

TCP Training Catalogue

ADA and Reasonable Accommodation

This training is offered bimonthly.

This training will serve as an overview of local and federal protections in housing and public accommodations for people with disabilities. This will include disability etiquette, reasonable accommodation procedures with TCP facilities, and protections under the Fair Housing Act (“FHA”) and Americans with Disabilities Act (“ADA”).

Addressing Housing Code Issues in Your Unit

This training is offered thrice per year.

This course provides a step-by-step process on how to handle housing code issues in the rental unit. Participants will learn the do's and don'ts, with an emphasis on landlord responsibilities. Presentation includes mold, available government resources, the importance of documentation, and the consequences of withholding rent.

Assertive Engagement

This training is offered monthly.

Using the Assertive Engagement philosophy, participants will learn how communication and behavior impacts others. They will gain confidence and develop assertive communication to speak up when appropriate for smoother conversations when discussing uncomfortable situation.

Boundaries and Confidentiality

This training is offered monthly.

Participants will learn the fundamentals of why professional boundaries and confidentiality are vital in social care work. Working with difficult issues can also be very stressful and draining work, and professional boundaries help us to manage ourselves and our emotions.

Clinical Case Management

This training is offered monthly.

This course will teach case managers the core components of clinical case management and how to document effective case notes. The course will familiarize attendees with theories and models of case management, skills needed for case management, core elements of case management, and DAP and SOAP notes.

Conflict Resolution & Non-coercive Approaches to Conflict Management

This training is offered monthly.

This program is designed to teach participants how to effectively communicate and satisfactorily resolve disputes in a way that expands people's awareness and understanding of how to achieve their goals without undermining others.

Creating Safe Spaces for LGBTQ Youth Experiencing Homelessness

This training is typically three to four times per month.

This knowledge, behavior, and skill-building workshop is for DC area youth service professionals, youth serving organizations, DC area shelters and housing providers who may work with LGBTQ homeless youth, to gain knowledge about LGBTQ DC laws, LGBTQ homeless youth legislation, and rights that protect LGBTQ young people who are homeless in the District of Columbia.

The goal of this workshop is to assist providers to be equipped and empowered to build skills and gain the tools necessary to be culturally flexible and sensitive to the needs of this very marginalized population of youth.

Crisis Intervention & Non-Violent Crisis Intervention

This training is offered monthly.

This program is designed to teach participants how to effectively avert and handle a crisis. Using theory and practical application participants will learn strategies and techniques to recognize and de-escalate a crisis without the use of coercion.

Critical Time Intervention

This training is offered monthly.

Participants will learn the fundamentals of Critical Time Intervention. They will learn skills to help them collaborate and communicate with individuals to create a concrete plan for critical transitions.

Cultural Competency

This training is offered monthly.

In this training, participants will gain information to better prepare them for serving the public in a culturally sensitive fashion, become aware of biases and how to address them and gain tools to better communicate with citizens of diverse backgrounds.

Customer Service

This training is offered monthly.

This training provides participants with data on the homeless population in DC and the impact of trauma. Understanding the wide reaches of trauma, this course talks about how to communicate with others and care for oneself to provide the best customer service.

This is offered as a part of the HSRA and Hypothermia trainings.

DV 101

This training is offered quarterly.

In this training, participants will learn about domestic violence, and how it shapes rendering of services. Participants will learn the different forms of domestic violence, how domestic violence relates to homelessness, and how to respond to disclosures of domestic violence.

Emergency Preparedness

This training is offered monthly.

Participants will learn the fundamentals of Emergency Preparedness in relation to their work and current events. They will learn best practices on how to develop a plan, how to prepare and train for emergencies and the hazards to be aware of when an emergency occurs.

Eviction Prevention

This training is offered thrice yearly

This 1.5-hour long course provides attendees with a comprehensive understanding of: (1) landlord requirements for filing an eviction claim in court, (2) tenant defenses to an eviction, (3) the judicial process, and (4) what happens on eviction day.

Fair Housing

This training is offered monthly.

This training will serve as an overview of fair housing laws at the local and federal level. This will include history of the Fair Housing Act, review of prohibited activities, TCP procedures, and best practices.

Financial Literacy

This training is offered monthly.

Participants will gain a new perspective about money strengths and weaknesses, how to prioritize spending, manage liability and assets, and set aside enough for an emergency.

HIPAA

This training is offered monthly.

Participants will learn general information about HIPAA. Using several scenarios for discussion participants will learn general information about what HIPAA really is and how to be compliant with the rules.

Homeless Services Reform Act (HSRA) 2005 Overview

This training is offered monthly.

Training attendees are provided with information about the rights and responsibilities of clients of homeless services providers, and the standards by which the District of Columbia and homeless services providers must deliver services to clients. Attendees also receive instruction on the procedures for resolving disputes between clients and providers of homeless services. Finally, this training provides an overview of the administrative process and hearings regarding homeless services in the District.

Housing Based Case Management

This training is offered monthly.

Participants will learn the fundamentals and best practices for housing-based case management. They will be able to bridge the gap between the philosophy of why housing is important and how to provide effective case management.

Housing First Approach

This training is offered monthly.

Participants will get an overview of what a Housing First approach looks like. They will walk away with a better understanding of the philosophy and general rules of the program and best practices for success.

Housing Quality Standards

This training is offered monthly.

Housing Quality Standards (HQS), created by the U.S. Department of Housing and Urban Development helps HUD, local Public Housing Authorities (PHAs) and similar agencies define “standard housing” and establish the minimum quality criteria necessary for the health and safety of program participants. This training provides an overview of the Housing Quality Standards inspection. A review on proper completion of the Housing and Participant Assessment Report (HPAR) will be included.

Medical Hypothermia

This training is typically offered bimonthly September-March.

This training provides staff the ability to identify the signs of hypothermia. Staff will have an overall understanding of the dangers of hypothermia, its causes, and best practices when hypothermia is suspected.

Language Access

This training is offered monthly.

The DC Language Access Act of 2004 is a local piece of legislation that was enacted on April 21, 2004. The law requires District agencies make interpretation services available to all LEP/NEP customers seeking services. Training participants will discuss concepts of culture, identity and Language; discover the District’s Foreign-born & LEP/NEP Communities; review Laws Governing “Language Access;” and receive resources in working with LEP/NEP populations. This course outlines how to use Language Line to connect LEP/NEP customers to services.

This course is offered as a part of the HSRA training.

Lease 101

This training is offered 3 times per year.

This course walks participants through standard leases (in DC) and their key clauses. Topics presented during this course include joint and several liability, late fee clauses, fees (in addition to rent), sublet/assignment, notices of intent to vacate, addendums, and terminating the lease. This presentation is suited for new renters and renters interested in understanding the terms of their lease.

Life Skills

This training is offered monthly.

This course teaches case managers how to assist individuals overcome barriers by learning important life skills. This course will help attendees identify their biases and beliefs about life skills, learn evidence-based strategies for life skills training, and gain confidence in discussing and teaching life skills.

Mental Health Triage

This training is offered monthly.

This course is designed to provide an overview of mental health (including addiction) issues for staff so they can recognize and become more aware of their clients' mental health needs to triage and referral of services.

Motivational Interviewing

This training is offered monthly.

Participants will learn about facilitating open communication, understanding people and how to communicate with emotional intelligence and effective listening skills. This course will teach participants the skills needed to prepare for an interview, dos and don'ts of questioning, and how to handle interviews in tense or conflict situations.

Naloxone Training

This training is offered bimonthly September through March.

This course teaches participants about how opioids impact physiology and how to identify the symptoms of opioid overdose. Participants also learn how to reverse an overdose by proper administration of Naloxone.

This course is currently only offered in the hypothermia trainings through TCP. Please refer to the "TCP Partner" document for additional information.

One-on-one Tenant Concerns Consulting

This training is offered quarterly.

The Office of the Tenant Advocate team provides quarterly one-on-one consulting to staff on questions concerning landlord-tenant rights.

Renter's Rights 101

This training is offered 3 times per year.

This course provides a foundation and a general overview of renters' rights. Topics covered include renters' rights throughout the life of the tenancy, e.g. application process, tips on move-in inspection, security deposits, housing code issues, evictions, and notice to vacate. This will review how to navigate conflict between landlords and tenants.

Responding to Synthetic Drug Ingestion

This training is offered bimonthly September through March.

This training will give an overview of the affects and dangers of synthetic drugs. Staff will learn how to identify symptoms of synthetic drug ingestion and how to assist those under the influence.

This course is currently only offered in the hypothermia trainings.

Stages of Change

This training is offered monthly.

Participants will learn the 5 Stages of Change that describes the series of stages we go through to change our lifestyle habits and how to use this model in their personal and professional life.

Suicide Risk Assessment & Prevention

This training is offered monthly.

Learners will gain the skills necessary to assess risk and have the confidence to use the information to provide a safe environment for at risk persons.

Trauma Informed Care

This training is thrice monthly.

This is a training to help participants understand trauma and how it shapes delivery of services. Participants will learn about the shapes of trauma, its interactions with homelessness, and best practices.

Understanding Special Needs

This training is offered monthly.

Participants will learn general information about what the ADA classifies as special needs and protected classes, and the impact of ADA rulings on case managers and their clients.

Unusual Incident Reporting (UIR)

This training is offered monthly.

Attendees are provided information on what incidents should be reported and understanding of the reporting form.

Welcoming and Affirming LGBTQ+ People

This training is offered bimonthly September through March.

This course teaches etiquette and cultural competency when interacting with the LGBTQ+ community. Topics covered include spectrum of gender and sexuality, proper use of pronouns, and respect for personal appearance.

This course is currently only offered in the hypothermia trainings.

Why Self-Care Can No Longer Be An Afterthought

This training is offered monthly.

This training provides an overview of self-care and wellness for service providers. This details why self-care is necessary, signs and impact of burn-out, self-care activities, and how the pandemic has impacted our wellbeing.