

# Strengthening Supports and Service for Older Adults: The Role of State Policy in Workforce Training

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The Center for Aging & Disability Education & Research (CADER) has trained more than 50,000 health and social service professionals and worked with more than 500 organizations across the country to strengthen the workforce that provides health and long-term supports and services to older adults and people with disabilities.

# Why Training in Aging Matters

- The number of older adults in the U.S. is projected to increase from 58 million in 2022 to 82 million by 2050.
- By 2030, the American Geriatrics Society predicts that there will be a shortage of 4,740 geriatricians, resulting in few professionals trained to work with older adults.
- According to NASW, there are 30,000 licensed social workers specializing in gerontology; however, it is believed we will need more than twice that many, 70,000.



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*Many health and social service professionals who work with older adults do not receive formal training in key aging-related content areas or best practices in serving this population.*

# Key Partnership: CADER and New York State Office for the Aging



Office for  
the Aging

**Goal:** to develop and implement standardized training for case managers to improve services for older adults in New York

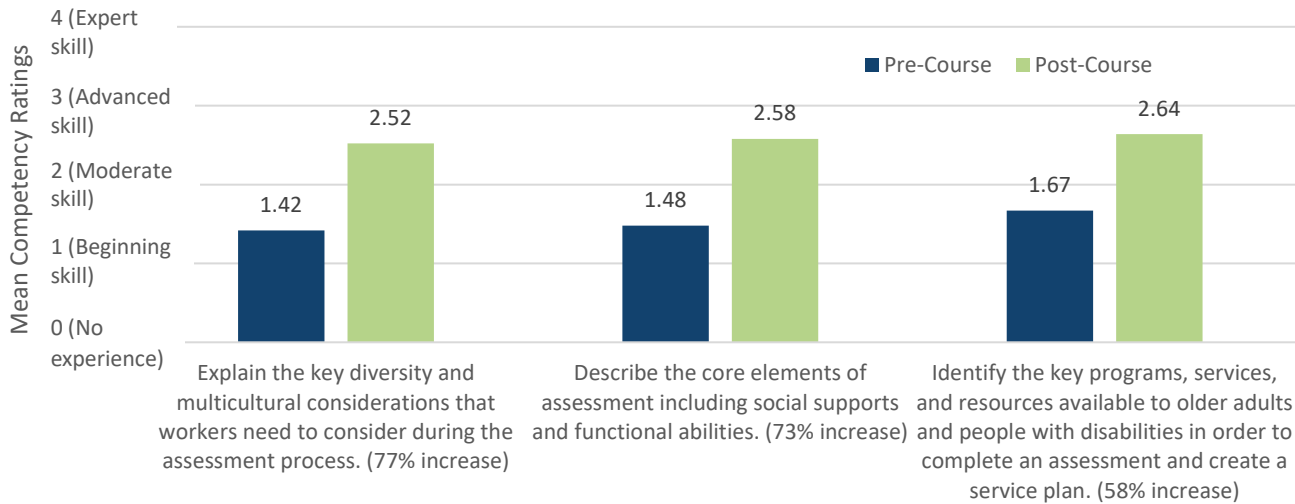
**Solution:** In 2016, CADER Case Management Certificate Program delivered to all state-funded case managers

**Outcome:** *State policy created* – training is mandated for all new hires in NY and recertification required every 5 years



# Impact of State Policy on Mandated Training for Case Managers

*Assessment with Older Adults and Persons with Disabilities Mean Competency Ratings*



**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)

**97% agreed or strongly agreed that they can now *identify the medical, emotional, and social conditions that affect older people and people with disabilities.***

# Implications and Conclusions

- Over 1,100 Case Managers have completed the program
- Provides a set of basic core competencies and assurances to the public that NY Case Managers are trained
- Provides a clear understanding of what staff is learning and consistency across the aging network
- Improves services to older adults in New York
- Highlights the importance of relationships between academic institutions and state and community-based agencies

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*"Overall, I found the courses to be extremely informative. The information has enhanced my knowledge and skills, which will in turn directly improve my ability to assist in providing long-term services and support programs in relation to older adults and people with disabilities."*