



CLASS CATALOG



A Special Partnership Continues

Dear Colleague:

The Center for Continuous Learning (CCL) program is a partnership of the County's Office of Human Resources (OHR) and the Department of Health and Human Services (DHHS). An approved provider of continuing education credit for social workers and professional counselors, CCL courses are also open to staff members in similar positions within other County departments who can professionally benefit from attending these courses.

In FY15, more than 200 CCL courses were provided to over 7,000 Montgomery County employees and community partners. By providing training to this diverse group of service providers, the CCL supports the growth of a more integrated and culturally sensitive network of social, mental and public health services to the residents of Montgomery County.

The OHR Training and Organizational Development Division manages and administers the CCL Program, and works with the CCL Training Committee to plan the catalog. The committee, a multi-disciplinary team representing a cross section of DHHS staff and service areas, under the direction of the OHR CCL Program Manager, is responsible for assessing, planning and providing a curriculum of courses for each catalog.

If you require additional information, please refer to the Resources section of this guide (page 36).

Sincerely,



A handwritten signature in black ink that reads "Shawn Stokes".

Shawn Stokes, Director
Office of Human Resources



A handwritten signature in black ink that reads "Uma Ahluwalia".

Uma Ahluwalia, Director
Department of Health and Human Services

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Program Guide



About the Program

The Mission of the Center for Continuous Learning (CCL)

CCL's mission is to provide training to support the growth of a more integrated and culturally sensitive network of social, mental and public health services to the residents of Montgomery County.

Background

The CCL program is a partnership of the County's Office of Human Resources (OHR) and the Department of Health and Human Services (DHHS). Established in 1998, the program was designed to meet the educational and professional needs of the staff of the DHHS. CCL programs are also open to our community partners, and to employees throughout Montgomery County Government who can benefit from the program.

Continuing Education Credits

Maryland Board of Social Work Examiners (MBSWE)

The Montgomery County Government Office of Human Resources (OHR) is approved and authorized by the Maryland Board of Social Work Examiners (MBSWE) to provide continuing education credits, and maintains responsibility for this program. OHR adheres to the continuing education standards set by the National Association of Social Workers.

National Board for Certified Counselors (NBCC)

The Montgomery County Government Office of Human Resources (OHR) has been approved by NBCC as an Approved Continuing Education Provider (ACEP No. 6080). Programs that do not qualify for NBCC credit are clearly identified. OHR is solely responsible for all aspects of the programs.

Important: Credit hours for continuing education are included in the description of each class. Depending upon specific board requirements, a class may not necessarily be approved for continuing education credits from both boards. Some classes do not provide continuing education credits at all.

Contact Information

See the Resources section of this guide (page 36).

Services Provided by the Program

CCL Training Catalog

The courses you find in this catalog are the result of weeks of work planning, organizing and evaluating training by the CCL Training Committee headed by the CCL Program Manager.

CCL Program Manager

The CCL Program Manager works closely with the CCL Training Committee to ensure that training meets continuing education requirements; courses are aligned with Department initiatives and priorities; and that publicity, logistics and data management are in place.

CCL Instructors

We are fortunate to have access to many experts in the fields of psychotherapy, social services and public health. Our instructors have come from NIH, SAMSA, Maryland Department of Human Resources, Johns Hopkins Mid-Atlantic Public Health Training Center, and a number of federal agencies.

Custom Programs and Special Training Requests

OHR understands that there may be times when a Division has training needs that are not offered through the CCL program.

The OHR Training and Organizational Development Division is available to work with you to design or customize specific training to meet your needs. We provide:

- Consultation and support for customized training
- Recommendations for facilities and speakers
- Guidance in the planning process to ensure approval of continuing education credits
- Registration administration through Oracle Learning Management (OLM)
- Announcement fliers
- Assistance with the creation of E-Learning courses

CCL Training Committee

The committee is a multi-disciplinary team representing a cross-section of DHHS staff and service areas. The committee is responsible for ensuring that a curriculum of courses is provided to address the breadth of services and professional expertise within DHHS as well as provide professional growth opportunities and succession planning; all of which results in providing a level of service aligned with the DHHS mission statement.

Member Responsibilities

- Ensure that the CCL is meeting the training needs of each Division.
- Consult with the Division Chief and managers to discuss the direction of the CCL.
- Present topics and ideas to the committee for consideration.
- Take the lead for specific classes.
- Invite qualified instructors, work with them to develop learning goals, and create catalog class descriptions.
- Evaluate the success of each class.

Time Commitment

The committee meets once a month for 1.5 hours. Time for preparation and attendance at these meetings totals about 24 – 30 hours per year. Individual committee members may spend approximately 8 – 10 hours per year planning and arranging for specific classes.

Length of Service

Members serve for two years, usually starting at the beginning of the fiscal year.

Recognition

We recommend that serving on the committee should be part of the individual's performance plan and included in his or her performance appraisal.

Beyond CCL: External Learning Directory

List of External Training Providers

We live in an area rich in resources for professional development opportunities. In addition, the Internet serves as another platform for those looking for learning opportunities that are convenient, and can provide a flexible schedule. The CCL maintains a list of providers who offer both classroom training and online learning — many of these approved for continuing education credits through a variety of boards. This directory is located on the [OHR Training webpage](#).

Announcements of Upcoming External Courses and Programs

Periodically, we forward announcements of upcoming training provided by other sources that may be of interest to DHHS staff.

Attendance Policies

Who May Attend

Each class description indicates a target audience — this is the group the training was designed for — but the classes are not limited to this group. Anyone in the groups below who sees the value of a course to their ability to provide services is welcome to attend.

Department of Health and Human Services Staff

CCL Training Programs are open to all DHHS employees, contractors, interns and volunteers.

Employees of Other Montgomery County Departments

CCL classes are also open to those who work with DHHS, such as employees of the Department of Corrections, Montgomery County Police Department (MCPD) and the State's Attorney's Office. If you do not have access to DHHS classes, contact the OHR Training and Organizational Development Division (see page 36).

Community Partners

To support the collaboration between DHHS and our partners, CCL classes are also open to individuals working for community-based, non-profit organizations that provide services to County residents.

Supervisor Approval

Prior to registering, DHHS staff must discuss their professional development goals and training requests with their supervisor. Approval to participate in training may be withheld by a supervisor in consideration of your job performance or your availability based on work coverage needs. When you register for a class, an email will be sent notifying your supervisor.

Attendance and Continuing Education Credit Eligibility

As an approved sponsor of continuing education hours by the Maryland Board of Social Work Examiners (MBSWE) and the National Board for Certified Counselors (NBCC), we are responsible to maintain compliance with attendance expectations of each Board.

- Participants are expected to arrive on time and attend the entire course. If a course has multiple sessions, you must attend all sessions.
- You will not receive continuing education (CE) credits if you fail to attend the entire course, which will result in an *Incomplete* status for the course.
- A grace period of 15 minutes will be given to latecomers. However, anyone arriving more than 15 minutes late or leaving before the end of the class will not receive CE credits.
- If you miss any portion of a course, you must notify your supervisor.

Inclement Weather

In case of inclement weather, the program will observe the following guidelines based on the County's announcement:

- If the County is closed, classes will be cancelled.
- If the County is open, but allows liberal leave, classes will be held unless otherwise notified.
- For a delayed opening, **morning** classes will be cancelled; **afternoon** classes will be held.

For recorded updates on cancellations, call the CCL Program Manager (see page 36) after 7 a.m.

Special Accommodations

The OHR Training and Organizational Development Division will make every effort to provide accommodations for people with disabilities. To request an accommodation, please call at least **10 days prior** to the course start date (see page 36).

Complaint Policy

If participants or potential participants would like to express a concern about their experience with the CCL, they may contact the CCL Program Manager (see page 36). You will receive a response within two weeks or less.

Confidentiality Policy

All training records maintained by the CCL are kept confidential from any outside organization or person, including course instructors, with these exceptions:

- **Montgomery County Government Staff**
Training records for employees, contractors, temporary employees, interns and volunteers are accessible to participants' supervisors, managers within their reporting chain, and the Department Director and HR Liaison for the individual's department.
- **Community Partners**
Participants' names and contact information may be shared with instructors in the event that such information is needed to send preparation materials in advance of the class. In such case, participants will be notified.

Mandatory Training

DHHS Staff Only

County-wide Mandatory Training

All Montgomery County Government workers are required to complete several courses within the first weeks of starting work. This training is outlined in the OHR Training Catalog and on the [OHR Training webpage](#).

Mandatory Training for DHHS Staff

All employees, contractors, volunteers and student interns in the Department of Health and Human Services are required to attend specific departmental training. Please discuss these with your supervisor to determine which courses are mandatory for your position.

Courses	Target Audience	Requirements
HHS Limited English Proficiency (LEP) Implementation Plan	All DHHS staff – employees, contract and temporary employees, and interns.	Within the first year of assignment, and every 5 years thereafter.
Blood-Borne Pathogens	DHHS employees who are public health clinicians, child welfare workers, adult protective services workers, nurses, or anyone who may be put at risk. <i>This course is not open to contractors.</i>	Within the first year of assignment, the instructor-led course must be completed; the refresher course may be taken online and is required annually.
HIPAA – Basic Privacy	All DHHS staff – employees, contract and temporary employees, volunteers and interns.	Immediately; offered through self-paced online learning.
HIPAA – Client Rights	All DHHS staff – employees, contract and temporary employees, volunteers and interns who have direct contact with clients.	Immediately; offered through Computer-Based Training (CBT) from Oracle Learning Management (OLM).
Transporting Children Safely in Montgomery County Vehicles	All Child Welfare staff.	Within the first year of assignment.

Supervisor Responsibility

Each supervisor is responsible for ensuring that all direct reports are subscribed to, and complete, the applicable Mandatory Training Path(s) — including Mandatory Management Training. OLM will monitor and report any compliance issues. It is the supervisor’s responsibility to follow-up with the employee.

OHR Training Catalog

DHHS Staff Only

In addition to CCL courses, other training is available to all Montgomery County Government employees provided by the OHR Training and Organizational Development Division.

The OHR catalog, "Career Development," is published in the fall and is located on the [OHR Training webpage](#). Below is a list of the kinds of topics covered.

Professional Development

- Aspiring Supervisor Program
- Career and Personal Planning
- Communication Skills
- Contract Administration
- Customer Service
- Diversity Studies
- Human Resources
- Professional Development
- Project Management

Management Development

- Labor/Employee Relations
- Management Development
- Performance Management

Computer-Based Training

- Emergency Preparedness
- ERP Core Business
- HIPAA Training
- Web Security

Technology Training*

- Computer Lab
- Microsoft Office Suite Training

*Customized training for individual departments is also available.

Getting Help

Oracle Learning Management (OLM)

OLM is part of the Montgomery County Government (MCG) Enterprise Resource Planning system and is used to manage training. OLM allows employees and partners to:

- Search and register for classes.
- Use Learner Home to check current enrollments and history.
- Complete self-paced online courses available directly from OLM.
- Maintain records of training taken elsewhere through the External learning tool (MCG employees only).
- Create learning paths aligned with learning goals.
- *Supervisors:* Access direct reports' training records and assign mandatory training to track compliance.

Important Links

Please keep in mind that "External Learners" refers to anyone who is not a full-time employee working as an MCG staff member and has an MCG Outlook email account.

We highly recommend that you bookmark or add the following links to your web browser.

[OHR Training Webpage](#)

Find additional OHR Training and Organizational Development programs; Help Guides for assistance with OLM; directions and parking information for training venues; future additions to the CCL Catalog and much more.

[AccessMCG ePortal](#)

For MCG employees

Use to access OLM to enroll in classes, withdraw, check your class schedule/history and print a transcript.

[AccessMCG Extranet](#)

For community partners, contractors, volunteers and DHHS retirees

Use to access OLM to enroll in classes, withdraw, check your class schedule and history and print a transcript.

User Guides

Step-by-step OLM User Guides are located on the [OHR Training webpage](#). These include guides for employees, external learners, community partners as well as managers and supervisors.

Enrollment Instructions

In the next section, you will find the course descriptions and a direct link for enrolling in a course. The information below is a detailed step-by-step guide of how to enroll.

Note to community partners, contractors, volunteers and DHHS retirees: To access OLM and enroll in classes, you must set up a profile in the AccessMCG Extranet Portal. For instructions on how to set up a profile, go to the [OHR Training webpage](#). Look for the User Guide, “Requesting Access to MCG Training for Partners.”

Step 1: Log in based on the applicable group instructions below.

Employees

All full-time Montgomery County Government employees

- Log in using link: [AccessMCG ePortal](#)
- Click 1) Employee Self-Service, 2) the blue Employee Self-Service button, 3) MCG HR Employee Self Service, 4) Learner Home

Community partners, contractors, volunteers and DHHS retirees

Anyone who has retired or currently works for one of our partnering agencies, and has set-up a User profile on the AccessMCG Extranet

- Log in using this link: [AccessMCG Extranet](#)
- Click 1) Learning Services, 2) click Go to County Learning Area blue button, 3) MCG External Learner Self-Service (after Oracle Applications Home Page opens), 4) Learner Home

Step 2: Locate and enroll in a class.

- At the top of the screen, change “Course” to “Class” in the drop-down menu.
- Type a keyword (only one word from the class title) in the window and click Go.
- Find the class you want to attend.
- Click 1) the Enroll button located on the far right of the screen, 2) Review, and 3) Submit.
- You should now see the class listed under “Enrollments” on your Learner Home page.

If the class is full, you can add yourself to the waitlist.

- To confirm your position on the waitlist, return to the Learner Home and click the Requested Learning link at the top left of the screen. When you open this link, you will see your number on the waitlist.
- You will be notified when/if you get into the class.

Confirmation of Enrollment

You will receive two email notifications:

- The first email will be sent the day after you enroll.
- The second email will be sent 7 days prior to the start of the class.

Cancelling Your Enrollment

If you cannot attend a class, please withdraw from a class by unenrolling as soon as possible.

- Log into OLM (see Step 1 on previous page).
- On your Learner Home page, find the class under "Enrollments." Click the "Unenroll" button on the right and follow the prompts.

Additional Details

- Classes are listed by title and date. For example: "Limited English Proficiency Class 2016-5-12."
- Look for attachments that you may need prior to the class, such as pre-work, class handouts, etc.
- If you are a County employee, your supervisor will be copied on all activity within your Learner Record, including enrollments. Your supervisor may unenroll you from a class if necessary. Before enrolling, please discuss any training with your supervisor.
- Keep your mailbox open. Remember, if your mailbox is full, you will not receive any automated messages.
- Updated class information will appear on your Employee Self-Service webpage under "Worklist." If you think you have missed an email notification, this is a handy place to check. The information will also be updated on your Learner Home page.

Still Need Help?

If you have problems after checking the help guides and other online resources, call the OHR Training and Organizational Development Division (page 36) while you are on your computer so that we may assist you. If you leave a voicemail, provide a detailed explanation of the issue; your call will be returned as soon as possible.

Locations, Maps and Parking

Class Location	Address	Parking
Executive Office Building (EOB)	101 Monroe Street, Lobby Level Rockville, MD 20850	See below (Finding Parking in Downtown Rockville).
Council Office Building (COB)	100 Maryland Avenue, Lower Level Rockville, MD 20850	
Training and Organizational Development Center (TODC)	255 Rockville Pike, Suite 102 Rockville, MD 20850	
Dennis Avenue Health Center (DAH)	2000 Dennis Avenue Silver Spring, MD 20902	Free parking available in the DAH Parking lot.
DHHS Administrative Offices	401 Hungerford Drive Rockville, MD 20850	Visitor parking is extremely limited. Rockville Town Center parking (South on Rt. 355) is a five-minute walk.
Mid-County Regional Services Center (MCRSC)	2424 Reedie Drive, 1st Floor Conf. Room Wheaton, MD 20902	Metered parking available across the street from the MCRSC.
Piccard Drive Health Center (PDHC)	1335 Piccard Drive, 2nd Floor Conf. Room Rockville, MD 20850	Free parking available in the PDHC parking lot.
Upcounty Regional Services Center (UCRSC)	12900 Middlebrook Road, Suite 1100, Room 2 Germantown, MD 20874	The UCRSC parking lot is for clients only . Please use the Germantown Commons parking lot near DSW shoes.

Finding Parking in Downtown Rockville — Make a Parking Plan!

Parking can be difficult to find in downtown Rockville. Refer to the [Rockville Government Center Complex Map](#), which indicates the various County buildings and parking locations.

Council Office Building (COB) Parking Garage (free with voucher): Located at the corner of Jefferson (Route 28) and Monroe Streets. The back entrance to the COB is located right next to the garage. Park free by obtaining a voucher at the training, and present it to the attendant as you leave.

Jury Lot (free): Located across from the COB garage; open to visitors after 9:30 a.m.

Public Parking (for a fee):

- 255 Rockville Pike (location of the OHR Training and Organizational Development Center)
- 52 Monroe Street (across from the Executive Office Building)
- Rockville Town Square Parking

Program Offerings



CCL Updates for Spring 2016

New Policy: Online Registration and Continuing Education (CE) Certificates

It is very important that all class participants enroll in classes using OLM. This means that we can email the class materials to you prior to the class, notify you of any changes, and pre-print your CE certificate. We will no longer create certificates for walk-ins. You will be given CE credit, and it will appear on your Learner Record and transcript. If the licensing board later requests a copy of your certificate, we will gladly make a copy for you.

Inclement Weather Policy Reminder

If inclement weather is predicted, please check our Inclement Weather Policy in the first section of this catalog.

Ethics Classes

We were **unable to schedule** an ethics class for social workers this spring. We recommend that you check:

- [University of Maryland](#) Continuing Professional Education webpage for classes at the Shady Grove Campus, and
- Maryland Chapter of the National Association of Social Workers ([NASW](#)) webpage; click on Continuing Education. You'll find a list of classes offered by different providers located throughout the area; prices vary.

Partner Appreciation

Many people have contributed to the planning, development and presentation of the continuing education events presented in this catalog. We are very fortunate to have these experts partnering with us to provide these educational opportunities. Please join us in extending our appreciation to them!

CCL Training Committee

Committee members share their time and expertise to plan the roster of classes, work with the instructors, develop learning objectives and course descriptions, and attend and evaluate programs. Below is a list of members from each service area.

Aging and Disability Services

- Maureen Wickham, RN, Adult Evaluation and Review Services (AERS) Nursing
- Hirsch Isen, LCSW-C, Adult Protective Services

Behavioral Health and Crisis Services

- Sybil Greenhut, APRN, BC, Senior Mental Health
- Jennifer Vidas, Ph.D., LCPC, Community Case Management
- Ellen Wachter, LCSW-C, Victims Assistance and Sexual Assault Unit

Children, Youth and Family Services

- Ivy Reed, LCSW-C, Child Welfare Services
- Wendy Baber, LCSW-C, Infants and Toddlers
- Alyssa Saunders, LCSW-C, Linkages to Learning

Public Health Services

- Doreen Kelly, Administrator

Special Needs Housing Services

- Tanya Jones, LCSW-C, Homeless Services

Interested in Becoming a CCL Training Committee Member?

Click [here](#) to learn more!

Instructors for Spring 2016

Instructors partner with us as a community service; most provide training gratis or for a very small honorarium. This includes preparation, travel, presentation time, and sometimes materials. In some cases, they have developed, at no additional charge, a program especially for CCL.

Benach Collopy, LLP; Immigration Lawyers

- Ava Benach

Community Food Rescue

- Cheryl Kollin

Cross-Cultural Communications

- Marjory Bancroft

Gold Star (Military) Families:

- Paula Davis
- Lee Ann Doerflinger
- Mr. and Mrs. Wolton
- Pam Zembian

Hospice Caring

- Anne Baker
- Allison Stearns

Howard University

- Christiane Cox

Manna Food Center

- Jenna Umbriac

Maryland Behavioral Health Administration

- Anastasia Edmonston

Maryland Motor Vehicle Administration

- Nanette Schieke

Maryland State Advisory Council on Quality Care at End of Life

- M. Jane Markley

Montgomery County

Department of Health and Human Services

- Angela Callellon
- Betsy Leucking
- Debra Aplan
- JoAnn Barnes
- Kim Ball
- Luis Martinez
- Sara Black
- Shawn Brennan

Montgomery County

Department of General Services

- Nancy Greene

Shepherd's Table

- Jacki Coyle

Tragedy Assistance Program of Survivors (TAPS)

- Bonnie Carroll

Many thanks to our CCL instructors for their commitment, time and services!

Class Calendar at-a-Glance

Note: The Fall 2016 Class Catalog will be published in August 2016 and classes will begin September 2016.

Date	Class	Time	Location*
February 24	<u>Creating a Culture of Equity</u>	9 a.m. – 3:15 p.m.	UCRSC
March 2	<u>Understanding Islam and Muslim Cultures: Implications for Human Service Providers</u>	9 a.m. – 5 p.m.	UCRSC
March 16	<u>Grief and Bereavement for Military and Families</u>	9 a.m. – 12 p.m.	EOB
March 16	<u>Community Food Rescue: Providing Healthy, Donated Food to People Who Are Food Insecure</u>	1 p.m. – 4 p.m.	EOB
March 23	<u>Advanced ADA: Program Access – How to Make Your Program Accessible</u>	9 a.m. – 12 p.m.	TODC
April 1	<u>Blood-Borne Pathogens</u>	1 p.m. – 3 p.m.	Dennis Avenue
April 5	<u>Moral Development in Context: When Laws and Guidelines Are Unclear</u>	9 a.m. – 12 p.m.	UCRSC
April 6	<u>Creating a Culture of Equity</u>	9 a.m. – 3:15 p.m.	UCRSC
April 19	<u>When Older Clients Are Still Driving: Understanding the Impact of Aging, Transitioning from Driving, and Transportation Alternatives</u>	9 a.m. – 12 p.m.	COB
April 26	<u>Assessing Capacity and Vulnerability</u>	9 a.m. – 12 p.m.	COB
April 28	<u>Advance Directives: Challenges and Opportunities</u>	1 p.m. – 4 p.m.	TODC
May 4	<u>Aging and Traumatic Brain Injury: An Overview of Common Cognitive, Behavioral & Physical Challenges</u>	1 p.m. – 4 p.m.	EOB
May 10	<u>HHS Limited English Proficiency Implementation Plan</u>	10 a.m. – 12 p.m.	UCRSC
May 11	<u>Creating a Culture of Equity</u>	9 a.m. – 3:15 p.m.	UCRSC
May 12	<u>HHS Limited English Proficiency Implementation Plan</u>	10 a.m. – 12 p.m.	Piccard Health Center
May 18	<u>HHS Limited English Proficiency Implementation Plan</u>	2 p.m. – 4 p.m.	Reedie Drive
May 19	<u>ABCs of Special Needs Housing: Homeless Services</u>	9 a.m. – 12 p.m.	UCRSC
May 25	<u>ABCs of Children, Youth and Family Services</u>	9 a.m. – 12 p.m.	EOB
May 26	<u>Working with Interpreters: A Collaboration</u>	9 a.m. – 1 p.m.	UCRSC
June 1	<u>Educating the Immigrant Community: The Immigration System and Immigration Reform</u>	1 p.m. – 4 p.m.	EOB
June 2	<u>Interpreting for HHS Bilingual Staff</u>	9 a.m. – 4 p.m.	UCRSC

*For location details, see the applicable class description page by clicking on the link in the Class column above.

ABCs of Children, Youth and Family Services

This series of presentations on DHHS programs and services aims to broaden your knowledge of DHHS; identify intersections of core programs and services; provide tools to collaborate more effectively; and strengthen partnerships with our community partners.

The purpose of this session is to educate DHHS employees and partners about the various program components of the Division of Children, Youth and Families (CYF). Topics include 1) the structure, vision, challenges and key programs within CYF, 2) key partners within DHHS and outside the Department, 3) top referrals in and from each program/service, and 4) a discussion of program requirements, referral process and eligibility guidelines.

The CYF presentation will be valuable to those who work in DHHS service areas outside of CYF, such as therapists in Child and Adolescent Behavioral Health; social workers in Special Needs Housing; and nurses in Public Health who work with children and families. This class will include presentation, discussion and Q&A.

Target Audience

All DHHS staff and partners — social workers, therapists, health care staff, in-take workers and program staff.

Objectives

- Develop skills and knowledge to maximize service delivery within CYF and with our partners.
- Identify the services available through CYF.
- Evaluate a client's behavior or circumstances to determine where to refer the client.
- Explain and guide a client through the referral process.
- Easily access resources for CYF on the Intranet/Internet as well as other sources of information.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – None

Date, Time, Location

May 25, 2016, 9 a.m. – 12 p.m.; Executive Office Building (EOB), Lobby Level Auditorium, 101 Monroe Street, Rockville, MD 20850

Instructors

- JoAnn Barnes, BS, Chief, Children, Youth and Family Services, DHHS
- Angela Calellon, MPP, Social Service Officer/Deputy Chief, Children, Youth and Family Services, DHHS

Enrollment

Deadline: May 16, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

ABCs of Special Needs Housing

Homeless Services

This series of presentations on DHHS programs and services aims to broaden your knowledge of DHHS; identify intersections of core programs and services; provide tools to collaborate more effectively; and to strengthen partnerships with our community partners.

In the 2015 point-in-time survey, an annual count of homeless persons in the metro area, Montgomery County reported a total of 1,100 homeless persons — a 23.5 percent increase since 2014, and a 9.6 percent increase since 2013. As the Collaborative Applicant and Homeless Management Information System (HMIS) Lead Agency, Montgomery County DHHS Special Needs Housing (SNH) works with a number of partners to end homelessness. Within the DHHS integrated system of care, it is essential that all staff members and partners — across human service areas — are aware of the breadth of services available through SNH and eligibility criteria in order to fully serve our clients. This presentation will include case scenarios and Q&A.

Target Audience

All DHHS staff and community partners, including social workers, therapists, health care staff, as well as in-take workers, administrative staff and program staff.

Objectives

- Describe the homeless population within Montgomery County.
- List eligibility criteria for shelter, transitional, and permanent supportive housing as well as emergency services, Home Energy program, homeless prevention, and the Rental Assistance program.
- Describe SNH services with examples to other DHHS staff or consumers.
- Partner with SNH to maximize service delivery to clients.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – Yes

Date, Time, Location

May 19, 2016; 9 a.m. – 12 p.m.; Upcounty Regional Services Center, Suite 1100, Room 2, 12900 Middlebrook Road, Germantown, MD 20874

Instructors

- Kim M. Ball, MSW, Administrator, Homeless Services, DHHS
- Sara A. Black, MPA, Administrator, Housing Stabilization Services, Special Needs Housing Services, DHHS

Enrollment

Deadline: May 11, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Advanced ADA: Program Access

How to Make Your Program Accessible

Title II of the Americans with Disabilities Act (ADA) mandates that Montgomery County must ensure that people with disabilities can participate in, and benefit from, all of the County's programs and services. Program access goes beyond having a physically accessible building. It requires that the program or service itself must be accessible. This may involve making reasonable changes to a program's policies, procedures or practices or providing auxiliary aids or services upon a request from a person with a disability. Program access decisions must be considered on a case by case basis with an understanding of the intent of the law; an analysis to determine what is reasonable and what is not; and an understanding of what County resources are available to assist you and your client. Program access requirements apply whether the program is run by County staff, provided by a County contractor or provided through another collaborative arrangement. Learn how to implement these requirements. This workshop will analyze and discuss actual case scenarios.

Target Audience

Restricted to DHHS staff. Contract monitors for contracts with direct client services; staff who work directly with clients, including social workers, nurses, therapists, income support workers; managers and supervisors who work with direct client services.

Objectives

- Understand the program access requirements included in Title II of the ADA and the intent of these requirements.
- Develop the skills needed to assess a program access request and to review your program for accessibility.
- Learn what County or DHHS resources are available to assist in providing services to people with disabilities.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – None

Date, Time, Location

March 23, 2016; 9 a.m. – 12 p.m.; OHR Training and Organizational Development Center, 255 Rockville Pike, Suite 102, Rockville, MD 20850

Instructors

- Nancy Greene, BSW, Compliance Manager, Americans with Disabilities Act Title II, DGS
- Betsy Luecking, Disability Policy Specialist, Aging and Disability Services, DHHS

Enrollment

Deadline: March 15, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)

Advance Directives

Challenges and Opportunities

Many people who execute an advance directive thinking that it will protect them from unwanted treatments do not get their wishes honored. There are many things that we as professionals can do to improve this process. Our goal is to improve end-of-life care by empowering attendees to guide patients and families through a meaningful advance planning process.

Target Audience

Social workers, health care staff, and other human service workers involved in the care and/or case management of senior or those facing serious illness.

Objectives

- Distinguish between various types of advance directives; identify various advance directive forms.
- Understand why typical advance directives often fail to work as intended.
- Understand the differences between an advance directive, a do not resuscitate order, and the Maryland Medical Orders for Life Sustaining Treatment (MOLST) form, and the utility of each.
- Approach patients and family members about advance planning.
- Guide patients through the process of creating a suitable document.
- Identify helpful resources for families in the advance planning process.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – None

Date, Time, Location

April 28, 2016, 1 p.m. – 4 p.m.; OHR Training and Organizational Development Center, 255 Rockville Pike, Suite 102, Rockville, MD 20850

Instructor

- M. Jane Markley, RN, FACHE, Independent Health Care Advocate, Member, Maryland State Advisory Council on Quality Care at the End of Life, and Assistant Professor in Psychiatry, USUHS

Enrollment

Deadline: April 20, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Aging and Traumatic Brain Injury

An Overview of Common Cognitive, Behavioral and Physical Challenges

The purpose of this training is to discuss common barriers to independence at home, work and school experienced by many individuals living with traumatic brain injury (TBI). In addition, attendees will learn about the challenges facing aging individuals with brain injury experience, as well as the heightened risk of TBI among older Americans. Information shared in this training will provide participants with tools to identify and support individuals living with TBI, as well as preventative measures designed to reduce the incidence of TBI among older adults. Class includes presentation, video, interactive activities and discussion.

Target Audience

Human service professionals, social workers, and therapists, specifically those working with individuals who have a history of brain injury or may be at risk of incurring a brain injury, and those working with older adults.

Objectives

- Describe the incidence and prevalence of brain injury across the life span.
- Discuss the physical, cognitive and behavioral sequelae associated with brain injury.
- Summarize emerging research regarding how having a brain injury impacts the aging process.
- Implement strategies and utilize resources and supports to assist those living with brain injury.
- Explain the risk of brain injury among the aging population.
- Apply simple strategies to reduce the risk of a brain injury in the aging population.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – Yes

Date, Time, Location

May 4, 2016; 1 p.m. – 4 p.m.; Executive Office Building (EOB), Lobby Level Auditorium, 101 Monroe Street, Rockville, MD 20850

Instructor

- Anastasia Edmonston MS CRC, TBI and Person-Centered Planning Trainer, MBHA

Enrollment

Deadline: April 26, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Assessing Capacity and Vulnerability

The focus of this Adult Protective Services (APS) skills class is to 1) examine the characteristics of vulnerability and capacity of an individual, 2) understand the difference between capacity and vulnerability, and 3) recognize at what point an individual is at risk.

Target Audience

Clinicians who work with at-risk adults, especially those working in APS.

Objectives

- List the characteristics of and differentiate between capacity and vulnerability.
- Recognize when individuals are not able to advocate for themselves or keep themselves safe.
- Know and understand the continuum of capacity.
- Understand the ethical and legal ramifications of a vulnerable person who has capacity and makes poor and/or dangerous decisions.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – Yes

Date, Time, Location

April 26, 2016; 9 a.m. – 12 p.m.; Council Office Building (COB), Lower Level Auditorium, 100 Maryland Avenue, Rockville, MD 20850

Instructor

- Christiane Cox, Ph.D., Lecturer, Howard University Psychology Department

Enrollment

Deadline: April 8, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Blood-Borne Pathogens

The goal of this program is to ensure the health and safety of all employees who are, or have the potential to be, exposed to blood-borne pathogens while performing their jobs. This training will provide the knowledge and skills needed to protect yourself and your co-workers from the hazards of blood-borne pathogens exposure.

Target Audience

Restricted to DHHS employees. This is a mandatory class for anyone at risk of exposure, specifically Adult Protective Services (APS), Child Welfare Services (CWS), and Community Health. This class must be taken during the first year of assignment and annually thereafter as a refresher course.

Refresher Available through E-learning

Staff may complete their annual refresher training online. Look for this class in OLM: *Blood-Borne Pathogens Refresher Course*. Once you enroll, go back to your Learner Home page, look under Enrollments, and click the Play icon directly across from the title to take the class.

Objectives

- Define words and phrases associated with blood-borne pathogens.
- Discuss potentially infectious materials.
- Define worker groups affected by blood-borne pathogen exposures.
- Review our agency's exposure control plan, specifically:
 - Engineering controls, protective work practices and procedures
 - Appropriate protective equipment
 - Cleanup and housekeeping techniques
 - Biohazard warning signs and labels
 - Universal precautions
- Discuss hepatitis B vaccine, handling an exposure incident and follow-up.
- Review appropriate recordkeeping documentation.

Continuing Education Credit

- None

Date, Time, Location

April 1, 2016, 1 p.m. – 3 p.m. - Dennis Avenue Health Center, 2000 Dennis Avenue, Silver Spring, MD 20902

Instructor

- Debra Aplan, Nurse Administrator, Public Health Services, DHHS

Enrollment

Deadline: March 23, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Community Food Rescue

Providing Healthy, Donated Food to People Who Are Food Insecure

In Montgomery County, 78,000 people are food insecure while 246,000 tons of food is wasted each year. This class will introduce participants to the twin problems of food waste and food insecurity in Montgomery County and show you how the Community Food Rescue (CFR) network redirects perfectly good food to those who are food insecure. The class will cover food recovery, food waste, food safety, safe food handling, and nutritional considerations of donated food. This class includes a multimedia lecture including video, PowerPoint, and live demonstration of CFR's matching web software.

Target Audience

DHHS staff and partners who work with clients who are food insecure.

Objectives

- Describe statistics about food waste in Montgomery County and how food recovery fits into County goals for waste reduction.
- Identify how recovered food can help; illustrate how the CFR network of food assistance agencies make good use of recovered food.
- Discuss safe food handling practices for food recovery.
- Understand how the CFR prioritizes and facilitates the recovery of more nutritious foods.
- Utilize the CFR's matching network for food recovery.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – None

Date, Time, Location

March 16 2016, 1 p.m. – 4 p.m.; Executive Office Building (EOB), Lobby Level Auditorium, 101 Monroe Street, Rockville, MD 20850

Instructors

- Cheryl Kollin, MBA, Program Manager, Community Food Rescue
- Jenna Umbriac, RD, Director of Nutrition Programs, Manna Food Center
- Jacki Coyle, Executive Director, Shepherd's Table

Enrollment

Deadline: March 9, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Creating a Culture of Equity

The purpose of this workshop is to establish a common understanding and language to support equity communication, knowledge sharing and collaboration among colleagues, partners and clients; and to recognize the impacts of social determinants of health and well-being on the individuals and communities they serve. Topics to be discussed include: social determinants of health; racism, disparities, and disproportionalities; building equity knowledge and awareness; and the role that privilege and oppression play in shaping determinants of well-being and the distribution of resources in our communities. Participants will engage in small and large group discussions, view video clips and local data presentations, and review case scenarios.

Target Audience

Restricted to DHHS staff. All members of the DHHS staff should attend this training.

Objectives

- Develop awareness and expand knowledge about equity amongst all levels of staff within the department.
- Utilize a common language to support equity communication, knowledge sharing, and collaboration among colleagues, partners and clients.
- Recognize the impacts of social determinants on well-being and equity on the individuals and community they serve.
- Transfer this knowledge and experience to colleagues and partners.

Continuing Education Credit

Credit Hours: 6.25

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – None

Date, Time, Location

Select from one of three classes:

- February 24, 2016
- April 6, 2016
- May 11, 2016

All classes: 9 a.m. – 3:15 p.m.; Upcounty Regional Services Center, Suite 1100, Room 2, 12900 Middlebrook Road, Germantown, MD 20874

Instructor

- Equity Training Team

Enrollment

Deadline: 7 days prior to the date of the class

- MCG employees, click this link: [AccessMCG ePortal](#)

Educating the Immigrant Community

The Immigration System and Immigration Reform

This course is intended to assist DHHS staff in serving the diverse population of Montgomery County by introducing the basic concepts regarding U.S. immigration law and how immigration status affects those they serve. The course will provide an overview of the U.S. immigration system, a basic glossary of terms, and an overview of options for relief for immigrants. The course will identify resources that employees can utilize to provide services to the residents of Montgomery County.

Target Audience

DHHS staff and community partners who provide services to immigrants, including social workers, therapists, nurses and frontline staff.

Objectives

- Understand the U.S. immigration system.
- Utilize appropriate vocabulary when referring to immigration status.
- Describe the new executive action program.
- Identify people who may benefit from current immigration law.
- Locate resources for residents on immigration issues.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – Yes

Date, Time, Location

June 1, 2016; 1 p.m. – 4 p.m.; Executive Office Building (EOB), Lobby Level Auditorium, 101 Monroe Street, Rockville, MD 20850

Instructor

- Ava Benach, Partner; Benach Collopy, LLP; Immigration Lawyers

Enrollment

Deadline: May 24, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Grief and Bereavement for Military and Families

Serving Military & Veterans: Culture, Experience and Identity Series

This series is designed to inform licensed mental health professionals and behavioral health service providers of military and veteran culture and experience, creating a health provision system on the community level that is aware of the unique needs of this population.

This class takes into account the military experience, evidenced-based clinical applications, and unique needs of military, veterans, and their families, including sub-groups within the military. It will include information on military and veteran bereavement, such as Tragedy Assistance Program for Survivors (TAPS) and Hospice Caring, and will include a panel of Montgomery County Gold Star Families. Gold Star Families are those who have lost a family member who was serving in the military.

Target Audience

All DHHS staff and community partners, including social workers, therapists and health care staff, as well as intake workers, administrative staff and program staff.

Objectives

- Analyze the experience of grief and bereavement, and differentiate between services available to members of the military and veteran community in comparison to the civilian community.
- Outline the steps necessary to assist a person who is navigating the stages of grief and bereavement.
- Identify federal and community resources for military, veterans, and their families who are experiencing grief.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – Yes

Date, Time, Location

March 16, 2016; 9 a.m. – 12 p.m.; Executive Office Building (EOB), Lobby Level Auditorium
101 Monroe Street, Rockville, MD 20850

Instructors

- Bonnie Carroll, CEO and Founder of Tragedy Assistance Program for Survivors (TAPS)
- Anne Baker, Director of Community Education and Training, Hospice Caring
- Allison Stearns, LCPC, Executive Director, Hospice Caring
- Gold Star Panel Members: Paula Davis, Lee Ann Doerflinger, Mr. and Mrs. Wolton; and Pam Zembian

Enrollment

Deadline: March 8, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

HHS Limited English Proficiency Implementation Plan

To ensure equitable access to government services by the population with Limited English Proficiency (LEP), an executive order was signed into effect in 2010 to mandate language access policies throughout all departments. This LEP class has been designed specifically for DHHS staff.

Target Audience

Restricted to DHHS staff. This is a mandatory class for all employees, contractors, interns and volunteers in all areas of DHHS, and must be taken within the first year of employment and every 5 years thereafter.

Objectives

- Understand Montgomery County's demographic mix, and the top five languages spoken in the County.
- Determine when interpretation is needed.
- Identify resources and services available to DHHS staff.
- Follow step-by-step procedures for accessing phone interpretation services.
- Contact additional resources such as Volunteer Language Bank, Common Phrases, and Language ID Card.
- Contact people to interpret within one's work area, within DHHS, and within the County.

Continuing Education Credit

Credit Hours: None

Date, Time, Location

Select from one of three classes:

- May 10, 2016, 10 a.m. – 12 p.m.; Upcounty Regional Services Center - Suite 1100, Room 2, 12900 Middlebrook Road, Germantown, MD 20874
- May 12, 2016, 10 a.m. – 12 p.m.; Piccard Health Center - 2nd Floor Conference Room, 1335 Piccard Drive, Rockville, MD 20850
- May 18, 2016, 2 p.m. – 4 p.m.; Regional Services Center - 1st Floor Conference Room, 2424 Reedie Drive, Wheaton, MD 20902

Instructor

- Luis Martinez, MS, MA, Diversity Outreach Coordinator, Office of Community Affairs (OCA), DHHS

Enrollment

Deadline: 7 days prior to the class date.

- MCG employees, click this link: [AccessMCG ePortal](#)

Interpreting for HHS Bilingual Staff

DHHS bilingual staff may be asked to interpret. Without training, and an awareness of interpreter ethics, they may give inaccurate advice or take control of the encounter. This training will provide the knowledge and skills to accurately and ethically interpret.

In this workshop designed for bilingual staff, participants gain an overview of community interpreting. They learn to adhere to a national code of ethics and national standards while enhancing their accuracy and professionalism; perform a professional introduction; adopt appropriate positioning; use first person; promote direct communication between the client and provider; clarify unknown terms; offer appropriate cultural information as needed; respect client autonomy; and guide non-bilingual staff to directly communicate with Limited English Proficiency (LEP) clients. The workshop includes practice and skills building, video demonstrations, role-plays, and exercises.

Target Audience

Restricted to DHHS Certified Bilingual employees.

Objectives

- Demonstrate how to apply a national code of ethics for community interpreters.
- Conduct a professional interpreter introduction.
- Display basic interpreter skills.
- Discuss interpreter roles.
- Model effective mediation skills.
- List three interpreter standards of practice.

Continuing Education Credit

Credit Hours: 6.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – None

Date, Time, Location

June 2, 2016, 9 a.m. – 4 p.m.; Upcounty Regional Services Center, Suite 1100, Room 2,
12900 Middlebrook Road, Germantown, MD 20874

Instructor

- Marjory Bancroft, MA, Director, Cross-Cultural Communications, LLC

Enrollment

Deadline: May 25, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)

Moral Development in Context

When Laws and Guidelines Are Unclear

There are many situations in which clear laws and guidelines for behavior are absent or unclear, and this affects how people become leaders, support each other, and understand fairness. It is particularly important to understand these dynamics as they apply to clients, many of whom are immigrants and may have come of age in less stable societies with frequent shifts in governmental power.

This presentation draws from the book, "[Pirates, Prisoners, and Lepers: Lessons from Life Outside the Law](#)," along with theories of moral and community development (i.e., Maslow, Giligan) with applications to our practice. Activities include scenarios for discussion and small group exercises examining moral/ethical dilemmas. "[Pirates, Prisoners, and Lepers: Lessons from Life Outside the Law](#)" is co-authored by Sarah M. Robinson, the program instructor, and Paul H. Robinson.

Target Audience

DHHS professional staff, social workers, therapists and program administrators.

Objectives

- Understand the issues and trends in a multicultural and diverse society, specifically mores and interaction patterns, which impact professional counselors and the counseling profession.
- Apply a deeper understanding of human growth and development, specifically moral development when dealing with clients.
- Increase understanding of the roles that leadership and fairness play in social issues and social groups.
- Handle situations to elicit cooperation in moral and ethical decision making.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – Yes

Date, Time, Location

April 5, 2016; 9 a.m. to 12 p.m.; Upcounty Regional Services Center, Suite 1100, Room 2, 12900 Middlebrook Road, Germantown, MD 20874

Instructors

Sarah Robinson, MEd, Writer, Lecturer, Legal Researcher
Catherine McAlpine, Ph.D., LCSW-C, Manager, Behavioral Health and Crisis, DHHS

Enrollment

Deadline: March 28, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Understanding Islam and Muslim Cultures

Implications for Human Service Providers

This one-day session will introduce the basic beliefs and practices of Islam and discuss their cultural implications in a variety of settings. Participants will learn about the diversity of Muslim societies in the world, the U.S. and the mid-Atlantic region. They will interact with co-participants and the presenter through readings and activities designed to address questions, stereotypes and misconceptions about Islam and Muslim cultures. Using film clips, short readings and discussion, participants will apply their learning to think about scenarios and proactive ideas in their work. Lunch will be served onsite.

Intended Audience

Priority to DHHS staff. All DHHS staff who interact with customers and clients, particularly those who serve individuals within the Muslim community.

Objectives

- Gain working knowledge of the basic beliefs and practices of Islam for cultural competency.
- Understand and relate the diversity of Muslim societies globally to their diversity in the U.S.
- Identify relevant religious and cultural issues in provision of healthcare at home and in other settings.
- Address stereotypes and misconceptions about Islam and Muslims, especially those related to attitudes that affect work with families and various scenarios.
- Develop and discuss scenarios that help apply the session's learning to participants' work and help them serve as mentors to others.

Continuing Education Credit

Credit Hours: 7.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – Yes

Date, Time, Location

March 2, 2016; 9:00 a.m. – 5:00 p.m. (lunch provided); Upcounty Regional Services Center (UCRSC), 12900 Middlebrook Road, Suite 1100, Room 2, Germantown, MD 20874

Instructor

- Susan L. Douglass, MA, Education Consultant and Workshop Presenter, Prince Alwaleed bin Talal Center for Muslim-Christian Understanding, Edmund A. Walsh School of Foreign Service

Registration

Deadline: February 26, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

When Older Clients Are Still Driving

Understanding the Impact of Aging, Transitioning from Driving, and Transportation Alternatives

According to the County's 2015 Age Friendly Community Survey, 88 percent of adults 55 and older get where they need to go by driving themselves in a car. Being able to connect to employment, recreation, medical appointments, and other functions is vital for all County residents. However, aging typically brings changes to cognitive and physical functioning, which can make safe driving difficult. DHHS staff and partners need to be aware of resources available to support safe driving, assist in transitioning from driving, and finding safe, accessible, and affordable transportation alternatives. Information will be presented through PowerPoint, discussion and Q&A.

Target Audience

Social workers, case workers and program administrators who might come into contact with someone struggling with issues related to older driver safety and transitioning from driving.

Objectives

- Recognize the significance of mobility and the need to consider fitness to drive as part of programs involving older clients.
- Recognize the unique challenges and risks faced by older drivers.
- Identify resources that help seniors adapt to health conditions and meet their mobility needs.
- State the purpose of MVA's medical review process to clients when there is a concern about functional ability to drive safely.
- Explain the psychological factors at play in driver retirement.
- Identify local alternatives to driving, both public and private, and sources of information about alternatives.

Continuing Education Credit

Credit Hours: 3.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – None

Date, Time, Location

April 19, 2016, 9 a.m. – 12 p.m.; Council Office Building (COB), Lower Level Auditorium
100 Maryland Avenue, Rockville, MD 20850

Instructors

- Shawn Brennan MSW, Mobility Manager, Aging and Disability Services, DHHS
- Nanette Schieke, Chief, Driver Safety, Maryland Motor Vehicle Administration

Enrollment

Deadline: April 1, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers and DHHS retirees, click this link: [AccessMCG Extranet](#)

Working with Interpreters: A Collaboration

Although DHHS has access to interpreter resources when working with customers who have Limited English Proficiency (LEP), there may be instances when communication is not as clear and seamless as it should be. The best communication outcomes are those where the worker understands the role of the interpreter, and can guide that individual to appropriately interpret, to address cultural barriers, and maintain a neutral presence. This course, designed for all staff who work with LEP clients, will address these skills, and provide the opportunity to address other challenges you may have encountered.

Target Audience

Restricted to DHHS staff. All DHHS staff who work with clients with LEP.

Objectives

- Work with trained and untrained interpreters.
- Follow legal requirements in community interpreting and basic interpreter ethics.
- Understand liability and risk management.
- Position the interpreter appropriately.
- Understand that speaking to the client or customer (not the interpreter) is vital.
- Guide the interpreter to interpret everything that is being said.
- Use interpreters to address cultural barriers.

Continuing Education Credit

Credit Hours: 4.0

- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board of Certificate Counselors (NBCC) – None

Date, Time, Location

May 26, 2016; 9 a.m. to 1 p.m.; Upcounty Regional Services Center, Suite 1100, Room 2, 12900 Middlebrook Road, Germantown, MD 20874

Instructor

- Marjory Bancroft, MA, Director, Cross-Cultural Communications, LLC

Enrollment

Deadline: May 18, 2016

- MCG employees, click this link: [AccessMCG ePortal](#)

Resources

General Information

OHR Training and Organizational Development Division
255 Rockville Pike, Suite 102
Rockville, MD 20850
240-777-5116

OLM.Admin@MontgomeryCountyMD.gov

<http://www.montgomerycountymd.gov/HR/training/Trainingq.html>

- User guides
- Class catalogs
- Class calendar

CCL Program Manager

Michaela Johnson, OHR Specialist
240-777-5063

michaela.johnson@montgomerycountymd.gov

Revised 3/1/2016