

PSHA Service Provider Staff Training Expectations

REVISED JANUARY 2026

Staff Trainings – Any staff member who provides direct services for Participants must participate in regular training. The following trainings are REQUIRED for all staff members providing PSHA services:

- Person-Centered Care
- Assertive Engagement
- HIPAA
- Mandated Reporting of Abuse or Neglect towards vulnerable adults or children
- HMIS Training: Staff designated as HMIS users must complete HMIS training and certification
- Trauma-Informed Care
- Harm Reduction
- Motivational Interviewing (Within six months)
- Team-Based Care (request trainings from your community's AHS Field Director and find resources here: [Vermont Team Based Care | Agency of Human Services](#)) (Within six months)
- Internal agency policies and procedures related to service delivery and documentation. This includes but is not limited to safety during home and community visits, documentation, case record maintenance, client confidentiality, participant rights, grievance processes, and service termination policies.

Staff are RECOMMENDED to receive training on the following topics:

- Housing First
- Racial Equity, Class Consciousness, Working with LGBTQIA Individuals, Culturally Responsive Practices

- Overdose Prevention
- Tenant Rights, Reasonable Accommodations
- Mental Health First Aid, Recovery-Focused Cognitive Therapy, or Intentional Peer Support
- [Conversations About Suicide](#)
- Services for Individuals who are Aging, Living with Developmental Delays, or Experience Substance Use Disorders
- Secondary Traumatic Stress and Compassion Fatigue

Contracted Providers are also expected to ensure that direct service staff members complete additional training in relevant subject matter areas over the course of their work with PSHA so that the services they provide for Participants are grounded in a robust and up-to-date knowledge base. Relevant subject matter areas might include but are not limited to; tenants' rights, culturally responsive practice, mental health first aid, intentional peer support, conversations about suicide, reasonable accommodation, service planning and coordination, services for individuals who are aging, and secondary traumatic stress.

OEO does not require any specific form of training for any of the topics listed. The remainder of this document shares some links and ideas for training. OEO welcomes feedback on these or other trainings.

REQUIRED – PSHA staff are required to be trained in these topics

Mandated reporting for reporting of abuse, neglect, or exploitation of children or vulnerable adults	A DCF training is offered here – or use your agency's training. Vulnerable Adults – A PowerPoint presentation created by APS is available on the OEO website – use your own training.
HIPAA	Trained by agency

Review and understanding of agency policies including Safety	Trained by agency
Safety and Crisis De-Escalation	Agency policies – and likely use agency trainings. -VAMHAR trainings – Vermont Assn for MH and Addiction Recovery Offers a 30-minute overview of de-escalation. Ultimately, we encourage a longer training where participants have the opportunity to engage and practice more.
Trauma-Responsive / Trauma-Informed Care *required service model*	- Video training by Technical Assistance Collaborative for PSHA is available on the OEO website. - Trauma informed training (6 CEUs) Professional Development Certificate in Trauma-Informed Care, 2nd Ed. Public Health and YOU - Being Trauma-informed and its role in ending homelessness 2016 – 90 minutes - National Health Care for the Homeless Council -VAMHAR trainings – Vermont Association for MH and Addiction Recovery – 1-hour overview. Talks about effects of trauma on the body. ACES. Not specific for folks who have gone through as deeply engrained trauma as most of the folks we work with. - Resources from the Agency of Human Services
Person-Centered Care *required service model*	Service planning and documentation standards can fold into this. Golden Thread training provided on the OEO training website
Assertive Engagement *required service model*	Assertive Engagement and Motivational Interviewing overview from Technical Assistance Collaborative is on the OEO training website.

HMIS	Request training from Institute of Community Alliances
Harm Reduction *required service model*	- Video training from the Technical Assistance Collaborative is available on the OEO website. - Harm reduction HHRC – workbook - Practical Harm Reduction in Shelter-in-Place Hotels and Supported Housing on Vimeo Focuses on de-escalation, trauma stewardship, and how substances can affect SMI. -VAMHAR trainings – Vermont Association for Mental Health and Addiction Recovery, 2 hours. Note these two embedded videos: Why Harm Reduction Trauma and Addiction – Gabor Mate A PDF – Worker Stances for clients who use drugs A PDF – Principles of Harm Reduction
Motivational Interviewing and or Intentional Peer Support	Assertive Engagement and Motivational Interviewing overview from Technical Assistance Collaborative is on the OEO training website. There are many MI primers available on the internet. IPS International trainings Pathways VT IPS trainings & others
Team-Based Care	Request trainings from your community's AHS Field Director and find resources here: Vermont Team Based Care Agency of Human Services (Within six months)

RECOMMENDED – PSHA providers are strongly encouraged to receive training in the following topics

Housing First	HHAV training Modules – Housing First module
Racial Equity, class consciousness, working with LGBTQIA individuals	- PowerPoint presented by the Technical Assistance Collaborative for PSHA is on the OEO website. - Foundations of LGBTQI Health Service Delivery: Terminology, Concepts, and Best Practices 90 minutes - National Health Care for the Homeless Council. Equity vs Equality – a short video, not a whole training.
Overdose Prevention	Naloxone training from healthvermont.gov Opioid Overdose Prevention Vermont Department of Health
Working with Older Adults	Supporting Older Adults Experiencing Homelessness – HHRC – 2 hours, interactive modules Caring for Older Adults Experiencing Homelessness – 2 hours, 40\$, National Alliance to End Homelessness
Tenant Rights	HHAV recordings
Substance use – disorders, impacts, challenges, strategies, etc.	Substance Use Guidelines - National Health Care for the Homeless Council– 5 ish page reports on individual substances. They include, specific to each substance, Key terms and definitions, physical and behavioral impacts, connection with homelessness, harm reduction strategies, treatment and support services, and models of care delivery. Xylazine – HHRC video

	Science of Drug Dependency – VAMHAR – 2 hour interactive
Domestic Violence	- HHAHV recordings
VT Benefits	- HHAHV recordings
Hoarding	Hoarding Overview EENet Webinar recording: Approaches to Managing Hoarding with Housing First Clients - In-depth Hoarding training (9 hour option, and a 1 hour overview option)- costs \$ Certificate Courses – Center for Hoarding and Cluttering
Working with people who have been incarcerated	Incarceration, SMI, Homelessness Life After Prison for People With Mental Illness The Released (full documentary) FRONTLINE
Outreach	Promoting Safety in Street Outreach 2022 – 60 minutes - National Healthcare for the Homeless Council
Healthcare	National Healthcare for the Homeless Council - Understanding and Preventing Homeless Mortality ^{[OBJ]*[OBJ]}

ADDITIONAL IDEAS

Other Websites for Trainings

[Housing and Homeless Resource Center](#)

[Housing & Homelessness Alliance of Vermont](#) – Training tab

[Vermont Office of Economic Opportunity](#)

[OrgCode Consulting](#) – training tabs. They are paid trainings but mostly affordable and directly relate to the topics above.