Direct Service Worker (DSW) Online Training

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Training for Direct Service Workers (DSWs) and others who provide quality personal assistance to people with disabilities, older people, or anyone who receives direct care services is available online. The web-based learning series focuses on strategies and best practices that includes behavioral health basics for all DSWs. The training will help caregivers have a positive impact on the quality of life for the people you are caring for; along with the importance of self-care as a service worker.

The six modules of training can be accessed on the HHS Learning Portal at DSW Training.

- Module 1: The Art of Effective Communication and Conflict Resolution
- Module 2: Preventing and Managing Challenging or Aggressive Behaviors
- Module 3: Behavioral Health Basics for the Direct Service Worker
- Module 4: Understanding Dementia and Alzheimer’s Disease
- Module 5: Prevention and Containment of Communicable Diseases in Personal Care
- Module 6: Caring for the Caregiver

You will need to create an account on the Learning Portal to access the training. If you need assistance, email Janette Dimitrova at Janette.Dimitrova01@hhsc.state.tx.us.