

Workshop Title
Mental Health Case Management: A Collaborative Approach
Detailed Workshop Description
<p>Case management is a collaborative, client-driven process for the provision of quality health and support services through the effective and efficient use of resources. Case management supports clients' achievement of safe, realistic, and reasonable goals within a complex health, social, and fiscal environment (National Case Management Network, 2009). Case management has become increasingly popular within human services; however as a profession and an area of expertise it is not widely understood. At Children's Mental Health Services (Saskatoon Health Region) seven case managers (Registered BSW's) work in 4 different program specialties (early years; generalized caseload; collaborative school model, pilot program through the justice system). In addition, one case manager is also certified in the Pet Therapy Program. We continue to advocate for broader understanding of case management within our multi-disciplinary team at Children Mental Health Services, and with a variety of systems in which we interact. The National Case Management Network (NCMN) existed from 2006 -2013 as a distinctly Canadian perspective for case management and has given us guiding documents that support case management as a profession of expertise. With funding through Health Canada in 2010 and 2012, NCMN published, <i>Canadian Standards of Practice for Case Management</i> and the <i>Canadian Core Competency Profile for Case Management Providers</i>. These documents will be discussed for their excellence in defining and promoting case management. Our presentation will be a multi-media Power Point presentation using case examples to help define case management within day-to-day work. Case studies will be presented to the audience for participants to identify a case plan from a case management approach utilizing the core competencies of case management.</p>
Learning Objectives
<p>Participants will gain a deeper knowledge/understanding of case management as an area of expertise within the field of social work. Participants will better understand a multi-system approach to working with complex families. Participants will be introduced to a variety of roles/programs within mental health case management.</p>
Target Audience
<p>Everyone working within a helping profession/human service field (social workers, teachers, clinicians, physicians) whether new to this field or those who have been working for some time.</p>
Presenter Information
<p>Bonnie Chappell Bonnie has spent her entire career working in the human service field. In 1984, she attained her Youth Development Diploma in Calgary Alberta, and in 2003 her BSW through the University of Regina. While in Calgary, she worked with children and youth in assessment/treatment centers, and in the young offender institutions. Prior to returning to Saskatchewan, she began to work specifically with young offenders that were experiencing mental health issues. When she returned to Saskatchewan in 1991 with her family, she continued her work specifically in the area of mental health. This included expanding her experience by working with the adult population at Saskatchewan Hospital and the Regional Psychiatric Center.</p>

Throughout her extensive experience with all age groups in various settings, she found her passion working with children and their families. For the last 7 years, Bonnie has been a case manager at Children Services, Mental Health and Addictions, Saskatoon Health Region. These families are often very complex and require the expertise of a case manager to work collaboratively with them to implement an intensive case plan.

Bonnie has been a mentor in Saskatoon to other social work students at SWITCH (Student Wellness Initiative Towards Community Health) since its inception in 2005. She has recently joined the Partnership program with the Schizophrenia society of Saskatchewan in the Saskatoon Chapter.

Her most recent accomplishment involves her dog, Diesel. In 2013, she and Diesel became certified as a “Suitable Pet Therapy Team”. Diesel is often seen riding in his ‘mobile office’ with Bonnie when she is seeing clients in their homes/communities. He is well known for his high energy and his unconditional love for everyone!

Beth Fisher-Fuentes

Beth’s professional work and volunteer experiences have been focused in human services. Shortly after completion of a Bachelor of Education (UofS) in 1995, Beth worked with the Early Childhood Intervention Program, visiting rural families with young children experiencing developmental challenges. Beth completed a Bachelor of Social Work (UofR) in 2006, and was then employed with the Saskatoon Health Region Client/Patient Access Services in a case management position. Beth continues in this role part-time, assessing for and coordinating home services from acute medical wards, as well as emergency rooms. Beth has also been working part-time since 2007 as a case manager with the Coordinated Case Management Initiative: Children’s Mental Health Services (SHR); it is a complex case-management program that is strength-based and family focused for children up to and including 5 years of age.

Tammy Frank

Tammy completed her Bachelor of Arts (psychology major) in 1999 and her Bachelor of Social Work in 2001. Tammy is a case manager on the Children’s Team, Mental Health and Addition Services. Tammy has been in this position for six years. Before this, Tammy worked with the Ministry of Social Services as a Family Service Worker and as a long term ward worker. Tammy has also been employed as a Judicial Interim Release Worker with Corrections and Policing and a counselor with Saskatoon Interval House and YWCA women’s shelter. In addition, Tammy volunteers on a cooperative daycare board. Tammy has a passion for front line work and working in the areas of abuse, neglect, poverty, multi-barrier issues and mental health.