

NEW YORK STATE OFFICE FOR THE AGING
2 Empire State Plaza, Albany, NY 12223-1251
Andrew M. Cuomo, Governor Corinda Crossdale, Director
An Equal Opportunity Employer

PROGRAM INSTRUCTION	Number	16-PI-03
	Supersedes	n/a
	Expiration Date	n/a

DATE: February 4, 2016

TO: Area Agencies on Aging Directors
EISEP Case Managers and Supervisors
Aging Services Network Case Managers

SUBJECT: Required Case Management On-line Certification Training

.....

ACTION REQUESTED: By September 1, 2016, all case managers who provide case management services to clients who receive in-home services funded by Title III-B, EISEP and CSE must complete the competency-based online certificate training program in case management developed by The Center for Aging and Disability Education and Research (CADER) at Boston University.

Case management services are defined as: "A comprehensive process that helps older persons with diminished functioning capacity, and/or their caregivers, gain access to and coordinate appropriate services, benefits and entitlements. Case management consists of assessment and reassessment, care planning, arranging for services, follow-up and monitoring at least every two months and discharge. These activities must be provided by or under the direction of the designated care manager or case manager supervisor."

Completion of the CADER Certificate training program is required and must be renewed periodically as required from NYSOFA by all case managers funded by the programs listed above. Case managers employed after April 1, 2016 will have 5 months from the date of employment to complete the certification.

NYSOFA will cover the cost of the CADER certification training for case managers

through a contract with the Association on Aging in NYS (AGING NY). AAAs will not incur any costs associated with satisfying this requirement.

In order to ensure efficiency and timeliness in registering and completing the training, each AAA must identify a liaison who will work with AGING NY to identify the case managers within the planning and service area who are covered under this Program Instruction.

Participants who successfully complete the program will receive a printed Certificate issued jointly from NYSOFA, AGING NY and Boston University.

We will be working with AGING NY and CADER to explore receiving nineteen (19) Continuing Education Unit (CEUs) for successful completion of the training.

PURPOSE:

The training provides an established and tested program in which workers obtain proficiency in core case management competency areas leading to the attainment of increasingly advanced practice skills. Collectively, the competency areas cover the range of knowledge and skills essential for effective practice and successful job performance.

The purpose of this training is to:

1. bring a core, validated, competency-based program to aging network case managers which will provide them with the tools to be better equipped to serve clients in an ever-changing health care and long term services and supports environment,
2. assure that case managers funded by federal and state appropriations receive basic, standardized, core competency training, and
3. assure the public (clients, families, caregivers) that network staff have received the appropriate training and certification to provide case management services, and

For the year in which the CADER training is completed, the 16 hour training requirement provided in State Regulation 9 CRR-NY 6654.16 (ab) (3) will be satisfied. Additional state and local trainings will continue to be offered to enhance this Certificate program and will continue to serve as a way for EISEP Case Managers to meet the 16 hour training requirement annually.

BACKGROUND: Over the past decade, aging, health and long-term services and supports policy and practice have rapidly evolved to address the challenges faced by a growing number of older adults and people unable or needing assistance to perform basic activities necessary to live independently. New models of health and mental health delivery that shift the balance towards community-based services, stronger

integration between long-term services and supports with primary and acute care, and improved cooperation between aging and disability networks all signify the magnitude of the policy and service developments. Developing a qualified, adaptable and sustainable workforce within the aging network to support and coordinate services to older adults and younger adults with disabilities is a critical public policy challenge. Service providers in the aging network face a number of complex and interrelated issues in meeting this challenge, including, but not limited to:

- Capacity – Population growth and its impact on the service delivery systems
- Services – A rapidly changing service landscape in which new service models emphasize integration and coordination of care between the aging network and medical care and managed care organizations, and the use of evidence-based interventions
- Technology – New technologies in the home and for workers
- Competencies – Standardized core competencies are needed
- Training – Lack of training and education tied to new and emerging job requirements.

The evolving practice of case management is in many ways at the center of these changes, and, the AAA case management workforce is well positioned to take advantage of these emerging policy trends. Having an established infrastructure for providing community-based long-term living supports and services is a key strength of the network, and the case managers in the network. AAA case managers are a trusted resource for many thousands of consumers and their families, and have a strong record in addressing the long-term service and support needs of the communities they serve. Network members have well-established community partnerships with health and social service providers, and all benefit from the resources and supports provided by a national membership organization.

Due to these and other changes, NYSOFA and the AGING NY have partnered to provide core competency training for the case management workforce and have selected CADERs online training program. The content of each online course has been developed by leading subject matter experts in the field and is designed to address the knowledge, skills, and values essential for effective case management practice.

The five required course modules that are included in the On-Line training are:

1. Core Issues in Aging and Disability
2. Assessment with Older Adults and Persons with Disabilities
3. A Guide to Aging and Disability Networks
4. Care Management Practice
5. Care Transitions

Supervisor Guides are included and are designed for supervisors, or other trainers who plan to conduct a group supervision or training session based on a CADER online

course. This training can be accessed through the following portal by:
<http://sites.bu.edu/agingny/>

Learners can take the training any time, on any computer and it can be completed at the learner's own pace. All CADER online courses are American Disabilities Act (ADA) and Job Access With Speech (JAWS) compliant. CADER will provide extensive management, technical and customer support for learners. CADER customer support contact -1.617.358.2626

AGING NY is tasked with various administrative functions related to this project. AGING NY will be asking each AAA to identify a 'training liaison' to assist in program implementation. On a monthly basis, AGING NY lead training manager and the AAA training liaisons will receive a report tracking training participants' enrollment and completion, as well as any additional account details as needed.

Before training participants begin, CADER will have held multiple webinars with the AGING NY project staff and agency training liaisons to provide an orientation to the online program (these webinars will be archived and available on the CADER portal page). CADER's Online Training Manager also will provide recorded online orientation sessions for all training participants. CADER reports, tracks, and monitors participant progress in a number of areas to provide robust reports on elements that include: learner information, course completion, competency gains, and course evaluation assessments.

Current Case Management Training

If an AAA currently requires case managers to receive core competency training, the following options are available:

1. Exemption from required CM training - an AAA may be exempt from this requirement if it can demonstrate to NYSOFA that current required CM training is comparable to CADER training in depth and breadth of training. An exemption may be obtained by submission of curriculum to the AGING NY Training Liaison. NYSOFA, in consultation with AGING NY, will determine eligibility for exemption, and will issue their determination of exemption in writing.
2. Exempt AAAs may choose to substitute the CADER training program for its current case management training or may encourage their case managers to take the certification exam, but bypass the online training, in order to receive the State certification.

Incompletion of Training Requirements

This on-line training is required for all case managers under Title IIIB, EISEP, and CSE. The salaries of identified case managers who do not complete the training and receive their certificate by September 2016 shall not be eligible for reimbursement by state voucher.

PROGRAMS AFFECTED:

- | | | | | |
|---|--|---|---------------------------------|---------------------------------|
| <input checked="" type="checkbox"/> Title III-B | <input type="checkbox"/> Title III-C-1 | <input type="checkbox"/> Title III-C-2 | | |
| <input type="checkbox"/> Title III-D | <input type="checkbox"/> Title III-E | <input checked="" type="checkbox"/> CSE | <input type="checkbox"/> WIN | <input type="checkbox"/> Energy |
| <input checked="" type="checkbox"/> EISEP | <input type="checkbox"/> NSIP | <input type="checkbox"/> Title V | <input type="checkbox"/> HIICAP | <input type="checkbox"/> LTCOP |
| <input type="checkbox"/> Other: | | | | |

CONTACT PERSON: Mike Gunn

TELEPHONE: 518-474-6139