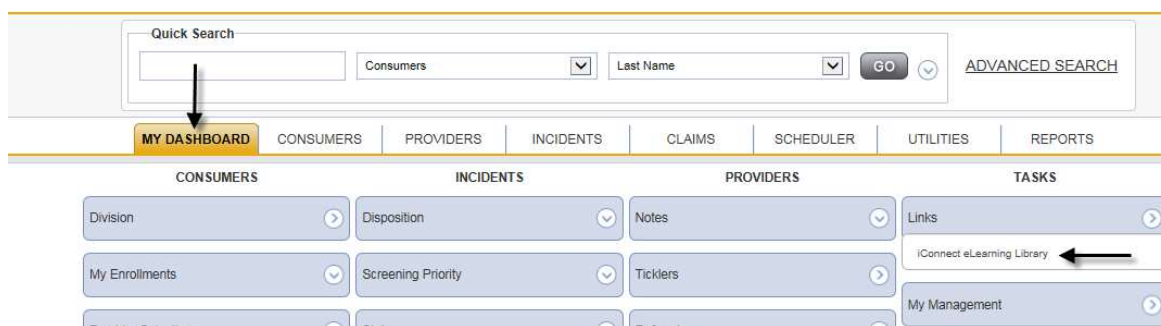


## Introduction | Case Management Module Training Guide

### Preceding Training Guide

- iConnect Basics eLearning Module
- This training manual and links to FAQ's for user self-help are available via My Dashboard > My Links > iConnect eLearning Library.



### Summary

This training guide covers all aspects of the Intake to the Enrollment processes, including Case Closure and Death reporting.

#### *Learning Objectives for Case Management Module Training Guide:*

- ✓ Develop a working knowledge of the various components of a consumer record, and the navigation thereof.
- ✓ Understand the function of roles within iConnect and how to use them with an established workflow.
- ✓ Understand how to complete tasks associated with the user's daily job responsibilities.