

Appendix 56 ▪ Supervising Care Manager Training and Development Pathway

#	Core Competencies	Suggested Courses/ Workshops*	Suggested Time Frames for Completion after Employment
1.	Personnel management and supervision	Management certificate program	Six months
2.	Problem solving, decision making, conflict management	Management certificate program	Six months
3.	Quality improvement	Quality management	Four months
4.	Fiscal management, including oversight of Waived Services expenditures	Management certificate program	Six months
5.	Basic understanding of geriatric assessment	Geriatric assessment	Six months
6.	Social casework objectives, principles and methods	Principles of social work	Six months
7.	Principles of human behavior and development of psychological defense mechanisms	Social work supervision	Six months
8.	Interaction with community referrals and vendors	Community outreach and networking	Ongoing
9.	Supervision and training of new staff in the following: <ul style="list-style-type: none"> ▪ Conducting in-depth assessments, reassessments; ▪ Evaluation of the participant as a total person and identification of the functional limitations that impede independent living and support level of care determinations; ▪ Good written and verbal communication skills; ▪ Negotiation skills with ability to advocate on behalf of the participant; ▪ Collaboration skills and ability to consult with health professionals; ▪ Development of care plans that address participant’s needs; ▪ Evaluation, monitoring and determining participant’s unmet needs; ▪ Identification and development of support systems for the participant; ▪ Knowledge of community resources and services available to the participant; and ▪ Ability to analyze complex situations and think critically. 	<ul style="list-style-type: none"> ▪ Care management, ▪ HCBS Waiver and MSSP guidelines ▪ Teaching strategies ▪ Teamwork ▪ Problem solving ▪ Conflict resolution ▪ Project management 	Six months * Courses in appropriate subjects may be available on-line as well as through conferences, seminars, and traditional community resources.