

**AGENDA**  
*SELF-SUFFICIENCY SERVICE COORDINATION*

**DAY ONE**

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

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**DAY TWO**

8:00	<b>Successful Individual Plans</b> <ul style="list-style-type: none"><li>▪ Defining Case Management</li><li>▪ Steps in Case Management</li><li>▪ Intake in Case Management – Exercise</li></ul>
10:15	<b>Break</b>
10:30	<b>Assessment in Case Management</b> <ul style="list-style-type: none"><li>▪ Informal Assessment – Exercise</li><li>▪ Identifying Strengths in Self-Sufficiency</li></ul>
12:00	<b>Lunch (on your own)</b>
1:00	<b>Assessment in Case Management</b> <ul style="list-style-type: none"><li>▪ Informal Assessment – Exercise</li><li>▪ Identifying Challenges to Self-Sufficiency</li></ul>
2:30	<b>Break</b>
2:45	<b>Assessment in Case Management</b> <ul style="list-style-type: none"><li>▪ Formal Assessment – Exercise</li><li>▪ Referrals to Identify Strengths and Challenges</li></ul>
4:00	<b>Goal Setting in Case Management</b> <ul style="list-style-type: none"><li>▪ Building Final Goals – Exercise</li><li>▪ Crafting Interim Goals – Exercise</li></ul>
5:00	<b>End of Day Two</b>

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**DAY THREE**

8:00	<b>Using Resources in Case Management</b> <ul style="list-style-type: none"><li>▪ Join the Information and Referral Network</li><li>▪ Personal and Private Resources</li></ul>
9:30	<b>Monitoring and Completion in Case Management</b> <ul style="list-style-type: none"><li>▪ Comparing Recertification's to SS Case Management</li><li>▪ Key File Documents</li></ul>
10:15	<b>Break</b>
10:30	<b>Monitoring &amp; Completion in Case Management</b>
11:00	<b>Effective Communication in Case Management</b> <ul style="list-style-type: none"><li>▪ Client Centered Problem Solving</li></ul>
12:00	<b>Lunch (on your own)</b>
1:00	<b>Effective Communication in Case Management</b> <ul style="list-style-type: none"><li>▪ Client Centered Problem Solving (Continued)</li></ul>
1:30	<b>Crisis Management for Case Managers</b> <ul style="list-style-type: none"><li>▪ Communicating in a Crisis</li><li>▪ Assessing Danger</li></ul>
2:30	<b>Creative Self-Sufficiency Programs</b> <ul style="list-style-type: none"><li>▪ Cultural Proficiency</li><li>▪ Collaboration</li></ul>
2:30	<b>Break</b>
2:45	<b>Creative Self-Sufficiency Programs</b> <ul style="list-style-type: none"><li>▪ Designing Your Self-Sufficiency Programs</li></ul>
4:00	<b>End of Seminar</b>

**Certification Exam Available Online**