



State of New Jersey

DEPARTMENT OF HEALTH AND SENIOR SERVICES  
DIVISION OF AGING AND COMMUNITY SERVICES

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**DATE:** March 31, 2011

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**TYPE:** Policy Memorandum

**SUPERSEDES:** N/A

**SUBJECT:** Care Management Supervisor  
Standards

**DISTRIBUTION CODE:** IX c, d, e, f;  
X a

**EFFECTIVE:** March 31, 2011

**APPLICABILITY:** Aging and Disability Resource Connection sites, Area Agencies on Aging, Care Management Agencies

**BACKGROUND:** It is incumbent on the Division of Aging and Community Services (DACS) to ensure uniformity and consistency for individuals acting in the capacity of supervisor of care management activities. To do this DACS reached out to the various providers of care management to determine standards that ensure professionalism, set a baseline of education and/or experience, and provide a scope of activities performed by the Care Management Supervisor.

The work group of providers determined standards based on group discussion, provider experience and mutual agreement. Providers also had the opportunity to submit questions in response to the final draft standards. Those questions and answers are attached to this Policy Memorandum.

**PURPOSE:** The Division of Aging and Community Services (DACS) recognized that individuals acting in a supervisory capacity for the service of care management were not uniform and had different expectations of the activities required of this position. Care Managers, in all DACS administered programs, should receive a consistent and uniform level of supervision, regardless of the program they operate in. This standard sets a benchmark of minimum standards an individual must meet to become a Care Management Supervisor for DACS administered programs.

**POLICY:**

This policy establishes the minimum standards needed to be a Care Management Supervisor for all DACS administered programs.

The policy creates competency standards that address the educational requirements, work experiences, programmatic training, and continuing education requirements needed to be a Care Management Supervisor for all DACS administered programs.

The standards detail the activities a Care Management Supervisor will be required to perform to supervise Care Managers. These activities include, but are not limited to:

- Assigning staff to perform the function of Care Management,
- Training and orienting new Care Managers to the Care Management standards,
- Providing technical assistance to Care Managers in their agency; and
- Implementing and monitoring compliance with State and federal issued policies and procedures to ensure the delivery of appropriate care management services.

**JUSTIFICATION:**

DACS Approved Providers

DACS Provider Contract

Par. 15. The Contractor agrees to comply with all federal, state and municipal statutes, laws, rules, regulations and policies applicable to the provision of services hereunder, including but not limited to the following: Anti-discrimination - N.J.S.A. 10:5-1 et seq., Civil Rights Act of 1964, with amendments 0 42 U.S.C.A. 2000a et seq., Americans with Disabilities Act - 42 U.S.C. 12101 et seq., Rehabilitation Act of 1973 with amendments - 29 U.S.C.A. 794(a), 42 U.S.C.A. 6101; New Jersey Conflicts of Interest Law - N.J.S.A. 52:13D-12-27; Lobbying - 31 U.S.C. 1352; and all state and federal Medicaid laws, regulations and policies. The list of laws cited herein is not intended to be an exhaustive list and is available for review at the State Library, 185 W. State Street, Trenton, New Jersey 08625, or

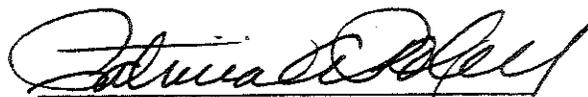
Office on Aging Grantees

45 CFR §1321.11 State agency policies

(a) The State agency on aging shall develop policies governing all aspects of programs operated under this part, including the ombudsman program whether operated directly by the State agency or under contract. These policies shall be developed in consultation with other appropriate parties in the State. The State agency is responsible for enforcement of these policies, or

NJ Medicaid Approved Providers

The Provider Agreement between the NJ Division of Medical Assistance and Health Services and the approved Medicaid Provider states that the provider agrees to comply with all applicable State and Federal laws, policies, rules, and regulations promulgated pursuant thereto.



Patricia A. Polansky, Assistant Commissioner  
Division of Aging and Community Services



## Care Management Supervisor Standards

Each care management agency will designate one or more Care Management Supervisor(s). Care Manager Supervisors shall meet the following standards:

### Care Manager Supervisor Competency Standards

- Must meet Care Manager competency standards.  
Care Managers must be a:
  - Licensed or certified social worker, NJSA 45:1-15 OR
  - Licensed, registered nurse, NJSA 45: 11-26, OR
  - Graduate from an accredited college or university with a Bachelor's degree, or higher, in a health related or behavioral science field.

Experience: 1,600 hours (46 months working 35 hours per week) of paid work or internship experience (non-volunteer) with the elderly or physically disabled in an institutional or community setting.

### Scope of Care Management Supervisor Activities

- Provides direct supervision of Care Managers assigned.
- Implements and monitors compliance with State and federal policies and procedures to ensure that the delivery of care management services provides consumers with high quality Care Manager services and opportunities to direct their care needs and choose their providers.
- Assigns staff to the nursing facility interdisciplinary team (IDT) to assure that consumers' goals and personal care needs are continuously supported. The IDT meetings are facilitated by the Regional Office of Community Choice Options (OCCO).
- Oversees the implementation of individualized service plans (Plan of Care), training and professional development, quality assurance, program evaluation, and consumer advocacy.
- Trains and orients new Care Managers in regards to care management standards and processes.
- Assigns new cases and monitors Care Managers to ensure that program protocols, standards, timeframes, and documentation of contacts, visits, and reevaluations are met.
- Provides technical assistances to Care Managers for specific and appropriate case handling, including the use of community resources and other professional services essential to effectively work with consumers.
- Convenes inter/intra case conferencing, reviews and ensures the Care Manager has properly documented the Plan of Care as being reflective of the consumers' care needs, choices and formal/informal support systems.

**NEW JERSEY DEPARTMENT OF HEALTH AND SENIOR SERVICES  
DIVISION OF AGING AND COMMUNITY SERVICES**

- As requested by the Division of Aging and Community Services (DACS), facilitates and coordinates Quality Assurance and Quality Improvement activities within the agency.
- Generates ongoing data reports and performs quality audits to measure identified goals and standards outcomes as directed by DACS.