



## CMCT Case Manager – Training Passport

Employee Name: \_\_\_\_\_

Start date: \_\_\_\_\_

### Passport & Transcript submitted to Manager:

\_\_\_\_\_ 2 months    \_\_\_\_\_ 4 months    \_\_\_\_\_ 6 months    (From the start date above)

**Staff Directions:** Enter the date that you complete the required training. Print out transcript from LMS and submit to your manager at 2, 4, and 6 months from your start date or upon your manager’s request. A final copy will be kept in your personnel file.

### Mandatory for All Public Health Employees

Deadline from start date	Course	Format	DATE		CHW Competency Training fulfilled:
			Scheduled	Completed	
6 months	New employee orientation	In person at the HSD Personnel Office			
8 weeks	Mandated reporter training	In person at Bates or via target solutions (web based)			Interpersonal Skills
1 month	Workplace Diversity	In person at the HSD Personnel Office			Interpersonal Skills
1 month	Active shooter	Target Solutions			Interpersonal Skills
1 month	Sexual harassment	Target Solutions			Interpersonal Skills
8 weeks	Work place violence	Target Solutions			Interpersonal Skills
Day 1	SICCR (Direct Care)	LMS/eTc web-based			
Day 1	HIPPA	LMS/eTc web-based			Interpersonal Skills
6 months	Three C’s <ul style="list-style-type: none"> <li>○ Customer service</li> <li>○ Communication guidelines</li> <li>○ What’s culture got to do with it?</li> <li>○ Implicit Bias</li> </ul>	In person at the HSD Personnel Office  Upcoming schedule: <a href="http://isite3/Teams/CCHS%20Training/Pages/pers.aspx">http://isite3/Teams/CCHS%20Training/Pages/pers.aspx</a>	1. 2. 3. 4.		Interpersonal Skills



## Mandatory for CommunityConnect Employees

Deadline from start date	Course Name	Format/Course #	Date		CHW Competency Training Fulfilled:
			Schedule	Completed	
8 weeks	ccLink Training	In Person			Case Management/Service Coordination
2 weeks	CMCT 101	In-Person Power Point <i>Conducted by Director &amp; Manager</i>			Case Management/Service Coordination
8 weeks	PHCS-CMCT Outreach & Engagement training Part 1	In Person (COM-302)			Case Management/Service Coordination
8 weeks	PHCS-CMCT Outreach & Engagement training Part 2	(COM-302b)			Case Management/Service Coordination
8 weeks	SBIRT- Course by HealtheKnowledge <a href="https://healtheknowledge.org/">https://healtheknowledge.org/</a> *Field-Based Staff Only	1.5 hour; self-paced course <i>Print out certificate and give copy to manager</i>			Case Management/Service Coordination
8 weeks	CMCT Case management Series: Overview	In person (R&R 201)			Case Management/Service Coordination
8 weeks	CMCT Case management Series: Managing Client Boundaries	(R&R 202)			Case Management/Service Coordination & Interpersonal Skills
8 weeks	CMCT Case management Series: Caseload Management	(R&R 203)			Case Management/Service Coordination
8 weeks	Referrals & Linkage Reach Health Leads Training	In person			Case Management/Service Coordination
6 months	PHCS-Public Health Overview	In person (PHS-101)			Capacity Building
6 months	PHCS-Non-Violent Communication/Collaborative Communication Series	In person – <b>2 parts</b> (COM-401c) (COM-401d)	1.		Interpersonal Skills & Reflective Practices
			2.		
6 months	PHCS-Trauma Informed Care	In person (CLTC-102)			Interpersonal Skills



6 months	PHCS-Bay Area Legal-Legal issue spotting and referral workflow	Online class (R&R-109)			Case Management /Service Coordination
6 months	PHCS-Co-Occurring Disorders Training	Online class (BHE-304)			Case Management /Service Coordination & Capacity Building
6 months	PHCS-Case Management with Mental Health Issues	Online class (BHE-106)			Case Management /Service Coordination & Capacity Building
6 months	PHCS-Introduction to Motivational Interviewing Sessions	In person – 3 Parts (COM-101a) (COM-101b) (COM-101c)	1.		Reflective Practices
			2.		
			3.		
6 months	PHCS-Stages of Change and Motivational Interviewing	(COM-101d)			Reflective Practices
6 months	PHCS-Compassion Fatigue	In person (SCS-103)			Interpersonal Skills & Capacity Building

**Discipline Specific: Community Health Workers Providing Telephonic Case Management Services On-Boarding Trainings**

Deadline from start date	Course Name	Format/Course #	Date Completed	CHW Competency Fulfilled:
	Read Section 1 of the Training Manual: <ol style="list-style-type: none"> <li>Welcome to Bates</li> <li>CMCT Mission Statement &amp; Core Values</li> <li>CMCT CHW Role &amp; Core Competencies</li> <li>CMCT Telephonic Case Management Job Aid</li> </ol>	Training Manual Materials		
<b>Target Solutions: <a href="http://targetsafety.com/cc">targetsafety.com/cc</a></b>				
*you will need your employee number			Username: _____	
* bookmark this website in your favorites			Password: _____	
	<b>CCC ON-LINE TRAINING: CCC HSD 2018 Workplace Violence Prevention**</b>			
	<b>CCC On-Line Training: Run, Hide, Fight – Surviving an Active Shooter Event**</b>	Video		



	<b>CCC On-Line Training: Options for Consideration Active Shooter Training **</b>	Video		
	<b>CCC On-Line Training: CDSS_Child Abuse Mandated Reporter Training (California General Training) **</b>	Interactive slideshow		
	<b>CCC On-Line Training: CCC HIPAA / Privacy Laws Training **</b>			
	CCC On-Line Training: CCC Injury & Illness Prevention Program (IIPP)			
	CC On-Line Training: CCC California Safely Surrender By Laws			
	CC On-Line Training: CCCSO Post Human Trafficking Training			
	Smart Customer Service 1: Courtesies, Attitudes & Ethics	Interactive Video		
	Smart Customer Service 2: Listening for Understanding	Interactive Video		
	Smart Customer Service 3: Effective Verbal & Nonverbal Communication	Interactive Video		
	CCC On-Line Training: Office Ergonomics Awareness Training	Interactive Slideshow		
	LS: Email Etiquette	Videos & mini quizzes		
	Course: General HIPAA Awareness			

### Healthy Workplace Environment & Self-Care

	Smart Management: How to Handle Workplace Challenges			
	Smart Mental Health: Core Values & Finding Purpose in Life			
	Smart Mental Health: Goal Setting & Visualization Techniques			
	Smart Mental Health: Managing Anger & Emotions			
	Smart Mental Health: Reducing Stress & Anxiety			
	Smart Health: Proper Posture & Breathing			



Smart Health: Yoga & Meditation –Finding your inner Chi			
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Smart Time Management: 7 Steps to Regain Control of Your Destiny			
<b>Course: Sexual Harassment Awareness **</b>			
<b>Course: Workplace Diversity **</b>			
Course: Workplace Violence			
Course: Workplace Stress			
Tailgate: Stress	PDF Information		

**LMS Self-Enroll Web-Based Video Trainings**

*These trainings are to assist with on-boarding staff capacity building to get familiar with resources and the population of people CMCT serve. [www.webinservice.com/contracosta](http://www.webinservice.com/contracosta)*

**\*You will be given a username & password**

**User Name:** \_\_\_\_\_

**\* create your own username & password when you sign-in**

**Password:** \_\_\_\_\_

**E-Learning & CCLink**

CCLGEN001 E-Learning Tutorial			
CCLAMB001 Office Visit Demonstration			
CCLAD08 Workqueues for Providers			

**Mandating Reporting**

PHCS - Adult Protective Services OACD-106			
PHCS - Family Violence Protection (VAP-102)			

**Mental Health**

PHCS - Accessing Mental Health Services, CCHS (BHE-103)			
<b>PHCS - Case Management with Mental Health Issues (BHE-106) **</b>			
PHCS – Coping with Client Death (SCS-107)			
<b>PHCS – Co-Occurring Disorders Training (BHE304)**</b>			
PHCS - Psychiatric Emergency Services, CCHS (BHE104)			

**Substance Use**

PHCS - Substance Use Disorders 101 (BHE-301)			
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	PHCS - Medical Treatment for Opioid Use Disorders (BHE - 306)			
	PHCS - AOD Program Overview Drug Medical Waiver Organized Delivery System (BHE302)			
	PHCS - Methadone Treatment and BAART Program (BHE-305)			
<b>Bay Area Legal</b>				
	<b><i>PHCS - Bay Area Legal Issue Spotting and Referral Workflow R &amp; R-109**</i></b>			
	PHCS - Bay Area Legal- Health Consumer Training (R & R-118)			
	PHCS - Bay Area Legal- Immigration Law (R & R-116)			
	PHCS - Bay Area Legal- Simple Wills + Trusts (R & R117)			
	PHCS - Bay Area legal-Housing Law 101 (R & R-110)			
<b>Vulnerable Populations &amp; Services</b>				
	PHCS - Detention Health Services Overview (DTR-101)			
	PHCS - Forging a pathway from prison to a health home Reentry (DTR-102)			
	PHCS - Health Care for the Homeless Program Overview (HHH-103)			
	PHCS - Overview of Homeless Programs in CCC (HHH-102)			
	PHCS - Multipurpose Senior Service Program (OACD103)			
	PHCS - Resource Line for Older Adults and Persons with Disabilities (OACD-101)			
	PHCS - Serving Immigrants and Refugees (CLTC-103)			
	PHCS - Serving LGBTQ Clients (CLTC-104)			
	PHCS - Serving Transitional Aged Youth -HEADSS (PC104)			
<b>Home Health Trainings</b>				
	PHCS - Healthy Homes Series- Free Resources for Weatherizing Homes (R&R-105)			



CommunityConnect	PHCS - Healthy Homes Series-Pest and Mold Control (R&R-108)			
<b>Case Management Best Practices</b>				
	PHCS - Reflective Practices for Staff (COM-201)			
	PHCS - Medi-Cal Access for CMCT Clients (R&R-119)			
	PHCS - Accessing Transportation Services for ClientsCCHP (CCHP-102)			
	PHCS - CCHP Overview and Access (CCHP-101)			
<b>Other Resources &amp; Services</b>				
	PHCS - Community Wellness and Prevention Program Overview (PHS-104)			
	PHCS - Introduction to Regional Center Services (R+R-104)			
	Scavenger Hunt Activity: Learning Community Resources in CCC 1. East County 2. Central County 3. West County	Self-directed		
	HealthLeads REACH Practice / Exercise Resource Worksheet	Self-directed		
<a href="http://www.train.org/main/welcome">www.train.org/main/welcome</a>				
*Create a personal login			Username: _____	
* Use work information to create your profile			Password: _____	
	Cultural Awareness: Introduction to Cultural Competency & Humility			
	Exploring Cross-Cultural Communication	Interactive Discussion Board & Simulated Email		
	Public Health Confidential: Federal Edition	Interactive Slides		
	Addressing Health Equity: Public Health Essential			