

Unless otherwise noted, all courses are located in the [DBHIDS Learning Hub](#).

REQUIRED TRAINING FOR 2021

All CBH Employees must complete this course no later than March 30, 2021.

DBHIDS Service Excellence

This course will discuss the standards and expectations of service throughout the DBHIDS department. All staff assigned to the six divisions of DBHIDS are required to complete this training.

Learning Objectives

- ➔ Understand what service excellence is at DBHIDS
- ➔ Learn about the new service excellence program at DBHIDS
- ➔ Learn about the staff expectations of service at DBHIDS

ELECTIVE COURSES IN THE DBHIDS LEARNING HUB

Case Conceptualization

January 28, 2021

9:30 a.m. – 12:30 p.m.

This three-hour, interactive training will familiarize participants with a structured format for clinical case conceptualization. Participants will use this format to refine their hypothesis about their clients' needs related to care and service provision through a developmentally, culturally, and interpersonally appropriate context. Participants will engage in small group break out rooms to work with colleagues towards setting collaborative treatment goals, utilizing the case conceptualization format presented. Potential individual, social, and systematic barriers to treatment will be identified and discussed. The participants will become familiar with this format with the goal of transitioning skills and perspectives learned to immediate clinical implementation.

Learning Objectives

- ➔ Effectively present a case conceptualization to case managers, doctors and providers, and other stakeholders.
- ➔ Justify length of stay and treatment through the lens of medical necessity.

- ➔ Identify developmental, precipitating, and maintaining factors that contribute to maladaptive behaviors and adjustment difficulties that reduce the quality of life.
- ➔ Provide information about the client's developmental, familial, contextual risk, and protective factors.
- ➔ Highlight cultural, racial, and gender-specific risk and protective factors.
- ➔ Identify, anticipate, and address potential individual, social, and systemic barriers that may interfere with and undermine treatment effectiveness.

Crisis Intervention and Response

February 4, 2021

9:30 a.m. – 12:30 p.m.

Participants will learn the history and implementation of crisis intervention plan utilizing Roberts' Seven-Stage Crisis Intervention Model. Participants will work in a small group to collectively create a Seven-Stage Crisis Intervention Mode based on a variety of real-life crisis intervention scenarios. Through both large and small group discussions, participants will underscore the importance of directing crisis intervention processes through the lens of cultural humility.

Learning Objectives:

- ➔ Understand the impact of crises, disasters, and other trauma causing events on people.
- ➔ Understand the importance of having a blueprint to work from when intervening in a crisis.
- ➔ Understand the principles of crisis intervention for people during crises, disasters, and other trauma-causing events.
- ➔ Demonstrate the ability to use procedures for assessing and managing suicide risk, as it pertains to crisis intervention.
- ➔ Differentiate between diagnosis and developmentally appropriate reactions during crises, disasters, and other trauma-causing events.
- ➔ Understand crisis assessment through the lens of cultural humility, increasing awareness of bias and definitions of crisis and normalcy.
- ➔ Role play teaching and learning of the seven-stage crisis intervention model

ONGOING TRAINING OPPORTUNITIES FROM OTHER SOURCES

Drexel University College of Medicine

➔ **Telehealth During Isolation: Recovery-Oriented Cognitive Therapy**

Pre-Recorded | 1 Hour | CEUs Provided

➔ **Suspiciousness and Paranoia During the Isolation: Recovery-Oriented Cognitive Therapy**

Pre-Recorded | 1 Hour | CEUs Provided

BHTEN

American Psychological Association

National Council for Behavioral Health

Magellan

Act 31-Mandated Reporter Training

For any questions regarding CBH's training opportunities, please contact Wendell Jackson.