



## Case Management Training Program Frequently Asked Questions (FAQs)

### 1. What is the Case Management Certificate Program?

- The Family Services Alliance (FSA) has developed a series of trainings designed to support the development of knowledge and practice in case management among family support organizations and to enhance the case management capacity within family support programs.
- An individual who successfully completes the full series will receive a certificate of completion.

### 2. For whom is the Program intended?

- Staff members of family support organizations who work directly with families, and who may not have a degree in social work, counseling, or a related field.

### 3. What are the benefits?

- For family support providers - increased knowledge and practice in providing case management services to support families. Having completed these trainings is also a way to demonstrate their familiarity with case management services.
- For programs - programs can demonstrate that their staff members are familiar with case management services.

### 4. How does the Certificate Program work?

- Participants will receive a certificate of completion after the successful completion of the required trainings.
- The trainings will be offered throughout the year and participants can enroll in the program at any time.

### 5. What if I have already taken Case Management trainings?

- Trainings must have been completed within the last two years.
- After confirming attendance, credit will be given to participants who have participated in any of the previously offered FSA Case Management trainings.
- Credit is only offered for trainings provided by FSA.

### 6. What does it cost?

- There is no cost for participation in the Case Management Trainings Program, or for receiving a certificate of completion, other than the training registration fees for each training.

### 7. How do I get started?

- Complete and submit the Case Management Training Program Registration Form. The registration form can be found on the FSA website.
- Once the completed registration form is received by FSA, we will track your progress and send reminders when the next Case Management training is being offered.



## 8. What are the Trainings?

### Core Trainings:

1. Standards of Quality for Family Strengthening & Support Certification
2. An Introduction to the Protective Factors

### Case Management Trainings (required):

1. Case Management Essentials
2. Recognizing & Reporting Suspected Child Abuse (Mandated Reporter Training)
3. Supportive Crisis Response

### Electives (choose 2):

1. Case Management 102: Importance of Documentation and Case Notation
2. Case Management 103: Importance of Bringing a Cultural Perspective
3. Professional Boundaries - Essential for Effective Helping Relationships
4. Making the Right Connections: Strategies for Providing Enhanced Information and Referral for Families
5. Improving Networking Skills and Enhancing Interagency Relationship
6. Understanding and Communicating with Children & Families with Adverse Childhood Experiences (ACEs)
7. Understanding and Communicating with Families with Domestic Violence Issues (any training(s) in the DV Series)
8. Understanding and Communicating with Families with Mental Health Issues
9. Understanding and Communicating with Families of Children with Disabilities
10. Understanding and Communicating with LGBTQ Families
11. Supporting Families to Address Bullying in Schools
12. Restorative Youth Case Management
13. Motivational Interviewing for Helping Professionals
14. Self-Care
15. Working in a Diverse Community / Understanding Bias

## 9. When are the Trainings offered?

- Trainings are offered throughout the year. Upcoming trainings can be found on our website.

If you have any questions, please email Ricardo Eugenio at [ricardo.eugenio@safeandsound.org](mailto:ricardo.eugenio@safeandsound.org)