





Case Management Accelerated Training

Tri-Valley, Inc.

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Center for Aging and Disability Education and Research (CADER)

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Agenda

- Introduction
- Program History, Scope, and Eligibility
- Structure and Components
- Program Impact
- Curriculum, Requirements, and Benchmarks
- Outcomes and Results
- Closing & Questions

What is Case Management Accelerated Training (CMAT)?



- Address workforce shortage of case managers
- Tuition-free workforce development program
- \$18.00 per hour stipend
- For those without a bachelor's degree
- Initially grant funded by Massachusetts's Executive Office of Health and Human Services from March 2023-March 2025

Who is Tri-Valley, Inc.?

Who is BU CADER?

A Community Building Approach

How did we get here?

CMAT: a history, mission, and vision

“The CMAT program provided me with an opportunity to change my life.”

Hailey

An identified need

Expansion of skill-based hiring practices

Initial launch efforts

Who is CMAT for?



Program Scope and Eligibility

- Not a pipeline to Tri-Valley, Inc. or directly to the populations and services we serve
- Applicant Eligibility
 - Only a single exclusionary criteria: having a bachelor's degree
- Application Process
 - Apply
 - Screen
 - Interview
 - Employment Checks



- Recruitment (community locations, MassHire, Indeed)
- Website (public-facing messaging)
- Career Development Focus
 - Resume, Interviewing, and Cover Letter specific classes
 - Career & College Fair (for partners)

Program Structure

- 11 weeks, 30-hours per week (average of 54 days, 324 hours)
- Tuition-free, and \$18.00 hourly stipend
- Schedule
 - Monday – Thursday (in-person)
 - Friday (remote)
- Three Learning Environments
 - Classroom
 - Field Training (60 hours)
 - Remote Learning



CASE MANAGEMENT ACCELERATED TRAINING

Go to trivalleyinc.org/cmat for upcoming session dates

**ARE YOU INTERESTED IN GROWING YOUR SKILLS TO SECURE A NEW JOB...
...AND GETTING PAID TO DO IT?**

WHAT IS CASE MANAGEMENT ACCELERATED TRAINING (CMAT)?
CMAT is an 11-week, tuition-free workforce development program that teaches the core competencies and fundamentals needed to be successful and effective in case management type jobs. CMAT provides a stipend and career development support to participants.

AM I ELIGIBLE FOR CMAT?
Individuals who are eligible for CMAT include high school graduates (diploma), or GED/HiSET, an associate degree, or some college experience; and with experience related to human services or providing care to others. Individuals with a bachelor's degree or who are enrolled in a bachelor's degree program are not eligible for the CMAT.

HOW AND WHAT WILL I LEARN?
Learning takes place three settings: in-person class, field placement, and remote learning. The CMAT curriculum includes classes on documentation writing skills, motivational interviewing, conducting assessments, boundaries and ethics, and much more.

WHY CHOOSE CMAT?

- ✓ **RECEIVE A CERTIFICATE...**
that verifies you have gained the skills and knowledge to be a successful applicant for case management-type jobs.
- ✓ **EARN PAY...**
while participating in an innovative career development opportunity.
- ✓ **CONTINUING ENRICHMENT...**
through an included online certificate programs from Boston University.
- ✓ **A "FULL CIRCLE" TRAINING...**
that teaches you how to represent your new skills on your resume and in mock interviews and hosts a CMAT exclusive job fair that puts you in front of employers.

 Phone (508) 949-6640 ext. 3385

 Email cmat@tves.org

 Website (APPLY HERE) trivalleyinc.org/cmat

Program Components

- Classes
 - In-person
 - Synchronous Virtual
- Field Training
- Culmination Research Project and Presentation
- BU CADER Person-Centered Case Management online certificate program
- 93% Competition Rate (53/57)

“This program was tough, very well designed. There were times when I wanted to give up, but my support system at home and in class stepped in to help me.”

- Carla



Program Impact (45-Days Post Program)

“The **education** I received from CMAT helped me to feel prepared to be a case manager and gave me the confidence to work in a whole new field.”

– Meaghan

“Without this program I would not have had the opportunity to **grow** my skills and career as a single mother.”

– Jasmine

“The hands-on practicum was invaluable, allowing me to apply theoretical knowledge to real-world scenarios. The supportive faculty and collaborative learning environment enhanced my professional growth, leaving me confident and **prepared** for a rewarding career in case management.”

– Hector

- **89%** reported employment in the human services field
- **65%** reported being employed as case managers
- **58%** of those employed reported being unemployed before CMAT
- Figures are based on an **87%** (46/53) survey response rate.

What kinds of jobs are CMAT graduates hired into?



Case Managers

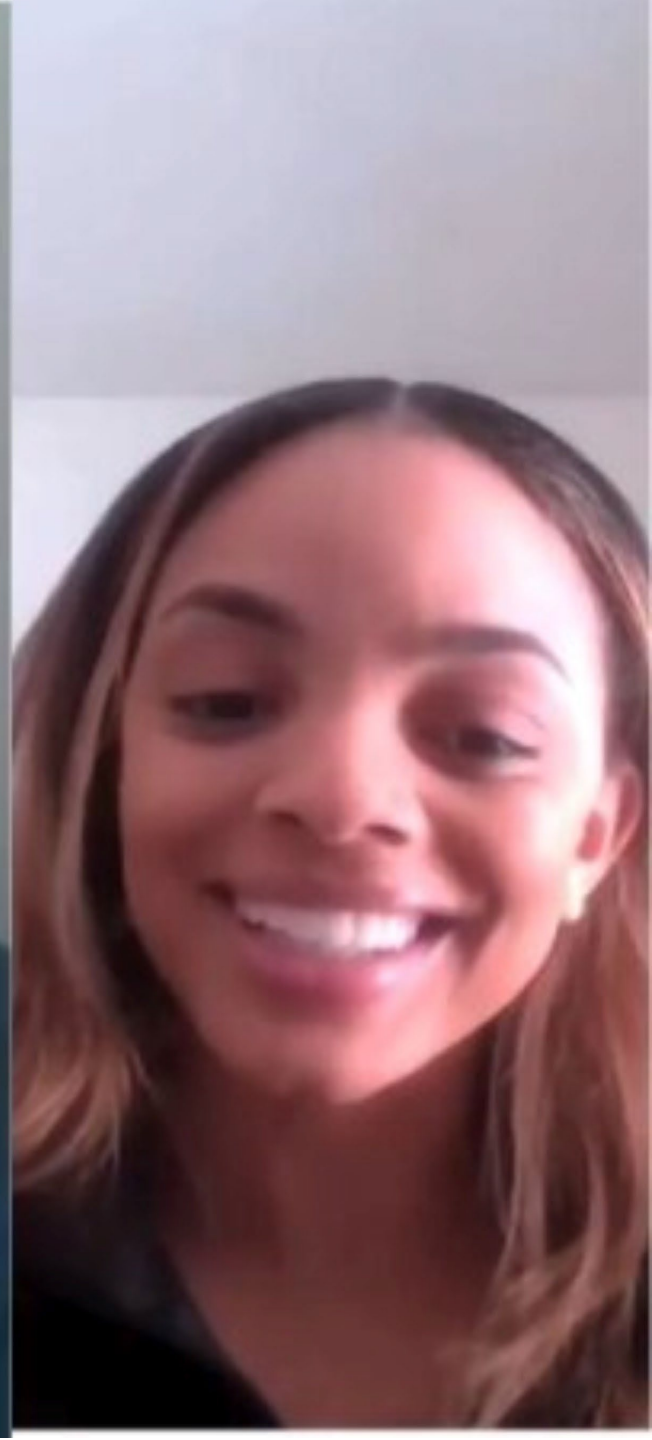
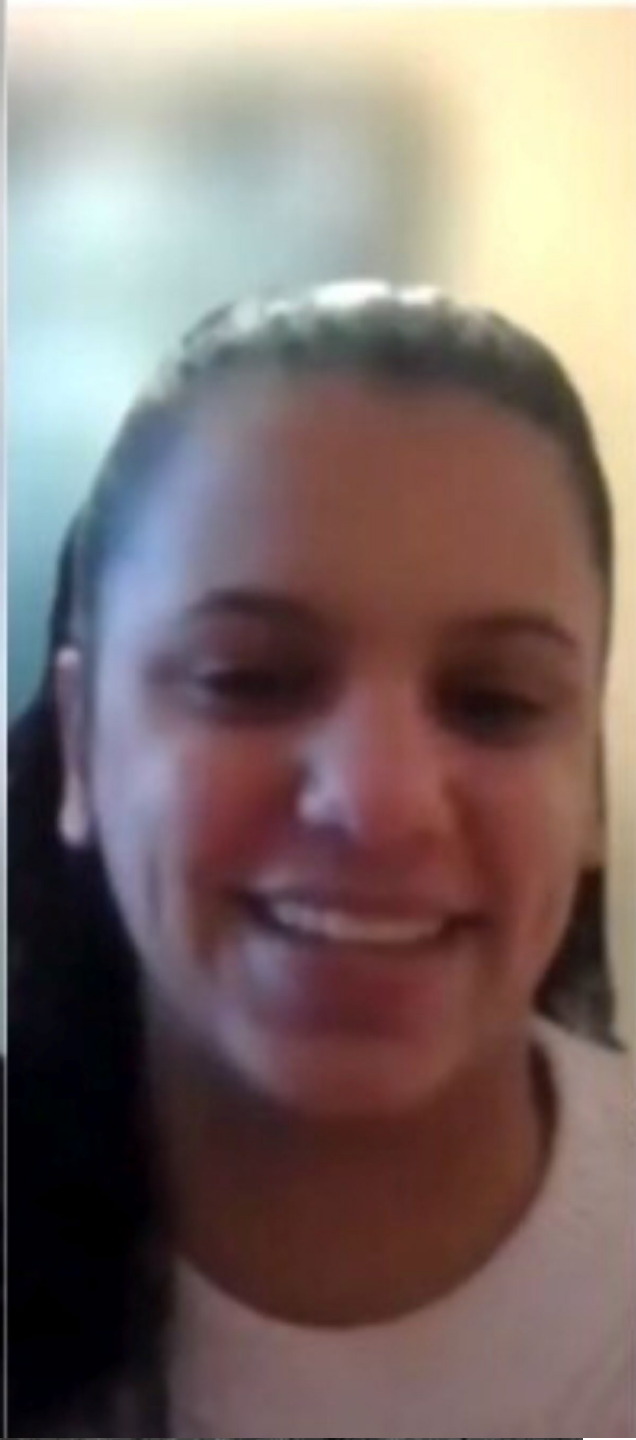
- various populations including older adults, young adults, children, and families,
- various services including aging services, housing, mental health, care transitions, and career development

Other human services positions

- program director
- residential coordinator
- benefit support facilitator
- peer mentor
- community support staff
- residential counselor
- staff counselor
- public school behavioral support system

Interviews with **CMAT Alumni** and their **Employers**





Center for Aging and Disability Education and Research (CADER)

- Located at the Boston University School of Social Work
- Dedicated to strengthening the workforce that provides health and long-term supports and services to older adults and people with disabilities
- Offers a wide range of online training courses and certificate programs for learners at all levels of experience
 - Competency-focused approach
 - Enhance the skills of practitioners in the field



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

Learner Work and Educational Experience

Learners previously worked as:

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

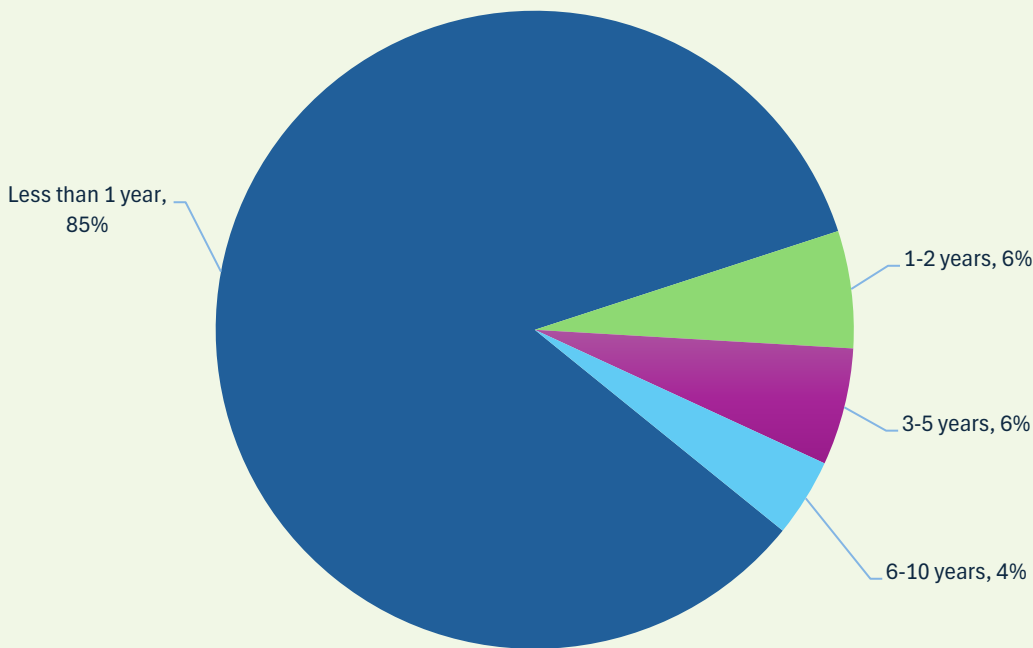
63% of learners reported that they had previously received at least some prior training or education in providing care to others.

13% of learners reported that they had previously received at least some prior training or education in case management.

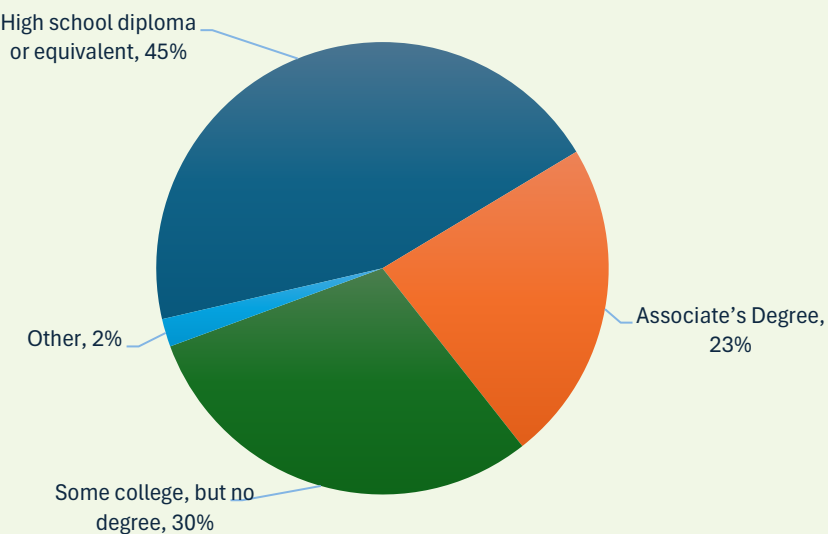


Learner Work and Educational Experience

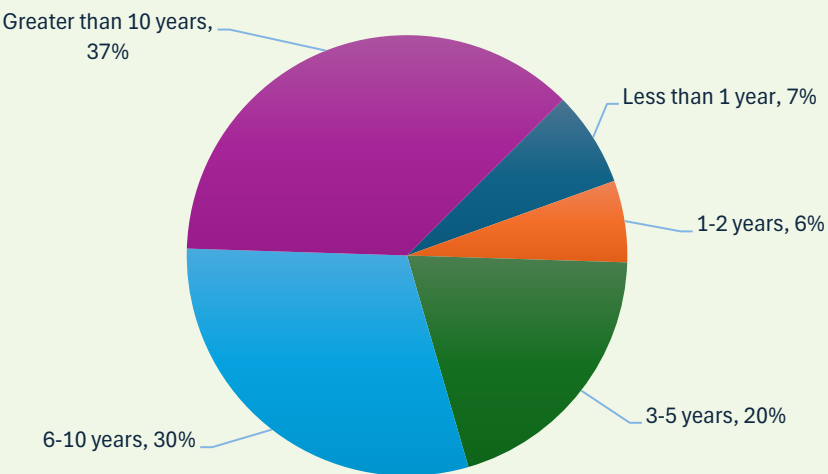
How many years of experience do you have working specifically as a case manager?



Highest Level of Education Completed



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



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.

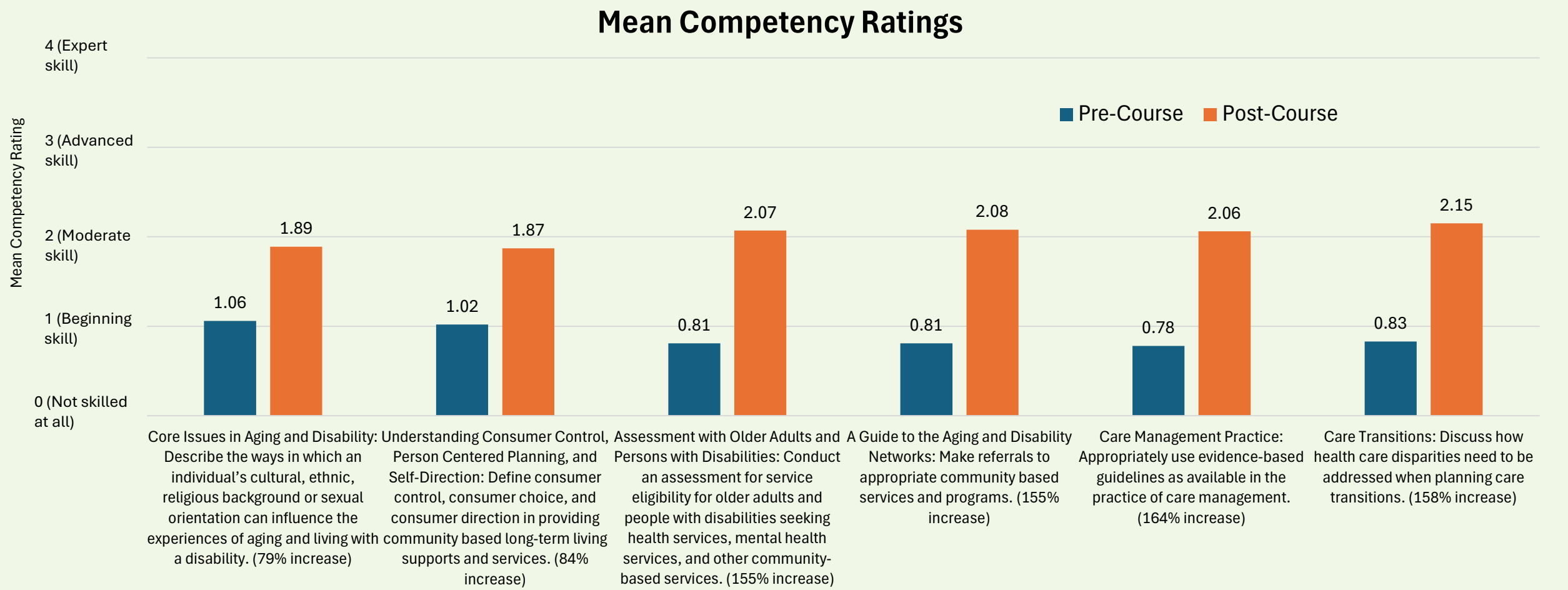
The certificate consists of 6 courses:

- 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

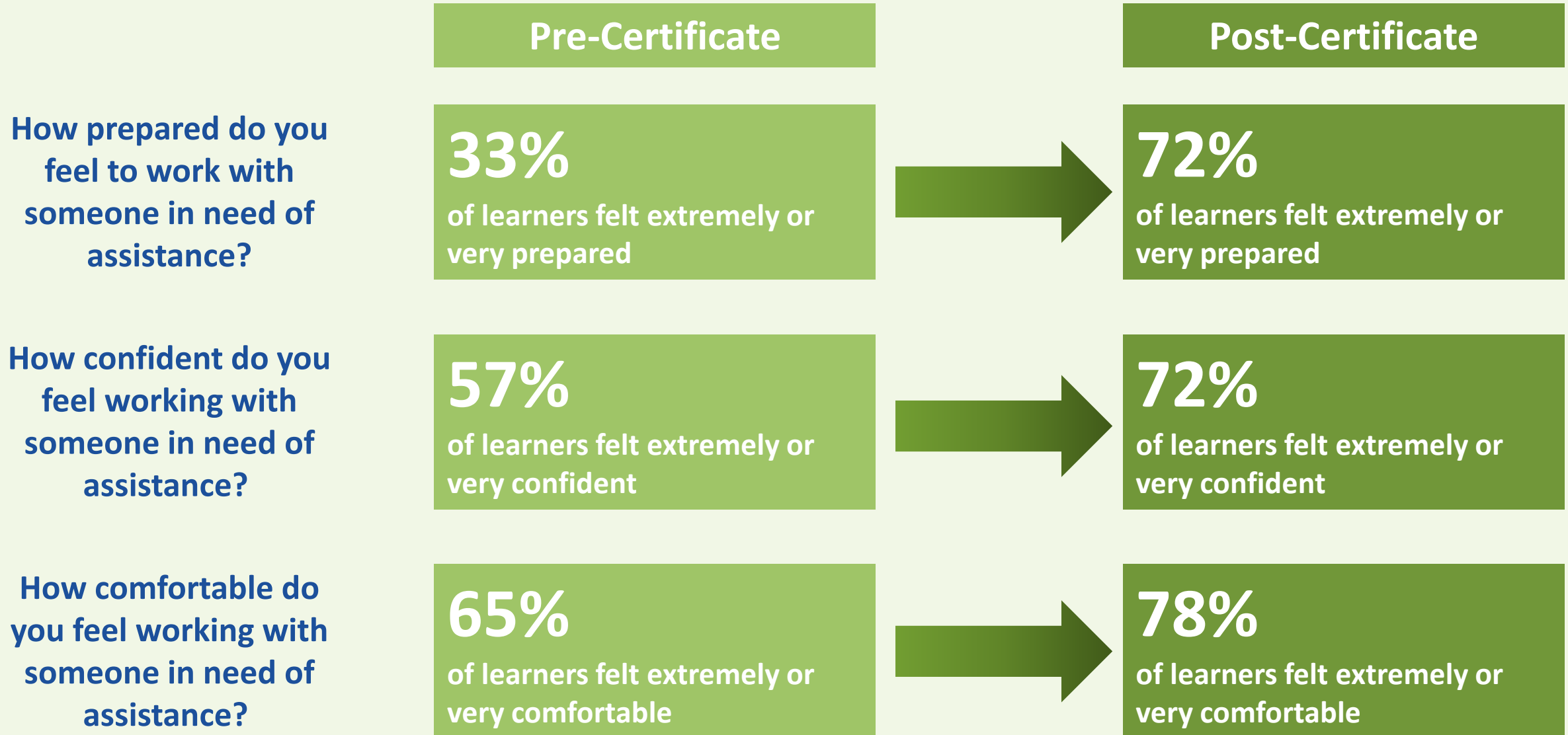


Results: Competencies

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. Below is a sample competency from each course, along with the percent increase in skill level. For 54 out of the 55 course competencies, the increase in skill level was statistically significant ($p < .001$).



Results: Workforce Readiness



Results: Workforce Readiness

Pre-Certificate

Post-Certificate

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

15%

of learners felt extremely or
very prepared



70%

of learners felt extremely or
very prepared

How confident do you
feel working as a case
manager?

37%

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?

48%

of learners felt extremely or
very comfortable



78%

of learners felt extremely or
very comfortable

CMAT Curriculum Components: Certificates



Person-Centered Case Management Certificate (~24 hours) from Boston University Center for Aging and Disability Education and Research (online)



Mental Health First Aid Certificate (~8 hours) issued by the National Council of Mental Wellbeing, facilitated by Anna Maria College (blended, in-person and online)



Dementia Friends Award (~3 hours) from Dementia Friends USA, facilitated by Tri-Valley, Inc. and the Alzheimer's Association (in-person)



CMAT Curriculum Components: Classes

- Designing the curriculum
 - Fundamental skills and core competencies
- Finding academic partners and instructors
 - Outreach
 - Convey clear mission and needs
 - Cultivate points of contact
 - Build working relationships on this mutual foundation

Curriculum Partners



Tri-Valley, Inc.



Anna Maria College



Worcester State University



Framingham State University



Nichols College



Krase Consulting



Boston University
School of Social Work



Aging Services of North
Central Massachusetts



Center for
Living & Working



Alzheimer's
Association



Mental Health First Aid



Curriculum Categories

Client-Centered Interviewing and Assessment Skills

Case Management Phases and Process Skills

Burnout Prevention and Communication Skills

Career Development Skills

Curriculum Categories and Classes



Client-Centered Interviewing and Assessment Skills

Introduction to Interviewing and Assessment

Interviewing Techniques and Conflict Resolution

Motivational Interviewing

Ethics and Boundaries for Case Workers

Mental Health First Aid

Gerontology: The Study of Aging

Medicare Basics and Public Benefits

Understanding Cognitive Decline

Protective Services and Safety Awareness

Curriculum Categories and Classes



Case Management Phases and Process Skills

Documentation	Introduction to Case Management
Case Management II and Service Planning	Case Management for Individuals with Disabilities
Chronic Disease Management and Action Planning	Social Determinants of Health in Case Management

Curriculum Categories and Classes



Burnout Prevention and Communication Skills

Emotional Intelligence

Interpersonal Communication

Trauma, Grief, and Loss

Stress Management and Self-Care

Cultural Competencies for Human Service Workers

Career Development Skills

Professionalism

Productivity Systems, Executive Function, and Time Management

Resume and Interviewing Best Practices

Client-Centered Interviewing and Assessment Skills	
Introduction to Interviewing and Assessment	Interviewing Techniques and Conflict Resolution
Motivational Interviewing	Ethics and Boundaries for Case Workers
Mental Health First Aid	Gerontology: The Study of Aging
Medicare Basics and Public Benefits	Understanding Cognitive Decline
Protective Services and Safety Awareness	

Career Development Skills
Professionalism
Productivity System, Executive Function, and Time Management
Resume and Interviewing Best Practices

Case Management Phases and Process Skills	
Documentation	Introduction to Case Management
Case Management II and Service Planning	Case Management for Individuals with Disabilities
Chronic Disease Management and Action Planning	Social Determinants of Health in Case Management

Burnout Prevention and Communication Skills	
Emotional Intelligence	Interpersonal Communication
Trauma, Grief, and Loss	Stress Management and Self-Care
Cultural Competencies for Human Service Workers	

Benchmark Unit Assessments

- Divided 11-weeks into 3 Units
- Assessment at the end of each unit
- 25 Questions, multiple choice
- Acquiring and maintaining essential knowledge and skills
- Provide feedback to students and program

	CLRM = Classroom Training Week		FLD = Field Training Week	
Unit 1	Week 1 CLRM March 3-7	Week 2 CLRM March 10-14	Week 3 FLD March 17-21	Week 4 CLRM* March 24-28 <i>*Assessment March 27</i>
Unit 2	Week 5 CLRM March 31-April 4	Week 6 FLD April 7-11	Week 7 CLRM* April 14-18 <i>*Assessment April 17</i>	April 21-25 <i>Spring Break NO CMAT</i>
Unit 3	Week 8 CLRM April 28-May 2	Week 9: FLD May 5-9	Week 10: CLRM* May 12-16 Career Development Day <i>*Assessment May 15</i>	Week 11 CLRM May 19-23 - Career & College Fair - Project Presentations - Graduation & Feedback

Field Training Experience

Field Training Partners



Tri-Valley, Inc.



Elder Services of
Worcester Area



Seven Hills
Foundation



Open Sky
Community Services



FIELD TRAINING
PARTNERS



SETTING UP
RELATIONSHIPS



ASSIGNMENTS
AND QA
PROCESS

Culmination Research Project & Presentation

Special Populations and Services Guest Speakers Series

Project Elements

- Background and scope information
- Informational Interview
- Mock Case Study: Utilize Case Management process
 - Intake, Assessment, Service Plan, Implementation, Monitoring
- Public Speaking
- Benchmark Criteria
 - Clarity, Organization, Oral Presentation, Visual Presentation

CMAT S.P.a.S. Speakers Series

SPECIAL POPULATIONS AND SERVICES

DAY 1 - TUESDAY, MARCH 25, 2025

8:45am	Children and Young Adult Services (CAYAS) - Jessica Reid Open Sky Community Services Internship Clinical Director
9:30am	Community Transition Liaison Program (CTLTP) - Allison Routhier, Dawn Larson, & Susan Hayes Tri-Valley, Inc. SHC Supervisor, Community Transition Liaison (Nursing & Hospital)
10:30am	Children's Behavioral Health Wraparound Services - Hillary Arvanitis Seven Hills Foundation (You, Inc.) Assistant Director, Children's Behavioral Health Initiative
11:15am	Civil Commitment Substance Abuse - Melissa Curtin, Amanda Swift, Marcus Grant Massachusetts Department of Corrections Recovery Pathfinder Program
12:00pm	LUNCH
12:30pm	Protective Services, Crisis, & ANCHOR - Patty Berthiaume & Megan Boast Tri-Valley, Inc. Protective Services Director & Crisis Intervention Worker
1:15pm	Outreach and Engagement with Veterans - Sully Roberts Veterans, Inc. Community Engagement Specialist

DAY 2 - WEDNESDAY, MARCH 26, 2025

8:45am	CMAT Alumni Panel Case Management Accelerated Training Alumni
10:30am	State Home Care (SHC) & Senior Care Options (SCO) - Jason Johnston, Amber Lemoyne, & Meghan Mahoney Tri-Valley, Inc. SCO Director, SHC Supervisor & SHC CM
11:15am	Trauma Intervention: Domestic Violence & Sexual Assault Support Services - Natalie Ananias Wayside Family and Youth Support Network Trauma Intervention Counselor
12:00pm	LUNCH
12:30pm	Adolescents' Healthcare Transitions - Peggy McManus (Co-Director, Got Transition®) & Elaine Gabovitch (DCYSHN Director, MA Dept. Public Health)
1:15pm	Addressing Homelessness - Stephanie Di Dio & Marilia Freire Family Promise Metro West Program Director & Case Manager



Feedback and Evaluations



- Post-class evaluations (completed by students)
- Post-session debrief meetings with instructors
- Field Training evaluations (completed by sites)
- Field Training debrief discussion with students
- Comprehensive Program Eval at conclusion of program (completed by students)
- Post-Program Surveys at 45-day, 90—Day, 1-year, 2-year, etc. (completed by students)

Themes: Key Informant Interviews

CMAT Graduates

- **Career direction**

- *“I've always wanted to get into a job where I can help people. And, you know, I've always had a dream of one day opening my own shelter where I can help families and individuals. And so, this was a great opportunity. I just didn't know how to go about it, and this presented itself.”*

- **Pathway to Employment**

- Expands employment opportunities: *“If it wasn't for CMAT I wouldn't have landed this job.”*
- Job qualification without Bachelor's degree: *“I feel like I wouldn't get the position that I have now without this program...I don't have the degree, but I have the credentials to back it up. I have the experience that I've taken in the last 11 weeks to show you that I actually can do this job.”*



Themes: Key Informant Interviews

CMAT Graduates

- **Building Confidence**

- *“I felt much more confident in my ability to assess clients’ needs, set realistic goals, and coordinate services.”*
- *“It's because of them that I'm here, you know, and I'm able to be successful. I'm able to be more confident in my job.”*

- **Provides knowledge, skills, and job qualifications**

- *“I feel like the program provided the necessary training, education, certification, to demonstrate competency in case management.”*

- **Enables higher quality care and services**

- *“Participating did have a positive impact on the quality of care and services that I provide to my clients. I feel like it equipped me with the skills and knowledge and the best practices to deliver high quality, client-centered care.”*



Themes: Key Informant Interviews

Employers

- **Job skills**

- *“Knowing how to engage with the client, making the client feel seen and heard, especially at the initial interaction... she definitely has those skills.”*
- *“[The] training on basic job functions like resumes and references, how to be professional on the job, and being prepared... really helps them when they come here. They’re usually familiar with doing some home visits.”*

- **Understanding case manager role**

- *“Dignity, empathy, compassion, and all of those core values and traits that you need to be a case manager... going through that program, she's definitely learned what it means and what it takes to be a case manager.”*
- *“The CMAT students definitely have a good idea of what the job responsibilities are.”*



Themes: Key Informant Interviews

Employers

- **Pathway to Employment**

- Entry into the field: *“It definitely gives people that confidence boost and that entry way to the field, especially if you don't have any skills or prior employment.”*
- Job qualification without Bachelor's degree: *“Not all of us had the opportunity to go to college and get a 4-year degree for whatever reason. So, CMAT allows those folks to enter into a professional job through this training.”*

- **Alleviating Staffing Shortages**

- *“CMAT's been very valuable as far as helping us get staffed up during difficult times, times where we experienced staff shortages.”*
- *“It should be our model for the state, and maybe even the entire country, because it's filling an important role in staffing in a really important position in our case, that is, keeping elders at home.”*



CMAT Outcomes and Results

- Over 20 unique employers in multiple states have hired CMAT Alumni
- 7 of 19 have stayed with their employer for the first year after CMAT
- After 90 Days...
 - 91% of respondents employed are in human services field (43/53)
 - 74% of those are employed as case managers (32/43), which is 68% of all respondents (32/47) and 60% of all CMAT alumni (32/53)
- 100% of respondents would recommend CMAT (53/53)
- 67% of employed respondents learned about or met their employer through the CMAT program (29/43)

Session	Fall 2023		Spring 2024		Fall 2024		Overall	
Alumni	19 alumni		16 alumni		18 alumni		53 alumni	
Employed at...	In Field	As a CM	In Field	As a CM	In Field	As a CM	In Field	As a CM
45-days	13 81%	11 69%	13 93%	10 71%	15 94%	9 56%	41 89%	30 65%
Response Rate	16/19, 84%		14/16, 88%		16/18, 89%		46/53, 87%	
90-days	14 88%	12 75%	15, 100%	11, 73%	14, 88%	9, 56%	43, 91%	32, 68%
Response Rate	16/19, 84%		15/16, 94%		16/18, 89%		47/53, 89%	
1 year	14 93%	10 71%						
Response Rate	15/19, 79%							

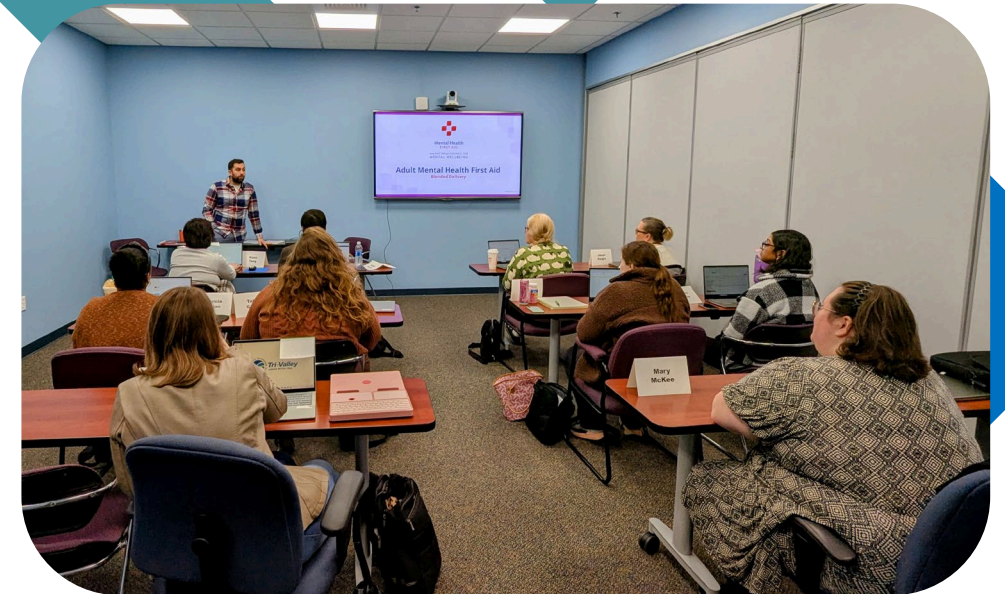
Intangible CMAT Outcomes

- Network of CMAT Alumni
- CMAT Alumni Panel (3 panels, over 10 participants each time)
- Sustained personal communication between cohort members.
- Upcoming: CMAT Alumni Networking Event



Closing Message

- CMAT is desired (261 applicants over first 3 sessions)
 - Average of 87 applicants per session
 - Session 4 (currently in session) had 74 applicants.
- Replicating CMAT
- Future opportunities for development
 - 11-week legacy program
 - Professional development
 - Boost skill-based hiring approaches



Thank you.

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