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Referral, Service Coordination and Case Management

Course Summary:

Students will learn the benefit of on-going client assessment, creating a continuum of care, coordinating services, community involvement and working within a multidisciplinary team in providing ethical and professional treatment and to enhance understanding of client needs and quality of care.

Course Objectives:

1. Define referral and service coordination
2. Define Case Management – specific to substance abuse treatment
3. Illustrate readiness of change and the impact on referrals
4. Understand the relevance and importance of on-going clinical assessment in client continuum of care and service coordination
5. Discuss ethical issues pertaining agency and clinician collaboration from a team perspective
6. Develop multidisciplinary team approaches
7. Discuss the impact of cultural relativity and client follow-up.
8. Discuss confidentiality rules and regulations involved in referral and community outreach
9. Discuss the relationship between case management and service coordination in discharge planning
10. Demonstrate nonjudgmental attitudes towards clients in all contacts with community professionals and agencies
11. Understand how to explain in clear and specific language the need for and the process of referrals and service coordination to increase the likelihood of client follow through.