

**Children’s Board of Hillsborough County**  
**Case Management Training Series – Curriculum**

The Case Management Training Series, Course 1 through Course 4, will introduce Hillsborough County case managers and supervisors to:

- the skills and best practices recommended for case management services provided to the citizens of Hillsborough County (Courses 1 and 2), and
- Medicaid reimbursement requirements for Targeted Case Management (TCM) for Children At-Risk of Abuse and Neglect services (Course 3), and
- Targeted Case Management (TCM) At-Risk Field Training (Course 4).

This training series is comprised of the four courses listed above. To become credentialed in Case Management, you must complete courses 1 and 2. To become credentialed in Targeted Case Management (TCM) you must complete all three courses listed above and be employed by a Medicaid enrolled agency for at risk targeted case management. Course 1 is a prerequisite for Course 2.

The four courses listed above are required for Children’s Board of Hillsborough County funded TCM At Risk case managers and supervisors.

**DESCRIPTION OF COURSES**

Skills and Best Practices

Course 1 (online): Family Engagement (Netsmart E-Learning Course)

**You may take this course at your earliest convenience**

- Dates and Times: Available via the web 24/7

This is a two-hour web-based course, and is a **prerequisite for Course 2: Family Team Conferencing**.

Course 2 (classroom): Family Team Conferencing (Live Classroom Course)

**Scheduled monthly**

- Dates and Times: See flyer for latest dates/times  
Location: Children’s Board of Hillsborough County; 1002 East Palm Avenue; Tampa, FL 33605

This is a one-day, 7-hour classroom course and is limited to 25 students per class. Register for this course after passing Course 1.

Medicaid Reimbursement Requirements

Course 3 (online): Targeted Case Management (TCM) for Children At Risk of Abuse and Neglect (Netsmart E-Learning Course)

**You may take this course at your earliest convenience**

- Dates and Times: Available via the web 24/7

This is a 30-minute web-based course. There is no prerequisite for Course 3 and it may be taken at any time.

TCM Field Training

Course 4 (on the job): Targeted Case Management (TCM) for Children At Risk of Abuse and Neglect Field Training

This 14-hour field training is scheduled by the organization’s certified TCM At Risk Supervisor who has completed the Supervisor’s Field Training for Trainer’s Course. This certified TCM At Risk Supervisor will conduct and document the training. This is the last course in the CMT Series.

The first step in registering for this 3-part training is to create a Netsmart user account. Please follow the steps below to create your account:

- Step 1. Go to <http://www.netsmartu.com/cbhc>
- Step 2. Click "Create New Account"
- Step 3: Fill out the form and click "Create User"
- Step 4: On the account review screen, either click "Edit" to return to the previous screen and revise your information, or click "Create User" to complete the account set-up process
- Step 5: Once you have completed creating your account, you will see a "User created successfully" message, followed by your "Username" and "Password"
- Step 6: Either print this screen, or write down your username and password. Keep in a secure location.
- Step 7: Close your internet browser.

Once you have successfully created a Netsmart user account you are ready to take Courses 1 and 3. Please follow the steps below to register for and take Courses 1 and 3:

- Step 1: Go to <http://www.netsmartu.com/cbhc>
- Step 2: "Sign-in" with your user name and password in the orange box near the top right of the screen.
- Step 3: On the next screen, you will see the Children's Board logo near the top left of the screen along with the heading "My Trainings".
- Step 4: To the right of this screen is a box labeled "My Catalog". Click the "Show all courses" button within this box.
- Step 5: On the "Online Store" screen, click the purple "Add to Cart" button next to the course entitled "CBHC Case Management Training Series: Family Engagement (Course 1)"
- Step 6: On the "Shopping Cart" screen, click the purple "Continue Shopping" button. This will return you to the "Online Store" screen.
- Step 7: On the "Online Store" screen, click the purple "Add to Cart" button next to the course entitled "CBHC Case Management Training Series: Targeted Case Management (TCM) for Children At Risk of Abuse and Neglect (Course 3)"
- Step 8: On the "Shopping Cart" screen, you should now see both Course 1 and 3 listed. Click the purple "Checkout" button.
- Step 9: On the next screen you will see a message confirming your course selections. Near the top right of this screen, click on "My Inbox" to return to your "My Trainings" page.
- Step 10: Both Course 1 and 3 are now available for you to take. Please click on the "Start" button next to each course to begin.
- Step 11: Please ensure that you view each slide and complete the test and survey at the end of each course to successfully complete the course.

Once you have successfully completed Course 1, you will receive an email (within 3 business days) letting you know that Course 2 is available for registration. Once you receive this email, please follow the steps below to register for Course 2 (available dates listed above):

- Step 1: Go to <http://www.netsmartu.com/cbhc>
- Step 2: "Sign-in" with your user name and password in the orange box near the top right of the screen.
- Step 3: On the next screen, you will see the Children's Board logo near the top left of the screen along with the heading "My Trainings".
- Step 4: Under "My Trainings" you will see Course 2: Family Team Conferencing. Please select one of the available dates and then click "Register".

- Step 5: You will then be directed to a screen where you will see a “registered successfully” notice with a summary of the course information. You may now sign out.
- Step 6: You will also receive an email from [learn@childrensboard.org](mailto:learn@childrensboard.org) confirming your Course 2 class registration.

For additional information or questions, please contact the Children's Board Learning Institute at [learn@childrensboard.org](mailto:learn@childrensboard.org) .