

Case Management Training Series: Course 1 – Family Engagement and Involvement

Two (2) Credit Hours - Online Course

AGENDA

- Introduction
- Course Objectives
- Welcome
- Family Case Scenario
- Introducing the Browns and the Campbells
- Family Engagement Principles
- Purpose of Family Engagement
- Core Values of Family Engagement
- Family & Youth Involvement
- Family Centered Casework Practice
- Why and How Do We Exemplify Genuineness
- Let Me Try – Genuineness, Respect and Empathy
- What Are Some Effective “Tools of Engagement”
 - Here are the “Exploring Tools”
 - Here are the “Focusing Tools”
 - Here are the “Directing Tools”
- What Are Blocks to Engagement of Communication
- Cultural Competence & Family Center Practices
- Understanding and Countering Resistance
- Video Introduction
 - Case Scenario: Jim Nuccio and Mrs. Brown
 - Case Scenario: Introducing the Browns and Campbells
 - Case Scenario: Tonya Jackson and Janice Brown Campbell
 - Family Engagement & Involvement: Summary
- Take the Test



Case Management Training Series: Course 2 – Family Team Conferencing

Seven (7) Credit Hours - Classroom Course

AGENDA

- Introduction
- Pre-Test
- Opening Activity
- Family Engagement Values (Brief Review)
- Required Skill Sets for Engagement (Brief Review)
- Family Team Conferencing Components
- Family Team Conferencing Applications and Skill Practice
- Remember the Brown/Campbell Family?
- Let's Practice With the "Family: Processing
- Implementation Discussion
- Summary Game
- Post Test
- Evaluations



Case Management Training Series: Course 3 – Targeted Case Management (TCM) for Children At-Risk of Abuse and Neglect

One (1) Credit Hour - Online Course

AGENDA

- Introduction
- Course Objectives
- What Is “At Risk Targeted Case Management”?
- At Risk Targeted Case Management Covered Services
- At Risk Targeted Case Management Documentation
- Medicaid Eligibility Documentation
- Child Certification Form
- Let Me Try – Child Certification Form
- Parental Consent Form
- The Assessment
- The Assessment (continued)
- The Service Plan
- The Service Plan (continued)”
- The Service Plan Review
- Monthly Service Requirements Documentation
- Case Management Notes Documentation Requirement
- Reimbursement Restrictions
- Let Me Try – Reimbursement Restrictions
- Take the Test

