



Program Objectives

Certified Behavioral Support Professional

Competency	Learning Objectives
HCBS Orientation	<ul style="list-style-type: none"> ○ Identify what constitutes an appropriate HCBS program ○ Determine the regulations and requirements of HCBS ○ Understand what makes a Quality organization ○ Examine the person-centered thinking model ○ Describe the State Survey process
CCS Orientation (for CCS track only)	<ul style="list-style-type: none"> ○ Define psychosocial rehabilitation and its relationship with Comprehensive Community Services ○ Identify the essential elements of the Comprehensive Community Services Program ○ Analyze the Comprehensive Community Services documentation requirements ○ Evaluate their role for various aspects of the Comprehensive Community Services Program
Crisis Management & Intervention	<ul style="list-style-type: none"> ○ Identify elements of crisis and crisis management ○ Analyze the four stages of a person in crisis and responding approaches ○ Distinguish the key elements of effective communication during a crisis ○ Explore effective conflict resolution techniques and tools to support residents before, during, and after a crisis ○ Understand the relationships between compassion fatigue and rational detachment
Navigating Trauma	<ul style="list-style-type: none"> ○ Identify what trauma is and its impact on relationships ○ Develop an understanding of various aspects of trauma-informed care ○ Recognize trauma responses and what they communicate ○ Consider the best methods of trauma-informed care communication
Cultural Competence	<ul style="list-style-type: none"> ○ Define cultural competence and cultural attunement ○ Understand the role and importance of culturally-based care ○ Examine culturally responsive strategies to enhance your cultural competency and ability to work effectively with residents
Psychotropic Medications	<ul style="list-style-type: none"> ○ Explore the role, significance, and challenges of psychotropic medications in the treatment of mental health ○ Examine the indications and usages of four common categories of psychotropic medications ○ Recognize the potential side effects of psychotropic medications ○ Identify strategies that enhance medication adherence through shared decision-making, resident empowerment, enhanced self-efficacy, and improved health literacy

Recovery Concepts	<ul style="list-style-type: none"> ○ Understand the elements of recovery and dimensions of wellness ○ Identify the essential elements of Recovery-Oriented Systems of Care (ROSC) ○ Analyze how to incorporate recovery concepts, ROSC, and recovery principles into your programming
Behavioral Health Documentation	<ul style="list-style-type: none"> ○ Distinguish the key elements of effective documentation ○ Recognize the role and importance of documentation standards ○ Explore three methods that can be used to develop and improve effective documentation
Person-Centered Care	<ul style="list-style-type: none"> ○ Identify definitions and elements of person-centered care along with its relationship with recovery. ○ Distinguish the elements and collaborative efforts needed for resident goal setting ○ Recognize the supportive roles caregivers provide to residents during the goal setting process ○ Understand supportive methods to facilitate communication for and with residents
Navigating Mental Illness	<ul style="list-style-type: none"> ○ Define the concept of mental health and its significance in the context of residential living ○ Recognize the impact of mental health on the overall well-being of residents in residential living facilities. ○ Identify the relationship between mental health and substance use disorders. ○ Distinguish caregiver roles in interventions and treatments for residents with mental health disorders. ○ Determine effective crisis intervention protocols ○ Consider the benefits of collaborating with mental health professionals
Substance Use Disorders Orientation	<ul style="list-style-type: none"> ○ Discern what substance use is and ascertain its relationship within assisted living. ○ Identify the types of substances and their intended effects on an individual. ○ Determine the various impacts of substance use on the health and well-being of individuals. ○ Distinguish the risk factors and causes related to substance use challenges ○ Recognize indicators used to identify substance use disorders. ○ Examine treatment options that support recovery for individuals with a substance use disorder. ○ Understand the role of caregivers in supporting residents with substance use disorders.
Ethics, Confidentiality & Boundaries	<ul style="list-style-type: none"> ○ Identify the relationship between values, morals, ethics, and laws in healthcare ○ Understand the ethical decision-making model ○ Analyze the role of boundaries in the provision of ethical care ○ Discern personal actions that promote ethical caregiving
Staff Self-Care	<ul style="list-style-type: none"> ○ Explore the development and impact of burnout and compassion fatigue on staff ○ Analyze the relationship between wellness and self-care ○ Identify how to plan out a self-care plan for personal wellness. ○ Consider how self-care and wellness can be incorporated and supported at work