

|                         |                   |                              |                                        |                                   |
|-------------------------|-------------------|------------------------------|----------------------------------------|-----------------------------------|
| <b>B</b>                | <b>I</b>          | <b>N</b>                     | <b>G</b>                               | <b>O</b>                          |
| Self Care               | Active Listening  | Dedicated                    | Problem Solving                        | Home Accessibility and Adaptation |
| Coping Skills           | SMART Goals       | Medical Necessity            | Advocate                               | Non Judgmental                    |
| Risk Agreement          | Stress Management | <b>FREE</b>                  | Arrange Coordinate Link Monitor        | Facilitator                       |
| Goods and Services      | Respect           | HSW Health Safety Well-Being | Dignity                                | Incident Report                   |
| Difficult Conversations | Compassion        | <b>NASW</b>                  | Words-It's all about how you say them. | Culturally Competent              |

|                              |                                        |                                   |                      |                         |
|------------------------------|----------------------------------------|-----------------------------------|----------------------|-------------------------|
| <b>B</b>                     | <b>I</b>                               | <b>N</b>                          | <b>G</b>             | <b>O</b>                |
| Stress Management            | Advocate                               | Problem Solving                   | Coping Skills        | Medical Necessity       |
| Dedicated                    | Words-It's all about how you say them. | Home Accessibility and Adaptation | Compassion           | Non Judgmental          |
| Goods and Services           | Arrange Coordinate Link Monitor        | <b>FREE</b>                       | Facilitator          | Active Listening        |
| Dignity                      | NASW                                   | Self Care                         | Culturally Competent | Respect                 |
| HSW Health Safety Well-Being | Incident Report                        | Risk Agreement                    | SMART Goals          | Difficult Conversations |

|                      |                          |                                       |                                                 |                                            |
|----------------------|--------------------------|---------------------------------------|-------------------------------------------------|--------------------------------------------|
| <b>B</b>             | <b>I</b>                 | <b>N</b>                              | <b>G</b>                                        | <b>O</b>                                   |
| Compassion           | NASW                     | Advocate                              | Incident Report                                 | Arrange<br>Coordinate<br>Link<br>Monitor   |
| Self<br>Care         | Goods<br>and<br>Services | HSW<br>Health<br>Safety<br>Well-Being | SMART<br>Goals                                  | Home<br>Accessibility<br>and<br>Adaptation |
| Risk<br>Agreement    | Culturally<br>Competent  | <b>FREE</b>                           | Respect                                         | Dignity                                    |
| Stress<br>Management | Non<br>Judgmental        | Problem<br>Solving                    | Words-It's<br>all about<br>how you<br>say them. | Dedicated                                  |
| Facilitator          | Active<br>Listening      | Medical<br>Necessity                  | Coping<br>Skills                                | Difficult<br>Conversations                 |