

## **The Accountable Case Manager – One-Day Training**

### **Pre-requisites**

The pre-requisites for this training are one of the following:

- Completion of the Introduction to ROMA course that has usually been offered as a two-day course in Florida since 2003. The course is also identified by Versions 2.0, 3.1, 3.3, and 4.0.
- Completion of the Results-Oriented Management and Accountability (ROMA) for Community Action Agencies and CSBG Eligible Entities© Version 4.1, which is offered as part of this current training series.
- Completion of an earlier version of The Accountable Case Manager course which was presented by The Center for Applied Management Practices, Inc., from 2004-2007. Please note that this version is a significant departure from earlier versions.

### **Who Should Attend**

The techniques and strategies recommended in this training can be applied to any organization using case management practices as it relates to direct services to clients, issues of reporting and accountability, and the overall management of human services. This training is directed for supervisors, case managers and direct service workers to help them acquire a basic understanding of case management practices and the skills necessary to be successful in their job.

### **Objectives**

The Accountable Case Manager Course and accompanying Workbook/Textbook were developed 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.

The course 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 management and well-being of the CAA.

The course is also supported on-line for those who attend the training. Answers to chapter questions and group exercises from each class are posted along with new materials, updates for existing materials, and additional resources via links to other publications and materials.

Participants will also see a demonstration of the FACA Intake and Assessment Tool to be implemented across the Florida Community Action Network.

### **Course Outline**

- Chapter One: A Definition of Self-Sufficiency for Community Action
- Chapter Two: Overview of Case Management in Community Action
- Chapter Three: Intake for Case Management or Direct Services
- Chapter Four: Pre-Assessment for Case Management or Direct Services
- Chapter Five: Comprehensive Assessment for Case Management or Direct Services
- Chapter Six: Comprehensive Assessment and Accountability for Case Management or Direct Services – Using an Outcome Scale or Outcome Matrix
- Chapter Seven: Case Management Planning
- Chapter Eight: Case Scenario, Case Management Exercises
- Chapter Nine: Developing Discharge Criteria and Closing the Case
- Chapter Ten: The Helping Interview