

CUCS

CENTER FOR URBAN COMMUNITY SERVICES

CUCS Training Institute

Trainings & Workforce Development



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CUCS CENTER FOR URBAN COMMUNITY SERVICES

CUCS Institute

The Center for Urban Community Services (CUCS) Institute offers a broad spectrum of training and support to nonprofits, government agencies, and business entities.

Trainings are evidence based, interactive and hands-on, providing real-world, practical learning opportunities and skills that can be implemented immediately.

Our trainers are content experts with extensive field experience. We train on emerging issues drawing from CUCS's experience as a community base provider of health, mental health, housing, and human services for nearly 50 years.

We develop our trainings in collaboration with medical consultants and top researchers with expertise in the field of mental health.

We offer in-person and virtual training experiences.

Trainings can be customized to meet your workforce needs.

Areas of Expertise:

- De-escalation and Crisis Management
- Vulnerable Populations With Complex Needs
- Skills of Helping; Engagement Techniques
- Managing Job Related Stress
- Physical Health and Substance Use

We partner with:

- Local and national government entities
- Medical centers
- Faith-based organizations
- Non profit organizations
- Business Improvement Districts (BIDS)
- Private entities
- Academic institutions
- Managed Care Organizations



Trainings

Designed to provide frontline workers of all disciplines with the practical skills and strategies for successful interactions and engagement with people experiencing homelessness, health, mental health, substance use, and other vulnerabilities.

De-escalation and Crisis Management

Provides skills and strategies to de-escalate crisis when engaging vulnerable people. Skills gained include use of verbal and non-verbal techniques to maintain worker safety and prevent adverse outcomes for vulnerable people.

- Learn strategies for engagement at each stage of a crisis
- Assess for personal safety and risk of violence
- Use self-awareness to maintain calm and effectively respond to challenging interactions
- Confidently use safe and appropriate non-verbal and verbal communication to de-escalate and prevent crisis

Understanding Vulnerable People & Special Needs

A training designed for frontline, public facing staff who come into contact with individuals who have a range of behavioral health needs. The training offers non-clinical workforce a better understanding of who may be coming into their place of business and how to approach with compassion and understanding. Topics covered:

- Mental health, medical and substance use issues
- Associated symptoms and presentations such as public intoxication, hearing voices and erratic behavior
- Traumatic stress reactions and responses

Skills of Helping; Engagement Techniques

Practical information about engaging and supporting people experiencing homelessness and other vulnerabilities. Provides language and strategies for approaching and engaging homeless individuals in your workplace. Gain skills and knowledge necessary to redirect individuals to more appropriate services. Topics include:

- Understanding homelessness; myths and facts
- Practicing empathy and active listening to produce results
- Communicate effectively with homeless individuals to provide alternatives
- Resources for helping individuals

Managing Job Related Stress

If your job includes encountering or serving individuals who are in distress, crisis or are at risk, this training explores the stages of compassion fatigue and burnout and offers strategies for resiliency. Training includes:

- Stages of compassion fatigue and burnout
- Coping and management strategies
- Managing work productivity & morale in a dynamic environment



CENTER FOR URBAN COMMUNITY SERVICES

Sectors CUCS Trains

Health and Behavioral Health Workforce



Legal, Law Enforcement, Security Personnel



Hospitality, Restaurants, Retail, Businesses



Property Management, Maintenance, Facility Support Staff



And many more

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Interested in More?

The CUCS Institute has a comprehensive list of trainings ready to deliver or customize for your workplace needs. Additional trainings include:

Introduction to Case Management

Aging & Wellness: Working with Older Adults

Practical Counseling Skills

From Incarceration to the Community

Hoarding Disorder: Diagnosis and Effective Interventions

Housing-Based Case Management

Impact of Mental Health on HIV

Psychopharmacology for People Experiencing Homelessness

Coordinating Property Management and Social Services

Management Mastery: Building Effective Teams, Driving Performance, Leading with Purpose

Housing First: An Evidence Based Approach to Ending Homelessness

Critical Time Intervention (two-day training)

Foundations of Motivational Interviewing

Motivational Interviewing for Managers & Supervisors

Person-Centered Approaches to Substance Use Disorder

For more information, please contact:

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