



# 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 52).

### 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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# Program Guide



## 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 52).

## 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 53).

### **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 52) 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 52). 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 53). 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
<b>DHHS Language Resources Training</b>	All DHHS staff — employees, contract and temporary employees, and interns.	Included in the DHHS New Hire Orientation. Refresher due once every five years.
<b>Bloodborne Pathogens</b> 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>  <b>*Important:</b> For non-clinic staff, there is an online Bloodborne Pathogens training located on the <a href="#">HHS Intranet</a> ; the <b>assessment</b> is located in the Oracle Learning Management ( <a href="#">OLM</a> ) system.	Within the first year of assignment, and annually thereafter.
<b>Comprehensive HIPAA Training</b> (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 <b>training class</b> is located on the <a href="#">HHS Intranet</a> ; the <b>assessment</b> is located in the Oracle Learning Management ( <a href="#">OLM</a> ) system.
<b>Child Passenger Safety 101</b> (replaces Transporting Children Safely in MCG Vehicles)	All Child Welfare staff.	Within the first year of assignment.
<b>Integrated Case Management (eICM) Training</b> 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 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.

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 52) 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
<b>Executive Office Building (EOB)</b>	101 Monroe Street Lobby Level Auditorium Rockville, MD 20850	See below (Finding Parking in Downtown Rockville).
<b>Training and Organizational Development Center (TODC)</b>	27 Courthouse Square 4th Floor Rockville, MD 20850	
<b><u>Dennis Avenue Health Center (DAHC)</u></b>	2000 Dennis Avenue Silver Spring, MD 20902	Free parking available in the DAH parking lot.
<b><u>Upcounty Regional Services Center (UCRSC)</u></b>	12900 Middlebrook Road Suite 1100 - Room 2 Germantown, MD 20874	The UCRSC parking lot is for <b>clients only</b> . Please use the Germantown Commons parking lot near DSW shoes.
<b><u>DHHS Administrative Building (HOB)</u></b>	401 Hungerford Drive Rockville, MD 20850	Limited parking. Parking available at Rockville Town Center.
<b><u>Montgomery County Correctional Facility (MCCF)</u></b>	22880 Whelan Lane Boys, 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 Spring 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.](mailto: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
- 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 Spring 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.

### **CaringMatters**

Jackie Ogg

### **Cruz and Associates, LLC**

Veronica Cruz

### **EveryMind**

Alyssa Sanders

Melissa Kuymijiam

### **Inspired Consulting Group, LLC**

Corey Beauford

### **Maryland Commission on Civil Rights**

Dia Drake-Sprague

Kara Hunt

Ngeri Azuawah

### **Maryland Network Against Domestic Violence**

K. Tony Korol-Evans

### **McMillan Metro, P.C**

Leah Morabito, Esq

### **Montgomery County Department of Health and Human Services (DHHS)**

Amanda Harris

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

### **Morgan State University**

Dr. Laurens Van Sluytman

### **Private Consultants/ Practitioners**

Pamela Marcus

Dr. Renée Garraway

### **Rathbone & Associates**

Britt Rathbone

### **Starobin Counseling, LLC**

Caron T. Starobin

### **University of Maryland**

Gisele Ferretto

## Spring 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
Mental Health First Aid for Non-Clinicians	04/11/2023	9 am – 4 pm
Intersections: Finding a Soft Landing at the Intersection of Autism and OCD	04/14/2023	1 – 4 pm
Exploring New Connections: Preventing and Responding to Intimate Partner Violence in Military and Veteran Communities	04/21/2023	9 am – 12:15 pm
Introduction to Concepts of Harm Reduction	05/02/2023	1 – 4 pm
Improve Therapy Outcomes Using Techniques from Dialectical Behavior Therapy (DBT)	05/19/2023	9 am – noon
Mood Disorders	06/01/2023	1 – 4 pm

Ethics, Equity, and Inclusion		
Class	Date	Time
Exploring the Ethics of Cultural Awareness and Diversity	03/10/2023	9 am – 12:15 pm
Applying Cultural Competence to Risk Management	03/14/2023	9 am – noon
Creating a Culture of Equity	03/16/2023	9 am – 3:15 pm
Implicit Bias: A Journey Inward (In-Person)	04/20/2023	9 am – 12:30 pm
Addressing Implicit Bias: Behavioral Health's Ethical Responsibility	04/27/2023	9 am – 12:15 pm
DHHS Language Resources Training	05/03/2023	10 am – noon
Dimensions of Diversity	05/24/2023	1 – 3 pm
Implicit Bias: A Journey Inward (Web-Based)	Part 1: 06/05/2023 Part 2: 06/08/2023	10:30 am – 12:15 pm
Race, Socioeconomic Status and Health	06/06/2023	1 – 4 pm

<b>Professional Development Training</b>		
<b>Class</b>	<b>Date</b>	<b>Time</b>
Shelter Response Fundamentals (Virtual)	02/02/2023	1 – 5 pm
Shelter Response Fundamentals (Virtual)	02/23/2023	1 – 5 pm
Shelter Management	03/14/2023	9 am – 4 pm
Shelter Response Fundamentals (Virtual)	03/23/2023	9 am – 1 pm
Communicating End-of-Life Wishes	03/23/2023	1 – 4 pm
Assessing Client Capacity in APS NAPSA Module 17	03/28/2023	9 am – noon
Collaboration in APS Work NAPSA Module 21	04/25/2023	9 am – noon
Shelter Response Fundamentals (Virtual)	04/28/2023	9 am – 1 pm
Privacy and Confidentiality	05/09/2023	10 – 11 am
Clinical Supervision Strategies for a NEW Practice Environment	05/17/2023	9 am – 12:15 pm
APS – Working with the Criminal Justice System NAPSA Module 22	05/23/2023	9 am – noon
Conflict Resolution	06/14/2023	10 am – noon

<b>Technology Training – Office 365</b>		
<b>Class</b>	<b>Date</b>	<b>Time</b>
Office 365 – Microsoft Excel – Beyond Basics	03/07/2023	1 – 2 pm
Office 365 – Calendar – What's New	03/09/2023	1 – 2 pm
Office 365 Stream – Create and Manage Videos on SharePoint	03/14/2023	2 – 3 pm
Computer Basics 101 – Navigating with Ease	03/21/2023	1 – 2 pm
Office 365 Outlook – What's New	03/23/2023	1 – 2:30 pm
Office 365 OneNote – How to Manage Your Notes	04/04/2023	1 – 2 pm
Office 365 “ToDo” App – Manage Your Tasks Efficiently	04/06/2023	1 – 2 pm
Office 365 OneDrive – How to Manage Files	04/18/2023	1 – 2 pm
Office 365 – Microsoft Excel – Basics	04/20/2023	1 – 2:30 pm
Office 365 Outlook – Tools to Organize Your Inbox	05/02/2023	1 – 2 pm
Office 365 – Microsoft Excel – Beyond Basics	05/04/2023	1 – 2:30 pm
Office 365 Calendar – What's New	05/16/2023	1 – 2 pm
Computer Basics 101 – Navigating with Ease	05/18/2023	1 – 2:30 pm
Office 365 OneNote – How to Manage Your Notes	05/30/2023	1 – 2:30 pm
Office 365 “ToDo” App – Manage Your Tasks Efficiently	06/01/2023	1 – 2 pm
Office 365 OneDrive – How to Manage Files	06/13/2023	1 – 2 pm
Office 365 – Microsoft Excel – Basics	06/15/2023	1 – 2:30 pm

## 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

April 27, 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: April 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](#)

## 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 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, and counselors

### 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

March 14, 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: March 12, 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](#)

# APS – Working with the Criminal Justice System

## National Adult Protective Services Association (NAPSA) – Module 22

In this interactive and thought-provoking introductory training, participants will learn how to identify crimes and the elements of crimes. They will discover how to “build” a case that is more likely to be accepted for prosecution and how to support the victim if the case goes to court. They will also learn about their own role as a witness in court and develop an understanding of an appreciation for Law Enforcement and Prosecutors while remaining client focused.

### Target Audience

This course is designed for new Adult Protective Services (APS) workers as well as Aging and Adult Service partners (e.g., SSTA Workers). This course is also appropriate for experienced staff that could benefit from knowledge and/or skills review.

### Objectives

- Distinguish the role of Adult Protective Services from the role of Law Enforcement and Prosecution.
- Identify factors that help make a case provable in the criminal justice system.
  - a. Name the 3 levels/burdens of proof.
  - b. Name the 3 categories of evidence used to build a criminal case.
  - c. Explain the difference between an evidence-based and a victim-based case and how that difference affects how a case is investigated and built.
- Explain APS’s role when a case is accepted for prosecution.
  - a. Name at least four things APS can do for abuse victims when the case has been accepted for prosecution.
- Identify rights of victims and defendants.
- Identify the elements of a crime when given the statute.
- Explain the importance of APS documentation to enhance credibility when testifying in a criminal case.
- Utilize a case scenario to develop two questions for cross examination.

**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

May 23, 2023; 9 am – noon; Webinar

### Instructors

- Denise Bruskin-Gambrell, LCSW-C, Adult Protective Services Investigations Supervisor, DHHS
- Julia McGlamary, LCSW-C, Adult Protective Services Investigations Supervisor, DHHS
- Mario Wawrzusin, LCSW-C, Administrator, Assessment, APS and Care Management Services, DHHS  
Aging and Disability Services

### Enrollment

Deadline: May 21, 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](#)

# Assessing Client Capacity in APS

## National Adult Protective Services Association (NAPSA) – Module 17

The purpose of this workshop is to assist Adult Protective Services professionals in identifying the factors that affect their client's decisional capacity, and to identify when to seek a professional evaluation.

### Target Audience

This course is designed for new APS workers as well as Aging and Adult Service partners (e.g., SSTA Workers). This course is also appropriate for experienced staff that could benefit from knowledge and/or skills review, workers in the aging and disability networks.

### Objectives

- Define autonomy and decision-making incapacity.
- Distinguish between decision-making capacity and decision-making ability.
- Describe factors that may influence a client's decision-making ability.
- Identify key questions and approaches used to screen client decision-making ability, including working with special populations.
- Identify implications for case planning as a result of a finding of limited decision-making capacity.

**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

March 28, 2023; 9 am – noon; Webinar

### Instructors

- Denise Bruskin-Gambrell, LCSW-C, Adult Protective Services Investigations Supervisor, DHHS
- Julia McGlamary, LCSW-C, Adult Protective Services Investigations Supervisor, DHHS
- Mario Wawrzusin, LCSW-C, Administrator, Assessment, APS and Care Management Services, DHHS, Aging and Disability Services

### Enrollment

Deadline: March 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](#)

# Clinical Supervision Strategies for a NEW Practice Environment

Overwhelmingly, the research shows that supervisors have an essential role in effective client outcomes and workforce development. Yet changes in the service delivery context and workforce impact supervisory effectiveness. The purpose of this workshop is to explore strategies to face current complex topics, transitioning of the supervisory roles, and creating the space in supervision for enhancing self-reflection and improved practice. Content will also review the standards and expectations for supervision including MD Board of Social Work Examiners (BSWE) Standards of Supervision (COMAR 10.42.08).

## Target Audience

Social workers, therapists, and counselors

## Objectives

- Explore role of supervision when delivering services to clients facing complicated and critical issues.
- Identify supervision strategies to achieve the major functions of supervision (Kadushin, A.).
- Demonstrate an understanding of the parallel process in supervision and Shulman's Interaction Model for Influencing Clinical Outcomes (Shulman, L.).
- Review the National and State standards and expectations for supervision including BSWE Standards of Supervision (COMAR 10.42.08).

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

## Date, Time, and Location

May 17, 2023; 9 am – 12:15 pm; Webinar

## Instructor

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

## Enrollment

Deadline: May 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](#)

# Collaboration in APS Work

## National Adult Protective Services Association (NAPSA) – Module 21

In this interactive and thought-provoking introductory training, participants learn the benefits, challenges, and barriers to successful collaboration; the fundamental elements critical to effective team building within a collaborative partnership or relationship; and to demonstrate beginning skills in communication and networking with other disciplines routinely involved in adult protective service cases. Participants should walk away from this training motivated to improve their own collaborative skills.

### Target Audience

This course is designed for new APS workers as well as Aging and Adult Service partners (e.g., SSTA Workers). This course is also appropriate for experienced staff that could benefit from knowledge and/or skills review.

### Objectives

- Define collaboration as it applies to work across professional disciplines.
- Articulate the benefits, challenges, and barriers to successful collaboration.
- Describe the roles and functions of the other professional disciplines that are involved in elder/dependent adult abuse prevention, investigation and remediation, and how they work together to produce a safety net for victims of elder abuse.
- Understand the fundamental elements critical to effective team building within a collaborative partnership or relationship.
- List at least two strategies for effective interpersonal communication and at least two strategies for conflict resolution.
- Understand legal and ethical issues related to confidentiality.
- Identify their own interaction style and skills which contribute to or detract from successful collaboration.
- Identify examples of successful professional collaboration using case scenarios and personal experiences.
- Demonstrate beginning skills in communication and networking with other disciplines routinely involved in adult protective service cases, using a case scenario.

### 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

April 25, 2023; 9 am – noon; Webinar

### Instructors

- Denise Bruskin-Gambrell, LCSW-C, Adult Protective Services Investigations Supervisor, DHHS
- Julia McGlamary, LCSW-C, Adult Protective Services Investigations Supervisor, DHHS
- Mario Wawrzusin, LCSW-C, Administrator, Assessment, APS and Care Management Services, DHHS, Aging and Disability Services

### Enrollment

Deadline: April 23, 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](#)

## Communicating End-of-Life Wishes

The purpose of the training is to discuss advance care planning, why it's important to families, and how to plan for end-of-life or emergency decisions about healthcare. Avoiding these discussions and preparations can cause additional stress and anxiety when families are confronted with difficult situations. Advance Care Planning is the process of determining an individual's future medical care if they are incapable of speaking for themselves by drafting an advance directive, which includes a Living Will and choosing a health care agent. Topics include:

- How to have the conversation to discuss end-of-life wishes with loved ones in order to successfully complete the advance directive.
- The importance of appointing a healthcare agent and the criteria to use for doing so.
- The available tools and resources, both paper and electronic, to help complete an advance directive.
- The difference between an advance directive and the MOLST and when they are used.

### Target Audience

Social workers, therapists, and counselors

### Objectives

- Develop skills to facilitate communication about individual goals, values, and preferences to improve the quality of care received by patients with advanced illness.
- Apply skills to identify and approach common barriers to effective conversations about end-of-life goals.
- Describe the basic components of conversations that facilitate alignment of patient goals and medical care.

### 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

March 23, 2023; 1 – 4 pm; Webinar

### Instructor

Jackie Ogg, MSW, CaringMatters

Leah Morabito, Esq., Partner, McMillan Metro, P.C.

### Enrollment

Deadline: March 21, 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

Social workers, therapists, 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

June 14, 2023; 10 am – noon; Webinar

### Instructor

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

### Enrollment

Deadline: June 12, 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

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

March 16, 2023, 9 am – 3:15 pm; 401 Hungerford Drive, Lobby, Large Conference Room, 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: March 14, 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

May 3, 2023; 10 am – noon; Webinar

### Instructor

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

### Enrollment

Deadline: May 1, 2023

- 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 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

May 24, 2023; 1 – 3 pm; Webinar

### Instructor

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

### Enrollment

Deadline: May 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](#)

# Exploring New Connections

## Preventing and Responding to Intimate Partner Violence in Military and Veteran Communities

The purpose of this training is to familiarize attendees with basic knowledge of military populations and culture in order address issues of intimate partner violence within military and veteran populations. Topics covered will include branches of the military, service providers within the military and veteran communities, statistics on military and veteran experiences of intimate partner violence (IPV), and the links between traumatic brain injury and IPV.

### Target Audience

Social workers, therapists, and counselors

### Objectives

- List the various branches of the military and the service providers for current members, veterans, and their families.
- Understand military personnel statistics.
- Compare and contrast military and civilian culture that impacts reporting of intimate partner violence (IPV).
- Explain what the acronyms HI, IPV, PPCS, PTS, SI, and TBI stand for in their own words.
- Describe statistics and information on these key terms.
- Evaluate how these topics overlap.
- Discuss different touchpoints where interventions can be made.
- Begin to develop a protocol for their organizations to screen for evidence of multiple instances of these indicators of potential lethality and a plan for referrals.

### 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

April 21, 2023; 9 am – 12:15 pm; Webinar

### Instructor

- K. Tony Korol-Evans, Ph.D., Maryland Network Against Domestic Violence: Training and Special Projects Administrator

### Enrollment

Deadline: April 19, 2023

- MCG employees **with** an MCG Network Login: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers **without** an MCG Network Login: [AccessMCG Extranet Portal](#)

## Exploring the Ethics of Cultural Awareness and Diversity

Is there a difference between cultural awareness, diversity and cultural humility? These concepts are often interchanged but each individually and collectively enhances our understanding and application of the importance of cultural competence. In this advanced level webinar, the presenter will start the dialogue on cultural awareness and the role of ethics to help professionals become culturally humble. Per Sufin (2019) there are four main elements of cultural humility: 1) We are part of several cultures, 2) Cultural humility is different cultural competency, 3) Cultural humility implores historical awareness and 4) Cultural humility is life-long. The webinar will dive into these four elements and focus 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). Participants will explore the diversity of the social work profession and how cultural awareness and diversity can be found in every practice sector from clinical settings to school setting and beyond. Case examples will be diverse and cover an array of practice areas so that concept presented can be utilized when an array of groups. This is an interactive workshop where case vignettes will be presented, and participants will be able to analyze and utilize a variety of ethical decision-making models in order to maximize the learning and application of concepts presented. Participants will use interactive polls and group discussions to enhance their ethics practice skills and fortify their clinical toolbox.

### Target Audience

Social workers, therapists, and counselors

### Objectives

- Describe the core issues of cultural awareness and diversity to enhance and promote cultural humility.
- Articulate the connection between appropriately applied decision-making models and principles resolving ethical conflicts.
- Appraise and apply tools such as the personal and social identity wheel to help with transference and countertransference in relationship to building cultural competency.
- Analyze the various codes of ethics and directly apply ethical principles and codes to enhance and promote cultural awareness.

### Continuing Education Credit – Credit hours: 3

- 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

March 10, 2023; 9 am – 12:15 pm; Webinar

### Instructor

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

### Enrollment

Deadline: March 8, 2023

- 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

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

### Date, Time, and Location

April 20, 2023; 9 am – 12:30 pm; 1401 Rockville Pike, Lobby Room 1003

**OR**

June 5 & June 8, 2023; 10:30 am – 12:15 pm; Webinar\*

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

### 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 **with** an MCG Network Login: [AccessMCG ePortal](#)
- Community partners, contractors, volunteers **without** an MCG Network Login: [AccessMCG Extranet Portal](#)

# Improve Therapy Outcomes Using Techniques from Dialectical Behavior Therapy (DBT)

Clinicians frequently struggle with clients who are “stuck” – miserable, yet unwilling or unable to move forward, and their symptoms are often high risk and anxiety provoking for therapists. Dialectical behavior therapy (DBT) offers highly effective strategies for breaking logjams in therapy and moving clients forward. This training will provide non-DBT therapists with some of the most effective interventions used in DBT. No prior knowledge of DBT necessary. Learn specific tools to quickly engage clients in therapy, determine how best to target symptoms, how to effectively conceptualize problem behaviors, and create movement and flow in the therapy session.

## Target Audience

Social workers, therapists, and counselors

## Objectives

- Create movement and flow in therapy using both acceptance- and change-based strategies.
- Use specific evidence-based tools to quickly engage clients in therapy and determine how best to target symptoms.
- Harness the power of dialectics.
- Experience the benefits of mindfulness-based interventions.
- Use behavior chain analysis to understand the function of behavior and apply it to therapy to improve outcomes.

## 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

May 19, 2023; 9 am – noon; Webinar

## Instructor

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

## Enrollment

Deadline: May 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](#)

# Intersections

## Finding a Soft Landing at the Intersection of Autism and OCD

As our understanding of autism evolves, helpers of autistic people wrestle with how to define where autism begins and ends and where mental health issues that may impact autistic people begin and end. The purpose of this training is to explore these intersections as they relate to autism and OCD in order to help mental health providers and other helpers of autistic people to recognize complexity and be able to navigate that complexity with the autistic people they serve. Topics to be covered include what autism is, how it's diagnosed, and who it affects; what OCD is, how it's diagnosed, and who it affects; how OCD shows up differently in autistic people; the similarities and differences between autism, a neurodevelopmental difference, and OCD, a mental health condition; evidenced-based interventions for OCD and adaptations to those interventions that are effective with autistic people with OCD; strategies for mental health providers and other helpers for working with autistic people with OCD and their families.

### Target Audience

Social workers, therapists, and counselors

### Objectives

- Identify the DSM-5 criteria for diagnosing a) autism and b) OCD and recognize what those criteria can look like in clinical observation – in terms of behavior, thoughts and communication patterns, and emotional responses.
- Articulate the relationship between autism and OCD (similarities and differences).
- Identify the names of evidenced-based treatments for OCD, explain the general thinking behind Exposure and Response Prevention Treatment, and identify adaptations to ERPT that are effective for autistic people.
- Identify communication strategies and anxiety management strategies that can be adopted, adapted, and integrated by mental health providers and other helpers of autistic people with OCD or OCD-like traits.

### 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

April 14, 2023; 1 – 4 pm; Webinar

### Instructors

- Caron T. Starobin, LCSW-C, Starobin Counseling, LLC

### Enrollment

Deadline: April 12, 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 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. The training 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, the training will explore how these social determinants may impact health outcomes and successful implementation of harm reduction models.

### Target Audience

Social workers, therapists, and counselors

### 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

May 2, 2023; 1 – 4 pm; Webinar

### Instructors

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

### Enrollment

Deadline: April 30, 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

April 11, 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: April 9, 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](#)

## 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

June 1, 2023; 1 – 4 pm; Webinar

### Instructor

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

### Enrollment

Deadline: May 30, 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 Computer Basics – Navigating with Ease

The purpose of this training session is to demonstrate how to easily navigate a computer using a Windows desktop.

## Target Audience

All DHHS staff

## Objectives

- Participants will learn how to navigate the Start menu, search for a file/application using the Search bar, use the mouse to access icons and other features, access and view files, and computer terminology.

## Continuing Education Credit – None

## Date, Time, and Location

Select one of the following dates:

Date	Time	Location
March 21, 2023	1 – 2 pm	Webinar
May 18, 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 Calendar – What’s New

The purpose of this training session is to demonstrate the new look and features of the Calendar web app.

### Target Audience

All DHHS staff

### Objectives

- Participants will learn how to navigate using the classic and simplified ribbons, create saved views, how to use the scheduling poll, and more.

### Continuing Education Credit – None

### Date, Time, and Location

Select one of the following dates:

Date	Time	Location
March 9, 2023	1 – 2 pm	Webinar
May 16, 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 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
April 20, 2023	1 – 2:30 pm	Webinar
June 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

Select one of the following dates:

Date	Time	Location
March 7, 2023	1 – 2:30 pm	Webinar
May 4, 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 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
April 18, 2023	1 – 2 pm	Webinar
June 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 OneNote – How to Manage Your Notes

The purpose of this training session is to demonstrate how to use the OneNote application to capture text, video, and more.

## Target Audience

All DHHS staff

## Objectives

- Participants will learn how to set up a note page, how to organize and format notes, share data with colleagues, and learn useful tips and tricks.

## Continuing Education Credit – None

## Date, Time, and Location

Select one of the following dates:

Date	Time	Location
April 4, 2023	1 – 2 pm	Webinar
May 30, 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 – “What’s New”

The purpose of this training session is to demonstrate the new look and features of the Outlook web app.

### Target Audience

All DHHS staff

### Objectives

- Participants will learn about the new features of the Outlook web app and how to navigate the new look.

### Continuing Education Credit – **None**

### Date, Time, and Location

March 23, 2023; 1 – 2 pm; Webinar

### Instructor

- Gizelle Merced, IT Training Manager, DHHS

### Enrollment

Deadline: March 21, 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 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

May 2, 2023; 1 – 2 pm; Webinar

### Instructor

- Simon Fletcher, IT Trainer, DHHS

### Enrollment

Deadline: April 30, 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 Stream – Create and Manage Videos on SharePoint

The purpose of this training session is to demonstrate how to use the Stream app to create and manage videos on SharePoint.

### Target Audience

All DHHS staff

### Objectives

- Participants will learn how to record, upload, discover, share, and manage videos.

### Continuing Education Credit – None

### Date, Time, and Location

March 14, 2023; 2 – 3 pm; Webinar

### Instructor

- Gizelle Merced, IT Training Manager, DHHS

### Enrollment

Deadline: March 12, 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 “ToDo” App – Manage Your Tasks Efficiently

The purpose of this training session is to demonstrate how to use the To Do application to capture and manage daily tasks.

## Target Audience

All DHHS staff

## Objectives

- Participants will learn how to create tasks, share task lists, assign tasks, and use My Day to manage daily tasks.

## Continuing Education Credit – None

## Date, Time, and Location

Select one of the following dates:

Date	Time	Location
April 6, 2023	1 – 2 pm	Webinar
June 1, 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](#)

# 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

May 9, 2023; 10 – 11 am; Webinar

### Instructor

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

### Enrollment

Deadline: May 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](#)

# Race, Socioeconomic Status, 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

June 6, 2023; 1 – 4 pm; Webinar

### Instructor

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

### Enrollment

Deadline: June 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](#)

## Shelter Management

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: 6.5

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

### Date, Time, and Location

March 14, 2023; 9 am – 4 pm; 401 Hungerford Drive, First Floor Conference Rooms, Rockville, MD

### Instructor

- Patrick Campbell, MA, Senior Planning ESF Manager, Emergency Response and Preparedness, DHHS

### Enrollment

Deadline: March 12, 2023

- MCG Employees and Contractors click here - [Access MCG ePortal](#)
- DHHS Partners, click here - [AccessMCG Extranet Portal](#)

# Shelter Response Fundamentals (Virtual)

## 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:

Select one of the following dates:

Date	Time	Location
February 2, 2023	1 – 5 pm	Webinar
February 23, 2023		
March 23, 2023	9 am – 1 pm	
April 28, 2023		

### 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: Two 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](#)

## Resources

### General Information

OHR Training and Organizational Development Team  
27 Courthouse Square, 4th Floor  
Rockville, MD 20850  
240-777-5116

[OLM.Admin@MontgomeryCountyMD.gov](mailto: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](mailto:james.hawkins@montgomerycountymd.gov)

Laura Chapman, CCL Program Manager  
240-777-5063

[laura.chapman@montgomerycountymd.gov](mailto:laura.chapman@montgomerycountymd.gov)

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