

A comprehensive, free training opportunity for field-based crisis responders

The Poise Crisis Responder Certificate Program prepares you to work on the front line of behavioral health crisis care and follow-up, using a *Roadmap of Care* built on the latest evidence-based interventions that support short-term care and recovery for vulnerable community members.

This 30-hour certificate program is being piloted in 2026 and will be expanded in 2027. The certificate offers an innovative skills-building curriculum tailored to frontline responders working on collaborative emergency, crisis-response, and follow-up teams. The training includes a series of eLearning modules and online virtual workshops with real-world scenarios that culminate in a dynamic two-day, in-person advanced skills practice course. Once completed, emergency and crisis response teams will be better prepared to respond safely to behavioral health calls, provide follow-up that supports recovery, practice self-care when performing trauma-related work, and collaborate across the crisis care continuum.

This certificate program is your opportunity to develop advanced behavioral health skills, connect with other community responders, and learn about regional resources.

In this training, you'll learn how to:

- Strengthen situational awareness and safety protocols for crisis responders.
- Use non-escalation and de-escalation communication strategies.
- Use evidence-based approaches that support people with substance-use disorders.
- Deploy rapid on-scene observations and safety tactics for effective interventions.
- Meet legal and ethical responsibilities when working on a crisis response team.
- Conduct effective follow-up calls offering referrals in the least restrictive environment.
- Build protective factors and manage suicide risk.

Who should enroll

This invite-only training is designed for individuals across Washington state who work in co-response, mobile crisis, community response, or alternative response teams. Training is targeted at responders in their first three years of service who are able to complete the certificate program within a five-month time frame (February - June 2026).

Online enrollment begins in January of 2026 and is capped at 48 crisis responders for the pilot program.

How the five-month training works

- Participants first complete a series of online, self-paced modules available in February 2026. These modules provide foundational knowledge on how to work within Washington state's crisis response system. **4 hours**
- Three live virtual workshops cover suicide risk assessment & prevention, cultural competency in crisis care, and evidence-informed approaches to SUD response. In these virtual workshops, experienced frontline responders share first-hand accounts and insights. **12 hours**
- Enrollees also participate in a dynamic, energizing, two-day in-person applied-skills practice course where they hone the *Roadmap of Care* when responding to behavioral health calls in their communities. Please note: The location for the in-person training will be determined based on where participants are located. There may be a need for travel / overnight accommodations. Participants will be responsible for their own travel expenses. **14 hours**

PLEASE NOTE:

- The POISE Crisis Responder Certificate Program is designed for a five-month completion period and offers 30 hours of CE credit. Before enrolling, please ensure that you can complete the program within the February - June 2026 time frame.
- The Suicide Prevention Module, called *Brief Screening for Suicide and Evidence-Based Approaches to Safety Planning for Crisis Responders*, is on the Department of Health's [suicide prevention model list](#). The training meets the state's suicide prevention requirement for licensure renewal.

Upcoming POISE Certificate Training Dates

The Poise Crisis Responder Certificate Program is recommended for people with three or fewer years of experience providing crisis services. These eLearning modules, live virtual workshops, and in-person training courses are designed to be completed in a sequence.

January 2026

Enrollment begins – By invite only

February 2026

Date	Training focus area	Instructors
On demand	Online self-paced eLearning modules 1) POISE Roadmap 2) Teamwork Across Disciplines 3) Safety and Situational Awareness 4) Trauma Informed Care 5) Self-Regulation 6) Co-Regulation 7) Signs and Symptoms of Behavioral Health Disorders 8) Active Listening Strategies 9) Domestic Violence Support in Crisis <i>Additional modules will be available in 2027.</i>	Varied instructors working on crisis response teams across the state

March 2026

Date	Training focus area	Instructors
On demand	Online self-paced eLearning modules	Varied instructors working on crisis response teams across the state
3/4 (full day)	Live virtual workshop: Brief Screening for Suicide and Evidence-Based Approaches to Safety Planning for Crisis Responders	Jon Dukes, LICSW Stephanie Butler, LICSW
3/11 (half day)	Live virtual workshop: Substance-Use Disorder (SUD): Best Practices for Crisis Responders	Mandy Owens, PhD Jason Shepherd
3/18 (half day)	Live virtual workshop: Cultural Humility and Crisis Response	Zee Andrignis, LICSW, SUDP Toshua Henry, LICSW

April 2026

Date	Training focus area	Instructors
On demand	Online self-paced eLearning modules	Varied instructors working on crisis response teams across the state
4/1 (full day)	Live virtual workshop: Brief Screening for Suicide and Evidence-Based Approaches to Safety Planning for Crisis Responders	Jon Dukes, LICSW Stephanie Butler, LICSW
4/8 (half day)	Live virtual workshop: Substance-Use Disorder (SUD): Best Practices for Crisis Responders	Mandy Owens, PhD Jordan Mohrenne
4/15 (half day)	Live virtual workshop: Cultural Humility and Crisis Response	Adam Kaley Toshua Henry, LICSW

April & May 2026

Date	Training focus area	Instructors
4/30-5/1	POISE: Applied skills practice (ASP)	Matt Porter & Team

May 2026

Date	Training focus area	Instructors
5/21-5/22	POISE: Applied skills practice (ASP)	Matt Porter & Team

This training opportunity is being offered through a partnership with BHCore, Seattle CARE, and Washington State Health Care Authority.

Questions? Send your email to bhcore@uw.edu. Learn more about [BHCore](#).

