



7 Keys to Case Management

November 6th 2025 | 9am - noon

In this workshop, we will explore the basics of case management. It should be the basis for an ethical practice of maintaining and improving quality of service. It is the process to plan, seek, advocate for and monitor services on behalf of the people we support.

We will highlight 7 keys aspects of good case management:

- Empathy based person centered language
- The role of the case manager in the social service system
- Developing a person centered support plan
- Developing a cohesive model for assessment
- Direct and indirect functions of case management
- The importance in ongoing monitoring and assessment
- Effective evaluation

**\$45/per person
via Zoom**

**✉ Register with:
macc@newdirections.mb.ca**