**Section 686.1020 Case Manager Staffing Requirements, Qualifications and Training**

a) Every agency providing case management services shall designate an individual who has overall responsibility for the administration of case management services.

b) A Case Manager shall meet one of the following qualifications:

1) a Registered Nurse, licensed pursuant to the Illinois Nursing Act of 1987 [225 ILCS 65];

2) a Certified or Licensed Social Worker, certified or licensed pursuant to the Illinois Clinical Social Work and Social Work Practice Act [225 ILCS 20];

3) a Social Worker with a minimum of a Bachelor's degree in social work, social sciences or counseling. A Bachelor's of Social Work or a Master's of Social Work from a school accredited by any organization nationally recognized for the accreditation of schools of social work is preferred;

4) a Vocational Specialist holding a certification in Rehabilitation Counseling or a minimum of 3 years working with people with disabilities;

5) Licensed Clinical Professional Counselor (LCPC), licensed pursuant to the Professional Counselor and Clinical Professional Counselor Licensing Act of 1998 [225 ILCS 107];

6) Licensed Professional Counselor (LPC), licensed pursuant to the Professional Counselor and Clinical Professional Counselor Licensing Act [225 ILCS 107];

7) Certified Case Manager (CCM) with certification in case management from an appropriate certifying organization.

c) Each Case Manager shall have no more than 30 customers. Incremental increases may be considered when the Case Manager demonstrates the capacity to competently provide case management services for Brain Injury Waiver cases. Subsequent to this determination, cases may be increased in increments of up to 15 cases. This capacity will be determined when the Case Manager maintains a competence rate of at least 98% for a period of at least three months at a full caseload size of 30 customers, using the process outlined in 89 ILL. ADM. CODE CH. I SECTION 686.1025(b).

d) Annually, each Case Manager shall receive at least 12 hours of in-service training. The training must be relevant to the provision of services to persons with brain injuries.

(Source: Amended at 25 Ill. Reg. 6282, effective May 15, 2001)