

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

REQUIRED TRAINING FOR 2021

DBHIDS Service Excellence

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

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

New Employee Trainings

All new CBH Employees are required to complete the following training within seven days of hire, and annually thereafter:

- ➔ 2020 HIPAA Privacy and Security Basics
- ➔ 2020 Compliance Overview for CBH Employees
- ➔ 2020 Digital Citizenship and Social Media
- ➔ CBH Denial Notice Training (Clinical Staff)

ELECTIVE COURSES IN THE DBHIDS LEARNING HUB

CBH 2021 Training Calendar

The 2021 CBH Training Calendar is now available on [the training page of the CBH Intranet](#). Current training selections are identified through December 2021 with most providing CEUs. Training sessions are open to all. You can register for any of the training sessions by going into the Learning Hub LMS and checking out the selections under the “Electives” tab. Select the courses you are interested in by clicking on “Enroll” and follow the instructions. There is also a link on the training page of the Intranet with External Trainings (many that provide CEU’s) that you can request using the Request for External Trainings form, which can be submitted to erika.desjardins@phila.gov in Training and Development.

American Red Cross to Offer CPR Online Certification

Due to COVID-19 closures across the area, hands-on CPR certifications from the American Red Cross (ARC) were canceled for 2020. We are pleased to offer provisional certifications for those who currently hold an ARC CPR certification that needs to be updated. Current holders of CPR certifications may sign up for the online CPR exam. Once passed, this exam provides the holder with a one-year provisional certification. This allows the holder up to one year to sign-up for a hands-on CPR class held by the ARC. To sign up, please contact erika.desjardins@phila.gov in Training and Development for more details. Seats are limited.

JEDI Diversity Training for Staff

CBH is committed to providing our employees with information to understand and navigate the complex environment of diversity, equity, and inclusion. To assist with this effort, we are providing Justice, Equity, Diversity, and Inclusion (JEDI) training sessions conducted in partnership with Statera Consulting. Since 2020, Statera has assisted CBH with our diversity program and provided support in the Heart-2-Heart and Listening Circles sessions. All CBH staff are required to attend a JEDI Diversity training session. You can sign up for a session that meets your schedule through the [Learning Hub LMS](#) under JEDI Diversity training for staff. The sessions run through **April 2021**.

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 [Erika Desjardins](#).