



Commonwealth of Pennsylvania
Department of Public Welfare
Office of Mental Health & Substance Abuse Services
DGS Annex Complex, Beechmont Building
21 Beech Drive
Harrisburg, Pennsylvania 17110-3591

Bureau of Policy, Planning &
Program Development

JAN 13 2012

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Dear Colleagues:

MENTAL HEALTH CASE MANAGER REFRESHER TRAINING

The Intensive Case Management (ICM) regulation (Title 55, Chapter 5221 of the Pennsylvania Code) adopted in 1990 established the requirement that case management staff attend state-mandated training sessions. Currently, the only "state-mandated" training is the case management training that the newly hired case managers attend within six months of their hire. Periodic training sessions are necessary to inform case managers about new developments in the field, including any relevant OMHSAS policy and/or regulatory changes. The billing inaccuracies and other discrepancies identified by recent federal and state audits of case management programs reinforce the need to provide clear, concise information in this regard.

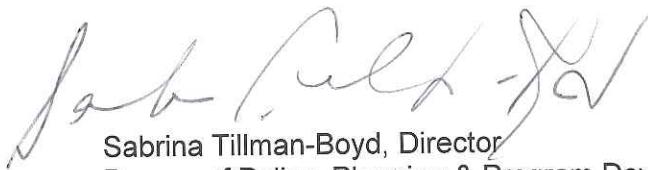
To this end, the Office of Mental Health and Substance Abuse Services (**OMHSAS**) is **requiring that, effective April 1, 2012, all mental health case managers complete the *Western Psychiatric Institute and Clinic's (WPIC) online Mental Health Case Management training every two years.*** This requirement applies to Intensive Case Managers, Blended Case Managers, as well as Resource Coordinators as outlined below:

- 1 The case managers who completed their original Case Manager training prior to April 1, 2010, must complete their first refresher training by June 30, 2012;
- 2 The case managers who completed their original CM training between April 1, 2010 and March 31, 2012, must complete their first refresher training between 24 to 26 months from the date of their initial training;
- 3 New case managers who will complete their "new hire" training on or after April 1, 2012, must complete their refresher training within 24 months from the date of their original training.

All case managers must complete their subsequent refresher trainings within 24 months from the date of their previous refresher training.

The online training modules and the instructions to obtain a Certificate of Completion after the successful completion of the training can be accessed at <http://www.wpic.pitt.edu/oerp/CMTrain/>. Please note that all training modules must be completed to meet the requirement for the refresher training and to obtain the Certificate of Completion. A copy of the certificate shall be maintained in the employee personnel file and shall be available for review by OMHSAS upon request. Please direct any questions regarding this correspondence to Amanda Pearson at apearson@pa.gov.

Sincerely,

A handwritten signature in cursive script, appearing to read "Sabrina Tillman-Boyd".

Sabrina Tillman-Boyd, Director
Bureau of Policy, Planning & Program Development