

Family Support Supervisor Required Training Checklist

New Employee Training Requirements

(Complete only if hired from outside the agency. Course is offered web based after a virtual meeting with the Regional Learning Specialist.)

- Introduction to Community Based Services

DCBS Web Based Components via TRIS

Must be completed within the first six months of being hired when new, unless otherwise noted.

- Americans with Disabilities Act
- Call Services for Supervisors and Monitors
- Civil Rights Review WBT (required annually)
- Continuous Quality Improvement (CQI) Overview
- Customer Service and De-Escalation Module 1: Leveling Up Customer Service
- Customer Service and De-Escalation Module 3: Giving Your Colleagues Your Best Customer Service
- Domestic Violence: Basic WBT
- Domestic Violence: Biennial Continuing Education WBT (required every two years)
- Elder Abuse: Continuing Education WBT (required every two years)
- Elder Abuse: Initial Course WBT
- Equal Employment Opportunity (required every two years)
- HIPAA: Health Insurance Portability and Accountability Act
- Kinship Care: Navigator Overview
- Practicing Self-Care
- Preventing Disease Transmission (required annually)
- Providing Language Access to Limited English Proficient Persons
- Random Moment Sampling
- Responding to the Impact of Implicit Bias
 - Understanding Cultural Differences and Implicit Bias(pre-work for above course)
- Understanding Human Trafficking
- Understanding Poverty and Barriers to Self-Sufficiency
- Using Narcan Nasal Spray for Opioid Overdose Emergencies (required annually)

Family Support Supervisor Series

- Introduction to Supervision
- Family Support Supervision (trainer led, virtual)*
- Worker Portal: Navigating the Quality Assurance Module for Case Reviews
- Worker Portal Functions for SRAAs and Supervisors

Other Required Trainings

- Customer Service and De-Escalation Module 2: Managing Difficult Interactions and Service Recovery ^^

***Prerequisites are necessary for this course. They will be sent automatically once enrollment is approved via TRIS.**

^^Course trained by DCBS Service Regions

***OHRM Requirements will be on a separate plan.**