



Case Management

The Accountable Case Manager Course, Workbook/Textbook and Train-The-Trainer Program were developed by The Center for Applied Management Practices, Inc., (CAMP) to provide the field of case management as practiced in the Community Action Network with an accountability structure and management framework that supports the primary mission of self-sufficiency.

This program will help managers and staff in Community Action Agencies (CAA) acquire a basic understanding of case management practices, the skills necessary to be successful in their job, how to support clients in realizing their goals and the incremental steps and benchmarks that mark a path to success, and why the work of the front line worker is so crucial to the health and well-being of the CAA.

In 2002, The Center for Applied Management Practices, Inc., (CAMP) was commissioned by the Kentucky Association for Community Action to develop a seminar on case management specifically targeted to Community Action Agencies. The seminar was first offered at the 2002 Annual KACA Conference. Attendee evaluation and feedback suggested expanding the seminar to a full day course and development of additional supporting material. By 2006, the original seminar evolved to a complete full day course, publication of *The Accountable Case Manager*, a workbook for the course that also serves as a basic textbook about case management, and a Train-The-Trainer Program that certifies successful candidates to become Accountable Case Manager trainers. CAMP also responded to a request and received support from the Community Action Partnership of Suburban Hennepin in Hopkins, Minnesota, for development and publication of *The Accountable Case Manager* in a Spanish language edition. *The Accountable Case Manager* is also a web based publication, formally supported on CAMP's web site at www.appliedmgt.com in a password protected page. For persons who have the book, logging onto CAMP's web site will find answers to end of Chapter questions, updated charts, tables and curriculum, new chapters as they are added, and additional resources via links to other publications and materials. CAMP maintains *The Accountable Case Manager* similar to the process of upgrading and maintaining software products. In addition, CAMP maintains a blog for direct communication. CAMP also provides an e-newsletter specifically addressing issues of case management in Community Action Agencies.

In 2006 and 2007, the Accountable Case Management Course was offered by both CAMP trainers as well as by CAMP certified trainers in California, Colorado, Florida, Kentucky, Nebraska, Nevada, Pennsylvania, and Washington.

In December 2006, CAMP conducted the first Train-The-Trainer Program and certified trainers from Alabama, California, Florida, Kansas, Kentucky, Minnesota, New Mexico, and Pennsylvania. In April 2007, CAMP conducted a Train-The-Trainer Program for the Community Action Partnership of Huntsville/Madison & Limestone Counties, Inc., in Huntsville, Alabama, and certified four trainers. Additional Train-The-Trainer programs will be offered directly by CAMP in 2007 as well as programs commissioned by individual CAAs and state associations.

CAMP offers both a one-day Accountable Case Manager training as well as a Train-The-Trainer Program. CAMP also offers *The Accountable Case Manager* book in English and Spanish language edition. Additional information is available on our web site. To contact us please email at info@appliedmgt.com, call at 717-730-3705 or complete the form below.