**INTRODUCTION TO CASE MANAGEMENT**
Participants will learn the basic concepts of case management. Access to the agency, intake, assessment, goal setting, planning and intervention will also be reviewed.

Course #: CASM-1000  
FEE: $50.00  
CEU's: 1.5  
Downtown - Instructor: White, Carin  
Room: 316  
CRN: 90134, Sat 9:00AM-11:55AM  
Date: 8/28/10-9/25/10

**DOCUMENT EFFICIENTLY**
Participants learn the SOAIGP (supplemental, observations, activities, impressions, goals and plan) methods to ensure good record keeping and efficiency in phone or direct contact with constituents.

Course #: CASM-1001  
FEE: $50.00  
CEU's: 1.5  
Downtown - Instructor: White, Carin  
Room: 316  
CRN: 90135, Sat 9:00AM-11:55AM  
Date: 10/2/10-10/30/10

**ETHICAL ISSUES AND DILEMMAS**
Students will learn case management techniques for addressing ethical dilemmas.

Course #: CASM-1002  
FEE: $50.00  
CEU's: 1.5  
Downtown - Instructor: White, Carin  
Room: 316  
CRN: 90136, Sat 9:00AM-11:55AM  
Date: 11/6/10-12/11/10

**CULTURAL COMPETENCE**
This course provides an understanding of different cultures and examine how knowledge, skill and attitude play an intricate part when performing case management tasks.

Course #: CASM-1003  
FEE: $50.00  
CEU's: 1.5  
Downtown - Instructor: White, Carin  
Room: 316  
CRN: 90137, Sat 12:00PM- 2:55PM  
Date: 11/6/10-12/11/10

**Career Outlook:** Case management is an area which encompasses a variety of areas such as medicine, social work, community support services, mental health, substance abuse and counseling. Completion of this certificate program will enable individuals to improve their methods of assessment and evaluation, follow-up as well as information management.

For more information contact: Melodie Bunkley 313-496-2704 mbunkle1@wcccd.edu