



MORC

Training Department Newsletter

Spring 2019

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*8th Annual Culture of Gentleness Conference
August 22-23, 2019*

Weber's Inn, Ann Arbor August 22-23, 2019

One Day: \$125
Both Days: \$200

Please register at:

<https://www.morcinc.org/upc/omingevent/2018-culture-of-gentleness-conference/>



The best and most beautiful things in the world cannot be seen or even touched – they must be felt with the Heart! – Helen Keller



We are very pleased to announce our Keynote Speakers Dr. Karyn Harvey and Dr. Ann Liesen!

Karyn Harvey has worked as a clinician in the field of intellectual disabilities for over 30 years. She has a master's degree in Clinical psychology and a Ph.D. in Applied Developmental Psychology from the University of Maryland. She has published articles about therapeutic interventions with individuals with intellectual and developmental disabilities (IDD), workbooks for individuals with IDD and two books. Her first book, *Positive Identity Development* was published in 2009 and *Trauma -Informed Behavioral Interventions*, published in 2011. She is currently consulting with the developmental disabilities departments of Connecticut and Maryland. In addition, she is the director of program development and training for the Park Ave Group practice. She regularly conducts a variety of trainings for both state level and individual agencies on trauma-informed care and positive identity development throughout the country. In 2016 she received the Earl Loschen Award from NADD for Excellence in Clinical Practice.



Dr. Ann Liesen is a Licensed Professional Counselor with a Ph.D in Counseling Education. She started her journey supporting individuals with developmental disabilities and mental illness over 30 years ago as a direct care worker, home manager, support coordinator and mental health counselor. In addition to her 22 years of service at MORC, she is an adjunct professor for the Counseling Department at Oakland University, and an international caregiver consultant.



CALL FOR COG PRESENTATIONS

8th Annual Culture of Gentleness Conference August 22nd and 23rd 2019 Deadline: April 15th, 2019

We want to hear from you! After a successful and inspiring experience from [last year's conference](#), we are looking forward to our 8th Annual Culture of Gentleness Conference and we are searching for presenters. If you, or someone you know, have an interest in sharing a presentation relating to how your Culture of Gentleness initiatives have had a positive influence on those receiving your services, the culture of support workforce, organizational culture or policy and we would like to hear from you! This conference presents a unique opportunity to share the research, best practices, case studies and lessons learned on creating and sustaining a culture of support for vulnerable populations in varied environments. The culture of support must be one where all individuals are treated with compassion, respect and empathy; where the focus is on strengths and building relationships, and where individuals are empowered. Breakout sessions will be 60 minutes in length and anyone is welcome to submit a presentation proposal. The number of sessions will be limited, so you are encouraged to get your proposal in early! If your proposal is accepted, you will be notified no later than April 30th, 2019.

One presenter per session will receive registration for both days of the conference.

Name:	
Affiliation:	
Email:	
Phone Number:	
Title:	
Summary Paragraph:	
How the topic relates to a Culture of Gentleness:	
Your experience as it relates to the topic:	
Measurable Learning Objectives (at least 2):	

Return completed information to Kym Juntti, Training Director, at kym.juntti@morcinc.org **no later than** April 15th 2019

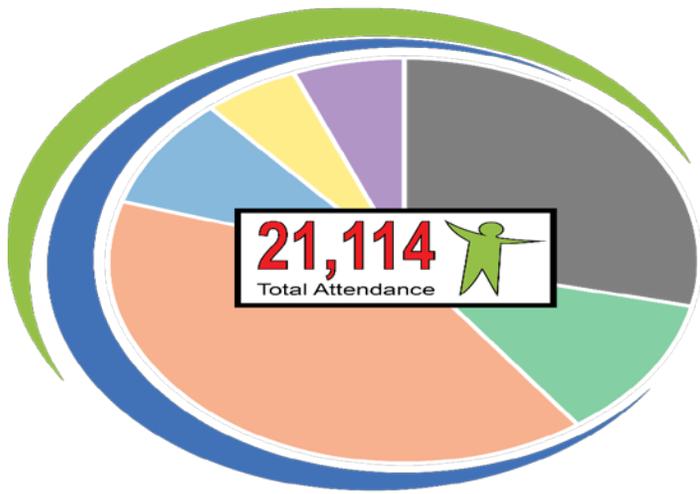


Above and Beyond

The job descriptions for Training Staff at MORC encompass a litany of responsibilities relating to the development, execution and assessment of training for thousands of caregivers. Interestingly, one responsibility is found on the description of every department member, regardless of position, and it reads, "Other duties as assigned." Whereas many may overlook this short phrase, it is impossible to overlook the effects. For the 2018 calendar year, "Other Responsibilities" of the MORC Training staff have included:

- ✦ Volunteering at numerous events for those receiving MORC services. Offering meals and companionship to an underpaid caregiver workforce.
- ✦ Unpaid practice sessions with Direct Support Professionals struggling to meet the requirements necessary for certification.
- ✦ Providing mechanical assistance and/or transportation to trainees finding themselves unable to return home following training sessions.
- ✦ Life-saving medical support during several critical health emergencies, which have arisen during the thousands of hours of Instructor-Led Training.
- ✦ Regularly offering emotional support to an overly stressed workforce trying to maintain a work-life balance in a challenging field.

MORC TRAINING ATTENDANCE 2018



	CPLS ^{*1}	1,233
	Webinars.....	1,157
	Online Testout.....	1,847
	Online Courses.....	8,418
	Macomb ILT ^{*2}	2,397
	Oakland ILT ^{*2}	6,062

*1 = Center for Positive Living Supports / *2 = Instructor Led Training

MORC Training Quick Stats:

This table represents ALL learners who attended an instructor-led course this fiscal year (6 months)

Instructor-Led Courses

Start Date	End Date	Quarter	Attended	Pass	Fail	Pass %	Fail %	Registered	No Show	No Show %
10/1/2018	10/31/2018	Q1 - October	642	574	68	89%	11%	920	278	30%
		Q1 - November	560	501	59	89%	11%	818	258	32%
		Q1 - December	462	423	39	92%	8%	687	225	33%
Q1 Totals			1664	1498	166	90%	10%	2425	761	31%
1/1/2019	1/31/2019	Q2 - January	505	438	67	87%	13%	737	232	31%
		Q2 - February	556	496	60	89%	11%	892	336	38%
		Q2 - March	680	617	63	91%	9%	971	291	30%
Q2 Totals			1741	1551	190	89%	11%	2600	859	33%

All Online Courses

Start Date	End Date	Quarter	Complete
10/1/2018	10/31/2018	Q1 - October	458
11/1/2018	11/30/2018	Q1 - November	534
12/1/2018	12/31/2018	Q1 - December	508
summary			1500
1/1/2019	1/31/2019	Q2 - January	820
2/1/2019	2/28/2019	Q2 - February	816
3/1/2019	3/31/2019	Q2 - March	862
summary			2498

The Center for Positive Living Supports



Upcoming Training Offerings



Practicum Training
 May 7-9 CEO, Charter Township of Clinton
 July 16-18 New Gateways, Waterford
 September 17-20 New Horizons, Auburn Hills
 *Completion of this course is approved for 18 CEU hours

Leading in a Culture of Gentleness
 May 17th MORC Lincoln Center

Online Mentor Training*
 April 29th

*This training is done through GoToMeeting using your own computer and internet connection.



Register for any training by going to:
<https://www.morcinc.org/training/courses/>

*please
join us*

When should Rights complaints be filed? (Helpful Reminders)

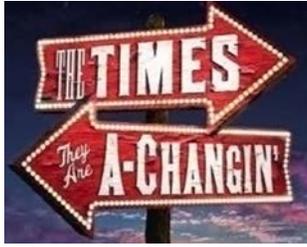


Rights Complaints must be filed when:

- A consumer makes an allegation of a rights violation; or
- An apparent rights violation occurs; or
- A rights violation is suspected



Rights complaints must be reported immediately. Please call (586) 469-6528 for Macomb County and (877) 744-4878 for Oakland County.



Cornerstone Corner

Item 1: Did you know there is a **MORC Training** channel to support learners? The MORC Training YouTube channel address where everything is located:

https://www.youtube.com/channel/UCyd9y_6FvgG81UV-vauTLyQ

The three most relevant training videos are:

1. Study Tips for an Effective Med Demo: <https://www.youtube.com/watch?v=PWKvpBoOHk>
2. Med Demo 1: Oral Pill: <https://www.youtube.com/watch?v=XHhZ5BjGv5k>
3. Transcription Tutorial 2016: <https://www.youtube.com/watch?v=Z5cBycf9cvg&t=452s>

Item 2: Did you know there is a **MORC Cornerstone** channel to support learners & training managers?

The MORC Cornerstone YouTube channel address where everything is located:

<https://www.youtube.com/channel/UCmBluWPxfk7Nu7KcBg0tuLQ>

The three most relevant training videos are:

1. Cornerstone Learn – a short guide to the mobile app and experience <new today>: <https://youtu.be/yuybVAdrnIE>
2. CSOD Change Password: https://www.youtube.com/watch?v=arVri_y4Lrc&t=79s
3. LAT for ILT (Learning Assignment Tool for Instructor-Led Training): <https://www.youtube.com/watch?v=PH8qO2cLjA4>
4. CSOD Print Training Certificates: <https://www.youtube.com/watch?v=7QVvRam5cBA>

CHANGES in Cornerstone Course Names

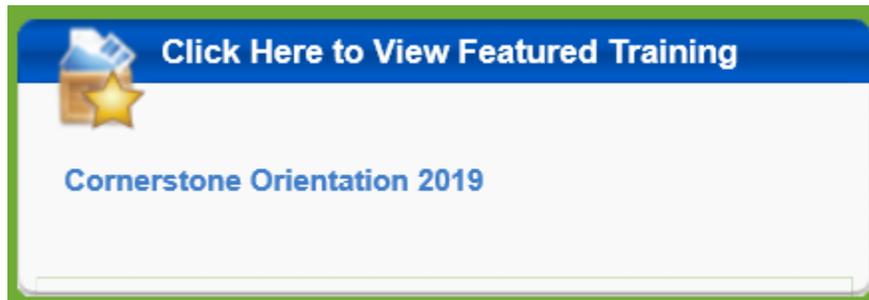
You will begin noticing throughout Cornerstone we have updated some class names. We have removed the “unit” references so, for example, when you need to find a Medications class, just search Medications. We’ll be continuing the updates with User Guides, too 😊

New Class Names (without the "unit")	Old Class Names
Environmental Emergencies	Unit 4 - Environmental Emergencies
Health	Unit 5 - Health
Introduction to Human Services and Meeting Special Needs	Unit 1 - Introduction to Human Services and Meeting Special Needs
Medications	Unit 6 - Medications
Nutrition and Food Safety	Unit 3 - Nutrition and Food Safety
Working With People	Units 7 & 8 - Working With People

UPDATED Orientation Video



MORC Training was able to update our Orientation video that goes out to all learners when a new account is approved. A sample email and the YouTube link are shown below...you can even follow the link 😊 This video has also been posted to Cornerstone and can be found by searching for this video by name or checking out the FEATURED TRAINING section of your Cornerstone home page:



YouTube Link to the orientation video:

<https://www.youtube.com/watch?v=J3XIFfWN4I8&t=35s>

Please share this link with any staff who have an active account with us, but haven't logged into the site in a while. We have a feeling this fresh information will be very helpful. Thank you for your hard work and dedication; we are so proud to work with you.

We will continue to hold webinars and quarterly Provider Cornerstone meetings to keep our Provider Community on top of the latest tools and operating information. These regular meetings are highly recommended. We look forward to working in partnership with you during this process change. Please feel free to reach out if you have any questions.

TRAINING DEPARTMENT NEWS

Marjie Markaj, one of our very own Nurse Trainers graduated in February, 2018 with a Master of Science in Nursing from the Family Nurse Practitioner program of Walden University, and passed her boards in December, 2019. Marjie’s goal is to work with individuals with mental health and behavioral disorders.

Congratulations Marjie!!

We are happy to announce the newest member of the Training Team, Bonnie Mazzei. MORC Training was recently awarded a two-year grant from the DD Council to expand the medical field education initiative that we currently have with Oakland University-William Beaumont School of Medicine. Bonnie will be working to build new relationships in the medical arena. She comes to us with a wealth of experience as a Social Worker and Special Events Coordinator for MORC for many Years.

Welcome Bonnie!!

A poem by our very own Senior Trainer,
Tim Hylka

the thing is this.
don't ever turn it off –
your love.
don't ever stop
completely throwing yourself
into other people
unconditionally.
no matter what they do
especially concerning
their lack of response.
it is never about you –
it is about them
and about how
they are feeling.
don't ever base
what you do

on what they do
that is weak
and self-indulgent.
the mind is cunning and baffling.
its primary impulse
is to justify,
authorize,
rationalize,
and legitimize...
don't fall for it...
just keep loving
all the way through.
that is the only way
to know for sure,
how the other person is doing