



Training and Consultation Services

Helping Organizations Achieve Excellence



center for urban
community services

Rebuilding lives together



From New York to Philadelphia to Phoenix

Helping You Shape Services and Systems

The Center for Urban Community Services (CUCS) is a leader in the human services field. Founded at Columbia University in 1979 and established as a separate nonprofit in 1993, CUCS has an extensive history of helping organizations across the nation with staff training, hands-on coaching, problem solving and developing housing and service programs that have a measurable and meaningful impact.

Why Work with CUCS?

CUCS' trainers and consultants are rooted in the real world.

CUCS provides services to more than 25,000 individuals and families annually and is recognized as a leader in creating and advancing effective programs and services.

CUCS tailors our cutting-edge solutions to your needs.

Our consultants and trainers use research and proven interventions to help you achieve the improved outcomes you want.

CUCS provides a range of services.

We provide training and technical assistance to front-line staff, administrators and senior managers. CUCS works with all levels of staff to maximize coordination and improve the services you offer.



CUCS Is Recognized for Excellence

2010 Exemplary Practice Award from the US Department of Health and Human Services a Projects for Assistance in Transition from Homelessness (PATH) Initiative

2010 Psychiatric Services Achievement Award from the American Psychiatric Association

2008 Science to Service Award from the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration

2007 Nonprofit Management Excellence Award, from the New York Times Company for overall excellence in management and sustained impact

2005 and 2001 Exemplary Program Award from the U.S. Department of Health and Human Services' Substance Abuse and Mental Health Services Administration

New York

Evidence-Based Practices

CUCS has the hands-on experience needed to bring evidence based practices to the front line. As an example VIP Community Services looked to CUCS for assistance in implementing Illness Management and Recovery (IMR), an intervention proven to benefit people with mental illness. CUCS provided staff training, on-site coaching and a tool kit to fully integrate IMR. Today IMR is making a dramatic difference in the lives of program participants.

Re-Entry for Prisoners

CUCS has expanded our training and consultation services to the correctional system. Working with New York State Prisons and New York City jails, CUCS has dramatically increased access to housing and public benefits for inmates as they transition back to their communities.



Improving Skills

CUCS has developed training curricula in 50 different areas of service delivery. Recently the Institute for Community Living (ICL), a provider of supportive housing, had their staff trained in Critical Time Intervention (CTI) and Working with People Who Hoard. As a result staff were better able to speed the transition into supportive housing and to help tenants remain housed.

Our Experience Makes the Difference

Our trainers draw from CUCS' direct service experience to offer meaningful advice grounded in the realities facing today's human services professionals. Working as agency executives, program directors, clinical supervisors and case managers has prepared our team to guide staff at all organizational levels.

CUCS trainers and consultants have helped to start-up, strengthen and reorganize supportive housing initiatives, mental health programs, shelters, HIV/AIDS and substance abuse programs, adolescent and family services programs, and services in the correctional system.

Our planning consultants have worked nationwide with localities to secure funding, strategically allocate resources, and identify and close gaps in services. We have helped organizations in urban, suburban and rural communities to maximize their effectiveness and coordination of care.



About CUCS

CUCS' mission is to end homelessness for as many people as possible and to provide opportunities for low-income individuals and families to be productive and successful members of the community. Each year CUCS works to achieve its mission through a range of direct service programs, research, training and consultation services. Our direct service programs reach over 20,000 individuals and families each year and include street outreach, transitional housing, permanent supportive housing, employment services and psychiatric services, as well as programs for low income households and persons involved in the criminal justice system. CUCS is a 501(c)(3) non-profit organization.

Pennsylvania

Implementing a Ten-Year Plan to End Homelessness

When Philadelphia created an ambitious Ten-Year Plan to End Homelessness the Office of Supportive Housing reached out to CUCS to develop an implementation strategy. CUCS developed a plan for the appropriate mix of shelter, housing and services.



Washington

Developing Service Models

When the Arlington County Department of Human Services needed to re-locate their Emergency Winter Shelter, they took advantage of a unique opportunity to re-design the program and align the service model with the goals of the County's plans to end homelessness. Drawing upon our experience implementing evidence-based practices in our own programs and in other communities, CUCS helped them to design a year-round shelter that would rapidly place homeless clients into stable housing and use data tracking to ensure achievement of housing placement outcomes.

Connecticut

Improving the Supportive Housing System

The Corporation for Supportive Housing (CSH) asked CUCS to assist with the implementation of a Quality Assurance Monitoring Program in Connecticut. CUCS visits Supportive Housing providers throughout the state to assess tenant satisfaction and program quality. This collaboration has helped service providers and policy makers improve services.

Contact Us If You Need Assistance With:

Training and Professional Development

CUCS trains over 5,000 staff throughout the US each year. We have trainings in 50 areas of service delivery that can be customized to meet your program's unique needs.

Implementing Evidence-Based Practices

CUCS has expertise in Illness Management and Recovery, Supported Employment, Motivational Interviewing, BTSAS (for persons with mental illness and chronic substance abuse issues), Critical Time Intervention, Supportive Housing and other evidence-based practices. We have helped organizations nationwide to improve client outcomes through the use of EBPs.

Organizational Development and Management

CUCS helps develop strategic plans, explore options for growth, and modify organizational structures and staffing patterns.

Program Development

Whether a start-up or existing program, we can help you put in place data tracking systems to strengthen program outcomes and policies, procedures and systems to deliver effective and efficient programs.

Developing Data Management Systems

CUCS can assist in developing systems to meet your management needs. We have in-depth experience developing community-wide housing vacancy and housing placement systems, case management referral systems and job banks.

Needs Assessments and Long-Range Planning

Our consultants work with organizations and communities to identify gaps in resources. We can also work to develop strategies to meet identified needs. Our recommendations lead to improved housing and service delivery systems.

Research

CUCS collaborates with researchers at the University of Pennsylvania, Columbia University and the Nathan Kline Institute. Our data-driven strategies help you better understand the needs of the people you serve and improve your programs.

Targeting of Resources

We help organizations and communities target resources to achieve broad goals such as reducing homelessness, decreasing recidivism, and increasing employment.

Let CUCS Share Our Expertise With You

To learn more about CUCS services and how we can help your organization or community, visit our website at www.cucs.org, send us an email at tcs@cucs.org or call us at (212) 801-3300.



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Selected Clients

New York

Bailey House • The Bridge • BronxWorks • Catholic Charities • CAMBA • Common Ground Community • Geel Community Services • Herritage Health and Housing • Institute for Community Living • New York City Department of Homeless Services • New York City Department of Health and Mental Hygiene • New York State Department of Health • PathStone • Policy Research Associates • Project Renewal • St. Vincent DePaul Mission • New York State Department of Correctional Services • Urban Pathways • VIP Community Services

National

Central Arizona Shelter Service • City of Oklahoma City • Community Shelter Board (Ohio) • Connecticut Department of Mental Health and Addiction Services • Corporation for Supportive Housing • Cuyahoga County Department of Human Services (Ohio) • Educational Alliance • Enterprise Foundation (Colorado, Missouri) • Florida Supportive Housing Coalition • Homeless & Housing Coalition of Kentucky • Los Angeles Department of Mental Health • Low Income Housing Institute (Washington) • Mental Health and Mental Retardation Authority of Harris County (Texas) • People's Emergency Center (Pennsylvania) • Technical Assistance Collaborative • Virginia Department of Housing and Community Development

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