

Case Management: Critical Skills & Everyday Tools



New and seasoned professionals are learning the latest practices in case management thanks to a continuing education program established by the Center for Community Partnerships and John Scott Dailey Florida Institute of Government at the University of Central Florida.

Five groups of 25 students each have already completed the Case Management Certificate Program. A sixth group will begin the program on September 5, 2008. The students come from a broad cross section of community organizations in the greater Orlando area, including nonprofits, government offices and health-care facilities. The 40-hour program, held once a week for five weeks, covers the state of the case management profession, best practices across populations, integration of care management and professional development.

To find out more

Visit www.cohpa.ucf.edu/ccp/apply_case_mgmt.cfm

Call 407.235.3960

When Five consecutive Fridays, 8 a.m. to 5 p.m.

Where UCF at South Orlando

Instructors Central Florida professionals

Fee \$400 for 40-hour program

Limited scholarship opportunities are available

Build your case management toolbox

Receive continuing education in case management

- interviewing and other communication skills
- assessment and documentation skills
- theories and ethics of case management
- organizational and time management skills
- navigating eligibility processes
- working with diverse populations
- guide to resources in the local community
- linking professional practice to policy
- taught by Central Florida professionals for the community's unique needs

Network

Meet other Central Florida professionals!

Read what graduates have to say

"One of the best parts of the program is the interaction and exchange of experience between students."

"I really appreciated learning about additional community resources as well as laws, statistics and guidelines for case managers."

"It has made me more confident in the work I do with my clients."

"Being back in a learning environment was enjoyable and inspiring."