Classification Categories

Asynchronous E-Learning

Caseworkers

Assessor
  - Tier 1
  - Tier 2

Conferences

Core – Caseworker

Other Topics – Child Welfare Caseworkers

Adolescent Services
  - Casework with Adolescents
  - Cultural Issues with Adolescents
  - Education and Employment Planning with Adolescents
  - Mental Health Problems in Adolescents
  - Independent Living
  - Pregnant and Parenting Adolescents
  - Sexuality and Sexual Behavior of Adolescents
  - Substance Abuse and Adolescents
  - Unruly/Delinquent Adolescents

Adoption and Foster or Kinship Care
  - Abuse, Neglect in Foster/ Kinship Homes: Investigation, Prevention, Resolution
  - Birth Family History – Helping Children Understand
  - Birth Parents, Working with and Supporting
  - Case Planning and Coordination for Children in Placement
  - Children Who Have Been Sexually Abused (Caring for and Placing)
  - Children Who Have Sexually Abused Others (Caring for and Placing)
  - Children with Special Needs (Caring for and Placing)
  - Cultural Competence in Placement Services
  - Family Assessments of Foster/Kinship Caregivers or Adoptive Parents
  - Financial, Other Resources for Foster/Kinship Caregiving, Adoptive Families
  - Foster/Kinship Caregivers as Part of the Intervention Team
  - Independent Living Skills for Foster/Kinship Caregivers
  - Kinship Care: Special Issues
  - Legal Issues and Specific Laws in Placement Services
Life Books
Mentoring Birth/Primary Families
Openness in Adoption and Foster Care
Placement Disruption (Preventing)
Placement Preparation of Children
Post-Adoption Services
Recruitment of Foster/Kinship Caregivers and Adoptive Parents
Reunification with Primary Parents
Rules Violations: Investigation and Resolving
Search and Reunion
Supporting Foster, Kinship, and Adoptive Parents
Terminating Parental Rights
Training for Foster and Adoptive Parents
Visitation Strategies and Issues

Assessment: Safety, Risk, Family Assessment
Cultural Competence in Assessment
Engaging Children and Families in Assessment
Genograms, Ecomaps and Other Assessment Methods
Interview Strategies for Assessment
Other Assessments in CAPMIS
Safety Assessment and Planning, Risk Assessment, Family Assessment

Behavior Management and Discipline
Behavior Assessment and Management; Discipline Strategies
Cultural Issues in Behavior Management and Discipline
Helping Parents/Caregivers & Teachers Implement Behavior Mngmt Strategies

Case Planning and Decision Making
Case Review
Case Staffing and Decision Making
Critical Thinking
Cultural Issues in Case Planning
Developing Case Plans
Supplemental (Concurrent) and Permanency Planning

Casework Strategies and Interventions
Case Management in Child Welfare
Culturally Competent Casework
Direct Casework Services for Children and Parents
Therapeutic Interventions Applied to Casework

Casework with Children
Case Planning and Service Coordination for Maltreated Children
Casework, Communication, and Intervention Strategies with Children
Cultural Issues in Casework with Children
Developmental Assessments of Children

Client and System Advocacy
- Advocating for Children and Families
- Teaching Assertiveness: Helping Children, Families Advocate for Services

Collaboration, Teamwork and Customer Service
- Collaboration, Coordination and Teamwork in the Agency and Community
- Customer Service
- Developing and Strengthening Agency Teams and Community Networks
- Intra- and Inter-agency Teams

Communication: Written and Verbal
- Communication Styles
- Communication with the Community
- Cultural Issues in Communication
- Presentation Skills
- Meeting Skills
- Verbal Communication Skills
- Writing Skills for Case Records and Reports

Conflict, Hostility and Resistance (Management of)
- Conflict Management
- Reducing Resistance and Hostility

Crisis Intervention Strategies

Culture and Diversity
- Communicating with Non-English Speaking and Hearing Impaired Clients
- Cross-Cultural Communication
- Culturally Competent Casework Services
- Disproportionality in Child Welfare
- Refugee and Immigrant Families
- Specific Ethnic and Cultural Groups

Developmental Disorders (DD)
- Adults with Developmental Disorders (DD)
  - Casework, Treatment, Supportive Services, and Advocacy for Adults with DD
  - Identification and Assessment of Adults with Developmental Disorders
  - Parenting Challenges for Adults who with Developmental Disorders
Specific Developmental Disorders in Adults (Effects on Parenting)

Children and Adolescents with Developmental Disorders (DD)
- Casework, Treatment, Advocacy, Supportive Services for Children & Adolescents
- Educational Issues for Children and Adolescents with Developmental Disorders
- Identification and Assessment of Children and Adolescents with DD
- Parenting Challenges with Children and Adolescents with DD
- Specific Developmental Disorders in Children and Adolescents

Differential Response
- Engaging Families
- Collaboration with Community Partners

Domestic and Family Violence
- Domestic Violence: Dynamics, Impact, Assessment, Case Planning and Services
- Family Violence: Dynamics, Impact, Assessment, Case Planning and Services
- Meets OAC Training Requirement for Domestic Violence
- Special Populations of Perpetrators of Domestic Violence

Emotional Maltreatment: Services for Children and Their Families
- Casework Practice in Emotional Maltreatment
- Cultural Issues in Emotional Maltreatment
- Emotional Maltreatment in Out-of-Home Care
- Emotional Maltreatment: Special Topics
- Family Dynamics in Emotional Maltreatment
- Screening, Investigating, Assessing Emotional Maltreatment
- Treatment Strategies for Emotionally Maltreated Children and their Families

Employment and Self-Sufficiency
- Coordinating Public Assistance, Employment Services with Child Welfare
- Employment Preparation for Parents
- Self-Sufficiency Services and Supports in the Community

Engagement and Relationship Strategies, Use of Authority in Child Welfare

Ethics in Child Welfare Practice

Family Search and Engagement

Family Systems Theory and Family Therapy
- Family Dynamics that Contribute to Child Maltreatment
Family Therapy Methods and Techniques

Family-Centered Neighborhood-Based Services
  - Family Group Meetings for Case Planning and Decision-Making
  - Intensive Home-Based Services
  - Principles and Strategies of Family-Centered Neighborhood-Based Services
  - Strengths-Based Casework and Services

Foreign Language Instruction

Gangs and Cults

Group Work
  - Culture and Diversity in Group Work
  - Group Development and Intervention - Models and Methods
  - Leadership and Facilitation Skills in Groups
  - Support and Therapeutic Groups – Specific Types

Health and Medical Issues
  - Chronic/Terminal Illness and Physical Disabilities in Children
  - Common Illness in Children
  - Cultural Considerations in Health and Medical Issues
  - Medications
  - Nutrition and Wellness; Preventive Health and Dental Care
  - Parents with Chronic/Terminal Illness or Disabilities
  - Sexually Transmitted Infections
  - Specific Health and Medical Issues

Human Trafficking
  - Meets OAC Training Requirement for Human Trafficking

Interviewing Techniques
  - Cultural Issues in Interviewing
  - Family Group Interviewing
  - Forensic Interviewing
  - Interviewing Strategies with Children and Adolescents
  - Specific Interviewing Techniques

Investigations
  - Child Maltreatment Investigations: Planning, Conducting, Coordinating
  - Cultural Competence in Investigation
  - Engaging Children and Families in Investigations
  - Forensic Interviewing
  - Interstate Compact
  - Out-of-Home Care Investigations
Legal Issues in Child Welfare
  - Collaborating with Law Enforcement, Legal and Court Personnel
  - Laws, Rules and Special Legal Topics in Child Welfare
  - Legal Advocacy for Clients
  - Legal Rights of Children, Parents, and Families
  - Mediation
  - Preparing Children and Family Members for Court Hearings
  - Preventing Legal Liability
  - Terminating Parental Rights
  - Testimony, Evidence and Documentation for Court

Mental Health Problems
  - Adults with Mental Health Problems
    - Casework, Treatment, Supportive Services for Adults w/ Mental Health Problems
    - Identification and Assessment of Adults with Mental Health Problems
    - Specific Mental Health Problems in Adults (Effects on Parenting)
  - Children and Adolescents with Mental Health Problems
    - Casework, Treatment, Supportive Services, and Advocacy
    - Identification, Assessment of Mental Health Problems in Children, Adolescents
    - Parenting Children and Adolescents with Mental Health Problems
    - Specific Mental Health Problems in Children and Adolescents

Neglect and Dependency: Services for Children and Their Families
  - Casework Practice in Neglect and Dependency
  - Cultural Issues in Neglect and Dependency
  - Developmental and Treatment Strategies for Neglected or Dependent Children
  - Failure to Thrive
  - Family Dynamics in Neglect and Dependency
  - Neglect in Out-of-Home Care
  - Poverty Issues in Neglect and Dependency
  - Screening, Investigating and Assessing Neglect and Dependency
  - Specific Types of Neglect and Special Topics in Neglect

Parenting Skills
  - Coaching, Mentoring, and Modeling Strategies in Parent Education
  - Cultural Issues in Parent Education
  - Discipline Strategies for Parents
  - Nurturing Strategies for Parents
  - Parent Training and Education Programs -(Conducting)

Permanency for Children
Physical Abuse - Services for Children and Their Families
- Casework Practice in Physical Abuse
- Cultural Issues in Physical Abuse
- Family Dynamics in Physical Abuse
- Physical Abuse in Out-of-Home Care
- Screening, Investigating and Assessing Physical Abuse
- Treatment Strategies for Physically Abused Children and their Families
- Types of Physical Abuse and Special Topics

Preventive and Supportive Services
- Family Support Workers and Paraprofessional/Supportive Services
- Prevention Programs in the Agency and Community -- PCSA Staff Participation
- School-Based Programs
- Supportive Services and Supplemental Casework Functions

Problem Solving and Solution-Focused Interventions
- Problem Solving Strategies
- Solution-Focused Interventions

Public Relations for Caseworkers
- Communicating with the Media
- High-Profile Cases – Caseworker's Role

Screening
- Cultural Competence in Screening
- Engagement and Interviewing Strategies for Screening
- Screening Decision Making and Prioritizing Reports

Sexuality
- Gay, Bisexual, and Trans-Gendered Issues
- Sexual Development of Children and Adolescents

Sexual Abuse: Services for Children and Their Families
- Casework Practice in Sexual Abuse
- Children and Adolescents Who Have Sexually Abused Others
- Cultural Issues in Sexual Abuse
- Family Dynamics in Child Sexual Abuse
- Helping Caregivers, Adoptive Parents w/ Children Who Have Been Sexually Abused
- Helping Caregivers, Adoptive Parents w/ Children Who’ve Sexually Abused Others
- Investigating/Assessing Sexual Abuse
- Perpetrators (Adult) of Child Sexual Abuse
- Sexual Abuse in Out-of-Home Care
Sexual Development of Children
Special Topics in Sexual Abuse
Treatment Strategies for Sexually Abused Children and Their Families
Treatment Strategies for Youth and Adult Sexual Abuse Offenders

Sexuality
Gay, Bisexual, and Trans-Gendered Issues
Sexual Development of Children and Adolescents

Staff Safety
Dangerous Situations in the Field or Workplace – Recognizing and Reacting
Law Enforcement Use in Field Visits
Safety Strategies in the Field and Workplace
Sexual Harassment

Staff Training Issues
Coaching/Mentoring
Professional (Individual) Development Plan
Training Needs Assessment
Transfer of Learning, Skill Enhancement, and Skill Building

Substance Abuse
Alcohol Abuse
Drug Abuse
Dual Diagnosis: Substance Abuse and Mental Illness
Legal and Criminal Issues in Substance Abuse

Time and Stress Management
Burnout, Secondary Trauma, Post-Traumatic Stress Disorder (PTSD)
Stress Management Strategies
Time and Workload Management Strategies

Trauma: Services to Children Who Have Experienced Trauma, and Their Families

Child Care Workers

Coaches

Facilitators
Conferences

For Administrative Use
Caseworker-Supervisor Combined Learning
Caseworker-Supervisor-Foster Caregiver Combined Learning
Foster Caregiver-Caseworker Combined Learning
Two Trainer Approved Learning

Foster Caregivers/Adoptive Parents

Adoption Post-Finalization Standardized Workshops
Conferences

Foster Care Fundamentals

Other Topics – Foster Caregivers/Adoptive Parents

Adolescents
- Caring for and Working with Adolescents
- Development of Adolescents
- Special Needs and Problems in Adolescents
- Pregnant and Parenting Teens

Advocacy

Attachment, Separation and Loss
- Helping Children and Adolescents Manage Feelings About Separation and Loss
- Helping Children, Adolescents Attach to Caregivers, Adoptive Parents

Birth Family Histories (Talking with Children about their Histories)
- Life Books

Child Welfare: Understanding Policy, Procedure, Planning, Decision Making

Coaching and Mentoring of Primary Parents
- Coaching and Mentoring Primary Parents
- Modeling Discipline and Behavior Strategies for Primary Parents
- Modeling Nurturing Strategies for Primary Parents

Communication—Written and Verbal

Cultural Competence
- Culturally Competent Caregiving
- Refugee and Immigrant Families
- Transracial and Transcultural Placements
- Understanding Specific Cultures

Developmental Disorders (DD)
- Adults with Developmental Disorders
- Recognizing Developmental Disorders in Adults
Supporting Primary Parents with Developmental Disorders

Children and Adolescents with Developmental Disorders
   Caring for Children and Adolescents with Developmental Disorders
   Educational Planning and Advocacy for Children and Adolescents with DD
   Recognizing Developmental Disorders in Children and Adolescents

Discipline and Behavior Management
   Behavior Management Strategies
   De-escalation and Anger Management
   Strategies for Special Behavioral Problems (e.g. fire setting, etc.)

Domestic and Family Violence
   Dynamics of Domestic Violence
   Safety Issues for Caregivers in DV Cases

Education
   Helping Adolescents Obtain GED, or Post-Secondary Education or Training
   Supporting Children in Regular School
   Supporting Children in Special Education Programs
   Working with Schools to Manage Behavior

Effect of Fostering or Adoption on the Caregiving Family

Fragile Medical Conditions
   Caring for Children with Serious or Chronic Medical Conditions
   Participation on Treatment Teams for Children with Fragile Medical Conditions

Gangs and Cults

Health and Medical
   Caring for Children with Physical Disabilities
   Common Illnesses in Children
   HIV/AIDS
   Medications
   Nutrition and Wellness
   Preventive Health, Medical and Dental Care for Children
   Sexually Transmitted Infections

Human Trafficking
Independent Living
- Coordinating Educational, Job Training, Job Readiness Services
- Developing Independent Support Systems and Resources for Adolescents
- Finding Independent Living Arrangements
- Teaching Independent Living Skills to Adolescents

Infants and Toddlers
- Caring for and Working with Infants and Toddlers
- Development of Infants and Toddlers
- Special Needs and Problems in Infants and Toddlers

Infertility Issues

Legal Issues
- Liability
- Preparing for Court
- Specific Laws and Legal Issues

Mental Health Problems
- Adults with Mental Health Problems
  - Recognizing Mental Health Problems in Adults
  - Working with Primary Parents who have Mental Health Problems
- Children and Adolescents with Mental Health Problems
  - Caring for Children and Adolescents with Mental Health Problems
  - Recognizing Mental Health Problems in Children and Adolescents

Openness in Adoption and Foster Care

Placement Disruptions
- Recognizing, Preventing, and Coping with Placement Disruptions
- Recognizing, Preventing, and Coping with Post-Adoption Problems

Placement Transitions
- Foster/Kinship Caregiver Transition to Adoptive Parent
- Preparing Children to Reunify with their Primary Families
- Preparing Children to Transition to Another Foster/Kinship or Adoptive Home
- Preparing for Children Leaving the Foster/Caregiving Home

Preschool Aged Children
- Caring for and Working with Preschool Aged Children
- Development of Preschool Aged Children
- Special Needs in Preschool Aged Children
Primary Parents and Kinship Families

Safety Issues for Caregiver Families

School Aged Children
- Caring for and Working with School Aged Children
- Development of School Aged Children
- Special Needs and Problems in School Aged Children

Searching for Birth Family Members

Sexual Abuse
- Caring for Children Who Have Been Sexually Abused
- Caring for Children Who Have Sexually Abused Others

Sexuality
- Caring for Pregnant and Parenting Teens
- Helping Children with Issues About Sexuality

Sibling Issues

Single Parenting

Strategies for Working With Children and Adolescents
- Using Art, Play, Activities, and Talk Strategies to Enhance Development
- Using Art, Play, Activities, Talk Strategies to Help Express, Manage Emotions

Stress Management
- Helping Children and Adolescents Manage Stress and Change
- Secondary Trauma, Burnout Prevention
- Stress Management Techniques

Substance Abuse
- Recognizing Signs of Alcohol and Drug Abuse
- Working with Children Who Abuse Substances
- Working with Parents Who Abuse Substances

Time Management

Training Issues for Foster/Adoptive/Kinship Parents
- Peer Coaching and Mentoring for Foster Caregivers
- Training Needs Assessment
- Transfer of Learning, Skill Development
Trauma: Helping Children Who Have Experienced Trauma

Visitation Between Foster/Kinship Children and Their Primary Families

Preservice for Adoptive and Foster Families

Supervisors/Managers

CORE – Supervisor/Manager

Conferences

LISW-S Approved

Other Topics – Child Welfare Supervisor/Manager

Abuse, Neglect, Dependency: Casework Supervision, Monitoring and Coordination
  Casework Practice in Abuse, Neglect, Dependency: Supervision and Management
  Cultural Competence in Abuse, Neglect, Dependency: Supervision and Management
  Legal Issues in Abuse, Neglect, Dependency: Supervision and Management
  Screening, Investigation & Assessment: Supervision & Management
  Special Topics in Supervision of Abuse, Neglect, and Dependency

Adolescent Services: Casework Supervision, Monitoring and Coordination
  Casework with Adolescents: Supervision
  Cultural Competence in Adolescent Services: Supervision
  Independent Living Services to Adolescents: Supervision

Adoption, Foster/Kinship Care: Casework Supervision, Monitoring & Coordination
  Adoption and Post-Adoption Services: Supervision
  Cultural Competence in Placement Services
  Financial and Other Resources for Foster/Kinship Caregivers & Adoptive Parents
  Legal Issues in Foster, Adoptive, and Kinship Care
  Licensing and Monitoring of Foster Homes: Supervision and Management
  Placement Services for Children: Supervision
  Recruitment, Assessment, Training, and Support of Caregivers: Supervision
  Reunification with Primary Parents: Supervision
  Search for Birth Relatives: Supervision
  Visitation: Supervision and Management
Alternative Response: Casework Supervision, Monitoring, and Coordination

Assessment: Casework Supervision, Monitoring and Coordination

- Cultural Competence in Assessment: Supervision
- Engaging Children and Families in Assessment: Supervision
- Interview Strategies for Assessment: Supervision
- Other CAPMIS Assessments: Supervision
- Safety Assessment and Planning, Risk, and Family Assessment: Supervision

Budgeting and Fiscal Operations

- Budget Projections for Agency Programs
- Budgeting for Grants and Program Development
- Monitoring and Maximizing Unit/Department Funding

Case Planning, Decision Making: Casework Supervision, Monitoring, Coordination

- Case Planning, Concurrent and Permanency Planning: Supervision
- Case Review: Supervision
- Critical Thinking: Supervision
- Cultural Competence in Case Planning and Service Delivery: Supervision
- Engagement, Relationship and Authority in Child Welfare: Supervision

Casework Strategies and Interventions: Supervision and Management

- Case Management: Supervision
- Culturally Competent Casework: Supervision
- Engagement, Relationship and Authority in Child Welfare: Supervision
- Evidence-Based Practice and Services: Supervision
- Therapeutic Interventions in Casework: Supervision

Challenging Employees

- Progressive Discipline
- Strategies for Managing Challenging Employees

Change Management for Supervisors/Managers

Collaboration and Coordination for Supervisors/Managers

- Collaboration/Coordination in the Agency
- Collaboration/Coordination with Community Partners
- Services Coordination for Supervisors and Managers

Communication Skills (Verbal and Written) for Supervisors/Managers

- Communicating with the Media and Community: Engagement, Management Strategies
- Cultural Issues in Communication
- Meeting Skills
Presentation Skills
- Verbal Communication Skills for Supervisors/Managers
- Verbal/Writing Skills of Staff – Supervision and Monitoring
- Writing Skills for Supervisors/Managers

Conflict Management, Reducing Resistance & Hostility for Supervisors, Managers
- Conflict Management Strategies
- Cultural Issues in Conflict Management
- Reducing Resistance and Hostility:  Supervision Strategies

Contract and Program Management and Monitoring
- Grant Writing and Requests for Proposals (RFPs)
- Program Development and Management in the Agency and Community
- Provider Contracts, Compacts and Interagency

Cultural Competence for Supervisors and Managers
- Communicating with Non-English Speaking and Hearing Impaired Clients
- Cross-Cultural Communication for Supervisors
- Culturally Competent Supervision and Management
- Developing Cultural Competence of Staff
- Disproportionality in Child Welfare: Supervision and Management Issues
- Immigrant and Refugee Families: Supervision and Management Issues
- Specific Ethnic and Cultural Groups: Supervision and Management Issues

Customer Service for Supervisors/Managers
- Customer Service Strategies: Supervision and Management
- Managing Client and Community Complaints

Educational Supervision/Staff Development
- Case Conferences, Unit Meetings, and Group Consultation on Cases
- Coaching and Mentoring: Supervision Skills and Strategies
- Communication, Learning, and Work Styles
- Professional (Individual) Development Planning with Staff
- Training Needs Assessment
- Transfer of Learning and Skill-Building Strategies

Ethics in Child Welfare: Supervision/Management Issues

Family-Centered Neighborhood-Based Services Supervision
- Casework with Non-Traditional Families: Supervision
- Cultural Competence in Family-Centered Neighborhood-Based Services: Supervision
- Family Group Conferencing and Decision Making: Supervision and Management
- Family-Centered, Neighborhood-Based Services: Supervision and Management
Intensive Home-Based Family Preservation Services: Supervision and Management
- Parent Support Workers: Supervision and Management
- Strength-Based Services: Supervision and Management

High-Profile and Crisis Situations: Strategies for Management
- Human Resources Management for Supervisors/Managers
  - Compensation and Overtime
  - Cultural Issues in Human Resources Management
  - Discipline and Termination of Staff
  - Legal Issues in Human Resources Management
  - Personnel Management
  - Position Descriptions and Performance Measures
  - Recruiting and Hiring Staff
  - Retention Issues in Child Welfare
  - Sexual Harassment
  - Unemployment and Worker’s Comp; Layoffs
  - Unions and Bargaining Units: Supervision/Management Issues

Human Trafficking
- Independent Living: Casework Supervision, Monitoring, Coordination
  - Building Caseworker and Foster Parent Skills in Independent Living Services
  - Cultural Competence in Independent Living: Supervision
  - Developing Independent Living Programs

Investigations: Casework Supervision, Monitoring and Coordination
- Building Caseworker Skills to Plan, Coordinate, Conduct Investigations
- Coordinating Investigations: Supervision and Management
- Cultural Competence in Investigations: Supervision
- Engaging Children and Families during Investigations: Supervision
- Forensic Interviewing: Supervision and Coordination
- Interstate Compact: Supervision and Coordination
- Legal Issues in Investigations: Supervision and Coordination
- Out-Of-Home Investigations: Supervision and Coordination

Leadership Development
- Leadership Development Strategies
- Succession Planning

Legal Issues in Child Welfare: Supervision and Monitoring
- Court Mediation: Supervision
- Documentation Requirements: Supervision
- Laws, Rules, Special Legal Topics: Supervision and Management Issues
- Legal Advocacy: Supervision and Management
Legal and Statute Requirements: Supervision and Management
Legal Rights of Children, Parents and Families: Supervision and Management
Liability Prevention - Program Sanctions
Terminating Parental Rights: Supervision and Management
Testimony, Evidence, and Documentation for Court: Supervision Monitoring and Evaluation

Performance Evaluation
Analyzing and Improving Performance
Legal Issues in Performance Evaluation
Performance Evaluation Process
Performance Measures and Expectations
Professional (Individual) Development Plan

Planning and Decision Making
Data Collection and Needs Assessment
Engaging Stakeholders – Increasing Public Value
Evidence-Based Decision Making and Planning
Strategic, Operational and Program Planning and Development

Power and Influence of Supervisors/Managers

Preventive and Supportive Services: Supervision, Management and Coordination
Prevention Programs: Supervision, Management, Coordination
School-Based Programs: Supervision, Management, Coordination
Supportive & Supplemental Services: Supervision, Management, Coordination

Public Information and Community Relations
Community Input/Feedback in Evaluation and Planning
Confidentiality and Legal Issues in Public Information
Levy and Public Relations Campaigns
Producing Materials for Public Information and Communication
Working with the Media

Quality Improvement
Assessing Agency and Unit Performance, and Client and Community Satisfaction
Evaluating and Monitoring Unit/Program Services
Quality Improvement Strategies: Planning, Implementation and Management
Reporting Agency Services and Outcomes

School-Based and Preventive Services: Supervision, Management and Coordination
Prevention Programs: Supervision and Management

School-Based Programs: Supervision and Management

Screening Referrals: Casework Supervision, Monitoring and Coordination
  Alternative Response in Screening: Supervision
  Cultural Competence in Screening: Supervision
  Engagement and Interviewing Strategies in Screening: Supervision
  Legal Issues in Screening: Supervision
  Screening Decision Making and Prioritizing Reports: Supervision

Staff and Workplace Safety for Supervisors/Managers
  Crisis Intervention
  Promoting Staff Safety: Supervisor/Manager Strategies

Supervising for Optimal Job Performance
  Outcome-Driven Services: Supervision and Management
  Strengths-Based Supervision and Management
  Supervision Strategies to Promote Job Performance

Team Development and Facilitation for Supervisors and Managers
  Culture and Diversity Issues in Teams: Supervision and Management
  Developing Effective Work Teams
  Facilitation Skills for Supervisors and Managers
  Leading and Participating in Teams for Supervisors and Managers

Time and Stress Management for Supervisors/Managers
  Burnout, Secondary Trauma, Post-Traumatic Stress Syndrome (PTSD)
  Personal Stress Management for Supervisors/Managers
  Personal Time and Workload Management for Supervisors/Managers
  Time and Workload Management of Staff and Unit
  Worker Stress – Supervisor Support and Management

Trauma: Supervising, Managing Services to Children Who Have Experienced Trauma

Synchronous E-Learning