



## Targeted Case Management (TCM) Training on DMHAS' Online Learning Management System (LMS)



Two self-directed courses provide a basic overview of all components for TCM.

**The Administrative Requirements** course helps directors and managers and others responsible for overseeing direct service staff understand the basic organizational and management requirements for TCM participating agencies.

The **Service Delivery** course provides details regarding how TCM services are delivered and documented for direct service staff.

It is recommended that all individuals involved in the management or delivery of TCM  
**complete both trainings.**

**1. Introduction to Targeted Case Management (TCM): Administrative Requirements.** The purpose of this training is to provide a broad overview of the administrative requirements and processes associated with TCM service delivery. Some areas this training covers are:

- a. Components of a TCM Service
- b. TCM target population
- c. Types of agencies and staff that can provide TCM Services
- d. Random Moment Time Study
- f. TCM Missing Data Report and Service Intensity TCM reports

**2. Introduction to Targeted Case Management (TCM): Service Delivery.** The purpose of this training is to provide TCM provider agencies and staff knowledge and skills to identify, deliver and document TCM Services. Some areas this training covers are:

- a. TCM services vs. non TCM services
- b. External services and resources included in TCM
- c. Components of the CLAMP Model used for TCM services
- d. Assessments, Planning and Progress Note requirements for TCM services

**Facilitated trainings will only be scheduled once the LMS courses have been completed and the provider identifies specific areas requiring technical assistance.**

If agency staff have access to the DMHAS LMS System, the courses can be accessed here: <https://ctlms-dmhas.ct.gov>  
After logging in, search for the course names.

If staff do not have access, complete instructions on how to access the LMS can be found here on the DMHAS Office of Workforce Development webpage: <https://portal.ct.gov/DMHAS/Divisions/Office-of-Workforce-Development/Office-of-Workforce-Development>