Immigrant and Refugee Trauma-Informed Case Management Certificate

NASW PA CEUs Available!

6-Week 12 Hour Virtual Training via Zoom
Thursdays, June 1 -July 6 2023, 2-3:30 pm EST via Zoom
Register:
https://nsc.ticketleap.com/12-hr-trauma-informed-immigrant-and-refugee-case-management-cer/

Investment

Individual/ Small Organization (1-49 staff) : $125 per person
Medium Organization (50-100 staff): $175 per person
Large Organization (100+ staff): $225 per person
** If registering 5 or more staff from same org. please email gsoffer@nscphila.org for discount

Facilitators

Gwen Soffer serves as the Manager of Wellness at NSC, managing onsite clinical and holistic trauma-informed wellness programming as well as staff self-care and professional development. She holds a master's degree in Social Work with Trauma Specialty from Widener University. She is TCTSY-F certified through the Center for Trauma and Embodiment at the Justice Resource Institute and has been working in the trauma-informed wellness field for over fifteen years. Gwen is a Certified Trauma Service Specialist and has certifications in Stress Management and the Harvard Global Mental Health: Trauma and Recovery Certification. She is a member of the American Academy of Experts in Traumatic Stress, the Association of Traumatic Stress Specialists, and the National and Pa. Association of Social Work. She presents regularly on the topic of trauma and wellness including the Pathways for Victims Services Conference, Jefferson University Trauma Training Conference, North American Refugee Health Conference, and the Beau Biden Institute/SOAR Trauma Institute and has published multiple articles and chapters on trauma- informed wellness practices. Her belief in the power of connection and the potential of healing drives her passion for trauma-informed practice.

Other facilitators include experienced MSW and specialty professionals.

Contact & Registration
Gwen Soffer at gsoffer@nscphila.org

Weekly Overview: Thursdays, 2-3:30 EST via Zoom

Week 1, 6/1/23: Defining Case Management
defining case management/case management process/ building rapport/scope of practice/professional boundaries/confidentiality/consistency with agency mission

Week 2, 6/8/23: Case Management Concepts
strengths-based practice/client-centered approach/person in environment/transference and countertransference/ collaboration/stages of change/service-planning/ cultural humility/dimensions of wellness

Week 3, 6/15/23: Trauma-Informed Care in Case Management
understanding trauma/trauma-informed case management//Maslow's Hierarchy of Needs/ vicarious trauma and self-care/supportive supervision

Week 4, 6/22/23: Service Planning and Documentation
needs assessment/service planning/critical incidents and documentation/acuity scale/case noting and documentation/providing support as a non-clinician and triaging mental health

Week 5, 6/29/23: Case Management Communication
high context-low context communication/spirit of motivational interviewing/reflective listening/client empowerment/cross-cultural sensitivity and humility/de-escalation and dealing with conflict/cross program integrated care

Week 6, 7/6/23: Case Management Resources
determining eligibility/working collaboratively with interpreters/understanding systems/referrals/long and short term needs and resources/community connections/cross-enrolled clients/case closure and warm hand off/professional development

About Nationalities Service Center

Here at Nationalities Service Center, we believe that immigrants and refugees are a critical part of the fabric of life in the United States, and it is our vision that all immigrants and refugees achieve a life of dignity, safety, stability, sustainable opportunities and meaningful connections to their communities. To this end, NSC provides comprehensive services to immigrants and refugees, including legal protections, community integration, employment readiness, access to health and wellness services, and opportunities to achieve English language proficiency.

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