

The National LEAD Institute

Case Management & Crisis Intervention

Training Venue:	Jack Hayward Senior High School Gymnasium, Freeport, Grand Bahama, Bahamas
Duration: From	November 29, 2021, To December 2, 2021
Number of Participants:	32 (27 in-person, five virtual)
Number of Completions:	Twenty-Nine (29)

Objective:

The purpose of the training was to give community stakeholders the skill set in assessing the client and the client's family when appropriate and arranging, coordinating, monitoring, evaluating, and advocating for a package of multiple services to meet the specific client's complex needs. Participants have also presented the benefits of breaking silos and working collaboratively.

Expected Outcomes:

- Participants understand how case management helps coordinate services and reduce fragmentation
- Participants understand how case management is currently being performed in their organization
- Participants can apply the principles of case management to their practice
- Participants know how to manage a crisis
- Participants can demonstrate awareness of suicide
- intervention and prevention and demonstrate understanding of handling difficult or hostile clients while ensuring counselor and client safety.

Description of Content (Head of Topics):

Day (1) Overview of Case Management, Models of Case Management

Day (2) Models of Case Management (contd), Steps of Case Management, Integrating Learning into Practice

Day (3) Integrating Learning into Practice (contd.), Breaking out of Silos, Overview of LEAD Institute, what is Crisis? Guidelines for Crisis Management

Day (4) – Managing Suicide Risk, Avoiding Personal Crisis: Counselor Safety & Self-care, Integrating Learning into Practice, Breaking out of Silos to Create Solutions (Group Presentations)

Evaluation by Trainees:

The most helpful module: Both Crisis Intervention and Case Management

The least beneficial module: Both were useful