

# OPERATIONAL READINESS FOR CASE WORKERS: OUD



LAKE MICHIGAN<sup>®</sup>  
C O L L E G E

Equipping Case Workers & Support Teams  
with Practical Tools to Respond to OUD &  
Co-occurring Mental Health Conditions



## From Crisis to CARE: Practical Strategies for Calm, Assessment, Referral, & Engagement

As a case worker, you're often the critical connection point for individuals experiencing substance use and mental health crises.

This **four-hour, online, self-paced** course equips you with practical strategies to navigate the challenges of the opioid epidemic and support individuals affected by Opioid Use Disorder (OUD) and co-occurring Substance Use Disorders (SUD) or Mental Health (MH) conditions. You'll learn to de-escalate crises, assess immediate needs, connect clients to vital resources, and promote long-term stability.

Supervisors can strengthen their teams by enrolling staff in this training, giving every case worker the skills and confidence to respond with professionalism, compassion, and care.

## Course Highlights

- **Enhance Client Engagement & Safety:** Learn proven trauma-informed strategies to calmly engage individuals during crises and reduce risks.
- **Apply Practical Crisis Skills:** Master real-world techniques for assessing needs, de-escalating situations, and supporting recovery journeys.
- **Strengthen Community Resource Connections:** Build stronger collaboration and referral networks and connect clients to effective services and care.
- **Promote Ethical Practice & Risk Reduction:** Understand legal, ethical, and professional standards to protect yourself, your clients, and your organization.
- **Tools & Resources:** Access to a complete toolkit, including a personal assessment, workbook, eBooks, posters, and more to support your learning and real-world work.

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## 1 **Calm the Crisis: Understand OUD & Strategies to Respond Peacefully**

Learn to recognize the effects of OUD and co-occurring mental health challenges. Build skills to approach individuals safely, reduce tension, and create emotional security during crisis.

## 2 **Assess: Identify Client Needs in OUD & Co-occurring Conditions**

Use active listening and observation to assess client needs, risks, and strengths. Recognize verbal and non-verbal signs that indicate substance use, mental health distress, or urgent safety concerns.

## 3 **Respond with Empathy: Refer Clients to Recovery & Support Services**

Respond with empathy and structure during crises. Connect clients to treatment, recovery, housing, and mental health services while reducing barriers and supporting follow-through.

## 4 **Engage: Sustaining Engagement Through Recovery & Relapse**

Support clients beyond the initial crisis by creating collaborative plans, monitoring for relapse risks, and maintaining engagement through recovery, for long-term stability.

## Key Takeaways: Skills & Knowledge You'll Take into the Field

- **Effective Crisis Engagement:** Feel confident using verbal, non-verbal, and trauma-informed techniques to calm and support individuals experiencing OUD and mental health challenges.
- **The CARE Approach:** Learn and apply the CARE framework - Calm, Assess, Refer, and Engage - to guide your interactions, ensuring safety, empathy, and progress for every client.
- **Collaboration & Resource Navigation:** Build strong skills for working with treatment providers, recovery programs, and community organizations to connect clients with the right support.
- **Leverage & Maximize Resources:** Build a connection with local and national services to help you break down barriers and promote long-lasting recovery.
- **Ethical Practice & Client Advocacy:** Understand best practices for safeguarding client rights, promoting ethical engagement, and reducing risks.

## Enroll Today

Prepare your team to confidently respond to opioid and mental health crises. In just four hours, this online, self-paced course will enhance safety, improve outcomes, and strengthen your community relationships. Contact us to learn how your training can be **100% fully funded!**

**\$450 each** - All participants receive a **Lake Michigan College** certificate on completion.