

The purpose of the study is twofold: 1) how knowledgeable are case managers regarding resources related to their local mental/behavioral health facilities with additional information ; regarding their educational background and/or length of time in the work position; and, 2) if knowledge is gained after attending a training (intervention). The hypothesis is: case managers with a social work degree or whom have at least two years of experience in the social service field will have more knowledge about resources than case managers who do not have a social work degree or at least two years of experience in the social work field, both a pre-test and post-test. The researcher intends to have a sample of 26 case managers of ages 23-60 working in southwest Missouri. Pre-test and post-test instrument is a ten-item questionnaire. The researcher will conduct the intervention during a work meeting where participants are already available. Both the pre-test and post-test have 4 demographic questions regarding educational background and years of work in current position.

Data analysis and findings will be completed via descriptive analysis in three steps. First, data will be assessed within subject from pre-test and post-test to assert if knowledge has been gained. Second, knowledge gained will be analyzed with the two variables those who have a social work degree or who have two years of experience in the field and those who meet neither of those criteria. Lastly, an overall analysis to determine if the intervention was effective. Findings will be written and recommendations will be considered.