

## Assertive Engagement Tuesday, August 9th, 2022

**Start:** 2:00 PM ET **End:** 4:15 PM ET

**Instructors:** Ryan Villagran, LSW & Hannah Roop, LSW

Often the individuals most in need of our services are the very folks most hesitant to work with us. Past disappointments by other providers, as well as mental health symptoms and substance use patterns can create a lengthy and challenging engagement process. This training will present an overview of best practices for engagement and initiation of services for individuals experiencing homelessness. Facilitators will discuss the goals of engagement, tips for building rapport, creative strategies for those facing barriers to care, and relevant evidence-based practice skills. Through review of case studies and real client scenarios, attendees will learn that the most important thing we can do for our participants is continue to show up.

### **Learning objectives:**

When attendees return to the workplace, they will be able to:

- Define the purpose and goals of engagement
- Articulate the importance of centering client needs
- Name three common barriers to care (for individuals experiencing homelessness with serious mental illness and/or substance use disorders) and three creative solutions to overcome those barriers

**Target Audience:** Social service providers and helping professionals with direct client contact.

**Social Work Practice Level:** This course is appropriate for beginner and intermediate BSW/MSW learners.

**Content Level:** This course covers beginner and intermediate level material.

**Course Delivery Format:** Live webinar

**Interactivity:** This course will offer 15 minutes of Q&A time, as well as real-time polling, and group discussion prompts.

**Credit hours offered:** 2 credits\*

**Fees:** \$20 general registration; additional \$5 for registration with LSW/LCSW CE credit

*Registration includes access to the live event and recording, PDF of slides, and relevant training tip sheets/resources.*

**To register, please submit payment to:** <https://bit.ly/3MuCR40>

Upon receipt of payment, attendees will receive a receipt via email with the link to finalize their course registration with Zoom. Information for accessing the live webinar will then be sent directly from Zoom.

**Registration deadline:** Individuals may register up until the start time of the event.

\*CE credit is available to (1) PA Certification Board credentialed professionals, (2) Licensed Social Workers (LSW), and (3) Licensed Clinical Social Workers (LCSW) ONLY. Due to current regulations, CE credits cannot be offered to social workers in the states of New Jersey or New York. All others: please check with your professional licensing board to see if this course qualifies for credit towards your needed continuing education hours.



**Course completion requirements:** Attendees must attend the entirety of the virtual session with system video and audio enabled to participate and respond to all poll questions and activities. Certificates will be distributed to participants via email within two weeks of the course's conclusion. Attendees must complete a course evaluation via Google Forms to receive a certificate. Course evaluation links will be distributed during the session and via email immediately following the training. Individuals must attend the live webinar in order to receive a certificate of completion.

**System requirements:** Webinar participants must have to access to a computer, tablet, or smart phone with high speed Internet, microphone, speakers, and a (free) Zoom video conferencing account.

**Session Facilitators:**



**Ryan Villagran, LSW** joined Housing First University in June 2021 as a Training Specialist. Ryan holds a Master of Social Work from Temple University with a concentration in Communities & Policy. His clinical background includes delivering psychiatric rehabilitation services in the mental health recovery model at a Community Integrated Recovery Center. Ryan also developed and coordinated a training program in a university setting for social workers serving transitional-aged youth and later taught a Human Behavior in the Social Environment course for graduate social work students.



**Hannah Roop, LSW (she/her)** is a licensed social worker who has served as a Service Coordinator and then Assistant Team Leader at Pathways to Housing PA. Hannah is passionate about using person-centered approaches to support participants as they build and maintain a life they find joyful and meaningful. She is known to persevere with difficult or withdrawn clients on her caseload. On the weekend, Hannah enjoys rock climbing and hanging out with her dog.

Schedule	
1:45 PM - 2:00 PM	Virtual training room opens
2:00 PM - 2:05 PM	Welcome, introductions, & check-in activity
2:05 PM - 3:00 PM	Best practices for engagement
3:00 PM - 3:10 PM	Break
3:10 PM - 3:35 PM	Initiating Services; Intersection with other evidence-based practices
3:35 PM - 3:55 PM	Case studies
3:55 PM - 4:15 PM	Summary, closing remarks, Q&A

**For questions or concerns, please contact: Andrew Spiers, LSW**  
 Continuing Education Director,  
 Housing First University  
[aspiers@pthpa.org](mailto:aspiers@pthpa.org)  
 (215) 390-1500, ext. 1708

**To request an accessibility accommodation, please email:**  
[training@pthpa.org](mailto:training@pthpa.org)



ACE approval statement: Housing First University: a program of Pathways to Housing PA, #1759, is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved as ACE providers. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. Housing First University: a program of Pathways to Housing PA maintains responsibility for this course. ACE provider approval period: 1/12/2022-1/12/2025. Social workers completing this course receive 2 clinical education credits.



PCB Approved for 2.25 hours. Provider Status Agreement #629. Valid through 01/15/2023.



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