

JAN - JUNE

2025



COMMUNITY PROGRAMS
TRAINING
LEARNING AND DEVELOPMENT

TRAINING CATALOG



Training.CommunityPrograms@DHS.LACounty.gov



TABLE OF CONTENTS

INTRODUCTION	3
TALENTWORKS REGISTRATION	4
INTRODUCTION: HFH, ODR, & HRD	5
DOCUMENTATION SERIES OVERVIEW	6
<i>HFH Documentation Series: Interim Housing (IH)</i>	7
<i>HFH Documentation Series: Housing & Services (H&S)</i>	8
<i>ODR Documentation Series</i>	9
CASE MANAGEMENT SUPPORT	10
<i>Training At a Glance</i>	11
<i>Accessing Healthcare: Medi-Cal Expansion & Updates</i>	12
<i>Core Tenets of HFH ICMS</i>	12
<i>Cultural Humility Capacity Building</i>	13
<i>Harm Reduction and Stages of Change</i>	13
<i>Hoarding Workgroup</i>	13
<i>Housing for Health 101</i>	14
<i>Intimate Partner Violence</i>	15
<i>Journey from In-Home Care Giving to In-Home Support Services</i>	16
<i>Motivational Interviewing</i>	17
<i>Overdose Education and Naloxone Distribution (OEND)</i>	18
<i>Question, Persuade, Refer (QPR - Help Prevent Suicide)</i>	19
<i>Substance use Disorder 101</i>	20
<i>The Many Faces of Trauma</i>	20
<i>Trauma-Informed Care</i>	21
<i>Understanding Client Mental Health</i>	22
<i>Working with Difficult Client Situations & Client De-escalation</i>	22
WELLNESS GROUPS	23
<i>Wellness Groups at a Glance</i>	24
<i>Burnout Prevention</i>	25
<i>Case Management Process Group</i>	25
<i>Community Programs & Partners Process Group</i>	26
<i>Frontline Staff Resiliency Process Group</i>	26
ADDITIONAL COORDINATED TRAININGS	27



Introduction

Welcome to the course catalog from Community Programs at Los Angeles County Department of Health Services (DHS). The Community Programs Training Team's mission is to deliver transformative educational opportunities that enhance, support, and empower the Community Programs workforce and community partners to achieve knowledge and skills that will improve the lives of the people, families, and communities they serve. Our team serves Housing for Health, Office of Diversion and Reentry, the Harm Reduction Division, and all of our community providers.

Community Programs offers a wide range of trainings both for internal DHS staff and external staff at contracted community providers. We have nearly 50 training sessions per month, including motivational interviewing, documentation, trauma-informed care, and much more. We facilitate these trainings in person, online, and through e-learning platforms.

Registration is done through our learning management system, TalentWorks. Upon successful completion of a course, your attendance will be recorded and you will be able to print your certificate. Attendees should stay for the entire course and complete a quiz or they may not be marked as complete. Thank you for your interest and we look forward to supporting your professional development.

Please note that the dates and details of sessions described in this catalog may change due to facilitator availability - and new course additions. In the event of changes to the dates or courses are added, this catalog will be updated and we will share out in our regular e-mail communication to all TalentWorks users. **The most up to date course information is always viewable in TalentWorks.**

Register for Training on TalentWorks!

TalentWorks is LA County's online learning platform where you can access your training, view training schedules, and register.

[TalentWorks Website Link](#)

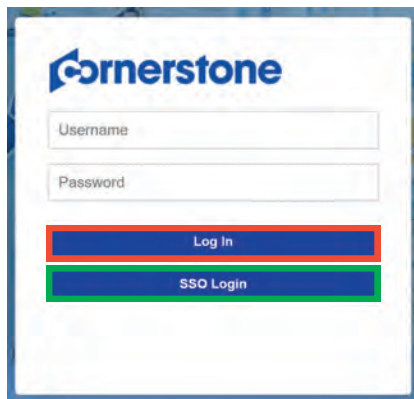
Log In

For Community Providers:

1. Enter your username (work email).
2. Enter your password (if logging in for the first time, do not include spaces with the temporary password).
3. Select **Log in** (ignore SSO Login).

For DHS Staff:

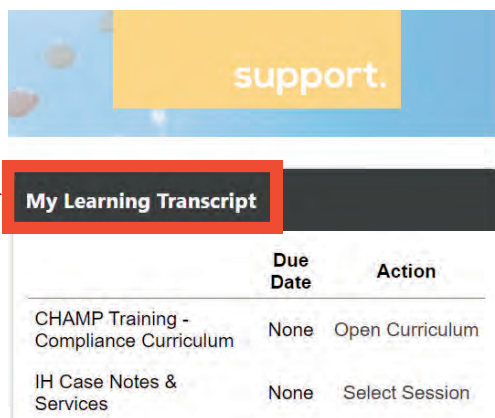
Username and password are not needed.
Simply click on **SSO Login**.



Register for Training

4. On the homepage, select **My Learning Transcript**.

Click Here



	Due Date	Action
CHAMP Training - Compliance Curriculum	None	Open Curriculum
IH Case Notes & Services	None	Select Session

More information and instructions for using TalentWorks can be found in the *TalentWorks User Guide & FAQ For COMMUNITY PROGRAMS*

Housing For Health, Office of Diversion and Reentry & Harm Reduction Division



Housing for Health (HFH) started in 2012 within the Department of Health Services to provide housing and support services to homeless patients accessing the public hospitals.

Housing for Health serves tens of thousands of individuals with a full continuum of services, including street outreach, interim housing, and permanent housing, with case management, benefits advocacy, and clinical services layered across all service categories.



Office of Diversion and Reentry (ODR), within the Los Angeles County Department of Health Services, develops and implements programs to divert people with serious mental, physical and/or behavioral health needs away from the LA County jail system and into community-based care, including access to interim and permanent housing solutions.

Since it began in 2015, ODR has launched many successful innovative programs, helping to safely remove thousands of individuals from the jail system and supporting thousands more who have been released from incarceration or are on probation supervision in the community.



The DHS **Harm Reduction Division** collaborates with communities to support health and wellness services, promote education, and advance policies for the health, dignity, and agency of people who use drugs, experience homelessness, are justice-involved, or are engaged in sex work. The division supports direct services, including outreach, overdose response teams, drop-in spaces, contingency management, drug checking, and naloxone distribution in jails and throughout LA County. Additionally, they focus on capacity building and training, including workforce development programs, training for community members, housing services, and healthcare providers, and maintain a clearinghouse for harm reduction supplies and naloxone. The division also supports community engagement with listening sessions and a county-wide Harm Reduction Steering Committee.

DOCUMENTATION SERIES

TRAINING OVERVIEW

Welcome to the **Documentation Series**, a comprehensive training program comprised of three essential sessions: the **5x5 Assessment & Housing Acuity Index (HAI)**, **Care Plans**, and **Services & Case Notes**. This series is mandatory for case managers and supervisors in HFH and ODR programs to ensure strict adherence to LA County Policies and Procedures. Each training session includes a quiz, and participants must achieve a minimum score of 70% to successfully complete the course. Registration for the series is facilitated through TalentWorks.

The **5x5 Assessment Training** aims to provide in-depth instruction on administering 5x5 Assessments. Attendees will receive detailed guidance on identifying the assessed domains and understanding scoring procedures. This training is designed to equip attendees with the knowledge and skills to proficiently conduct 5x5 Assessments.

In the **Care Plan Training**, participants will be guided through the process of developing participant care plans based on the 5x5 assessment scores and creating SMART goals with aligned action steps. Several examples will be provided to aid in visual comprehension. Emphasis will also be placed on policy compliance and the essential frequency of care plans.

Finally, the series concludes with the **Services and Case Notes Training**. This session will provide a comprehensive understanding of the services offered, their definitions, and their application to the CHAMP system. The training will underscore the significance of documenting services with a case note, along with a review of case notes and their formats.



HFH DOCUMENTATION SERIES: INTERIM HOUSING (IH)



5x5 Assessment

Facilitated by: Roy Barker Jr.

Intended Audience: HFH & ODR Case Managers

Date

Monday, 01/06/2025
Tuesday, 02/04/2025
Tuesday, 03/04/2025
Tuesday, 04/01/2025
Tuesday, 05/06/2025
Tuesday, 06/03/2025

Time

1:00 pm - 3:00 pm
1:00 pm - 3:00 pm
1:00 pm - 3:00 pm
1:00 pm - 3:00 pm
1:00 pm - 3:00 pm
1:00 pm - 3:00 pm



Care Plans

Facilitated by: Cynthia E. Lopez

Intended Audience: HFH & ODR Case Managers

Date

Tuesday, 01/14/2025
Tuesday, 02/11/2025
Tuesday, 03/11/2025
Tuesday, 04/08/2025
Tuesday, 05/13/2025
Tuesday, 06/10/2025

Time

9:00 am - 10:30 am
9:00 am - 10:30 am
9:00 am - 10:30 am
9:00 am - 10:30 am
9:00 am - 10:30 am
9:00 am - 10:30 am



Services & Case Notes

Facilitated by: Jennifer Sanchez

Intended Audience: HFH & ODR Case Managers

Date

Thursday, 01/23/2025
Thursday, 02/20/2025
Thursday, 03/20/2025
Thursday, 04/17/2025
Thursday, 05/22/2025
Thursday, 06/26/2025

Time

9:00 am - 11:00 am
9:00 am - 11:00 am
9:00 am - 11:00 am
9:00 am - 11:00 am
9:00 am - 11:00 am
9:00 am - 11:00 am

HFH DOCUMENTATION SERIES: HOUSING & SERVICES (H&S)



5x5 Assessment

Facilitated by: Roy Barker Jr.
Intended Audience: HFH & ODR Case Managers

Date

Time

Thursday, 01/02/2025	9:00 am - 12:00 pm
Thursday, 02/06/2025	9:00 am - 12:00 pm
Thursday, 03/06/2025	9:00 am - 12:00 pm
Thursday, 04/03/2025	9:00 am - 12:00 pm
Thursday, 05/01/2025	9:00 am - 12:00 pm
Thursday, 06/05/2025	9:00 am - 12:00 pm



Care Plans

Facilitated by: Cynthia E. Lopez
Intended Audience: HFH & ODR Case Managers

Date

Time

Tuesday, 01/14/2025	11:00 am - 12:30 pm
Tuesday, 02/11/2025	11:00 am - 12:30 pm
Tuesday, 03/11/2025	11:00 am - 12:30 pm
Tuesday, 04/08/2025	11:00 am - 12:30 pm
Tuesday, 05/13/2025	11:00 am - 12:30 pm
Tuesday 06/10/2025	11:00 am - 12:30 pm



Services & Case Notes

Facilitated by: Jennifer Sanchez
Intended Audience: HFH & ODR Case Managers

Date

Time

Tuesday, 01/21/2025	9:30 am - 12: 00 pm
Tuesday, 02/18/2025	9:30 am - 12: 00 pm
Tuesday, 03/18/2025	9:30 am - 12: 00 pm
Tuesday, 04/10/2025	9:30 am - 12: 00 pm
Tuesday, 05/20/2025	9:30 am - 12: 00 pm
Tuesday, 06/17/2025	1:30 pm - 4:00 pm

DOCUMENTATION SERIES: OFFICE OF DIVERSION & REENTRY (ODR)



5x5 Assessment

Facilitated by: Roy Barker Jr.

Intended Audience: HFH & ODR Case Managers

Date

Thursday, 01/02/2025
Thursday, 02/06/2025
Thursday, 03/06/2025
Thursday, 04/03/2025
Thursday, 05/01/2025
Thursday, 06/05/2025

Time

1:00 pm - 3:00 pm
1:00 pm - 3:00 pm
1:00 pm - 3:00 pm
1:00 pm - 3:00 pm
1:00 pm - 3:00 pm
1:00 pm - 3:00 pm



Care Plans

Facilitated by: Cynthia E. Lopez

Intended Audience: HFH & ODR Case Managers

Date

Thursday, 01/23/2025
Thursday, 02/13/2025
Thursday, 03/13/2025
Thursday, 04/10/2025
Thursday, 05/14/2025
Thursday, 06/12/2025

Time

9:00 am - 10:30 am
9:00 am - 10:30 am
9:00 am - 10:30 am
9:00 am - 10:30 am
9:00 am - 10:30 am
9:00 am - 10:30 am



Services & Case Notes

Facilitated by: Jennifer Sanchez

Intended Audience: HFH & ODR Case Managers

Date

Tuesday, 01/21/2025
Tuesday, 02/18/2025
Tuesday, 03/18/2025
Thursday, 04/09/2025
Tuesday, 05/20/2025
Thursday, 06/17/2025

Time

1:30 pm - 4:00 pm
9:30 am - 12:00 pm
1:30 pm - 4:00 pm
9:30 am - 12:00 pm
1:30 pm - 4:00 pm
9:30 am - 12:00 pm

Case Management Support

Effective case management is crucial for enhancing the quality of care and ensuring successful outcomes for participants.

The **Case Management Support** section of our training catalog is designed to provide comprehensive education and resources for community programs providers and partners working in **HFH** and **ODR**.



This section offers a diverse selection of training sessions that address critical aspects of case management and working with program participants, from understanding healthcare systems to dealing with complex participant behaviors.

These training offerings are designed to equip case managers with the knowledge and skills necessary to navigate the complexities of participant care. By participating in these sessions, case managers can enhance their competencies, improve participant outcomes, and foster a more supportive and effective care environment.



Trainings At a Glance

- **Accessing Healthcare: Medi-Cal Expansion & Updates** - Learn about recent changes and expansions in Medi-Cal to better assist clients in accessing essential healthcare services.
- **Core Tenets of HFH ICMS** - A deep dive into the fundamental principles guiding the Intensive Case Management Services of Housing for Health.
- **Cultural Humility Capacity Building** - A training designed to enhance awareness of cultural diversity, power dynamics, and privilege, equipping participants to provide affirming, empathetic, and respectful care to colleagues and clients from diverse backgrounds.
- **Harm Reduction and Stages of Change** - Understanding harm reduction principles and the stages of change to effectively support clients in community settings.
- **Hoarding Workgroup** - Approaches to managing and supporting clients with hoarding behaviors within community programs.
- **Housing for Health 101** - An introductory course on the Housing for Health initiative, covering its goals, strategies, and implementation processes to improve client housing outcomes.
- **Intimate Partner Violence** - Comprehensive training on identifying, addressing, and supporting clients experiencing intimate partner violence (Part 1 and Part 2).
- **Journey from In-Home Care Giving to In-Home Support Services** - Educates participants on accessing and applying for both the IHCG and IHSS caregiving programs in LA County, detailing the differences between these distinct programs while also covering available resources and best practices for supporting clients with Activities of Daily Living (ADLs).
- **Motivational Interviewing** - A multi-part series (Parts 1-3) covering basic techniques, advanced strategies, and continued development and refinement of motivational interviewing skills to enhance client engagement and motivation.
- **Overdose Education and Naloxone Distribution (OEND)** - A 1-hour virtual training on recognizing, responding to, and reversing opioid overdoses with naloxone, including overdose prevention, naloxone use, and aftercare strategies.
- **Question, Persuade, Refer (QPR - Help Prevent Suicide)** - The QPR Gatekeeper Training for Suicide Prevention™ is a course that includes when and how to screen for suicide risk in your work setting (if appropriate), and how to support someone in crisis. More, you will learn to identify and arrange an expert referral for evidence-based suicide-specific assessment and treatment.
- **Substance Use Disorder 101** - An introductory course about addiction, effective communication strategies, harm reduction, and tailored community resources to better support clients.
- **The Many Faces of Trauma** - Exploring the diverse manifestations of trauma and appropriate interventions within community programs.
- **Trauma-Informed Care** - Introduction to trauma-informed care principles and advanced concepts for supporting clients with complex trauma histories (Part 1 and Part 2).
- **Understanding Client Mental Health** - Training on recognizing and addressing various mental health issues within the context of community programs.
- **Working with Difficult Client Situations & Client De-escalation** - Techniques for managing challenging client situations and effective de-escalation strategies.



TalentWorks contains the most up-to-date information. In case of any discrepancies with this catalog, please refer to TalentWorks as the authoritative source.

Accessing Healthcare: Medi-Cal Expansion & Updates

Facilitated by: Cynthia E. Lopez
Intended Audience: HFH, ODR, and other DHS Community Programs staff

This course covers recent updates in medical policy and who is eligible for the expanded Medi-Cal program. Participants will understand the changes and how they improve healthcare. Covered topics include: who is eligible, how to apply, and how recent policy changes impact access to healthcare. Participants will gain valuable insights into the program and how these changes will impact patients, providers, and the healthcare sector.

<u>Date</u>	<u>Time</u>
Monday, 01/06/2025	2:00 PM - 4:00 PM
Monday, 02/03/2025	2:00 PM - 4:00 PM
Monday, 03/03/2025	2:00 PM - 4:00 PM
Monday, 04/14/2025	2:00 PM - 4:00 PM
Monday, 05/05/2025	2:00 PM - 4:00 PM
Monday, 06/02/2025	2:00 PM - 4:00 PM

Core Tenets of HFH ICMS

Facilitated by: Connie Mitchell, MSW and the HFH Housing and Services team
Intended Audience: HFH ICMS staff only

This course is designed to facilitate a thorough understanding of these core tenets, providing ICMS providers with valuable insights and practical strategies for their application in day-to-day work. The aim is to equip participants with the knowledge and skills necessary to seamlessly integrate these philosophies into their work, thereby enhancing the effectiveness and impact of their contributions within the ICMS framework and fostering a more enriched and responsive approach.

<u>Date</u>	<u>Time</u>
Thursday, 01/23/2025	9:00 AM - 10:30 AM
Thursday, 02/27/2025	9:00 AM - 10:00 AM
Thursday, 03/27/2025	9:00 AM - 10:00 AM
Thursday, 04/24/2025	9:00 AM - 10:30 AM
Thursday, 05/22/2025	9:00 AM - 10:00 AM
Thursday, 06/26/2025	9:00 AM - 10:00 AM

Cultural Humility Capacity Building

Facilitated by: Worker Education & Resource Center

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This training fosters awareness of diverse cultural identities, examines power and privilege dynamics, and equips participants to provide affirming care through empathy, active listening, and respect for cultural differences. By the end of the training participant will develop empathy and sensitivity toward colleagues and participants cultural differences and experiences, allowing for more compassionate and respectful interactions.

COMING SOON

Please visit Talent Works for the updated schedule of the Cultural Humility Capacity Building session, coming soon in February 2025.

Harm Reduction and Stages of Change

Facilitated by: Homeless Health Care Los Angeles (HHCLA)

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This training is an overview of Harm Reduction principles, practices and approaches according to each stage of change that clients may navigate.

Date

Wednesday, 01/22/2025
Wednesday, 02/19/2025
Wednesday, 03/19/2025
Wednesday, 04/16/2025
Wednesday, 05/21/2025
Wednesday, 06/18/2025

Time

1:00 PM - 4:00 PM
1:00 PM - 4:00 PM
1:00 PM - 4:00 PM
1:00 PM - 4:00 PM
1:00 PM - 4:00 PM
1:00 PM - 4:00 PM

Hoarding Workgroup

Facilitated by: Dr. Danielle Schlichter & Dr. Jose Antonio Aguilar

Intended Audience: HFH, ODR, and other DHS Community Programs staff

The purpose of this group is to find ways to work with challenging hoarding cases. This group aims to be practical, devise ways to problem solve and solution focused. Practical methods and tips on how to work with clients to contain and manage hoarding behaviors are offered.

Date

Monday, 01/13/2025
Monday, 02/10/2025
Monday, 03/10/2025
Monday, 04/14/2025
Monday, 05/12/2025
Monday, 06/09/2025

Time

11:00 AM - 1:00 PM
11:00 AM - 1:00 PM
11:00 AM - 1:00 PM
11:00 AM - 1:00 PM
11:00 AM - 1:00 PM
11:00 AM - 1:00 PM

Housing for Health 101

Facilitated by: Jennifer Sanchez

Intended Audience: HFH Staff at Community Based Organizations

Housing For Health (HFH) 101 is a training that walks HFH frontline staff through the plethora of programs and resources at HFH by representatives from each HFH unit. "Whatever It Takes" philosophy will be discussed in addition to other guiding principles and best practices that support HFH's philosophy on program service delivery.

Date

Thursday, 01/23/2025

Thursday, 02/20/2025

Thursday, 03/20/2025

Thursday, 04/08/2025

Tuesday, 05/22/2025

Tuesday, 06/24/2025

Time

1:30 PM - 4:00 PM

9:30 AM - 12:00 PM

1:30 PM - 4:00 PM

1:30 PM - 4:00 PM

1:30 PM - 4:00 PM

9:30 AM - 12:00 PM



Case Management Support

Intimate Partner Violence (2 parts)

Facilitated by: Matt Harwood

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This six-hour, two-part interactive course is designed to be fun as well as to assist participants in gaining knowledge about, learning the current expanded definition of Domestic Violence (Intimate Partner Violence), prevalence of Intimate Partner Violence, traits of perpetrators and victims, Impact on victims and society, impact on children, cultural factors, basic assessment and treatment methods.

Part 1

Date

Wednesday, 01/08/2025
Wednesday, 02/05/2025
Tuesday, 03/04/2025
Wednesday, 04/02/2025
Wednesday, 05/07/2025
Wednesday, 06/04/2025

Time

9:00 AM - 12:00 PM
9:00 AM - 12:00 PM
1:00 PM - 4:00 PM
9:00 AM - 12:00 PM
9:00 AM - 12:00 PM
9:00 AM - 12:00 PM

Part 2

Date

Wednesday, 01/15/2025
Wednesday, 02/12/2025
Tuesday, 03/11/2025
Wednesday, 04/9/2025
Wednesday, 05/14/2025
Wednesday, 06/11/2025

Time

9:00 AM - 12:00 PM
9:00 AM - 12:00 PM
1:00 PM - 4:00 PM
9:00 AM - 12:00 PM
9:00 AM - 12:00 PM
9:00 AM - 12:00 PM



Journey from In-Home Care Giving to In-Home Support Services

Facilitated by: Connie Mitchell, MSW & Yolanda Hall from HFH Housing & Services
Intended Audience: All HFH Interim Housing and Housing & Services providers

The Journey from IHCG to IHSS is designed to help participants understand how to access both caregiving programs along the continuum of services available to LA County residents who face challenges with Activities of Daily Living (ADLs). This course will guide attendees through the application processes for successfully obtaining IHCG (a temporary caregiving program under DHS Housing for Health) and IHSS (a state-funded program through the Department of Social Services). While both programs work alongside each other to provide caregiving services, they are distinct and separate. The training will also cover resources available for clients needing ADL support, along with best practices for service delivery.

Date

Monday, 01/27/2025
Monday, 02/24/2025
Monday, 03/24/2025
Monday, 04/28/2025
Monday, 05/19/2025
Monday, 06/23/2025

Time

9:30 AM - 10:30 AM
9:30 AM - 10:30 AM
9:30 AM - 10:30 AM
9:30 AM - 10:30 AM
9:30 AM - 10:30 AM
9:30 AM - 10:30 AM



Motivational Interviewing (3 parts)

Facilitated by: Matt Harwood
Intended Audience: HFH Staff

Part 1 and Part 2 are required for completion. This six-Hour, two-part interactive course is designed for case managers and clinicians that are new to the subject or would like a refresher. The Motivational Interviewing (MI) intervention is introduced and the five basic skills are taught. Practice exercises are used to reinforce those skills with emphasis moving toward change talk. The purpose is to make motivational interviewing more natural to the case manager/clinician. A voluntary two-hour session to practice is offered as a Part 3 to this training series.

Part 1

<u>Date</u>	<u>Time</u>
Monday, 01/06/2025	9:00 AM - 12:00 PM
Monday, 02/03/2025	9:00 AM - 12:00 PM
Monday, 03/03/2025	9:00 AM - 12:00 PM
Monday, 04/07/2025	9:00 AM - 12:00 PM
Monday, 05/05/2025	9:00 AM - 12:00 PM
Monday, 06/02/2025	9:00 AM - 12:00 PM

Part 2

<u>Date</u>	<u>Time</u>
Monday, 01/13/2025	9:00 AM - 12:00 PM
Monday, 02/10/2025	9:00 AM - 12:00 PM
Monday, 03/10/2025	9:00 AM - 12:00 PM
Monday, 04/14/2025	9:00 AM - 12:00 PM
Monday, 05/12/2025	9:00 AM - 12:00 PM
Monday, 06/09/2025	9:00 AM - 12:00 PM

Part 3: Follow Up *optional*

<u>Date</u>	<u>Time</u>
Monday, 01/27/2025	9:00 AM - 11:00 AM
Monday, 02/24/2025	9:00 AM - 11:00 AM
Monday, 03/17/2025	9:00 AM - 11:00 AM
Monday, 04/21/2025	9:00 AM - 11:00 AM
Monday, 05/19/2025	9:00 AM - 11:00 AM
Monday, 06/16/2025	9:00 AM - 11:00 AM

Overdose Education and Naloxone Distribution (OEND)

Facilitated by: Community Health Project LA (CHPLA)

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This 1-hour virtual training educates attendees on recognizing, responding to, and reversing opioid overdoses and distributing naloxone.

After this training attendees will be able to:

- Identify overdose risks and prevention strategies
- Understand what happens during overdose and how naloxone works
- Respond to overdose, administer naloxone, and provide aftercare
- Discuss ideas for naloxone distribution within your own program

Date

Wednesday, 01/29/2025

Wednesday, 02/26/2025

Wednesday, 03/26/2025

Wednesday, 04/30/2025

Wednesday, 05/28/2025

Thursday, 06/26/2025

Time

10:00 AM - 11:00 AM

10:00 AM - 11:00 AM

10:00 AM - 11:00 AM

10:00 AM - 11:00 AM

10:00 AM - 11:00 AM

10:00 AM - 11:00 AM



Question, Persuade, Refer (QPR- Help Prevent Suicide)

Facilitated by: Jennifer Sanchez (Certified QPR Gatekeeper trainer)

Intended Audience: HFH, ODR, and other DHS Community Programs staff

Setting: **In-Person**

The QPR Gatekeeper Training for Suicide Prevention™ is an **in-person** course that includes when and how to screen for suicide risk in your work setting (if appropriate), and how to support someone in crisis. More, you will learn to identify and arrange an expert referral for evidence-based suicide-specific assessment and treatment.

This skills-based training program is designed to teach those in the helping professions how to recognize people in crisis, identify suicide warning signs, and apply the mental health equivalent of CPR to someone who may be at risk of suicide. This training program is intended to prevent suicide not just among patients, but among employees, colleagues, co-workers, friends, and family members. Jennifer, the facilitator, is a certified QPR Gatekeeper trainer from the QPR Institute.

<u>Date</u>	<u>Time</u>	<u>Location (in-person)</u>
Wednesday, 01/29/2025	9:00 AM - 12:00 PM	Zev Yaroslavsky Family Support Center (Van Nuys)
Wednesday, 02/26/2025	8:30 AM - 11:30 AM	Rancho Los Amigos National Rehabilitation Center (Downey)
Wednesday, 03/26/2025	9:00 AM - 12:00 PM	Zev Yaroslavsky Family Support Center (Van Nuys)
Wednesday, 04/02/2025	8:30 AM - 11:30 AM	Rancho Los Amigos National Rehabilitation Center (Downey)
Wednesday, 05/28/2025	9:00 AM - 12:00 PM	Zev Yaroslavsky Family Support Center (Van Nuys)
Wednesday, 06/18/2025	9:00 AM - 12:00 PM	Rancho Los Amigos National Rehabilitation Center (Downey)

Substance Use Disorder 101

Facilitated by: Olivia Bagdade

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This course designed to help HFH & ODR staff who are new to supporting people who use drugs. You will learn what factors lead to addiction, also known as substance use disorder, and how to have conversations around it. We will also review an abundance of community resources that are available to support you and your clients, tailored to individual needs and locations. This course also includes a brief introduction to Harm Reduction, focusing on what it is and why it's a central strategy in client-driven supports.

Date

Monday, 01/14/2025

Monday, 02/11/2025

Monday, 03/11/2025

Monday, 04/15/2025

Monday, 05/06/2025

Monday, 06/10/2025

Time

10:00 AM - 11:30 AM

10:00 AM - 11:30 AM

10:00 AM - 11:30 AM

10:00 AM - 11:30 AM

10:00 AM - 11:30 AM

10:00 AM - 11:30 AM

The Many Faces of Trauma

Facilitated by: Greg Carlsson

Intended Audience: HFH, ODR, and other DHS Community Programs staff

A three-hour interactive workshop designed for frontline workers involved with the "unhoused." The workshop helps participants gain a working understanding of Primary, Secondary and Vicarious Trauma as well as Compassion Fatigue and Burnout. Different exercises will be introduced to address and lessen where one might hold the residual effects of trauma and anxiety in their bodies and minds. Breakout rooms with dyads will also be utilized to reiterate the concepts learned from the training.

Date

Tuesday, 01/28/2025

Tuesday, 02/25/2025

Tuesday, 03/25/2025

Tuesday, 04/29/2025

Tuesday, 05/27/2025

Tuesday, 06/24/2025

Time

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

Trauma-Informed Care (2 parts)

Facilitated by: Homeless Health Care Los Angeles (HHCLA)

Intended Audience: HFH, ODR, and other DHS Community Programs staff

Part 1 and Part 2 are required for completion. In Part 1, participants will learn how to spot and describe trauma and traumatic events. Participants will engage in dialogue and group discussion to understand the process of traumatic stress and its impact on service providers and clients. They will also define trauma informed care and core principles of this evidence-based practice. This lens will be used to understand burnout and vicarious trauma and their relationship to service provision. In Part 2, this training will continue the conversation of trauma and trauma-impacted individuals by further exploring practices through scenario & roleplay activities, as well as start to look at how trauma impacts whole communities and environments and how to enact change on a larger scale.

Part 1

<u>Date</u>	<u>Time</u>
Wednesday, 01/08/2025	1:00 PM - 4:00 PM
Wednesday, 02/05/2025	1:00 PM - 4:00 PM
Wednesday, 03/05/2025	1:00 PM - 4:00 PM
Wednesday, 04/02/2025	1:00 PM - 4:00 PM
Wednesday, 05/07/2025	1:00 PM - 4:00 PM
Wednesday, 06/04/2025	1:00 PM - 4:00 PM

Part 2

<u>Date</u>	<u>Time</u>
Wednesday, 01/15/2025	1:00 PM - 4:00 PM
Wednesday, 02/12/2025	1:00 PM - 4:00 PM
Wednesday, 03/12/2025	1:00 PM - 4:00 PM
Wednesday, 04/09/2025	1:00 PM - 4:00 PM
Wednesday, 05/14/2025	1:00 PM - 4:00 PM
Wednesday, 06/11/2025	1:00 PM - 4:00 PM

Understanding Client Mental Health

Facilitated by: Matt Harwood

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This three-hour interactive course is designed to identify and discuss mental health issues and presentations in our client population. Differences between psychological/emotional symptoms and treatments, psychiatric symptoms and treatments, neurological/developmental symptoms and treatments will be discussed. We will explore your role and how to respond to these clients. Various methods will be used including: Interactive Lecture/Discussion, PowerPoint Presentations, interactive activities, role play examples.

Date

Tuesday, 01/28/2025

Tuesday, 02/25/2025

Tuesday, 03/25/2025

Tuesday, 04/29/2025

Tuesday, 05/27/2025

Tuesday, 06/24/2025

Time

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

Working with Difficult Client Situations & Client De-escalation

Facilitated by: Matt Harwood

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This 3-hour interactive course is designed to identify and discuss difficult behavior presentations in our client population. These include: angry, violent manipulative, sexually inappropriate, or intoxication related behaviors. Methods of responding to these behaviors will also be presented and discussed.

Date

Wednesday, 01/22/2025

Wednesday, 02/19/2025

Wednesday, 03/19/2025

Wednesday, 04/16/2025

Wednesday, 05/21/2025

Wednesday, 06/18/2025

Time

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

9:00 AM - 12:00 PM

Wellness Groups

In the demanding field of case management and health services, maintaining the well-being and resilience of staff is essential for delivering high-quality care and support to clients.

The **Wellness Groups** section of our training catalog is dedicated to promoting the mental, emotional, and physical well-being of community programs providers. These groups offer targeted support and strategies to help staff manage stress, prevent burnout, and enhance their overall resilience.



These wellness groups are designed to equip community programs partners and providers with the knowledge and skills necessary to thrive in their roles, ensuring they can provide the best possible care and support to their clients while maintaining their own health and well-being.

Wellness Groups may be attended more than once!



Wellness Trainings & Groups At a Glance

- **Burnout Prevention** - Focuses on identifying signs of burnout and implementing strategies to enhance well-being, reduce stress, and maintain high-quality care for both staff and clients.
- **Case Management Process Group** - Provides case managers with tools and techniques to build resilience, manage stress, and improve their ability to support clients effectively.
- **Community Programs & Partners Process Group** - Designed for community program workers and partners to develop resilience skills, foster collaboration, and address shared challenges in community settings.
- **Frontline Staff Resiliency Process Group** - Supports frontline staff by offering practical techniques to enhance resilience, cope with job-related stress, and maintain a positive work environment.

Wellness Groups may be attended more than once!



REMINDER

TalentWorks contains the most up-to-date information. In case of any discrepancies with this catalog, please refer to TalentWorks as the authoritative source.

Burnout Prevention

Facilitated by: Homeless Health Care Los Angeles (HHCLA)

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This training is a primer in understanding burnout. Classic stages, symptoms and coping strategies are considered, as is the role of vicarious trauma. Participants are given space to discuss and share with each other personal challenges in regard to burnout, practices of self-care, and experiences of community care.

Date

Wednesday, 01/29/2025

Wednesday, 02/26/2025

Wednesday, 03/26/2025

Wednesday, 04/23/2025

Wednesday, 05/28/2025

Wednesday, 06/25/2025

Time

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

1:00 PM - 4:00 PM

Case Management Process Group

Facilitated by: Greg Carlsson

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This is a support group to help case management staff process some of the more challenging experiences and aspects of the case management work. This training is interactive. The trainer requests that you utilize your computer's mic and camera to receive the full training experience.

Date

Tuesday, 01/14/2025

Tuesday, 02/11/2025

Tuesday, 03/11/2025

Tuesday, 04/08/2025

Tuesday, 05/13/2025

Tuesday, 06/10/2025

Time

9:00 AM - 11:00 AM

9:00 AM - 11:00 AM

9:00 AM - 11:00 AM

9:00 AM - 11:00 AM

9:00 AM - 11:00 AM

9:00 AM - 11:00 AM

Community Programs & Partners Process Group

Facilitated by: Pamela Haddad

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This process group will allow participants to share how the work they do is impacting them both at work and outside of work. The group is a place where everyone is able to express themselves and be heard, and a place to recognize that you are not alone feeling the way you feel. Participants will be able to practice different techniques to support you in handling the day-to-day stressors. The facilitator will also include guided meditations, breath work and movement. Participants are asked to have paper, colored pencils or pens available when attending this virtual session.

Date

Tuesday, 01/28/2025

Tuesday, 02/25/2025

Tuesday, 03/25/2025

Tuesday, 04/29/2025

Tuesday, 05/27/2025

Tuesday, 06/24/2025

Time

1:00 PM - 3:00 PM

1:00 PM - 3:00 PM

1:00 PM - 3:00 PM

1:00 PM - 3:00 PM

1:00 PM - 3:00 PM

1:00 PM - 3:00 PM



Frontline Staff Resiliency Process Group

Facilitated by: Greg Carlsson

Intended Audience: HFH, ODR, and other DHS Community Programs staff

This process group is designed to address the needs of the participants by having them share about where they hold the residual effects of their work somatically in their bodies. The participants also gain strength and support from hearing each other's stories. The facilitator brings support, insight, clinical tools and help participants understand the connection between their minds and their bodies. These clinical tools can also be used in the field where difficult situations can arise.

Date

Tuesday, 01/21/2025

Tuesday, 02/18/2025

Tuesday, 03/18/2025

Tuesday, 04/15/2025

Tuesday, 05/20/2025

Tuesday, 06/17/2025

Time

2:00 PM - 4:00 PM

2:00 PM - 4:00 PM

2:00 PM - 4:00 PM

2:00 PM - 4:00 PM

2:00 PM - 4:00 PM

2:00 PM - 4:00 PM

Additional Coordinated Trainings



In addition to our structured training sessions, we also offer a range of **Other Coordinated Training** opportunities that are communicated via email to TalentWorks learners as dates become available from our partners. These trainings provide valuable knowledge and skills across various topics essential for community providers and case management.



These additional training offerings are designed to ensure that our learners have access to a wide range of educational resources, helping them to stay informed and effective in their roles. **Notifications about these trainings, including dates and registration details, will be sent via email as they become available.**

Additional Coordinated Trainings



Additional Coordinated Trainings At a Glance



- **ASAM** - Training on the American Society of Addiction Medicine (ASAM) criteria, which provides guidelines for assessing and treating patients with substance use disorders.
- **AVADE** - A program focused on workplace violence prevention, offering techniques and strategies to protect oneself and others in potentially violent situations.
- **Excel 1** - This introductory course covers the fundamental features of Microsoft Excel, including data entry, basic formulas, and essential functions. Students will learn how to create and format spreadsheets, manage data efficiently, and generate simple charts and graphs. By the end of the course, participants will be equipped with the skills needed to perform basic data analysis and reporting.
- **Excel 2** - Building on the foundations laid in Excel 1, this intermediate course delves into more advanced functions, data analysis techniques, and complex formulas. Participants will explore topics such as pivot tables, conditional formatting, and data visualization tools to enhance their spreadsheet capabilities. This course is designed for those looking to deepen their proficiency in Excel for more efficient data management and reporting.
- **HIPAA Privacy & Cyber Security**- A 90-minute training tailored for internal DHS Community Programs staff, focusing on safeguarding participant information, combating cyber threats, and reducing security risks to ensure a secure and resilient environment. This course does not replace a HIPAA compliance training but instead provides best practices to secure participant information.



**More trainings will be communicated
via email as they become available.**





THANK YOU

We are committed to supporting your work through training and wellness opportunities.

If there is a need for specific training, please email us at
Training.CommunityPrograms@DHS.LACounty.gov

