



CASE MANAGEMENT CERTIFICATE

DESCRIPTION OF CERTIFICATE

Case Management is a process used by professionals to help their clients identify and address issues that are preventing them from achieving their goals. Case managers work collaboratively with all available resources to assess, plan, facilitate, and advocate for and on behalf of their clients. Through this process, case managers work to ensure that clients and their families receive positive, timely, and cost-effective outcomes.

The curriculum, developed by experienced professionals in collaboration with industry experts, explores the case management process and the skills necessary to manage client cases. The program will equip participants with the essential knowledge, skills, and confidence to meet the diverse needs of clients with special and complex needs while maximizing program efficiencies.

The Case Management Certificate program is a comprehensive introduction to case management for those who wish to take formal training. The program includes both case management theory and evidence-based skills development.

Upon completing this course, participants will:

- » know what case management is, when and why it is used, and how it works
- » have the skills necessary to manage client cases
- » feel confident that they can manage client cases in a variety of settings

The program will benefit those who:

- » want to learn about, improve, or better understand case management
- » want to effectively support clients with complex needs
- » work in voluntary agencies or advocacy groups
- » want to become an effective case manager
- » work in program development

COURSE STRUCTURE

Each module is delivered virtually with a variety of learning techniques, including lectures, discussions, case studies, videos, guest speakers, and downloadable podcasts. A pre-course evaluation will help participants and facilitators understand strengths and learning requirements. Throughout the course, participants will receive continuous practice on course materials. Mid- and end-of-course evaluations will measure a participant's growth and understanding of core learning targets.

To take part in the virtual learning experience, you will need access to a computer with a microphone and camera as the course is interactive and requires active participation.

Below is an outline of the six modules within the Certificate program:

ENGAGEMENT

- » Case management fundamentals
- » Engagement
 - »» Building trust
 - »» Establishing ground rules and expectations
 - »» Duty to report, FOIPP Act requirements
- » Ethics
 - »» Develop a case manager code of ethics
- » Bias
 - »» PEI specific topics

ASSESSMENT

- » Assessment fundamentals
 - »» Strengths-based, client-centred focus
- » How to manage the cases of clients with mental health conditions
- » Communication techniques—active listening, summarizing, paraphrasing, non-verbal communication
- » Empathy versus sympathy
- » How to de-escalate angry client situations
- » Office and home visit safety plans

ANALYSIS

- » Case management analysis
 - »» Unmet needs, strengths, supports, wishes
 - »» Risk
 - »» Duty to report
 - »» Establish client and caseload priorities
 - »» Time allocation
 - »» Consultation

» Case management analysis continued

- »» Data integrity
- »» Cost-benefit analysis
- » Advocating for change
- » Crisis intervention

CASE PLANNING

- » Planning fundamentals
 - »» Build on strengths and informal supports
 - »» SMART goals
- » Consensus building and negotiation
- » Facilitating conversations that matter
- » Leadership in case management
- » Change management
 - »» Prochaska and Diclemente model
 - »» Motivational interviewing

MONITORING AND CLOSURE

- » Monitoring fundamentals
- » Conflict resolution
- » Closure fundamentals
 - »» When and how to terminate the relationship
- » Self-care
- » Reflective practicioning

TYING IT ALL TOGETHER

- » Case management core functions review
- » Simulated patient exercise
- » Final exam
- » Graduation