

Direct Service Workforce Training Resources Toolkit: A Companion Resource

December 2014

This toolkit provides information about and links to 18 existing training resources related to the competencies identified in the Direct Service Workforce Resource Center core competency set. Information is provided about how to access each training resource, the delivery mode (e.g., online, in person), the cost associated with taking the training, what topics the training addresses, and the target audience. This toolkit is intended to help LTSS program administrators, agency employers, individuals who employ their own workers, and direct service workers identify training programs and stand-alone curricula that help build staff competencies identified in the core set. The DSW RC core competency set was developed based on a comprehensive review of existing competency sets and related credentialing and apprenticeship programs, some of which are included in this toolkit. All training programs/curricula in this toolkit are for services for all adults, regardless of state, organization, or program, and are for people who work in home and community-based services (though the training program/curriculum might also apply to institutional settings).

There are 12 core competency areas into which the skill statements in the Core Competency Set have been organized. This toolkit identifies training programs and curricula that contain content addressing statements in one or more competency area. The table below indicates how many resources we identified that address each area. There are at least four and as many as 13 training resources described in this toolkit that address each broad competency area.

Number of Training Programs and Curricula Addressing DSW Core Competency Areas

Core Competency Area	# Related Training Programs/Curricula Identified in this Toolkit
1. Communication	8
2. Person-Centered Practices	8
3. Evaluation and Observation	8
4. Crisis, Prevention and Intervention	6
5. Safety	5
6. Professionalism and Ethics	7
7. Empowerment and Advocacy	7
8. Health and Wellness	13
9. Community Living Skills and Supports	5
10. Community Inclusion and Networking	6
11. Cultural Competency	5
12. Education, Training, and Self-Development	10

Summary of Training Programs and Curricula Addressing DSW Core Competency Areas

Training Programs and Curricula		DSW Core Competency Area											
		1. Self-Management	2. Communication	3. Cultural Competency	4. Interpersonal Skills	5. Crisis Intervention	6. Case Management	7. Assessment	8. Planning	9. Evaluation	10. Collaboration	11. Leadership	12. Professionalism
Training Program													
1	Addiction Counseling Competencies (Tap 21)		●	●			●		●			●	●
2	Certified Psychiatric Rehabilitation Practitioner (CPRP) Prep Course	●		●	●		●					●	●
3	DirectCourse: College of Direct Support Core Curriculum				●	●	●	●	●	●	●		●
4	DirectCourse: College of Direct Support Intermediate Curriculum	●		●			●	●	●	●			●
5	DirectCourse: College of Employment Services Core Curriculum		●									●	
6	DirectCourse: College of Personal Assistance and Caregiving Core Curriculum	●	●			●	●	●	●	●			●
7	DirectCourse: College of Recovery and Community Inclusion Core Curriculum						●		●			●	●
8	Community Residential Core Competencies (CRCC)	●		●	●			●	●			●	●
9	Home Health Aide Apprenticeship	●	●			●	●	●	●				
10	SAMHSA/CSAT Treatment Improvement Protocols 42		●	●					●				●
Curriculum													
11	Adult Abuse & Neglect Prevention (AANP) Training	●	●		●				●				
12	Best of the 2013 PRA Annual Conference Series (Webinar)			●					●				●

Training Programs and Curricula		DSW Core Competency Area											
		1. Self-Awareness	2. Cultural Competency	3. Communication	4. Collaboration	5. Critical Thinking	6. Empowerment	7. Ethics	8. Leadership	9. Professionalism	10. Program Development	11. Quality Improvement	12. Systems Thinking
13	Emerging Leaders in Psychiatric Rehabilitation Webinar Series (Webinar)												●
14	Fall Prevention Awareness (NCOA)		●		●				●				
15	Health and Wellness in Psychiatric Rehabilitation Webinar Series (Webinar)							●					
16	The Peer Empowerment Program (Institute for Community Integration)	●		●	●			●		●	●		●
17	Peer Mentoring (PHI)	●	●						●				●
18	Personal Care Services Curriculum (PHI)		●		●	●		●	●				●

Training Programs

1. **Addiction Counseling Competencies (Tap 21)**

Name of Organization: Dept. of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA)

Website:

<http://store.samhsa.gov/product/TAP-21-Addiction-Counseling-Competencies/SMA13-4171>

Target Users: Substance abuse treatment counselors

Consumer Populations: Substance use disorders

Online/in-person/combination: Online manual

Fees Associated: Free (shipping charges may apply)

Topics: Individual assessment and screening, treatment planning, referral, service coordination, counseling, family and community education, and cultural competency

DSW Core Competency Areas Addressed: 2, 3, 6, 8, 11, 12

2. Whole Career Practitioner Training & Continuing Education: Certified Psychiatric Rehabilitation Practitioner (CPRP) Prep Course

Name of Organization: U.S. Psychiatric Rehabilitation Association (USPRA)

Website: <http://uspra.org/practitioner-training-continuing-education/cprp-prep-course>

Target Users: Practitioners working within the adult mental health system, psychiatric rehabilitation workforce

Consumer Populations: Mental health, psychiatric rehabilitation

Online/in-person/combination: Combination

Fees Associated: Members: \$255; Non-members: \$355

Topics: Interpersonal competencies; professional role competencies; community integration; assessment, planning, and outcomes; systems competencies; interventions for goal achievement; diversity and cultural competency, PRA multicultural principles; practitioner code of ethics

DSW Core Competency Areas Addressed: 1, 3, 4, 6, 10, 11

3. DirectCourse: College of Direct Support Core Curriculum

Name of Organization: College of Direct Support

Website:

<http://secure.mcstrategies.com/Commerce/ProductCatalog.aspx?Passthrough=oVYASje+lj3QR7dzlajXitfXXdUbaskHEmhtyVy9who=>

Target Users: Direct support professionals

Consumer Populations: All populations

Online/in-person/combination: Online

Fees Associated: Total \$309; also available per course

Topics: Developmental disabilities, services, and policies; supporting safe and healthy lives; individual empowerment/self-determination; community service and networking; positive behavioral supports/crisis intervention; documentation; building and maintaining friendships; education, self-development, and access to information

DSW Core Competency Areas Addressed: 4, 5, 6, 7, 8, 9, 10, 12

4. DirectCourse: College of Direct Support Intermediate Curriculum

Name of Organization: College of Direct Support

Website:

<http://secure.mcstrategies.com/Commerce/ProductCatalog.aspx?Passthrough=oVYASje+lj3QR7dzlajXitfXXdUbaskHEmhtyVy9who=>

Target Users: Direct support professionals

Consumer Populations: All populations

Online/in-person/combination: Online

Fees Associated: Total \$279; also available per course

Topics: Cultural Competence; Medication Support; Employment Supports for People with Disabilities; Person-Centered Planning and Supports; Personal Care; Functional Assessment; Working with Families and Support Networks; Civil Rights & Advocacy; Everyone Can Communicate

DSW Core Competency Areas Addressed: 1, 3, 6, 7, 8, 9, 11

5. DirectCourse: College of Employment Services Core Curriculum

Name of Organization: College of Employment Services

Website:

<http://secure.mcstrategies.com/Commerce/ProductCatalog.aspx?Passthrough=oVYASje+lj3QR7dzlajXitfXXdUbaskHEmhtyVy9who=>

Target Users: Professionals who support people with disabilities and other challenges

Consumer Populations: People with disabilities and other challenges

Online/in-person/combination: Online

Fees Associated: Total \$670; also available per course

Topics: Strategies for Job Development, Part I and II; Principles of Career Development; Foundation of Employment Services; Business Perspectives; Using Work Incentives To Increase Self-Sufficiency; Performance Coaching Part I; Performance Coaching and Support Part II; Funding Employment Services; Ticket to Work; Employment Services for People with Mental Health Disabilities; Networking

DSW Core Competency Areas Addressed: 2, 10

6. DirectCourse: College of Personal Assistance and Caregiving Core Curriculum

Name of Organization: College of Personal Assistance and Caregiving

Website:

<http://secure.mcstrategies.com/Commerce/ProductCatalog.aspx?Passthrough=oVYASje+lj3QR7dzlajXitfXXdUbaskHEmhtyVy9who=>

Target Users: Home health care providers

Consumer Populations: People with disabilities and older adults

Online/in-person/combination: Online

Fees Associated: Total \$680; also available per course

Topics: Personal Care; Disability Rights and Independent Living; Healthy Lives One; Health Lives Two; Cerebral Palsy Care; Diabetes Care; Safety at Work: Information for Home Care Providers; Roles and Responsibilities of a Home Care Provider; Being Prepared for an Emergency

DSW Core Competency Areas Addressed: 1, 2, 5, 6, 7, 8, 9, 11

7. DirectCourse: College of Recovery and Community Inclusion Core Curriculum

Name of Organization: College of Recovery and Community Inclusion

Website:

<http://secure.mcstrategies.com/Commerce/ProductCatalog.aspx?Passthrough=oVYASje+lj3QR7dzlajXitfXXdUbaskHEmhtyVy9who=>

Target Users: Community mental health practitioners

Consumer Populations: Individuals with psychiatric disabilities

Online/in-person/combination: Online

Fees Associated: Total \$290; also available per course

Topics: The Effective Use of Documentation; Universal Precautions and Infection Control; Mental Health Treatments, Services, and Supports; Seeing People First: Understanding Mental Health Conditions; Cultural Competence in Mental Health Service Settings; Introduction to Mental Health Recovery and Wellness
DSW Core Competency Areas Addressed: 6, 8, 10, 11, 12

8. **Community Residential Core Competencies (CRCC)**

Name of Organization: National Alliance for Direct Support Professionals (NADSP)
Website:

<http://www.rtc.umn.edu/docs/analysis.pdf>; <https://www.nadsp.org/2011-09-22-14-00-06.html>

Target Users: Direct service workers working in community residential services for people with developmental disabilities

Consumer Populations: I/DD

Online/in-person/combo: Online document

Fees Associated: Free

Topics: Household management, facilitation of services, health and wellness, organizational participation, documentation, consumer empowerment, assessment, advocacy, community and service networking, building and maintaining friendships and relationships, communication, crisis intervention, staff pursues knowledge and information necessary to perform job duties, vocational, education, and career support

DSW Core Competency Areas Addressed: 1, 3, 4, 7, 8, 10, 12

9. **Home Health Aide Apprenticeship**

Name of Organization: Paraprofessional Healthcare Institute (PHI)

Website: <http://phinational.org/workforce/resources/apprenticeships-long-term-care>

Target Users: Workers assisting elders and people with disabilities in their homes

Consumer Populations: Elders and people with disabilities living in their homes

Online/in-person/combo: In-person

Fees Associated: Free

Topics: The apprenticeship offers the opportunity to obtain specialties in at least two areas, including mentoring, dementia care, hospice and palliative care, geriatric care, and working with people with physical disabilities and mental illness

DSW Core Competency Areas Addressed: 1, 2, 5, 6, 7, 8

10. **SAMHSA/CSAT Treatment Improvement Protocols 42**

Name of Organization: Substance Abuse and Mental Health Services Administration and Center for Substance Abuse Treatment

Website: <http://www.ncbi.nlm.nih.gov/books/NBK64197/>

Target Users: Substance abuse treatment clinicians

Consumer Populations: People with co-occurring substance use and mental disorders

Online/in-person/combo: Guidelines or manual; order online

Fees Associated: Free (shipping charges may apply)

Topics: Definitions, terms, and classification systems for co-occurring disorders; keys to successful programming; assessment; strategies for working with clients with co-occurring disorders; traditional settings and models; special settings and specific

populations; a brief overview of specific mental disorders and cross-cutting issues; substance-induced disorders

DSW Core Competency Areas Addressed: 2, 3, 8, 12

Curricula

11. **Adult Abuse & Neglect Prevention (AANP) Training**

Name of Organization: The leadership of BEAM, the Michigan Office of Services to the Aging, and researchers from Michigan State University, with assistance from Paraprofessional Healthcare Institute (PHI)

Website:

<http://phinational.org/workforce/resources/phi-curricula/adult-abuse-neglect-prevention-training>

Target Users: All people working in LTSS settings and programs

Consumer Populations: All populations

Online/in-person/combination: Online

Fees Associated: Free

Topics: Person-centered care, identifying potential signs of abuse and neglect, abuse and neglect – defining and reporting, stress triggers and trigger busters – life influences, stress triggers and trigger busters – job challenges, stress triggers and trigger busters – client behaviors, stress trigger signals, active listening, de-escalation – conflict resolution, de-escalation – client behaviors, when abuse happens, active communication

DSW Core Competency Areas Addressed: 1, 2, 4, 8

12. **Best of the 2013 PRA Annual Conference Series (Webinar)**

Name of Organization: U.S. Psychiatric Rehabilitation Association (USPRA)

Website:

<http://uspra.org/practitioner-training-continuing-education/best-2013-pra-annual-conference>

Target Users: Psychiatric rehabilitation, mental health professionals

Consumer Populations: Mental health, psychiatric rehabilitation

Online/in-person/combination: Online (webinars)

Fees Associated: Per webinar and full webinar series (4 parts); per webinar: member: \$55; non-member: \$85; full webinar series: member: \$195; non-member: \$295

Topics: Strategic planning for recovery programs, recovery strategies for medical health homes, performance measurement

DSW Core Competency Areas Addressed: 3, 8, 12

13. **Emerging Leaders in Psychiatric Rehabilitation Webinar Series (Webinar)**

Name of Organization: U.S. Psychiatric Rehabilitation Association (USPRA)

Website:

<http://psychrehabassociation.org/emerging-leaders-psychiatric-rehabilitation-webinar-series>

Target Users: Emerging leaders in psychiatric rehabilitation

Consumer Populations: Psychiatric rehabilitation

Online/in-person/combination: Online (webinars)

Fees Associated: Per webinar and full webinar series (4 parts); per webinar: member: \$55; non-member: \$85; full webinar series: member: \$195; non-member: \$295
Topic: Leadership in psychiatric rehabilitation
DSW Core Competency Areas Addressed: 12

14. **Fall Prevention Awareness**

Name of Organization: A joint project between Paraprofessional Healthcare Institute (PHI) and the National Council on Aging (NCOA)
Website: <http://phinational.org/workforce/resources/phi-curricula/fall-prevention-awareness>
Target Users: Home health aides
Consumer Populations: All populations in long-term care
Online/in-person/combination: In-person (curriculum available online)
Fees Associated: Free
Topics: Recognizing risk factors for falling, enhancing skills to address risk factors
DSW Core Competency Areas Addressed: 3, 5, 9

15. **Health and Wellness in Psychiatric Rehabilitation Webinar Series (Webinar)**

Name of Organization: U.S. Psychiatric Rehabilitation Association (USPRA)
Website: <http://uspra.org/practitioner-training-continuing-education/health-and-wellness-psychiatric-rehabilitation>
Target Users: Psychiatric rehabilitation, mental health professionals
Consumer Populations: Mental health and substance use
Online/in-person/combination: Online (webinars)
Fees Associated: Per webinar and full webinar series (4 parts); per webinar: member: \$55; non-member: \$85; full webinar series: member: \$195; non-member: \$295
Topics: Health and wellness, sexual wellness, psychiatric rehabilitation, assisting persons with co-occurring substance use disorders to prevent relapse
DSW Core Competency Areas Addressed: 8

16. **The Peer Empowerment Program (PEP)**

Name of Organization: Institute on Community Integration
Website: http://rtc.umn.edu/docs/pep_facguide.pdf
Target Users: Direct support staff within a community-based human service organization
Consumer Populations: All populations
Online/in-person/combination: In-person (toolkit available online)
Fees Associated: Toolkit is free
Topics: Community Support Skill Standards, including participant empowerment, communication, assessment, community and service networking, facilitation of services, community living skills & supports, education, training, & self-development, advocacy, vocational, educational, & career support, crisis intervention, organization participation, and documentation
DSW Core Competency Areas Addressed: 1, 3, 4, 7, 9, 10, 12

17. Peer Mentoring

Name of Organization: Paraprofessional Healthcare Institute (PHI)

Website: <http://phinational.org/workforce/resources/phi-curricula/peer-mentoring>

Target Users: Direct-care workers in home and residential care serving as peer mentors

Consumer Populations: Home and residential care

Online/in-person/combination: In-person

Fees Associated: Provided through train the trainer program

Topics: Eight modules prepare mentors to: 1) Model good caregiving skills; 2) Model effective communication and problem-solving skills; 3) Support the mentee to build confidence in his or her abilities; 4) Give mentees constructive feedback; and 5) Provide mentees with current information about job responsibilities and the workplace.

DSW Core Competency Areas Addressed: 1, 2, 8, 12

18. Personal Care Services Curriculum

Name of Organization: Paraprofessional Healthcare Institute (PHI)

Website:

<http://phinational.org/workforce/resources/phi-curricula/personal-care-services-curriculum>

Target Users: Personal care workers

Consumer Populations: Elders and people with disabilities, including mental illness and developmental disabilities, living in homes or assisted living or other residential settings; also, those living in nursing facilities

Online/in-person/combination: In-person (curriculum available online)

Fees Associated: CD with all material can be ordered for \$25; curriculum is free as long as there is full attribution to PHI

Topics: Foundational knowledge, attitudes, and skills, person-centered care, and other issues that apply across work settings

DSW Core Competency Areas Addressed: 2, 4, 5, 7, 8, 12