



Southwest NAHRO

Family Self-Sufficiency Case Management

Presented by Nan McKay & Associates, Inc.

June 9 – 11, 2009

**Omni Royal Orleans Hotel
621 St. Louis St.
New Orleans, LA 70140
504-529-5333**

**Group Code: NAHRO FSS Training; Rate: \$140 S/D;
Cutoff: May 28, 2009**

Registration Form FSS Case Management Training:

(Reproduce as needed to submit a separate registration form for each participant)

Please Register the Following:

Name: _____

Agency: _____

Address: _____

City/State/Zip: _____

Telephone: _____

Fax: _____

Email: _____

REGISTRATION FEES (Check all that apply):

- FSS Training Only** \$595.00
- Southwest NAHRO Small Agency Members Only**
(less than 250 total units) \$495.00
- FSS Case Management Exam** \$150.00

*Mail Registration Form with Payment to:
Southwest NAHRO*

2375 Rodgers Rd., Olney, TX 76374

Fax to: 940-873-4397 Phone: 800-617-2900

AGENDA

Day One:

- 8:00 a.m. Registration
- 8:30 Welcome and Introductions
- 8:45 Course Overview & Learning Objectives
- Self-Sufficiency in Perspective
- Self-Sufficiency Defined
- 12:00 Lunch on Your Own
- 1:00 Evaluating Self-Sufficiency Programs
- Defining Self-Sufficiency Case Management
- 5:00 End of Day One

Day Two:

- 8:00 Role of Planning in Case Management
- Case Management Process
 - Intake & Assessment
- 12:00 Lunch on Your Own
- 1:00 Case Management Process
 - Goal Setting & Resources
 - Monitoring and Completion
- 5:00 End of Day Two

Day Three:

- 8:00 Effective Communication in Case Management
- Crisis Management for Case Managers
- 12:00 Lunch on Your Own
- 1:00 Self-Sufficiency Community Mandate & Partners
- Self-Sufficiency Program Design
- Creative FSS Programs – Cultural Proficiency & Collaboration
- Designing & Redesigning your FSS Programs
- 2:30 End of Seminar / Certificates of Participation Awarded
- 3:00 FSS Case Management Exam (Optional: Exam Fee Required)

Course Materials Include:

- FSS Case Management Course Book
- Strength Deployment Inventory
- FSS Case Management Practicum Quiz
- NMA Pen, Pencil, Calculator & Bag

Who Should Attend: Quality Control Officers, Managers & Case Managers, FSS Coordinators, and all staff performing interviews

Self-Sufficiency Case Management: This course provides staff with the tools to help understand just what it takes to assist a family in moving to economic stability. This 3-day seminar teaches the FSS Basics, including a variety of topics such as key self-sufficiency strategies, community collaboration, problem solving, crisis management, resources and referrals, creative FSS programs, program assessments and case studies.