

Dr. Beverly O. Ford has conducted training in case management, employment preparation, welfare reform, and client empowerment for over 100,000 people in 42 states. Beverly has trained staff in a variety of agencies to include: Departments of Social Services, Employment Services, WIA, Head Start, Community Action, Adult Education, Housing Authorities, Job Corps, Homeless Programs, and Public Health. She has extensive hands on experience in employment and training. For nine years she operated programs for adults and youth. Beverly has also taught undergraduate and graduate students at the university level. Dr. Ford has been assisting workforce professionals with case management issues for more than 30 years. Her appreciation for the front-line work to be done, sets her apart, as she shares best practices, strategies and tactics for successful outcomes throughout the course!



DR. FORD

SYLLABUS

- Syllabus, created from Dr. Ford's experiences, training classes and published books.
- Each section brings forth ideas and examples from actual in-field scenarios.
- A knowledge-check exam concludes each lesson, in each section.
- Each course takes 4-5 hours to complete

ALL NEW - 100% WEB-BASED AND SELF-PACED - INCLUDES ALL EXAMS FOR CERTIFICATION

CASE MANAGEMENT 1

SECTION 1 THE FOUNDATION	SECTION 2 THE PROCESS	SECTION 3 THE CASE NOTES
Introduction What is Case Management? Helping vs. Empowering The Process of Case Management Knowledge Check Exam Handouts	Introduction Effective Assessment Motivating the Unmotivated Power of Partnership Knowledge Check Exam Handouts	Introduction Managing Your Caseload Case Notes For You Following Up Knowledge Check Exam Handouts

CASE MANAGEMENT 2

SECTION 1 FOUNDATIONAL SKILLS	SECTION 2 ENHANCING THE PARTNERSHIP RELATIONSHIP	SECTION 3 ADVANCED TOOLS
Hear Them Out Influencing Attitudes and Behaviors The Difficult Conversations Knowledge Check Exam	Sharing YOUR Story Putting It All Together Strategies for Problem Solving Knowledge Check Exam	Expanding Your Bag of Tricks Crisis Case Management Knowledge Check Exam

SECTION 4 THE WIOA CONNECTION

Transforming Case Managers Into WIOA Career Planners
 Progressive Employment as a WIOA Solution
 Connecting WIOA Career Planners to Business Services
 Knowledge Check Exam