

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
10 Steps to Fully Integrating Peers into your Workforce	The results are in and it is clear that peers improve opportunities and outcomes for the people we serve. At the same time many organizations struggle to successfully create opportunities for this workforce. This workshop will explore the top ten strategies for success at incorporating the peer workforce and the critical role that organizational culture plays in this transformation of care.	Online Course	N/A		
2010 MS Excel: Advanced	This advanced course on Microsoft Excel 2010 covers creating and running macros.	Online Course	N/A		
2010 MS Excel: Basics	This course will teach you the basics of Microsoft Excel 2010 including creating a chart, keyboard shortcuts, protecting your files, and more.	Online Course	N/A		
2010 MS Excel: Intermediate	This intermediate level course on Microsoft Excel 2010 will cover formulas and functions, conditional formatting, Vlookup, keyboard shortcuts, and more.	Online Course	N/A		
2010 MS Outlook: Basics	This course will teach you the basics of Microsoft Outlook 2010 including mailbox management, signatures, automatic replies, and more.	Online Course	N/A		
2010 MS Outlook: Intermediate	This intermediate level course on Microsoft Outlook 2010 covers keyboard shortcuts, best practices, and more.	Online Course	N/A		
2010 MS PowerPoint: Basics	This course will teach you the basics of Microsoft PowerPoint 2010 including charts and diagrams, keyboard shortcuts, animations and transitions, inserting videos, and more.	Online Course	N/A		
2010 MS PowerPoint: Intermediate	This intermediate level course on Microsoft PowerPoint 2010 will provide an indepth coverage of using animations.	Online Course	N/A		
2010 MS Word: Basics	This course will teach you the basics of Microsoft Word 2010 including creating a document, protecting your files, keyboard shortcuts, and more.	Online Course	N/A		
2010 MS Word: Intermediate	This intermediate level course on Microsoft Word 2010 covers working with table of contents, formatting, page numbers, headers and footers, and more.	Online Course	N/A		
2013 MS Excel: Advanced	This advanced course on Microsoft Excel 2013 will cover advanced formulas, pivot tables, macros, password protection, drop down lists, printing, and more.	Online Course	N/A		
2013 MS Excel: Basics	This course will teach you the basics of Microsoft Excel 2013 such as basic math, creating a chart, cell references, the autofill feature, and more.	Online Course	N/A		
2013 MS Excel: Intermediate	This intermediate level course on Microsoft Excel 2013 includes sorting and filtering data, headers and footers, using basic formulas, conditional formatting, and more.	Online Course	N/A		
2013 MS Outlook: Advanced	This advanced level course on Microsoft Outlook 2013 will cover archiving, password protecting, personal folders, managing rules, sharing your calendar, and more.	Online Course	N/A		
2013 MS Outlook: Basics	This course will teach you the basics of Microsoft Outlook 2013 including email, calendars, contacts, attachments, search features, and more.	Online Course	N/A		
2013 MS Outlook: Intermediate	This intermediate level course on Microsoft Outlook 2013 covers using folders, controlling spam, vCards, tracking emails, templates, using contact groups, and more.	Online Course	N/A		
2013 MS PowerPoint: Advanced	This advanced course on Microsoft PowerPoint 2013 will cover sound effects and music, bullets, headers and footers, animation, charts, inserting objects, and more.	Online Course	N/A		
2013 MS PowerPoint: Basics	This course will teach you the basics of Microsoft PowerPoint 2013 including themes, transitions between slides, speaker notes, basic formatting, printing, using the presenter view, and more.	Online Course	N/A		
2013 MS PowerPoint: Intermediate	This intermediate level course on Microsoft PowerPoint 2013 includes backgrounds, using and formatting pictures, watermarks, handout masters, and more.	Online Course	N/A		
2013 MS Word: Advanced	This advanced course on Microsoft Word 2013 will cover mail merge, table of contents, collapsible headings, and more.	Online Course	N/A		
2013 MS Word: Basics	This course will teach you the basics of Microsoft Word 2013, including how to create and save a document, format the page and contents, edit, and more.	Online Course	N/A		
2013 MS Word: Intermediate	This intermediate level course on Microsoft Word 2013 includes creating labels, formatting features such as footnotes, mirror margins and watermarks, as well as citations and bibliographies, and more.	Online Course	N/A		

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A Clinician's Tale: How Do I Provide the Best Treatment for Young Children with Disruptive Behaviors	This webinar is designed to help clinicians (i.e., licensed clinical social workers, licensed professional counselors, licensed psychologists and other licensed therapists) who treat young children with ADHD to better understand evidence-based and evidence-informed practices (EBP/EIP) they can use to help parents manage their children's disruptive behaviors and ADHD symptoms.	Online Course	N/A		
A Culture-Centered Approach to Recovery	Welcome to the course, A Culture-Centered Approach to Recovery. In this course, you will learn about the values, beliefs, and principles that are the foundation of psychosocial rehabilitation and recovery-oriented practice. This training describes the many ways in which culture is central, not peripheral, to recovery. In addition, it includes a review of the many dimensions of culture, the impact of worldview on psychosocial rehabilitation (PSR) practice, as well as the steps to becoming a culturally competent service provider. You will complete exercises that will help you to explore your own culture and worldview, as well as identify biases that could impact your relationships with others.	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		
A Day in the Life of Henry: A Dementia Experience	A Day in the Life of Henry is a virtual reality experience for professionals caring for people with dementia across the healthcare continuum. As caregivers, how can we understand the reality that a person with dementia lives in and how that reality affects their thoughts, feelings, and behaviors? What is life really like for someone with dementia? How do they perceive their environment? How do interactions with caregivers affect their reactions? This course helps learners experience this reality, even briefly, allowing them to understand the importance of their interventions and actions.	Online Course	N/A		
A First Look at Integrating Care: Policy	This course provides an overview of how current healthcare and social policy relates to the integration of primary care and behavioral health services for people with persistent mental illness and/or substance use disorders. You will learn about the intersection of social policy and legislation, including the Affordable Care Act, in the context of a need for and execution of integrated approaches to care. You will also learn about the most common models of integrated care along and the trends and issues that characterize them. By taking this course, social workers will gain in-depth knowledge of how these models and policies define their role in an integrated care environment. In 2012, the SAMHSA-HRSA Center for Integrated Health Solutions (CIHS), run by the National Council for Behavioral Health, launched a partnership with the National Association of Deans and Directors of Schools of Social Work (NADD) and the Council on Social Work Education (CSWE). This partnership led to the creation and pilot of the Policy and Practice in Integrated Care courses at 28 colleges and universities across the country. The in-person format, which was distributed widely to the field through NADD and CSWE networks, remains available and is offered at multiple institutions nationwide. With additional funding from the New York Community Trust, the project was further expanded to include development of the courses in an online format available at no cost to participants through Relias Learning.	Online Course	N/A		

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A First Look at Integrating Care: Practice	<p>This course provides social workers with an overview of core clinical practices and competencies required to work effectively within an integrated healthcare system. After learning the fundamentals of what constitutes an integrated healthcare system, you will gain key insights regarding how social workers can serve as part of a holistically-oriented integrated healthcare team. Didactic information is complemented by specific examples regarding clinical approaches in order to give you actionable take-aways which you can apply in your own setting.</p> <p>In 2012, the SAMHSA-HRSA Center for Integrated Health Solutions (CIHS), run by the National Council for Behavioral Health, launched a partnership with the National Association of Deans and Directors of Schools of Social Work (NADD) and the Council on Social Work Education (CSWE). This partnership led to the creation and pilot of the Policy and Practice in Integrated Care courses at 28 colleges and universities across the country. The in-person format, which was distributed widely to the field through NADD and CSWE networks, remains available and is offered at multiple institutions nationwide. With additional funding from the New York Community Trust, the project was further expanded to include development of the courses in an online format available at no cost to participants through Relias Learning.</p>	Online Course	N/A		
A First Look Into Integrated Care for Primary Care Staff	<p>This course provides primary care providers with an overview of core clinical practices and competencies required to work effectively within an integrated healthcare system. After learning the fundamentals of what constitutes an integrated healthcare system, you will gain key insights regarding how primary care providers can serve as part of a holistically-oriented integrated healthcare team. Didactic information is complemented by specific examples regarding clinical approaches in order to give you actionable take-aways that you can apply in your own setting. The content of this course was developed through a partnership between the SAMHSA-HRSA Center for Integrated Health Solutions (run by the National Council for Behavioral Health), the National Association of Deans and Directors of Schools of Social Work, the Council on Social Work Education, and with generous funding from the New York Community Trust. This course is appropriate for all medical staff responsible for physical health at a primary care provider.</p>	Online Course	N/A		
Abuse and Neglect: What to Look For and How to Respond	<p>This course provides the most current and relevant information on child, elder, and dependent adult abuse, as well as intimate partner violence. You will learn about these various types of abuse as they relate to your role as a behavioral healthcare service worker. Upon completion of this course, you will be able to recognize the various signs of abuse among all of these groups, as well as clearly understand your reporting responsibilities and procedures. Most importantly, you will have the key competencies you need to assist victims of violence and help others to avoid victimization. This course is designed for all Human Service personnel for entry level training or compliance reviews.</p>	Online Course	N/A		

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Abusive Head Trauma (Shaken Baby Syndrome)	In the United States, an estimated 1,000 - 3,000 children are shaken each year. Shaken baby syndrome (SBS) can cause permanent brain damage or can be fatal. Signs of shaken baby syndrome are hard to detect, and may go unnoticed by caregivers and unrecognized by providers. The information provided in this course will help you to understand shaken baby syndrome and provide you with information to educate parents and caregivers on the dangers of shaking young children. This course will allow you to examine the causes of shaken baby syndrome, recognize signs and symptoms of babies and toddlers that have been shaken, and recommend alternative strategies to parents and caregivers. Throughout the course, interactive quizzes and detailed case vignettes will allow you to apply the material that you are reviewing, and at the end of the course, a post-test will allow you to evaluate areas of strength. This course is designed for health care professionals who work with children and families in long-term care facilities, outpatient/ambulatory settings, non-profits, and public health agencies.	Online Course	N/A		
Activities for Infants and Toddlers	Children rely on the adults around them to support and enhance their development. This course focuses on activities that caregivers and professionals can do with infants and toddlers to help their emotional, cognitive and physical development. In this course, you will learn about developmentally appropriate activities for infants through age two, including specific ideas on ways to stimulate brain development, promote language development and build a foundation for future STEM skills.	Online Course	N/A		
Activities for Preschoolers: Approaches to Play and Learning	Young children are increasingly being educated in learning environments that are rapidly becoming more teach-directed and less child-oriented. That is, well-meaning teachers are providing instruction in a manner that often mirrors the classroom of elementary school children. Teach-directed learning has its place in education; however, this approach to learning does not mesh with theories about how young children learn and generalize new knowledge. This course will introduce concepts that have shaped the value of intentional high quality play and learning for young children. In addition, it will help you differentiate the stages of play in young children, and introduce activities to engage children in play and learning. Given this knowledge, you will learn to be more intentional about including active play as a meaningful learning tool for young children.	Online Course	N/A		
Activities for Preschoolers: Gross and Fine Motor Skills	Chronological and developmental age dictate how and when opportunities for motor skill development occur. A caregiver's interaction with the child is a necessary part of motor skill development. This course will help the learner understand the developmental course of motor development and what can be done to promote it.	Online Course	N/A		
Activities for Preschoolers: Learning Through Creative Arts	A finger painting hung on a refrigerator door is a sure sign young children are part of the family. Drawing and painting are two of the most common ways children express themselves before having full command of language. Consider this, most children scribble with a pencil or crayon before they can speak in a full sentence. When toddlers hear music they nod their heads up and down and clap their hands while seated in their high chairs before they can even stand. We are born eager to create. As long as you have a voice and can move, teaching the creative arts can be achieved in most settings for young children. This course will provide information on age appropriate instructional strategies for teaching activities through movement, music, art and dramatic play. Through interactive participation with the content, you will be prepared to engage children in activities that will encourage their creativity while developing specific reading and math skills.	Online Course	N/A		

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Activities for Preschoolers: STEM Learning	<p>In the current world of education, STEM concepts (science, technology, engineering, and math) are receiving close examination. The primary principles in this area include asking questions, experimentation, and using resources to learn how and why things work. This leads us to ask, "What does STEM learning look like for young children?" This course is designed for general HHS staff members who interact with young children in the course of their jobs, whether you are a child care provider or general staff. You will learn why focusing on STEM learning with young children is important. You will also become aware of the ways to help children build a foundation for STEM concepts, and how valuable your role is in this process. Finally, you will discover specific activity suggestions to implement with young children to advance their exposure to STEM learning, as well as strategies for adult interaction that support their development in these areas.</p>	Online Course	N/A		
Activities for Preschoolers: Supporting Language Development	<p>One significant factor in caring for young children is an understanding of the child's capacity to communicate. This course will examine the progression of children's oral language from birth through age five, delineating characteristics and milestones one might recognize as the child grows and develops. Caregivers, educators and parents play an important role in creating an environment and providing experiences that promote and advance a child's language development. This course will provide practical strategies and teachable activities that encourage the developing child toward those progressive milestones. While children develop at different rates, the course will outline indicators and typical behaviors that may accompany a language delay.</p>	Online Course	N/A		
Addressing Overweight and Obesity in Individuals with Mental Illness	<p>Consumers of mental health services die decades earlier than the general population largely due to preventable, treatable, and modifiable risk factors and conditions. Included in these risk factors and conditions is obesity, one of the most common factors that link mental illness with significant morbidity and mortality. Not only does obesity have serious health consequences including diabetes, heart disease, hypertension, dyslipidemia, stroke, sleep apnea, and various cancers, but it is also a roadblock to an individual's mental health and recovery. This course is designed for behavioral health professionals who work with those individuals who are at risk for becoming or are overweight or obese. In this course, you will learn the prevalence of obesity in the general population and the behavioral health population, as well as the contributing factors in persons with behavioral health problems. You will study evidence-based strategies and approaches to identify, prevent, minimize, and reverse overweight and obesity. You also will learn how to apply these approaches in the behavioral health setting by engaging and collaborating with clients to develop realistic wellness strategies and goals. The primary aim of this course is to educate you on the need to identify weight problems in people with mental illness and to assist you with knowledge and skill development to address overweight and obesity in individuals with mental illness.</p>	Online Course	National Council - Integrated Care Certificate		

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Addressing Overweight and Obesity: An Integrated Health Perspective	<p>Obesity is common, serious, and costly. According to the Centers for Disease Control and Prevention (CDC; 2015), 70.4% of Americans are overweight or obese. Obesity can affect any person from young children to older adults, and there are many causes, including over-eating, physical inactivity, genetics, hormones, and the environment. People with certain behavioral health conditions may also be at a higher risk of weight problems than the general population. Increased risk for many serious diseases and health conditions is associated with obesity, including behavioral health conditions and an increased risk of death. In this course, you will study evidence-based strategies and approaches to identify, prevent, minimize, and reverse overweight and obesity. You also will learn how to apply these strategies by engaging and collaborating with individuals to develop realistic goals and interventions. The primary aim is to educate you on the need to identify and manage weight problems using an integrated approach. This course is designed for clinical and medical staff in community health and primary care settings, as well as primary care and behavioral health practitioners who work with individuals who are at risk for becoming overweight and obese.</p>	Online Course	N/A		
Addressing Substance Use in Military and Veteran Populations	<p>Did you know that Veterans who experienced combat or other traumatic situations have a significantly elevated risk of experiencing substance use disorders, both pre- and post-discharge from their Service? From military culture to injury, trauma to psychosocial stressors, a multitude of factors contribute to the pattern of substance use disorders and greatly explain why and how they continue to occur at such alarming rates among Active Duty military and Veterans. This course covers the etiology of substance use disorders for Active Duty military members and Veterans, common patterns of usage, and how to apply the most efficacious treatment options available. You will learn best practices for addressing common concerns regarding consequences for both Active Duty Service members and how this differs for Veterans. Vignettes and interactive exercises throughout this course allow you to draw upon similar real-life situations in your own work setting. After completing this course, you will have the tools you need to apply skills learned with either Active Duty military or Veterans.</p>	Online Course	N/A		
ADHD: Etiology, Diagnostics and Treatments	<p>Attention-deficit/hyperactivity disorder (ADHD) is one of the most common neurodevelopmental disorders diagnosed in childhood, and its symptoms can continue through adolescence and adulthood. Diagnosing and treating individuals with ADHD can be challenging because it is common for many children to exhibit inattentiveness, hyperactivity, or impulsivity at times. The information in this course will give you the tools you need to make an accurate diagnosis and choose the most effective treatment for the individuals you serve. In this course, you will learn about the 3 different presentations of ADHD along with key behaviors of each. In addition to specific diagnostic criteria of ADHD, you will learn how to identify typical symptoms, particularly how symptoms manifest differently in individuals of different ages. This course also discusses some of the possible causes of ADHD as well as current treatment options for children, teenagers, and young adults, including both pharmacological and non-pharmacological interventions. A series of experiential lessons and interactive exercises will help you practice and apply what you have learned. This course is appropriate for healthcare professionals with basic to intermediate levels of experience working with children, adolescents, and young adults in a variety of healthcare settings. DSM<sup>®</sup> and DSM-5<sup>®</sup> are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	National Council-Children's Service Certificate		

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Adolescent Substance Use Disorder Clinical Pathways	<p>In the literature on evidence-based medicine, a clinical pathways system is presented as a comprehensive treatment model that targets the specific strategies associated with a homogeneous patient group, in this case adolescents with substance use disorder. Clinical pathways in medicine are designed to address the high risks involved when managing patient care. The system includes three major facets: (1) a method for understanding the major features of the disease that requires treatment, including understanding the etiology of the disease; (2) treatment planning using standards for clinical practice and the organization of necessary resources, and finally, (3) treatment methods, including the application of evidenced-based treatment for the disease. According to De Blesser et al. (2006), "The aim of a clinical pathway is to improve the quality of care, reduce risks, increase patient satisfaction, and increase the efficiency in the use of resources." This course will prepare you to achieve those goals when treating adolescents with substance use disorders. This course is intended for licensed and licensed-eligible clinicians who work with adolescents and their families to address substance use disorders and co-occurring mental health issues. DSM<sup>®</sup> and DSM-5<sup>®</sup> are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
Adolescent Suicide	<p>In 2013, suicide was the second leading cause of death for young people ages 15 - 24. It is essential for mental health clinicians and other professionals working with adolescents to understand the dynamics of suicide among young people so they can be more proactive and effective in working with the adolescent clients they serve. After providing a foundation on how widespread the problem is and the prevailing theories about what impels individuals to commit suicide, this course will teach you about assessing for suicide risk among your adolescent clients, including suicidal behavior among special population groups such as lesbian, gay, bisexual, transgender, queer and intersexed youth.</p> <p>You will learn about warning signs to watch for and ways to effectively work with adolescents, including intervention and prevention strategies.</p>	Online Course	National Council-Children's Service Certificate		
Advance Directives	<p>Advance directives are legal documents with instructions that apply if an adult is not able to make decisions about their own healthcare. They are meant to ensure that a person's values related to dying, quality of life, and other relevant considerations are honored. It's important for everyone to have a basic understanding of what advance directives are and when they are applied so personal wishes can be observed at the end of life.</p>	Online Course	N/A		
Advanced Co-Occurring Disorders	<p>The prevalence of individuals in various treatment settings with co-occurring substance use and behavioral health disorders is well documented. Whether you are working in a behavioral health or substance use treatment modality, your ability to assess and treat individuals with co-occurring disorders is central to your success. This course explores various aspects of co-occurring disorders, including how substance use and behavioral health disorders interact with one another, how to assess for co-occurring disorders, and treatment options for addressing co-occurring disorders. Along the way, you will encounter a series of interactive exercises to help facilitate your learning. This course is appropriate for licensed social workers, nurses, counselors, and therapists. DSM<sup>®</sup> and DSM-5<sup>®</sup> are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course. This module is text-based.</p>	Online Course	N/A		

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Advocacy and Multicultural Care	<p>Within the last century the concept of health has expanded beyond the mere criteria of the presence or absence of illness. "Health" is now conceptualized as part of an overall notion of wellness, which includes social, economic, and psychological wellbeing (Harris, 2010). This broad conception of health was codified decades ago in the World Health Organization's definition of health as "a state of complete physical, mental, and social well-being, rather than merely the absence of disease or infirmity" (WHO, 1948).</p> <p>The orienting concept of wellness suggests that in order to improve the health of individuals, we must begin to think and conceptualize in terms of a healthy society. Yet, if larger social structures are often barriers to the attainment of health and wellness for certain communities, how can healthcare professionals influence those systems?</p> <p>This course presents an overview of new innovations in multicultural care and service delivery. Drawing upon material from the U.S. Department of Health and Human Services, you will be guided through the national standards in the United States for working with individuals from diverse backgrounds and cultures. The training also reviews the changing landscape of mental health service provision, along with key concepts that relate to your role in the alleviation of oppression and health disparities. Detailed examples of individual and organizational applications of multicultural care will help you to apply these concepts in your own setting.</p> <p>This module is text-based.</p>	Online Course	N/A		
Affirmative Action	<p>Each of us is hired to help an organization perform at its best and provide quality services. We expect the organization and our co-workers to treat us with respect and help us to develop personally and professionally in the workplace.</p> <p>While pursuing employment opportunities, such as applying for a new job or a promotion, though, one may be faced with discrimination based on factors unrelated to ability to do the job. This discrimination and harassment may be based on race, color, religion, gender, sexual orientation, age, marital status, ethnicity or national origin, veteran status, disability, or other classes protected by law.</p> <p>Anti-discrimination laws help ensure that potential and existing employees are treated fairly and with dignity and respect. These laws also help maintain a workplace where all employees can work, remain productive, advance, and develop to their fullest potential. Still, discriminative practices of the past continue in subtle ways and have created a workforce that is not as diverse as it should be. Affirmative action refers to a set of practices designed to correct the trends created by past discrimination.</p> <p>It is important for you to understand what affirmative action is and how it may apply to you and your organization. This course has been prepared with these objectives in mind.</p>	Online Course	N/A		

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AHCCCS - Module 1: Overview of the Targeted Investment Program Ambulatory Projects for Adults Transitioning from the Criminal Justice System	<p>The Forensic Peer and Family Support Training Course was developed for Peer and Family Support Specialists who are working in the Targeted Investment TI Program Adult Ambulatory Projects.</p><p>This module will provide an overview of the TI Program including the core components, goals, and milestones associated with providing services to adults transitioning from criminal justice system to the community.</p>	Online Course	N/A		
AHCCCS - Module 2: Understanding the Role of Forensic Peer Support Specialists in Supporting Recovery	<p>The purpose of this course is to increase the knowledge base and understanding of Forensic Peer Support Specialists (FPSS) working with individuals as they exit the justice system.</p>	Online Course	N/A		
AHCCCS - Module 3: Understanding the Role of Forensic Family Support Partners working with Justice-Involved Families	<p>Criminal justice involvement reaches beyond the individual and affects his or her family, extended family, and the community at large in many different ways. The spouses, partners, and children of people who had involvement with the criminal justice system frequently face a unique set of financial and emotional challenges that can negatively impact familial relationships.</p>	Online Course	N/A		
AIRS: An Overview for Resource Specialists	Resource Specialists in Information and Referral (I&R) programs create and maintain community databases that help bring people and services together. This interactive course is for new staff at Information & Referral (I&R) organizations who will be responsible for the maintenance of resource databases. The course provides an overview of the activities of a Resource Specialist and an insight into some of the challenges of their position. Although they sometimes have different titles in different agencies, there are two main categories of staff within I&R organizations: I&R Specialists who work directly with inquirers, and Resource Specialists who provide the information needed by the I&R Specialists and other community partners. This course is primarily for Resource Specialists. The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&R (copyright AIRS). AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a> .	Online Course	N/A		
AIRS: An Overview for Resource Specialists	Resource Specialists in Information and Referral (I&R) programs create and maintain community databases that help bring people and services together. This interactive course is for new staff at Information & Referral (I&R) organizations who will be responsible for the maintenance of resource databases. The course provides an overview of the activities of a Resource Specialist and an insight into some of the challenges of their position. Although they sometimes have different titles in different agencies, there are two main categories of staff within I&R organizations: I&R Specialists who work directly with inquirers, and Resource Specialists who provide the information needed by the I&R Specialists and other community partners. This course is primarily for Resource Specialists. The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&R (copyright AIRS). AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a> .	Online Course	N/A		
AIRS: Anatomy of a Good Call	People calling Information and Referral (I&R) services portray complex circumstances and needs using an equally complex array of communication styles. In order to leave a client empowered with new information and appropriate referrals, each I&R Specialist should know the correct combination of listening and speaking skills to draw upon during each call. This course outlines those required skills from greeting to closure, illustrating techniques for making the caller feel heard and empowered with the overall objective of achieving top-notch customer service on every I&R call. This course is intended for all staff providing Information and Referral to the public within all applicable sectors of human services. The unique feature of this course is the incorporation of audio clips that illustrate the correct phone techniques and model the preferred behaviors.	Online Course	N/A		

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AIRS: Chat and Text	<p>The ways in which people access Information &amp; Referral (I&amp;R) and other human services are changing &amp;ndash; and changing rapidly. Clients want services that are highly accessible, flexible, and individualized to their preferences. I&amp;R organizations and their staff need to deliver quality service using online chat and mobile texting technologies. This course outlines the knowledge and skills required. This course will help human service providers identify the important considerations for setting up chat or mobile texting at their organization, including the components of chat and text software platforms. It will also assist I&amp;R services providers to understand the basics of professional communication in a text-based environment, including how to apply national Standards for I&amp;R service delivery to chat and texting. Special attention will be given to how to handle crises in a text-based environment. This course assists the learner by combining graphics and narrative, while also using recap exercises, section summaries and text transcripts to maintain engagement and ensure the learning objectives are achieved.</p>	Online Course	N/A		
AIRS: CIRS Practice Exam	<p>This practice test for the Certified Information and Referral Specialist (CIRS) examination consists of 50 questions while the full exam contains 100 questions. However, the questions are in the same format and weighted in the same proportion in subject area as the full exam. Success in the practice exam certainly does not guarantee success in the full exam but it will provide you with some realistic preparation for the actual experience.</p> <p>In addition, although this practice exam contains no questions specific to Aging I&amp;R, because of the overlap of questions between the CIRS and CIRS-A examinations, this is also a useful preparation for CIRS-A candidates.</p>	Online Course	N/A		
AIRS: Confidentiality in Information and Referral Services	<p>"Don't worry, our service is confidential."</p> <p>If you ever find yourself saying those words to a client, then you need to know what that means . . .</p> <p>This course covers all aspects of client confidentiality within an Information &amp; Referral (I&amp;R) environment, including those circumstances when confidentiality must be overridden. Topics discussed within an interactive format include the concept of permission, the reporting of abuse, information relevance, practices surrounding call recording, and confidentiality within endangerment situations. The course is primarily geared for front-line staff and managers at I&amp;R services that are responsible for the provision of services delivery to the public.</p> <p>The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS). AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>. *Flash required.</p>	Online Course	N/A		

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AIRS: Crisis Intervention within Information and Referral	<p>Information and Referral (I&amp;R) is not a crisis service. Yet I&amp;R practitioners have always and will always need to occasionally handle crisis situations, including suicide calls.</p> <p>This course addresses the skills required to do so.</p> <p>This course covers all aspects of crisis intervention within an I&amp;R environment. Topics discussed within an interactive format include defining the nature of crisis, the search for coping mechanisms, and the types of crisis generally encountered within I&amp;R. It includes a crisis intervention model and the elements of a suicide risk assessment.</p> <p>The material is primarily geared for front-line staff at I&amp;R services that are responsible for the provision of services delivery to the public. It is not appropriate for crisis specialists but may be a practical primer for other professionals within health and human services.</p> <p>The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS).</p> <p>AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		
AIRS: CRS Practice Exam	<p>This is a practice test for the Certified Resource Specialist (CRS) examination administered by the AIRS (Alliance of Information and Referral Systems). This practice test consists of 50 questions while the full exam contains 100 questions. However, the questions are in the same format and weighted in the same proportion in subject area as the full exam. Success in the practice exam certainly does not guarantee success in the full exam but it will provide you with some realistic preparation for the actual experience. The Practice Exam can be taken as many times as needed. Please contact 1 (877) 200 0020 or <a href="https://www.reliaslearning.com/help">https://www.reliaslearning.com/help</a> to re-enroll if you need to take it again.</p>	Online Course	N/A		
AIRS: Empowerment and Advocacy in Information and Referral	<p>Information and Referral is about much more than providing the “I” (Information) and the “R” (Referral). It is about empowering people to help themselves both now and in future situations; while it is sometimes also about advocating for people who are not currently able to help themselves.</p> <p>Empowerment and advocacy are fundamental principles of I&amp;R.</p> <p>This interactive course is for Information &amp; Referral (I&amp;R) Specialists who handle human service inquiries from the public and the supervisors who oversee this essential work. The course describes the nature of empowerment (helping people to help themselves) and advocacy (when people really need additional support) within the context of I&amp;R.</p> <p>The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS).</p> <p>This course may not be applicable to human service professionals engaged in case management activities.</p> <p>AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
AIRS: Inclusions and Exclusions	<p>Who's in? And who's out?</p> <p>These are the questions regularly asked of Resource Specialists who are responsible for the maintenance of human services databases in accordance with the AIRS Standards for Professional Information and Referral. This course provides insight into how to make those decisions. It also provides important background information for Information &amp; Referral (I&amp;R) managers and for everyone within the I&amp;R field who needs a better understanding and appreciation of the composition of resource databases.</p> <p>The interactive course covers the challenges of deciding what human service organizations and programs should be included in a resource database and which should be excluded, taking into account the practical reality of balancing the community needs of the resource database with the means available to effectively maintain it.</p> <p>This course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS).</p> <p>AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		
AIRS: Information and Referral Customer Service	<p>This course is all about service. Service can be defined as an act of helpful activity, help, aid, or assistance. It is not just what you do, but also how you do it; your attitude frames how it feels to be served by you. Service has some applicability to all instances of customer service, but it is primarily geared toward staff at Information &amp; Referral (I&amp;R) organizations - both the I&amp;R Specialists who handle human service inquiries from the public and the supervisors who oversee this essential work.</p> <p>This interactive course discusses the importance of customer service, a positive attitude, and an openness to continuous assessment and improvement. It deals with basic communication techniques and good practices for opening and closing customer calls.</p>	Online Course	N/A		
AIRS: Introduction to Information & Referral	<p>Information and Referral (or just plain "I&amp;R") is the art and science of bringing people and services together. If you are new to the field, this interactive course is where you will learn some of the background on what that really means.</p> <p>This course is meant as a guide for new staff of an information and referral (I&amp;R) service. It should be viewed as part of the I&amp;R orientation process, covering the nature, purpose, structure, and unique qualities of I&amp;R services. This includes an introduction to the AIRS Standards and an overview of the various ways in which I&amp;R services operate (it is appropriate for experienced I&amp;R practitioners).</p> <p>The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS).</p> <p>AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
AIRS: Resource Database Maintenance	An Information and Referral (I&R) resource database that describes the available programs and services needed by a community must be accurate, not just at the moment it is collected but as far as possible, at all subsequent moments. It must also be responsive to the creation of new programs and the closure of existing ones. Database maintenance is a standards-driven requirement for I&R services. This course describes the resource database maintenance process, including ways of handling agencies that are not responsive to requests for information. It outlines activities that help I&R services keep up-to-date on changes in the various sectors of health and human services, and stresses the importance of database security. This course is primarily for I&R Resource Specialists and managers. The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&R (copyright AIRS). AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a> .	Online Course	N/A		
AIRS: Resource Database Maintenance	An Information and Referral (I&R) resource database that describes the available programs and services needed by a community must be accurate, not just at the moment it is collected but as far as possible, at all subsequent moments. It must also be responsive to the creation of new programs and the closure of existing ones. Database maintenance is a standards-driven requirement for I&R services. This course describes the resource database maintenance process, including ways of handling agencies that are not responsive to requests for information. It outlines activities that help I&R services keep up-to-date on changes in the various sectors of health and human services, and stresses the importance of database security. This course is primarily for I&R Resource Specialists and managers. The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&R (copyright AIRS). AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a> .	Online Course	N/A		
AIRS: Resource Database Style	It is vital to be able to convey information that is clear, concise, consistent, and relevant. This ability is one of the most critical skills required by Resource Specialists who are responsible for the maintenance of human services databases in accordance with the AIRS Standards and Quality Indicators for Professional Information and Referral (I&R). This interactive course covers the structure of I&R database records and the data elements within that structure. It outlines the style considerations for many of those elements, while focusing on 2 of the most important yet challenging tasks confronted by a Resource Specialist: naming organizations and writing good service descriptions. The course was developed by AIRS staff member, Clive Jones, a former President of InformCanada who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The AIRS I&R Training Manual (copyright AIRS). AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a> .	Online Course	N/A		
AIRS: Resource Database Style	The ability to convey information that is clear, concise, consistent, and relevant is vital. This ability is one of the most critical skills required by Resource Specialists who are responsible for the maintenance of human services databases in accordance with the AIRS Standards for Professional Information and Referral (I&R). This interactive course covers the structure of I&R database records and the data elements within that structure. It outlines the style considerations for many of those elements, while focusing on two of the most important yet challenging tasks confronted by a Resource Specialist: the naming of organizations and the writing of service descriptions. The course was developed by AIRS staff member, Clive Jones, a former President of InformCanada who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&R (copyright AIRS). AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a> .	Online Course	N/A		

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Alzheimer's Disease	<p>This course describes the prevalence, risk factors, and diagnostic criteria associated with Alzheimer's disease (AD). You will gain an understanding of the stages of AD and the hallmarks of the disease's progression. It provides a review of brain anatomy and the parts of the brain thought to be involved in the progression of the disease. You will also learn about the impact of AD on family caregivers, including supports that can assist caregivers with managing a family member's AD.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
Analyzing Performance and Corrective Action Plans	<p>One of the biggest challenges for supervisors is analyzing an employee's performance, and as needed, improving that performance through corrective action. If an employee fails to meet performance expectations, violates a policy or regulation, or behaves in an inappropriate manner, it is your responsibility as a supervisor to deal promptly, directly, and positively (whenever possible) with the problem. Unfortunately, it can sometimes be quite difficult to identify the cause of an employee's problem and take the necessary corrective actions to address the problem in a way that fosters growth.</p> <p>This course will provide you with valuable information about corrective actions and why they are important, how to establish performance standards and assess employee performance, and how to provide feedback to employees who exhibit problematic behaviors. This course will also review methods of corrective actions as well as the steps involved in progressive discipline. With these key competencies, you will be able to build effective, supportive, supervisory relationships with individual employees and within your organization as a whole. This course, which is designed for front-line supervisors, employs interactive features to enhance your learning experience.</p>	Online Course	N/A		
Anger Management	<p>Anger is a universal emotion. Anger that is expressed in indirect, passive, or aggressive ways can cause problems in many aspects of your life. Anger that is recognized and managed effectively can actually serve to energize healthy, productive behaviors. This course will provide the learner with a basic understanding of anger and describe techniques for managing anger in the workplace.</p>	Online Course	N/A		
Anxiety Disorders Among Older Adults	<p>Anxiety disorders are the most prevalent types of mental illness affecting older adults. Those who struggle with anxiety disorders experience distressing emotional and physical symptoms, which greatly impede their ability to maintain a satisfactory quality of life. Appropriate for clinicians with a basic or intermediate knowledge of working with individuals who suffer from anxiety disorders, this course is designed to help human service professionals identify the most common types and hallmark symptoms of anxiety disorders among older adults. The instructive information, interactive exercises, and case vignettes in this course will teach you the fundamentals of anxiety disorders. Specifically, you will learn the most effective types of clinical and psychosocial treatments available. After taking this course, not only will you be more skilled at recognizing anxiety disorders, but you also will be more equipped and ready to apply your new skill set by providing appropriate information, support, and resources to the older adults with whom you work.&amp;nbsp;</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Application of the Personal Outcome Measures for Behavioral Health	<p>Are you a provider of behavioral health supports? Do you wonder if your quality assurance system is focused on the appropriate measures of success? Many quality assurance systems tend to look primarily at what the behavioral health provider is doing. They evaluate the delivery of services and compare them to agency standards or regulatory requirements. In doing so, they often overlook the prime question that determines an organization's effectiveness: Are the people who receive services achieving the quality of life they expect for themselves? This course describes the ultimate way to assess quality &amp;ndash; through the eyes of the people receiving services. Based on the Personal Outcome Measures&amp;reg; in Consumer-Directed Behavioral Health System from CQL   Council on Quality and Leadership, people who receive behavioral health services define their own measures of life quality and use them to guide their recovery from mental illness. This course teaches you how to relate the Personal Outcome Measures&amp;reg; approach to people who use behavioral health supports. Any health and human service provider working with individuals who use behavioral health services or those who are working toward recovery from mental illness will find this training useful. Through lessons, examples, and interactive activities, you will learn the basics of Personal Outcome Measures&amp;reg;, as well as how to apply them in your own setting. This course will be helpful to anyone &amp;ndash; including health care staff with intermediate and advanced levels of experience &amp;ndash; who is responsible for assisting individuals who have support needs related to mental illness, developmental disabilities, physical and other kinds of disabilities, poverty, family challenges, etc. This series of e-learning courses lays the foundation for a deeper understanding of the personal outcomes approach, identifies and explains the 21 personal outcomes across services settings, and explores the practical use of personal outcomes. Developed by a CQL   Council on Quality and Leadership team, each course works as a stand-alone learning opportunity, but we encourage you to complete them as a suite in order to gain as much in-depth knowledge and skills as possible. These courses provide an introduction for staff that are new to personal outcomes and can be used as an orientation for new staff as well as a component of staff development.</p>	Online Course	N/A		
Application of the Personal Outcome Measures® for Families, Children, and Youth	<p>Most organizations that serve children, youth, and their families care deeply about the quality of the services they provide. They typically measure this quality by looking at how their services measure up to government or regulatory standards. In the process, these systems often miss one of the most important questions: &amp;ldquo;Are the targeted individuals receiving services that achieve the quality of life that they and their families desire?&amp;rdquo; CQL   The Council on Quality and Leadership offers a proven method of assisting health and human services organizations and staff to look at quality through the eyes of those who receive their services. CQL   The Council on Quality and Leadership's system focuses on Personal Outcome Measures&amp;reg; in which the individuals receiving services define their own measures of life quality and use them to guide their services and supports. This course will assist you in understanding and applying the Personal Outcome Measures&amp;reg; approach to youth and the families of young children. The lessons, stories, and interactive activities in this training cover the basic concepts and applications of Personal Outcome Measures&amp;reg;. This training is useful to anyone working with youth and/or families with mental health issues, developmental, intellectual or other kinds of disabilities, family issues, or other needs that require extra support. After taking this course, you will be well equipped to employ these useful strategies in your own setting. This series of e-learning courses lays the foundation for a deeper understanding of the personal outcomes approach, identifies and explains the 21 personal outcomes across services settings, and explores the practical use of personal outcomes. Each course works as a stand-alone learning opportunity, but we encourage you to complete them as a suite in order to gain as much in-depth knowledge and skill as possible. These courses provide an introduction for staff that are new to personal outcomes and can be used as an orientation for new staff as well as a component of staff development.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Assessing Integration Readiness	A common question for organizations working in integration is what's next? Organizations often want to know where they rank in their integration efforts and what the next steps are to expand integration. Whether you're just starting out or well on your way, valuable tools are available to help you assess your organization's readiness, capacity, and resources for integrated healthcare. Come learn about the tools and decide which one you'll implement when you get back home!	Online Course	N/A		
Assessing Opioid Abuse In Families	Opioid abuse in the United States has been declared an epidemic by the Centers for Disease Control and Prevention. Awareness has never been higher. An important tool to address the opioid crisis in America is to perform better assessments of patients within the health care system. Addiction has a genetic component, and assessing opioid abuse in families may be a way to a way to lower risk. This webinar will provide information regarding the background issues related to the opioid epidemic, and also provide the listener with the tools to perform better assessments of opioid risk in families.	Online Course	N/A		
Assessing Substance Use Disorder in Older Adults	<p>As the Baby Boomer generation ages, the number of aging adults needing treatment for a variety of substance use disorders continues to expand and now includes a strong emphasis on addiction to prescription medications. In this course, you will learn to screen, assess, and diagnose substance use disorders in an aging population of adults. You will also review specific issues that complicate the diagnosis of substance use disorders in older adults. Specifically, this training covers risk and protective factors, the effects of aging on patterns of drinking, patterns of medication use, and physiological changes as we age, as well as how those changes impact the development and treatment of Substance Use Disorders. The course focuses entirely on screening, assessment, and diagnostic features of substance use disorders in an aging population. However, this course does not provide training in the evidence-based treatments shown to be effective with this population.</p> <p>DSM and DSM-5 are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
Assessment and Treatment of Anxiety in Children and Adolescents	<p>Anxiety disorders are among the most prevalent mental health conditions experienced during childhood and adolescence. However, these disorders are often undetected, misdiagnosed, or untreated. The long-term impact of untreated anxiety can negatively affect the child's academic functioning and success, family relationships, career pursuits, and ability to connect with their peer group. It increases the child's susceptibility to maladaptive coping strategies such as substance use. As the child's anxiety persists into adulthood, it increases their risk for a host of significant health complications, including impaired sleep patterns, digestive problems, and damage to the kidneys, blood vessels, and heart. There is widespread misperception about the seriousness that anxiety disorders pose; a survey of Americans undertaken by some of the leading mental health and suicide prevention groups found that more than half of the respondents did not recognize that anxiety disorders increase the risk of suicide (<a href="#">Anxiety and Depression Association of America, 2015</a>).</p> <p>This course provides an overview of how anxiety impacts children and adolescents. You will learn about the specific types of anxiety disorders and the multiple pathways by which anxiety can develop. As you progress through this course, you will learn assessment strategies and evidence-based interventions that you can implement to identify and treat these disorders in children and adolescents.</p>	Online Course	National Council-Children's Service Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Assessment and Treatment of Stimulant Use Disorders	This course provides an overview of stimulant use disorders with a specific focus on methamphetamine use disorders. Methamphetamine is the second most commonly used illicit drug worldwide after marijuana (Degenhardt & Hall, 2012). According to the National Survey on Drug Use and Health, nearly 440,000 individuals reported using methamphetamine in the United States in the past month and 2.1 million had used in the past year; the average age of a new user was 19.7 years old (NIDA, 2013). The chemical make-up of methamphetamines makes it relatively easy, yet extremely dangerous to manufacture, simple to acquire illicitly, and very difficult to treat once an individual is addicted. In this course, you will learn about the components of assessment of methamphetamine use and abuse, as well as best practices for treatment interventions with a focus on cognitive behavioral therapy (CBT), motivational interviewing (MI), and the Matrix Model of intensive outpatient treatment for people with stimulant use disorders.	Online Course	N/A		
Attachment Disorders: Assessment, Diagnosis, and Treatment	<p>This course looks to discover what happens when the infant-caregiver relationship is not healthy. In this course we are discussing Attachment Disorder (AD), a condition that occurs in many children who experience abuse, neglect, and chaos at the hands of their caregivers during infancy and early childhood. In this course, you will learn assessment strategies and suggestions for diagnostic tools of attachment disorder, details of evidenced-based and emerging interventions for attachment problems, plus suggestions for effective ways of communicating with parents who are raising a child with AD and parenting practices to share with them. The term Attachment = Relationship and the information below will help you optimize child and adult relationship potential ((Simpson, 2015).</p>	Online Course	N/A		
Attachment Disorders: Attachment and Trauma	<p>In this course, you will receive an overview of past and current research and theories on the process of attachment, an understanding of the impact of early exposure to trauma on brain development and the attachment process, a symptoms checklist of attachment problems, and a description of some long-term consequences for a child with attachment disorder. You will learn that an attachment disorder is a condition that occurs in many children who experience abuse, neglect, and chaos at the hands of their caregivers during infancy and early childhood. Learners will be able to review some of the pioneering literature on this topic and explore the issue from the perspective of case vignettes.</p>	Online Course	National Council-Children's Service Certificate		
Autism Overview	A recent report from the Centers for Disease Control and Prevention shows the incidence of autism in American children has risen dramatically over the past ten years. There is much debate over many aspects of this increase. Research has intensified to find the genetic and environmental origins of autism spectrum disorder and the most effective ways to reduce its impact on individuals and society. This course provides you with a current overview to autism spectrum disorder. Whether you are a professional working with individuals with autism or a family member of a person with autism, this course will help you understand the complexities of the diagnosis and what you can do to contribute to a meaningful life for people living with this disorder.	Online Course	N/A		
AzAHP - Client Rights, Grievances, and Appeals	<p><strong>Requirement:</strong> This course is required within 90-days of hire, for all employees at contracted Provider Agencies</p><p><strong>Objectives:</strong></p><p>At the end of this module, learners will be able to:</p><ul><li>Identify where to locate client rights and responsibilities associated with their respective Health Plan(s)</li><li>Name the components of the Grievance System</li><li>Differentiate amongst a Member Grievance, SMI Grievance, and Appeal</li><li>Locate Member Grievance, SMI Grievance and Appeal information on the health plan website and in the member handbook</li><li>Refer members to the appropriate resources to file a Member Grievance, SMI Grievance, or Appeal</li></ul>	Online Course	*AzAHP - Core Training Plan (90 Days)		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
AzAHP - Culturally and Linguistically Appropriate Services (CLAS) Standards	<p>Upon completion of this training, you will:</p><ul><li>Define CLAS</li><li>Gain knowledge of which organizations issue and require CLAS</li><li>Understand why they were developed</li><li>Review the 15 CLAS standards</li><li>Have access to the Blueprint for Advancing and Sustaining CLAS Policy and Practice</li></ul>	Online Course	*AzAHP - Core Training Plan (90 Days), *AzAHP - Core Training Plan (Annual)		
AzAHP - Limited English Proficiency (LEP)	<p>Objectives</p><ul><li>Understand Limited English Proficiency (LEP)</li><li>Review interpretation and translation requirements</li><li>How to access LEP services for members</li><li>How knowledge of improving your linguistic competence</li></ul>	Online Course	*AzAHP - Core Training Plan (90 Days)		
AzAHP - Quality of Care Concern	<p>Upon completion of this training, you will:</p><ul><li>Describe what a Quality of Care Concern is</li><li>Explain when to refer a Quality of Care Concern</li><li>Identify the Quality of Care Concern process</li></ul>	Online Course	*AzAHP - Core Training Plan (90 Days), *AzAHP - Core Training Plan (Annual)		
AzAHP - Social Determinants of Health (SDOH)	<ul><li>Define Social Determinants of Health</li><li>Identify resources to improve quality of life</li><li>Gain knowledge of the 5 key determinants</li><li>Learn of the AHCCCS approved SDOH screening tools</li><li>Review why it is critical to screen for SDOH</li></ul>	Online Course	N/A		
AZAHP-AHCCCS 101	<p><span style="color: #6e6e6e; font-size: x-large;">&nbsp;</span></p><ul><li style="text-align: left;">Have knowledge of the Arizona Health Care Cost Containment System (AHCCCS)</li><li style="text-align: left;">Gain understanding of the AHCCCS Complete Care (ACC) system</li><li style="text-align: left;">View changes from the previous contract to the current ACC contract</li><li style="text-align: left;">Review the service areas of the AHCCCS Manage Care Organizations (MCO)</li><li style="text-align: left;">Understand the purpose of the AHCCCS Contractors Operations Manual (ACOM) and the AHCCCS Medical Policy Manual (AMPM) and how to access them</li><li style="text-align: left;">Learn how to incorporate System Principles into service delivery</li></ul><p>&nbsp;</p>	Online Course	*AzAHP - Core Training Plan (90 Days)		
Back Injury Prevention	Back injuries can be painful and, because of their difficulty with healing, they can hinder your daily life. To make things worse, if you've experienced a back injury before, you are more likely to have another one in the future. Preventing a back injury from reoccurring is important and manageable with proper techniques and procedures. If you are someone who has never had a back injury before, you can do yourself a favor and prevent such an experience. In this course, you'll learn basis of back injury prevention &ndash; which includes identifying risks, implementing proper lifting techniques, and strengthening you're your back.	Online Course	N/A		
Barriers to Recovery	Welcome to the course, Barriers to Recovery. In this course, you will learn about the values, beliefs, and principles that are the foundation of psychosocial rehabilitation and recovery-oriented practice. In addition, you will review the various factors that can become barriers to a person's recovery.  This training addresses the impact of stigma, including professional and internalized stigma, as well as discrimination. You will examine the problems experienced by individuals and families in accessing services, as well as identify ways in which public benefits can impede the recovery journey. Suggestions for ways in which you can become involved in combating these barriers are included.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Basic Communication and Conflict Management Skills	<p>Communication with other people has an impact on almost every aspect of our lives, but we don't often stop to think about whether we are communicating in the most effective way. Moreover, poor communication skills can create bad feelings and prevent career advancement. Communication is an especially important skill for support staff, which is often called upon to interact with a wide range of people on a daily basis. This course takes a behind-the-scenes look at how communication works and identifies the key ingredients of effective communication. It builds on this foundation and introduces guidelines on how to communicate better with coworkers, community members, supervisors, and the people we support, and discusses assistive and alternative means of communication. The final section of the course provides instruction on how to manage conflict situations at work. The course will use scenarios, critical thinking, and matching exercises to review information and help you to use new ideas in context. This course is intended for support staff in the disabilities field.</p>	Online Course	N/A		
Basic Supervisory Skills	<p>You have been chosen to be a supervisor. As a supervisor you play several roles: leader, motivator, and coach. Each of these will help you guide and direct others toward common goals.</p> <p>If you feel unsure about your responsibilities and how people will respond to you, you are not alone.</p> <p>In any organization, the management team maps the path to supervisor success. It is defined by a set of characteristics, skills, and experiences proven to lead to success in the organization.</p> <p>This course covers some basic skills that can help you be an effective supervisor—whether you are new to the role or have had some supervisory experience in the past.</p>	Online Course	N/A		
Beating Workplace Violence: Assess, Defend, and Survive	<p>This final webinar of the Workplace Violence series will be where the tire meets the road. We address how to determine the likelihood and severity of a threat, how to secure your workplace and active shooter response protocols. 1) Basic Threat Assessment: Threat assessment is part science and art as we introduce some principals of threat assessment including who should do the investigation, what information to look for, where to obtain the info and how to compile the findings into a comprehensive review. 2) Securing the Workplace: How to target harden the workplace and any identified targets through technical controls, changes in procedure, legal options and bringing in additional resources. 3) Active Shooter Protocols: This section will not only review the practical steps to improve odds of surviving a shooting including situational awareness, recognizing gun shots and a basic response (Run, Hide, Fight) but will also give guidance for management on how to develop protocols and conduct drills.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Beck Depression Inventory-II® In Health & Human Service Settings	<p>Practitioners in a variety of healthcare settings frequently find themselves working with individuals who present with possible symptoms of depression. Quick and accurate assessment of depression can be an essential component of mental as well as physical health diagnosis and treatment. However, it can be difficult to accurately assess clinical depression when it is accompanied by other presenting symptoms and concerns.</p> <p>In this course, you will be introduced to the Beck Depression Inventory-II (BDI-II), an evidence-based tool for assessing depression. You will learn about how the BDI-II was developed, how and when it should be used, as well as methodological considerations, adaptations, and guidelines for limitations.</p> <p>This course, appropriate for all behavioral health clinicians, combines an informative presentation with interactive exercises and case studies to reinforce your learning. After you complete this course, you will have the tools you need to utilize this instrument in your own setting.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
Behavior Management in Early Childhood	<p>As a child and family serving organization personnel you may find yourself in a situation where you encounter young children with challenging behavior. This course focuses on providing basic tools for understanding the behavior of children between the ages of one and five and incorporating strategies for effectively addressing or preventing challenging behavior. These include being proactive, responding appropriately to problem behavior when it occurs, and recognizing when a child's behavior warrants outside intervention or specialized supports.</p>	Online Course	N/A		
Behavioral Health Issues in Older Adults	<p>The majority of older adults age without behavioral health problems. The Center for Disease Control's 2013 publication, The State of Mental Health and Aging in America, estimates that 20% of people 55 and older experience a behavioral health problem that causes distress and dysfunction. Unrecognized and untreated, they will experience more health problems and reduced quality of life. This course is designed to increase your ability to distinguish between normal aging and behavioral health problems, utilize effective methods to identify, prevent, and treat behavioral health problems, and barriers to treatment in the older adult population.</p>	Online Course	N/A		
Behavioral Health Issues in Older Adults for Paraprofessionals	<p>As health and human service paraprofessionals assisting older adults, it is important for you to recognize the behavioral health problems that arise most often in older adulthood. The Center for Disease Control's 2013 publication, The State of Mental Health and Aging in America, estimates that 20% of people 55 and older experience a behavioral health problem that causes suffering. Unrecognized and untreated, these older adults will experience more disability and lower quality of life.</p> <p>The current workforce is challenged by the need to provide for the behavioral and other health needs of our increasing population of older adults as the Baby Boomers age and the lifespan gets longer. Your role as a paraprofessional is becoming even more central to meeting the needs of older adults. This course is designed to increase your ability to distinguish between normal aging and behavioral health problems, and to further your understanding of what you can do as part of the care team to provide support and promote recovery.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Behavioral Health Services and the LGBTQ+ Community	<p>More than 11 million adults in the United States identify as lesbian, gay, bisexual, or transgender. Moreover, the number of adults identifying as lesbian, gay, bisexual, or transgender has increased in recent years, reaching an all-time high of 4.5% in 2017 (Newport, 2018). When these increasing numbers are considered in light of the health disparities found among this population (e.g., increased rates of mental health problems, suicidality, and substance use disorders), the critical need for trained professionals who can deliver competent, culturally relevant, affirming care becomes apparent. Yet, sadly, the need for such training has not translated to a behavioral health workforce that is confident to routinely meet the needs of sexual minority individuals. This course will help you to improve your ability to understand the unique needs of the LGBTQ+ population and provide affirming care that addresses those needs. We will review some foundational terms and issues pertaining to inclusive language, discuss the barriers that individuals frequently encounter when attempting to access healthcare, and strategies you can implement to help individuals overcome such barriers.</p>	Online Course	N/A		
Best Practices for Delivering Telehealth	<p>Telehealth, using information technology to enable healthcare when distance separates 2 or more people, is designed to enable everyone to have access to healthcare. This course aims to teach you about different modalities of treatment using telehealth in the behavioral health sciences, including a description of the most effective approaches.</p> <p>You will gain knowledge about building and maintaining rapport with clients remotely via telehealth. You also will learn about the strengths and weaknesses of telehealth practice, including ways to address those weaknesses. Information and vignettes will be blended to offer practical strategies that you can apply in your own setting to use telehealth for adults with behavioral health issues.</p>	Online Course	N/A		
Best Practices for Working with LGBTQ Children and Youth	<p>LGBTQ+ children and youth are like other children and youth, but they face unique challenges and discrimination. Families, caregivers, providers, and educators can all play a role in fostering positive development, healthy coping skills, resilience, and thriving in LGBTQ+ children and youth. Families’ culture, historical traditions, and belief systems can be assets in resilience building. This course will provide an overview of basic information on gender and sexual identities in LGBTQ+ children and youth. This course will also provide a discussion of institutional, cultural, and social discrimination, intersectional identities and complex trauma, assessment practices, and methods for building resilience in LGBTQ+ children, youth, and their families.</p>	Online Course	N/A		
Best Practices for Youth with Behavioral Health Needs involved with the Juvenile Justice System	<p>The juvenile justice system, much like the criminal justice system, has a high number of youth with behavioral health issues. The National Center for Mental Health and Juvenile Justice reports that approximately 70% of juvenile justice-involved youth have a diagnosable mental health disorder. This course will provide clinicians working in behavioral health organizations that provide assessment and treatment services to justice-involved youth with important information on common behavioral health disorders among justice-involved youth and assessment and treatment approaches. You will also learn about important legal issues involving sharing treatment information with juvenile justice personnel and things you can do to enhance positive outcomes of justice-involved youth. DSM-5 and DSM-5-TR are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Best Practices: Behavior Support and Intervention	<p>This course offers some practical suggestions for how to reduce the use of seclusion and restraint. It addresses an important issue in the care and treatment of children in residential and/or foster care: the use of restraint and seclusion as behavior management tools. The course defines restraint and seclusion, presents facts and myths regarding their use, and presents data regarding the negative outcomes of the use of restraint and seclusion including child and youth deaths and re-traumatization. Trauma and posttraumatic stress disorder are described and their relationship to experiences of restraint and seclusion are presented. More effective and therapeutic approaches to behavior management are presented including the importance of family involvement, the three level public health model of prevention is applied to the topic of concern, and non-coercive behavior management strategies are described. The content in this course is helpful for administrators, supervisors, caregivers, policy makers, and others who work with children and youth.</p>	Online Course	N/A		
Biopsychosocial Model of Addiction	<p>&lt;p&gt;Substance use problems represent a serious health concern in the United States, resulting in the deaths of more than 100,000 Americans each year. Tobacco use is related to an estimated 480,000 death each year. Especially alarming has been the number of deaths by overdose from illicit drugs and the doubling of the number of deaths by synthetic or prescription opioids to over 64,000 in 2016. That number continues to increase at an alarming rate according to the National Center for Health Statistics using provisional counts of deaths for 2017 (CDC WONDER database September 2017).&lt;/p&gt;</p> <p>&lt;p&gt;Based on content from the National Institutes of Health (NIH), as well the Substance Abuse and Mental Health Services Administration (SAMHSA), this course provides you an overview of the biopsychosocial model of addiction. This approach emphasizes the interplay of biological, psychological, and social factors that contribute to addiction.&lt;/p&gt;</p> <p>&lt;p&gt;The material in this training covers basic information about the various types of drugs that individuals may use and walks you through the stages of addiction. An in-depth look at risk factors and treatment options offers both new and seasoned clinicians critical information needed to identify who may be at risk for addiction, as well as detailed guidelines for how you can assist clients to engage in the recovery process. The blend of interactive exercises and detailed examples help make the instructive information in this course a key building block to applying these core competencies in your own setting.&lt;/p&gt;</p>	Online Course	N/A		
Bioterrorism	<p>Bioterrorism is a form of terrorism in which biological agents such as viruses, bacteria, or other germs are deployed in an effort to cause harm or death to people, plants, or animals. In this course you will learn how to prepare for and respond to bioterrorism in the workplace. This course is appropriate for all staff in any agency.</p>	Online Course	N/A		
Bipolar and Related Disorders	<p>The diagnosis of bipolar and related disorders can be difficult. Treatment is often challenging. This course will help you recognize the symptoms, differentiate between the types of bipolar and related disorders, and give you up-to-date information on medications and psychosocial interventions. You will review research to help you understand the role of genetics in this disorder. You will be able to better understand client behavior, and improve your ability to work with this population. A series of interactive vignettes will help guide you through this course. While children and adolescents have symptoms that are similar to bipolar disorder and in fact may have the disorder, the average age of onset is in late adolescence or young adulthood. This course does not present information on clinical practice for children and adolescents with bipolar disorder but instead focuses on adult onset diagnosis, clinical pathways, and treatment. Diagnostic criteria presented in the course is based on the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition&amp;trade;. DSM&amp;trade; and DSM-5&amp;trade; are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course. This module is text-based.</p>	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Bipolar and Related Disorders in Children and Adolescents	<p>In this course, you will learn how to identify signs and symptoms of bipolar disorder in children and adolescents as well as how to distinguish between symptoms in children and those in adolescents and adults. Additionally, you will learn about the differential diagnosis of disruptive mood dysregulation disorder, as it is distinguished from bipolar disorder in children. By going through the course material, including its interactive exercises and detailed case vignettes, you will be better prepared to assess and treat children and adolescents with bipolar disorder.</p> <p>This course is designed for mental health and medical professionals who work with children and families coping with bipolar disorder.</p>	Online Course	National Council-Children's Service Certificate		
Bloodborne Pathogens	<p>Exposure and injury prevention is the responsibility of each and every employee. Knowing what is in your organization's ECP, and adhering to it, is a great step forward in maintaining a safe and injury free workplace. This course aligns with OSHA's Bloodborne Pathogen Standard.</p>	Online Course	N/A		
Boundaries	<p>As a working professional, you may find yourself in situations where you or the people you work with blur professional boundaries (a line in the working relationship between staff and persons who receive services from their organization). Some boundary violations can be dangerous for you and the people with whom you work. For this reason, it is important for you to be aware of these risks, avoid them, and know when to step back and ask a supervisor for help in managing the situation.</p> <p>This course focuses on exploring the concept of boundaries. You will learn about what to look for in order to avoid harmful issues and how to make sure your relationship remains professional. This course is appropriate for all working professionals.</p>	Online Course	N/A		
Boundaries and Dual Relationships for Paraprofessionals	<p>As a behavioral health paraprofessional, you may find yourself in situations where you or the people you work with may blur the professional boundary (a line between client and staff in their working relationship), particularly by engaging in some form of a dual relationship (a professional relationship plus another type of relationship with the client). In some cases, this "crossing of the boundary" may strengthen the relationship and help you work more effectively with your clients. However, sometimes a dual relationship can be dangerous for you and the people you support. For this reason, it is important for you to be aware of these risks, avoid them and know when to step back and ask a supervisor for help in managing the situation.</p> <p>This course focuses on exploring the concepts of boundaries and dual relationships—a form of boundary crossing. You will learn about what to look for to avoid issues that could harm you or your clients. You will learn how to make sure the relationship between you and your clients remains professional.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Building the Therapeutic Relationship	<p>There is ample evidence that counseling can be a highly effective intervention for individuals struggling with a number of concerns, and the helping relationship is one common factor among various types of therapy approaches that is likely to be an enormously valuable contributor to positive outcomes. It is difficult, however, to develop a strong and effectual therapeutic relationship without effective therapeutic communication. This course demonstrates the value and goal of therapeutic communication, as well as specific communication skills and strategies you can incorporate in your interactions with clients. It describes how to approach any kind of counseling from a relational perspective and specifically reviews fundamental factors that should be part of any therapeutic interaction, as well. This course also teaches you various therapeutic skills and strategies as you learn how to build rapport and maintain a strong therapeutic relationship.</p> <p>The information in this course is intended for entry level to intermediate level clinicians and is broadly applicable to various types of behavioral health workers, including addiction professionals.</p>	Online Course	N/A		
Bullying On The Job	<p>You saw bullies on the playground as a child; older, bigger children who picked on younger, smaller, or different children. The bully might shove the other child or say, "You look stupid." You do not expect to see bullies at work, but, sadly, they are there. In this course, you will learn what bullying is and how to deal with it. You will also learn ways to prevent bullying. This course is intended for all professionals in a working environment.</p>	Online Course	N/A		
Bullying Prevention and Intervention	<p>Bullying in schools is no longer regarded as a minor incident that happens on the playground. It is a troubling issue that can result in very serious and enduring complications for both the youths and adults directly involved as well as the community at large. In this course, you will learn exactly what bullying is so that you can distinguish bullying from other types of conflict and explore its causes and effects. You will gain an understanding of typical roles that bullies, victims, and bystanders play along with methods for intervening with each of these players. You will have a chance to practice specific bullying prevention techniques that have been shown to be effective with various populations and environments. You also will learn about the legal issues involved in bullying and the steps that many states have taken to support anti-bullying efforts. This course is designed for entry- and intermediate-level healthcare professionals. Vignettes and interactive exercises give you the opportunity to apply this information to situations that you may experience in your school or other youth environment.</p>	Online Course	N/A		
Calming Children in Crisis	<p>A major challenge in working with children who have experienced trauma is helping them manage the strong emotions often experienced as a result. Feelings of emotional pain resulting from maltreatment and loss often present as anger. Children may feel overwhelmed by their feelings and express anger in a way that places themselves and others at risk. This course provides skills for helpers to assist children in identifying and managing their feelings in a healthy manner. Specific skills taught include helping children identify and label their feelings, cope with feelings of anger, develop a "Safety Plan," and learn how and when to use the plan. The skills taught in this course are helpful for persons working with children in a wide variety of settings including family foster care, and residential and educational facilities.</p>	Online Course	National Council-Children's Service Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Cardiovascular Disease and Behavioral Health Disorders	<p>Cardiovascular disease is the most common cause of death associated with physical illness in people with serious mental illness (SMI). Life expectancy of people with SMI is 25 years less than the general population, with the majority of deaths due to premature cardiovascular disease. As you will learn, excess death due to cardiovascular disease is caused by a number of factors including genetics, lifestyle choices, and medication side effects. This course is designed for behavioral health professionals who work with individuals with SMI. Not only will this course teach you about the reasons for increased cardiovascular death in people with SMI, but it also will help you learn how to best assess and identify cardiovascular risk factors in your clients. You will learn about typical treatment options for people with, and at risk for, cardiovascular disease, as well as how to apply a collaborative care approach so that you can help your clients improve their well-being. A blend of real-life scenarios and interactive exercises will further assist you in applying the key competencies that you will gain from this training.</p>	Online Course	National Council - Integrated Care Certificate		
Case Management Basics	<p>The function of case management plays a central role in the coordination of services for individual with substance use and behavioral health disorders. Since individuals with substance use and behavioral health disorders are disproportionately at risk of having co-occurring physical and behavioral health disorders (Shulte &amp; Hser, 2014), case management becomes a fundamental task of the helping professional seeking to intervene with these individuals. In this course, you will learn about the various tasks associated with case management, the application of these tasks to individuals with substance use and behavioral health disorders, specific professions that often assume the role of case manager, and emerging trends and promising practices in the field of case management.</p> <p>This course is intended for licensed behavioral health and substance use disorder professionals and organizations.</p>	Online Course	N/A		
CBT in Substance Use Disorder Treatment	<p>Approximately 1 in 10 of the world's population will meet the criteria for a substance use disorder (SUD) at some point in their lives. In the United States, between 8 and 16 million people become physically dependent on alcohol, 5 million will use heroin at some point in their lifetime, 1.7 million use a methamphetamine compound at least once per year, 24 million are current users of marijuana, and at least 2 million use cocaine at least monthly (Grant et al., 2015). Fatal drug overdoses have increased 137% over a 14-year period in the United States. Alcohol is the leading risk factor for death and disability for 15-19 year olds (Lim, 2012) and is responsible for nearly 10 times the mortality rate for all illicit drugs combined (WHO, 2015). Heyman (2009) estimates that the annual financial impact of premature death, illness, lost wages, financial losses, and law enforcement expenditures totals \$900 for every person 18 years or older. Despite these consequences, conservative estimates suggest that between 50-70% of those who qualify for substance abuse treatment do not actually receive it (Satcher &amp; Rachel, 2017). Therefore, it is crucial that providers serving those with substance use disorders are trained to deliver high-quality, efficacious treatment. This course provides an overview of the evidence supporting the use of cognitive behavior therapy (CBT) with clients experiencing SUDs followed by a review of common CBT interventions that can be easily applied within individual and group treatment. This course will also discuss medication management within the context of CBT, including how these interventions are applied with clients who experience co-occurring disorders.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Challenging Behaviors of Older Adults with Dementia	<p>Caregivers who work with older adults with dementia often report that the biggest obstacles they face are those related to managing challenging behaviors. After taking this course, you will gain a clinically-based overview of some of the most troubling behaviors that caregivers encounter in working with people with dementia.</p> <p>As you will learn in this training, myriad models explain why challenging behaviors occur, along with how to manage them. After examining various approaches to managing these behaviors, you will learn some practical techniques to use in your own setting. The interactive exercises and case vignettes throughout this course will help you to apply this knowledge and determine the most effective strategies for managing different behaviors for the people you serve.</p>	Online Course	N/A		
Change Management 1: Navigating the Dynamics of Change	<p>In this Change Management 1: Navigating the Dynamics of Change course, you will explore the challenges of change and how to manage them. Change is a constant in our lives, and our perceptions of the changing events are what determine our reality. You will gain an understanding of the common reasons for resistance to change, and learn ways to counteract it. This course will help you identify underlying fears behind resistance to change before they significantly impact productivity. Supervisors and managers are challenged by change every day, and must continually demonstrate self-confidence to their teams in the face of these challenges. You will explore the characteristics, behaviors and actions of being an effective “change agent,” (one who guides, supports or leads change) a critical role in guiding your teams through change. You will have the opportunity to learn some key techniques and best practices in adapting to change, as well as useful actions involved in leading others. We will use a blend of experiential exercises, instructive information, and self-study to increase your awareness and skill in managing the dynamics of change.</p>	Online Course	N/A		X
Change Management 2: Leading the Implementation of Change	<p>In this Change Management 2: Leading the Implementation of Change course, you will explore strategies for planning and implementing change, as well as guiding your team through the change process.</p> <p>You will gain an understanding of the common reasons why most change efforts fail. You will learn how to effectively overcome these challenges and have the opportunity to assess the change readiness of your team.</p> <p>Successful change implementation requires a focus on the behaviors and attitudes of your team and employees to ensure they adapt to, and support, the change. You will identify the four stages of change and learn how to help your employees adapt to change effectively.</p> <p>We will use a blend of experiential exercises, instructive information, and self-study to increase your awareness and skill in planning and implementing change in your department.</p>	Online Course	N/A		X

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Child and Adolescent Psychopharmacology	<p>According to the National Institute of Mental Health, children and adolescents handle medications differently than adults. The brains of children and adolescents are still growing and developing in complexity, and the younger the child, the more development still has to take place. It is important to note that most medications were originally developed to treat mental health disorders in adults. Children's livers, kidneys, and gastrointestinal tracts, which are involved in metabolizing medications, may also be at different levels of development and functioning in comparison to adults. Pharmaceutical companies have not done the studies necessary to obtain FDA approval for many, if not most, of the medications that are used to treat mental health problems in children. In 1997, the U.S. congress passed laws offering incentives for drug manufacturers to test medications in children and adolescents, but due to ethical concerns over testing the medications in children, most psychiatric medications have not undergone the rigorous testing necessary to gain FDA approval. Children are considered more vulnerable than adults are, and require parental or guardian consent to receive prescriptions as well as to enroll in clinical pharmaceutical research. Therefore, it tends to be more difficult and costly for drug companies to obtain approval for specific medications to treat the various mental health disorders and symptoms. Despite the relatively few medications with FDA approval, many medications are used to treat children and adolescent mental health disorders. Providers can do this legally, and when medications are prescribed for specific indications for which they have not received FDA approval, this is called "off-label prescribing." Most of the medications used to treat child and adolescent mental health conditions are probably prescribed off label. Through research, scientists continue to learn the specific needs and precautions to take when treating children and adolescents. Some younger individuals may be more comfortable speaking with a mental health professional about their medications and any side effects, rather than the person who prescribed their medication. Hence, as a mental health professional, it is important for you to be familiar with child and adolescent psychopharmacology. By having some familiarity of the medications that are used in youth and their potential side effects, you will be able to help clients and their guardians understand when to approach the provider with concerns and how to discuss those concerns. The course covers a variety of medications, including antipsychotics, stimulants, mood stabilizers, and others. You will learn about the unique issues surrounding psychopharmacology for pediatric populations, including common uses, side effects, and timelines for medication response. Through interactive games, quizzes, and vignettes, this course will help you to take the learning back to your real-world work environment. This course is appropriate for non-MD mental health professionals, including marriage/family therapists, and licensed clinical social workers. DSM and DSM-5 are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course. This module is text-based.</p>	Online Course	National Council-Children's Service Certificate		
CIRS-Aging/Disabilities Practice Exam	<p>This practice test for the Certified Information and Referral Specialist (CIRS) examination consists of 63 questions while the full exam contains 100 questions. However, the questions are in the same format and weighted in the same proportion in subject area as the full exam. Success in the practice exam certainly does not guarantee success in the full exam but it will provide you with some realistic preparation for the actual experience. In addition, although this practice exam contains no questions specific to Aging I&amp;R, because of the overlap of questions between the CIRS and CIRS-A examinations, this is also a useful preparation for CIRS-A candidates.</p>	Online Course	N/A		
Client/Patient Rights	<p>The importance of ethical care, informed consent, and advanced directives are widely underestimated in health care settings. The more familiar you are with these vital aspects of clinical practice, the better equipped you will be at providing higher quality patient care. This course covers the fundamentals of ethical care, the informed consent process, and various types of advance directives in medical and behavioral health care settings. Interactive exercises and vignettes will give you the opportunity to apply the concepts you learn in this course. After completing this course, you will be able to provide your clients a higher standard of care by offering them ethical and well-informed treatment.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Client/Patient Safety: Reducing Medical Errors	<p>All persons who work in healthcare are responsible for the safety of the patients they care for. In order to reinforce the importance of patient safety, healthcare organizations must promote this as their primary goal across every level of the organization. Organizations must maintain a culture that works to continuously improve patient safety and outcomes. However, patient safety takes careful planning and constant vigilance. Any healthcare professional in any healthcare setting can jeopardize patient safety by committing a medical error. While it is erroneous to think that you can prevent all medical errors, there are steps you can take to reduce their occurrence. In this course, you will learn the scope of medical errors within today's healthcare system. You will explore the types of medical errors, including error-prone situations, and the use of root cause analysis to determine why and how an error occurred. You will explore some best practices that will help improve patient safety and outcomes within your organization. Finally, you will learn your responsibilities regarding the reporting of medical errors. With this information, you will be empowered to create a safe environment in which patients can get the care they need.</p>	Online Course	N/A		
Clinical Assessment via Telehealth Applications	<p>Telehealth is a collection of means or methods for enhancing healthcare, public health, and health education, along with other non-clinical services. Due to the increasing demands of healthcare providers and dwindling resources in place to provide care, knowledge of telehealth services offers immense value to people served and your organization. This course focuses not only on delivery systems, but also on specific remote clinical services that begin with the remote intake and the referral process. This telebehavioral health training is geared toward licensed providers in behavioral health settings. In this course, you will learn helpful approaches for how to establish rapport with the people you serve via the comprehensive intake process that includes screening assessments, a brief intervention, and a referral to treatment. Interactive exercises and practical examples will help you to incorporate these assessment strategies in your own setting.</p>	Online Course	N/A		
Clinical Practice Guidelines for Prescribing Opioids	<p>This webinar provides an overview of factors which may have contributed to the current opioid use epidemic, as well as the clinical outcomes associated with long-term opioid use. Methods for identifying the potential risks of opioid treatment will be discussed. Recommended treatment strategies for patients with chronic pain will be presented, including an overview of the CDC pain management guidelines, and general strategies for safer pain management practices.</p>	Online Course	N/A		
Clinical Supervision: Essentials of Reflective Supervision	<p>Supervision plays an important role to the supervisee in becoming a trained and competent practitioner. To be successful, it takes a great deal of flexibility and a clear understanding about how to guide the supervisee through this process. In this course, you will be provided with an overview of reflective supervision, as well as guidance about how to promote reflective practice in supervision. Historically reflective supervision occupied a central place in the development and culture of social work in the United States, as well as in England. But recent history suggests that it has been steadily replaced by a more managerial style of supervision (White 2015). This course will develop historical and current concepts that demonstrate the need to continue to provide opportunities for reflective supervision.</p> <p>This course is intended for licensed clinical supervisors who want to gain a more in-depth understanding about reflective supervision, as well as ways to implement these ideas in their supervisory process. You will be provided with case examples, vignettes, and quizzes throughout the course to apply information learned and test your knowledge.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Clinical Supervision: Overview of Clinical Supervision	<p>Clinical supervision can be a challenging yet rewarding process for all individuals involved. It takes a great deal of flexibility and a clear understanding about how to guide the supervisee and structure the supervision process. In this course, you will be presented with information to improve your knowledge about important components of supervision and focus on issues that are often difficulties within the supervisory relationship. This course begins with an overview of supervision by providing information about training, supervisor responsibilities, and documentation requirements. You will learn about the supervisory process with discussion about how to structure the supervisory relationship and sessions. You will learn about ethical dilemmas and issues that can arise and focus on assessment and reporting of risk management issues frequently encountered in therapy. Lastly, you will learn about ways to deal with challenges that arise during supervision and identify ways to become a stronger supervisor. This course is intended for licensed clinical supervisors who want to gain a more in-depth understanding about how to better work in the supervisory relationship and avoid pitfalls that can occur in the supervisory process. You will be provided with case examples, vignettes, and quizzes throughout the course to apply information and test your knowledge.</p>	Online Course	N/A		
Clinical Supervision: Pitfalls of Supervision	<p>Clinical supervision plays an important part in the development of the supervisee and places a great deal of responsibility and liability on the supervisor. Therefore, it is important that the supervisor is aware of some common issues that can occur and looks out for them throughout the supervisory process. In this course, you will be presented with information about some of these pitfalls, as well as steps that can be taken to deal with any issues which might arise along the way.</p> <p>The course begins with an overview of supervision and a discussion about the responsibilities of a supervisor. It specifies who is qualified to be a supervisor and places attention on the importance of trust in the supervisory process. You will also learn about the role of the supervisor as a gatekeeper for the profession, as well as how to provide constructive feedback to a supervisee. Additionally, the course focuses on ethical issues which are common in supervision and explores difficulties related to liability that often arise during this process.</p> <p>This course is intended for licensed clinical supervisors who want to gain a more in-depth understanding of pitfalls that are often seen in supervision, as well as steps to effectively deal with these issues. You will be provided with case examples, vignettes, and quizzes throughout the course to apply information learned and test your knowledge.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Clinical Supervision: Supervising the Difficult Supervisee	<p>Clinical supervision is an important component in helping a supervisee becoming a skilled practitioner. It can be a challenging yet rewarding process for those involved and takes a great deal of flexibility and understanding about how to effectively guide the supervisory process. In this course, you will be presented with information about supervising the difficult supervisee with knowledge about how to address manage such issues as they arise during supervision</p> <p>This course begins with a discussion about the purpose of supervision and the role of the supervisor in this process. It talks about resistance in the supervision and focuses on the contributions of both the supervisee and supervisor to this resistance. This course also provides information about specific factors that influence difficulties in supervision and presents ideas about ways to present difficult feedback as well as repair issues within the supervisory relationship.</p> <p>This course is intended for licensed clinical supervisors who want to gain a more in-depth understanding about issues that are often seen in supervision as well as steps to effectively deal with a difficult supervisee. You will be provided with case examples, vignettes, and quizzes throughout the course to apply information learned and test your knowledge.</p>	Online Course	N/A		
Coaching and Mentoring in the Workplace	<p>One of the biggest challenges for managers and supervisors is improving an employee's performance in a constructive and positive way to maintain productivity and maximize their employee's potential. Frequently in the fast-paced environment that is common in most organizations, there is little time to take a more deliberate and purposeful approach to employee supervision and support, especially if an employee meets performance expectations. This course will provide you with valuable information about coaching and mentoring and demonstrate why they are important tools for supervisors and managers to have at their disposal. Perhaps more important, you will learn how incorporating coaching and mentoring into your organizational human resource functions can benefit your employees, you as a manager or supervisor, and your organization as a whole. This course, which is designed for front-line supervisors, employs interactive features to enhance your learning experience.</p>	Online Course	N/A		
Cognitive Behavioral Therapy	<p>As a behavioral health professional, you may work with clients who make little headway in therapy. They are stuck because their cognitive distortions or "problematic thinking" patterns prevent them from living full lives.</p> <p>Cognitive behavioral therapy (CBT) focuses on the distorted thinking patterns associated with maladaptive thoughts and beliefs. Consequently, CBT is applicable to a variety of behavioral health issues such as depressive, bipolar, anxiety, personality, eating, substance-related, and psychotic disorders. Because CBT is an evidence-based practice, it is widely used by therapists, psychologists, psychiatrists, social workers, and psychiatric nurses.</p> <p>In this interactive course, you will learn how CBT may help resolve your clients' problems concerning dysfunctional cognitions and behaviors by using an integration of cognitive and behavioral approaches. You also learn about its use and success in a variety of settings, and how you can apply it in your daily practice.</p>	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Communication Essentials: Communication Style Effectiveness	In this Communication Styles Effectiveness course, you will explore how understanding your own and others' communication styles will positively impact your interactions, thereby contributing to your effectiveness as a manager. You will learn how to identify your own communication style which will help you better adapt to the styles of other people. You will examine the pros and cons of each style so that you are able to work more effectively with your team to accomplish objectives. Tips and techniques for adapting to different communication styles will be provided. Not only will you gain awareness of your own style, you will have an opportunity to assess the style of your team members and create an action plan for more effective communication. We will use a blend of experiential exercises, instructive information, and self-study to provide tips, tools and techniques you need to increase your effectiveness. This Communication Effectiveness is for managers of all levels who want to develop or hone their current skill set.	Online Course	N/A		
Communication Essentials: Navigating Conversations	In this Communications Essentials: Navigating Conversations course, you will examine four types of conversations that managers face in the workplace, and how to manage each one effectively. You will learn how to distinguish each conversation type and how to avoid the pitfalls and mistakes commonly made when these conversations become difficult. Tips and techniques for preparing for, and conducting difficult conversations will be provided. This will help alleviate anxiety and stress, and ensure more productive outcomes. We will use a blend of experiential exercises, instructive information, and self-study to provide tips, tools and techniques you need to increase your effectiveness. This Navigating Conversations course is for managers of all levels who want to develop or hone their current skill set.	Online Course	N/A		
Communication Essentials: The Effective Listener	In this Communication Essentials: Effective Listening course, you will explore a key competency that top leaders have in common. As an often undeveloped component of effective communication, "listening" skills can provide the necessary leverage for leaders and managers to build more productive and engaged teams, as well as increasing their individual effectiveness. You will learn the consequences of not listening effectively and how adapting the style and techniques of active listening will reap positive benefits. You will develop a greater understanding of why and how a manager and leader must listen actively, not passively, to build stronger teams and increase individual effectiveness. You will learn the importance of establishing common ground and practicing empathy as you apply the tips and techniques for becoming a better listener. We will use a blend of experiential exercises, instructive information, and self-study to increase your awareness and skill in being an effective communicator; a leader who listens.	Online Course	N/A		
Communication Skills and Conflict Management for Paraprofessionals	Children learn about their world and relationships through discovery and interactions with adults. Talking to and listening to children are the most formative experiences we can provide them. The better we communicate with children, the less likely they are to feel and act badly, and the more likely they are to have a positive and healthy view of themselves and the world. That's why your role in working with children and their families is so important. You are one of their models for how to communicate successfully with others, and you can teach them the skills needed for social competency, conflict resolution, anger management, problem solving, and good decision making. This course focuses on considerations in effective communication, communication skills specific to children, and how to use and teach problem solving and conflict resolution skills. This course does not address de-escalation and non-physical interventions; please view other courses that address these topics.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Community Inclusion	<p>Community inclusion is the opportunity to live in the community, be valued for one's unique experience and abilities, and enjoy a sense of belonging. For individuals with disabilities, successful community inclusion reduces isolation, provides a source of meaning and support, and creates a sense of hopefulness for a full life. Community inclusion is the process of accommodation, assistance, rehabilitation, advocacy, relationship building, and ultimately a great deal of negotiating. This course provides an overview of the term "community inclusion," why behavioral healthcare providers should be knowledgeable of community inclusion. You also will learn what can be done to address barriers, how to provide supports, and how to expand opportunities for people with disabilities.</p> <p>This course is appropriate for all levels of behavioral healthcare providers.</p> <p>A combination of case studies, quizzes, and interactive games will be used to help you apply the material and make the safety of the individuals you work with your top priority.</p>	Online Course	N/A		
Community-Based Suicide Prevention	<p>One of the most stressful challenges that a healthcare professional can face is discovering that a client has suicidal thinking, intent, or behaviors. Accurate assessment, safety planning, and treatment are the cornerstones of suicide intervention. Suicide prevention also encompasses community-wide programs and interventions that target populations long before any elevated risk or suicidal behaviors occur. Depending upon your professional role, you may be involved in the implementation and organization of these primary prevention programs. Even if you are less directly involved in primary prevention, providing quality care to your community means understanding the ways that these interventions are underway to bolster protective factors and prevent suicide. Suicide prevention is most effective when it is multi-tiered, broad-based, and sustained over time. This course will examine community-based suicide prevention approaches that mitigate individual risk factors and support a comprehensive approach. Note: This course focuses specifically on upstream interventions from a public health model that are designed to reduce suicide risk. It does not focus on screening, assessment, or interventions with suicidal individuals who may already be at heightened risk.</p>	Online Course	N/A		
Comorbid Mental and Physical Conditions: Preparing for New Treatment Expectations	<p>The drive to decrease the life-span disparity for individuals with serious mental illness and improve their health outcomes has frequently centered on the integration and coordination of medical and behavioral healthcare providers. Dr. Benjamin Druss has proposed a comprehensive model that also includes the correlation of non-medical factors, including socio-economic status, past trauma, social connectedness, chronic stressors and the capacity for self-management. Dr. Druss was the first to apply the Chronic Disease Self-Management Program in the mental health field, and his findings have been highlighted in the Robert Wood Johnson Foundation report, "Mental Disorders &amp; Medical Co-morbidity." This presentation will feature an interactive dialogue with Dr. Druss facilitated by David Covington.</p>	Online Course	N/A		
Compassion Fatigue and Satisfaction	<p>Self-care should be a top priority in all trauma-informed care initiatives. Working in behavioral health and human services can cause a significant amount of mental and physical stress, lead to burnout and compassion fatigue, and expose individuals to vicarious trauma. Consequently, working in a trauma-informed way requires constant focus, self-awareness, and positive energy. Accomplishing this requires that a trauma-informed approach prioritizes an organization taking care of employees, coworkers taking care of each other, and finally caring for yourself. Join this webinar to learn about compassion fatigue, secondary traumatic stress, vicarious trauma, and burnout. You will also discover the need for all staff members to prioritize self-care. You will then discern the steps you can take to move from compassion fatigue to compassion satisfaction and how to focus on self-care to strengthen the quality of the services you provide.</p>	Online Course	N/A		X

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Confidentiality of Substance Use Treatment Information	<p>Long before the enactment of the Health Insurance Portability and Accountability Act (HIPAA), the federal government passed legislation providing special protections for substance use treatment information to ensure client privacy and confidentiality in the form of 42 CFR Part 2. Without strong privacy protections, people needing treatment may not seek the help they need because they fear the social stigma that sometimes comes from being labeled an "addict." This social stigma also carries with it the very real fears of arrest and prosecution, loss of child custody for parents, job loss, the denial of healthcare, exclusion from public housing, or insurance discrimination. As a healthcare professional, it is essential for you to understand the federal laws and regulations governing the privacy of healthcare information generally and substance use treatment information specifically. These two legal frameworks sometimes overlap and sometimes conflict. The legal protections regarding substance use treatment information, in many instances, go beyond the protections provided under HIPAA. In this course, you will learn about the difference between these regulations, what entities and individuals must comply with or benefit from these regulations, the kinds of information protected under these laws, as well as information that is exempt from the non-disclosure requirements. You will also learn about rules governing individuals' access to their own medical records, how to put safeguards in place to protect the information of the individuals you serve, and the consequences and penalties associated with unauthorized disclosure of such information. This course is intended for all healthcare professionals working with clients who have substance use issues. As you go through the following content, please note that this course focuses on federal law. However, every state has its own privacy and confidentiality laws, and it is the responsibility of a healthcare professional to know their state's laws and regulations. Furthermore, due to the language used in these regulations, the term "patient" may be used throughout this course. However, a more person-centered term should be used when referring to those you serve, such as "client," "consumer," or "person served."</p>	Online Course	National Council-Addiction-Foundational Knowledge Certificate		
Conflict Resolution	<p>Conflict in the workplace is inevitable because every person is different. However, handling it the right way leads to better relationships, an improved work environment, a stronger team, and personal goal achievement. This course presents techniques essential to handling conflict in the workplace.</p>	Online Course	N/A		
Connecting Substance Use and Interpersonal Violence	<p>This course provides an overview of the connection between substance use and interpersonal violence. Specifically, the relationship between alcohol or substance use and the perpetration of violence against women will be examined in-depth. The course will provide introductory information on different types of interpersonal violence, and will examine the role that substance use plays in the perpetration and victimization of violence between intimate partners. Resources will be provided to the learner to assist them in identifying and locating legal and social aid for survivors of alcohol- or drug-related interpersonal violence. It is likely that the knowledge gained from participating in this course can be of use to providers working in clinical or social service settings serving women who have survived interpersonal violence, as well as those receiving treatment for alcohol or substance use disorders. By developing a nuanced understanding of each issue and the complex ways in which they interact, you will be well-prepared to respond to those struggling with this problem on community and individual levels.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Consumers as Service Providers in the Behavioral Health Workplace	Welcome to the course, Consumers as Service Providers in the Behavioral Health Workforce. Peer Support services have evolved from a promising to an evidence-based model of care. Many states now have state instituted certification programs for both individuals with lived experience and family members whose loved one has experienced the challenges of a serious emotional disorder. This course provides an overview of the values, beliefs, and principles that are the foundation of psychosocial rehabilitation and recovery-oriented practice. Intended for staff at all levels in psychosocial rehabilitation programs that are considering or in the process of hiring consumer staff, this course will help you apply your skills with its blend of detailed case examples and interactive exercises.	Online Course	N/A		
Co-Occurring Disorders	Co-occurring substance use and mental health disorders often present difficulties for even well-trained behavioral health professionals. The treatment of such individuals is further complicated by the fact that many professionals are poorly trained in assessing and treating co-occurring disorders. This course is designed to provide you with an overview of the basic concepts associated with co-occurring substance use and mental health disorders. The information included in this training includes prevalence data, strategies for identifying co-occurring disorders, and an introduction for effective engagement and treatment strategies for individuals with co-occurring disorders. Throughout the course, you will be guided through interactive learning exercises and activities that are meant to enhance the learning experience and reinforce the material that you have learned. This course is intended for entry- and intermediate-level licensed clinicians across a variety of professions and industries.	Online Course	National Council-Addiction-Foundational Knowledge Certificate, National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		
Co-Occurring Disorders: An Overview for Paraprofessionals	The coexistence of mental illness and substance use disorder is known as a co-occurring disorder. According to the Substance Abuse and Mental Health Services Administration, 8.4 million adults in the United States suffer from these disorders (SAMHSA, 2014). As a direct support professional, you may have the opportunity to work with persons who have co-occurring disorders. As such, this course is designed to provide basic information to help inform your daily work with the people you serve and to help you better understand the needs of this target population. You will gain knowledge about the most common risk and protective factors associated with co-occurring disorders, along with best practices. Practice exercises through interactive vignettes will help you to apply your new skills when you need it most in your own setting. DSM&trade; and DSM-5&trade; are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.	Online Course	N/A		
Core Competencies for Opioid Use Disorder	Core competencies include the ability for health care practitioners to address the health concerns of persons abusing opioids and the use of health literacy to enhance the individual's willingness to obtain indicated clinical services. It is understood that education in these competencies will help prevent opioid-related deaths. This webinar will present Core Competencies needed to provide care related to opioids and opiates to patients who are outside of the normal behavioral health provider system. It will present information about how to effectively identify risk factors for abuse, raise the subject, assess the problem, and provide techniques such as motivational interviewing and other brief Intervention steps to enhance motivation to obtain treatment.	Online Course	N/A		
Corporate Compliance and Ethics	Implementing and maintaining a compliance program may be the single most important activity an organization undertakes in its effort to enforce and monitor compliance and to minimize the risks and effects of misconduct. Establishing an effective corporate compliance program helps ensure that everyone adheres to policies and standards. In this course, the learner will learn about fraudulent and ethical conduct, the laws pertaining to fraudulent conduct, and their responsibility for preventing and identifying this conduct under a corporate compliance program.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Corporate Compliance: The Basics	<p>Fraud, waste, and abuse in healthcare cost the government billions of dollars each year directing resources away from necessary care. As such, the government has taken additional measures to identify fraudulent practices among healthcare organizations. Corporate compliance programs are designed to help organizations prevent, detect, and correct unlawful and unethical behaviors, including fraudulent behavior, using a system of checks and balances. This course uses a highly engaging interaction to help the learner recognize and report unlawful and unethical behavior.</p>	Online Course	<p>*AzAHP - Core Training Plan (90 Days), *AzAHP - Core Training Plan (Annual)</p>		
CPR Refresher	<p>More than 380,000 individuals are victims of sudden cardiac arrest each year. The most common victim is a loved one. More than 80% of cardiac arrest victims are not in the hospital when they need cardiopulmonary resuscitation. Although technology has increased and the public now has access to automated external defibrillators in most public places, no initial intervention can be delivered unless bystanders and formally trained personnel are ready to respond.</p> <p>After completing this course, you will have a firm grasp on the essential components of cardiopulmonary resuscitation (CPR), including the initial first aid steps you can take prior to performing CPR. The target audience for this course is any individual that has been formally or not formally trained to perform cardiopulmonary resuscitation. Through didactic, interactive exercises and vignettes, you will be able to apply this material when you need it most.</p> <p>NOTE: This course does not replace formalized training and return demonstration that must be completed for competency according to the American Heart Association. This course should only be used as a "refresher" to remind the learner of the key action steps in CPR.</p>	Online Course	N/A		
Crisis Management	<p>&lt;p&gt;Professionals responding to individuals who are experiencing a crisis are often challenged by the unpredictable moods; escalating, high-risk behaviors; and deep despair presented by their clients. Without a good framework for understanding crisis dynamics, and an understanding of the essential elements of effective crisis management, serious symptoms might be left unaddressed, exacerbating the crisis. This results in an extremely stressful and high-risk situation for both the client and the professional.&lt;/p&gt;</p> <p>&lt;p&gt;This course provides key training for licensed behavioral health professionals on how to recognize when a person is in crisis. You will learn how to effectively help people return to their pre-crisis level of functioning through the use of a task-based model of crisis management. Specific interventions will be described that you can use to stabilize clients who may be impacted by an isolated crisis, as well as those challenged with multiple crises. You will learn how to create a crisis prevention plan, along with how to use it with clients in a variety of settings. Further, you will explore how to handle situations with individuals who experience recurring crises, those who are hostile and aggressive, and people with substance use disorders.&lt;/p&gt;</p> <p>&lt;p&gt;Note: While assessing for safety risks is one component of crisis management addressed in this course, it is beyond the scope of the course to provide comprehensive training on how to manage suicidal or homicidal emergencies. Clinicians are advised to seek additional training in these areas. This course also assumes the learner has a clinical background and foundational knowledge relevant to the content as it is targeted to licensed clinicians.&lt;/p&gt;</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Crisis Management Basics	<p>Many helping professionals who work in hospitals, residential treatment centers, and community-based agencies face unpredictable and complex situations when people go into crisis. These crises seem to “come out of nowhere” and can throw you into a reactive state. Unless you understand how crises develop and have the skills and tools to address them, crises can place you in unsafe situations.</p> <p>Tailored for paraprofessionals, this course will teach you how to think of crises as developing events that should be carefully addressed with specific approaches. Through discussion, review of case vignettes, and practice quizzes, you will learn detailed strategies for how to prevent the development of crises, as well as how to effectively intervene when people are in full blown crises in a way that supports recovery and safety. You also will study how to help the individuals you are serving learn from crises so that they can use coping skills and support networks more effectively when they face stressful events in the future.</p>	Online Course	N/A		
Crisis Planning with Families	<p>A crisis is an unstable, emotionally stressful event that involves an impending, abrupt, or traumatic change where health and safety are compromised. Having a safety crisis plan in place before a crisis occurs could mean the difference between a manageable event and traumatic or even dangerous event. This course will help you to recognize antecedents to crises so that you can respond more quickly, decrease the number and severity of dangerous incidents, and assist families to use community resources and self-sufficiency to cope with family emergencies. You will learn specific, proactive techniques to engage the family as partners in developing a family crisis plan and how to manage situational challenges that arise when developing crisis plans with families that are stressed and overwhelmed. You will also learn about the structure and components of a family crisis plan, as well as when and how to revise these plans. Furthermore, a number of strategies and techniques will be discussed that you can use to maximize buy-in by family members in both the process of creating a crisis plan and to follow through with it. This course is intended for entry- and intermediate-level licensed behavioral health professionals. Case vignettes and interactive learning will be provided to help you apply your understanding of crisis plans so that you are confident and capable of providing them to families in your practice.</p>	Online Course	National Council-Children's Service Certificate		
Cultural Dimensions of Relapse Prevention	<p>As a professional working with individuals who have substance use disorders, you know that relapse is a common part of the recovery process. Based on guidelines from the Center for Substance Abuse Treatment, this course focuses on how to understand relapse prevention as it relates to specific population groups including women, minorities, adolescents, the elderly, and individuals who identify as lesbian/gay/bisexual/transgender. The interactive exercises and detailed case examples that this course offers will provide you with guidance on how to provide relapse prevention services that reflect the unique cultural needs of individuals from various backgrounds. The information in this training is appropriate for any level of healthcare worker who wishes to learn more about relapse prevention.</p>	Online Course	N/A		
Cultural Diversity	<p>This introductory course on cultural diversity will provides an overview of cultural diversity and discusses various dimensions and issues of diversity. This course is not exhaustive; however, it will provide you with the fundamental tools that will enable you to interact with others of diverse cultures and effectively perform your job responsibilities.</p>	Online Course	*AzAHP - Core Training Plan (90 Days), *AzAHP - Core Training Plan (Annual)		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Cultural Issues in Treatment for Paraprofessionals	<p>While the United States is becoming increasingly diverse, this challenges the field and treatment of behavioral health and substance use disorders. Recognizing and remaining sensitive to cultural issues are critical to a positive helping relationship and to treatment outcomes. Unfortunately, people of various racial/ethnic/cultural/social identities oftentimes are underserved by the behavioral health system and/or they do not seek out the treatment they need. This course examines the clinical, cultural, organizational, and financial reasons that culturally diverse groups are underserved. In addition, you will learn the significance of cultural diversity, demographics, family and community resources, barriers to treatment. This course is intended for a variety of behavioral health providers with entry-level or intermediate experience incorporating cultural factors into their work. Case studies in conjunction with interactive exercises will teach you how to apply these concepts to the individuals you serve.</p>	Online Course	N/A		
Customer Service	<p>Every customer takes a risk in trusting others with important parts of their life. They are asked to have faith in another person's skills, knowledge, and good will. Customer service is a way of communicating that this trust is not misplaced. In this course you learn what customer service is, who your customers are, and how to build relationships with customers through everyday interactions. You will practice ways to communicate respect, attentiveness, and empathy in a variety of situations. The skills you learn in this course are meant to help you in your daily routine as well as when you need to defuse a customer's negative impression and recover the relationship.</p>	Online Course	*AzAHP - Core Training Plan (90 Days)		
De-escalating Hostile Clients	<p>De-escalation techniques are used to reduce a hostile encounter so that the encounter does not reach the point of an assault. Often, what may seem like minor infractions or irritating behaviors can quickly intensify to physical violence. If you fail to address these behaviors at the onset, they will likely escalate. With preparation and awareness, you can prevent many incidents from escalating. In this course, you will learn strategies for establishing safe environments, identifying warning signs, defusing hostility, setting clear boundaries, and ensuring your safety.</p>	Online Course	National Council-Human Service Worker Skills/Development Certificate		
Defensive Driving: The Basics	<p>Many functions of your daily life probably require the use of a motor vehicle. This course will address your responsibility as a driver to ensure the safety of other individuals. In this course, you'll learn how to identify potential hazards while driving, and a number of defensive driving techniques.</p>	Online Course	N/A		
Dental and Oral Health	<p>Poor oral health takes an obvious toll on a person's appearance. The appearance of the mouth could not only dramatically affect self-esteem, but it can also hinder your client's ability to secure a job. Poor oral health can also lead to intense pain, severe infections that affect the entire body, and create life-threatening emergencies. Many of your clients might not realize the devastating effects that their lifestyle choices have on their oral health. They may also fear dental professionals, which can prevent them from seeking dental care. In this course, you'll learn what a "good mouth" and a "bad mouth" look like. You will also learn about the devastating effects addiction can have on the mouth, and strategies that you can implement to help mitigate the effects and ensure that the person seeks proper dental care.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Depression in Older Adults	<p>Many people believe that depression is a normal part of growing older. However, research tells us that depressive disorders are not a function of aging, but rather a common group of mental disorders that can be successfully treated. While most older adults do not suffer from a depressive disorder, those who do tend to struggle with emotional and physical symptoms that greatly impede their ability to age well and maintain a satisfactory quality of life. This course is appropriate for clinicians with a basic or intermediate knowledge of working with individuals with late-life depression. It is intended to help human service professionals identify the most common symptoms of a depressive disorder and familiarize them with the major types of effective clinical and psychosocial treatments available for older adults. Employing the interactive exercises and case vignettes in this course will teach you the skills you need to recognize depressive disorders among the older adults with whom you work, and provide them with the best information, support, and resources for treatment. DSM&amp;trade; and DSM-5&amp;trade; are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
Depression in Service Members and Veterans	<p>Based on content from the Center for Deployment Psychology, this training will provide you with information on the etiology and prevalence rates of depression in the military population, highlighting current research findings on this topic. You will better understand how some military-specific stressors and protective factors may impact risk for depression. Finally, you will learn the components of current evidence-based clinical strategies and interventions for assessing and treating depression within a military/Veteran population. Throughout the training, military considerations are discussed and highlighted with case examples.</p> <p>Through a blend of experiential exercises and case examples, you will have the tools you need to more competently assess depression in both civilian and military populations. This course is intended for any behavioral health provider working with civilian or military populations.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	Serving Our Veterans Certificate		
Depressive Disorders in Children and Adolescents	<p>&lt;p&gt;Depressive disorders can be difficult to detect in children and adolescents. The effects of childhood depression often persist into adolescence and then adulthood. In this course, you will learn to identify different depressive disorders by understanding DSM-5 criteria as well as the unique ways depression manifests in children and adolescents. Additionally, you will learn to recognize risk factors for both depression and suicidality in youth.&amp;nbsp;&lt;/p&gt;</p> <p>&lt;p&gt;&amp;nbsp;&lt;/p&gt;</p> <p>&lt;p&gt;An integrated care model treats the whole child by combining primary care and mental healthcare in one setting. Within this model, treatment providers understand how to screen for depression and suicidality in order to coordinate care. You will be able to identify specific instruments useful for detecting depression and suicidality in children and adolescents. An understanding of the root causes of depression will highlight the rationale for various treatment approaches. Lastly, you will be able to describe the best practices available to help children and adolescents manage depression.&amp;nbsp;&lt;/p&gt;</p>	Online Course	National Council-Children's Service Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Developmental Milestones and Mental Health Issues in Older Adults	<p>The focus of this course is the older adult population of the United States, a population that will soon comprise over 50% of the nation. In the 1980s, degree programs with the designation “geriatric” began to spring up across the country. Unfortunately, they were for the most part, short-lived. Whether due to ageism or a lack of apparent urgency of the need for geriatric specialists, their demise has left the helping professions far short of the needed expertise to adequately and effectively care for a huge cohort of older persons better known as the baby boomers.</p> <p>This course is intended to provide you (psychologists, social workers, nurses, and other health or social service professionals) with an understanding of the relationship between older adult developmental stages and challenges and behavioral health concerns. It will, in addition, introduce you to the application of this knowledge to the support of healthy aging and the prevention and treatment of behavioral health problems in the older adult population.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
Developmental Stages: Birth to Five Years Old	<p>In order to support and educate children birth to age five, it is necessary to have a thorough understanding of how a child develops. All children experience a developmental journey but the pace at which children experience this journey can vary from child to child. Being equipped and empowered with this developmental knowledge can positively affect the way you support, communicate, and play with young children. In this course, you will not only learn the difference between physical, social-emotional, and cognitive development, but you will also learn about significant developmental milestones to be aware of so you can have realistic expectations and interact with children in developmentally appropriate ways. You will also be able to communicate this child development information to help educate families and others you serve.</p>	Online Course	N/A		
Developmental Stages: School-Age through Adolescence	<p>When parents have concerns about their child’s development, practitioners must be able to give them accurate information to make informed decisions. Armed with knowledge, parents, educators, and practitioners alike can promote healthy development in their day-to-day interactions with children and adolescents. Unfortunately, a limited understanding and knowledge base for what constitutes typical development could result in an inaccurate diagnosis, as well as inadequate treatment. Understanding typical development is critical for early detection of emotional, behavioral, or learning challenges.</p> <p>This course is designed for entry- and intermediate-level healthcare practitioners who work with children, adolescents, and their families. The information in this training will provide you with an overview of the human developmental stages from school-age (6-12) through adolescence (13-18). You will gain a firm understanding of the various aspects of development, from physical and cognitive development to psychosocial development.</p> <p>The information presented in this training is based on what research considers “typical” development. Keep in mind, however, that there is a wide range of developmental milestones and a range of when children are expected to reach them. It is common for children to struggle with one or more areas of development at some point during middle childhood or adolescence. In addition, it is critical to always interpret a child’s development in the context of their environment and culture. This course will equip you with knowledge and practical strategies that will inform the best practices you use with the individuals you serve.</p>	Online Course	National Council-Children’s Service Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Diagnosing Substance Use Issues in Older Adults	With the expected increase in the older adult population, the number of elders needing treatment for substance use disorders also will increase. In this course, you will learn a comprehensive way to diagnose substance use disorders in older adults. Specifically, this training covers risk and protective factors, screening, diagnostic criteria, assessment, as well as the various stages of drinking among older adults with substance use issues. This course is designed for entry- and intermediate-level healthcare professionals who wish to gain a broad understanding of how to assist older adults with substance use issues. Interactive exercises, examples of screenings, and detailed assessment techniques will afford you the opportunity to practice the new information you acquire from this training. After concluding this course, you will possess a broader understanding of how to diagnose substance use disorders in older adults, including ones with co-morbid disorders, as well as those with differential and co-occurring disorders.	Online Course	N/A		
Diagnosis and Treatment of Anxiety Disorders	Anxiety disorders are the most common psychiatric illnesses, affecting millions of American adults. These disorders fill people's lives with overwhelming anxiety, fear, and uncertainty. Unlike the relatively mild, brief anxiety caused by stressful events like job interviews or first dates, individuals with anxiety disorders experience symptoms that are out of proportion to any actual danger, and/or persist for significant periods of time. Anxiety disorders can grow progressively worse if not treated. Further, anxiety disorders frequently occur in conjunction with other psychiatric or physical illnesses, which can make anxiety symptoms worse.  This course provides you with an overview of the signs and symptoms of anxiety disorders, as well as the most effective psychopharmacological and psychotherapeutic treatments available. The compelling research discussed in this training will show you how new, improved therapies can help most people with anxiety disorders lead productive, fulfilling lives. The blend of instructive information and practical scenarios will help you to apply these key concepts in your own setting. After completing this course, you will be able to recognize anxiety disorders in those you serve, as well as implement the most appropriate form of treatment.	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		
Diagnosis and Treatment of Depressive Disorders	Depressive disorders are among the most common disorders experienced by adults of all ages. When unrecognized or untreated, depression can contribute to other medical and psychiatric illnesses. It can have a devastating impact on an individual's functioning and quality of life, and can increase the risk of early death. In this course, you will review the major categories of depressive disorders and how to recognize their symptoms, and learn about effective assessment and evidenced-based treatment options for the depressive disorders. This course includes clinical case examples and interactive exercises to reinforce your learning.	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		
Diagnosis and Treatment of Personality Disorders	As a mental health professional, you know how difficult it can be to understand the complexities and work with individuals who have personality disorders. The information in this training will help you better understand personality disorders, including their diagnostic criteria, how they may develop, their course, and prevalence. Throughout this course, you will learn about the nature of personality disorders, and how they are clustered. The course will address some key concerns for the practitioner regarding differential diagnosis of personality disorders, as well as distinguishing personality disorders within the context of serious co-occurring psychiatric disorders. Additionally, you will explore in detail some of the most up-to-date information on empirically supported treatments for various personality disorders. The material in this course is designed for mental health professionals who work with individuals who have personality disorders. Drawing upon guidelines from the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5®), and current empirical literature, this training offers you a comprehensive look at these sometimes very complicated disorders, including their effects on others. Detailed examples and interactive exercises will help you apply these competencies in your own setting. After completing this training, you will be ready to demonstrate best practices for the individuals you serve who struggle with personality disorders.	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Dialectical Behavioral Therapy: Advanced Techniques	In this course you will learn how to conceptualize cases within a DBT framework, how to optimize treatment through the DBT structure, and how to apply advanced techniques for common challenges. This course assumes the learner has foundational knowledge of DBT theory and concepts, and it presents advanced concepts related to the theory and treatment components of DBT as it is used with specific populations and in various settings. The course is designed to impart knowledge about advanced DBT skills, but it does not replace live training or constitute DBT certification. To apply these principles ethically, you must have appropriate live training and supervision in addition to taking this online course.	Online Course	N/A		
Dialectical Behavioral Therapy: An Introduction	Dialectical Behavior Therapy (DBT) is a cognitive-behavioral therapy that has amassed empirical support for a range of psychological problems in clinical and nonclinical populations. This course introduces the origins and theoretical underpinnings of DBT. You will learn about the structure and processes involved in conducting DBT as well as the evidence supporting this approach. You will also learn the strategies DBT facilitators use to engage people, and you will be guided through the key elements of the DBT skill-based treatment modules. This course is designed to help you avoid common pitfalls in dealing with individuals who have difficulties regulating emotions. Using a blend of theory and research-based information with detailed case studies, this course will help you utilize the basic principles and treatment components of DBT. The course concludes with a discussion of the primary therapeutic strategies used in DBT and the core qualifications of DBT providers. This training is appropriate for licensed behavioral health clinicians who are interested in learning more about what DBT is and its primary applications. It is important to note that while this course provides an overview of DBT, it does not constitute sufficient training to begin using it with clients. You should attend a live training to supplement this course before beginning DBT work with clients.	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		
Disaster Response: Five Key Strategies	Are you prepared for a major emergency event such as a natural disaster or a community crisis? This session will address the core aspects of organizational Disaster Response Planning that assures your agencies' ability to address the needs of your external customers (local community affected by the event) as well as your internal customers (consumers and staff). Strategies for readiness will be reviewed including best practice approaches to staff training; cultivating key partnerships with the people and organizations you will be working with during and after the community crisis. You will have the opportunity to learn from and engage with experts in the field including the Vice-President of Clinical Services at Ozark Center in Joplin, MO, Vicky Mieseler. She will discuss the lessons learned from the massive tornado that devastated their community; she will share what they know now and what they wished they knew prior to the disaster.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Discrimination in the Workplace: What Supervisors Need to Know	<p>The U.S. Equal Employment Opportunity Commission (EEOC) is responsible for enforcing federal laws that make it illegal to discriminate against a job applicant or an employee because of the person's race, color, religion, sex, national origin, age, disability, or genetic information. The federal laws are very specific about the ways in which you, as an employer, are expected to select, promote, and accommodate your employees. You can be held liable for discrimination whether or not you intentionally discriminated against your employee, so it is imperative that you understand the federal laws prohibiting discrimination.</p> <p>This course teaches you about your responsibilities as a supervisor relative to these major federal laws (and their significant subsequent amendments) that prohibit discrimination:</p> <ul style="list-style-type: none"> <li>- Equal Pay Act of 1963</li> <li>- Title VII of the Civil Rights Act of 1964 (Title VII)</li> <li>- Age Discrimination in Employment Act of 1967 (ADEA)</li> <li>- Rehabilitation Act of 1973</li> <li>- Americans with Disabilities Act of 1990 (ADA)</li> <li>- The Family and Medical Leave Act of 1993 (FMLA)</li> <li>- The Genetic Information Nondiscrimination Act of 2008 (GINA)</li> </ul> <p>Once you learn about the types of discrimination recognized by the EEOC, we will review prohibited practices, what constitutes reasonable accommodation with regard to the Americans with Disabilities Act, and the ways in which the EEOC enforces the law. We will use synopses of the law, examples, interactive exercises, and review questions to teach you how to comply with anti-discrimination laws. The information in this course is appropriate for employers and supervisors.</p> <p>NOTE: This course was created using a variety of sources. Nothing herein should be construed or relied upon as legal advice. If you have questions concerning particular situations or specific leave issues, you should contact your manager, human resources director, or legal counsel.</p>	Online Course	N/A		
Documentation for Supervisors	<p>Documentation creates a history of an employee's employment experience and includes facts about specific employment matters such as performance reviews, corrective actions, or investigations into reports of misconduct. As a supervisor, your goal in documentation is to record information that will provide evidence of action taken.</p> <p>In this course, we will explore the importance of accurate documentation for important employee matters.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Documenting the Treatment Planning Process	Treatment planning documentation is a critical link between the client, the services you provide, and reimbursement. Unfortunately, the focus of detailed treatment planning has shifted into developing and completing the perfect form. The main goal of this course is to reinforce what you already know about plans of care, while offering you direction and structure for capturing the real therapeutic relationship on paper. You will learn how to better represent the care process by honing in on core principles for clinical documentation. You will take a fresh look at ways to record your client's strengths, goals, and treatment objectives, while also evaluating methods to accurately represent interventions, outcomes, and discharge plans. To enhance your application of these concepts in your own setting, this course incorporates informative definitions, suggested best practices, as well as client scenarios you investigate during each phase of the treatment plan. Drawing on information from Adams & Grieder's Treatment Planning for Person-Centered Care: The Road to Mental Health and Addiction Recovery, along with Schwitzer & Rubin's Diagnosis and Treatment Planning Skills for Mental Health Professionals: A Popular Culture Casebook Approach, this course is designed for all service providers involved in the treatment planning process who wish to learn more about documentation. This module is text-based.	Online Course	National Council-Human Service Worker Skills/Development Certificate		
Does Your Organization Measure Up: Are You Really Trauma-informed?	Organizations interested in trauma informed care often have the will but not the way. This workshop provides organizations with an easy to use and practical tool to initiate the improvement process, the National Council's Trauma Informed Care Organizational Self-Assessment. This instrument is designed for organizations interested in improving their policies, procedures, practices and social and physical environment to reflect the core principles and values of a trauma-informed care organization. The organizational self-assessment tool is a performance improvement resource designed to increase an organization's awareness and readiness to adopt the key components of a trauma-informed care organization and to engage in a self-reflective process that assists them in identifying what they need to: 1) keep doing and reinforcing, 2) stop doing and, 3) start doing.	Online Course	N/A		
Domestic and Intimate Partner Violence	This is a course about causes, effects, and consequences of violence among intimate partners, sometimes called domestic violence. Intimate partner violence (IPV) accounts for 15% of all violent crimes, although frequency and severity of DV, or IPV, can be often underreported. The constant in all IPV relationships is one partner's sustained effort to maintain power and control over the other.	Online Course	Serving Our Veterans Certificate		
Drugs in the Workplace	Drug and alcohol use by professionals in the workplace can be harmful to everyone. In this course you will learn what substance use disorders are, what signs to look for, and how they affect people in the workplace as well as the population that you serve. It also covers steps to take to ensure a drug-free workplace. Interactive exercises and vignettes will help you to understand this information so that you will be ready to assist co-workers who may suffer from substance use disorders. This course is designed for anyone working in any employment setting.	Online Course	N/A		
DSM-5 Brief Overview	<p>The development of the fifth edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM-5™) was one of the most anticipated events in the mental health field. Although many elements from the DSM-IV-TR™ remained intact, others were modified, taking into account decades of scientific and clinical findings.</p> <p>Designed for entry to advanced level mental health care staff and professionals, the goal of this course is to provide you with a brief overview of the DSM-5 highlighting some of key elements of this manual version. You will learn about the new dimensional assessments, new terminology used throughout the DSM-5, cultural considerations, as well as some of the major criticisms of the newest guide.</p> <p>With the aid of interactive exercises, you will have some of the basic the tools you need to effectively use the DSM-5.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
DSM-5 Overview	<p>The release of the fifth edition of the Diagnostic and Statistical Manual of Mental Disorders (DSM-5™) in May 2013 by the American Psychiatric Association was one of the most anticipated events in the mental health field. Although many elements from the previous version of the diagnostic manual (DSM-IV-TR™) remained intact, there were significant changes; most prominently the new manual deleted the previous multi-axial system of generating a psychiatric diagnosis. The changes in the new manual were designed to take into account decades of scientific and clinical findings.</p> <p>Designed for entry- to advanced- level mental healthcare staff and allied professionals, the goal of this course is to provide you with a comprehensive overview of the DSM-5. You will learn about the use of a non-axial system, new dimensional assessments, new terminology used throughout the DSM-5, with increased cultural considerations, as well as some of the major criticisms of the revised manual. Most importantly, this course also provides you with important information on the specific diagnostic categories that are changes in the lexicon of clinical diagnostics in the DSM-5.</p> <p>With the aid of interactive exercises, you will have the tools you need to effectively use the DSM-5 to assist you in diagnosing psychological disorders, as well as treatment planning. Since it has been 3 years since the newest version of the manual was published, this course is not designed to simply compare the older and newer versions of the DSM. Rather it is designed to introduce the clinician to the DSM's revised conceptualization of mental disorders from a diagnostician's perspective.</p>	Online Course	National Council-Human Service Worker Skills/Development Certificate		
Early Childhood Safety and Injury Prevention	<p>Keeping young children safe and healthy is the constant and primary requirement of all adult caretakers. This course has been developed for individuals who work with parents and families of young children from birth through five years of age. Each stage of development contains unique challenges and areas of concern that must be addressed in order to optimize wellbeing. In this course, you will learn about how to secure environments to maximize safety and how to safely transport children. You will explore common hazards, including poisons, animals, venomous plants, and other common home risks. We will review familiar problems, such as managing storage and securing electrical outlets. You will learn about the national recommendations for playgrounds and pool safety. Lastly, you will learn about food safety, sanitation and cleaning considerations, and transportation concerns for young children to ensure a comprehensive plan for the families that you serve.</p>	Online Course	N/A		
Effective Communication	<p>There is a lot of "noise" in today's workplace like stress, technology, multitasking, and information overload that can make it hard to communicate effectively. Poor communication negatively affects relationships and work quality which ultimately costs time and money.</p> <p>This course will help you to communicate clearly, concisely, and professionally. You'll increase understanding between you and your coworkers by learning what to say, how to say it, and the barriers to good communication.</p>	Online Course	N/A		
Effective Communication for Supervisors	<p>The purpose of this course is to prepare professionals to better work beside people and in situations on a professional level through effective communication. It presents a description of effective communication and barriers to achieving it, instructions for identifying personal listening and communicating styles, methods to improve listening techniques and a motivating communication style, and conflict resolution management through effective communication.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Effective Workplace Writing	<p>Nearly every job today requires you to write. Whether you're composing emails, memos, meeting notes, letters, proposals, or reports, writing well matters. Clear, concise writing helps workplace communication and saves everybody time.</p> <p>In this course, you'll learn best practices that apply to all forms of professional writing. You'll learn how to organize information, clearly state your purpose, and avoid common errors.</p>	Online Course	N/A		
Effectively Using Evidence-Based Practices	<p>As a mental health professional, you are increasingly called on to use evidence-based practices (EBPs) in your work with people. Evidence-based practice originated in the medical field, where thousands of randomized controlled studies have been conducted. Unfortunately, it has been more challenging to put EBPs into direct practice in the mental health field, as there is often a large delay between discovering effective practices and putting them into practice with mental health consumers. This course will provide you with a clearer understanding of evidence-based practice, so that you can help bridge the gap between research and practice, and better assist the individuals you serve.</p> <p>In this course you will learn about different definitions of EBPs, how EBPs are developed, as well as the potential positives and negatives of EBPs that you need to keep in mind as you consider using them. You'll also find out about some well-established EBPs, along with how you can implement them in your own practice with specific populations. This course will guide you through a series of vignettes and interactive exercises to help you apply what you have learned when you need it most. This training is appropriate for a variety of clinical professionals working in the mental health field with basic to intermediate levels of experience. Ultimately, your completion of this course will make you more prepared and confident as you consider using EBPs in your own setting.</p>	Online Course	N/A		
Elder Abuse	<p>Elder abuse is a significant social problem. The number of older adults (65 years of age or older) in the US population is expected to double by 2030 to about 72 million (U.S. Census Bureau, 2010). Of this group the "oldest old," those 85 or older, are the fastest growing segment. By 2030, their number will grow from 5.8 million to 8.7 million. As the number of older adults increases, especially those who are older and frailer, the incidence of elder abuse is expected to increase.</p> <p>Mistreatment of older adults often occurs in isolation and often remains undetected. The first step to addressing the problem is to heighten awareness of abuse of the old, in particular among those who serve them or have frequent contact with them.</p> <p>Throughout this course, you will learn about types of elder abuse, indicators, consequences, risk factors of abuse, and interventions. You will have the opportunity to test what you have learned in each section through brief quizzes. The course also offers typical elder abuse case scenarios drawn from actual case material from Adult Protective Services or other elder abuse program caseloads. (All identifying information has been modified to protect client privacy.)</p> <p>This course is intended for licensed clinicians across a variety of disciplines who work with older adults.</p>	Online Course	N/A		
Electrical Safety	<p>This course focuses on how to work safely with electricity. You will learn what common electrical hazards are present in the workplace, how to make your work setting safer, and how to respond to hazardous electrical incidents.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Emergency Preparedness for Healthcare Providers	Emergency preparedness requirements that healthcare organizations have historically been required to follow were deemed by the Centers for Medicare and Medicaid (CMS) to be insufficient for emergency preparedness and response. Given this, CMS set out to develop new requirements for healthcare providers that establish a comprehensive, consistent, flexible, and dynamic regulatory approach to emergency preparedness and response. With implementation of the new rule finalized by CMS, healthcare providers are now faced with a new challenge of developing, executing and demonstrating emergency preparedness requirements that comply with this new rule. This course introduces learners to leading emergency preparedness practices intended to safeguard human resources, maintain business continuity, and protect physical resources, with the desired end-state of achieving CMS rule compliance. This course assists learners on how to successfully address key rule components including the risk assessment and emergency plan, policies and procedures, the communications plan, training and testing, and emergency fuel and generator testing. This course is not a comprehensive overview of the CMS rule, and learners are expected to be fully apprised of this rule prior to taking this course.	Online Course	N/A		
Employee Wellness - Alcohol Use: How Much Is Too Much?	One in 5 people who drink in the United States will develop alcohol-related problems at some point in their lifetime. It's important for everyone who drinks to be able to reflect on their habits and decide whether it might be better to make a change. This course presents information about low- and high-risk patterns of alcohol consumption and what they look like.	Online Course	N/A		
Employee Wellness - Dental and Oral Health	Most of us think we know how to take care of our teeth and we intend to do it well. But it's easy to get careless. Over time, these lapses can lead to complex dental problems. This course is a reminder that your investment today in dental and oral hygiene will pay off in the long run!	Online Course	N/A		
Employee Wellness - Diabetes Prevention	Diabetes is a serious health condition that affects almost 30 million people in the United States. This course looks at common symptoms and complications, as well as everyday changes you can make to reduce your risk of developing type 2 diabetes.	Online Course	N/A		
Employee Wellness - Emotional Intelligence: Awareness	You have probably heard about an "IQ" score that measures intelligence, but have you ever heard of "emotional intelligence" or EQ? Emotional intelligence is your ability to understand, express, and manage your emotions, as well as your insight into what the people around you are feeling. EQ can add to your quality of life and contribute to career success. In this course, you'll learn about developing emotional awareness—the bedrock of emotional intelligence.	Online Course	N/A		
Employee Wellness - Emotional Intelligence: Feeling & Thinking	Emotional intelligence (EQ) is the ability to understand, express, and regulate your own emotions, and your awareness of what the people around you are feeling. One of the hallmark skills of EQ is the ability keep your emotional brain and your thinking brain working together, even in intense or stressful situations. Why is this important? What can it do for you? This module will explain a little bit about how emotions work in the brain and how developing your EQ can improve your quality of life.	Online Course	N/A		
Employee Wellness - Healthy Eating on a Budget	The idea of healthy living is prevalent in our current society. This course will help you understand how to make the best choices and implement them into the daily life.	Online Course	N/A		
Employee Wellness - Healthy Sleep	Almost two-thirds of Americans have difficulty sleeping on two nights of the week or more. Not only is it tough when you feel like you are dragging all day, but poor sleep quality can also have a long term impact on physical and emotional health. This course explains why sleep is important and how to improve your quality of sleep.	Online Course	N/A		
Employee Wellness - Heart Disease Prevention	Lifestyle choices and genetic factors can contribute to the development of heart disease. It is important to seek medical treatment to determine if you are at risk of developing heart disease and to educate yourself on ways to prevent complications. Because some symptoms are less obvious, additional follow up with a health care team may be required. This course will help you identify positive heart health practices and apply them in your own life.	Online Course	N/A		
Employee Wellness - Importance of Physical Fitness	Most people know that physical fitness is important, but it can still be a struggle to develop and maintain a regular fitness routine. This course looks at how you can incorporate fitness activities into your everyday life. You may be surprised how easy it is, and we think you'll agree the rewards are pretty great!	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Employee Wellness - Making the Most of Your Memory	Through this course you will be empowered with strategies to enhance and sustain your memory functioning for optimal performance.	Online Course	N/A		
Employee Wellness - Safe Use of Prescription Medications: Part 1	Medical conditions and illnesses often are treated with prescription medications. For successful treatment and your safety it is imperative that you learn key factors about your prescribed drugs. This course will help you locate and interpret the instructions given to you with a prescription medication, including how much and how long you should take it and any potential side effects or complications.	Online Course	N/A		
Employee Wellness - Safe Use of Prescription Medications: Part 2	Proper use of medications includes a lot of personal responsibility on your part. This course is designed to educate you in the proper use of prescription medications including how to identify interactions and the difference between misuse and abuse of medications.	Online Course	N/A		
Employee Wellness - Side Effects of Care Giving	Caregiving demands a tremendous amount of compassion and empathy. While this can be incredibly rewarding, it can cause some adverse side effects.	Online Course	N/A		
Employee Wellness - Smoking Cessation: Ready, Set, Quit!	Most people who smoke know that it is not good for them. Studies show that most people who smoke really want to break the habit. Yet they continue to smoke. Why? Because it's an addiction. Once you start smoking, quitting is tough! Quitting is hard, yet people quit for good all the time. One thing that can improve your chances of quitting smoking for good is to make a plan. When you make a plan, you prepare yourself as well as you can for the temporary discomfort of nicotine withdrawal. You put tools and ideas in place to get through it—and quit for good!	Online Course	N/A		
Employee Wellness - Stress Management	Stress is part of everyone's life. That's not necessarily a bad thing. A certain level of stress is healthy because it motivates you to be productive. However, too much stress can do the opposite, leaving you feeling drained and irritable. You can't escape stress, but you can learn to respond differently. This course will teach you to identify triggers and develop a personal stress management plan.	Online Course	N/A		
Employee Wellness - Time Management	For many, remaining focused and completing projects on time can be extremely challenging due to unexpected disruptions like phone calls and emergency meetings. But more often than not, people have a tendency to either procrastinate or self-regulate poorly. In this course, you'll develop a basic understanding of time management skills by learning techniques to help recognize the most common "slippery slope" moments and identify strategies to overcome them. Mastering time management helps us reach our goals and reduce stress.	Online Course	N/A		
Employee Wellness - Weight Management	Are you concerned about your weight? That can be a good thing! Making small changes over time to healthy eating habits has positive effects on your daily activities, mood, and your overall health as you age. This course is not intended to replace individual medical advice. Contact a registered dietitian or nutritionist for personalized weight management strategies.	Online Course	N/A		
Employee Wellness - Work-Life Balance	Today's fast-paced workplace along with the 24/7 nature of the digital age has resulted in a common experience: A lack of work/life balance. Over time, this can result in job dissatisfaction and personal burnout. This course will explore the factors causing imbalance between work and home and teach you how to make changes in both areas to restore balance	Online Course	N/A		
Ending Suicide: How Many Deaths Are Acceptable?	Today, we have an understanding of suicide prevention that was unavailable just a decade ago. The National Action Alliance for Suicide Prevention envisions a nation free from the tragic experience of suicide. Individuals with Serious Mental Illness are at dramatically increased risk as compared with other high risk groups, such as active military, AN/AI, etc. but there are proven approaches that Community Behavioral Healthcare leaders can implement. Four model programs are presented that introduce the concepts of "boundaried populations," "zero suicide in healthcare" and "robust performance improvement" and how you can apply them in your system of care.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Enhancing Communication with Medical Providers and Medical Terminology	<p>Mental and physical disorders often occur together in the same person and are commonly managed by two separate health care providers. Frequently, treatments for psychiatric illnesses can cause or worsen medical problems, and conversely, medical treatments may cause complications due to interactions with psychiatric medications. Information sharing between behavioral health and primary care providers is necessary for safe and optimal patient care but is often inadequate. This course is designed for behavioral health professionals who work with individuals with severe mental illness (SMI). You will learn why communication with primary care providers is essential and what your role is in improving communication. Through real life scenarios and interactive exercises, you will discover how to prepare your clients for a productive visit with their primary care provider. You will also develop strategies for facilitating communication with the primary care provider, as well as learn common medical terminology that will help you along the way.</p>	Online Course	National Council - Integrated Care Certificate		
Epidemiology of PTSD in Military Personnel and Veterans	<p>Based on content from the Center for Deployment Psychology, this training will provide you with information on the etiology and prevalence rates of posttraumatic stress disorder (PTSD) in the military population, highlighting current research findings on this topic.</p> <p>You will better understand how some military-specific stressors and protective factors may impact risk for PTSD. You also will learn the components of current evidence-based clinical strategies and interventions for assessing and treating PTSD with a military/Veteran population. Throughout the training, military considerations are discussed and highlighted with case examples.</p> <p>With a blend of experiential exercises and detailed examples, you will have the tools you need to more thoroughly understand the psychological impact of trauma on Service members and Veterans, as well as assessment and treatment options. This course is intended for any behavioral health provider working with civilian or military populations.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	Serving Our Veterans Certificate		
Ergonomics: Office	<p>Working at a computer workstation can result in aches and pains that increase over time. They may eventually resolve or they may develop into chronic conditions such as carpal tunnel syndrome, tendonitis, or tenosynovitis. Computer work that results in you feeling stiff, sore, or uncomfortable needs to be corrected—using ergonomic principles can help. In this course, you will learn how to set up a computer workstation properly. It is also important to recognize the early warning signs of common work-related injuries.</p>	Online Course	N/A		
Ethical and Legal Guidelines for Telehealth	<p>This course aims to teach you about the ethical and legal guidelines for conducting telehealth with adults who have behavioral health issues. The information in this course covers informed consent, as well as guidelines on confidentiality, boundaries, and privacy, including rules for sharing information. You will learn about mandatory reporting under the Health Insurance Portability and Accountability Act (HIPAA), along with prerequisites for delivering telehealth. Further, you will gain knowledge about guidelines for billing and practice across state lines. A blend of information and practical vignettes will offer you practical strategies that you can later apply in your own setting.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Ethical Decision Making: The Basics	The word "ethics" calls to mind heavy, philosophical conversations, but in reality we make ethical decisions every day. Most of these decisions are so straightforward we just think they are common sense. But sometimes we are faced with more complex situations in which the correct course of action isn't clear. In these cases, it's important to stop and think about things from an ethical perspective, even if you think you know what to do. This course provides you with some basic tools and concepts for ethical decision making in the workplace. It is not intended to replace guidelines established by your organization professional association. You should have a good working knowledge of your organization's ethics code, and refer to it whenever you make an ethical decision.	Online Course	N/A		
Ethical Decision-Making	As a clinical health professional, you have to make ethical decisions on a regular basis. Many of them are quite straightforward and common sense. Others, however, can present you with an ethical dilemma, where the best course of action is not always clear. The professional organization related to your field has an ethical code of conduct with guidelines, but it would be impossible for these guidelines to cover every situation. Furthermore, knowing ethical standards and being able to apply them to unique situations are two different things. In this course, you will be introduced to the concept of ethics and standards of conduct that relate to clinical health professionals. The main goal of this course is to teach you how to identify situations where ethical challenges are common, as well as how to incorporate a few different ethical decision-making models into those challenges. To better help you apply the material you learn, you will test your knowledge as you work your way through this course through a series of interactive vignettes.	Online Course	National Council-Human Service Worker Skills/Development Certificate		
Ethics for Professional Counselors	People who seek counseling can be vulnerable as they put their trust in professionals to provide effective support. However, harm might be done if the professional does not pay close attention to the ethical guidelines of the counseling profession. In this course, you will learn about the ethical codes that pertain to professional counselors, as well as the key areas in which ethical issues arise. You also will learn how to identify ethical dilemmas that may not be specifically addressed in any code, but ones that you can address by undertaking an ethical decision-making process. Through review of vignettes and interactive exercises, you will practice applying ethics to situations that you may experience in your daily work.  It is beyond the scope of this course to discuss the various state-specific ethics codes, as well as the codes by which providers outside of the U.S. are bound. This course will therefore emphasize the two nationally recognized codes of ethics in the U.S., that of the American Counseling Association and the National Board for Certified Counselors.	Online Course	N/A		
Evaluation and Treatment of Stuttering in Preschool Children	The purpose of this course is to provide Speech Language Pathologists with knowledge of current evidence-based practice for evaluation and treatment of preschool children, ages 2 through 6 years, who present with stuttering and fluency disorders. This presentation provides information concerning current evaluation tools for assessing stuttering and fluency patterns of young children. Risk factors for persistent stuttering are discussed and differential diagnoses are explained. Current research on predicting spontaneous recovery and neurological function in preschoolers are reviewed. Various treatment protocols are explored and procedures for developing an individualized plan for treatment are outlined.	Online Course	N/A		
Evidence Based Practices in Treatment of Substance Use Disorders	Tobacco, alcohol, and illicit drug abuse is costly to the U.S., resulting in more than \$740 billion annually in costs related to crime, lost work productivity, and healthcare (National Institute on Drug Abuse [NIDA], 2018). The Substance Abuse and Mental Health Services Administration's (SAMHSA) National Survey on Drug Use and Health (NSDUH) is the primary source of information on the prevalence, patterns, and consequences of alcohol, tobacco, and illegal drug use and abuse in the general US population.	Online Course	National Council-Addiction-Foundational Knowledge Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Evidence-Based Practices in Supported Employment Part 1	<p>People in the United States, living with persistent and severe mental illness today, form the largest group of people who are living on Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI). Almost all live in poverty, are isolated and are the most stigmatized group in America. A large percentage of those individuals want to and can work, if the right supports are provided to them.</p> <p>In this course, you will discover evidence that shows that a form of supported employment, individual placement and support (IPS), built on the values of belief in the potential success of individuals with severe mental illness, is a proven way to assist those job seekers in getting and keeping competitive employment. You will learn how an employment specialist discovers skills and strengths and develops strategies to support the people they serve. You will learn how to build a work plan that identifies the ideal conditions for success of the job seeker and the unique potential contributions to the future employer. This course sets groundwork for the next step of IPS-Job and Career Development.</p>	Online Course	N/A		
Evidence-Based Practices in Supported Employment Part 2	<p>Many new employment specialists are fearful that they do not have the expertise to deal with individuals with a dual diagnosis. This course introduces a man with a dual diagnosis, following him in his career while debunking the myths and clarifying the realities of working with an individual with both mental illness and substance use issues. This information will also help you educate employers when you attempt to find job placements.</p> <p>The course then goes on to explain the process of the Assessment, Employer Engagement, and the Training and Long Term Support phases of IPS (Individual Placement and Support). Employment specialists have been instructed to converse with and observe the job seeker and document their unique preferences, skills, talents and challenges of the job seeker. This course builds on that foundation and demonstrates how to organize and use this information, along with information from related parties, to develop a Work Plan. The plan guides the employment specialist to employers and companies that will lead to a likely job match. The course also presents strategies and tools to engage employers as partners. A description of the Job Analysis is included, which will ensure best possible job match. Orientation and training of the supported employee and the problem solving techniques used to support the employer are explained. An overview of long-term supports and natural supports complete the process for the employment specialist.</p> <p>This is the second part of a two-course program in Evidence Based Practices in Supported Employment, written especially for employment specialists working through community mental health centers, peer-run agencies, housing programs, and general health centers. It is designed to promote and build quality IPS programs by training direct service staff.</p>	Online Course	N/A		
Externalizing and Disruptive Behaviors in Children and Adolescents	<p>Externalizing disorders occur fairly commonly among children and adolescents. It is estimated that externalizing disorders occur in 5 to 20 % of youth in the United States. The prevalence depends on the population that being examined and the methods used to determine the diagnosis. Because of the high prevalence of externalizing disorders in youth, it is very likely for you to encounter at least one child or adolescent with this condition in your field of work. The course of interacting and working with youth with externalizing disorders can be very challenging and frustrating for clinicians. The purpose of this course is to review the main features and symptoms of externalizing disorders including Oppositional Defiant Disorder, Attention Deficit/Hyperactivity Disorder, Conduct Disorder, Intermittent Explosive Disorder, and Disruptive Mood Dysregulation Disorder. The course also describes several evidence-based interventions that may be useful in developing trusting relationships and a working alliance with youth with externalizing disorders and their families. The content of the course will help you increase your understanding of these disorders and improve your skills in implementing best practices to serve to youth with externalizing disorders. This course is intended for any professionals working in any behavioral health environment. The information provided in this course is appropriate for entry to intermediate-level clinicians.</p>	Online Course	National Council-Children's Service Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Family Assessment and Intervention	<p>In the last two decades, there has been a considerable increase in early intervention efforts targeted at children and adolescents who are showing signs of emotional and behavioral problems. While a significant portion of these efforts have involved interventions focused on the individual exhibiting symptoms - generally medication and/or therapy - there is considerable evidence that family interventions are an effective, efficient method to address child and adolescent issues. In this course, you will learn how to view families from a strength-based perspective, as well as how to access family resources and abilities when the whole family is included in treatment. You will discover how the modern family can take many shapes and you will gain knowledge of some of the most common family therapy concepts. Interactive exercises with specific packaged tools that are useful in strength-based family assessment will help you apply the skills you acquire throughout this course. Completing this training will facilitate you to employ key assessment and intervention approaches from a variety of family therapy models so that you can affect family dynamics in a positive way in your own setting.</p>	Online Course	N/A		
Family Psychoeducation: Advanced Evidence-Based Practices	<p>These days, serious mental illnesses are widely accepted in the medical field as illnesses with well-established symptoms and treatment. Despite this recognition, one of the most common roadblocks to successful treatment outcomes and to recovery is a lack of family support, as well as the lack of understanding within the family of the nature of the person’s mental illness. Based on content from Substance Abuse and Mental Health Service Administration (SAMHSA), this course is part of the Evidence-Based Practices series designed to teach you the principles and practices that research suggests are most effective in the implementation of a family psychoeducation program. In addition, this training covers how to best develop an effective family psychoeducation program and provides helpful tips for mental health authorities. The blend of interactive exercises and instructive information will assist you in learning and applying this material with those you serve. Whether you are a mental health provider or an agency administrator, this course is an opportunity to develop new skills to support consumers, as well as to develop an effective program of this type in your own community.</p>	Online Course	N/A		
Family Psychoeducation: Introduction to Evidence-Based Practices	<p>Severe mental illness is not just a challenge for the person experiencing symptoms. It can also be challenging for the person’s family members, who may have little knowledge about mental illness, are often not included in its treatment, and are given no access to information on how to understand, communicate, and intervene with someone who is experiencing difficult-to-manage symptoms. There is increasing evidence that the inclusion of the consumer’s families into the ongoing treatment and recovery process tends to achieve the best outcomes.</p> <p>This course presents an overview of family psychoeducation, an evidence-based intervention model that engages family members and other relevant community members as partners in the treatment process. You will be provided with an overview of family psychoeducation as well as its core components, objectives, and benefits. You will also learn about cultural competence skills that practitioners need to have before successfully implementing this model.</p> <p>This course, which is appropriate for behavioral health professionals of all levels, includes interactive exercises and detailed case studies to reinforce your learning so that you can establish a good foundation for incorporating family psychoeducation into your practice.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Feeding and Eating Disorders: Diagnosis and Treatment	Feeding and eating disorders are among the most common psychiatric problems, affecting countless women and men. Unfortunately, feeding and eating disorders are often difficult to diagnose, and more than half of all cases go undetected. This is particularly concerning given that these disorders are associated with severe medical and psychological consequences including death, osteoporosis, and growth and developmental delays. This course will provide you the tools you need to recognize, accurately diagnose, and effectively treat feeding and eating disorders in the individuals you serve. In this course, you will learn about the different types of feeding and eating disorders, including anorexia nervosa, bulimia nervosa, and binge-eating disorder. After reviewing the specific diagnostic criteria for each of these disorders, you will learn how to reliably assess for risk factors and warning signs of these disorders to assist you in prompt recognition and early detection. The course teaches you how to formulate treatment goals appropriate for your work setting, as well as current best practices for the treatment of these disorders. This training is designed for a variety of licensed clinicians who work with individuals suffering from eating disorders. As you navigate through this course, you will continuously apply your new foundational knowledge using a series of experiential lessons and interactive exercises to help you practice what you have learned. DSM <sup>®</sup> and DSM-5 <sup>®</sup> are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.	Online Course	N/A		
Fire Safety	Maybe most of you have never experienced a fire in the workplace or at home, but that does not mean they don't happen. Each year there are thousands and thousands of fires. Many are small and can be contained quickly, however, far too many result in property loss, and more importantly, serious injury or even death. This Fire Safety course covers essential topics that will help you know what to do in case of a fire, including workplace fire hazards, using fire extinguishers, and RACE. This course corresponds to the Federal regulations F454, F517, & F518; while information is related to the aforementioned tags, individual facilities/buildings will still need to add organization specific information regarding evacuation and emergency procedures.	Online Course	N/A		
Fire Safety Evacuation Procedures Skills Checklist	The following table lists the steps that are expected of you should it be necessary to evacuate individuals from your place of work. The table also provides rationales that explain why you perform some of these steps.  Disclaimer: The use of this content is for educational purposes only and should only be used as a guide. Any federal, state, and local regulations and protocols must be observed, in addition to supplemental rules applied at your organization.	SkillsChecklist	N/A		
Fire Safety: The Basics	You will not have much time for decision making if you are ever confronted with a workplace fire. Using real-life scenarios and practice exercises, this course provides easy-to-remember steps and information about responding to and preventing fires, including using a fire extinguisher, and tips on reducing the chance of injury.	Online Course	N/A		
First Aid Refresher	Are you prepared to take action to help someone in the event of an accident, injury, or medical emergency? What will you do if you encounter someone who is injured, bleeding, or even unconscious? Offering someone immediate basic first aid can provide relief from injuries or even save lives until trained emergency medical assistance arrives. This course will teach you basic first aid strategies so that you can respond effectively to a range of situations, from minor injuries to life-threatening emergencies.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
FLSA: What Supervisors Need to Know	<p>As an employer or supervisor, you are responsible for ensuring that your employees receive the compensation they are due under the applicable laws. Underpayment of employee wages can leave you vulnerable to lawsuits filed by employees seeking back wages and damages, as well as fines and criminal prosecution. To protect yourself and your organization, you should be familiar with the Fair Labor Standards Act (FLSA), which imposes a federal minimum wage, mandatory overtime pay, and additional employment-related standards for healthcare organizations.</p> <p>This course will introduce you to key provisions of the FLSA through a combination of easy-to-read summaries and skill-building activities that highlight how the law applies in scenarios you may encounter at work. First, you'll learn about the minimum wage, overtime, child labor restrictions, and what constitutes compensable time. After that, you'll learn how to determine if an employee is exempt from FLSA protections. Finally, you'll learn about employer responsibilities for record-keeping and limitations. By the end of the course, you will have the information you need to ensure compliance with the FLSA.</p>	Online Course	N/A		
FMLA: What Supervisors Need to Know	<p>The Family and Medical Leave Act (FMLA) is a federal law that mandates unpaid leave, job protection, and other benefits for eligible employees who face specific family or medical challenges.</p> <p>As an employer or supervisor, you need to know what obligations the FMLA imposes on your organization when an employee requests leave from their job. This course will introduce you to key provisions of the FMLA through a combination of easy-to-read summaries and skill-building activities that highlight how the law may apply in scenarios you could encounter at work.</p> <p>First, you'll learn about which employees have rights under the FMLA and the circumstances under which they are eligible to take protected leave. Then, you'll learn about your responsibilities both when an employee asks for leave and wants to return to work. Finally, you'll learn how to comply with the FMLA and avoid potential pitfalls.</p> <p>This course is intended for any Human Resource professional or supervisor.</p>	Online Course	N/A		
Foundations of Family Therapy	<p>Youth with significant behavior problems, like school refusal, aggression, gang involvement or other forms of delinquency, pose a significant challenge to their families and their community. Not only is incarceration expensive, but recidivism rates for youth who are placed in locked residential facilities are soaring. Further, efforts to use community-based therapeutic interventions to change the beliefs, thoughts, and behaviors of these youth have mixed results in the long run. There is considerable evidence, however, that family interventions can make a significant impact on these behavior problems by focusing on the family system of the youth as a whole instead of focusing solely on the youth as an individual.</p> <p>In this course, you will learn the basics about systems theory and family therapy, as well as some of the specific assessment and intervention approaches used in brief models of Structural and Strategic Family Therapy. You also will learn about the Brief Strategic Family Therapy (BSFT™) model, which has been shown to be extremely effective in decreasing conduct problems in youth.</p> <p>Through a series of interactive exercises and mini-quizzes, you will have a chance to practice and reinforce concepts you learn throughout this course.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
From Prescription Opioid Abuse to Heroin Use in Youth and Young Adults	<p>Opioid abuse in the United States has been declared an epidemic by the Centers for Disease Control and Prevention. Awareness has never been higher. An area of great concern is early use of oral opiates that may lead to subsequent heroin use in teens and young adults. There may also be some correlation to the rise in depression and anxiety in teens. This webinar will enable the listener to understand some of the issues that surround the misuse of medications and addiction in the teen and young adult populations.</p>	Online Course	N/A		
Fundamentals of Fetal Alcohol Spectrum Disorders	<p>The past 40 years have seen an explosion of information about Fetal Alcohol Spectrum Disorders (FASD). Unfortunately, those who do not know the basics about FASD may not realize the opportunity to help individuals suffering from an FASD.</p> <p>This course gives you key information about Fetal Alcohol Spectrum Disorders (FASD) and its commonly associated complications, along with tools for prevention. This course is suitable for behavioral health professionals and nursing professionals at all levels.</p> <p>You will learn ways to identify common symptoms and the benefits of proper diagnosis and treatment of those who have an FASD. Strengths and difficulties for these individuals are emphasized to help you better recognize when someone you work with has an FASD. Finally, you will learn ways that you can raise awareness for these disorders, which can ultimately result in proper treatment and prevention of FASDs along with some valuable resources. You will have a chance to review what you have learned through a series of interactive exercises and vignettes.</p> <p>DSM® and DSM-5® are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
GAF Training	<p>Outcome evaluation is a critical component of providing mental health services. Not only are these evaluations helpful in assessing one's level of functioning or measuring the outcome of treatment, they are becoming more and more critical to the survival of programs in this era of increasing demand for accountability. The paperwork you do every day generates the data upon which outcome evaluations are based and the accuracy of the information you provide is vitally important to this process. This data is used to inform service providers, supervisors, directors, management, state legislators, congress, and others that the services we provide make a positive difference in the lives of the people we serve. In this course, you will learn how to better use the Global Assessment of Functioning (GAF) scale as one of these evaluative tools. While reviewing procedures and tips for using the GAF scale, you will be challenged to apply your skills in a variety of interactive exercises to help reinforce your learning. You will also have the opportunity to compare your responses to those of "expert" raters to check for accuracy. This course is appropriate as a review for experienced mental health clinicians as well as an introduction for less-experienced mental health clinicians. NOTE: The GAF scale in this course was created in accordance with diagnostic criteria from the DSM-IV (the 4th edition of the Diagnostic and Statistical Manual of Mental Disorders), it has been dropped from the DSM-5 (the 5th edition of the Diagnostic and Statistical Manual of Mental Disorders). This course is being made available to customers since some states and other bodies require use of the GAF scale.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Goals, Values and Guiding Principles of Psychosocial Rehabilitation	<p>Welcome to this course, Fundamentals of Psychosocial Rehabilitation. This course reviews the goals of psychosocial rehabilitation (PSR) as a recovery-oriented practice. PSR practice focuses on enhancing the quality of life and community participation of persons with psychiatric disabilities. The values and principles, although sharing much in common with other humanistic traditions, describe a way of being and working with consumers that is unique to PSR practice. If you are taking this course within a learning management system that offers continuing education credit, you must successfully pass the final exam and complete the course evaluation in order to receive credit.</p>	Online Course	N/A		
Got Bugs? Dealing with Infestation	<p>Most insects are human allies. They make our lives work a lot better. However, some bugs carry serious health risks, and bug infestations are disruptive and uncomfortable. Whether you are dealing with lice, scabies, bed bugs, fleas, ticks, or mosquitoes, this course will help you to recognize the signs of bug infestation and provide guidelines for how to treat, contain, and prevent specific insect infestations and exposures. The information in this course is for you to use at work, in people's homes, and to educate those you work with or the people you serve so they can take measures to prevent or deal with infestations.</p>	Online Course	N/A		
Grief and Loss	<p>As a health care provider, you are bound to encounter grief and grieving individuals on a fairly regular basis. Grieving the loss of a loved one is always unique to the individual who is experiencing the loss. Hence, there is no correct way to deal with loss, and no set amount of time that an individual is expected to grieve.</p> <p>How a person grieves is dependent upon many factors, including how the person dies. Loss of a loved one through a sudden, unexpected death is often dealt with very differently than a long, drawn out dying process through cancer or AIDS. Other factors that can affect the grieving process include, coping skills, the nature of the relationship to the person who died, spiritual or religious beliefs, a personal support system, psychological and physical health, culture, and financial resources.</p> <p>Depending upon the situation, the grieving process for some, although intensely difficult, can provide a sense of personal growth, or even relief. Others may experience a significantly extended grieving period. By understanding the grieving process, and how to best interact with grieving individuals, you can make this process as positive as possible for individuals dealing with loss.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Groundwork for Multicultural Care	<p>American society has been diverse for many years now, yet it was not until outcome studies demonstrated the need for change that healthcare and other services began shifting how they operate. The rapid cultural diversification of the United States has inevitably challenged traditional institutions and practices, including the delivery of healthcare services. Awareness of and sensitivity to cultural issues are critical to establishing a positive relationship with the person you are serving, as well as to the outcome of healthcare treatment. Unfortunately, persons of various races/ethnicities, cultural, and social identities are often underserved by the healthcare system, and are less likely to seek out appropriate healthcare services. Broadly, this course examines the factors that may contribute to the underutilization of healthcare services, as well as ways to improve cultural understanding and competency in healthcare treatment. More specifically, this course covers the significance of cultural diversity, demographics, as well as individual and cultural diversity factors. The information in this training proposes some helpful conceptual frameworks for embracing cultural considerations in healthcare. This course is intended for a variety of healthcare providers, some of whom include nurses, social workers, therapists, and psychologists, with entry-level or intermediate experience. By the end of this training, you should be able to accurately identify and incorporate key components of cultural diversity and competency into your daily practice. Case examples and interactive exercises coupled with the instructive material in this course will help you to apply these concepts in your own setting. This module is text-based.</p>	Online Course	National Council-Human Service Worker Skills/Development Certificate		
Guidelines for Documentation	<p>While providing direct service may be the core responsibility of your job, effective documentation tracks and details the needs, services, goals, and progress of the person served. The quality of your documentation also impacts decisions that are made about the services the person is receiving, ensures that all members of the care team communicate important details about those services, and ultimately, affects that person's quality of life.</p> <p>This course will teach you the significance of documentation in your work with individuals. You will explore the importance of timeliness and accuracy in documentation and learn what to include to produce meaningful documentation. The learning experiences will include interactive activities to enhance your understanding of the material.</p>	Online Course	National Council-Human Service Worker Skills/Development Certificate		
Hand Hygiene: The Basics	<p>Every day you encounter a number of harmful germs capable of making you and others in your environment sick. So how do you protect yourself and others from these harmful germs? By following proper infection control practices. Hand hygiene is the single most important infection control measure to prevent the spread of germs. In this course, you will learn when hand hygiene is necessary as well as the correct procedure for hand washing and the use of alcohol-based hand rubs.</p>	Online Course	N/A		
Handling Food Safely	<p>As someone who prepares food, you know that when food is not handled safely, it can result in serious illness to those who come into contact with it. While most of us know some of the basics of food safety, such as making sure we have clean hands before we prepare or serve food, you may not know some of the other safety guidelines that begin with buying food and end with storing it properly. In this course, you will learn about the most common types of food-borne illness, their most frequent symptoms, and some serious complications that can arise in certain individuals. You will also learn how to minimize the chance of a food-borne illness occurring. You will learn how to choose meats and poultry from the store, as well as how to handle, prepare, cook, serve, cool, and store foods in the safest manner. Essentially, this course you will provide you with the tools you need to handle food in a safe manner. A few interactive exercises along the way will help facilitate your learning and allow you to test your knowledge of the things you learn. This course is appropriate for anyone who handles food.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Harm Reduction	<p>For decades, complete abstinence from addictive substances has been the basis of treatment for substance use disorders in the United States. Though many treatment professionals strongly believe that full recovery requires total abstinence, many people in recovery never completely stop using, which holds the concept of recovery to an unattainable standard. Other professionals believe that while abstinence is a worthy goal, a harm reduction approach can prevent deaths and keep people alive and healthier in cases when total abstinence has not worked. In fact, harm reduction has been shown to be effective in preventing overdoses and saving lives. In this course, you will learn that harm reduction asserts that to treat substance use disorder effectively, multiple options must be considered. You also will learn that treatment needs for persons who are not ready to become completely abstinent should be considered and provided. Using interactive exercises and relevant vignettes, you will have the opportunity to apply your acquired knowledge so that you can use it when needed in your own setting. This training is designed for physicians, nurses, psychologists, social workers, alcohol and drug counselors, case managers, and others who work closely with people with substance use disorders. After completing this course, you will have the skills needed to effectively employ a harm reduction model.</p>	Online Course	N/A		
Hazardous Chemicals: SDS	<p>The Occupational Safety and Health Administration (OSHA) Hazard Communication Standard (HCS), 29 CFR 1910.1200(g) (as revised in 2012) aligns the HCS with the United Nations (UN) Globally Harmonized System of Classification and Labeling of Chemicals (GHS). To enhance hazard communication practices the current HCS standard provides the requirements for use of the Safety Data Sheet (SDS) in the workplace. The HCS requires new labels and pictograms on chemicals to communicate the hazards to which users may be exposed. This course provides the learner with a survey of hazardous chemical labels, pictograms and the SDS. This course is intended for any employee of any profession. What was once a standard for the worker's right-to-know, the new HCS provides workers with the right-to-understand.</p>	Online Course	N/A		
Hazardous Chemicals: The Basics	<p>This course provides information on the Occupational Health and Safety Administration (OSHA) regulations regarding hazardous chemicals in the workplace and the Hazard Communication Standard as aligned with the Globally Harmonized System. This course provides necessary training that is required to work safely with hazardous materials, and what to do in the event of a spill per the requirements of 29 CFR 1910.1200.</p>	Online Course	N/A		
Health and Safety for Children's Services Paraprofessionals	<p>School aged children are a special population, because they are more self-sufficient as they grow, yet are still young children without a fully developed sense of personal safety. Keeping school aged children safe and healthy is the constant and primary requirement of all adult caretakers. This course has been developed for staff who work with parents and families of school aged children aged 5-12 years. In this course, you will learn about how to secure home and classroom environments to maximize safety, how to safely transport children, and special considerations for disaster planning. You will explore common hazards, including poisons, venomous plant and animals, and common home risks. We will review familiar problems, such as managing storage and securing electrical outlets. We will also address less familiar concerns such as internet safety and bullying prevention. Sanitation and cleaning considerations and transportation concerns for school aged children will also be addressed.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Helping Children and Adolescents Cope with Violence and Disasters	<p>Disasters and traumatic events can happen to anyone at any time. Despite our best efforts to protect children and adolescents from experiencing disasters or trauma, it is impossible to shelter them from every potentially traumatic event.</p> <p>Children exposed to traumatic events and disasters are particularly vulnerable to complicated physical and emotional responses, in part due to their limited life experiences. Adults working with children facing these situations must understand how children react to trauma, as well as how to differentiate adaptive coping responses from those requiring more intervention.</p> <p>In this course, you will learn how trauma impacts children and adolescents, along with the risk factors that place children in greater jeopardy for maladaptive responses to the event. You will learn to recognize typical responses by age and when to seek professional help. This course provides you with clear information about how to apply best practices outlined by the National Institutes of Mental Health and the American Red Cross when working with children exposed to violence and disasters.</p> <p>Note: Throughout this course, for the purpose of brevity, child will refer to child and adolescent. Also, the focus of this course is on responses to natural disaster, violence, and acts of terrorism. This course is not focused on child trauma from child abuse, neglect, or maltreatment. The National Child Traumatic Stress Network regularly provides information regarding treatments and best practices for victims of child abuse and neglect.</p>	Online Course	National Council-Children's Service Certificate		
High Performing Teams: Achieving Excellence	<p>Very often, teams with highly talented people and a skilled leader are not able to sustain the vision and achieve optimum results over a long period of time. It is critical for a team leader to continually assess, evaluate, and monitor the team's commitment level toward achieving its goals. In this course, you will explore the importance of identifying team dynamics associated with assessment and motivation that can help or hinder your team's success. You will also learn some practical actions for facilitating emotional buy-in and commitment to achieving greater team results.</p>	Online Course	N/A		
High Performing Teams: Aligning and Developing Your Team	<p>In this High Performing Teams: Aligning and Developing Your Team course, you will explore team dynamics and the stages of team development. You will gain an understanding of the common challenges that team leaders face and how to effectively navigate these challenges. This course will help you recognize the specific actions a leader can take to ensure the team is aligned and stays on track. You will have the opportunity to learn some practical conversational techniques to support the team process, as well as apply some best-practice approaches when working with a virtual team.</p>	Online Course	N/A		
High Performing Teams: Building an Effective Team	<p>In the High Performing Teams: Building an Effective Team course you will explore the reasons why teams fail, and identify the signs and symptoms of common team problems. You will learn how a manager can effectively navigate the challenges of being a team leader, to create a more productive and higher performing team. This course is designed for managers of all levels who want to maximize the effectiveness of a new team or an existing team by building or rebuilding a strong foundation. You will discover ways to incorporate best practices into your team interactions by being a leader who guides others through shared responsibility and empowerment.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
HIPAA and Behavioral Health	<p>The Health Insurance Portability and Accountability Act of 1996 (HIPAA) protects the confidentiality and security of healthcare information. HIPAA governs the use and disclosure individuals’ identifiable health information, among other things. This includes written and verbal communications that mental health and substance use disorder providers (behavioral health providers) have with the individual, the individual’s family members and friends, other professionals, health plans, law enforcement, and associated documentation requirements. This course addresses some of the most common HIPAA-related legal and ethical challenges faced by behavioral health professionals, including those who work in hospitals, clinics, community mental health centers, addiction treatment centers, and private practice. The goal of this course is to improve your understanding of the HIPAA Privacy and Security Rules and how they apply to your day-to-day professional responsibilities as a behavioral healthcare provider. Interactive case vignettes and exercises will provide you with the opportunity to apply and deepen your knowledge of this critically important topic. By successfully completing this course, you will be able to identify potential legal and ethical issues related to HIPAA, improve your compliance approach, and develop more effective risk management strategies. This course does not constitute legal advice. Please consult with legal counsel regarding any specific HIPAA-related issues you confront in your workplace or practice. If you need more comprehensive information or have more general questions regarding HIPAA, the Department of Health and Human (DHHS) website, your malpractice insurance carrier, HIPAA privacy officer, general counsel, compliance officer, or professional associations may be of additional assistance.</p>	Online Course	N/A		
HIPAA Do's and Don'ts: Electronic Communication and Social Media	<p>The use of electronic communications and social media allows users to instantly share pictures and personal messages with anyone, anywhere. But as the opportunities to share information online have increased, so have the challenges for keeping information private. The goal of this course is to make you more aware of social media’s privacy pitfalls and how to avoid them. During this course, you will be asked to make decisions on how to respond or communicate in specific situations. Your goal is to get through the course without committing a HIPAA violation. At the end of the course, your performance will be reviewed as well and the hypothetical consequences will be assigned based on how you responded. Do your best and good luck!</p>	Online Course	N/A		
HIPAA Overview	<p>The Health Insurance Portability and Accountability Act (known as HIPAA) gives individuals rights and protection of personal health care information. Allowing non-authorized individuals to see this personal information can have severe consequences for you and your organization, even if it happens by accidents. This course provides basic information about the principles of confidentiality and specific information about privacy and security. It will focus on two branches of HIPAA: the privacy rule (which describes what information is protected) and the security rule (which describes the steps that must be taken to protect this information). NOTE: This course is not intended as legal advice for any individual provider or situation. If you need more comprehensive information, please review the resources listed in the references section of this course and consult with your company’s legal and compliance team.</p>	Online Course	*AzAHP - Core Training Plan (90 Days), *AzAHP - Core Training Plan (Annual)		
HIPAA Privacy	<p>All persons have the right to have their health information protected from unauthorized access. To do so, healthcare organizations must follow a specific HIPAA rule, known as the Privacy Rule. It limits the situations in which they can use and disclose protected health information, known as PHI. To maintain compliance with HIPAA, all employees must follow the requirements of the Privacy Rule by guarding PHI from unauthorized use and disclosure. In this course, the learner will learn about the Privacy Rule and ways to prevent breaches.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
HIPAA Security	The use of technology has bloomed in the healthcare industry. While its use has improved the delivery and continuity of care, it increases the chance that an unauthorized person will be able to access individual's protected health information, or PHI. Therefore, to protect electronic PHI, or e-PHI, your organization is required to follow a specific HIPAA rule, known as the Security Rule. To maintain compliance with HIPAA, all healthcare workers must follow the requirements of the Security Rule. In this course, the learner will learn about the Security Rule and ways they can prevent breaches.	Online Course	N/A		
HIPAA: The Basics	The Health Insurance Portability and Accountability Act (HIPAA) protects the confidentiality and security of healthcare information. HIPAA creates and protects individual privacy rights for protected health information and governs the use and disclosure of that information.	Online Course	N/A		
History and Evolution of Pain Management and Opioid Use In America	<p>Not accounting for acute pain, 26 percent of Americans aged 20 and older report experiencing pain of any sort that lasted for longer than 24 hours. Furthermore, 23.4 million adults reported experiencing "a lot of pain" in the past 3 months on a 2012 National Health survey. Chronic pain can lead to a number of negative consequences for individuals, such as depression, anxiety, disrupted sleep, work and social disability, a reduced quality of life, and even suicidal ideation.</p> <p>Throughout the past 30 years, pain management in America has evolved from not being a priority to having pain being considered as a fifth "vital sign." In this webinar, you will learn of some tools to help you measure a client's pain, pain management requirements as dictated by the Joint Commission, and the prevalence of opioids in treating chronic pain. You will then explore opioids in greater detail, learning about the prescribing epidemic, potentially adverse consequences, misuse, and addiction. Lastly, you will hear about responses from the government and healthcare professionals to this epidemic, as well as some alternatives to opioids in relieving pain.</p> <p>This course is appropriate for all licensed professionals who work with opioid addiction and professionals who are potentially responsible for prescribing and monitoring the use of opioids.</p>	Online Course	N/A		
HIV: Advanced	This course provides a detailed review of certain aspects of HIV and AIDS. It builds on the foundational knowledge learned in the HIV: Basics course. In this course, you will learn about the life cycle of the human immunodeficiency virus and course progression. Additionally, you will learn about basic prevention strategies, identifying high-risk behaviors that indicate the need for periodic HIV testing, and counseling before and after testing. Finally, you will learn about the use of antiretroviral medications for the treatment of HIV and resources available for those living with HIV. Disclosures: Nancy Lugo DrPH, APRN, has no relevant financial or nonfinancial relationships to disclose.	Online Course	N/A		
HIV: Basic	This course provides basic information on HIV and AIDS. We will define HIV and AIDS, how the immune system works and doesn't work with HIV and AIDS. We will discuss how HIV can and cannot be transmitted. The course will also discuss testing for the HIV virus and treatment for the infection. Disclosures: Nancy Lugo DrPH, APRN, has no relevant financial or nonfinancial relationships to disclose.	Online Course	N/A		
Human Trafficking: Forced Labor	In this course, you will learn how to better understand the complexities of human trafficking through labor exploitation. Human trafficking has been reported in countless industries, including domestic servitude, exploitation in agriculture, nail salons, restaurants, hotels, construction, and the list goes on. After you complete this training, you will know how to spot red flags, and what to do if you suspect someone is being trafficked. Studies show that many victims interact with medical professionals, teachers, law enforcement and other institutions while they are being victimized. Being empowered to recognize the signs and gently work with a potential victim may help them to freedom.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Human Trafficking: Sexual Exploitation	<p>Human trafficking is significant issue in the United States and worldwide. All healthcare professionals are in a unique position to be able to recognize victims of human trafficking and take steps to report their suspicions. Therefore, it is critical for all in the healthcare industry to understand human trafficking, recognize the signs and risk factors of human trafficking, and the steps to take if they suspect a person may be a victim of human trafficking. This course will focus on the sexual exploitation of human trafficking in adults and children.</p>	Online Course	N/A		
Identification, Prevention, and Treatment of Suicidal Behavior for Service Members and Veterans	<p>In the United States, someone attempts suicide every 31 seconds and someone dies by suicide every 12.8 minutes. With data to suggest that only a third of military Veterans are enrolled in the VA system, the need for culturally considerate community providers trained in evidence-based practices for the assessment and treatment of suicidal behavior has never been greater.</p> <p>Based on content from the Center for Deployment Psychology, this training will provide you with information regarding the health significance of suicide with a focus on military and Veteran populations. Rates of suicide in military and civilian populations are provided, while military-specific risk and protective factors are discussed. A summary of empirically derived demographic and clinical variables that can be used in making evidence-based determinations about a person's risk of suicide will be reviewed. In addition, components of empirically-based treatment protocols will specifically address suicidal behaviors. Finally, the challenges behavioral healthcare providers face when working with suicidal clients are reviewed with recommendations for provider-centric interventions to increase positive outcomes and better manage risk in practice.</p> <p>A blend of experiential exercises and case examples will give you the tools you need to more competently assess and address suicidality in military and Veteran populations. This course is intended for any behavioral health provider working with military or Veteran populations.</p>	Online Course	Serving Our Veterans Certificate		
Identifying And Preventing Child Abuse And Neglect	<p>&lt;p&gt;An estimated 1 in 4 children experience some form of child abuse or neglect in their lifetimes, yet most child abuse is believed to go unreported. Support professionals are often the first to suspect that a child is a victim of maltreatment. In most states, professionals who work with children and families are mandated reporters who are required to report suspicions of abuse or neglect to an appropriate agency or investigator. In order to intervene effectively with children who may be experiencing abuse and neglect, you must be familiar with different types of maltreatment and the warning signs that a child may be in danger.&lt;/p&gt;</p> <p>&lt;p&gt;&lt;span style="letter-spacing: 0.1px;"&gt;This course will teach you about the various types of child abuse and neglect that are currently the most common, and the physical and behavioral warning signs that may accompany different kinds of child maltreatment. You will learn some general guidelines for mandatory reporting and how you can find out the specific reporting requirements of your particular state. This course is intended for licensed staff in a range of work settings. Practice exercises and detailed examples will help you apply these concepts to your own learning so that you are better equipped to help the individuals you serve.&lt;/span&gt;&lt;/p&gt;</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Identifying and Preventing Dependent Adult Abuse and Neglect	<p>The CDC (2013) estimates that today's older adult population in the United States is unparalleled in both number and proportion. In fact, by 2050 the CDC calculates that Americans aged 65 or older will approximate 89 million people, more than double that in 2010 (CDC, 2013).</p> <p>Elder abuse has been called the hidden crime. In 2008, one in ten older adults reported emotional, physical, or sexual mistreatment or potential neglect in the past year (Acierno et al., 2010).</p> <p>This course identifies the most common types of abuse and neglect of older and dependent adults and provides strategies for effective intervention. You will learn how to recognize the most common signs and symptoms of physical, emotional, and behavioral dependent adult abuse. You also will learn strategies for preventing such abuse, as well as how to report cases of suspected dependent adult abuse and how to work most effectively with adults who may have experienced abuse or neglect.</p>	Online Course	N/A		
Illness Management and Recovery: Evidence-Based Practices	In this course, you will learn about core values underlying the evidence-based practice of Illness Management and Recovery (IMR), including how to apply not only your existing skills, but also the approach's teaching principles to better help your clients with severe mental illness manage and recover from their illnesses. This course provides an overview of Illness Management and Recovery evidence-based practices, and is intended for behavioral health professionals who have limited knowledge of Illness Management and Recovery. Through the use of interactive exercises and detailed vignettes, the course will give you the information and techniques you need to make IMR an effective part of your therapeutic toolbox.	Online Course	N/A		
Impaired Co-Workers: Identification and Management	Impairment in the workplace is a serious topic that can be uncomfortable to address.c You will learn how to recognize impairment, what to do about it, and how early intervention can save a co-worker's career.	Online Course	N/A		
Implementation Guidelines for Telehealth Practitioners	<p>&lt;p&gt;This course aims to teach you how to build a telehealth program. Telehealth is designed to enable everyone to have access to healthcare, using information technology to enable healthcare when distance separates two or more people. In this course, you will learn how to determine your readiness to begin a telebehavioral program and the steps needed to get started. Readiness includes assessing interest in using the technology, support from leadership, mentorship for guidance through the process, and considerations about laws, regulations, licensing, and liability. To get started, you will learn the keys for establishing a telehealth team, the importance of planning, securing buy-in from stakeholders and funding for the program, selecting and training staff, building partnerships, and engaging patients.&lt;/p&gt;</p> <p>&lt;p&gt;&lt;span style="letter-spacing: 0.1px;"&gt;Information and vignettes will be blended to offer practical strategies that you can apply in your own setting to use telehealth for adults with behavioral health issues. You will learn how to assess whether you and your colleagues are ready for a telehealth program, and you will learn about providing the appropriate setting for telehealth. You will also consider cultural issues related to telehealth, and you will learn about resources to help you as you are getting started.&lt;/span&gt;&lt;/p&gt;</p>	Online Course	N/A		
Improving Employee Engagement in the Workplace	This course defines worker engagement, reasons for its decline, and strategies to improve it.	Online Course	N/A	X	
Incident Reporting	This course describes current accepted practice related to the prevention and reporting of incidents in behavioral health settings. Interactive exercises, helpful vignettes, and informative guidelines on disclosure of serious incidents will aid you in implementing this material at your own job. After completing this course, you will have the tools and knowledge needed to effectively prevent and/or report incidents.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Inclusion: Children with Disabilities	Infants and young children with varied developmental disabilities or developmental delays can be found in all communities throughout the nation. Families have the desire to provide high quality care and education for their children in their local communities. Federal, state, and local laws have authorized that programs and related services should be provided in settings where children with disabilities or developmental delays can have the opportunity to develop social relationships and learn side by side with typically developing children. This course is designed to help you define inclusion as well as distinguish federal laws that mandate these services. You will identify the benefits of inclusion for families and all children. You will also learn to recognize that there are different types of inclusion service delivery models for young children. In addition, you will identify ways to support families of children with disabilities and/or developmental delays. Specific modifications that support learning for all children will be also described.	Online Course	N/A		
Incorporating Recovery Principles and Practices into Mental Health Treatment	This is an exciting time to work in the field of behavioral health treatment. The field has changed dramatically in the direction of operating on the principles of recovery. Recovery involves changing our attitudes and beliefs about serious mental illness and the long-term effects of these illnesses over the lifespan. The field continues to expand into areas of advancing the integration of mental health to physical health, connecting to multiple dimensions of wellness and alternative medicine, as well as incorporation of peer recovery specialists. This course will help you to define recovery and outline ways that you can use recovery tools without additional cost or time. Just as each person's recovery journey is unique, so is each clinician's expertise or treatment approach. In this course, you will examine thoughtful recovery definitions and models of recovery. The course will introduce you to guiding principles of recovery along with best practices to incorporate recovery principles into your own practice. You also will examine several case examples that will facilitate the discovery of how these principles can work for the individuals you serve. After completing this course, you will have a better understanding of the principles of recovery-based clinical practice, as well as an appreciation of the recovery journey for persons with serious mental illness. Importantly, you will have a more comprehensive understanding of how you can help support each person in your practice on that journey. DSM&trade; and DSM-5&trade; are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course. DISCLAIMER: Even though the industry typically consolidates mental health and addiction treatment as "behavioral health," the most current term used to identify either, this particular course is purposely geared toward mental health practices rather than behavioral health practices based on the historical origins of this field.	Online Course	N/A		
Infection Control	Infection control is a serious public issue and it is vital for healthcare workers and others working with the public to understand how to prevent infection. Every day in the United States, approximately 1 in 25 hospital patients has a hospital-acquired infection and about 755,000 of these patients will die each year (Magill et al., 2014). This course will provide you with knowledge about infection control and prevention in healthcare settings, as well as the basics of how diseases are transmitted, improper use of antibiotics, and specific guidelines on how to prevent illnesses such as influenza and Tuberculosis.	Online Course	N/A		
Infection Control: The Basics	Healthcare-associated infections are a serious issue in healthcare. Preventing the transmission of infections from one person to another is critical. Understanding how infections are transmitted is essential for all healthcare workers. In this course, the learner will learn about the basics of infection control including the chain of infection, methods of transmission, standard precautions, and transmission-based precautions.	Online Course	N/A		
Influenza	Influenza can have a significant cost due to restricted activities, illness, and deaths. Pregnant women, children, the elderly, and those with respiratory or chronic debilitating conditions are particularly vulnerable to serious complications of influenza.  This course will teach you simple steps to take to protect yourself from getting or spreading the flu. It will teach you about prevention, symptoms, and treatment strategies.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Information & Referral for Military Service Members and Their Families	<p>This course is for Information &amp; Referral (I&amp;R) Specialists who handle human service inquiries and need some additional knowledge and understanding to better handle issues involving U.S. military service members and their families.</p> <p>This interactive course will help an I&amp;R professional to better understand military clients, what their needs are, some of their unique challenges (including the cycle of deployment and return), the military language they are speaking, and the resources that are available to help them.</p> <p>This course was developed by the Navy Fleet and Family Support Center, San Diego, to assist I&amp;R Specialists everywhere.</p> <p>Standing By, and Ready to Serve our U.S. Military Service Members and their Families!</p> <p>Throughout the course, references are made to various programs and other resources. Please note that all relevant websites and phone numbers referenced during this course are listed in Section 8 (Summary of Military Support Resources) for printing or copying/pasting.</p> <p>AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		
Information and Referral: Introduction to Taxonomy and Indexing	<p>Although they sometimes have different titles in different agencies, within Information and Referral (I&amp;R) organizations, there are two main categories of staff: (1) I&amp;R Specialists who work directly with clients, and (2) Resource Specialists who provide the information needed by the I&amp;R Specialists and other community partners. Both use the AIRS/211 LA County Taxonomy. The Resource Specialists use it to index database records while I&amp;R Specialists use it to retrieve database records in order to find accurate referrals for clients. The Taxonomy consists of over 10,000 fully-defined terms covering all aspects of human services. This interactive course outlines the structure of the Taxonomy and the terms themselves, the different types of Taxonomy terms, and the principles of quality indexing that facilitate information retrieval. The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program in addition to assisting with national I&amp;R training and standards development. It was adapted from material within the AIRS I&amp;R Training Manual. AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		
Information and Referral: Serving People with Mental Health Disorders	<p>Despite increased awareness, there remains a stigma about mental illness and a lack of understanding of what exactly a "mental illness" is. This interactive course provides general, introductory information on the nature and types of mental health issues and the services that are available to affected individuals. It is primarily intended for staff at Information &amp; Referral (I&amp;R) organizations that need the ability to handle a wide range of clients and issues, including those involving mental health concerns. Some material within this module was drawn, according to permission guidelines, from the website of the Canadian Mental Health Association at <a href="http://www.cmha.ca">www.cmha.ca</a>. This course is not suitable for specialized professionals working within the mental health sector. It also does not cover crisis calls or crisis intervention. This course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS). AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Information and Referral: Serving Young People	<p>This course is primarily for Information &amp; Referral (I&amp;R) Specialists who are responsible for answering I&amp;R inquiries and need the ability to handle a diverse range of service delivery, including calls from and concerning young people, the challenges young people face, and the services designed to help them.</p> <p>This interactive course is designed for comprehensive I&amp;R practitioners. It outlines the issues faced by young people and the realities of communicating across a generation gap. The course describes the services that are available for all young people in addition to addressing some of the particular challenges confronted by at-risk youth.</p> <p>This course is not suitable for specialized youth workers. Also, differences in legal frameworks may make this inappropriate for Canadian I&amp;R Specialists.</p> <p>This training was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS).</p> <p>AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		
Information and Referral: Working with Challenging Clients	<p>Every day, Information and Referral (I&amp;R) Specialists answer calls from vulnerable people in difficult situations. With experience, they get to handling these calls quite adeptly. This course is about those other calls.</p> <p>An I&amp;R specialist must have the skills to meet the needs of all types of people in all types of situations, including people who are angry, hostile, manipulative, call frequently with the same problem, or are otherwise difficult to serve.</p> <p>This interactive course describes the range of “challenging” calls generally encountered within an I&amp;R program, techniques for diffusing situations, setting boundaries, and if necessary, terminating calls.</p> <p>This training was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS).</p> <p>AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Infusion of Culturally Responsive Practices	<p>As a healthcare professional, you have undoubtedly worked with individuals from many different cultures. However, you may or may not be aware of the impact that a person's cultural diversity can have on overall health and well-being. In this course, you will learn how culturally-responsive practice can have a significantly positive effect on your service delivery.</p> <p>This training, designed for a variety of licensed professionals in a number of health and human service settings, introduces you to several assessment models to enhance your aptitude with individuals from a range of diverse backgrounds. It is worth noting that culture is always at play, regardless of the healthcare provider's capacity to recognize and/or respond to it appropriately.</p> <p>In this course, you will review important barriers to treatment and ethical considerations important for culturally responsive care. Using detailed, real-life examples and interactive vignettes, you will end this course with a richer understanding of how to apply and infuse culturally responsive practices in your own healthcare organization.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p> <p>This module is text-based.</p>	Online Course	N/A		
Inspiring Performance: Motivating and Managing for Results	<p>This course will assist managers and supervisors at all levels to motivate their direct reports to deliver a high level of performance. The course provides best practices for proper tracking and documentation of employees' progress and conducting productive employee reviews. The course also explains why it's important to show an employee how they contribute to organizational goals, and how to provide various forms of feedback. Documentation and feedback are presented as ongoing practices, not just part of the formal review.</p>	Online Course	N/A		
Integrated Care Treatment Planning	<p>The mind and body are interconnected. What affects one affects the other. To ensure optimal treatment outcomes for the individuals you serve, it is imperative that you incorporate a whole-person approach to treatment planning. Designed for any behavioral healthcare professional, this course highlights the crucial elements of a treatment plan that you must include, as well the fundamentals of forming a treatment team. As you navigate through this course, you will learn the reasons why creating a complete and thorough plan is a vital piece of the treatment puzzle, as well as the consequences of not incorporating one in this manner. Using detailed case scenarios and interactive exercises, you will apply the skills you learn throughout the course. After completing this training, you will have gained key competencies to develop a person-centered, multi-disciplinary treatment team, as well as effectively implement a successful treatment plan in your own work setting.</p>	Online Course	National Council - Integrated Care Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Integrated Treatment for Co-Occurring Disorders Part 1--EBP	<p>In the United States, the Substance Abuse and Mental Health Services Administration (SAMHSA) estimated that among U.S. adults with a past-year substance use disorder (SUD), nearly 50% had a co-occurring mental health disorder. Additionally, these same adults accounted for almost 20% of those over 18 who had any past-year mental health disorders and also met criteria for a SUD. The term co-occurring disorders (CODs) refers to the co-occurrence of a SUD and another psychiatric disorder. CODs are relatively common within the general populations of countries where it has been investigated. Rates of CODs have been found to be higher among males than females, while rates of co-occurrence decrease with age from 34.5% for those ages 18 to 25 years old compared to 8.6% for those over 50 years old (SAMHSA, 2013). The prevalence of CODs among adolescents is more difficult to determine due to definitional problems and unique substance use patterns among youth. However, CODs are thought to be common among this population, with general estimates suggesting that 43% of U. S. youth with mental health conditions have been diagnosed with a substance use disorder (Conway et al., 2016). There are indications that youth with earlier initiation into substance use are more likely to develop psychiatric disorders as they age (Naji et al., 2017). This course will examine how clinicians can work most effectively with clients with co-occurring disorders. Clinicians must understand how and why to perform a comprehensive assessment to make an accurate diagnosis, and to use evidence-based, integrated approaches to treatment. They must also see both psychiatric disorders and substance use disorders as primary conditions when they co-exist. DSM&amp;trade; and DSM-5&amp;trade; are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.&amp;nbsp;</p>	Online Course	N/A		
Integrated Treatment for Co-Occurring Disorders Part 2--EBP	<p>Treatment for clients with a diagnosis of both substance use disorder and a behavioral health disorder (known as a "co-occurring disorder") is unique in many ways. Successful outcomes for clients can be increased by the knowledge and expertise of the behavioral health provider. To work effectively with clients with co-occurring disorders, you must understand the need for comprehensive assessment, as well as for an evidence-based and integrated treatment.</p> <p>In this second course of a two-part series, you will be introduced to evidence-based practices as frameworks for the effective treatment of co-occurring disorders. After completing this course, you will have a better understanding of how you can work with these models to enhance client involvement and facilitate successful treatment outcomes. This course incorporates interactive exercises and self-assessment opportunities for behavioral health clinicians of all experience levels.</p> <p>As you read through this course, keep in mind the following mindset described by Pederson (2013) that details effective treatment for co-occurring disorders as "...an active collaboration, requiring both of you at the table, working hard together in a therapeutic alliance to reach agreed upon goals and objectives" (p. 20). Pederson continues by stating that the therapeutic alliance is supported by early agreement on treatment goals and objectives, which, according to research, is predictive of positive outcomes.</p>	Online Course	N/A		
Integrating Primary Care with Behavioral Healthcare	<p>Healthcare professionals frequently hear the term integrated care. However, many are confused about what it means, its implications for future healthcare practice, and how they might participate in an integrated care environment. In this course, you will become familiar with various models and configurations of integrated care. You will learn about the costs, benefits, and goals of integrated care systems. As there are numerous challenges to integrating care, you will become aware of some of these key challenges, and familiar with particular characteristics of well-functioning integrated care systems. Finally, you will learn a variety of ways that behavioral healthcare professionals, including you, can function effectively in an integrated care environment. This course is designed for entry to intermediate-level healthcare professionals who wish to learn more about the process of integrating primary with behavioral healthcare. This module is text-based.</p>	Online Course	*AzAHP - Core Training Plan (90 Days)		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Intentional Peer Support – A Different Kind of Relationship	The goal of intentional peer support is to build mutually transformative relationships. The process starts with your first meeting, or “first contact.” A growing number of peer supporters are being hired today alongside traditional behavioral health providers, psychiatrists, social workers, and therapists. It is important to know what makes peer support relationships different from the relationships between clinicians and their clients. The objective of this course is to introduce you to the basic characteristics and tasks of intentional peer support, as well as to the practice of building intentional, mutual peer relationships.	Online Course	N/A		
Interventions for Suicide Risk and Postvention for Suicide Loss Survivors	As a healthcare professional working with at risk individuals, the chances are high that you will encounter someone who has either made a suicide attempt, or is at risk of doing so. Individuals who have made a suicide attempt are at double the risk for a subsequent attempt for a full year, with a lesser degree of elevated risk continuing on a long-term basis. Moreover, the risk for subsequent attempts is even higher during the first few weeks after an attempt (Chung, et al. 2017). While there are many other crucial aspects of managing suicide risk, including the identification of risk factors and warning signs, screening, and assessment, this course will focus on interventions for those who have made a recent attempt or who are at risk due to suicidal thoughts, feelings, or behaviors. Although there is a global initiative to reach a “zero suicide” death rate, continued efforts are needed to see this to fruition, and deaths by suicide do occur with alarming regularity. Each year, millions of people across the globe will experience the devastating impact of the suicide of a loved one, and the risk of suicide increases among those bereaved by suicide (CDC, 2017). We will therefore also discuss important steps you need to take in the aftermath of a suicide, including postvention approaches with individuals exposed to or impacted by suicide, and methods to reduce suicide contagion in your treatment setting and community.	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		
Interviewing Techniques	Just about all managers conduct job interviews, although many approach the task with a good deal of anxiety. They know that selecting the right people will have a huge impact on their team and on their own success. Further, hiring is one of riskiest decisions a manager can make, due to the potential harm the wrong hire can cause customers and other stakeholders, the team, and the organization as a whole. This course will help you achieve the two main goals of a job interview. First, to select from among the many applicants you are likely to have, the ones who should stay in consideration while screening out the rest. Second, and just as important, to present your organization as a desirable place to work to the top candidates in the market. This course is intended for all individuals in a leadership position who participate in selection or hiring decisions.	Online Course	N/A		
Interviewing the Patient	The patient interview is the most important part of your exam. Gaining the patient’s perspective and learning more about issues important to them can guide the healthcare provider in developing patient-specific care plans. This course will cover different techniques for the various types of patient interviews. You will learn interviewing methods to effectively elicit the important details about a patient’s reason for presenting to the clinic. The seven things you need to know about almost every complaint will be covered, as well as how to approach the difficult patient. While there are many categories of difficult patients, several studies have shown that it is the provider that must adapt in order to complete the interview. You will learn how to adapt for several specific patient types: the histrionic, obsessive, self-defeating, borderline personality, and dependent types. This course will use a blend of didactic information, case studies, and self-evaluation to facilitate your learning experience.  The target audience for this course is registered nurses and advanced practice nurses.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Introduction to Bipolar and Depressive Disorders in Adults	This course will help you recognize the symptoms and difficulties that people with depressive and bipolar disorders may experience. Mood disorders are common, and it is likely that you will encounter these issues in your work with clients. By learning about the symptoms and treatment options for these mood disorders, you can help deliver more empathic care and facilitate access to appropriate interventions for the people you serve. A series of interactive vignettes will help guide you through this course. Although children and adolescents can also experience these mood disorders, this course will focus on these problems in adults.	Online Course	N/A		
Introduction to Case Management Basics	<p>Clients in recovery from mental health and substance use disorders often need various types of support in order to sustain their recovery efforts. As a professional working with individuals who have behavioral health needs, your ability to plan, facilitate, coordinate and evaluate services will directly impact the likelihood of your clients' success. Case management, which encompasses the activities list above, is a core function of professionals working with individuals with behavioral health needs.</p> <p>This course is designed to support professionals working in behavioral health settings develop the skills and abilities necessary for the provision of effective case management services. By completing this course, you will also begin to develop an understanding of how case management is a core function of the paraprofessional providing services to individuals with behavioral health needs.</p>	Online Course	N/A		
Introduction to Trauma-Informed Care	Over 90% of people receiving behavioral healthcare have a history of trauma. In this course, you will learn about the various types of trauma, the long-lasting consequences of trauma, and what it means to provide care through a trauma-informed lens. Through interactive practice scenarios and detailed examples, you will learn the scope of your role and responsibilities when you are serving individuals with histories of trauma. You will examine best practices to implement, as well as how to avoid harmful ones that can further perpetuate the suffering and silence of trauma. As you complete this course, you will gain a deeper understanding of how your personal history can impact your work with trauma survivors. Importantly, you will learn what it means to provide trauma-informed care, and why this approach is a multi-faceted one that you should consider for the individuals you serve. This training is designed for behavioral healthcare professionals who interact with individuals in a variety of behavioral healthcare settings, including those with basic to intermediate levels of experience with trauma. DSM&trade; and DSM-5&trade; are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.	Online Course	N/A		
Introduction to Trauma-Informed Care	Over 90% of people receiving behavioral healthcare have a history of trauma. In this course, you will learn about the various types of trauma, the long-lasting consequences of trauma, and what it means to provide care through a trauma-informed lens. Through interactive practice scenarios and detailed examples, you will learn the scope of your role and responsibilities when you are serving individuals with histories of trauma. You will examine best practices to implement, as well as how to avoid harmful ones that can further perpetuate the suffering and silence of trauma. As you complete this course, you will gain a deeper understanding of how your personal history can impact your work with trauma survivors. Importantly, you will learn what it means to provide trauma-informed care, and why this approach is a multi-faceted one that you should consider for the individuals you serve. This training is designed for behavioral healthcare professionals who interact with individuals in a variety of behavioral healthcare settings, including those with basic to intermediate levels of experience with trauma. DSM&trade; and DSM-5&trade; are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		
Kratom: Herbal Supplements and Opioids	This course addresses the drug Kratom including its origin, action, effects, addiction potential, treatment, and legal status.	Online Course	N/A		
Ladder Safety	Sometimes you are required to perform certain job tasks that may involve the use of ladders. By following best practices and taking some basic precautions, you can help prevent ladder injuries.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Latex Allergy	Some people have allergic reactions when they use common products like gloves or balloons that are made out of latex. A person can become sensitized to latex at work, especially if latex gloves are worn on the job. This course will teach you about latex allergy: What it is, how to recognize it, and what to do about it.	Online Course	N/A		
Law, Ethics and Standards of Care in Behavioral Health	Behavioral health professionals must understand and manage the potential legal and ethical risks that arise in the course of their practice to protect their clients, their organizations, and themselves. This course provides an overview of several important legal and ethical issues that psychologists, social workers, counselors, and other behavioral health professionals may face. It is designed to heighten clinicians' general awareness of legal and ethical concerns. It is not offered as legal advice for any individual provider or specific situation. This training will help you distinguish between legal, ethical, and standard of care issues. It is designed to serve as a guide to help you understand the law and make ethical decisions in your work, as well as develop risk-management and compliance strategies to help you avoid disciplinary actions and claims of malpractice. You will also learn about informed consent, confidentiality, and privacy concerns. A variety of case vignettes and interactive exercises will give you opportunities to apply and deepen your knowledge of these critical topics. Taking this course can help you prepare for and recognize legal and ethical concerns. However, you will also need to familiarize yourself with the specific laws, ethical codes, organizational policies, and standards of care that apply to your practice. Professional organizations, state licensing boards, and attorneys familiar with behavioral health law can help you access information relevant to your work.	Online Course	*AzAHP - Core Training Plan (90 Days), *AzAHP - Core Training Plan (Annual) , National Council-Human Service Worker Skills/Development Certificate		
Leadership Fundamentals: Leading as a Coach	Individual effort and peak performance are both acutely important for organizations to remain competitive. Coaching supports professional development and improves employee satisfaction (Cajnko, Treven, & Tominc, 2014), which in turn retains valuable talent.  Employees who are coached to performance rather than managed to performance are more committed to and invested in the outcome of their work and achievement of organizational goals. Most employees want to contribute, be productive and satisfied in their jobs. Coaching creates the environment for this to happen.  In this course, you will gain an understanding of what it means to take a coaching approach and learn the fundamental skills to work with individuals on your team in a trust-based environment.	Online Course	N/A		
Leadership Fundamentals: Management vs. Leadership	Few things are more important than leadership to any organization. Leadership is the ability to inspire confidence and support among the people who are critical to achieving organizational goals. Effective leadership at all levels enables a company to fulfill its mission and successfully make an impact in the industry or community. In this Leadership Fundamentals course you will compare management and leadership to understand the distinctions between them. You'll learn the top-most respected traits of leaders and evaluate your own strengths in these areas. Leadership styles are presented and the dangers of micromanagement are explored. A section of this course is dedicated to leadership methods and tools you can use right away. These topics include how to step into the leadership mindset, managing up and action planning to work better with your boss. This course is for all levels of supervisors and managers, as well as those looking to demonstrate leadership in any role.	Online Course	N/A		
Leadership Fundamentals: Relationship-Centric Leadership	In this course, you will meet two different managers and evaluate the results of their autocratic and servant leadership styles. By understanding these leadership styles and their impact, you are better able to bring these learnings to life in your work as a leader.  You will also be provided with a Servant-Leader Toolkit with actionable components you can build on. The Toolkit includes best practices, leadership soft skills, and the top 9 characteristics of servant leaders.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Learning about People - Interviewing Techniques	This training not only covers what to do before, during, and after an interview but also gives helpful advice when you have difficulty understanding the person's communication. The information in this course is useful for anyone - including healthcare staff with intermediate and advanced levels of experience - responsible for setting up services and supports for others, including those with support needs related to a mental illness, intellectual and developmental disabilities, physical disabilities, substance use, poverty, or other support needs. This course is part of a series of e-learning courses that lay the foundation for a deeper understanding of the Personal Outcome Measures; approach, identifies and explains the 21 indicators across services settings, and explores the practical use of Personal Outcome Measures;. You are encouraged to complete them as a suite in order to gain as much in-depth knowledge and as many skills as possible.	Online Course	N/A		
Learning to Love Groups	There is often a love-hate relationship when facilitating groups in mental health, substance use, and healthcare settings. Behavioral health and healthcare practitioners involved in facilitating groups have all too often not received the practical training and resource support to optimize the benefit of group work for their clients. Learn a framework for effective group facilitation that is practical and accessible to practitioners at all levels of training and experience. Learn to love groups again and learn about future opportunities to enhance the group skills, knowledge, and effectiveness of your workforce.	Online Course	N/A		
Legal Procedures and Client Rights for Behavioral Health Interpreters	This course covers the legal procedures and client rights prescribed by law. It addresses the specific client rights outlined in the Arizona Administrative Code under Title 9.	Online Course	N/A		
Lockout/Tagout	Every year hundreds of people are injured or killed when the equipment they are working on unexpectedly turns on, or the residual energy stored in the equipment is released. Lockout/Tagout is a set of procedures that isolate and tag equipment when it is being installed, serviced, or maintained in order to prevent these kinds of injuries. This course presents basic information about the purpose and requirements of the OSHA standard for the Control of Hazardous Energy, Lockout/Tagout or LOTO.	Online Course	N/A		
Looking at the Data - Decision-Making around Personal Outcome Measures	Quality assurance systems typically evaluate the performance of an organization's operations as measured against a set of standards. However, organizations may miss the important measure of whether their services and supports result in positive life outcomes for the people they serve. This course is one of a series that is based on the work of CQL   The Council on Quality and Leadership. CQL   The Council on Quality and Leadership's quality enhancement approach, Personal Outcome Measures;, offers a way to look at quality through the eyes of people served. Measuring quality based on personal outcomes requires some new skills. This training shows you how to use the information you collect about a person to decide if the outcomes they wish to see happen are actually taking place. You also will learn how to measure if individualized supports are in place for each outcome. Through lessons, interactive activities, and stories, you will learn how to use the information collected to create individualized supports in response to people's view of quality of life. This course will be helpful to anyone - including healthcare staff with intermediate and advanced levels of experience - who is responsible for assisting people who have support needs related to mental illness, developmental disabilities, physical and other kinds of disabilities, poverty, family challenges, etc.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Major Mental Health Disorders of Childhood	It is well recognized that children can experience mental health challenges, including many of the disorders experienced by adults. However, identifying these disorders and helping children cope with, or overcome them, is fraught with challenges. Children may not be aware that they are having symptoms that may be affecting their behavior. They may have difficulty saying what they do notice because they have not developed sufficient language skills. As a helping professional, you may be challenged by behavior presented by these children. You may struggle to respond in a way that is therapeutic and helps them progress toward their treatment or educational goals. In this course, you will learn about the major childhood disorders and the specific issues associated with these disorders that impact a child's ability to relate to others, learn, and play. You will learn about the internal interference that children experience as a result of various conditions, and how this relates to behavior and performance in school, at home, and in the community. Most importantly, you will learn to support and teach these children to use effective coping skills, and make healthy choices. You will practice and reinforce the concepts you learn in this course through interactive exercises. This course is appropriate for paraprofessionals working with children and adolescents in a variety of behavioral healthcare environments.	Online Course	N/A		
Management Fundamentals for the Emerging Leader	In this Management Fundamentals course, you will examine current best practices for the emerging leader that give you step-by-step direction on how to connect and communicate with your team. In working with your direct reports, you will learn to empower them by providing clear direction and feedback. Tips and techniques for managing your time and energy will be provided, which will help you eliminate time wasters and stay focused. You will learn to establish strong working relationships with your manager and those who report to you. We will guide you to ask the right clarifying questions and seek feedback from your manager. These fundamental skills of management are critical to build early on. In doing so, you will understand practical applications to set and manage expectations at all levels. We will use a blend of experiential exercises, instructive information, and self-study to provide tips, tools and techniques you need to succeed. This Management Fundamentals course is for employees who are new to the role of being a supervisor, and for managers wanting to refresh or build on their current skill set.	Online Course	N/A		
Management Fundamentals: Setting the Stage for Success	As a new manager, you know how critical it is to ensure your employees are engaged and productive, as they are now your responsibility. Relationships are more important than ever, and all eyes are on you as a decision maker. Without sound management best practices and foundational leadership strategies, you could be doing more harm than good in this critical role. This course will provide the essentials a manager needs to set the stage for success right from the start. Even experienced managers will gain new insights to current best practices. This Management Fundamentals course teaches you how to be successful in your role as a manager from the ground up. After recognizing how to set the stage for success by making the shift from individual contributor, you will learn what defines a manager and critical elements of the role. The importance of being a role model and high-performing manager will be outlined. Techniques for working smarter and establishing good habits will be provided. You will gain an understanding as to the foundation for building relationships with your team. We will use a blend of experiential exercises, didactic information, and self-study to provide the tools you need to succeed as a manager at the foundational level. This Management Fundamentals course is for employees who are new to the role of being a supervisor, and for managers wanting to refresh or build on their current skill set.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Management Fundamentals: Winning at Work	Helping you and your team win at work is the focus of this Management Fundamentals course. We'll begin by looking at how you approach your manager role to understand and strengthen your personal brand. You will take an assessment to learn the daily habits supporting your brand and identify which habits you need to improve. The concept of downward spirals is introduced and techniques are provided to shift your thinking. Another focus of this course is on winning with your team, which includes the importance of setting "SMART" goals. You'll learn each criterion of "SMART" goal setting and how to help your team get an A. With delegation being a critical skill for managers, we will examine the benefits for you and your direct reports. You will be given a step-by-step process on how to delegate effectively, ensuring you cover "all the bases." We will use a blend of experiential exercises, instructive information, and self-study to provide you with the ability to strengthen your own role as a manager, as well as fortifying your team. This Management Fundamentals course is intended for all levels of supervisors and managers.	Online Course	N/A		
Marijuana and Cannabinoids, Pain and the Brain	Marijuana can have negative impacts on the brain, lungs, and cardiovascular system. Particularly on the developing adolescent brain, marijuana can have significant negative impacts. Recently, however, questions have been raised about what, if any, beneficial uses of marijuana for relieving the symptoms associated with certain diseases and illnesses could be. Due to limitations on the ability to perform research studies on marijuana, there has been a lack of evidence-based research. This course will discuss the impacts of marijuana on the human body, differences between natural and synthetic cannabinoids, and the possible medicinal benefits of marijuana based on the current research. DSM <sup>®</sup> and DSM-5 <sup>®</sup> are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.	Online Course	N/A		
Medicare and Medicaid Fraud and Abuse Prevention	Welcome to the Medicare and Medicaid Fraud and Abuse Prevention learning module, presented by Relias! The sections in this module explain Medicare and Medicaid fraud and abuse prevention, detection, recovery, and reporting. The materials are designed for information givers/trainers who are familiar with the Medicare program and would like to have prepared information for their presentations.	Online Course	*AzAHP - Core Training Plan (90 Days), *AzAHP - Core Training Plan (Annual)		
Medication Administration for Unlicensed Paraprofessionals	Medication administration by unlicensed paraprofessionals has become more common in healthcare settings because the individuals served often require more medications than they previously did, and staffing shortages among nurses are common. Unlicensed paraprofessionals who are trained, assessed, and regularly supervised by a nurse, can therefore be a positive asset to the healthcare team. This course will teach you basic information that you need in order to safely and effectively administer medications to the people you serve.	Online Course	N/A		
Medication Management for Children's Services Paraprofessionals	As a Children's Services Paraprofessional, being familiar with and providing consistent medication management skills is essential in maintaining a high level of safety for those in your care. This course includes important information intended to increase your knowledge of medication management and reduce the risks associated with medication administration errors. Included within the course is an overview of medication management; understanding medications; medication administration; state regulations and common policies and procedures; and ideas for practice.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Medication-Assisted Treatment for Opioid Addiction	<p>Opioid addiction is a significant public health concern. Its effects on individuals, as well as populations, are costly and burdensome. This course is targeted to a broad healthcare audience, including individuals with either basic or more advanced levels of medication-assisted treatment experience. By clearly defining the scope of the problem and giving the definitions of opiates and the processes involved in opiate addiction, this training discusses the principles of effective medication-assisted addiction treatment, with special emphasis on assessing the opioid-addicted individual who seeks care. Using various teaching tools, including instructive information and interactive exercises, this course will help you to formulate a plan of care, goals for recovery, and confidentiality guidelines for individuals seeking treatment in your own setting. Step-by-step guidelines derived from the Substance Abuse and Mental Health Services Administration’s (SAMHSA) “Medication-assisted treatment for opioid addiction: Facts for families and friends” will further assist your learning and application of these concepts. This course is appropriate for anyone who may be involved with the treatment of opioid addiction.</p>	Online Course	N/A		
Medications Related to Schizophrenia and Other Psychotic Disorders	<p>Schizophrenia is one of the most commonly misunderstood psychological disorders. According to the Center for Disease Control, “Worldwide prevalence estimates range between 0.5% and 1%.” In fact, more than two million Americans live with the illness in a given year. Schizophrenia affects men and women with equal frequency, and most commonly appears in individuals during their late teens or early twenties. A hallmark of schizophrenia and other psychotic disorders is impairment in reality testing, i.e., difficulty distinguishing true from false perceptions. In general, you can think of positive symptoms as being phenomena that are added, and negative symptoms/signs as phenomena subtracted from a healthy individual.</p> <p>This is a time of hope for people with schizophrenia and other psychotic disorders and their families. Research is gradually leading to newer, more effective medications, as well as helping to unravel the complex causes of the disorder. The outlook for people with schizophrenia has improved over the last 25 years. Although there is no cure yet, it is important to remember that many people with the illness improve enough to lead independent, satisfying lives. The main goal of this course is to provide you with the information and current research you need to better understand how to treat schizophrenia spectrum and other psychotic disorders. To facilitate your learning experience, you will be guided through a series of interactive vignettes and descriptive examples. This training is appropriate for healthcare staff, as well as anyone who has interactions with individuals with schizophrenia and other psychotic disorders.</p>	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		
Meeting the Behavioral Health Needs of Returning Veterans	<p>This course discusses the unique culture of military service and the impact of the wars in Afghanistan and Iraq on returning Service members and their families. The behavioral healthcare interventions and guidelines presented in this course will aid providers in better serving Veterans and their families. This course is intended for health and mental health professionals of all levels.</p> <p>The content of this course was generously provided through the work of the National Council for Behavioral Health and is dedicated to the Veterans of the Global War on Terrorism, Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn, and their families with respect and gratitude.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	Serving Our Veterans Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Military Cultural Competence	Currently, well over two million people are serving in the Active or Selected Reserve components of the United States military, around the country and around the world. With more than two million deployments since 2001 and a continued presence in areas of conflict as well as humanitarian missions, the need for quality, culturally competent care for Service members and their families has never been greater. In this course you will acquire knowledge regarding military culture so that you can understand, communicate, and effectively interact with Service members and their families. Having basic knowledge regarding the values, structure, policies, and expectations of the military can promote a stronger client-provider alliance and help you develop the skills you need to provide the most effective clinical care. This course teaches you about military rank structure, the branches of service, their missions and core values, active versus reserve status components, demographic characteristics, as well as general and deployment-related military terminology. With a blend of representative scenarios and exercises, you will utilize the tools you need to implement this information. This course is appropriate for all individuals working with military populations. If you are taking this course within a learning management system that offers continuing education credit, you must successfully pass the final exam and complete the course evaluation in order to receive credit.	Online Course	Serving Our Veterans Certificate		
Mindfulness, Meditation, and Spirituality as Tools for Recovery	Each year, about 1 in 5 adults in the U.S. struggle with mental illness and 1 in 25 experience a serious mental illness (National Institute of Mental Health [NIMH], 2015). Of the 20.2 million adults in the U.S. who struggle with a substance use disorder, more than half also experience another mental illness at the same time (Substance Abuse and Mental Health Services Administration [SAMHSA], 2015). There is a need for affordable, accessible tools to aid people in recovery from mental illness and co-occurring substance use disorders. Mindfulness, meditation, and spirituality practices can provide meaningful contributions toward recovery from these potentially debilitating disorders. Integration of these practices into current treatment approaches for those in recovery is on the rise. By understanding some of the basics of these complementary approaches, you can add to your toolbox of strategies that can help those who seek your services. You can also use these tools yourself to assist with your own wellness journey, or to improve the quality of care you provide by attending to your own self-care.	Online Course	N/A		
Mitigating the Impact of Disasters: From Trauma to Resilience	Following a disaster, Behavioral Health Organizations (BHO's) routinely respond by assisting the clients they serve, their staff and their communities to recover from the inevitable psychological and emotional sequelae. Research in this area reveals three important factors: 1) individuals with behavioral health and trauma histories are among those most at risk for developing adverse reactions following a stressful event; 2) having a trauma history is quite common even among the general population; and 3) although most people will eventually "bounce back" from a disaster, many will initially exhibit stress reactions that may require some assistance. Individuals and communities can be better prepared to cope with these adverse events when there is general understanding of the impact of trauma, the skills to cope and needed resources and supports. Bringing an expertise in trauma and disaster trauma and recovery, this workshop presenter will assist Behavioral Health Organizations (BHO) to plan for and implement Trauma-Informed Care and resiliency building strategies that will benefit individuals and communities prior to and following a disaster.	Online Course	N/A		
Motivational Interviewing	In this course, you will learn about the Motivational Interviewing approach to helping people discover their own desire and ability to make difficult changes. Motivational Interviewing (MI) is a way of communicating that draws out people's own thoughts and beliefs in order to help them resolve ambivalence about change. In addition to examining the underlying spirit of MI, you will learn specific skills and techniques that will support the MI processes of engaging, focusing, evoking, and planning with clients as they discover their own reasons for change. You will also learn about the varied settings in which MI is currently being practiced. Licensed clinicians in a helping profession will benefit from this course, whether it is used to learn about MI for the first time or to reinforce your knowledge of MI's important principles. The course uses a blend of instructive information and interactive exercises to help you understand and apply its core concepts.	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Motivational Interviewing in Clinical Practice	<p>Motivational Interviewing (MI) is an evidence-based, client-centered approach to engaging people in conversations about change. Shown to be effective in a variety of settings, MI is increasingly being adopted by therapists, substance use disorder counselors, and health care workers as a tool to help clients make important behavioral changes. This course is for practitioners who are already familiar with the four processes of and the core skills used in MI and would like to improve their ability to use MI more effectively with a broad range of clients or apply MI concepts to group therapy. Examples from both a medical and mental health setting will provide illustrations of effective MI techniques.</p>	Online Course	N/A		
Multi-drug Resistant Organisms (MDROs)	<p>The purpose of this course is to describe multi-drug resistant organisms (MDROs), prevention measures, and methods to control the spread of MDROs throughout healthcare and in our communities. This course will provide a comprehensive look at new and ever-changing MDROs, including leading practices and clinical interventions. This course is relevant across all settings not just hospital or clinical facilities. Information provided applies to inpatient/residential and outpatient settings including providers working in the community such as with home-based services.</p> <p>The target audience of this course includes all healthcare and clinical staff. The content provided in this course will provide each learner with insight into MDROs, strategic goals and targets to combat the spread of MDROs, various MDRO threats, as well as public health and clinical practices and approaches. The only way to manage this threat is by all healthcare workers and individuals working together.</p>	Online Course	N/A		
Navigating the Ethics of Dual Relationships for Clinicians	<p>As a behavioral health provider, you may find yourself in situations where you or the people you work with may blur the therapeutic boundary by engaging in some form of a dual relationship. In some cases, this "crossing of the boundary" may strengthen the therapeutic relationship and enhance treatment effectiveness. However, some forms of dual relationships pose serious risks, as they can harm those individuals you aim to help. For this reason, it is crucial that clinicians are aware of the potential risks and develop strategies to mitigate those risks.</p> <p>This course focuses on exploring the concept of dual relationships, a form of boundary crossing. You will learn about the ethical role of the professional, the difference between helpful and harmful dual relationships, and how to avoid or manage potentially problematic situations. As you master these skills, you will become more effective in maintaining an appropriate relationship between you and the individuals you serve.</p> <p>This course, which includes clinical case examples and interactive exercises to reinforce your learning, is appropriate as a review for intermediate and advanced level behavioral health providers, including psychologists, counselors, therapists, social workers, nurses, and professionals treating substance use disorders.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Nonsuicidal Self-Injury in Children, Adolescents, and Young Adults	<p>Intentional self-harming behaviors are a common, though maladaptive, coping strategy used by many youth. As such, clinicians commonly encounter such behaviors while treating young people with mental health disorders. Unfortunately, many clinicians lack adequate training to effectively address these behaviors and resort to ineffective approaches. The lack of confidence to intervene effectively, coupled with limited understanding about the function of self-harm, often translates to negative attitudes among healthcare providers toward individuals who engage in self-injury. Such individuals may be viewed with hostility or assumed to be manipulative or attention-seeking. Providers have also assumed that individuals who self-injure are “time wasters” and will continue to engage in the behavior even if concerted efforts to intervene are made (Shaw &amp; Sandy, 2016). Obviously, such attitudes have tremendous potential to negatively impact the therapeutic relationship, and ultimately, treatment outcomes for individuals who engage in self-injurious behaviors. This course is designed to help licensed clinicians understand why children, adolescents, and transitional age youth engage in nonsuicidal self-injury. You will learn to recognize “red flags” for nonsuicidal self-injury (NSSI) as well as methods to thoroughly assess the unique function and consequences that maintain self-injurious behaviors in your clients. Lastly, you will understand the best methods to help young people overcome urges to deliberately harm themselves. DSM® and DSM-5® are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
Nursing Care for Children with Intellectual and Developmental Disabilities	<p>The purpose of this course is to provide nurses in home health and community care settings the information they need to care for children with Intellectual and Developmental Disabilities (IDD). IDD is defined and the most common etiologies and comorbid conditions are presented. Finally, strategies to effectively manage the symptoms of children with IDD and integrate them into the community through education and service coordination are taught.</p>	Online Course	N/A		
Nutrition and Early Development	<p>Young children need a constant supply of nutritious food to support growth and health. The children you care for come from diverse backgrounds and will have a wide variety of experiences in getting their nutritional needs met. Understanding the importance of nutrition will give you a clear understanding of how it relates to health and learning.</p>	Online Course	N/A		
Nutrition and Exercise for Children’s Services Paraprofessionals	<p>This course addresses how nutrition and exercise can impact behavioral and physical health in children and adolescents. As paraprofessionals working in the field of behavioral health, you can use what you learn in the course to help clients and their caretakers make the connection early on between what they eat, what they do, and how they feel.</p> <p>The course will cover general principles of nutrition and exercise; how to relay these principles to your clients and include them in your treatment plan; and how nutrition and exercise can have both a positive and negative impact on behavioral health. You will also learn how medications (e.g. psychotropics) can affect nutritional status and what other nutrition-related health issues may be relevant to behavioral health. Working through a variety of scenarios will help you process and apply these principles.</p>	Online Course	N/A		
Nutrition and Exercise for Clients in Behavioral Health	<p>This course addresses how nutrition and exercise can impact behavioral and physical health. As paraprofessionals working in the field of behavioral health, you can use what you learn in the course to teach clients the importance of nutrition, exercise, and physical activity. You can correlate their lifestyle habits and nutritional status to how they feel and function, and work with them to optimize their health and well-being. The course will cover general principles of nutrition and exercise, how to relay these principles to your clients and include them in your treatment plan, and how nutrition and exercise can have both a positive and negative impact on behavioral health and substance use problems. You will also learn how medications (e.g. psychotropics) can affect nutritional status and what other nutrition-related health issues may be relevant to behavioral health. Working through a variety of scenarios will help you process and apply these principles.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Obsessive-Compulsive and Related Disorders: Diagnosis and Treatment	<p>Obsessive-compulsive and related disorders, a new diagnostic group of disorders in the Diagnostic and Statistical Manual of Mental Disorders™ (APA, 2013), can be severely debilitating. This group of disorders can significantly impact a person's quality of life physically, mentally, socially, and occupationally. In addition to the amount of time consumed by the symptoms of these disorders, they are often persistent when left untreated.</p> <p>In this course, you will deepen your understanding of the subtleties of each of the various mental disorders in this category, the most prominent being obsessive-compulsive disorder. You also will navigate through both the pharmacological and non-pharmacological gold standards of assessment, diagnosis, and treatment. The course will highlight best and emerging practices, as well current trends in research for this diagnostic category. Through interactive scenarios and detailed examples, you will gain a deeper understanding of how you should implement these in your own setting.</p> <p>This training is designed for intermediate to advanced level mental healthcare professionals who work with individuals with obsessive-compulsive and related disorders in a variety of healthcare settings.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
On-Boarding and Culture Development	<p>In this Management and Leadership Fundamentals: Onboarding and Culture Development course, you'll learn key tools and techniques for proper onboarding of employees at all levels, helping you establish a positive, productive environment right from the start.</p> <p>Failing to properly on-board employees results in poor performance and unnecessarily high turnover. We'll cover best practices and lay out a plan and direction for the first six months of a new employee's orientation and performance expectations. We'll also explore the importance of culture development as it relates to onboarding.</p>	Online Course	N/A		
Opioid Abuse in Adults	<p>Opioid abuse in the United States has been declared an epidemic by the Centers for Disease Control and Prevention. Awareness has never been higher. As the prescribing of oral opiates increased during the 2000s for the treatment of non-cancer pain, opioid abuse has increased. &amp;nbsp; Understanding the pharmacology of opioids and how they affect the body is very important to understanding opioid abuse. There are also many factors that place an adult at higher risk for opioid abuse. In addition, treatment of opioid abuse has become an important topic among health care providers and patients as answers are sought regarding care for someone who is misusing opioids. This webinar will provide information for the listener to gain a better understanding of opioid abuse in the adult population.</p>	Online Course	N/A		
OSHA: Confined Space	<p>This course teaches employees who work in confined spaces how to recognize and evaluate potential confined space hazards. A clear understanding of the dangers confined spaces may present can prevent injury and even death.</p>	Online Course	N/A		
Overview of Adolescent Suicide	<p>In 2013, suicide was the second leading cause of death for young people between the ages of 10 and 24. As a professional working with adolescents, it is vital that you know how to recognize and respond to signs of suicide. With the information provided in this course, you will learn about the warning signs of suicide and explore some of the risk factors that contribute to suicidality in the adolescent years. Most importantly, the goal of this course is to teach you how to approach a client who is considering suicide, as well as how to assess for suicidality and intervene as needed.</p> <p>Throughout the course, interactive quizzes and detailed case vignettes will allow you to apply the material that you are reviewing. This course is designed for human services staff who work with children and adolescents.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
<p>Overview of Assertive Community Treatment: Evidence-Based Practices</p>	<p>Every day, thousands of clients with mental illness are hospitalized due to an increase in their symptoms and a mental health system that is plagued by little coordination of care between service providers. As a result, you may be witnessing the “revolving door” syndrome of frequent hospitalizations for many clients with mental illness in your daily work.</p> <p>In this course, you will learn about the Assertive Community Treatment (ACT) model. ACT teams have three goals:</p> <ul style="list-style-type: none"> <li>• Redirecting their clients away from Psychiatric hospitalization where possible</li> <li>• Supporting them in the home and community of their choice</li> <li>• Supporting their recovery from mental illness</li> </ul> <p>This course is based on content developed for The Substance Abuse and Mental Health Services Administration (SAMHSA), and describes the key principles of ACT and the evidence-based practices that were developed to meet the complex needs of individuals with mental illness. Research based on the ACT model shows that services are more effective if they fit the individual and are provided in the community, rather than the individual fitting the traditional mental health system. This course covers evidence-based practices for symptom management, housing, finances, employment, medical care, substance use, family life, and activities of daily living. Through descriptive examples and case studies, you will have the basic knowledge you need to apply the principles of ACT to help clients to stay out of the hospital and to help them develop the skills they need to live successfully in their communities.</p>	<p>Online Course</p>	<p>N/A</p>		
<p>Overview of Autism Spectrum Disorder for Paraprofessionals</p>	<p>Autism spectrum disorder (ASD) has effects on social relationships and communication that range from mild to profound. It is all over the news these days as ever-increasing numbers of children and adults are diagnosed with ASD. At the same time, new research is being conducted to search for the causes of ASD and find out how people with ASD can be helped with the challenges they may face.</p> <p>The goal of this course is to provide an overview of autism spectrum disorder for paraprofessionals. Working with children or adolescents with a diagnosis of ASD can be fun and satisfying and it can also be very challenging and sometimes frustrating. It's important to focus on building a relationship with the individual rather than trying to force immediate changes. Change and learning are possible if you pay attention to what the individual is experiencing and explore creative paths. In this course, you will be introduced to some of the key characteristics of ASD and meet several different children and teens with this diagnosis. You will explore scenarios where you can experiment with different strategies that might work well (or not so well) with a person who has a diagnosis of ASD.</p>	<p>Online Course</p>	<p>N/A</p>		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Overview of Case to Care Management	<p>People who live with serious mental illness or co-occurring mental illness and substance use disorders die on average 25 to 35 years prematurely. The causes are largely due to preventable diseases such as diabetes, cardiovascular disease, respiratory disease, and infectious diseases. Health disparities attributed to a number of factors, including disparities in lifestyle, environment, and quality of medical care, can also contribute to premature morbidity. It is speculated that the stigma associated with mental illness is a contributing factor as well.</p> <p>Behavioral health case managers are experts in helping people manage their chronic mental health conditions. By applying those skills in addressing the whole health needs of these individuals, the case managers become care managers, applying concepts of managing chronic health conditions in an integrated systems approach to their behavioral health concerns.</p> <p>As a health and human services professional, an overview of case to care management provides an opportunity for you to build upon your case management skills, incorporate a patient-centered approach, and effectively impact the health outcomes of the people you serve.</p>	Online Course	National Council - Integrated Care Certificate		
Overview of Children with Disabilities	<p>Some young children may show delays in a range of developmental skills that include movement (motor), hearing and speaking (communication), social and emotional development, and the development of thinking and problem solving skills (Cognitive). These difficulties may result in developmental delays or disabilities, which can affect learning, communication, and functioning in the community. These difficulties can range from mild to severe. Some developmental disabilities may extend into adulthood. The onset of some developmental disabilities can be diagnosed at birth such as Down syndrome. Some disorders, however, may only become apparent as young children miss important developmental milestones. Gaining insight into typical development of motor and social-emotional skills as well as communication skills in young children is important. This is a first step to understanding what to expect in the typical sequence of development. Keep in mind that there can be a wide range of differences when it comes to children reaching developmental milestones. Young children diagnosed with a developmental disability may progress toward these milestones in ways different from their typical peers. Through this course, you will learn to identify atypical development in young children. Learn how to recognize common developmental disabilities that require comprehensive medical and developmental assessments in order to accurately identify them. In addition, you will learn to identify and describe common disabilities that may result from environmental factors. Given this knowledge you will be better equipped to meet the individual needs of the young children with whom you work.</p>	Online Course	N/A		
Overview of Cognitive Processing Therapy for PTSD in Veterans and Military Personnel	<p>While most people who are exposed to a trauma recover naturally, a significant minority do not. Therefore, understanding and competence in treating post-traumatic stress disorder (PTSD) is an important skill for mental health providers to have. In this course, you will be introduced to one of the most effective treatments for individuals who have PTSD, called Cognitive Processing Therapy (CPT). An evidence-based, short-term treatment for PTSD developed by Dr. Patricia Resick and her colleagues, CPT is a form of cognitive behavioral treatment. This course provides an overview of the theory behind and empirical support for CPT. Through a session-by-session review of the CPT protocol, you will learn about the different phases of treatment, cognitive therapy techniques, and trauma-related themes. This course is intended for any mental health provider working with civilian or military populations. PLEASE NOTE: This course is an introduction to CPT and does not replace the in-depth training necessary to gain competence in conducting this treatment. For more information on how to obtain more in-depth training, please see the "Next Steps" section at the end of this course. DSM-5 and DSM-5-TR are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	Serving Our Veterans Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Overview of Communicable Diseases in Children	Symptoms such as fever, cough, and chills can alert you to the potential presence of a communicable disease in a child. When identified, these symptoms will aid in the detection of potential concerns in your work environment. Some symptoms are less obvious and may require careful inspection of the child to determine potential risk factors. Because children are exposed to a variety of environments, it is imperative that caregivers working with families have the ability to identify health care concerns quickly in order to stop the spread of disease processes. This course is designed for staff members working with children and their family members. You will review case scenarios and determine if signs and symptoms depict the presence of a communicable disease and the best way to manage the child and their environment. You will then review best practices in the identification of methods preventing the further spread of common communicable diseases. By the end of the course, you will be able to apply the knowledge gained to identify infection control practices and how to apply them in your own work environment.	Online Course	N/A		
Overview of Diabetes for Behavioral Health Professionals	Diabetes is a serious health condition that affects many people in the United States. According to the American Diabetes Association (ADA, 2017) 30.3 million Americans, or 9.4% of the population, had diabetes in 2015. Of those, 8.1 million, or 27.8%, do not even know that they have it. Every year 1.55 million are diagnosed with diabetes (ADA, 2017). Diabetes is considered by many people to be one of the most psychologically demanding medical conditions. Diabetes is a chronic disease, and treatment often requires significant changes to well-entrenched behavior and habits, at times without an immediate payoff. In addition, people with diabetes often experience significant emotional concerns that can have a significant impact on a person's ability and willingness to engage in self-care behavior. In this course, you will learn about the types and complications of diabetes, treatment considerations, and how diabetes and behavioral health issues can interact. With the number of people with diabetes in the United States increasing every year, it is possible that you may currently be seeing, or will see, a person with diabetes in your office (for therapy). As a behavioral health professional, you may play a role in helping a client with diabetes manage the behavioral and psychosocial challenges that can be associated with diabetes, even if diabetes is not one of the reasons that they present for treatment. This course will give you some important information that will help you as you treat clients who have diabetes.	Online Course	National Council - Integrated Care Certificate		
Overview of Psychiatric Medications for Children/Adolescents	Over the past 20 years, there has been a significant increase in the frequency with which children and adolescents receive prescription medication to manage their behavioral and psychological symptoms. As a person who works with children and families who seek psychiatric help, it is important for you to know about the types of medications used, common side effects, and ways that these medications help those who take them. This course will teach you key information about how medications are used to treat children and adolescents who have psychiatric disorders.	Online Course	N/A		
Overview of Psychiatric Medications for Paraprofessionals	For many people who have psychiatric illnesses, taking medication can help them to manage their symptoms. As a person who works with people who have been diagnosed with these types of illnesses, it is important for you to know about the types of medications used, common side effects, and ways that these medications help the people who take them. You also need to know how to appropriately administer medications to those individuals you serve. This course will teach you key information about how medications are used to treat people who have psychological disorders.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Overview of Psychopharmacology	<p>As someone who works in healthcare, you know that many of the people you see are likely to be taking one or more psychiatric medications. However, some healthcare professionals do not have a working knowledge of the types of medications used to treat various psychiatric disorders, nor are they aware of these medications' potential side effects. In this course, you will learn about the major categories of medications used in the treatment of mental illness, including antipsychotics, antianxiety medications, antidepressants, and mood stabilizers. You will also learn about the different medications' indications for use and some of their most common side effects. You will find out about some of the special precautions that apply to special populations taking psychiatric medications, such as the elderly, children, as well as pregnant and nursing women. After going through this course and reviewing the detailed case examples within it, you will be better prepared to work with individuals taking psychiatric medications. This course is appropriate for all types of healthcare professionals, including physicians in a primary care practice.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		
Overview of Serious Mental Illness for Paraprofessionals	<p>Individuals who are recovering from serious mental illness (SMI) are engaged in services across the continuum. As a mental health service provider within that continuum, you are an important member of the team that helps them with their recovery. Your ability to work effectively with this unique population can be enhanced and strengthened by an understanding of key information about SMI.</p> <p>The main goal of this course is to help you gain the knowledge you need to be an effective member of the treatment team. This course will provide you with essential information about serious mental illnesses, including symptoms, medications, treatment, rehabilitation, and recovery.</p> <p>This course is designed for you if you are new to the field of mental health, if you have limited mental health experience, or if you want to gain a better understanding of SMI. You will be engaged in a blend of didactic information, interactive exercises, and vignettes to help you understand and work more effectively with this population.</p>	Online Course	N/A		
Overview of Substance Use Disorders: Part 1	<p>As someone who works with individuals who have substance use disorders, you know how difficult it can be to understand why people continue to use drugs despite extremely adverse consequences.</p> <p>In Part 1 of this training, you will explore the process of substance use disorders and how they develop, as well as an understanding of why some individuals develop them while others do not. Throughout this course, you will learn about the stages of "addiction" and deepen your understanding of how "normal" behaviors can develop into dangerous ones.</p> <p>Drawing upon guidelines from the National Institutes of Health as well as the National Institute on Drug Abuse, this training offers you a comprehensive look at these sometimes fatal disorders, including their effects on others. The material in this course is designed for paraprofessionals working with individuals who have substance use disorders.</p> <p>Detailed examples and interactive exercises will help you to apply these competencies in your own setting. After completing this training, you will be ready to demonstrate best practices for the individuals you serve who struggle with substance use disorders.</p>	Online Course	National Council-Addiction-Foundational Knowledge Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Overview of Substance Use Disorders: Part 2	<p>In Part 1 of this course, you learned about how substance use disorders develop, as well as their various stages including when substance use becomes unhealthy and problematic. In this course, you will build upon that knowledge and explore in detail four commonly used drugs, which will help you to understand the short-term and long-term effects of substance use disorders, along with the symptoms of withdrawal. The material in this course is designed for paraprofessionals working with individuals who have substance use disorders.</p> <p>Drawing upon guidelines from the National Institutes of Health and the National Institute on Drug Abuse, Part 2 of this training offers you a more detailed look at specific substance use disorders, including their effects on others. Descriptive scenarios and practice exercises will help you to solidify your application of the knowledge you acquire to better apply these tools in your own setting.</p> <p>After completing Part 2 of this training, you will be better prepared to help the individuals you serve who struggle with substance use disorders.</p>	Online Course	National Council-Addiction-Foundational Knowledge Certificate		
Overview of Supported Employment	<p>This course is an overview of Individual Placements and Supports, an evidence-based practice. The course is for mental health agency directors, case managers, clinical staff, vocational rehabilitation practitioners and counselors. It outlines the proven way of providing supports in competitive employment for individuals with significant mental health issues. This is the first in a series of three courses that will give you the history, definitions, and principles of both Individual Placements and Supports (IPS), and Evidence-Based Practices (EBP). The course will give you evidence of the success of IPS in numbers of jobs, hours worked, and customer satisfaction.</p> <p>You will learn that unemployment is much worse for people with severe mental illness than the stress of work. You will learn about the recent changes in the mental health system and how the consumer recovery movement, the community supports model of PACT, evidence-based practices and supported employment came together to form IPS. You will also learn what particular qualities make IPS an evidence-based practice and what features make IPS a leading model for replication. This course concludes with an overview on developing a program and a description of the most used funding options.</p>	Online Course	N/A		
Overview of the Behavioral Health System for Behavioral Health Interpreters	<p>This course reviews the behavioral health system. In this course you will find an overview of the system to help you understand how it works. We will identify some of the most commonly recognized behavioral health disorders, some of the instruments used for diagnosis, assessment and evaluation of these disorders, and the different types of settings individuals may go to receive treatment.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Overview of the Personal Outcome Measures®	Organizations providing human services have long defined quality as compliance with certain standards for the services provided. However, many quality assurance systems overlook one important question: Do those services actually result in quality lives for the people receiving them? This course, presented by CQL   The Council on Quality and Leadership, offers an overview of a system called Personal Outcome Measures®. This system gives you the tools you need to learn about people and quality in a more person-centered and results-oriented manner. This new approach is applicable to any type of human service provider because the Personal Outcome Measures® are simply human expectations for quality of life. They are relevant to people in recovery from mental illness, people with intellectual or developmental disabilities, people who are elderly, people with physical and other types of disabilities or simply anyone who counts on other people for organized supports. Through lessons, stories, and interactive activities, this course will assist you in beginning to enhance your ability to support the people you serve so that they can fully experience the quality of life they envision for themselves. This series of e-learning courses lays the foundation for a deeper understanding of the Personal Outcome Measures® approach, identifies and explains the 21 personal outcomes across services settings and explores the practical use of personal outcomes. Developed by a CQL   The Council on Quality and Leadership team, each course works as a stand-alone learning opportunity, but you are encouraged to complete them as a suite in order to gain as much in-depth knowledge and as many skills as possible. These courses provide an introduction for staff that are new to Personal Outcomes Measures® and can be used as a part of an orientation for new staff and as well as a component of ongoing staff development.	Online Course	N/A		
Overview of Trauma Disorders in Adults for Paraprofessionals	This course discusses the basics of trauma disorders, including posttraumatic stress disorder, acute stress disorder, and adjustment disorders.	Online Course	N/A		
Oxygen Safety	Many people require the use of Oxygen (O2) on a regular basis outside the hospital. This course will teach learners to recognize supplemental Oxygen, understand the risks and dangers, and properly handle supplemental Oxygen.	Online Course	N/A		
Pain Assessment and Management	Pain can significantly affect a person's quality of life both physically and mentally. This makes it important for behavioral healthcare providers to both understand pain, as well as know how to assess and manage it. In this course, intended specifically for behavioral healthcare professionals, you will deepen your understanding of pain and learn to differentiate between acute and chronic pain. You will learn step-by-step strategies to assess for pain, and you will gain insight into how perception, tolerance, and presentation of pain varies from individual to individual. Through a blend of interactive lessons and instructive information, you will advance your knowledge for minimizing the impact of pain in the people you serve. Additionally, this course will teach you several effective skills and treatment strategies to help your clients feel in control of their pain management.	Online Course	N/A		
Parenting Styles and Theories	Parenting is one of the most important and rewarding jobs in the world. It is also a frequent source of self-doubt and stress, as parents struggle to make sense of their role and the most effective way to help their child develop. This course will provide you with an overview of the importance of the parent-child relationship, and the ways that the unique circumstances of a particular family may impact that relationship. Some of the major theoretical models of child development and parenting will be presented, along with an overview of specific parenting styles and the ways these impact long-term development. The instructive information, interactive exercises, and case vignettes in these courses will leave you prepared to successfully apply these concepts in your work with parents and children.	Online Course	N/A		
Pediatric Habilitation	This course is designed to help therapists successfully implement strategies to help children achieve developmental skills when impairments have caused delaying or blocking of initial acquisition of cognitive, social, fine motor, gross motor, or other skills that contribute to mobility, communication, and the performance of activities of daily living and enhance quality of life. It is for physical therapy (PT), occupational therapy (OT), and speech-language pathology (SLP) professionals providing habilitation in home and community-based settings to pediatric patients.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Peer Support: The Basics and Beyond	The behavioral health field increasingly recognizes that peer support is a powerful tool for helping people who receive services to achieve recovery. This course provides information that you may not have received during your Peer Support Specialist certification process.	Online Course	N/A		
Personal Protective Equipment	<p>Hazards exist in every work environment, and your work environment is no exception. They can take many forms: sharp objects such as needles or razors, toxic gases, radiation, harmful dusts and particles, infectious diseases like influenza, and contact with other potentially infectious materials, such as blood or saliva.</p> <p>These are just a few of the hazards that can result in workplace related injuries or illness. Personal protective equipment, or PPE for short, is one of the first lines of defense against physical hazards of various sorts.</p> <p>It is important to know the different types of PPE necessary for the job tasks you perform. You must also recognize the situations that require the use of PPE and know how to correctly put on (donning) and remove (doffing) the equipment you need.</p>	Online Course	N/A		
Person-Centered Planning	Everyone, including individuals with mental and behavioral health challenges, has hopes and dreams about making their lives better. Historically, treatment plans focused on symptom reduction, behavior management, decreased hospitalization, and treatment compliance. They seldom explored what the individuals hoped for in their lives, nor did they describe the supports or activities that would be necessary to help people move toward their desired lives. Today’s healthcare system is increasingly focused on recovery-oriented care, along with empowering individuals to take responsibility for their own future. In this course, you will learn about what makes the person-centered planning approach different from traditional treatment planning. You’ll learn the significance of distinguishing between what is important to an individual and what is important for the individual, as well as the importance of promoting the active involvement of the persons receiving services in identifying their strengths, desires and needs. Through interactive lessons, personalized planning strategies, and descriptive examples, you will learn how to implement the person-centered approach in order to significantly enhance the chances for individuals diagnosed with behavioral health challenges to succeed in the road to recovery. This course is appropriate for entry-level care staff, including social workers, case managers, and counselors.	Online Course	National Council- Mental Illness and Recovery - Theories and Techniques Certificate		
Positive Behavior Support for Children	<p>The children you work with will come from different backgrounds and upbringings, and might spend more time with you than they do with anyone else outside of their families. They might be from a broken home, or from a home that is nicer than your own. They might live with their birth parents, adoptive parents, grandparents, or in a foster home. Sadly, some children will have gone through several different “family” environments, sometimes forced to leave each, and typically for reasons completely out of their control.</p> <p>Regardless of their background, they all have at least one thing in common: they are now in the system you are a part of and have likely experienced some form of abuse (e.g., sexual, physical, or verbal). Do not automatically assume the child’s abuser was a family member; it could have been someone outside the family. Each child and each situation is different.</p> <p>Growing research has exhibited progressive findings that indicate success with positive behavioral supports. Positive behavioral supports deemphasize punishment, and instead focus on replacing challenging behaviors with more appropriate behaviors.</p> <p>You will use positive behavior supports to help the child understand that failures can provide opportunities for improvement and growth. Your goal is to teach the child valuable techniques that will help them live a positive life. Your job is not to be the expert – doctors and other specialists have already determined the child’s medical and personal needs. Your job is to help make the child feel comfortable and safe. You, not experts, will get to know the child.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Posttraumatic Stress Disorder	Posttraumatic stress disorder (PTSD) is becoming more commonly diagnosed, partially as a result of the numbers of military personnel returning from extended tours of war, as well as increased understanding and identification of delayed reactions to traumatic experiences. Unfortunately, PTSD continues to be largely misunderstood and ineffectively treated. This course, which is founded in the newest research in the field of trauma, will give you the tools you need to accurately diagnose and effectively treat PTSD in adults. In this course, you will learn what types of events can cause PTSD, the most common symptoms of PTSD, as well as the specific criteria required for a PTSD diagnosis. You'll learn about various techniques for accurately identifying a person who is experiencing PTSD, including the use of clinical assessments and interviews. You will then be guided through the evidence-based treatment modalities (including psychopharmacological interventions) currently being applied by trauma experts in the clinical field so that you can more effectively meet the needs of traumatized individuals. A series of interactive vignettes will help you apply what you have learned throughout the course.	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate, Serving Our Veterans Certificate		
Practical Strategies for Engaging Families and Children	The financial and human costs associated with poor engagement of children and their families in treatment services is one of the most serious behavioral healthcare problems in need of urgent solutions. Administrators, practitioners and supervisors are challenged to implement practical and effective strategies to engage the two-thirds to three-quarters of children and their families who are in need of treatment but are not engaged in ways that are likely to result in successful outcomes.	Online Course	National Council-Children's Service Certificate		
Preparing for Pandemic Influenza	As with any type of emergency, preparation for pandemic influenza is key. Your healthcare organization must have a plan in place to prepare for such an event. This course will address the three stages including preparation, response, and recovery. In this course, you will learn about pandemic influenza, the basic elements of a pandemic influenza plan, and the steps needed to implement this plan when responding to a pandemic.	Online Course	N/A		
Preventing Back Injuries	Back injuries are a significant concern in the healthcare industry. You may be at risk and not even realize it. In this course, you will learn ways that you can prevent back injuries.	Online Course	N/A		
Preventing Slips, Trips and Falls	This course is about workplace slip, trip, and falls hazards. It alerts you to the serious consequences that can result even from a simple fall or a near fall, and provides information about measures that can help you prevent these incidents and reduce potential injuries.	Online Course	N/A		
Prevention of Substance Use for Transitional Aged Youth	Due to the multiple neuro-biological changes that occur during the transition from adolescence to adulthood, it is no surprise that substance use issues may intensify this already challenging time for transitional aged youth (TAY). The information in this training aims to inform you about best practices for delivery of substance use disorder prevention or early intervention programs for TAY. The settings in which you deliver this content may include schools, colleges, universities, community mental health centers, and substance use disorder outreach programs. Specifically, you will dissect prevention and early intervention programs that have been shown to be effective when working with this population.	Online Course	N/A		
Principles of Effective eLearning	Welcome to Principles of Effective eLearning. eLearning is constantly evolving, so whether you are brand new to it or a seasoned pro, there is always more to learn. This course will walk you through the basics of Adult Learning Theory and eLearning principles. You'll receive practical advice on how to create eLearning courses by taking advantage of the features of the RLMS.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Principles of Shared Decision Making	<p>Best practice guidelines, empirically based research, appropriate interventions, and safety are integral in quality behavioral health care services. However, these aspects are not enough when it comes to client care. The client's preferences and goals must be included to establish well-rounded quality treatment, which exemplifies a concept referred to as client-centered care. The importance of including clients in their medical and psychiatric decisions was examined starting as early as 1982 by the President's Commission for the Study of Ethical Problems in Medicine (Fowler, et al., 2011) and termed "shared decision making."</p> <p>This course will examine what shared decision making entails, including appropriate use, barriers, and implementation. It is intended to guide you in how to include the client in the decision-making process regarding healthcare that respects their preferences and goals. This course also includes discussion on how client-centered care and shared decision making include self-directed services monitored by the Center for Medicaid and Medicare Services (CMS), services commonly used by those suffering with mental health issues. You will learn what self-directed care entails, how it applies to certain populations, benefits and barriers to self-directed care, and resources available to you regarding these services.</p> <p>This course is intended for licensed professionals working with adults who have serious mental illnesses or other behavioral health issues.</p>	Online Course	N/A		
Privacy and Confidentiality for Non-HIPAA Covered Entities	<p>You work for an organization that provides housing and a variety of services to many individuals. As part of your responsibilities, you will come in contact with and need to communicate personal information about those individuals. You are responsible for protecting the privacy and confidentiality of all individuals' personal information.</p>	Online Course	N/A		
Problem Solving: Solutions in the Workplace	<p>You are bound to take part in problem solving during the course of your workday. Problems are a normal and an expected part of work. But how often do you apply the same dead-end solutions to reoccurring problems? In this course, you will learn the impact of problems in the workplace, as well as valuable information about the common obstacles to effective problem solving at work. You will also learn how to apply problem solving steps, use creativity in solving difficult problems, and solve common problems with common solutions. Learning and using these problem-solving strategies will minimize the frustration experienced with the recurrence of workplace problems, and you will be more equipped to effectively and efficiently deal with these issues. Hopefully, this will enhance the overall quality of your workday.</p>	Online Course	N/A		
Professional Ethics for Marriage and Family Therapists	<p>Providing marriage and family therapy (MFT) can be highly rewarding work that allows practitioners to help couples and families resolve conflicts, enhance their ability to communicate with each other, and establish healthy dynamics. The practice of MFT also involves a unique set of circumstances that can pose challenges for providers, namely, that the provider's professional obligations extend to multiple individuals. It is therefore essential that as an MFT, you understand the ethics standards of your profession. This course blends didactic material with interactive exercises to help you to stay on top of recent changes in MFT ethics by reviewing relevant ethics standards, discussing issues and trends, and giving you opportunities to test your knowledge. The content for this course is based on the standards of the ethics code of the American Association for Marriage and Family Therapy (AAMFT), updated in 2015. Additionally, bear in mind that as you review the course material, while the term "marriage therapy" is used throughout in keeping with the verbiage of the ethics code, the issues discussed also apply when working with unmarried couples. The course material also applies to MFT practice when providing services to families and to clients seeking individual counseling to address their relationship issues.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Professional Ethics for Psychologists	<p>Whether you work in private practice as a clinician, as a researcher in an academic setting, or in any other type of setting, you know that maintaining high ethical standards in the practice of psychology is paramount to meeting the needs of those you serve. At some point in your training as a psychologist, you undoubtedly studied the American Psychological Association's Ethical Principles of Psychologists and Code of Conduct (APA Ethics Code). However, because it's not a document to which you would generally need to refer to on a regular basis, it can be easy to forget some of the details. Furthermore, the APA Ethics Code was amended in 2010, and again in 2016 and you may not be familiar with those amendments.</p> <p>In this course, you will learn about the most recent changes to the Ethics Code and its guidelines regarding how to avoid making ethical violations that could lead to potential sanctions or even legal repercussions. From the introduction to the final ethical standard, you will be provided with clear scenarios that illustrate the principles of the APA Ethics Code and how to apply those principles in your practice. A series of interactive vignettes and ethical dilemmas will allow you to test your knowledge as you progress through the course. This course is appropriate for psychologists of all levels, regardless of their area of practice.</p>	Online Course	N/A		
Professional Ethics for Social Workers	<p>Social workers in professional practice settings are faced with myriad ethical dilemmas on a regular basis. Ethical issues may range anywhere from dual relationships, to conflicts in supervision, to breaches in client confidentiality. No matter what the issue, social workers are obligated to familiarize themselves with the ethical standards of their profession and to apply these standards to challenging situations. This course will provide you with an overview of the National Association of Social Work's (NASW) Code of Ethics and will guide you through these ethical principles using practical examples and vignettes. You will learn about how personal values and professional ethics interact, while you develop a framework for evaluating how to monitor, prevent, and handle the most pressing ethical dilemmas.</p> <p>This module is text-based.</p>	Online Course	N/A		
Professional Ethics for Substance Use Disorder Counselors	<p>Clinicians involved in the treatment of substance use disorders (SUDs) must always be mindful of the ethical standards of the profession. Some practitioners who have practiced only within the SUD services field may not be aware of the broader context of their ethical standards, while those who belong to other professional disciplines may not be fully aware of the ethical issues that are specific to the SUD services they provide. In addition, standards change from time to time, and it is important that clinicians are routinely refreshed on the commitments they are responsible to uphold as a SUD professional. This course blends didactic material with interactive exercises to help you stay current with recent changes in SUD ethics by reviewing relevant ethical standards, discussing issues and trends, and giving you opportunities to test your knowledge. This course is intended for anyone wanting to learn more about the ethical standards of the SUD field and will assist practitioners to conduct themselves in a way that benefits the persons they serve, those learning to become SUD professionals, and the larger community. DSM<sup>®</sup> and DSM-5<sup>®</sup> are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	National Council-Addiction-Foundational Knowledge Certificate		
Project Management Basics	<p>Effective project management is an essential skill for supervisors and managers so that organizational projects will be done effectively, efficiently, and with the highest level of quality. Without the necessary skills, projects can end up being a group of people working against each other and wasting valuable time. Through reviews, quizzes, and vignettes, you will apply the techniques of project delivery planning, as well as monitoring and evaluating the project so that all phases of a project are completed.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Prolonged Exposure Therapy for Service Members and Veterans with PTSD	<p>Following a traumatic event, such as sexual assault/abuse, physical assault/abuse, natural disaster, motor vehicle accident, or combat, most individuals recover naturally. Others, however, get “stuck”; at some point during the natural recovery process and develop posttraumatic stress disorder (PTSD). This course is designed for healthcare providers who work with survivors of trauma. Competence in evidence-based treatments for symptoms of PTSD is a critical skill for clinicians working with this population.</p> <p>In this course, you will be introduced to one of the most effective treatments for individuals who have PTSD, called Prolonged Exposure therapy (PE). Based on the work of Dr. Edna Foa and her colleagues, this course provides an overview of Prolonged Exposure (PE) therapy. You will learn about the behavioral and cognitive theories that inform the development of prolonged exposure. Through a series of interactive exercises and case studies, you will gain knowledge of PE and how it works to help individuals who have PTSD.</p>	Online Course	Serving Our Veterans Certificate		
Promoting Treatment Engagement with Behavioral Health Disorders	<p>Substance use and mental health disorders are widespread problems in the United States to the extent that nearly 1 in 4 Americans meet the diagnostic criteria for one or the other in a given year (Kazdin, 2017). Most recent national estimates suggest that in 2011, 2.5 million emergency department (ED) visits resulted from medical emergencies involving drugs and alcohol, a 52% increase since 2004 (SAMHSA, 2011a). Despite these high rates, conservative estimates suggest that between 50-70% of those who qualify for substance abuse or mental health treatment do not actually receive it (Satcher &amp; Rachel, 2017). When it comes to substance use and other behavioral health treatments, the dictum, “Build it and they will come”; is simply not accurate. In other words, the vast majority of individuals with substance use and other behavioral health conditions will not seek and engage in treatment unsolicited. Nevertheless, such an approach has been the dominant model of behavioral health service delivery in the United States. For the vast majority of treatment programs, services and approaches are configured to address problems in individuals who are assumed to be ready to make changes in their lives. Strategies for successful engagement of clients, especially those who are either not ready or willing to change, are desperately needed. While there are significant systemic barriers to engagement including the proximity and accessibility of services and high costs of care (Kazdin, 2017), treatment providers also influence the extent to which clients engage in treatment. This course is intended for licensed clinicians and will provide information about the challenges of engagement, as well as specific strategies that providers can use to promote engagement in treatment for individuals with substance use and other behavioral health conditions.</p>	Online Course	National Council-Addiction-Foundational Knowledge Certificate, Serving Our Veterans Certificate		
Psychoeducation with Individuals Who Have Significant and Persistent Psychiatric Disorders	<p>As a psychoeducation facilitator, you know that keeping participants active and engaged can sometimes be difficult. Even if you are an experienced practitioner, conducting classes with participants who have a severe and persistent psychiatric disorder can be considerably challenging. In this course you will learn how to effectively conduct psychoeducation sessions that will highlight your strengths and give you some new ideas for improving or expanding your repertoire of skills. You will learn how to prepare for, begin, conduct, and end a session. While many of the skills you learn in this course are applicable to other populations, you will be given specific techniques that are effective for working with individuals who have significant cognitive, emotional, or behavioral impairments. After taking this course, you will have the knowledge to effectively lead a psychoeducation course with individuals who have severe and persistent psychiatric disorders. A series of interactive exercises and vignettes will help facilitate your learning as you progress through the course. This course is appropriate for psychoeducation facilitators across a variety of disciplines and experience levels. This module is text-based.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Quality Assurance and Performance Improvement for Direct Care Professionals	<p>Did you know that QI can be implemented within almost any healthcare setting? In fact, QI can prove highly beneficial for achieving improved delivery of service outcomes when correctly put into practice. As a direct service provider, why is QI important to you? For quality improvement to be effective, it is crucial that everyone at your agency or clinic be informed of any QI projects, as well as how their roles and responsibilities might impact the project. The better you understand the QI process, the more proficient you will be in the project as an active participant in improving the quality of services your agency or clinic provides. This course is designed to provide you with an overview of quality improvement, including what it is and how it is best implemented. You will learn relevant aspects of how quality improvement not only impacts your job, but also your clinic or agency's performance. The information in this training will provide you with an overview of several quality improvement models, as well as detailed and specific examples that demonstrate these models in action. After completing this course, you will be armed with the knowledge you need to apply these concepts in your own setting.</p>	Online Course	N/A		
Quality Improvement: The Basics	<p>Change is a vital component to the operation of any business. No matter how good an organization's systems and processes are there will always be times when problems arise and there is always room for improvement. Despite common misconceptions, quality improvement is not limited to the leaders of an organization. Rather, all employees have an integral role in quality improvement. Therefore, it is important for you to understand the quality improvement process. In this course, you will learn the basic concepts of quality improvement and the five-step quality improvement methodology.</p>	Online Course	N/A		
Recovery of Persons with Severe and Persistent Mental Illness	<p>Adults who are recovering from severe persistent mental illness (SPMI) are engaged in a wide array of services within community mental health centers, community-based residential settings, rehabilitation programs, inpatient psychiatric units, and state hospitals. As a mental health service provider within the continuum of services, you are an important member of the team that partners with individuals to help them achieve their personal recovery goals. Your ability to work effectively with this unique population can be enhanced and strengthened by a foundational understanding of key information about SPMI.</p> <p>The main goal of this course is to help you understand the wide array of options available today to help individuals with SPMI recover and lead purposeful, rewarding lives within the community setting. You will learn about the etiology and challenges of SPMIs, the types of medications used to treat SPMIs, and community-based methods of supporting recovery. Using a blend of interactive exercises and detailed case vignettes to reinforce your learning, this training will help you understand and work more effectively with this population.</p>	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		
Recovery Promoting Relationships	<p>Welcome to the course, Recovery Promoting Relationships, in the series, Fundamentals of Psychosocial Rehabilitation. This series addresses the values, beliefs, and principles that are the foundation of psychosocial rehabilitation and recovery-oriented practice.</p> <p>Each class is self-contained and will take 1 - 3 hours to complete. Credit can be applied toward the required hours of education to meet the qualifications to sit for the Certified Psychiatric Rehabilitation Practitioner (CPRP) exam and/or to gain CEUs for CPRPs and other mental health professionals.</p> <p>Course 5, Recovery Promoting Relationships, describes the characteristics of a therapeutic relationship that can facilitate an individual's recovery process as well as the ways it differs from a more traditionally defined relationship. The course includes a review of central PSR themes, the specific characteristics of a recovery promoting relationship, the role of the practitioner as ally, and addresses the importance of culture on assumptions, values, and biases. It includes exercises, first-person stories, and video clips. The course is intended for mental health practitioners working in a psychosocial rehabilitation, recovery-oriented program.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Research-Informed Practices to Treat Children and Strengthen Families	Each year, billions of dollars are spent responding to the legal, correctional, educational, and psychological needs of disruptive youth. Nationwide, oppositional or aggressive behaviors are account for the majority of youth mental health referrals. Evidence suggests that despite recent advancements in the development of evidence-based child mental health service models addressing youth conduct difficulties, engaging children and their families in care and achieving positive mental health outcomes remains a serious challenge in “real world” outpatient clinics. One promising innovation, referred to as the 4R’s and 2S’s treatment framework, is a structured curriculum based approach that systematically incorporates the critical findings from the research literature on effective treatment of conduct difficulties in children. The 4R’s refers to the importance of focusing treatment on strengthening family Roles, Responsibilities, Respectful Communication and Relationships. The 2 S’s emphasizes the importance of directly addressing family Stress and promoting Social Support. Adult caregivers and children work together on these areas via a multiple family group (MFG) format. The MFG consists of a 16-week series of group meetings with 6–8 families present in each group. The service delivery model was developed in collaboration with family members to maximize relevance and engagement.	Online Course	N/A		
Root Cause Analysis	Root cause analysis (RCA) is an approach to investigating adverse events. Its purpose is not to call out individuals who are at fault, but to identify the factors that make such events possible to begin with. Root cause analysis is a team process of discovery. It uncovers information about what happened in order to gain a detailed understanding of why it happened, and to make recommendations that will prevent it from happening again. This course provides staff with an overview of root cause analysis and some of the most common tools used to conduct it.	Online Course	N/A		
Safe Transfers	This course focuses on the safe and effective methods to transfer individuals. Throughout the course, you’ll be asked to make decisions regarding the appropriate assistive devices and the proper lifting techniques.	Online Course	N/A		
Safety In The Field	When you work in the field, you encounter innumerable threats to your safety. Staying safe in the field is vital to your health and the health of the people you serve. To respond quickly, you must prepare for a dangerous situation before it occurs. The purpose of this course is to teach human service workers how to stay safe by using safety techniques while working in the field, delivering services, and conducting meetings at client residences. The safety techniques you will learn can be applied to a variety of settings; however, most of the real-life examples in this course focus on visits to client homes. You will learn tips for how to prepare for, travel to, and conduct site visits while keeping safety in mind, including how to manage critically dangerous situations. This course is appropriate for all staff who make routine home or other field location healthcare visits to persons in community settings. You will gain helpful tools you can use that supplement your agency’s policies regarding safety in the field. Using real-life simulated examples, you will have an opportunity to test your safety awareness skills throughout this course so that you can apply them when you need them most in your own setting. NOTE: While this course uses terms such as “healthcare,” “worker,” and “site visit” throughout, it is intended for a variety of settings and healthcare workers.	Online Course	National Council-Human Service Worker Skills/Development Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
SBIRT: Intervention and Treatment Services for Individuals with Substance use Issues	Professionals in a variety of healthcare settings often see first-hand how excessive drinking or drug use can lead to severe and detrimental consequences. Research indicates that screening and brief interventions can have a significant impact on individuals who have drug or alcohol difficulties. In this course, you will learn step-by-step guidelines about how to integrate screening for drug and alcohol problems into your work, as well as how to conduct brief interventions that “meet people where they are” in their stage of change. You will also learn how to best assist individuals who suffer from more severe substance issues by referring them to the appropriate resource. The information in this training illustrates best practices using the SBIRT (Screening, Brief Intervention, and Referral to Treatment) approach outlined by SAMHSA’s Center for Substance Abuse Treatment. Throughout this course, you will practice applying what you learn through a series of interactive exercises. Taking this course will give you the tools you need to successfully screen and provide brief interventions for substance use issues in your own healthcare setting.	Online Course	National Council-Addiction-Foundational Knowledge Certificate		
Screening, Brief Intervention, and Referral to Treatment of Older Adults With Opioid SUD	<p>This course will describe specific risks related to opioid use in the aging population and address the need for increased screening of older adults in medical settings regarding substance use and abuse. It will discuss the “SBIRT” model of intervention (Screening, Brief Intervention, and Referral to Treatment) along with other simple and useful techniques that this presenter has found through trial and error over the past ten years of screening adults and elders in medical practices.</p>	Online Course	N/A		
Self-Advocacy and Recovery	At its most basic level, self-advocacy means standing up for yourself and finding your voice. Mental health consumers do not always exercise their right to do this and therefore their needs are sometimes left unmet. The decades-long movement towards recovery for all persons with mental illness has created the need for specific information for advocating for this population on a consumer-to-consumer basis. This course is based on the Self-Advocacy guides by the National Mental Health Consumers’ Self-Help Clearinghouse and on the pioneering work of many recovery experts who are part of the Self-Advocacy movement. Consumer advocates can bring their own lived experiences with mental health service’s systems to bear on behalf of individual consumers, even advocating politically for change. The contents of this course are presented for use by both trained professionals and paraprofessionals, as well as peer advocates for consumers with serious mental health disorders.	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		
Serious Mental Illness and Respiratory Disease	<p>People with severe mental illness (SMI) have a higher prevalence of respiratory diseases than the general population and often have worse health outcomes due to their respiratory disease. Many factors contribute to worsened physical and mental health outcomes in individuals with co-morbid SMI and respiratory disease, including genetics, lifestyle choices, poor access to and quality of care, smoking, and in many cases, poor adherence to medication which may be attributable to some level of cognitive impairment. Self-management and behavioral change, often difficult in people with SMI, are integral components of caring for respiratory disease. This course is designed for behavioral health professionals who work with individuals with SMI. You will learn ways to assist your clients in managing COPD and other respiratory diseases. You will gain some insight into how to help your clients improve general health and impact their quality of life.</p>	Online Course	National Council - Integrated Care Certificate		
Sexual Harassment for Employees	Sexual harassment makes it hard for workers to feel comfortable and do their job. It also creates problems for employers. This course will help employees working in any industry to understand what sexual harassment is and what they can do about it.	Online Course	N/A		
Sexual Harassment for Supervisors	This course is designed to provide greater awareness of sexual harassment in the workplace, steps to take to prevent it, and methods to deal with it if it does occur. The course will focus on federal and state laws, liability issues, harassment policies, employee rights, supervisor responsibilities, and investigation procedures.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Sexual Harassment- NY Mandatory Training	<p>New York law prohibits sexual harassment. Although it may sound like a simple concept, sexual harassment can be difficult for individuals to truly comprehend, including what is considered "sexual harassment" and what they should do about it. Current laws set out specific requirements that someone must prove if they plan to show that they were harassed. Understanding those requirements can help companies and individuals avoid the behavior that might constitute sexual harassment. This course will identify those requirements.</p> <p>Understanding the behavior that might constitute sexual harassment is not enough. Employees must be able to recognize sexual harassment to not only avoid it, but also to know how to prevent it, and when to report it if it should occur. A supervisor needs to know what actions to take when harassment is observed, or allegations are made. Court decisions continue to hold supervisors to a high behavior standard, not only in terms of their own behavior, but also in terms of how to respond to sexual harassment by employees, customers, or vendors. It is important that all staff understand that "abusive conduct" is also unlawful.</p> <p>In the workplace, you are busy. You have tasks to accomplish and people to please. You may not be excited to sit through this interactive training on sexual harassment, especially with the pressures of your job on your mind. It is perfectly understandable. The concepts of this training, however, are part of your responsibilities. In fact, New York law requires all employees at all levels of the organization to take sexual harassment training. If you are in a position as a supervisor and do not understand your responsibilities, you are putting your employer, and potentially yourself, at risk. Understanding the law on sexual harassment will help you eradicate it in the workplace, as well as protect yourself and your employer.</p> <p>This course will not only teach the basics of sexual harassment law but, through case scenarios and exercises, it will also provide a clear understanding of how to effectively respond to sexual harassment.</p>	Online Course	N/A		
Sharps Injury Prevention and Response	<p>Have you ever experienced a cut or injury from a sharp or needlestick? Do you follow sharps injury prevention protocols every time you handle a needle or other sharp? In this course, you will learn about types of sharps, what to do if you experience a sharps injury and how you can prevent injury caused by sharps. You will encounter several scenarios where you will apply your knowledge of sharps and how to prevent sharps injury.</p>	Online Course	N/A		
Social and Emotional Development in Early Childhood	<p>Social and emotional development in young children is paramount to their ability to learn academic skills, get along with others, solve problems, and cope with difficult situations. Some research would even argue that social and emotional health is the key to one's overall success. The foundation for social and emotional development is built during early childhood. This course will explain what social and emotional development encompasses, discuss why it is important and explore what role self-regulation has in impacting overall social and emotional health in children. In this course, you will also learn what social and emotional developmental milestones you can expect for children birth through age five and activities and strategies that caregivers and professionals can use to help promote healthy social and emotional skills.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Solution-Focused Therapy	We live in a fast-paced world, where clients want quick results. The field of mental health is no different. Clients and insurers typically want brief and effective treatment. Clinical guidelines for many psychiatric disorders recommend a combination of psychotherapy and pharmacological treatment. Unfortunately, pharmacology continues to take precedence in many front line treatment centers, likely due to the misperception that effective psychotherapy needs to be lengthy and time intensive. Instead, research evidence supports that brief therapy models, such as solution-focused therapy (SFT), are efficacious and are more easily integrated into many primary health care settings than lengthy psychotherapy models. The main goal of this course is to give you the tools you need to accurately identify and treat clients who are appropriate for solution-focused therapy. You will learn the basic tenets of solution-focused therapy, its process and approach, the primary techniques, and its utility in treating individuals and families with a variety of psychosocial problems. Experiential lessons, research-based information, and detailed case studies throughout this course will help you apply solution-focused therapy to a wide variety of individuals.	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		
Staff/Volunteer Management in Disasters for Information and Referral Providers	When disaster strikes, will you and your Information and Referral (I&R) program be ready? This interactive course will help I&R managers and front-line staff better plan for disasters, both on a personal and organizational level. It will also cover some of the challenges of rapidly “ramping up” during a disaster and how to best handle the stress that is experienced when working in a disaster. The course relates mainly to U.S. disaster management structures. Note that this course does not cover the service delivery aspects of providing I&R in a disaster. AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a> .	Online Course	N/A		
Strategies for Supervisors: Reducing Restraint and Seclusion	This course is for supervisors who want to learn how to effectively implement strategies for reducing restraint and seclusion in their organization. The content of this course is based on the CWLA publication, Reducing the Use of Restraint and Seclusion, by Lloyd Bullard, Darren Fulmore, and Katherine Johnson. This course is designed to prepare direct service supervisors and other agency managers to create treatment environments that are effective in meeting the needs of children and families while successfully reducing the use of seclusion and restraint. Data are presented regarding the physical and psychological risks and consequences for children, and concomitant risks to agencies, when seclusion and restraint are employed. Provisions of federal legislation governing the use of seclusion and restraint are covered. <b>Specific strategies for agencies and supervisors to implement involving such critical components as supportive leadership, organizational culture, agency policies, staff development, treatment milieu, and quality control procedures</b> that will aid in the elimination of unnecessary incidents of restraint and seclusion are presented.	Online Course	N/A		
Strengths Based Approach in Working with At-Risk Youth	This course will help you understand how to apply the strength-based model to specific age and developmental groups. You will learn why this is important and explore techniques and interventions specific to the various age groups.	Online Course	N/A		
Strengths-Based Perspectives for Children’s Services Staff	Far too often, people use language and labels that focus on an individual's challenges and problems. The Strength-Based Perspective is a way of thinking about clients and families from the viewpoint that all people have strengths and characteristics that help them to be productive and have good mental health. The main goal of this course is to teach you the basic characteristics and principles behind the strength-based perspective. You will gain an understanding of the core concepts of the strength-based perspective, as well as the importance of the language you incorporate into your everyday work. This training is appropriate for any paraprofessional working in the field of children's services. Interactive exercises and real-life case vignettes, along with four specific tools will help guide your assessments and interventions, thereby improving your approach to helping others.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Stress Management for Behavioral Health Professionals	As a behavioral health professional, you are prone to unique stressors, which may lead to physiological, emotional, and spiritual symptoms. Throughout this course, you will learn practical tools and strategies to prevent and even overcome the negative effects of stress/compassion fatigue. Neglecting yourself can cause a negative chain reaction that will quickly become evident to those you work with. This course is about learning to "practice what you preach."	Online Course	N/A		
Structural and Strategic Family Therapy	<p>Working with families can be exciting and extremely productive, but family therapy presents many challenges. Families are complex, and many times family members are experiencing significant stress and conflict related to the presenting problem. Also, family systems have a natural inclination toward homeostasis and can present great resistance to change. You will need to be equipped and practiced with methods to handle this resistance in order to help the family make positive changes.</p> <p>In this course, you will learn essential treatment techniques of brief family therapy that support families to decrease negative or hostile interactions, increase flexibility in roles and functions, and communicate in a way that problems can be addressed effectively. You will also learn critical techniques to engage challenging families and set the stage for change. Lastly, you will learn how to apply these techniques in a way that supports families to make real progress within a brief model framework.</p> <p>You will have a chance to practice and reinforce concepts you learn through a series of interactive exercises and mini-quizzes. The material in this course is appropriate for both beginning counselors and seasoned professionals alike.</p>	Online Course	N/A		
Structured Group Therapy Approaches	As a mental health professional, your job may require that you help individuals manage their mental illness effectively or you may be assisting people to reduce their functional impairments. Whether you are an entry-level or intermediate-level mental health worker, this course is designed to help you better facilitate structured group therapy (SGT) for people who are recovering from severe persistent mental illness. You will learn why group therapy is an evidence-based intervention and what makes SGT distinct. You will learn specific components of SGT and how to implement each phase in an effective and timely manner. This course provides you with explicit training on how to improve group attendance, participation, and productivity by discussing specific strategies to do so. Finally, you will learn how to effectively gain the information you seek from group participants. Interactive learning and experiential exercises will help you on your way to facilitating successful group therapy sessions with the people you are working with.	Online Course	N/A		
Structured Group Therapy Approaches	As a mental health professional, your job may require that you help individuals manage their mental illness effectively or you may be assisting people to reduce their functional impairments. Whether you are an entry-level or intermediate-level mental health worker, this course is designed to help you better facilitate structured group therapy (SGT) for people who are recovering from severe persistent mental illness. You will learn why group therapy is an evidence-based intervention and what makes SGT distinct. You will learn specific components of SGT and how to implement each phase in an effective and timely manner. This course provides you with explicit training on how to improve group attendance, participation, and productivity by discussing specific strategies to do so. Finally, you will learn how to effectively gain the information you seek from group participants. Interactive learning and experiential exercises will help you on your way to facilitating successful group therapy sessions with the people you are working with.	Online Course	National Council-Mental Illness and Recovery - Theories and Techniques Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Substance Use and Risk of HIV, Hepatitis, and Other Infectious Diseases	Substance use is associated with increased risks and prevalence of HIV, hepatitis, and other sexually transmitted infections (STIs). According to the World Health Organization (2016a), of the 2.3 million people worldwide that are co-infected with HIV and the hepatitis C virus (HCV), over 60% (1.4 million) are injection drug users. Untreated substance misuse can delay identification and treatment of STIs including HIV and hepatitis and increases the risk of transmission to others. Substance misuse can reduce the efficacy of HIV and other STI treatments and can increase progression of HIV disease. This course will show you the scope of the problem and present you with evidence-based tools to identify and address substance misuse in the populations you serve. You will learn about available treatments for HIV, hepatitis, and other STIs as well as how alcohol and other drug use can interfere with treatment adherence and efficacy. This course is suitable for healthcare professionals including providers in primary care, family planning, community health programs, mental health and substance use disorder treatment programs, and hospital-based programs.	Online Course	N/A		
Substance Use and the Family for Paraprofessionals	It is well known that alcohol use disorder is quite prevalent and can have significant negative impact on the lives of those with this disease. Past research and treatment have focused primarily on the challenges facing individuals with alcohol use disorders and on accessing supports to aid in the individuals' recovery. There is growing evidence, however, that alcohol use disorder is much better understood within a family and relationship context. In this training, you will learn about the impact that alcohol use disorder has on families, the family dynamics that can contribute to it, and the abundant research that indicates that family interventions can play a significant role in recovery. Employing a combination of comparative research, experiential exercises, and self-study, this course provides a foundation for addressing alcohol use disorder in the context of the family rather than focusing on individual therapy or self-help groups. This training is appropriate for paraprofessionals who want to expand their understanding of alcohol use disorder in a family context.	Online Course	N/A		
Substance Use Disorder Treatment and the LGBTQ Community	<p>&lt;p&gt;This course provides you insight and information into the scope and prevalence of substance use disorders (SUD) in the LGBT community. You will be introduced to the common terminology you may see or hear when working with this population in this context.&lt;/p&gt;</p> <p>&lt;p&gt;&amp;nbsp;&lt;/p&gt;</p> <p>&lt;p&gt;As you learn more about the LGBT community, you will begin to explore and understand some of the issues this community faces that may contribute to higher rates of substance use disorder. You also will examine treatment models that have been shown to be effective when working with this population, along with limitations to treatment.&lt;/p&gt;</p> <p>&lt;p&gt;&amp;nbsp;&lt;/p&gt;</p> <p>&lt;p&gt;Case vignettes and interactive exercises will help you to apply your learning and work out potentially difficult circumstances when working with LGBT substance-users. At the end of the course, you will have a firm understanding of how to provide culturally competent care for substance use disorders to this community.&lt;/p&gt;</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Substance Use in the Family	<p>Alcohol use can have a destructive effect on individuals, as well as their families and loved ones. The main goal of this course is to give you in-depth knowledge about research concerning the impact of alcohol use disorders on families, as well as the family's impact on the development and persistence of alcohol use. You will learn the fundamentals of the family systems approach that are essential for you to understand the complicated dynamics of families struggling to deal with the impact of alcohol use disorders. You also will learn about factors that influence recovery, as well as the effectiveness of specific intervention models that are used for substance abuse. Furthermore, you will be able to identify specific risk factors that are related to developing an alcohol use disorder. Vignettes and interactive exercises give you the opportunity to apply these concepts so that you can expand your effectiveness with the families you encounter in your work. This course is intended for entry and intermediate level healthcare professionals.</p>	Online Course	National Council-Addiction-Foundational Knowledge Certificate		
Substance Use in Women Across the Lifespan	<p>For many years, substance use research routinely excluded women, leading to an accumulation of data and treatment recommendations that are heavily biased toward men. As this has shifted in recent decades, it has become clear that women have different pathways to the development of a substance use disorder, as well as different risk factors, treatment needs, and barriers to treatment, compared to those of men (SAMHSA, 2011). In this course, you will learn about the effects of age and life transitions on alcohol and drug use in women and how these are reflected in treatment methodologies. A host of stressors and life transitions can be accompanied by significant changes in substance use and can be implicated in women's development of a substance use disorder. Through a blend of didactic information and interactive exercises, you will learn ways that you can provide gender-sensitive treatment to women struggling with substance use or at risk of developing a substance use disorder.</p>	Online Course	N/A		
Substance Use Treatment and the Stages of Change Model	<p>Are the people you serve resistant to change? Do you find it difficult to help clients move from one stage of recovery to the next? Are you able to tailor the interventions you deliver to the unique needs of the clients you are serving when they seem unready or unmotivated to change their behavior? Do you know how to avoid common provider pitfalls that inhibit client motivation at particular stages of change?</p> <p>In this course, you will review updates to the widely adopted transtheoretical model (TTM), or stages-of-change to help better inform the treatment you provide to individuals with substance use disorders. The information in this training can be translated to other illnesses that require behavior change to take place. You will learn about each stage of change, a staple in recovery-oriented language, as it relates to an individual's self-motivation to address their own recovery.</p> <p>Using case vignettes and interactive exercises, you will learn how to apply these skills when you need them most in your own setting. This training is geared toward behavioral health clinicians and those who are at the forefront of delivering treatment for individuals with substance use disorders in behavioral, addiction, and integrated treatment settings. After taking this course, you will have gained a deeper understanding of how to more effectively translate the stages of changes into your everyday practice, both theoretically and clinically.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Sudden Infant Death Syndrome	<p>About 3,500 infants die suddenly and unexpectedly each year in the United States. Sudden Infant Death Syndrome (SIDS) is the leading cause of death among infants between one and twelve months old. Although the overall rate of SIDS in the United States has declined more than threefold since 1990, reducing the risk for SIDS remains an important public health concern.</p> <p>This course is appropriate for anyone working with children, parents, or families of young children. It provides a basic overview of SIDS and how to reduce the risk. This training begins by describing SIDS characteristics and factors that increase or decrease an infant's risk. You also will learn how law enforcement and physicians collaborate to diagnose SIDS. Finally, you will have a better understanding of how to help families of SIDS babies.</p> <p>Through the use of interactive exercises and real-life scenarios, you will be on your way to helping families deal with the tragedy of infant loss.</p>	Online Course	N/A		
Suicide Risk Factors, Screening, and Assessment	<p>As a healthcare professional who deals with at-risk people, you know that those who are in distress are at an increased risk of suicide and that screening for suicidality is the first step in the process of prevention. This course dispels some of the common myths about suicide and provides you with up-to-date and accurate information about best practices in suicide screening and assessment. You will learn about specific factors that elevate risk of suicide and about some specific high-risk groups. Through a blend of didactic and interactive exercises, you will learn how to use screening instruments and several different models of comprehensive suicide assessment. The information you learn in this course will help you potentially save the lives of the at-risk population you encounter.</p>	Online Course	N/A		
Suicide Screening for Direct Care	<p>In the past decade, the number of deaths by suicide has increased, and even greater numbers of people attempt or have frequent thoughts about suicide. It is therefore likely that you will encounter suicidal individuals in your work. Many providers are fearful of discussing suicide with their clients, as they feel unsure of what to say. This course will provide you with a brief overview of factors to consider when working with potentially suicidal clients. By understanding some basic elements of screening and ways to discuss suicide openly, you will be better able to support suicidal clients.</p> <p>Note: This course provides only a brief overview of the topic of suicide screening. More in-depth content is covered in our other courses on the subject.</p>	Online Course	N/A		
Supervisor's Guide to Safety in Orientation	<p>This course covers a topic that every supervisor dreads: hiring and onboarding for a vacant position. This means having to recruit, hire, and train a new employee. It can also mean having to work additional hours until the position is filled. This course will help you identify ways to hire and train new staff who will keep that position filled! Providing staff with training that gives them the skills necessary to "do the job" is essential. You will use a combination of self-study and interactive exercises to enable you to understand the importance of the new-hire orientation process and become aware of what to expect during the process. You will also identify safety issues that are important for all staff to be aware of in performing their jobs. This information is appropriate for managers and supervisors who are responsible for training new staff in a variety of direct care positions.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Supporting Recovery for Individuals with Schizophrenia	<p>As researchers bring new insights to light about schizophrenia and new treatments are developed, the prevailing view today has shifted to that of recovery, defined as a process whereby an individual improves their general wellness and lives life to their fullest potential. This is in stark contrast with the historical view of schizophrenia, which pessimistically described it as a chronic, devastating brain condition, offering little hope to those affected by it. Recovery is instead marked by optimism and hopefulness, rather than emphasizing disability or chronicity of impairment, and is predicated upon access to evidence-based interventions and a range of recovery support services. This course was designed to help licensed behavioral health professionals expand their understanding of the wide array of options to help individuals with schizophrenia recover and lead purposeful, rewarding lives within the community setting. You will learn about the etiology and challenges associated with schizophrenia, as well as evidence-based interventions for supporting recovery. Using a blend of didactic information and detailed case vignettes to reinforce your learning, this training will help you understand and work more effectively with this population.</p>	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		
Supporting the Supporter: Family Caregivers of Older Adults	<p>Family members provide the overwhelming majority of the care to older adults with neurocognitive disorders or other behavioral health disorders. While crucial to the maintenance of older adults in the community, care provided by family member caregivers can take a significant physical and emotional toll on them. Drawing upon information from Cassie and Sanders' Familial Caregivers of Older Adults, as well as Schultz and Sherwood's Physical and Mental Health Effects of Family Caregiving, the main goal of this course is to help human service professionals identify the most common needs of family caregivers. The material in this training is designed to familiarize human service professionals of all levels with the major types of effective clinical and psychosocial interventions that can benefit family caregivers so that they can maintain their quality of life and well-being. The blend of instructive information, interactive exercises, and case vignettes in this course will help you recognize the needs of family caregivers that you serve so that you can provide them with the information, support, and resources they need most.</p>	Online Course	N/A		
Team Building: Introduction	<p>Knowing how to work in teams is essential for success in most jobs. Organizations rely on teams to solve problems and complete complex tasks. In addition, team membership and team leadership create opportunities to gain skills needed to be successful. In this course, you will learn about teams and how to be an effective team member.</p>	Online Course	N/A		
Telehealth in Clinical Practice	<p>Many individuals with behavioral health problems are not able to access behavioral healthcare. Telehealth is designed to enable everyone to have access to healthcare, regardless of their location. This course aims to teach you about what telehealth is, provide a brief history of telehealth, and discuss the research base supporting telehealth for behavioral health services. You will gain knowledge of using telehealth technologies for behavioral health services, including potential advantages and challenges. Information and vignettes will be blended to offer practical strategies that you can apply in your own setting to use telehealth for adults with behavioral health issues.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
The Fundamentals of Traumatic Brain Injury (TBI)	<p>What is a TBI and what effects does it have on individuals, their families, and the behavioral healthcare providers who serve them? Following the wars in Iraq and Afghanistan, thousands of Service members, civilian contractors, and even reporters sustained traumatic brain injuries (TBI) due to Improvised Explosive Devices (IEDs) and other blasts.</p> <p>This course is intended for any behavioral healthcare provider interested in gaining competency in working with Military-connected individuals who have sustained a TBI. It covers information regarding the mechanisms, warning signs, severity levels, and best practices for working with people who have sustained a TBI. A blend of instructive information and interactive vignettes provide you the tools you need to apply concepts you learn.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	Serving Our Veterans Certificate		
The Impact of Deployment and Combat Stress on Families and Children, Part I: Families and Deployment	<p>Welcome to Part 1 of <em>The Impact of Deployment on Families and Children</em> series.</p> <p>The goal of this 2-part course is to help you better understand the challenges experienced by Service members and their families throughout the deployment cycle, as well as how you can best promote resilience in military families.</p> <p>Part I of this course begins by introducing you to some general demographic information about military families. Next, common stressors and challenges these families face will be presented. The remainder of the course will focus on information regarding the deployment cycle, including how it impacts the Service member and family.</p> <p>Having a clear understanding of deployment and reintegration-related stressors will better equip you to engage in treatment with this important client group.</p>	Online Course	Serving Our Veterans Certificate		
The Impact of Deployment and Combat Stress on Families and Children, Part II: Enhancing Resilience	<p>Welcome to Part 2 of <em>The Impact of Deployment on Families and Children</em>.</p> <p>This course is designed to provide resources to guide behavioral healthcare professionals to assist children, couples, and families in successfully adapting to the challenges associated with the cycle of deployment. It is critical for behavioral healthcare professionals working with this population to recognize the complexities of deployments on family relationships.</p> <p>The goal of this course is to introduce you to the risks and protective factors that impact military families throughout the deployment cycle, and, specifically, how to increase resiliency in couples and children negotiating the challenges of deployment.</p> <p>It is highly recommended that you take Part 1 of this course prior to taking Part 2. Also, if you are not familiar with the military, it is highly recommended that you take the course Military Cultural Competence prior to taking this course.</p>	Online Course	Serving Our Veterans Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
The Impact of Parental Substance Use Disorders	<p>This course will provide insight and information about the ways in which children and families are affected by substance use disorders in the parents. You will explore the ways alcohol and drug use impact a person who is using, and how, as their use progresses, it impacts their ability to care for their children. You will understand how parental substance use affects a child's neurobiological, emotional, and social development from pre-birth to adolescence. In addition, you will explore the family dynamics that can develop when one or both parents are abusing alcohol and drugs. Finally, you will explore various treatment models for children living in these circumstances, as well as treatment options for parents with substance use disorders. At the end of this course, you will have a better understanding of how to help families of children living with parents with substance use disorders.</p>	Online Course	N/A		
The Information and Referral Process	<p>Helping you help people, this interactive course is for new staff at Information &amp; Referral (I&amp;R) organizations who will be responsible for handling I&amp;R inquiries, for the supervisors who oversee this essential work, and for existing staff needing to reacquaint themselves with key principles. The content provides an overview of the activities of an I&amp;R Specialist, a detailed analysis of the I&amp;R process and the communication techniques required to assist in that process. It also represents a useful preparation for more experienced staff who are preparing for an AIRS CIRS or CIRS-A examination.</p> <p>The course was written by AIRS staff member, Clive Jones, a former President of InformCanada, who is responsible for the AIRS Certification Program, in addition to assisting with training and standards development. It was adapted from material within The ABCs of I&amp;R (copyright AIRS). Additional AIRS online courses deal in more detail with specific aspects of the I&amp;R process such as advocacy and crisis intervention.</p> <p>AIRS is the nonprofit Alliance of Information and Referral Systems at <a href="http://www.airs.org">www.airs.org</a>.</p>	Online Course	N/A		
The Power of Personal Outcome Measures®	<p>Have you found yourself or your organization "stuck" in a compliance mode of thinking? Now it's time to go beyond the basics to the real quality of life issues and develop a culture of person-centeredness. CQL   The Council on Quality and Leadership's Personal Outcome Measures® form the foundation for organizational quality enhancement. The Personal Outcome Measures® are short, clear, and written in plain English. Personal outcomes are important because they put listening to and learning from the person at the center of organizational life. This training is designed for staff at all levels in human service organizations. It presents in-depth knowledge on defining quality, outcomes, and Personal Outcome Measures® and their role in your organization's quality enhancement program. This course will use a blend of didactic information and experiential exercises to give you a clear understanding of the importance of a person-centered approach to quality. This series of e-learning courses lays the foundation for a deeper understanding of the personal outcomes approach, identifies and explains the 21 personal outcomes across services settings, and explores the practical use of personal outcomes. Developed by a team at CQL   The Council on Quality and Leadership, each course works as a stand-alone learning opportunity, but you are encouraged to complete them as a suite in order to gain as much in-depth knowledge and as many skills as possible. These courses provide an introduction for staff that are new to personal outcomes and can be used as an orientation for new staff as well as a component of staff development.</p>	Online Course	N/A	X	

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
The Risk Management Process – From Identification to Monitoring Results	Human service providers continue to operate in a challenging environment. Changes in service delivery methods as well as funding sources all have the potential to contribute to a greater exposure to risk. As they are mission focused, they may not have the experience or resources necessary to effectively manage risks. This course will use a combination of interactive exercises and self-study to address this issue and promote an awareness of the risk management process. It will introduce methods of risk identification and different types of risk treatment. The most significant pitfalls of a risk management program will also be discussed. The target audience for this course is administrators, safety officers, and quality management.	Online Course	N/A		
The Role of Parent Peer Support in a System of Care for Children and Youth	CMS and SAMHSA jointly issued a bulletin in May 2013 identifying parent peer support as a one of the key services that can enable children with complex needs to live at home and participate fully in family and community life. States, communities and providers often ask what parent support looks like, is it different from adult peer support, where does it fit and how can it be financed? Parent peer support looks very different from adult peer support. This session will provide an overview of developing a parent support program as part of a provider network and the range of services that can be provided through parent support. Topics will include: Definition of parent support and role parent support provider; models and levels of parent support; staffing and training; financing options for parent peer support. This session is appropriate for providers of behavioral health services for children and families, state and local administrators, family leaders, and advocates.	Online Course	N/A		
The Role of the Behavioral Health Interpreter	In this course, you will learn about the variety of roles and functions in which behavioral health interpreters engage. Interpreters, other mental health professionals, and consumers alike benefit from you having a solid understanding of different types of interpreting, tools available to you, and techniques for interpreting. Given the diverse groups that you are likely to be working with, this course also gives you an overview of the standards and competency criteria for Culturally and Linguistically Appropriate Services (CLAS) for healthcare interpreting. Finally, we will discuss the challenges of interpreting in health and human service settings. This course blends a didactic approach with interactive exercises that give you the chance to apply the knowledge you gain along the way. Armed with this information, you'll be well-prepared to know how to most effectively provide interpretation services in a health and human service setting. Disclaimer: Some states have adopted their own healthcare interpreter ethical principles, protocols and standards. Check with your state regarding possible state-specific guidelines.	Online Course	N/A		
The Role of Wellness in Recovery	Behavioral health conditions are among the most common health disorders in the United States, affecting nearly 50% of adults at some point during their lifetime (Mental Health America, 2015). In addition to the difficulties presented by mental health and/or substance use disorders, individuals with behavioral health conditions often face other health challenges that impact their wellness. More evidence has accumulated showing that a person's physical and emotional wellness are linked. To effectively improve the well-being of individuals diagnosed with behavioral health conditions, it is essential that we consider and address all aspects of wellness. Effective behavioral healthcare cannot be provided in a vacuum that ignores the other dimensions of the person's well-being. In this course, we will describe the various dimensions that collectively contribute to a person's wellness. We will discuss how tools that promote wellness can have a positive impact not only on the person's emotional functioning, but on specific health outcomes and overall longevity. Specific wellness programs and strategies will also be described so that you can incorporate these tools as you support others or embark on your own wellness journey.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
The Transition to Supervisor	Congratulations! You have been promoted into a supervisory role! You have distinguished yourself in your work, and that fact has been recognized by your managers. With that promotion come a new role and new responsibilities – some expected and others not. You have a new set of expectations for your work, and you are the voice of the organization in the team you now lead. This course is designed to prepare you for a smooth initial transition to your new position of leadership. It will cover the basics of changing relationships and how to handle difficulties along the way.	Online Course	N/A		
The Treatment of Chronic Pain	This webinar provides an overview of the nature of pain, and differentiates between acute pain and chronic pain conditions. Developmental and other factors that are predictive of pain chronicity will be discussed, along with key issues to consider in the assessment of pain. The challenges of treating patients with chronic pain will be addressed, including the factors that may have contributed to the overuse of opioid medications in the treatment of chronic pain, and an overview of pharmacological and non-pharmacological approaches to pain management.	Online Course	N/A		
The Twelve Steps	The course will present healthcare providers with an overview of the twelve step recovery program. You will learn about the history of twelve step programs, the mission of Alcoholics Anonymous, as well as the beliefs of the organization, and other organizations that have adopted the twelve step model. By the end of the course you will be able to describe each step in the twelve step program and promote empathy for individuals in support groups. This course will emphasize Alcoholics Anonymous, since this was the original program upon which others were later modeled.	Online Course	National Council-Addiction-Foundational Knowledge Certificate		
The Two Most Common Forms of Workplace Violence: Hostile Encounters and Domestic Violence	This program will emphasize the most common forms of workplace violence which are low level, aggressive and hostile encounters, and domestic violence impacting job performance and security. The first half will focus on the actual de-escalation of aggression. This is for the early stages of belligerence with angry employees, clients and visitors. The second half of the program will address the concern of Domestic Violence spilling over into the workplace. With 75% of female occupational homicides (non-robbery) caused by ex-partners, it is the greatest threat to women in the workplace. However, the impact on job performance is much broader issue that impacts almost every large company. This webinar will help participants learn how to identify potential victim-employees, approach appropriately and offer effective support as well as learn the unique challenges in security planning.	Online Course	N/A		
Therapeutic Boundaries	<p>As a mental health clinician, you may find yourself in situations where you or the people you work with may blur the therapeutic boundary. In some cases, this “crossing of the boundary” may strengthen the therapeutic relationship and enhance treatment effectiveness. However, boundary crossing poses a serious risk, as it can also harm those individuals you aim to help. For this reason, it is crucial that mental health professionals are aware of the potential risks and danger signs.</p> <p>This course explains the concept of a therapeutic boundary and how it differs from a social relationship. You will learn about the ethical role of the clinician, the difference between boundary crossings and boundary violations, and how to recognize potentially dangerous situations. As you master these skills, you will become more effective in maintaining an appropriate relationship between you and the individual(s) you serve.</p> <p>This course, which includes clinical case examples and interactive exercises to reinforce your learning, is appropriate as a review for experienced mental health clinicians as well as an introduction for less-experienced mental health clinicians or health professionals specializing in areas other than mental health (particularly nurses, social workers, addiction professionals, and certified counselors).</p>	Online Course	National Council-Human Service Worker Skills/Development Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Trauma and Substance Use	<p>According to the Substance Abuse and Mental Health Services Administration’s (SAMHSA) concept of a trauma-informed approach, “A program, organization, or system that is trauma-informed seeks to actively resist re-traumatization.” Most importantly, it responds by fully integrating knowledge about trauma into policies, procedures, and practices. Beyond recognizing the signs and symptoms of trauma, this course teaches you about its pervasive effects for people served, their families and caregivers, as well as others involved with the system. You will recognize the extensive impact that trauma leaves, along with avenues for recovery among individuals who have developed substance use disorders (SUD) due to experiencing traumatic events. The information in this training also discusses the problematic issue of substance misuse as a pathway to re-traumatization through risky behaviors, victimization, and substance use disorder. From Seeking Safety and the Sanctuary Model to the Addiction and Trauma Recovery Integration Model (ATRIUM), you will gain knowledge about trauma-informed evidence-based interventions, along with best practices used to treat individuals with trauma-related substance use disorders. After taking this course, you will have the skills you need to apply trauma-informed principles in clinical practice.</p>	Online Course	N/A		
Trauma and the Brain	<p>Many people intuitively understand that a traumatic blow to the head can result in damage to the brain, leading to potentially devastating functional impairment or even death. However, many people, even experienced clinicians, do not always understand that emotional traumas, such as abuse and neglect, also lead to structural and functional brain changes with concomitant symptoms and difficulties. These changes can essentially hardwire the brain to experience heightened fear reactions and other maladaptive responses to environmental triggers. This course is designed for licensed professionals with some foundational knowledge of both trauma and neurobiology. We will delve into the specific ways that psychological and physical trauma can impact both the developing brain during childhood and adolescence, as well as how trauma affects the mature, adult brain. We will also explore some general treatment considerations of which you should be aware so that you can more effectively support individuals who have experienced trauma.</p>	Online Course	N/A		
Trauma-Informed Clinical Best Practices: Implications for the Clinical and Peer Work Force	<p>In a trauma-informed organization, the clinical and peer work force ensures trauma-informed clinical best practices address the effects associated with trauma while honoring the core principles of trauma-informed care. It is an organization’s clinical work that gets to the core of shifting the focus from What is wrong with you to What happened to you. Explore key components to trauma-informed clinical practice, the core competencies of a trauma-informed practitioner and what it means to apply trauma-informed principles across all stages of treatment. Learn more about trauma-specific, evidence-based and emerging best practices, including interventions focused on the mind/body connection.</p>	Online Course	N/A		
Traumatic Stress Disorders in Children and Adolescents	<p>Nearly 35 million children in the United States experience one or more traumatic events in their lives (National Survey of Children’s Health, 2012). These events include abuse, natural disasters, and community violence that can lead to mental disorders. In this course, you will learn about the different mental disorders that often develop in children and adolescents who have been exposed to trauma. You also will gain a basic understanding of the most effective treatments for these disorders. With a blend of interactive exercises, this course offers a number of practical strategies that you can apply in your own setting to better care for children exposed to trauma and other stressors. DSM® and DSM-5® are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	National Council-Children’s Service Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Treating Gambling Problems	<p>Gambling has become increasingly socially acceptable and widely available in the United States. As a result, substance use counselors, behavioral health professionals, primary care physicians, and social workers are increasingly encountering people who are in need of gambling treatment services.</p> <p>Gambling problems are an important public health concern because they are associated with serious physical, social, psychological, financial, and legal problems. Unfortunately, very few individuals with a gambling problem seek help either from a behavioral health professional or through 12-step programs like Gamblers Anonymous (GA).</p> <p>This course provides an overview of gambling problems and focuses on screening, assessment, and treatment. After you complete the course, you will have a better understanding of how to identify and treat a disorder that often goes untreated despite its significant effect on individuals and the community. This course is appropriate for a variety of clinical professionals with basic to intermediate levels of experience.</p> <p>The material in this course is not a substitute for specific training on treatment of gambling disorder. Each client's situation is different and requires clinical judgment to tailor interventions and treatment goals to the needs of the individual. For nationwide, 24-hour access to confidential information and referral services, call The National Problem Gambling Helpline Network toll-free at (800) 522-4700.</p> <p>Disclaimer: DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		
Treating Substance Use Disorders in Older Adults	<p>Alcohol and substance use disorders frequently go under-recognized and untreated among older adults. As the older adult population is going to increase significantly over the next decades, it is critical for healthcare providers to be knowledgeable about recognizing and treating substance use disorders among their older consumers. During this course, you will learn about the risk factors for and symptoms of substance use disorders, along with the barriers to recognizing and treating alcohol/drug problems in older adults. The course provides a comprehensive look at treating substance use, including different levels of treatment, treatment approaches, and treatment programs. It also includes guidelines for treating older adults, as well as age-specific issues to take into consideration such as co-occurring medical or psychiatric problems, prescription drug misuse, and heavy drinking.</p>	Online Course	N/A		
Treating the Opiate Epidemic	<p>The webinar will cover buprenorphine and its clinical use in much more detail including short and long term outcomes. It will also cover psychosocial interventions to be used with these medications and emphasize the need for more buprenorphine prescribers.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Treatment of Opioid Dependence Among Adolescents and Young Adults	<p>While the United States represents less than 5% of the world's population, the country uses about 80% of the world's global opioid supply (Manchikanti et al., 2010). As a consequence of these trends, drug overdose deaths in the U.S. nearly tripled from 1999 to 2014 with over 60% of those deaths involving opioids (Rudd, 2016). More than 80% of adolescents who die from an opioid overdose do so accidentally (Centers for Disease Control and Prevention [CDC], 2017), reflecting in part their lack of understanding and underestimation of the dangers inherent in misuse of opioid medications. Along with increased risk of lethal overdose, adolescents who misuse prescription opioids are at increased risk of severe medical complications that necessitate emergency treatment, progression to drugs with even greater potential for lethality such as heroin, and the development of a substance use disorder. &amp;nbsp;</p> <p>This course will focus on the biological and psychosocial factors that are unique to adolescents and that impact their vulnerability to the negative effects of opioid use. You will increase your understanding of the scope of opioid use disorders among adolescents and young adults and improve your ability to effectively identify and treat problematic, nonmedical use of prescription and other opioids.&amp;nbsp;</p>	Online Course	N/A		
Treatment of Tobacco Use Disorder	<p>Tobacco use exerts a heavy toll on the health of persons with behavioral health disorders. For decades, healthcare professionals, especially those working in the field of behavioral health, tolerated the use of tobacco among the behavioral health population. Some behavioral health professionals used tobacco as rewards during therapy, while others were fearful that addressing tobacco use might worsen the underlying behavioral health condition. Many professionals also thought that tobacco users with behavioral health conditions were unable or unwilling to quit. That situation is now changing as behavioral health professionals learn more about the impact of tobacco use, particularly involving people with behavioral health disorders. This course provides comprehensive information about tobacco use in the behavioral health population, with special emphasis on smoking behaviors and how to use a number of tobacco cessation interventions. The use of electronic cigarettes and other forms of tobacco will also be discussed. You will learn the epidemiology of tobacco use, the myriad of effects on a person's health, and the increased morbidity and mortality of tobacco use in people with behavioral health conditions. This course will help you understand the unique issues associated with tobacco use in the behavioral health community and the impact of tobacco smoke on metabolizing medications and other drugs such as caffeine. We will also address population-based initiatives including increased taxation and smoke-free policies. DSM<sup>®</sup> and DSM-5<sup>®</sup> are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	National Council - Integrated Care Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Treatment Strategies for Relapse Prevention	<p>Substance use disorders are often referred to as chronic diseases that involve multiple episodes of remission and relapse. Like other chronic conditions such as diabetes, hypertension, and asthma, relapse rates associated with substance use and addictive disorders are extremely high (National Institute on Drug Abuse, 2018). As with other chronic conditions, relapse to substance use disorders is most effectively treated through a combination of pharmacological and behavioral interventions. Relapse prevention strategies are a fundamental aspect for the successful treatment of substance use disorders, whether the treatment modality is inpatient, outpatient, short-term, or long-term in nature. Developing and implementing an effective relapse prevention plan with your clients will be a key to their successful ongoing recovery. The purpose of this course is to introduce you to theories of relapse and the empirically validated and evidence-based strategies for the prevention of relapse. You will receive a brief primer on addiction to inform your knowledge of relapse. Next, you will learn about concepts associated with relapse and factors that contribute to the risk of relapse. Finally, you will discover strategies for preventing relapse. This course is appropriate for professionals who work with individuals who are attempting to recover or are in recovery from a substance use disorder. The course content is geared toward individuals with a foundational knowledge of substance use disorders. It is recommended that you review the diagnostic criteria for substance use disorders found in the DSM-5&amp;trade;.</p>	Online Course	National Council-Addiction-Foundational Knowledge Certificate		
Tuberculosis Overview	<p>Fever, loss of appetite, chills, night sweats, and a persistent cough are symptoms that could indicate the potential presence of tuberculosis (TB). When these symptoms are present it is important to seek medical treatment to determine if an individual has active TB disease. Additional follow up with a health care team can also be required since some symptoms are less obvious. Tuberculosis can be contracted through the air, therefore quick identification is imperative in the prevention of the spread of this disease process. This course is designed for individuals working with people who may have tuberculosis. You will be able to review the significance of TB, the health factors associated with the disease, and the populations at greatest risk. You will then review case scenarios to determine if signs and symptoms depict the presence of tuberculosis and find the best way to aid in the prevention of the spread of this infection. By the end of the course, you will be able to identify symptoms of the infection, disease management, infection control practices, and ways to apply your new knowledge in your own work environment.</p>	Online Course	N/A		
Tuberculosis: The Basics	<p>Symptoms such as fever, loss of appetite, chills, night sweats, and a persistent cough can warn you of the potential presence of tuberculosis. It is important to seek medical treatment to determine if an individual has active TB disease when these symptoms are present. Because some symptoms are less obvious and may require additional follow up with a health care team. Tuberculosis can be contracted through the air; therefore, quick identification is imperative to prevent the spread of this disease.</p> <p>This course is designed for individuals working with people who may have tuberculosis. You will review case scenarios to determine if signs and symptoms depict the presence of tuberculosis and find the best way to prevent the spread of this infection. By the end of the course, you will be able to identify infection control practices and apply them in your own work environment.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Understanding ADHD For the Paraprofessional	<p>More than six million children between the ages of 3 and 17 in the United States have been diagnosed with attention deficit hyperactivity disorder (ADHD). Children with ADHD often have co-morbid mental health diagnoses and learning disabilities. Left untreated, ADHD can lead to problems at home and school, as well as social isolation. The goal of this course is to teach you the essentials of recognizing ADHD so that you can better assist the individuals you serve.</p> <p>This course covers the most common signs and symptoms of ADHD. You will review the information you need to help children with ADHD get connected with the best resources available. The information in this training is designed for staff of all levels who come into contact with children and adolescents with ADHD.</p> <p>Through a combination of case studies and interactive exercises to reinforce your learning, this course will help you to apply the knowledge you gain about ADHD when you need it most.</p>	Online Course	N/A		
Understanding Borderline Personality Disorder	<p>Borderline personality disorder (BPD) is an increasingly common diagnosis in the mental health profession. Unfortunately, BPD continues to be misunderstood and ineffectively treated. Part of the reason for this is that the behaviors associated with the disorder fit into many diagnostic categories, making it sometimes difficult to distinguish BPD from other disorders.</p> <p>The main goal of this course, which is founded on the newest research in the field of personality disorders, is to give you the tools you need to accurately identify individuals with BPD and become knowledgeable about the treatment options available. Drawing upon information from Linehan's Skills Training Manual for Treating Borderline Personality Disorder, you will learn about how BPD develops, the theoretical perspectives of BPD, the goals of treatment, and the challenges you might experience when working with this population. Finally, you will learn about some of the most common issues that individuals with BPD experience while in treatment.</p> <p>Using a blend of experiential lessons, research-based information, and detailed case studies, this course will help prepare you to assess and effectively treat individuals who have borderline characteristics and BPD. This training is appropriate for mental health professionals with basic to intermediate levels of experience in treating individuals with BPD.</p> <p>DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	National Council-Mental Illness and Recovery-Disorders and Symptoms Certificate		
Understanding Neurodevelopmental Disorders	<p>When you work closely with children with neurodevelopmental disorders, it is crucial that you accurately recognize the signs, symptoms, and real-life presentation that these disorders display. This course will provide you with a broad overview of the most commonly seen neurodevelopmental disorders in children. You will learn how to clearly identify the signs, presentation, current research, and interaction strategies for each of the following: communication disorders, autism spectrum disorder, attention-deficit/hyperactivity disorder, learning disorders, and motor disorders. Using a blend of case studies and interactive exercises, you will gain vital skills to apply in your own setting so that you can more effectively interact with the individuals you serve. This course is designed for anyone who works closely with children with neurodevelopmental disorders. DSM™ and DSM-5™ are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Understanding Recovery	<p>Welcome to the second course, Understanding Recovery, in the series, Fundamentals of Psychosocial Rehabilitation. This series addresses the values, beliefs and principles that are the foundation of psychosocial rehabilitation and recovery- oriented practice. Each class is self-contained and will take approximately 1 to 3 hours to complete. Credit can be applied to the required hours of education to meet the qualifications to sit for the Certified Psychiatric Rehabilitation Practitioner (CPRP) exam.</p> <p>For more information, see the USPRA Certification website. www.uspra.org</p> <p>Course two, Understanding Recovery, addresses the concept of recovery from mental illness. It includes 1st person stories of recovery and research that demonstrates that the majority of individuals diagnosed with a serious mental illness can, and do, recover. It explores the implications of recovery for practice, programs and service systems. It includes exercises to enhance the learning experience as well as video clips which highlight the experiences of persons in recovery. This is an introductory course, designed for people who are new to the concept of recovery from serious mental illness.</p>	Online Course	N/A		
Understanding Substance Use Problems in the Workplace	<p>This course is intended to give supervisors and managers an understanding of the competencies needed to identify and to appropriately manage employees with substance use issues. Substance use &amp;dash; particularly in the workplace &amp;dash; carries a stigma that can make it difficult to ask for help or to take steps to assist an impaired employee. In this course, you will learn about the current prevalence of substance use in the U.S. workforce as well as concrete ways that substance use is a problem for the organization, your employees, as well as your employees&amp;rsquo; co-workers and loved ones. You will also learn about important considerations to take if you are concerned that an employee is having difficulty with substances.</p>	Online Course	N/A		
Use of Mindfulness in Recovery	<p>Clinicians and researchers recognize the critical need to incorporate stress management techniques into inpatient and outpatient treatment. The goal of this course on Mindfulness Meditation and other mindfulness skills is to help you assist clients in replacing substance use behavior as a means of coping with more adaptive coping skills when confronted with the inevitable stressors that threaten sobriety. Improved treatment retention and relapse prevention are desired outcomes of the challenging search for evidence-based programs for persons recovering from addiction. According to clinical material provided by the Substance Abuse and Mental Health Service Administration (SAMHSA) on the nature of Substance Abuse Treatment: Group Therapy, &amp;ldquo;The natural propensity of human beings to congregate makes group therapy a powerful therapeutic tool for treating substance abuse, one that is as helpful as individual therapy, and sometimes more successful. One reason for this efficacy is that groups intrinsically have many rewarding benefits&amp;mdash;such as reducing isolation and enabling members to witness the recovery of others&amp;mdash;and these qualities draw clients into a culture of recovery. Another reason groups work so well is that they are suitable especially for treating problems that commonly accompany substance abuse, such as depression, isolation, and shame.&amp;rdquo;</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Using Personal Outcome Measures® in Evaluation and Planning for Organizations	<p>Most organizations are committed to providing high quality services. Many of them turn to outside regulations or standards to judge how well they are doing. In doing so, they may miss answering the most important question: Are your services successful in supporting people to achieve the personal outcomes they have for their own lives? This course is based on CQL   The Council on Quality and Leadership's approach to quality enhancement using Personal Outcome Measures®. In this course, you will see how organizations can use personal outcomes to evaluate themselves as organizations and plan for the future. Through analysis of the data from people's experiences in achieving their own personal outcomes, organizations can structure themselves and their resources to facilitate individual success. The lessons, interactive activities, and stories in this course give you concrete information about how organizations can respond flexibly to the changing needs and aspirations of the people they support. This series of e-learning courses lays the foundation for a deeper understanding of the personal outcomes approach, identifies and explains the 21 personal outcomes across services settings, and explores the practical use of personal outcomes. Developed by a team at CQL   The Council on Quality and Leadership, each course works as a stand-alone learning opportunity, but you are encouraged to complete them as a suite in order to gain as much in-depth knowledge and skills as possible. These courses provide an introduction for staff that are new to personal outcomes and can be used as an orientation for new staff as well as a component of staff development.</p>	Online Course	N/A		
Using Personal Outcome Measures® in Planning for People	<p>Is your person-centered planning process really person-centered? Many planning processes use formats and content areas that are dictated by regulatory requirements. You should question how person-centered they are if other people determine what should be in a person's plan. Based on CQL   The Council on Quality and Leadership's Personal Outcome Measures® approach to quality enhancement, this course supplies you with effective tools and techniques to use information on personal outcomes for planning with people and creating a support plan that is truly person-centered. You can be assured that a plan is person-centered when it is based on the personal outcomes and priorities that are defined by each person for their own life. Through lessons, stories, and interactive activities, this course will show you how to use the Personal Outcome Measures® to create a simple, easy-to-use support plan that won't end up in a file drawer! This course is helpful to people who are responsible for developing and using individual support plans alongside people who have support needs related to challenges like mental illness, developmental or physical disabilities and dislocation due to family situations, as well as other support needs. This series of e-learning courses lays the foundation for a deeper understanding of the personal outcomes approach, identifies and explains the 21 personal outcomes across services settings, and explores the practical use of Personal Outcome Measures® in person-centered planning. Each course works as a stand-alone learning opportunity, but you are encouraged to complete them as a suite to gain as much in-depth knowledge and skill as possible. These courses provide an introduction for staff that are new to personal outcomes and can be used as an orientation for new staff as well as a component of staff development.</p>	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Veterans Suicide Prevention and Intervention	<p>Suicide is a global public health problem, of which suicide among Veterans is a significant portion. In fact, did you know that 22% of U.S. deaths from suicide are Veterans (Kemp &amp; Bossarte, 2012)? Given this, it is crucial that you are well-equipped to help Veterans and military personnel to decrease the dramatic numbers of suicide that occur daily.</p> <p>This course focuses on identifying the warning signs of suicide among Veterans, risk and protective factors, as well as the assessment and preventative interventions of suicidality. You will review some model programs established within the U.S. Department of Veterans Affairs, address wait-times for treatment, and learn about other barriers related to access for treatment including the role of military culture.</p> <p>This course is geared toward clinical professionals who work closely with Veterans in a variety of healthcare settings. A blend of case studies and interactive exercises will prepare you to apply the knowledge you gain in this training, so that you may call upon it in your own setting as needed.</p>	Online Course	N/A		
WEBINAR: Compassion Fatigue, Secondary Trauma and the Importance of Self Care	This webinar discusses common issues that impact behavioral health professionals and their organizations, including the factors that contribute to burnout and turnover. You will learn about compassion fatigue, two different types of trauma, and stress, and how these issues impact your well-being. You will also learn about how to cope with compassion fatigue, including building resiliency, prevention, and how to support yourself on personal, professional, organizational, and community levels. This webinar is appropriate for professionals in behavioral health settings.	Online Course	Serving Our Veterans Certificate		
WEBINAR: Exploring Best Practices in Integrated Care	This webinar discusses the importance of integrating behavioral health and primary care, how to enact organizational and system change, and how to support health behavior change. You will learn about the prevalence of various illnesses, why integrated care is necessary and the commitment required to reach a level of integrated care, and how behavioral health has transformed since its inception. In order to reach integrated care, you will explore three approaches to care; how the environment, hiring the right people, and teams can affect organizational and system change; and how to use evidence-based tools and their data to inform your change efforts. Lastly, you will learn about interventions for each level of organizational change and how important it is to listen to the feedback of the people you serve. This webinar is appropriate for professionals in behavioral health or primary care settings.	Online Course	N/A		
WEBINAR: Implementation of Trauma-Informed Care Systems	<p>This webinar discusses how to define trauma informed care, its guiding principles, and the benefits of a trauma-informed system. The seven domains of trauma-informed care will also be discussed, as well as how to monitor your organization's progress. Asking difficult questions and fostering a safe environment will also be covered. Lastly, you will learn of the critical elements of the change process and how you can leverage these to better inform your trauma-informed care practice.</p> <p>This webinar is appropriate for professionals in behavioral health settings.</p>	Online Course	N/A		
WEBINAR: Implementing Evidence-Based Practices in Behavioral Healthcare: Advanced Topics	The first two webinars in this series discussed several topics around implementing evidenced-based practices in your behavioral healthcare organization. The third, and final, webinar in this series will examine more advanced topics of implementation science.	Online Course	N/A		
WEBINAR: Implementing Evidence-Based Practices in Behavioral Healthcare: An Overview	Watch the first of a three part webinar series from Relias Learning and Hazelden Publishing about Implementing Evidence-Based Practices in Behavioral Healthcare. This particular session should offer a great overview about applying Evidence-Based Practices in your organization.	Online Course	N/A		
WEBINAR: Installing & Sustaining an Evidence-Based Practice in Behavioral Healthcare: Implementation	Join Relias Learning, Hazelden, and the Dartmouth Psychiatric Research Center for the second part of a free webinar series on implementing evidence-based practices for behavioral health. During this section, we'll examine the implementation of evidence-based practices in behavioral health and offer practical strategies for bringing these practices into routine clinical settings.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
WEBINAR: The Ebola Virus: What You Need To Know	The 2014 Ebola epidemic in West Africa and the small number of cases that occurred in the United States should be a wakeup call to ALL healthcare organizations on the necessity of proper infection control practices. Because of the high rate of morbidity, mortality, and transmission and the lack of approved treatment for this disease, all healthcare organizations, including the senior care industry, must be prepared. Your organization must incorporate protocols and procedures for handling a person presenting with possible Ebola to existing infection control policies. This webinar will provide you with the latest information about Ebola including how you can prevent transmission and how to handle a suspected case of Ebola. Though the scenarios in this webinar are specific to senior care providers, the information about Ebola and precautionary measures is suitable for all types of organizations.	Online Course	N/A		
X	This webinar discusses trauma-informed supervision and its key components. You will learn about the basic assumptions of trauma-informed care, the principles behind trauma-informed care, and five components essential to successful trauma-informed supervision. You will also discuss the seven domains of organizational self-assessment in the lens of trauma-informed supervision. Lastly, you will be introduced to the importance of self-care for trauma-informed supervisors, peer providers, and supervisees and taught strategies for how to ensure you are taking care of yourself and others in your organization. This webinar is appropriate for professionals in behavioral health settings.	Online Course	N/A		X
WEBINAR: What do we need to know to save lives: Safety and Suicide Prevention	View this webinar recording on what we need to know to save lives, presented by John Draper, Ph.D., Richard McKeon, Ph.D., M.P.H., and Madelyn S. Gould, Ph.D., M.P.H. During this presentation they went over how current research about suicide prevention can help improve outcomes, set standards for assessment and intervention, and save lives. They also reviewed groundbreaking findings from a series of evaluations from the National Suicide Prevention Lifeline Centers and discussed how to apply them to standards, trainings, and practices in suicide prevention.	Online Course	N/A		
WEBINAR: What Great Managers Do Differently	Join Jim Triandiflou, CEO of Relias Learning, to learn what great managers do, and how to foster a strong workforce. Hosted by Relias Learning and National Council this webinar highlighted how to encourage employees by focusing on their strengths and fueling their passions. If you missed this great opportunity to learn how to engage your workforce differently, and ensure your organization is using effective management practices, watch the recording now!	Online Course	N/A		
Welcome to Relias	This module has been designed to introduce you to all of the features that you will need in order to be successful utilizing the Relias Learning Management System (Relias LMS).	Online Course	*AzAHP - Core Training Plan (90 Days)		
Welcome to Relias for Supervisors	Your RLMS is a learning management system (LMS) that allows supervisors to: track live trainings across your organization, access a complete online e-learning library of courses on a variety of topics at any time, create and upload your own training documentation, manage and monitor staff trainings through a suite of executive reports, and set up automated alerts when requirements are coming due. This course will introduce you to each of those capabilities.	Online Course	N/A		
What Does Becoming Trauma-Informed Mean for Non-Clinical Staff	This webinar discusses trauma-informed care and the many aspects that it impacts, such as a care model. You will receive an overview of trauma and its various types, how trauma shapes a person's beliefs, and how trauma can lead to a vicious cycle of worsening symptoms and adaptations. You will also hear discussed the principles of a trauma-informed approach to care, the ACE study and its impact on trauma research and practice, the need to implement universal precautions, and how trauma impacts the human brain and stress response system. Lastly, you will explore how to teach about trauma and its triggers, resilience and its relationship with trauma, and strategies for self-care when working with traumatized populations. This webinar is appropriate for professionals in behavioral health and social service settings.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Working Effectively with Gender and Sexual Minorities	Sexual and gender minorities are becoming more visible. This includes our colleagues and clients. The ethics code of major mental health organizations specifically states that we cannot discriminate based on sexual orientation. It is important that we learn how to interact with others without unintentional anti-gay or anti-trans behaviors. In this course, you will learn how to make your practices more affirmative by learning about the LGBTQQIA (LGBT) population, influences on LGBT individuals, couples, and families, increasing your self-awareness, LGBT resilience, and the foundations of working effectively with the LGBT population. This course will primarily focus on LGBT individuals, but the knowledge gained can be generalized and applied to anyone in the LGBTQQIA population. DSM <sup>®</sup> and DSM-5 <sup>®</sup> are registered trademarks of the American Psychiatric Association. The American Psychiatric Association is not affiliated with nor endorses this course.	Online Course	N/A		
Working in a Team	Teams are essential in today's world. Whether it's in a professional or personal capacity, you've undoubtedly worked in a team before. Most likely, some of the teams were more successful than others. So what makes a team? And more importantly, what makes a successful team?  This course provides you with the essential components to be an effective team member.	Online Course	N/A		X
Working with Difficult People	There are a lot reasons that it can be difficult working with certain people. There may be communication breakdowns, personality clashes, or conflicting work habits. You may not like everyone you work with, but you do have to respect everyone. By learning ways to reduce conflicts, you'll become more respected too.  In this course, you'll learn strategies to calmly address misunderstandings before they blow up. Professional relationships can improve when you know how to deal with differences, communicate clearly, and listen respectfully.	Online Course	N/A		
Working with Individuals in Early Recovery	As someone who works with individuals who have difficulties with substance use, you know that depressive symptoms often accompany these difficulties. This course introduces you to best practices in working with individuals who have both a substance use disorder and either a depressive disorder or just depressive symptoms. You will learn about treatment planning that addresses the close relationship between substance use and depressive symptoms. Building on research and theory that inform best evidence-based practices, this course will also teach you how to assess and do behavioral and cognitive treatment with individuals who have co-occurring disorders. A series of interactive exercises and games bring this material to life by giving you opportunities to apply what you have learned. This course is appropriate for anyone who works with individuals who have substance use disorders.	Online Course	N/A		
Working with Parents: Communication, Education, and Support	In this course you will learn that working closely with families requires communicating effectively and building a respectful and trusting relationship. Focus will be on learning ways to communicate and support families even when you encounter resistance. It is important to understand your own personal biases and how these might affect your interactions with families. It is also helpful to identify why families may be resistant to your interventions, and how to use specific techniques to communicate effectively and support the families of the young children you serve.	Online Course	N/A		
Working with the Homeless: An Overview	From financial barriers, client resistance, and lack of trust, to fragmented care and support, homeless individuals and their families face unique challenges that complicate the provision of treatment. In this course, you will learn about the physical and mental health disparities that homeless individuals face, as well as the everyday dynamics of homelessness that complicate their involvement with service providers.  Geared for front-line behavioral healthcare professionals, this training covers adaptations that you can make to your practices with homeless individuals. Detailed vignettes and real-life examples will help you to apply these concepts in your own setting.	Online Course	Serving Our Veterans Certificate		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Workplace Emergencies and Natural Disasters: An Overview	Anything can happen. Most people would agree that emergencies and disasters are some of "the worst" things that could occur. No one really expects an emergency to happen to them, right? Yet emergencies do occur--each and every day. They can strike anywhere, to anyone, at any time. Their impact can be devastating. This course is an overview of some of the most common workplace emergencies and the actions employees must take to cope with unexpected hazardous situations. Each workplace is unique. This course provides a general framework for understanding and using an employer's individualized, comprehensive plan for emergencies. You will be exploring the basic elements of an emergency plan and using them to be effective during a crisis scenario. After taking this course, learners should feel more confident in their ability to read and understand an emergency plan, so they can action in an emergency situation and ensure the safety of anyone they may be responsible for.	Online Course	N/A		
Workplace Emergencies and Natural Disasters: Earthquakes and Tsunamis	Earthquakes and tsunamis unleash powerful forces of nature and can cause catastrophic damage. This course presents some basic facts about earthquakes and tsunamis, including guidelines for preparedness and recommended protective actions.	Online Course	N/A		
Workplace Emergencies and Natural Disasters: Extreme Heat and Cold	Extreme temperatures are a health hazard. Prolonged exposure to extreme heat or cold pushes your body beyond its natural limits. Fortunately, most serious conditions can be prevented if you take steps to avoid them. This course will explain the risks of extreme temperatures, signs of distress, and how to stay safe while these conditions last.	Online Course	N/A		
Workplace Emergencies and Natural Disasters: Flooding and Landslides	Floods, landslides, and debris flows happen in almost every state. This course provides some basic information about these potentially destructive events, including the importance of knowing the particular risks in your locality and taking recommended protective actions.	Online Course	N/A		
Workplace Emergencies and Natural Disasters: Hurricanes	Hurricanes are colossal storms that can cause catastrophic damage to coastal areas, and sometimes extend far inland. Unlike other weather disasters, there is usually time to prepare for a hurricane. Advance preparation, attention to official updates, and being careful after the storm are all important when keeping yourself and others safe during hurricane season.	Online Course	N/A		
Workplace Emergencies and Natural Disasters: Tornadoes	Tornadoes are some of the earth's most violent and terrifying storms. They arrive quickly and often with very little, if any warning. You must be prepared to take action immediately if a Tornado Watch or Tornado Warning is issued. This course presents basic information about tornadoes, and what to do if one is in your area and after it is over. The object of this course is to provide a foundation for staying safe and effectively carrying out your employer's emergency action plan.	Online Course	N/A		
Workplace Harassment	This course examines the various types of workplace harassment, and the basic skills needed to understand and deal with these situations. A healthy work environment is one that is free from harassment, and a key to achieving your company's goals is to ensure that employees have a safe and healthy work environment. This course will provide information that will help produce a healthy work environment free of harassment. It will also help you understand your role in this important effort should you encounter harassment in the workplace.	Online Course	N/A		
Workplace Harassment Prevention	Preventing harassment is important to your company. Supervisors have a very important role in achieving the company's business goals and in ensuring that employees have a safe and healthy work environment. A healthy work environment is one that is free from harassment. This course examines the basic skills needed to understand and deal with situations involving harassment. It also provides strategies to create a healthy work environment free of harassment.	Online Course	N/A		
Workplace Safety: The Basics	It is important that you are aware of common hazards in the workplace and tools and techniques to keep yourself safe. Some situations will be specific to working in an organization, a home, or the community.	Online Course	N/A		
Workplace Violence	Workplace violence includes threats or actual use of physical force. This course will cover the key elements to maintaining a safe workplace: Prevent, Report, and Respond.	Online Course	N/A		

Course Name	Course Description	Course Type	Training Plan	Action Orientation	Adaptability
Workplace Violence Prevention	<p>This webinar will help participants develop a secure workplace by looking at the environmental, procedural and personal dynamic that lead to workplace violence. The whole continuum along the workplace violence scale will begin with a discussion on Active Shooter response protocols to increase chances of survival in case of an event. Threat assessment protocols will be reviewed to help management assess a particular risk and implement a range of security measures while an overall review of policies, technology controls and worker attitudes will determine the organization's preparedness. In addition, participants will learn techniques on the de-escalation of hostile behavior and how to address Domestic Violence in the workplace.</p>	Online Course	N/A		
WRAP One on One	<p>This course, by Mary Ellen Copeland, PhD, is an overview of the Wellness Recovery Action Plan or WRAP. The Wellness Recovery Action Plan was developed in 1997 by a group of people who were experiencing mental health challenges. WRAP One on One is designed for people who are supporting others as they develop their WRAP plans. Through interactive lessons, personalized planning tools, and descriptive examples, you will learn step-by-step guidelines for providing support to other people as they develop their WRAP plans.</p> <p>In this course, you will learn about the sections of WRAP which are: the Wellness Toolbox, the Daily Maintenance Plan, Triggers Identification and Action Plan, Early Warning Signs Identification and Action Plan, When Things Are Breaking Down Identification and Action Plan, A Crisis Plan or Advance Directive, and the Post Crisis Plan. You will learn about what each of these sections entails, how you can support another person in developing each section of their WRAP, and some essential dos and don'ts of WRAP. While WRAP is a simple system, its use and the Values and Ethics that surround it are far-reaching and complex. This course explains the Values and Ethics, and how they are applied in helping someone develop a WRAP. The course includes numerous interactive exercises and case studies to help reinforce your learning.</p> <p>This course is designed to teach you only how to support another individual in developing their WRAP. If you plan to lead a WRAP group, or develop a WRAP program in your agency or organization, you will need further information and training. The specific training protocol for how to facilitate WRAP groups, which is a more complex process than supporting individuals in developing a WRAP plan, is beyond the scope of this course. Contact the Copeland Center for Wellness and Recovery (<a href="http://www.CopelandCenter.com">www.CopelandCenter.com</a>) for further information on becoming a WRAP group facilitator and/ or integrating this evidence-based program into your agency or organization.</p> <p>You will find the list of WRAP and Mental Health Recovery resources, including information on becoming a WRAP facilitator, in the References section of this course.</p>	Online Course	N/A		
Writing Progress Notes 101	<p>Progress notes are the warehouses of medical facts and clinical thinking. A progress note is a succinct means of communicating about an individual's present state. For this reason, the more proficient you are at writing progress notes, the more efficient you will become at communicating current findings.</p> <p>This course, tailored for all healthcare staff who access personal health records, discusses what an intelligent progress note consists of, the most common methods of writing them, and some useful tips for constructing them. Interactive exercises and illustrative vignettes will give you the chance to apply your new found writing skills.</p> <p>In addition, clinical practices, billing, and reimbursement guidelines vary widely for different agencies; as such, you must become familiar with your own policies and procedures as you apply these skills in your own agency. After completing this course, you will be able to write thorough, efficient progress notes for various clinical settings.</p>	Online Course	National Council-Human Service Worker Skills/Development Certificate		

































































Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
						X				















Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
		X	X		X				X	
		X	X		X				X	

Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
								X		

Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
	X	X	X	X						

Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
	X	X	X	X						
	X	X	X	X						



Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
	X	X	X	X	X					
	X	X	X	X	X					
	X	X	X	X	X					
	X		X	X	X					



Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
	X			X	X					
								X		





















Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
	X		X	X	X					
	X	X	X	X	X					



















































Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
	X							X	X	
	X	X	X	X	X					X
	X	X	X	X	X					X
	X	X	X	X	X					X



Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
	X	X	X	X	X		X			X
	X	X	X	X						X













Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
								X		

















Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
			X	X					X	X

Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
								X		
								X		









Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
								X		
								X		













Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
						X		X		



























Applied Learning	Building Trust	Coaching	Collaboration	Communication	Conflict Management	Continuous Learning & Professional Development	Cultural Competence	Customer/Client Focus	Decision Making/Problem Solving	Delegating Responsibility
								C		
				X						

















































































Developing Others	Facilitating Change	Follow Up	Formal Presentation Skills	Guiding & Developing Staff *	Influence	Initiative	Innovation	Managing Work *	Negotiation	Planning & Organizing	Quality Orientation	Risk Taking	Safety Awareness	Strategic Focus
X	X			X	X				X					X
X	X			X	X				X					X











Developing Others	Facilitating Change	Follow Up	Formal Presentation Skills	Guiding & Developing Staff *	Influence	Initiative	Innovation	Managing Work *	Negotiation	Planning & Organizing	Quality Orientation	Risk Taking	Safety Awareness	Strategic Focus
X							X		X					
													X	
X				X								X	X	















































































Developing Others	Facilitating Change	Follow Up	Formal Presentation Skills	Guiding & Developing Staff *	Influence	Initiative	Innovation	Managing Work *	Negotiation	Planning & Organizing	Quality Orientation	Risk Taking	Safety Awareness	Strategic Focus
				X	X									
				X	X			X		X				







Developing Others	Facilitating Change	Follow Up	Formal Presentation Skills	Guiding & Developing Staff *	Influence	Initiative	Innovation	Managing Work *	Negotiation	Planning & Organizing	Quality Orientation	Risk Taking	Safety Awareness	Strategic Focus
				X	X							X	X	























Developing Others	Facilitating Change	Follow Up	Formal Presentation Skills	Guiding & Developing Staff *	Influence	Initiative	Innovation	Managing Work *	Negotiation	Planning & Organizing	Quality Orientation	Risk Taking	Safety Awareness	Strategic Focus
X	X	X						X		X				

Developing Others	Facilitating Change	Follow Up	Formal Presentation Skills	Guiding & Developing Staff *	Influence	Initiative	Innovation	Managing Work *	Negotiation	Planning & Organizing	Quality Orientation	Risk Taking	Safety Awareness	Strategic Focus
										X				























































































Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
											X	
											X	
							X					



Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X										
		X										
		X						X	X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X						X	X			
		X						X	X			
		X						X	X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X						X	X			
		X					X	X	X			
		X					X	X	X			





Stress Tolerance	Team Leadership*	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement

Stress Tolerance	Team Leadership*	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement













Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
									X			



Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
							X					
									X			
							X		X			
							X		X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X			X			X		X		X
											X	X
		X			X			X		X		X
										X		X

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X							X			
		X					X		X	X		
							X		X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
							X		X			
		X			X	X						
		X			X	X						

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X			X	X						
X	X				X	X						
									X			
									X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
							X	X	X			
		X										
							X	X	X			





Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
					X		X		X		X	X
							X		X			
	X	X	X		X	X						

Stress Tolerance	Team Leadership*	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
	X	X	X		X	X						
	X	X	X		X	X						

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
	X	X	X		X	X						
	X	X	X		X	X						
							X		X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
	X				X	X						
	X				X	X						
	X				X	X						
X					X	X						



Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X										
	X				X	X						
		X					X	X	X	X		



Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X					X	X	X			X





Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X					X		X	X		
		X					X		X	X		
		X					X		X	X		

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X					X	X	X	X		
		X				X	X	X	X	X		
		X				X	X	X	X	X		

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X					X	X	X	X		
		X					X	X	X			
		X					X	X	X			



Stress Tolerance	Team Leadership*	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
							X	X				
											X	X
		X										
		X					X					

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X					X					
					X	X						
					X	X						











Stress Tolerance	Team Leadership*	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
												X
												X
							X		X			X





Stress Tolerance	Team Leadership*	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
							X		X			



Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X										
		X					X		X			











Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X										
		X					X	X	X	X		
		X					X	X	X	X		









Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
									X	X		X
		X					X	X				

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X					X	X	X	X		X
		X					X	X	X	X		X
		X						X		X	X	X













Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X								X		X
		X										
		X				X	X	X	X	X		

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X								X		
		X							X			X
		X										
		X			X							X





Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X					X	X	X			
		X										
		X					X		X			

Stress Tolerance	Team Leadership*	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
												X
		X			X		X	X	X	X		

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X				X	X	X	X			
		X					X		X	X		
		X					X	X	X	X		X







Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
												X
		X										
		X					X		X			
		X										
		X							X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X										
		X				X	X	X	X			
		X				X			X			





















Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X							X			X
		X										
		X							X	X		

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X								X		
		X					X			X		
		X			X		X			X		X









Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X										
		X				X			X			



Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X					X		X	X		X
		x										
		x			x					x		
		x					x	x				

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X										
		X						X	X	X		
		X							X	X		

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X							X	X		
		X							X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X							X			
		X				X		X	X			
		X				X	X	X	X			

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X										
		X					X					
		X					X					

Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X								X	X	
	X	X										
		X					X	X		X		X







Stress Tolerance	Team Leadership *	Technical/Professional Knowledge & Skills	Visionary Leadership	Work Standards	Interpersonal Communication	Collaboration & Teamwork	Screening & Assessment	Care Planning & Care Coordination	Intervention	Cultural Competence & Adaptation	Systems Oriented Practice	Practice-Based Learning & Quality Improvement
		X			X	X				X		
	X					X						
X	X					X						
		X					X	X	X	X		X
		X								X	X	





































Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
	X	

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
	X	

Informatics	Core Training per Policy	Integrated Care
	X	
	X	
	X	
	X	
	X	

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
X		

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
X		

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
	X	

Informatics	Core Training per Policy	Integrated Care
	X	

Informatics	Core Training per Policy	Integrated Care
	X	

Informatics	Core Training per Policy	Integrated Care
	X	
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care





Informatics	Core Training per Policy	Integrated Care
X		

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
	X	

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
X		

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care
		X
		X
	X	X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
X		

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care
		X
		X

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
X		

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care
		XX

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care
		X

Informatics	Core Training per Policy	Integrated Care

Informatics	Core Training per Policy	Integrated Care



Informatics	Core Training per Policy	Integrated Care





























