

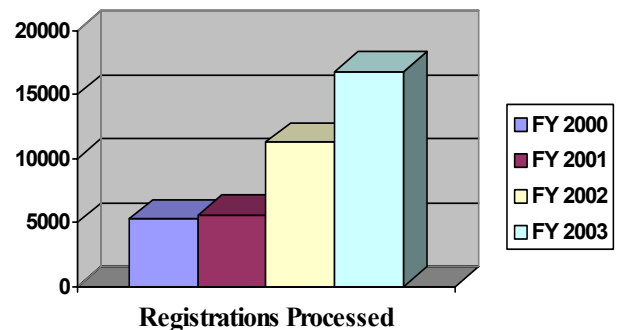
## A Learning Organization Transformation

The Department of Mental Health and Addiction Services provides education and training opportunities to more than 3,000 DMHAS employees and thousands more who work in the private agencies that make up the DMHAS healthcare service delivery system. Education and training advance job-related knowledge and skills that increase individual effectiveness and improve quality of care. Training helps people to make a richer contribution to the work of DMHAS in support of its mission. Service models that are proven to be effective, through research or experience, are put into practice through education and training. DMHAS encourages and supports learning and such values as personal mastery, shared vision, team learning and systems thinking that structured training and education efforts provide. These values play a significant role in transforming organizational practices. The DMHAS Education and Training Division, its training units and service providers remain committed to the pursuit of this transformation.

DMHAS has designated the concept of **Recovery** as the overarching goal of its system of care. The mission of the DMHAS Education and Training Division, therefore, is to provide high quality education and training programs within the parameters of the overall education and training goals which are to:

- *Design and implement education and training programs that address key organizational needs and requirements as well as promote employee growth and development as determined by the DMHAS Strategic Goals.*
- *Coordinate cost effective education and training services.*

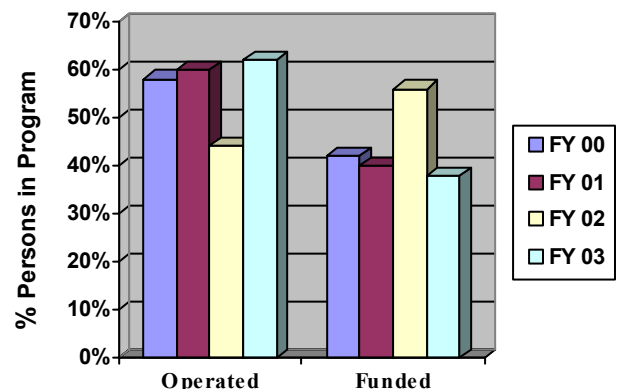
**DMHAS Education and Training Division**



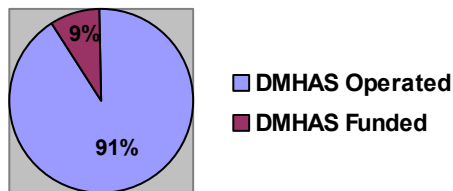
### SIGNIFICANT ACCOMPLISHMENTS:

- ◆ The DMHAS Education and Training Division provided over 72,000 Training Contact Hours that represent **over 341 training days within a 12-month period.**
- ◆ During FY03, the DMHAS Education and Training Division and all other DMHAS training units provided training to more than **52,000 participants** from throughout the integrated service system totaling over **184,000 training hours.**

**Ratio Breakdown of Participants for All Training Classes Provided**



**Ratio Breakdown of Participants for Substance Abuse Training Classes Only**



DMHAS Operated: 62%  
DMHAS Funded: 38%