A Special Partnership

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). CCL is an approved provider of continuing education credits for social workers and professional counselors. Courses are open to staff members in similar positions in County departments.

In Fiscal Year 2022, more than 350 CCL courses were provided to over 4,500 Montgomery County employees and community partners. CCL facilitates the development of a more integrated and culturally responsive network of social, mental, and public health services for Montgomery County residents.

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

If you require additional information, please refer to the Resources section of this guide (page 51).

**Acronyms Used In This Catalog**

- CCL: Center for Continuous Learning
- COB: Council Office Building
- COR: Correction and Rehabilitation
- DAHC: Dennis Avenue Health Center
- DHHS: Department of Health and Human Services
- eICM: Integrated Case Management
- EOB: Executive Office Building
- HIPAA: Health Insurance Portability and Accountability Act
- HMIS: Homeless Management Information System
- HOB: DHHS Administrative Offices
- LEP: Limited English Proficiency
- MBSWE: Maryland Board of Social Work Examiners
- MCCF: Montgomery County Correctional Facility
- MCG: Montgomery County Government
- NBCC: National Board for Certified Counselors
- OHR: Office of Human Resources
- OLM: Oracle Learning Management
- TESS: Takoma East Silver Spring Center
- TODC: Training & Organizational Development Center
- UCRSC: UpCounty Regional Services Center
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About the Program

The Center for Continuous Learning (CCL) Mission

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

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 of 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 on specific board requirements, a class may not necessarily be approved for continuing education credits from both boards.

Contact Information

See the Resources section of this guide (page 51).
Services Provided by the Program

CCL Training Catalog
Courses presented in this catalog are the result of weeks of planning, organizing, and evaluating training by the CCL Training Committee led by the OHR CCL Program Manager. The catalog is published twice a year in January and August.

OHR CCL Program Manager
The OHR CCL Program Manager works closely with the CCL Training Committee to ensure training is aligned with department initiatives and priorities; that professional development courses fulfill continuing education board requirements; and that adequate 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. Course instructors include representatives from NIH, Maryland Department of Human Resources, EveryMind, and other federal and private agencies.

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 providing 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 program is meeting the training needs of each team.
  - Consult with the Team 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.

- **Time Commitment**
  The committee meets once a month for 1.5 hours. Time for preparation and attendance at these meetings totals about 24 to 30 hours per year. Individual committee members may spend approximately 8 to 10 hours per year planning 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.

Custom Programs and Special Training Requests
OHR understands that there may be times when a team has training needs that are not offered through the CCL program. The OHR Training and Organizational Development Team 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
- Enrollment administration through Oracle Learning Management (OLM)
- Announcement fliers
- Assistance with the creation of eLearning courses
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 unless stated otherwise.

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 Team (see page 51).

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.

DHHS Supervisor Approval
Prior to enrolling in a class, DHHS staff members must discuss their professional development goals and training requests with their supervisor. Approval to participate in a training class may be withheld by a supervisor in consideration of job performance or availability based on work coverage needs. After enrollment, an email will be sent to notify the supervisor.
**Attendance and Continuing Education Credit Eligibility**

As an approved sponsor of continuing education hours, 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 must attend the entire course to receive any continuing education (CE) credit. Partial attendance 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.

**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 OHR Training and Organizational Development Team (see page 51) after 7 am.

If the program is a webinar or in on-line presentation format, the class will continue as scheduled.

**Special Accommodations**

If you need sign language interpreters or other reasonable accommodations to participate in any training opportunity provided by the Office of Human Resources, please contact the OHR Training and Organizational Development Team with as much notice as possible, preferably at least three business days before the class begins (see page 51). Taking these steps will allow sufficient time to best meet your needs.

**Complaint Policy**

If participants or potential participants would like to express a concern about their experience with the CCL, they may contact the OHR Training and Organizational Development Team (see page 51). 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 (MCG) 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.
**Mandatory Training**

**County-wide Mandatory Training**

All MCG workers are required to complete specific courses when they start their assignment. This training is outlined in the OHR Training Catalog and on the OHR Career Development webpage under **Mandatory Training**.

**Mandatory Training for DHHS Staff**

All employees, contractors, volunteers, and student interns in DHHS are required to attend specific departmental training. Please discuss with your supervisor which courses are mandatory for your position.

<table>
<thead>
<tr>
<th>Courses</th>
<th>Target Audience</th>
<th>Requirements</th>
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<tbody>
<tr>
<td>DHHS Language Resources Training</td>
<td>All DHHS staff — employees, contract and temporary employees, and interns.</td>
<td>Included in the DHHS New Hire Orientation. Refresher due once every five years.</td>
</tr>
<tr>
<td>Bloodborne Pathogens for DHHS Clinic Staff</td>
<td>DHHS clinic staff employees who work in public health in a clinical setting. This course is not open to contractors or non-clinic staff workers.*</td>
<td>Within the first year of assignment, and annually thereafter.</td>
</tr>
<tr>
<td>*Important: For non-clinic staff, there is an online Bloodborne Pathogens training located on the HHS Intranet; the assessment is located in the Oracle Learning Management (OLM) system.</td>
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</tr>
<tr>
<td>Comprehensive HIPAA Training (replaces HIPAA Basic Privacy and HIPAA Clients Rights); and Comprehensive HIPAA Training Skills Assessment</td>
<td>All DHHS staff — employees, contract and temporary employees, volunteers, and interns.</td>
<td>Immediately, offered through self-paced online learning. The training class is located on the HHS Intranet; the assessment is located in the Oracle Learning Management (OLM) system.</td>
</tr>
<tr>
<td>Integrated Case Management (eICM) Training</td>
<td>DHHS staff who will be using the eICM system. Check with your supervisor to see which classes you are required to take.</td>
<td>Once the Comprehensive HIPAA Training is completed, enroll in the appropriate eICM Training class(es).</td>
</tr>
<tr>
<td>eICM Basics</td>
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<tr>
<td>eICM Case Management</td>
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<tr>
<td>eICM Payments</td>
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</table>
OHR Training and Organizational Development

In addition to CCL courses, the OHR Training and Organizational Development Team provides MCG employees, contractors, volunteers, and interns many other opportunities for professional development. A brief overview of OHR training programs is given below. Go to the OHR Career Development webpage under Programs and Catalogs to access the catalogs, view class schedules, and get more information on MCG Mandatory Training classes.

Career Development Program

This program provides over 100 professional and management development instructor-led courses. The catalog is published annually in September. Some of the programs include:

- Career and Personal Planning
- Communication Skills
- Contract Administration
- Customer Service
- Diversity Studies
- Human Resources
- MCG LEADS
- Professional Development
- Project Management

Computer Training Program

Hands-on classes in Microsoft Office Suite, including Word, Excel, Access, PowerPoint, and Outlook, are provided for all skill levels from beginner to advanced.

eLearning Programs

Three providers of online professional development programs provide readily accessible learning opportunities to MCG staff from any computer which has Internet access. These professionally produced training courses cover a wide range of professional development, management development and leadership courses.

- A library of courses, Corporate Training Materials.com, resides on our OLM system, and is accessed the same way you enroll in instructor-led classes.
- Montgomery County Public Libraries provides training through Gale Courses and LinkedIn Learning which are available to our employees, contractors, volunteers and interns with an MCG library card. Partners who are Montgomery County residents may also access these courses with an MCG library card.
Getting Help

Oracle Learning Management (OLM)

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

- Search and enroll for classes.
- Use your personal Learner Home page to check current enrollments and history.
- Complete self-paced online courses available directly from OLM.
- Create learning paths aligned with learning goals.

Also, through OLM, supervisors can access training records of direct reports and assign mandatory training as needed.

Important Web Links

The three links below provide access to any information or functions you may need to manage your training and career development.

OHR Career Development 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 Class Catalog and much more.

AccessMCG ePortal
For MCG employees, contractors, interns, and volunteers who have an MCG computer network login.
- Use to access OLM to enroll in classes, check your class schedule/history and print a transcript.

AccessMCG Extranet
For community partners, DHHS retirees and contractors, interns and volunteers who do not have an MCG computer login.
- Use to access OLM to enroll in classes, check your class schedule and history and print a transcript.

User Guides
OLM User Guides are located on the OHR Career Development webpage under OLM User Guides for Learners. These step-by-step guides were created for employees, contractors, volunteers, and community partners as well as managers and supervisors. Topics include enrolling in a class, printing a transcript, playing an MCG computer-based training and frequently asked questions.

We highly recommend that you bookmark or add the following links to your web browser.
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 step-by-step enrollment guide. For more information, go to the OHR Career Development webpage, select Guides and Resources and find the Enroll in a Class User Guide for your specific group (MCG Employees, MCG Contractors and Volunteers, or Community Partners).

Note to community partners, DHHS retirees and contractors, interns and volunteers who do not have an MCG computer login: 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 User Guide: Requesting Access to AccessMCG Extranet Portal and MCG Learning Areas.

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

- **Employees**
  - MCG employees with an MCG computer network login
    - 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

- **Contractors, interns, and volunteers**
  - Those who have an MCG computer network login
    - Log in using link: AccessMCG ePortal
    - Click 1) Learning Services, 2) OLM for Contractors and Volunteers, 3) Learner Home

- **Community partners, DHHS retirees, and contractors, interns, and volunteers**
  - Anyone who does not have an MCG computer network login 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, 4) Learner Home

Step 2: Locate and enroll in a class.

- At the top of the screen, find the Search window.
- 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.

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 seven 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 in to OLM (see Step 1 on the 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 2018-09-24.”
- Look for attachments that you may need prior to the class, such as pre-work, class handouts, etc.
- If you are an MCG 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.
- You will be notified of any changes in time, date, or location. 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 Team (page 51) 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

<table>
<thead>
<tr>
<th>Class Location</th>
<th>Address</th>
<th>Parking</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Executive Office Building (EOB)</strong></td>
<td>101 Monroe Street&lt;br&gt;Lobby Level Auditorium&lt;br&gt;Rockville, MD 20850</td>
<td>See below (Finding Parking in Downtown Rockville).</td>
</tr>
<tr>
<td><strong>Training and Organizational Development Center (TODC)</strong></td>
<td>27 Courthouse Square&lt;br&gt;4th Floor&lt;br&gt;Rockville, MD 20850</td>
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<tr>
<td><strong>Dennis Avenue Health Center (DAHC)</strong></td>
<td>2000 Dennis Avenue&lt;br&gt;Silver Spring, MD 20902</td>
<td>Free parking available in the DAH parking lot.</td>
</tr>
<tr>
<td><strong>Upcounty Regional Services Center (UCRSC)</strong></td>
<td>12900 Middlebrook Road&lt;br&gt;Suite 1100 - Room 2&lt;br&gt;Germantown, MD 20874</td>
<td>The UCRSC parking lot is for clients only. Please use the Germantown Commons parking lot near DSW shoes.</td>
</tr>
<tr>
<td><strong>DHHS Administrative Building (HOB)</strong></td>
<td>401 Hungerford Drive&lt;br&gt;Rockville, MD 20850</td>
<td>Limited parking. Parking available at Rockville Town Center.</td>
</tr>
<tr>
<td><strong>Montgomery County Correctional Facility (MCCF)</strong></td>
<td>22880 Whelan Lane&lt;br&gt;Boyd's, MD 20841</td>
<td>Free parking available at the Correctional Facility.</td>
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</table>

### 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 am

- **Public Parking (for a fee):**
  - 255 Rockville Pike (location of the OHR Training and Organizational Development Center)
  - 51 Monroe Street (across from the Executive Office Building)
  - Rockville Town Square Parking
CCL Updates for Fall 2022

Looking for NEW CCL Training Committee Members
The CCL Committee is a critical component for the development of the semi-annual CCL Class Catalog. As subject matter experts in their fields, committee members propose training and obtain instructors to provide the classes. Although each committee member represents his or her service area, committee members work as a team to ensure the program classes are aligned with the DHHS Road Map goal of supporting service integration.

CCL Committee Members are listed on the following page. For a description of the work and commitment involved, click here for additional information.

For questions, please contact Laura Chapman, OHR CCL Program Manager, at laura.chapman@montgomerycountymd.gov.
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 the County 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
- Hirsch Isen, LCSW-C, Home Care Supervisor
- Kimberly Johnson, LCSW-C, Ph.D., Assistant Administrator, Assessment, APS + Care Management Services
- Ruth Kershner, MA, MSW, LCSW-C, LTC Ombudsman

Behavioral Health and Crisis Services
- Claudia Camargo, LCSW-C, Supervisory Therapist, Adult Behavioral Health Program

Children, Youth and Family Services
- Sarah Wilch-Spamer, LMSW, Infant and Early Childhood Mental Health Coordinator

Department of Correction and Rehabilitation
- Open

Human Capital Management & Organizational Development
- Susan Seling, Chief

Office of Eligibility and Support Services
- Sean Gibson, Acting Health Insurance Section Manager

Public Health Services
- Robyn Simmons, MSA, Program Manager, Special Projects, Public Health Services

Services to End and Prevent Homelessness
- Melissa K. George, LCSW-C, Housing Stabilization Services-Silver Spring
Instructors for Fall 2022

Instructors provide their services 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 specially designed for CCL. We are grateful for their valuable service.

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<thead>
<tr>
<th>Bell Center for Anxiety and Depression</th>
<th>Montgomery County Department of Health and Human Services (Continued)</th>
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<tbody>
<tr>
<td>Dr. Elsbeth Bell</td>
<td>Luis Martinez</td>
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<td>Marcus Gaddy</td>
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<td>Tamar Epner</td>
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<th>Cruz and Associates, LLC</th>
<th>Montgomery County Department of Health and Human Services</th>
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<tr>
<td>Veronica Cruz</td>
<td>Luis Martinez</td>
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<td>Marcus Gaddy</td>
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<td>Gretchen Gates</td>
<td>Luis Martinez</td>
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<td>Alyssa Sanders</td>
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<td>Corey Beauford</td>
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<tr>
<th>Maryland Commission on Civil Rights</th>
<th>Montgomery County Department of Health and Human Services</th>
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<tr>
<td>Dia Drake-Sprague</td>
<td>Luis Martinez</td>
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<td>Amanda Harris</td>
<td>Luis Martinez</td>
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<tr>
<td>Arie Stock</td>
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<td>Mario Wawrzusin</td>
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<td>Betty Lam</td>
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<td>Danny Muchoki</td>
<td>Paul Schindler</td>
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<tr>
<td>Denise Bruskin-Gambrell</td>
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<td>Gizelle Merced</td>
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<tr>
<td>Karen Gutierrez</td>
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<tr>
<th>Morgan State University</th>
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<tr>
<td>Dr. Laurens Van Sluytman</td>
<td>Luis Martinez</td>
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<tr>
<td>Pamela Marcus</td>
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<tr>
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<tr>
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<td>Vicky Lopez</td>
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<tr>
<th>University of Maryland</th>
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<tr>
<td>Gisele Ferretto</td>
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# 2022 CCL Class Overview

Below is an overview of the types of classes offered through CCL. For details about each class, refer to each class’s description page in the back of this catalog.

## Behavioral Health

<table>
<thead>
<tr>
<th>Class</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Hoarding Disorder: Clinical Implications and Interviews</td>
<td>09/12/2022</td>
<td>1 – 4 pm</td>
</tr>
<tr>
<td>Treating Anxiety in Youth: Effective Interventions for Rapid Change</td>
<td>09/16/2022</td>
<td>9 am – 12:15 pm</td>
</tr>
<tr>
<td>Trauma-Informed Care &amp; Building Resiliency</td>
<td>09/23/2022</td>
<td>9 am – 12 pm</td>
</tr>
<tr>
<td>Mood Disorders</td>
<td>10/13/22</td>
<td>1 – 4 pm</td>
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<tr>
<td>Mental Health First Aid for Non-Clinicians</td>
<td>11/02/22</td>
<td>9 am – 4 pm</td>
</tr>
<tr>
<td>Introduction to Concepts of Harm Reduction</td>
<td>12/15/2022</td>
<td>9 am – 12 pm</td>
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## Ethics, Equity, and Inclusion

<table>
<thead>
<tr>
<th>Class</th>
<th>Date</th>
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<tbody>
<tr>
<td>Exploring Bio-Ethical Issues and Principles</td>
<td>09/08/22</td>
<td>9 am – 12:15 pm</td>
</tr>
<tr>
<td>Addressing Implicit Bias: Behavioral Health's Ethical Responsibility</td>
<td>9/21/2022</td>
<td>9 am – 12:15 pm</td>
</tr>
<tr>
<td>Building Blocks to Understanding Equity</td>
<td>09/21/2022</td>
<td>10 am – noon</td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td>10/12/2022</td>
<td>10 am – noon</td>
</tr>
<tr>
<td>The Necessity of Culturally Competent Social Workers</td>
<td>11/03/2022</td>
<td>9 am – 12 pm</td>
</tr>
<tr>
<td>Dimensions of Diversity</td>
<td>11/07/2022</td>
<td>10 am – noon</td>
</tr>
<tr>
<td>DHHS Language Resource Training</td>
<td>11/09/2022</td>
<td>10 am – noon</td>
</tr>
<tr>
<td>Working with Children of Undocumented Parents</td>
<td>11/20/2022</td>
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### Professional Development Training

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<tr>
<td>Finding and Using Community Data to Evaluate Programs and Services</td>
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<td>Shelter Response Fundamentals</td>
<td>09/23/22</td>
<td>9 am – 1 pm</td>
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<tr>
<td>Oral Health Through the Life Cycle</td>
<td>09/30/22</td>
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<tr>
<td>Visualizing Data</td>
<td>10/07/22</td>
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<tr>
<td>Privacy and Confidentiality</td>
<td>10/26/22</td>
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### Technology Training - eICM

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<td>09/08/22</td>
<td>1 – 3:30 pm</td>
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<tr>
<td>eICM Payments</td>
<td>09/14/22</td>
<td>1 – 2 pm</td>
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<tr>
<td>OBIEE</td>
<td>09/15/22</td>
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<td>eICM Basics</td>
<td>09/21/22</td>
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<tr>
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<td>Office 365 Teams Mobile App</td>
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<tr>
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Class Descriptions

Addressing Implicit Bias: Behavioral Health’s Ethical Responsibility

This three-hour workshop is focused on the development of strategies to address the common, yet complex, ethical issues concerning implicit bias that behavioral health professionals face in their practice. Content will cover the following: the legal definition of implicit bias, identification of implicit bias in behavioral health practice, strategies for addressing microaggressions, establishing and maintaining a practice of self-awareness, use of self, and examination of implicit bias for effective outcomes. Current legal references will be provided concerning relevant statutes and the ethical codes of practice for behavioral health professionals.

Target Audience
Social workers, therapists, and counselors

Objectives
- Examine the meaning of implicit bias and its impact on the delivery of behavioral health services.
- Explore the role of ethics when delivering services to diverse clients and working with diverse co-workers.
- Examine the Use of Professional Self for addressing and controlling for implicit bias in practice.
- Review the Maryland statutes and regulations that govern ethical professional behavior and implicit bias including Health Occupations §19 (Social Workers), §17 (Professional Counselors and Therapists), §18 Psychologists, Health General § 20-1301, and COMAR 10.42.03, 10.58.03 and 10.36.05.

Continuing Education Credit – Credit Hours: 3.0
- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board for Certified Counselors (NBCC) – Yes

*This class meets the Ethics requirement set by the Maryland Board of Social Work Examiners.

Date, Time, and Location
September 21, 2022; 9 am – 12 pm; Webinar

Instructors
- Gisele Ferretto, MSW, LCSW-C, Clinical Instructor, Field Education Liaison Coordinator and Director of Training; University of Maryland School of Social Work

Enrollment
Deadline: September 18, 2022
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Building Blocks to Understanding 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 include social determinants of health; racism, disparities, and disproportionalities; and building equity knowledge and awareness.

Target Audience
All DHHS staff including social workers and counselors

Objectives
• Establish a shared language to support communication, knowledge sharing, and collaboration amongst colleagues, partners, and clients.
• Recognize the impacts of the determinants of wellbeing and equity on the individuals and community we serve.
• Transfer this equity knowledge to colleagues and partners.

Continuing Education Credit – Credit Hours: 2.0
• Maryland Board of Social Work Examiners (MBSWE) – Category 1
• National Board for Certified Counselors (NBCC) – Yes

Date, Time, and Location
September 21, 2022; 10 am – noon; Webinar

Instructors
• Karen X. Gutierrez, MPA, Equity Planning Specialist, Office of Community Affairs, DHHS
• Betty H. Lam, Chief, Office of Community Affairs, DHHS

Enrollment
Deadline: September 18, 2022
• MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Conflict Resolution
This interactive training workshop examines the role of interpersonal conflict and its impact on the workplace. The workshop provides both insight and information on the causes and processes of conflict and offers conflict management techniques.

Target Audience
All DHHS staff including social workers and counselors

Objectives
• Understand the causes and cycles of conflict; identify conflict styles and how to use conflict management tools.

Continuing Education Credit: Credit hours: 2.0
• Maryland Board of Social Work Examiners (MBSWE) – Category 1
• National Board for Certified Counselors (NBCC) – Yes

Date, Time, and Location
October 12, 2022; 10 am – noon.; Webinar

Instructor
• Dia Drake-Sprague, Education and Outreach Associate, Maryland Commission on Civil Rights

Enrollment
Deadline: October 9, 2022
• MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
DHHS Language Resources Training

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. Although the County provides LEP classes, training has been designed specifically for DHHS staff, and is provided at the DHHS New Hire Orientation. Additional classes are scheduled for DHHS contractors, interns and volunteers who are also required to attend, and as a refresher for employees.

Target Audience
Restricted to DHHS staff. Contractors, interns, and volunteers within six months of starting with DHHS, and DHHS employees every five years. DHHS employees who have received this training in the DHHS New Employee Orientation are not required to attend.

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 – None

Date, Time, and Location
November 9, 2022; 10 am – noon; Webinar

Instructor
- Luis Martinez, MS, MA, Diversity Outreach Coordinator, Office of Community Affairs, Montgomery County DHHS

Enrollment
Deadline: November 6, 2022
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
Dimensions of Diversity
This interactive training workshop provides both information and opportunity to examine and understand the concepts of culture, cultural information, and its origin, and how it impacts the workplace.

Target Audience
This class meets the professional needs of social workers and is designed with all health and human services staff in mind.

Objectives
• Identify key diversity definitions.
• Understand the cycle of information/misinformation.
• Have an awareness of multi-cultural communication.

Continuing Education Credit - Credit Hours: 2.0
Maryland Board of Social Work Examiners (MBSWE) – Category 1
National Board of Certificate Counselors (NBCC) – Yes

Date, Time, Location
November 7, 2022; 10 am – noon; Webinar

Instructor
• Dia Drake-Sprague, Education and Outreach Associate, Maryland Commission on Civil Rights

Enrollment
Deadline: November 4, 2022
• MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
eICM Basics

DHHS utilizes an Enterprise Integrated Case Management (eICM) System. The system allows team members across the Service Areas to manage client cases throughout each phase of the case. DHHS also uses a Process and Technology Modernization (PTM) plan. The purpose of the PTM plan is to improve the DHHS Integrated Service Management (ISM) model by lowering costs, reforming work processes, and improving information sharing. eICM is a part of the PTM system. The eICM is based on several phases that support a client’s case. The system increases DHHS workers’ ability to provide quality services and better access to centralized client data.

Target Audience
New hires, front desk personnel, and case managers in DHHS

Objectives
- Access and navigate eICM.
- Set user preferences.
- Search, create, and manage contact records.
- Create service requests to document client interactions.
- Create and manage referrals.
- Utilize the calendar for scheduling and managing client activities.

Continuing Education Credit – None

Date, Time, and Location
Select one of the following dates:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<td>December 7, 2022</td>
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<td>November 16, 2022</td>
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Instructor
- Paul Schindler, IT Training Specialist, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date.
- MCG employees, contractors, volunteers and interns with an MCG Network Login: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers without an MCG Network Login: [AccessMCG Extranet Portal](#)
eICM Case Management

DHHS utilizes an Enterprise Integrated Case Management (eICM) System. The system allows team members across the Service Areas to manage client cases throughout each phase of the case. DHHS also uses a Process and Technology Modernization (PTM) plan. The purpose of the PTM plan is to improve the DHHS Integrated Service Management (ISM) model by lowering costs, reforming work processes, and improving information sharing. eICM is a part of the PTM system. The eICM is based on several phases that support a client’s case. The system increases DHHS workers’ ability to provide quality services and better access to centralized client data.

Target Audience
Case managers in DHHS

Objectives

- Navigate the cases screen.
- Access assigned cases.
- Create complete, activate, and manage cases.
- Generate BIP reports (letters) and predefined queries (PDQs).

Continuing Education Credit – None

Date, Time, and Location
Select one of the following dates:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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Instructor

- Paul Schindler, IT Training Specialist, Montgomery County DHHS

Enrollment

Deadline: Three days before class start date.

- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
**eICM Payments**

DHHS utilizes an Enterprise Integrated Case Management (eICM) System. The system allows team members across the Service Areas to manage client cases throughout each phase of the case. DHHS also uses a Process and Technology Modernization (PTM) plan. The purpose of the PTM plan is to improve the DHHS Integrated Service Management (ISM) model by lowering costs, reforming work processes, and improving information sharing. eICM is a part of the PTM system. The eICM is based on several phases that support a client's case. The system increases DHHS workers’ ability to provide quality services and better access to centralized client data.

**Target Audience**
New hires, front desk personnel, and case managers in DHHS

**Objectives**
- To learn what a payment record is and how to enter a payment in the eICM system.
- Setup batch payments.
- Enter and submit invoices and split and cash equivalent payments.
- Manage payment errors.
- Have a working knowledge of the payment / denial and vendor registration processes.

**Continuing Education Credit – None**

**Date, Time, and Location**
Select one of the following dates:

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**Instructor**
- Paul Schindler, IT Training Specialist, Montgomery County DHHS

**Enrollment**
Deadline: Three days before class start date.
- MCG employees, contractors, volunteers and interns with an MCG Network Login: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers without an MCG Network Login: [AccessMCG Extranet Portal](#)
Exploring Bio-Ethical Issues and Principles

This three-hour webinar is designed to help clinicians explore and analyze bio-ethical issues and principles and the intersection between bio-ethics ethical decision making. We will learn about the history of bioethics (landmark cases) and the definition of bioethics and current legislative proposals. An emphasis will be placed in understanding and applying the responsibility a social worker has to self and the agency while respecting the very personal bioethical decisions clients make. Discussion will focus on numerous medical issues, among them: Covid-19, medical tourism, cloning, organ transplant and more. Additional issues explored will be: “Aid-in-dying” legislation, ethical issues in healthcare setting, code of ethics, ethical framework model, and best practice technique. A focus will be on analyzing various ethical codes: Maryland Board of Social Work Examiners (Title 10, .03, .04 & .06) to the National Association of Social Workers Code of Ethics (1.01- 1.04, 1.07, 2.03, 2.05 & 3.02.)

This is an interactive workshop where cases vignettes will be presented, and participants will work in a group setting to further maximize their understanding of the concepts presented.

Target Audience
Social workers, therapists, and counselors

Objectives
• Increase knowledge of various bio-ethical issues and principles, among them life and death issues.
• Demonstrate an understanding of bioethical issues and principles, including but not limited to landmark cases and the history behind bioethics.
• Effectively understand and apply an ethical decision-making model to help process and resolve bioethical issues.
• Articulate the key elements of bioethics and the responsibility the social worker has to client, profession, and self.

Continuing Education Credit – Credit hours: 3.0
• Maryland Board of Social Work Examiners (MBSWE) – Category 1
• National Board of Certificate Counselors (NBCC) – Yes

*This class meets the Ethics requirement set by the Maryland Board of Social Work Examiners.

Date, Time, and Location
September 8, 2022; 9 am – 12:15 pm; Webinar

Instructors
• Veronica E. Cruz, MSW, LCSW-C, CEO, Cruz and Associates, LLC

Enrollment
Deadline: September 5, 2022
• MCG employees with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Finding and Using Community Data to Evaluate Programs and Services

The purpose of this DHHS course is to provide staff with the skills to get, interpret, and present community data by creating opportunities for practicing the activities below.

- Find community data and use it alongside program data.
  - Understand census products and when to use them:
    - 5-year v. 1-year estimates
    - Geographies (e.g., census tracts, zip codes, etc.)

- Interpret community data by:
  - Understanding what can be inferred from community data and what cannot be inferred.
  - Accurately grouping and aggregating data by race/ethnic groups.

- Prepare community data for quick and simple analysis using Microsoft Excel to create pivot tables summarizing community data.

Target Audience
DHHS Department Program Staff

Objectives
- Find relevant community data from the census website and use it alongside program data.
- Correctly interpret census data.
- Use Microsoft Excel to develop quick and simple pivot tables to summarize key data features.

Continuing Education Credit – Credit hours: None

Date, Time, and Location
September 23, 2022; 9:30 am – 12:30 pm; Webinar

Instructors
- Marcus Gaddy, Program Manager, CYF & PACS
- Tamar Epner, Program Manager, CYF & PACS
- Arie Stock, Program Manager CYF & PACs

Enrollment
Deadline: September 20, 2022
- MCG employees with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Hoarding Disorder: Clinical Implications and Interventions

The class will provide an overview of the key diagnostic features of Hoarding Disorder (HD). The workshop will focus on: Cognitive and emotional processing issues associated with HD; how to use screening and assessment measures when working with clients who struggle with excessive clutter; therapeutic strategies for engaging the HD client both in the office and in the home; key elements for developing an intervention plan; and available resources to draw on when creating an HD treatment team.

Target Audience
Social workers, therapists, and counselors

Objectives
- Describe the diagnostic criteria and manifestation of symptoms for Hoarding Disorder (HD).
- Explain how challenges related to cognitive and emotional processing can exacerbate HD situations.
- Apply means for assessing multiple facets of HD.
- Describe strategies for engaging HD clients to aid in skill-building and clutter reduction.
- Identify conditions under which additional supports and resources are to be brought into an HD situation.

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, and Location
September 12, 2022; 1 – 4 pm; Webinar

Instructors
Dr. Elspeth Bell, Ph.D., Bell Center for Anxiety & Depression

Enrollment
Deadline: Three days before class start date.
- MCG employees with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Implicit Bias: A Journey Inward

The core of this training is to understand what implicit bias is and raise awareness of its effects and impacts in our communities including the workplace. The class will also introduce strategies to reduce implicit bias. The class content will begin with training goals and objectives, introductions, five key glossary terms, and useful concepts to help navigate the session. The next section will focus on examining what implicit bias is, unconscious bias behaviors, and how bias is manifested. The instructor will discuss the effects and impacts of implicit bias. Finally, participants will learn strategies to reduce implicit bias, followed by a wrap-up with takeaway homework and a review of what participants have learned.

Target Audience
This class meets the professional needs of social workers and is designed with all health and human services staff in mind.

Objectives
• Understand what implicit bias is and how it impacts our decision-making process.
• Gain an awareness of our own personal biases.
• Recognize barriers and limitations resulting from implicit biases.
• Apply approaches to mitigate implicit biases.
• Improve one’s own channels of communications with others.

Continuing Education Credit – Credit hours: 3.5  *Must attend both days to receive credit.*
• Maryland Board of Social Work Examiners (MBSWE) – Category 1
• National Board of Certificate Counselors (NBCC) – Yes

Date, Time, and Location
October 31 & November 3, 2022; 10:30 am – 12:15 pm; Webinar
OR
December 12 & 15, 2022; 10:30 am – 12:15 pm; Webinar

*Participants are required to attend both segments of the class to qualify for continuing education credit.*

Instructors
• Karen X. Gutierrez, MPA, Equity Planning Specialist, Office of Community Affairs, DHHS
• Betty H. Lam, Chief, Office of Community Affairs, DHHS

Enrollment
Deadline: Three days before class start date.
• MCG employees with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
**Introduction to Concepts of Harm Reduction**

The purpose of this training is to define what harm reduction is and discuss the core components of a harm reduction program, including, but not limited to syringe exchange programs. We will discuss harm reduction policies, practices and programs that address the adverse effects of select health behaviors. Recognizing that social inequality and injustice may contribute to these health behaviors, we will discuss how these social determinants may impact health outcomes and successful implementation of harm reduction models.

**Target Audience**

While this course meets the board requirement for social workers and counselors, all DHHS staff are encouraged to attend.

**Objectives**

- Define what harm reduction is and is not.
- Deepen understanding of harm and appreciate the importance of social context as a factor.
- Identify harm reduction programs within DHHS and other County government agencies.
- Give concrete examples of harm reduction in practice.

**Continuing Education Credit** – Credit Hours: 3.0

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

**Date, Time, and Location**

December 15, 2022; 9 am – 12 pm; Webinar

**Instructors**

- Amanda Harris, MSW, MPP, Chief, Services to End and Prevent Homelessness, Montgomery County DHHS

**Enrollment**

Deadline: December 12, 2022

- MCG employees, contractors, volunteers and interns with an MCG Network Login: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers without an MCG Network Login: [AccessMCG Extranet Portal](#)
Mental Health First Aid for Non-Clinicians

Mental Health First Aid is a skills-based training course that teaches participants about mental health and substance-use issues. Topics covered include mental health crises such as suicide, non-suicidal self-injury (NSSI), panic attacks, aggressive behaviors, medical emergencies (as they relate to mental health), substance misuse, and psychosis. The purpose of the training is to provide strategies to aid those who are experiencing a mental health crisis or mental health difficulty.

Please note: Two hours of prework is assigned and required to be completed before the class start date to receive the class link.

Target Audience
Those who aim to become more knowledgeable about mental health and what to do in crisis situations. The curriculum is for all who are interested in expanding their knowledge of mental health.

Objectives
• Evaluate the impact of early intervention on mental health challenges.
• Apply the appropriate steps of the MHFA Action Plan (ALGEE) to a scenario:
  1. Where a person shows early signs of a mental health challenge.
  2. Where a person shows worsening symptoms of a mental health challenge.
  3. Where a person shows signs of a mental health crisis.
• Choose appropriate methods for self-care following the application of Mental Health First Aid.

Continuing Education Credit – Credit Hours: None

Date, Time, and Location
November 2, 2022; 9 am – 4 pm; Webinar

Instructors
• Melissa Kuyumjian, MHFA Certified Instructor, AmeriCorps Member, EveryMind
• Alyssa Sanders, MHFA Certified Instructor, LCSW-C, MA, Partner Agencies Administrator, EveryMind

Enrollment
Deadline: October 2, 2022
• MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Mood Disorders
A mood disorder is a mental health class that health professionals use to broadly describe all types of depression and bipolar disorders. Children, teens, and adults can have mood disorders. However, children and teens don’t always have the same symptoms as adults. It’s harder to diagnose mood disorders in children because they aren’t always able to express how they feel. Therapy, antidepressants, and support and self-care can help treat mood disorders.

Target Audience
Social workers, therapists, and counselors

Objectives
• List the different types of mood disorders.
• Understand who is at risk for mood disorders.
• Discuss the symptoms of mood disorders.
• Understand how mood disorders are diagnosed and treatment.

Continuing Education Credit: Credit hours: 3.0
• Maryland Board of Social Work Examiners (MBSWE) – Category 1
• National Board for Certified Counselors (NBCC) – Yes

Date, Time, and Location
October 13, 2022; 1 – 4 p.m.; Webinar

Instructor
• Pamela Marcus, RN, APRN/PMH-BC, Professor of Nursing Prince George Community College
  Private Practice Upper Marlboro, MD

Enrollment
Deadline: October 10, 2022
• MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
OBIEE

eICM Reporting through OBIEE

Oracle Business Intelligence Enterprise Edition (OBIEE) provides a full range of business intelligence capabilities that allow you to pull any data point from eICM. This tool is limited for users who require pulling data for the DHHS organization to make better decisions, take informed actions, and implement more efficient business processes.

Target Audience
Any eICM user who requires data to be generated for reporting purposes.

Objectives
- General introduction to OBIEE.
- Overview of OBIEE reporting capabilities.
- Verification of OBIEE credentials and required.
- Follow up materials provided.

Continuing Education Credit – None

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Instructor
- Paul Schindler, IT Training Specialist, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date.
- MCG employees, contractors, volunteers with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Office 365 Microsoft Forms

The purpose of this training is to demonstrate the basics on how to use Microsoft Forms.

Target Audience
All DHHS staff

Objectives
• Access and navigate Microsoft Forms.

Continuing Education Credit – None

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Instructor
• Gizelle Merced, IT Training Manager, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date
• MCG employees, contractors, volunteers with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Office 365 OneDrive

The purpose of this training session is to demonstrate how OneDrive, a Microsoft cloud storage service, can be used to store, access, and share files remotely.

Target Audience
All DHHS staff

Objectives
- Access and navigate OneDrive.
- Upload and download files.
- Create and work with folders.
- Share files and configure access rights.
- Create and edit Word, PowerPoint, and Excel files online.
- Understand versioning for team collaboration.

Continuing Education Credit – None

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Instructor
- Gizelle Merced, IT Training Manager, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date.
- MCG employees, contractors, volunteers with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Office 365 Outlook Basics

The purpose of this training session is to demonstrate how to use Outlook to manage messages. During this hands-on training session, participants will learn the tools necessary to improve efficiencies with using Outlook.

Target Audience
All DHHS staff

Objectives
- Navigate Outlook.
- Access and configure mail and display settings.
- Create email signatures.
- Configure automatic replies.
- Encrypt outgoing email.
- Search for messages effectively.
- Edit profile information.

Continuing Education Credit – None

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Instructor
- Gizelle Merced, IT Training Manager, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Office 365 Outlook Beyond Basics
The purpose of this training session is to demonstrate how to manage and organize messages and use group tools for collaboration. During this hands-on training session, participants will learn the tools necessary to improve efficiencies with using Outlook.

Target Audience
All DHHS staff

Objectives
- Manage email using categories, the move, archiving and sweep tools.
- Create folders, rules, and policies to filter incoming mail.
- Create group accounts to manage group calendar events, files, and emails.

Continuing Education Credit – None

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Instructor
- Gizelle Merced, IT Training Manager, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Office 365 PowerPoint for Beginners

The purpose of this training session is to demonstrate the basics tasks necessary for creating a presentation using PowerPoint.

Target Audience
All DHHS staff

Objectives
• Utilize the basic features and functions when creating presentations.
• Use themes, perform advanced text editing operations, add graphical elements.
• Prepare to deliver the presentation using the slide show tools.

Continuing Education Credit – None

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Instructor
• Gizelle Merced, IT Training Manager, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date
• MCG employees, contractors, volunteers with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Office 365 Put the POW in PowerPoint Presentations

The purpose of this training session is to demonstrate the tasks necessary for creating interesting and powerful presentations using PowerPoint.

Target Audience
All DHHS staff

Objectives
- Manually create PowerPoint presentations.

Continuing Education Credit – None

Date, Time, and Location
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Instructor
- Gizelle Merced, IT Training Manager, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date
- MCG employees, contractors, volunteers with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Office 365 Teams Whiteboard and Breakout Rooms

The purpose of this training is to introduce the participant to the Office 365 Teams application. This training will demonstrate how the Breakout Rooms feature in Teams can be used by organizers to divide meetings into sub-groups to facilitate discussions and brainstorming sessions.

Target Audience
All DHHS staff

Objectives
- Understand the basic navigation of Microsoft Teams.
- Create breakout rooms.
- Assign participants to rooms.
- Manage breakout rooms.
- Send announcements to participants.

Continuing Education Credit – None

Date, Time, and Location
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Instructor
- Paul Schindler, IT Training Specialist, Montgomery County DHHS

Enrollment
Deadline: Three days before class start date
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Oral Health Through the Life Cycle
Getting, Keeping, and Fixing a Healthy Smile from Birth Through the Senior Years

The purpose of this course is to familiarize participants with various dental concerns which develop over the lifespan. We will discuss ways to prevent, manage, and treat diverse oral health conditions. The audience will be introduced to new products and treatments in the field of dentistry. This information will permit the learners to be better advocates for others. Special emphasis will be placed on access to dental care of the uninsured and low-income populations. Specific topics include:

- Early childhood caries
- New models for treating cavities with no shots or drill
- Cultural and other barriers to accessing care
- The oral-systemic link in achieving total health
- Health conditions affecting oral health
- Medications and dry mouth induced caries
- Dying from a dental infection
- Dental care during pregnancy

Target Audience
This course is intended for social workers, therapists and other health and human services professionals who interact with the public and need to be informed about dental health in order to assist clients.

Objectives
- Understand the relationship of oral health to general health.
- Describe ways to prevent babies from developing caries in the primary teeth.
- Appreciate the safety and efficacy of oral health treatment during pregnancy.
- Name specific health conditions which directly influence oral health.
- Recognize the benefits and limitations of dentures and implants for tooth replacement.
- Define SMART and other recent advances in dental therapy.
- Sensitize people about cultural and other barriers which make achieving oral health difficult for many.

Continuing Education Credit – Credit Hours: 3.0
- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board for Certified Counselors (NBCC) – None

Date, Time, and Location
September 30, 2022; 1 – 4 pm; Webinar

Instructor
- Beth McKinney, RDH, MS, Dental Hygienist, Montgomery County DHHS

Enrollment
Deadline: September 27, 2022
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Privacy and Confidentiality

Your Role in Making Sure the Department Meets Its Privacy Obligations

This training will be an overview of the privacy obligations that bind the Department. The training focuses on the Data Lifecycle, HIPAA, and telework, and will go over the different laws and regulations that apply to the Department highlighting specific recurring issues.

Target Audience
While this class meets the requirements for social workers, therapists, and counselors, all DHHS staff are encouraged to attend.

Objectives
- Identify the steps of the Data Lifecycle.
- Understand how the Data Lifecycle helps individuals meet the Department’s privacy obligations.
- Frame questions/answers about privacy requirements in the context of the Data Lifecycle.
- Articulate a basic understanding of the confidentiality laws and regulations that apply to the Department, including HIPAA and telework.

Continuing Education Credit – Credit Hours: 1.0
- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board for Certified Counselors (NBCC) – Yes

Date, Time, and Location
October 26, 2022; 10 – 11 am; Webinar

Instructor
- Danny Muchoki, JD, CIPP/G, Privacy Officer – Department of Health & Human Services

Enrollment
Deadline: October 23, 2022
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Shelter Response Fundamentals  
Introduction or Refresher for Shelter Response Team Members

This course is designed for staff required to assist with sheltering, and for those new to the Shelter Response Team. It will cover the fundamentals of opening, organizing, operating, and closing a shelter. We will also review the key partnerships and collaboration between Montgomery County’s DHHS, the American Red Cross, Montgomery County Recreation, and Montgomery County Public Schools. This course will cover topics of setting up and efficiently running a shelter in a time of community need or disaster.

Target Audience
Social workers, DHHS staff and others required to assist with sheltering

Objectives
- Describe tasks of a shelter worker from opening to closing phases and recall the tasks on shelter checklist.
- Describe how to complete the appropriate registration forms and make referrals for services as needed.
- Explain how to set up a welcoming reception and registration area.
- Identify internal and external locations for posting signs that clearly communicate shelter information.
- Explain how to set up food distribution areas and monitor consumption by residents.
- Explain how to set up and monitor a dormitory environment that ensures resident safety and comfort.
- Describe the importance of information sharing in a shelter, and identify communication strategies.

Continuing Education Credit – Credit Hours: 4.0
- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board for Certified Counselors (NBCC) – Yes

Date, Time, and Location:
September 23, 2022; 9 am – 1 pm; Webinar

Instructors
- Mario Wawrzusin, LCSW-C, ACSW, NCG Administrator, Assessment, Adult Protective Services and Care Management Services
- Patrick Campbell, MA, Senior Planning Manager, Office of Emergency Preparedness, Response and Mass Care, Office of the Chief Operating Officer

Enrollment
Deadline: September 20, 2022
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
The Necessity of Culturally Competent Social Workers
Engaging Parents of Color During the Special Education Journey

Explore the school experiences of parents of culturally and linguistically diverse (CLD) children with disabilities. Elucidate the barriers, challenges, and successes experienced by parents of CLD students with disabilities in their work with educators and service providers.

Target Audience
Social workers, therapists, counselors, and others who work with children

Objectives
• Describe how cultural background influences thinking and behavior.
• Identify barriers, challenges, and successes faced by some CLD parents of children with disabilities during the special education journey.
• Evaluate ways social workers can engage diverse families in their children’s education. Develop a plan for supporting CLD parents and their children with disabilities before, during, and after identification for special education services.

Continuing Education Credit – Credit Hours: 3.0
• Maryland Board of Social Work Examiners (MBSWE) – Category 1
• National Board for Certified Counselors (NBCC) – Yes

Date, Time, and Location
November 3, 2022; 9 am – 12 pm; Webinar

Instructor
• Dr. Renée Garraway, Ed.D, MA, MSW, LCSW-C, Notre Dame of Maryland University, Baltimore Maryland, Assistant Professor, Special Education; University Liaison, School of Education; Coordinator, Special Education. University of Maryland, College Park, Maryland, Assistant Clinical Professor, HDQM, Early Childhood/Special Education

Enrollment
Deadline: October 31, 2022
• MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
• Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Trauma-Informed Care & Building Resiliency

Supporting Healthcare Providers to Understand and Integrate the Basic Trauma Principles into Their Practices

Trauma is frequently the underpinning to behavioral and physical health conditions; however, many healthcare providers often do not feel equipped to address trauma and its symptoms, even on the most basic level. This, coupled with the vicarious trauma that healthcare providers experience from both patients and the system itself, as well as the current COVID-19 pandemic, can lead to significant gaps in care and burnout. To create a more resilient, confident workforce, this training aims to provide a foundational understanding of trauma and support providers in building their skills to appropriately assess, discuss, provide education, and deliver intervention to patients who may be experiencing trauma-related issues. Additionally, this training intends to build providers’ own toolboxes of resiliency skills to be able to combat vicarious trauma and continue to deliver quality services.

Topics to be covered include:

- Trauma Basics: Key components of trauma education including types, symptoms, triggers, and impact on physical and behavioral health, including neurobiology.
- Guiding Principles for Creating Trauma-Informed Environments: Review of evidence-based practices for creating trauma-informed agencies, discussion and practice of interventions, case reviews/examples.
- Providing Trauma-Informed Care Amidst a Global Pandemic: Address the specific impact of COVID-19 on healthcare workers through a trauma lens.

Target Audience

Social workers, therapists, counselors

Objectives

- Cite at least three key principles of trauma-informed care.
- Name at least three symptoms of trauma.
- Describe the fight/flight/freeze response and its impact on clients and colleagues.
- Identify at least one strategy to use in building resilience at the personal or agency level.

Continuing Education Credit – Credit Hours: 3.0

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

Date, Time, and Location

September 23, 2022; 9 am – 12 pm; Webinar

Instructor

- Gretchen Gates, MSW, LICSW, LCSW, Owner, Therapist, and Consultant; Enso Integrated Health

Enrollment

Deadline: September 20, 2022

- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Treating Anxiety in Youth: Effective Interventions for Rapid Change

Anxiety disorders are the most common diagnostic presentation in children and adolescents. Therapists are frequently called upon to treat anxiety symptoms quickly and effectively. Learn evidence-based techniques from the most recent research with the cognitive behavioral therapies in this practical and engaging workshop.

Target Audience
Social workers, therapists, counselors, and others who work with youth

Objectives
- Understand the function of anxiety.
- Understand the neurobiology of anxiety.
- Describe both adaptive and pathological expressions of anxiety.
- Learn specific techniques for treating young people with anxiety disorders.
- Know more about the parasympathetic nervous system.
- Learn about interventions for specific disorders.

Continuing Education Credit – Credit Hours: 3.0
- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board for Certified Counselors (NBCC) – Yes

Date, Time, and Location
September 16, 2022; 9 am – 12:15 pm; Webinar

Instructor
- Britt Rathbone, LCSW-C, CGP, BCD, Founder and Director, Rathbone & Associates

Enrollment
Deadline: September 13, 2022
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Working with Children of Undocumented Parents

A Look into the Unique Experiences of Children of Undocumented Parents from Latin America and Therapeutic Interventions to Support Them

The purpose of this training is to help mental health clinicians, human service workers, and any other professionals gain a new perspective and understanding of the complex experiences faced by children of undocumented parents and therapeutic interventions to support them. The Latino immigrant population from Latin America continues to grow in our area and the need for professionals with an understanding of experiences lived by them is essential to support in their overall well-being and success. This training will provide an in-depth look into the unique experiences from children who migrated along with their parents, children who migrated without their parents (sequential migration), and U.S. born children of undocumented immigrants. A special focus will be placed on possible traumas experienced in home countries, their journeys to the U.S. and experiences while living in the U.S. Practice-based and evidence-based therapeutic practices will be learned while also taking into consideration cultural values that may affect application of these practices.

Target Audience
Social workers, therapists, counselors, and others who work with children

Objectives

- Recognize the unique issues faced by children of undocumented parents differentiating between children who migrated with their parents, migrated without their parents, and those born in the U.S.
- Understand how trauma affects and is manifested in children of undocumented parents.
- Identify cultural considerations in working with children of undocumented parents.
- Discuss practice-based and evidence-based therapeutic practices that consider cultural values.

Continuing Education Credit – Credit Hours: 3.0
- Maryland Board of Social Work Examiners (MBSWE) – Category 1
- National Board for Certified Counselors (NBCC) – Yes

Date, Time, and Location
October 20, 2022; 9 am – 12 pm; Webinar

Instructor
- Vicky Lopez, LCSW-C, Associate Program Director, Sheppard Pratt, Families, & Community Services Division

Enrollment
Deadline: October 17, 2022
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Visualizing Data

The purpose of this DHHS course is to provide staff with the skills to create meaningful visualizations to inform program strategy and activities. The key concepts covered include how to:

- Assess data,
- Message data, and
- Make data visualizations simple and accessible to broad audiences.

Students bring their own data (BYOD) and visualizations and work with instructors to improve visualizations.

Target Audience
DHHS Department Program Staff

Objectives
- Create visualizations that are simple, accessible, and easy to read.
- Use Microsoft Excel for simple visualizations.
- Recognize various other leading visualization tools.

Continuing Education Credit – Credit Hours: None

Date, Time, and Location
October 7, 2022; 9:30 am – 12:30 pm; Webinar

Instructor
- Marcus Gaddy, Program Manager, CYF & PACS
- Tamar Epner, Program Manager, CYF & PACS
- Arie Stock, Program Manager CYF & PACs

Enrollment
Deadline: October 4, 2022
- MCG employees, contractors, volunteers and interns with an MCG Network Login: AccessMCG ePortal
- Community partners, contractors, volunteers without an MCG Network Login: AccessMCG Extranet Portal
Resources

General Information
OHR Training and Organizational Development Team
27 Courthouse Square, 4th Floor
Rockville, MD 20850
240-777-5116
OLM.Admin@MontgomeryCountyMD.gov

OHR Career Development Webpage
- OLM User Guides: Step-by-step instructions on how to enroll in a class, cancel an enrollment, print a transcript and other navigational assistance
- OHR Career Development Catalog
- Computer Class Programs

Access the Training section of the OHR website: OHR Career Development Webpage.

CCL Program
James Hawkins, Acting Manager, OHR Training and Organizational Development
240-777-5066
james.hawkins@montgomerycountymd.gov

Laura Chapman, CCL Program Manager
240-777-5063
laura.chapman@montgomerycountymd.gov

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