Enhanced Case Management Training
Training Outline
8:30 am - 4:30 pm

Enhanced Case Management: Outline
1. Trainer introduction and audience background assessment
2. Training Part 1
   a. Review current (prior to DMC) case management standards
   b. Identify all key areas of change with new enhanced case management
   c. Provide specific examples of client case management services and what add-ons are now available for utilization
   d. Briefly discuss history of mental health vs. substance use services
   e. Identify integration of mental health and substance use services utilizing new navigation of enhanced case management
   f. Open Discussion: Benefits and challenges with integrating services
3. Mini Case Study: Case Management before vs. after enhancement
4. Training Part 2
   a. Review ASAM utilization
   b. Provide a thorough mapping of new referral process and steps
   c. Discuss warm hand-off and client experience with enhanced case management (including benefits)
5. Intensive Case Study 1: Treatment planning utilizing new services
6. Intensive Case Study 2: Start to finish implementation of enhanced case management
7. Review key objectives
8. Conclusion and Q&A