



School of Continuing Education & Workforce Development

Short Term Certificate Programs

CASE MANAGEMENT CERTIFICATE

Program Overview: Case management is an area which encompasses a variety of areas such as medicine, social work, community support services, mental health, substance abuse and counseling. Completion of this certificate program will enable individuals to improve their methods of assessment and evaluation, follow-up as well as information management.

- ✓ **INTRODUCTION TO CASE MANAGEMENT:** Participants will learn the basic concepts of case management. Access to the agency, intake, assessment, goal setting, planning and intervention will also be reviewed.
 - ✓ **DOCUMENT EFFICIENTLY:** Participants learn the SOAIGP methods to ensure good record keeping and efficiency in phone or direct contact with constituents.
 - ✓ **ETHICAL ISSUES AND DILEMMAS:** Participants will learn case management techniques for addressing ethical dilemmas.
 - ✓ **CULTURAL COMPETENCE:** Participants will learn the different cultures and examine how knowledge, skill and attitude to play an intricate part when performing case management tasks.
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