

Department of Human Services

Training Assessment Results

June 2018



Background

The Department of Human Services (DHS) is rethinking the training requirements in the DHS Management Contract based on feedback from staff and providers. The management contract has over 30 required trainings with little differentiation in terms of audience, frequency, training medium, or relative importance. Therefore, DHS collaborated with the Interagency Council on Homelessness to conduct an assessment of all existing training required under the management contract.

To accomplish this assessment, DHS leveraged the first-hand experience of 38 individuals with intimate familiarity with the training content for 31 separate courses.¹ Participants were given access to course materials and completed an electronic “assessment rubric” which asked questions about:

- Overall Value
- Content
- Instruction
- Audience
- Medium
- Frequency

Each course was assigned to at least three reviewers, and this report attempts to summarize the feedback for each course:

- 3 courses received four reviews
- 17 courses received three reviews
- 8 courses received two reviews
- 3 courses received one review

The results summarized in this document will be used to help modify the management contract to rationalize our training requirements. In addition, the results will inform DHS’s broader attempts to identify gaps in our our continuum of care for targeted capacity building so we can truly build a continuous improvement system.

¹ Five trainings in the management contract were not assigned for assessment for various reasons.

The Assessment Questions

Overall Value

- How valuable is this course for improving the quality of services in our continuum of care?

Content


- What learning objectives SHOULD the content of this training be focused on?
- Based on what's currently offered, how close does it come to those learning objectives?
- If there is an entity that you recommend reviewing the content of this training to determine whether it meets our ideal learning objectives, please list them here.
- What is the best way for trainees to demonstrate their mastery of the training content?
- For this training, how important is it to have follow-up sessions which drill into more specific aspects of day-to-day implementation?

Instruction

- Who currently provides instruction for this training?
- Who is best positioned to provide instruction for this training (in terms of expertise and ability to deliver at scale)?
- Is there a specific entity that you recommend leveraging as an instructor for this training (e.g. Corporation for Supportive Housing, Bread for the City, etc.)?
- For this training, how important is it to have an instructor with specific local knowledge of laws, systems, programs, and processes?
- For this training, how important is it to have an instructor with significant expertise in the topic at hand?
- For this training, how important is it to have the training delivered in-house (i.e. by the provider, for the provider staff)?

Audience

- Who is currently required to take this training?
- Who should be required to take this training?
- Would this training be improved by targeted it to any specific providers based on their level of experience?
- Would this training be improved by customizing content for any of the following audiences? (check all that apply)

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- Would this training be improved by customizing content for any of the following programs? (check all that apply)

Medium

- How is this training currently delivered? (check any that apply)
- What's the most appropriate medium for delivery of this training? (select only one)

Frequency

- How often should this training be OFFERED?
- How often should attendees be expected to receive this training?


Other

- Is there anything else you'd like to say about this training?

The Results: Overall Value

Bottom Line: Eight courses received the highest possible score for overall value (5 out of 5). When reviewing the results below, anything above a 3.0 considered a favorable rating. Only five courses received scores that correspond with “limited value” or “no value at all,” but those courses also had three or fewer reviewers.

How valuable is this course for improving the quality of services in our continuum of care? [0=Not Valuable at All, 5=Extremely Valuable]	Average Rating
ADA & Reasonable Accommodations	5.00
Adopting a Housing First Approach	5.00
Customer Service	5.00
Fair Housing & Landlord/Tenant Rights and Responsibilities	5.00
Housing Based Case Management	5.00
Language Access Line	5.00
Motivational Interviewing	5.00
Trauma Informed Care	5.00
Unusual Incident Reporting	4.75
Critical Time Intervention	4.67
Cultural Competency	4.67
Boundaries & Confidentiality	4.50
Assertive Engagement	4.33
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	4.33
Sex Trafficking of Minor, Youth, & Adults	4.33
Addressing the Needs of Domestic Violence Survivors	4.00
Crisis Intervention: A Non-Coercive Approach (2 parts)	4.00
HIPAA	4.00
HSRA 2005 Regulation Overview	4.00
Housing Quality Standards	3.67
Mental Health First Aid	3.67
Conflict Resolution: A Non-Violent Approach (2 parts)	3.50



SOAR	3.50
Suicide Risk Assessment & Prevention	3.33
Emergency Preparedness	3.00
Understanding Special Needs	3.00
Financial Literacy	2.33
Stages of Change	2.33
Financial Management & Contract/Grants Administration	1.50
Crisis Intervention & Non-Violent Crisis Intervention	0.00
HSRA 2005 Overview	0.00

Next Step: Review the content of any course that scored 3.0 or below to determine whether the course needs to be continued in its current form.

The Results: Content

Bottom Line: Creating Safe Spaces scored highest on the question of whether the content matches the learning objectives of the course, which is not surprising because it is a very customized course. Unfortunately, Housing First is one of 10 Course that scored below a 3.0, so something about the course content is not lining up with the learning objectives. In total, 17 courses were recommended to have follow-up sessions with more focus in specific “drill down” areas covered by the initial training.

Based on what's currently offered, how close does it come to those learning objectives? For this training, how important is it to have follow-up sessions which drill into more specific aspects of day-to-day implementation? [0=Not Important at All, 5=Extremely Important]	Does Content Meet Learning Objectives?	Is Follow-Up Needed?
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	4.67	1.67
Housing Quality Standards	4.33	1.33
ADA & Reasonable Accommodations	4.00	3.33
Assertive Engagement	4.00	3.00
HSRA 2005 Overview	4.00	0.00
Language Access Line	4.00	1.00
Motivational Interviewing	4.00	4.00
Sex Trafficking of Minor, Youth, & Adults	4.00	2.67
Understanding Special Needs	4.00	4.00
Unusual Incident Reporting	3.75	3.00
Addressing the Needs of Domestic Violence Survivors	3.67	4.00
Critical Time Intervention	3.67	4.00
Customer Service	3.50	3.00
Trauma Informed Care	3.50	3.00
Mental Health First Aid	3.33	3.00
Housing Based Case Management	3.25	4.00
Conflict Resolution: A Non-Violent Approach (2 parts)	3.00	3.75
Crisis Intervention & Non-Violent Crisis Intervention	3.00	0.00
Cultural Competency	3.00	2.00
Fair Housing & Landlord/Tenant Rights and Responsibilities	3.00	3.67

SOAR	3.00	2.50
Adopting a Housing First Approach	2.67	4.00
HIPAA	2.67	2.00
HSRA 2005 Regulation Overview	2.33	1.00
Suicide Risk Assessment & Prevention	2.33	3.00
Boundaries & Confidentiality	2.00	1.50
Emergency Preparedness	2.00	3.50
Stages of Change	2.00	2.33
Crisis Intervention: A Non-Coercive Approach (2 parts)	1.50	4.00
Financial Literacy	1.00	2.00
Financial Management & Contract/Grants Administration	1.00	1.00

Reviewers were also asked how students could best demonstrate their mastery of course content. Here are the results. Courses with more than 50% agreement among reviewers are highlighted in green.

What is the best way for trainees to demonstrate their mastery of the training content? [% of Respondents]	In-Person Demonstration During Training	Online Quiz	Training Completion/Survey	Other
ADA & Reasonable Accommodations	33.33%	0.00%	33.33%	33.33%
Addressing the Needs of Domestic Violence Survivors	33.33%	66.67%	0.00%	0.00%
Adopting a Housing First Approach	66.67%	33.33%	0.00%	0.00%
Assertive Engagement	33.33%	0.00%	66.67%	0.00%
Boundaries & Confidentiality	50.00%	50.00%	0.00%	0.00%
Conflict Resolution: A Non-Violent Approach (2 parts)	100.00%	0.00%	0.00%	0.00%
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	33.33%	0.00%	66.67%	0.00%
Crisis Intervention & Non-Violent Crisis Intervention	0.00%	0.00%	0.00%	100.00%
Crisis Intervention: A Non-Coercive Approach (2 parts)	0.00%	50.00%	50.00%	0.00%
Critical Time Intervention	66.67%	0.00%	0.00%	33.33%
Cultural Competency	33.33%	0.00%	66.67%	0.00%

Customer Service	50.00%	50.00%	0.00%	0.00%
Emergency Preparedness	50.00%	50.00%	0.00%	0.00%
Fair Housing & Landlord/Tenant Rights and Responsibilities	0.00%	66.67%	33.33%	0.00%
Financial Literacy	33.33%	0.00%	33.33%	33.33%
Financial Management & Contract/Grants Administration	0.00%	50.00%	0.00%	50.00%
HIPAA	0.00%	66.67%	0.00%	33.33%
Housing Based Case Management	25.00%	0.00%	75.00%	0.00%
Housing Quality Standards	0.00%	66.67%	33.33%	0.00%
HSRA 2005 Overview	0.00%	0.00%	0.00%	100.00%
HSRA 2005 Regulation Overview	66.67%	33.33%	0.00%	0.00%
Language Access Line	0.00%	100.00%	0.00%	0.00%
Mental Health First Aid	66.67%	0.00%	33.33%	0.00%
Motivational Interviewing	66.67%	33.33%	0.00%	0.00%
Sex Trafficking of Minor, Youth, & Adults	0.00%	33.33%	66.67%	0.00%
SOAR	50.00%	50.00%	0.00%	0.00%
Stages of Change	66.67%	0.00%	33.33%	0.00%
Suicide Risk Assessment & Prevention	33.33%	0.00%	33.33%	33.33%
Trauma Informed Care	0.00%	0.00%	100.00%	0.00%
Understanding Special Needs	100.00%	0.00%	0.00%	0.00%
Unusual Incident Reporting	25.00%	50.00%	25.00%	0.00%

Next Steps: Review the content of any course that scored 3.0 or below on learning objectives to determine whether the course needs to be continued in its current form. Review options for any course that scored a 4 or higher on needing follow-up. Those courses may benefit from additional training offerings. For the five courses where participants felt an online test could be useful for demonstrating mastery, DHS should consider the creation of such tests.

The Results: Instruction

Bottom Line: There were six courses where respondents clearly recommended a change to who is instructing the courses. Many recommended the Department of Behavioral Health stepping up to teach some of the courses. Respondents felt that local knowledge and subject matter expertise were critical for every course except one: Financial Management & Contract Grants Administration. Respondents also felt strongly that most of the training should be done in house by providers.

Who currently provides instruction for this training vs. Who is best positioned to provide instruction for this training (in terms of expertise and ability to deliver at scale)? [% of respondents]	Keep it the Same	Not Sure	Change Instructors
ADA & Reasonable Accommodations	66.67%	0.00%	33.33%
Addressing the Needs of Domestic Violence Survivors	33.33%	0.00%	66.67%
Adopting a Housing First Approach	100.00%	0.00%	0.00%
Assertive Engagement	66.67%	0.00%	33.33%
Boundaries & Confidentiality	50.00%	0.00%	50.00%
Conflict Resolution: A Non-Violent Approach (2 parts)	25.00%	0.00%	75.00%
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	66.67%	0.00%	33.33%
Crisis Intervention & Non-Violent Crisis Intervention	0.00%	0.00%	100.00%
Crisis Intervention: A Non-Coercive Approach (2 parts)	50.00%	0.00%	50.00%
Critical Time Intervention	100.00%	0.00%	0.00%
Cultural Competency	66.67%	0.00%	33.33%
Customer Service	50.00%	0.00%	50.00%
Emergency Preparedness	50.00%	0.00%	50.00%
Fair Housing & Landlord/Tenant Rights and Responsibilities	66.67%	0.00%	33.33%
Financial Literacy	66.67%	0.00%	33.33%
Financial Management & Contract/Grants Administration	50.00%	50.00%	0.00%
HIPAA	66.67%	0.00%	33.33%
Housing Based Case Management	50.00%	0.00%	50.00%
Housing Quality Standards	66.67%	0.00%	33.33%
HSRA 2005 Overview	100.00%	0.00%	0.00%

HSRA 2005 Regulation Overview	66.67%	0.00%	33.33%
Language Access Line	100.00%	0.00%	0.00%
Mental Health First Aid	0.00%	0.00%	100.00%
Motivational Interviewing	66.67%	0.00%	33.33%
Sex Trafficking of Minor, Youth, & Adults	33.33%	0.00%	66.67%
SOAR	50.00%	0.00%	50.00%
Stages of Change	100.00%	0.00%	0.00%
Suicide Risk Assessment & Prevention	0.00%	0.00%	100.00%
Trauma Informed Care	100.00%	0.00%	0.00%
Understanding Special Needs	100.00%	0.00%	0.00%
Unusual Incident Reporting	50.00%	0.00%	50.00%

For this training, how important is it to have an instructor with: specific local knowledge of laws, systems, programs, and processes? significant expertise in the topic at hand? How important is it to have the training delivered in-house (i.e. by the provider, for the provider staff)? [0=Not Important at All, 5=Extremely Important]	Importance of Local Knowledge	Importance of Subject Matter Expertise	Importance of Doing the Training In-House
ADA & Reasonable Accommodations	5.00	5.00	3.00
Addressing the Needs of Domestic Violence Survivors	5.00	5.00	4.00
Adopting a Housing First Approach	5.00	4.67	4.33
Assertive Engagement	4.33	4.67	2.67
Boundaries & Confidentiality	4.50	4.50	4.50
Conflict Resolution: A Non-Violent Approach (2 parts)	3.75	4.50	4.50
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	5.00	5.00	1.67
Crisis Intervention & Non-Violent Crisis Intervention	5.00	5.00	5.00
Crisis Intervention: A Non-Coercive Approach (2 parts)	4.50	4.50	4.50
Critical Time Intervention	4.33	4.33	4.00
Cultural Competency	4.33	5.00	3.00
Customer Service	3.00	4.00	5.00
Emergency Preparedness	5.00	5.00	5.00
Fair Housing & Landlord/Tenant Rights and Responsibilities	5.00	5.00	3.33
Financial Literacy	3.33	4.00	1.33
Financial Management & Contract/Grants Administration	2.00	2.00	0.50

HIPAA	3.67	3.67	2.00
Housing Based Case Management	4.75	4.75	4.50
Housing Quality Standards	4.00	5.00	2.00
HSRA 2005 Overview	5.00	4.00	2.00
HSRA 2005 Regulation Overview	4.67	4.67	2.67
Language Access Line	5.00	5.00	3.00
Mental Health First Aid	4.00	4.33	3.33
Motivational Interviewing	4.33	5.00	3.33
Sex Trafficking of Minor, Youth, & Adults	4.67	5.00	3.67
SOAR	4.00	5.00	2.50
Stages of Change	4.00	4.67	3.00
Suicide Risk Assessment & Prevention	4.33	5.00	4.33
Trauma Informed Care	4.50	4.50	3.50
Understanding Special Needs	5.00	5.00	5.00
Unusual Incident Reporting	5.00	5.00	4.00

Next Steps: Since respondents overwhelmingly feel as though training should be taught by local experts and, as much as possible, done in house, DHS should consider piloting a new training model where curriculum is certified and providers can deliver trainings directly to their own staff.

The Results: Audience

Bottom Line: Despite anecdotal feedback that too many courses are required for all staff at all providers, only two courses were strongly recommended for a more narrowly-focused audience. The vast majority of courses were recommended to keep the same target audience that they currently have. Respondents also do not agree on whether there should be any targeting of an audience based on provider years of experience.

Who is currently required to take this training vs. Who should be required to take this training? [% of respondents]	Narrow the Audience	Keep it the Same	Unclear	Widen the Audience
ADA & Reasonable Accommodations	0.00%	100.00%	0.00%	0.00%
Addressing the Needs of Domestic Violence Survivors	0.00%	100.00%	0.00%	0.00%
Adopting a Housing First Approach	33.33%	66.67%	0.00%	0.00%
Assertive Engagement	0.00%	100.00%	0.00%	0.00%
Boundaries & Confidentiality	0.00%	100.00%	0.00%	0.00%
Conflict Resolution: A Non-Violent Approach (2 parts)	25.00%	75.00%	0.00%	0.00%
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	0.00%	66.67%	0.00%	33.33%
Crisis Intervention & Non-Violent Crisis Intervention	0.00%	100.00%	0.00%	0.00%
Crisis Intervention: A Non-Coercive Approach (2 parts)	0.00%	100.00%	0.00%	0.00%
Critical Time Intervention	0.00%	100.00%	0.00%	0.00%
Cultural Competency	0.00%	100.00%	0.00%	0.00%
Customer Service	0.00%	50.00%	0.00%	50.00%
Emergency Preparedness	0.00%	100.00%	0.00%	0.00%
Fair Housing & Landlord/Tenant Rights and Responsibilities	0.00%	66.67%	0.00%	33.33%
Financial Literacy	33.33%	33.33%	0.00%	33.33%
Financial Management & Contract/Grants Administration	50.00%	0.00%	50.00%	0.00%
HIPAA	33.33%	66.67%	0.00%	0.00%
Housing Based Case Management	0.00%	50.00%	0.00%	50.00%
Housing Quality Standards	66.67%	0.00%	0.00%	33.33%

HSRA 2005 Overview	0.00%	100.00%	0.00%	0.00%
HSRA 2005 Regulation Overview	66.67%	33.33%	0.00%	0.00%
Language Access Line	0.00%	100.00%	0.00%	0.00%
Mental Health First Aid	33.33%	66.67%	0.00%	0.00%
Motivational Interviewing	0.00%	66.67%	0.00%	33.33%
Sex Trafficking of Minor, Youth, & Adults	0.00%	100.00%	0.00%	0.00%
SOAR	50.00%	50.00%	0.00%	0.00%
Stages of Change	33.33%	66.67%	0.00%	0.00%
Suicide Risk Assessment & Prevention	33.33%	33.33%	0.00%	33.33%
Trauma Informed Care	50.00%	50.00%	0.00%	0.00%
Understanding Special Needs	0.00%	50.00%	50.00%	0.00%
Unusual Incident Reporting	0.00%	100.00%	0.00%	0.00%

Target these trainings to New Providers (< 2 years of experience in homeless services)

- Addressing the Needs of Domestic Violence Survivors
- Assertive Engagement
- Conflict Resolution: A Non-Violent Approach (2 parts)
- Crisis Intervention: A Non-Coercive Approach (2 parts)
- Emergency Preparedness
- Fair Housing & Landlord/Tenant Rights and Responsibilities
- HIPAA
- Housing Based Case Management
- Housing Quality Standards
- Mental Health First Aid
- Motivational Interviewing
- Sex Trafficking of Minor, Youth, & Adults
- Unusual Incident Reporting

Target these trainings to Existing Providers (2-5 years of experience in homeless services)

- Addressing the Needs of Domestic Violence Survivors
- Assertive Engagement
- Boundaries & Confidentiality
- HSRA 2005 Regulation Overview
- Understanding Special Needs



Don't Target These Trainings. They are good for everyone.

- ADA & Reasonable Accommodations
- Addressing the Needs of Domestic Violence Survivors
- Adopting a Housing First Approach
- Assertive Engagement
- Boundaries & Confidentiality
- Conflict Resolution: A Non-Violent Approach (2 parts)
- Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity
- Crisis Intervention: A Non-Coercive Approach (2 parts)
- Critical Time Intervention
- Cultural Competency
- Customer Service
- Fair Housing & Landlord/Tenant Rights and Responsibilities
- Financial Literacy
- Housing Based Case Management
- Housing Quality Standards
- HSRA 2005 Regulation Overview
- Language Access Line
- Mental Health First Aid
- Motivational Interviewing
- Sex Trafficking of Minor, Youth, & Adults
- SOAR
- Stages of Change
- Suicide Risk Assessment & Prevention
- Trauma Informed Care
- Understanding Special Needs
- Unusual Incident Reporting

Next Steps: A deeper analysis of the assessment results should be conducted to determine where there may be areas of agreement about the target audience.

The Results: Medium

Bottom Line: There were only three courses where more than 50% of respondents agreed that the course should be offered online and on demand. The rest showed a strong preference for in-person trainings or some people responded by saying both online and in-person should be offered. Sex Trafficking is the only course where a majority of respondents agreed it should be a live webinar.

What's the most appropriate medium for delivery of this training? [% of Respondents]	In Person	Online - Live Webinar	Online - On Demand	Resource Sheet.
ADA & Reasonable Accommodations	67%	33%	0%	0%
Addressing the Needs of Domestic Violence Survivors	67%	33%	0%	0%
Adopting a Housing First Approach	100%	0%	0%	0%
Assertive Engagement	67%	33%	0%	0%
Boundaries & Confidentiality	50%	0%	50%	0%
Conflict Resolution: A Non-Violent Approach (2 parts)	100%	0%	0%	0%
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	100%	0%	0%	0%
Crisis Intervention & Non-Violent Crisis Intervention	100%	0%	0%	0%
Crisis Intervention: A Non-Coercive Approach (2 parts)	100%	0%	0%	0%
Critical Time Intervention	100%	0%	0%	0%
Cultural Competency	67%	0%	33%	0%
Customer Service	50%	0%	50%	0%
Emergency Preparedness	50%	0%	50%	0%
Fair Housing & Landlord/Tenant Rights and Responsibilities	67%	0%	33%	0%
Financial Literacy	67%	0%	0%	33%
Financial Management & Contract/Grants Administration	0%	0%	100%	0%
HIPAA	25%	25%	50%	0%
Housing Based Case Management	100%	0%	0%	0%
Housing Quality Standards	0%	0%	100%	0%

HSRA 2005 Overview	100%	0%	0%	0%
HSRA 2005 Regulation Overview	33%	33%	33%	0%
Language Access Line	0%	0%	100%	0%
Mental Health First Aid	67%	0%	33%	0%
Motivational Interviewing	67%	0%	33%	0%
Sex Trafficking of Minor, Youth, & Adults	33%	67%	0%	0%
SOAR	50%	0%	50%	0%
Stages of Change	100%	0%	0%	0%
Suicide Risk Assessment & Prevention	67%	33%	0%	0%
Trauma Informed Care	50%	0%	50%	0%
Understanding Special Needs	100%	0%	0%	0%
Unusual Incident Reporting	75%	25%	0%	0%

Next Steps: There doesn't seem to be a huge demand for online training, but DHS should prioritize those courses where there is a clear preference for virtual content.

The Results: Frequency

Bottom Line: There were wide disagreements about how frequently training should be offered, but lots of agreement that at least nine courses should be required at least once a year. Four courses should be required one-time only, and one course taken on an as needed basis.

How often should this training be OFFERED? [% of Respondents]	Annually	Bi-Annually	Bi-Weekly	Monthly	On-Demand	Quarterly	Semi-Annually
ADA & Reasonable Accommodations	0%	0%	33%	33%	0%	33%	0%
Addressing the Needs of Domestic Violence Survivors	0%	0%	0%	33%	0%	67%	0%
Adopting a Housing First Approach	33%	0%	0%	33%	0%	33%	0%
Assertive Engagement	67%	0%	0%	0%	0%	33%	0%
Boundaries & Confidentiality	0%	50%	0%	50%	0%	0%	0%
Conflict Resolution: A Non-Violent Approach (2 parts)	50%	0%	0%	50%	0%	0%	0%
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	67%	0%	0%	33%	0%	0%	0%
Crisis Intervention & Non-Violent Crisis Intervention	0%	0%	0%	0%	0%	0%	100%
Crisis Intervention: A Non-Coercive	0%	0%	0%	100%	0%	0%	0%

Approach (2 parts)							
Critical Time Intervention	33%	0%	0%	0%	33%	33%	0%
Cultural Competency	0%	0%	0%	50%	0%	50%	0%
Customer Service	50%	0%	0%	50%	0%	0%	0%
Emergency Preparedness	0%	0%	0%	0%	50%	0%	50%
Fair Housing & Landlord/Tenant Rights and Responsibilities	33%	33%	0%	0%	0%	33%	0%
Financial Literacy	33%	0%	0%	0%	33%	33%	0%
Financial Management & Contract/Grants Administration	0%	0%	0%	0%	100%	0%	0%
HIPAA	50%	0%	0%	0%	50%	0%	0%
Housing Based Case Management	25%	0%	0%	0%	0%	50%	25%
Housing Quality Standards	33%	0%	0%	33%	33%	0%	0%
HSRA 2005 Overview	100%	0%	0%	0%	0%	0%	0%
HSRA 2005 Regulation Overview	0%	0%	0%	0%	33%	67%	0%
Language Access Line	0%	0%	0%	0%	100%	0%	0%
Mental Health First Aid	0%	0%	33%	0%	33%	33%	0%
Motivational Interviewing	0%	67%	0%	0%	0%	33%	0%
Sex Trafficking of Minor, Youth, & Adults	0%	33%	0%	67%	0%	0%	0%
SOAR	0%	50%	0%	0%	50%	0%	0%
Stages of Change	0%	50%	0%	0%	50%	0%	0%
Suicide Risk Assessment & Prevention	0%	0%	0%	67%	0%	33%	0%
Trauma Informed Care	0%	0%	0%	50%	0%	50%	0%
Understanding Special Needs	50%	0%	0%	0%	0%	50%	0%
Unusual Incident Reporting	25%	0%	0%	50%	0%	25%	0%

How often should students be required to take this training? [% of Respondents]	As Needed	Annually	Semi-Annually	One Time Only	Biennially
ADA & Reasonable Accommodations	0%	0%	100%	0%	0%
Addressing the Needs of Domestic Violence Survivors	0%	0%	67%	33%	0%
Adopting a Housing First Approach	0%	67%	33%	0%	0%
Assertive Engagement	0%	33%	33%	0%	33%

Boundaries & Confidentiality	0%	0%	50%	50%	0%
Conflict Resolution: A Non-Violent Approach (2 parts)	0%	50%	0%	50%	0%
Creating Safe Spaces: LGBTQ Youth Cultural Competency & Sensitivity	0%	33%	0%	33%	33%
Crisis Intervention & Non-Violent Crisis Intervention	0%	0%	100%	0%	0%
Crisis Intervention: A Non-Coercive Approach (2 parts)	0%	50%	50%	0%	0%
Critical Time Intervention	33%	67%	0%	0%	0%
Cultural Competency	33%	33%	33%	0%	0%
Customer Service	0%	0%	0%	100%	0%
Emergency Preparedness	50%	0%	50%	0%	0%
Fair Housing & Landlord/Tenant Rights and Responsibilities	0%	67%	33%	0%	0%
Financial Literacy	33%	0%	33%	0%	33%
Financial Management & Contract/Grants Administration	100%	0%	0%	0%	0%
HIPAA	33%	33%	0%	0%	33%
Housing Based Case Management	0%	25%	50%	25%	0%
Housing Quality Standards	0%	33%	0%	67%	0%
HSRA 2005 Overview	0%	0%	0%	100%	0%
HSRA 2005 Regulation Overview	0%	0%	33%	33%	33%
Language Access Line	0%	0%	0%	100%	0%
Mental Health First Aid	33%	0%	33%	0%	33%
Motivational Interviewing	0%	33%	33%	33%	0%
Sex Trafficking of Minor, Youth, & Adults	0%	0%	67%	33%	0%
SOAR	0%	0%	50%	50%	0%
Stages of Change	0%	0%	67%	0%	33%
Suicide Risk Assessment & Prevention	0%	33%	67%	0%	0%
Trauma Informed Care	0%	0%	0%	50%	50%
Understanding Special Needs	0%	50%	50%	0%	0%
Unusual Incident Reporting	0%	50%	0%	25%	25%

Next Steps: Adjust the frequency of required trainings to ensure not all trainings are required every year for every role.



For More Information

If you want access to the underlying data used to generate this summary, or if you simply have questions about this assessment and next steps, please contact Carter Hewgley at carter.hewgley2@dc.gov.

