

# **Training Goals and Objectives**

## **Part I: Case Management Mission, Philosophy, and Structure**

Upon completion of Part I, participants will be able to:

1. Understand the values, principles, and legislation which serve as the foundation for children's mental health case management (Historical Perspective).

Objectives:

- a) Identify the responsibilities held by counties as local mental health authorities.
- b) Define the continuum of mental health services established by the Children's Mental Health Act.
- c) Describe components of a system of care.

2. Understand why case management is delivered with respect to the physical and mental health needs of the client (Integrated Care).

Objectives:

- a) Define the concept of prevention.
- b) Describe advantages associated with integrating physical and mental health care.
- c) Identify key features of the comprehensive benefit set.
- d) Define how the case manager's role has changed in light of the 2007 Mental Health Initiative.

3. Apply Rule 79 standards to the practice of children's mental health case management (Service Requirements).

Objectives:

- a) Define the core services of a case manager.
- b) Identify allowable mental health targeted case management activities.
- c) Describe the eligibility criteria for mental health targeted case management.

4. Apply knowledge of child development to case management service delivery (Child Development).

Objectives:

- a) Identify protective factors in the development of a child.
- b) Define critical child development concepts including attachment, attunement, and mirroring.
- c) Describe the notion of developmental trauma and its typical consequences.

5. Apply knowledge of child mental health conditions to case management service delivery (Diagnostic Assessment)

Objectives:

- a) Define the concept of clinical significance.
- b) Describe the cognitive basis for depression and anxiety.
- c) Identify key considerations involved in accurately diagnosing Attention-Deficit Hyperactivity Disorder, Pervasive Developmental Disorder, Post-Traumatic Stress Disorder, and Bipolar Disorder.
- d) Describe strategies for obtaining necessary diagnostic information from mental health professionals.

6. Apply knowledge of evidence-based treatment approaches to case management work (Treatment Approaches).

Objectives:

- a) Define cognitive-behavioral approaches to treating depression and anxiety.
- b) Identify effective interventions for Attention-Deficit Hyperactivity Disorder, oppositionality, trauma, and developmental disorders.

7. Apply knowledge of common child psychiatric medications to case management work (Psychiatric Medications).

Objectives:

- a) Identify the primary functions of major neurotransmitters.
- b) Define the common side effects of psychiatric medications prescribed to children.

## **Part II: Skill Development**

Upon completion of Part II, participants will be able to:

1. Understand fundamental concepts of culture and cultural competence as they pertain to personal growth, professional development, and effective service delivery (Cultural Competence).

Objectives:

- a) Define the four domains of cultural competence.
- b) Identify distinctions among key terms including racism, institutionalized racism, white privilege, and historical trauma.

2. Apply interviewing and observation skills to collect relevant client information (Interview and Observations Skills).

Objectives:

- a) Identify techniques (e.g., structuring statements, probing, reflection) that are conducive to effective interviewing).
- b) Describe how observational data can be obtained and utilized.

3. Complete a comprehensive functional assessment (Functional Assessment).

Objectives:

- a) Identify the functional assessment domains defined by statute.
- b) Demonstrate the ability to utilize the Child and Adolescent Service Intensity Instrument.

4. Understand the purpose of care integration tools (e.g., physical health screening; personal health care record) and be able to promote clients' adoption of healthy behaviors (Health Promotion).

Objectives:

- a) Describe the features and the value of a healthy lifestyle.
- b) Identify the critical content and benefits of physical health screening.
- c) Define the uses of a personal health care record. Describe the features and the value of a healthy lifestyle.
- d) Demonstrate the ability to assess client wellness.

5. Understand documentation requirements associated with case management (Documentation Requirements)

Objective:

- a) Identify when required case management documents need to be completed or updated.

6. Write an Individual Family Community Support Plan with measurable outcomes, specific tasks, agreed-upon goals, and clear timelines to address all identified problems/needs of the child and family (Individual Family Community Support Plan).

Objectives:

- a) Identify the components of an IFCSP defined by statute.
  - b) Demonstrate the ability to write SMART goals.
7. Understand the roles of the case manager, child, family, family's informal support network, and other service providers in designing and implementing the Individual Family Community Support Plan (Individual Family Community Support Plan).

Objectives:

- a) Describe how IFCSPs and other plans (Individualized Education Programs and Out-of-Home Placement Plans) can be coordinated.
  - b) Identify the types of goals that are appropriate for IFCSPs.
8. Appreciate the wide range of resources and services available to support clients (Referral and Linkage).

Objectives:

- a) Identify mental health informational and advocacy resources that are available to all state residents.
  - b) Demonstrate awareness of resources, programs, and services within one's particular region of the state.
  - c) Define strategies for helping clients maintain health care coverage and managing county-to-county transfers of case management responsibility.
9. Monitor and document the effectiveness and the appropriateness of services received by clients (Monitoring).

Objectives:

- a) Demonstrate the ability to compose concise and specific progress notes.
  - b) Identify available monitoring tools.
10. Implement multiple approaches to engaging the child and the family in change efforts (Engagement Strategies).

Objectives:

- a) Identify stages of change and accompanying change facilitation strategies.
- b) Define "soft power" and apply it to case management work.
- c) Demonstrate the ability to use motivational interviewing skills.

### **Part III: Legal and Ethical Considerations**

Upon completion of Part III, participants will be able to:

1. Understand the legal issues that affect the practice of children's mental health case management (Legal Dimensions).

Objective:

- a) Demonstrate the ability to navigate ambiguity surrounding matters of mandated reporting, confidentiality, rights of minors, and civil commitment.
2. Understand dimensions of ethical practice and apply consistent methods for addressing ethical dilemmas (Ethical Concepts and Dilemmas).

Objectives:

- a) Define major principles and dimensions of ethical practice.
- b) Demonstrate the ability to apply ethically-sound decision making to case management work.

3. Understand how to broach emotionally-charged issues with clients in a caring and constructive manner.

Objectives:

- a) Identify effective ways to respond when clients initiate difficult conversations.
- b) Demonstrate the ability to use supportive communication with clients.

4. Assess risk situations accurately and provide effective crisis assistance (Risk Assessment and Crisis Assistance).

Objectives:

- a) Define stages of crisis and accompanying response strategies.
- b) Identify the components of valid safety plans.

5. Manage appeal and termination processes effectively (Termination and Appeal).

Objectives:

- a) Identify the conditions under which clients can be terminated from case management services.
- b) Define the appeal rights granted to case management clients by rule and statute.
- c) Demonstrate the ability to weigh subjective factors (e.g., client's self-navigation skills) into continuing service and discharge decisions.

6. Appreciate the importance of personal and professional in service delivery (Self-Care).

Objectives:

- a) Identify risks for compassion fatigue and burnout.
- b) Develop a self-care plan.