

# CCSM CCMS Application

Certified Case Manager

Certified Case Manager Supervisor



## DIRECTIONS/CHECKLIST

- Official transcript required sent directly from college/university to the PCB Office.
- Certificates of attendance for trainings.
- All required documentation to support employment (i.e. letters from former employers verifying employment, current job description, signed and dated by applicant and supervisor).
- Sign and date the Code of Ethical Conduct.
- Release form notarized.
- Supervision form completed and signed by supervisor.
- Fee of \$200. May be paid by check/ money order (payable to PCB) or with VISA or MasterCard. One-half of fee is refundable if application is denied or cancelled prior to the exam – no refund if application is denied or cancelled after exam.

If you have other credentials with PCB, please call the office before applying.

When the application is approved, you will be notified about scheduling the exam. If there are any problems with the application, you will be notified by email or phone.

Keep a photocopy of the entire application. Send your completed application, copies of certificates of attendance, attachments, and fee to:

PCB  
298 S. Progress Avenue  
Harrisburg, PA 17109  
Phone: (717) 540-4455 Fax: (717) 540-4458  
Website: [www.pacertboard.org](http://www.pacertboard.org) Email: [info@pacertboard.org](mailto:info@pacertboard.org)

# REQUIREMENTS FOR CCSM AND CCMS

## Definitions

- Case Management is a coordinated approach to social service delivery that addresses the client's specific service needs and links them to the appropriate resources. It also includes a set of activities intended to ensure that clients receive clinically appropriate services throughout the continuum of case. These activities include assessing behavioral health treatment needs, referring to appropriate services and monitoring the provision of services.

## Employment

- Two years (4000 hours) of employment as an alcohol and drug case manager or supervisor of the same. Employment must have been gained within the last seven years. Applicant must spend at least 51% of his/her time providing case management services.
- Applicant must be currently employed in a case manager position at the time application is submitted.
- If current employment is in an unlicensed facility, an agency brochure and philosophy statement as it relates to the provision of alcohol and drug services must be included.

## Supervision

- 200 hours of on-the-job supervision within the five case manager domains.

## Education

- Bachelor's degree from an accredited college or university that is recognized by the US Department of Education or the Council on Higher Education Accreditation. An official transcript sent directly from college/university is required.
- 200 hours of education relevant to the field of addiction, of which 100 are alcohol and drug specific, including six in professional ethics and responsibilities, six in communicable diseases, and six in cultural competency.
- Education is defined as formal, structured instruction in the form of workshops, seminars, institutes, in-services, college/university credit courses and PCB approved distance education.
- Education must be specifically related to the knowledge and skills necessary to perform the tasks within the five domains.
- Education in CPR/First Aid and computer learning will be acceptable for a maximum of six hours each.
- Three college credits are equivalent to 45 hours.
- Education, as defined above, applicant provides to others may also be used providing it is verified in writing by sponsoring school or agency.

## Examination

- Pass the Examination for Case Managers.

## Other

- Signed and dated Code of Ethical Conduct.
- Signed, dated and notarized Release.
- Current job description dated and signed by supervisor and applicant.
- Applicant must either live or work in PA at time of application.

## Domains

1. Engagement
2. Evaluation
3. Service Coordination
4. Referral/Placement
5. Professional Responsibility

## **Fees**

Certification:	\$200
<i>(fee must accompany application and materials)</i>	
Retest:	\$100
Exam Cancellation:	\$100

## **CERTIFICATION TIME PERIOD**

PCB certification encompasses two calendar years commencing on the date of successful completion of the examination. Two dates, date of issue and valid through, will appear on the certificate along with a certification number.

## **APPEAL PROCESS**

The purpose of appeal is to determine if PCB accurately, adequately and fairly reviewed applicant's file. A letter requesting an appeal must be made to PCB in writing within 30 days of the notification of the board's action. A person shall be considered notified three days after the relevant date of mailing. The written appeal will be sent to the Executive Committee who in turn will thoroughly review the entire application and materials to determine whether or not applicant should have been denied approval. Applicant will be notified in writing as to the findings of the Executive Committee.

## **EXAMINATION INFORMATION**

**Type:** This credential requires successful completion of the Case Manager exam which is offered as a paper and pencil exam. Two and a half hours are permitted to complete the 100 question, multiple choice exam. Candidates will be notified by PCB, once application for certification is approved, on how to register for the exam.

**Content:** The Job Task Analysis for this credential identified domains which make up the questions in the exam. Within each domain are several identified tasks that provide the basis for questions in the exam.

**Candidate Guide:** The domains, including the knowledge and skill areas of each domain, sample exam questions, and a list of references are included in the free Candidate Guide. Candidate Guides will be sent to candidates prior to exam scheduling. Candidate Guides are also available from the PCB website at [www.pacertboard.org](http://www.pacertboard.org) by clicking on "Testing."

**Study Guides:** At this time, PCB does not offer a study guide for the Case Manager exam.

**Dates:** The exam is offered in March, June, September and December, as well as by appointment at the PCB Office. Candidates will receive information from PCB on registering for the exam once application for certification is approved.

**Locations:** The exam is offered in Harrisburg, Eagleville and Pittsburgh.

**Special Situations:** Individuals with disabilities and/or religious obligations that require modifications in exam administration may request specific procedure changes, in writing, to PCB no fewer than 60 days prior to the scheduled exam date. With the written request, candidate must provide official documentation of the disability or religious issue. Contact PCB on what constitutes official documentation. PCB will make arrangements for appropriate modifications to its procedures when documentation supports this need.

**Cancellation/Rescheduling Policy:** The exam fee of \$100 will be forfeited unless a minimum of ten days notice is given to PCB to cancel a reservation.

**Retest:** Candidates will be sent retest instructions from PCB. Applicant must take the exam within one year to keep the application active.

## **RECERTIFICATION**

To maintain the high standards of this professional practice and to assure continuing awareness of new knowledge in the field, PCB requires recertification every two years.

To be recertified as a CCSM/CCMS, an individual must:

1. Hold a current and valid certificate issued by PCB;
2. Acquire 40 hours of PCB approved education including three hours in professional ethics and responsibilities received within the two year recertification cycle. Professionals recertifying their credential(s) may be subject to an audit. Review the recertification application for more details;
3. Verify that you have reviewed, read and will uphold by practice the PCB Code of Ethical Conduct for professional behavior;
4. Complete an application and pay the recertification fee.

## **LAPSED CERTIFICATION**

The completed recertification application should be received at PCB prior to the expiration date. If the application is incomplete, applicant will be notified by phone or email depending on what has been indicated by applicant.

There is no grace period. If the recertification is not completed by the expiration date, the individual will no longer hold a CCSM/CCMS and no further use of the CCSM/CCMS is permitted until the individual has recertified.

All certified professionals should review the recertification application well in advance of the expiration date. A Reinstatement Fee is due if the recertification is late between one day and 12 months. After 12 months, no recertification is possible and applicant would have to reapply for the credential, meeting all current requirements.

# APPLICATION FOR CCSM OR CCMS

Form can be completed and saved. You may then print the appropriate pages to submit to PCB.

I am applying for:  CCSM  
 CCMS - available only to supervisors who provide supervision to Case Managers.

Other past or current PCB credentials held:  AAC II  CAAC  CADC  CAADC  CCS  APS II  CPS  CCJP  CCSM  
 CCMS  CAAP  CCDP  CCDPD  CRS  Gambling

Date: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  Male  Female

Name: \_\_\_\_\_ SSN: \_\_\_\_\_

Home Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

County: \_\_\_\_\_ Home Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
*(required)*

Position/Title: \_\_\_\_\_ Employer: \_\_\_\_\_

Employer Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

County: \_\_\_\_\_ Work Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Dates Employed: \_\_\_\_\_ Hours per Week: \_\_\_\_\_

Immediate Supervisor: \_\_\_\_\_ Title: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

College/University: \_\_\_\_\_ Name on Transcript: \_\_\_\_\_

If PCB needs to contact you, please indicate your preference:  Email  Phone

Why are you pursuing certification? *(required)* \_\_\_\_\_

I hereby attest that the applicant is working in a position where a minimum of 51% of his/her time is spent providing direct, case management services OR that the applicant is working in a position where a minimum of 51% of his/her time is spent providing supervision of case management services.

\_\_\_\_\_  
Supervisor's Signature

Have you ever received any disciplinary action from another certification or licensing authority?  Yes  No  
*If yes, please explain in full on a separate sheet.*

Fee of \$200 can be paid using one of the following:

Check/MO (payable to PCB)

Credit Card (Visa or MasterCard) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

3-digit code: \_\_\_\_\_ Exp. Date: \_\_\_\_\_ Name on Card: \_\_\_\_\_

**Please print your name as it should appear on your certificate:**

**PREVIOUS EMPLOYMENT, IF APPLICABLE**

*Include letter (on company letterhead) from previous employer verifying your duties and dates employed.*

Name of Employer: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Your Title: \_\_\_\_\_ Hours per Week: \_\_\_\_\_

Dates Employed: \_\_\_\_\_ Immediate Supervisor: \_\_\_\_\_

Primary Responsibilities: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Name of Employer: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Your Title: \_\_\_\_\_ Hours per Week: \_\_\_\_\_

Dates Employed: \_\_\_\_\_ Immediate Supervisor: \_\_\_\_\_

Primary Responsibilities: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Name of Employer: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Your Title: \_\_\_\_\_ Hours per Week: \_\_\_\_\_

Dates Employed: \_\_\_\_\_ Immediate Supervisor: \_\_\_\_\_

Primary Responsibilities: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

# SUPERVISION

To Supervisor: Please complete this form indicating applicant's on-the-job supervision. This form is not intended to document applicant's total number of hours worked but rather the hours of on-the-job supervision you have provided the applicant. Supervision is a formal or informal process that is administrative, evaluative, clinical, and supportive. It can be provided by more than one person, it ensures quality of clinical care, and extends over time. Supervision includes observation, mentoring, coaching, evaluating, inspiring, and creating an atmosphere that promotes self-motivation, learning, and professional development. In all aspects of the supervision process, ethical and diversity issues must be in the forefront.

Applicant's Name: \_\_\_\_\_

I hereby attest that a minimum of 200 hours of supervision in the domains have been attained by the above-named applicant.

## CASE MANAGEMENT DOMAINS

## # OF HOURS RECEIVED IN EACH

- 1. Engagement \_\_\_\_\_
- 2. Evaluation \_\_\_\_\_
- 3. Service Coordination \_\_\_\_\_
- 4. Referral/Placement \_\_\_\_\_
- 5. Professional Responsibility \_\_\_\_\_
- TOTAL MUST BE AT LEAST 200 HOURS** \_\_\_\_\_

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

# CODE OF ETHICAL CONDUCT

## UNLAWFUL CONDUCT

- Rule 1.1** Once certified, a certified professional shall not be cited, arrested, or convicted for any summary offense, misdemeanor, or felony relating to the individual's ability to provide substance abuse and other behavioral health services or that reflects conduct unbecoming a certified professional as determined by PCB.
- Rule 1.2** A certified professional shall not be convicted of any crime that involves the use of any controlled or psychoactive substance.

## SEXUAL MISCONDUCT

- Rule 2.1** A certified professional shall, under no circumstances, engage in sexual activities or sexual contact with clients, whether such contact is consensual or forced.
- Rule 2.2** A certified professional shall not engage in sexual activities or sexual contact with clients' relatives or other individuals with whom clients maintain a close personal relationship when there is a risk of exploitation for potential harm to the client.
- Rule 2.3** A certified professional shall not engage in sexual activities or sexual contact with former clients because of the potential harm to the client.
- Rule 2.4** A certified professional shall not provide clinical services to individuals with whom they have had a prior sexual relationship.

## FRAUD-RELATED CONDUCT

- Rule 3.1** A certified professional shall not:
1. present or cause to be presented a false or fraudulent claim, or any proof in support of such claim, to be paid under any contract or certificate of insurance;
  2. prepare, make, or subscribe to a false or fraudulent account, certificate, affidavit, proof of loss, or other document or writing, with knowledge that the same may be presented or used in support of a claim for payment under a policy of insurance; or
  3. present or cause to be presented a false or fraudulent claim or benefit application, or any false or fraudulent
  4. proof in support of such a claim or benefit application, or false or fraudulent information, which would affect a future claim or benefit application, or be paid under any employee benefit program;
  5. seek to have an employee commit fraud or assist in an act of commission or omission to aid fraud related behavior.
- Rule 3.2** An individual shall not use misrepresentation in the procurement of certification or recertification, or assist another in the preparation or procurement of certification or recertification through misrepresentation. The term "misrepresentation" includes but is not limited to the misrepresentation of professional qualifications, education, certification, accreditation, affiliations, employment experience, the plagiarism of application and recertification materials, or the falsification of references.
- Rule 3.3** An individual shall not use a title designation, credential or license, firm name, letterhead, publication, term, title, or document which states or implies an ability, relationship, or qualification that does not exist and to which they are not entitled.
- Rule 3.4** A certified professional shall not provide service under a false name or a name other than the name under which his or her certification or license is held.

- Rule 3.5** A certified professional shall not sign or issue, in their professional capacity, a document or a statement that the professional knows or should have known to contain a false or misleading statement.
- Rule 3.6** A certified professional shall not produce, publish, create, or partake in the creation of any false, fraudulent, deceptive, or misleading advertisement.
- Rule 3.7** A certified professional who participates in the writing, editing, or publication of professional papers, videos/films, pamphlets or books must act to preserve the integrity of the profession by acknowledging and documenting any materials and/or techniques or people (i.e. co-authors, researchers, etc.) used in creating their opinions/papers, books, etc. Additionally, any work that is photocopied prior to receipt of approval by the author is discouraged. Whenever and wherever possible, the certified professional should seek permission from the author/creator of such materials. The use of copyrighted materials without first receiving author approval is against the law and, therefore, in violation of the Code of Ethical Conduct.

#### **EXPLOITATION OF CLIENTS**

- Rule 4.1** A certified professional shall not develop, implement, or maintain exploitative relationships with clients and/or family members of clients.
- Rule 4.2** A certified professional shall not misappropriate property from clients and/or family members of clients.
- Rule 4.3** A certified professional shall not enter into a relationship with a client which involves financial gain to the certified professional or a third party resulting from the promotion or the sale of services unrelated to the provision of services or of goods, property, or any psychoactive substance.
- Rule 4.4** A certified professional shall not promote to a client for their personal gain any treatment, procedure, product, or service.
- Rule 4.5** A certified professional shall not ask for nor accept gifts or favors from clients and/or family members of client.
- Rule 4.6** A certified professional shall not offer, give, or receive commissions, rebates, or any other forms of remuneration for a client referral.
- Rule 4.7** A certified professional shall not accept fees or gratuities for professional work from a person who is entitled to such services through an institution and/or agency by which the certified professional is employed.

#### **PROFESSIONAL STANDARDS**

- Rule 5.1** A certified professional shall not in any way participate in discrimination on the basis of race, color, sex, sexual orientation, age, religion, national origin, socio-economic status, political belief, psychiatric or psychological impairment, or physical disability.
- Rule 5.2** A certified professional who fails to seek therapy for any psychoactive substance abuse or dependence, psychiatric or psychological impairment, emotional distress, or for any other physical health related adversity that interferes with their professional functioning shall be in violation of this rule. Where any such conditions exist and impede their ability to function competently, a certified professional must request inactive status of their PCB credential for medical reasons for as long as necessary.
- Rule 5.3** A certified professional shall meet and comply with all terms, conditions, or limitations of a certification or license.

- Rule 5.4** A certified professional shall not engage in conduct that does not meet the generally accepted standards of practice.
- Rule 5.5** A certified professional shall not perform services outside of their area of training, expertise, competence, or scope of practice.
- Rule 5.6** A certified professional shall not reveal confidential information obtained as the result of a professional relationship, without the prior written consent from the recipient of services, except as authorized or required by law.
- Rule 5.7** The certified professional shall not permit publication of photographs, disclosure of client names or records, or the nature of services being provided without securing all requisite releases from the client, or parents or legal guardians of the clients.
- Rule 5.8** The certified professional shall not discontinue professional services to a client nor shall they abandon the client without facilitating an appropriate closure of professional services for the client.
- Rule 5.9** A certified professional shall not fail to obtain an appropriate consultation or make an appropriate referral when the client's problem is beyond their area of training, expertise, competence, or scope of service.

#### **SAFETY & WELFARE**

- Rule 6.1** A certified professional shall not administer to himself or herself any psychoactive substance to the extent or in such manner as to be dangerous or injurious to a recipient of services, to any other person, or to the extent that such use of any psychoactive substance impairs the ability of the professional to safely and competently provide services.
- Rule 6.2** All certified professionals are mandated child abuse reporters.

#### **RECORD KEEPING**

- Rule 7.1** A certified professional shall not falsify, amend, or knowingly make incorrect entries or fail to make timely essential entries into the client record.

#### **ASSISTING UNQUALIFIED/UNLICENSED PRACTICE**

- Rule 8.1** A certified professional shall not refer a client to a person that he/she knows or should have known is not qualified by training, experience, certification, or license to perform the delegated professional responsibility.

#### **DISCIPLINE IN OTHER JURISDICTIONS**

- Rule 9.1** A certified professional holding a certification, license, or other authorization to practice issued by any certification authority or any state, province, territory, tribe, or federal government whose certification or license has been suspended, revoked, placed on probation, or other restriction or discipline shall promptly alert the Board of such disciplinary action.

#### **COOPERATION WITH THE BOARD**

- Rule 10.1** A certified professional shall cooperate in any investigation conducted pursuant to this Code of Ethical Conduct and shall not interfere with an investigation or a disciplinary proceeding or attempt to prevent a disciplinary proceeding or other legal action from being filed, prosecuted, or completed.

Interference attempts may include but are not limited to:

1. the willful misrepresentation of facts before the disciplining authority or its authorized representative;
2. the use of threats or harassment against, or an inducement to, any client or witness in an effort to prevent them from providing evidence in a disciplinary proceeding or any other legal action;
3. the use of threats or harassment against, or an inducement to, any person in an effort to prevent or attempt to prevent a disciplinary proceeding or other
4. legal action from being filed, prosecuted or completed;
5. refusing to accept and/or respond to a letter of complaint, allowing a credential to lapse while an ethics complaint is pending, or attempting to resign a credential while an ethics complaint is pending. Violation of this rule under these circumstances will result in the immediate and indefinite suspension of the certified professional's credential until the ethical complaint is resolved.

**Rule 10.2** A certified professional shall:

1. not make a false statement to the PCB or any other disciplinary authority;
2. promptly alert colleagues informally to potentially unethical behavior so said colleague could take corrective action;
3. report violations of professional conduct of other certified professionals to the appropriate licensing/disciplinary authority when he/she knows or should have known that another certified professional has violated ethical standards and has failed to take corrective action after informal intervention.

**Rule 10.3** A certified professional shall report any uncorrected violation of the Code of Ethical Conduct within 90 days of alleged violation. Failure to report a violation may be grounds for discipline.

**Rule 10.4** A certified professional with firsthand knowledge of the actions of a respondent or a complainant shall cooperate with the PCB investigation or disciplinary proceeding. Failure or an unwillingness to cooperate in the PCB investigation or disciplinary proceeding shall be grounds for disciplinary action.

**Rule 10.5** A certified professional shall not file a complaint or provide information to the PCB, which he/she knows or should have known, is false or misleading.

**Rule 10.6** In submitting information to PCB, a certified professional shall comply with any requirements pertaining to the disclosure of client information established by the federal or state government.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# RELEASE

*(must be notarized below)*

I hereby request that PCB grant the credential to me based on the following assurances and documentation:

I subscribe to and commit myself to professional conduct in keeping with the PCB Code of Ethical Conduct;

I hereby certify that the information given herein is true and complete to the best of my knowledge and belief. I also authorize any necessary investigation and the release of manuscripts and other personal information relative to my certification. Falsification of any records or documents in my application will nullify this application and will result in denial or revocation of certification;

I consent to the release of information contained in my application and any other pertinent data submitted to or collected by PCB to officers, members, and staff of the aforementioned Board;

I consent to authorize PCB to gather information from third parties regarding continuing education and employment and understand that such communication shall be treated as confidential;

Allegations of ethical misconduct reported to PCB before, during, or after application for certification is made will be investigated by PCB and could result in the nullification of the application or denial or revocation of certification.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

On this the \_\_\_\_\_ day of \_\_\_\_\_, 201\_\_\_\_, by me \_\_\_\_\_

a notary public, the undersigned officer, personally appeared: \_\_\_\_\_,

known to me or satisfactorily proven to be the person whose name is subscribed to the within instrument and

acknowledged that she/he executed the same for the purposes therein contained. In witness whereof, I hereby

set my hand and official seal. Sworn and subscribed before me this \_\_\_\_\_ day of \_\_\_\_\_,

201\_\_\_\_.

\_\_\_\_\_  
Notary Public **SEAL:**