

# CASA/CRB Training Opportunities

## MASTER 2022



1. CASA volunteers are to take twelve (12) hours of on-going training annually, of which 3 hours must qualify as GAL training under Ohio Supreme Court Rule 48, noted as such below: **\*Rule 48**.
2. Trainings in **BLUE** are especially recommended and are organized by CASA.
3. Submit all training certificates to **Jennifer Burton**: [jburto@co.lucas.oh.us](mailto:jburto@co.lucas.oh.us) for credit towards your required annual training.
4. **LCCS Note**: If you miss more than 15 minutes of any training at the Lucas County Conference and Learning Center, you will not be given a training certificate. Arrive on time! Also, there is a charge for parking of \$3.75. Please make sure to bring cash with you.
5. Additional valuable online trainings are available on the following websites:  
<https://www.nationalcac.org/online-training-catalog/>  
<https://www.supremecourt.ohio.gov/JudicialCollegePublicCalendar/#/judicialcollegecourses>  
Please email Jennifer Burton to see if the training you are interested in is Rule 48 approved.
6. **Please remember to cancel if you are unable to attend. Thank you!**

***\*\*Please scroll to the end of this calendar for additional Continuing Education that is available on line, anytime\*\****

## September 2022

### Trauma-Informed Case Management

**\*Rule 48**

**Date:** Thursday, September 8, 2022

**Time:** 9:00 am – 4:00 pm (5.5 Credit Hours)

**Place:** Lucas County Conference and Learning Center, 711 Adams St. **Cost:** Free

**Instructor:** Maureen Keating

**To sign up:** Email Megan Hite at [megan.hite@jfs.ohio.gov](mailto:megan.hite@jfs.ohio.gov)

**Description:** The goal of this workshop is to present an overview of trauma, including what constitutes a traumatic event, the role of adverse childhood events in the development of illness, substance abuse and mental illness, and the physiological, psychological, cognitive, and behavioral effects of trauma. The importance of understanding trauma and how it might impact casework with parents and children will be emphasized. This training will enhance skills in identifying signs and symptoms of trauma, recognizing how systems and helping professionals can unknowingly contribute to re-traumatization, and develop strategies for working more effectively with traumatized persons.

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### ZIP Code Matters: Free Film and Conversation

**\*Rule 48**

**Date:** Thursday, September 8, 2022

**Time:** 6:30 pm – 8:00 pm (1-1.5 Credit Hours)

**Place:** KeyBank Discovery Theater, Imagination Station, 1 Discovery Way, Toledo

**Cost:** Free

**Instructor:** Rhonda Sewell

**To sign up:** <https://www.cognitofirms.com/ImaginationStation1/ZipCodeMattersRSVP>

**Description:** We hope you'll join us for a free community screening and conversation around our award winning documentary ZIP Code Matters. The community conversation will pose questions like "What can I do to erase those red lines?" and "How can I help under-resourced neighborhoods?"

Our Guest Panelists:

Joaquin Cintron Vega, President and CEO, Lucas Metropolitan Housing

Kendra Smith, Vice President, Community Health, Bon Secours Mercy Health

George Thomas, Vice President and General Counsel, The Fair Housing Center

Juanita Greene, Community Leader and Activist

Adrienne Bradley, Director of Community Impact, ProMedica

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**A Primer on Street Drugs: The Agony and the Ecstasy****\*Rule 48****Date:** Friday, September 9, 2022**Time:** 9:00 am – 4:00 pm (5.5 Credit Hours)**Place:** Lucas County Conference and Learning Center, 711 Adams St. **Cost:** Free**Instructor:** Maureen Keating**To sign up:** Email Megan Hite at [megan.hite@jfs.ohio.gov](mailto:megan.hite@jfs.ohio.gov)

**Description:** Substance abuse is a growing concern for child welfare. An increasing number of children are removed from their homes due to parental substance abuse. It is estimated that approximately 58% of removals are directly linked to substance abuse. In addition to parental substance abuse, children and adolescents are experimenting with street drugs and developing abuse and dependency issues of their own. The goal of this workshop is to provide information to child welfare workers about commonly used street drugs and the paraphernalia associated with these drugs. Signs and symptoms of use and abuse will be discussed. Workers will learn to recognize potential indicators of substance abuse to help them identify parents who may be using and/or abusing substances. Cues from the environment, appearance, and behaviors of parents in addition to collateral information from the school, children, and other family members may be relevant in assessment. Cultural issues of the worker and families will be explored, and the importance of making appropriate referrals for assessment and treatment in case planning will be discussed. The effects of substance abuse on parenting and child abuse and neglect will also be addressed.

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**Gun Violence and Youth: Burners, Gats and Straps****\*Rule 48****Date:** Monday, September 12, 2022**Time:** 9:00 am – 4:00 pm (5.5 Credit Hours)**Place:** Lucas County Conference and Learning Center, 711 Adams St. **Cost:** Free**Instructor:** Anthony President**To sign up:** Email Megan Hite at [megan.hite@jfs.ohio.gov](mailto:megan.hite@jfs.ohio.gov)

**Description:** This workshop takes an exploratory look at the dynamics of gun violence, including the root causes, the risk factors vs. protective factors of youth who live by the gun, effects on the individual and the community, and strategies for engaging youth to cease fire and increase the peace.

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**Burnout, Secondary Trauma, and Self Care****\*Rule 48****Date:** Monday, September 12, 2022**Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)**Place:** Webinar**Cost:** Free**Instructor:** Laura "Faye" Perkins, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42864>

**Description:** While burnout and secondary trauma are becoming more frequently discussed in the field of social services and exposure to trauma in helping work, symptoms of each often go unrecognized or mislabeled. This presentation seeks to clarify the continuum of reactions experienced by helping professionals due to exposure to secondary and primary trauma in their work. Participants will learn risk contributors to developing burnout and secondary traumatic stress, as well as mitigating factors. A range of self-care domains will be discussed, including conceptualizing self-care in alignment with Dr. Siegel's Healthy Mind Platter (Siegel, 2011). The facilitator will guide participants through several experiential activities including a chair yoga demonstration, breathing exercises, guided meditation, and the development of an individualized self-care plan using SMART goals and the latest research in behavior management.

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**GAL: The Trauma-Informed Guardian ad Litem****\*Rule 48****Date:** Tuesday, September 13, 2022**Time:** 8:30 am – 4:00 pm (6.0 Credit Hour)**Place:** Live Webinar**Cost:** Free**Instructor:** Ohio Supreme Court EDU**To sign up:** <https://sco.csod.com/ui/lms-learning-details/app/event/f2cac565-9daf-4bb5-997d-72f7adce733f>

**Description:** Trauma can disrupt relationships, inhibit development, and contribute to mental health issues, substance abuse, child abuse, and domestic violence. This six hour course will provide tools GALs can use to recognize trauma, avoid further traumatizing events, and identify appropriate supports to aid in the recovery process.

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**Overcoming Critical Stress****\*Rule 48****Date:** Tuesday, September 13, 2022**Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)**Place:** Webinar**Cost:** Free**Instructor:** Rita Rizzo, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42831>

**Description:** This is a 3-hour instructor-led online course offered via a virtual classroom platform, Go To Training. For Guests (those without an account), click [HERE](#) to register Course Description: Is it possible to overcome stress in your life? Attend this workshop to discuss how to change your thinking to significantly reduce the stress you allow yourself to experience. Professionals will find this workshop useful in managing their own stress and/or helping their clients and coworkers cope during stressful times. Knowing that stress management is a very individualized function, a potpourri of stress management techniques will be described so each learner has the opportunity to select strategies that fit with their personal beliefs and can be integrated into a personalized stress modification plan.

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**Testifying in Court (CASA Core Repeat)****\*Rule 48****Date:** Wednesday, September 14, 2022**Time:** 5:30 pm – 7:30 pm (2 Credit Hours)**Place:** Zoom**Cost:** Free**To sign up:** E-mail [casainfo@co.lucas.oh.us](mailto:casainfo@co.lucas.oh.us) or call 419-213-6753**Instructor:** Emily Richter, J.D. and Margaret DiSalle, J.D.

**Description:** Testifying in Court can be scary and challenging. Tips and tricks will be given to help you identify what information needs to be presented to the Court and how to compellingly communicate it.

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**Boredom, Loneliness, and Apathy: Helping Individuals Improve Wellness****\*Rule 48****Date:** Friday, September 16, 2022**Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)**Place:** Webinar**Cost:** Free**Instructor:** LaToya Logan, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42894>

**Description:** This is a 3-hour instructor-led online course offered via a virtual classroom platform, Go To Training. This workshop will help participants understand the clinical descriptions of boredom, loneliness, and apathy to improve treatment applications because of enhanced evaluations of their impact and influence on mental wellness. Participants will discuss the impact of the COVID19 precautions on mental wellness and the link to boredom or loneliness. Participants will gain awareness of clinical strategies to support clients who struggle with self-stimulation and/or socialization related to depression, anxiety, or life adjustment.

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**Human Trafficking and Beyond for Caseworkers****\*Rule 48****Date:** Tuesday, September 20, 2022**Time:** 9:00 am – 4:00 pm (5.5 Credit Hours)**Place:** Lucas County Conference and Learning Center, 711 Adams St. **Cost:** Free**Instructor:** Tanisha Knighton**To sign up:** Email Megan Hite at [megan.hite@jfs.ohio.gov](mailto:megan.hite@jfs.ohio.gov)

**Description:** This workshop will focus on the different types of missing persons, analyze the profiles and vulnerability factors of "victims," recruitment and grooming tactics used in both sexual and labor trafficking, terminology, and rules associated with pimping subcultures. This workshop will provide tips on how to identify and interact with "victims." Participants will review legislative changes in Ohio and the nation and consider the impact of social media on how business is done. Finally, using numerous case studies, participants will learn some common problems and pitfalls associated with attempts to match deceased persons with missing persons. Participants are encouraged to bring their smartphones and tablets to this workshop so they may participate in the workshop activities.

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**27<sup>th</sup> Annual Celebrate Kids National CASA Conference****Date:** Wednesday, Sept. 21<sup>st</sup> – Friday, Sept. 23<sup>rd</sup>, 2022**Place:** Hyatt Regency Columbus, Ohio**Instructor:** National CASA Association**To sign up:** <https://www.ohiocasa.org/celebratekidsconference/>

**Description:** We are pleased to remind you to Save the Date for our 27th Annual Celebrate Kids! Conference September 21 - 23 in Columbus, Ohio. This year's conference will take place at the Hyatt Regency Columbus in downtown. Featured workshops cover topics such as bullying, human trafficking, and medical marijuana; as well as a few repeat favorites including supporting LGBTQ+ youth and a CASA Volunteer panel!

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**\*Rule 48****Time:** 9:00 pm – 4:00 pm (@12.0 Credit Hour)**Cost:** \$200.00**From Confrontation to Collaboration****Date:** Friday, September 23, 2022**Place:** Webinar**Instructor:** Anthony President, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42866>

**Description:** When conflict arises with clients or service providers we have two choices; dread the occurrence of conflict or welcome it with open arms. While welcoming conflict may seem strange, those who understand the benefits of resolved conflict tend to have a more positive attitude about conflict and are more productive at managing it for results. By the end of this workshop, participants will understand why most people find conflict difficult and the benefits to resolving conflict; and will learn tools and strategies for effectively resolving conflict and building collaborative relationships with clients and colleagues.

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**\*Rule 48****Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)**Cost:** Free**Drug Detection in Child Protection****Date:** Monday, September 26, 2022**Place:** Lucas County Conference and Learning Center, 711 Adams St.**Instructor:** Brian Bethel**To sign up:** Email Megan Hite at [megan.hite@jfs.ohio.gov](mailto:megan.hite@jfs.ohio.gov)

**Description:** Parental substance use disorders remain a prevalent and complex issue within the child welfare system. Child welfare workers are challenged with the difficult task of ascertaining adequate information about families to complete accurate assessments and make appropriate decisions in order to protect children. Consequently, the recognition and detection of substances and related paraphernalia is an important competency for social service professionals. This training will provide a general overview of the most common substances and their related paraphernalia, as well as the effects these substances have on the body.

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**\*Rule 48****Time:** 9:00 am – 4:00 pm (5.5 Credit Hours)**Cost:** Free**Addressing and Resolving Ethical Dilemmas****Date:** Monday, September 26, 2022**Place:** Webinar**Instructor:** LaToya Logan, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42898>

**Description:** This is a 3.25-hour instructor-led online course offered via a virtual classroom platform, Go To Training. The nature of human services creates ethical dilemmas, both intentional and unintentional, which requires consistent and adequate review of the ethical standards, risks, considerations and approaches to solving them. Social workers and counselors are often faced with complex decision-making unknown to other fields, which can create the feeling of isolation or worse fear to act. This training will review the ethical standards mandated by the Ohio Counselor, Social Worker, Marriage and Family Therapist Board to ensure a competent understanding for effective application.

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**\*Rule 48****Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)**Cost:** Free

### Exploring Cultural Competency and Humility Training

**\*Rule 48**

**Date:** Tuesday, September 27, 2022

**Time:** 5:15 pm – 8:15 pm (3.0 Credit Hour)

**Place:** Juvenile Justice Center Lobby, 1801 Spielbusch Ave., Toledo

**Cost:** Free

**Instructor:** Ohio CASA Association with speaker MelRo Potter

**To sign up:** email Karen Sawmiller at: [ksawmi@co.lucas.oh.us](mailto:ksawmi@co.lucas.oh.us)

**Description:** Join us Tuesday, September 27, 2022 for dinner in the Court's lobby. MelRo is an internationally recognized speaker and children's advocate who has inspired countless audiences and educates about healing trauma and supporting foster youth.

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### From Confrontation to Collaboration

**\*Rule 48**

**Date:** Tuesday, September 27, 2022

**Time:** 9:00 am – 12:15 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Anthony President, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42867>

**Description:** A positive attitude about our clients and coworkers is essential to achieving sound ethics and practicing good Customer Service in the field of Social Work. In this workshop we will explore how the 3 components of the attitude (cognition, emotion, behavior) can help to drive ethical decision making and the delivery of quality customer service to both internal and external customers to create a more positive agency environment for all - "...greater expectations to show empathy and friendliness towards customers all related to employees feeling efficacious and accomplished at their jobs" (An Emotional Labor Framework for Predicting Burnout - Penn State University).

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## October 2022

### Adventures in Attitude: Quality Conversations

**\*Rule 48**

**Date:** Monday, October 3, 2022

**Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Kelly Mettler, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42899>

**Description:** Being able to have "quality conversations" is important for successful communication. In this workshop participants will be provided an overview of topics that include: why quality conversations are so important for professional and personal success, the importance of strength-based theory, how to avoid communication blockers, active listening techniques, discover communication styles preferences, conflict problem-solving techniques and crucial conversations.

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### GAL: Domestic Violence and the Guardian ad Litem

**\*Rule 48**

**Date:** Wednesday, October 5, 2022

**Time:** 1:00 pm – 4:20 pm (3.0 Credit Hour)

**Place:** Live Webinar

**Cost:** Free

**Instructor:** Ohio Supreme Court EDU

**To sign up:** <https://sco.csod.com/ui/lms-learning-details/app/event/2f858c28-8844-44fd-bada-227b3c5fd9f8>

**Description:** This practical interactive three-hour program is designed to enhance the ability of guardians ad litem to protect and promote the best interests of the child in contested child custody cases where domestic violence may be present.

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### Communicating Customer Service

**\*Rule 48**

**Date:** Friday, October 7, 2022

**Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Anthony President, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42921>

**Description:** Effective customer service is an essential part of Social Work. Best practice and ethics dictate that both internal and external clients receive quality services that meet needs and exceeds reasonable expectations. This workshop addresses how staff can more effectively provide quality customer service by learning who are internal and external customers; the role of diplomacy in providing service to vulnerable adults and their families; how to effectively use humor and tone of voice and understand the importance of empathy in providing quality customer service.

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**Customer Service: Communicating with Difficult Customers**

**\*Rule 48**

**Date:** Tuesday, October 11, 2022

**Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Rita Rizzo, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42845>

**Description:** Conflict and consternation are abundant throughout society today, so it is not uncommon to encounter anger and frustration in those we serve. Some customers arrive upset and others grow increasingly unreasonable as we attempt to help them meet their needs. Attend this workshop to discuss how to best deliver bad news, confront dishonest customers, engage help-rejecting customers in participative problem solving, and render effective feedback that inspires customer confidence.

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**Conducting Safe Home Visits**

**\*Rule 48**

**Date:** Thursday, October 13, 2022

**Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Rita Rizzo, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42837>

**Description:** This is a 3hr virtual instructor led training. Do you visit your client's homes? Do you know how to keep yourself and your client safe during your visit? One in four workers will be attacked, harassed, or threatened on the job, yet workplace violence is preventable, even when you are on their turf. This workshop will present both organizational and individual strategies that can be implemented to help keep workers safe while visiting clients. Come prepared to tell your own experiences. Leave knowing how to escape dangerous situations unscathed.

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**Boredom, Loneliness, and Apathy: Helping Individuals Improve Wellness**

**\*Rule 48**

**Date:** Monday, October 17, 2022

**Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** LaToya Logan, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42902>

**Description:** This is a 3-hour instructor-led online course offered via a virtual classroom platform, Go To Training. This workshop will help participants understand the clinical descriptions of boredom, loneliness, and apathy to improve treatment applications because of enhanced evaluations of their impact and influence on mental wellness. Participants will discuss the impact of the COVID19 precautions on mental wellness and the link to boredom or loneliness. Participants will gain awareness of clinical strategies to support clients who struggle with self-stimulation and/or socialization related to depression, anxiety, or life adjustment.

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**Best Practices for CASA Volunteers (CASA Core Repeat)**

**\*Rule 48**

**Date:** Wednesday, October 19, 2022

**Time:** 5:30 pm - 7:30 pm (2 Credit Hours)

**Place:** Zoom

**Cost:** Free

**To Sign-Up:** E-mail [casainfo@co.lucas.oh.us](mailto:casainfo@co.lucas.oh.us) or call 419-213-6753

**Instructor:** Emily Richter, J.D. and Margaret DiSalle, J.D.

**Description:** Interested in refreshing your CASA skills? Want to learn what's new with CASA? Ready to have your questions answered by CASA Staff? Join us for this training session to brush up on your CASA skills. Office staff will update you regarding new developments in CASA cases, new CASA procedures, and Rule 48 requirements.

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**GAL: Symposium****Date:** Wednesday, October 19, 2022**Place:** Live Webinar**Instructor:** Ohio Supreme Court EDU**To sign up:** <https://sco.csod.com/ui/lms-learning-details/app/event/6dc0c10b-af08-43d2-8667-dbc0a720604>

**Description:** The 2022 GAL Symposium will offer six hours of education on a variety of issues important to guardians ad litem and the children they serve. The sessions will address topics of interest to GALs working on abuse, neglect and dependency cases as well as allocation of parental rights and responsibilities. Attend any or all the sessions that interest you.

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**\*Rule 48****Time:** 18:30 am – 3:50 pm (6.0 Credit Hour)**Cost:** Free**Ethics are Forever****Date:** Thursday, October 20, 2022**Place:** Webinar**Instructor:** Rita Rizzo, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42838>

**Description:** This is a 3.25hr virtual instructor led training. There are two common misconceptions regarding ethics in today's society. Our exposure to the "situational ethics" of some creates the impression that ethics can be used conveniently rather than consistently. A second problem is that employers often think that a written Code of Ethics will foster ethical behavior. This workshop is designed to dispel those myths and will focus on how to apply ethics to the daily decisions you make as a helping professional in a customer-driven agency.

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**\*Rule 48****Time:** 1:00 pm – 4:15 pm (3.0 Credit Hours)**Cost:** Free**Self-Care and Compassion Fatigue for Human Services Workers****Date:** Thursday, October 20, 2022**Place:** Webinar**Instructor:** Anthony President, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42923>

**Description:** On most days, supporting Human Services Clients takes up considerable time and emotional labor for Workers. When Workers fail to take care of themselves in the midst of dealing with others trauma, stressors can mount, and compassion fatigue could result. This workshop deals with strategies to help workers develop a comprehensive plan of self-care that encompasses the 4 dimensions of wellness – Social Support, Diet & Exercise, Hobbies & Leisure Time Activities and Managing Mental Processes for the purpose of increasing compassion satisfaction.

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**\*Rule 48****Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)**Cost:** Free**Poverty: Living with Less than Enough****Date:** Thursday, October 27, 2022**Place:** Webinar**Instructor:** Rita Rizzo, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42840>

**Description:** Recall personal experiences of living with "enough", "more than enough", or "less than enough". Emotions associated may include: shame, guilt, fear, powerlessness, rage, determination. Consider official definitions of wealth, middle class status, working class poverty or street survival. How do JFS clients meet steep expenses in your county? Let us avoid: "the violence of looking away."

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**\*Rule 48****Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)**Cost:** Free

## November 2022

**GAL: Psychiatric Issues and Adolescents****Date:** Wednesday, November 2, 2022**Place:** Live Webinar**Time:** 8:30 am – 11:50 am (3.0 Credit Hour)**Cost:** Free**\*Rule 48**

**Instructor:** Ohio Supreme Court EDU

**To sign up:** <https://sco.csod.com/ui/lms-learning-details/app/event/122d9095-55ab-4753-874c-bfcd36c7a8f0>

**Description:** This three-hour course will provide an overview of eating disorders, intentional self-harm, and the psychiatric treatment process for youth who require hospitalization. Faculty will discuss evidence-based responses to these conditions. Discussion will focus on what guardians ad litem need to know, do, or think about in order to identify the “best interest of the child” when one of these issues are present.

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### **Verbal De-escalation of Aggressive Clients**

**\*Rule 48**

**Date:** Thursday, November 3, 2022

**Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Rita Rizzo, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42842>

**Description:** This is a 3hr virtual instructor led training. Yelling, threatening, swearing, and pacing; these are the telltale signs that your customer is so upset that they may try to harm you. Calming aggressive customers and preventing the situation from escalating is something that is within your control. This webinar series will present strategies that can be implemented to curtail violent episodes and successfully defuse aggressive customers. The Violence Cycle, when and how to interrupt it, will be discussed. Come prepared to tell your own "war stories" and increase the skills and knowledge you need to keep yourself and others safe at work.

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### **Lessons in Microaggressions**

**\*Rule 48**

**Date:** Tuesday, November 8, 2022

**Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Anthony President, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42933>

**Description:** The dichotomy of Microaggressions is that they may be either subtle or shocking but unfortunately hurt just the same. Microaggressions are daily, verbal, behavioral or environmental actions directed towards diverse populations that communicate hostility. Most of us at one time or another have committed a microaggression and many times we are unaware. Well intentioned people who consciously disapprove of bias can still harbor implicit bias that could lead to Microaggressions. This workshop examines Microaggressions, their impact on team members and others, and strategies to reduce and respond to them.

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### **Making Report Writing Easy (CASA Core Repeat)**

**\*Rule 48**

**Date:** Wednesday, November 9, 2022

**Time:** 5:30 pm - 7:30 pm (2 Credit Hours)

**Place:** Zoom

**Cost:** Free

**To Sign-Up:** E-mail [casainfo@co.lucas.oh.us](mailto:casainfo@co.lucas.oh.us) or call 419-213-6753

**Instructor:** Emily Richter, J.D. and Margaret DiSalle, J.D.

**Description:** Attend this training to brush up on your report writing skills. Learn tips and trick to making your court report the most useful tool in your CASA tool belt.

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### **Communicating Customer Service**

**\*Rule 48**

**Date:** Wednesday, November 9, 2022

**Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Anthony President, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42936>

**Description:** Effective customer service is an essential part of Social Work. Best practice and ethics dictate that both internal and external clients receive quality services that meet needs and exceeds reasonable expectations. This workshop addresses how staff can more effectively provide quality customer service by learning who are internal and external customers; the role of diplomacy in providing service to vulnerable adults and their families; how to effectively use humor and tone of voice and understand the importance of empathy in providing quality customer service.



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**GAL: Education Law for the GAL****Date:** Thursday, November 10, 2022**Place:** Live Webinar**Instructor:** Ohio Supreme Court EDU**To sign up:** <https://sco.csod.com/ui/lms-learning-details/app/event/39c2bab3-befc-4dfb-8825-da87203a92d6>**Description:** How does a guardian ad litem (GAL) identify and promote the best interest of a child with educational challenges? This three-hour course will explore how GALs can work with schools to make impactful recommendations relating to academics, including Individualized Education Programs (IEPs).**\*Rule 48****Time:** 1:00 pm – 4:20 pm (3.0 Credit Hour)**Cost:** Free

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**Understanding Individual Diversity and Personality****Date:** Thursday, November 10, 2022**Place:** Webinar**Instructor:** Rita Rizzo, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42844>**Description:** This is a 3hr virtual instructor led training. Are there some people that you click with instantly while others just don't seem to be your type? Come and assess your own work and home personality style and compare and contrast it with the other types described in the DISC model of style differences. Learn the benefits and challenges of each style to productivity in your work team. Leave with a greater appreciation for the individual diversity of each member of your work team and personal community, and expanded insight into your own style.**\*Rule 48****Time:** 1:00 pm – 4:00 pm (3.0 Credit Hours)**Cost:** Free

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**Ethical Dilemmas: Dealing with Difficult People****Date:** Thursday, November 14, 2022**Place:** Webinar**Instructor:** Carilyn White, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42906>**Description:** This three-hour instructor-led online workshop is offered via a virtual training platform enabling participants to participate from any computer with internet access. Ethical dilemmas are situations in which there are two different courses of action. The goal of the workshop is to help the participant identify and resolve the situation in a manner that is consistent with ethical guidelines. Participants will have the opportunity to explore a variety of ethical dilemmas and learn practical strategies for making ethical choices in the best interest of the elderly and their families.**\*Rule 48****Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)**Cost:** Free

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## December 2022

**Addressing and Resolving Ethical Dilemmas****Date:** Friday, December 2, 2022**Place:** Webinar**Instructor:** LaToya Logan, Ohio Training Services Training Program**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42903>**Description:** This is a 3.25-hour instructor-led online course offered via a virtual classroom platform, Go To Training. The nature of human services creates ethical dilemmas, both intentional and unintentional, which requires consistent and adequate review of the ethical standards, risks, considerations and approaches to solving them. Social workers and counselors are often faced with complex decision-making unknown to other fields, which can create the feeling of isolation or worse fear to act. This training will review the ethical standards mandated by the Ohio Counselor, Social Worker, Marriage and Family Therapist Board to ensure a competent understanding for effective application.**\*Rule 48****Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)**Cost:** Free

**GAL: Communication and Diversity for the GAL**

**\*Rule 48**

**Date:** Wednesday, December 7, 2022

**Time:** 8:30 am – 11:50 am (3.0 Credit Hour)

**Place:** Live Webinar

**Cost:** Free

**Instructor:** Ohio Supreme Court EDU

**To sign up:** <https://sco.csod.com/ui/lms-learning-details/app/event/2f628923-35e9-460b-a665-671e1b28eac4>

**Description:** To make recommendations in the best interest of a child, a GAL must consider the dynamic forces that shape values and attitudes. This three-hour course will examine bias and its impact on GALs and the courts. We will also explore social factors that influence children, including race, ethnicity, economic status, gender identification, and religion.

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**GAL: Juvenile Delinquency and the GAL**

**\*Rule 48**

**Date:** Wednesday, December 7, 2022

**Time:** 1:00 pm – 4:20 pm (3.0 Credit Hour)

**Place:** Live Webinar

**Cost:** Free

**Instructor:** Ohio Supreme Court EDU

**To sign up:** <https://sco.csod.com/ui/lms-learning-details/app/event/21c6b7c4-b620-491a-8150-83286524bf2f>

**Description:** Delinquency cases require a different approach than other cases involving a guardian ad litem (GAL). This course reviews the delinquency court process, the GAL's role, truancy, unruliness, and the Juvenile Detention Alternatives Initiative (JDAI).

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**Time and Stress Management in the Pandemic Era**

**\*Rule 48**

**Date:** Thursday, December 8, 2022

**Time:** 9:00 am – 12:00 pm (3.0 Credit Hours)

**Place:** Webinar

**Cost:** Free

**Instructor:** Anthony President, Ohio Training Services Training Program

**To sign up:** <https://ohsts.gosignmeup.com/public/Course/browse?courseid=42940>

**Description:** Everyday life continues to be more stressful due to the pandemic and economic recession. Working from home has led to longer hours as many virtual workers are working upwards of 3 extra hours per day. 77% of adults regularly experience physical symptoms caused by life stress and 48% of adults feel work stress is having a negative impact on their professional lives. Working with vulnerable population clients who experience stressful life circumstance can lead to added stress in Human Services workers. This workshop deals with everyday strategies workers can use to cope with stress by effective time management when working virtually as well as in the office and stress reduction techniques that promote life balance.

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***Additional Continuing Education that is available on line, anytime:***

**Date:** Available anytime online

**Time:** Open

**Place:** Webinar

**Cost:** Free

**Instructor:** CASA of Ohio

**To sign up:** <https://www.ohiocasa.org/available-courses/>

**Offers multiple on line learning opportunities:**

**\*Rule 48**

**Understanding Addiction: Squirrel Logic**

**1.5 Credit Hours**

**Altering the Path to Delinquent Behaviors: A Guide for GALs**

**1.5 Credit Hours**

Understanding Ohio's Child Protection System	1.5 Credit Hours
On the Margin: Foster Youth at Risk for Human Trafficking	1.0 Credit Hour
Best Practices: Testifying in Court	1.75 Credit Hours
CASA Volunteers + Special Education	1.5 Credit Hours
Trauma in Childhood	1.5 Credit Hours

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**Date:** Available anytime online  
**Place:** Webinar  
**Instructor:** Supreme Court of Ohio EDU  
**To sign up:** <https://sco.csod.com/client/sco/default.aspx>

**Time:** Open  
**Cost:** Free

*Offers multiple on line learning opportunities:*

**\*Rule 48**

Advanced Topics in Substance Abuse	3.0 Credit Hours
Child Development	1.5 Credit Hours
Domestic Violence-Informed Practice for Guardians ad Litem	3.0 Credit Hours
Enhancing Judicial Response to Domestic Child Sex Trafficking and Runaway Youth	3.25 Credit Hours
Psychiatric Disorders in Children	3.0 Credit Hours
Recognizing Child Abuse, Neglect, and Mandatory Reporting	1.25 Credit Hours
Report Writing for Guardians ad Litem	3.0 Credit Hours
Superintendence Rule 48 Amendments	1.5 Credit Hours
Working with Youth Who Self Harm	0.5 Credit Hours
Working with Youth who Suffer from Eating Disorders	0.75 Credit Hours

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**Hope, Presence and Attachment: Breaking the Cycles Driving all forms of Human Trafficking** **\*Rule 48**

**Date:** Available anytime online  
**Place:** Webinar  
**Instructor:** Advocating Opportunities  
**To sign up:** <https://www.advocatingopportunity.com/hopepresence2021register>

**Time:** Open (12.0 Credit Hours)  
**Cost:** Free

**Description:** Participants will be introduced to the neurobiology of trauma as it relates to human trafficking, how this same neurobiology of connection is used to entrap and maintain a hold on victims, possible ways to break the trauma bond and promote healing. The components of successful trauma resolution and the top five resilience factors found in those who move beyond their trauma, especially those found in traffic victims who move beyond their experiences will be presented.

We will also explore how parallel process and secondary trauma impacts everyone working with complex trauma survivors and what can be done to lessen and address them. By looking at what research tells us and what our work experiences have shown us, we will develop strategies to assist in negotiating this work that is as important as it is challenging. Participants will leave more aware of the power of the work they do, and how to enhance connection, healing, resiliency and hope from their role in addressing human trafficking.

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**Date:** Available anytime online  
**Place:** Webinar  
**Instructor:** National Children's Advocacy Center  
**To sign up:** <https://www.nationalcac.org/online-training-catalog/>

**Time:** Open  
**Cost:** Free

*Offers multiple on line learning opportunities:*

**\*Rule 48**

Building Strong Brains: Tennessee's ACE Initiative and the Role of Live Experiences in Shaping Brain Development	
Child Sexual Abuse 101	
Creating a Trauma Informed System: The Importance of Collaboration between CACs and the Court	
Cultural Competency: Plays Well With Others	
Finding Their Voice: Reasons Children Delay Disclosure of Sexual Abuse and What Factors Assist Children to Report	

**Fractures in Infants and Children: Abuse, Accident or Brittle Bones**  
**Grooming: Making You See and Believe What I want you to See and Believe**  
**Interviewing Children with ADHD**  
**Interviewing Preschool Children**  
**It Really Didn't Happen: Recantations of Child Sexual Abuse**  
**It's a Crisis for Me Too: Helping Non-Offending Parents in Child Sexual Abuse**  
**Keeping Kids Safe: Ask the Experts- A Conversation about boundaries and consent**  
**Memories Hold Hands: Understanding Historical Trauma and Unresolved Historical Grief in American Indian /  
Alaskan Native Communities**  
**Minimal Facts Interviews of Children**  
**Poly-victimization: Childhood Exposure to Multiple Forms of Victimization**  
**Secondary Trauma**  
**Strategies for Gathering Details when Children Experience Repeated Abuse**  
**The Juxtaposition of Silence, Sexual Abuse and Youth of Color**  
**When the Child Abuser has a Bible: Investigating Abuse in Faith Communities**  
**Working with Youth with Co-Occurring Post Traumatic Stress Disorder and Problematic Sexual Behaviors**