



# *Engaging Consumers/Clients and Families in Behavioral Health Treatment*

**Tuesday, February 1, 2022**

**9:00 AM – 1:15 PM**

(Sign in begins at 8:45, Training starts promptly at 9:00 AM)

**Location:** Online via Zoom – *trainer to send link a few days prior to meeting*

**Audience:** Clinical ACBH and contracted Provider staff.

**Description:** The COVID-19 pandemic has caused staff to pivot and serve clients differently or in virtual settings, which can be a blessing, an advantage, or a barrier to providing services to support our clients and the communities we serve. This course is designed to build upon staff's existing engagement tools to identify how to better engage with clients and consumers remotely, or while practicing social distancing within COVID-19 precautions. Through exploring their current roles, the participants will identify the particular challenges and frustrations of remote work in a behavioral health service delivery environment for both the practitioner and the clients. The course will highlight the practitioner's strengths and surface practical strategies that can support stronger engagement.

**Trainers: Ellen Muir, LCSW, ORSCC** - Ellen Muir, LCSW, ORSCC, has over 35 years' experience in local county government and health care services. She is certified in Organizational Relationship Systems Coaching through CRR Global. Ms. Muir provides leadership coaching, technical assistance, facilitation, and sustainability planning with a focus on developing and strengthening strategic alliances and identified outcomes.

**Betsy Baum Block, MPP, CPCC, ORSCC, ACC** - is Founder and Principal at B3 Consults, where she serves social sector organizations seeking growth and strategic direction. Betsy has over 25 years of experience working with both individuals and many types of organizations, with focus on building bridges between technical and non-technical thinkers.

**Learning Objectives:** By the end of the training participants will be able to:

1. Name 5 examples of unconscious bias in the workplace and at least one antidote.
2. List two impacts of trauma on the body.
3. List 3 signs of utilizing emotional, social, & systems intelligence in connecting to consumers/clients.
4. Define how the term "Pivoting" is used in a service delivery context.
5. Identify the current conditions that impact client/family engagement and its connection to trauma informed care.
6. Name the one benefit of setting an intention before meeting with clients/families, co-workers, projects, and the community.
7. Identify and share one new engagement strategy that works to connect to clients/families in a remote environment.

**To complete an ACBH sponsored virtual training, attendees must achieve a score of at least 70% on the post-test.**

If you have a reasonable accommodation request, or grievance regarding an ACBH training, please email or call the Training Unit, [training.unit@acgov.org](mailto:training.unit@acgov.org)

## REGISTRATION:

Please register online at:

[https://www.surveymonkey.com/r/REG\\_Feb12022\\_EngagingConsumersFamMembersBHTx](https://www.surveymonkey.com/r/REG_Feb12022_EngagingConsumersFamMembersBHTx)

For registration inquiries:

[Training.Unit@acgov.org](mailto:Training.Unit@acgov.org)  
(voicemail: 510-567-8113)

## Continuing Education

**CE credit is ONLY provided for County and ACBH contracted Provider staff.**

*This course meets the qualifications for 4 hours of CE credit for **LMFTs, LCSWs, LPCCs, and/or LEPs** as required by the California Board of Behavioral Sciences; Alameda County Behavioral Health Care Services (ACBHCS) is approved by the California Assoc. of Marriage and Family Therapists to sponsor continuing education for the target audience of this training, Provider No 65749; for **Addiction Professionals** by the California Consortium of Addiction Programs & Professionals Education Institute (CCAAP\_EI), Provider No. 4C-04-604-0622; for **RNs** by the California Board of Registered Nurses, BRN Provider No. 12040; and **Psychologists** as an approved provider by the California Psychological Assoc., Provider No. ALA006. ACBHCS maintains responsibility for this course & its content.*

*To receive CE credit, participants must attend the full training, sign in and out, achieve a score of at least 70% on the post-test(s), and complete the evaluation. No partial credit can be given. CE Certificates will be emailed to qualifying participants within 30 days after training.*