ALLIANCE TO END **HOMELESSNESS** IN THE CAPITAL REGION

CONTINUING STUDIES@UVIC

Fundamentals for the Homelessness Serving Sector
Micro-credential

HOPE
has found a
HOME

Territorial acknowledgement

We acknowledge with respect the ləkʷəŋən (Esquimalt, and Songhees) peoples on whose traditional, unceded territory the University of Victoria and the City of Victoria stands, as well as the Malahat, Pacheedaht, Scia'new, T'Sou-ke and W̱SÁNEĆ (Pauquachin, Tsartlip, Tsawout, Tseycum) peoples whose historical relationships with the land and water continues to this day.

Acknowledgment

This project is funded by
the Government of Canada.

Canada

CRD

Making a difference...together

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The Project - Fundamentals for the Homelessness Serving Sector (FHSS) - Background

- Sector-wide consultation to address labour market challenges: including shortages, burnout and cost-effective / no-cost skill development options,

- Successful application to Reaching Home Program for funding,

- Aligned with sector and peer-identified needs, and

- Informed by ongoing feedback and collaboration leading to flexible, relevant, no-cost training provided by the University of Victoria Division of Continuing Education

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The Project: FHSS

- Inception to implementation: November 2022 - March 2024

- Stewarded by the Alliance to End Homelessness in the Capital Region (AEHCR) and the Division of Continuing Studies at the University of Victoria (the partners)

- Homelessness Serving Sector community members were brought together to design a Homeless Support Worker training curriculum

- A set of free, accessible, online training courses for workers in the homelessness response sector was co-developed

- The six-course program leads to a micro-certificate (professional development certificate) for individuals completing the six-course program

- FHSS micro-credential courses are free through April 2027

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Homelessness Response Community Members

Members from the Homeless Response Community (Best Practices Collective) included:
- Anawim Companion Society
- Beacon Community Services Society
- Our Place Society
- Pacifica Housing Society
- Peers Victoria Resources Society
- PHS Society
- Sooke Shelter Society
- St. Vincent de Paul Society
- The Salvation Army
- Threshold Housing Society
- Victoria Cool Aid Society
- Victoria Native Friendship Centre

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FHSS - Micro-credential

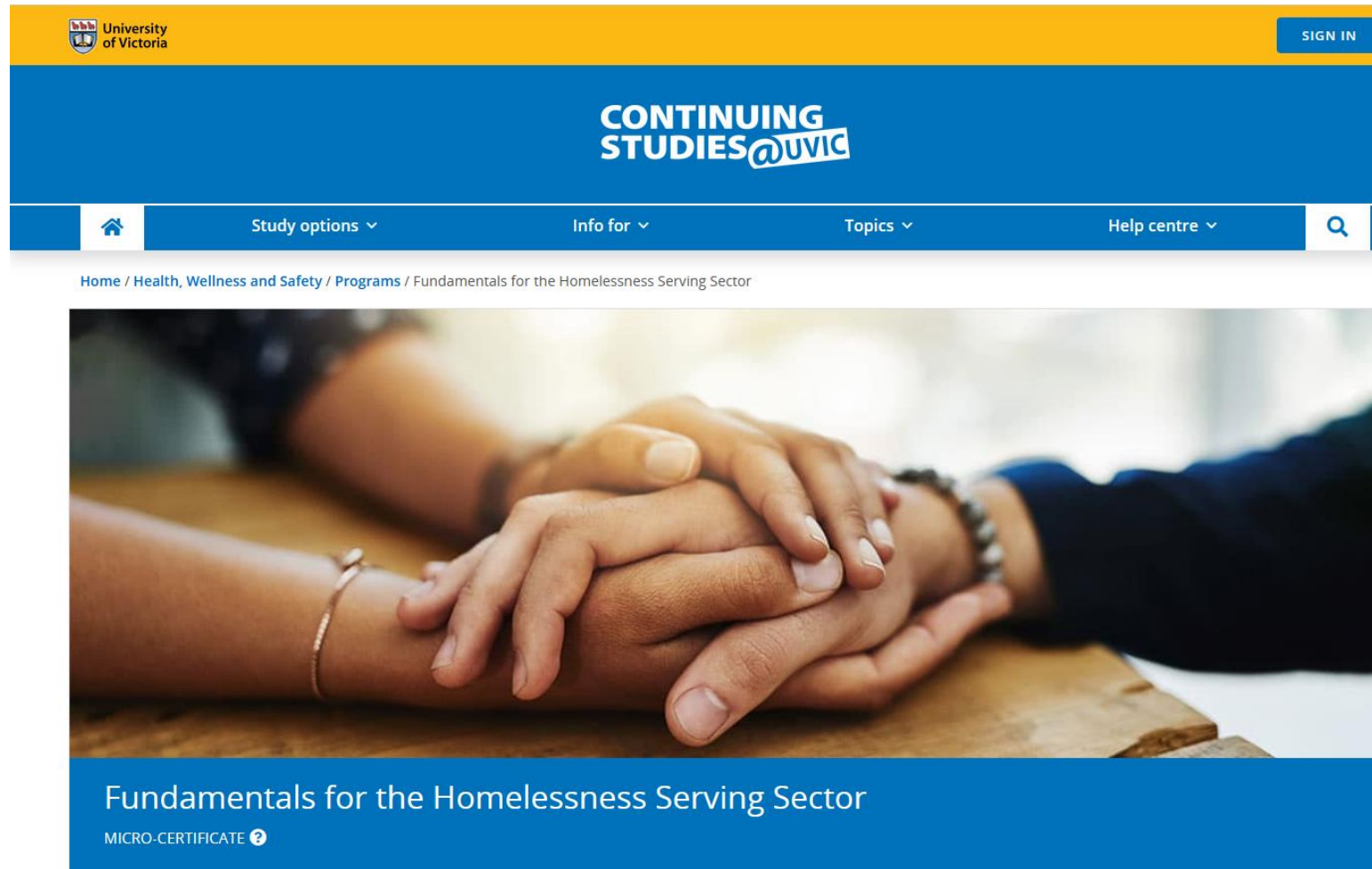**The FHSS Micro-credential consists of six courses:**

- Homelessness and Housing First Principles (FHSS301)

- Person-centered Procedures (FHSS302)

- Mental Health and Substance Use (FHSS303)

- Decolonization and Cultural Safety (FHSS304)

- Gender and Sexuality (FHSS305)

- Supporting Others, Caring for Yourself (FHSS306)

The participant receives a University of Victoria:

- Certificate after completing each course

- Micro-credential after completing all six courses

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FHSS Online Micro-credential Landing Page

https://continuingstudies.uvic.ca/health-wellness-and-safety/programs/fundamentals-for-the-homelessness-serving-sector/

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FHSS - Micro-credential Program Development

Trainings provided on each course topic

- In-person workshops

- Focus group sessions

- Engagement sessions for persons with lived/living experience of homelessness
  - 77 distinct individuals
  - 20 organizations

Individuals completed one or more online courses

Feedback from:

- pilot participants

- individuals completing one or more courses

- service providers via the Best Practices Collective convened by the Alliance

Online micro-credential course development based on feedback

Rollout of the six micro-credential courses

FHSS - Micro-credential Program Development - Challenges

- Changes in key backbone/partner team members resulting in adjusting for seamless continuity, address shifting priorities and amending deadlines,

- Engaging many partners for program development can be difficult due to competing priorities, availability and time allocation which resulted in mitigated feedback to inform the project development and overall direction,

- Participation in some workshops and focus groups was lower than anticipated, impacting curriculum development.

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FHSS Micro-credential Program Development - Tips

- Allow additional time for relationship development with partner and collaborator organizations, to foster a common vision and bolster project direction,

- Develop agreed-upon deliverables as well as individual / collective expectations, to ensure clarity and measure progress,

- Scale back the number of engagements to enhance meaningful and wholistic participation.

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Thank you!