Appendix 57 ▪ Supervising Care Manager Training and Development Pathway

#	Core Competencies	Suggested Courses/ Workshops*	Suggested Time Frames for Completion after Employment
1.	Personnel management and supervision	▪ Management certificate program	Six months
2.	Problem solving, decision making, conflict management	▪ Management certificate program	Six months
3.	Quality improvement	▪ Quality management	Four months
4.	Fiscal management, including oversight of Waived Services expenditures	▪ Management certificate program	Six months
5.	Basic understanding of geriatric assessment	▪ Geriatric assessment	Six months
6.	Social casework objectives, principles and methods	▪ Principles of social work	Six months
7.	Principles of human behavior and development of psychological defense mechanisms	▪ Social work supervision	Six months
8.	Interaction with community referrals and vendors	▪ Community outreach and networking	Ongoing
9.	Supervision and training of new staff in the following: ▪ Conducting in-depth assessments, reassessments ▪ Evaluation of the participant as a total person and identification of the functional limitations that impede independent living and support level of care determinations ▪ Good written and verbal communication skills ▪ Negotiation skills with ability to advocate on behalf of the participant ▪ Collaboration skills and ability to consult with health professionals ▪ Development of care plans that address participant's needs ▪ Evaluation, monitoring and determining participant's unmet needs ▪ Identification and development of support systems for the participant ▪ Knowledge of community resources and services available to the participant ▪ Ability to analyze complex situations and think critically	▪ Care management, ▪ HCBS Waiver and MSSP guidelines ▪ Mandated Reporting ▪ Teaching strategies ▪ Teamwork ▪ Problem solving ▪ Conflict resolution ▪ Project management	Six months

***** Courses in appropriate subjects may be available online as well as through conferences, seminars, and traditional community resources.