

THE OHIO STATE UNIVERSITY COLLEGE OF SOCIAL WORK
In addition to those offered by the Ohio E-based Academy, free on-line courses that can be applied to the application for a CDCA can also be found at:

<https://osucosw.catalog.instructure.com/browse/careline>

C1 COURSES

C1 COURSES	LENGTH
CareLine: De-Escalation Through a Trauma-Informed Care Lens (Recorded)	2.0
CareLine: What's Trauma Got to Do with It? - Understanding Client Behavior Through the Lens of Trauma and Unmet Needs (Recorded)	2.0

C2 COURSES

C2 COURSES	LENGTH
CareLine: Call Management in an Unmanageable World (Recorded)	2.0
CareLine: Behavioral Health Crisis Care Considerations for Children in Rural Appalachia (Recorded) is a Course	1.5
CareLine: Helping Callers with Dual Diagnoses in Crisis (Recorded) is a Course	1.5
CareLine: Caring for the Caregiver (Recorded)	1.5
CareLine: Crisis Intervention and Ethical Dilemmas for Phone Line Staff (Recorded)	3.0
CareLine: Working with the Anxious Client - Concrete Tools to Integrate into Your Practice (Recorded) is a Course	3.0
CareLine: Supporting Individuals with Chronic Health Conditions (Recorded)	1.5
CareLine: Active Listening - Connect with Anyone About Anything (Recorded)	2.0
CareLine: "You Again?" - Setting Healthy Limits with Frequent Callers (Recorded)	1.5
CareLine: Mental Health Implications of Current Events for Kids and Teens (Recorded)	2.5
CareLine: Strategies for Responding to Disruptive Callers (Recorded)	2.0
CareLine: The Bias in Me - Understanding the Impact of Implicit Bias (Recorded)	1.5

CareLine: Empathy on the Phone - Using Your Voice to De-escalate and Promote Safety (Recorded)	3.0
CareLine: How to Support Those who Suffer from Panic Attacks and Anxiety (Recorded)	3.0
CareLine: Brief Interventions to Help Someone with Anxiety Over the Phone (Recorded)	2.0
CareLine: Mindful Communication with a Dose of Motivational Interviewing (Recorded)	3.0
CareLine: Healthy Boundaries for Helping Professionals (Recorded)	3.0
CareLine: Mobile Response and Stabilization Services (MRSS) - Ohio's Mobile Intervention Program for Youth, Young Adults and Their Families (Recorded)	2.0
CareLine: Understanding Grief - Dispelling Myths and Offering Support (Recorded)	1.5
CareLine: De-Escalating Individuals with Disruptive Behaviors (Recorded)	1.0

C4 COURSES

C4 COURSES	LENGTH
CareLine: Helping Callers Who Exhibit Signs of Severe Mental Illness - How CareLine Workers Can Respond to People Experiencing Psychological Disturbance (Recorded)	2.0
CareLine: Ohio Problem Gambling Helpline - Meeting Callers Where They Are and Responding to Difficult Calls (Recorded)	2.0
CareLine: Needs Assessment with Crisis Line Callers (Recorded)	1.5
CareLine: Strategies for Responding Effectively to CareLine Callers with Substance Use Disorder (Recorded) is a Course	2.0
CareLine: Helping Callers with Personality Disorders - Four Strategies for Effective Intervention (Recorded)	1.5
CareLine: Documentation - Beyond the Basics (Recorded) is a Course	2.0
CareLine: Understanding and Preventing Suicide in Older Adulthood (Recorded) is a Course	3.0

C8 COURSES

C8 COURSES	LENGTH
CareLine: 9-1-1 and 9-8-8: A Team Approach to Crisis Calls and the Interoperability of 9-8-8 with Community 9-1-1 Systems (Recording)	1.5
CareLine: Assisting CareLine Callers who Experience Workplace Stress (Recorded)	2.0
CareLine: Worried About Someone?: Helping Third Party Callers (Recorded)	1.5
CareLine: Documentation Basics (Recorded)	2.0
CareLine: Family Conflict - Everyone Has It But When Does It Go Too Far? (Recorded)	2.5
CareLine: Spiritual Competence on the Phone Lines (Recorded)	2.0