

Aging NY and NYSOFA to Provide Core Competency Training to Networks Case Managers

Dear AAA Directors/Commissioners:

The Association on Aging in NY, in conjunction with the New York State Office for the Aging (NYSOFA), is pleased to announce a new online Case Management Certification Training Program. This program is designed for directly employed AAA case managers and case managers who are vendors of AAA's and receive state and/or federal funding. The training will be provided through the Center for Aging and Disability Education and Research (CADER) at Boston University.



Highlights of the Case Management Certification Training Program:

- No cost for AAA's or contractors case managers
- Training is required for all case managers who receive federal/state funding
- Includes 5 professional, on-line educational courses
- All case managers will receive a state certificate demonstrating they fulfilled training requirement
- CEU continuing educational credits will be explored



The benefits of a Staff Training Program have been proven to:

- Decrease staff turnover by 34%
- Improve employee satisfaction and motivation by 23%
- Increase staff productivity by 23 %
- Increase client satisfaction by 16%



Coming soon in January and February 2016:

1. **Program Instruction (PI)** - will be provided to AAA's detailing the training program
2. **AAA Director's Conference Call** - This call is designed to describe the Case Management Certification Training program in greater detail and outline the program delivery timeline. The call is scheduled on Thurs, January 7 from 2:00 pm to 3:00 pm. An email invite will follow with call in information shortly.
3. **Orientation Webinars** - two instructional webinars will be hosted regarding this training program. The webinars scheduled on Wed, Feb 10 from 10:00 am to 11:00 am and Thurs, Feb 18 from 2:00 pm to 3:00 pm. Participants must attend one of these orientations. Webinars are designed to describe program to participants and show participants how to register for their courses.
4. **AAA Liaison Identified** - each AAA Director will serve as the communication liaison between your agency and CADER. The AAA Director has the option to designate another person as the communication liaison.
5. **Registration for Case Managers** - There will be a **2 step** registration process:
 1. The AAA Communication Liaison will sign up their agency to participate in the program on CADER web portal. This process will identify case management staff who are eligible to receive this training. *** Note: Get a jump start on this process by creating a list of your eligible case management workforce. (Format can be excel or CSV file. An excel form will be sent out to AAA's in late December)**
 2. AAA Communication Liaisons may start to submit their agency sign up forms through the CADER web portal in early January 2016. Agencies must be signed up by Friday, January 29, 2016.



We will forward additional details soon!

Program Contact Information

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