



ONTRACK Program Resources

Training and Technical Assistance Guide

ONTRACK is a leading social justice organization dedicated to eliminating disparities through caring, compassionate, community-centered approaches to health and wellbeing.

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ONTRACK Program Resources

ONTRACK Program Resources (ONTRACK) provides high quality, cost-effective, customized consulting, training and technical assistance (TTA) to improve workforce skills, service delivery, programs, and systems to better serve increasingly diverse communities.

Since 1997, **ONTRACK** has built a reputation for providing culturally responsive, strengths-based, applicable expertise to hundreds of organizations across a wide range of behavioral health, health care, human services, educational, and social justice issues.

ONTRACK offers consulting and training services to organizations in several areas including:

- Clinical skills building
- Code compliance
- Capacity building, program and organizational development, leadership, management technical assistance and training
- Cultural competence, diversity, inclusion, equity, and the National Culturally and Linguistically Appropriate Services (CLAS) Standards

Our trainings can be amended and personally tailored to your program area and organizational need. Additionally, new trainings can be developed to fit your unique requirements. In many cases, CEU's are available. Training delivery varies. Most workshops are half-day trainings, though in special circumstances, trainings can be as short as an hour or as long as a series of full or half-day sessions that span several months or years.

A key component of **ONTRACK**'s strength is its pool of more than 100 highly accomplished and diverse consultants with a range of expertise in health, behavioral health, social service, and prevention and wellness promotion fields. ONTRACK consultants are known for their:

- respectful and client-centered approach
- strength-based focus
- ability to customize capacity-building services to client needs
- understanding and ability to relate to the community issues faced by clients

ONTRACK's clientele includes governmental agencies, social service agencies, treatment centers, faith and nonprofit communities, and other organizations that serve diverse populations, with regard to culture, ethnicity, race, age, sexual orientation, geography and socio-economic and mental health statuses.

Major clients and partners have included:

- California Department of Health Care Services
- California Department of Alcohol and Drug Programs
- California Department of Public Health
- California Institute for Mental Health/Center for Multicultural Development (now California Institute for Behavioral Health Solutions)
- Center for Applied Research Solutions
- U.S. Substance Abuse and Mental Health Services Administration
- National Asian Pacific American Families Against Substance Abuse
- Sierra Health Foundation
- Nonprofit Resource Center
- The California Wellness Foundation

A FEW TESTIMONIALS

“**ONTRACK** is “ground zero” for existing or non-profit start-ups. On day one, **ONTRACK** executed a superior assessment of our non-profit’s mission. Their strategy saves time and money, quickly builds leadership confidence, and provides the tools for good governance.”

- *Kush United, Inc.*

“At times when county’s resources are significantly limited, **ONTRACK**’s staff has always supported our needs and endless requests in a timely and expeditious manner. **ONTRACK** technical support is undoubtedly a strong complement to the county’s strategic plan.”

- *Contra Costa Health Services*

“Being transparent in his training methods made the training one of the best I’ve attended in a long while.”

- *Participant who attended Techniques for Working with Trauma Affected Youth*

“**ONTRACK** demonstrates a strong and enthusiastic commitment to educating which is highly regarded by the UCDHS Clinical Social Services Education Committee.”

- *John M. Ebersberger, LCSW, Department of Clinical Social Services/Discharge Planning UCDHS*

TRAINING AREAS

CULTURAL COMPETENCE, CULTURAL AND LINGUISTIC APPROPRIATE SERVICES (CLAS) STANDARDS, DIVERSITY, INCLUSION, EQUITY, & REDUCING DISPARITIES

ONTRACK's cultural competence, CLAS Standards, equity and disparity reduction interactive trainings are designed to provide participants with essential current concepts, frameworks, and best practices related to providing effective services to diverse populations, including:

- Cultural competence responsiveness, humility, sensitivity, and/or proficiency
- CLAS Standards
- Diversity, inclusion and equity
- Health equity, health disparities, and social determinants of health, etc.

Through hands-on modules based on adult learning styles, participants learn how to assess their services and meaningfully incorporate relevant critical components into their work. Participants get needed tools to better understand and apply cross-cultural best practices into their planning, implementation and evaluation strategies.

“Diverse population” criteria include:

- Ethnicity
- Culture
- Race
- Class
- Age
- Gender
- Religion and/or spirituality
- Sexual orientation
- Physical, emotional or intellectual disability
- And, socio-economic conditions, i.e. Income, homelessness, military service, criminal justice involvement

ONTRACK's common training objectives for cultural competence/diversity related trainings include:

- Establish a working definition of culture, its role and purpose
- Receive an overview of the concepts and principles of cultural and linguistic competence
- Recognize important factors that guide the development of culturally competent organizations
- Implement assessments as resources to achieve and sustain competency
- Gain greater understanding of the impact and practical uses of data for achieving equity

SAMPLING OF CULTURAL COMPETENCE/DIVERSITY RELATED TRAINING TITLES

Cultural Competence & CLAS Standards Overviews

- Meeting the Challenge: Incorporating Culturally and Linguistically Appropriate Services (CLAS) Standards into Health and Wellness Programming
- Assessment and Development of Culturally and Linguistically Appropriate Services, Workplaces, and Systems
- Iceberg Diving: Cultural Competence Primer for Behavioral Health and/or Health Practitioners and Settings
- Alignment with the National CLAS Standards: Focus on Organizational Leadership and Governance
- When They Walk Through the Door: Culturally Responsive Intake, Assessment and Treatment Services
- CLAS is in Session: Closing the Academic Achievement Gap through Cultural Proficiency

Ethnic/Cultural Population Specific

African American

- Boys and Men of Color: Equity and Justice in Behavioral Health Delivery
- Delivering Comprehensive and Culturally Sophisticated Services to African Americans
- From Victim to Victor: Undoing the Crippling of A Culture (Focus on African Americans)
- Increasing Cultural Competency for Working with African Americans

Latinos/Latinas

- Culturally Responsive Services for Latinos
- Understanding the Challenges Facing Latino Immigrants: Striving to Provide Culturally Competent Services to this Vibrant Population (*Also can be tailored to women and girls*)

Asian/Pacific Islanders

- Designing, Implementing, and Evaluating Programs for Cultural Sensitivity Toward Asians/Pacific Islanders
- Working with the AANHPI Communities: Cultural Competence in Practice
- The Importance of Cultural Competency for Substance Abuse Service Providers to the Asian American, Native Hawaiian and Pacific Islanders (AANHPI)

Cross Cultural

- Domestic Violence and Addiction: Intersecting Issues within Asian American, Native Hawaiian, and Pacific Islander (AANHPI) Communities
- Best Practices in Providing Culturally Responsive and Effective Services to Asian American, Native Hawaiian and Pacific Islander (AANHPI) Clients

- Whole, Healthy and Mixed Race: Meeting the Unique Behavioral Health Needs of Multiracial Youth and Adults

Former Soviet Union

- Providing Culturally and Linguistically Appropriate Services to Clients from the Former Soviet Union (FSU)

Native Americans

- The Long Dusty “Red Road”: Best Practices with Native Americans

SPECIFIC FOCUS AREAS (Approach/Objectives)

WOMEN & GIRLS

The concepts, actions and activities contained in **ONTRACK's** Women and Girls Core Competencies are directly related to gender-responsive/trauma-informed services with the understanding that to be truly effective, programs serving women and girls should: create an environment through site selection, staff selection, program development, content, and material that reflects an understanding of the realities of the lives of women and girls and that addresses and responds to their strengths and challenges.

Trainings can be tailored to meet the needs of policy makers, program managers, and line staff, as well as other providers (probation and parole), working with women and girls at high risk for multiple challenges related to trauma, substance use, and child welfare involvement. *

Sampling of Women & Girls Related Trainings

- Diamonds in the Rough: Addressing the Multi-faceted Needs of High Risk Young Women and Girls (*Also listed under Substance Use Disorder (SUD), Women trainings*)
- A Shero’s Journey: Improving Treatment & Recovery Outcomes for Women & Girls (*Also listed under SUD, Women trainings*)
- Gender-Responsive, Trauma-Informed Services for Girls Involved in the Juvenile Justice System (*Also listed under Criminal Justice*)

LGBTQ

- Best Practices in Serving LGBTQ Individuals and Families
- Working Effectively with Transgender Populations
- Best Practices for Working with Sexual Minority Youth
- Improving Services for LGBTQ Children and Youth
- Providing Equal Access for Transgender and Non-Conforming Populations

YOUTH

- Culturally Responsive Approaches for Latino Adolescents
- Kids at the Crossroads: Working Effectively with Substance Abusing Youth

- *See LGBTQ above*
- *See criminal and juvenile justice below*

CRIMINAL & JUVENILE JUSTICE

- Kids at The Crossroads: Working Effectively with Juvenile Justice-Involved Youth
- Tough Cases: Working Effectively with Ex-Offenders, Court-Mandated & Treatment-Resistant Clients
- Realignment, Re-Entry & Recovery: Cultural Considerations and Practical Application
- Youth Gang Involvement and Its Impact on the Whole Family
- Clinical Strategies in Working with Criminally Involved Youth
- Gender-Responsive, Trauma-Informed Services for Girls Involved in the Juvenile Justice System

OTHER SPECIFIC POPULATIONS (PEOPLE WITH DISABILITIES, VETERANS, HOMELESS)

- Cultural Competence and the Americans with Disabilities Act: Working with People with Disabilities
- The Warrior's Peril: Developing Resiliency in Veterans through Culturally Competent Service Delivery
- Homelessness and Cultural Sensitivity: Let's take care of each other

BEHAVIORAL HEALTH FOCUSED TRAININGS

ONTRACK's behavioral health trainings provide therapists, juvenile justice professionals, and other clinicians with information on how to develop and maintain a collaborative, problem-solving approach when working with persons with substance use and mental health disorders. Health Care Reform has ushered in an era of integration that is changing the service delivery landscape for substance use, mental health and primary health care providers by focusing on the behavior change required to prevent and manage chronic diseases. Most ONTRACK trainings in this section contain concrete and specific clinical interventions that can be utilized immediately in daily practice. There is a selection of courses that focuses primarily on improving clinical skills. Many courses are specialized and tailored to specific populations including African American men and boys, co-occurring disorders, criminal justice and gang involved, homeless populations, Latino men and boys, LGBTQ, trauma survivors, veterans, women and youth.

ONTRACK's common training objectives for behavioral health related trainings include:

- Build upon and improve clinical techniques from intake through assessments, organizational support and exit plans
- Learn tools for integrating systems of care
- Identify attributes of juvenile justice involved youth and impacts of incarceration
- Examine the culture of incarceration

- Explore the continuum of substance use disorders
- Become familiar with the terms and meanings of substance use, trauma and PTSD
- Learn the importance of self-care for the caregiver
- Learn to distinguish between abuse vs. addiction
- Learn to incorporate post-incarceration support strategies that promote positive treatment outcomes, including abstinence, employment and relationships
- Learn specific cross-cultural counseling techniques for facilitation of culturally themed support groups
- Practice strengths-based strategies for engaging resistance, counseling and treating youthful offenders
- Review gender-responsive treatment, theory, evidence, and systems of care

SAMPLING OF BEHAVIORAL HEALTH RELATED TRAINING TITLES

Clinical Skills-Building

- Anger Management Strategies When Working with Diverse Behavioral Health Consumers
- Cognitive Behavior Therapy: Fostering Improved Collaboration for Client Success
- Co-Occurring Disorders
- Improving Group Facilitation Skills Using Cognitive Behavioral Therapy
- Motivational Interviewing: Inspiring Change & Instilling Hope
- Advanced Motivational Interviewing: The Experiential (Previous MI experience required)
- SBIRT: Screening, Brief Intervention, Referral to Treatment
- Treat Them Well: Health Care Innovations, Skills, Techniques and Strategies (Includes MI, SBIRT, Appreciative Inquiry and SMART goals)
- Treatment Strategies From A – Z

Criminal Justice Involved

- Against the Odds: Improving AOD Treatment and Recovery Outcomes for Formerly Incarcerated Women
- Arrested Development: New Directions for Treating Incarcerated Women Changing Systems/Changing Lives
- Kids at the CrossRoads: Working Effectively with Juvenile Justice -Involved Youth
- No Wrong Door: Working Effectively with Ex-Offenders, Mandated Clients, Youthful and Gang Affiliated Substance Abusers
- Prodigal Daughters: Complex Issues & Challenges for Providers Treating CJ Women
- Realignment, Re-Entry & Recovery: Cultural Considerations and Practical Applications Using COGNITIVE BEHAVIORAL THERAPY
- The Long Way Home: Improving Successful Outcomes for Criminal Justice-Involved Women: A comprehensive training on Women's Addiction and Recovery
- Tough Cases: Working Effectively with Ex-Offenders, Court-Mandated and Treatment-Resistant Clients

Substance Use Disorders (SUD)

- Core Competencies of Women’s AOD Treatment (*Trauma Informed; Gender Responsive*)
- Cultural Aspects of Chemical Dependency
- One Size DOES NOT Fit All: Working with Dually Diagnosed and Culturally Diverse Clients (*Treating Clients Experiencing Combined Substance Abuse and Mental Illness*)
- Improving Retention and Outcomes for High Risk Youth Using Strengths-Based Strategies
- In Our Clients’ Footsteps (*Women/Youth/Homelessness/Mental Health and Trauma*)
- SUD Treatment Considerations for Boys and Men of Color
- Substance Use Problems among Older Adults
- Treat Them Well: One Person, One Team, One Plan for Recovery

Women

- Addicted to Love and Relationships: Empowering Women to Make Healthy Choices that Support Recovery (Can be adapted for Girls)
- A Shero’s Journey: Improving Alcohol and Other Drug (AOD) Treatment & Recovery Outcomes for Women *(*Can be tailored for Child Welfare, or Criminal Justice-Involved Women and girls*)
- Essential Elements: Gender-Responsive, Trauma-Informed Services
- *See Criminal Justice Involved*
- *See Substance Use Disorders*
- The Warrior’s Peril: Developing Resiliency in Veterans through Culturally Competent Service Delivery
- Where’s My Mommy? Addiction, Incarceration and the Children Left Behind

Youth

- *Diamonds in the Rough: Addressing the Multi-faceted Needs of High Risk Young Women and Girls (Trauma Informed Services)*
- *See Criminal Justice Involved*
- Youth Gang Involvement and Its Impact on the Whole Family

MENTAL HEALTH FIRST AID TRAININGS

ONTRACK offers Mental Health First Aid and Youth Mental Health First Aid, the newest evidence-based strategy from the National Council on Behavioral Health to provide you with the skills to identify, understand, and respond to signs of mental illnesses and substance use disorders.

Objectives for Mental Health First-Aid trainings:

- Learn risk factors and warning signs of mental health problems
- Discuss depression, anxiety, trauma, psychosis, and addiction disorders
- Explore a 5-step action plan to help someone developing a mental health problem or in crisis
- Learn where to turn for help including professional, peer, and self-help resources

SAMPLING OF MENTAL HEALTH FIRST AID TRAINING TITLES

- Mental Health First Aid

- Youth Mental Health First-Aid

PROBLEM GAMBLING TRAININGS

With the steady expansion of legalized forms of gambling throughout the country, many state agencies and service providers have begun to see the negative consequences of problem gambling impacting clients in their service systems, particularly in behavioral health, and older adult protection agencies. ONTRACK works with providers to address the many issues related to problem gambling among several different ethnic and cultural populations including youth, women, older adults, and members of the faith, treatment and recovery communities.

Common Objectives for Problem Gambling trainings include:

- The Prevalence of Problem Gambling
- Different Types of Gamblers
- Vulnerable Populations and the Culture Connection
- Problem Gambling , Substance Use and Recovery
- What Social Service Providers Should Know About Problem Gambling (prevalence, signs and symptoms)

SAMPLING OF PROBLEM GAMBLING TRAINING TITLES

- Against All Odds: Problem Gambling & African Americans
- Gambling with the Future: Problem Gambling & Youth
- Gambling with Recovery (targeting agencies working with recovering persons)
- Hooked on Gambling: The New Addiction
- Problem Gambling is a Sickness not a Sin (targeting faith community leaders)
- The Real Deal: Problem Gambling in Vulnerable Populations

TRAUMA-INFORMED SERVICES TRAININGS

Unresolved trauma can be serious, with ongoing life complications often leading people to engage in a number of unhealthy behaviors including violence and self-harm as well as self-medicating with alcohol, illegal drugs and abusing prescription drugs. ONTRACK's trauma-informed services trainings address a broad range of populations and issues to institute change, and reduce trauma and the negative impacts of trauma especially in hard hit communities.

Objectives for various ONTRACK trauma-informed services trainings include:

- Acquire a thorough overview of trauma including a detailed definition, various types, and signs and symptoms
- Learn at least one way re-traumatization can occur in typical treatment settings
- Examine organizational supports and considerations
- Learn to use rules as safety tools, rather than a means to control, coerce or cajole clients
- Explore considerations for assessment, treatment planning and case management

- Improve application of trauma-informed approaches to increase safety in the lives of trauma-impacted persons
- Increase the general knowledge of gender-responsive, trauma-informed concepts, research and resources
- Learn evidence-based strategies for effective interventions
- Learn to help clients seeking safety from trauma, PTSD and substance abuse
- Learn how to identify trauma using Adverse Childhood Experiences (ACES)
- Learn three ways to immediately reduce possible trauma in treatment settings

Several Trauma-Informed trainings are geared to specific populations. Some of the objectives corresponding to various population specific trainings include:

- Increase awareness and understanding of the family dynamics of trauma and co-dependency among Native American Families
- Develop awareness and understanding of the theories, concepts and best practice methods to use when working with Native American women who are suffering these issues
- Increase knowledge of the diversity and complexity inherent in domestic violence and addiction within the Asian American, Native Hawaiian, and Pacific Islander (AANHPI) communities
- Analyze the data on the relationships among substance and process addictions, and domestic violence.
- Conceptualize designing services to accommodate culture and risk factors when working with AANHPI clients who may be facing domestic violence and addiction issues.

Objectives for Change Management in Comprehensive, Continuous, Integrated Systems of Care

- Increase sense of urgency around the need for change
- Identify organizational leaders, and building a change coalition
- Create a strategy to execute a vision for change, including opportunities for addressing peoples' concerns and anxieties
- Ensure the organizational structure, job descriptions and systems are in line with vision
- Develop processes to regularly report on change progress and successes
- Develop a plan for continuous recruitment of new change agents/leaders for your change coalition, including replacing key leaders of change as they move on

SAMPLING OF TRAUMA-INFORMED SERVICES TRAINING TITLES

- Against All Odds: Problem Gambling & African Americans
- Becoming Trauma-Informed
- Change Management in Comprehensive, Continuous, Integrated System of Care (CCISC) Model
- Domestic Violence and Addiction: Intersecting Issues within Asian American, Native Hawaiian, and Pacific Islander (AANHPI) Communities
- Essential Elements: Gender-Responsive, Trauma-Informed Services
- PTSD and Complex Trauma

- Seeking Safety
- Through the Trauma Lens
- Women and Trauma among Native American Families

FAITH COMMUNITY TRAININGS

ONTRACK's Faith Community trainings are designed to support organizations, especially those that have received grant funding to accomplish their goals and improve their infrastructure to help them expand their anti-poverty efforts and other services.

Common Faith Community training objectives include learning:

- The importance of involving the faith community in alcohol and drug prevention, treatment, and recovery-related services
- Key elements for planning and facilitating effective, sustainable faith community involvement
- Strategies for "equipping" your various ministry teams to plan and work with high risk populations
- The 7 Components of Prevention

SAMPLING OF FAITH COMMUNITY TRAINING TITLES

- Answering the Call: Tools & Supportive Strategies for Congregational & Other Faith Leaders*
- The Faith Factor: The Evolving Role of Faith in Overall Community Wellness*
- Am I My Brother's Keeper? Congregations as Community Integration Facilitators*
- Missionary Visions: Involving the Faith Community in Prevention
- My Brother's Keeper: Congregations as Community Peace Keepers (with formerly incarcerated)*

CAPACITY-BUILDING, PROGRAM AND ORGANIZATIONAL DEVELOPMENT, LEADERSHIP AND MANAGEMENT, TECHNICAL ASSISTANCE and TRAINING

ONTRACK possesses a wealth of resources and expertise to help organizations develop and manage core programs and services that engage individuals, communities and other stakeholders over time. ONTRACK capacity building and organizational development trainings give participants key steps to design, implement, manage and evaluate programs in an effective and cohesive way. Trainings support nonprofit organizations to establish processes of accountability that promote federal and contractual compliance.

Key objectives of ONTRACK's capacity-building, leadership and management training offerings include:

- Develop a vision map, that incorporates program management, staffing plans, and reporting requirements
- Improve ethics, consent and data collection

- Learn the importance of implementing a strategic plan
- Improve quantitative and qualitative data analysis
- Learn successful strategies change management in organizations
- Learn executive board management and nonprofit corporate law
- Examine group decision-making methods
- Examine various types of program evaluation such as goals-based, process-based and outcomes-based.
- Explore conflict management strategies
- Identify specific strategies for outreach, engaging and encouraging participation by various community sectors
- Increase understanding of the goals and objectives of the strategic planning process
- Learn the basic elements of a working evaluation plan including well-defined, measurable outcomes
- Learn the basics of organizational infrastructure development
- Learn marketing concepts and strategies

SAMPLE OF CAPACITY-BUILDING AND ORGANIZATIONAL DEVELOPMENT TRAINING TITLES

- African American Leadership Development Series
- Building Capacity from the Community Up (focuses on community and faith-based organization roles in county-level service delivery systems)
- Change from Challenge to Opportunity
- Communication Skills: From Misunderstandings to Improved Effectiveness
- Developing Successful Community Partnerships
- Effective Nonprofit Governance and Board Management
- Empowering Diverse Voices: Community Engagement Through Focus Groups and Community-Based Forums
- Financial Management and Accounting Basics for Nonprofit Organizations
- Fund Development: Growing Resources
- Intellectual Property Protection
- It's All about the People: Effective Community Outreach and Engagement
- Change from Challenge to Opportunity
- Managing Conflict in Organizations
- Marketing Basics: Get the Word Out
- Mission/Vision/Values – Create, Review, Revise, Recommit
- The Nuts & Bolts of Nonprofit Management (Community and faith-based organizations learn to align plans and processes with government guidelines for nonprofit management and compliance.)
- Program Development for High Quality Programs and Services
- Program Evaluation from Start to Finish
- Socio-Economic Factors Leading to Poor Health Outcomes
- Strategic Planning: Paving a Road for the Future
- Team Building for Increased Success

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