

CASE MANAGEMENT CERTIFICATION PROCEDURES

Vermont Department of Disabilities, Aging and Independent Living
103 South Main Street
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The Department of Disabilities, Aging and Independent Living (DAIL) recognizes that quality case management is a critical part of our long-term care system. DAIL's goal is to help older adults and younger adults with physical disabilities live with dignity and independence in the settings they prefer. In order to ensure the statewide quality of case management services offered to these individuals, DAIL in partnership with Vermont's Area Agencies on Aging and Home Health Agencies, has instituted a Case Management Certification Program. This certification program applies to individuals providing case management as a service of the Department's Medicaid Waiver programs and for individuals providing case management as part of the services authorized under the Older Americans Act through the State Unit on Aging and the Area Agencies on Aging. The designation of "Certified Case Manager" signifies that the case manager possesses the knowledge, skills and experience required to render appropriate services based on the DAIL Case Management Standards and sound principles of practice.

This document outlines case management certification procedures. It also defines the process by which certification is obtained, maintained and, if necessary, revoked.

1. Individuals providing case management must pass the DAIL Case Management Certification Exam. The Certification Exam must be taken after the case manager has completed his/her probationary period of employment and prior to the first year anniversary of employment. Individuals who pass the exam will be designated as "Certified Case Managers".
2. Case managers are expected to continue professional development after obtaining certification. Case managers who have been approved for certification must participate in a minimum of 20 hours of professional development education or training annually to maintain certification. Agency workshops and training events may fulfill this requirement, as may training sponsored by the Department of Disabilities, Aging and Independent Living, as long as the subject matter pertains to the continued development of quality case management services. The case management agency shall maintain documentation on professional development for each case manager.
3. The Case Management Certification Exam will be offered at least two times a year. It is the Department's intent to contract with an independent party who will evaluate, score and recommend certification to the Department, or not. If the case manager is determined to be eligible for certification, a case management certification certificate will be issued. The original exam will be kept on file at DAIL and a copy will be sent to the case management agency for filing.

4. If the independent party contracted through DAIL deems that a case manager has not passed the Case Management Certification Exam, notification will be provided to the agency director and supervisor. A second exam must be taken within 90 days. The independent party contracted through DAIL will evaluate, score and recommend certification to the Department, or not.
5. If the case manager is determined to be eligible for certification, a case management certification certificate will be issued. The original second exam will be kept on file at DAIL and a copy will be sent to the case management agency for filing. If the case manager is found ineligible for certification after the second exam, the decision will be put in writing and sent to the agency director and supervisor. The case manager may not provide case management services until the Case Management Certification Exam has been passed.
6. Certification will remain in effect unless revoked due to clear evidence that quality case management services, consistent with the DAIL Case Management Standards, are not being provided and/or professional development and training has not been maintained. Where the Department has reason to believe that a case manager is not providing quality services, the following actions will occur:
 - a. DAIL will contact the agency case management supervisor and executive director to discuss the concerns and will proceed with an investigation of the concerns following DAIL's policies and procedures for investigation of complaints. The agency will then evaluate the case manager's performance following DAIL written procedures. Based upon the outcome of the agency's investigation DAIL will then make a determination regarding continued certification of the case manager.
 - b. When DAIL determines that it is necessary to revoke certification the case manager may not provide case management services, unless the Commissioner of DAIL grants provisional certification. A request for provisional certification must be submitted in writing within 30 days of receipt of notification to revoke certification.