



**CADER**

**Center for Aging & Disability  
Education & Research**

**Tri-Valley Case Management Accelerated  
Training (CMAT)  
*Evaluation Report, Session 1***



# Introduction



The **Center for Aging and Disability Education and Research (CADER)** at Boston University is dedicated to bringing evidence-based research into practice through workforce innovation in the aging and disability fields. CADER programs and courses apply a competency-focused approach to comprehensive training, committed to enhancing the skills of practitioners in the field at all levels of experience.

**Tri-Valley** is an Aging Services Access Point located in Central Massachusetts that provides information, referrals, and care management for home and community services.

Tri-Valley developed the **Case Management Accelerated Training (CMAT)** program, an 11-week professional development program that equips participants with the knowledge and skills needed to be successful case managers. Tri-Valley partnered with CADER to offer CADER's **Person-Centered Case Management (PCCM) Certificate** as part of the CMAT program.



# CMAT Program Overview

The first cohort (Session 1) of CMAT participants completed the program between September 18, 2023 and December 1, 2023.

As part of the CMAT program, participants completed CADER's **Person-Centered Case Management (PCCM) Certificate**, an online, self-paced certificate program.

**19 learners** completed the PCCM Certificate and graduated from the CMAT program in Session 1.



# CMAT Program: Why Learners Participated

"I chose to participate in this training because I want to have a better understanding on what you need to know in order to become the best case manager I can be."

"This training program will give me the necessary credentials to work as a case manager."

"I worked part time as a pca for a few years. I also have many years of experience being a family caregiver between helping take care of my disabled grandfather for many years and also my mother when she got a terminal illness and I became her full time care giver. I love helping people and making their lives easier especially the elderly. I honestly feel like its my calling."

"After talking to someone working in elder care services, I felt a strange pull to wanting to learn more. After hearing about this program, it seemed like the perfect opportunity to dive right into case management and elder services. This program provides a perfect opportunity to work and train at the same time."

"I would be able to help other individuals who are facing challenges or crises. I would be able to help them access services, benefits and support what they might not be able to access on their own. This role will allow me to make a positive impact on people's lives."

"This is a great opportunity for someone like me who can't afford college but has experience and drive and will excel with a chance like this."



# Person-Centered Case Management Certificate Program

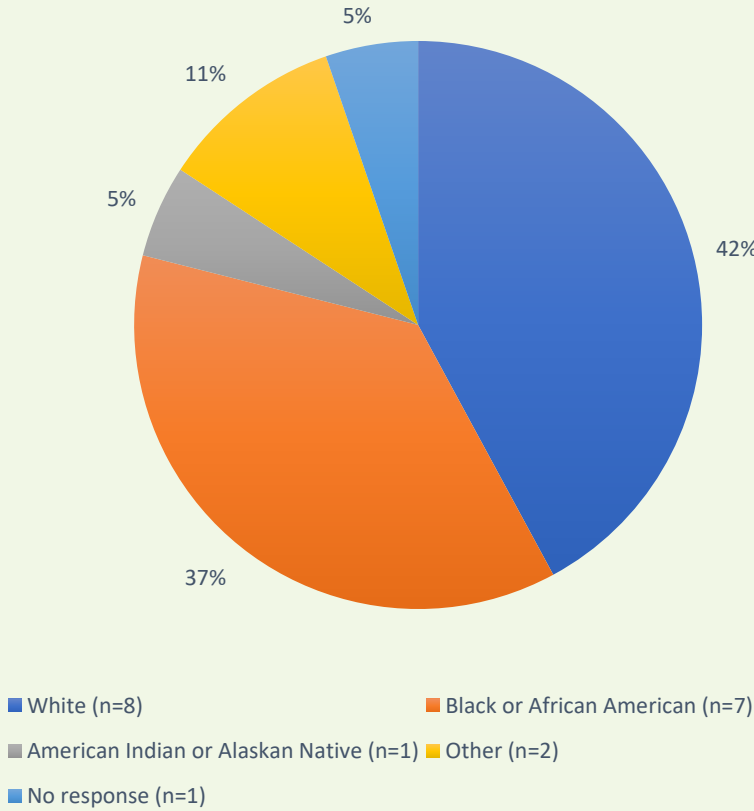
The PCCM Certificate gives learners the information needed to develop a person-centered care plan by reviewing the key steps in an assessment of functional needs, as well as the skills to gather pertinent information, review available resources, and provide ongoing support through care transitions.

The certificate consists of 6 courses:

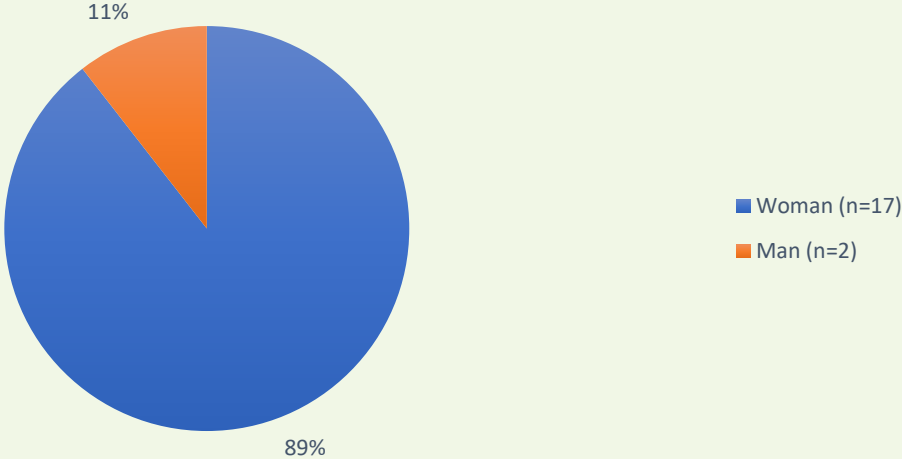
- 1 Core Issues in Aging and Disability
- 2 Understanding Consumer Control, Person Centered Planning, and Self-Direction
- 3 Assessment with Older Adults and Persons with Disabilities
- 4 A Guide to the Aging and Disability Networks
- 5 Care Management Practice
- 6 Care Transitions

# Learner Demographics

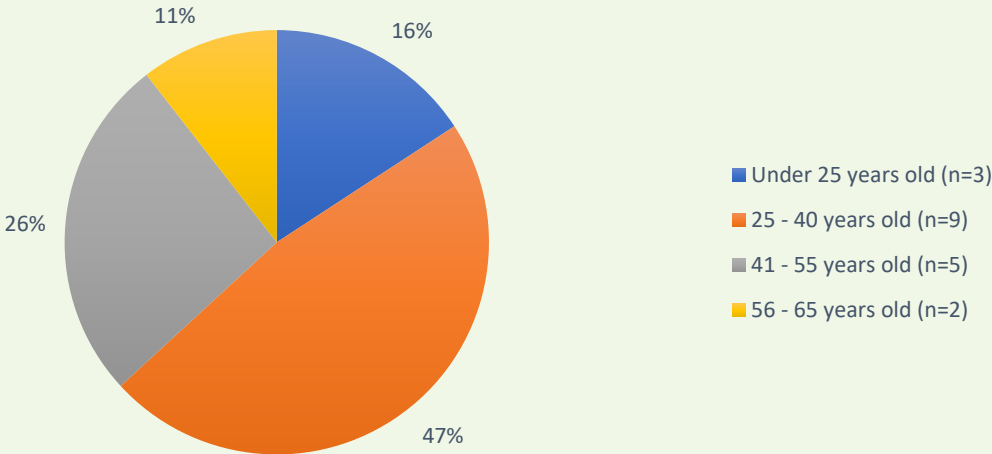
### Learners by Race



### Learners by Gender



### Learners by Age



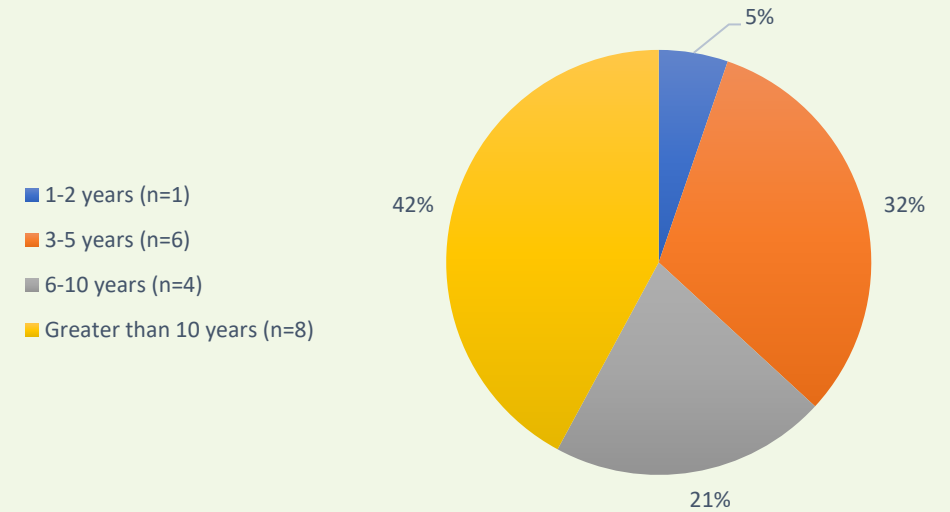
# Learner Work Experience

Learners previously worked as:

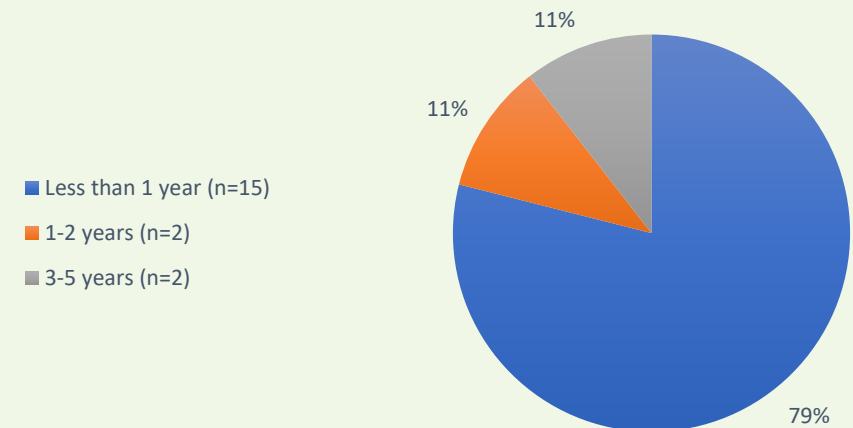
- Home health aides
- Personal care attendants
- Teachers/educators
- Caregivers
- Hospice aides
- Case managers



How many years of experience do you have in providing care to others?

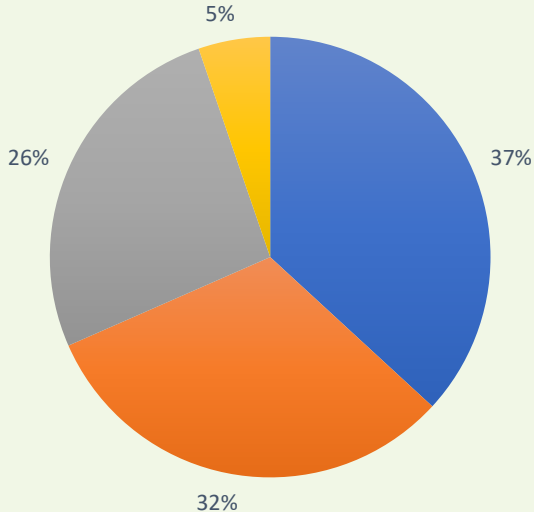


How many years of experience do you have working specifically as a case manager?



# Learner Training and Educational Experience

## Learners by Education



- High school diploma or equivalent (n=7)
- Some college, but no degree (n=6)
- Associate's Degree (n=5)
- Other (n=1)

**74% of learners reported that they had previously received at least some prior training or education in providing care to others.**

**21% of learners reported that they had previously received at least some prior training or education in case management.**





# Evaluation Results

The following slides present the evaluation results, including:

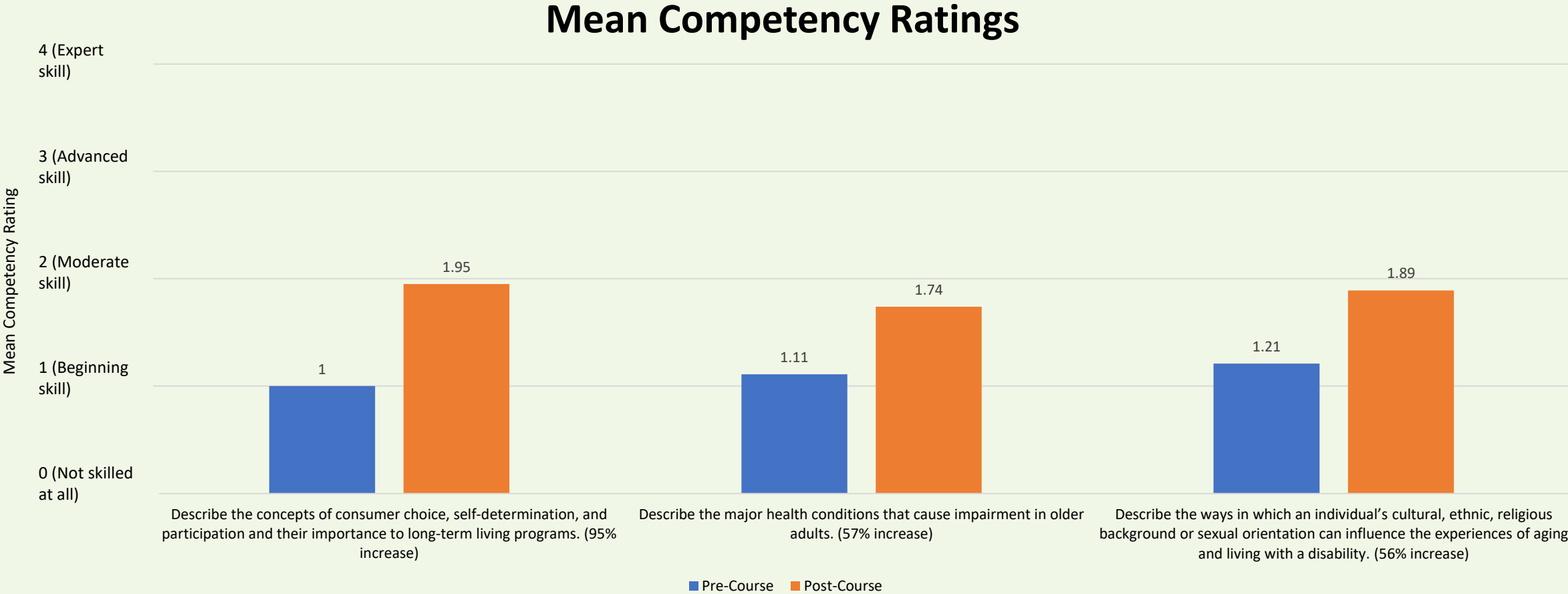
- **Competencies:** At the beginning and end of each course, learners were asked to rate their skill level in various competencies using the following scale: 0 - Not skilled at all; 1 - Beginning skill; 2 - Moderate skill; 3 - Advanced skill; 4 - Expert skill.
- **Learner Feedback:** At the end of each course, learners shared their feedback about the course, including what they found helpful and how they intend to apply what they learned.
- **Workforce Readiness:** At the beginning and end of the certificate program, learners answered a series of questions regarding how ready they felt to enter the care management workforce.



# Results: Competencies

## Course 1: Core Issues in Aging and Disability

The following graph shows mean competency ratings for the three course competencies with the greatest percent increases.



# Results: Learner Feedback

## Course 1: Core Issues in Aging and Disability

### What they learned

“Understanding a bit more about those experiencing a disability, the importance of person-centered care, understanding dual eligibility.”

“Learning about all the different issues that come with aging and the different disorders that arise with aging.”

### What they liked

“Everything about the course is great, a lot of good information that is extremely helpful. I know that once I finish the course, I will be an expert in the areas where I have been trained.”

“This course was well thought out and explained in the way which I was about to understand and apply right away to the consumers which I am working with.”

### How they will apply it

“I will remain to do my best to understand rather than judge.”

“Using everything I learned to further my education and skills.”

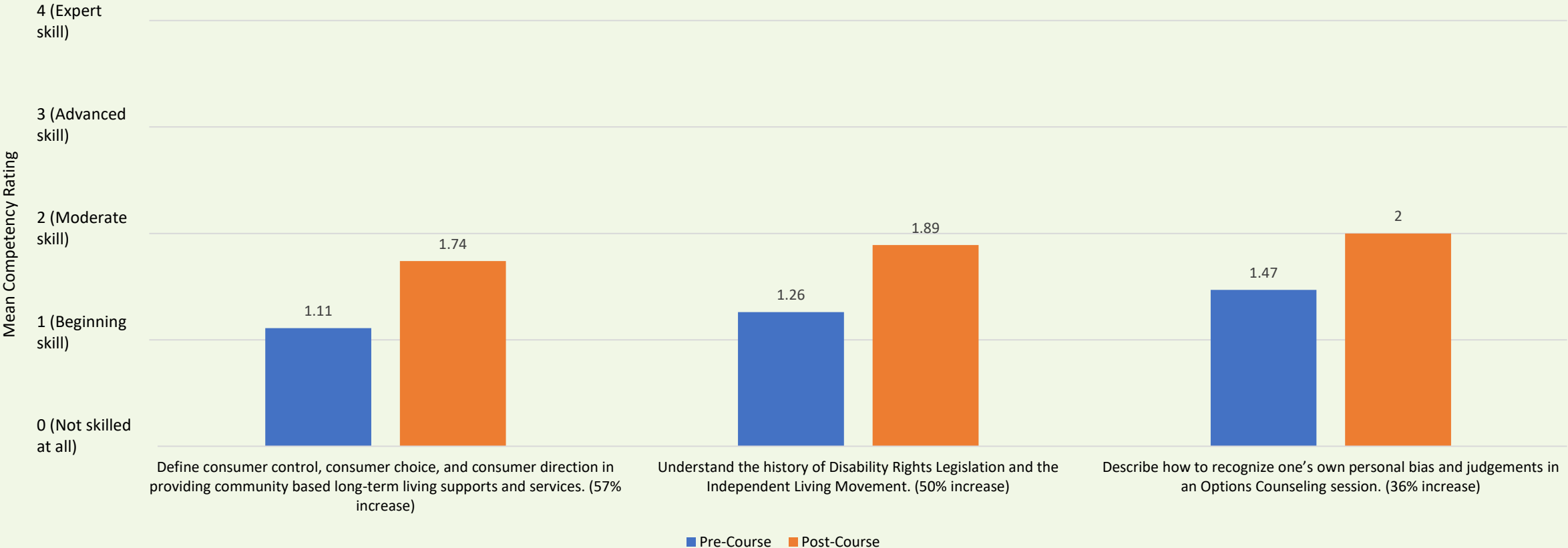


# Results: Competencies

## Course 2: Understanding Consumer Control, Person Centered Planning, and Self-Direction

The following graph shows mean competency ratings for the three course competencies with the greatest percent increases.

### Mean Competency Ratings



# Results: Learner Feedback

## Course 2: Understanding Consumer Control, Person Centered Planning, and Self-Direction

### What they learned

“I learned a lot about the disability movement.”

“Understanding strategies for helping a consumer make decisions based on what is best for them.”

“Better understanding of verbal, nonverbal communication, and motivational interviewing.”

### What they liked

“This course added to the limited knowledge I had before taking this course and demonstrated how to apply this new knowledge.”

“Great course with lots of helpful information.”

### How they will apply it

“That I will be better in my ability in dealing with different people and the help that they need. Also be more confident that the skills and knowledge I gained will make me successful in this field.”

“This course will help me get a job and utilize these skills I'm learning.”

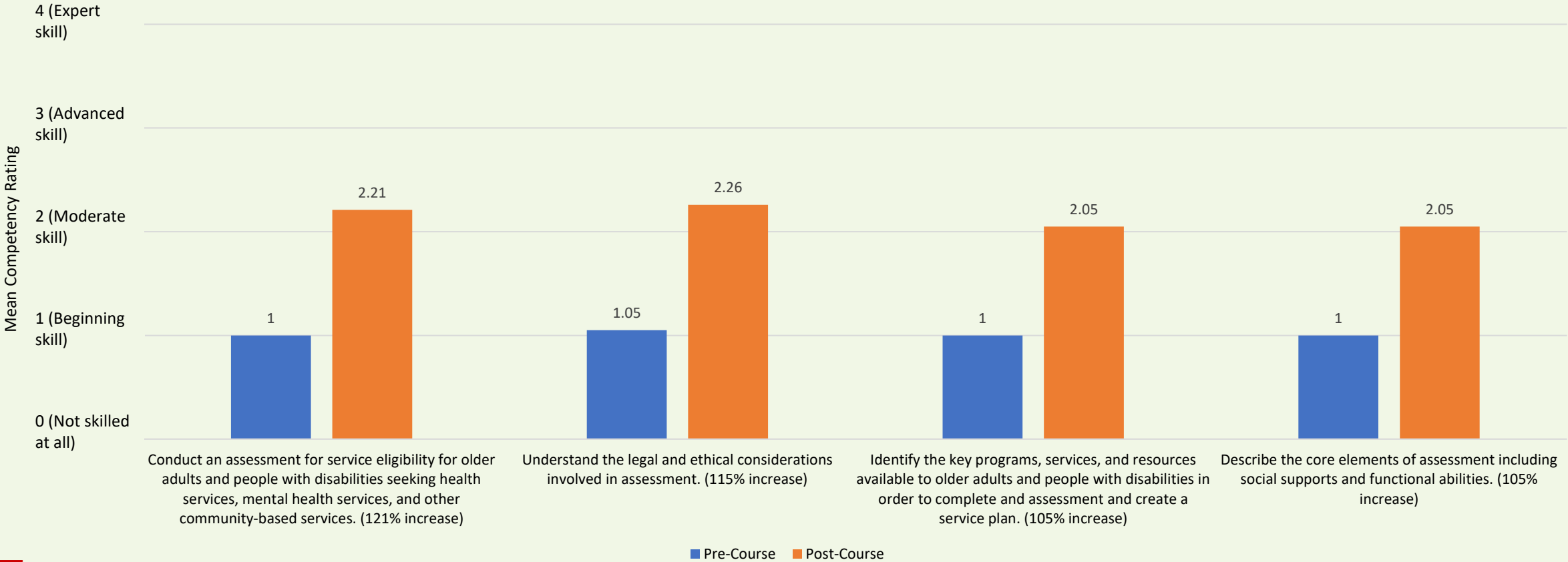


# Results: Competencies

## Course 3: Assessment with Older Adults and Persons with Disabilities

The following graph shows mean competency ratings for the four course competencies with the greatest percent increases.

### Mean Competency Ratings



# Results: Learner Feedback

## Course 3: Assessment with Older Adults and Persons with Disabilities

### What they learned

“It helped increase my base knowledge of elder mental health as that is a field I want to go into!”

“Taught me about how to do an assessment when dealing with different cultures.”

### What they liked

“The most helpful part of this course was the case scenario examples to give an insight on some of the topics.”

“This course was extremely informative.”

“What I found most helpful was the repetition of how important different cultures are, especially considering it can first-hand affect communication styles between the CM and the client.”

### How they will apply it

“I hope to use the information in the field, and apply it directly when communicating with people who may not have the same communication methods as myself, and allow me to keep an open mind. Even if the person or family is more private, I plan on trying to practice cultural humility.”

“Continue learning about other cultures and their practices and to take them into consideration when working with others.”

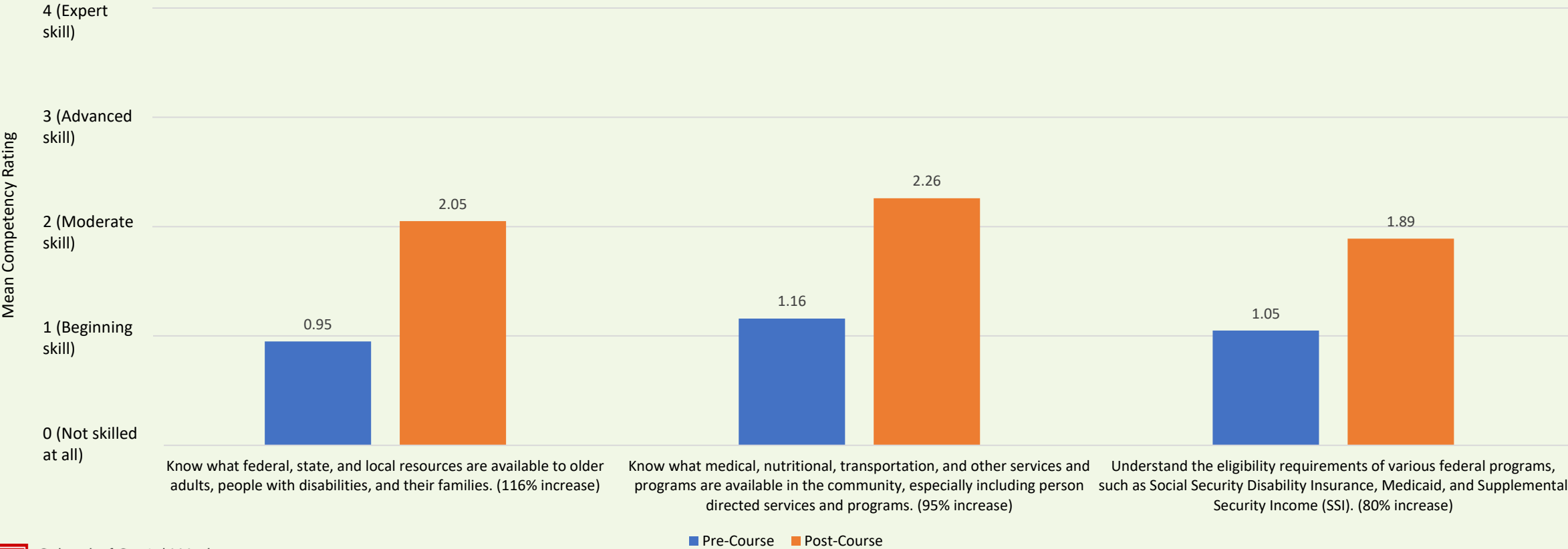


# Results: Competencies

## Course 4: A Guide to the Aging and Disability Networks

The following graph shows mean competency ratings for the three course competencies with the greatest percent increases.

### Mean Competency Ratings





# Results: Learner Feedback

## Course 4: A Guide to the Aging and Disability Networks

### What they learned

“Learning what federal, state, and local resources that are available to older adults and people with disabilities.”

“The list of resources listed at the end course and the definition for each agency”

### What they liked

“The scenarios are most helpful for my experience because its puts you in the situation and with what we learned you have extra set of tool along with what you know to respond better to a situation”

“This course provided a wealth of information that I am able to use right away in my profession.”

### How they will apply it

“This course provided me with so much information that will allow me to make more informed decision when providing service and resources to consumers.”

“Printed all the state and federal resources to have in my tool box ! I think its good to have them as reference.”

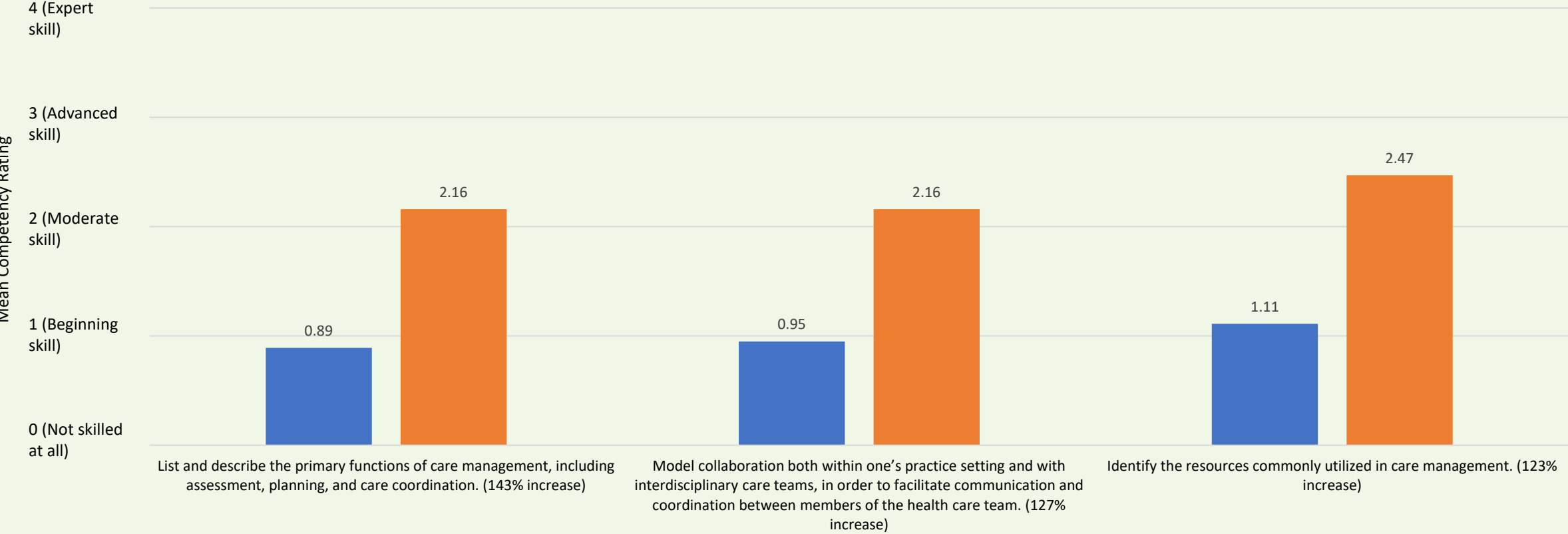


# Results: Competencies

## Course 5: Care Management Practice

The following graph shows mean competency ratings for the three course competencies with the greatest percent increases.

### Mean Competency Ratings



# Results: Learner Feedback

## Course 5: Care Management Practice

### What they learned

“How isolation and loneliness in older adults impact not only mental health, but also physical health.”

“About laws and acts.”

### What they liked

“Every piece of information was excellent.”

“How inclusive the course was, made understanding a bit easier.”

“I enjoy the blog posts.”

“This course was challenging but good.”

### How they will apply it

“I anticipate keeping an open mind more often and not making snap judgements.”

“I really would like to take into considerations other cultures and integrate them into their care plan.”

“To help people who are close to me to put in place directive, health care proxy, wills.”

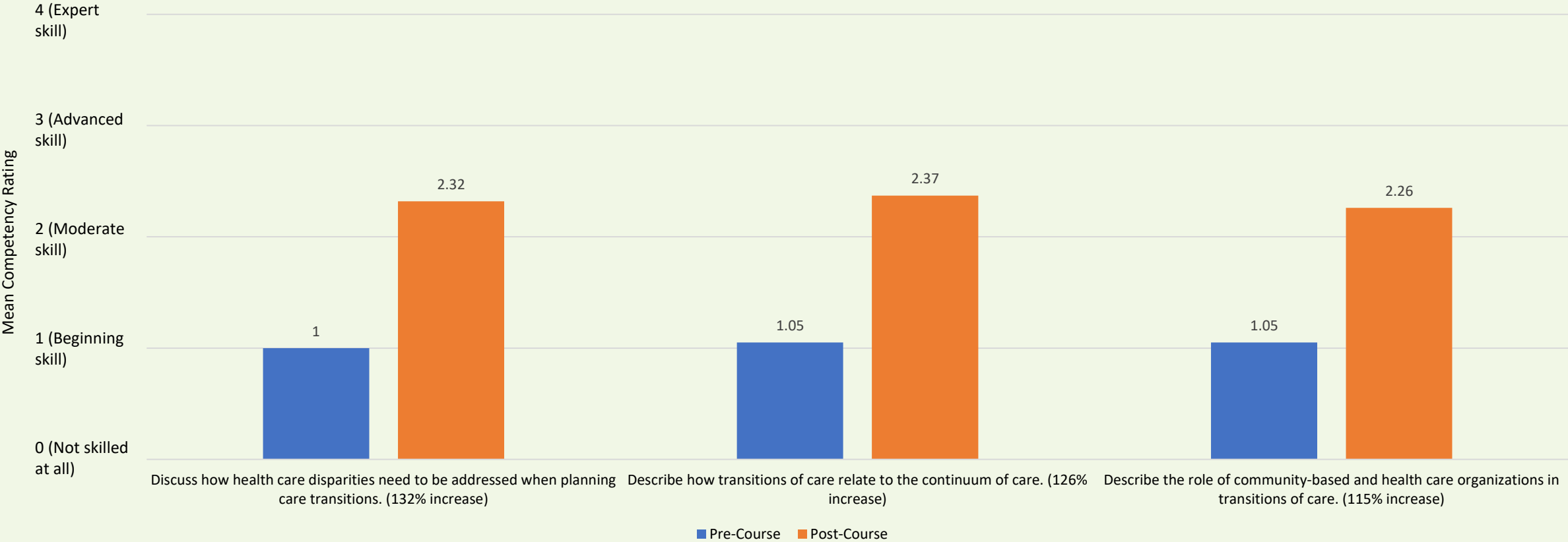


# Results: Competencies

## Course 6: Care Transitions

The following graph shows mean competency ratings for the three course competencies with the greatest percent increases.

### Mean Competency Ratings



# Results: Learner Feedback

## Course 6: Care Transitions

### What they learned

“A better understanding of Palliative care.”

“Better choices for my consumers.”

### What they liked

“Everything is helpful, not a single word can be said that it was more important than the rest. Everything was very important and I learned a lot.”

“The course's interactive questions were the most helpful part about this course because they allowed me to put myself in the position of someone going through something.”

### How they will apply it

“I anticipate being more culturally aware, and hoping that I can start by looking at what I already know. It is so important to be self aware, and to ask questions. Culture is something that each person has, and each is different. I hope to keep a more open mind.”



# Results: Workforce Readiness

Pre-Certificate

Post-Certificate

How prepared do you feel to work with someone in need of assistance?

47%

of learners felt extremely or very prepared



74%

of learners felt extremely or very prepared

How confident do you feel working with someone in need of assistance?

58%

of learners felt extremely or very confident



89%

of learners felt extremely or very confident

How comfortable do you feel working with someone in need of assistance?

79%

of learners felt extremely or very comfortable



84%

of learners felt extremely or very comfortable

# Results: Workforce Readiness

Pre-Certificate

Post-Certificate

How prepared do you feel to enter the workforce as a case manager?

**16%**

of learners felt extremely or very prepared



**74%**

of learners felt extremely or very prepared

How confident do you feel working as a case manager?

**53%**

of learners felt extremely or very confident



**68%**

of learners felt extremely or very confident

How comfortable do you feel working as a case manager?

**58%**

of learners felt extremely or very comfortable



**89%**

of learners felt extremely or very comfortable

# Conclusion

- 19 CMAT participants completed CADER's Person-Centered Case Management (PCCM) Certificate, a 6-course certificate program
- Learners entered the CMAT program with minimal case management education and experience
- Upon completion of each PCCM course, learners had gained skills in competency areas essential for case management
- Upon completion of the PCCM certificate program, learners reported feeling more confident, comfortable, and prepared to work as a case manager
- CADER looks forward to continuing our partnership with Tri-Valley as we collaborate to strengthen the case management workforce







# Contact CADER

**Bronwyn Keefe, PhD, MSW, MPH**

Director, CADER & Network for Professional Education  
Assistant Dean of Workforce and Professional  
Development

Research Assistant Professor

[bronwyn@bu.edu](mailto:bronwyn@bu.edu)

**Anna Stathopoulou**

Senior Manager of Operations

[annap@bu.edu](mailto:annap@bu.edu)

**Annalee Wilson, MPH, CPH**

Evaluation and Workforce Training Manager

[annaleew@bu.edu](mailto:annaleew@bu.edu)

[https://thenetwork.bu.edu/cader/  
cader@bu.edu](https://thenetwork.bu.edu/cader/cader@bu.edu)