

TCM Training Work-group

SEPTEMBER 2019 - DECEMBER 2020

PROJECT DESCRIPTION

Sedgwick County Developmental Disability Organization (SCDDO) quality assurance activities brought forward trends throughout the network regarding insufficient training for Targeted Case Managers (TCMs). This highlighted a need to evaluate whether enhanced consistency within the TCM network of agencies was necessary and whether a change to the current TCM Basic training curriculum was needed.

BACKGROUND

The current TCM Basic curriculum was developed by a group of TCM Directors and focused on their belief of the important aspects to TCM duties. This curriculum was originally set up to be optional, but in September of 2016 it was included within the affiliation agreements that any new TCM was required to complete this set of courses. However, the training curriculum was not reviewed or modified prior to that implementation; the only updates that have been based on the training changes completed within Relias, an on-line learning platform. This TCM Basic Training curriculum consists of 17 courses that total 22.5 hours of training.

Through activities including Quality Assurance Reviews and TCM File Reviews the notion of insufficient training continued to be questioned. When asking TCM Directors about specific deficiencies, a common answer was a lack of knowledge and available training. SCDDO brought this topic to the TCM Directors and sought volunteers to take part in a work-group to evaluate the topic further. The work-group was established in September 2019 and consisted of one TCM Director of an independent TCM agency, one TCM Director of an agency that also delivers day services, one TCM Director of an agency that delivers both day/residential services, and the SCDDO TCM Coordinator. There were 3 consistent members through the process with other stakeholders being engaged through different avenues.

PURPOSE

Create a meaningful and effective training program for newly hired TCMs that is standardized and consistent.

The focus was to evaluate the current training curriculum and make decisions if that should be changed. Initially, the work-group developed interpretations about the current training plan which included that not all agencies deploy the curriculum in the same way. Some agencies have the TCM complete the trainings as quickly as possible before assigning individuals to serve, while other agencies allow the TCM to utilize the full six months provided and take the time to absorb the information provided. One group of stakeholders identified was the TCMs and a survey was developed to engage them in the evaluation process of the current training plan.

There were two surveys created: one to gauge a response from TCMs that completed the trainings within the last year and the other to gauge a response from TCMs about potential trainings that could be helpful in their role. The first survey, TCM Basic Feedback, was distributed and returned a 35% response rate while the second survey, Enhancements to TCM Training, returned a 24% response rate. Additional stakeholders were engaged through one on one interview to determine their perspective on the current TCM Basic Curriculum requirements.

CHALLENGES IDENTIFIED

First, agencies were deploying the training plan in different ways. About 5 of the courses are to be completed within the first 30 days and the remaining courses are due within 6 months. Some agencies were having the new TCM complete all of the courses within the first two weeks of employment to ensure that it was complete prior to receiving a caseload. This was reported as ineffective because TCM's did not know what they were reviewing and how to apply it once they needed to.

Secondly, TCMs did not find value in many of required trainings. Many individuals felt that they were not given an opportunity to provide input on which courses should be included in the curriculum.

Finally, training can be viewed as a low priority for TCM Directors because it takes away from time used for billable activities.

SOLUTION

The work-group focused on ensuring that there was value and choice associated with the training requirements and based those selections on the current TCM Code of Conduct and the principles of practice for TCMs. The current course selections were modified and constructed into separate training certificates which include a set number of required courses and elective courses:

1. TCM Core Knowledge
2. TCM Enhanced Knowledge
3. TCM Advanced Learning
4. TCM Wellness

The current curriculum, TCM Basic Training, will be replaced with the TCM Core Knowledge certificate for all new TCMs and the TCM Enhanced Knowledge certificate would be available to current TCMs interested in accessing the new courses. Only TCMs hired within 3 months prior to implementation (January 2021) are required to complete the TCM Enhanced Knowledge certificate.

The other two certificates maybe completed at any time or as required by their supervisor. The intent of these additional certificates is to allow TCM Directors an opportunity to offer continued employee growth for those TCM staff that exhibit the initiative.

The TCM Core Knowledge Certificate is set to be completed within one year. The certificate tracking form is a mechanism for TCM's to monitor their training completion. Once the TCM has completed their trainings, they are to submit the certificate application to their supervisor. The supervisor will review the training completion and then submit to SCDDO TCM Coordinator for approval. Once the TCM Coordinator has approved the application, a certificate of completion will be issued.

CONCLUSION

The training program developed is intended to promote effective and consistent training being offered throughout the TCM network. This program will enhance the employee's ability to be involved in their development process. Upon completion of the training certificates there will be public recognition from SCDDO in some way. Some ideas of how to recognize TCMs for this accomplishment are to present it during Affiliate Directors meeting, include the accomplishment within SCDDO's social media outlets, or develop an annual TCM Banquet/Recognition ceremony.

ACKNOWLEDGMENTS

Would like to thank the many TCM agencies and Sedgwick County stakeholders for their commitment of knowledge, skills, and time in the development of this proposal.

Work-group Members:

- Amy Franklin, Cerebral Palsy Research Foundation (CPRF)
- Amanda Riddle, The Arc of Sedgwick County
- Jessica Christian, Sedgwick County Developmental Disability Organization



Developmental
Disability Organization

Sedgwick County...
working for you