

**SCR 8**

TO : SENATE COMMITTEE ON HEALTH  
Senator David Y. Ige, Chair  
Senator Les Ihara, Jr. Vice Chair

COMMITTEE ON HUMAN SERVICES  
Senator Suzanne Chun Oakland, Chair  
Senator Les Ihara, Vice Chair

COMMITTEE ON COMMERCE AND CONSUMER PROTECTION  
Senator Rosalyn H. Baker, Chair  
Senator David Y. Ige, Vice Chair

FROM: Eldon L. Wegner, Ph.D.  
POLICY ADVISORY BOARD FOR ELDER AFFAIRS (PABEA)

HEARING: 2:45 pm Monday March 8, 2010  
Conference Room 016, Hawaii State Capitol

SUBJECT: SCR8 & SR 18 Requesting the Auditor to conduct a sunrise review to determine whether case managers should be certified by the Department of Commerce and Consumer Affairs.

POSITION: The Policy Advisory Board for Elder Affairs supports SCR8 and SR 18 which would request the Auditor to conduct a review to determine whether case managers should be certified by the Department of Commerce and Consumer Affairs.

RATIONALE:

Policy Board for Elder Affairs has a statutory obligation to advocate on behalf of the senior citizens of Hawaii. While we advise the Executive Office on Aging, we do not speak on behalf of the Executive Office of Aging.

committee has heard complaints of various kinds regarding the current practices of case management in relation to foster homes. We agree with those in the profession who are advocating for the creation and enforcement of minimum standards and a professional code of conduct to assure quality of care of our vulnerable disabled citizens. This resolution proposes one approach to accomplishing this task.

Thank you for allowing me to testify on this bill.



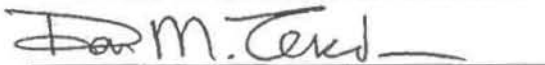
CATHOLIC CHARITIES HAWAII

TO: Senator David Y. Ige, Chair  
Senator Josh Green, M.D., Vice Chair  
Committee on Health

Senator Suzanne Chun Oakland, Chair  
Senator Les Ihara, Jr., Vice Chair  
Committee on Human Services

Senator Rosalyn H. Baker, Chair  
Senator David Y. Ige, Vice Chair  
Committee on Commerce and Consumer Protection

FROM:

  
Diane M. Terada, Division Administrator

DATE of Hearing: Monday, March 8, 2010  
2:45 p.m., Room 0169

SUBJECT: SCR 8/SR 18 Requesting The Auditor To Conduct A Sunrise Review To Determine Whether Case Managers Should Be Certified By The Department Of Commerce And Consumer Affairs

Catholic Charities Hawai'i (CCH) is a private, 501(c)(3) organization that has provided social services for people in need in the State of Hawaii since 1947. CCH would like to offer comments on SCR 8 and SR 18.

CCH is a licensed case management agency on the island of Hawai'i, providing case management for community care foster family home residents since 1997. In addition, CCH provides case management for elders living independently, children in the child welfare system and other special needs populations. CCH is nationally accredited through the Council on Accreditation (COA), which includes standards pertaining to the provision of case management services that must be followed.<sup>1</sup>

CCH recognizes that case management has many forms. The term is sometimes used interchangeably with terms such as "social work", "discharge planning", "counseling", "information & referral", "service coordination" and more. It is clearly confusing for the public when "case management" is used to describe services that are not always equal and provided by individuals calling themselves "case managers" who do not always have the same expertise or training.

<sup>1</sup> <http://www.coastandards.org/standards.php>



**COMMENTS:**

1. The resolutions refer specifically to certification from the Commission for Case Management Certification (CCMC).
  - o CCMC is not the only organization that certifies individuals as case managers. Hopefully, an auditor review can determine whether having a sole source of certification is in the public's best interest.
  - o The CCMC case manager certification is only available to individuals with a professional license or certification that legally allows the individual to practice independently and without the supervision of another licensed professional. For example, this could be Registered Nurses and Licensed CLINICAL Social Workers (LCSW).<sup>2</sup> I am not sure that Licensed Social Workers (LSW, LBSW) are eligible for this specific certification. Since there are numerous LSW's currently allowed to serve as Case Managers in State licensed Case Management Agencies, this may be an issue.
2. Any review must consider the diversity of case management services and should specifically study the requirements for licensed case management agencies providing services as described in HRS 346-333. This particular type of case management is highly regulated and includes delegation of nursing functions that is not common in most other models of case management.
3. Case management services are specifically referred to in many Requests for Proposals for health and human services issued by government entities. However, the required service components and the educational and experience requirements for staff as required by government contracts are not necessarily consistent.
4. Additional requirement of certification for case managers will add cost to provision of case management services.
5. Certification of individuals who already have a professional license in a field such as social work (LSW, LBSW, LCSW) is duplicative since case management is a part of social work curriculum. This also pertains to organizations that are nationally accredited and required to follow case management standards established by their national accreditation bodies. Nationally accredited organizations are required to ensure that case management standards are met in organizational practice, regardless of whether individual employees have certification or not.

Thank you for the opportunity to testify. Please feel free to contact me at 527-4702 or [diane.terada@catholiccharitieshawaii.org](mailto:diane.terada@catholiccharitieshawaii.org) if there are any questions regarding the contents of this testimony.

---

<sup>2</sup> [http://www.ccmcertification.org/pages/14frame\\_set.html](http://www.ccmcertification.org/pages/14frame_set.html)

THE SENATE  
THE TWENTY-FIFTH LEGISLATURE  
REGULAR SESSION OF 2010

COMMITTEE ON HEALTH  
Senator David Y. Ige, Chair  
Senator Josh Green, M.D., Vice Chair

COMMITTEE ON HUMAN SERVICES  
Senator Suzanne Chun Oakland, Chair  
Senator Les Ihara, Jr., Vice Chair

DATE: Monday, March 8, 2010  
TIME: 2:45 pm  
PLACE: Conference Room 016  
State Capitol  
415 South Beretania Street

SR18 and SCR8: REQUESTING THE AUDITOR TO CONDUCT A SUNRISE REVIEW TO DETERMINE WHETHER CASE MANAGERS SHOULD BE CERTIFIED BY THE DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS.

Senator Chun Oakland, Senator Ige, Senator Ihara, Senator Green and members of the committee, I support this measure with amendments. In order to address the original intent, the bill would need to be amended to include only case managers working with consumers at the ICF/SNF level of care in the residential setting.

- Professional geriatric care management is a growing specialty and;
- increasing numbers of elderly consumers are required to hire case managers to reside in residential care and;
- residential care as an alternative to nursing home care must expand in order to meet the growing needs of Hawaii's frail elders and;
- consumers are not aware of the role and function of a case manager and ;
- increasing numbers of individuals are establishing private practice as case managers and;
- Consumers are at risk of being exploited in times of need.
- Certification of professional case managers by a nationally recognized body would provide consumer protection and set a uniform standard of care.
  - a. The certifying body must have a peer review process that would allow for complaints to be processed through the certifying organization.
  - b. The certifying body that enforces a code of ethics and has a peer review process for handling complaints will strengthen the professionalization of case management in Hawaii. Recommended certifications are:

1. **Care Manager Certified - CMC**  
National Academy of Certified Care Managers (NACCM)  
(800) 962-2260  
[www.naccm.net](http://www.naccm.net)

2. **Certified Case Manager - CCM**  
Commission for Case Manager Certification (CCMC)  
(651) 789-3744  
[www.ccmcertification.org](http://www.ccmcertification.org)
3. **Certified Advanced Social Worker in Case Management (C-ASWCM)\***
4. **Certified Social Work Case Manager (C-SWCM)\***  
National Association of Social Workers (NASW)  
(800) 638-8799 ext. 409  
[www.socialworkers.org/credentials](http://www.socialworkers.org/credentials)

Thank you for your commitment to develop a strong infrastructure for our community based long term care setting.

Best regards,

*Donna Schmidt, LCSW*

President

Case Management, Inc.

94-229 Waipahu Depot St 404

Waipahu, HI 96797

Office: 808-676-1192 ext 201 Fax: 808-676-1193

Cell: 808-429-8204

Email: [Donna@cmihawaii.com](mailto:Donna@cmihawaii.com) Web: [www.cmihawaii.com](http://www.cmihawaii.com)

*Come Home to the Heart of Caring  
Come Home to CMI*

Recommended Amendments to SR18 and SCR8:

Insert at line 6:

Whereas, HAR Chapter 11-100.1 require consumers to hire case managers to reside in an Expanded Care Adult Residential Care Home and Title 17 Chapter 1454 relative to Community Care Foster Family Homes and Licensed Case management Agencies, require consumers to retain services of a licensed case management agency and;

Edit:

Line 9 through 12 insert underlined clause:

... that the auditor is requested to perform a sunrise review of the regulation of case managers serving consumers in the residential setting at an intermediate and skilled level of care as required by HAR 11-100.1 and HAR Title 17 Chapter 1454 by the Department of Commerce and Consumer Affairs as contemplated under H.B. No , introduced during the regular session of 2010;