

Case Manager Training Time Guidelines

Comprehensive ongoing case manager training is an essential component of the Parent-Child Assistance Program (PCAP). PCAP training consists of the following:

At Hire: Mandatory Preservice Training (80 hours) according to guidelines for new hires.

Ongoing: Mandatory Annual In-Service Training (approximately 34 hours per year)

- 2-day refresher training on PCAP protocols and evaluation basics
- 1-day statewide PCAP work session/staff recognition retreat
- PCAP program evaluator 2-hour site visit data report

Recommended: Ongoing Outside Training (a maximum of 24 hours per year).

These are periodic trainings for the entire PCAP staff or for individual case managers, conducted by specialists or community service providers on topics relevant to the PCAP work.

- Training topics are determined by staff needs and interests, and as recommended by the PCAP clinical supervisor.
- For individual case managers, training requests must be submitted by the case manager and approved in advance by the clinical supervisor.
- Approved outside training days are considered PCAP work days for which case managers are paid at their regular rate from the PCAP budget. If approved by the clinical supervisor, case managers may use agency cars to travel to training (paid by the PCAP budget).
- If there is a fee for the training, there are several options for payment: fee paid by PCAP with supervisor approval (depending on availability of funds); *or* the case manager may apply for a grant or a scholarship; *or* the case manager may pay for it herself.
- Trainings or presentations by PCAP staff on the PCAP model for others are not considered outside trainings.
- The clinical supervisor may use her discretion to approve more than 24 annual hours of outside training, based on the training needs of the case manager and relevance to the population.