



Ryan White Part B

Care Coordinator & Case Manager Training

It is a requirement of all Ryan White Part B funded care coordinators and case managers to complete the following training within 30 days of start date. This training is not intended to take the place of hands-on training and should be combined with training provided by your agency. For those working in the county model, you will be contacted to schedule an onsite consultation for additional training and support. If you work in the regional model, contact your supervisor regarding any additional training needs. The CAREWare training may be completed internally, or with the support of OHA staff. If you would like to coordinate training with an OHA staff member, contact the HIV Care and Treatment Program.

	Item	Date Completed	Initials
1.	Watch Module 1: Introduction to the HIV Care and Treatment Program		
2.	Read HIV Community Services: HIV Case Management: Standards of Services (County) or (Regional)		
3.	Review Case Management Forms		
4.	Watch Module 3: Supportive Services and Definitions Review (HIV Community Services Program: Support Services Guide)		
5.	Watch Module 4: CAREAssist Program Overview (Read CAREAssist Member Handbook)		
6.	Watch Module 2: Oregon Housing Opportunities in Partnership (OHOP) Program (Read OHOP Program Policies and Procedures in the center of the page)		
7.	Health Literacy & patient safety: help patients understand (video)		
8.	HIV Prevention Essentials - Modules 1-6		

Oregon Ryan White Part B Program

9.	Review at least one of the following resources on cultural awareness or identify another related resource that you've reviewed in the last 6 months. • Be safe: A Cultural Competency Model for African Americans (PDF) • Be safe: A Cultural Competency Model for American Indians, Alaska Natives, and Native Hawaiians (PDF) • Be safe: A Cultural Competency Model for Asians & Pacific Islanders (PDF) • Be safe: A Cultural Competency Model for Latinos (PDF) • Aging with HIV (video) • Culturally Competent Care with Substance Users (webinar)		
10.	Standards of Case Management Services– See below.		
11..	Screening, Brief Intervention and Referral to Treatment Training found here .		
12.	CAREWARE User Guide (Under “Data Entry Guidance”)		
13.	Additional Technical Assistance & Training – Please contact the HIV Community Services Program if you would like additional technical assistance. This may include an onsite visit, training via telephone or webinar, or arranging for a shadow experience with a peer.		

Standards of Case Management Services

	Item	Date Completed	Initials
1.	Watch Module 1: Introduction to the Standards of Service		
2.	Watch Module 2: Intake & Eligibility		
3.	Watch Module 3: Screening & Assessment		
4.	Watch Module 4: Acuity Scales		
5.	Watch Module 5: Care Planning		
6.	Watch Module 6: Information & Referral		
7.	Watch Module 7: Follow up & Monitoring		
8.	Watch Module 8: Transfer & Discharge		

CAREWARE Training

Module		Date Completed	Initials
1	CAREWare Basics		
2	Case Management 1		
3	Case Management 2		
4	Reports		
5	Specialty Reports		
6	Administrative Training (for Administrative staff only)		

Name of trainee (please print)

Date

Supervisor Signature

Date

The following materials are not required, but strongly recommended for case managers to review.

	Item
1.	AIDS Education and Training Center (AETC) - See resource library for online training, webinars, videos and documents on a variety of topics.
2.	Getting to Work (Webinars and reading material) – Highlights impact of employment related services for PLWH.
3.	Trauma Informed Care (Trauma Informed OR)
4.	YouTube channel: AIDSLibrary
5.	OHA Tuberculosis Department Website . Highly recommended for RN case managers.
6.	SSI/SSDI Outreach, Access & Recovery (SOAR) Training – 7 course session to increase your ability to assist a client in applying to SSI or SSDI. Video and reading content.