POSITION

The goal of resource coordination is to promote services that are planned and delivered in a manner that encourage self-sufficiency, health/safety, real community participation, and the individual's desired quality of life.

Identification of the competencies needed to perform at a standard to assure this goal is the first step toward development of a professional resource coordination workforce equipped to serve the people of Maryland.

Delineation of competencies should include both functional and contextual knowledge and skills, as well as the desired interpersonal skills, needed for effective performance.

In order to further professional competence and best practices for resource coordination, agencies should be provided with performance mandates and then, based on organizational culture and business practices, authority to identify how the specified competencies are developed, affirmed, and documented. Methods typically include a combination of selection, training, coaching, and observation by experienced personnel.

Specific State-determined protocols, such as the RFSC or SFP process, are subject to revision at any time and should, therefore, be delineated and shared in a format that can be used by provider agency management to inform and guide staff compliance; documentation of which can be reported to the State on a scheduled basis.

RECOMMENDATIONS

Adopt a competency model for RC staff development. Suggested competency areas:

1. Interpersonal Knowledge/Skills: Relating to others effectively.
2. Technical Knowledge/Skills: Information and skills to perform the job tasks.
3. Conceptual Knowledge/Skills: Using information effectively.

Allow each provider to implement according to their internal policies. Implementation methods include:

a. Interview questions
b. Applicant assessment and rating for selection
c. Documentation of prior learning and experience
d. Curriculum design and content delivery
e. Content testing
f. Ongoing competency-based assessment of performance/proficiencies

Suggested core competencies in each area include:

1. Interpersonal Knowledge/Skills: Relating to others effectively.
    1.1. Communication
    1.2. Organizational Ability
    1.3. Conflict Resolution
    1.4. Cultural Competence
2. Technical and Clinical Knowledge/Skills: Information and skills to perform the job tasks.
    2.1. Systems and Regulatory Basics
    2.2. Creating a System of Supports
    2.3. Person-Centered Practices
    2.4. Monitoring and Evaluation of Service Implementation

     2.5. Individual Health and Welfare
     2.6. Human Development and Special Needs
3. Conceptual Knowledge/Skills: Using information effectively.
     3.1. Job Commitment
     3.2. Self-Awareness
     3.3. Flexibility

RESOURCES

A Competency Model for Lead Case Managers in Integrated Case Management; Freda D. Bernotavicz and RuthAnne Spence; University of Southern Maine, Muskie School of Public Service; http://muskie.usm.maine.edu/helpkids/pubstext/caseman.htm; 2005

Core Competencies adapted from the CMSA Standards of Practice; North Sound Mental Health Administration; http://www.nsmha.org/default.aspx

Case Management Competency Map; Case Management Society of America/CMSA; http://solutions.cmsa.org/acton/fs/blocks/showLandingPage/a/10442/p/p-0008/t/page/fm/0/r/%7B%7BEnv.RecId%7D%7D/s/%7B%7BEnv.SrcId%7D%7D ; 2014