



CADER

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

Tri-Valley Case Management Accelerated Training (CMAT)

Evaluation Report, Session 3



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 third cohort (Session 3) of CMAT participants completed the program between September 23, 2024 to December 13, 2024.

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 3.



CMAT Program: Why Learners Participated

“I chose to participate in this program because I really enjoy helping others and being able to provide them with more resources. I want to be able to help others really get out there and still enjoy their lives and independence.”

“I choose to participate in this training program because I love helping others in need and because it will help me in my field as human services to make a better me in the future.”

“I wanted to take the next step in my career caring and advocating for people.”

“I chose to participate in this training because I am ready to help others as much as possibly can.”

“To help others who may not be able to help themselves.”

Person-Centered Case Management Certificate Program

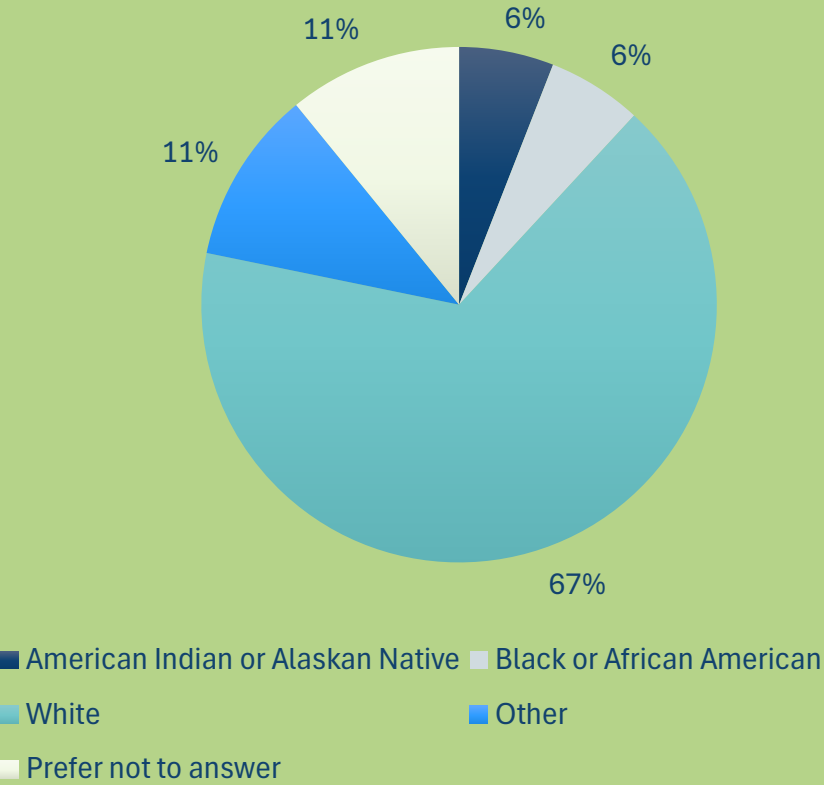
The PCCM Certificate gives learners the information needed to develop a person-centered care plan by reviewing the key steps in an assessment of functional needs, as well as the skills to gather pertinent information, review available resources, and provide ongoing support through care transitions.

The certificate consists of 6 courses:

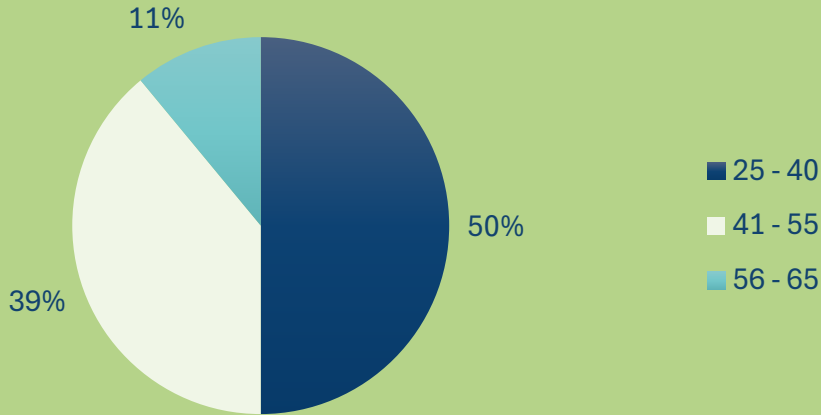
- 1 Core Issues in Aging and Disability
- 2 Understanding Consumer Control, Person Centered Planning, and Self-Direction
- 3 Assessment with Older Adults and Persons with Disabilities
- 4 A Guide to the Aging and Disability Networks
- 5 Care Management Practice
- 6 Care Transitions

Learner Demographics

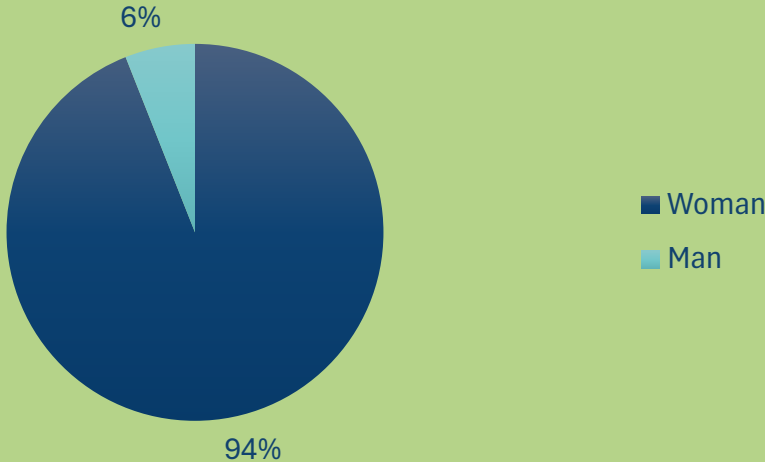
Learners by Race



Learners by Age



Learners by Gender



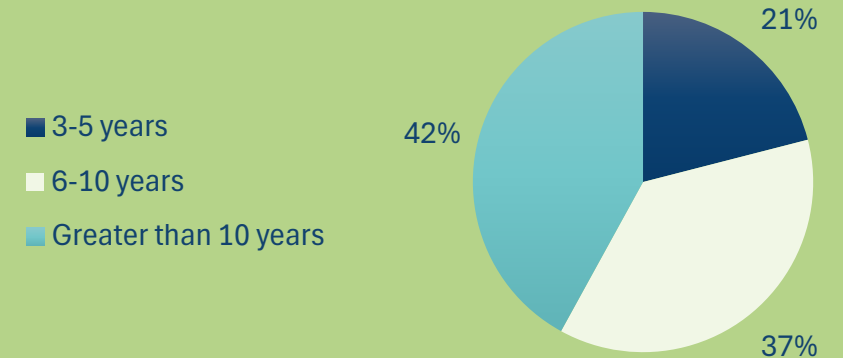
Learner Work Experience

Learners previously worked as:

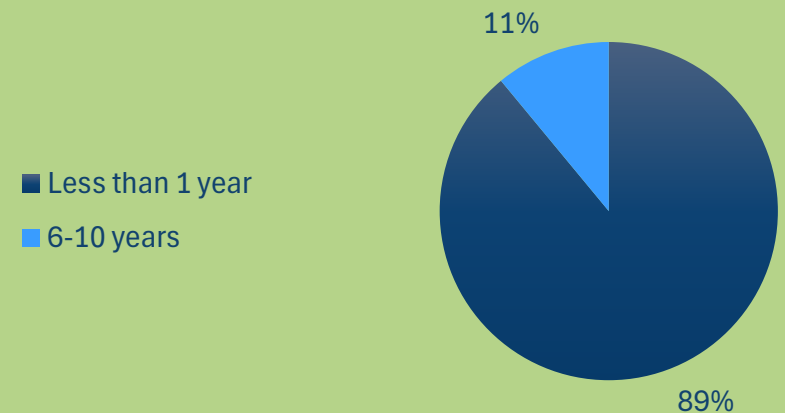
- Home health aides
- Certified nursing assistants
- Personal care assistants
- Family caregivers
- Homemakers



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

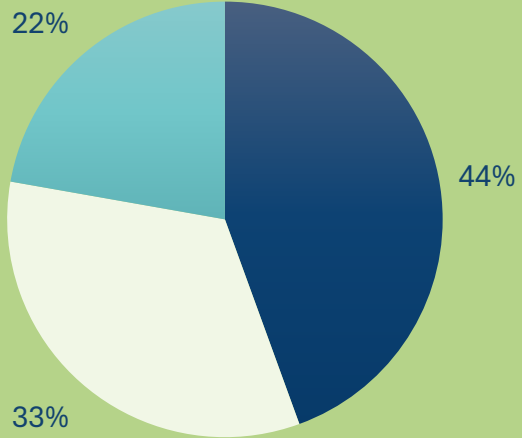


How many years of experience do you have working specifically as a case manager?



Learner Training and Educational Experience

Learners by Education



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

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

5% 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:

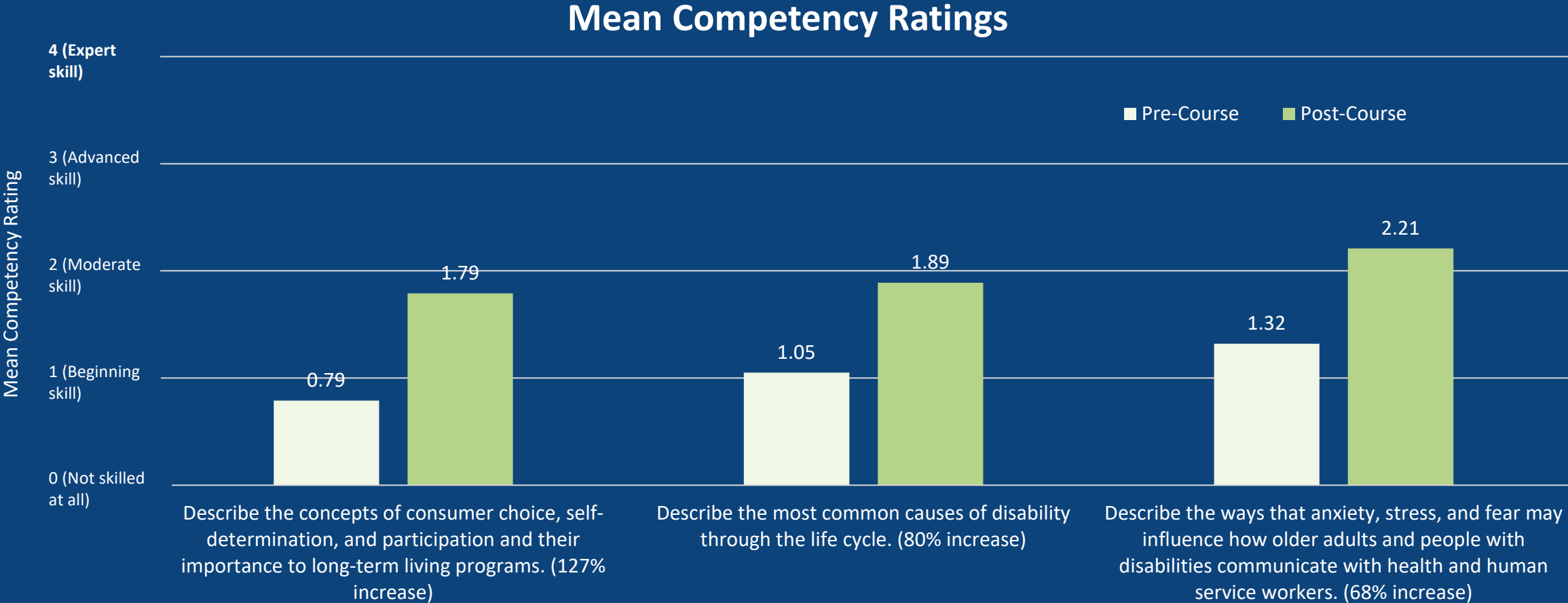
- **Competencies:** At the beginning and end of each course, learners were asked to rate their skill level in various competencies using the following scale: 0 - Not skilled at all; 1 - Beginning skill; 2 - Moderate skill; 3 - Advanced skill; 4 - Expert skill.
- **Learner Feedback:** At the end of each 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 case 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

“Incorporating evidence-based practices in healthcare settings.”

“I gained a deeper understanding of healthcare-related terms, such as palliative care, HIPAA, and person-centered care.”

“I found that there is a lot more options for someone to be able to maximize their independence.”

What they liked

“Watching the videos of real life scenarios.”

“The quizzes and interactive parts, easy to follow and understand.”

“This course effectively covered essential healthcare topics, providing a comprehensive understanding of mental health, addiction, and disability.”

“Everything was helpful.”

How they will apply it

“I plan to take time to learn more about the rights that elderly and people living with disabilities have to best help them with living independent and being treated fair.”

“I will strive to be more mindful of peoples situations and more aware of the language I use.”

“I will be able to demonstrate so much more empathy and compassion when managing cases.”

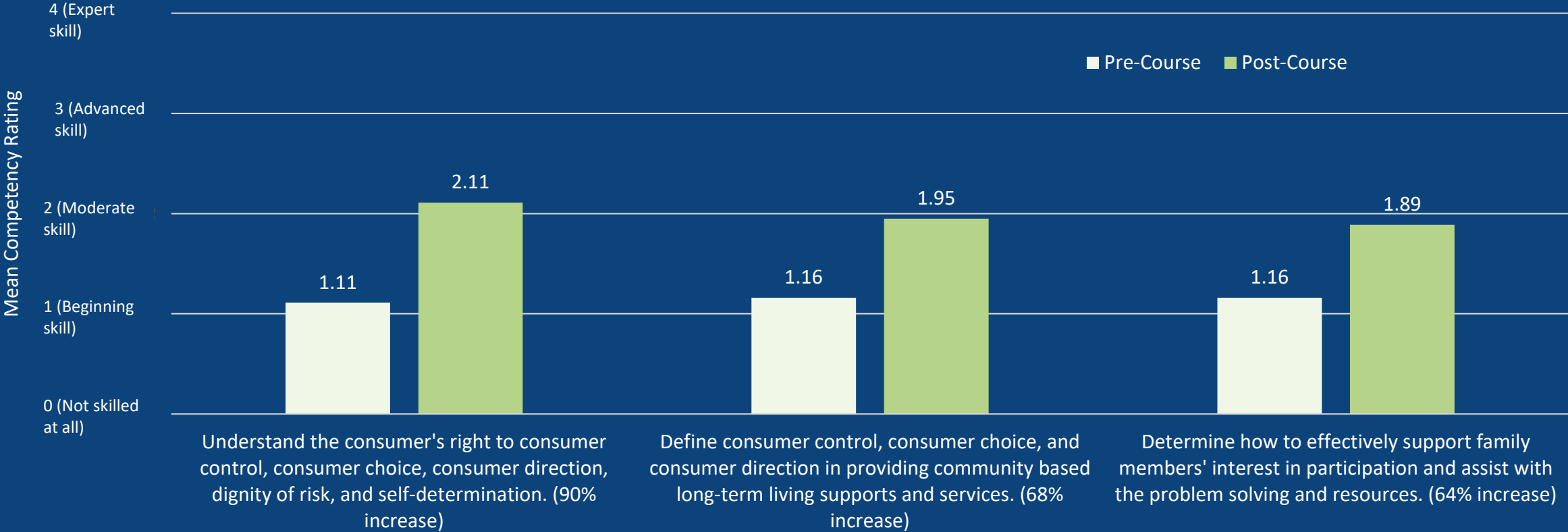


Results: Competencies

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

“Practical strategies for empowering individuals with disabilities.”

“Learning what health proxies are, dual power of attorneys, advice directives and living wills are.”

“The independent living movement.”

What they liked

“What I found helpful are the tools and resources that are available to clients and how to access them to better serve the client.”

“I found this course to be very knowledge and helpful especially with consumer control and independent living. I found the most helpful was the case scenario videos with questions.”

How they will apply it

“I will be able to approach my career choice with a deeper understanding of the issues of aging and disability.”

“Enhance active listening and communication skills. Increase knowledge of community resources and services.”

“I will meet people and try not to make any assumptions.”

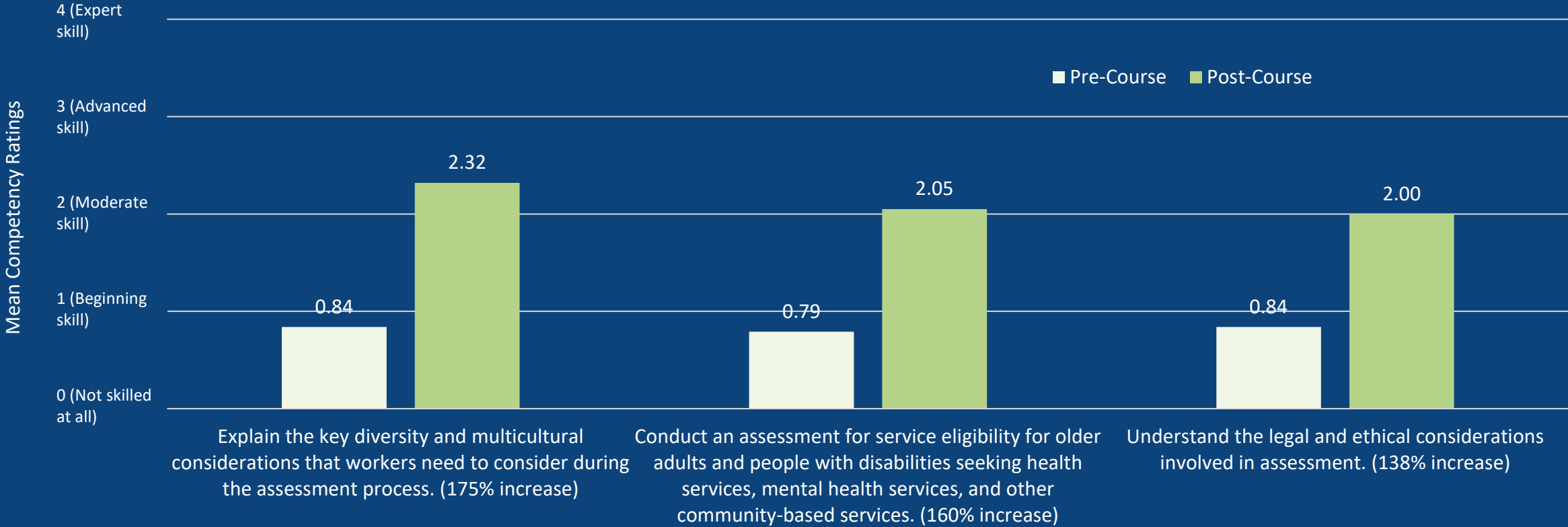


Results: Competencies

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

“I found the culture part to be the most helpful. It reminded me to never assume even if you believe you share the same religion.”

“Clarifications on assessments and confidentiality, peer supports explanations.”

“I'm glad to have learned about the different cultural differences and approaches.”

What they liked

“The videos and how they demonstrated active listening skills and making assessments.”

“The stories & situations to help broaden my mind to think & see what tools I can use in situations.”

“Definitions are always helpful and the interactive blog posts.”

“I loved this course and so far, felt this was the best course for myself that taught me a lot.”

How they will apply it

“Enhanced cultural humility and improve assessment skills, increased empathy.”

“I will be more aware of cultural differences and beliefs.”

“Asking probing questions when appropriate.”

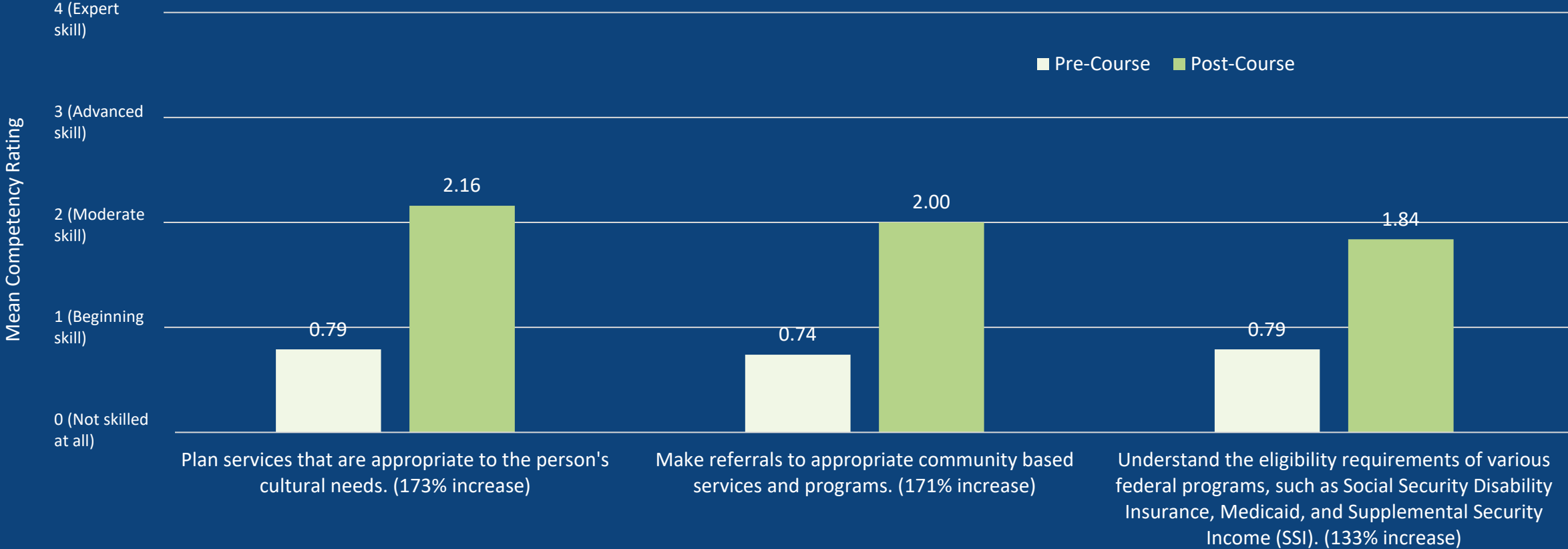


Results: Competencies

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 most helpful aspect of the course is its comprehensive coverage of aging services, including Medicare, Medicaid, and Social Security programs.”

“Learning about multiple insurances.”

“I found it most helpful to learn more about the Medicare and Medicaid.”

What they liked

“I think this was one of my favorite courses. I really enjoyed getting to know the differences between things like assisted living and nursing facilities and independent living.”

“It's all relevant - I did appreciate all the links.”

“This course had a lot of great information.”

“All the resources and videos.”

How they will apply it

“Being mindful of the difference in government programs.”

“I will definitely be able to identify the different types of laws and assisted living situations.”

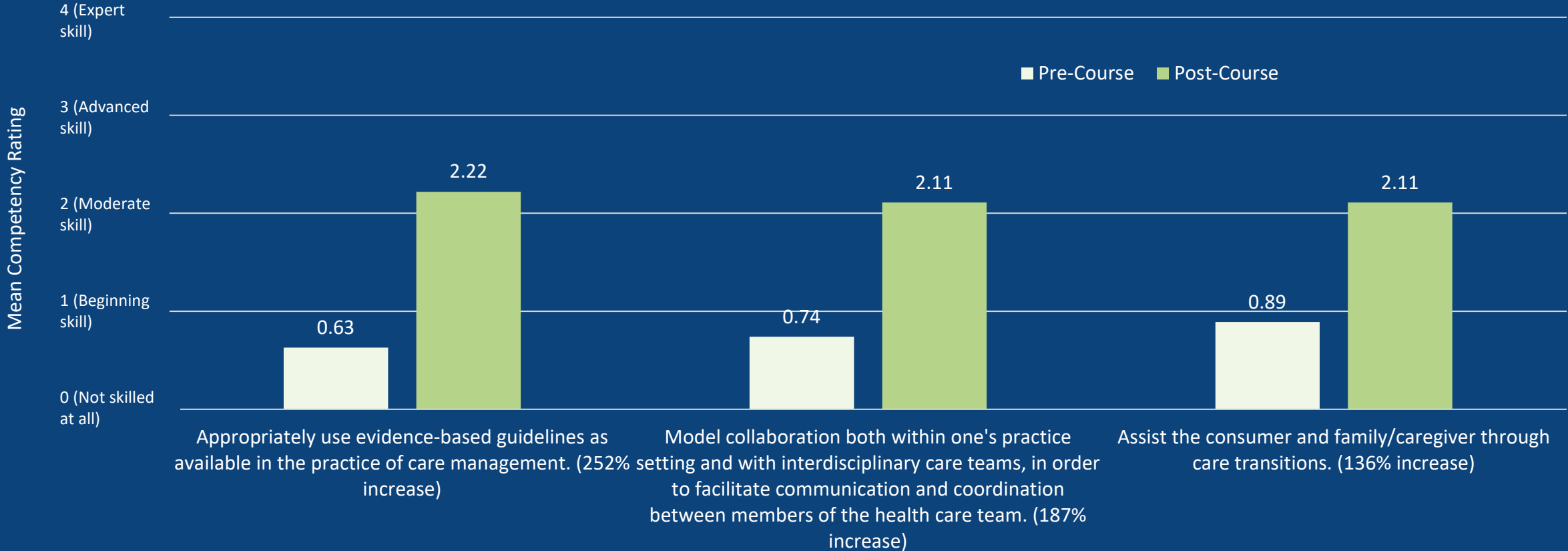


Results: Competencies

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

“Enhanced understanding of consumer centric care.”

“I really appreciate the links to the different assessment tools.”

“Social determinants of health.”

What they liked

“I have really enjoyed this course in its entirety. I am so much more educated regarding the issues of aging and disability.”

“Very informative and case studies helpful.”

“The applicable material to move forward in my training as a case manager.”

How they will apply it

“I anticipate making changes in my approach to care management, prioritizing consumer centric care, and integrating collaborative decision making with healthcare professionals, family and friends.”

“I plan to give myself more practice on being aware of my own beliefs and learning to set them aside to give the best care.”

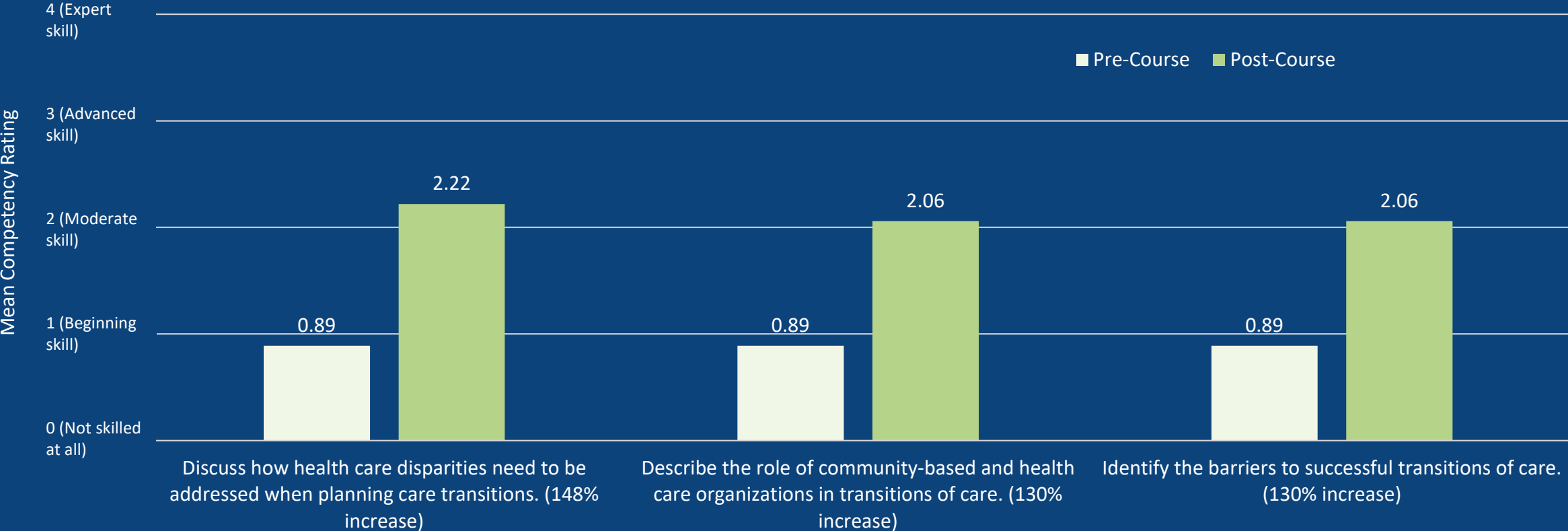


Results: Competencies

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

“Methods and tools used in care transitions programs.”

“Learning about care coordination strategies and resources to improve patient outcomes.”

“Laws and ethics and models of long-term care in transitions.”

What they liked

“It is a wealth of resources.”

“I have an immense amount of new knowledge that I did not have prior to this course. It will help me to be a skilled and effective Case Manager.”

“This course should be taken by every individual who works with the aging and disabled population. It addresses every issue one might meet in this field.”

How they will apply it

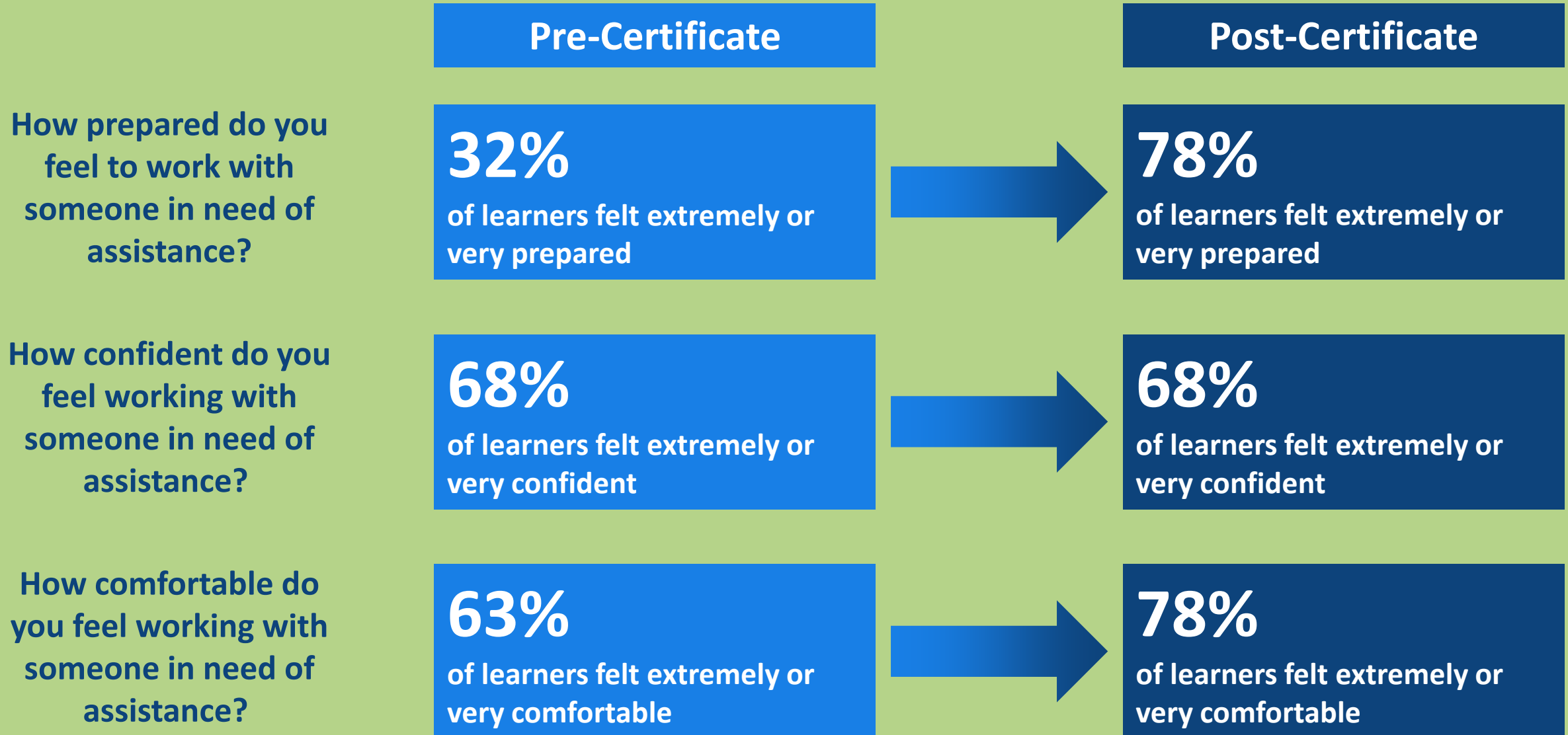
“I anticipate making changes in my approach to care coordination and tools to improve patient outcomes and transitions.”

“Talking about the importance of having an Advanced Care directive on file.”

“Looking at culture in diverse communities.”



Results: Workforce Readiness



Results: Workforce Readiness

Pre-Certificate

Post-Certificate

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

21%

of learners felt extremely or very prepared



67%

of learners felt extremely or very prepared

How confident do you feel working as a case manager?

26%

of learners felt extremely or very confident



72%

of learners felt extremely or very confident

How comfortable do you feel working as a case manager?

42%

of learners felt extremely or very comfortable



67%

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.
- Most learners entered the program with prior experience in human services, but few had prior experience or education in case management.
- Upon completion of each PCCM course, learners had gained skills in competency areas essential for case management.
- Learners reported that the certificate program was applicable to their work and that they gained extensive knowledge.
- CADER looks forward to continuing our partnership with Tri-Valley as we collaborate to strengthen the case management workforce.





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