



# Los Angeles Homeless Services Authority (LAHSA) Centralized Training Academy

*Providing consistent, quality trainings to service providers in Los Angeles.*

The Centralized Training Academy (CTA) is a large-scale, accessible and free countywide resource that provides quality, in-depth training for staff working in the homeless services industry. The CTA is provided through the Los Angeles Homeless Services Authority (LAHSA), the lead public agency that coordinates housing and services for individuals experiencing homelessness in Los Angeles. LAHSA manages over \$300 million annually in federal, state, county and city funds for housing and services, and it provides financial and programmatic support to more than 100 nonprofit partner organizations serving individuals experiencing homelessness. Through LAHSA, the Centralized Training Academy provides regional access to a centralized resource for comprehensive training opportunities available to staff working in the homeless services industry.

## WHY THE CENTRALIZED TRAINING ACADEMY?

- **Centralizing training:** By strengthening the homeless services workforce at a systems level, the CTA is able to improve and enhance the services offered to Angelenos experiencing homelessness.
- **Promoting innovations:** As new information, guidance or system innovations within the sector become available, the CTA serves as an effective vehicle to more dynamically update the community and ensure providers are consistently trained.
- **Tracking and analyzing results:** Throughout the CTA's two years, the Home for Good Funders' Collaborative and LAHSA have tracked its impact on service providers whose staff participate in trainings, such as measuring staff retention and performance improvements. The CTA also measures how well participants retain the information presented, as well as how much staff have utilized knowledge from the trainings. In turn, the CTA uses this information to adjust its curriculum and better support staff to engage and grow within the sector.
- **Supporting staff retention:** The CTA seeks to improve staff retention rates in the homelessness sector by providing upfront structure for new staff and ongoing support to past participants. Additionally, staff who participate in the CTA are introduced to a cohort of support made up of other trainees.

## HISTORY

The CTA stemmed from a desire to ensure individuals experiencing homelessness have access to consistent, high-quality services regardless of where in LA County they are accessing those services.

In 2016, the Home For Good Funders' Collaborative developed the idea for a centralized training for service providers and invested in the testing of a variety of training formats and content. The United Way of Greater Los Angeles partnered with Homeless Healthcare Los Angeles, a service provider in downtown Los Angeles, to develop a core curriculum. Together, they built out 35 hours of curriculum, tested on different cohorts and refined based on participant responses, which resulted in a fully developed curriculum.

The Home For Good Funders' Collaborative funded the CTA's first two years. Measure H funding for the program began during the 2017-2018 fiscal year, and these funds continue to support the majority of the CTA.

[www.lahsa.configio.com](http://www.lahsa.configio.com)

## WHAT THE CTA OFFERS NOW

Core curriculum includes content on evidence-based practices, such as trauma-informed care, self-care, harm reduction and Housing First, as well as other subjects related to core functions of case management.

Courses currently available include:

- Landscape of Homelessness/Overview of Homeless Services
- Evidence-Based Practices: Trauma-Informed Care, Self-Care, Harm Reduction, and Substance Use
- Boundaries and Ethics, Cultural Humility, and De-escalation
- Housing First, Housing Programs/Subsidies and Benefits
- Core Functions of Case Management: Outreach and Engagement, Assessment, Case Implementation/Systems Navigation, Documentation/Evaluation, and Thriving in Community
- Homeless Management Information Systems (HMIS) Courses
- Fire Safety for Outreach Teams
- Coordinated Entry System Interim Guidance Webinars
- Immigration, Law Enforcement and Policy Webinar
- Rapid Re-housing Boot Camps and Learning Communities
- Permanent Supportive Housing Boot Camps and Learning Communities
- Civil Rights Training

## THE IMPACT (SO FAR)\*

**3,000+** homeless services providers from over 200 organizations trained on best practices

**70+** high-quality trainings provided in all eight regions of Los Angeles County

**Some of the agencies that have benefitted from the CTA include:** 1736 Family Crisis Center, LA County Department of Mental Health, LA County Department of Health Services, LA County Department of Public Health, LA Family Housing, Exodus Recovery, Hope of the Valley, The People Concern, Midnight Mission, SRO Housing Corporation, Salvation Army, SSG-HOPICS, and more public agencies and service providers.

*\*as of July 2017-November 2018*

**To sustain the CTA and meet its goals for expansion, LAHSA continues to seek public and private public partners.**

## WHAT'S NEXT

LAHSA is continuing to expand access to the CTA to make trainings accessible to providers as they enter the homeless sector, and plans to add trainings in topics including, but not limited to:

### BEST PRACTICES

- Mental Health First Aid
- Housing Retention
- Critical Time Intervention
- Working with Aging and Older Adults
- Implicit Bias

### SYSTEM COMPONENTS

- Diversion
- Homelessness Prevention

### SERVICES

- 40-Hour Domestic Violence and Human Trafficking
- Safety Planning
- Fair Housing
- Housing Rights for Special Populations

### PROFESSIONAL DEVELOPMENT

- Presentation and Facilitation
- De-escalation and Conflict Resolution
- Programmatic Strategic Planning

**LAHSA has a target to train a minimum of 2,200 staff each year and is developing training content specifically for administrative public agencies.**

To learn more about the CTA courses, create an account or sign up for upcoming trainings, please visit:  
**[www.lahsa.configio.com](http://www.lahsa.configio.com)**

For more information, please contact:  
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