



# COURSE CATALOG

**LEARNING AND DEVELOPMENT**

**CONSULTING SERVICES**

**STAEWIDE PEER AND FAMILY  
SUPPORT NETWORK**

## OUR MISSION

To inspire recovery and wellness through professional development and continuing education, in order to equip emerging leaders and strengthen the peer and family support workforce

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# AZ PEER AND FAMILY CAREER ACADEMY IS A COMMUNITY COLLABORATION

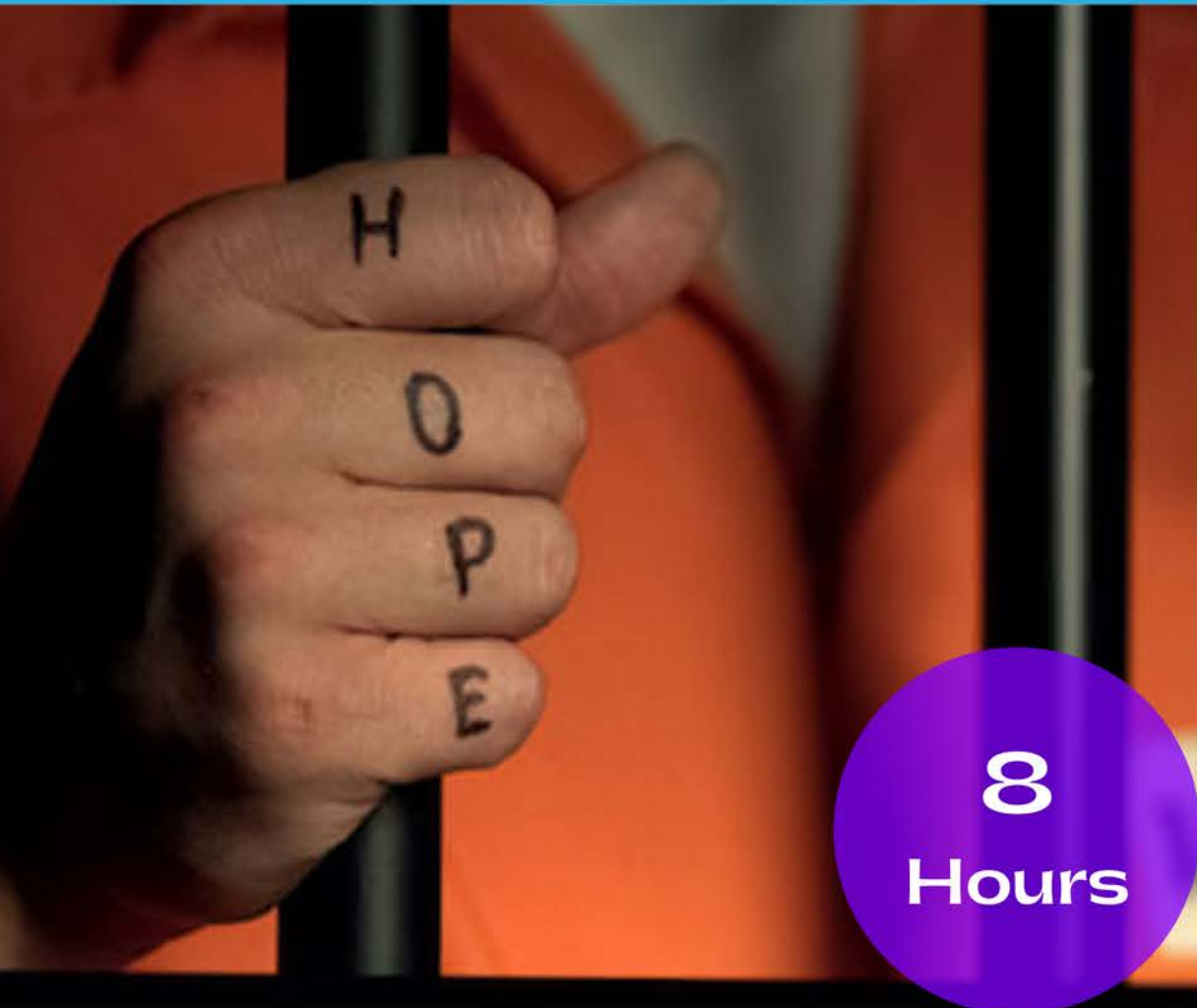
The Academy was built from the collaborative efforts of peers and family members who receive behavioral health services, advocate for policies that impact mental health, and/or provide behavioral health services within Arizona's integrated healthcare system. With a vision to increase access to evidence based, high quality peer support and family support services, the Academy is the only statewide entity invested in workforce development efforts with a primary focus on continuing education of credentialed peer and family support professionals.

The Academy increases access to evidence-based peer-to-peer and family-to-family programs to help people with mental health and/or substance use related needs achieve whole person wellness goals. This is done through the following:

- 1) offering professional development and advanced level training to peer and family support professionals;
- 2) providing support and peer-to-peer networking opportunities for industry professionals; and
- 3) working with social service delivery systems and healthcare provider organizations to expand the use of peer and family support services into non-traditional settings.



# CURRENT COURSES



**8**  
Hours

## Forensic Support Breaking down the Barriers

Peer Support Professional Course

OR

Family Support Professional Course

### Course Summary

People who have experienced justice involvement and incarceration face unique hardships and challenges in society. Research shows that the level of support an individual receives directly influences how a person navigates their path to community integration. In this immersive course, support professionals will gain invaluable knowledge and develop critical intervention skills to support individuals and their families during a person's reentry into the community, after incarceration.

- Reduce recidivism by facilitating successful reentry of the individuals served
- Outline the inner workings of the criminal justice system
- Evaluate the effectiveness of interventions at various points of contact
- Analyze the unique challenges and opportunities of reentry
- Explain the relationship between trauma-informed care and justice involvement

Peer Support Professional Course

OR

Family Support Professional Course

### Course Summary

Opioid use is at an epidemic level, and who better to answer the call of hope and support than peer and family support professionals. Opioid use has a deep and unique place in history, where it has been both romanticized and demonized. Today, we know that meaningful lives are devastated and even lost daily. This course provides an in-depth knowledge of how to support people and the families of people who are living with opioid use dependency or disorder.

- Understand the whys and hows of the opioid epidemic
- Differentiate the ways the brain responds to opioid use compared to other substances
- Use high-end cultural competencies to build rapport with people who have opioid dependence
- Utilize the principles of trauma-informed care to support people who feel trapped by their opioid use
- Explain the principles harm-reduction and appreciate the role that medication can play in comprehensive approach to treatment
- Identify signs of a potential opioid overdose and how to administer naloxone

## Hope and Healing in the Opioid Use Crisis



**8**  
Hours

# CURRENT COURSES



## Self Care

Peer Support Professional Course

OR

Family Support Professional Course

### Course Summary

As support professionals, our job is to support people, and families as they support their loved ones, find their path to recovery and build their resilience. Sometimes we see wonderful transformations, but other times we see ongoing and devastating consequences of mental illness and substance use disorder. We know that caring for others has a high cost. This immersive course takes a deep dive into the prevention of personal and professional stress, compassion fatigue, burnout, and secondary traumatic stress. We will identify the shortcomings of incomplete self-care models and gain the knowledge and skills to build resiliency in our personal and professional lives.

- Calculate the high cost of caring
- Categorize the danger zones when caring for others
- Compare the shortcomings of "pop" self-care techniques with research-based resilience-building models
- Compose a self-directed Professional Resiliency Plan that can be easily integrated into professional practice and personal life
- Create a regional peer & family support self-care association to strengthen resilience and commitment

### Course Summary

If we learned anything from our history books, it is these two things: we need vigilant advocacy to keep our society true to its citizens and that well-planned advocacy works to change the hearts and minds of society. Support professionals and peers have a specialized tool for advocacy: Our Story. Our story has the power to change laws, policies, and systems. Our story has the power to help us get our personal needs met. Our story has the power to demonstrate all the possibilities others can achieve through self advocacy. In this course, you will explore all the different forms of advocacy and develop a deep sense of how to respond when things are not as they should be.

- Define your audience so you can leverage your point effectively
- Create dynamic change by composing your story
- Detect the structure and nuances of the "court of public opinion"
- Break down the elements of system advocacy for legislative changes
- Navigate policy changes with AHCCCS, insurers, and service providers
- Appraise and strengthen your self-advocacy skills
- Defend the rights of those we support (access to housing and other necessities)
- Teach and coach self-advocacy

Peer Support Professional Course

OR

Family Support Professional Course

## Effective Advocacy



4  
Hours

# CURRENT COURSES



## Reaching Extraordinary Outcomes through Motivational Leadership

### Course Summary

Join us for an 4 hour interactive session on how to provide optimal supervision for your Peer and Family Support staff that will help your program deliver extraordinary outcomes. This is designed for seasoned supervisors, new supervisors and those inspiring to be supervisors. The mixture of experiences helps make a more dynamic class experience.

You do NOT need to be a peer or family support employee to enroll. We encourage attendance from clinicians and medical staff who oversee programs where peer and family support services are utilized.

- Clearly define the roles and expectations for peer and family support employees
- Articulate the uniqueness of peer and family support as part of a clinical team
- Understand and gauge whether your peer & family support are working within their scope of practice
- Utilize a supportive employment approach and flexible job accommodations to help increase the productivity, job satisfaction, and overall workplace morale for ALL employees
- Enhance and practice coaching skills
- Hone your motivational leadership skills while developing clear goals and action items for keeping your workplace healthy and hopeful Hone your motivational leadership skills

- Help individuals and their families connect with their community
- Challenge assumptions about limitations and bringing a vision for the future to light Discover capacities in people and uncover strengths
- Build and deepen relationships through a process of shared discovery
- Help families understand how to teach a skill, while utilizing concrete steps to promote their loved one's independence
- Understand how Family Support can make a difference for individuals with diverse abilities and their families
- Determine what services and supports are available in your community, including but not limited to services through the Arizona Department of Economic Security (ADES), Division of Developmental Disabilities (DDD)
- Refine your system navigation skills and know the legal rights of the people you serve
- Understand the rights of eligible members through the DDD
- Understand how to share resources with families so they can make informed decisions
- Discover how assistive technology can be used to facilitate independence

## Abilities, Differences and Inclusion for Family Support Providers

### Course Summary

We know that often times those diagnosed with a development disability are not treated equally and face many additional barriers. As family support professionals, we must support family members as they support their loved ones navigating the healthcare and social service delivery systems. We must understand their abilities and differences while ensuring they are included in all aspects of their care. We need to be aware of the various resources available. We must be able to advocate, connect, educate, create opportunities and impact change for this particular population.



# CURRENT COURSES

## Course Summary

We have learned over the years the importance of telehealth services. We recognize the importance of how to utilize technology effectively as peer and family supports in service delivery to promote the health and wellness of the individuals we serve.

It's essential we adapt to the changing digital health care world.

- Educate in importance of technology of health care for integrated health prevention, monitoring, and treatment for integrated care.
- Provide skills and techniques for peer and family support specialists on building rapport and providing services through technology platforms
- Increase confidence of peer and family support specialist in technology health care literacy for their own member interactions
- Encourage utilization of PYX technology for members by showcasing benefits and application throughout training



## Technology to Promote Wellness



## Trauma Informed Care: Real World Techniques

## Course Summary

Trauma is a common in the community, and it has major impacts on our health and wellness. It is essential as peer and family support specialists we have the knowledge and tools to support in providing support to individuals who may have experienced trauma.

This course will dive passed the normal question of "what happened to you" to exploring other necessary questions, impact of our words and how to provide trauma informed care in the real world.

- Restate the definition, prevalence and impact of trauma
- Discuss the paradigm shift that is critical to becoming trauma-informed
- Identify ways in which trauma-informed principles can be applied in daily work
- Utilize a trauma-informed approach and language while supporting individuals
- Understand evidence based practices for treating trauma
- Recognize the important role peer and family supports play in encouraging resiliency
- Recognize secondary trauma and prepare for how to handle it in healthy ways to prevent burn out and compassion fatigue

## Course Summary

Motivational Interviewing is a powerful tool to support in moving individuals forward in their personal goals. This course will review basics tools, tips, and techniques for motivational interviewing. This training will introduce participants to the spirit of MI and begin to develop the core conversation skills of open-ended questions, affirmation, reflections and summaries.

- Expand awareness of the theory and practice of Motivational Interviewing(MI).
- Increase knowledge of the Stages of Change theory.
- Enhance ability to effectively utilize MI in your work with those in need of constructive change.
- Practice utilizing motivational interviewing to make a difference through affirmation, reflection and summaries.



## Motivational Interviewing

# CURRENT COURSES



## Family Support Refresher Series

### Course Summary

This pilot will be comprised of a 12-hour family support refresher series training. Times have changed since many family supports received their initial credential.

This will ensure that our family support workforce is engaging in continuing education opportunities to enhance their skills for effective service delivery for members and their families.

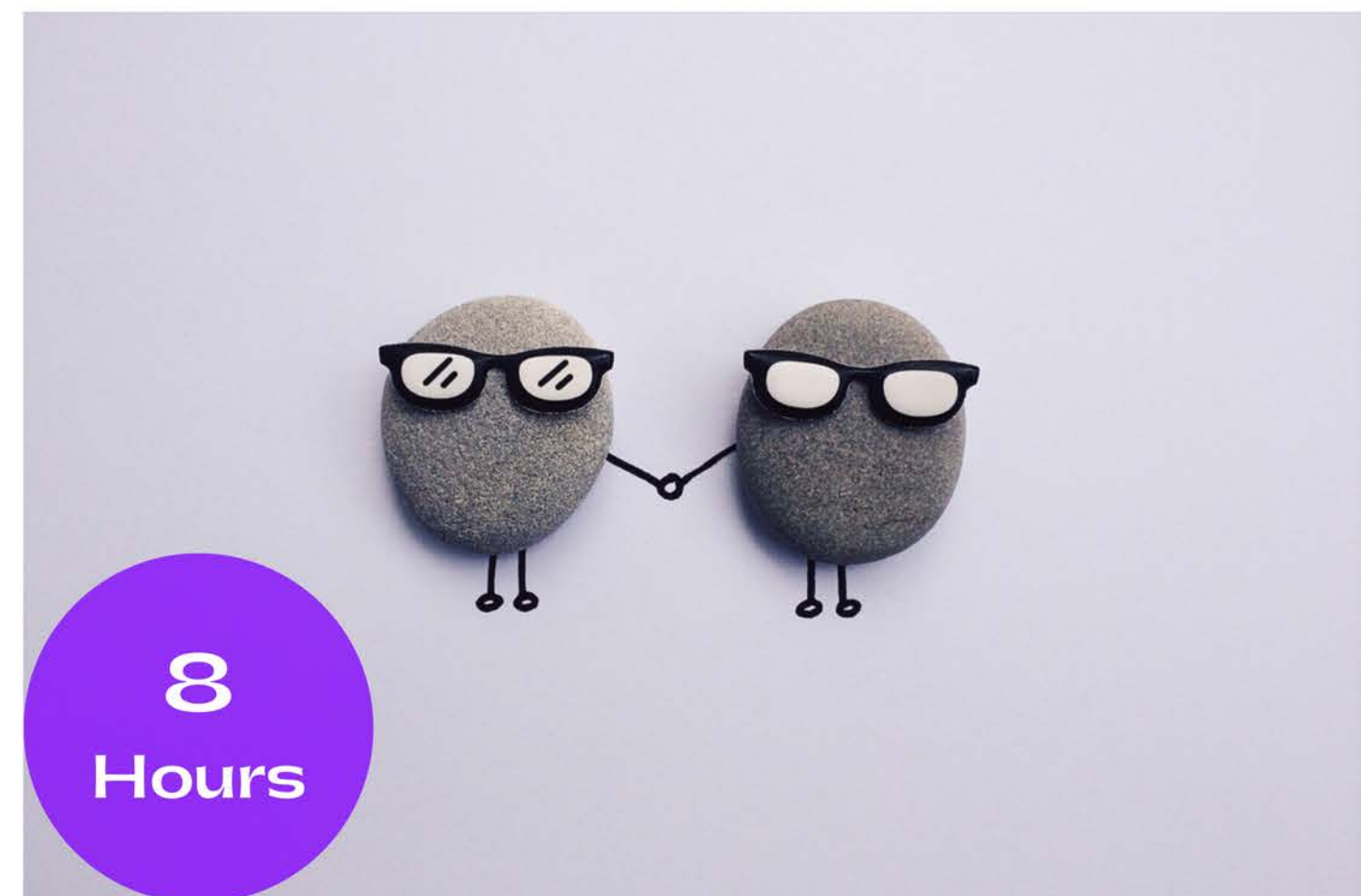
- Introduction including Review of Roles, Guiding Principles, Relationships Roles, and Trust Building
- Family Capacity Building including Personal Wellness, Stress Tolerance, and Boundaries & Ethics
- Communication Techniques including Trauma Informed and Family Communication Strategies
- Self Help & Empowerment including strengths based recovery and Promoting Wellness BioRhythm

### Course Summary

This pilot will be comprised of a 12-hour peer support refresher series training. It is important that we continue to develop our skills following our initial credential as peer support professionals.

This will ensure that our peer support workforce is engaging in continuing education opportunities to enhance their skills for effective service delivery for members.

- Refresh the memory with an overview introduction including Review of Roles, Guiding Principles, Relationships Roles, Trust Building
- Increase Capacity Building including Personal Wellness, Stress Tolerance, and Boundaries & Ethics
- Improve Communication Techniques including Trauma Informed, Interprofessional Communication, Stages of behavior change.
- Review Crisis and Wellness Planning (Strength-Based Recovery, Promoting Wellness BioRhythm)



## Peer Support Refresher Series

### Course Summary

It's essential that we can support our members in moving from interdependence to independence. We want to ensure they can build their resilience and self sufficiency.

- Understand and recognize the causes of interdependence and institutionalization
- Identify why it is essential to increase member independence and growth
- Understand the importance of risk taking for those we serve
- Exploring ways to promote independence with those we serve



## Promoting Independence

# CURRENT COURSES



1  
Hour

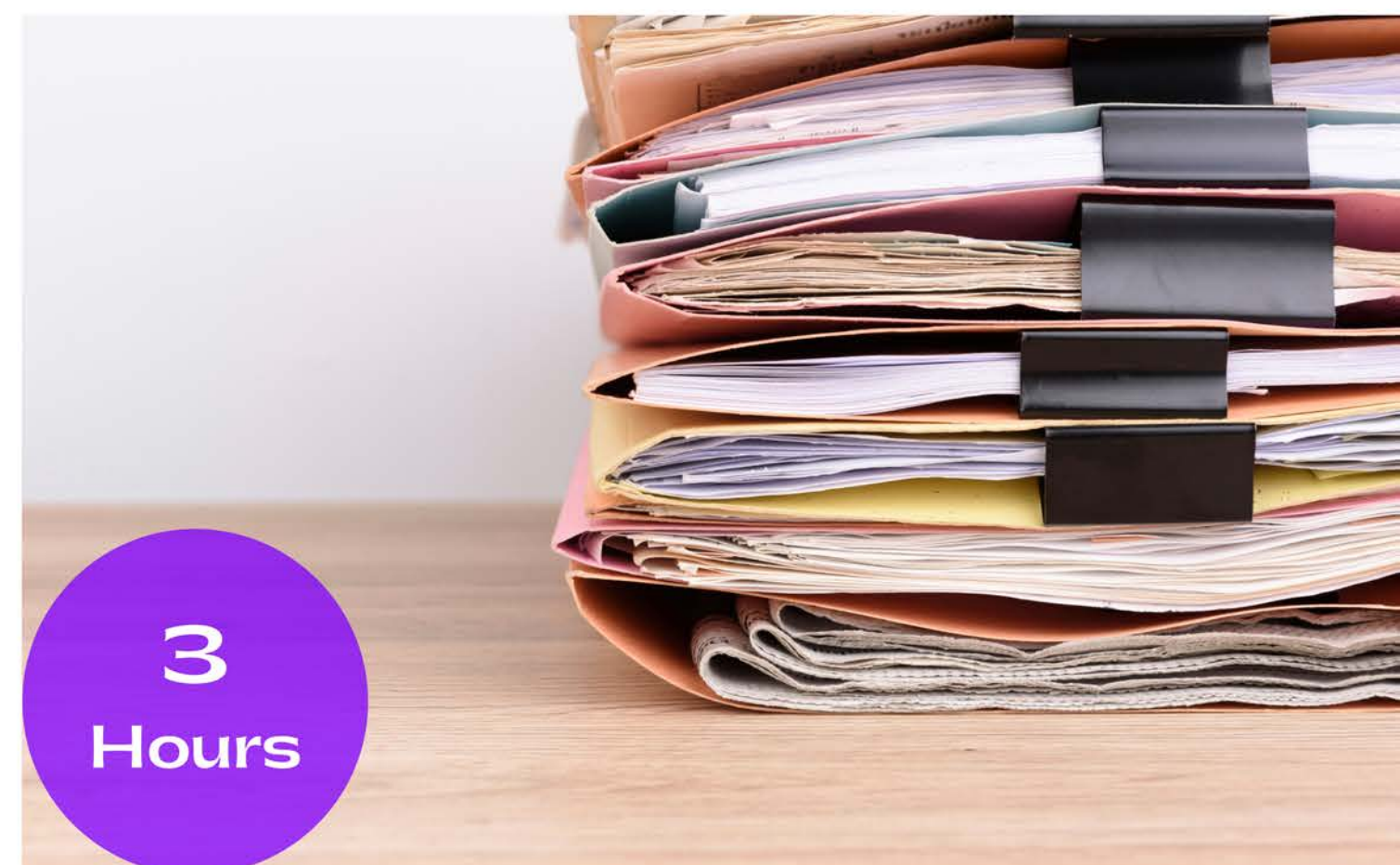
## Requirements for Employers Hiring Peer and Family Supports

### Course Summary

Do you struggle with how to complete or manage your needed documentation? We will discuss some best practices and techniques to write quality documentation. If it was not documented, it didn't happen. Let's make sure your hard work is tracked through your notes.

- Ensure awareness of legal requirements for medical records
- Understand ethical considerations for record keeping
- Recognize best practices for documentation, ISP goals, and billing codes.
- Reduce Fraud, Waste and Abuse in billing practices.
- Practice Documentation

- Understand AHCCCS policy related to Peer and Family Support (AMPM 963 and 964)
- Explore supervision requirements and best practices
- Understand requirements for CEU's
- Recognizing the value of peer and family supports as evidence based practices
- Increase clarity on Peer and Family Support reporting the AHCCCS and Health plans



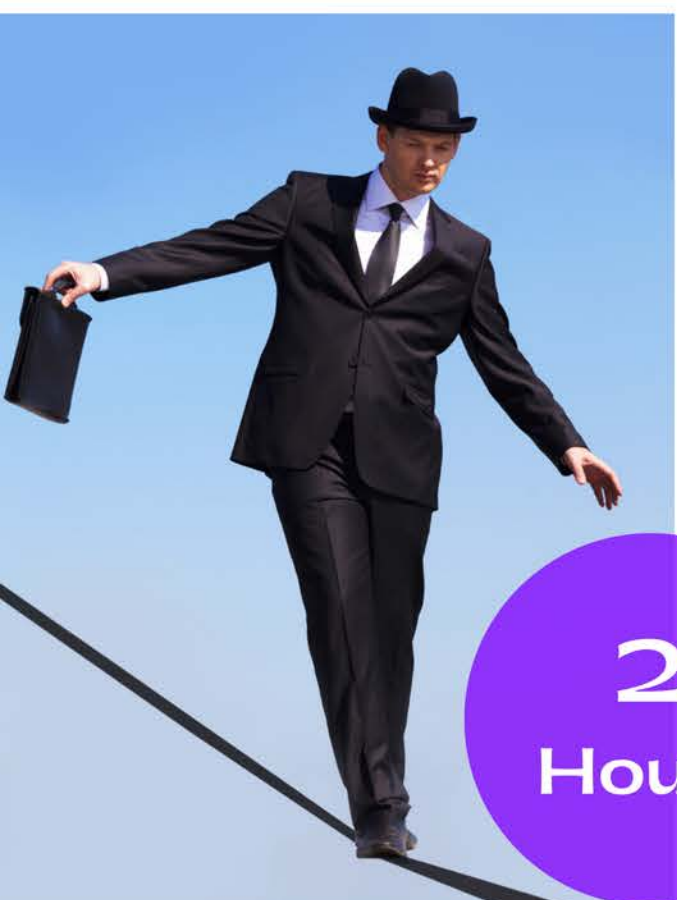
3  
Hours

## Never Underestimate the Power of Documentation

### Course Summary

Ethics and boundaries are essential protection for ourselves and the individuals we serve. Together we will navigate some professional ethics and boundaries to provide clarity in what can feel gray.

- Develop understanding of essential ethics and boundaries
- Explore how to engage in ethical behaviors and practices
- Understand how to set appropriate boundaries with members while maintaining a positive relationship
- Reducing countertransference
- Recognizing need for effective warm hand offs



2  
Hours

## ETHICS AND BOUNDARIES



# CURRENT COURSES



## Course Summary

We know that stigma inhibits access to and engagement in services. Do you have the tools to talk to someone about their drug use? This course offers practical and proven-effective strategies for communication with people who use drugs to promote connection to care.

- Define recovery and resilience
- Increase tools for effective communication and support for those who use drugs for positive rapport.
- Understand evidence-based practices including MAT and Housing First

## Harm Reduction

### Course Summary

As a lived experienced professional, we know that personal disclosure creates rapport and supports individuals seeking services, yet it can be a challenge to find the appropriate balance. This class will create self-awareness and provide practical methods for the professional Peer worker to create a balance of sharing your story as needed for the individuals benefit.

- Review the unique boundaries and ethical risks for a lived experience professional
- Practice the elements of effective self disclosure
- Identify how to stay in scope and work as part of an integrated care team
- Ensure the members best interests are upheld while providing services



## Sharing your Story with appropriate Disclosure



## Engagement and Group Facilitation

### Course Summary

Strong facilitation skills can transform problems into opportunities. In this course, you will practice weaving key facilitator competencies into a flexible facilitation approach. You will develop strategies to facilitate challenging scenarios through planning, feedback, discussion, and practical application..

- Expand knowledge for increased member engagement and 1:1 supports
- Develop competencies for effective group facilitation
- Discuss strategies for adjusting facilitation in a virtual environment
- Design strategies to adjust your facilitation approach for different audiences

Course Completion  
Tracked in Relias

# CURRENT COURSES



## Understanding Substance Use Disorders and Navigating Recovery

### Course Summary

Substance use is a growing problem across populations. As a helping professional, you need a basic understanding of how substance use affects and impacts the individuals you provide services to. This information will help you to provide support and resources to help clients seek treatment and recovery. In this course, you will explore substance use disorders, how they develop, and their impact on individuals. The course also explains your role as a paraprofessional when working with individuals with substance use disorders.

- Why people start taking substances and the effects of substances.
- The continuum of substance use from not using (abstinence) to a substance use disorder.
- How substances affect the brain, causing a chronic, relapsing brain disease.
- Best practices for treating substance use disorders and maintaining recovery.

### Course Summary

This course will present a series of skills that can be used to de-escalate and manage general and specific crisis situations. Peer and Family Supports will learn the important role of communications, empathy, body language, and how to avoid roadblocks in lessening intense behaviors.

- Recognize practices of providing support before crisis or escalation happens
- Expand knowledge of skills to calm any situation
- Learn the important role of communications, empathy, body language, and how to avoid roadblocks
- Ensure least restrictive option is provided
- Understand the required documentation needed for an incident



## Being the Calm in the Storm: Crisis and Behaviors



### Course Summary

Together we will explore the experience of individuals navigating our justice system and reentering the community. To support individuals in their journey, it can be helpful to expand our understanding of the process and experience of those we serve.

- Increase understanding of jail and prison experiences in AZ
- Develop knowledge of justice system processes
- Increase understanding of justice involved culture
- Expand our knowledge of supporting individuals as they transition to the community

## Justice Experience and Reentry

# CULTURAL CONNECTION SERIES



## Youth and Young Adult

### Course Summary

It can be a truly fun and rewarding job to support youth and young people in their journey, yet it also can be filled with several unique challenges. Your ability to work collaboratively with young people is a key factor in determining their success toward achieving their own goals and growth. When you are able to lean into chaos and roll with resistance using some grit and some tenderness, you can foster health, healing, and fun. .

- Learn the values and virtue of effectively engaging with young people.
- Explore creative collaboration approaches for working with young people
- Gain an understanding of a youth advocacy model that emphasizes how youth workers can support young people's skill development
- Learn how to empower youth to be self-advocates and take the lead

### Course Summary

Arizona has one of the 3rd largest American Indian/Native Population in the US. Learning about and celebrating Indigenous culture is one way to foster and encourage cultural pride. It is often essential to develop relationships based on mutual trust and active participation. This unique population has some different options related to their health care and liaisons to support.

- Build knowledge of the 22 federally recognized tribes/indigenous communities.
- Understand important considerations for providing culturally mindful services
- Learn how the health care systems can differ including connecting with the tribal liaisons



## Tribal and Indigenous Communities

### Course Summary

Sexual orientation and gender identity are as unique as each individual. It is essential to create a welcoming environment for all individuals. Studies have confirmed that LGBTQ+ youth face a range of increased risks compared with other young people. These include a greater likelihood of victimization, discrimination and violence. A range of poor health and academic outcomes are directly related to such inequities. We can make a difference by providing quality and mindful care to this population.

- Recognizing the importance of language
- Understanding key terms to provide respectful communication
- The "coming out" process as it relates to behavioral health
- How to make a provider organization more LGBT-welcoming
- Specific clinical guidance for addressing the needs of each of the LGBT populations



## LGBTQIA+

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# EVIDENCED BASED NATIONAL TRAININGS



**Mental Health  
FIRST AID**

from NATIONAL COUNCIL FOR  
MENTAL WELLBEING

## Course Summary

MHFA is skills-based training that teaches people how to identify, understand and respond to signs and symptoms of a mental health or substance use challenge.

We have community specific trainings that include Youth, Spanish, Tribal, Corrections and Public Safety.

These can be delivered in-person for 8hr sessions. Training can also be delivered virtual with a blended format. This blended format includes a 2-hour pre-work on the MHFA portal and a 7hr virtual instructor led session.



**American  
Red Cross**

## Course Summary

The First Aid/CPR/AED course incorporates the latest science and teaches students to recognize and care for a variety of first aid emergencies such as burns cuts scrapes sudden illnesses head neck back injuries heat and cold emergencies and how to respond to breathing and cardiac emergencies. Successful students will receive a certificate valid for two years.

We have training available for Pediatric and Adult curriculums. These training will be a 4 hour in person course.



## Course Summary

CPI is the worldwide leader of professional development in crisis prevention and intervention. The courses focus on providing the best possible Care, Welfare, Safety, and Security to staff members and those in their care. The emphasis is on prevention, de-escalation, and the use of physical intervention only as a last resort when an individual presents a danger to self or others.

The Nonviolent Crisis Intervention Course is a 6hrs in person training. Verbal Interventions can be delivered in a 4hrs in person training or blended course where participant do 2hrs pre-work online and 2hrs instructor led course.



## Course Summary

This course from The One Tree Learning Institute will focus on the application of resiliency practices that manage stress. These evidence-based practices and system of resilience can empower us to support growth in others by learning from our own perspective.

This four hour course can be delivered virtually and in person.

**Available upon request.  
A fee may apply.  
Please contact us for  
pricing**

# EVIDENCED BASED NATIONAL TRAININGS



## Course Summary

Intentional Peer Support is a powerful way for creating and building relationships where both people learn and grow together. IPS is used across the world in community, peer support, and human services setting, and is a tool for community development with broad appeal to people from all walks of life.

The IPS Core training is a 5 day in person training and 10 day virtual training.



## Course Summary

This course will provide an overview of the Strengthening Families movement and the protective factors framework and ideas for how you can apply these concepts in your work. This training is designed to be used by anyone who works with children and families-in any field.

The Parental Resiliency training is a two part 10 hour course that can be delivered in person or virtual.



## Course Summary

ISOAR is a national program designed to assist with the completion of SSI/SSDI applications for individuals experiencing or at-risk of homelessness who have a mental health or co-occurring substance disorder.

The SOAR is an 3 day course (20hrs) online course.



## Course Summary

SMART Recovery is a fresh approach to addiction recovery. SMART stands for Self-Management and Recovery Training. This is more than an acronym: it is a transformative method of moving from addictive substances and negative behaviors to a life of positive self-regard and willingness to change.

SMART Recovery is an evidence-informed recovery method grounded in Rational Emotive Behavioral Therapy and Cognitive Behavioral Therapy that supports people with substance dependencies or problem behaviors.

The SMART training is

Available upon request.  
A fee may apply.  
Please contact us for  
pricing

# FUTURE COURSES



## Coordination of Care

### Course Summary

Care coordination is an activity rather than a service. The Agency for Healthcare Research and Quality (AHRQ) defines care coordination as "deliberately organizing consumer care activities and sharing information among all of the participants concerned with a consumer's care to achieve safer and more effective care. This means the patient's needs and preferences are known ahead of time and communicated at the right time to the right people, and that this information is used to provide safe, appropriate, and effective care to the patient.

- Understanding the basics of system navigation and stakeholders to collaborate with
- Recognize the difference between clinical vs. lived experience services.
- Professional Collaboration and Coordination
- Understanding requirements for Child and Family Team meetings (CFT's) and Adult Recovery Teams (ARTs)
- Understand the structure and purposes of a staffing

### Course Summary

This Mandatory Reporting workshop is designed to educate you about the definition of this term, as well as your legal responsibility to protect vulnerable individuals.

We often know that we are mandatory reporters, yet it can be unclear of the process and requirements for reporting. This course is designed to provide clarity on what is mandatory reporting, purpose, process, and next steps.

- Describe the obligations as a mandatory reporter
- Define physical injury, child abuse, abuse, and neglect
- Define "reportable offenses"
- Understand Duty to Warn requirements
- Specify the timeframe followed when filing a report
- Identify the agency/agencies with whom reports are filed
- Understand Incident, Accident, death reports
- Understand the basics of the Independent Oversight Committees



## Mandatory Reporting

### Course Summary

Our health system is complex, as supporters we often are collaborating and engaging with different professionals and members. It can be important to understand the different mental health professionals role and the clinical language they use at times. Additionally, it can be helpful to have a basic understanding of various mental health conditions including symptoms and observable behaviors. Our goal for this training is to prepare you with the skills for quality care coordination.

- Recognizing the differences of mental health professionals
- Understanding clinical terminology and coordination of care
- Identify mental Health Conditions including symptoms and observable behaviors.



## Understanding Clinical

# FUTURE COURSES



ERED.COM

## Professionalism

### Course Summary

Professionalism in the workplace is undoubtedly critical for maintaining harmony and a positive image among stakeholders while also developing and promoting internally.

Regardless of your company's unique culture, and whether you have a more formal versus more casual atmosphere, we want to be viewed and respected as professionals.

- Define workplace professionalism
- Recognize the importance of professional image, conduct and attitude
- Explore the consequences of unprofessional behavior
- Identify where employees may struggle

### Course Summary

Pregnancy and Parenting can be an exciting time yet holds unique challenges for those with substance use disorders or mental health journeys. This can be an important time for peer and family support to understand the unique needs of parents. Together we can create healthy communities.

- Maternal Wellness
- Responding in the hard times
- Understanding fetal alcohol syndrome
- Understanding NAS
- MAT for pregnancy
- Program highlights (HEAL, CHEEERS, and Hushabye)



## Pregnancy and Parenting

### Course Summary

Research suggests positive work cultures unleash greater performance. In this course, you'll learn to identify the impacts of a positive workplace and recognize negative indicators in a work environment. You'll also explore the organizational strategies that promote positive employee engagement and learn techniques to interact personally with employees in ways that foster a positive work environment. An engaged workforce creates a positive work environment that boosts productivity, encourages creativity, and helps you engage and retain talented employees.

- explore the organizational strategies that promote positive employee engagement and learn techniques to interact personally with employees
- recognize common qualities of engaged employees, understand what drives employee motivation, and recognize commitment challenges.
- nurture a mindset of psychological safety and build a skillset that supports it.
- what challenges might inhibit a positive culture, solutions for overcoming each challenge, and techniques to measure and sustain positive workplace culture.



## Developing Positive Workplace Culture

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