

Case Management

Background

In 2008, the Regional Commission on Homelessness created a comprehensive case management system that would enable the uniform delivery of quality services to the homeless population without gaps or duplication. In order to establish such a system, the Commission created a Case Management Training Academy with curricula specific to professionals who work with homeless individuals on a daily basis; created a Case Management Network to bring case managers together and create structure for the system; and hired a group of nine qualified case managers to work under a centralized case management umbrella, and stationed with the commission's many partners.



Case Managers participating in the Training Academy

What is the Case Management Training Academy?

The case management training academy is a series of workshops based on specific curricula from nationally recognized best practices. The purpose of the academy is to train case managers on topics that will improve their skill sets and give them a broader understanding of issues affecting the homeless population particularly in supportive housing settings. Case Managers are given a Certificate of Attendance upon completion of each workshop. There are currently two training tracks. Track I is generalized to basic case management skills and Track II is based on Stephen Covey's *The 7 Habits of Highly Effective People*.

Results to Date

As of July 2010, there have been 28 Track I workshops, 14 Track II workshops, five Track III workshops, and 17 Brown Bag Lunch sessions. These events have been facilitated by more than 50 speakers. More than 200 case managers that represent over 50 agencies from the metro Atlanta area participated in the workshops and sessions.

Upcoming Case Management Training Academy Dates

Jan. 20, 2011	Feb. 17, 2011
March 17, 2011	April 21, 2011
May 19, 2011	June 16, 2011
July 14, 2011	Aug. 18, 2011
Sept. 15, 2011	Oct. 20, 2011
Nov. 17, 2011	



A Case Manager with his clients

For more information contact **Terri Crouch** at 404.527.7297 or tcrouch@uwma.org.