

AGENDA
SELF-SUFFICIENCY SERVICE COORDINATION
DAY ONE

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|--------------|---|
| 8:00 | Registration |
| 8:30 | Introductions and Learning Outcomes |
| 9:30 | Self-Sufficiency Programs <ul style="list-style-type: none">▪ Self Sufficiency Mandate▪ Self-Sufficiency in Perspective▪ Social Service Process |
| 10:15 | Break |
| 10:30 | Self-Sufficiency Programs <ul style="list-style-type: none">▪ Social Service Process |
| 11:15 | Defining Self-Sufficiency <ul style="list-style-type: none">▪ Looking at Living Wages – Exercise |
| 12:00 | Lunch (on your own) |
| 1:00 | Self-Sufficiency Case Management <ul style="list-style-type: none">▪ Characteristics of Effective Case Managers |
| 2:30 | Break |
| 2:45 | Self-Sufficiency Case Management <ul style="list-style-type: none">▪ Knowledge, Skills and Abilities of Case Managers and Coordinators▪ Your Individual Assessment – Exercise |
| 3:45 | Characteristics of Effective Case Managers – Revisited! – Exercise |
| 5:00 | End of Day One |

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DAY TWO

- 8:00 Successful Individual Plans**
- Defining Case Management
 - Steps in Case Management
 - Intake in Case Management – Exercise
- 10:15 Break**
- 10:30 Assessment in Case Management**
- Informal Assessment – Exercise
 - Identifying Strengths in Self-Sufficiency
- 12:00 Lunch (on your own)**
- 1:00 Assessment in Case Management**
- Informal Assessment – Exercise
 - Identifying Challenges to Self-Sufficiency
- 2:30 Break**
- 2:45 Assessment in Case Management**
- Formal Assessment – Exercise
 - Referrals to Identify Strengths and Challenges
- 4:00 Goal Setting in Case Management**
- Building Final Goals – Exercise
 - Crafting Interim Goals – Exercise
- 5:00 End of Day Two**

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DAY THREE

- 8:00 Using Resources in Case Management**
- Join the Information and Referral Network
 - Personal and Private Resources
- 9:30 Monitoring and Completion in Case Management**
- Comparing Recertification's to SS Case Management
 - Key File Documents
- 10:15 Break**
- 10:30 Monitoring & Completion in Case Management**
- 11:00 Effective Communication in Case Management**
- Client Centered Problem Solving
- 12:00 Lunch (on your own)**
- 1:00 Effective Communication in Case Management**
- Client Centered Problem Solving (Continued)
- 1:30 Crisis Management for Case Managers**
- Communicating in a Crisis
 - Assessing Danger
- 2:30 Creative Self-Sufficiency Programs**
- Cultural Proficiency
 - Collaboration
- 2:30 Break**
- 2:45 Creative Self-Sufficiency Programs**
- Designing Your Self-Sufficiency Programs
- 4:00 End of Seminar**

Certification Exam Available Online