

UPMC Western Psychiatric Hospital (WPH)  
Office of Educational Resources and Planning (OERP)

### Case Management-Service Coordinator Courses and Testing Tip Sheet

The Case Management and Service Coordinator web-based courses/training was developed by the Office of Educational Resources and Planning (formerly Office of Education and Regional Programming) of UPMC Western Psychiatric Hospital in conjunction with the Office of Mental Health and Substance Abuse Services, Pennsylvania Department of Human Services.

The slides were updated in March and April 2020. We'll continue to work on them.

- **Supervisors:** The Basic and Child Case Management/Resource Coordination Training is now available online at [www.oerp.pitt.edu](http://www.oerp.pitt.edu). The web course allows you to schedule this state-mandated training for intensive case managers and resource coordinators at a time that suits your staff's schedule.
- Participants will need to review the modules, complete the tests and the Registration Form (except for the test score) and submit all forms to you. After you have corrected the tests, please ensure that the updated Registration Form is completed with the score, and that all information is correct. Supervisors can request the test answers by contacting **Doreen Barkowitz** at [barkowitzdh@upmc.edu](mailto:barkowitzdh@upmc.edu). The Basic test questions are worth approximately three points each. The Child CM test questions are worth approximately 4.3 points each. Please estimate to come up with a rounded score.
- Please return the completed child and/or basic case management **Registration Form only** to the Office of Educational Resources and Planning at [OERPinfo@upmc.edu](mailto:OERPinfo@upmc.edu). **Please make sure you keep copies of the scored answer sheets in your files for seven years.** A certificate will be e-mailed to both the participant and the supervisor within six weeks. Please ensure that both e-mail addresses are printed clearly on the participant's registration form. If you have any questions, please contact **Doreen Barkowitz** at [barkowitzdh@upmc.edu](mailto:barkowitzdh@upmc.edu). The online survey which needs to be completed after the CM/SC has completed their work can be found at [www.surveymonkey.com/r/CM-eval](http://www.surveymonkey.com/r/CM-eval).
- **Completed registration forms (including e-mail addresses for the case manager/service coordinator) should be sent to [OERPinfo@upmc.edu](mailto:OERPinfo@upmc.edu). In the subject line, please write Attn: Delphine Giles. Please do not send the registration forms through the mail, or via fax if possible. We're not always in the office. It's best to e-mail them to [OERPinfo@upmc.edu](mailto:OERPinfo@upmc.edu), or [giledy@upmc.edu](mailto:giledy@upmc.edu).**

Delphine Giles  
WPH/OERP  
3811 O'Hara Street  
Champion Commons, Third Floor  
Pittsburgh, PA 15213  
Fax number: 412.204.9110, Attn: Delphine Giles

- **Please note: Replacement certificates cost \$30. Please hold on to the certificates once Delphine has sent them to you. You can send them to your HR department, or keep them in an employee file, etc. but it's important to have these certificates for reviews and audits.**

- **Changes in Child Abuse Laws and Reporting Requirements (Updated 2/27/2015)**  
The website, <http://keepkidssafe.pa.gov>, is designed to serve as the hub for information related to critical components impacting child protection including a link for mandated reporters to make reports of suspected child abuse electronically, training on child abuse recognition and reporting, information related to clearances and general information related to child protection. Please go to link below and review all pertinent information: <http://keepkidssafe.pa.gov>
- **Mandated and Permissive Reporting in Pennsylvania Online Training**. Please go to link below and register to take the test if you have not done so already: [www.reportabusepa.pitt.edu](http://www.reportabusepa.pitt.edu)