



Human Service Credential in Mental Health

A Providers' Council Program

Course Overview:

- [Module 01: Introduction to Human Services and Professionalism](#)
- [Module 02: Introduction to Mental Health Services](#)
- [Module 03: Individual Empowerment](#)
- [Module 04: Communication](#)
- [Module 05: Assessment](#)
- [Module 06: Community Supports and Service Networking](#)
- [Module 07: Supporting Rehabilitation and Recovery Skills Development](#)
- [Module 08: Assessment](#)
- [Module 09: Vocational, Educational and Career Support](#)
- [Module 10: Crisis Intervention and Emergency Services](#)
- [Module 11: Documentation](#)
- [Module 12: Health and Safety](#)

Module 01: Introduction to Human Services and Professionalism

This course is a part of the Human Services Credential in Mental Health offered by the Providers' Council. Learners who successfully complete all 12 course modules are eligible to receive the credential.

The purpose of this module is to introduce human services and materials on professionalism and professional boundaries.

After completing this module, you should be able to:

1. Demonstrate a thorough understanding of the field of human services, the mission and practices of your organization and the standards for professionalism in the workplace.
2. Define the role of the Direct Support Professional including professional boundaries and an appreciation for differences and diversity.



Module 02: Introduction to Mental Health Services

The purpose of this module is to provide an introduction to mental health services. The module concludes with a discussion of cultural responsiveness and diversity.

After completing this module, you should be able to:

1. Recognize different types of mental illnesses within the field of human services.
2. Recognize different types of psychiatric rehabilitation and recovery-oriented services and models.
3. Identify the core skills that assist the person served with their recovery.

Module 03: Individual Empowerment

The purpose of this module is to teach you the importance of promoting the rights and responsibilities of individuals and empowering them to make personal choices. This module will include strategies and resources for supporting individuals in their relationships with others and creating opportunities to express themselves in a safe and appropriate manner.

After completing this module, you should be able to:

1. Demonstrate respect for each individual and support for individual choice.
2. Demonstrate the ability to assess, teach, and support the individual to make choices.
3. Understand and support an individual's rights and responsibilities.
4. Use strategies that support client choice and help clients lead self-determining lives.
5. Recognize the benefits of participant empowerment and client choice as they relate to your direct support role.



Module 04: Communication

The purpose of this module is to learn about communication skills as well as the importance of good communication in professionalism.

After completing this module, you should be able to:

1. Identify effective listening and verbal communication strategies at all levels of the organization.
2. Describe how speech and language disorders affect communication.
3. Define internal, external, and distance communications and the role of professionalism in each.
4. Describe the importance of confidentiality and how to maintain confidentiality in all communications.
5. Communicate respectfully with and about individuals you support. Explain why assessments are important and how data is collected.

Module 05: Assessments

Assessments provide us with information that will help us determine the supports and services necessary to help individuals in their rehabilitation and recovery. This module introduces you to the different types of assessments that are done, and how they relate to the process of recovery.

After completing this module, you should be able to:

1. Define assessment as a tool that allows the Direct Support Professional to respond to the needs, desires, and interests of all clients (and their families).
2. Describe the purpose of assessments.
3. List the different types of assessments and the information gathered in each.
4. Describe how to record examples of behavior in an objective manner.
5. Understand mental health diagnoses, labeling, and stigma related to assessment.



Module 06: Community Supports and Service Networking

The purpose of this module is to help to familiarize you with the community supports and resources that are available to clients, and to understand more of the successes and challenges clients face in the community.

After completing this module, you should be able to:

1. Describe ways for locating and promoting formal and informal resources available in the community.
2. List steps for assisting individuals in identifying and gaining access to these community resources.
3. Support individuals in establishing and maintaining relationships with family and friends.
4. Support individuals to develop new relationships in the community to promote “natural” supports and decrease reliance on professional relationships.
5. Describe ways for researching, developing, and maintaining information on resources that meet individuals’ community support needs, including leisure and recreation. Describe and apply teaching methods that will support skill development.

Module 07: Supporting Rehabilitation and Recovery Skills Development

The purpose of this module is to demonstrate the importance of skill development and demonstrate your role in teaching individuals new skills that will help them realize their full potential and lead to a more independent life that can be challenging and satisfying. The module describes strategies and tools that you can use to assist you in this important task.

After completing this module, you should be able to:

1. Identify a variety of teaching methods and strategies for helping clients design learning plans that improve the quality of life and ability to function more safely and independently in society.
2. Describe and demonstrate positive feedback and reinforcement procedures.
3. Describe planning and demonstrate how to follow a plan for successful teaching.
4. Demonstrate how to assess what motivates behavior and use positive behavioral support.
5. Define goal setting methods and interventions for “change” related to skills development.



Module 08: Advocacy

The purpose of this module is to help you explore ways to work with the individual to gather information related to a situation that may require advocacy. You will also become aware of human rights, legal and other issues that affect all of us, including people using mental health programs. We will also review some advocacy strategies available to you and to clients.

After completing this module, you should be able to:

1. Describe the diverse challenges facing clients (e.g., human rights, legal, administrative, financial) and effective advocacy strategies to overcome these challenges.
2. Identify advocacy issues by gathering information, reviewing and analyzing all aspects of the problem.
3. Recognize current laws, services and community resources to assist and educate individuals to secure needed supports.
4. Facilitate, assist and/or represent the individual when there are barriers to their service needs and inform and influence decision makers when appropriate to overcome barriers to services.
5. Interact with and educate community members and organizations (e.g., employers, landlords, civic organizations) when relevant to participant's needs or services.

Module 09: Vocational, Educational and Career Support

The purpose of this module is to learn how to apply teaching techniques to community participation, career and vocational growth and other educational tasks that will enhance a person's community participation, risk-taking and increased choice making.

After completing this module, you should be able to:

1. Demonstrate an understanding of the role of career pursuits in recovery.
2. Support individuals as they plan career steps and translate their dreams into career goals and objectives.
3. Demonstrate the ability to assist the individual to navigate the system of social security work incentives and rent subsidies so that the individual can successfully build a career.
4. Describe how to assist an individual making career and work choices.



5. Recognize the central nature of career goals in recovery and know how to mobilize the resources necessary to assist the individual to reach his or her goal.

Module 10: Crisis Intervention and Emergency Services

The purpose of this module to introduce you to the skills and knowledge needed to ensure safety and well-being for the individuals you support, your colleagues and yourself. Potential crisis situations are identified. This training does not endorse any specific physical interventions.

After completing this module, you should be able to:

1. Describe crisis prevention, intervention, and resolution techniques and match these techniques to particular circumstances and individuals.
2. Define “crisis” and recognize the events or conditions that often come before an individual’s crisis in order to prevent the crisis or keep it from getting worse.
3. List the steps for intervening in a crisis to manage both physical and social actions to promote safety of the individual, others, and the environment.
4. Describe how to secure appropriate backup support and assistance through the resources of your agency, service system, and community.
5. Document and report crisis in the appropriate manner.

Module 11: Documentation

The purpose of this module is to define the process of and reasons for recording information in a defined format about supported individuals that helps communicate important information to others. The module also covers confidentiality, HIPAA, CFR-42 and stigma in documentation.

After completing this module, you should be able to:

1. Demonstrate an understanding of the regulations related to mandated documentation.
2. Demonstrate an understanding of the purposes of documentation and how and when to present information objectively and concisely.
3. Demonstrate knowledge of the variety of paper and electronic forms used for documentation for individuals with mental illness.
4. Demonstrate knowledge of and sensitivity to the negative effects of language in documentation and how to reduce stigma and discrimination in written materials.



5. Demonstrate knowledge about the requirements for documentation in your organization and be able to execute these requirements efficiently.

Module 12: Health and Safety

This purpose of this module on health and safety is to introduce the basic concepts of nutrition, healthy life styles, symptoms and signs of illness, medication issues, responding to environmental emergencies, and safety issues and practices.

After completing this module, you should be able to:

1. Describe the basic concepts of nutrition, dietary needs, and medication management.
2. Identify symptoms and signs of illness and risk behaviors.
3. Identify the steps for promoting client safety and responding to environmental emergencies.
4. Describe basic good health practices that promote healthy lifestyles.
5. Describe the importance of infection control and the role of standard precautions.