

CCM/CCMS CREDENTIAL STANDARDS

Certified Targeted Case Management Supervisors	
Education and Experience Option A	A related master's degree from an accredited university or college and two years of related case management experience.
Education and Experience Option B	A non-related master's or any bachelor's degree from an accredited university or college and four years of related case management experience
Training Requirement*	AHCA-approved targeted case management training within three months of hire.
Exam Requirement**	Suspended during grandparenting. Must earn a passing score on the exam within 2 months of completing training.
Adult Endorsement	Must have at least one year of full time experience providing services to adults experiencing serious mental health disorders.
Child Endorsement	Must have at least one year of full time experience providing services to children with serious emotional disturbances.
Certified Targeted Case Manager	
Education and Experience	Bachelor's degree or higher (field not specified) from an accredited university or college and one year of related case management experience
Training Requirement*	AHCA-approved targeted case management training within three months of hire.
Exam Requirement**	Suspended during grandparenting. Must earn a passing score on the exam within 2 months of completing training.
Adult Endorsement	Must have at least one year of full time experience providing services to adults experiencing serious mental health disorders.
Child Endorsement	Must have at least one year of full time experience providing services to children with serious emotional disturbances.

**Per AHCA, training must be completed within three months of hire and, per statute, new employees must be certified within 6 months of hire. This structure allows employers to hire and train new staff during the first three months; provides an additional two months to pass the exam; and leaves a final month to complete the provisional certification award process.*

***The exam is not required during the grandparenting period. However, if a credential earned during the grandparenting period is ever inactive, the individual must pass the written test as part of the reinstatement process.*

CERTIFICATION APPLICATION PATHWAYS.

Depending on the credential sought, the individual's background and current employer, the FCB has created multiple pathways to apply for the credential:

1. Certified Targeted Case Manager: Standard Application
2. Certified Targeted Case Manager: Provisional Application
3. Certified Targeted Case Manager Supervisor: Standard Application
4. CTCM Endorsement

Persons seeking the **Certified Targeted Case Manager** credential may apply for certification in one of two ways:

Standard Application: The standard application is for individuals who have met formal degree, on-the-job experience and training requirements PRIOR to applying for certification. These applicants submit all documentation at one time, are approved to take the exam, and are awarded the credential after earning a passing score on the exam. The credential will be awarded for a two-year period, renewing on March 31st of the renewal year.

Provisional Application: Applicants whose employer holds one of the specified national accreditations may use the provisional application process, which is for individuals who have met formal degree and training requirements, but do not yet have the on-the-job experience necessary for full certification. These applicants submit education and training documentation, are approved to take the exam, and are awarded a provisional credential after earning a passing score on the exam.

The provisional period is valid for 15-months. During the provisional period, the individual must seek out and respond to intensive supervision. Approximately 30 days before the provisional credential expires, the individual must apply for an upgrade to full CTCM certification, which requires documentation of the on-the-job experience requirement. Upon approval of this requirement, the full credential is awarded. The credential will be awarded for a two-year period, renewing on March 31st of the renewal year.

Further, applicants who work for an accredited organization or agency may apply for provisional certification. Individuals working for non-accredited employers are not eligible for provisional certification and must apply through the standard application process.

All applicants seeking the **Certified Targeted Case Manager Supervisor** credential must complete the Standard Application process as described above. There is not a provisional certification option for persons seeking the credential.

Grandparenting Period (May 1, 2017 – March 1, 2018)

The grandparenting period is specifically designed to certify individuals who are currently providing the targeted case management services without requiring additional training or testing activities. Current Targeted Case Managers and their supervisors will be required to:

1. Create a free online account in the FCB's online certification database. This process takes approximately 5 to 10 minutes. The FCB cannot process any certification paperwork or fees until the account profile is established.
2. Complete the appropriate CTCM Grandparenting Application. There are two versions:
 - a. Grandparenting Application for Employees of Accredited Organizations/Agencies
 - b. Grandparenting Application for Employees of Non-Accredited Organizations/Agencies
3. Ensure all required documents are received and the Grandparenting Application fee is paid.

The FCB will issue the appropriate CTCM credential when all documents are received/approved and the certification fee is paid. The FCB will accept applications under the grandparenting process from May 1, 2017 through March 1, 2018. Credentials issued under the grandparenting program will have an expiration date of March 31, 2019, regardless of award date. The credential will renew every two years thereafter.

Supporting Documentation: Accredited Employers

Applicants working for accredited employers will complete a brief certification application that contains a statement of intent to apply for the credential, an attestation the applicant believes he or she is eligible for the credential, and an attestation of understanding the scope of the credential.

The employer will complete one of two attestations:

Bulk Attestation. The employer will complete a "Multiple Employee Attestation" form and attach it to a list of eligible employees. The form allows the employer to attest to verified compliance with FCB standards, that the agency maintains documentation supporting the attestation, and the agency agrees to submit to an audit of such documentation by the FCB, if requested. The employer will attach a list of all employees for whom the attestation applies.

Individual Attestation. The employer will complete an individual Employee Attestation" form. The form allows the employer to identify the specific employee for which the attestation is being made as well as the actual attestations verifying compliance with FCB standards, verifying the agency maintains documentation supporting the attestation, and the agency agrees to submit to an audit of such documentation by the FCB, if requested.

Supporting Documentation: Non-Accredited Employers

Applicants working for non-accredited employers will complete a brief certification application that contains a statement of intent to apply for the credential, an attestation the applicant believes he or she is eligible for the credential, and an attestation of understanding the scope of the credential. Applicants will also be required to:

1. Complete the CTCM Training Verification Form and attach supporting documentation of completing AHCA-approved mental health targeted case management training within three months of hire.
2. Request an official copy of his or her transcript verifying a minimum of a Bachelor's degree or higher from an accredited college or university. Official transcripts are sent from the educational institution to the FCB. The FCB will not accept transcripts submitted by the applicant.
3. Complete Part 1 of the On-the-Job Experience Verification Form and provide the partially completed form to current or prior employers to finish Part 2), attach supporting documentation and submit to the FCB on the applicant's behalf. On-the-Job Verification and supporting documentation is sent from the employer to the FCB. The FCB will not accept On-the-Job Experience Verification Forms or supporting documentation submitted by the applicant.