

## Fact Sheet: Veterans on the Rise Staff Training

**The Veterans on the Rise team is a professional collective of specialists and case managers that maintain proficiency through exhaustive training and certification.**

ADA Training & Reasonable Accommodations – All Staff  
Assertive Engagement – All Staff  
Boundaries and Confidentiality – All Staff  
CATCH Tool – Program Managers, Case Managers and Housing Managers  
Conflict Resolution and Non-Coercive approaches to case management – All Staff  
Creating Safe Spaces: LGBTQ Youth Cultural Competency and Sensitivity Training – All Staff  
Crisis Intervention and Nonviolent Crisis Intervention – All Staff (including Operations Director, Facilities Director)  
Critical Time Intervention – All Staff  
Cultural Competency and Sensitivity – All Staff  
Customer Service and Language Access – All Staff  
Emergency Preparedness – All Staff  
Fair Housing and Landlord Tenant Rights and Responsibilities – Program Directors, Case Managers, Housing Specialist  
Financial Literacy – Case Managers, Program Managers, Housing Specialist  
Financial Management & Contracts/Grant Administration – Executive Directors, Finance Staff  
First Aid & CPR Certification – Essential Staff  
HIPAA – All Staff (excluding Executive Staff)  
Homeless Services Reform Act 2005 Overview – All Staff  
Housing Based Case Management – Program Managers, Case Managers and Housing Specialists  
Housing First – Program Directors, Case Managers, Housing Specialist  
Housing Quality Standards – (Scattered Site Programs Only) Facilities Personnel and Directors, Program Managers, Operations Directors  
Mandated Reporter Training – All Staff  
Motivational Interviewing – Case Managers and Program Managers  
SOAR – Case Managers  
Stages of Change – All Staff  
STEP Tool – Program Managers, Case Managers and Housing Specialists  
Suicide Risk Assessment and Prevention – All Staff  
Trauma Informed Care – All Staff  
Understanding Special Needs – All Staff  
Unusual Incident Reporting – All Staff  
Hypothermia In Service – All Staff

*Veterans on the Rise is staffed by trained professionals and maintains 5 residential locations to support Veterans in their moment of crisis, including those with severe mental illness and substance abuse issues.*

To donate and learn more about Veterans on the Rise, visit <https://www.veteransontherise.org>