

Final Competency Set

December 2014

CMS Direct Service Workforce Core Competencies

Preamble

The Centers for Medicaid & Medicare Services (CMS) funded the **Road Map of Core Competencies for the Direct Service Workforce**, a multi-phased research project implemented through the National Direct Service Workforce Resource Center (DSW RC) to identify a common set of core competencies across community-based LTSS sectors: aging, behavioral health (including mental health and substance use), intellectual/developmental disabilities and physical disabilities. This research aims to assist states, CMS and other federal agencies to take a more comprehensive and standardized approach to DSW education and training and quality improvement through the creation of a nationally validated core competency set. The DSW Core Competencies supports the DHHS Federal Agency Community Living Initiative developed in 2009 to implement innovative strategies increase opportunities for people with disabilities and older adults to enjoy meaningful community living.

This project supports the **CMS** goal to achieve a **coordinated, inclusive and person-driven** system in which people with disabilities and chronic conditions have choice, control and access to a full array of quality services that assure optimal outcomes, such as independence, health and quality of life. It is necessary to develop a highly competent workforce prepared to carry out this mission. A highly competent DSW is critical to the wellbeing and safety of individuals who need support to live in the community. The achievement of optimal outcomes among service participants is dependent on the delivery of quality direct services and supports.

Purpose

The core competency set is designed to inform direct support service delivery and promote best practices in community-based LTSS. These competencies have relevance to currently employed and new direct service workers and serve as a resource in developing worker training and performance improvement practices for the community-based DSW across LTSS sectors. Moreover, the core competency set is intended to serve as the foundation for career lattices and ladders that further recognize the many competencies needed for direct service workers across service sectors. The core competency set is not intended to impose requirements for community-based LTSS direct service workers upon entry to the workforce. Rather, they provide guidance for the development of initial and ongoing DSW education and training resulting in improved direct support practice.

The DSW Core Competencies may be customized in practice to reflect the specific needs of people supported in community based LTSS. This set of competencies can form the basis for practical tools to strengthen the DSW; workforce development tools such as

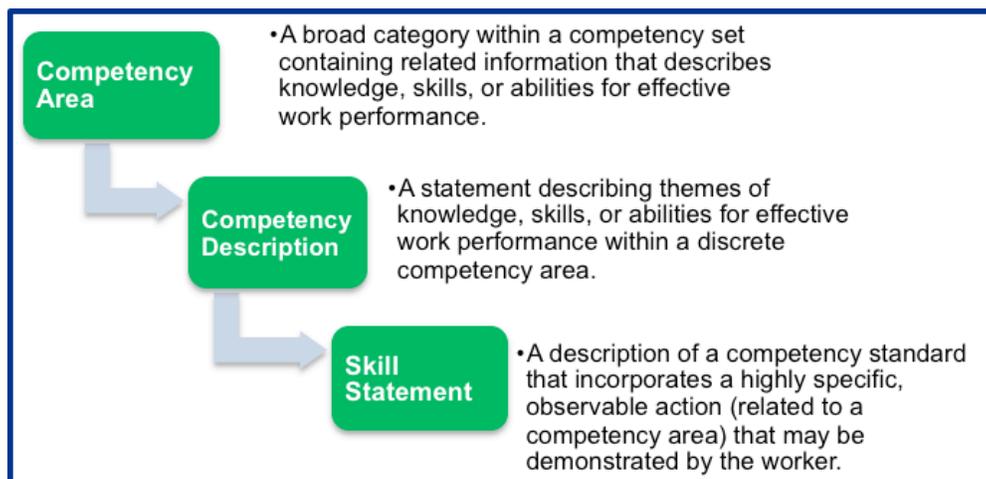
individual learning plans, coaching guidelines, performance evaluation tools, recruitment, hiring, selection strategies and post-secondary certificate and degree programs.

These tools can build a larger and stronger DSW that is better prepared to help people make choices, define goals and achieve outcomes leading to improved quality of life for people who rely on direct service workers. Further specialized competencies may be developed to inform specific LTSS sectors and delivery models. Through sustained efforts to apply the Core Competencies, a more competent and stable community-based LTSS DSW will be developed to meet the growing nation-wide demand for direct service workers.

Research Methodology

The core competency set has been developed and validated through a multi-phased research study implemented through the DSW RC. A large sample of workforce stakeholders, including state and provider representatives from different sectors, competency development experts, direct service workers, service recipients and family members participated in a range of evidence-based validation activities.

The initial draft of potential core competencies was developed through a comprehensive inventory of existing and relevant competency frameworks across LTSS sectors identified in Phase I followed by a content analysis and cross-walk of the identified competency sets. During project Phase IIIA, stakeholders across sectors were identified by partners of the DSW Resource Center and invited to participate in the modified Delphi study. Stakeholders completed multiple surveys and participated in facilitated dialogue through this process. Quantitative and qualitative data was collected to inform the ongoing development of this core competency set. Phase IIIB was the final phase of the Road Map, a national validation study of the Set of Core Competencies. Through a series of focus groups in four states and a national online survey targeting service recipients and family members, direct service workers, agency administrators and front-line supervisors across LTSS sectors, the DSW Resource Center has arrived on a final, validated set of core competencies. The structure of the competency set is described as follows.



Acknowledgements

The DSW Resource Center gratefully acknowledges the stakeholder organization representatives who participated in this process for their significant contribution to this research. The overall research findings were derived from the integrated feedback of all participants in Phase IIIA and IIIB and should not be interpreted as expressing the views of any individual participant or the policies of the organizations she or he represents.

Set of Core Competencies for the Direct Service Workforce

1. Competency Area: Communication (3)

The DSW builds trust and productive relationships with people s/he supports, co-workers and others through respectful and clear verbal and written communication.

Skill Statements

The Direct Service Worker:

- a. *Uses positive and respectful verbal, non-verbal and written communication a way that can be understood by the individual, and actively listens and responds to him or her in a respectful, caring manner.*
- b. *Explains services and service terms to the individual being supported and his or her family members.*
- c. *Communicates with the individual and his or her family in a respectful and culturally appropriate way.*

2. Competency Area: Person-Centered Practices (7)

The DSW uses person-centered practices, assisting individuals to make choices and plan goals, and provides services to help individuals achieve their goals.

Skill Statements

The Direct Service Worker:

- a. *Helps design services or support plans based on the choices and goals of the individual supported, and involves the individual in the process.*
- b. *Builds collaborative, professional relationships with the individual and others on the support team.*
- c. *Provides supports and services that help the individual achieve his or her goals.*
- d. *Participates as an active member of service or support team.*
- e. *Works in partnership with the individual to track progress toward goals and adjust services as needed and desired by individual.*
- f. *Gathers and reviews information about an individual to provide quality services.*
- g. *Completes and submits documentation of services on time.*

3. Competency Area: Evaluation and Observation (4)

The DSW closely monitors an individual's physical and emotional health, gathers information about the individual, and communicates observations to guide services.

Skill Statements

The Direct Service Worker:

- a. *Helps with the assessment process by gathering information from many sources.*
- b. *Uses the results of assessments to discuss options with the individual and with team members to guide support work.*
- c. *Collects data about individual goals and satisfaction with services.*
- d. *Observes the health and behavior of the individual within his or her cultural context.*

4. Competency Area: Crisis Prevention and Intervention (7)

The DSW identifies risk and behaviors that that can lead to a crisis, and uses effective strategies to prevent or intervene in the crisis in collaboration with others.

Skill Statements

The Direct Service Worker:

- a. *Recognizes risk and works to prevent an individual's crisis in a way that meets the individual's need.*
- b. *Uses positive behavior supports to prevent crisis and promote health and safety.*
- c. *Uses appropriate and approved intervention approaches to resolve a crisis.*
- d. *Seeks help from other staff or services when needed during a crisis.*
- e. *Monitors situations and communicates with the individual and his or her family and support team to reduce risk.*
- f. *Reports incidents according to rules.*
- g. *Sees own potential role within a conflict or crisis and changes behavior to minimize conflict.*

5. Competency Area: Safety (5)

The DSW is attentive to signs of abuse, neglect or exploitation and follows procedures to protect an individual from such harm. S/he helps people to avoid unsafe situations and uses appropriate procedures to assure safety during emergency situations.

Skill Statements

Abuse and Neglect

The Direct Service Worker:

- a. *Demonstrates the ability to identify, prevent, and report situations of abuse, exploitation, and neglect according to laws and agency rules.*
- b. *Recognizes signs of abuse and neglect, including the inappropriate use of restraints, and works to prevent them.*

Emergency Preparedness

The Direct Service Worker:

- a. *Maintains the safety of an individual in the case of an emergency.*
- b. *Helps individuals to be safe and learn to be safe in the community.*
- c. *Uses universal precautions and gives first aid as needed in an emergency.*

6. Competency Area: Professionalism and Ethics (6)

The DSW works in a professional and ethical manner, maintaining confidentiality and respecting individual and family rights.

Skill Statements

The Direct Service Worker:

- a. *Follows relevant laws, regulations and is guided by ethical standards when doing work tasks.*
- b. *Supports individual in a collaborative manner and maintains professional boundaries.*
- c. *Shows professionalism by being on time, dressing appropriately for the job, and being responsible in all work tasks.*
- d. *Seeks to reduce personal stress and increase wellness.*
- e. *Respects the individual and his or her families right to privacy, respect, and dignity.*
- f. *Maintains confidentiality in all spoken and written communication, and follows in the rules in the Health Insurance Portability and Accountability Act of 1996 (HIPAA).*

7. Competency Area: Empowerment & Advocacy (5)

The DSW provides advocacy, and empowers and assists individuals to advocate for what they need.

Skill Statements

The Direct Service Worker:

- a. *Helps the individual set goals, make informed choices, and follow-through on responsibilities.*
- b. *Supports the individual to advocate for him or herself by encouraging the individual to speak for his or her self.*
- c. *Supports the individual to get needed services, support and resources.*
- d. *Assists the individual get past barriers to get needed services.*
- e. *Tells the individual and his or her family their rights and how they are protected.*

8. Competency Area: Health and Wellness (7)

The DSW plays a vital role in helping individuals' to achieve and maintain good physical and emotional health essential to their well-being.

Skill Statements

The Direct Service Worker:

- a. *Supports the spiritual, emotional, and social wellbeing of the individual.*
- b. *Gives medications or assists the individual to take medication while following all laws and safety rules.*
- c. *Assists the individual to learn disease prevention and maintain good health.*
- d. *Assists the individual to use infection control procedures and prevent illness.*
- e. *Helps the individual make and keep regular health and dental care appointments.*
- f. *Helps the individual follow health care plans and use medical equipment as needed.*
- g. *Helps the individual to learn the signs of common health problems and take actions to improve health.*

9. Competency Area: Community Living Skills and Supports (4)

The DSW helps individuals to manage the personal, financial and household tasks that are necessary on a day-to-day basis to pursue an independent, community-based lifestyle.

Skill Statements

The Direct Service Worker:

- a. *Assists the individual meet his or her physical and personal care needs (i.e. toileting, bathing, grooming) and provides training in these areas when needed.*
- b. *Teaches and assists the individual with household tasks such as laundry and cleaning.*
- c. *Assists the individual to learn about meal planning and shopping, and safe food preparation.*
- d. *Provides person centered support and helps the individual to build on his or her strengths in life activities.*

10. Competency Area: Community Inclusion and Networking (4)

The DSW helps individuals to be a part of the community through valued roles and relationships, and assists individuals with major transitions that occur in community life.

Skill Statements

The Direct Service Worker:

- a. *Encourages and assists individuals in connecting with others and developing social and valued social and/or work roles based on his or her choices.*
- b. *Supports the individual to connect with friends and to live and be included in the community of his or her choice.*
- c. *Helps the individual transition between services and adapt to life changes, including moving into home and community based settings.*
- d. *Respects the role of family members in planning and providing services.*

11. Competency Area: Cultural Competency (5)

The DSW respects cultural differences, and provides services and supports that fit with an individual's preferences.

Skill Statements

The Direct Service Worker:

- a. *Provides or accesses services that fit with the individuals' culture or preferences.*
- b. *Seeks to learn about different cultures to provide better support and services.*
- c. *Recognizes own biases and doesn't let them interfere in work relationships.*
- d. *Respects the cultural needs and preferences of each individual.*
- e. *Assists the individual to find social, learning and recreational opportunities valued in his or her culture.*

12. Competency Area: Education, Training and Self-Development (3)

The DSW obtains and maintains necessary certifications, and seeks opportunities to improve their skills and work practices through further education and training.

Skill Statements

The Direct Service Worker:

- a. *Completes training and continues to develop skills and seek certification.*
- b. *Seeks feedback from many sources and uses to improve work performance and skills.*
- c. *Learns and stays current with technology used for documentation, communication and other work activities.*

Appendix E: Direct Service Workforce Training Resources Toolkit: A Companion Resource

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. Safety	3. Communication	4. Collaboration	5. Problem Solving	6. Critical Thinking	7. Decision Making	8. Cultural Competency	9. Diversity	10. Leadership	11. 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)			●					●				●
13	Emerging Leaders in Psychiatric Rehabilitation												●

Training Programs and Curricula		DSW Core Competency Area											
		1. Self	2. Client	3. Community	4. Collaboration	5. Empowerment	6. Assessment & Evaluation	7. Crisis Intervention	8. Cultural Competency	9. Professionalism	10. Leadership	11. Advocacy	12. Research
	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/combination: 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/combination: 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/combination: 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