



# **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 2024, more than 250 CCL courses were provided to over 4,100 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 Professional Learning 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 assesses, plans, and provides a curriculum of courses for the annual training program.

If you require additional information, please refer to the Resources section of this guide (page 44).

### 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 maintain 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, it is possible that neither board will approve a class for continuing education credits.

### Contact Information

See the Resources section of this guide (page 44).



## 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 February 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, University of Maryland, 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 at least two classes a catalog.
- 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. If you are interested in being considered to serve on the committee, please [Click HERE](#) to share your contact information.

### 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 Professional Learning 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

## **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 Professional Learning and Organizational Development Team (see page 44).

#### **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 Professional Learning and Organizational Development Team (see page 44) 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 Professional Learning and Organizational Development Team with as much notice as possible, preferably at least three business days before the class begins (see page 44). 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 Professional Learning and Organizational Development Team (see page 44). 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.



## OHR Professional Learning and Organizational Development

In addition to CCL courses, the OHR Professional Learning 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. Training opportunities are published monthly via email. Some of the programs include:

- Career and Personal Planning
- Communication Skills
- Contract Administration
- Customer Service
- Diversity Studies
- Human Resources
- 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. Please visit the [TEBS Learning Website](#) for more information.

### 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 Professional Learning 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 2024-09-24.”
- 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, contact the OHR Professional Learning and Organizational Development Team (page 44) 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>Professional Learning and Organizational Development Center (PLOD)</b>	27 Courthouse Square 4th Floor Rockville, MD 20850	
<b><u>Dennis Avenue Health Center (DAH)</u></b>	2000 Dennis Avenue Silver Spring, MD 20902	Free parking available in the DAH parking lot.
<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 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):

- 51 Monroe Street (across from the Executive Office Building)
- Rockville Town Square Parking

# Program Offerings





## **CCL Updates for Fall 2024**

### **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](#).

#### **Interested in Serving:**

If you are interested in being considered to serve on the CCL committee, please [Click HERE](#) to share your contact 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

#### **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**

- Open

#### **Office of Eligibility and Support Services**

- Evelyn Serrano, Government Assistance Eligibility Supervisor

#### **Public Health Services**

- Robyn Simmons, MSA, Special Projects

#### **Services to End and Prevent Homelessness**

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

## Fall 2024 CCL Classes at a Glance

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
Substance Use Disorder (SUD)	10/30/2024	9 am – noon
Mental Health First Aid for Non-Clinicians	10/25/2024	9 am – 4 pm
“Check Yourself Before You Wreck Yourself” Stress Management	11/19/2024	1 – 2 pm
“Check Yourself Before You Wreck Yourself” Stress Management	12/09/2024	2 – 3 pm

Ethics, Equity, and Inclusion		
Class	Date	Time
Exploring Ethics within the Social Work and Counseling Practice ( <b>ETHICS</b> )	10/07/2024	1 – 4 pm
Intersections of Care: Considerations for Providing Affirming Care to LGBTQIA+ Adolescent Populations ( <b>ANTI-OPPRESSIVE SOCIAL WORK PRACTICE</b> )	10/10/2024	1 – 4:15 pm
Identifying and Addressing Implicit Bias for Anti-Oppressive Social Work Practice ( <b>ANTI-OPPRESSIVE SOCIAL WORK PRACTICE</b> )	10/22/2024	9 am – 12:15 pm
Implicit Bias: A Journey Inward (In-Person)	10/24/2024	9 am – 12:30 pm
Sexual Orientation and Gender Identity	10/29/2024	10 am – noon
Dimensions of Diversity	11/05/2024	1 – 3 pm
Exploring Antisemitism and Therapeutic Alliance ( <b>ANTI-OPPRESSIVE SOCIAL WORK PRACTICE</b> )	11/21/2024	1 – 4 pm
Implicit Bias: A Journey Inward (In-Person)	12/05/2024	9 am – 12:30 pm

Professional Development Training		
Class	Date	Time
Privacy and Confidentiality in Social Work and Counseling	10/01/2024	10 – 11 am
NARCAN Training	10/16/2024	11 am – noon
Social Work Supervision is Not an Option ( <b>SUPERVISION</b> )	10/18/2024	9 am – noon
NARCAN Training	10/21/2024	1 – 2 pm
Shelter Response Fundamentals (In-Person)	10/24/2024	1 – 5 pm
Shelter Response Fundamentals (Virtual)	11/01/2024	9 am – 1 pm
Light in Dark Places: Bringing Hope and Compassion to End of Life Care	11/14/2024	1 – 4:15 pm

<b>Technology Training – Office 365</b>		
<b>Class</b>	<b>Date</b>	<b>Time</b>
Office 365 Outlook – Tools to Organize Your Inbox	10/09/2024	1:30 – 2:30 pm
Office 365 Open Lab	10/16/2024	1:30 – 2:30 pm
Microsoft Excel – Beyond Basics	10/23/2024	1:30 – 2:30 pm
Office 365 OneDrive – How to Manage Files	11/13/2024	1:30 – 2:30 pm
Office 365 Open Lab	11/20/2024	1:30 – 2:30 pm
Office 365 Outlook – Tools to Organize Your Inbox	12/11/2024	1:30 – 2:30 pm
Microsoft Excel – The Basics	12/18/2024	1:30 – 3 pm

<b>Technology Training – eICM</b>		
<b>Class</b>	<b>Date</b>	<b>Time</b>
eICM Basics	10/09/2024	1:30 – 3 pm
eICM Case Management	10/10/2024	1:30 – 3 pm
eICM Basics	11/06/2024	1:30 – 3 pm
eICM Case Management	11/07/2024	1:30 – 3 pm
eICM Basics	12/04/2024	1:30 – 3 pm
eICM Case Management	12/05/2024	1:30 – 3 pm

<b>Technology Training – NextGen</b>		
<b>Class</b>	<b>Date</b>	<b>Time</b>
NextGen: Practice Management for New Hires/ Refresher	10/01/2024	1 – 2:30 pm
NextGen Behavioral Health: How to Document a Visit	10/03/2024	1 – 2:30 pm
NextGen Public Health: How to Document a Visit	10/15/2024	1 – 2:30 pm
NextGen: How to Document Errors and Create Addendums	10/22/2024	1:30 – 2 pm
NextGen: Practice Management for New Hires/ Refresher	10/29/2024	1 – 2:30 pm
NextGen Behavioral Health: How to Document a Visit	10/31/2024	1 – 2:30 pm
NextGen Public Health: How to Document a Visit	11/12/2024	1 – 2:30 pm
NextGen: Practice Management for New Hires/ Refresher	11/26/2024	1 – 2:30 pm
NextGen Behavioral Health: How to Document a Visit	12/03/2024	1:30 – 3 pm
NextGen Public Health: How to Document a Visit	12/12/2024	1:30 – 2:30 pm

<b>Training – Random Moments Time Study (RMTS) – Title XIX: New or Untrained Staff</b>		
<b>Class</b>	<b>Date</b>	<b>Time</b>
RMTS: Title XIX: New or Untrained Staff	10/08/2024	9 – 10:30 am
RMTS: Title XIX: New or Untrained Staff	11/12/2024	9 – 10:30 am
RMTS: Title XIX: New or Untrained Staff	12/10/2024	9 – 10:30 am

## Class Descriptions

### **‘Check Yourself Before You Wreck Yourself’ Stress Management**

Feeling overwhelmed or on the verge of burnout? Join us for an enlightening workshop where we'll explore practical strategies to recognize signs of chronic stress and burnout in yourself and others. Discover how to kickstart your journey to healing and embrace the four pillars of wellness: Eat Well, Move More, Connect Deeply, Stress Less. Plus, learn meditative techniques to promote relaxation and mental clarity. Don't let burnout derail your happiness – reserve your spot today and take the first step toward a healthier, more balanced life!

#### **Target Audience**

All members of the DHHS staff are encouraged to attend.

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

#### **Date, Time, Location**

November 19, 2024; 1 – 2 pm; Webinar

**OR**

December 9, 2024; 2 – 3 pm; Webinar

#### **Instructor**

- Dr. Kisha N. Davis, MD, MPH, FAAFP, Health Officer, Montgomery County Health and Human Services

#### **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](#)

## 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

November 5, 2024; 1 – 3 pm; Webinar

### Instructor

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

### Enrollment

Deadline: November 3, 2024

- 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
October 9, 2024	1:30 – 3 pm	Webinar
November 6, 2024		
December 4, 2024		

### 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
October 10, 2024	1:30 – 3 pm	Webinar
November 7, 2024		
December 5, 2024		

### 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](#)

## Exploring Antisemitism and Therapeutic Alliance

This course will provide a definition and brief history of antisemitism for clinicians. Examples of incidents of antisemitism presenting in psychotherapeutic treatment settings will be illustrated in addition to providing tools to bridge gaps in the therapeutic alliance when antisemitism presents. Participants will be given opportunity to reflect and explore assumptions and biases associated with antisemitism through a series of reflective written exercises. Participants will then be given tools in the form of scripts to name Jewish suffering resulting from antisemitism to acknowledge this suffering from an informed location (as opposed to uninformed universal statements of human suffering which leave clients feeling unheard, unseen, alone, or discriminated against).

**This workshop meets the criteria for MD BSWE 3 Category I continuing education units as defined in COMAR 10.42.06.03 A. (1) (d) and covers anti-oppressive social work practice content focusing on race, culture, or equity, and includes one or more of the following topics: (i) Cultural humility; (ii) Social justice; (iii) Racial equity; (iv) Implicit bias; or (v) Anti-racism practices.**

### 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

- Participants will develop ability to locate and name 2-3 examples of bias that stems from antisemitism in our culture and society.
- Participants will be able to identify and name 1-3 examples of suffering from antisemitism that shows up in clinical treatment settings.
- Participants will rehearse 1-2 scripts that reflect knowledge and competency into Jewish suffering.

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

Maryland Board of Social Work Examiners (MBSWE) – Category 1

National Board for Certified Counselors (NBCC) – Yes

### Date, Time, and Location:

November 21, 2024; 1 - 4 pm; Webinar

### Instructor

- Aliza Scharf – Bendov, LSWC-C, Psychotherapist, Nondual Kabbalistic Healer, Thinking Tree Psychology, LLC, and Private Practice

### Enrollment

Deadline: November 19, 2024

- 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 Ethics within the Social Work and Counseling Profession

Social Work and counseling ethics are based on core values: social justice, service, dignity, and worth of each person, integrity, importance of human relationships, and competence. This interactive session will utilize Maryland COMAR Ethics to explore components of professional social work conduct regardless of whether the service delivery is in person, telephonically, or electronically. Definitions, responsibilities to clients, colleagues, standards of practice and sanctions will also be included. The historical development of the NASW Code of Ethics from one page to the current code with the latest revisions will be covered as well. Why Ethics? Do the right thing – is it easier said than done? There are gray zones that easily blur the lines in service delivery. Using actual ethical dilemmas and applying ethical models to arrive at the best practice decision is one step in deciding what is best. When agency policy collides with the Code of Ethics – then what? As social workers we are bound to best practice standards in all professional arenas. COVID changed the landscape; however, ethical dilemmas can be present whether working remotely or hybrid. COMAR clearly delineates the ethical guidelines under Title 10 Maryland Department of Health Subtitle 42 Board of Social Work Examiners, Chapter 03 Code of Ethics.

## Target Audience

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

## Objectives

- To understand COMAR Code of Ethics in delivery of services whether in person, telephonically, or electronically.
- Gain knowledge of the historical development of the NASW Code of Ethics.
- Understand the various models for decision-making.
- Understand the importance of malpractice, and liability insurance.
- Understand your ethical responsibility when colleagues go off the grid.

## 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 7, 2024; 1 - 4 pm; Webinar

## Instructor

- Annette Solomon, ACSW, LICSW, Inspired Consulting Group

## Enrollment

Deadline: October 5, 2024

- 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](#)

# Identifying and Addressing Implicit Bias for Anti-Oppressive Social Work Practice

This three-hour workshop is focused on the development of strategies to address the common, yet complex issues concerning implicit bias that social workers face in their practice and in systems. It will explore the critical framework of Anti-Oppressive Practice (AOP) as a guide for challenging and dismantling oppressive structures and practices. Content will also cover the following: the legal definition of implicit bias, impact of implicit bias on clients and behavioral health practice, establishing and maintaining a practice of self-awareness, and examination of bias for effective outcomes. Current legal references will be provided concerning relevant statutes and codes of practice for social work.

**This workshop meets the criteria for MD BSWE 3 Category I continuing education units as defined in COMAR 10.42.06.03 A. (1) (d) and covers anti-oppressive social work practice content focusing on race, culture, or equity, and includes one or more of the following topics: (i) Cultural humility; (ii) Social justice; (iii) Racial equity; (iv) Implicit bias; or (v) Anti-racism practices.**

## Target Audience

Social workers, therapists, counselors, and other health professionals

## Objectives

- Examine the meaning of implicit bias and its impact on the delivery of behavioral health services.
- Explore the framework of Anti-Oppressive Practice (AOP) by critically reflecting on values, beliefs, and biases.
- Incorporate strategies into practice for identifying and addressing implicit bias.
- Review the Maryland statutes and regulations that govern professional behavior and implicit bias including Health Occupations §19 (Social Workers), Health General § 20-1301, and COMAR 10.42.03 Code of Ethics.

**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 22, 2024; 9 am – 12:15 pm; Webinar

## Instructor

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

## Enrollment

Deadline: October 20, 2024

- 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

The American Nurses Credentialing Center's Commission on Accreditation (ANCC) - Yes

### Date, Time, and Location

October 24, 2024; 9 am – 12:30 pm; 1401 Rockville Pike, Lobby Room 1003 - 1006, Rockville, MD

**OR**

December 5, 2024; 9 am – 12:30 pm; 1401 Rockville Pike, Lobby Room 1003 - 1006, 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](#)



## Intersections of Care

### Considerations for Providing Affirming Care to LGBTQIA+ Adolescent Populations

LGBTQIA+ adolescents uniquely experience discovering their identity against all odds. With the widening of awareness and interest in serving LGBTQIA+ adolescents, there is a need to equip providers with information on how to engage these populations effectively and ethically. In addition, providers must acknowledge the resilience and nuanced barriers faced by LGBTQIA+ youth. Lastly, there is a need to recognize that each developmental stage comes with a new task and a new crucible moment that may simultaneously involve increased self-awareness and the consequences of self-disclosure. The latter presents a particularly unique set of challenges faced by adolescents who must routinely negotiate the spaces between self, family of origin, and the larger social context. This in-depth training will provide insights about the challenges of serving LGBTQIA+ adolescent populations, the importance of utilizing a strengths and resiliency framework, and the pivotal role that providers can play in providing equitable and ultimately life-saving care to LGBTQIA+ adolescents.

This training session will include didactic learning components, self-reflective exercises, group discussions, and the use of case examples.

**This workshop meets the criteria for MD BSWE 3 Category I continuing education units as defined in COMAR 10.42.06.03 A. (1) (d) and covers anti-oppressive social work practice content focusing on race, culture, or equity, and includes one or more of the following topics: (i) Cultural humility; (ii) Social justice; (iii) Racial equity; (iv) Implicit bias; or (v) Anti-racism practices.**

#### Target Audience

Social Workers, Therapists, Counselors, and other mental health/ health professionals

#### Objectives

- Provide an overview of the unique risks and challenges faced by LGBTQIA+ adolescents.
- Frame these challenges within both a trauma-informed care and minority stress frameworks.
- Highlight key ethical challenges related to the provision of care.
- Conceptualize and implement best practices for effective engagement through the provision of affirming 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

October 10, 2024; 1 – 4:15 pm; Webinar

#### Instructor

- Lee Westgate, MBA, MSW, LCSW-C, LCSW, Clinical Instructor at University of Maryland, School of Social Work, and Independent Consultant

#### Enrollment

Deadline: October 8, 2024

- 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](#)

# Light in Dark Places

## Bringing Hope and Compassion to End of Life Care

Social workers and counselors can play a significant role in providing compassion and advocacy to individuals and family systems as they collectively attempt to navigate impossible end of life decisions. However, such meaningful contributions are dependent upon becoming versed with supporting family systems in crisis, in facilitating Advance Care Planning, and being attuned as to how the culture of care can and does impact families in crisis. Contributing environmental, psychological, and personal dimensions such as the impact of the hospital culture, the impact of severe stress, and the impact of faith, are often not considered when working with individuals and families during these critical moments. Families are often subject to the cumulative stress and coercion brought on by the flood and frequency of day-to-day decisions they must make as surrogate decision makers. Furthermore, social workers are not consistently prepared in educating patient decision makers and family members on the potential risks that may arise from continued heroic measures. Social workers will increasingly need to enhance their competencies in the health care topics to ensure patient choice is honored, family and cultural values are recognized, and that families are provided with appropriate and timely information to create a customized care plan on behalf of their loved one.

This training session will include didactic learning components, self-reflective exercises, group discussions, and the use of case examples.

### Target Audience

Social Workers, Therapists, Counselors, and other mental health/ health professionals.

### Objectives

- Understand an individual's psychological status during a critical end of life discussions.
- Recognize the impact of cumulative stress as it pertains to their decision-making process.
- Assess individual and family health literacy and knowledge of "heroic measures."
- Apply strategies to support and honor self-determination and autonomy throughout the provision of end-of-life 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

November 14, 2024; 1 – 4:15 pm; Webinar

### Instructor

- Lee Westgate, MBA, MSW, LCSW-C, LCSW, Clinical Instructor at University of Maryland, School of Social Work, and Independent Consultant

### Enrollment

Deadline: November 12, 2024

- 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 (Youth) 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

TBD; 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.

Sign Up: **Use this Sign-Up Genius link.**

(<https://www.signupgenius.com/go/10C0E44AAAE23A5FCCF8-50611912-10252024#/>)

## 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

December 18, 2024; 1:30 – 3 pm; Webinar

### 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

October 23, 2024; 1:30 – 3 pm; Webinar

### Instructor

- Gizelle Merced, IT Training Manager, DHHS

### Enrollment

Deadline: October 21, 2024

- 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

November 13, 2024; 1:30 – 2:30 pm; Webinar

### 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 Open Lab

The purpose of this offering is to provide one on one assistance to participants, providing support for challenges experienced with the Office 365 web application. All participants will be assisted on a first-come, first-served basis.

### Target Audience

All DHHS staff

### Objectives

- At the end of the Open Lab, participants will have worked with the instructor to address any challenges they faced with Office 365 applications and effectively be equipped to implement solutions provided in class.

**Continuing Education Credit – None**

### Date, Time, and Location

Date	Time	Location
October 16, 2024	1:30 – 2:30 pm	Webinar
November 20, 2024		

### 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 9, 2024	1:30 – 2:30 pm	Webinar
December 11, 2024		

### 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](#)

## **NARCAN Training (Virtual)**

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.

**Please note:** Information on Spray Kit distribution will be discussed with you at the webinar.

### **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** – Credit Hours: 1.0

Maryland Board of Social Work Examiners (MBSWE) – Category 1

National Board for Certified Counselors (NBCC) – Yes

### **Date, Time, and Location**

October 16, 2024; 11 am – 12 pm; Webinar- Link to be emailed

**OR**

October 21, 2024; 1 – 2 pm; Webinar- Link to be emailed

### **Instructor**

- Oscar Centeno, Human Service Specialist, Behavioral Health, and Crisis Services, 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](#)

# NextGen Behavioral Health: How to Document a Visit

The purpose of this training is to do demonstrate how to document a visit for BH.

## Target Audience

All DHHS staff

## Objectives

- Participants will be able to document various types of visits using the Behavioral Health templates.

## Continuing Education Credit – None

## Date, Time, and Location

Date	Time	Location
October 3, 2024	1 – 2:30 pm	Webinar
October 31, 2024	1 – 2:30 pm	
December 3, 2024	1:30 – 3 pm	

## 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](#)

# NextGen: How to Document Errors and Create Addendums

The purpose of this training is to demonstrate how to correct errors in EHR using addendums.

## Target Audience

All DHHS staff

## Objectives

- Create addendums for locked and unlocked encounters.
- Correct general errors using remarks.

**Continuing Education Credit – None**

## Date, Time, and Location

October 22, 2024; 1:30 – 2 pm; Webinar

## 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](#)

## NextGen: Practice Management for New Hires/ Refresher

The purpose of the Department of Health and Human Services (DHHS), NextGen Enterprise Practice Management (PM) system training is to introduce PM and its various functions. Using real-life scenarios, the training will provide a hands-on learning experience that is aligned with the most common DHHS PM workflows.

### Target Audience

All DHHS staff

### Objectives

- Access and log into PM.
- Navigate throughout PM.
- Set user preferences.
- Create and access clients records and charts.
- Schedule and manage appointments.
- Check clients in and out of appointments.
- Scan documents into NextGen DM.

### Continuing Education Credit – None

### Date, Time, and Location

Date	Time	Location
October 1, 2024	1 – 2:30 pm	Webinar
October 29, 2024		
November 26, 2024		

### 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](#)

# NextGen Public Health: How to Document a Visit

The purpose of this training is to demonstrate how to document a visit for PH.

## Target Audience

All DHHS staff

## Objectives

- Participants will be able to document various types of visits using the Public Health templates.

## Continuing Education Credit – None

## Date, Time, and Location

Date	Time	Location
October 15, 2024	1 – 2:30 pm	Webinar
November 12, 2024		
December 12, 2024		

## 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 in Social Work and Counseling

## 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

October 1, 2024; 10 – 11 am; Webinar

### Instructor

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

### Enrollment

Deadline: September 29, 2024

- 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](#)



## Random Moment Time Study (RMTS) - Title XIX: New or Untrained Staff

The Montgomery County Department of Health and Human Services (HHS) participates in the Federal Financial Participation (FFP) program. The FFP program utilizes time studies to account for the administrative activities of HHS employees, and files claims for federal reimbursement.

HHS has identified certain programs within the department that meet the eligibility criteria to be in the (FFP) program, which is used to capture all the functions and activities that time study participants perform during an average workday.

There are 4-time study programs within HHS: Title XIX, SSTS, OESS (FIA/IM), MDoA.

Eligibility to participate in the time studies is based on 4 criteria:

- Fund Code (which is determined by budget)
- Cost Center (which is determined by budget)
- Position Title
- Perform the duties of their job classification as outlined in the Cost Allocation Program/Narrative (CAP)

Please note: Once an employee is identified to be eligible, participation in the time study is Mandatory.

**Continuing Education Credit – None**

**Date, Time, and Location:**

**Please Select One Date**

Date	Time	Location
October 8, 2024	9 – 10:30 am	Webinar
November 12, 2024		
December 10, 2024		

**Instructor**

- Sonni Williams, Random Moment Time Study Manager, Federal Claiming Team, 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](#)

## Sexual Orientation and Gender Identity

This engaging training workshop highlights current information regarding sexual orientation and gender identity discrimination law in Maryland. The workshop also provides information on the basic concepts, definitions, and issues that may arise in relation to sexual orientation and gender identity.

### 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 the definitions of sexual orientation and gender identity.
- Understand applicable laws regarding sexual orientation and gender identity.
- Identify orientation and identity issues.

### 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 29, 2024; 10 am – 12 pm; Webinar

### Instructor

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

### Enrollment

Deadline: October 27, 2024

- 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 (In-Person or 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:

October 24, 2024; 1 – 5 pm; DHHS, 401 Hungerford Drive, 6<sup>th</sup> Floor Conference Room, Rockville, MD

**OR**

November 1, 2024; 9 am – 1pm; Webinar

### Instructors

- Christopher Burt, Christopher S. Burt, MS, MBA, MPH, Senior Emergency Manager- Mass Care Operations, Office of the Chief Operating Officer, Department of Health and Human Services
- Patrick Campbell, MA, Deputy Chief Operating Officer, Office of Chief Operating Officer, Department of Health and Human Services

### 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](#)

## Social Work Supervision is Not an Option

Social workers are guided by the Maryland COMAR and the NASW Code of Ethics in the delivery of services to their clients. It is not an option! Yet some supervisees do not have a set date/time for supervision. This has the potential to result in major problems for the client as well as the agency. The social work profession has undergone some major changes since COVID: hybrid, remote, telehealth, teleconference using a variety of platforms. Supervisors/supervisees are presented with a myriad of dilemmas, grey zones, and post-COVID challenges. Yet, the work must go on adhering to best practice standards. This interactive session will utilize vignettes, actual cases, and breakout sessions to enhance the learning experience.

### Target Audience

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

### Objectives

- Gain knowledge of the models of supervision.
- Understand the role and responsibility of the supervisor/supervisee.
- Understand what is discussed in supervision.
- Learn how frequently should supervision be held.
- Recognize documentation guidelines for supervisor and supervisee.
- Understand how to address a non-performing supervisee: terminate, probation, performance improvement plan (PIP).
- Gain insight into dilemmas in supervision: from colleague to supervisor – blurred lines can appear!
- Know proper policies - when clients bring complaints against a supervisee – what is the supervisor's response?

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

Maryland Board of Social Work Examiners (MBSWE) – Category 1

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

### Date, Time, and Location:

October 18, 2024; 9 am – 12 pm; Webinar

### Instructor

- Annette Solomon, ACSW, LICSW, Inspired Consulting Group

### Enrollment

Deadline: October 16, 2024

- 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](#)

## Substance Use Disorder (SUD)

The purpose of this training is to gain a better understanding and increase basic knowledge about substance use, abuse, and the substance abuser.

### Target Audience

Staff who are not in a primary role of working with the substance abuser but come into contact with them while providing services.

### Objectives

- Understand the **Disease** of Addiction.
- Explore the effects of use and withdrawal of drugs including alcohol.
- Learn about the terms self-diagnosis and self-disclosure.
- Increase knowledge of 12-step meetings and how they can help the substance abuser.

**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 30, 2024; 9 am – 12 pm; Webinar

### Instructor

- Lisa Annulis, LCSW-C, SAP, Private Practice

### Enrollment

Deadline: October 28, 2024

- 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 Professional Learning and Organizational Development  
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 Fliers

Access the Training section of the OHR website: [OHR Career Development Webpage](#).

### Center for Continuous Learning Program Contacts

Dr. Rochelle D. Plummer, Manager, OHR Professional Learning and Organizational Development  
240-777-5053

[rochelle.plummer@montgomerycountymd.gov](mailto:rochelle.plummer@montgomerycountymd.gov)

Laura Chapman, CCL Program Manager

240-777-5063

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