

Case Management – Certifications and Accreditations

Responses Received

Tool that must be completed initially and every 2 years to certify/recertify providers (currently only county DSSs) to provide At Risk Case Management Services.

The certifications of those providing case management are : AGENCY; North Carolina Local Health Department Board Accreditation STAFF; Public health nurses II or III [2 BILINGUAL] , pediatric nurse practitioner, Licensed clinical social worker , RN Lactation educator , RN Certified Case Manager

Case manager credentials: credentialing or certification system designed by DHHS, program-relevant, allowing for professional development within the case manager job description. (National credentials don't necessarily translate to better case managers with regards to North Carolina programs, and don't address the KSA's that our case managers need to do their job effectively.)

Provider credentials/rating. Use a DHHS-developed system similar to the rating system used by child care centers in North Carolina. National certification is cost-prohibitive for small providers, does not reflect the provider's ability to effectively serve its clients

We have to apply for At-Risk every two years. Could it not be like CAP/DA. With CAP/DA, once you applied, you do not apply again unless you change what you want to do-like we just reapplied to add CAP Choice.

Six Respondents

State/Division – 1

LME – 1

Provider – 3

Advocacy – 0

Unknown – 0

In your agency, are there additional requirements for an individual to deliver case management services? (ex. individual must be a QP, level of education, competencies, etc.)

Item	# citing item	Comments
Qualified Professional Status	5	<ul style="list-style-type: none"> Must be a QP and follow state and federal guidelines for specific programs. I must recommend that if certain competencies are required that the QP requirement could be waived as long as the person has at least an undergraduate degree from an accredited college/university. A certificate in human services management might be awarded upon successful completion of a set number of hours of required coursework and certain elective courses with this program being under the auspices of a state university or other governing body.

		<ul style="list-style-type: none"> Only QPs deliver case management services. They also have direct contact with the recipient. APs deliver direct contact under the supervision of the QPs but are responsible only for the administrative duties relating to their caseload (writing notes and filing notes in their recipients' charts).
Frequent self-monitoring of service record documentation	1	
Higher intensity of provision of supervision than required	1	
Rigorous training program before contacting any service recipient - i.e. 42 hours prior to the delivery of service	1	
Internally developed best practice curriculum that staff are required to use, from point of development of PCP through implementation. And then monitoring of effectiveness	1	

What type of accreditation or certification processes are required for your agency to deliver case management services?

Item	# citing item	Comments
National Accreditation	4	<ul style="list-style-type: none"> CARF (2) CQL but I understand that agencies that provide only Targeted Case Management services are not required to be accredited by a national organization
Endorsement by the LME.	2	
Application to DMA	1	