

## ***Case Management for Human Services Certificate Program***

TAPE's *Case Management for Human Services* Certificate Program is geared towards human service professionals who want to learn the fundamental procedures and best practice methods of contemporary human service case management theory and application.

Throughout the learning process, participants are encouraged to convert newly acquired theoretical constructs and concepts into practical skills, through both simulation and case discussion. A hands-on approach to the acquisition of contemporary case management skills is emphasized and participants are encouraged to draw from and share case examples relevant to the learning goals and objectives of the program.

Offered on a customized, in-house basis, the program can consist of an organization's choice of any six of the two-day modules outlined below. Topics can be mixed and matched and tailored in such a way that the final program meets the specific learning needs of the group. A customized program can be as compact or comprehensive as needed and all training is available when and where the client organization wants it.

### **Program Overview**

Across the many fields of human services today, case management is gaining recognition as a major practice strategy essential to promoting effective service delivery to diverse target populations. Case management can be defined as a client-level strategy for promoting the coordination of human services, opportunities, or benefits.

The emergence of case management can be traced to 6 different factors that influence the structure and process of service delivery within contemporary human services. Factors include: (1) impact of deinstitutionalization on human service delivery, (2) decentralization of community services, (3) presence within our communities of client populations with significant problems of social functioning, (4) recognition of the crucial role that social support and social networks play in the social functioning of individuals, (5) fragmentation of human services, and (6) growing concern with the cost-effectiveness of human services.

The major and desired outcomes of case management are: (1) the integration of services across a cluster of organizations; and (2) the achievement of continuity of care. Human services are operating in an environment that is increasingly emphasizing the importance of clinical practice efficiencies and human service fiscal rationalizations. The need to achieve more with less has become the modus operandi in a diverse range of human service fields.

Module #1: *The Role of Case Management in the Human Services*

Module #2: *The Assessment of Client Service and Support Needs*

Module #3: *The Development of the Client Service and Support Plan*

Module #4: *The Direct Service Function of Case Management*

Module #5: *The Indirect Service Function of Case Management*

Module #6: *The Monitoring Function of Case Management*

Module #7: *The Evaluation Function of Case Management*

To customize and deliver a variation of this program at your site for your agency, please contact Stanley Bergman at 1-877-270-8273 ext. 227 / [s.bergman@tapestudies.com](mailto:s.bergman@tapestudies.com)