



# CFCM PILOT

Getting Ready for Conflict Free Case Management  
March – December 2023



**RHODE  
ISLAND**

# Goal

---

**The knowledge, skills, and readiness of the upcoming conflict free case managers is paramount to the success of this system changing initiative.**

- To insure the readiness and effectiveness of the new conflict free case management system, a testing period will be implemented.
- This testing period will allow for the opportunity to pilot a curriculum, training plan and the new CIMS (Wellsky) for all populations.
- A sample of potentially qualified new staff and a sample of willing participants will test out CFCM in order to inform and improve the training and business processes prior to full implementation.
- A pilot will allow the State the opportunity to begin the implementation of CFCM to a sample population as early as July 2023, to test the curriculum and training with time for adjustments to be made, and to practice utilizing new business processes to work out inefficiencies.

# Competencies, Curriculum, and Training

Sherlock Center and small committee to develop and pilot a competency based curriculum and training course for CFCM

## March – June 2023

1. Formalize and budget partnership with Sherlock Center
2. Establish small committee
3. Research possible sources of already developed competencies, curriculum, and training
4. Flesh out competencies identified in Strategic Plan and add missing components
5. Develop curriculum for CFCMs
6. Develop training plan utilizing- established modules, revised/updated existing trainings, newly developed content

# CFCM Training Topics (1 of 2)

#	Training Topic (Identified in the CFCM Strategic Plan)	Example Topics	Potential Training Source(s)
1	<b>LTSS in RI:</b> This module is intended to acquaint Case Managers to available LTSS programs and resources in Rhode Island.	<ul style="list-style-type: none"> <li>a. Overview of the State's LTSS system</li> <li>b. Medicaid LTSS eligibility requirements and process</li> <li>c. Materials required to support eligibility renewals</li> <li>d. Available community resources in RI</li> </ul>	State developed. Leverage PCOC bootcamp materials.
2	<b>Introduction to CFCM in RI:</b> Basic case manager skills and role of the case manager (e.g., oral, written, and communication skills)	<ul style="list-style-type: none"> <li>a. Active listening and effective communication</li> <li>b. Motivational interviewing</li> <li>c. Conflict resolution</li> <li>d. Key concepts of person-centered planning/thinking</li> <li>e. CM role in "career development plan (CDP)" (Identified by Mary Beth Cournoyer on March 3, 2023)</li> </ul>	Joint effort (State + Sherlock)
3	<b>Person-centered plan development:</b> Walk-through of the CFCM process.	<ul style="list-style-type: none"> <li>a. Information gathering</li> <li>b. Person-centered plan development</li> <li>c. Connecting to services &amp; supports</li> <li>d. Plan monitoring &amp; follow-up</li> </ul>	Joint effort (State + Sherlock)
4	<b>Use of the WCMS:</b> Walk-through the WellSky Case Management System.	Activity based approach to using system to review and capture necessary information	TBD. Ann to ask WellSky. This may be manual for testing period.
5	<b>Population-specific training</b> (e.g., behavioral health, intellectual and developmental disabilities, brain injury, etc.)	<ul style="list-style-type: none"> <li>a. Working with HCBS participants with developmental and physical disabilities</li> <li>b. Working with HCBS participants with brain injury</li> <li>c. Working with the aging population</li> </ul>	Sherlock
6	<b>Cultural competency:</b> A deep and rich knowledge of culture that allows the case manager to accurately interpret the subtle meanings of cultural behavior.		El Sevier "Who We Serve" modules

# CFCM Training Topics (2 of 2)

#	Training Topic (Identified in the CFCM Strategic Plan)	Example Topics	Potential Training Source(s)
7	<b>Prevention, identification, and reporting of critical incidents (Annual)</b>	a. How to report ANE and critical incidents b. Abuse, neglect, and exploitation (signs and definitions)	State developed
8	<b>Health Insurance Portability and Accountability Act (HIPAA) (Annual)</b>	a. Protecting client privacy b. Appropriate handling of PHI and sensitive information	State developed
9	<b>Refresher training:</b> On-going based on quality assurance reviews and other training needs identified by the State.	TBD	State developed (based on quality assurance reviews and other identified training needs)
10	NEW - Reassessments	TBD	TBD
11	<b>Additional trainings as determined by RI EOHHS as necessary</b> (including training on programmatic changes and/or program or process updates)	TBD	TBD

# Pilot

---

## Preparing Conflict Free Case Managers

May-June 2023

- Identify small team of potentially qualified CFCMs out of current pool of plan writers. (Vendor and staff qualifications are denoted in strategic plan, but the State is seeking feedback via an RFI)
- Run pilot training curriculum for small team
- Establish a community of practice

# Pilot

---

## Testing knowledge, skills, and business processes

### July-December 2023

- Identify a sample of volunteer participants (minimum 100 participants), seeking to begin services or have a current ISP/services that will end in September (allowing for 60 days of CFCM prior to need for service start dates)
- Provide pilot CFCM for sample of participants each month
- Staff to participate in training and to routinely meet as a community of practice
- Make changes to training/Wellsky/business process from August-December based on feedback

January 2024: CFCM is fully operational and all new and current participants will utilize upon next ISP date.

- ❖ **Feedback**
- ❖ **Questions**
- ❖ **Additional Considerations**

