Catholic Charities-Haitian Multi-Service Center/Suffolk University

Health and Human Services Management Certificate Program

Gaining knowledge, building confidence, creating a network, and building a better health and human services system. Better managers, manage better!

2007-2008 Program

For more information, contact:
HHS Management Admissions Committee
Catholic Charities Yawkey Center, Haitian Multi-Service Center
185 Columbia Road, Dorchester, MA 02121
(617) 506-6600

CATHOLIC CHARITIES-Haitian Multi Service Center/SUFFOLK UNIVERSITY
Health & Human Services Management Certificate Program

Community-based organizations in the not-for-profit sector are faced with a dearth of qualified younger staff both to provide smooth transitions when senior managers choose to leave, and to perform the extraordinarily demanding functions of middle managers in today's technologically sophisticated and regulatorily exacting human services environment.

Although training programs do exist in public and human services management, we have identified serious barriers to seeking formal training among younger not-for-profit staff, including:

- lack of financial resources to pay for education,
- inadequate release-time from work responsibilities, and
- a perception that the existing programs are not tailored to the specific skill sets required by human services managers.

It is not uncommon for graduate level courses to cost in excess of $2,000 each even at accessible schools, with multi-credit courses, and multi-course programs, the norm rather than the exception. Should young managers choose to make the economic investment to undergo formal training, often the community-based organization is unable to reimburse them for the cost. Furthermore, these study programs often take place after regular working hours or on Saturdays, requiring an additional sacrifice in terms of domestic and personal time, at a span in their life course when most middle managers are raising families. Finally, most training programs address the needs and concerns of managers in large not-for-profit organizations, such as hospitals, and the coursework is often irrelevant to managers in small and mid-sized community-based organizations.

In order to address these barriers and provide a useful program of formal training, CC-HMSC and Suffolk University have developed a one-year, integrated learning and working **Health & Human Services (HHS)** Management Certificate Program that will effectively begin to address the scarcity of qualified not-for-profit middle managers.

A TIMELY SOLUTION

The **HHS** program will consist of five 5-week Training Blocks. As indicated in the following chart, each 5-week Block will consist of two modules. The topics for the modules were selected after surveying CC-HMSC middle and senior managers extensively, and after consultation with Professors Marie Matava and Clarence Cooper, of Suffolk University's Public Management Department.

The Curriculum and 2007-08 Program Schedule

The specific content of the modules will be adjusted to the level of experience and knowledge base of the participants, and coursework will reflect familiar situations and challenges for human services middle managers.

Block 1	♦ Human Services Management I ♦ Human Services Management II	Sep 20 – Oct 18, 2007
Block 2	♦ Legal and Ethical Issues for Non-Profits ♦ Financial Management I	Nov 01 – Dec 06, 2007
Block 3	♦ Communication and Marketing Strategies ♦ Financial Management II	Jan 17 – Feb 14, 2008
Block 4	♦ Designing and Implementing Evaluation & Outcome Measurement Systems ♦ Human Resources I	Mar 13 – Apr 17, 2008
Block 5	♦ Designing and Implementing Evaluation & Outcome Measurement Systems ♦ Human Resources II	May 15 - Jun 12, 2008

Each Training Block will take place on **five consecutive Thursdays**, and participants will be released from their duties in order to attend. Community-based organizations taking part in the program will agree to facilitate the fullest participation of their middle managers. There will be a **4-6 week break** between Training Blocks, to prevent backlogs in the execution of responsibilities and tasks by participating managers.

Cost

The tuition cost for the Certificate Program is $2,500/student. For the 2007-08 Program, however, qualified students from Partner agencies (DSS, MAPS, CC) will get a $1,000 scholarship. Students may incur some expense for educational materials (as noted below), and each Student is required to pay a **non refundable $50 application fee**. Application fees must be mailed in with the application, checks made out to CC-Haitian Multi Service Center, and mailed to 185 Columbia Road, Dorchester, MA 02121.

PARTICIPANT SELECTION

Applicants for the program must meet the following basic criteria:

1. Have management responsibilities, or be in line to assume them in the near future.
2. Have a written recommendation and approval of their direct supervisor.
3. Commit to completing the entire one-year program and to remain in the employ of their current employee for at least one year after graduation.
4. Agree to invest a maximum of $50 per Training Block ($250 maximum for the program) in educational materials, if required for graduate credits.
5. Agree to inclusion of program completion as an element of the annual performance evaluation.

COMPLETION

Participants who complete the ten modules in the five Training Blocks will receive a **Certificate in Health & Human Services Management**, issued jointly by Catholic Charities-Haitian Multi Service Center and Suffolk University. Those participants who excel in the successful completion of the program will receive a Certificate with Distinction.

CC-HMSC expects that the experience will motivate participants to continue their graduate-level studies. Graduates of the HHS program who complete their work at graduate level may apply nine (9) graduate level credits (equivalent to $9,000 in tuition) toward the following programs at Suffolk University:

Master of Public Administration	45 cr.
Master of Health Administration	49 cr.
MPA/ Master of Science in Mental Health	60 cr.
MPA/ Master of Political Science	54 cr.
MPA/Master of Science in Criminal Justice	54 cr.
Certificate of Advanced Studies in Public Administration	15 cr.

Sponsoring Agency Responsibilities

Agencies who wish to sponsor an employee(s) for enrollment in the HHS Program must agree to give enrolled employees paid time-off in order to attend classes and to adjust their work requirements accordingly.

In return, all HHS enrollees will commit themselves to continued employment with their sponsoring agency for at least one year following their graduation.

Application Process

Information sessions will be held each June for interested applicants and agencies. Applications are due June 15th and admission decisions will be made by July 1st for September enrollment.

Each Program cycle is expected to enroll thirty students.

CATHOLIC CHARITIES-Haitian Multi Service Center/SUFFOLK UNIVERSITY
Health and Human Services Management Certificate Program

Application Form. (Please attach the completed **Supervisor's Recommendation/Agency Commitment** form.)

PERSONAL INFORMATION

Name_____

Home Address_____
Street

_____
City State Zip code

Home telephone number _____ **Home Email** _____

Gender ☐ Male ☐ Female

Age Group:

☐ 20-29 ☐ 30-39 ☐ 40-49 ☐ 50+

EMPLOYMENT INFORMATION

Agency Affiliation _____

Job Title _____

Work Address _____
Street

_____
City State Zip code

Work phone _____ **Work email** _____ **Fax** _____

Brief Description of Job Duties _____

_____

_____

_____

_____

Briefly Describe your Previous Work Experience _____

_____

_____

_____

Supervisor [name/ phone number] _____/_____

- **Years of professional experience?** ____yrs **How many were in supervisory/managerial positions?** ____yrs
- **Describe what you think will be your next job**_____

_____

_____

- **Are you interested in pursuing a graduate degree in management?** Yes___ No ___ **Why?**

_____

_____

- **What are the three main objectives/areas of expertise that you would like to be able to perform/gain from your participation in the HHS Management Program?**

1. _____

_____

_____

2. _____

_____

_____

3. _____

_____

_____

We are trying to better identify the population we are serving. Would you please complete the following questions?

Please indicate your race:

☐ American Indian or Alaska Native ☐ Asian

☐ Black or African American ☐ White

☐ Native Hawaiian or Other Pacific Islander ☐ Other _____

Please indicate your ethnicity:

☐ Latino/Hispanic ☐ Brazilian

☐ Haitian ☐ Cape-Verdean

☐ Portuguese ☐ African American

☐ African ☐ Vietnamese

☐ Chinese ☐ Japanese

☐ Filipino

What is your country of origin _____

I understand that my enrollment in the HHS Management Certificate Program requires my commitment to attend classes, pay for class materials, as required (to a maximum of $50/session) and to participate fully. And, in exchange for my agency's supporting my participation by providing me with paid time-off to attend classes, I agree to continue working for my current employer for one year after graduation from the program.

Applicant signature _____ Date____/____/____

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Health and Human Services Management Certificate Program

Supervisor's Recommendation/Agency Commitment Form

Applicant's Name_____

Supervisor's Recommendation: Please complete the following or attach a signed recommendation letter.

I have supervised the applicant for _____ years, and have known the applicant's work for _____years.

(S)He is in the top ____5%_____25%_____50% _____other……..of all the people that I have supervised.

In five years, I expect the applicant to be able to assume a position as? _____

I base my recommendation on the following factors:

Supervisor's Signature_____

As the applicant's **Sponsoring Agency** representative, I agree to give enrolled employees paid time-off in order to attend classes and to adjust their work requirements accordingly. I understand that all HHS enrollees will commit themselves to continued employment with their sponsoring agency for at least one year following their graduation.

Authorized **Sponsoring Agency** Signature_____

RETURN COMPLETED APPLICATION TO: **HHS Management** Admissions Committee
CATHOLIC CHARITIES-HAITIAN MULTI SERVICE CENTER
185 Columbia Road, Dorchester, MA 02121