



## The Nuts and Bolts of Case Management Practice Excellence

CSA Symposium & Provider Expo

Monday, March 13, 2017

Ellen Fink-Samnick MSW, ACSW, LCSW, CCM, CRP

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## Our Objectives

- Discuss application of the COLLABORATE© paradigm to attendee population
- Identify 4 key professional case management competencies to enhance individual practice
- Discuss case management certification and professional associations



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## The Certification Landscape

- > 30 Case Management certifications
- >100,000 certificants
- >40% of employers require board certification
- >30% of employers offer additional compensation for board certification, including,
  - Financial support for exam
  - \$\$ upon certification receipt
  - Professional development



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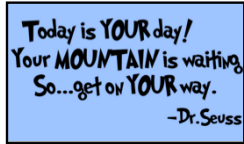
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### Case Management Certification

- Promotes value
- Speaks to a higher level of specialization & Competence
- Public protection



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### Case Management Certification

- **Exam-based**
  - Eligibility criteria (e.g. professional qualifications, employment experience (role & timeframe))

“1. Current, active, & unrestricted licensure or certification in a health or human services discipline that within its scope of practice allows the professional to conduct an assessment independently. License must be active through the last date of test administration. **OR**

2. Baccalaureate or graduate degree in social work, nursing, or another health or human services field that promotes the physical, psychosocial, and/or vocational well-being of the persons being served.”

- Exam passage
- CEU requirements



**Board Certified Case Manager: CCM**



**Accredited Case Manager: ACM**

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### Case Management Certification

- **Purchased credential**
  - Eligibility criteria (professional qualifications, experience)

- A Master's degree in social work from a graduate program accredited by the Council on Social Work Education
- Twenty contact hours of relevant continuing professional education.
- Documentation of at least two years (equivalent of 3,000 hours) of paid, supervised, post-MSW case mgmt. experience.
- Current state MSW-level license or ASWB MSW-level exam passing score.
- Adherence to the NASW Code of Ethics & Standards for Continuing Professional Education.

- CEU Requirements



**Certified Social Work Case Manager (C-SWCM)**

**Certified Advanced Social Work Case Manager (C-ASWCM)**

<https://www.socialworkers.org/credentials/specialty/c-aswcm.asp>

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### Case Management Certification

- 'Certificates'
  - Simply note completion of a course, conference, program, etc.
  - Little to no professional value beyond CEs earned
  - Not a substitute for formal case management certification



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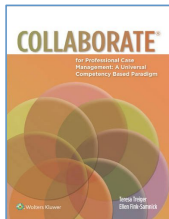
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### Competencies & Key Elements THE COLLABORATE® PARADIGM

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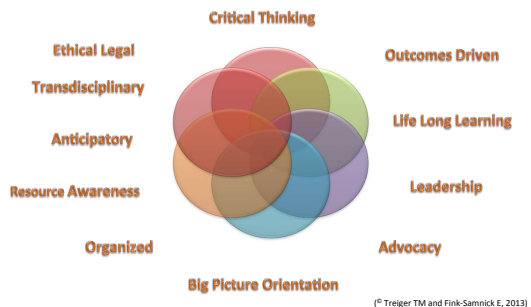
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### The COLLABORATE® Paradigm



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Competency	Key Elements
<b>Critical thinking</b>	Out of the box creativity Analytical Methodical approach
<b>Outcome-driven</b>	Patient outcomes Strategic goal setting Evidence-based practice
<b>Life-long learning</b>	Valuing: Academia/advanced degrees Professional development Evolution of knowledge Practicing at top of licensure &/or certification Acknowledging no one case manager knows all
<b>Leadership</b>	Professional identity Self-awareness Professional communication-verbal/non-verbal, Team coordinator: unifier rather than a divider
<b>Advocacy</b>	Client Family Professional

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Competency	Key elements
<b>Big picture orientation</b>	Bio-Psycho-Social-Spiritual Assessment Macro (Policy) impact on Micro (Individual) intervention
<b>Organized</b>	Efficient Effective
<b>Resource awareness</b>	Utilization/resource management Condition/Population-specific Management of expectations per setting
<b>Anticipatory</b>	Forward thinking Proactive vs. reactive practice Self-directed
<b>Transdisciplinary</b>	Transcending Professional Disciplines Across Teams Across the Continuum
<b>Ethical-Legal</b>	Licensure Certification Administrative Standards Organizational Policies and Procedures Ethical Codes of Conduct

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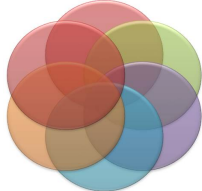
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**Direct application**  
**WHICH COMPETENCIES RESONATE?**

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**LEADERSHIP**

Get  
Really  
Excited  
About  
Today

**Key Elements**

- Professional identity
- Self-awareness
- Professional communication
- Team coordinator

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**LEADERSHIP**

**Application**

- What does having a strong professional identity mean to you?
- How can you make professional communication a part of your mantra?
- What do you do to keep a high level of self-awareness in the moment?

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**ADVOCACY**



**Key elements**

- Student
- Family
- Professional

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**Application:**

- What does successful Advocacy look like for you?
  - In your work with students?
  - In your professional role?
- How often do you look for the loophole?
- What type of Advocacy would be beneficial in your work?

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**Key elements**

- Bio-Psycho-Social-Spiritual Assessment
- Macro impact on Micro intervention

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**Application:**

- How does having a Big Picture Orientation enhance your efforts?
- How can you obtain a Big Picture Orientation through your intervention?
- How big is big enough?

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**ORGANIZED**



**Key elements**

- Efficient
- Effective

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**ORGANIZED**

**Application:**

- How do you stay organized amid the workload?
- What evidence-based guidelines foster your current level of organization?
- How can you fuse the COLLABORATE® competencies into your job descriptions, if not performance appraisals?
- How can you mentor students using the Organization competency

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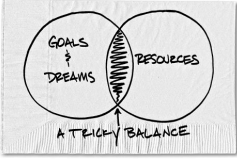
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**RESOURCE AWARENESS**



**Key elements**

- Resource management
- Condition/population specific
- Management of expectations

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**RESOURCE AWARENESS**

**Application:**

- In your work what resources are integral to a successful outcome?
- What resources support your efforts to intervene effectively with your clients:
  - Within your school/primary agency?
  - Across the overall system

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**Which Competencies Would You Use?**



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- Mara's oldest sister is Lita. At 14 she is parentified & overwhelmed. Lita has begun to stay out late 'to hang with friends', "I just want to be a teenager", Lita says. She has a boyfriend who is 19.
- Lita has stopped attending school, refuses to help her sisters, & has begun cutting. Lita's father took her to a therapist, who she originally liked, but she stopped attending sessions. Lita became angry when the therapist called her father about recent suicidal ideation.
- Mara's intensive home counselor is at the home with Mara for a session when Lita ingests 40 Tylenol after a fight with her boyfriend. The counselor calls 911, and Lita is hospitalized in the ICU at INOVA Fairfax.
- By the time Lita is ready for discharge, she denies suicidal ideation or intent. The psychiatrist recommends outpatient treatment. The father is concerned; the social worker from CPS's Family Preservation Unit is concerned, Mara's home counselor is concerned. Lita returns to school and the school social worker is.....yup, concerned!
- **You????**

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## Tangible Take-Aways

- The only constant is change
- Expediency is the enemy of integrity
- Small scale implementation leads to large scale success



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## Thank you for your time & attention



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## Contact Information



Ellen Fink-Samnick MSW, ACSW, LCSW, CCM, CRP  
Principal, EFS Supervision Strategies, LLC  
[www.efssupervisionstrategies.com](http://www.efssupervisionstrategies.com)  
[efssupervision@me.com](mailto:efssupervision@me.com)

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