

# Quality Management Training 2021 CALENDAR

<u>MONTH</u>	<u>DATE</u>	<u>CODE</u>	<u>TRAINING</u>	<u>TIME</u>	<u>LOCATION</u>
<b>January</b>	Jan. 06, 2021	J1	Compliance Training- Support Staff	1:30 p.m. – 3:30 p.m.	Virtually
	Jan. 12, 2021	A1	Adult Documentation Part 1	8:30 a.m. - 1:00 p.m..	Virtually
	Jan. 13, 2021	A2	Adult Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	Jan. 28, 2021	E1	Problem Resolution/Advance Medical Directives	9:00 a.m. - 11:00 a.m.	Virtually
	Jan. 21, 2021	G1	Site Certification	1:30 p.m. - 3:30 p.m.	Virtually
	Jan 26, 2021	M1	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Jan. 28, 2021	D1	Refresher Documentation Training	9:00 a.m. - 3:30 p.m.	Virtually
<b>Februar</b>	Feb. 03, 2021	J2	Compliance Training-Clinical / Mgmt.	1:30 p.m. - 3:30 p.m.	Virtually
	Feb. 8, 2021	M2	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Feb. 09, 2021	F1	Children’s Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Feb. 10, 2021	F2	Children’s Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	Feb. 11, 2021	I1	**Post Certification CANS Training	9:00 a.m.- 3:00 p.m.	Virtually
	Feb. 18, 2021	H1	Staff Registration/Credentialing	9:00 a.m. - 11:00 a.m.	Virtually
	Feb. 18, 2021	B1	Medi-Cal Eligibility	1:30 p.m. - 2:30 p.m.	Virtually
	Feb. 18, 2021	C1	Uniform Method of Determining Ability to Pay (U.M.D.A.P.)	2:30 p.m. - 3:30 p.m.	Virtually
	Feb 25, 2021	M3	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
<b>March</b>	Mar. 03, 2021	J3	Compliance Training- Support Staff	1:30 p.m. - 3:30 p.m.	Virtually
	Mar. 09, 2021	A3	Adult Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Mar. 09, 2021	M4	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Mar. 10, 2021	A4	Adult Documentation Part 2	8:30 a.m. – 1:00 p.m.	Virtually
	Mar. 12, 2021	L1	Compassion Fatigue Training	9:00 a.m. – 3:00 p.m.	Virtually
	Mar. 23, 2021	M5	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually

# Quality Management Training 2021 CALENDAR

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<b><u>April</u></b>	Apr. 07, 2021	J4	Compliance Training-Clinical / Mgmt.	1:30 p.m. - 3:30 p.m.	Virtually
	Apr. 09, 2021	M6	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Apr. 13, 2021	F3	Children's Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Apr. 14, 2021	F4	Children's Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	Apr.15, 2021	G2	Site Certification	1:30 p.m. - 3:30 p.m.	Virtually
	Apr. 22, 2021	E2	Problem Resolution/Advance Medical Directives	9:00 a.m. - 11:00 a.m.	Virtually
	Apr. 23, 2021	M7	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
<b><u>May</u></b>	May 04, 2021	M8	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	May 05, 2021	J5	Compliance Training- Support Staff	1:30 p.m. - 3:30 p.m.	Virtually
	May 12, 2021	A5	Adult Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	May 13, 2021	A6	Adult Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	May 14, 2021	I2	**Post Certification CANS Training	9:00 a.m.- 3:00 p.m	Virtually
	May 20, 2021	H2	Staff Registration/Credentialing	9:00 a.m. - 11:00 a.m.	Virtually
	May 20, 2021	M9	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	May 20, 2021	B2	Medi-Cal Eligibility	1:30 p.m. - 2:30 p.m.	Virtually
	May 20, 2021	C2	Uniform Method of Determining Ability to Pay (U.M.D.A.P.)	2:30 p.m. - 3:30 p.m.	Virtually
	May 27, 2021	D2	Refresher Documentation Training	9:00 a.m. – 3:30 p.m.	Virtually
<b><u>June</u></b>	Jun. 02, 2021	J6	Compliance Training – Clinical/Mgmt.	1:30 p.m. - 3:30 p.m.	Virtually
	Jun. 09, 2021	F5	Children's Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Jun. 10, 2021	F6	Children's Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	Jun. 25, 2021	L2	Compassion Fatigue Training	9:00 a.m. - 3:00 p.m.	Virtually
	Jun. 29, 2021	M10	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually

# Quality Management Training 2021 CALENDAR

<u>MONTH</u>	<u>DATE</u>	<u>CODE</u>	<u>TRAINING</u>	<u>TIME</u>	<u>LOCATION</u>
<b><u>July</u></b>	July 07, 2021	J7	Compliance Training- Support Staff	1:30 p.m. - 3:30 p.m.	Virtually
	July 13, 2021	A7	Adult Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	July 13, 2021	M11	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	July 14, 2021	A8	Adult Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	July 15, 2021	G3	Site Certification	1:30 p.m. - 3:30 p.m.	Virtually
	July 22, 2021	E3	Problem Resolution/Advance Medical Directives	9:00 a.m. - 11:00 a.m.	Virtually
	July 27, 2021	M12	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
<b><u>August</u></b>	Aug. 12, 2021	I3	**Post Certification CANS Training	9:00 a.m. - 3:00 p.m.	Virtually
	Aug. 04, 2021	J8	Compliance Training – Clinical/Mgmt.	1:30 p.m. - 3:30 p.m.	Virtually
	Aug. 10, 2021	F7	Children’s Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Aug. 11, 2021	F8	Children’s Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	Aug. 13, 2021	M13	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Aug. 19, 2021	H3	Staff Registration/Credentialing	9:00 a.m. - 11:00 a.m.	Virtually
	Aug. 19, 2021	B3	Medi-Cal Eligibility	1:30 p.m. - 2:30 p.m.	Virtually
	Aug. 19, 2021	C3	Uniform Method of Determining Ability to Pay (U.M.D.A.P.)	2:30 p.m. - 3:30 p.m.	Virtually
	Aug. 31, 2021	M14	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
<b><u>September</u></b>	Sept. 01, 2021	J9	Compliance Training- Support Staff	1:30 p.m. - 3:30 p.m.	Virtually
	Sept. 07, 2021	A9	Adult Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Sept. 08, 2021	A10	Adult Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	Sept. 10, 2021	L3	Compassion Fatigue Training	9:00 a.m. – 3:00 p.m	Virtually
	Sept. 14, 2021	M15	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Sept. 28, 2021	M16	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Sept. 30, 2021	D3	Refresher Documentation Training	9:00 a.m. – 3:30 p.m.	Virtually

# Quality Management Training 2021 CALENDAR

<u>MONTH</u>	<u>DATE</u>	<u>CODE</u>	<u>TRAINING</u>	<u>TIME</u>	<u>LOCATION</u>
<b><u>October</u></b>	Oct. 06, 2021	J10	Compliance Training – Clinical/Mgmt.	1:30 p.m. - 3:30 p.m.	Virtually
	Oct. 12, 2021	F9	Children’s Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Oct. 13, 2021	F10	Children’s Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	Oct. 14, 2021	M17	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Oct. 21, 2021	G4	Site Certification	1:30 p.m. – 3:30 p.m.	Virtually
	Oct. 26, 2021	M18	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Oct. 28, 2021	E4	Problem Resolution/Advance Medical Directives	9:00 a.m. -11:00 a.m.	Virtually
<b><u>November</u></b>	Nov. 02, 2021	I4	**Post Certification CANS Training	9:00 a.m. - 3:00 p.m.	Virtually
	Nov. 03, 2021	J11	Compliance Training- Support Staff	1:30 p.m. - 3:30 p.m.	Virtually
	Nov. 09, 2021	A11	Adult Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Nov. 09, 2021	M19	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Nov. 10, 2021	A12	Adult Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually
	Nov. 18, 2021	H4	Staff Registration/Credentialing	9:00 a.m. - 11:00 a.m.	Virtually
	Nov. 18, 2021	B4	Medi-Cal Eligibility	1:30 p.m. - 2:30 p.m.	Virtually
	Nov. 18, 2021	C4	Uniform Method of Determining Ability to Pay (U.M.D.A.P.)	2:30 p.m. - 3:30 p.m.	Virtually
	Nov. 30, 2021	L4	Compassion Fatigue Training	9:00 a.m. – 3:00 p.m.	Virtually
<b><u>December</u></b>	Dec. 01, 2021	J12	Compliance Training- Clinical / Mgmt.	1:30 p.m. - 3:30 p.m.	Virtually
	Dec. 02, 2021	M 20	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Dec. 14, 2021	M21	Universal Trauma-Informed Care: A Practical Guide for Helpers Training	9:00 a.m. -12:30 p.m.	Virtually
	Dec. 14, 2021	F11	Children’s Documentation Part 1	8:30 a.m. - 1:00 p.m.	Virtually
	Dec. 15, 2021	F12	Children’s Documentation Part 2	8:30 a.m. - 1:00 p.m.	Virtually

**TO REGISTER:** Please send completed Registration Form (page 5) by Fax (916) 875-0877 or email [QMTraining@SacCounty.net](mailto:QMTraining@SacCounty.net)

# Quality Management Training 2021 CALENDAR

<i>Date</i>	<i>Code</i>	<i>Training Name</i>	<i>Time</i>	<i>Date</i>	<i>Code</i>	<i>Training Name</i>	
01-12-21	A1	Adult Documentation Training Pt 1	8:30a - 1:00p	01-21-21	G1	Site Certification	1:30p - 3:30p
01-13-21	A2	Adult Documentation Training Pt 2	8:30a - 1:00p	04-15-21	G2	Site Certification	
03-09-21	A3	Adult Documentation Training Pt 1	8:30a - 1:00p	07-15-21	G3	Site Certification	
03-10-21	A4	Adult Documentation Training Pt 2	8:30a - 1:00p	10-21-21	G4	Site Certification	
05-11-21	A5	Adult Documentation Training Pt 1	8:30a - 1:00p				
05-12-21	A6	Adult Documentation Training Pt 2	8:30a - 1:00p	02-18-21	H1	Staff Registration/Credentialing	9:00a - 11:00
07-13-21	A7	Adult Documentation Training Pt 1	8:30a - 1:00p	05-20-21	H2	Staff Registration/Credentialing	
07-14-21	A8	Adult Documentation Training Pt 2	8:30a - 1:00p	08-19-21	H3	Staff Registration/Credentialing	
09-07-21	A9	Adult Documentation Training Pt 1	8:30a - 1:00p	11-18-21	H4	Staff Registration/Credentialing	
09-08-21	A10	Adult Documentation Training Pt 2	8:30a - 1:00p				
11-09-21	A11	Adult Documentation Training Pt 1	8:30a - 1:00p	02-11-21	I1	**Post Certification CANS Training	9:00a - 3:00p
11-10-21	A12	Adult Documentation Training Pt 2	8:30a - 1:00p	05-14-21	I2	**Post Certification CANS Training	
				08-12-21	I3	**Post Certification CANS Training	
				11-02-21	I4	**Post Certification CANS Training	
02-18-21	B1	Medi-Cal Eligibility	1:30p - 2:30p				
05-20-21	B2	Medi-Cal Eligibility					
08-19-21	B3	Medi-Cal Eligibility		01-06-21	J1	Compliance Training-Support Staff	1:30p - 3:30p
11-18-21	B4	Medi-Cal Eligibility		02-03-21	J2	Compliance Training-Clinical/Mgmt.	
				03-03-21	J3	Compliance Training Support Staff	
02-18-21	C1	U.M.D.A.P.	2:30p - 3:30p	04-07-21	J4	Compliance Training-Clinical/Mgmt.	
05-20-21	C2	U.M.D.A.P.		05-05-21	J5	Compliance Training Support Staff	
08-19-21	C3	U.M.D.A.P.		06-02-21	J6	Compliance Training-Clinical/Mgmt.	
11-18-21	C4	U.M.D.A.P.		07-07-21	J7	Compliance Training Support Staff	
				08-04-21	J8	Compliance Training-Clinical/Mgmt.	
01-28-21	D1	Refresher Documentation Training	9:00a - 3:30p	09-01-21	J9	Compliance Training Support Staff	
05-27-21	D2	Refresher Documentation Training		10-06-21	J10	Compliance Training-Clinical/Mgmt.	
09-30-21	D3	Refresher Documentation Training		11-03-21	J11	Compliance Training Support Staff	
				12-01-21	J12	Compliance Training-Clinical/Mgmt.	
01-28-21	E1	Problem Resolution/Advance Medical Directives	9:00a - 11:00a				
04-22-21	E2	Problem Resolution/Advance Medical Directives		03-12-21	L1	Compassion Fatigue Training	9:00a - 3:00p
07-22-21	E3	Problem Resolution/Advance Medical Directives		06-25-21	L2	Compassion Fatigue Training	
10-28-21	E4	Problem Resolution/Advance Medical Directives		09-10-21	L3	Compassion Fatigue Training	
02-09-21	F1	Children's Documentation Training Pt 1	8:30a - 1:00p	11-30-21	L4	Compassion Fatigue Training	
02-10-21	F2	Children's Documentation Training Pt 2	8:30a - 1:00p				
04-13-21	F3	Children's Documentation Training Pt 1	8:30a - 1:00p				
04-14-21	F4	Children's Documentation Training Pt 2	8:30a - 1:00p				
06-09-21	F5	Children's Documentation Training Pt 1	8:30a - 1:00p				
06-10-21	F6	Children's Documentation Training Pt 2	8:30a - 1:00p				
08-10-21	F7	Children's Documentation Training Pt 1	8:30a - 1:00p				
08-11-21	F8	Children's Documentation Training Pt 2	8:30a - 1:00p				
10-12-21	F9	Children's Documentation Training Pt 1	8:30a - 1:00p				
10-13-21	F10	Children's Documentation Training Pt 2	8:30a - 1:00p				
12-14-21	F11	Children's Documentation Training Pt 1	8:30a - 1:00p				
12-15-21	F12	Children's Documentation Training Pt 2	8:30a - 1:00p				

*Training List Continued on Next Page*

# Quality Management Training 2021 CALENDAR

01-26-21	M1	Universal Trauma-Informed Care: A Practical Guide for Helpers	9:00a – 12:30pm	07-13-21	M11	Universal Trauma-Informed Care: A Practical Guide for Helpers	9:00a – 12:30pm
02-08-21	M2	Universal Trauma-Informed Care: A Practical Guide for Helpers		07-27-21	M12	Universal Trauma-Informed Care: A Practical Guide for Helpers	
02-25-21	M2	Universal Trauma-Informed Care: A Practical Guide for Helpers		08-13-21	M13	Universal Trauma-Informed Care: A Practical Guide for Helpers	
03-09-21	M4	Universal Trauma-Informed Care: A Practical Guide for Helpers		08-31-21	M14	Universal Trauma-Informed Care: A Practical Guide for Helpers	
03-23-21	M5	Universal Trauma-Informed Care: A Practical Guide for Helpers		09-14-21	M15	Universal Trauma-Informed Care: A Practical Guide for Helpers	
04-09-21	M6	Universal Trauma-Informed Care: A Practical Guide for Helpers		09-28-21	M16	Universal Trauma-Informed Care: A Practical Guide for Helpers	
04-23-21	M7	Universal Trauma-Informed Care: A Practical Guide for Helpers		10-14-21	M17	Universal Trauma-Informed Care: A Practical Guide for Helpers	
05-04-21	M8	Universal Trauma-Informed Care: A Practical Guide for Helpers		10-26-21	M18	Universal Trauma-Informed Care: A Practical Guide for Helpers	
05-20-21	M9	Universal Trauma-Informed Care: A Practical Guide for Helpers		11-09-21	M19	Universal Trauma-Informed Care: A Practical Guide for Helpers	
06-29-21	M10	Universal Trauma-Informed Care: A Practical Guide for Helpers		12-02-21	M20	Universal Trauma-Informed Care: A Practical Guide for Helpers	
				12-14-21	M21	Universal Trauma Informed Care: A Practical Guide for Helpers	

**IMPORTANT NOTE: "Walk-ins" will not be permitted**

Quality Management Services welcomes all Mental Health Plan (MHP) providers to participate in these trainings.  
 The registration process supports the preparation of training materials and seating accommodations.

# Course Descriptions and Targeted Audience:

## **CHILDREN DOCUMENTATION Part 1:**

**Target Audience:** Direct service staff and clinical supervisors

- Introduction to the Mental Health Plan
- Medical Necessity and Cultural Competence
- Review Clinical Documentation Requirements / Standards: Including Avatar CWS
- Review of CODA
- Treatment Planning Review and Practice Session
- Appropriate for Avatar CWS users and non-users

## **CHILDREN DOCUMENTATION Part 2:**

**Target Audience:** Direct service staff and clinical supervisors

- Review Progress Notes and Service Codes
- MHSA Service Codes included for applicable programs / MHSA Housing Plan
- Billable versus Non-Billable
- Connects clinical practice and documentation
- Appropriate for Avatar CWS users and non-users

\* Please Note: Child Doc 1 & 2 are recommended to be taken together but may be taken separately depending on training needs.

## **ADULT DOCUMENTATION Part 1:**

**Target Audience:** Direct service staff and clinical supervisors

- Introduction to the Mental Health Plan
- Medical Necessity and Cultural Competence
- Review Clinical Documentation Requirements / Standards: Including Avatar CWS
- Review of CODA
- Treatment Planning Review and Practice Session
- Appropriate for Avatar CWS users and non-users

## **ADULT DOCUMENTATION Part 2:**

**Target Audience:** Direct service staff and clinical supervisors

- Review Progress Notes and Service Codes
- MHSA Service Codes included for applicable programs / MHSA Housing Plan
- Billable versus Non-Billable
- Connects clinical practice and documentation
- Appropriate for Avatar CWS users and non-users

\* Please Note: Adult Doc 1 & 2 are recommended to be taken together but may be taken separately depending on training needs.

## **PROBLEM RESOLUTION & ADVANCE MEDICAL DIRECTIVES**

**Target Audience:** New County and Provider Staff

- Informing materials required for Mental Health Plan agencies
- Rights of Members of the Mental Health Plan
- Process and timelines for Grievances, Appeals, State Fair Hearings, and change of providers
- Comprehensive review of Advance Medical Directives

## **SITE CERTIFICATION**

**Target Audience:** Key Administrator or their Designee

- Elements for a successful Medi-Cal Site Certification
- Review and discussion of the assessment tool
- Policies and procedures
- Credentialing files
- Facility safety

## **STAFF REGISTRATION & CREDENTIALING**

**Target Audience:** Agency staff assigned to maintaining credentialing files and requesting staff AVATAR ID numbers for licensed or non-licensed staff

- Staff registration forms for staff ID numbers
- Staff classification definitions and privileges
- National Provider Identifier (NPI) requirements and process
- Academic and work experience requirements for non-licensed staff
- Verifying licenses on the internet
- Setting up credentialing files
- Staff Roster format and Signature Card

## **POST CERTIFICATION CANS TRAINING- (CHILD and ADOLESCENT STRENGTHS and NEEDS)**

**Target Audience:** Staff who have passed the CANS Certification Exam

- Review how to implement and document the CANS throughout Treatment
- CANS and the CFT

## **MEDI-CAL ELIGIBILITY**

**Target Audience:** Staff who verify Medi-Cal Eligibility

- Utilizing the Internet Batch Eligibility Application (IBECA)
- Medi-Cal website and the Automated Eligibility Verification System (AEVS)

## **COMPLIANCE TRAINING-**

**Target Audience:**

- Definition of Fraud and Abuse
- Code of Conduct
- Examples and interactive scenarios
- HIPAA components
- Office of Inspector General
- Reporting avenues and options

## **COMPASSION FATIGUE TRAINING**

**Target Audience:** Behavioral Health Professionals: Staff providing direct services, Clinical Staff, and Supervisors

- Engage in self-care by taking this course!
- Identify risk factors for Compassion Fatigue
- Learn to identify signs of Compassion Fatigue
- Learn tips for managing Compassion Fatigue
- Create a Self-Care Plan

## **UNIFORM METHOD of DETERMINING ABILITY to PAY (UMDAP)**

**Target Audience:** Staff who complete the UMDAP Financial Forms

- Completing the UMDAP process for AVATAR

## **UNIVERSAL TRAUMA-INFORMED CARE: A PRACTICAL GUIDE FOR HELPERS TRAINING**

**Target Audience:** Sacramento County Behavioral Health staff & contracted providers (Mental Health and Substance Use Prevention Treatment): frontline staff (admin & clinical), clinical supervisors, program managers.

- Learn the common Trauma definition
- Identify how the stress process works.
- Learn about the ACES study and its impact on understanding the correlation between trauma and overall health.
- Identify characteristics of Trauma Informed Care (TIC) and how to apply those in the workplace.
- Explain how helpers are vulnerable to burnout and secondary traumatic stress aka "compassion fatigue."
- Understand the definition of resilience and how helpers can use practical exercises to build personal resilience.





## *Quality Management Training* **2021 CALENDAR**

**TO REGISTER:** Please FAX completed Registration Form to (916 )875-0877 or to [QMTraining@saccounty.net](mailto:QMTraining@saccounty.net)

*You will receive a confirmation notice once you have been registered.  
If we are unable to accommodate your request, you will be notified if an email address is provided.*

*Due to COVID-19 restrictions, all trainings will be held virtually until further notice.  
Log in information will be provided upon enrollment.*

\*Print Name: \_\_\_\_\_  
\*Agency & Program \_\_\_\_\_  
\*Phone Number \_\_\_\_\_

\*Agency Type: \_\_\_\_\_  
\*Classification \_\_\_\_\_  
\*Email \_\_\_\_\_

Please enroll me in the following trainings: Write the corresponding Training codes along with the Title of the training.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_