



WELCOME

TO

Crestwood Behavioral Health, Inc.

Crestwood Recovery Resilience Solutions (CRRS)

Training Opportunities

A little about Crestwood Behavioral Health, Inc.

Crestwood Behavioral Health Inc. is proud to be California's leading provider of mental health services, assisting thousands of individuals from across the state. Our mission at Crestwood is to create a partnership with individuals being served, employees, families, counties and communities in caring for individuals of all ages affected by mental health issues. Together we invest our energy to enhance the quality of life, social integration, community support and the empowerment of those who we support. Crestwood's values – family, compassion, commitment, enthusiasm, flexibility and character – drive the work that we do every day. Our staff members embody these values, and they serve as the foundation of the programs and services we provide.

A little about Crestwood Recovery Resilience Solutions (CRRS).

CRRS develops and delivers recovery, resilience, and wellness-oriented curricula and training programs to a wide audience of people who receive services as well as to all the various staff who do the serving. Our training programs are delivered in multiple formats, including onsite classroom, interactive Zoom (online) classroom, as well as a hybrid of online and onsite classroom.

CRRS consults with organizations and systems to support them in optimizing recovery and resilience learning strategies. We provide an internationally recognized, nationally certified, and competency-based peer support training program. Our peer support training program has also been adopted as the national peer support training program in Singapore. We also collaborate with federal, state, and county partners, including various peer run organizations and integrated health organizations in the United States.

How can I access training to become a certified Peer Support Specialist?

- Referred by County.
- Independent Selection of Training Vendor.
- HCAI Peer Personnel Training and Placement Program.

Important Information that you should know!!

Orientation Workshops.

- If you are interested in finding out more about learning experiences through CRRS and would like to participate in an Orientation Workshop to explore these opportunities, feel free to register on our website at <http://recoveryresiliencesolutions.com> or contact Scott Palluck, Director of Operations Process Analysis at scott.palluck@cbhi.net or 209-471-4570.

Training Schedule.

- Check out our website at <http://recoveryresiliencesolutions.com>.
- We advertise training dates of our online training opportunities on our website.
- We also coordinate with our Participating Organizations to provide on-site and Hybrid (part online [facilitated live] and part on-site) training opportunities.

Training Class Registration.

- You can register for training:
 - On our website at <http://recoveryresiliencesolutions.com>.
 - Contact Scott Palluck at 209-471-4570 or scott.palluck@cbhi.net.

Confidentiality.

- It is important for you to know that the limited information that we gather during your participation in any training provided by CRRS may be shared with:
 - The California Mental Health Services Authority (CalMHSA).
 - The California Department of Health Care Access and Information (HCAI). Upon entry into the program, you will be assigned a Unique Participant Identifier. This identifier is used in place of your name to provide any information we are required to share with HCAI.
- All records maintained that contains student information is securely stored in an electronic record management system.
- It is also important for you to know that due to the personal content of information that is shared during some training sessions, it is important that individuals not share this information outside of the classroom – including the names of others participating in the class. A Community Agreement is established at the beginning of all training to

reinforce this to all participating students. Should you encounter a situation where you believe your information has been shared outside of the classroom, please contact Scott Palluck, Director of Operations Process Analysis at scott.palluck@cbhi.net or 209-471-4570.

Safe and Drug-Free Training Environment.

- CRRS strives to provide a safe and drug-free training environment for all students. This includes onsite, hybrid (part online/part onsite) and online learning experiences.
- CRRS explicitly prohibits the use, possession, solicitation for or sale of narcotics or other illegal drugs, alcohol, or prescription medication without a prescription within the classroom setting.

Leaves of Absence or Accommodations.

- To request a leave of absence from a training course or to request an accommodation for a training course, contact Scott Palluck, Director of Operations Process Analysis at scott.palluck@cbhi.net or 209-471-4570.

Materials in Prevalent Languages.

- Currently, CRRS offers classes and training materials in English. Translators are welcome to participate in any class to support a participant. This includes any language, including American Sign Language. CRRS will attempt to accommodate materials in other languages when requested. For additional information, contact Scott Palluck, Director of Operations Process Analysis at scott.palluck@cbhi.net or 209-471-4570.

Customer Services Concerns, Complaints, Grievances, Anti-Harassment/Discrimination.

- If you have a concern about the support or training you are receiving while participating in any CRRS program, please feel free to bring this to our attention. We would like to ensure your complete satisfaction with the training and/or support received and encourage you to address your concern with any CRRS team member. In addition, you can always voice your concerns to the Director of Operations Process Analysis by calling 209-471-4570 or email scott.palluck@cbhi.net.
- To report any instance of harassment or discrimination, you can contact the Director of Operations Process Analysis by calling 209-471-4570 or email scott.palluck@cbhi.net. Individuals can also report cases of harassment or discrimination via email to compliance@cbhi.net.

If you would like to receive a full copy of any of the above policies/procedures noted in this Welcome Letter, please contact Scott Palluck, Director of Operations Process Analysis at scott.palluck@cbhi.net or 209-471-4570.

The CRRS Team looks forward to supporting you!!

Patty Blum, Executive Vice President

Scott Palluck, Director of Operations Process Analysis

Chris Martin, Senior Director of Learning Performance

Julia R. Scott, Director of Support Services

James Ritchie, Director of Learning Performance

Theresa Sorensen, Director of Learning Performance

