



Dr. Beverly Ford's
CASE MANAGEMENT
CERTIFICATION 1&2





Mike Fazio
CEO

“WORKFORCE180 and the California Workforce Association are very proud to partner with Dr. Ford for her online, Case Management Certification Series. For more than 30 years, Dr. Ford has assisted workforce professionals all over the country, with her engaging style and unique ability to share experiences as teaching opportunities. Her method of instruction involves the concepts of Partnering, Assessing and Motivating, as well as, effective Case Notes and many, many other related topics. We are proud of our one-of-a-kind multi-media learning platform and how it effectively presents the relevant content every workforce professional needs.”

LEAD TRAINER

DR. BEVERLY FORD

- Beverly Ford, PHD has trained staff across the country from 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 is widely considered the workforce development industry’s foremost expert on Case Management, having trained thousands of Case Managers, Career Coaches, Job Developers and workforce professionals of many other titles.
- Beverly 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.
- She has a B.A. from Talladega College, a Master’s from the University of North Carolina and a PhD in Counseling Psychology from Union Graduate School.
- Beverly is the author of two staff training handbooks – Making Case Management Work: *Empowering People for Change* and the newly released, *Group Power: Expanding the Circle of Hope*.



Dr. Beverly Ford

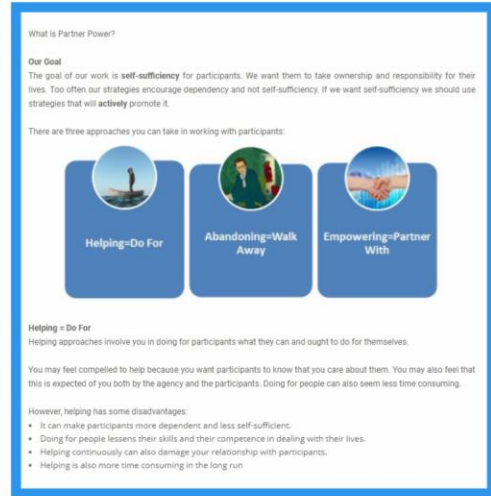
A one of kind format, delivering content via VIDEO, AUDIO, TEXT & ASYNCHRONOUS CLICKING MODULES.

A diverse learning platform to engage, stimulate and motivate the enrolled professional.

Over 10 hours of customized content, which can be accessed from work or home.

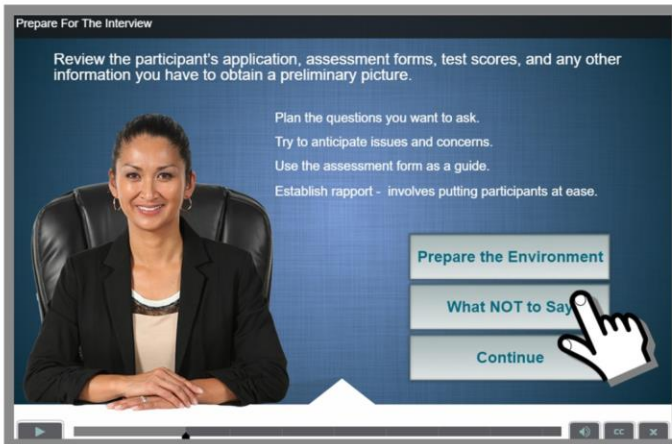


WATCH

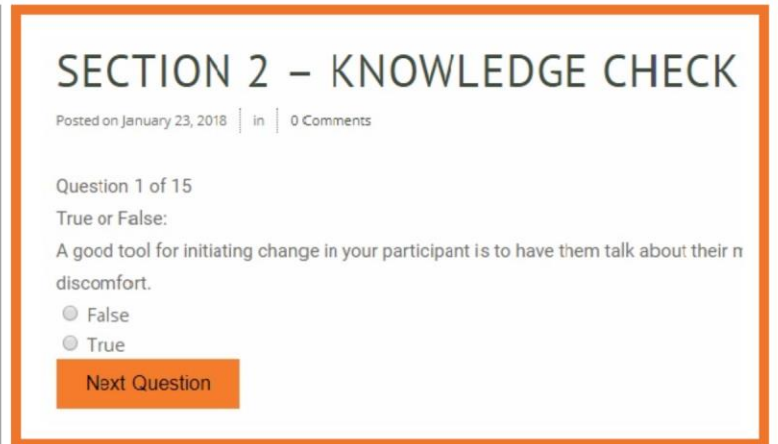


READ

LISTEN



CLICK



TEST

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

Dr. Beverly Ford's Case Management Series Core Competencies

1. Collaboration (Teamwork, Partnership)

Learn how to effectively and efficiently work with all partners to achieve your program outcomes.

2. Communication

Learn how to enhance your listening, questioning, and documentation skills.

3. Critical Thinking

Learn to apply the strategies and techniques of managing the case management process to influence program outcomes and apply these skills to the specific types of participants you serve.

4. Customer Service

Learn techniques and strategies for delivering services more effectively and efficiently to participants.

5. Leadership

Learn to develop a leadership role to control the process, guiding participants to greater self-sufficiency and improving program outcomes.



6. Negotiation and Conflict Resolution (Influence)

Learn a partnership approach to case management means influencing the behavior of your participants through negotiation, conflict resolution, and handling resistance to allow your participants to achieve greater self-sufficiency.

7. Organizing Skills

Learn how to not only organize your case load, but how to manage your activities and your participants' to be more effective.

8. Problem Solving

Learn specific techniques and processes for problem solving and overcoming barriers.

9. Stress Management

Learn techniques for dealing with crises, burn-out and the overwhelming nature of our profession.

10. Time Management

Learn how to manage your time more effectively from conducting assessments, interviews and follow-up to how to manage your case load, referrals and documentation.

USER RATINGS & COMMENTS

I enjoyed this course and learned a lot from it. I will definitely use all the materials in this course. It gave me a better perspective on how to help my clients without hindering them. I learned ways of collaborating with clients and other resource to enable them to become more self-sufficient.

Cynthia McMillan, Program Coordinator at Farmworker Career Development Program- Palm Beach County

How would you rate the overall course content?

★★★★★
(4.54 %)

How would you rate the course on your ability to use the information you learned in your job after completing the course?

★★★★★
(4.51 %)

How likely would you be to recommend this course to colleagues?

★★★★★
(4.52 %)

Rate the style of content delivery, combining the use of video, audio, textual, and podcasts in the training.

★★★★★
(4.25 %)

Please rate the instructor, Dr. Beverly Ford, on her presentation style and her ability to communicate the information clearly.

★★★★★
(4.6 %)

I found the course & materials very informational! It has and will continue to help me become a more effective case manager!

- Erin Marie Zimmerman, Case Manager at Black Hills Special Services Cooperative/National Farmworker Jobs Program

I enjoyed this online certification course-Case Management because I was provided strategies that can only enhance my case management skills. Also, this course validated the job I was doing. Too often, as a case manager I wondered how well I was performing as a case manager and I wondered about the areas that needed improvement.

- Mark Alvidrez, Career Center Adviser at Alliance for Workforce Development Inc.

The part that made the most impact on me was “helping them or empowering them”. Before the training I practically did everything for them, but after I received the training I now ask them do this, do that, go over there, what are you going to do with the children?, etc., etc. Excellent training, I learned a lot! Thank you very much Dr. Ford and Mr. Fazio.

- Maria Matute, Recruiter/Case Manager at FCDP – Manatee County

FORMAT AND DETAILS

- The training will be delivered via the Workforce180 learning portal at www.workforce180.com/case
- Each participant will receive a User ID and Password
- Access to both courses will be available for 120 days from enrollment

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WELCOME TO YOUR STUDENT DASHBOARD!
The links below will show your courses along with links to a variety of other options on your account.

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- Participants may access from any internet accessible device---laptop, desktop, tablet or smartphone.
- Estimated courses completion time is 12-14 hours.
- We can provide flex-billing options, such as:
 - Split invoices per cost center/location
 - Split invoices over two budget years per cost center/location

PRICING

Regular CM1 course price is \$300 per person

Regular CM2 course price is \$300 per person

CWA MEMBER \$100 SAVINGS

FINAL COST =

\$500 FOR BOTH COURSES

HOW TO REGISTER

Send an email with promo code CWA-BEV to

INFO@WORKFORCE180.COM

917-549-3909

WEBSITE

WWW.WORKFORCE180.COM/CWA

