

Council on Accreditation Standards - Service Standards P to Z - May 1, 2024 - May 31, 2025 - COA Crosswalk 4 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/>

Service Standards - Pregnancy Support Services (PS)

PS 2.03

All direct service personnel are trained on, or demonstrate competency in:

**Empowering and supporting individuals who are pregnant
Engaging and supporting the family members and significant others of persons served,
including birth fathers**

**helping individuals develop knowledge and skills that support maternal health, healthy
births, appropriate caregiving, and/or positive personal development, as appropriate to
the services provided**

Linking individuals to, and collaborating with, healthcare providers

Service Standards - Pregnancy Support Services (PS)

PS 2.04

All direct service personnel providing education services in a group setting are trained on, or

demonstrate competency in:

Establishing a supportive, nonjudgmental environment that promotes respectful interactions

Engaging and motivating group members

Understanding group dynamics

Leading discussions

Facilitating group activities

Additional modules may be available in select Relias libraries

Promoting respectful interactions

Service Standards - Psychiatric Rehabilitation Services (PSR)

PSR 2.03

Direct service personnel are trained on, or demonstrate competency in:

Psychosocial rehabilitation

Substance use conditions

Special populations, including individuals who identify as lesbian, gay, bisexual, transgender, or gender non-conforming

Vocational issues

Crisis intervention

The characteristics and treatment of mental illness

Recognizing the early signs of decompensation and risk factors that increase

vulnerability to relapse

Service Standards - Respite Care (RC)

RC 2.02

Respite care providers are trained or demonstrate competency on the following, as appropriate to the services provided:

Assessing the need for additional services

Identification of changes in functioning

Identification of medical needs or problems

Use of adaptive equipment, such as braces and wheelchairs

Providing personal care, including lifting techniques

Additional/alternative modules may be available in select Relias libraries

Promoting positive behavior and implementing appropriate behavior support techniques

Determining if a crisis situation is imminent and intervene using appropriate resources

Providing safe, non-discriminatory, and supportive care to an individual of a different race, ethnicity, culture, religion, sexual orientation, or gender identity

Any other specialized care needs specific to persons served

Service Standards - Respite Care (RC)

RC 2.04

There is at least one person on duty in each respite setting whenever care is being provided that has received first aid and age-appropriate CPR training in the previous two (2) years that included an in-person, hands-on CPR skills assessment conducted by a certified CPR instructor.

CPR (Relias does not offer hands-on training)

Service Standards - Refugee Resettlement Services (RRS)

RRS 2.02

Supervisors are trained on, or demonstrate competency in, understanding and overcoming issues that interfere with developing a professional relationship with service recipients and other barriers to service provision for refugees.

Issues that interfere with developing a professional relationship with service recipients and other barriers

Service Standards - Refugee Resettlement Services (RRS)

RRS 2.03

Direct service personnel are trained on, or demonstrate competency in:

Understanding salient factors in the resettlement process

Recognizing conflicts inherent to acculturation

Service Standards - Refugee Resettlement Services (RRS)

RRS 2.04

Personnel working in any part of a service delivery system that offers services to refugee children are trained on, or demonstrate competency in:

**Recognizing obstacles to service delivery based on differences with service recipients;
Working within the cultural practices and expectations of the child's and family's society of origin**

Learning about unique difficulties encountered in a child's and family's migration experience

Recognizing parents' customary sources of support, the loss of such support, and any reservations about involvement with public agencies and service providers

Incorporating approaches that have proven successful in programs serving separated refugee minor children

Service Standards - Residential Treatment Services (RTX)

RTX 2.07

There is at least one person on duty at each program site any time the program is in operation that has received first aid and age-appropriate CPR training in the previous two (2) years that included an in-person, hands-on CPR skills assessment conducted by a certified CPR instructor.

CPR (Relias does not offer hands-on training)

Service Standards - Residential Treatment Services (RTX)

RTX 2.08

All direct service personnel are trained on, or demonstrate competency in:

The principles and practices of person-centered care

Implementing a range of practices that promote a supportive and noncoercive environment and prevent the need for restrictive interventions

Assessing needs in crisis situations

Understanding needs related to age, gender identity, race, substance use and mental health disorders, developmental disabilities, and/or other needs typically presented by the service population

Skills and strategies for engaging, partnering with, and supporting family members

Understanding the definitions of human trafficking (both labor and sex trafficking) and sexual exploitation, and identifying potential victims

Procedures for responding to individuals who run away

Service Standards - Shelter Services (SH)

PA-SH 2.04

All direct service personnel are trained on, or demonstrate competency in:

Understanding homelessness, including the causes and effects of homelessness, overrepresented and vulnerable populations, impact of homelessness on child development, barriers to exiting homelessness, and service needs

Understanding stigma and labeling

Recognizing and responding to signs of suicide risk

Service Standards - Shelter Services (SH)

PA-SH 2.05

All direct service personnel are trained on, or demonstrate competency in, understanding the special service needs of service recipients, including, as appropriate:

Individuals coping with substance abuse and/or mental health issues, including dual diagnosis

Individuals coping with trauma, including how to recognize trauma and appropriate interventions to address the acute needs of trauma victims

Individuals with HIV/AIDS

Individuals who identify as lesbian, gay, bisexual, transgender, or gender non-conforming

Individuals and families who have been victims of violence, abuse, or neglect

Individuals who may be victims of human trafficking or sexual exploitation, including how to identify potential victims

Pregnant and parenting mothers and/or fathers with young children

Runaway and homeless children and youth

Persons with current or past criminal justice system involvement

Persons with current or past child welfare system involvement

Persons with developmental disabilities

Older adults

Service Standards - Shelter Services (SH)

PA-SH 2.06

Case managers and other relevant staff are trained on, or demonstrate competency in:

Basic counseling skills

Conducting safety assessments, when service recipients are victims of human trafficking, sexual exploitation, or domestic violence

Conducting assessments using standardized instruments

**Local housing resources;
Conducting housing searches;
Landlord engagement**

Issues related to individuals involved in multiple systems

Reconnecting runaway and homeless youth to their families

Service Standards - Shelter Services (SH)

PA-SH 2.07

There is at least one person on duty at each program site any time the program is in operation that has received first aid and age-appropriate CPR training in the previous two (2) years that included an in-person, hands-on CPR skills assessment conducted by a certified CPR instructor.

CPR (Relias does not offer hands-on training)

Service Standards - Supervised Visitation and Exchange Services (SVE)

SVE 2.01

All personnel supervising visits or exchanges are trained on, or demonstrate competency in:

Understanding and monitoring cases involving child abuse and neglect, including sexual abuse

Understanding and monitoring cases involving domestic violence

Understanding and monitoring cases involving mental health issues and/or substance use conditions

Understanding what children of different ages and developmental stages may need during supervised contact, and how they may respond to services

Understanding positive parenting skills and behaviors

Understanding how separation and divorce may affect the way children and parents respond during supervised visitation

Understanding the grief and loss associated with the removal of a child from the home

Understanding the social service systems with which families are likely to come into contact, including child welfare, law enforcement, and the courts

Understanding relevant laws and regulations, including those related to visitation and exchange, child protection, family violence, and custody

Appropriately documenting visits and exchanges

Service Standards - Supervised Visitation and Exchange Services (SVE)

SVE 2.02

Personnel providing off-site supervision are experienced in providing supervised contact and are trained on, or demonstrate competency in, managing the risks associated with off-site supervision, including:

Use of bathrooms by both service recipients and personnel;

Seating arrangements;
Dealing with intervening persons

Recognizing when a person may be in an agitated state or present a danger

Accessing emergency assistance

Transporting service recipients, when applicable

Service Standards - Supervised Visitation and Exchange Services (SVE)

SVE 2.03

Personnel providing therapeutic supervised visitation are trained on, or demonstrate competency in:

Implementing evidence based practices and understanding other relevant emerging bodies of knowledge

Establishing a strong bond with service recipients

Understanding child development and individual and family functioning

Mobilizing individual and family strengths

Recognizing and working with individuals with co-occurring health, mental health, and substance use conditions

Understanding psychosocial and ecological or person-in-environment perspectives

Determining when to involve a psychiatrist

Service Standards - Supervised Visitation and Exchange Services (SVE)

SVE 2.05

Personnel managing the supervised visitation and exchange program are trained on, or demonstrate competency in:

Receiving referrals and conducting intake and orientation;
Establishing conditions for service participation and fees for service;
Setting up physical space to promote safety;
Managing and reviewing cases;
Suspending or terminating services;
Collaborating with the court and other referring agencies; and
Testifying in court

Service Standards - Supervised Visitation and Exchange Services (SVE)

SVE 2.08

Within 12 months of hire personnel are trained according to the following requirements:

**24 hours for personnel who supervise visits;
16 hours for personnel who only supervise exchanges;
40 hours for personnel who supervise off-site visits or exchanges; and
40 hours for personnel who manage the program.**

Personnel training based on job responsibilities

Service Standards - Supervised Visitation and Exchange Services (SVE)

SVE 8.05

The organization ensures staff are trained on therapeutic interventions prior to coming in contact with the service population

Suggested therapeutic interventions:

Service Standards - Unaccompanied Children Services (UC)

UC 2.06

Supervisors are trained on, or demonstrate competency in:

Addressing and reducing stress, anxiety, secondary traumatic stress, and vicarious trauma

Creating an atmosphere of problem-solving and learning

Providing flexibility

Offering constructive ways to approach difficult situations with children and their sponsors

Facilitating regular feedback, growth opportunities, and a structure for ongoing communication and collaboration

Service Standards - Unaccompanied Children Services (UC)

UC 2.07

Direct service personnel receive ongoing training and education on:

Physical, behavioral, and emotional signs of sexual abuse and methods of preventing and responding to such occurrences

Existing resources for unaccompanied children and accessing services

Applicable laws and regulations pertaining to the care of unaccompanied children, including:

- (1) The Flores Settlement Agreement**
- (2) The Trafficking Victims Protection Reauthorization (TVPRA) of 2008**
- (3) The Prison Rape Elimination Act (PREA) of 2003**
- (4) The Violence Against Women Reauthorization Act of 2013**

Service Standards - Unaccompanied Children Services (UC)

UC 10.07

There is at least one person on duty at each program site any time the program is in operation that has received first aid and age-appropriate CPR training in the previous two (2) years that included an in-person, hands-on CPR skills assessment conducted by a certified CPR instructor.

CPR (Relias does not offer hands-on training)

Service Standards - Vocational Rehabilitation Services (VOC)

VOC 1.02

Program personnel have the competency and support needed to provide services and meet the needs of persons served.

Competency can be demonstrated through education, training, or experience. Support can be provided through supervision or other learning activities to improve understanding or skill development in specific areas.

Suggested options, as applicable:

Additional/alternative modules may be found in select Relias libraries

Service Standards - Workforce Development and Support Services (WDS)

PA-WDS 2.02

All direct service personnel are trained on, or demonstrate competency in:

Identifying support networks of family, friends, and community resources

Screening topics relevant to the identified service population

Adult learning principles and the diversity of workforce development approaches

Working with youth to explore career opportunities, when applicable

Common barriers to employment

Service Standards - Workforce Development and Support Services (WDS)

PA-WDS 2.03

Direct service personnel who provide financial asset-building services are trained on, or demonstrate competency in:

Counseling individuals on any local or state asset limitation regulations and their implications for continued receipt of public assistance

Identifying local programs that provide assistance and incentives for financial asset building

Overcoming obstacles to asset building for immigrants, refugees, and migrant or seasonal workers, including predatory lending

Service Standards - Wilderness and Adventure-Based Therapeutic Outdoor Services (WT)

WT 2.04

Individuals who assume responsibility for supervision of youth in the field are trained on, or

demonstrate competency in:

Navigating and operating in a given terrain

Using materials and equipment employed in the field

Interpreting and responding to changes in weather and environmental conditions

Improvising solutions to unanticipated problems and emergencies in the field such as environmental hazards, harmful plants or animals, and extreme weather conditions

Conducting medical evacuation, when applicable

Service Standards - Wilderness and Adventure-Based Therapeutic Outdoor Services (WT)

WT 2.05

Group leaders and direct service personnel are trained on, or demonstrate competency in:

Providing an appropriate environment for youth to carry out their role in the overall service program

Guiding youth in their development and their ability to use service resources

Engaging in therapeutic interactions with youth

Teaching experientially and serving as effective role models

Communicating effectively with youth and personnel

Facilitating the transfer of learning and developing insight through the therapeutic outdoor experience

Promoting Environmental Stewardship and respect for the cultural significance of the land and traditions of local indigenous people whose land the program operates on

Service Standards - Wilderness and Adventure-Based Therapeutic Outdoor Services (WT)

WT 2.06

Direct service personnel are trained on, or demonstrate competency in:

Adolescent growth and development

Behavioral and emotional needs typical of the service population including risks associated with suicide, eating disorders, self-harm, and impulsivity;

Substance Use

Behavior dynamics and needs of youth who have experienced abuse or neglect

How to identify youth at risk of being sexually victimized

How to manage acting out behavior of a sexual nature

Service Standards - Wilderness and Adventure-Based Therapeutic Outdoor Services (WT)

WT 2.07

Individuals responsible for on-site program coordination and supervision of personnel are trained on, or demonstrate competency in:

Knowledge of adolescent development

Technical competence and safety skills

Problem-solving and leadership skills, sound judgment, and capabilities in interpersonal communication and group facilitation

Skills in the use of outdoor experiences for therapeutic purposes

Service Standards - Wilderness and Adventure-Based Therapeutic Outdoor Services (WT)

WT 2.09

Personnel complete:

Forty (40) hours of orientation and experiential or classroom training and demonstrate competency in all skill sets before assuming primary responsibility for a group

Forty (40) hours a year of ongoing clinical and therapeutic outdoor training

Additional training to address specific types of activities and to maintain certification in specific areas, as appropriate to individual responsibilities

Service Standards - Wilderness and Adventure-Based Therapeutic Outdoor Services (WT)

WT 2.10

Personnel must receive training at least every two (2) years in first aid and age-appropriate CPR that includes an in-person, hands-on CPR skills assessment conducted by a certified CPR instructor before assuming primary responsibility for a group.

CPR (Relias does not offer hands-on training)

Service Standards - Wilderness and Adventure-Based Therapeutic Outdoor Services (WT)

WT 14.05

As applicable to the activity being conducted, the organization maintains clear guidelines and trains personnel and youth on safely building and extinguishing fires.

Safely building and extinguishing fires

Service Standards - Wilderness and Adventure-Based Therapeutic Outdoor Services (WT)

WT 14.06

Ropes courses, alpine or climbing towers, and artificial wall climbing activities meet the following requirements:

Personnel have been trained by recognized experts in the field and have:

A working knowledge of ropes course and climbing equipment elements, technology, construction, usage, and inspection

Service Standards - Ways to Work (WtW)

WtW 2

All direct service personnel have the support needed to provide services that meet the needs of the target population and are trained on, or demonstrate competency in:

Basic budgeting

Interpreting credit reports

Understanding the loan approval process

Collecting accounts

Service Standards - Youth Independent Living Services (YIL)

PA-YIL 2.03

All direct service personnel are trained on, or demonstrate competency in:

Positive youth development

Normative youth development and the effects of early trauma, educational gaps and delays, and abuse and neglect on youth development

Public assistance programs, eligibility requirements, and benefits

Local housing resources

The community service delivery system

Service Standards - Youth Psychosocial Services (YPS)

PA-YPS 2.05

Direct service personnel are trained on, or demonstrate competency in:

Partnering and engaging with families

The use, management, and side effects of psychotropic medications

Youth psychiatric rehabilitation process and evidence based practices

The needs of youth who identify as lesbian, gay, bisexual, transgender, or gender non-conforming

The characteristics and treatment of emotional or behavioral problems of youth

Recovery and recognizing the risk factors that increase vulnerability to relapse