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Commission for Case Manager Certification

**CCMC-Authorized Facilitators:**

Jane Harkey, *RN-BC, MSW, CCM*  
Stan Scioscia, *M.Ed, CDMS, CRC*

October 26 & 27, 2017  
7:30 a.m. to 4:30 p.m. each day

Almanson Court  
700 S. Almanson Street  
Alhambra, CA 91801

## **FREQUENTLY ASKED QUESTIONS**

### **1. What is the CMLearning Network®?**

- The CMLearning Network is part of the Commission's work to advance the ongoing education and training of both the board-certified case manager and the professional case manager through education.
- The CMLearning Network® is the Commission's learning hub and network for information about the current and future practice of high-quality, patient-centered case management services.

### **2. What does the CMLearning Network include?**

- The learning tools of the CMLearning Network include on-line webinars, continuing education credits, Issue Briefs, Speaker's Bureau, Newsletter, our Official Journal – *CareManagement*, and educational workshops.

### **3. Tell me a little bit about Certification 360.**

- Certification 360 is a two-day immersive learning experience led by authorized facilitators.
- The workshop is an intensive, interactive training session for both new and not-so-new case managers.
- The certification workshop is offered by CCMC on various dates and at locations around the country. Please check the schedule for a two-day immersion experience near you.

### **4. What kind of information will I learn at the Certification 360?**

- You will enhance your knowledge base with practical, state-of-the art takeaways from industry experts.
- The experience will provide information to improve your practice, expand your thinking, and boost your professional development.
- The sessions will be led by CCMC authorized facilitators who will provide you with both the knowledge base and real-life practical applications.

- The experience also includes interactive breakout sessions, case studies and questions to reinforce learning. The content is built around the Essential Knowledge Domains of Case Management that have been identified by CCMCs Role and Function Survey, conducted every five years to identify the evidence base and current practice in case management.

## **5. Who should attend the Certification 360?**

- Certification 360 is structured to inform the knowledge base and practice of case management. It provides insight into the practice of case management for professionals entering or new to the practice of case management. And will refresh the knowledge base for practicing case managers. Additionally, it can assist leaders in case management to breathe new life into their training efforts.

## **6. Will attending Certification 360 help me to pass the CCM exam?**

- As previously noted, the content is structured around the knowledge domains identified through research done by CCMC into the practice of case management. This signature workshop is intended to educate individuals interested in, or already practicing case management. As a global overview of case management, it can assist you in focusing your study to prepare for certification. Registration and attendance at this workshop session does not, in any way, guarantee that the eligibility requirements will be met, the application will be approved, or that a candidate will pass the exam, and this course is NOT required for potential candidates who are interested in taking the exam.

## **7. How much is the registration fee?**

- The registration fee for the two-day case management immersion is \$599.00 per person.

## **8. What does the registration fee include?**

- The registration fee is a comprehensive educational package that includes the following materials:
  - Two full days of learning from authorized facilitators.

- A comprehensive course workbook that contains the slide presentation as well as additional supporting content covered during the course of the two-day workshop.
- Access to the Case Management Body of Knowledge™ for one year. This is an online resource for case managers that provides detailed content and diagrams for case managers. (This retails for \$199.00)
- Access to the CCMC Practice Exam, an online resource that includes 100 retired questions to test and reinforce the learning provided. (This retails for \$79.00)
- Continuing Education credit for this program is awarded by Commonwealth Educational Seminars (CES) for the following professions:

Social Workers: CES, provider #1117, is approved as a Provider for Social Work Continuing Education by the Association of Social Work Boards (ASWB) [www.aswb.org](http://www.aswb.org), through the Approved Continuing Education (ACE) program. CES maintains responsibility for the program. ASWB Approval Period: 10/5/15 through 10/5/18. Social Workers should contact their regulatory board to determine course approval. Social Workers participating in this course will receive 14.0 clinical continuing education clock hours.

Nurses: As an American Psychological Association approved provider CES programs are accepted by the American Nurses Credentialing Center (ANCC). Every state Board of Nursing accepts ANCC approved programs except California and Iowa, however CES is also an approved Continuing Education provider by the California Board of Registered Nursing, (Provider Number CEP15567) which is also accepted by the Iowa Board of Nursing. Nurses completing this program receive 14.0 CE hours of credit.

- CCMs attending will receive 14 Continuing Education Contact Hours from CCMC. (*Please note: you must be present for the full 2 days to receive 14 CEs*).

PLEASE NOTE: Lunch each day is included in the registration fee.

## **9. Where and when is the Case Management Certification Workshop going to be held?**

Dates: October 26-27, 2017  
Agenda: 7:30 AM-4:30 PM each day  
Place: Almansor Court  
Address: 700 S. Almansor Street, Alhambra, CA 91801

Meeting Attire: Business Casual. Please be aware that the temperatures in the meeting rooms can fluctuate, and are not always at our immediate control. Plan to dress in layers to ensure greater comfort.

**10. How can I register for the workshop?**

- You can register for the workshop on line by visiting CCMC's website:
  - [www.ccmcertification.org](http://www.ccmcertification.org)
- A couple of final things for you to know:
  - Certification 360 materials will be distributed on the first day of the event.
  - All registration fees are non-refundable.

**11. Are Accommodations Included?**

- No. As a service to our registrants, the following is a list of some of the closest hotels to the workshop site. Please note, CCMC does not recommend or endorse any particular hotel, and others can be accessed via online searches.

**Hilton Los Angeles/San Gabriel**

225 W Valley Blvd, San Gabriel, CA 91776  
Phone: (626) 270-2700

**DoubleTree by Hilton Hotel Los Angeles – Rosemead**

888 Montebello Blvd, Rosemead, CA 91770  
Phone: (323) 722-8800

**Hilton Garden Inn Los Angeles Montebello**

801 Via San Clemente, Montebello, CA 90640  
Phone: (323) 724-5900

**12. What is the closest airport and train station to the workshop?**

Closest Airport to Almansor Court:

Los Angeles International Airport  
1 World Way, Los Angeles, CA 90045  
50 minutes (28 miles) from the workshop

Closest Amtrak Train Station to Almansor Court:

Los Angeles Union Station  
800 North Alameda Street, Los Angeles, CA 90012  
20 minutes (10 miles) from the workshop

**13. What is the Certification 360 Cancellation Policy?**

- Cancellations to the workshop or “no shows” are nonrefundable. Registration fees are transferable to an upcoming workshop or to another participant. In the event that CCMC cancels a workshop, a full refund will be issued.