



CFP TECHNICAL ASSISTANCE BULLETIN

MINIMUM QUALIFICATIONS FOR CFP STAFF

16B-09 JANUARY 2009



BACKGROUND

The AIDS Institute model for the COBRA Community Follow-up Program has been in existence since 1990. Since its inception, many providers have had the opportunity to put this model into practice and test the ability of the COBRA program to meet the intensive needs of HIV+ clients and their families. As the program has evolved, the minimum qualifications for CFP staff, Program Director, Case Manager, Case Management Technician, and Community Follow-up Worker, have been strengthened to better meet the needs of the population being served.

For descriptive purposes only, required minimum qualifications and rationale for each position are outlined below. Each agency is responsible for submitting agency-specific position descriptions and qualifications as part of their application, and should include them in the Policy and Procedure Manual.

**The following information can also be found in the CFP Guidance Document at: www.cobracm.org.*

For the following positions, QUALIFYING EXPERIENCE means: verifiable full or part-time case management or case work. Experience with the following target populations preferred: persons with HIV infection and/or persons with a history of mental illness, homelessness, and chemical dependence; adolescents; developmentally disabled persons; children and families.

PROGRAM DIRECTOR

Minimum Qualifications:

Master's degree, Health or Human Services preferred, one year of supervisory experience and one year of qualifying experience

OR

Bachelor's degree, Health or Human Services preferred, two years of supervisory experience and three years of qualifying experience.

The multi-level team will be supervised on a regular basis by a Program Director. Once chosen, the Program Director must be identified to the AIDS Institute, and he/she may not function as a full time case manager. During start up of the CFP, the Program Director can function as a supervisor/case manager for a portion of his/her time. However, when the second case management team is hired, it is required that the Program Director becomes a full time (100% FTE) position. Each agency should have a plan for the delegation of supervisory responsibilities, and must notify the AIDS Institute if there is a change or vacancy in the Program Director's position.

In conjunction with the agency's administration, the Program Director is responsible for the implementation of the work plan, oversees program development and evaluation, has knowledge of CFP fiscal status (revenues and expenses) and ensures quality client services. The Program Director supervises the case management staff, ensures timely billing and serves as the liaison with the AIDS Institute.

CASE MANAGER (CM)

Minimum Qualifications:

Master's or Bachelor's degree, Health or Human services preferred, and one year of qualifying experience

OR

Associate's degree, health, human, or education services preferred, and two years of qualifying experience.

The case manager provides intensive case management for clients and their families/support system, advocates for clients to obtain the full range of needed services, and ensures coordination of services. The CM promotes linkage development and monitors the effectiveness of linkages with other service providers. The CM ensures community follow-up to engage and maintain the client in care, promotes adherence to medical appointments, and encourages client self-sufficiency and empowerment. The CM supervises the case management conducted by other members of the team (CMT and CFW) and is responsible for ensuring that all team members' documentation and billing records are complete and up to date.

CASE MANAGEMENT TECHNICIAN (CMT)

Minimum Qualifications:

Associates degree in health and human services (not listed as preferred in the guidance) and one year of qualifying experience

OR

High School diploma, or G.E.D., and two years of qualifying experience.

The CMT assists the case manager in the provision of intensive case management activities to support clients and their families in accessing needed services. The CMT makes phone calls to appropriate agencies to advocate for services, and conducts home visits and community follow-up to monitor services and the client's status. The CMT maintains relationships with service providers and referral sources and participates in case conferences. The CMT maintains up-to-date case records and billing activity logs, and reports to the case manager.

COMMUNITY FOLLOW-UP WORKER (CFW)

Minimum Qualifications:

Ability to read, write, understand, and carry out directions. Community resident with knowledge of community resources and sensitivity towards persons with HIV preferred.

The CFW assists the CM and CMT by having frequent client contact in the home and in the community. The CFW helps ensure client appointments are kept and assists family members provide support to the client to meet service plan goals. The CFW assists with scheduling of appointments, keeps simple records and participates in client case conferences. The CFW engages in case finding activities such as outreach to community organizations, churches, youth groups and other agencies serving the target population. The CFW reports to the CM (and/or the CMT).

STAFF VACANCIES

It is the responsibility of the agency to notify the Program Manager when staff vacancies occur in the CFP. Agencies should submit resumes of new staff to the Program Manager as soon as the person is hired or promoted.