



NH Case Management Assessment and Training: Brief project overview

October 2023



INTRODUCTION

HSRI is a mission-driven organization that assists with developing sustainable policies that support **person-centered practices** and inclusive communities.

Human Services Research Institute (HSRI) has been awarded a contract to assess **NH case management training needs**, develop recommendations and develop **training content and a case management training platform for NH**.

This project work will be completed with the **Institute on Disability (IOD)** at University of New Hampshire and The University of Missouri at Kansas City's Institute for Human Development.

****In FY 2024, HSRI is also completing an evaluation of Long Term Supports and Services in NH in partnership with the Center for Aging and Community Living (CACL) at University of New Hampshire.**

Project Aims

Aim 1: Understand NH existing case management training experience and assets

Aim 2: Examine and inventory expectations for roles and capacity development for case managers in NH

Aim 3: Identify gaps between existing and needed case management training

Aim 4:

i. Develop and deliver a training plan and recommendations for implementation

ii. With collaborating partners (UNH IOD and UMKC) develop and pilot test a case management training in a remote (on-line) learning platform

TIMELINE:

September 2023 – March 2025

Project Aims include community engagement, including a focus on accessing underserved groups

Aim 1: Assess

Understand existing case management training experience

and assets and the local conditions supporting and hindering case management training in New Hampshire.

Includes Case Managers supporting people who access services through DD, CFI, ABD, IHS Waivers

Aim 2: Assess

Examine and inventory expectations for roles and capacity development needs including base skills required, using person-centered approaches in planning and coordination of supports and **differentiated skills, depending on the populations supported and the settings in which case managers work**

Aim 3: Plan

Identify gaps between existing and needed case management training, **including whether gaps are experienced disproportionately across NH** by geography, among historically underserved communities, or other relevant characteristics that may affect the experience of case management and receipt of services.

Aim 4: Training

Develop and deliver a **training plan and recommendations** for implementation based on implementation science and pedagogical best practices for adult learners.

Pilot test and deliver training content in an on-line system

Assessment of CM Training



- October: **Inventory of Existing Training Resources**
- November: Key informant interviews (Agency Leadership and Independent Case Management Agencies)
- November – Dec: Community engagement sessions, Focus Groups
- CM Focus Groups
- Scan of Existing Trainings
- CM Survey

Case Manager Training Advisory Group

HSRI and UNH IOD will convene a CM Training Advisory Group

Membership:

- case managers and supervisors
- people who are supported through the four waivers in New Hampshire,
- family members and bureau staff.

Purpose of the CM Advisory Group:

- to inform and guide the pilot and implementation of trainings for case managers in New Hampshire.
- Preview training materials and provide feedback.

**Monthly meetings starting December'23 until
March '25.**



October 2023 Next steps

Contact and schedule key informant interviews and focus groups, community engagement sessions. **HSRI and IOD will be reaching out.**

Scan of existing training content:

Who should HSRI contact for scan of CM training resources?

Establish CM Advisory Group:

Please contact HSRI with recommendations for group members.



Questions?

Please contact us.

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