



Connecticut AIDS Resource Coalition

Case Management Training Institute



Sponsored by the Department of Social Services and CARC

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Case Management Training Curriculum

Purpose:

The Case Management Training Institute was created to provide a comprehensive training program for those individuals with case management responsibilities in AIDS services, AIDS housing, domestic violence, shelters for people who are homeless, and transitional living programs, substance use and treatment programs regardless of how the case management positions are funded (i.e. DPH, HOPWA, DSS, and DMHAS). The Case Management Training Institute is generously funded by the Connecticut Department of Social Services and therefore training sessions are being offered free of charge. DSS funded HIV housing case managers are required to have a least 10 hours of CARC training.

Participants will be issued a certificate of completion for each session. Anyone who misses a session may attend it during a future cycle. The trainings are free; however failure to cancel at least 24 hours prior to scheduled training will result in a \$25 charge.

Those who complete all 8 sessions will be issued an additional certificate indicating completion of the entire program. All trainings will be counted towards CARC's Standards of Care requirement of 10 hours of case management training per year. This comprehensive curriculum is designed to strengthen core competencies in client engagement and client-centered service delivery. Building on knowledge and service strategies developed as “best practices,” this curriculum provides case managers the necessary tools and skills they need to strengthen their work in providing services to people living with HIV/ AIDS, people who are homeless and battered women.

Target Audience:

Case Managers and other front line staff working in AIDS services, AIDS housing, domestic violence, shelters for people who are homeless, transitional living programs and substance use treatment programs.

Overview of Trainings:

Currently, there are a total of 24 distinct courses that are available to staff through this curriculum. Trainings are generally available twice per month, on Wednesdays. Meeting times are 9:30 am to 12:30 pm with light refreshments being served. Some topics will require a full day due to the nature of the material, those trainings are denoted by an asterisk (*) next to training title. These trainings will provide all staff with a set of baseline tools and resources to strengthen their work. Case managers will be offered with 7 core sections. Each core section has several sub-topics supporting the core area. The trainings should occur within the DSS contract period and all new staff will follow the same expectations. Recommended trainings for new case managers are denoted by an asterisk. All trainings are designed to enhance the overall skill sets of both new and seasoned case managers. If training is being provided for a targeted audience that information will be reflected on our website and on the registration form.

Please Note:

At any time trainings can be removed or altered to provide optimum learning experiences and latest information. Trainings are designed to meet the needs of case managers to better serve their clients.

Documentation:

- Developing a Meaningful Care Plan
- Case management basic – What is Case Management Anyways?
- Advanced case management & advanced care plans for longer term clients – *Keeping it Fresh*

Health:

- HIV/AIDS medical updates
- HIV and TB, including Directly Observed Treatment Short course (DOTS)
- Importance of Adherence to HIV medications
- HIV prevention & updates – what is available, who is eligible, how to access, accessing partner services.
- Update on HIV medication
- HIV services – prevention, medication adherence, nutrition and complementary therapies.

Housing:

- Beyond AIDS specific housing & Section 8
- Harm reduction Strategies, Overdose Prevention, and the latest trends in street drugs
- Successfully working with landlords

Mental Health/ Substance Use:

- Mental Health First Aid * (Full day)
- Understanding mental health conditions
- Managing mental health & substance use with housing
- Pain management, with people who are current or former drug users
- Harm reduction, latest street drugs, & overdose prevention

Entitlement Programs:

- Energy assistance programs
- Navigating the medical & entitlement systems

Employment and Self-Sufficiency:

- Workforce re-entry and employment needs
- Employment and its impact on benefits
- Effective budgeting

Working with Diverse Populations:

- Transgender literacy
- Older adults and HIV
- Working with ex-offenders & sex offenders
- The intersection of HIV and domestic violence

Online Training:

- OSHA Bloodborne Pathogens (provided by SafeResponse)
http://www.saferesponse.com/online_courses/bloodborne-pathogens/details
- HUD Lead Based Paint Visual Assessment Training Course
<http://www.hud.gov/offices/lead/training/visualassessment/h00101.htm>
- HUD HOPWA Financial Management Online Training
<http://www.hudhre.info/index.cfm?do=viewHopwaFinancialTraining>

Other:

- Ethics & values clarification, boundaries & self care

Registration, Cancellation & Inclement Weather Procedures

Online Registration Information:

- All registrations must go through our Online Registration System at: <http://www.ctaidscoalition.org/training.htm>
- Register online early, classes fill quickly! Workshops will be limited to 25 people.
- Registration emails (confirmed or wait listed) will come from maribel@ctaidscoalition.org. Please be sure to check your SPAM filter to mark this email address as SAFE. *Contact your IT person, if you have questions.*
- Location and room assignments are provided in your confirmation email.

Cancellation Information:

- On a rare occasion, the instructor may cancel a class. Therefore, we strongly encourage you to check your email and CARC's website for notices of cancellation.
- If you are unable to attend a training for which you have been enrolled, please cancel your registration at least 24 hours prior to the training.
- Failure to cancel your enrollment for scheduled classes 24 hours prior will result in a mandatory \$25.00 fee. It may also affect your eligibility to register for future trainings.
- To cancel your registration, please contact Maribel at 860-761-6699 x306 or maribel@ctaidscoalition.org. This will allow other participants on the waiting list to have an opportunity to be contacted to attend.

Inclement Weather Procedures:

- Participants may call (860) 761-6699 x306 after 7:00 a.m. to listen to a recorded announcement stating if classes are cancelled. Information will also be available at <http://www.ctaidscoalition.org/training.htm>
- If there is no announcement when you contact the above number or on our website, the class will be conducted as regularly scheduled.
- In the event of a cancellation due to inclement weather, all registered participants will be notified of the rescheduled date of the class by email.

Americans with Disabilities Act (A.D.A.):

- Any special accommodations needed at our classes must be requested by contacting Maribel Santana at (860) 761-6699 x306.

Module Descriptions

Documentation:

The goal of this module is to provide case managers the necessary tools required to effectively document client's progress, needs, and other areas of case management. There are different aspects of documentation that will be focused on; Developing a Meaningful Care Plan*, Case Management basic – What is case management anyways?, and Advanced case management & Advanced care plans for longer term clients.

Health:

The goal of this module is to provide the most updated information in order to best meet their clients' needs. This module will cover the following areas, HIV/AIDS medical updates, HIV and TB, including Directly Observed Treatment Short course (DOTS), Importance of Adherence with HIV medication, HIV medical update, HIV Prevention for Positives – what is available, who is eligible, how to access, accessing partner services, Strategies for Starting and Staying on Treatment and Medication Guidelines, Disease State Awareness.

Housing:

Housing is an integral part of a person's life. Our goal is to assist case managers with the proper tools they need when working with clients with housing needs. This module will address the following topics; how to work with landlord on bad credit, poor credit history, and history of incarceration. Beyond AIDS Specific Housing we will share information on what is out there beyond AIDS housing programs.

Mental Health/ Substance Use:

Many case management programs for people with persistent mental illness have also serve large numbers of persons who also have a co-occurring substance use disorder. These modules are designed to give case managers the knowledge base needed when addressing issues of mental health and substance use. The modules will cover the following topics; Mental health first aid *; Understanding mental health conditions; Managing mental health needs with housing needs; Pain management the addict and other prescription drugs; and Latest trends on Street Drugs; & harm reduction and overdoes prevention.

Entitlement Programs:

The goal of this module is to provide case managers and other front line staff with the understanding of what is available and how to access programs for their clients. Such programs are Energy assistance programs; Medicaid for low income adults to, State Administered General Assistance and more.

Employment and Self-Sufficiency:

People living with HIV/AIDS who are thinking about employment to refer clients to the resources where they will learn the basic skills needed to secure employment will be advantageous to their overall success. Areas to be covered under this module are as follows Workforce Re-entry and employment needs, Working with ex-offenders & sex offenders, Employment and its impact on benefits, Skills for communicating.

Working with Diverse Populations:

The goals of these modules are to present information necessary to work with diverse populations. These modules are designed to cover the following areas; LGBT; Transgender literacy, Older Adults and HIV; and HIV and Domestic Violence.

Other Topics:

Ethics & values clarification, boundaries and self-care. Due to the nature of the work case managers provide to their clients, we strongly promote healthy living through the development of personal strategies which promotes such. This course will help case managers to discover important ways to maintain healthy life styles while working in high stress level industries.

Frequently Asked Questions (FAQ)

How do you register for a class?

Go to <http://www.ctaidscoalition.org> and click on “Training Institute” under the “Programs” tab. In the “Online Registration” section click on the title of the training you are interested in, then fill out and submit the registration form.

How will I receive confirmation about training?

An email will be sent to you from maribel@ctaidscoalition.org.

How can I cancel a training which I am enrolled in?

Contact Maribel at 860-761-6699 x306 or maribel@ctaidscoalition.org.

What is the deadline for cancellation?

24 hours prior to training.

Is there a fee for not cancelling training?

Yes, the amount for not cancelling a training you are registered for is \$25.00.

Are any of the trainings mandatory?

No. You can self select the trainings that you feel best suits your needs. However, DSS funded housing case managers are required to attend a minimum of 10 hours of CARC sponsored training per contract year. This will be included in your Quality Assurance audit.

What is the length of each training?

Usually, each training is scheduled for 3 hours starting at 9:30 am and ending at 12:30 pm. On some occasions a training topic will require more time, those trainings will be clearly identified on our website.

How often is training provided?

Trainings are generally offered twice per month, usually the first and third Wednesday.

Does CARC provide a certificate of completion for each completed training?

Yes, certificates are handed out to case managers at the end of each training.

Are meals provided at the trainings?

Light refreshments will be available including drinks (*coffee, bottled water and snacks*). In the case of a full day training, lunch will be provided.

Who are the trainers/ facilitators?

Trainers are professional individuals who have worked or studied in the field of HIV/AIDS or other areas of expertise. The credentials and work experiences of each trainer will vary greatly. The feedback on the performance of each trainer is instrumental to CARC and therefore, an evaluation is expected from each participant at the end of the training.

Self-Directed Web-Based Training

A self-directed training means that you can access the training content at any time during your registration period. There is no start date, no specific time for lectures or discussions, no assignment deadlines, and no instructor or moderator.

Fit a self-directed training around your schedule. You may log out at any time and return at a later date. You may work for as long or as little as you want at a time. You may attend the training from any computer with internet access.

Here's what our users say about self-directed trainings:

"You can go at your own pace"

"I could do it in the comfort of my home"

"Convenience!"

"No travel"

Your success in a self-directed training is dependent up how much you invest into the process.

Currently, CARC uses the following self-directed trainings:

- OSHA Bloodborne Pathogens (provided by SafeResponse)
http://www.saferesponse.com/online_courses/bloodborne-pathogens/details
- HUD Lead Based Paint Visual Assessment Training Course
<http://www.hud.gov/offices/lead/training/visualassessment/h00101.htm>
- HUD HOPWA Financial Management Online Training
<http://www.hudhre.info/index.cfm?do=viewHopwaFinancialTraining>

It is our goal to provide other online trainings in the future.