

The Use of Micro-Credentials in Other Disciplines: Examples From the Field

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I have no commercial relationships to disclose



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CADER

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



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



Mission Statement:
Strengthen the workforce
that provides health and
long-term supports and
services to older adults
and people with
disabilities.

CADER Overview

CADER is a national leader in creating comprehensive online training for individuals and organizations.

Our History:

- Originally funded in 2002 by The Atlantic Philanthropies
- Currently funded through grants and state and local contracts across the country

Our Research:

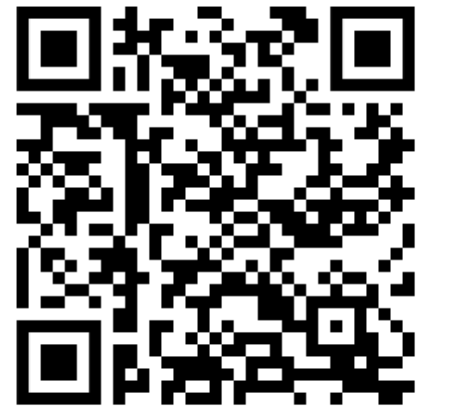
- We evaluate the impact of our real-world, scenario-based online training programs that build the skills, competencies, and career paths of workers in health and human services



CADER

Programs

[View Our Learning Catalog](#)



CADER offers more than 30 courses and certificates.

Signature programs include:

Foundations in Aging & Disabilities Certificate:

- Three courses
- Utilizes a strength-based approach when looking at aging and disabilities from a biological, psychological, and social perspective. Includes content on assessment and available supports.

Case Management Certificate:

- Five courses
- Provides information on the core functions of care management and care coordination, an introduction to care transitions, and an overview of community-based resources.

Behavioral Health in Aging Certificate:

- Five courses
- Describes the major mental health conditions and substance use concerns facing older adults, teaches interventions, and discusses the importance of promoting resilience.



CADER Impact

Since 2002, CADER has:

- Trained over 25,000 health and human services professionals
- Worked with over 500 organizations nationwide

National Survey: Field Perspectives of Micro-credentials (n=115)

Work Setting		Job Title	
Area Agency on Aging (AAA)	66%	Case Manager	28%
Aging Disability Resource Center	8%	Director/Administrator	20%
Independent Living Center	7%	Information And Referral/Assistance	17%
Senior Center	7%	Service Coordinator	10%
Other	12%	Other	25%



National Survey: Field Perspectives of Micro-credentials (n=102)

Educational Level	
High school diploma or equivalent	4.90%
Some college, but no degree	4.90%
Associate's Degree	12.75%
Bachelor's Degree	51.96%
Master's Degree	23.53%
PhD	1.96%



National Survey: Field Perspectives of Micro-credentials (n=113)

<i>Reasons for Completing the Program</i>	
Mandatory job training	62%
Offered by employer for professional development (not mandatory)	27%
Career advancement	14%
Personal interest in the program (please specify)	11%
Mandatory job onboarding	8%
To maintain licensure	4%
Career change	2%

National Survey: Field Perspectives of Micro-credentials

	Employee Perspective (n=98)	Employer Perspective (n=86)
Value Training through a Degree Program	46%	53%
Value Training through a Professional Education Program	83%	80%
Value Training that is Affiliated with a College or University	53%	57%



National Survey: Field Perspectives of Micro-credentials (n=112)

Expanded my knowledge and understanding	93%
Aging-specific education and training enables me to provide high quality care and services to older adults	90%
Training enabled me to better support older adults	89%
Training helped me feel more confident in my job role and career	84%



Key Partnership: Massachusetts Executive Office of Elder Affairs (EOEA)

- Training partnership since 2006 to offer online training across the Massachusetts aging services network
- Hosting the mandated LGBT Aging online course
 - Trained over 35,000 across the Commonwealth with the LGBTQ Aging course
- Currently offering two programs to staff at Aging Services Access Points (ASAPs) and Councils on Aging (COAs)
 - Behavioral Health and Aging Certificate Program
 - Person-Centered Case Management Certificate Program

95%

of learners agreed or strongly agreed that the course helped them learn to communicate with people who have Alzheimer's disease and other dementias

See Evaluation Report / Massachusetts EOEA Certificate Training Initiative - Full Report (2023)



Key Partnership: New York State Office for the Aging



- Largest statewide CADER program
- Partnership began 9 years ago with offering the Case Management Certificate Program to all state-funded case managers
 - Based on the success of the training and program outcomes, the training is now mandated for all new hires
- Expanded to offer the entire CADER catalog through NY Training Academy Initiative
- CADER recently worked with NYSOFA Connects team to create custom training for Information & Assistance and Options Counselors to address performance gaps to better serve clients

97%

of learners agreed or strongly agreed that this course effectively taught them to identify how culture, ethnicity, and health literacy impact care transitioning.

See Evaluation Report / New York State Case Management Certificate Training Program - Full Report (2022)



Key Partnership: California

- Statewide training initiative to offer Aging and Disability Resource Center (ADRC) training to counties, Area Agencies on Aging, and service providers
 - ADRC/No Wrong Door Certificate Program
 - California Supplemental Training Program
- 800 training slots are available to unite the aging and disability network

“The quality of the education provided is outstanding. Training is evidence-based, with an academic spine that is also informed by practitioners. Because it’s offered online in modules, it’s easy for staff to complete the training on their own schedule when it’s most convenient for them.”

-Andrew Stewart / Program Development Manager, Santa Cruz, CA County Human Services

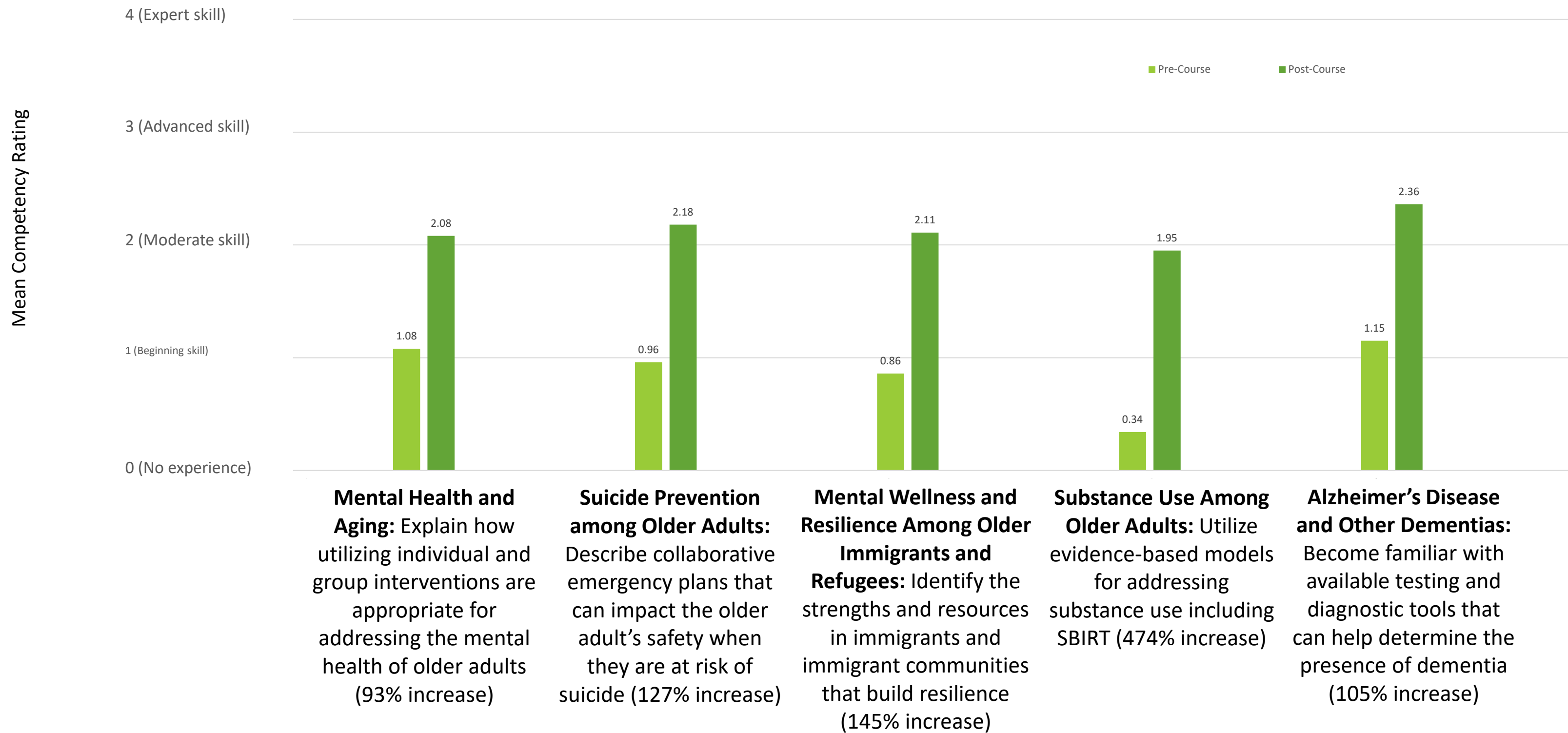


Key Partnership: National Council on Aging

- Current offerings:
 - Behavioral Health in Aging Certificate Program
 - Volunteer Engagement in the Aging Network
- From 2018-2020, CADER and the NCOA collaborated to train 228 senior center staff in Florida, Illinois, and Wisconsin using the Behavioral Health in Aging Certificate
 - Funded by the RRF Foundation for Aging
 - Senior center staff showed statistically significant improvements in competencies related to behavioral health and aging



Behavioral Health in Aging Certificate: Mean Competency Ratings Pre-Course and Post-Course



Interview Results

Theme	Sample Quote
Changes in thoughts, skills, and behaviors	“I feel more observant. Because now that we have read the material of how to identify certain things when we talk to participants that might be dealing with depression, it’s easier to kind of recognize some of the signs.”
Memorable aspects of the program	“Defining of needs of diverse populations was most powerful since I am a suburban kid who doesn’t know that. Even though you think you know what [immigrants and refugees] need, you don’t know. Cultural sensitivity or humility - even though we talk about it, because the module was so in-depth, it was more powerful.”

Interview Results

Theme	Sample Quote
Individual Impact	<p>“For me, I have an increased confidence in addressing or evaluating what I’m seeing.”</p> <p>“I would say that for me that it bolstered my confidence and I’m more aware of resources out there and where to go.”</p>
Organizational Impact	<p>“I live in a small rural community, and we do have connections to our mental health providers, but we have very few mental health providers. So, I think I would encourage employees to really start reaching out to them to see what we could start offering jointly.”</p>



Thank you!

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