



Case Management Passbook Program

Fact Sheet

1. What is the San Francisco Family Support Network Case Management Passbook Program?

- The San Francisco Family Support Network (SFFSN) has developed a series of trainings designed to support the development of knowledge and practice in Case Management among family support organizations, and to enhance the Case Management capacity within family support programs.
- An individual who successfully completes the full series of 11 trainings will receive a Certificate of Completion.

2. For whom is the Program intended?

- Staff members of Family Support organizations who work directly with families, and who may not have a degree in social work, counseling, or a related field.

3. What are the benefits?

- For Family Support providers – Increased knowledge and practice in providing Case Management services to support families. Having completed these trainings is also a way to demonstrate their familiarity with Case Management services.
- For Programs – Programs can demonstrate that their staff members are familiar with Case Management services.

4. How does the Passbook Program work?

- Participants who participate in a Case Management training and receive a score of 70% or more on the quiz will receive credit for their Passbook.
- Participants who do not receive a score of 70% will be able to retake the quiz one additional time.
- Participants will receive a Certificate of Completion after the successful completion of 9 Core Trainings and 2 Electives.
- There is no deadline for completing the program.

5. What if I have already taken Case Management trainings?

- Credit will be given to participants who have participated in any of the previously offered SFFSN Case Management trainings.
- Credit is only offered for trainings provided by SFFSN or Strategies, except for Domestic Violence and Substance Dependency trainings.
- Participants who have completed a Domestic Violence or Substance Dependency training not offered by the SFFSN or Strategies can present their certificate of completion to be eligible for credit.

6. What does it cost?

- There is no cost for participation in the Case Management Passbook Program, or for receiving a Certificate of Completion, other than the training registration fees.

7. How do I get started?

- Complete and submit the Case Management Passbook Registration Form, which is available on the SFFSN website.
- Participants can track their own progress by using the Case Management Passbook, which can be downloaded from the SFFSN website.
- A list of participants and the trainings that they have successfully completed will be continually updated and kept on the SFFSN website.

8. What are the Trainings?

- Core trainings (required):
 1. Child Abuse and Mandated Reporting
 2. Enhanced Information and Referral
 3. Family Strengthening Case Management
 4. Self-Care for Providers
 5. Standards of Quality for Family Strengthening & Support Certification
 6. Understanding and Supporting Families with Domestic Violence Issues
 7. Understanding and Supporting Families with Mental Health Issues
 8. Understanding and Supporting Families with Substance Dependency Issues
 9. Understanding Ourselves to Work in a Diverse Community
- Electives (choose 2):
 1. Case Management in High Risk Situations
 2. Home Visiting: An Essential Strategy for Strengthening Families
 3. Professional Boundaries – Essential for Effective Helping Relationships
 4. Successful Outreach and Engagement of Isolated Families
 5. Understanding and Supporting Children & Families with Adverse Childhood Experiences (ACEs)
 6. Understanding and Supporting Families of Children with Disabilities
 7. Understanding and Supporting Parents of Teenagers
 8. Understanding and Supporting Parents with Pregnancy-Related Depression

9. When are the Trainings offered?

- The trainings are typically offered on the second Friday of each month, unless otherwise advertised.

If you have questions, please contact Kendra Thompson, Administrative Associate, at (415) 437-4824 or kendra@sffsn.org.