



Latin American Youth Center

LAYC Training Academy

Effective Case Management from Intake to Discharge

Workshop Description: This training will comprehensively inform participants of the fundamental skills and best practices of case management. Based on effective practices of the Promotor Pathway© model, this training focuses on enhancing case managers' ability to work with challenging clients with a complexity of needs. Participants will gain tools to increase their ability to work with clients effectively and consistently across a spectrum of services.

Customized Curriculum: Participants will be asked to provide questions, scenarios, and program information prior to training so discussions can be customized in the most applicable manner. Workshop sessions may occur consecutively or separately, but all sessions must be completed in no more than 30 days. Once scheduled, the workshops will occur during regular business hours (Monday-Friday, 9am – 5pm).

Length of Workshop: 4 days, 8 hours each day (1 hour allotted for lunch)

Group Size: 10-15 participants

Number of Facilitators: 2

Effective Case Management from Intake to Discharge

DAY 1: PROMOTING RESILIENCE & COMMUNICATING EFFECTIVELY

GOAL: To establish a framework for the training curriculum and introduce the basic principles resilience and effective communication

OBJECTIVES: Participants will be able to

- Explain the meaning of resiliency and importance of protective factors
- Give three examples of “negative” qualities and how you could view them positively
- Discuss and identify different communication styles
- Observe and demonstrate different elements of effective communication, including active listening and responding with empathy
- Discuss additional building blocks to communication.

DAY 2: DEVELOPING & MAINTAINING HEALTHY RELATIONSHIPS

GOAL: To understand how to create and maintain healthy relationships with clients throughout engagement

OBJECTIVES: Participants will be able to

- Identify what happens during the three stages of the relationship between client and case manager
- Identify what impressions you want clients to walk away with after your first meeting
- Demonstrate what it means to have a neutral stance with clients instead of giving advice
- Explain the importance of acknowledging differences between the client and yourself
- Describe how to set appropriate boundaries
- Explain when to disclose personal information
- Describe both the importance of confidentiality and when the law requires you to break confidentiality
- Talk more comfortably to clients about confidentiality
- Identify appropriate action steps in different confidentiality scenarios and the consequences of errors

DAY 3: CASE MANAGEMENT CHALLENGES

GOAL: To provide useful tools to manage and mitigate challenging situations in case management

OBJECTIVES: Participants will be able to

- Describe how and when to “challenge” clients
- Identify possible areas bias or that are challenging for you to talk about
- Explain how to identify a client’s stage of readiness for making behavioral changes
- Explain the importance of home visiting in case management and identify key safety guidelines.
- Identify the six steps of crisis intervention
- Describe how to apply crisis intervention techniques to support clients in crisis
- Identify when to refer to mental health professionals

DAY 4: INTERVIEWING, SETTING GOALS & DOCUMENTATION

GOAL: To establish best practices around gathering client information, documentation and goal setting

OBJECTIVES: Participants will be able to

- Identify three strategies for gathering client information
- Explain the importance of utilizing a variety of sources of information
- Demonstrate how to prioritize information
- Identify the six components of ISP development
- Give an example of a goal, an objective, a timeline, and a service need
- Identify two ways to initiate a discussion about goals
- Demonstrate how to respond to different priority and interest levels
- Explain the importance of establishing attainable action steps and realistic timelines

Pricing

The above listed services are priced based on the total number of hours of training provided. Primary costs include trainers’ time, supplies and materials for a maximum of **20 participants**. Travel and lodging expenses are not included. Training curriculum can be adjusted to provide more or less time and depth of instruction based on each organization’s needs and capacity.

Please contact the LAYC Training Academy for specific pricing information. susana@layc-dc.org

Invoicing & Payment

The LAYC is happy to work with organizations to assist in providing payment. Total training costs may be billed on a monthly or quarterly basis to allow organizations the flexibility of lower payments. **All project costs must be paid in full within 6 months of signed contract date.**