



CADER

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

**Tri-Valley Case Management Accelerated
Training (CMAT)
*Evaluation Report, Session 2***



School of Social Work:
Center for Aging & Disability Education & Research

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 second cohort (Session 2) of CMAT participants completed the program between February 26, 2024 to May 17, 2024.

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

16 learners completed the PCCM Certificate and graduated from the CMAT program in Session 2.



CMAT Program: Why Learners Participated

“I hope to be a successful case manager and make a major positive difference in the community.”

“To become a helpful, understanding, and resourceful case manager for my clients.”

“Assessment, providing resources, learning skills and communication skills.”

“I want to learn how to succeed at being the best case worker I can to help people accomplish, overcome their past, and be all they can be and more.”

“Provide the best life for my family along with the many I help to accomplish their dreams as well.”

“To be proficient in Case Management and highly knowledgeable in community service resources their changes and advances.”



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.

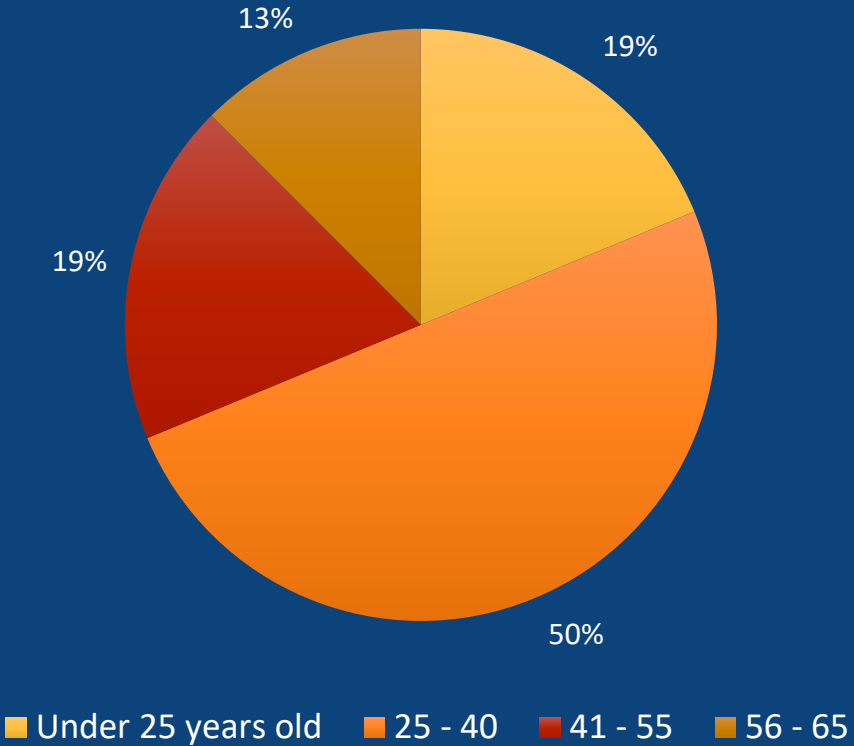
The certificate consists of 6 courses:

- 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

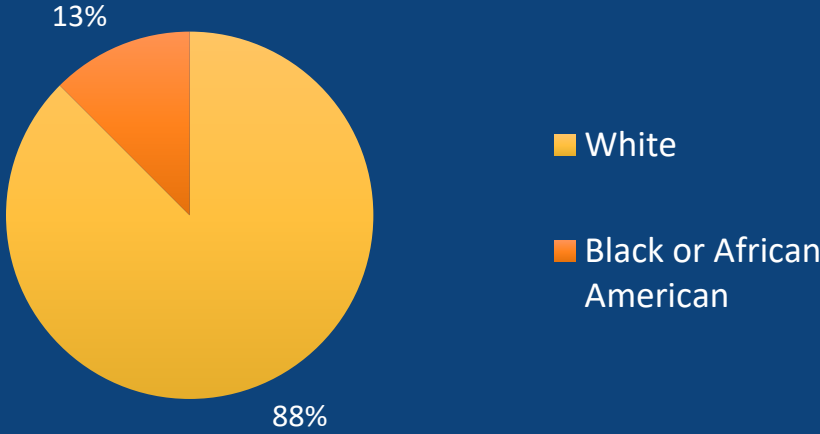


Learner Demographics

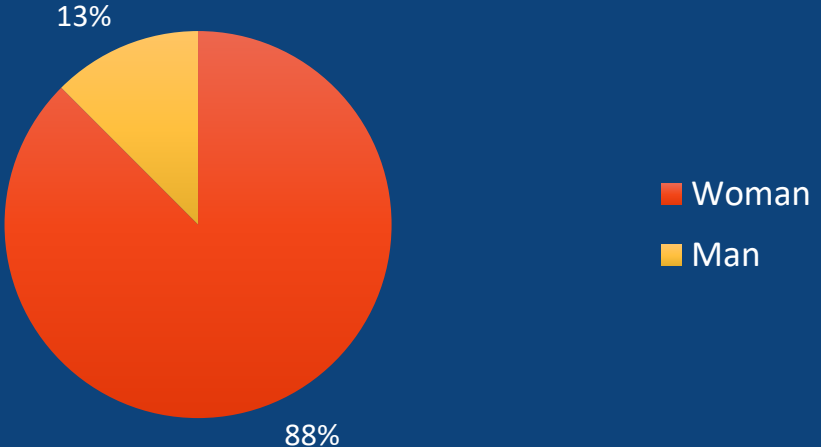
Learners by Age



Learners by Race



Learners by Gender



Learner Work Experience

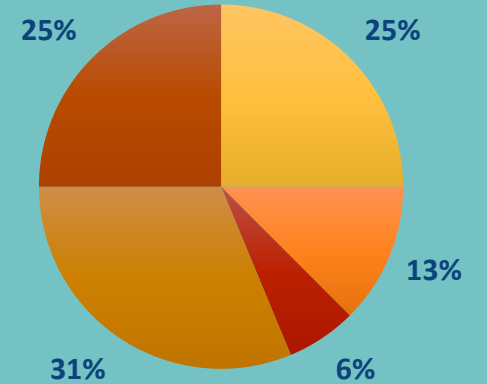
Learners previously worked as:

- Family caregivers
- Home health aides
- Personal care assistants
- Certified nursing assistants
- Administrators
- Childcare roles



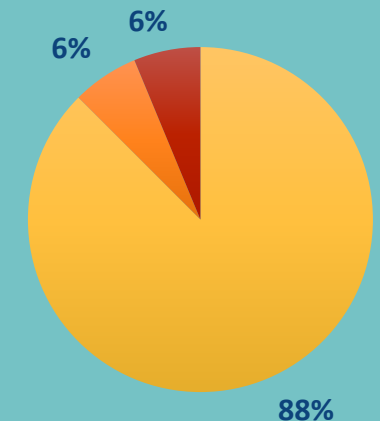
How many years of experience do you have in providing care to others?

- Less than 1 year
- 1-2 years
- 3-5 years
- 6-10 years
- Greater than 10 years



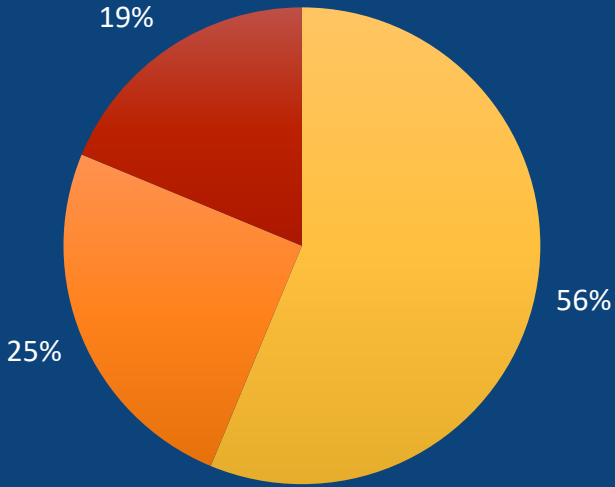
How many years of experience do you have working specifically as a case manager?

- Less than 1 year
- 1-2 years
- 3-5 years



Learner Training and Educational Experience

Learners by Education



- High school diploma or equivalent
- Some college, but no degree
- Associate's Degree

38% of learners reported that they had previously received at least some prior training or education in providing care to others.

13% 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.

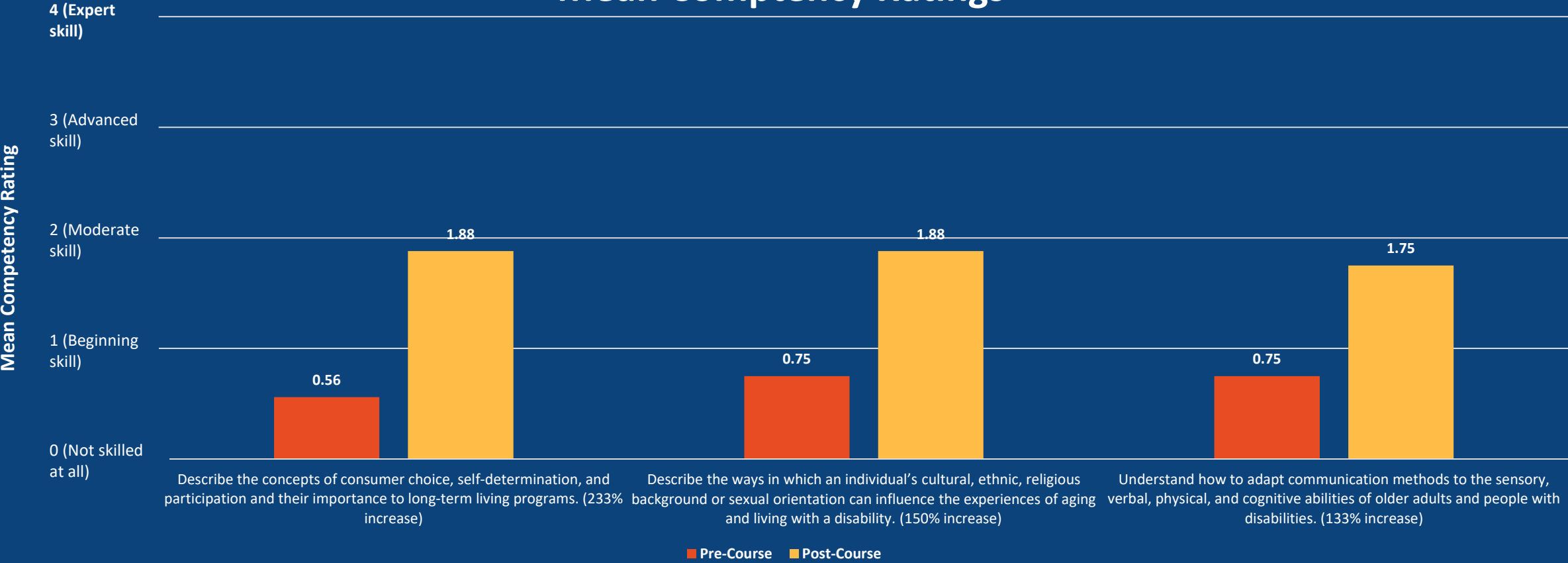


Results: Competencies

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.

Mean Competency Ratings



Results: Learner Feedback

Course 1: Core Issues in Aging and Disability

What they learned

“Different acts from years ago that are a part of the disabilities movement.”

“Learning about the different agency that are provided for older adults and people with disabilities.”

“Learning about the different disabilities and how they affect people on a day to day basis.”

What they liked

“Facts were current and relevant.”

“I found the information about stigmas surrounding different age, race and religious groups helpful.”

“This course was very well written and explained through text and video interactions.”

“I found this course to be very user friendly, informative, and easy to understand.”

How they will apply it

“I feel I will be more aware of the cultural and ethnic backgrounds of individuals I will be working with. I will make an honest effort to provide the best services for them.”

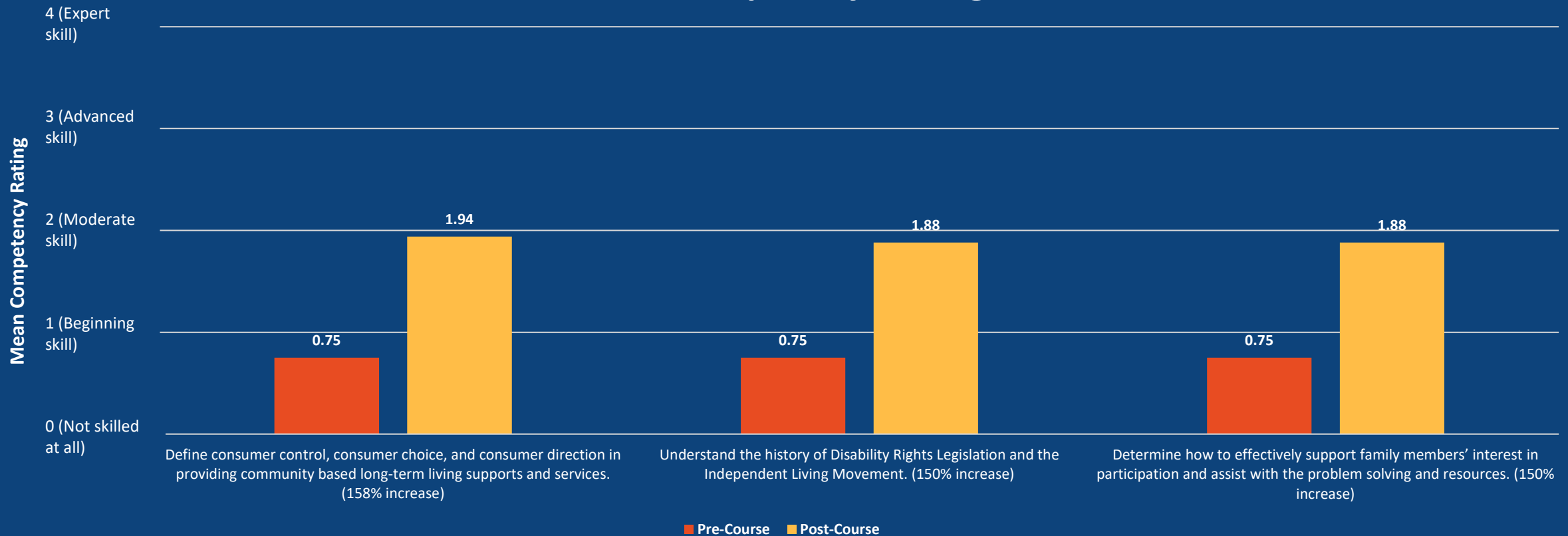
“I anticipate being more aware of how individuals with or without disabilities navigate this world. Not all disabilities are visible so we should be sensitive to everyone's needs.”

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

“Option counseling skills”

“Person-centered planning and writing a plan.”

“How our civil rights changed the disability community.”

“The definitions and differences between Guardianship, Conservatorship, Health Care Proxy, Advanced Directives, Living Will and Durable Power of Attorney.”

What they liked

“They put real world issues into program.”

“This course definitely was challenging to me, however through several attempts and finally passing it, the feeling of accomplish is indescribable.”

“I really enjoyed learning about everything in this course.”

How they will apply it

“Using the important tools in options counseling.”

“Working on my internal bias and standing up for the consumer.”

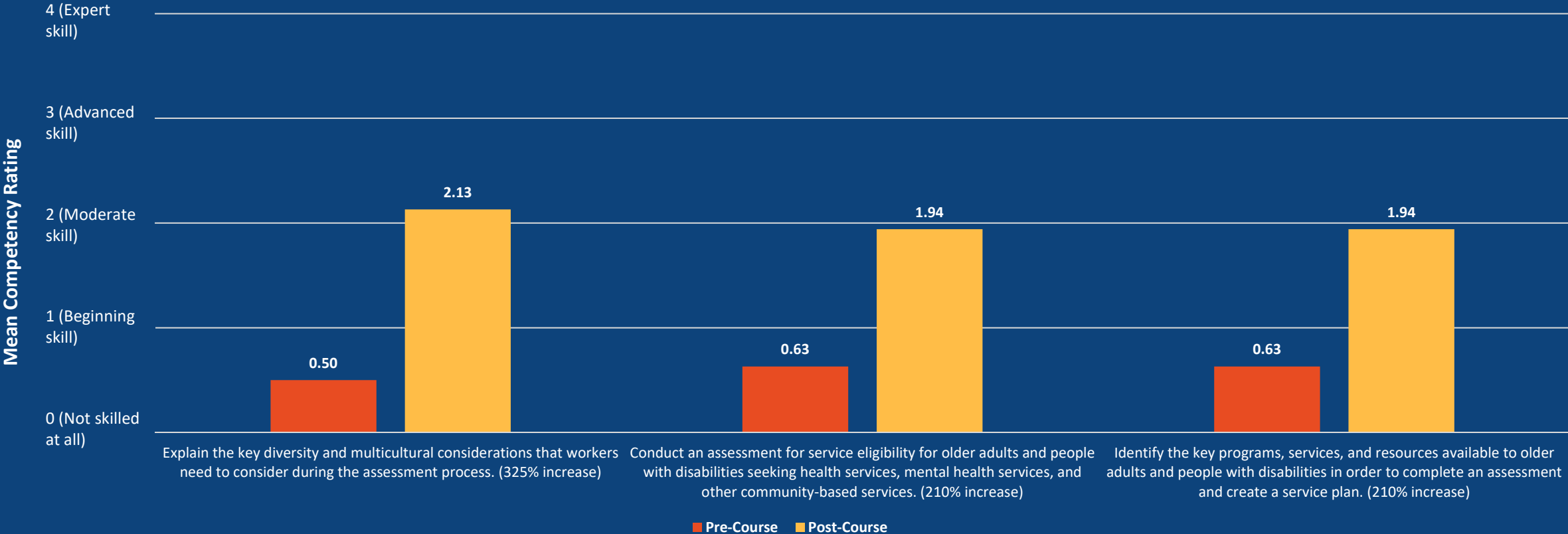
“To acknowledge my own cultural beliefs and biases, and setting them aside when working with a consumers who do not share the same cultural beliefs or ideologies as myself.”

Results: Competencies

Course 3: Assessment with Older Adults and Persons with Disabilities

The following graph shows mean competency ratings for the three 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

“How culture can impact the assessment process. Learning about the different ethics in professionalism.”

“Self determination, ethical and professional practices, boundaries.”

“The different legal aspects.”

“Understanding the assessment process.”

What they liked

“The examples used in this course were very helpful and provided better subject understanding.”

“The knowledge I acquired from this course is more than I expected. Expressing myself in the Blogs was helpful.”

“This course was helpful in my journey towards a career in case management.”

How they will apply it

“Implementing assessment strategies with future clients.”

“Incorporating cultural humility in my assessment practice.”

“I will be more aware of how I treat consumers and be more conscious about the language I use.”

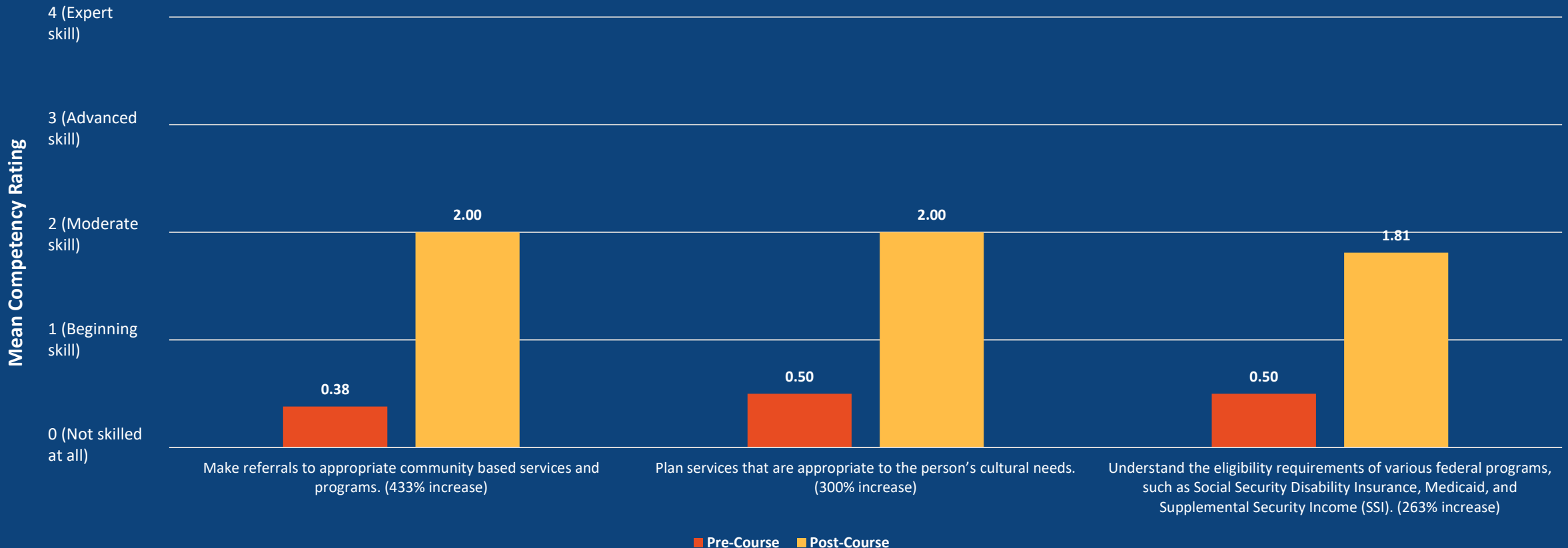
“The interview process, client centered, being empathetic and an active listener.”

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

“The differences between insurances.”

“Learning about the OASI trust fund.”

“Learning about all the different programs there are to help assist the elderly in staying home.”

“Learning about the different type of housing assisting available.”

What they liked

“The breakdown of the insurance was most helpful in the course.”

“Broke down all possible programs to help older persons/Consumers.”

“The lists of available resources.”

“It was a very informative course.”

How they will apply it

“I anticipate being able to help consumers more effectively with the knowledge of the programs and services that are available to them.”

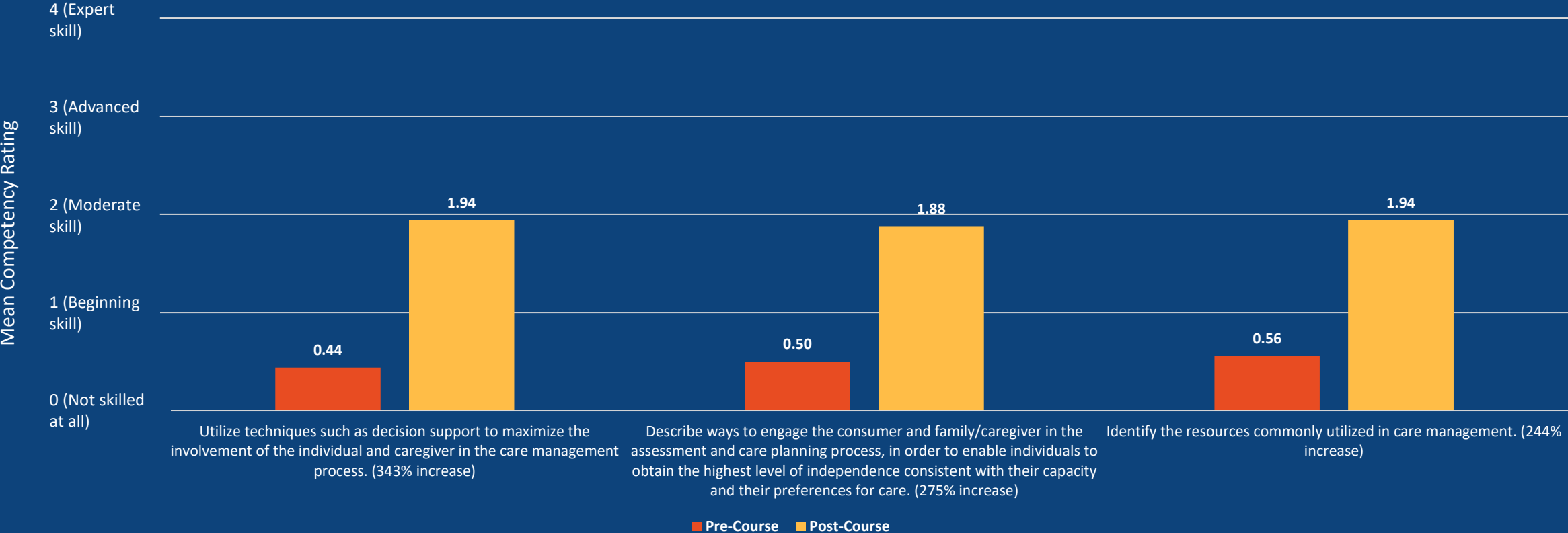
“I anticipate being able to make better decisions on what sort of services people need based on what is available for them.”

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 to apply ethics, self determination, avoid discrimination and understand bias others could face.”

“The ethical and legal principles involving case management.”

“The social determinants of health to include, economic status, education, environment, social support system and access to community resources.”

What they liked

“I found the breakdown of the assessment process most helpful.”

“The list of available resources.”

“Great course, effective subject matter.”

“Easy to follow.”

“The case studies and blogs.”

How they will apply it

“I will first acknowledge and be aware of my own traditions, beliefs and values with developing cultural awareness.”

“I anticipate being more aware of how I interact with clients and the different resources available to them.”

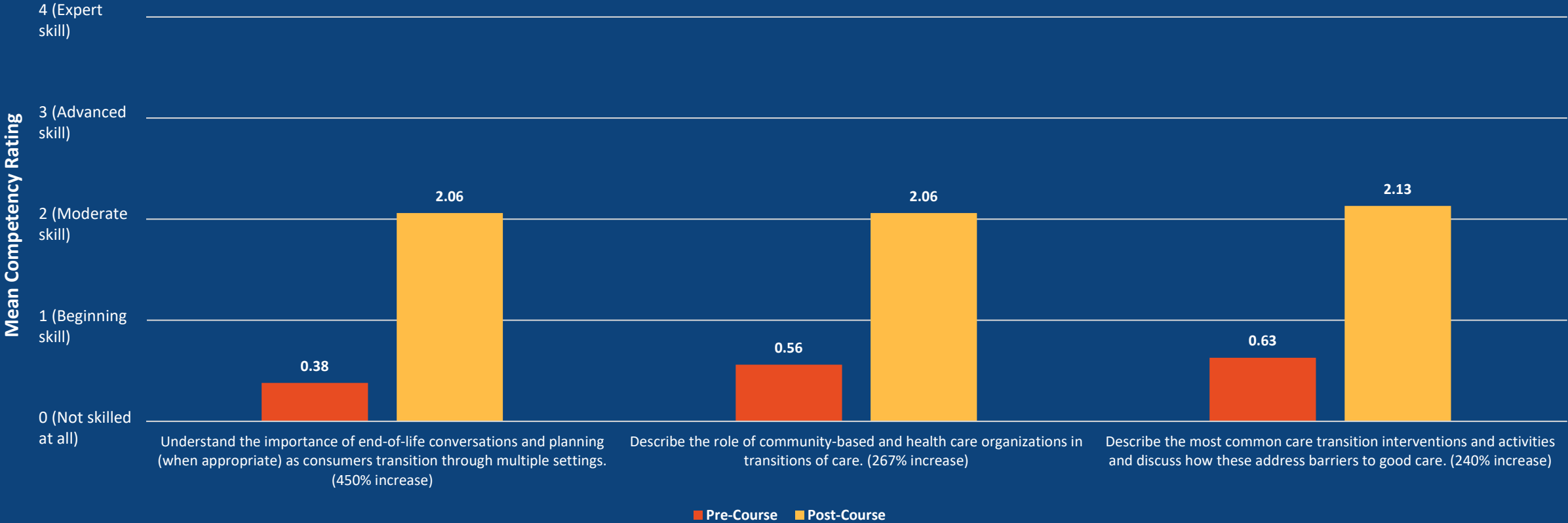
“Working on my documentation.”

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

“This course was very helpful in explaining the rolls of the team when patient is transitioning from one placement to another. Each player has a important roll.”

“Palliative care and Hospice.”

“All the programs and care plans there are in the community. How using care transitions are important so that the rate of re-hospitalizations are reduced.”

What they liked

“It helps understand the concept of care transition programs and what they are.”

“The information about readmission rates and the different health disparities.”

“I enjoyed this course and learned so much in a variety of areas.”

How they will apply it

“Being more aware of disparities in the healthcare system.”

“I am more aware of the way hospital transitions to home care is. I will use this information on the job.”

“How to define Health Literacy and how to apply it for consumers to make good health decisions.”

Results: Workforce Readiness

Pre-Certificate

Post-Certificate

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

19%

of learners felt extremely or very prepared



69%

of learners felt extremely or very prepared

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

44%

of learners felt extremely or very confident



63%

of learners felt extremely or very confident

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

50%

of learners felt extremely or very comfortable



75%

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?

6%

of learners felt extremely or very prepared



75%

of learners felt extremely or very prepared

How confident do you feel working as a case manager?

31%

of learners felt extremely or very confident



81%

of learners felt extremely or very confident

How comfortable do you feel working as a case manager?

44%

of learners felt extremely or very comfortable



81%

of learners felt extremely or very comfortable

Conclusion

- 16 CMAT participants completed CADER's Person-Centered Case Management (PCCM) Certificate, a 6-course certificate program
- Only 13% of learners entered the program with at least some prior training or education in case management
- 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

Anna Stathopoulou

Senior Manager of Operations

annap@bu.edu

Annalee Wilson, MPH, CPH

Evaluation and Workforce Training Manager

annaleew@bu.edu

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