

NEW YORK STATE OFFICE FOR THE AGING

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Kathy Hochul, Governor

Greg Olsen, Director

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PROGRAM INSTRUCTION	Number:	26-PI-09
	Supersedes:	16-PI-03
	Expiration Date:	N/A

DATE: April 14, 2026

TO: Area Agency on Aging Directors
EISEP/In-Home Services Case Managers and Supervisors

SUBJECT: EISEP/In-Home Services Case Management Certification

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ACTION REQUESTED:

All case managers who provide case management to clients receiving EISEP/In-Home Services funded by Title III-B, EISEP, and Community Services for the Elderly (CSE) must complete the case management certificate program developed by the Center for Aging and Disability Education and Research (CADER) at Boston University.

BACKGROUND:

Aging, health, and long-term services and supports policy and practice have rapidly evolved to address the challenges faced by a growing number of people unable or needing assistance to perform basic activities necessary to live independently. EISEP/In-Home Services case managers are a trusted resource and have a strong record of addressing the long-term service and support needs of the communities they serve. Case management is a comprehensive and dynamic process that helps clients access appropriate services, benefits, and entitlements; navigate complex systems; and recognizes person-centered practice and individual autonomy. NYSOFA's EISEP/In-Home Services offers professional case management consisting of assessment, reassessment, care planning, arranging services, follow-up, monitoring, and discharge. These activities must be provided by or under the direction of the designated case manager or case manager supervisor.

PURPOSE:

CADER's case management certification provides an established and tested program in which individuals obtain proficiency in core case management competency areas leading to increasingly advanced practice skills. The program emphasizes best practices and teaches strategies for delivering high-quality case management services. Successful completion of the training program assures clients, family members, and the public that case managers funded by federal and state appropriations have the knowledge and skills essential for effective case management practice and successful job performance.

The content of each online course has been developed by leading subject matter experts in the field. Collectively, the competency areas cover topics such as, core functions of care management, assessment, care transitions, and community resources. The training may be completed at the learner's own pace, and they may take the training on any computer at any time. All CADER online courses are American Disabilities Act and Job Access with Speech compliant.

Training and Certification

Each AAA must have a training liaison who works with the Association on Aging in New York (Aging NY) to identify and track EISEP/In-Home Services case managers who need certification or recertification. Newly hired EISEP/In-Home Services case managers have *five months* from their date of employment to complete the training and obtain their certification. Certification must be renewed *every five years*. Case managers may renew their certification by either completing the CADER training modules again or bypassing the training modules and passing the CADER case management recertification exam.

Participants who successfully complete the program will receive a printed certificate issued jointly by NYSOFA, Aging NY, and Boston University. For the year in which the training is completed, the annual 16 hours of training required in regulation [9 CRR-NY § 6654.16 \(ab\)\(3\)](#) will be satisfied. Participants who successfully complete the training will earn 20 continuing education units.

Information about CADER's case management certificate training program, including course access and technical assistance, may be found at [NYSOFA Case Management Certificate Program - CADER](#).

Incompletion of Training Requirements

The salaries of identified EISEP/In-Home Services case managers who do not complete the training and receive their certificate *within five months* of hire or those who do not complete the recertification process will not be eligible for reimbursement by state voucher.

Cost of Training and Certification

NYSOFA will cover the cost of CADER's case management certificate training program through a contract with Aging NY. AAAs will not incur any costs associated with satisfying this requirement.

Exemptions

An AAA that requires their EISEP/In-Home Services case managers to receive core competency training may be exempt from CADER's case management certificate program if the AAA demonstrates to NYSOFA that its current training is comparable in depth, breadth, and scope. The AAA may obtain an exemption by submitting its training curriculum to Aging NY. NYSOFA, in consultation with Aging NY, will determine eligibility for exemption, and will issue their determination of exemption in writing.

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"/> SNAP	<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"/> NY Connects	<input type="checkbox"/> Other			

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