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**WORKING WITH A TREATMENT TEAM** - These video clips, ranging in length from 2-3 minutes, feature consumers who found ways to work efficiently with their doctors/treatment teams and cover such topics as shared decision making, medication treatment, and self-advocacy.

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**MEDICATION AND MEDICATION SIDE EFFECTS** – These video clips, ranging in length from 2-5 minutes, address stigma related to taking psychiatric medication. They discuss the benefits and side effects of medications and how consumers can work with their prescriber to make treatment decisions that work for them.

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Ryan 2: Turning Point
Sherri 2: You Are Worth It
Melissa 2: Dealing with Paranoia
Tina 4: Managing My Anger
William 2: Knowing What It's Like

FAMILY AND COMMUNITY SUPPORT – These video clips, ranging in length from 2-5 minutes, feature family members discussing their experiences with their loved one’s mental illness. Medication treatment, community support, and recognizing first episode psychosis are among the topics discussed, all from a parent’s perspective. In addition, these clips demonstrate the value of support via peers, family and friends and its impact on a consumer’s recovery.

Barbara 1: When My Son Became Ill
Linda 1: Finding Supports: A Parent’s Story
Barbara 2: Understanding My Son’s Illness
Linda 2: Advice from a Parent
Patrick 1: Reconnecting With Friends

MOTIVATIONAL INTERVIEWING – These video clips, 3-minutes in length, feature two providers discussing motivational interviewing as a useful approach when working with consumers who are embarking on changing behavior.

Pat: Motivational Interviewing Helps People
Saara: Motivational Interviewing and Harm Reduction

SHARED DECISION MAKING – These videos, ranging in length from 8-12 minutes, feature mental health recovery movement advocate Pat Deegan, PhD who discusses how Shared Decision Making (SDM) can support the voices of individuals and families for more person-centered care.

SDM: Introduction
SDM: Chapter 1-What is Shared Decision Making?
SDM: Chapter 2- Shared Decision Making in Behavioral Health
SDM: Chapter 3- Why SDM with Young People
SDM: Chapter 4- Decision Aids
SDM: Chapter 5- Doing Shared Decision Making
SDM: Chapter 6- You are Part of the Team

PEER SERVICES – These videos, ranging in length from 10-13 minutes, feature the role of a peer specialist, the peer certification process in NYS, and resources to learn more about peer services.

Introduction to peer services in NYS (Peer services in NYS – Part 1)
Peer services in NYS (Peer services in NYS – Part 2)

BEHAVIORAL HEALTH MANAGED CARE

Introduction
Health Homes
Care Managers
Health and Recovery Plans (HARPs)
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SCHOOL OR WORK

These video clips, ranging in length from 2-5 minutes, focus on the importance of education and employment and assist the consumer in understanding resources for getting back to work or school and how family and friends can support recovery.

Considering Work
Considering Work is a 4 ½ minute infomercial that focuses on employment. It provides a message of hope and recovery in that individuals diagnosed with mental illness can obtain employment that is fulfilling and meets their interests. It introduces the program of Individual Placement and Support (IPS) supported employment approach and the IPS Employment Resource Book.

Melissa 1: Working
Melissa talks about how she successfully finished college and went back to work. Topics covered are returning to school/work.

Ryan 1: Fulfilling My Dream
Ryan discusses overcoming hopelessness, finishing school and returning to work. Topics covered are returning to school/work and how family/friends can support recovery.

Corey 2: One Door Closes, Another Opens
Corey talks about when he first became ill in college and how he was able to return to school and achieve his goals. Topics covered returning to school/work and how family/friends can support recovery.

Tina 2: Living My Everyday Life
Tina talks about her recovery journey and how medication helped her. Topics covered are returning to school/work and the benefit of treatment with medications.

Using the Employment Resource Book
This video clip is a guide for how to effectively use the Employment Resource Book, a resource designed for consumers to use with employment specialists, other practitioners, peer specialists, and on their own. Informed by the principles of the Individual Placement and Support approach to supported employment, the book focuses on three themes: prior to the job search, during the job search, and after getting a job. Each topic is organized to provide important information, personalized activities, and next steps.

DRUGS AND ALCOHOL

These video clips, ranging in length from 2-6 minutes, describe life experiences of those with mental illness and problems with substance use. They demonstrate how integrated treatment can help consumers manage their illness without the use of drugs, alcohol, and/or tobacco.

Dual Recovery
Dual Recovery is a 5 ½ minute infomercial that focuses on individuals experiencing mental health and substance use problems. It explains integrated treatment and makes the point that recovery from both is possible.
Corey 3: When I Wanted to Get Sober
Corey describes how he stopped using drugs and alcohol and how the support of his friends and family are a critical part of his recovery. Topics covered include substance abuse; recovery themes such as how I stopped using drugs and alcohol and how family/friends can support recovery.

Tina 1: Clearing My Mind
Tina talks about how her marijuana use affected her and how she eventually quit using. Topics include how I stopped using drugs and alcohol and how drugs/alcohol affected me.

William 1: Managing My Recovery
William reflects on how he initially treated his symptoms with drugs and alcohol but then learned a better way to manage his illness and experience recovery. Topics covered are how to manage symptoms and how drugs/alcohol can affect a person.

Thomas: Integrated Treatment Helped Me
Thomas talks about his illness and history of substance use. Topics covered are his experiences with non-integrated vs. integrated treatment for his mental health and substance abuse problems, explaining how integrated treatment provided support he needed to begin his recovery.

Becoming Tobacco Free
The 6-minute video includes clips of consumers discussing their journey to becoming tobacco free, the health benefits of quitting, tools to help think through the pros and cons of quitting, what to expect when quitting, and how to get help.

Dual Recovery Action Plan
This educational video describes how mental and emotional health interact with drug and alcohol use, explains what is involved in integrated treatment—an option for recovery and create a dual recovery action plan for you or a family member.

TOBACCO
This 6 minute video clip discusses the health benefits of quitting tobacco, tools to help think through the pros and cons of quitting, what to expect when quitting, and how to get help.

Becoming Tobacco Free
The 6-minute video includes clips of consumers discussing their journey to becoming tobacco free, the health benefits of quitting, tools to help think through the pros and cons of quitting, what to expect when quitting, and how to get help.
WORKING WITH A TREATMENT TEAM
These video clips, ranging in length from 2-5 minutes, address stigma related to taking psychiatric medication. They discuss the benefits and side effects of medications and how consumers can work with their prescriber to make treatment decisions that work for them.

Francisco: How a Treatment Team Can Help
Francisco describes the challenges he initially faced working with his treatment team, as well as how he eventually developed a better working relationship with them. Topics covered include recognizing when you may be having a first episode psychosis (FEP), approaching your treatment plan using shared decision making and how to work with your treatment team.

Sherri 1: Learning What Helps
Sherri comes to realize how her medication helps her and how to work with her doctor more effectively. Topics covered are medication treatment, how to work with your psychiatrist, dealing with side effects, and how medication can help.

Tina 3: Making Yourself Heard
Tina talks about her journey in finding a doctor that works well with her and meets her needs. Topics covered include making your voice heard in treatment and finding your way to a provider you can work with.

MEDICATION AND MEDICATION SIDE EFFECTS
These video clips, ranging in length from 2-5 minutes, address stigma related to taking psychiatric medication. They discuss the benefits and side effects of medications and how consumers can work with their prescriber to make treatment decisions that work for them.

Considering Clozapine
Clozapine remains the most effective antipsychotic for individuals with schizophrenia and schizoaffective disorder who have not responded to other medications. Developed for individuals who have these diagnoses, Considering Clozapine helps people prepare to talk with their prescriber about whether clozapine may be right for them.

Corey 1: Tools for Getting Better
Corey talks about how medication helped him, working through side effects and how his family/friends supported his recovery. Topic covered is how I work with my psychiatrist.

Raquea: Finding What Works
Raquea talks about her experience overcoming stigma, taking psychiatric medication and navigating what treatment works best for her. Topics covered include dealing with side effects, handling stigma, and how medication helps me.

Patrick 2: Getting Active
Patrick talks about learning to become physically active again, with exercise and other activities. Topics covered are medication treatment and dealing with side effects.
### Considering Long-Acting Injectables
This video on Long Acting Injectable (LAI) antipsychotics is geared toward individuals who may be considering an LAI. It features two individuals discussing their experiences with LAIs, and provides information on LAIs, including pros and cons, common misconceptions, and reasons to consider this treatment option.

### SYMPTOM MANAGEMENT
These video clips, ranging in length from 2-5 minutes, describe experiences of those living with mental illness. Consumers can learn about how to recognize first episode psychosis, what to do when experiencing suicidal thoughts and the symptoms of one’s illness, and treatment for the experience of trauma.

**Ryan 2: Turning Points**
Ryan talks about coming to terms with his mental illness. Topics covered are first recognizing if you are having first episode psychosis (FEP), trauma-informed treatment and the experience of FEP and coping with trauma.

**Sherri 2: You Are Worth It**
Sherri shares what led to her suicide attempt and how her therapist helped her manage her feelings. Topics covered are managing suicidal thoughts and coping with trauma; recovery themes include suicide prevention and treatment for the experience of trauma.

**Melissa 2: Dealing with Paranoia**
Melissa describes the strategies she uses to help her deal with paranoid thoughts. Topics covered are first episode psychosis (FEP) illness recognition and management and skills training; the recovery theme is how I manage my symptoms.

**Tina 4: Managing My Anger**
Tina talks about skills she developed in therapy to help control her anger. Topics covered include skills training and how to manage anger and symptoms of mental illness.

**William 2: Knowing What It’s Like**
William talks about the power of family and peers in supporting his recovery. Topics covered are coping with trauma, managing personal relationships, and how my family/friends support my recovery; recovery themes include medication treatment, family support, and treatment for the experience of trauma.

### FAMILY AND COMMUNITY SUPPORT
These video clips, ranging in length from 2-5 minutes, feature family members discussing their experiences with their loved one’s mental illness. Medication treatment, community support, and recognizing first episode psychosis are among the topics discussed, all from a parent’s perspective. In addition, these clips demonstrate the value of support via peers, family and friends and its impact on a consumer’s recovery.

**Barbara 1: When My Son Became Ill**
Barbara talks about when her son first became ill. Topics covered are experience of are first episode psychosis (FEP) and how my family/friends support my recovery.
Linda 1: Finding Supports: A Parent’s Story
Linda describes how she found support when her son was first diagnosed with mental illness. Topics covered are connecting with supports in the community and how my family/friends support my recovery.

Barbara 2: Understanding My Son’s Illness
Barbara talks about how she found information she needed when her son became ill. Topics covered include learning about psychiatric medication; the recovery theme is medication treatment.

Linda 2: Advice from a Parent
Linda talks about when her son first became ill and how she learned the signs of mental illness. The topics include a parent’s perspective in recognizing and managing a first episode psychosis (FEP).

Ryan 3: Finding Inspiration
Ryan talks about the profound impact peers have had on him during his recovery journey. Topics covered are how peers, family/friends support can support recovery.

Patrick 1: Reconnecting With Friends
Patrick recalls how he reconnected with his friends after his first hospitalization. Topics covered are connecting with supports in the community and how my family/friends support my recovery; recovery themes include family/friends support and are first episode psychosis (FEP) illness recognition and management.

MOTIVATIONAL INTERVIEWING
These video clips, 3-minutes in length, feature two providers discussing motivational interviewing as a useful approach when working with consumers who are embarking on changing behavior.

Pat: Motivational Interviewing Helps People
Pat describes the importance of taking a non-confrontational stance with people who are struggling with behavior change, called Motivational Interviewing. Motivational Interviewing is a technique used by behavioral health providers in helping individuals understand why someone might not be ready for change and how they can identify resources they already have to overcome barriers to change.

Saara: Motivational Interviewing and Harm Reduction
Saara stresses the importance of reducing harm in connection to a behavior that the consumer might not be ready to change. She describes several techniques for exploring harm reduction with a special emphasis on decisional balance. She and Andrew demonstrate how decisional balance works through exploring Andrew’s own beliefs regarding a harmful behavior.

SHARED DECISION MAKING
These videos, ranging in length from 8-12 minutes, feature mental health recovery movement advocate Pat Deegan, PhD who discusses how Shared Decision Making (SDM) can support the voices of individuals and families for more person-centered care.

SDM: Introduction
Psychologist, researcher, and mental health recovery movement advocate Pat Deegan introduces this 7-part series of videos on the subject of Shared Decision Making (SDM). Pat gives an overview of the series
to both consumers and providers, describing SDM’s origins in medical use and details of its process, tools for successful collaboration in SDM, and the importance of SDM’s role in the redesign of behavioral health practice.

**SDM: Chapter 1-What is Shared Decision Making?**
Pat defines SDM as a collaborative process that allows individuals and their care teams to make decisions together. She reviews basic components of SDM, clinical situations in which it does and does not apply, and how SDM helps increase satisfaction with choices and sense of engagement in care.

**SDM: Chapter 2-SDM in Behavioral Health**
Pat focuses on how SDM fits into the changing behavioral health landscape of the 21st century. She describes the various types of decisions that are shared between consumers and their providers, understanding benefits and risks of decisions and ethical considerations for providers during the SDM process.

**SDM: Chapter 3-SDM for Young People**
Pat demonstrates how SDM can be especially effective for young people, providing them with pathways into possible futures, encouraging them to self-advocate, and showing that recovery is possible. She discusses important considerations when using SDM with young people, such as how to work collaboratively during periods of medication discontinuation; decision making with parents/caretakers, providers, and young consumers; and using tools to help reconcile difficult decisions.

**SDM: Chapter 4-Decision Aids**
Pat describes “decision aids”, a key element of the SDM process. She explains how decision aids can help people sort out their values and preferences and understand the options available to them as they participate in SDM. Decision aid exercises and tools are identified, including values clarification exercises, issue cards, and the Option Grid for Employment.

**SDM: Chapter 5-Doing Shared Decision Making**
Pat outlines the formal practice of SDM as conducted by trained clinicians. She explains how infrastructure is necessary to inform clinicians doing the work of SDM. She also discusses SDM preparation strategies, basic steps and terms decision aid libraries, and reflective listening techniques that can, in combination, effectively support clinicians during the SDM process.

**SDM: Chapter 6-You are Part of the Team**
Pat focuses on the critical role the consumer plays in the SDM process, emphasizing that SDM means having a voice and a choice in one’s treatment, as another expert in the room. In addition to explaining what a consumer can expect with the SDM process, this video offers suggestions for questions to ask one’s providers, as well as decision aids to inform decisions that best suit the consumer’s recovery journey.
**PEER SERVICES**

These videos, ranging in length from 10-13 minutes, feature the role of a peer specialist, the peer certification process in NYS, and resources to learn more about peer services.

**Introduction to Peer Services in NYS (Peer services in NYS – Part 1)**

Celia Brown, Regional Advocacy Specialist at the New York State Office of Mental Health talks about understanding what peer specialists do; recognizing the benefits of involving peer specialists; summarizing how behavioral health organizations utilize peer specialists; and recognizing the importance of providing supervision to peer specialists.

**Peer Services in NYS (Peer services in NYS – Part 2)**

Carlton Whitmore, Director of the Office of Consumer Affairs at the New York City Department of Health and Mental Hygiene talks about recognizing the supports for peer services found in NYS; understanding the peer certification process in NYS; understanding the settings in which peer services are provided; and identifying resources about peer services.

**BEHAVIORAL HEALTH MANAGED CARE**

The NYS Office of Mental Health (OMH), in partnership with the Office of Alcohol and Substance Abuse Services (OASAS), the NYC Department of Health and Mental Hygiene (DOHMH), and the Center for Practice Innovations have developed a series of educational videos intended to familiarize individuals and their physical and behavioral health providers with:

- Medicaid Managed Care Health and Recovery Plans (HARPs);
- Adult Behavioral Health (BH) Home and Community Based Services (BH HCBS); and
- Health Home Care Management

The series also walks through the process of accessing Behavioral Health (BH) Home and Community Based Services, including the role of Care Managers, the Eligibility Assessment, and the Person-Centered Plan of Care.

The series includes the following videos:
1. Introduction
2. Health Homes
3. Care Managers
4. Health and Recovery Plans (HARPs)
5. BH HCBS Eligibility Assessment
6. Person-Centered Plan of Care
7. Behavioral Health (BH) Home and Community Based Services

**FIRST EPISODE PSYCHOSIS RECOVERY STORIES**

**Sebastian - Finding Harmony through Music**

Just before starting college, Sebastian began having unusual auditory and visual experiences. With the support from OnTrackNY and using music to cope, Sebastian gained the confidence to share his story to help others. Sebastian’s mother also shares her perspective on recovery and being part of OnTrackNY.
Skittles - Laying the Foundation for Recovery
In this video, Skittles speaks about hearing voices and how her passion for makeup has helped her cope and express herself. Skittles also talks about her initial apprehension to open up about her psychosis and the role OnTrackNY played in her openness to receive help.

"D" - Learning to Prioritize Your Mental Health
"D" has aspirations of completing college and becoming a human rights activist. After leaving the hospital, she found support from family, peers, and OnTrackNY which has helped her make sense of her experiences and understand the importance of prioritizing her mental health.

Anna - Drawing the Path to Recovery
Anna is a young artist and OnTrackNY participant who began experiencing psychosis when she started college. With the support of her father and best friend, Anna discusses the role of creative expression in her recovery.

UNDERSTANDING MENTAL HEALTH ISSUES

Anxiety
This brief animated video discusses the signs and symptoms of anxiety disorders as well as commonly used treatments and supports. Please note that the help line and other assistance information provided are intended for New York City residents only.

Depression
This brief animated video discusses the signs and symptoms of depression as well as commonly used treatments and supports. Please note that the help line and other assistance information provided are intended for New York City residents only.

Eating Disorders
This brief animated video describes the types of eating disorders and their consequences, typical warning signs and the importance of treatment and support. Please note that the help line and other assistance information provided are intended for New York City residents only.

Mental Health First Aid
This brief video describes the Mental Health First Aid course offered to New York City residents under NYC’s Thrive initiative. This course teaches the public about the early signs and symptoms of common mental health problems and overviews common supports. (Please note that outside of NYC, this course is offered by others.)

Psychosis
This brief animated video discusses the signs and symptoms of psychosis, associated disorders, and commonly used treatments and supports. Please note that the help line and other assistance information provided are intended for New York City residents only.
**Substance Use**
This brief animated video discusses the signs, symptoms and consequences of excessive substance use and substance use disorders, as well as commonly used treatments and supports. Please note that the help line and other assistance information provided are intended for New York City residents only.

**Trauma**
This brief animated video describes common traumatic events and the mental health conditions that may result as a consequence of exposure to these events. It also discusses commonly used treatments and supports. Please note that the help line and other assistance information provided are intended for New York City residents only.

**GENERAL KNOWLEDGE**

**Trauma-Informed Approach to Behavioral Health Service Delivery**
The majority of mental health consumers have been affected by trauma. Trauma events can lead to increased physical and mental health risks. As a practitioner, you can support consumers by developing a universal awareness of the impact of trauma on adult experiences.
This module includes four sections. Each section will take approximately 7 ½ minute to complete. Please complete the sections in sequential order. As a result of completing this module, you will be able to: define trauma; recognize the prevalence of trauma in the U.S.; recognize the health impacts of trauma; define the trauma-informed approach; identify the four general characteristics of a program that is trauma informed; describe the six core principles that support a trauma-informed culture; identify the six core competencies that contribute to effective trauma informed awareness and counseling skills; use a self-assessment to identify your competencies; describe the ten domains of trauma-informed approach to care and refer to the ten domains to assess your readiness for developing a trauma-informed approach to care.

**Stages of Change**
This video presents one way to think about how people change. In this model, there are five stages of change: Pre-contemplation (A person doesn’t think they can or need to change), Contemplation (considers change but is not ready yet), Preparation (decides to make a change and makes a plan), Action (makes the change, and comes up with ways to not return to old behaviors), and Maintenance (has made the changes and now does things to keep the change going).