**Fundamentals of Housing Focused Case management (August)**

* Intro and overview: what’s our why?
* What is good case management?
* Core functions/stages of case management
* Best practices and useful tools

**Engaging Clients in Services (September)**

* Who is hard to serve? (Difficult clients)
* Keys to successful engagement
* Crisis planning and de-escalation

**From Homeless to Housed (October)**

* Making the transition
* Supportive services for housing stability

**Landlord Engagement (October)**

* Building positive relationships with property management
* Eviction laws and special circumstances
* Using TCHC Landlord Engagement Services

**Wellness and Recovery: Managing in Housing (November)**

* Creating a recovery focused program/service
* Mental health 101
* Substance abuse 101
* Coping strategies: how to manage stress, problems and look for symptoms
* Reducing relapses: ensuring needs are met (through meds and other avenues)

**Self-Care (December/January)**