

## PROCEDURE

<b>Series:</b>	<b>OPERATING</b>	<b>COA:</b> <b>CFOP: N/A</b>
<b>Procedure Name:</b>	Care Manager Career Development	
<b>Procedure Number:</b>	OP1227	
<b>Reviewed Date:</b>	02/21/22, 4/16/24	
<b>Revision #/Date:</b>	05/28/22, 11/6/2025	
<b>Effective Date:</b>	02/27/2020	

**Applicable to:** Dependency Care Managers

**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 promoted to a Lead Care Manager position required to meet the guidelines established below and be interested in enhancing their knowledge, skills, and professional development.

### PROCEDURE:

#### **Definitions**

##### Care Manager Trainee/Provisional Certification:

Requirements: Holds educational requirements as noted in the table below 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 post test 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 /Full Certification:

Requirements: A minimum of six (6) months in a child welfare Care Manager Trainee role and obtained full certification in child welfare case management from the Florida Certification board. CWCM 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 is completed. Initiation of Human Trafficking training required.

##### Lead Care Manager:

Requirements: A minimum of two (2) years of case management experience; Annual Performance evaluation of "Meets Expectations" or above; annually a minimum of 20 hours of continuing education training and completion of human trafficking ongoing quarterly training requirements met. Exceptions to required experience are determined at the discretion of the leadership team when a request for consideration to Lead CM is submitted.

### Process:

When a Care Manager meets one of the above-mentioned milestones to become a Lead Care Manager 2, they will be required to complete the “Lead Care Manager Assessment”. The form will be submitted to their direct supervisor to identify their recommendation and provide any supporting comments.

At this time, if the recommendation of the 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’s recommendation is inconsistent, the supervisor will then meet with the Care Manager to identify areas of needed improvement prior to submitting the request for consideration again. 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 will be reassessed.

Once all parties agree on the recommendation the Program Director will submit the approved request for consideration to the Senior Director of Operations for final approval and submittal to HR for position title and payroll updates.

### Conflict Resolution

If a conflict arises during the leveling process the issues may be escalated to the Senior Director of Operations 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.

BY DIRECTION OF THE CHIEF EXECUTIVE  
OFFICER:



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

APPROVAL DATE: \_\_\_\_\_

## Care Manager Career Ladder

### Salary Range

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

Position Title	Educational Requirements	Experience / Training Requirements	Performance Rating Requirements**	Representative Responsibilities (See job descriptions)
Care Manager Trainee	<p>Bachelor's degree, preferably in a social work or related area of study (Defined in F.A.C. 65c-15.017)</p> <p>Or</p> <p>An associate degree from an accredited college or 60+ college credits AND two years of full-time social work or human services experience</p> <p>Or</p> <p>A high school diploma or GED equivalent AND four or more years of full time social work or human services experience</p>	<p>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.</p>	N/A	<p>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.</p>
Care Manager Fully Certified	<p>Educational Requirements are noted below</p> <p>AND</p> <p>Certified as Child Welfare Care Manager (CWCM) by the Florida Certification Board</p>	<p>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</p>	N/A	<p>Care Manager must annually complete 20 hours of Child Welfare continuing education and initiate Human Trafficking training requirements and ongoing certification requirements.</p>

	(FCB).			
Lead Care Manager	<p>Educational Requirements are noted below</p> <p>AND</p> <p>Certified as Child Welfare Care Manager (CWCM) by the Florida Certification Board (FCB).</p>	Two 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. Act as a positive role model, coach/mentor to other case management staff. 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 for Lead Care Manager:  
Care Manager Statement of Interest

Supervisor Assessment for Lead Care Manager:  
Supervisor Comments

Program Director Assessment : for Lead Care Manager:  
Program Director Comments

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

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: \_\_\_\_\_