

CASE MANAGEMENT BEST PRACTICES & STANDARDS

60 HOUR CERTIFICATE PROGRAM



This certificate program offers new and experienced case managers a unique opportunity to develop skills and knowledge needed to become peak-performing professionals. Program graduates return to their jobs energized and inspired to provide top-quality service to clients. Participants in this dynamic, interactive course:

- Learn crucial time management skills that make their work more efficient and effective.
- Practice techniques such as motivational interviewing, case file management and case documentation.
- Develop critical approaches to marketing clients with barriers to employment.
- Develop a list of key resources in the Puget Sound area.
- Share strategies with colleagues from agencies throughout the region.

Learn from guest presenters in the areas of criminal justice, addiction and recovery, law and policy, homelessness, learning disabilities, and more.

Earn 6 CONTINUING EDUCATION UNITS upon completion.

Deadline to register is September 9, 2010

Tuition \$975 (\$875 for non-profit employees within Seattle city limits)

TRAINING HOURS & DATES

Introduction and Overview

September 23, 2010

10:00AM to 12:00PM

MODULE I:

Basics of Case Management

October 1 & 2, 2010

MODULE II:

Documentation and Confidentiality

October 15 & 16, 2010

MODULE III:

Client Barriers and Resources

October 29 & 30, 2010

MODULE IV:

Job Retention and Career Advancement

November 12 & 13, 2010

– All modules 8:30AM to 4:00PM –

Final Session and Presentations

December 2, 2010

8:30AM to 1:30PM

TRAINING LOCATION

Antioch University Seattle

2326 Sixth Avenue

Seattle, WA 98121

TO SIGN UP, CONTACT

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**Scholarship information
available upon request**

"The training had a positive impact on our agency. We don't have a formal training internally so the case management training is a tool for us to send brand new staff and staff we want to promote. Many of our case managers have the compassion for the type of work that we do but need the technical skills to be better at their jobs; this training gives them the technical skills of case management." – Kim Sather, Division Manager, Compass Center