Training, Supports, and Consultation Catalog

Behavior Support Trainers
Residential Policy Unit
Home and Community Services

DSHS
WASHINGTON STATE
Department of Social and Health Services

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Overview

Home and Community Services (HCS) provides training and education in mental health awareness, behavioral and service assessment, crisis intervention, and professional self-care and ethics, with courses grounded in building cultural competency to better support diversity, equity, and inclusion.

Our primary audience includes staff and providers across CSS/ESF settings, internal DSHS staff, caregivers, and community partners interested in mental health awareness and behavior support. Registration through Learning Center/LMS or CareLearn is required to receive free Continuing Education (CE) credit and a certificate, participants must have an account in the appropriate system. DSHS staff will receive certificates through Learning Center/LMS, and community providers will receive certificates through CareLearn once attendance and completion are verified.

Core Trainings

Behavior Modification: Behavior Supports for Providers

The training course provides an overview and introduction to behavior modification for individuals living with severe mental illness. The training will introduce participants to methods of observing human behavior, suggestions for modifying problematic behaviors, and best practices for documenting behaviors. Participants will learn how to assess behavior, identify person-centered interventions, and new techniques for documentation and tracking.

Time: ***2 Hours***

CEUs: ***2.0 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Beyond Surviving: Reclaiming Identity through Mental Health Recovery

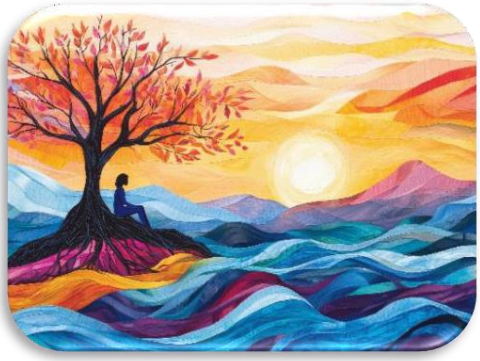
The training course provides an overview and introduction to behavior modification for individuals living with severe mental illness. The training will introduce participants to methods of observing human behavior, suggestions for modifying problematic behaviors, and best practices for documenting behaviors. Participants will learn how to assess behavior, identify person-centered interventions, and new techniques for documentation and tracking.

Time: ***1 Hours***

CEUs: ***1.0 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***



Care Training for Providers: Navigating the CARE Assessment

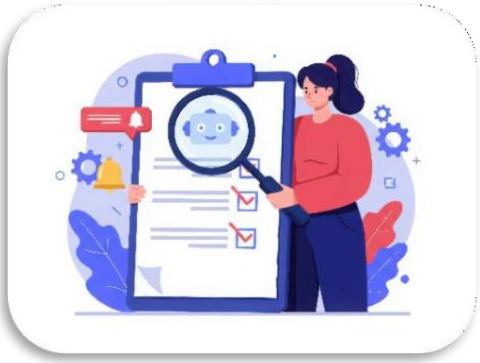
The training course is intended to assist care providers in further developing skills and tools to create person-centered support plans that focus on supporting individuals with complex mental health requirements. The training enables providers to identify and gather necessary client information to help the client during the transition process to stabilize and maintain a successful placement while promoting recovery and stability.

Time: ***3 Hours***

CEUs: ***3.0 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***



Cultivating Behavioral Interventions for Mental Health Disorders

The training course focuses on an introduction to creating behavioral interventions for individuals who are living with sever e mental illness. The training explores the behavioral assessment, components of documenting behaviors associated with mental illness, and how to utilize behavioral assessments to create behavioral interventions to optimize individuals' well-being both in and out of long-term care facilities. The training includes case studies and practical training methods.

Time: ***1.5 Hours***

CEUs: ***1.5 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Cultural Competency and Diversity in Residential Care

This training helps providers and staff build more respectful, inclusive, and person-centered care through cultural humility, bias awareness, and practical communication skills. Participants learn how to ask rather than assume, use language-access resources appropriately, and translate diversity awareness into better documentation, planning, and day-to-day interactions.

Time: ***1 Hour***

CEUs: ***1 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Dementia-Specific Behavioral Interventions

This training teaches attendees how to respond to dementia-related distress behaviors using person-centered, non-pharmacological, and least-restrictive strategies. Participants learn how to identify triggers, adapt communication, reduce distress during Activities of Daily Living, and document what actually works, so the response becomes more consistent, safer, and less reactive.

Time: ***1 Hour***

CEUs: ***1 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Emotionally Intelligent Care: Enhancing Resilience with Trauma-Informed Practices

This training course introduces trauma-informed care and the concepts of emotional resilience and emotional intelligence within caregiving settings. The training explores recognizing trauma, enhancing resilience, utilizing emotional intelligence skills to manage stress and interactions, and effectively responding to trauma-related behaviors to optimize the well-being of both caregivers and clients in long-term care environments. The training includes case studies, interactive discussions, and practical activities.

Time: ***2.5 Hours***

CEUs: ***2.5 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Mental Health Disorders: Foundations of Signs, Symptoms, and Interventions

This training introduces the core foundations of mental health conditions and their impact in long-term care settings. We'll focus on anxiety and mood disorders (like depression and bipolar disorder), and explore how they affect behavior, communication, and daily functioning. The goal is to reduce stigma through accurate terminology and provide practical, person-centered interventions.

Time: ***1.5 Hours***

CEUs: ***1.5 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Mental Health Disorders: Complex Diagnoses and Advanced Intervention Strategies

This training builds on the foundations and focuses on more complex mental health diagnoses, including schizophrenia, psychotic disorders, personality disorders, and neurocognitive conditions. We'll dive deeper into behavioral patterns, engagement strategies, and boundary-setting, with an emphasis on supporting individuals in high-acuity environments.

Time: ***2 Hours***

CEUs: ***2.0 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Motivational Interviewing and Crisis Response: A Trauma-Informed Approach

The training course provides an overview of utilizing motivational interviewing in crisis situations, using a trauma-informed approach. This training explores the tenets of motivational interviewing, specifically highlighting how to use a trauma-informed approach to aid individuals to stabilize during a crisis. Provides an overview of motivational interviewing and crisis stabilization procedures for individuals with problematic behaviors.

Time: ***1 Hours***

CEUs: ***1.0 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Substance Use and Co-Occurring Disorders

This training provides a practical educational overview of substance use and substance use disorders (SUD), including key terms, the spectrum of use, and common observable signs without diagnosing. Participants will learn stigma-free language, supportive behavioral-response strategies, basic harm-reduction concepts, and how to connect individuals to appropriate resources.

Time: ***1 Hour***

CEUs: ***1.0 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Suicidal and Non-Suicidal Self-Injury

The training course will teach the audience the terminology and how to recognize contextual situations surrounding suicidal ideation. Participants will gain an increased understanding of the development and expression of suicidal ideation and related self-harming behaviors. Participants will be trained to recognize and prevent self-harming behaviors, further enabling safer long-term care environments for clients and providers.

Time: ***2 Hours***

CEUs: ***2.0 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Trauma Informed Care: Trauma Theory and Orientation – Part One

The training course provides an overview of the types of traumas, the inter-relationship with co-occurring disorders and the impacts of trauma exposure on individuals. Part One of the training focuses on introducing concepts and theoretical background on Trauma and Trauma-Informed Care.

Time: ***1 Hours***

CEUs: ***1 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Trauma Informed Care: Application and Practice – Part Two

The training course provides an overview of the types of traumas, the inter-relationship with co-occurring disorders and the impacts of trauma exposure on individuals. Part Two of the training focuses on an introduction of practical skills and knowledge reinforcement introduced in the first portion of this training. Part One is highly recommended to be completed prior to attending Part Two.

Time: ***1.5 Hours***

CEUs: ***1.5 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Understanding and Responding to Mental Health Crises

The training course provides participants with foundational knowledge and strategies for responding to mental health crises. Participants will learn about crisis de-escalation, situational awareness, and utilizing evidence-based practices to counter emotional and behavioral outbursts among individuals living with a significant trauma history and/or mental health condition. The training also provides foundational knowledge for crisis planning.

Time: ***2.5 Hours***

CEUs: ***2.5 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Wellness and Professional Development Trainings

Building Your Toolbox: Who, What, Why

The training course allows participants to identify mental health supports, medical supports, social service supports, community supports, skills and tools, and guiding values to better provide holistic care to clients living with mental health conditions. This training has been developed to equip providers with the skills and resources they need to support individuals in community-based settings. Participants will receive an electronic toolbox with all materials included to continue to be built upon.

Time: ***1.5 Hours***

CEUs: ***1.5 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Managing Burnout: Professional Stress and Its Implications

The training course provides context surrounding professional burnout and examines the impacts of stress, including how it re lates to the structure and function of organizations. Participants will learn how to identify the signs and symptoms of burnout in themselves and their colleagues and use strategies to reduce burnout in the workplace.

Time: ***1 Hours***

CEUs: ***1.0 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Specialized Topic Trainings

Dialectical Behavioral Therapy (DBT): Introduction to Theory and Skills Application

The following training course is an in-depth introduction to the practical use of DBT Skills. The training course is intended to provide a comprehensive introduction to the theoretical foundations that form the application of DBT Skills, enabling participants to understand the context of applying these skills for individuals living with severe mental health conditions. Case studies and behavioral strategies will be reviewed and taught throughout this training.

Time: ***2.5 Hours***

CEUs: ***2.5 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Dialectical Behavioral Therapy (DBT): Simple Skills for Everyday Use

The training course provides a basic overview of Dialectical Behavior Therapy (DBT) skills. Participants will be introduced to tools for de-escalating crises and enhancing professional boundaries and communication skills in everyday situations.

Time: ***1 Hours***

CEUs: ***1.0 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Explanation and Interventions for Diabetes Mellitus in Mental Healthcare

The training course provides attendees with in-depth knowledge concerning Diabetes Mellitus in the mental healthcare environment. Our training outlines an overview of diabetes, its diagnostic considerations, and psychosocial factors to consider in an individual's history. We work to teach key communication techniques when working with medical professionals, as it relates to the optimization of interventions strategies. This training will look at behaviors, symptoms, and relevant clinical information and assessments are explored, in addition to relating it to the implementation of the Negotiated Service Agreement/Care Plan.

Time: ***1.5 Hours***

CEUs: ***1.5 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Psychogenic Polydipsia: Explanation and Interventions

The training course provides a general overview of Polydipsia, a condition characterized by excessive fluid intake often seen in individuals with Mental Health conditions. Through this training, participants will learn strategies to identify behaviors, symptoms, and interventions. Participants will be provided with tools to effectively communicate with medical providers and assist in developing Care Plans.

Time: ***1 Hours***

CEUs: ***1.0 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Reproduction Phases and Mental Health Considerations – Part One

As Part One of a two-part training, this course provides a foundational overview of how aging and the female reproductive lifespan can influence mental health and wellbeing. Participants will review the historical evolution of how the reproductive cycle has been understood, along with key reproductive phases, and the terminology commonly used to describe them. The training highlights how hormonal and life-stage transitions across the lifespan may interact with mood, anxiety, trauma responses, sleep, cognition, and overall functioning. Emphasis is placed on building a shared language and baseline understanding that supports respectful communication and informed observation in care settings.

Time: ***1.25 Hours***

CEUs: ***1.25 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Reproduction Phases and Mental Health Considerations – Part Two

As Part Two of a two-part training, this course builds on the foundational concepts from Part One and focuses on practical application in service delivery. Participants will explore how reproductive phases and aging-related changes may show up in day-to-day presentation, support needs, and risk factors, using applied examples and case-based discussion. The training centers on implications for documentation and person-centered care planning, including what to capture, how to describe observed changes clearly and neutrally, and how to connect documentation to actionable supports.

Time: ***1 Hours***

CEUs: ***1.0 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Social Connections: Mental Health Conditions in Nursing Facilities

This training course provides the foundational knowledge to support the mental health needs of clients in nursing facilities. The primary focus is on identifying behaviors, symptoms, and interventions for anxiety and depression, which may lead to the development of social isolation that inhibits healthy mental well-being. Further training will involve strategies pertaining to medical issues and behaviors, as they are pertinent to the CARE/NSA/Care Plan Resources.

Time: ***1.75 Hours***

CEUs: ***1.75 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Introduction to Therapeutic Recreation Therapy

This training course provides a foundational introduction to Therapeutic Recreation Therapy as a strengths-based, person-centered approach that uses meaningful activities to support overall well-being. Participants will explore the benefits of gardening, animal-assisted activities, arts and crafts, music, movement, and outdoor recreation. The training emphasizes person-centered ideals, while providing practical guidance for selecting, implementing, and adapting activities to meet the strengths, needs, interests, and abilities of different populations.

Time: ***1 Hour***

CEUs: ***1.0 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Trauma of Migration – Part One

As Part One of a two-part training, this course introduces the impact of forced migration through a trauma-informed lens, with a focus on refugees, asylees, and survivors of displacement. Participants will build a foundational understanding of how trauma can occur across the migration journey (pre-migration, during transit, and post-migration), and how these experiences may influence mental health, behavior, trust, and engagement with services. The training emphasizes cultural humility and reflective practice, helping participants recognize how culture, identity, and lived experience shape meaning-making, help-seeking, and communication.

Time: ***1 Hours***

CEUs: ***1.0 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Trauma of Migration – Part Two

As Part Two of a two-part training, this course builds on the concepts from Part One and focuses on applying trauma-informed, person-centered strategies in real-world care and service settings. Participants will strengthen skills for culturally responsive communication, including approaches that support safety, choice, collaboration, and empowerment. The training examines common barriers to care (e.g., language access, stigma, fear, legal/immigration concerns, and system complexity) and offers practical strategies to reduce these barriers and improve engagement.

Time: ***1 Hours***

CEUs: ***1.0 CEU***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person/Virtual***

Behavioral Support and Crisis Trainings

Therapeutic Options (TO): Theory and Practical Training

A comprehensive approach to reducing violence in health care settings. The program provides tools to keep people safe while maintaining their commitment to positive approaches in supporting individuals whose behavior sometimes poses danger to themselves and/or others.

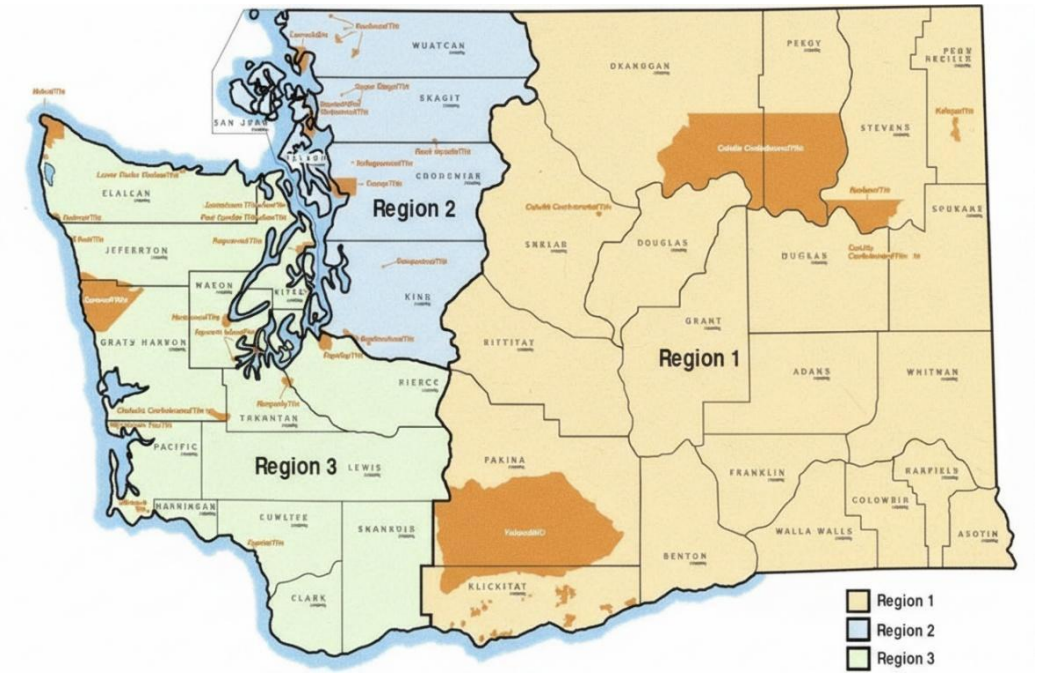
Time: ***5 Hours***

CEUs: ***5.0 CEUs***

Audience: ***CSS/ESF/DSHS Staff***

Delivery Format: ***In-Person***

Behavior Support Trainers



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Phone: 206-919-0600

REGION 3 - *Behavior Support Trainer*
Contact: Jennifer Coggins
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Phone: 360-706-3222

Behavior Supports and Consultations

Behavior Support Consultation

Offered to providers with RSW contracted clients who are exhibiting challenging behaviors that are difficult to manage or have given 30-day notice to an RSW contracted client.

- Support to review Negotiated Service Plan/Negotiated Care Plan/Person Centered Service Plan.
- Review of Behavior Support Plan/Crisis Plan.
- Practical approaches to reach stabilization.
- Training provided to residential providers and staff.
- Identify additional resources and assist with coordination of services.

State Hospital and Acute Care Transition Support

Emphasizes increased behavioral support for clients transitioning from a State hospital/Acute Care hospital to a HCS residential setting and may include any of the following depending on the identified support needed:

- Pre-transition consultation with the client, residential provider, hospital discharge social worker, and HCS Assessor/Case Manager.
- Review of Behavior Support Plans.
- Post-transition support to promote stabilization and provider support.
- Education and resources to help reduce re-admission to a State Hospital or acute care setting.

See our website for upcoming training opportunities: Click Here

www.dshs.wa.gov