



CLASS CATALOG



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 300 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.

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

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.

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.

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

DHHS Staff Only

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.

Courses	Target Audience	Requirements
DHHS Language Resources Training	All DHHS staff — employees, contract and temporary employees, and interns.	Included in the DHHS New Hire Orientation. Refresher due once every five years.
Bloodborne Pathogens for DHHS Clinic Staff	DHHS clinic staff employees who work in public health in a clinical setting. <i>This course is not open to contractors or non-clinic staff workers.*</i> *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.	Within the first year of assignment, and annually thereafter.
Comprehensive HIPAA Training (replaces HIPAA Basic Privacy and HIPAA Clients Rights); and Comprehensive HIPAA Training Skills Assessment	All DHHS staff — employees, contract and temporary employees, volunteers, and interns.	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.
Child Passenger Safety 101 (replaces Transporting Children Safely in MCG Vehicles)	All Child Welfare staff.	Within the first year of assignment.
Integrated Case Management (eICM) Training eICM Basics eICM Case Management eICM Payments	DHHS staff who will be using the eICM system. Check with your supervisor to see which classes you are required to take.	Once the Comprehensive HIPAA Training is completed, enroll in the appropriate eICM Training class(es).

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 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 [Lifelong Learning Resources](#) as well as training through [Udemy 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.

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

[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.

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

Class Location	Address	Parking
Executive Office Building (EOB)	101 Monroe Street Lobby Level Auditorium Rockville, MD 20850	See below (Finding Parking in Downtown Rockville).
Training and Organizational Development Center (TODC)	27 Courthouse Square 4th Floor Rockville, MD 20850	
<u>Dennis Avenue Health Center (DAHC)</u>	2000 Dennis Avenue Silver Spring, MD 20902	Free parking available in the DAH parking lot.
<u>Upcounty Regional Services Center (UCRSC)</u>	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.
<u>DHHS Administrative Building (HOB)</u>	401 Hungerford Drive Rockville, MD 20850	Limited parking. Parking available at Rockville Town Center.
<u>Montgomery County Correctional Facility (MCCF)</u>	22880 Whelan Lane Boyd's, MD 20841	Free parking available at the Correctional Facility.

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 presenting 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

Program Offerings



CCL Updates for Fall 2023

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 and Care Management Services

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, Special Projects

Services to End and Prevent Homelessness

- Melissa K. Dunton, LCSW-C, Housing Stabilization Services

Instructors for Fall 2023

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.

Cruz and Associates, LLC

Veronica Cruz

EveryMind

Alyssa Sanders

Melissa Kuymijiam

Guiding Exceptional Parents, LLC

Dr. Sarah Wayland

Inspired Consulting Group, LLC

Corey Beauford

Annette Solomon

Maryland Commission on Civil Rights

Dia Drake-Sprague

Ngeri Azuawah

Montgomery County Department of Health and Human Services (DHHS)

Ben E. Stevenson II

Betty Lam

Danny Muchoki

Denise Bruskin-Gambrell

DHHS Equity Team

Gizelle Merced

Ikenna Myers

Julia McGlamary

Karen Gutierrez

Montgomery County Department of Health and Human Services (Continued)

Luis Martinez

Mario Wawrzusin

Patrick Campbell

Rebecca F. Smith

Simon Fletcher

Private Consultants/Practitioners

Pamela Marcus

Rathbone & Associates

Britt Rathbone

Starobin Counseling, LLC

Caron T. Starobin

University of Maryland

Gisele Ferretto

Fall 2023 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		
Class	Date	Time
Working with Parents of Children and Adolescents: Using Techniques from DBT and PMT to Improve Parental Interventions	10/06/2023	9 am – noon
No Ordinary Love: Neurodiversity in Intimate and Family Relationships	10/13/2023	1 – 4 pm
Youth and Addiction: Exploring Trends, Human Development, Co-Morbidity, and Treatment	10/19/2023	9 am – 1:15 pm
How Autism Shapes Anxiety: Helping Autistic People Navigate a World That Was Not Built for Them	10/27/2023	1 – 4 pm
Mental Health First Aid for Non-Clinicians	11/14/2023	9 am – 4 pm

Ethics, Equity, and Inclusion		
Class	Date	Time
Race, Socioeconomic Status and Health	08/22/2023	1 – 4 pm
Creating a Culture of Equity (In-Person)	09/28/2023	9 am – 3:15 pm
Implicit Bias in Social Work: The Role of Clinical Supervision (SUPERVISION)	10/05/2023	9 am – 12:15 pm
The NASW Code of Ethics: Managing Dual and Multiple Relationships in Social Work Practice (ETHICS)	10/09/2023	9 am – noon
Applying Cultural Competence to Risk Management	10/09/2023	1 – 4 pm
Spirituality, Religion, and Faith and the Delivery of Culturally Responsive Services (ETHICS)	10/16/2023	9 am – 12:15 pm
Dimensions of Diversity	10/17/2023	10 am – noon
Implicit Bias: A Journey Inward (In-Person)	10/26/2023	9 am – 12:30 pm
DHHS Language Resource Training	11/08/2023	10 am – noon
DHHS Language Resource Training	11/29/2023	10 am – noon
Implicit Bias: A Journey Inward (In-Person)	12/07/2023	9 am – 12:30 pm

Professional Development Training		
Class	Date	Time
Privacy and Confidentiality	09/12/2023	10 – 11 am
Shelter Response Fundamentals	09/13/2023	9 am – 1 pm
Introduction to Motivational Interviewing (MI)	09/19/2023	9 am – noon
Advanced Motivational Interviewing (MI)	09/19/2023	1 – 4 pm
NAPSA Module 1: Overview	09/26/2023	9 am – noon
Conflict Resolution	10/02/2023	1 – 3 pm
NARCAN Training (In-Person)	10/10/2023	10 – 11 am
NAPSA Module 3: Regulations	10/24/2023	9 am – noon
Trauma-Informed Care: What It Is and Why It Is Important	10/26/2023	1 – 4 pm
Shelter Management (In-Person)	11/02/2023	9 am – 5 pm
NARCAN Training	11/14/2023	11 am – noon
NAPSA Module 10: Self-Neglect	11/28/2023	9 am – noon
NARCAN Training (In-Person)	12/12/2023	2 – 3 pm
NAPSA Module 11: Caregiver Neglect	12/19/2023	9 am – noon

Technology Training – Office 365		
Class	Date	Time
Office 365 OneDrive – How to Manage Files	09/20/2023	1 – 2 pm
Office 365 Outlook – Tools to Organize Your Inbox	10/04/2023	1 – 2 pm
Microsoft Excel - The Basics	10/13/2023	1 – 2:30 pm
Office 365 OneDrive - How to Manage Files	10/18/2023	1 – 2 pm
Office 365 Outlook – Tools to Organize Your Inbox	11/01/2023	1 – 2 pm
Office 365 OneDrive – How to Manage Files	11/15/2023	1 – 2 pm
Microsoft Excel – Beyond Basics	11/17/2023	1 – 2:30 pm
Office 365 Outlook – Tools to Organize Your Inbox	11/29/2023	1 – 2 pm
Office 365 OneDrive – How to Manage Files	12/13/2023	1 – 2 pm
Microsoft Excel – The Basics	12/15/2023	1 – 2:30 pm
Office 365 Outlook – Tools to Organize Your Inbox	12/27/2023	1 – 2 pm

Technology Training – eICM		
Class	Date	Time
eICM Basics	09/13/2023	1 – 2:30 pm
eICM Case Management	09/14/2023	1 – 2:30 pm
eICM Basics	10/11/2023	2 – 3:30 pm
eICM Case Management	10/12/2023	1 – 2:30 pm
eICM Basics	11/08/2023	1 – 2:30 pm
eICM Case Management	11/09/2023	1 – 2:30 pm
eICM Basics	12/06/2023	1 – 2:30 pm
eICM Case Management	12/07/2023	1 – 2:30 pm

Class Descriptions

Advanced Motivational Interviewing (MI)

Using MI Skills in Clinical Practice

This workshop will build upon the information presented in the Introduction to Motivational Interviewing (MI) course and will provide an advanced understanding of the use of MI in the counseling process. In this workshop we will introduce you to more advanced skills practice, looking at effective strategies for expressing compassion, eliciting change talk, reinforcing change talk, and negotiating client-centered change plans.

This course is designed for those who are familiar with Motivational Interviewing Skills. We will spend only 30 minutes reviewing the skills; the remainder of the program will focus on learning and practicing more advanced techniques.

Target Audience

Social workers and therapists who have attended the Introduction to Motivational Interviewing or are familiar with the MI techniques—OARS (open ended questions, affirmations, reflective listening and summarizing, and stages of change).

Objectives

- Avoid barriers to listening so that you can use reflective listening skills effectively and start talking about change and an action plan.
- Effectively express compassion to improve the rapport and trust with the client so that they feel comfortable talking about change.
- Recognize, elicit, and reinforce client change talk for effective change planning and helping clients move through the stages of change.

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, Location

September 19, 2023; 1 – 4 pm; Webinar

Instructor

- Cari Cho, LCSW-C, President and CEO, Cornerstone Montgomery, Inc.

Enrollment

Deadline: September 17, 2023

- 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](#)

Applying Cultural Competence to Risk Management

Social workers face high-risk scenarios on an almost daily basis. These scenarios can include clients who are experiencing acute psychosis, suicidal ideations, as well homicidal ideations. Quite often, they are in positions where they need to de-escalate clients, ensure for the safety of others who are connected to their clients, and make the appropriate referrals to community agencies. It is imperative, however, that clinicians consider experiences that people from diverse backgrounds have had with the mental health profession as well as law enforcement when managing safety issues. This training will provide insights and guidance around how social workers can implement a culturally competent approach to providing crisis intervention that is mindful of the needs and experiences of black, indigenous, and people of color (BIPOC). Lastly, this module will make use of a variety of teaching methods, which include case study reviews as well as small and large group discussions.

Target Audience

Social workers, therapists, counselors, and other mental health professionals.

Objectives

- Understand the five stages of cultural competence and how those stages factor into providing crisis intervention.
- Gain insights around the myriad of experiences that BIPOC have had when accessing mental health services and engaging with law enforcement.
- Understand ethical considerations around cultural diversity.
- Implement an approach to risk management that considers the experiences of clients from diverse backgrounds.

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 9, 2023; 1 – 4 pm; Webinar

Instructor

- Annette Solomon, ACSW, LICSW, Inspired Consulting Group

Enrollment

Deadline: October 6, 2023

- 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

This class, which meets the professional needs of Social Workers, was designed with all Health and Human Services staff in mind. All members of the DHHS staff are encouraged to attend.

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 2, 2023; 1 – 3 p.m.; Webinar

Instructor

- Ngeri Azuewah, J.D., M.P.P.L., Education & Outreach Associate, Maryland Commission on Civil Rights

Enrollment

Deadline: September 28, 2023

- 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](#)

Creating a Culture of Equity (In-Person)

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; building equity knowledge and awareness; and the role that privilege and oppression play in shaping determinants of well-being. Participants will engage in small and large group discussions, view video presentations, and review case scenarios.

Target Audience

This class, which meets the professional needs of Social Workers, was designed with all Health and Human Services staff in mind. All members of the DHHS staff are encouraged to attend.

Objectives

- Develop awareness and expand knowledge about equity among 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.
- Transfer this knowledge and experience to colleagues and partners.

Continuing Education Credit: Credit hours: 5.25

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

Date, Time, Location

September 28, 2023, 9 am – 3:15 pm; 1401 Rockville Pike, Room 1003, Rockville, MD

Instructors

- DHHS Equity Training Team
- Karen X. Gutierrez, MPA, Equity Planning Specialist, Office of Community Affairs, DHHS
- Rebecca F. Smith, Office of Community Affairs, DHHS
- Betty H. Lam, Chief, Office of Community Affairs, DHHS

Enrollment

Deadline: September 25, 2023

- 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 8, 2023; 10 am – noon; Webinar

OR

November 29, 2023; 10 am – noon; Webinar

Instructor

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

Enrollment

Deadline: Two days before class date

- MCG employees, contractors, volunteers and interns **with** an MCG Network Login: [AccessMCG ePortal](#)

Dimensions of Diversity

This interactive training workshop provides both information and an opportunity to examine and understand the concepts of culture, cultural information, its origin, and how it impacts the workplace.

Target Audience

This class, which meets the professional needs of Social Workers, was designed with all Health and Human Services staff in mind. All members of the DHHS staff are encouraged to attend.

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

October 17, 2023; 10 – noon; Webinar

Instructor

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

Enrollment

Deadline: October 15, 2023

- 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:

Date	Time	Location
September 13, 2023	1 – 2:30 pm	Webinar
October 11, 2023	2 – 3:30 pm	
November 8, 2023	1 – 2:30 pm	
December 6, 2023	1 – 2:30 pm	

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](#)

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:

Date	Time	Location
September 14, 2023	1 – 2:30 pm	Webinar
October 12, 2023		
November 9, 2023		
December 7, 2023		

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](#)

How Autism Shapes Anxiety

Helping Autistic People Navigate a World That Was Not Built for Them

During this presentation, attendees will learn about the biological and developmental processes that produce an autistic mind. Dr. Wayland will then describe some of the specific challenges that autistic people are navigating, with the goal of helping you understand why so many autistic people are anxious. This will be followed by a discussion of how to address these challenges, with effective coping strategies that can be customized based on each individual's profile. Learn how to adapt cognitive behavior therapy (CBT), dialectical behavior therapy (DBT), and Acceptance and Commitment Therapy (ACT) for autistic people in a way that is effective, respectful, and neurodiversity affirmative.

Target Audience

Social workers, therapists, counselors, and other mental health professionals

Objectives

- Describe the neurological differences frequently seen in autistic individuals.
- Understand why processing emotions is sometimes difficult.
- Understand sensory differences and why sensory-based anxiety is different from other kinds of anxiety.
- Adapt research-based interventions like CBT, DBT, and ACT in your work to help autistic people manage their anxiety.

Continuing Education Credit – Credit hours: 3

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

Date, Time, and Location

October 27, 2023; 1 – 4 pm; Webinar

Instructor

Dr. Sarah C. Wayland, Ph.D.; Guiding Exceptional Parents, LLC

Enrollment

Deadline: October 25, 2023

- 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](#)

Implicit Bias: A Journey Inward (In-Person)

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, which meets the professional needs of Social Workers, was designed with all Health and Human Services staff in mind. All members of the DHHS staff are encouraged to attend.

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

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

Date, Time, and Location

October 26, 2023; 9 am – 12:30 pm; 1401 Rockville Pike, Lobby Room 1003, Rockville, MD

OR

December 7, 2023; 9 am – 12:30 pm; 1401 Rockville Pike, Lobby Room 1003, Rockville, MD

Instructors

- DHHS Equity Training Team
- Karen X. Gutierrez, MPA, Equity Planning Specialist, Office of Community Affairs, DHHS
- Rebecca F. Smith, Office of Community Affairs, DHHS
- Betty H. Lam, Chief, Office of Community Affairs, 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](#)

Implicit Bias in Social Work: The Role of Clinical Supervision

It is necessary, but often uncomfortable, for behavioral health professionals to challenge themselves to address implicit bias and further develop competency in culturally responsive practice. Overwhelmingly, the research shows that Supervisors have an essential role in effective client outcomes and workforce development. The purpose of this workshop is to explore supervision strategies that develop culturally responsive skills, self-awareness, and professional use of self in their workforce. Content will cover the following topics: elements of culturally responsive practice, the impact of implicit bias on practice and client outcomes, creating the space in supervision for enhancing self-reflection and improved practice. This three-hour workshop will satisfy the three Supervision CEU BSWE requirements.

Target Audience

Social workers, therapists, counselors, and other mental health professionals.

Objectives

- Identify the role of clinical supervision when delivering services to diverse clients and working with diverse co-workers.
- Incorporate clinical supervision strategies to improve critical thinking, self-awareness, and culturally responsive professional practice of their workforce.
- Examine the Use of Professional Self, including subjugated self and privileged self for enhancing culturally responsive practice.
- Review the National and State standards and expectations for Effective Supervision.

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 **Supervision requirement** set by the Maryland Board of Social Work Examiners.

Date, Time, and Location

October 5, 2023; 9 am – 12:15 pm; Webinar

Instructors

- Gisele Ferretto, MSW, LCSW-C, Clinical Instructor, University of Maryland School of Social Work

Enrollment

Deadline: October 3, 2023

- 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](#)

Introduction to Motivational Interviewing

Assessing Readiness and Eliciting Potential for Change

Motivational Interviewing (MI) focuses on exploring and resolving ambivalence and centers on motivational processes within the individual that facilitate change. The method differs from more “coercive” or externally driven methods for motivating change as it does not impose change (that may be inconsistent with the person's own values, beliefs or wishes), but rather supports change in a manner congruent with the person's own values and concerns.

Target Audience

Social workers, therapists, counselors, and nurses who want an introduction to MI to use in their practice.

Objectives

Develop increased knowledge of motivational interviewing and the process of change.

Employ four motivational interview skills – OARS.

Develop skills with experiential activities.

Relate skills to specific client examples and situations.

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 19, 2023; 9 am – noon; Webinar

Instructor

Cari Cho, LCSW-C, President and CEO, Cornerstone Montgomery, Inc.

Enrollment

Deadline: September 17, 2023

- 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 14, 2023; 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: Once class is full. First come, first served basis.

- Please [click here to register via Sign Up Genius](#).

NAPSA Module 1

Overview

This training was designed to help Adult Protective Services (APS) professionals understand the job they are expected to perform. Includes learning who the client will most likely be; what circumstances compel intervention; and what interventions might look like. It will also provide you with important tools of the trade including common terminology and resources.

Target Audience

Restricted: Adult Protective Services (APS) Only

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 26, 2023; 9 am – noon; Webinar

Instructors

- Julia McGlamary, LCSW-C, Adult Protective Services Investigations Supervisor, MCDHHS
- Denise Bruskin-Gambrell, LCSW-C, Adult Protective Services Investigations Supervisor, MCDHHS
- Carline Presbury, LCSW-C, LICSW, Supervisory Social Worker Adult Protective Services, MCDHHS Aging & Disability Services
- Mario Wawrzusin, LCSW-C, Administrator, Assessment, APS + Care Management Services
MCDHHS Aging & Disability Services

Enrollment

Deadline: September 24, 2023

- 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](#)

NAPSA Module 3

Regulations

No one expects APS workers to memorize all the laws and regulations that apply to elder and dependent adult abuse cases, especially since these laws and regulations encompass welfare and institution codes, penal codes, probate codes, and health and safety codes. Therefore, this training will focus on helping workers to locate and interpret laws and regulations.

Target Audience

Restricted: Adult Protective Services (APS) Only

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

October 24, 2023; 9 am – noon; Webinar

Instructors

- Julia McGlamary, LCSW-C, Adult Protective Services Investigations Supervisor, MCDHHS
- Denise Bruskin-Gambrell, LCSW-C, Adult Protective Services Investigations Supervisor, MCDHHS
- Carline Presbury, LCSW-C, LICSW, Supervisory Social Worker Adult Protective Services, MCDHHS Aging & Disability Services
- Mario Wawrzusin, LCSW-C, Administrator, Assessment, APS + Care Management Services
MCDHHS Aging & Disability Services

Enrollment

Deadline: October 22, 2023

- 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](#)

NAPSA Module 10

Self-Neglect

In this interactive and thought-provoking introductory training, new APS workers and their allied partners will learn the definition of self neglect, how prevalent it is in our society and the risk factors and indicators to watch for when assessing a case. They will learn how to access self-neglect across five domains (medical, psychological, environmental, financial, and social). They will be exposed to tools used to evaluate self-neglect cases and learn about promising methods to work with a self-neglecting adult. They will learn how to develop interventions, how to document a self-neglect case and what agencies they might want to partner with to work these cases.

Target Audience

Restricted: Adult Protective Services (APS) Only

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

November 28, 2023; 9 am – noon; Webinar

Instructors

- Julia McGlamary, LCSW-C, Adult Protective Services Investigations Supervisor, MCDHHS
- Denise Bruskin-Gambrell, LCSW-C, Adult Protective Services Investigations Supervisor, MCDHHS
- Carline Presbury, LCSW-C, LICSW, Supervisory Social Worker Adult Protective Services, MCDHHS Aging & Disability Services
- Mario Wawrzusin, LCSW-C, Administrator, Assessment, APS + Care Management Services
MCDHHS Aging & Disability Services

Enrollment

Deadline: November 26, 2023

- 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](#)

NAPSA Module 11

Caregiver Neglect

In this engaging and highly interactive introductory training, participants learn the necessary and essential components for effective investigations of caregiver neglect. Trainees will understand common physical and behavioral indicators of caregiver neglect; learn factors that contribute to client risk of caregiver neglect; identify the barriers to determining whether caregiver neglect is intentional vs. unintentional; identify the domains of assessing allegations of neglect; demonstrate best practices in interviewing perpetrators; and identify key principles of service planning.

Target Audience

Restricted: Adult Protective Services (APS) Only

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

December 19, 2023; 9 am – noon; Webinar

Instructors

- Julia McGlamary, LCSW-C, Adult Protective Services Investigations Supervisor, MCDHHS
- Denise Bruskin-Gambrell, LCSW-C, Adult Protective Services Investigations Supervisor, MCDHHS
- Carline Presbury, LCSW-C, LICSW, Supervisory Social Worker Adult Protective Services, MCDHHS Aging & Disability Services
- Mario Wawrzusin, LCSW-C, Administrator, Assessment, APS + Care Management Services
MCDHHS Aging & Disability Services

Enrollment

Deadline: December 17, 2023

- 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](#)

NARCAN Training (Virtual & In-Person)

Naloxone is the medication for saving lives by reversing the effects of an opioid overdose. You can learn techniques to save the life of a loved-one, friend, co-worker, neighbor — anyone — who is experiencing an overdose caused by opioids. In this training participants will learn what an opioid is, the signs and symptoms of an overdose and the steps to respond to the overdose. We will also explore fentanyl test strips and other harm reduction practices.

Target Audience

All DHHS staff

Objectives

- Understand administration of naloxone products, including “Good Samaritan” protection law.
- Recognize the signs of an opioid overdose and identify its causes and risks.
- Describe what NOT to do during an opioid overdose.
- Know the steps to follow when encountering an opioid overdose.

Continuing Education Credit: **None**

Date, Time, and Location

October 10, 2023; 10 – 11 am; Executive Office Building (EOB), 101 Monroe Street, Auditorium, Rockville, MD
OR

November 14, 2023; 11 am – noon; Webinar
OR

December 12, 2023; 2 – 3 pm; Executive Office Building (EOB), 101 Monroe Street, Auditorium, Rockville, MD

Instructor

- Ben Stevenson II, Prevention and Harm Reduction Manager, Local Behavioral Health Authority, Behavioral Health and Crisis Services, DHHS

Enrollment

Deadline: Seven 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](#)

No Ordinary Love

Neurodiversity in Intimate and Family Relationships

The purpose of this training is to build knowledge, awareness, and skills in understanding autism and neurodiverse relationships in your consultation spaces. Topics to be covered and issues to be addressed include 1) the social and historical context of autism, neurodiversity, and ableism; 2) What a neuro-affirming mindset looks like when interacting with people; 3) Adapting a relational model in couples and family therapy when working with neurodiverse relationships (Relational Life Therapy will be highlighted).

Target Audience

Social workers, therapists, counselors, and other mental health professionals

Objectives

- Identify what autism is using a neurodiversity paradigm.
- Identify at least 3 ways to shift to a neuro-affirming mindset.
- Define ableism and identify overt and covert ways that ableism shows up in relationships.
- Identify basic concepts of Relational Life Therapy as one model that is constructive for working with neurodiverse relationships.
- Recognize what neuro-affirming couples and family therapy in action can look and sound like.

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, 2023; 1 – 4 pm; Webinar

Instructor

- Caron Starobin, LCSW-C, Starobin Counseling LLC

Enrollment

Deadline: October 11, 2023

- 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 Microsoft Excel – Basics

The purpose of this training session is to demonstrate the basic tools when using Microsoft Excel.

Target Audience

All DHHS staff

Objectives

- Participants will learn how to use basic functions of Excel.

Continuing Education Credit – **None**

Date, Time, and Location

Select one of the following dates:

Date	Time	Location
October 13, 2023	1 – 2:30 pm	Webinar
December 15, 2023		

Instructor

- Gizelle Merced, IT Training Manager, 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 Microsoft Excel – Beyond Basics

The purpose of this training session is to demonstrate tools beyond the basics when using Microsoft Excel.

Target Audience

All DHHS staff

Objectives

- Participants will learn how to use formulas, charts, tables, and more.

Continuing Education Credit – **None**

Date, Time, and Location

November 17, 2023; 1 – 2:30 pm; Webinar

Instructor

- Gizelle Merced, IT Training Manager, DHHS

Enrollment

Deadline: November 15, 2023

- 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 OneDrive – How to Manage Files

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**

Date, Time, and Location

Select one of the following dates:

Date	Time	Location
September 20, 2023	1 – 2 pm	Webinar
October 18, 2023		
November 15, 2023		
December 13, 2023		

Instructor

- Simon Fletcher, IT Trainer, 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 – Tools to Organize Your Inbox

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 while 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**

Date, Time, and Location

Date	Time	Location
October 4, 2023	1 – 2 pm	Webinar
November 1, 2023		
November 29, 2023		
December 27, 2023		

Instructor

- Simon Fletcher, IT Trainer, 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](#)

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 of Health and Human Services (DHHS). 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

This class, which meets the professional needs of Social Workers, was designed with all Health and Human Services staff in mind. All members of the 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

September 12, 2023; 10 – 11 am; Webinar

Instructor

- Danny Muchoki, JD, CIPP/G, Privacy Officer, DHHS

Enrollment

Deadline: September 10, 2023

- 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](#)

Race, Socioeconomic Status and Health

Linkages between African Americans and Poorer Health Outcomes

There is a historical linkage between race, socioeconomic status, and health in America. This training will discuss how that has played out in the current trend of a higher prevalence and mortality among people of African descent off/from every chronic condition from diabetes to cancer. This training will provide a background to increase awareness for possible effective health interventions among DHHS employees and to raise their understanding of the origins of health disparities among people of African descent in the United States.

Target Audience

Nurses, social workers, and those working with minority populations surrounding improving health outcomes.

Objectives

- Use background knowledge to brainstorm and possibly implement effective strategies at combating health disparities.

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

August 22, 2023; 1 – 4 pm; Webinar

Instructor

- Ikenna Myers, MD, MPH, Program Manager, African American Health Program, OCA

Enrollment

Deadline: August 20, 2023

- 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 Management (In-Person)

The Department of Health and Human Services (DHHS) must be prepared to provide services in a safe environment during times of disaster. All DHHS staff are required to assist to effectively respond to the physical, social and psychological needs of individuals facing trauma. DHHS is building a core of County Lead Representatives (County Shelter Leaders) and workers prepared to work collaboratively to open, organize, operate, and close a shelter operation. The purpose of this training is to prepare participants to effectively operate a shelter, typically alongside the American Red Cross. Participants are required to have already been trained or are experienced in ESF#6 (Emergency Support Function) Sheltering and Mass Care assistance during disasters. The course will incorporate group discussion and learning exercises along with a PowerPoint presentation.

Target Audience

Shelter Managers

Objectives

- Explain the roles and responsibilities of the shelter manager, Red Cross Shelter Manager, County Lead Representative, and the collaborative relationship these leaders share in running a shelter.
- Describe the role of the mental health professional as a shelter manager handling triage and referral of clients with behavioral/mental health issues, or those suffering from the effects of trauma.
- Describe the components of effectively managing shelter staff including conducting job inductions and job evaluations.
- Describe how collecting and reporting information relates to the mission of the Red Cross, and the County's Office of Emergency Management and Homeland Security (OEMHS).
- Convey the importance of effectively communicating with clients, partners, shelter staff, disaster leadership, media, the County's Emergency Operations Center (EOC), and key community members.
- Accommodate the diverse needs of clients in shelters, including operating in a manner consistent with the Americans with Disabilities Act (ADA) guidelines, and provide reasonable accommodations to clients with functional needs.

Continuing Education Credit: Credit Hours: 6.0

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

Date, Time, and Location

November 2, 2023; 9 am – 5 pm; 401 Hungerford Drive, First Floor Conference Rooms, Rockville, MD

Instructor

- Patrick Campbell, MA, Deputy Chief Operating Officer, Office of the Chief Operating Officer, DHHS

Enrollment

Deadline: October 31, 2023

- 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 13, 2023; 9 am – 1 pm; Webinar

Instructors

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

Enrollment

Deadline: September 11, 2023

- 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](#)

Spirituality, Religion, and Faith and the Delivery of Culturally Responsive Services

As Behavioral Health Professionals strive toward increasing their cultural competence, it is necessary to explore the spiritual dimension that is often part of the human experience. This workshop will focus on strategies for behavioral health professionals to invite clients to discuss the role of spirituality and religious practices in their lives. In addition, personal bias will be explored to maximize the effect of their work with various religious cultures.

Target Audience

Social workers, therapists, counselors, and other mental health professionals

Objectives

- Develop a Cultural Competence Self-assessment.
- Explore role of ethics when delivering services to religiously and philosophically diverse clients
- Learn strategies to create an environment that is welcoming, respectful, religiously, and philosophically diverse.
- Consider different ideas about the role of religious and philosophical expression on those we serve and its impact on the helping process.
- Explore the impact on the casework process from engagement to closing.

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:

October 16, 2023; 9 am – 12:15 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: October 15, 2023

- 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 NASW Code of Ethics - Managing Dual and Multiple Relationships in Social Work Practice

Section 1.06 the NASW Code of ethics defines dual and multiple relationships — connections between the social worker and client that are outside of the therapeutic context where there's a risk of exploitation or harm to the client. This section goes on to provide multiple examples of conduct that social workers should avoid in practice, within the community, and online. This training will dissect the nuances of Section 1.06 (and COMAR Section 10.42.03) and highlight various ethical conundrums (both avoidable and unavoidable) that can possibly blur the lines of ethical clinical practice. Through the use of case studies and small group discussions, we will share strategies for mitigating the likelihood of an ethical dilemma related to conflicts of interest.

Target Audience

Social workers, therapists, counselors, and other mental health professionals

Objectives

- Define and explain dual and multiple relationships that relate to their individual professional experiences.
- Define and explain portions of Sections 1.06, 1.09, and 3.01 of the National Association of Social Workers that relate to conflicts of interest.
- Provide examples of at least four strategies useful for avoiding conflicts of interest.

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:

October 9, 2023; 9 am – noon; Webinar

Instructor

- Corey Beauford, MSW, Clinical Instructor with the University of Maryland-Baltimore School of Social Work and the Founder and President of Inspired Consulting Group

Enrollment

Deadline: October 7, 2023

- 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

What it is and Why it is Important

The purpose of this training is to utilize the conceptual framework of trauma-informed care to provide a comprehensive care experience between the client and the care provider. Rather than thinking about our clients in the context of what is wrong with them, trauma-informed care encourages collaboration between the client and the care provider.

Target Audience

Social workers, therapists, counselors, and other mental health professionals

Objectives

- Differentiate between trauma focused care and trauma-informed care.
- Utilize the ACE's framework to determine the therapeutic approach for each individual client.
- List the six core principles of trauma-informed care.
- Identify two aspects of trauma-informed care that effects direct care provided to the client.
- Explain the impact trauma-informed care has on positive job satisfaction for the health care provider.

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 26, 2023; 1 – 4 pm; Webinar

Instructor

- Pamela Marcus, RN, APRN PMH-BC, Psychotherapist, Private Practice

Enrollment

Deadline: October 24, 2023

- 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 Parents of Children and Adolescents: Using Techniques from DBT and PMT to Improve Parental Interventions

Therapists often struggle with teaching parents effective behavior management techniques. They may not fully understand these techniques themselves, they may not have confidence in teaching the techniques, and parents may resist or fall short when implementing these techniques. As a result, treatment stalls and child behaviors do not improve.

This training will integrate information from Parent Management Training (PMT), DBT for adolescents (DBT-A), DBT for Children (DBT-C), and collaborative problem-solving. Participants will learn how to teach parents to use various behavior management techniques to decrease problem behaviors and how to use reinforcers effectively to increase desired behaviors. Special attention will be given to helping parents manage emotional reactivity so that they can respond to their children most effectively.

Target Audience

Social workers, therapists, counselors, and other mental health professionals

Objectives

- Understand how to examine problem behaviors to identify contingencies that maintain the behaviors.
- Learn effective behavior management techniques for children and adolescents with emotional dysregulation.
- Recognize the important role of validation and how to use it effectively to engage in problem-solving.
- Learn techniques for troubleshooting parental treatment interfering behaviors.

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 6, 2023; 9 am – noon; Webinar

Instructor

- Britt H Rathbone, LCSW-C, Founder and Director of Rathbone and Associates

Enrollment

Deadline: October 4, 2023

- 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](#)

Youth and Addiction: Exploring Trends, Human Development, Co-Morbidity, and Treatment

This four-hour webinar is designed to help clinicians explore and analyze the short- and long-term effects of substance use during childhood/adolescence. According to the Center for Disease Control (CDC) addiction use among children and adolescents has increased over the years. The CDC has reported that 1 in 5 teens used prescription drugs in the past year, and marijuana continues to be the most widely used. Substance use remains a significant problem across all age demographics; however it is particularly damaging when usage occurs during adolescence. Substance use during this critical period of development has profound physical and developmental effects into adulthood. This workshop will explore intervention and treatment modalities that are most effective with this age demographic. Various issues will be discussed including but not limited to behavioral, psychiatric, educational and emotional consequences of addiction. Current research will be explored, and participants will be able to articulate the importance of understanding usage trends, co-morbidity, interventions and treatment modalities. 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, Counselors, and professionals who work with youth.

Objectives

- Define and articulate the overall implications of youth and addiction from a client and systems perspective to maximize intervention efforts.
- Increase participant's knowledge of understanding how addiction affects brain development for adolescents.
- Understand the connection between addiction and mental illness, while exploring co-morbidity challenges.
- Define various intervention and treatment modalities that are effective in working with this population.

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

October 19, 2023; 9 am – 1:15 pm; Webinar

Instructor

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

Enrollment

Deadline: October 17, 2023

- 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

Samuel Frushour, Acting Manager, OHR Training and Organizational Development
240-777-5012

samuel.frushour@montgomerycountymd.gov

Laura Chapman, CCL Program Manager
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