

Coming in July: Case Management Certificate Program

You have been heard!

Based on your feedback and input, a web-based certification curriculum is currently being developed for Case Managers. We value your input, and based on your feedback, we will be working with content experts over the course of the next few months to create a web based training for Case Management staff. NCCAA will be enrolling members in the pilot cohort through June 10, 2018, but will not begin the class until July 2018.

As many of you know, the North Carolina Community Action Association recently created, and in partnership with Delaware State University, launched the North Carolina Head Start Family Engagement Certificate program. The comprehensive, web-based certification curriculum was designed to meet the Head Start Program Performance Standard §1302.91, and was developed based on the areas of need identified by North Carolina Head Start directors, managers and staff.

At the completion of the course, participants have reported and demonstrated increased knowledge of theories and concepts related to family service work, as well as increased competence in working with families in need.

The feedback received from participants in the pilot cohort has been overwhelmingly positive, and we received requests to develop a similar web-based program for case managers in CSBG, Housing, or WIA funded programs. We conducted an online survey and follow up conference call to further assess the need. We value your input, and based on your feedback, we will be working with content experts over the course of the next few months to create a web based training for Case Management staff. Many of you have expressed interest in having staff participate in the training, yet indicate that the lack of information at this time regarding your funding allocation for FY 18-19 prevents you from making a firm commitment. As such, we will be enrolling members in the pilot cohort through June 10, 2018, but will not begin the class until July 2018. Furthermore, your agency will not be billed until July 2018. Enrollment for the pilot will be on a first come first serve basis and limited to two people per agency. Please read on for more details.

NCCAA/DESU Case Management Certificate FAQs:

Who should attend?

Case management staff who work with families who live in poverty. Content will be relevant for both beginners and seasoned professionals.

I want to commit staff to participating in the pilot co-hort. What do I do?

Send an Email to careylgibson@gmail.com with the name, email address, and mailing address of the staff that you want to enroll. Also provide the name and email address for the person that should receive the invoice from Delaware State University.

When does registration close for the pilot?

Registration will close June 10, 2018.

When does the training begin?

The pilot cohort will in mid July 2018. All registrants will be invited to attend a Welcome and Introduction webinar the week prior to Module 1 opening. During the webinar we will cover expectations for completing assignments and instructions for using Blackboard. Your agency will not be invoiced until the class begins in July 2018.

What is the benefit of sending staff through the pilot?

Pilot members receive a 10% discount, thus reducing the cost from \$954 to \$859 per person. Pilot members will have the opportunity to provide feedback regarding length, continuity of material, ease of understanding, and relevance of assignments for each. At the end of the training, that feedback is then used to make any needed adjustments to the content.

What is the structure?

This is a web-based certification program offered by the North Carolina Community Action Association, in partnership with Delaware State University, and delivered via the online learning platform, Blackboard. As such, basic computer skills are required. The course consists of 8 modules, with each module embedded with assignments designed to encourage critical reflection and skill application. Participants will have one week to complete each individual module at their own pace. At the completion of the course, participants should be able to demonstrate increased knowledge of theories and concepts related to case management, as well as demonstrate increased competence in working with families in need. Successful completion of each module will result in participants earning their certificate from Delaware State University.

What are the topics that will be covered?

Modules are currently under development, and will include material related to:

- History of Community Action, role of the CAA as anti-poverty agent, introduction to theories and concepts applicable to case management, such as setting boundaries and respecting a person's right to self determination
- Working with Families in Need, including understanding different types of poverty, the impact of stress and trauma, and scarcity as a stressor
- An Empowerment Based Approach to Engagement and Relationship Building, with an overview of navigating the change process, elements of motivational interviewing, and the components of self-regulation
- ROMA as a Framework for Case Management Part 1, Assessment, Planning, Implementation
- ROMA as a Framework for Case Management Part 2, Reporting and Analysis
- Documenting results

- Taking care of ourselves-an overview of Secondary Trauma, compassion fatigue, burn out, and skills to mediate conflict

Each module will be a balance of theory and concrete skill application.

What is the benefit of sending my staff to this training?

Supporting your staff in enhancing their capacity to deliver high quality support to low-income families is of benefit to your staff, the families they serve, and your agency. It demonstrates your commitment to achieving one of the Six National Goals for Community Action, Goal 5, Agencies increase their capacity to achieve results.

At the Family level:

- Staff increase their ability to work in partnership with customer families to support them in achieving numerous outcomes related to self-sufficiency.
- Using ROMA as a framework for case-management, staff learn skills to conduct strengths-based assessments, develop outcome-based plans, implement results-focused, and family centered services. In line with ROMA Next-Gen, staff demonstrate their capacity to engage in comprehensive reporting, evaluation, and analysis of data.

At the Agency level:

- Document meeting CSBG Organizational Standard 7.9 -The organization conducts or makes available staff development/training (including ROMA) on an ongoing basis), as well as
- Demonstrate via the CSBG Information System (IS report) how you are increasing human capital resources -NPI 5.1 The number of human capital resources available to Community Action that increase agency capacity to achieve family and community outcomes.

Questions? Please email Carey Gibson, careylgibson@gmail.com.