

Foundations in Case Management Training



In this interactive, virtual training, participants will learn the fundamentals of case management services in San Diego County behavioral health in the context of the Drug MediCal Organized Delivery System (DMC-ODS). Participants will learn principles of effective case management and will develop tools through various formats including case study examination, small group activities, and video. Course design includes knowledge and application of case management components.

Learning Objectives

- Define case management.
- Identify three case management categories of service as defined by DMC-ODS.
- List three benefits of enhanced case management & coordination.
- List three essential components needed to write an effective case management progress note.
- Describe three considerations when delivering services through a culturally-responsive lens.
- Describe the “warm hand-off” approach as a measure for successful case management.
- Design a person-centered treatment plan.

Registration Information

If you already have an account, you may search for the course by name or course code. If you do not have an account in the LMS you will need to open one by [clicking here](#). Email RIHS@sdsu.edu if you have any questions. This training is FREE of charge to BHS County employees and contractors.

Please see Page 3 for Outline.



VIRTUAL EVENT

Date: June 14, 2022

Time: 9:30 a.m. – 3:30 p.m.

This course will be conducted remotely through [Zoom](#). A link will be sent to participants a week before training.



REGISTRATION

[Click here](#) to log into the Learning Management System (LMS) and Register.

Course Code: BH0221



Who will attend

All SUD counselors, case managers, therapists, and other direct service providers.



THE TRAINER

Candice Hendrickson, LMFT is a Licensed Marriage and Family Therapist with over 15 years of experience in working with underserved populations. She recognizes that case management, linkage to services, and collaboration with community partners is significant to participant success when working with co-occurring populations and families.

[Learn more about Candice](#)

Prerequisite

Enhanced Case Management eLearning

Course Code: BHE0096

Thank you for your continued understanding about our need to put the safety of our staff, facilitators, and customers first.

Please review the COVID protocol for in-person trainings.

<https://theacademy.sdsu.edu/a-message-to-our-stakeholders-and-friends/>

**COVID Message and
In-person Training Protocol**

ADA

Please submit all requests for accommodations two weeks prior to the start of the training. The Academy for Professional Excellence is committed to creating an inclusive and welcoming environment that appreciates and builds on diversity. In accordance with the Americans with Disabilities Act (ADA) of 1990, and California Administrative Code Title 24, The Academy for Professional Excellence prohibits discrimination on the basis of a disability in employment, public services, transportation, public accommodations, and telecommunication services.

Continuing Education

This course meets the qualifications for **5** hours of continuing education credit for LMFTs, LCSWs, LPCCs and/or LEPs as required by the California Board of Behavioral Sciences. The Academy for Professional Excellence is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs, Provider #91928. The Academy for Professional Excellence is approved by the California Board of Registered Nursing, Provider # BRN CEP10014; CCAPP-EI, Provider # 1S-98-398-0822, and CAADE Provider # CP40 906 CH 0323 for **5** contact hours/CEHs. The Academy for Professional Excellence is approved by the American Psychological Association to sponsor continuing education for psychologists. The Academy for Professional Excellence maintains responsibility for this program and its content. CE certificates will be available for download 5 business days after course completion. Click here for information on how to [obtain CE Certificates](#). Click here for the [CE Grievance Procedure](#).

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Foundations in Case Management Training

Candice Hendrickson, LMFT 49672

Educational Goal:

To improve the application of case management in the delivery of behavioral health services.

Learning Objectives:

Upon completion of this training, participants will be able to:

- 1. Define case management.*
- 2. Identify three case management categories of service as defined by DMC-ODS.*
- 3. List three benefits of enhanced case management & coordination.*
- 4. List three essential components needed to write an effective case management*
- 5. Describe three considerations when delivering services through a culturally-responsive lens.*
- 6. Describe the "warm hand-off" approach as a measure for successful case management.*
- 7. Design a person-centered treatment plan.*

Time	Activity
9:00 am – 9:30 am	Enter Zoom waiting room; video and mic check*
9:30 am – 12:00 pm	Introductions; Objectives; Defining case management (CM); CM categories and warm hand-off; CM benefits; Cultural Considerations; Case study
12:00 pm – 1:00 pm	Lunch
1:00 pm – 3:15 pm	Treatment planning; Case study; Navigation and Documentation overview; wrap-up
3:15 pm – 3:30 pm	Questions and Check-in

***Please note: In order to receive completion and credit/CE's, you must have your video camera on for the duration of training.**