Incorporating Case Management Services Into Your Basic Needs Program

Case management is a relational and collaborative process that helps people make changes in their lives. When providing case management services, staff or volunteers work with clients to help them set personal goals, create specific plans for achieving their goals, and connect to helpful community resource. Over time, clients engaged in case management services are able to make changes that lead to great stability in their lives.

Beyond the Basics is an Urban Alliance initiative to help churches and ministry organizations reach and serve people who are lacking food, clothing or housing, so they meet their basic needs and gain greater stability in their lives. Through Beyond the Basics, training opportunities are offered to basic needs program staff and volunteers.

### Beyond the Basics Training Opportunities

**Motivational Interviewing Basics: Wednesday, July 26, 2017 from 9:30am-12:00pm**
Motivational Interviewing is a collaborative and strength-based approach designed to strengthen personal motivation for and commitment to a specific goal, by eliciting and exploring a person’s own reasons for change within an atmosphere of acceptance and compassion. This training provides an overview of the core concepts of Motivational Interviewing as well as information about the Stages of Change model, basic Motivational Interviewing skills, information about various types of change talk, and skills that encourage change talk in others.

**A Practical Approach to Case Management in Food Pantries: Wednesday, July 26, 2017 from 12:00-2:30pm**
This training offers a manualized approach to providing case management services in food pantries. Using Motivational Interviewing skills gained in the Motivational Interviewing Basics training, this workshop teaches staff and volunteers a nine-month protocol that can be used to help clients establish personal goals, develop an action plan for achieving their goals, and help them connect to needed community resources. Participants are provided with a case management manual and handouts that can be used to increase motivation for and commitment to change. Additionally, suggestions for maintaining case files, documenting sessions with clients, and evaluating the impact of services are offered.

**Challenging Situations and Ethical Dilemmas in Direct Client Work: Thursday, July 27, 2017 from 9:30am-12:00pm**
Challenging ethical situations are all too common in programs that offer direct services to clients. This interactive workshop provides an overview of the most commonly encountered ethical situations as well as guidelines and best-practices for managing them. Topics include confidentiality, safety (when a person poses a harm to self or others), mandated reporting, professional boundaries, and personal values in professional settings.

**Connecting Clients to Community Resources: Thursday, July 27, 2017 from 12:00-2:30pm**
Clients served through basic needs programs often experience a wide range of underlying challenges. Staff and volunteers must be knowledgeable about community resources to effectively connect clients to additional needed support. This workshop provides an overview of some of the most commonly utilized community resources and the most effective ways to access them. Participants receive a Community Resource Guide and informational brochures about each type of resource to share with those they serve.

**Contact Information:**
For more information about Urban Alliance (located at 62 Village Street, East Hartford, CT) or participating in a Beyond the Basics training opportunity, contact Angela Colantonio, Urban Alliance’s Director of Implementation, Health & Basic Needs Initiatives, at angela.colantoio@urbanalliance.com or 860.986.7328.