Familylinks Training Institute

JANUARY – JUNE 2020

Cost-effective training solutions for you.
Quick Guide

All trainings will be held at Familylinks Highland:
401 North Highland Avenue, Pittsburgh, PA 15206

We recommend using public parking. If you enter 6036 Harvard Street into your GPS,
you will be directed to the closest parking lot to our facility.

Important new online access information for
the Familylinks Learning Center on pages 7 & 8.

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1. **Suicide: Prevalence, Prevention and Intervention**  
January 27 9:30 – 12:30  Amato  
Research published from the U.S. Center for Disease Control and Prevention (CDC) found that suicide rates increased by 25 percent across the country over nearly two decades. More than half of those who died by suicide had not been diagnosed with a mental health condition, CNN reported. Carefully review medical records and conversations with family members of the victims, this study also reveals that 90 percent had evidence of a mental health condition. In this training, participants will gain an understanding of many of the factors that contribute to suicide, including risk and protective factors, warning signs, and lethality. Assessment and intervention strategies will also be discussed.

2. **Ethics**  
January 31 9:30 – 4:30  Palladini  
This training will address ethical considerations in addiction and Mental Health treatment. In protecting the client, the agency and the counselor from litigation, the counselor must have knowledge and understanding of State and Federal laws and regulations governing treatment of the client. The PA Certification Board and National Association of Social Workers Code of Ethics will be reviewed, as well as general concerns about counselor/client limitations and boundaries.

3. **Cognitive Behavioral Therapy**  
March 18 9:30 – 4:30  Klugh  
Enhance your knowledge and ability to influence clients’ thinking to improve their functioning through Cognitive Behavioral Therapy (CBT). Learn more about CBT, a structured intervention approach that allows people to discover the effects that their thinking and perceptions have on their daily mood and behaviors. Based on principles of CBT, it is designed to produce cognitive change, which will lead to a shift in thinking, feeling, and behaving. Instead of guiding client with basic processing, CBT works to get a handle on the core beliefs that drive our thinking and perceptions.
4. **Time Management**

March 26  9:30 – 4:30  Amato

Too much to do and not enough time to do it!

Discover new ways to manage yourself—and your time—in order to significantly reduce stress and feelings of being out of control. In today’s busy world, it’s easy to feel as if there are never enough hours in the day to complete tasks. Although time is not adaptable, human behavior can be changed. This session provides the tools needed to organize and simplify workloads.

5. **The Effects of Trauma on the African American Community**

April 14  9:30 – 4:30  Fleming

This training will help registrants understand the effects that trauma has on the African American community; as well as long-term effects that result from exposure and perception of racism and discrimination. In an attempt to capture how racism and discrimination negatively impacts the physical and mental health of people of color, we will explore the term “racial trauma” or race-based traumatic stress. Also explored are the mental health symptoms of individuals who have encountered black on black crime, poverty, and post-slavery institutional racism; and the negative impact of those that witness these events directly or indirectly.

6. **Effective Strategies for Working with Families in Crisis**

April 28  9:30 – 4:30  Sample

Today family dynamics, structure and crisis can be complicated to understand and create challenges in everyday living. A breakdown in communication, rules, roles, boundaries, and goals are subject to occur during a crisis. Therefore, understanding the dynamics and characteristics that change during a time of crisis is essential to providing quality services. This workshop will provide effective strategies to assist caseworker with taking steps that will assist families with identifying coping skills and strategies that may prove to be beneficial when attempting to assist families with resolving crisis.

7. **Trauma Informed Care**

April 30  9:30 – 12:30  Underwood

Trauma-informed care is an approach to engaging people with histories of trauma that recognizes the presence of trauma symptoms and acknowledges the role that trauma has played in their lives. We need to change the paradigm from one that asks, “What’s wrong with you?” to one that asks, “What has happened to you?” Service providers working with traumatized children should endeavor to develop common protocols and frameworks for documenting trauma history, exchanging information, coordinating assessments, and planning and delivering care.
8. Secondary Traumatization & Stress

May 7 9:30 – 12:30 Underwood

Develop your ability to support employees who are working with trauma victims. Vicarious trauma creates an intense level of stress for employees, which needs to be counteracted through several different methods in order to ensure the health of the worker, in addition to minimizing burnout. Learn more about vicarious trauma and its ability to cross both personal and organizational lines. Organizational culture, workload, group support, supervision, self-care, education, and work environment all play a part in fighting this growing workplace issue.

9. Creative Counseling

May 27 9:30 – 4:30 Hall

The workshop intent is to use integrative, holistic methods to enhance traditional CBT, RET, DBT etc. and other evidenced based counseling practices. Creative counseling allows the professional to approach an issue from a “multi-sensory” approach, tapping into a client's visual, auditory and experiential learning style. It aides in the following: (1) Make concepts more concrete, (2) Enhance the learning process, (3) Focus the session, and (4) Quicken the counseling process. The workshop will show the benefits of using multimedia, guided imagery, relaxation exercises, humor and other complementary/creative methods that will potentially improve the counselor/client relationship and related therapy outcomes.

10. Self-Leadership: How to Manage Your Boss!

June 25 9:30 – 4:30 Amato

Performance in today's team-oriented workplace begins with self-directed and self-reliant individuals who are empowered to take the lead in situations when they are not in charge. Organizations today need people to go from being responsive to bosses to being responsible to the mission and purpose. Supervisors need staff that are able and willing to take initiative and be self-directed and self-motivated.

This training will provide strategies for becoming a Peak Performer, including identifying what they need from their boss in order to accomplish tasks and goals in their jobs, self-diagnose their level of commitment to goals and priorities, and, learn specific skills designed to increase self-direction and self-motivation.
John Amato, MEd, Director has over 30 years of clinical, managerial and training experience in social services. He is a certified trainer for the Pennsylvania Child Welfare Resource Center. Since 1994, John has delivered hundreds of workshops and has provided consultation and training in the areas of leadership, and team development. He has also provided trainings on chemical dependency and recovery and at-risk youth related issues. John earned his Master’s degree from the University of Pittsburgh in 1980. In February, 2014, John became a Certified Situational Leadership Experience trainer. In October of 2015, he became a Predictive Index Analyst.

Deborah Murphy, BA, Training Coordinator has over 20 years of experience in social service administration, Deborah manages the operations and logistics of the department. She is your first point-of-contact concerning training products and services.

George J. Fleming is a native of Pittsburgh, Pennsylvania. He is a graduate of Clarion University and has worked in the Human Services field for the past 30 years. His background includes several decades of administration and management of various alcohol, tobacco and other drug treatment programs, residential group homes, mental health services, reunification services, homeless shelters, and prevention services. Mr. Fleming is the Founder and Executive Director of C & G Consulting and Training.

Princeamer Hall has over 25 years of diversified, corporate, private and non-profit business experience. This includes substance abuse education, prevention and treatment, HIV/AIDS education and prevention, for adults and youth. Her knowledge and practical experience in this area were furthered while at The House of the Crossroads and Addison Behavioral Care, Inc., where she functioned as clinical supervisor, counselor and attained her CADC. Over the last twenty years she has contributed her expertise in a wide array of social service organizations in the areas of creative development, project management and quality assurance. She is a member of the Pittsburgh African American Chamber of Commerce and has volunteered at Pressley Ridge Homeplaces, Addison Behavioral Care, Inc. and The Partnership for Minority HIV/AIDS.

Alissa Klugh is a Licensed Professional Counselor (LPC). She owns and sees clients at Pittsburgh Psychotherapy Associates, LLC, in the North Hills of Pittsburgh. As an alumni of the University of Pittsburgh, she obtained her Master’s Degree in Rehabilitation Counseling and a Bachelor’s Degree in Psychology with a minor in Biology. Alissa understands that no single approach is right for every individual, so she provides an eclectic compilation of what works best for each person, including CBT, DBT, EFT, Motivational Interviewing, and so much more. With over 13 years of experience in the mental health field, Alissa has worked with children and their families of many ages and backgrounds on their growth and change. She has worked with individu-
als struggling with depression, anxiety, mood disorders, anger management, self-improvement, co-parenting after separation/divorce, working through major life stressors, and building self-esteem by helping them find a new path. Alissa has worked in direct care and managed a mental health program for individuals with severe mental health needs.

Michael Palladini has over 20 years of work experience in hospital, retail and long term care pharmacy. He has helped to develop and instruct in pharmacy technician programs, has been involved in action committees to address prescription drug abuse, and has been a certified trainer for PA Certification Board and the PA Department of Drug and Alcohol Programs for many years. He is the founder of Three Suns Publishing, a sole proprietorship developed to educate and inform interested parties in the areas of drug addiction. He recently published “Drugs of Abuse: From Doctors to Dealers, Users and Healers.”

Madeline Z. Sample is a Drug and Alcohol Specialist at POWER. She provides training, consultation and educational groups for staff and parents at the Family Support Centers located on the Northside. She has over 26 years of clinical, supervisory and training experience in the social services field. Since 1989 she has provided competency based training in the areas of chemical dependency and issues related to working with families in crisis and at youth risk. Madeline earned her Master’s degree in Counseling Education with an emphasis in Drug and Alcohol from University of Pennsylvania and has completed the pre-doctoral program at United Theological Seminary.

Tricia Underwood, M.Ed. is a professional Human Services Trainer, who has served the profession for more than 17 years, through a combination of providing direct care to various client populations and delivering Trauma Training to field direct care staff. Her portfolio includes sexual and domestic violence psychoeducation groups, facilitation to women in early recovery and in the Allegheny County Jail, classroom teacher of Deaf & Hard of Hearing students in a social-emotional support environment, and working one-to-one with children with autism and intellectual disabilities. Tricia is currently the Child Welfare Training Specialist and Internship Program Coordinator for the Allegheny County Office of Children Youth & Families, through the University of Pittsburgh, where she creates and conducts training development activities across all levels of the Agency and oversees the development/implementation of the Agency’s Internship Program.
Familylinks Excellence in Leadership

Effective leaders recognize that continuing to hone and enhance their skills is integral to their continued success. They are aware that true leadership is about inspiring others, leading by example, holding themselves, as well as employees, accountable and having a commitment to developing the ‘best’ in their employees.

Familylinks Excellence in Leadership series is designed to help your directors and managers achieve greater success and develop higher functioning teams. The series includes sessions on a broad array of topics, including emotional intelligence, positive discipline, effective performance evaluations, conflict resolution, understanding work styles and smart goals. In each session, participants not only have the opportunity to broaden their knowledge, but also discuss the practical applications of the information. Participants will receive printed reference materials as well as a comprehensive list of additional helpful resources.

Familylinks Excellence in Leadership is customizable to the unique needs of your organization—including your organization’s policies, procedures, mission and values.

Familylinks Aspiring Leaders

Succession planning is critical to the continued success of any organization. Developing staff to become leaders assures that your agency’s mission and values will be honored in the future. To help you develop your next generation of leaders, Familylinks has created the Familylinks Aspiring Leaders series. Covering some of the same topics listed in the Excellence in Leadership series, Aspiring Leaders is designed to help potential leaders develop the competencies and confidence needed to take the next step.

Trainings Available at Your Organization

Through training and consultation, we assist professionals and community service agencies in developing and maintaining program effectiveness and service excellence. Our professional staff provides program consultation to assess organizational and staff training needs. We design and deliver training and awareness programs with content that addresses the identified program and personnel needs. All of the trainings listed in this brochure can be offered at your organization, as well as other topics related to:

- Chemical Dependency & Recovery
- Management & Supervision
- Mental Health
- Professional Development

These “on-site” trainings can be customized to the specific competency needs of your staff. Fees apply for consultation, development, and training.

More Information

For additional information regarding course content, pricing, or scheduling either Familylinks Excellence in Leadership or Familylinks Aspiring Leaders training, please contact John Amato at jamato@familylinks.org.
For More Information About Registration
Deborah Murphy  training@familylinks.org
Phone: 412-924-0115  Fax: 412-661-6520

Training Cost
6 hour - $110 / 3 hour - $55

Continuing Education Credits
We offer the following CE credits:
- CAC credits approved by PA Certification Board
- LSW credits approved by the PA National Association of Social Workers

Consultation, Development and Training
John Amato, MEd, Director of Training/Consulting Services
412-924-0118  jamato@familylinks.org

Bad Weather?
Watch WTAE, KDKA or WPXI, or check their websites for training cancellations.

Cancellation/No Show Policy
Cancellations must be received 48 hours prior to the training in order to receive a refund. Cancellations made less than 48 hours from the training or those who “no show” will receive a credit to future trainings, but will not be eligible for a refund.

Attendance Policy
All training events will begin promptly at the designated time. Participants who arrive more than 15 minutes late will not be eligible to receive credit for attendance or any CEU’s associated with the training event. We encourage participants to plan arrival 15 minutes before the scheduled start of the training event.
Introduction
Welcome! Your Familylinks Learning Management System (LMS) is your training portal that will allow you access to your online and classroom learning activities. You will be able to:

- Browse course (training) catalogs and enroll in trainings
- Access and review the trainings you are enrolled in
- View your calendar for reminders of your scheduled trainings
- View and print training certificates
- View your transcript of completed trainings

Let’s Get Started!
Access: https://training.familylinks.org

The first screen you will see is the Home Screen. Please log in, then click Login. If you have already created a username and password (from the previous LMS), log in with your information. If not, create a username and password – click the Register here to display the registration form.

NOTE: The password field is case sensitive.

The Top Menu, located just underneath the masthead graphic, provides buttons for accessing the Home Page, Course Catalog and My Account screen. The Home Page is the starting point for logging into the Familylinks LMS. The Course Catalog lists your available trainings. The My Account screen contains your personal account information, learning activities, transcript, and certificates.
Course Catalog

To the left of the screen, the Course Catalog displays two tabs: Catalogs and Courses. Access Catalog: External Registrants under the Catalogs tab. Click on this tab for a listing of trainings.

NOTE: Look at the calendar to the right of the screen for a quick glimpse of scheduled trainings and descriptions. Point to a “classroom desk” icon for a training description; or click on the desk icon for more detailed information.

Enrolling in a Course

To enroll in a training, first find the course in the catalog. Under Catalog: External Registrants - produce the listing of trainings. Locate the training and click on either the book to the far left or the training code. Click View Schedule to see available dates, times, and fees for any training. Click Enroll select the desired date, then click Continue. The confirmation page will appear. You will then see your shopping cart; follow the onscreen instructions to check out.

My Account

This link displays your personal account information, including: profile, transcript, enrolled courses, calendar and certificates. NOTE: The shopping cart icon does not apply to Familylinks’ staff. To cancel training, find the course under Learning Activities. Click on the Go icon, then click the red X (Drop Session).

To view certificates, access My Account and to the left of the screen, see My Certificates. Select and click to print certificates.

To view the training transcript, access My Account and to the right of the screen, see File Folder icon. Select and click to print the training transcript.

QUESTIONS?

Contact: Deborah L. Murphy, Training Coordinator
dmurphy@familylinks.org / 412-924-0115