPDAT instrument - without any additional funding provided to OrgCode.

Within the training we will cover: the underlying assumption of the SPDAT suite (all of the SPDATs and VI-SPDATs); how the tools are constructed; what testing and evaluation has taught us about the tools; how the tools are structured and organized and why; how to assemble a training group; what you are permitted to do with the instrument and what cannot be done; all of the questions and components of each tool; and, how to use the tools to improve supports to people who are homeless or have moved into housing.

There are five hours of instruction that must be completed in order to be an OrgCode approved trainer. When registering for the session, you will need to commit to both days for the option you select.

CAPACITY: 50 people

Dates of online modules (registrants must complete both dates for the option they choose in order to be able to train others on the SPDAT):

OPTION 1: August 17 & 24 @ 1pm Eastern

OPTION 2: November 18 & 25 @ 1pm Eastern

Cost per person: \$375 US + p&sc**



** Registrations for this training cannot involve multiple people huddled around a computer participating in the training. The cost is per person trained. If more than one person in your organization is being trained, each will need a separate registration.

Section 02

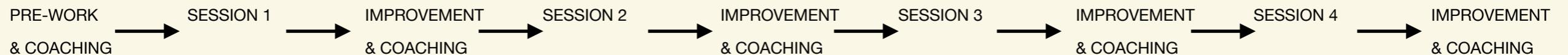
Learning Collaboratives

OrgCode Leads a Deeper Dive on Two Popular Topics!

Sometimes learning benefits from a longer journey than a single webinar. We have two learning collaboratives to offer in 2020:

1. How to Become and Sustain Being a Housing-Focused Shelter
2. Effective Engagement and Housing Solutions for Unsheltered Persons

How does this work? For each learning collaborative we will accept up to 10 organizations. More than one person from the organization can/should participate in the collaborative. It is best if there is a combination of frontline and management staff. Collectively within the organization they will journey with 9 other organizations through the following steps:



PRE-WORK & COACHING:

OrgCode will provide each organization with a workbook outlining the data to prepare and areas of inquiry related to establishing changes for the organization through the collaborative. Goals and intended organizational improvements will be named for each participating organization.

SESSIONS:

OrgCode will provide two-hours of instruction on the each theme for each collaborative. Additional materials and a copy of the presentation will be made available to each organization.

IMPROVEMENT & COACHING:

OrgCode will work one-on-one with each organization to help them develop an improvement and implementation plan for each area of improvement identified by the organization after each online session.

Description of Learning Collaboratives cont'd

Participants in either learning collaboratives will receive:

- webinar instruction and group discussion
- recordings of each live webinar
- up to two hours one-on-one coaching between OrgCode and your organization in the Pre-work stage, between each webinar session, and after the final webinar session (up to 10 hours per organization)
- informational materials and handouts
- data analysis related to your outputs pre- and during improvements
- analysis of your organization's shelter or street outreach policies and procedures

Our expert team will walk you through every step of the deeper dive into either of these subjects. The organizations will journey together and form connections with their peers doing similar work in various jurisdictions.

How is this different from the Online Training? The Online Training is a lighter touch on the subject matter. Online Training also does not interact with organizations to analyze data, identify improvement goals or provide detailed intensive coaching. The smaller number of organizations also allows for more hands-on work with each organization, and provides the ability to develop connections across a smaller number of organizations.

How is this different from in-person learning collaboratives with OrgCode? The most obvious difference is that OrgCode is not able to provide the training or coaching in person, and to be honest and blunt, may not feel as personal or as intensive as in-person coaching. OrgCode also is not able to conduct field shadowing in the online collaborative nor can OrgCode provide field demonstrations on how to implement different strategies that may emerge. Lastly, OrgCode is not compiling recommendations for your entire system of care or your particular organizations, and OrgCode is not developing a longer-term monitoring and implementation plan, which you would find in one of our in-person collaboratives.

The cost is \$4,750 per organization*. If you register for any learning collaborative before the end of June, take 10% off using the discount code ORGCODE. After paying for one registration, contact us at info@orgcode.com for a code for others within **the same** organization to register at no charge. If you would rather be invoiced and pay via check/cheque email info@orgcode.com with LEARNING COLLABORATIVE in the subject line.

* Each organization's registration is subject to a 3% processing fee and \$.30 service charge per transaction if paying by credit card. These are charged by Stripe and GoToWebinar, not by OrgCode.

How to Become and Sustain Being a Housing-Focused Shelter

In the Pre-work phase, data and policies and procedures are analyzed.

From there, four online modules are journeyed through as a collective:

1. The Front Door: defining service for yourself, the community and service users; orienting shelter to be a process, not a destination; the importance of diversion to safe and appropriate alternatives; examining intake
2. Beyond the Front Door: housing-focused engagement; roles of staff; appropriate amenities; establishing expectations; maximizing resiliency of guests; service restrictions; avoiding therapeutic incarceration; core competencies of staff; messaging; physical space considerations
3. Core elements of the Service Orientation and how to practice it in shelter: harm reduction; person-centered, strength-based and non-judgmental engagement; trauma-informed care and sheltering; supporting mental health recovery; progressive engagement
4. Innocent mistakes to avoid or correct: physical distancing; intake spaces; what to call shelter guests; disincentives to housing; etc.

Time will be spent across all modules acknowledging and helping shelters change practices as a result of COVID-19.

CAPACITY: 10 organizations

Dates of online modules:

July 21, September 15, October 20 and December 8 - 1pm ET start for all

Cost per organization: \$4,750 US + p&sc**

[REGISTER HERE](#)

** If paying online, after paying for one registration, contact OrgCode at info@orgcode.com for a code for others within **the same** organization to register at no charge.



6 Goals of the Housing-Focused Shelter Learning Collaborative:

- I. Awareness and knowledge of housing-focused sheltering
- II. Skills to implement housing-focused sheltering practices
- III. Fidelity to the housing-focused shelter model
- IV. Training and support in applying a housing-focused shelter model
- V. Satisfaction with housing-focused shelter model
- VI. Improved shelter functioning.

Effective Engagement and Housing Solutions with Unsheltered Persons

In the Pre-work phase, data and policies and procedures are analyzed.

From there, four online modules are journeyed through as a collective:

1. Orienting street outreach to be impactful and solution-focused: moving from contacts to housing solutions; getting engagement right; prioritizing who to outreach to, why and how to track efforts; engagement with people who resist services; developing and adhering to street outreach standards
2. Realities of the job: what is known about unsheltered homelessness; maintaining personal safety; outreach vs in-reach; responding to ill, injured or deceased outreach participants; tracking and using data; re-finding people already engaged; housing through coordinated entry and independent of coordinated entry
3. Core elements of the Service Orientation and how to practice it in outreach: harm reduction; person-centered, strength-based and non-judgmental engagement; trauma-informed care and sheltering; supporting mental health recovery; progressive engagement
4. Assessing and serving encampments at a system of care: engagement; tracking; mapping; case conferencing; balancing immediate needs with housing solutions; engagement with law enforcement

Time will be spent across all modules acknowledging and helping street outreach change practices as a result of COVID-19.

CAPACITY: 10 organizations

Dates of online modules:

July 15, September 2, October 21 and December 9 - Noon ET start for all

Cost per organization: \$4,750 US + p&sc**

[REGISTER HERE](#)



6 Goals of the Effective Engagement & Housing Solutions Learning Collaborative:

- I. Awareness and knowledge of housing-focused outreach
- II. Skills to implement housing-focused outreach practices
- III. Fidelity to the housing-focused outreach model
- IV. Training and support in applying a housing-focused outreach model
- V. Satisfaction with housing-focused outreach model
- VI. Improved outreach functioning.

** If paying online, after paying for one registration, contact OrgCode at info@orgcode.com for a code for others within **the same** organization to register at no charge.

Section 03

Coaching &

Remote Support

OrgCode is Available to Provide Greater Support and Coaching

Know you need training in an area not named in this overview? Let us know and we can customize an online training for you based upon your specific needs, if the subject matter is within our area of expertise.

Already know the training content, but want more support to journey through practice implementation or making improvements? Let us know and we can assign a coach to assess what is happening and customize an approach to support you, your organization or community.

Once we scope your needs we will provide you a quote. We never want fees to be a barrier. We will customize what we can support with the budget you have available.

Reach out to info@orgcode.com for further assistance.