

## Council on Accreditation Standards - Administration Standards - 2023-2024 - COA Crosswalk 1 of 4

Relias offers online learning, staff compliance training, and continuing education for behavioral health organizations, intellectual and developmental disability providers, child welfare organizations, and healthcare and community services providers.

Relias Training Crosswalks are based on published accreditation standards. They are designed to assist organizations in the selection of courses from the Relias libraries to ensure and demonstrate staff competence according to the training standards. In some cases, it may be useful for customer organizations to develop training specific to the organization's individual needs.

General staff compliance trainings should be selected to ensure the organization meets OSHA and other regulatory requirements. Staff training is only one element of a successful survey and the Crosswalks are not meant to take the place of a careful review and evaluation of your program to the accreditation standards.

The courses listed in the crosswalk are a representative sample of courses available in Relias libraries. It may not be necessary to choose all courses listed for a specific training standard; it is recommended that courses are chosen that closely align with the mission and services offered and the specific needs of the persons served.

Disclaimer: The following constitutes Relias, LLC's recommendation of course work for each listed Crosswalk Measure. Relias does not make any guarantee that such course(s) will be accepted by the accrediting body(ies).

Reference:

<https://coanet.org/private-standards/>

### Administration and Management Standards - For-Profit Administration and Financial Management (AFM, FIN)

AFM 11.03 and FIN 6.03

**Oversight and management of the organization's accounting system require all personnel who use the system to receive initial and ongoing training on its use.**

#### Use of the organization's accounting system

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### Administration and Management Standards - Child and Youth Development Programs (CYD)

CYD 8.01

**The program's leadership fosters a culture of excellence and continual improvement by:**

#### Training staff at all levels to understand how CQI functions within the program

Module Code	Module Name	Hours
REL-ALL-0-ESSQI	Essentials of Quality Improvement	0.25
REL-CHC-0-IQIS	Implementing a Quality Improvement System	1.25

## Administration and Management Standards - Child and Youth Development Programs (CYD)

CYD 9.01

Personnel directly involved in medication control and administration receive training and demonstrate competence in medication control and administration, and knowledge of applicable legal requirements.

### Medication control and administration

Module Code	Module Name	Hours
REL-BHC-0-OMAUP	Overview of Medication Administration for Unlicensed Paraprofessionals	0.50
REL-BHC-0-OMAUP	Overview of Medication Administration for Unlicensed Paraprofessionals	0.50
REL-BHC-0-PMCAP	Psychiatric Medications for Children/Adolescents	0.75
REL-BHC-0-PMAOP	Psychiatric Medications: An Overview for Paraprofessionals	1.50

## Administration and Management Standards - Governance (GOV)

GOV 4.03

Governing body members receive an orientation that addresses membership responsibilities and an overview of the organization and its mission.

### Membership responsibilities and the organization's mission

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Administration and Management Standards - Governance (GOV)

GOV 4.04

All governing body members participate in equity, diversity, and inclusion (EDI) training at least every two (2) years.

### Equity, diversity, and inclusion (EDI) training

Module Code	Module Name	Hours
REL-BHC-0-DEIMCO	DEI: Multicultural Care for the Organization	1.00
REL-ALL-0-DEIHE	Diversity, Equity, and Inclusion for the Healthcare Employee	1.50

## Administration and Management Standards - Human Resources (HR)

HR 6.02 (b)

**Direct service volunteers, student professionals, and interns are appropriately trained to fulfill their role.**

### Role-specific training

Module Code	Module Name	Hours
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Administration and Management Standards - Network Administration (NET)

NET 11.01, NET 11.02

**Direct service providers receive orientation and ongoing training.**

**Prior to serving network clients, all direct service providers receive orientation and training on the network's mission, philosophy, goals, and services;**  
**Prior to serving network clients, all direct service providers receive orientation and training on network operations and functioning**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Prior to serving network clients, all direct service providers receive orientation and training on network policies and procedures including access procedures**

Module Code	Module Name	Hours
ORG POLICY/PROCEDURE	Organization-Specific Policies and Procedures	0.00

**Prior to serving network clients, all direct service providers receive orientation and training on network billing practices**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

Prior to serving network clients, all direct service providers receive orientation and training on utilization management criteria

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

Prior to serving network clients, all direct service providers receive orientation and training on the network's conflict of interest policies and ethical expectations

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

Prior to serving network clients, all direct service providers receive orientation and training on the provider's role in the network's PQI process

Suggested, in addition to organizational training:

Module Code	Module Name	Hours
REL-ALL-0-ESSQI	Essentials of Quality Improvement	0.25
REL-CHC-0-IQIS	Implementing a Quality Improvement System	1.25
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

The network management entity provides an ongoing training program that includes refresher training on network policies, practices, and procedures

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

The network management entity provides an ongoing training program that includes evidence-based practices, as appropriate to the array of network services

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

The network management entity provides an ongoing training program that includes

## other issues of importance to the network

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Service Delivery Administration Standards - Administrative and Service Environment (ASE)

ASE 5.02

The organization trains staff on:

### Safety procedures and protocols

Module Code	Module Name	Hours
REL-ALL-0-AINCP	About Infection Control and Prevention	1.00
REL-ALL-0-FSBASIC-V2	Fire Safety: The Basics	0.50
REL-IDD-0-MHSIIDD	Monitoring Health and Safety of Individuals with IDD	1.00
ORG POLICY/PROCEDURE	Organization-Specific Policies and Procedures	0.00
REL-BHC-0-SIPEC	Safety and Injury Prevention in Early Childhood	0.50

### Potential risks they may encounter on-site, in the community, or in the service recipients' homes

Module Code	Module Name	Hours
REL-IDD-0-SITC	Safety in the Community	0.50
REL-BHC-0-SWWC	Safety When Working in the Community	1.25

### Self-protection techniques, as necessary

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Service Delivery Administration Standards - Administrative and Service Environment (ASE)

ASE 6.03

The organization is prepared to treat injuries and respond to medical emergencies by ensuring trained staff are available to administer treatments.

Note COA Interpretation: Organizations that maintain Naloxone or opioid antagonist kits to treat

opioid overdose cases:

Ensure staff trained in SAMHSA-approved protocols and procedures for reversing opioid drug crisis are available to administer these treatments and have appropriate training in place to get affected individuals to medical care immediately following overdose treatment to preempt the reoccurrence or worsening of symptoms

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Service Delivery Administration Standards - Administrative and Service Environment (ASE)

ASE 6.04

Personnel from all the organization's programs and administrative offices receive training on implementing the organization's emergency response plan.

Note COA Interpretation: It may be appropriate for some staff to receive "gatekeeper training" on how to recognize, interpret, and respond to signs of suicide risk, and/or Mental Health First Aid training for recognizing and responding to signs of a mental health crisis.

### Emergency response plan

Module Code	Module Name	Hours
REL-BHC-0-ASSR	Assessing and Screening for Suicide Risk	1.50
CPR/BLS/FIRST AID	CPR/BLS/First Aid Certification (Available For Purchase)	0.00
REL-CV-0-FSTB	Fire Safety	0.50
ORG EMERGENCY P&P	Organization-Specific Emergency Policies and Plans	0.00
REL-BHC-0-RRPC	Recognizing and Responding to a Person in Crisis	1.50
REL-BHC-0-SSDCS	Suicide Screening for Direct Care Staff	0.50

## Service Delivery Administration Standards - Behavior Support and Management (BSM)

BSM 3.00

Personnel who use restrictive behavior management interventions are trained and evaluated on an annual basis using a nationally recognized curriculum.

Proper and safe use of interventions, including when it is appropriate to use a restrictive intervention and time limits for use

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Understanding the experience of being placed in seclusion or a restraint, including the medical and therapeutic risks related to restrictive interventions and the resulting consequences of the misuse of restrictive interventions, including trauma and re-traumatization**

Module Code	Module Name	Hours
REL-BHC-0-BSRURS	Behavioral Supports to Reduce the Use of Restraint and Seclusion with Youth	1.00
REL-BHC-0-BSRURS	Behavioral Supports to Reduce the Use of Restraint and Seclusion with Youth	1.00
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-BHC-0-SSRRS	Strategies for Supervisors: Reducing Restraint and Seclusion	1.00

**Response techniques to prevent and reduce injury;  
Evaluating and assessing physical and mental status, including signs of physical distress, vital indicators, and nutrition, hydration, and hygiene needs**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Readiness to discontinue use of the intervention**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**When medical or other emergency personnel are needed**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Documentation and debriefing**

**Suggested, in addition to organizational training:**

Module Code	Module Name	Hours
REL-BHC-0-IRBH	Incident Reporting in Behavioral Health	0.50
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-IDD-0-WIR	Writing Incident Reports	1.00

## Service Delivery Administration Standards - Behavior Support and Management (BSM)

BSM 4.01

Personnel qualified through annual training and evaluation authorize each restrictive behavior management intervention in accordance with any applicable federal or state requirements.

### Annual restrictive behavioral management training

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Service Delivery Administration Standards - Program Administration (PRG)

PRG 4.04

Personnel are trained on, or demonstrate competency in:

### Use of equipment and software as appropriate to the position and the services provided

Module Code	Module Name	Hours
ORG POLICY/PROCEDURE	Organization-Specific Policies and Procedures	0.00

### Privacy and confidentiality issues specific to the service delivery model

Module Code	Module Name	Hours
REL-BHC-0-ELGTSD	Ethical and Legal Guidelines for Telehealth Service Delivery	1.25
REL-ALL-0-HDDSMEC	HIPAA: Do's and Don'ts of Social Media and Electronic Communication	0.50
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### Recognizing and responding to emergency or crisis situations from a remote location

Module Code	Module Name	Hours
REL-BHC-0-PHK	Crisis Management Approaches for Telehealth Services	1.00
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### Engaging and building rapport with service recipients when communicating electronically



Module Code	Module Name	Hours
REL-BHC-0-DCST	Conducting Clinical Assessments via Telehealth	1.00
REL-BHC-0-IPDT	Improving Practice in the Delivery of Telehealth	1.00
REL-BHC-0-PTC	Practicing Telehealth with Children	2.00

## Service Delivery Administration Standards - Program Administration (PRG): Personnel Training for Intellectual and Developmental Disabilities Services

PRG 6.01

Direct service personnel are trained on, or demonstrate competency in, the following topics as appropriate to the service and needs of persons served:

### Assisted dining techniques and good nutrition

Module Code	Module Name	Hours
REL-IDD-0-OSED	An Overview of Safe Eating and Drinking	0.75
REL-IDD-0-SHEE	Supporting Healthy Eating and Exercise	0.75

### Lifting and transfer techniques

Module Code	Module Name	Hours
REL-ALL-0-TRSA	Transferring Safely	0.25
REL-PAC-0-UMLS	Using Mechanical Lifts Safely	1.00

### Safe transportation techniques

Module Code	Module Name	Hours
REL-IDD-0-CT	Community Transportation	0.50
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### Health related supports

Module Code	Module Name	Hours
REL-IDD-0-CHPIPIDD	Common Health Problems and Interventions for Persons with IDD	0.50
REL-IDD-0-HNOPIIDD	Health Needs and Outcomes for People with IDD	0.50
REL-IDD-0-RHN	Healthcare Needs in IDD	0.75

## Use of assistive technology

Module Code	Module Name	Hours
REL-IDD-0-ATIDD	Assistive Technology in IDD	0.50
REL-IDD-0-MOC	Methods of Communication	0.50

## Teaching ADLs

Module Code	Module Name	Hours
REL-IDD-0-AB	Assisting with Bathing	0.25
REL-IDD-0-ANC	Assisting with Nail Care	0.25
REL-IDD-0-AS	Assisting with Shaving	0.25

## Service Delivery Administration Standards - Program Administration (PRG): Personnel Training for Intellectual and Developmental Disabilities Services

PRG 6.02

Direct service personnel are trained and evaluated on the restrictive interventions identified in the treatment plan prior to working with the individual and annually thereafter including:

### The parameters under which interventions may be used

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### The proper and safe use of chosen interventions

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### The potential for re-traumatization

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Service Delivery Administration Standards - Training and Supervision (TS)

TS 1.02

New personnel are oriented within the first three (3) months to the organization's mission, philosophy,

goals, and services.

**The organization's mission, philosophy, goals, and services**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Service Delivery Administration Standards - Training and Supervision (TS)**

TS 2.01

**All personnel who have regular contact with clients receive training on legal issues, including:**

**Mandatory reporting, pursuant to relevant professional standards and as required by law, and the identification of clinical indicators of suspected abuse and neglect, as applicable**

Module Code	Module Name	Hours
REL-BHC-0-IRCAN	Identifying and Responding to Child Abuse and Neglect	1.50
REL-IDD-0-OANIDD	Overview of Abuse and Neglect of Individuals with IDD	1.00
REL-BHC-0-PIRAN	Preventing, Identifying, and Responding to Abuse and Neglect	1.00

**Federal and state laws requiring disclosure of confidential information for law enforcement purposes, including compliance with a court order, warrant, or subpoena**

Module Code	Module Name	Hours
REL-ALL-0-HBAS	HIPAA: Basics	0.50
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Duty to warn, pursuant to relevant professional standards and as required by law**

Module Code	Module Name	Hours
REL-BHC-0-LESBHP	Legal and Ethical Standards For Behavioral Health Professionals	1.00

**The agency's policies and procedures on confidentiality and disclosure of service recipient information, and penalties for violation of these policies and procedures**

Module Code	Module Name	Hours
ORG POLICY/PROCEDURE	Organization-Specific Policies and Procedures	0.00

## Legal rights of service recipients

Module Code	Module Name	Hours
REL-IDD-0-RIIDD	Rights of Individuals with IDD	0.75
REL-BHC-0-PECP	Supporting Client Rights for Paraprofessionals in Behavioral Health	1.00

## Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.02

Personnel receive training on the following, as appropriate to their position and job responsibilities:

### Proper documentation techniques

Module Code	Module Name	Hours
REL-BHC-0-AIWP	An Introduction to Writing Progress Notes	1.00
REL-BHC-0-BED	Basics of Effective Documentation	1.00
REL-BHC-0-BPDTTP	Best Practices for Documenting the Treatment Planning Process	1.50
REL-IDD-0-GEDIDD	Guidelines for Effective Documentation in IDD	0.50

### The maintenance and security of records

Module Code	Module Name	Hours
REL-ALL-0-HDDSMC	HIPAA: Do's and Don'ts of Social Media and Electronic Communication	0.50
REL-ALL-0-HPRR	HIPAA: Privacy Rule	0.25
REL-ALL-0-HSECR	HIPAA: Security Rule	0.50

### The use of technology and information systems including refresher trainings when changes or updates are made

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.03

Direct service personnel receive training in:

## Communicating respectfully and effectively with service recipients

Module Code	Module Name	Hours
REL-BHC-0-CCMSP	Communication and Conflict Management for Children's Services Paraprofessionals	1.00
REL-IDD-0-CCMS	Communication and Conflict Management Skills	0.75
REL-IDD-0-CWF	Communication with Families	0.50
REL-BHC-0-WCSFFP	Ways to Communicate and Support Families for Paraprofessionals	0.75

## Engaging service recipients, including building trust, establishing rapport, and developing a professional relationship

Module Code	Module Name	Hours
REL-BHC-0-BRBHP	Boundary Risks for Behavioral Health Paraprofessionals	0.75
REL-BHC-0-BAHTR	Building a Healthy Therapeutic Relationship	1.25
REL-ALL-0-MPBOUND	Maintaining Professional Boundaries	0.50

## Understanding the science of trauma and the impact of trauma on individuals, families, and personnel

Module Code	Module Name	Hours
REL-BHC-0-AOTDAP	An Overview of Trauma Disorders in Adults for Paraprofessionals	1.00
REL-BHC-0-IPPT	Impact of Psychological and Physical Trauma	1.50
REL-BHC-0-OHBHDIT	Overview of How Behavioral Health Disorders are Impacted by Trauma	1.50
REL-BHC-0-ITSU	The Influence of Trauma on Substance Use	1.50
REL-HHS-0-OTSRD-V2	Traumatic Stress Disorders in Children and Adolescents	2.00

## Trauma-informed care, including screening, assessment, and service delivery practices

Module Code	Module Name	Hours
REL-BHC-0-AITIC	An Introduction to Trauma-Informed Care	1.50
REL-BHC-0-AOTICNCS	An Overview of Trauma-Informed Care for Non-Clinical Staff	1.00
REL-BHC-0-TICDCPSS	Trauma-Informed Care Delivery for Clinicians and Peer Support Specialists	1.25

## Service Delivery Administration Standards - Training and Supervision (TS)

**Training for direct service personnel addresses differences within the organization's service population, as appropriate to the type of service being provided, including:**

**Interventions that address cultural and socioeconomic factors in service delivery**

Module Code	Module Name	Hours
REL-BHC-0-DEIAIMC	DEI: An Introduction to Multicultural Care	1.00
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-BHC-0-SUTRPMP	Substance Use Treatment and Relapse Prevention for Marginalized Populations	1.00

**The role cultural identity plays in motivating human behavior**

Module Code	Module Name	Hours
REL-BHC-0-AMAROP	A Multicultural Approach to Recovery-Oriented Practice	1.00
REL-PAC-0-CDOA	Cultural Diversity and the Older Adult	1.25
REL-BHC-0-UMCBP	Understanding and Minimizing Cultural Bias for Paraprofessionals	1.00

**Procedures for working with non-English speaking persons or individuals with communication impairments**

Module Code	Module Name	Hours
REL-IDD-0-MOC	Methods of Communication	0.50
ORG POLICY/PROCEDURE	Organization-Specific Policies and Procedures	0.00

**Understanding explicit and implicit bias and discrimination**

Module Code	Module Name	Hours
REL-ALL-0-IBHC	Implicit Bias in Healthcare	1.50
REL-ALL-HCPRO-IUBSHI	Interrupting Unconscious Bias for Supervisors in the Healthcare Industry	0.75
REL-BHC-0-UMCBP	Understanding and Minimizing Cultural Bias for Paraprofessionals	1.00

**Recognizing individuals and families with special needs**

Module Code	Module Name	Hours
REL-BHC-0-BPSIER	Best Practices for Supporting Individuals In Early	1.50

	Recovery	
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
REL-IDD-0-DAD	Diversity and Disability	0.50
REL-BHC-0-MBHNTAY	Meeting the Behavioral Health Needs of Transition Age Youth	1.00
REL-IDD-0-SIIDDCOD	Supporting People with IDD and Mental Health Conditions	1.00

**The needs of individuals and families in crisis, including recognizing and responding to a mental health crisis**

Module Code	Module Name	Hours
REL-BHC-0-CMBP	Crisis Management Basics for Paraprofessionals	1.00
REL-BHC-0-EFMCP	Engaging Family Members in Crisis Planning	1.00
REL-BHC-0-RRPC	Recognizing and Responding to a Person in Crisis	1.50

**The needs of victims of violence, abuse, or neglect and their family members**

Module Code	Module Name	Hours
REL-ALL-0-DVEOC	Domestic Violence Effects on Children	1.00
REL-BHC-0-IAADA	Identifying and Addressing Older and Dependent Adult Abuse	1.25
REL-BHC-0-IRCAN	Identifying and Responding to Child Abuse and Neglect	1.50
REL-BHC-0-IRIPV	Identifying and Responding to Intimate Partner Violence	1.50
REL-BHC-0-WCAEVD	Working with Children and Adolescents Exposed to Violence and Disasters	1.00

**Basic health and medical needs of the service population**

Module Code	Module Name	Hours
REL-BHC-0-ADOBHP	About Diabetes: Overview for Behavioral Health Professionals	1.00
REL-BHC-0-AOOIMHD	Addressing Overweight & Obesity in Individuals with Mental Health Disorders	1.25
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
REL-BHC-0-OIDC	Communicable Diseases in Children	0.50
REL-BHC-0-MRCDBHC	Mitigating Risk for Cardiovascular Disease Among Behavioral Health Clients	1.75
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

## Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.05

Direct service personnel are trained on, or demonstrate competency in, providing inclusive care to individuals with intellectual and developmental disabilities including:

### Communication techniques

Module Code	Module Name	Hours
REL-IDD-0-CCMS	Communication and Conflict Management Skills	0.75
REL-IDD-0-MOC	Methods of Communication	0.50

### De-escalation techniques for individuals with intellectual and developmental disabilities

Module Code	Module Name	Hours
REL-IDD-0-CCMS	Communication and Conflict Management Skills	0.75
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### Implementing the principles of self-determination and inclusion

Module Code	Module Name	Hours
REL-IDD-0-BRCPIDD	Building Relationships and Community for People with IDD	0.75
REL-IDD-0-CMPWIDD	Choice Making for People with IDD	0.75
REL-IDD-0-SQL	Supporting Quality of Life for Individuals with IDD	1.00

## Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.06

Direct service personnel demonstrate competence in, or receive training on how to:

### Identify and access needed community resources

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### Collaborate with other service providers

Module Code	Module Name	Hours
REL-BHC-0-HCSMICEPCP	Helping Clients with SMI Communicate Effectively with	1.00



	Primary Care Providers	
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

### Access financial assistance, including public assistance and government subsidies

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-IDD-0-QAC3	Overview of Medicaid and Medicare	1.00

### Empower service recipients and their families to advocate on their own behalf

Module Code	Module Name	Hours
REL-BHC-0-SARPMHD	Self-Advocacy and Recovery for Persons with Mental Health Disorders	1.75
REL-IDD-0-FSPS	Supporting Self-Advocacy in Employment	0.50
REL-IDD-0-TSAS	Supporting Self-Advocacy Skills	0.50

## Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.07

Personnel receive training, as appropriate to the position or job category, that includes:

### Implementing practices that promote positive behavior

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-BHC-0-PBSCP	Positive Behavior Support for Children for Paraprofessionals	1.00
REL-IDD-0-IBC1	Positive Behavior Support Planning: Part 1	2.00
REL-IDD-0-IBC2	Positive Behavior Support Planning: Part 2	2.25
REL-IDD-AAIDD-PPBSP10	Principles of Positive Behavior Support Pt.1: Overview	0.75

### Recognizing psychosocial issues, mental conditions, and challenging behaviors that are a threat to self or others and knowing when to seek assistance

Module Code	Module Name	Hours
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00

**Understanding how the physical environment, and other factors, can lead to a crisis**

Module Code	Module Name	Hours
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Understanding the impact of personnel behaviors and responses on the behavior of service recipients**

Module Code	Module Name	Hours
REL-BHC-0-BAHTR	Building a Healthy Therapeutic Relationship	1.25
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Service Delivery Administration Standards - Training and Supervision (TS)**

TS 2.08

**Direct service staff receive training on methods for de-escalating volatile situations including:**

**Listening and communication techniques, such as negotiation, centering strengths, and mediation**

Module Code	Module Name	Hours
REL-ALL-0-COMME	Communicating Effectively	0.25
REL-BHC-0-CCMSP	Communication and Conflict Management for Children's Services Paraprofessionals	1.00
REL-ALL-0-CR	Conflict Resolution	0.50
REL-BHC-0-WCSFFP	Ways to Communicate and Support Families for Paraprofessionals	0.75

**Involving the person in regaining control and encouraging self-calming behaviors;**

**Separation of individuals involved in an altercation;**

**Offering a voluntary escort to guide the person to a safe location;**

**Voluntary withdrawal from the group or milieu to allow the person to calm down**

Module Code	Module Name	Hours
REL-ACCRED1	Choose Appropriate Courses from Relias Learning Libraries	0.00
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00

**Other non-restrictive ways of de-escalating and reducing episodes of aggressive and out-of-control behavior**

<b>Module Code</b>	<b>Module Name</b>	<b>Hours</b>
REL-BHC-0-BSRURS	Behavioral Supports to Reduce the Use of Restraint and Seclusion with Youth	1.00
ORG CUSTOMIZED TRAINING	Organization Customized Training	0.00
REL-BHC-0-PDHS	Preventing and De-escalating Crisis Situations	1.25
REL-BHC-0-RRPC	Recognizing and Responding to a Person in Crisis	1.50