



## Care Management Certification Creates Statewide Standard of Care for Older New Yorkers

### *Certification Program Ensures Better Coordinated Care for Older Adults across the State*

Albany, NY (April 4, 2017)—New York State Office for the Aging (NYSOFA) Acting Director Greg Olsen has announced the completion of a statewide effort to enhance the qualifications for professional care managers who serve older adults across New York State. More than 500 current care managers have completed the mandatory program, which was rolled out in February 2016.

NYSOFA implemented the program in collaboration with the Association on Aging in New York (Aging NY) and the Center for Aging & Disability Education & Research (CADER) at Boston University. The Care Manager Certification Training Program is designed to address the knowledge, skills, and values essential for effective care management practice and to provide a statewide, standardized training program.

Over the past decade, New York State has experienced an unprecedented increase in its older population. There are currently more than 3.7 million adults aged 60 and over in the state; that number is expected to increase dramatically over the next 20 years.

Last year, more than 68,000 individuals aged 60 and over received more than 735,000 hours of care management services through NYSOFA sponsored programs. Care managers help older adults access services; apply for benefits; navigate health and human services systems; and understand what community resources are available to them.

“New York State recognizes the importance of investing in our care management workforce to meet the needs of a rapidly growing and diverse older population,” **said Olsen**. “Through our partnership with the Association on Aging in New York and CADER, the standards developed for the care management certification program are among the highest in the nation, and we are thrilled with the results. The goal of this program has been to assist aging services providers in developing a highly qualified, adaptable, and sustainable workforce, and the success of the program thus far speaks to the caliber of staff across New York State.”

**Michael Romano, board president of the Association on Aging New York (Aging NY) and director of the Oneida County Office for the Aging said,** “We are proud of the work that aging services care

managers do for older New Yorkers, and we are excited to be partnering with the New York State Office for the Aging and CADER to offer a certification program that enhances their qualifications and deepens their expertise through standardized core competencies.”

**Dr. Bronwyn Keefe, interim director and research assistant professor of the Center for Aging & Disability Education & Research at Boston University said,** “Providing coordinated care and care management are increasingly important in connecting older adults and persons with disabilities to needed services and assisting them in remaining independent. We look forward to continuing to work with NYSOFA and the Association on Aging to offer this valuable certificate program, which provides an in-depth understanding of critical care management functions and responsibilities.”

Building on the success of the care management certification and training program, NYSOFA and Aging NY are partnering with CADER to offer an additional training opportunity in topics related to behavioral health. It is estimated that one in four older adults will have a behavioral health concern, and with the growth of the aging population and its increasing diversity, it is imperative to examine what the workforce can do to build healthy communities and address the relationship of mental wellness to overall health and well-being. CADER’s [Behavioral Health in Aging Certificate](#) program will increase understanding of the major mental health conditions and substance use concerns facing older adults, as well as the importance of promoting mental wellness and resilience. The program will focus on the importance of screening, assessment, and evidence-based interventions and helping to connect to treatment options and support services.

#### **About the New York State Office for the Aging**

The mission of the New York State Office for the Aging (NYSOFA) is to help older New Yorkers be as independent as possible for as long as possible through advocacy, development and delivery of person-centered, consumer-oriented, and cost-effective policies, programs, and services that support and empower older adults and their families, in partnership with the network of public and private organizations that serve them. For information about the New York State Office for the Aging, visit the NYSOFA [Facebook page](#); follow [@NYSAGING on Twitter](#); or visit [www.aging.ny.gov](http://www.aging.ny.gov).

#### **About the Association on Aging in New York (Aging NY)**

As a representative of New York State's 59 mostly county-based area agencies on aging (AAAs), the goal of the Albany-based Association on Aging in New York (Aging NY) is to advocate for and support the AAAs in strengthening and expanding long-term services for older adults so they may age in place in the community. The association also provides AAAs with professional development and education through conferences, webinars, regional caregiver forums, and a fall leadership institute. Aging NY receives support from AAA membership dues, New York State Office for the Aging (NYSOFA) grants, and through educational program sponsorships, key supporter program for organizations, and affiliate member for individuals. For more information on Aging NY, visit [www.agingny.gov](http://www.agingny.gov).

#### **About the Center for Aging & Disability Education & Research (CADER)**

Located at Boston University’s School of Social Work, the Center for Aging & Disability Education & Research (CADER) is dedicated to strengthening the workforce that provides health and long-term

supports and services to older adults and people with disabilities. CADER offers comprehensive, validated, and skill-based online training, available through individual courses, certificate programs, or customized programs for organizations: [www.bu.edu/cader](http://www.bu.edu/cader).

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