

Assertive Engagement Wednesday, August 9th, 2023

Start: 1:00 PM ET **End:** 3:15 PM ET

Instructors: Hannah Roop, LCSW & Ryan Villagran, 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 and three creative solutions to overcome those barriers

Target Audience: Social service providers and helping professionals with direct client contact, including case managers, peer specialists, and clinical supervisors.

Course Delivery Format: Live webinar

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

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

Social Work Credit Hours Offered: 2 general CE credits*

Fees: \$20 general registration; additional \$5 for registration with social work 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/housingfirstuniversity89>

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.

**Housing First University, a program of Pathways to Housing PA, can provide continuing education credits to licensed social workers in 48 of the 50 U.S. states and 10 Canadian provinces. Due to current regulations, CE credits cannot be offered to social workers in the states of New Jersey or New York. If you are not a Licensed Social Worker, please check with your board of accreditation to ensure this training meets your licensing needs.*

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 access to a computer, tablet, or smart phone with high speed Internet, microphone, speakers, webcam, and a (free) Zoom video conferencing account.

Session Facilitators:



Hannah Roop, MSW, LCSW (she/her), is a licensed clinical 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.



Ryan Villagran, LSW (they/them) 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. Ryan is involved in organizing efforts around ending mass incarceration and believes in the power of our collective imagination to dream of a better future centered around the most vulnerable members of our community.

Schedule	
12:45-1:00 PM	Virtual training room opens
1:00-1:15 PM	Welcome, introductions, & check-in activity
1:15-2:00 PM	Best practices for engagement & initiating services
2:00-2:10 PM	Break
2:10-2:25 PM	Intersection with other evidence-based practices
2:25-2:50 PM	Case studies
2:50-3:00 PM	Review & closing remarks
3:00-3:15 PM	Q&A

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

To request an accessibility accommodation, please email:
 training@pthpa.org



ACE approval statement: Housing First University: a program of Pathways to Housing PA, provider #1759, is approved as an ACE provider to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Regulatory boards are the final authority on courses accepted for continuing education credit. ACE provider approval period: 01/12/2022 – 01/12/2025. Social workers completing this course receive 2 general continuing education credits.

Accreditation information: <https://bit.ly/3RqW360>

Grievance policy: <https://bit.ly/3ewu4U5>

Security policy: <https://bit.ly/3x4qiro>

Cancellation & refund policy: <https://bit.ly/3Ui7QFM>



Providing Homes • Restoring Health • Reclaiming Lives