



COOL TOOLS FOR RECRUITING AND RETAINING EXCELLENT STAFF

The following tools can help you welcome new HVRP staff members and train them on critical skills and knowledge that facilitate their ability to help veterans succeed.

New Employee Orientation & Onboarding

<https://welcome.mit.edu/managers/checklists>

The Department of Human Resources at the Massachusetts Institute of Technology (MIT) offers downloadable checklists to help determine who will do what and when to help new employees be successful. The checklists can be customized for your program.

Understanding Military Culture

http://www.ptsd.va.gov/professional/continuing_ed/military_culture.asp

This course, presented by the [U.S. Department of Veterans Affairs' National Center for PTSD](#), shares important information regarding military demographics, branches, rank, status, and stressors to help users understand military culture.

Engaging Veterans and Families to Enhance Service Delivery

<http://www.familyhomelessness.org/media/174.pdf>

The [National Center on Family Homelessness](#) created this tool kit to enhance support for veterans' use of government and community-based services. It presents tools, resources, best practices, lessons learned, and cutting-edge research for community-based organizations to consider using for their staffing, program design, delivery, and outreach and engagement of veterans.

Motivational Interviewing

<https://www.nhchc.org/training-technical-assistance/online-courses/motivational-interviewing/>

The [National Health Care for the Homeless Council](#) features this self-paced, online course on motivational interviewing (MI). Presented in four modules, the course defines MI, describes techniques necessary for effective MI encounters, provides an opportunity to practice MI techniques in a simulated setting, and guides incorporation of MI techniques in an actual setting.

Post-traumatic Stress Disorder (PTSD) Overview

<http://www.ptsd.va.gov/professional/PTSD-overview/index.asp>

The Professional section of the [U.S. Department of Veterans Affairs' National Center for PTSD](#) contains training materials, as well as information and tools to help researchers, providers, and helpers. It features this PTSD 101 online course.

Trauma-Informed Organizational Toolkit for Homeless Services

<http://www.familyhomelessness.org/media/90.pdf>

This toolkit from the [National Center on Family Homelessness](#) offers concrete guidelines for how to modify practices and policies to ensure appropriate responses to the needs of individuals and families who have experienced traumatic stress. It includes an organizational self-assessment, a user's guide, and a how-to manual for creating organizational change.

Trauma-Informed Care for Women Veterans Experiencing Homelessness: A Guide for Service Providers Web-Based Training

http://www.dol.gov/wb/trauma/wbt_intro.html

This online course for community-service providers who serve female veterans describes ways that female veterans experience trauma and the impact it has on their lives, applies principles of trauma-informed care to ensure desired outcomes in the service of female veterans, discusses the six domains of trauma-informed care, and assesses organizational readiness to provide trauma-informed care.

Women's Health Outreach Toolkit

<http://www.va.gov/womenvet/outreach.asp>

Although primarily geared toward health care, this toolkit from the [U.S. Department of Veterans Affairs' Center for Women Veterans](#) includes a profile on the demographics and needs of female veterans.

Rapid Re-Housing Training

<http://www.endhomelessness.org/library/entry/rapid-re-housing-tools>

The [National Alliance to End Homelessness Center for Capacity Building](#) has developed five short video training modules: Housing Barriers Assessment; Housing Search and Location/Developing Relationships with Landlords; Designing Subsidies; Voluntary Service Provision; and Outcomes, Community Examples, and Evaluation. The modules share best practices from successful rapid re-housing programs and include interactive exercises.

Rapid Re-Housing Tools

<http://www.endhomelessness.org/library/entry/rapid-re-housing-tools>

This toolkit from the [National Alliance to End Homelessness](#) is a compilation of sample materials that organizations and rapid re-housing program staff can use as part of rapid re-housing. It includes items such as a landlord benefits checklist, an apartment comparison checklist, and a lease explanation tool.

Training Frontline Staff: Permanent Supportive Housing

<http://store.samhsa.gov/shin/content//SMA10-4510/SMA10-4510-03-TrainingFrontlineStaff-PSH.pdf>

This workbook is one of eight Permanent Supportive Housing KIT booklets developed as part of the Evidence-Based Practices KITs series from the [Center for Mental Health Services](#) within the Substance Abuse and Mental Health Services Administration. It addresses the basic elements of permanent supportive housing, the theory behind this model, core processes, and types of services that program staff provides.

What Gets Measured, Gets Done: A Toolkit on Performance Measurement for Ending Homelessness

<http://www.endhomelessness.org/library/entry/what-gets-measured-gets-done-a-toolkit-on-performance-measurement-for->

This toolkit from the [National Alliance to End Homelessness](#) provides an overview of performance measurement 101, including how to design a system and build it from scratch, using data to manage or change a homeless system, and understanding and implementing system-level performance measurement.

Working with Employers: Skills and Strategies for Job Development Success—Participant Workbook

http://www.issuelab.org/resource/working_with_employers_skills_and_strategies_for_job_development_success_participant_workbook

This course offers 10 skill development modules (each 2 ½ to 3 hours in length) that can strengthen the effectiveness of frontline staff involved in job development. Core Session I teaches how to develop a winning pitch based on the services job seekers can provide to employers. Core Session II addresses getting to know employers' needs. The textbook [Job Development Essentials: A Guide for Job Developers \(Second Edition\)](#) provides all the background reading for the course. Though the organization that developed these materials, Public/Private Ventures, has ceased operations, its publications are archived with [the Foundation Center's IssueLab](#).

Self-Assessment Tool: Self-Care

http://peer.hdwg.org/sites/default/files/7b%20SelfAssessmentToolSelfCare-PeerRole-Peer_Training.pdf

The [Peer Education & Evaluation Resource Center](#) offers this self-assessment tool for rating physical, psychological, emotional, spiritual, and workplace self-care. Instructions for completing the tool as part of a group training activity are included.

NVTAC

National Veterans Technical Assistance Center

View more NVTAC success stories at NVTAC.org