

# Family Partnerships of Central Florida

## PROCEDURE

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<b>Series:</b>	<b>OPERATING</b>	<b>COA:</b>
		<b>CFOP: N/A</b>
<b>Procedure Name:</b>	Care Manager Career Ladder Policy	
<b>Procedure Number:</b>	OP1227	
<b>Reviewed Date:</b>	02/21/22, 4/16/24	
<b>Revision #/Date:</b>	05/28/22	
<b>Effective Date:</b>	02/27/2020	

**Applicable to:** Dependency Care Managers

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PURPOSE:

The purpose of this operating procedure is to establish a guideline for dependency care managers to advance their case management career. All Care Managers interested in “leveling up” are required to meet the guidelines established below and be interested in enhancing their knowledge, skills, and professional development. A Care Manager is not permitted to “level up” multiple times within a fiscal year. In the event that the Care Manager is not performing at current level and at the discretion of the management and leadership team, the Care Manager will be re-assessed and potentially moved to a lower level.

All newly hired staff beginning the certification process will follow the procedure outlined below. If staff are hired with an active Child Welfare Case management (CWCM) certification and/or complete the waiver test process, they will be hired as a Care Manager Level 3 and the opportunity to “level up” will be reassessed after 90 days of employment. If staff are hired with active Child Welfare Protection Investigator certification, they must complete dual certification within 1 year of hire and will be hired at a Care Manager Level 3.

PROCEDURE:

**References**

**Definitions**

Care Manager Trainee/Provisional Certification:

Requirements: Holds a bachelor’s degree in social work or related area of study or receives an approved educational waiver from the Department of Children and Families. Preferred: At least one (1) year of child welfare experience or working with children and families. Enrollment and completion of Pre-Service Training Class with a passing score of at least 78% on the posttest and currently working towards achieving CWCM Certification through field observations, individual and group supervision hours; working in the position a minimum of approximately 6 months prior to submitting for full certification.

Care Manager Level 2/Full Certification:

Requirements: A minimum of six (6) months in a child welfare Care Manager role and obtained full certification in child welfare case management from the Florida Certification board. CWCM

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Certification must be obtained within one (1) year of passing the pre-service post test. Annually a minimum of 20 hours of Child Welfare continuing education completed. Initiation of Human Trafficking training required.

## Care Manager Level 3:

Requirements: Two years of child welfare experience; annually a minimum of 20 hours of continuing education training and completion of initial six (6) hour human trafficking training and ongoing quarterly training requirements met.

## Care Manager Peer Mentor:

Requirements: A minimum of two (2) years of direct Child Welfare Case Management experience or one (1) year, if dully certified (CPI/CM); Annual Performance evaluation of "Meets Expectations" or above; Quarterly attendance to leadership development sessions offered; attendance and completion of Peer Mentor Training within six (6) months of leveling up; annually a minimum of 20 hours of continuing education training and completion of human trafficking ongoing quarterly training requirements met. Exceptions to required experience is determined at the discretion of the leadership team when a career ladder is submitted.

## Lead Care Manager:

Requirements: A minimum of three (3) years of case management experience; Annual Performance evaluation of "Meets Expectations" or above; Attendance and completion of Strength-Based Supervision Training; Quarterly attendance to leadership development sessions offered; annually a minimum of 20 hours of continuing education training and completion of human trafficking ongoing quarterly training requirements met. Exceptions to required experience is determined at the discretion of the leadership team when a career ladder is submitted.

## Process:

When a Care Manager meets one of the above-mentioned milestones beyond a Level 2, they will be required to complete the "Care Manager Career Ladder Assessment". The form will be submitted to their direct supervisor to identify their recommended appropriate Care Manager level and provide any supporting comments.

At this time, if the level identified by Care Manager and their supervisor are consistent, the form will then be submitted to the Program Director for approval. If the Care Manager and supervisor levels identified are inconsistent, the supervisor will then meet with the Care Manager to identify areas of needed improvement prior to being eligible to level up. The Care Manager and supervisor will jointly create a development plan and this plan will be addressed at least bi-weekly for the next 90 days at which the Care Manager level will be reassessed.

Once all parties agree on the appropriate level the Program Director will submit approved Care Manager Level assessment to the Executive Director for final approval and submittal for payroll updates.

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## Level Down Process

If at any time a Care Manager Supervisor feels an employee is not performing at current Care Manager Level, a discussion and coaching memo will be initiated and developed to present to the Care Manager. The purpose of this memo is to give the Care Manager 60-90-days to correct any performance deficiencies required to maintain their current level. If at the end of the coaching period, the Care Manager is still not performing at current level they may be assessed down to a lower level based on performance. If applicable, the employee will be notified during a meeting with Care Manager Supervisor and Program Director to discuss continued performance deficiencies and areas of needed improvement. When an employee is "leveled down" the Care Manager is required to wait a minimum of six (6) months and demonstrate improved performance prior to being deemed eligible to re-submit their self-assessment to their supervisor.

If an employee leveled at a Peer Mentor or Lead Care Manager receives less than a "meets expectations" on their annual performance evaluation upon notification, the Care Manager will be leveled down to the appropriate performance level. The Care Manager will have opportunity to revisit the level during their next annual performance evaluation and achieve a minimum of "meets expectations" prior to re-submitting their self-assessment to their direct supervisor.

## Conflict Resolution

If a conflict arises during the leveling process the issues may be escalated to the Executive Director for resolution. Prior to escalation, all parties are encouraged to hold a team meeting which should include the Care Manager, Care Manager Supervisor and Program Director in an attempt to resolve the conflict.

## Training Requirements

On-going continuing education training should be uploaded on a regular basis by the Care Manager into the MindShare system. The Care Manager is required to obtain a minimum of 20 continuing education hours per year for their certification. Human Trafficking training will be required in accordance with FAC 65C-43.005.

## Review of CM Career Ladder

Requirements and salary levels of the Care Manager Career Ladder will be reviewed on an annual basis.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



PHILIP J. SCARPELLI  
President and Chief Executive Officer  
Family Partnerships of Central Florida

APPROVAL DATE: 04/17/2024

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## Care Manager Career Ladder

Salary Range	
Care Manager Trainee	
Provisional Certification	\$45,000
Care Manager 2	
Fully Certified	\$1,500 annual increase
Care Manager 3	\$1,000 annual increase
Peer Mentor CM	\$1,500 annual increase
Lead CM	\$1,500 annual increase

Care Manager Level	Educational Requirements	Experience / Training Requirements	Performance Rating Requirements**	Representative Responsibilities (See job descriptions)
Care Manager Trainee to Care Manager/Provisional Certification	A Degree in Social Work or Related Area of Study (Defined in F.A.C. 65c-15.017)	Preferred one year of experience working with children and families. Currently enrolled in the Pre-Service Training class. Attaining a passing score of 78% or above on the Child Welfare Care Manager Exam and obtained provisional certification. Currently working on achieving Full Child Welfare Care Manager (CWCM) Certification. Protected caseload until full certification is reached. First 90 calendar days: limited to no more than 5 open active cases and no more than 10 children. Second 90 calendar days: increased to no more than 8 open active cases, No more than 15 children. Third 90 calendar days until full certification: limited to 11 cases, no more than 18 children.	N/A	New hire required to complete pre-service training class and attain minimal passing score (78%) on Child Welfare Care Manager Exam. Currently working on achieving Child Welfare Care Manager Full Certification. Must obtain full certification within 12 months of exam date. Care Manager 1 must document a minimum of 1,040 hours of experience in a child welfare direct services position (approximately 6 months of full-time employment) and required supervision.
Care Manager 2 Fully Certified	Certified as Child Welfare Care Manager (CWCM) by the Florida Certification Board (FCB).	At least 6 months of post training experience as a Child Welfare Care Manager and Full Child Welfare Care Manager Certification issued by the Florida Certification Board	N/A	Care Manager must annually complete 20 hours of Child Welfare continuing education and initiate Human Trafficking training requirements and ongoing certification requirements.
Care Manager 3	Certified in Child Welfare by the Florida Certification Board (FCB).	Two years of experience in Child Welfare. If Child Welfare experience has CPI Specialty or certification, must become dually certified within 1 year of hire date.  20 hours of child welfare related training required annually. Initial six (6) hour Human Trafficking training completed and ongoing	N/A	Care Manager should fully understand case practice and delivering quality services to children and families.

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		quarterly training requirements met.		
Care Manager Peer Mentor	Certified as Child Welfare Care Manager (CWCM) by the Florida Certification Board (FCB).	Two years of experience as a Care Manager. Or 1 year of direct CM experience if dually certified.  20 hours of child welfare related training annually; Maintain Human Trafficking (HT) certification; Mentor Training	Meets Expectations, Exceeds Expectations, or Exceptional	Fully Certified Care Manager who is interested in serving as a mentor to trainees/provisionally certified staff. Peer Mentor training offered by the FPoCF training team must be completed within six months of becoming a Peer Mentor. Quarterly attendance to leadership development sessions by the management team required. Demonstrate knowledge of F.S. Ch 39, F.A.C., and policy and procedures regarding child welfare practice.
Lead Care Manager	Certified as Child Welfare Care Manager (CWCM) by the Florida Certification Board (FCB).	Three years of experience as a Care Manager; 20 hours of child welfare related training annually; Maintain Human Trafficking (HT) certification; Strength-Based Supervision Training	Meets Expectations, Exceeds Expectations, or Exceptional	Fully certified Care Manager who is interested in supervisor development. At times, the Lead Care Manager will be placed in an acting supervisor role within the care center when needed. Supervisor training offered by the FPoCF training team must be completed. Quarterly attendance to leadership development sessions by the management team required. Demonstrate knowledge of F.S. Ch 39, F.A.C., and policy and procedures regarding child welfare practice.

Care Manager Career Ladder, June 2018, Revised February 2020

Care Manager Self – Assessment Identified Level: \_\_\_\_\_  
 Care Manager Statement of Interest for Identified Level

Supervisor Assessment of Care Manager Identified Level: \_\_\_\_\_

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Supervisor Comments

Approved Care Center Manager Level by Program Director: \_\_\_\_\_

Program Director Comments

Approved Care Center Manager Level by Executive Director : \_\_\_\_\_

Executive Director Comments

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If an individual is not assigned the career level identified during the self-assessment, at the time of the review, a development plan will be jointly created with the supervisor and will be assess the level quarterly.

Care Manager Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Care Manager Supervisor Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Program Director Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Executive Director Name: \_\_\_\_\_ Date: \_\_\_\_\_ Signature: \_\_\_\_\_