



# Center for Continuous Learning

*Supporting the Mission of the Department of Health and Human Services through Lifelong Learning*

# CLASS CATALOG

Fall  
2025



Sponsored by the Office of Human Resources, Montgomery County Government  
*In Partnership with the Department of Health and Human Services*

## 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). The 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 2025, more than 250 CCL courses were provided to over 1,550 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 (see [Resources Section](#)).

### 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.

- **Maryland Nurses Association: Non-Clinical CNE**

CCL currently coordinates one course that was approved by the Maryland Nurses Association through the Office of Community Affairs. This course is *Implicit Bias: A Journey Inward*. Other courses may be approved in the future. The nursing continuing professional development activities were approved by the Maryland Nurses Association, an accredited approver by The American Nurses Credentialing Center's Commission on Accreditation.

### Contact Information

See the [Resources Section](#) of this guide.

## 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.

### 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

### 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 [share your contact information here](#).



## **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 Department of Health and Human Services classes, contact the OHR Professional Learning and Organizational Development Team (see [Resources Section](#)).

#### **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 of participating in a training 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 for maintaining 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 [Resources Section](#)) 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 accommodation 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 five business days before the class begins (see [Resources Section](#)). Taking these steps will allow sufficient time to best meet your needs.

## Complaint Policy

If participants or potential participants would like to express concern about their experience with the CCL, they may contact the OHR Professional Learning and Organizational Development Team (see [Resources Section](#)). 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 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
- Racial Equity and Social Justice
- Professional Development
- Project Management

### **Computer Training Program**

We offer hands-on Microsoft Office Suite classes, covering Word, Excel, Access, PowerPoint, and Outlook, for all skill levels. 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.

- [Guidance Resources' Leadership Tools](#) – Effective leadership goes beyond managing—it's about inspiring, communicating, and fostering growth. These resources provide valuable insights to help you develop key skills, including:
  - Leadership Growth – Strengthen your ability to guide and support teams
  - Effective Communication – Enhance collaboration and influence
  - Conflict Resolution – Address challenges with confidence and clarity
  - Well-Being and Mental Health – Prioritize personal and team wellness
  - Diversity, Equity, Inclusion and Accessibility – Create a culture of belonging
- [MCG Supervision Toolkit](#) - The MCG Supervision Toolkit equips supervisors at all levels with quick access to supervision tools, training and resources. This SharePoint site empowers supervisors to learn, navigate, and master key aspects of the County and enables them to perform their roles with confidence and ease.
- 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.

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 three 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.
- 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 (see [Resources Section](#)) 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>Isiah “Ike” Leggett Executive Office Building (EOB/ LEOB)</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	
<a href="#">Dennis Avenue Health Center (DAHC)</a>	2000 Dennis Avenue Silver Spring, MD 20902	Free parking available in the DAH parking lot.
<a href="#">DHHS Administrative Building (HOB)</a>	401 Hungerford Drive Rockville, MD 20850	Limited parking. Parking available at Rockville Town Center.

### 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 for CCL Classes):** 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 for 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 Leggett Executive Office Building)
- Rockville Town Square Parking

# Program Offerings





## **CCL Updates for Fall 2025**

### **Join Us: We Are 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 [share your contact information here](#).

For questions, please contact the new CCL Mailbox at [PLOD\\_HHS@montgomerycountymd.gov](mailto:PLOD_HHS@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 contribute their time and expertise to plan classes, collaborate with instructors, develop learning objectives and course descriptions, 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 Guevara, LCSW-C, LICSW, Supervisory Therapist, Adult Behavioral Health Program
- Arnecia Moody, Senior Administrator for Treatment Services, Behavioral Health & Crisis Services

#### **Children, Youth and Family Services**

- Open

#### **Department of Correction and Rehabilitation**

- Open

#### **Human Capital Management & Organizational Development**

- Vicki Baltimore, Human Resources Team, Manager
- Olubunmi Itheme, Human Resources Team, Administrative Specialist

#### **Information Systems & Technology**

- Gizelle Merced, IT Training Manager

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

- Marie-Cecile Alvarez, Administrative Specialist
- Evelyn Serrano, Government Assistance Eligibility Supervisor

#### **Public Health Services**

- Open

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

- Open

## **Instructor Appreciation**

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.

### **Enso Integrated Health**

Gretchen Gates

### **EveryMind with Mental Health First Aid Maryland**

Alyssa Sanders

Emma Kerschner

Melissa Kuymijiam

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

Annette Solomon

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

JoVerne Holloway

Ra'Mona Brown-Carter

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

Danny Muchoki

DHHS Equity Team

Dr. Jason Martin

Dr. Kisha N. Davis

Evelyn Serrano

Gizelle Merced

Karen Gutierrez

Kathleen Sheedy

Kelly Oland

Lissa Ransom

Rebecca F. Smith

Sheenu Chopra

Sonni Williams

### **Prince George's Community College**

Pamela Marcus

### **Social Security Administration**

Diana Varela

### **Takoma Therapy and Healing History**

Simone Jacobs

### **Thinking Tree Psychology, LLC**

Aliza Scharf-Bendov

### **University of Maryland, School of Social Work**

Lee Westgate

Sharon Fischman

## Fall 2025 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
Creative Survival: Adaptive Responses to Overwhelming Experiences	TBD	TBD
Enhancing Resilience in the Co-Occurring Population	9/9/2025	9 am – noon
Personality Disorders	09/18/2025	1 – 4 pm
DBT (Dialectical Behavioral Therapy) Overview and Applications: A Client-Centered, Trauma-Informed Approach to Treating Emotionally Dysregulated Clients	9/26/2025	9 am – 12:15 pm
Introduction to Trauma Informed Treatment and Self-Care Methods	9/30/2025	9 am – noon
Applying DBT (Dialectical Behavioral Therapy) Principles and Skills in Client Sessions	10/14/2025	1 – 4:15 pm
Introduction to Integrative Mental Health Practice for Treatment of Trauma	10/21/2025	9 am – 12:15 pm
Four Pillars of Wellness: Connect Deeply	12/08/2025	1 – 2 pm

Ethics, Equity, and Inclusion		
Class	Date	Time
Racial Trauma Is Not a Diagnosis: A Developmental and Non-Pathologizing Approach to Healing (ANTI-OPPRESSIVE SW PRACTICE)	TBD	TBD
Creating a Culture of Equity (In-Person) (ANTI-OPPRESSIVE SW PRACTICE)	9/11/2025	9 am – 3:15 pm
Ethical Behavior: Do the Right Thing! (ETHICS)	9/12/2025	9 am - noon
Ethical Case for Delivering Affirming Care and Advocacy for Trans and Gender Expansive People (ETHICS)	9/24/2025	1 – 4:15 pm
Implicit Bias and Structural Racism in Healthcare (ANTI-OPPRESSIVE SW PRACTICE)	10/17/2025	9 am – noon
Housing Discrimination Prevention	10/23/2025	1 – 3 pm
Implicit Bias: A Journey Inward (In-Person) (ANTI-OPPRESSIVE SW PRACTICE)	10/30/2025	9 am – 12:30 pm
Lessons Learned from the Bedside: Supporting Individuals with Chronic and Life-Threatening Illness (ETHICS)	11/18/2025	9 am – 12:15 pm
Implicit Bias: A Journey Inward (In-Person) (ANTI-OPPRESSIVE SW PRACTICE)	12/04/2025	9 am – 12:30 pm
Religious/ Spiritual Awareness, Accommodation, and the Law	12/11/2025	10 am – 12:30 pm

Professional Development Training		
Class	Date	Time
ABC's of the Office of Eligibility and Support Services (OESS): Programs for Families	9/8/2025	2 – 4 pm
ABC's of the Office of Eligibility and Support Services (OESS): Programs for Individuals	9/16/2025	1 – 3 pm
Grant Life Cycle Overview	9/15/2025	10 – 11:30 am
NARCAN Training	9/17/2025	10 – 11:30 am
Grant Life Cycle Overview	9/17/2025	2- 3:30 pm
ABC's of Social Security Benefits	9/23/2025	9 – 11 am
ABC's of Social Security Benefits	10/1/2025	1 – 3 pm
ABC's of Social Security Benefits	10/2/2025	9 – 11 am
ABC's of the Office of Home Energy Programs (OHEP)	10/7/2025	10 – 11 am
Privacy and Confidentiality in DHHS	10/7/2025	11 am – noon
Exploring Social Work Supervision <b>(SUPERVISION)</b>	10/8/2025	1 – 4 pm
NARCAN Training	10/15/2025	10 – 11:30 am
Privacy and Confidentiality in DHHS	11/06/2025	11 am – noon
From Abstraction to Direction: Strategies for Building Your Voice and Presence as a Social Work Supervisor <b>(SUPERVISION)</b>	12/9/2025	1 – 4:15 pm

Technology Training – Office 365		
Class	Date	Time
Office 365 OneDrive – How to Manage Files	9/25/2025	10 – 11 am
Microsoft Excel – The Basics	10/22/2025	1:30 – 3 pm
Microsoft Excel – Beyond Basics	11/19/2025	1:30 – 3 pm
Office 365 OneDrive – How to Manage Files	12/17/2025	10 – 11 am

Technology Training – eICM		
Class	Date	Time
eICM Basics	9/10/2025	1:30 – 3 pm
eICM Case Management	9/11/2025	1:30 – 3 pm
eICM Basics	10/08/2025	1:30 – 3 pm
eICM Case Management	10/09/2025	1:30 – 3 pm
eICM Basics	11/5/2025	1:30 – 3 pm
eICM Case Management	11/6/2025	1:30 – 3 pm
eICM Basics	12/3/2025	1:30 – 3 pm
eICM Case Management	12/4/2025	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	9/16/2025	1 – 2:30 pm
NextGen Behavioral Health: How to Document a Visit	9/18/2025	1 – 2:30 pm
NextGen: Practice Management for New Hires/ Refresher	10/14/2025	1 – 2:30 pm
NextGen Public Health: How to Document a Visit	10/16/2025	1 – 2:30 pm
NextGen: Practice Management for New Hires/ Refresher	11/12/2025	1 – 2:30 pm
NextGen Behavioral Health: How to Document a Visit	11/13/2025	1 – 2:30 pm
NextGen: Practice Management for New Hires/ Refresher	12/9/2025	1 – 2:30 pm
NextGen Public Health: How to Document a Visit	12/10/2025	1 – 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	9/9/2025	9 – 10:30 am
RMTS: Title XIX: New or Untrained Staff	10/14/2025	9 – 10:30 am
RMTS: Title XIX: New or Untrained Staff	11/18/2025	9 – 10:30 am
RMTS: Title XIX: New or Untrained Staff	12/9/2025	9 – 10:30 am



## Class Descriptions

### ABC's of the Office of Eligibility and Support Services (OESS)

#### **\*\*Programs for Families\*\***

The Department of Health and Human Services is responsible for delivery of the County's public health and human services that meet the needs of our community's most vulnerable children, adults and seniors. The Department provides services through more than 120 programs at more than 20 locations. With over 2,000 employees, the Department of Health and Human Services is the largest County Department.

The Office of Eligibility and Support Services (OESS) is an administration within the Children, Youth, and Family Services area, under the responsibility of the Social Services Officer.

OESS serves as the point of entry for the following Federal, State and County programs:

- |  |  |
|--|--|
| – Supplemental Nutrition Assistance Program    | – MAGI Medical Assistance                                |
| – Maryland Senior Nutrition Assistance Program | – Non-MAGI Medical Assistance (ABD, LTC, QMB/SLMB, PACE) |
| – Elderly Simplified Application Project       | – Emergency Medicaid (X02/X03)                           |
| – Temporary Disability Assistance Program      | – Healthy Babies (X11/X12)                               |
| – Temporary Cash Assistance                    | – Working Parents Assistance Program                     |
| – Refugee Cash Assistance                      | – Care for Kids  |
| – Public Assistance to Adults                  | – Senior Dental  |
| – Qualified Health Plans                       |  |

#### **Target Audience**

This class, which meets the professional needs of social workers, was designed with all health and human services staff in mind. We encourage all members of the DHHS staff and our Community Partners to attend.

#### **Objectives**

- Become familiar with the programs OESS offers for families.
- Understand the process of successfully submitting an application.
- Learn where the OESS Offices are located in Montgomery County.

#### **Continuing Education Credit – Credit Hours: 2.0**

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

National Board for Certified Counselors (NBCC) – Yes

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

September 8, 2025; 2 - 4 pm; Webinar – Link to be emailed 24-hours in advance of the class.

#### **Instructor**

- Evelyn Serrano, Government Assistance Eligibility Supervisor, Training, Policy and Development Center, Office of Eligibility and Support Services, Department of Health and Human Services

#### **Enrollment**

Deadline: September 5, 2025

- 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](#)

# ABC's of the Office of Eligibility and Support Services (OESS)

## **\*\*Programs for Individuals\*\***

"The Department of Health and Human Services is responsible for delivery of the County's public health and human services that meet the needs of our community's most vulnerable children, adults and seniors. The Department provides services through more than 120 programs at more than 20 locations. With over 2,000 employees, the Department of Health and Human Services is the largest County Department.

The Office of Eligibility and Support Services (OESS) is an administration within the Children, Youth, and Family Services area, under the responsibility of the Social Services Officer. OESS serves as the point of entry for the following Federal, State and County programs:

- |  |  |
|--|--|
| – Supplemental Nutrition Assistance Program    | – Qualified Health Plans                                 |
| – Maryland Senior Nutrition Assistance Program | – MAGI Medical Assistance                                |
| – Elderly Simplified Application Project       | – Non-MAGI Medical Assistance (ABD, LTC, QMB/SLMB, PACE) |
| – Temporary Disability Assistance Program      | – Emergency Medicaid (X02/X03)                           |
| – Refugee Cash Assistance                      | – Healthy Babies (X11/X12)                               |
| – Public Assistance to Adults                  | – Senior Dental  |

This informative training course will discuss the programs offered, locations and ways to apply.

### **Target Audience**

This class, which meets the professional needs of social workers, was designed with all health and human services staff in mind. We encourage all members of the DHHS staff and our Community Partners to attend.

### **Objectives**

- Become familiar with the programs OESS offers for Individuals.
- Understand the process of successfully submitting an application.
- Learn where the OESS Offices are located in Montgomery County.

### **Continuing Education Credit – Credit Hours: 2.0**

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

National Board for Certified Counselors (NBCC) – Yes

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

September 16, 2025; 1 - 3 pm; Webinar – Link to be emailed 24-hours in advance of the class.

### **Instructor**

- Evelyn Serrano, Government Assistance Eligibility Supervisor, Training, Policy and Development Center, Office of Eligibility and Support Services, Department of Health and Human Services

### **Enrollment**

Deadline: September 13, 2025

- 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](#)

## **ABC's of the Office of Home Energy Programs (OHEP)**

The Department of Health and Human Services is responsible for delivery of the County's public health and human services that meet the needs of our community's most vulnerable children, adults and seniors. The Department provides services through more than 120 programs at more than 20 locations. With over 2,000 employees, the Department of Health and Human Services is the largest County Department.

The Office of Home Energy Programs (OHEP) provides bill assistance to low-income households in the State of Maryland to make their energy costs more affordable and help with the prevention of loss and the restoration of home energy service.

Energy assistance will not reduce the amount of any other public assistance benefits you receive, such as TCA or SNAP. Nor will it reduce Social Security benefits.

Discussion topics will include customer populations and ways to apply.

### **Target Audience**

All members of the DHHS staff are encouraged to attend.

### **Objectives**

- Participants will be more familiar with the Office of Home Energy Programs (OHEP) and how to apply.

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

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

October 7, 2025; 10 – 11 am; Webinar – Link to be emailed 24-hours in advance of the class.

### **Instructor**

- Kelly Oland, Supervisor, Office of Home Energy Programs, Home Energy and Rental Assistance Programs, Montgomery County Department of Health and Human Services

### **Enrollment**

Deadline: October 4, 2025

- 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](#)

## ABC's of Social Security Benefits

The Social Security program in the United States provides protection against the loss of earnings due to retirement, death, or disability. The financial operation of this program is handled through the Old-Age and Survivors Insurance (OASI) and Disability Insurance (DI) Trust Funds. This class will discuss the basics of social security benefits and Supplemental Security Income.

### Target Audience

This class, which meets the professional needs of social workers, was designed with all health and human services staff in mind. We encourage all members of the DHHS staff and our Community Partners to attend.

### Objectives

- Participants will learn about eligibility requirements for all Social Security benefits.
- Participants will be able to refer clients, family and friends to useful resources available at [ssa.gov](https://ssa.gov) including service delivery options, my Social security online account, application process and more.

### 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:

#### ***Please select one date***

September 23, 2025; 9 – 11 am; Webinar – Link to be emailed 24-hours in advance of the class.

**OR**

October 1, 2025; 1 – 3 pm; Webinar – Link to be emailed 24-hours in advance of the class.

**OR**

October 2, 2025; 9 – 11 am; Webinar – Link to be emailed 24-hours in advance of the class.

### Instructor

- Diana Varela, Public Affairs Specialist, Social Security Administration

### Enrollment

Deadline: Three days before the 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](#)

# **Applying DBT (Dialectical Behavioral Therapy) Principles and Skills in Client Sessions**

## **Using a DBT-Informed Approach in Client Sessions to Help Clients Understand and Manage Their Emotions More Effectively and to Reach Their Goals**

This training is designed to build on the DBT Overview course to give attendees an understanding of how to use the skills when meeting individually with clients who struggle with emotional dysregulation and chronic suicidality. Most programs don't have the ability to implement a full DBT program, however the DBT-informed approach can still be very helpful and effective in helping clients learn to manage their emotions so that they can work towards achieving their goals.

The course will cover ways to create a therapy session from a DBT perspective, providing structure and collaboration for clients. We will learn to integrate skill building into a session when a skills group is not available. Participants will learn how to do a chain analysis and use the information gained to help clients apply the skills they are learning in their lives. We will explore strategies to help engage clients in treatment and build commitment to using the skills and making changes.

The course will include practice with performing all the steps in a DBT informed session in small group exercises.

### **Target Audience**

Social Workers, Therapists, Counselors, and other mental health/ health professionals working in direct service with clients.

### **Objectives**

- Implement a structured DBT therapy session.
- Integrate teaching of DBT skills into therapy.
- Complete a chain analysis with clients to help move clients towards their goals.
- Use a variety of commitment strategies to engage clients in treatment.
- Approach clients from a trauma informed perspective that supports the client in achieving their goals.
- Use Mindfulness; Dialectics; Validation; Wise Mind; Emotion Regulation; Distress Tolerance; and Interpersonal Effectiveness skills to help clients learn to manage their symptoms and build lives worth living.
- Use DBT informed interventions with clients with a variety of diagnoses, including substance use disorders, anxiety, and PTSD.

### **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 14, 2025; 1 - 4:15 pm; Webinar – Link to be emailed 24-hours in advance of the class.

### **Instructor**

- Sharon Fischman, LCSW-C, DBT certified. Clinical instructor at the University of Maryland School of Social Work, Therapist in Private Practice.

### **Enrollment**

Deadline: October 11, 2025

- 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. We encourage all members of the DHHS staff and our Community Partners 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 of Certificate Counselors (NBCC) – Yes

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.

### Date, Time, and Location

September 11, 2025; 9 am – 3:15 pm; Leggett Executive Office Building (LEOB), Lobby Level Auditorium, 101 Monroe Street, Rockville, MD 20850

### Instructors

- Karen Gutierrez, MPA, Program Manager, Office of Community Affairs, DHHS
- Rebecca F. Smith, MS, Program Specialist, Office of Community Affairs, DHHS

### Enrollment

Deadline: September 9, 2025

- 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](#)



# **Creative Survival: Adaptive Responses to Overwhelming Experiences**

This course provides community social workers with practical tools for working effectively within broken systems while maintaining their humanity and professional integrity. Participants will learn to distinguish between responses that require intervention versus those that are appropriate survival strategies, develop "good enough" approaches for brief encounters and create sustainable self-care practices that acknowledge systemic limitations.

The training addresses current political realities affecting vulnerable populations and provides concrete strategies for witnessing pain without taking responsibility for systems beyond individual control.

## **Target Audience**

Community social workers, case managers, crisis workers, and other frontline staff working with high caseloads and brief client contact time.

## **Objectives**

- Participants will learn to distinguish between client responses requiring intervention versus appropriate protective strategies in current political climate.
- Participants will become familiar with validation language that acknowledges systemic barriers without creating false hope for individual solutions.
- Participants will practice and demonstrate realistic self-care strategies for managing secondary trauma and moral injury in challenging caseload situations.

## **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:**

TBD; Webinar – Link to be emailed 24-hours in advance of the class.

## **Instructor**

- Simone Jacobs, LCSW-C, LICSW, Founder and Director of Takoma Therapy and Healing History

## **Enrollment**

Deadline: September 24, 2025

- 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](#)

# **DBT (Dialectical Behavioral Therapy) Overview and Applications**

## **A Client-Centered, Trauma-Informed Approach to Treating Emotionally Dysregulated Clients**

This training is designed to give attendees skills to work more effectively with clients who struggle with dysregulation and chronic suicidality. The discussion will include how trauma impacts functioning and how to respond effectively to clients who are triggered and are responding with overwhelming emotional reactivity. There will be an overview of DBT, including how to meet the evidence-based practice and how to use DBT informed practice when the full DBT is not an option.

### **Target Audience**

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

### **Objectives**

- Describe the traits of Borderline Personality Disorder.
- Name the components of DBT and understand the difference between formal DBT and DBT informed practice and why both are effective and the evidence that supports the use of both.
- Understand the connection between Borderline Personality Disorder and trauma.
- Use Mindfulness; Dialectics; Validation; Wise Mind; Emotion Regulation; Distress Tolerance; and Interpersonal Effectiveness skills to help clients learn to manage their symptoms and build lives worth living.
- Use DBT informed interventions with clients with a variety of diagnoses, including substance use disorders, anxiety, and PTSD.

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

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

National Board for Certified Counselors (NBCC) – Yes

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

September 26, 2025; 9 am – 12:15 pm; Webinar – Link to be emailed 24-hours in advance of the class.

### **Instructor**

- Sharon Fischman, LCSW-C, DBT certified. Clinical instructor at the University of Maryland School of Social Work, Therapist in Private Practice.

### **Enrollment**

Deadline: September 24, 2025

- 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](#)

## Enhancing Resilience in the Co-Occurring Population

This training program is designed for professionals working with individuals who have a dual diagnosis, which refers to the coexistence of both mental health and substance use disorders. Participants will explore effective tools and strategies to support and build resilience in this unique population. By enhancing participants' understanding of the challenges faced by individuals with dual diagnoses, the training will provide practical, evidence-based approaches to foster recovery, promote well-being, and encourage long-term stability.

### Target Audience

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

### Objectives

- Gain a comprehensive understanding of the co-occurring population and the complex interplay between mental health and substance use disorders.
- Learn strategies to assess resilience and identify strengths within the co-occurring population.
- Discover therapeutic tools and interventions to enhance emotional coping skills, self-efficacy, and recovery-oriented behaviors.
- Explore best practices for creating a supportive environment that fosters resilience.
- Examine case studies and real-world scenarios to apply learned strategies in diverse settings.

### Continuing Education Credit – Credit Hours: 3.0

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

National Board for Certified Counselors (NBCC) – Yes

### Date, Time and Location

September 9, 2025; 9 am - noon; Webinar- Link to be emailed 24-hours in advance of the class.

### Instructor

- Dr. Jason Martin Psy.D., LCPC, Manager III, Adult, Child, and Adolescent Behavioral Health, Montgomery County Government

### Enrollment

Deadline: September 6, 2025

- 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](#)

## Ethical Behavior: Do the Right Thing!

Social workers and Counselors face a variety of ethical dilemmas in the delivery of services to clients regardless of the setting: public or private agency, face-to-face, telephonically, or electronically. It is imperative that social workers have the knowledge and skills to navigate ethical dilemma in their daily practice. One must know what an ethical dilemma is and how to respond using best practice standards. This course will explore the historical development of the NASW Code of Ethics and Maryland COMAR Ethics. WE will review actual cases and apply a model to arrive at the best decision. Have you been faced with an ethical dilemma? How did you respond? Did you feel adequately prepared to respond? This interactive course will explore ethics from the micro and macro level.

### Target Audience

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

### Objectives

- Understand the 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
- Know the difference between ethics and values
- Explore core values of social work
- Ramifications of violation 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

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

### Date, Time and Location

September 12, 2025; 9 am - noon; Webinar- Link to be emailed 24-hours in advance of the class.

### Instructor

- Annette Solomon, MSW, LICSW, Inspired Consulting Group, LLC

### Enrollment

Deadline: September 9, 2025

- 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](#)

## Ethical Case for Delivering Affirming Care and Advocacy for Trans and Gender Expansive People

With the widening of awareness in serving Transgender and Gender Expansive (TGE) populations coupled with the growing need for services, there is an ethical need to enhance social workers' learning as well as to underscore the role of cultural humility in the delivery of essential mental health and social care to TGE populations. TGE populations remain historically marginalized and oppressed, given both their systematic exclusion from social and economic opportunities as well as the myriad of ways in which the rights and freedoms of TGE populations—especially adolescents—are increasingly attacked in state legislatures across the country. The onslaught of anti-trans legislation aimed at erasure of trans identities as well as related access to life-saving care, coupled with disinformation campaigns, poses significant practice-based challenges both for those delivering care and those receiving essential care. Additionally, given the interdependencies between mental health and medical care, social workers are also ethically responsible for upholding the tenants of individual autonomy and self-determination and thus for promoting access to care. In this continuing education session, attendees will be provided with timely, evidence-based information and theoretical frameworks (e.g. trauma-informed care, minority stress) on supporting TGE populations, navigating care-related challenges through the use of case studies examples, as well as ethical decision-making models that highlight the relevant ethical codes provided by the Maryland Board of Social Work Examiners and the National Association of Social Workers. Attendees will also be provided with authentic insights about the challenges of being, serving, and advocating on behalf of trans and gender expansive communities, as well as the enduring tradition of resiliency deeply embedded within TGE communities.

### Target Audience

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

### Objectives

- Provide an overview of the unique social and legal challenges faced by Transgender and Gender Expansive individuals.
- Ethically frame these challenges within both a trauma-informed care and minority stress framework.
- Highlight key ethical challenges related to the provision of care to include the interplay of practice, legal, and cultural ethics.
- Employ best ethical and evidence-based practices for effective engagement and care for Transgender and Gender Expansive individuals.

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

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

National Board for Certified Counselors (NBCC) – Yes

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

### Date, Time and Location

September 24, 2025; 1 – 4:15 pm; Webinar- Link to be emailed 24-hours in advance of the class.

### Instructor

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

### Enrollment

Deadline: September 21, 2025

- 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

Please select one of the following dates:

Date	Time	Location
September 10, 2025	1:30 – 3 pm	Webinar
October 8, 2025		
November 5, 2025		
December 3, 2025		

### 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

Please select one of the following dates:

Date	Time	Location
September 11, 2025	1:30 – 3 pm	Webinar
October 9, 2025		
November 6, 2025		
December 4, 2025		

### 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 Social Work Supervision

Whether one is a new graduate or a seasoned worker, supervision and case consultation is an essential element in the development of professional social workers. It should not be viewed as an option or something to do "if time permits."

Supervisory sessions should be scheduled and documented. This interactive webinar will explore the early development of social work supervision and the various types of supervision. There is the potential for ethical dilemmas to arise along with the potential for litigation. It matters not the setting: public or private. Social Workers are not immune. Therefore, professional liability insurance is critical. We will review some of the dynamics when one moves from colleague to supervisor. This within itself poses an interesting and sometimes complex dyad. Supervision is not therapy, yet some supervisors are ill equipped to respond to some of the challenges that arise in a supervisory session. AI has crept into the social work profession. Some workers are using AI as a tool in their documentation/evaluation. We will explore some of the ramifications of using AI, Telehealth, and other technology in the delivery of services as well. Social Justice is front and center today. Who are your clients? Are they potential targets of ICE? What does one do when personal values and agency policies collide? We will tackle this dilemma as well. This webinar will be very thought-provoking and interactive.

### Target Audience

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

### Objectives

Participants will increase their knowledge in the following domains:

- History of Social Work supervision
- Types of Social Work Supervision
- Objectives of supervision
- Core Values/Principles of Social Work
- When agency policies collide with best practice standards
- Importance of timely supervisee evaluation
- Problems and stresses in becoming and being a supervisor
- Reporting impaired colleagues and supervisees
- Avoiding burnout – Importance of self-care

**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

October 8, 2025; 1 – 4 pm; Webinar- Link to be emailed 24-hours in advance of the class.

### Instructor

- Annette Solomon, MSW, LICSW, Inspired Consulting Group, LLC

### Enrollment

Deadline: October 5, 2025

- 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](#)

## Four Pillars of Wellness: Connect Deeply

### The Final Session in the Wellness Series

Join us for the last installment of our Pillars of Wellness series: Connect Deeply — a powerful conversation about the importance of meaningful relationships for our physical, mental, and emotional well-being. Over the past year, we've explored how to Eat Well, Move More, and Stress Less. Now, we turn our focus to human connection — the often-overlooked foundation of long-term health.

Discover how building stronger personal and professional relationships can reduce burnout, boost resilience, and enhance your overall quality of life. Whether you're looking to reconnect with purpose, strengthen your community, or simply feel more supported, this session is for you.

Let's finish strong, together.

#### Target Audience

All members of the DHHS staff are encouraged to attend.

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

#### Date, Time, Location

December 8, 2025; 1 – 2 pm; Webinar – Link to be emailed 24-hours in advance of the class.

#### Instructor

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

#### Enrollment

Deadline: December 5, 2025

- 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](#)

# From Abstraction to Direction: Strategies for Building Your Voice and Presence as a Social Work Supervisor

Social Work is a decidedly complex field that is all at once populated by mission-driven professionals that derive insurmountable energy and passion from front line work. Moreover, the path to a social work leadership role is hardly a direct line. Clinical talent and skillsets do not always transfer to one's leadership role. Thus, emerging and even tenured social work supervisors and leaders must build *new muscles* in order to effectively lead teams while also promoting high-quality care. This training is designed to provide social work supervisors and leaders with impactful content, strategic frameworks, and associated leadership skills that also stay true to social work leadership core values.

## Target Audience

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

## Objectives

- Understand the context of social work leadership coupled with the complexities of today's work.
- Review the essential tasks of social work supervisors.
- Conceptualize and effectively respond to the common pitfalls and crucible moments of emerging leaders.
- Build supervisory and leadership skills to remain grounded in practice, to nurture teams, and to prioritize the care of those who depend on us.

## 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

December 9, 2025; 1 – 4:15 pm; Webinar – Link to be emailed 24-hours in advance of the class.

## Instructor

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

## Enrollment

Deadline: December 6, 2025

- 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](#)

## Grant Life Cycle Overview

Get up to date on the grant life cycle and associated processes. This is an overview of pre- and post-award activities that will ensure a successful grant cycle and keep you in compliance. Roles and responsibilities of all those involved, both within DHHS and central County offices, will be covered. The class will present an overview of the topics found in the Grant Handbook. It is ready to provide you with guidance and resources—please review prior to class and send your questions to Kathleen Sheedy ([Kathleen.sheedy@montgomerycountymd.gov](mailto:Kathleen.sheedy@montgomerycountymd.gov)) or bring them to the training session.

### 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 understand the County grant life cycle and know how to access tools to support a successful and compliant process.

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

### Date, Time, and Location

**Please select one of the following dates:**

September 15, 2025; 10 – 11:30 am; Webinar – Link to be emailed 24-hours in advance of the class.

**OR**

September 17, 2025; 2 – 3:30 pm; Webinar – Link to be emailed 24-hours in advance of the class.

### Instructors

- Kathleen Sheedy, Grants and Resource Acquisition Manager, Budget Team, DHHS
- Sheenu Chopra, Management & Budget Specialist, Budget Team, 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](#)

## Housing Discrimination Prevention

This training provides information on fair housing law and housing discrimination issues. Special interest topics such as senior housing, housing and disability accessibility/accommodations, fair housing in real estate and new construction may also be addressed.

Workshop content includes:

- Applicable Laws & Definitions
- History of Fair Housing Law
- Legal Exemptions/Exclusions
- Possible Defenses and Legal Remedies
- Harassment & Retaliation
- Current Case Law & Common Workplace Scenarios
- Tips for Preventing Discrimination

### Target Audience

This class was designed with all Health and Human Services staff in mind. All members of the DHHS staff are encouraged to attend.

**Continuing Education Credit – None**

### Date, Time, and Location

October 23, 2025; 1 – 3 pm; Webinar – Link to be emailed 24-hours in advance of the class.

### Instructors

- JoVerne Holloway, Education & Outreach, Maryland Commission on Civil Rights
- Ra'Mona Brown-Carter, Education & Outreach, Maryland Commission on Civil Rights

### Enrollment

Deadline: October 20, 2025

- 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

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

This workshop meets the criteria for MD BSWE 3.5 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.

### Date, Time, and Location

#### Please select one of the following dates:

October 30, 2025; 9 am – 12:30 pm; Leggett Executive Office Building (LEOB), Lobby Level Auditorium,  
101 Monroe Street, Rockville, MD 20850

**OR**

December 4, 2025; 9 am – 12:30 pm; DHHS Administrative Building (HOB); 401 Hungerford Drive, First Floor Conference Rooms,  
Rockville, MD 20850

### Instructors

- Karen X. Gutierrez, MPA, Program Manager, Office of Community Affairs, DHHS
- Rebecca F. Smith, MS, Program Specialist, Office of Community Affairs, DHHS

### Enrollment

Deadline: Three days before class start date.

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



# Implicit Bias and Structural Racism in Healthcare

## Identifying, Addressing, and Coping with Unconscious Bias to Prevent Further Traumatization

Human brains are designed to create biases to survive our everyday lives. Yet too often our biases cause pain and suffering and contribute to the traumatic effects of white supremacy and structural racism. In this training, we will address how we can better recognize and manage harmful implicit biases in healthcare, as well as how providers can manage their own stress and build resilience to rely less on biases and approach the work with thoughtfulness and resilience.

Topics to be covered include:

- Implicit Bias and Structural Racism: define these terms and review the history of their role in healthcare, as well as risk and protective factors for managing biases.
- Microaggressions: build understanding of how microaggressions happen in the healthcare workplace, how our defenses naturally engage when they do, and how we can best manage both microaggressions and defensive responses from a trauma-informed perspective.

### 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

- Learn the history of structural racism in health care and understand its traumatic impact on certain populations.
- Define and provide example(s) of implicit bias.
- Describe clinical factors that contribute to implicit bias and protective factors that reduce the impact of implicit bias on workers and clients.
- Learn communication strategies to address microaggressions and/or to manage defensiveness when receiving feedback on microaggressions.

### Continuing Education Credit – Credit hours: 3.0

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

National Board of Certificate Counselors (NBCC) – Yes

This workshop meets the criteria for MD BSWE 3.0 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.

### Date, Time, and Location

October 17, 2025; 9 am – noon; Webinar – Link to be emailed 24-hours in advance of the class.

### Instructor

- Gretchen Gates, LICSW, LCSW-C, LCSW, Owner, Trainer & Consultant, Enso Integrated Health

### Enrollment

Deadline: October 14, 2025

- 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 Integrative Mental Health Practice for Treatment of Trauma

This training is designed for mental health providers who work with trauma, including PTSD and complex trauma diagnoses. Integrative mental health practice will be defined and explored as an approach to treatment that facilitates interventions based on nutrition, movement, and trauma-informed body-supportive therapies. Practitioners will receive an overview of both PTSD and complex trauma diagnostic constructs as well as best practices to address these diagnoses through integrative mental health treatment plans. Practitioners will leave the workshop versed in appropriate referral strategies for trauma survivors to receive the support they require to optimize their healing journeys and treatment protocols.

Topics covered include review of diagnostic trauma language, brief overview of trauma and brain health, introduction to nutrition for treatment of trauma, overview of trauma-informed body-centered therapies, and exercise plans to support trauma healing.

## Target Audience

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

## Objectives

- Learn the difference between PTSD and Complex Trauma.
- Learn basics of brain health effected by trauma including amygdala “fight-flight” phenomena.
- Learn nutritional plans that support trauma healing.
- Understand foods that interrupt trauma healing.
- Learn how cardio-vascular exercise and weight training can support trauma healing.
- Review the essential component of empowerment in guiding integrative mental approaches to trauma treatment.

## Continuing Education Credit – Credit hours: 3.0

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

National Board of Certificate Counselors (NBCC) – Yes

## Date, Time, and Location

October 21, 2025; 9 am – 12:15 pm; Webinar – Link to be emailed 24-hours in advance of the class.

## Instructor

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

## Enrollment

Deadline: October 19, 2025

- 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 Trauma Informed Treatment and Self-Care Methods

This training is designed to familiarize practitioners with the clinical definition of trauma including the 6 core organizing principles of trauma-informed practice. Hope and empowerment will be highlighted as fundamental components to treatment of trauma. Practitioners will be oriented in trauma-informed terminology including the difference between trauma-informed practice and trauma-informed care models. Finally, practitioners will be oriented in not only the essential component of self-care in trauma-informed treatment but will learn how to concretize and plan self-care practices in order to sustain their energy and ability to treat traumatized clients.

## Target Audience

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

## Objectives

- Identify the 6 core principles of trauma-informed practice.
- Define clinical concept of trauma.
- Define the difference between Trauma-Informed Care and Trauma-Informed practice.
- Define Self-Care and understanding of accountable self-care practices.
- Be able to discuss trauma-informed approach to case examples.

**Continuing Education Credit** – Credit hours: 3.0

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

National Board of Certificate Counselors (NBCC) – Yes

## Date, Time, and Location

September 30, 2025; 9 am – noon; Webinar – Link to be emailed 24-hours in advance of the class.

## Instructor

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

## Enrollment

Deadline: September 27, 2025

- 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](#)

# Lessons Learned from the Bedside: Supporting Individuals with Chronic and Life-Threatening Illness

Living with a chronic illness is no longer an outlier experience given that a substantial portion of the population is diagnosed with and accessing care for one or more conditions. Despite this being both a real and challenging health circumstance for many, much of the narrative concerning this lived experience has been overwhelmingly *medical* and anchored to the physical consequences of having an illness – thus eclipsing the critical behavioral health, relational, and even existential consequences of having a chronic and even life-threatening condition. This training will provide attendees with critical information on supporting an individual at the time of diagnosis as well as how to support and intervene across the individual's illness trajectory with attention to the ethical concepts of individual autonomy and self-determination in and throughout the care process.

## Target Audience

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

## Objectives

- Understand the prevalence in rates and most common types of chronic illnesses and health conditions.
- Consider how a chronic and even life-threatening illness affects individual well-being as well as the well-being of their support system.
- Develop awareness of opportunities for individual engagement, shared-decision making, and development of reciprocal trust throughout the care delivery process.
- Identify relevant resources and support that stand to benefit and enhance the care delivery process.

## 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

November 18, 2025, 9 – 12:15 pm; Webinar – Link to be emailed 24-hours in advance of the class.

## Instructor

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

## Enrollment

Deadline: November 15, 2025

- 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

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: 1.5

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

National Board for Certified Counselors (NBCC) – Yes

### Date, Time, and Location

#### Please select one of the following dates:

September 17, 2025; 10 – 11:30 am; Webinar – Link to be emailed 24-hours in advance of the class.

**OR**

October 15, 2025; 10 – 11:30 am; Webinar – Link to be emailed 24-hours in advance of the class.

### Instructor

- Lissa Ransom, Overdose Prevention Team Coordinator, Local Behavioral Health Authority, Behavioral Health and Crisis Services, DHHS
- Overdose Prevention Team Staff, Local Behavioral Health Authority, 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 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

Please select one of the following dates:

Date	Time	Location
September 18, 2025	1 – 2:30 pm	Webinar
November 13, 2025		

### 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

Please select one of the following dates:

Date	Time	Location
September 16, 2025	1 – 2:30 pm	Webinar
October 14, 2025		
November 12, 2025		
December 9, 2025		

### Instructor

- Gizelle Merced, IT Training Manager, DHHS

### Enrollment

Deadline: Three days before class starts

- 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

Please select one of the following dates:

Date	Time	Location
October 16, 2025	1 – 2:30 pm	Webinar
December 10, 2025		

### Instructor

- Gizelle Merced, IT Training Manager, DHHS

### Enrollment

Deadline: Three days before class starts

- 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 – The 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

October 22, 2025; 1:30 – 3 pm; Webinar

### Instructor

- Gizelle Merced, IT Training Manager, DHHS

### Enrollment

Deadline: October 20, 2025

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

## Office 365 Microsoft Excel – Beyond Basics

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

### Target Audience

All DHHS staff

### Objectives

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

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

### Date, Time, and Location

November 19, 2025; 1:30 – 3 pm; Webinar

### Instructor

- Gizelle Merced, IT Training Manager, DHHS

### Enrollment

Deadline: November 17, 2025

- 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

Please select one of the following dates:

Date	Time	Location
September 25, 2025	10 – 11 am	Webinar
December 17, 2025		

### 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](#)

## Personality Disorders

This training will focus on individuals who have a personality disorder pose a challenge to the Mental Health Clinician. Some of the behaviors exhibited by people with a personality disorder make the therapeutic relationship challenging. When the DSM V committee on Personality Disorders met, they decided to clarify the definitions of personalities and these disorders.

Understanding the behavior patterns assists the clinician to accurately assess and understand the complexity of providing care to these individuals. This presentation will discuss the definition of personality traits and personality disorders as defined by DSM-5.

### Target Audience

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

### Objectives

- Define personality traits and personality disorders as presented by DSM-V.
- Describe the behavioral and thought patterns of the following Personality Disorders, based on DSM-V definition: Antisocial Disorder, Avoidant Personality Disorder, Borderline Personality Disorder, Obsessive-Compulsive Disorder and Schizotypal Personality Disorder.
- Discuss new research into the biological etiology of some of the Personality Disorders, such as Antisocial Disorder, Borderline Personality Disorder, Obsessive-Compulsive Disorder and Schizotypal Personality Disorder.
- Discuss the most effective therapeutic approach to individuals with a Personality Disorder.
- List the medications to treat the target symptoms exhibited by each of the Personality Disorders.
- Identify practical interventions to reduce symptoms of each Personality Disorders.

### Continuing Education Credit – Credit Hours: 3.0

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

### Date, Time and Location

September 18, 2025; 1 – 4 pm; Webinar – Link to be emailed 24-hours in advance of the class.

### Instructor

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

### Enrollment

Deadline: September 15, 2025

- 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 DHHS

## 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

**Please select one of the following dates:**

October 7, 2025; 11 am – noon; Webinar – Link to be emailed 24-hours in advance of the class.

**OR**

November 6, 2025; 11 am – noon; Webinar – Link to be emailed 24-hours in advance of the class.

### Instructor

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

### Enrollment

Deadline: Three days before the 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](#)

# **Racial Trauma Is Not a Diagnosis: A Developmental and Non-Pathologizing Approach to Healing**

Most trauma frameworks are built around the idea of an event that has passed. But racial trauma does not live in the past. It is historical, current, and anticipatory. For many clients of color, racial trauma is not a memory to process or a crisis to debrief. It is a constant presence that shapes how they move through the world and how they show up in therapy. This training reframes racial trauma as an active trauma while honoring the profound creativity, wisdom, and intelligence that communities of color have developed in response to ongoing harm. Rather than viewing clients through a lens of pathology, we will explore the sophisticated adaptive strategies, cultural innovations, and survival mechanisms that have emerged from these experiences. We will examine how what is often labeled as "dysfunction" may actually be adaptive responses to impossible circumstances. 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 professionals seeking to increase their skill and presence when working with racial trauma in clinical settings.

## **Objectives**

- Recognize and honor the creativity and wisdom embedded in adaptive responses to racial harm, distinguishing between pathology and sophisticated survival strategies.
- Examine how cultural innovations and protective behaviors have emerged from communities of color as thoughtful responses to systemic oppression, and how these inform therapeutic engagement.
- Critically reflect on assumptions and biases that may cause clinicians to misinterpret adaptive responses.
- Practice language and relational approaches that honor client intelligence while acknowledging harm, centering repair and truth-telling when racial trauma arises in session.
- Apply a strengths-based, non-pathologizing framework that honors the intelligence and creativity inherent in responses to racial harm while supporting continued healing and growth.

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

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

National Board for Certified Counselors (NBCC) – Yes

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.

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

TBD; Webinar – Link to be emailed 24-hours in advance of the class.

## **Instructor**

- Simone Jacobs, LCSW-C, LICSW Therapist, Writer, Founder, Takoma Therapy & Healing History

## **Enrollment**

Deadline: Three days before the 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](#)

## 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, OEES (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 of the following dates:**

Date	Time	Location
September 9, 2025	9 – 10:30 am	Webinar
October 14, 2025		
November 18, 2025		
December 9, 2025		

### Instructor

- Sonni Williams, MS, MHRD/OD, RMTS Program Manager, FFP Unit/ Fiscal Team/ OCOO, Montgomery County DHHS

### Enrollment

Deadline: Three days before class starts

- 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](#)

## **Religious/ Spiritual Awareness, Accommodation, and the Law**

This interactive and informative workshop provides a current review of applicable Maryland law on the issue of religious accommodation in the workplace, current cases, and possible defenses. The session will include relevant statistics, discussion and information on religious/spiritual practices that may impact the workplace.

Workshop content includes:

- Key Definitions and Statistics
- Religious Accommodations, the Law, and Defenses
- Workplace-Related Information on the Major Religious Groups in Maryland
- Workplace Case Studies

### **Target Audience**

This class was designed with all Health and Human Services staff in mind. All members of the DHHS staff are encouraged to attend.

**Continuing Education Credit – None**

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

December 11, 2025; 10 am – 12:30 pm; Webinar – Link to be emailed 24-hours in advance of the class.

### **Instructors**

- JoVerne Holloway, Education & Outreach, Maryland Commission on Civil Rights
- Ra'Mona Brown-Carter, Education & Outreach, Maryland Commission on Civil Rights

### **Enrollment**

Deadline: December 8, 2025

- 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

**NEW!** Primary Email: [PLOD\\_HHS@montgomerycountymd.gov](mailto:PLOD_HHS@montgomerycountymd.gov)

Dr. Rochelle D. Plummer, Manager, OHR Professional Learning and Organizational Development  
240-777-5053  
[rochelle.plummer@montgomerycountymd.gov](mailto:rochelle.plummer@montgomerycountymd.gov)

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