



THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026



Case Management Society of America (CMSA) – Sacramento Chapter

Dear CMSA Sacramento Chapter Members,

It has been one of the greatest honors of my professional career to serve as President of the Case Management Society of America Sacramento Chapter for two consecutive terms. As I reflect on these past years, I am filled with immense gratitude for the opportunity to lead such a passionate, dedicated, and innovative community of professionals who are deeply committed to advancing the practice of case management and improving the lives of the patients and communities we serve.

Together, we have accomplished a great deal. During my tenure, our chapter expanded its reach beyond Sacramento County and strengthened our presence in San Joaquin County, allowing us to connect with more case management professionals and healthcare partners across the region.

A Word From The President

We have also experienced steady membership growth, welcoming not only nurse case managers but also medical social workers, case management assistants/coordinators, and community partners, reflecting the truly interdisciplinary nature of our field.

One of our proudest accomplishments has been the launch of the CMSA Sacramento Chapter Newsletter, which has become a platform for sharing chapter updates, educational opportunities, and professional insights. Through this initiative, we also introduced our Case Manager Highlight, which has now expanded to recognize the contributions of social workers and case management assistants, celebrating the diverse professionals who make case management possible every day.

Additionally, we have worked diligently to strengthen the financial health of the chapter, ensuring sustainability and positioning CMSA Sacramento for continued growth and innovation. By opening our doors to community partners as members, we have fostered stronger collaboration between acute care, post-acute care, and community-based organizations. These efforts have significantly increased the visibility of our chapter and reinforced our role

as a leading professional network for case management in the region.

Leadership transitions are an important part of organizational growth, and it is with great confidence and excitement that I welcome Jade Walters-Nash as our incoming President for the 2026–2027 term. Jade brings passion, vision, and a strong commitment to professional development and collaboration. I am confident that under her leadership, the chapter will continue to thrive, innovate, and expand its impact.

As I transition into the role of Immediate Past President, I will continue to support the chapter by serving in an advisory capacity to Jade and the board. I look forward to assisting in ensuring continuity, supporting our strategic initiatives, and helping our chapter continue its trajectory of growth and excellence.

Thank you to our board members, committee volunteers, community partners, and every member who has supported the chapter during my presidency. Your engagement, leadership, and dedication are what make CMSA Sacramento a vibrant and impactful professional community. The future of our chapter is bright, and I look





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

forward to continuing this journey together in a new capacity.

Last, but certainly not least, I would like to extend my deepest and most heartfelt appreciation to our board members and committee members for the trust and confidence you placed in me to lead our chapter. Serving alongside such an exceptional group of professionals has been both an honor and a privilege. Together, we embraced challenges that at times felt daunting, and we pursued initiatives that had never been undertaken before in our chapter's history. Through your collaboration, dedication, and unwavering commitment to the mission of CMSA, we were able to transform ideas into meaningful accomplishments that strengthened our organization and expanded our impact within the case management community.

Your willingness to innovate, volunteer your time, share your expertise, and support one another truly exemplifies the spirit of leadership and service. The progress we achieved was not the work of one individual, but the collective effort of a passionate team that believed in the vision of growing and elevating our chapter. Your trust in my leadership allowed me to serve with both pride and humility, and for that I will always

be grateful.

More importantly, beyond the achievements and milestones, I value the relationships we have built along the way. The camaraderie, encouragement, and shared commitment to advancing the profession of case management have made this journey incredibly meaningful. I am proud of what we accomplished together and confident that the foundation we have built will continue to support the chapter's success in the years ahead.

Please know that you will always have my deepest respect, gratitude, and appreciation. I will forever cherish the opportunity to have worked alongside such dedicated leaders and colleagues, and you will always have my sincere admiration and affection.

With humility,

Paul Borja, RN

President, 2024–2026
Case Management Society of
America – Sacramento Chapter

Incoming Immediate Past
President, 2026–2027





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

Board And Committee Members

President: Paul Borja - Sutter Medical Center
Sacramento
VP/President Elect: Jade Walters-Nash - Advanced
Home Health and Hospice
Immediate Past President: Susane Hao - RNS
HealthCare Consultants, Inc.
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Director: Debi Moroles- Cypress Healthcare Group
Committee Chair: Debi Moroles - Cypress Healthcare
Group
Committee/Venues: Erin Weitzenberg - Explore Senior
Culture
Committee/Website: Cynthia Newton - HomeCare
Professionals
Committee/Newsletter Editor, Social Media: Monika
Goins - Absolute Compassion Hospice

A NOTE OF THANKS & WELCOME TO THIS PROMISING YEAR, 2026!

On behalf of the CMSA Sacramento Board and Committee Members, we extend our heartfelt thanks to our new members for joining and to our returning members for renewing your commitment. Being part of CMSA Sacramento is more than membership, it's a connection to a vibrant community dedicated to growth, education, inspiration, and support. We are excited to welcome you and look forward to seeing you at upcoming events. As we strive to double our membership this year in 2026, we encourage you to bring a colleague or friend to experience the meaningful connections you've built.

- CMSA Sacramento Board and Committee

Welcome New CMSA Members!

Maureen Jensen, RN
Marnelli Johnson, CCDS
Alina Mukhopadhyay
Cynthia Revell: Clearlink Partners
Regina Reyes: Suncrest Hospice
Tresheana Sanchez, CCM,MSW: Kaiser
Permanente
Mark VonHolle
Victoria Yefremenkov

Members who renewed this quarter:

Paul Jeffrey Borja, PhD, DNP, EdD, MBA, PHN, RN, CCM, ACM-RN, CMAC, ANCC-BC, CMCN, CMGT-BC, DBA, FAACM: Sutter Medical Center
Sacramento
Julie De Los Santos, BSN, CCRN, MBA, RN, BSN
Glenda Evans-Shaw, BSN, CCM, CNLCP, PHN, RN-BC
Catherine Galvan, CCM, RN: Medical Solutions
Diane Hernandez: Rancho Seco Care
Theresa Hernandez, CCM
Jennifer Lloyd, CCM, MHA, RN: Jennifer Lloyd
Consulting
Micheal Martinez
Marielenie Ann Mine
Debi Moroles: Cypress Healthcare Group
Alice Quiroz, RN-BSN
Patricia Washington Gordon, CCM, MBA, MSN, RN
Ma Milani Zabala, CCM, RN





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

From The Desk of CMSA Sacramento Vice President



As I reflect on my first year serving as Vice President of CMSA Sacramento, I am truly honored to have been part of such an incredible group of dedicated board and committee members. This past year has been filled with meaningful accomplishments and inspiring moments that have strengthened our chapter and our mission. I am grateful for the opportunity to serve alongside such passionate professionals and to witness the impact we continue to make in our community. As I look ahead to 2026 and step into the role of President, I am excited for this new chapter, bringing fresh goals, continued growth, and even greater achievements for our organization.

Gratefully,

Jade Walters-Nash, MHA, BS
Vice President/President Elect 2025-2026
Incoming President, CMSA Sacramento 2026-2027



Dates to Remember

April 14, 2026

Cambodian New Year

April 27, 2026

The 1st Board/Committee Meeting of the New Year with our new 2026 board.

April 21, 2026- June 19, 2026

CMSA Annual National Conference:
"Building Tomorrow Through Case Management Excellence" in Las Vegas, CA

-4/21/2026-Early bird rate deadline
-6/15/2026-Standard rate deadline
-6/16/2026 to 6/19/2026- Conference

Registration and info:

<https://cmsa.org/conference/>

May

Women's Health Month

May 6-12th

National Nurses Week

May 10-16th

National Hospital week

May 17- 23rd

Emergency Medical Services week

May 20, 2026

Dinner and Continuing Education: "Goals of Care" presented by Maninder Khalsa MD, MS, MBA. Hosted by ACC Maple Tree Village. Sponsors are CarePatrol of Rancho Cordova, North Valley Specialty Group, & Suncrest.

June

Men's Health Month

June 1- 7th

National CPR & AED Awareness Week

June 15, 2026

World elder Abuse Awareness Month





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition -April 2026

Event Recap of CMSA's Spring Mixer Hosted at InnovAge Sacramento

CMSA Sacramento Spring Mixer Kicks Off 2026

March 17th marked the first live event of 2026 for CMSA Sacramento, and what a wonderful way to begin the year. Our Spring Mixer brought together members of our healthcare community for an evening of connection, collaboration, and learning.

We were graciously hosted by InnovAge in their beautiful and spacious facility. Their chef and dietary team did an exceptional job with the food selection and presentation, which was thoroughly enjoyed by all in attendance. The event was well attended, and we received great feedback from our members, making it a true success.

CMSA Sacramento would like to extend our sincere gratitude to our members who take time out of their busy schedules to attend these events. We hope you had the opportunity to make new connections and strengthen existing ones. Our events are designed not only to provide continuing education opportunities, but also to empower healthcare professionals with valuable resources, encourage learning, foster meaningful relationships, and equip our members with tools to support their careers.

We would also like to thank our event sponsors, Snowline Health and Woodside Healthcare Center. We hope attendees had the chance to visit their booths, connect with their teams, and learn more about the services and resources they offer. If you were unable to do so during the event, we encourage you to reach out to them, they would be more than happy to provide additional information.

Last, but certainly not least, we extend our heartfelt thanks to InnovAge for their generosity in hosting this event. Their support provided a welcoming space for engagement, networking, and the opportunity for attendees to tour their facility and learn more about the impactful services they provide to seniors in our community.

It was truly a great evening for all who attended. If you were unable to join us, stay tuned and remain connected for details of our upcoming events. If you are interested in hosting or sponsoring a future CMSA Sacramento event, please reach out to one of our board or committee members for more information.

— CMSA Sacramento Board/Committee





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026



CMSA Sacramento Sponsor Highlight

We would like to extend our sincere gratitude to the sponsors of the CMSA Sacramento Spring Mixer, InnovAge, Woodside Healthcare Center, and Snowline Health. Your support plays a vital role in making our events possible and meaningful for our members. As part of your sponsorship, we are proud to highlight your organizations in our newsletter to ensure our members who didn't attend the mixer are aware of the valuable resources and services you provide. Thank you for your partnership and commitment to supporting the case management community. We are grateful for all that you do.

Innovage



InnovAge's Sacramento PACE center is a partnership between InnovAge, Adventist Health, and Eskaton, and first opened in July 2020. The center is thoughtfully designed to support frail seniors with five day rooms, a primary care clinic with 13 exam rooms, a dental suite with four chairs, a full-service kitchen, multiple patios, a therapy gym, and a large dining area. It also provides dedicated spaces for medical care, physical therapy, behavioral health, and socialization, along with population-specific safety features such as grab bars and secured entries and patios. Through its PACE program, InnovAge remains committed to helping seniors age in their own homes with dignity, continuing a mission it has upheld for over 30 years. For more information, visit www.innovage.com.

Woodside Healthcare Center



Woodside Healthcare Center is a premier post-acute provider located in Sacramento, California, specializing in 24-hour skilled nursing care and comprehensive therapy services. With over 30 years of service to the community, their 58-bed center offers a low patient-to-resident ratio, allowing staff to provide more personalized, hands-on care. Residents benefit from an open, park-like courtyard, daily activity programs seven days a week, and a full range of onsite amenities including a beauty and barbershop, family participation program, physician visits, and a complete in-house rehabilitation unit offering physical, occupational, and speech therapy. All rooms are equipped with electric high/low beds, all beds are Medicare and Medicaid certified, and admissions are accepted 24/7 with RNs onsite around the clock. For more information, visit <https://woodsidehealthcarecenter.com>

Snowline Health



Snowline Health is guided by its mission to bring peace and dignity through life's transitions by providing comfort, care, and support to people in need. Serving El Dorado, Sacramento, and Placer Counties, Snowline Health offers hospice care, palliative care, elder care, and grief support for individuals and families facing serious illness or end-of-life needs. Fueled by community generosity and supported through its thrift stores and recycling centers, Snowline is able to provide services that insurance and Medicare often do not cover. For more information, visit <https://snowlinehealth.org>





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

GRATITUDE AND THANKS TO THE 2025-2026 CMSA BOARD AND COMMITTEE



Looking back at our 1st event together as the 2025-2026 Board and Committee



2025 Holiday gathering to celebrate our accomplishments together serving CMSA Sacramento

This past year has been a remarkable one for CMSA Sacramento, marked by meaningful growth and impactful accomplishments led by our dedicated 2025-2026 Board and Committee. As we welcome new leadership in May 2026, we want to take a moment to recognize, reflect, and celebrate the incredible strides made, from expanding membership and earning distinguished awards to launching its first newsletter, refreshing our website with a new look, and strengthening our presence within the healthcare community. This board proudly curated a year of dynamic, high-impact educational speaker events, bringing together thought leaders, meaningful dialogue, and valuable continuing education to elevate and support our healthcare community. The time, passion, and commitment invested have not gone unnoticed, and although some members have moved into different roles, we extend our sincere gratitude to our 2025-2026 Board and Committee members for their lasting contributions this past term.

- CMSA Sacramento Board/Committee



Our 2025 Annual Celebration Dinner and Resource Expo- Board and Committee Members

--- Happy Spring ---





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

Exciting News About the 2026 Annual Conference & Expo



Registration is now open for the 2026 CMSA Annual Conference & Expo! Join the Case Management Society of America for four days of top-tier education, meaningful connections, and professional growth. This year's conference in Las Vegas will bring together case managers, healthcare professionals, and industry leaders from across the country, creating a dynamic space to learn, collaborate, and shape the future of case management.

Whether you're new to the field or a seasoned professional, this conference offers the opportunity to expand your skills, strengthen your network, and recharge alongside peers who understand the impact of your work. For more information or to register, visit <https://cmsa.societyconference.com/> and be sure to mention you're representing the CMSA Sacramento Chapter. We hope to see you there!

— CMSA Sacramento Board/Committee

--- Happy Spring ---





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

Healthcare Spotlight, A Story To Be Told

Advocating for Patients, Elevating Care: The Work of Pratisha Gounder



Pratisha Gounder, BPH, a dedicated Case Management Specialist | Sutter Medical Center Sacramento

In this issue of the CMSA Sacramento newsletter, we are pleased to highlight Pratisha Gounder, BPH, a dedicated Case Management Specialist at Sutter Medical Center, Sacramento, where she has been a valued member of the case management team since October 2023. Pratisha earned her Bachelor of Science in Public Health with a concentration in Community Health Education from California State University, Sacramento, graduating Summa Cum Laude, and also holds an Associate of Science in Nutrition from Sacramento City College.

Pratisha's path to case management was shaped by both her academic background in public health and her personal experiences navigating the healthcare system alongside her family. Growing up as the daughter of immigrants, she often served as an advocate and translator for her father during hospital visits, gaining early insight into the challenges patients and families face when navigating complex healthcare systems. These experiences ignited her passion for addressing health disparities and supporting patients through advocacy, care coordination, and access to essential resources.

Her professional journey began at WellSpace Health, where she interned

and later advanced into roles including T3 Case Manager, Foothills Navigator, and Patient Navigator. Through these experiences, she developed strong skills in trauma-informed care, motivational interviewing, and connecting patients with community-based resources. Working across both community health and hospital settings has given Pratisha a comprehensive understanding of the social and clinical factors that influence patient outcomes.

In her current role, Pratisha plays a critical part in supporting the operational workflow of the case management department. She coordinates referrals to post-acute services such as home health agencies, skilled nursing facilities, inpatient rehabilitation, and durable medical equipment providers. Acting as a central point of communication between hospital teams and external partners, she ensures that discharge plans are executed efficiently and that patients transition safely to the next level of care. Her work allows nurse case managers to focus on clinical decision-making while she maintains organization, communication, and momentum throughout the discharge process.

Pratisha approaches patient and family interactions with empathy, clarity, and reassurance, especially during complex or emotionally difficult transitions. She is committed to simplifying healthcare processes and ensuring patients feel informed, supported, and respected. Her holistic perspective, grounded in public health, enables her to address key social determinants of health such as housing stability, transportation access, financial barriers, and caregiver support factors that are essential to successful recovery beyond the hospital setting.

Collaboration is central to her role, and she works closely with physicians, nurses, social workers, and interdisciplinary teams to align care goals and discharge plans. She also emphasizes the importance of recognizing the extensive coordination that occurs behind the scenes in case management work that is essential to ensuring safe, timely, and effective patient transitions.

Despite the rewards, Pratisha acknowledges the challenges case managers face, including navigating complex healthcare systems, regulatory requirements, and limited resources. She remains motivated by the impact of her work and is especially proud of her professional growth, from healthcare intern to hospital-based case management specialist. Her journey reflects a deep commitment to patient advocacy and continuous learning.

Looking ahead, Pratisha hopes to see case management more fully recognized and integrated as a vital component of healthcare delivery. She believes that stronger inclusion of case managers in care design and system-level planning will further improve patient outcomes, reduce readmissions, and strengthen connections between healthcare systems and community resources.

Pratisha Gounder exemplifies the dedication, compassion, and coordination that define excellence in case management. Her work behind the scenes plays a powerful role in ensuring patients receive the care, support, and resources they need for a successful recovery journey.

~ Monika Goins





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

Social Worker Spotlight with Monica Osuna

“Bridging care and compassion: Advancing whole-person support in healthcare.”



Monica Osuna, MSW
Medical Social Worker | Sutter Medical Center Sacramento

In this edition of our CMSA Sacramento newsletter, we are proud to highlight Monica Osuna, MSW, a dedicated Medical Social Worker at Sutter Hospital, where she has been serving patients and families for nearly two years. With a bachelor’s degree in social work from California State University, Sacramento and a Master of Social Work from San Jose State University, Monica brings both strong academic preparation and heartfelt compassion to her role.

Monica’s journey into social work was driven by a deep desire to help others and a belief in the power of human connection. She shares that social work allows her to walk alongside individuals during some of the most vulnerable moments of their lives, offering support, hope, and empowerment. Her passion led her to the fast-paced and diverse environment of medical social work, where no two days are the same. From supporting patients with mental health and substance use challenges to navigating complex family dynamics, Monica embraces the variety and impact her role offers.

As a Medical Social Worker working closely with case management, Monica plays a vital role in bridging the gap between clinical care and

emotional support. She collaborates closely with interdisciplinary teams to ensure patients experience safe and smooth transitions from hospital to home or other care settings. Through a holistic lens, she considers not only medical needs but also psychosocial factors such as cultural background, family dynamics, and socioeconomic challenges, ultimately enhancing patient outcomes.

A typical day for Monica begins with multidisciplinary rounds, followed by triaging new consultations, meetings with patients and families, and coordinating care plans. She is especially passionate about working with immigrant and Spanish-speaking populations, striving to reduce barriers and provide culturally sensitive support that honors each patient’s unique experience.

Monica’s approach to patient and family advocacy is rooted in empathy and empowerment. She creates safe spaces for individuals to process difficult emotions and guides families through complex decisions such as long-term care placement or hospice. By encouraging advanced care planning and connecting patients to vital community resources, including mental health services, housing support, IHSS, and programs like CalAIM, she ensures continuity of care beyond the hospital setting.

Despite the rewards of her work, Monica acknowledges the challenges social workers face, particularly limited resources and systemic barriers impacting vulnerable populations. To maintain resilience, she prioritizes self-care, leans on her colleagues for support, and sets healthy boundaries. Outside of work, you’ll likely find her enjoying a Pilates class, spending time with family, or indulging in her favorite comfort foods, pupusas or pizza. And when it comes to powering through a long day, she

swears by an iced matcha.

There is an interesting fact about Monica that was discovered in this interview, as a child Monica wanted to become a veterinarian because of her love for animals. It appears her passion for caring transitioned into a career of caring for people and their wellbeing.

Looking ahead, Monica hopes to see social workers more fully recognized as clinical leaders within care coordination in the hospital setting, playing a stronger role in complex care planning and systems-level advocacy.

Monica Osuna exemplifies compassion, dedication, and leadership that define the social work profession. Her commitment to whole-person care and advocacy continues to make a meaningful difference in the lives of the patients and families she serves.

~ *Monika Goins*





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

Education Corner

Professional Development & Certification: Why Get Certified?

By Rebecca Boyd Anderson, MSN, RN, PHN, CCM, Assistant Professor, College of Nursing Samuel Merritt University



Rebecca Boyd Anderson, MSN, RN, PHN, CCM

As a professional working in the field of case management, you may wonder why you would want to be certified as a case manager. You may be asking: "Doesn't it cost money?" "Don't you have to take a test?" "Don't you have to keep getting your certification renewed?" and "Why does it matter?"

Well, the first three answers are "yes." It does cost money, it does require a test, and you must renew your certification every 5 years. But the real question is "why does certification matter?" and that requires some perspective into our field of practice.

The original organization that provided certification is The Commission for Case Management Certification (CCMC), which has just rebranded themselves as The Commission in February 2026. Case managers seeking

certification apply to become Certified Case Managers, adding the CCM designation to their titles. The original credential was launched in 1993 as a means of demonstrating the specific knowledge case managers must have, as well as setting standards for ethical behaviors and consistency across the discipline. Ongoing certification renewal requires evidence that you have been keeping your knowledge up to date through continuing education that must be approved by The Commission in order to count towards your recertification.

Since 1993, other organizations have offered to certify Case Managers, the most notable being the Accredited Case Manager (ACM) certification offered through the American Case Management Society of America (ACMA), and there are some case managers who opt to be certified as both CCM and ACM. The Case Management Society of America (CMSA) aligns with CCM certification.

Over the years, Case Management has grown as a field, and you may hear many people describe themselves as "case managers." For example, social workers are often referred to as case managers whether they work in health care or in other

social service organizations. Housing navigators may be called case managers. Insurance investigators may be called case managers. It gets confusing! How do we distinguish between the knowledge base, field of expertise, and training for all these different case managers? The Commission™ (n.d.) advances professional excellence across health care, social services, workplace, and community-based systems through education and evidence-based credentials.

Employers have come to recognize the rigorous standards maintained by The Commission, and many job postings will say "CCM preferred" or "CCM required." By holding CCM certification, you are demonstrating that you have met and maintain a high level of standardized knowledge, ethics, and professionalism in the field of case management. For those of us who have become certified, this is a matter of professional pride, and we congratulate you all on such an accomplishment! One of our very own board members Susane Hao recently got certified as a CCM in January 2026 and says it was one of the best goals she set and achieved this year.





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

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What does it take to become certified?

1. The Commission requires both an educational qualification and an employment qualification as represented below.

You will need to qualify with ONE of the Following Education Categories:

License	Degree	Certification
<ul style="list-style-type: none">• Examples: RN, LCSW, Rx• This is NOT a conclusive list of licenses and certifications.	<ul style="list-style-type: none">• Baccalaureate or Master's degree from an accredited institution, in a Health or Human Services field	<ul style="list-style-type: none">• Examples: CRC, CDMS®• This is NOT a conclusive list of licenses and certifications.

And ONE of the Following Employment Categories*

12 Months Full-Time Case Management Experience	24 Months Full-Time Case Management Experience	12 Months Full-Time Supervisory Experience
<ul style="list-style-type: none">• Supervised by a CCM®	<ul style="list-style-type: none">• Supervisor does NOT have to be a CCM®	<ul style="list-style-type: none">• As a supervisor of individuals who provide Case Management

2. Prepare your documentation. Start by reviewing the Certification Guide on the CCM website [here](#).

You will need to include the following:

- a. If you are applying with a current, active, and unrestricted license or certification in a health or human services discipline, you will need to know:
 - i. Name of license or certification
 - ii. Who issued the license or certification
 - iii. License or certification number
 - iv. State that issued the license or certification
 - v. Date you became licensed or certified
 - vi. Expiration date of the license or certification





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

Education Corner

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b. OR

If you are applying with a baccalaureate or graduate degree in a health or human services field that promotes the physical, psychosocial, and/or vocational well-being of the persons being served, you will need to know:

- i. Degree
- ii. Area of concentration
- iii. Name of institution
- iv. Year of graduation

c. All applicants will need to provide:

- i. Current employment setting
- ii. Employer(s), start and end dates to fulfill eligibility requirements
- iii. Supervisor(s) name(s) (spelled correctly and listed the same way as listed in The Commission's™ database, and be mindful of maiden/married surnames)
- iv. Supervisor(s) current email address(es) (If audited, they will be contacted via email to verify employment.)

3. Submit your application within the application window in order to be approved to take your exam. There are 3 exam dates within each year (April, August, and December), but your application must be submitted between 180 to 60 days in advance of the test date. If you miss the cut-off, you will have to postpone your test date until the next cycle.

4. Talk to your CMSA Board Members to find out who else may be heading along this pathway and create a study group with others who are also seeking certification!

As CMSA Board Members, we want to support you in taking this exciting and important step in your career. Let us know if you have any questions!





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4th Edition - April 2026

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Here is quick cheat sheet to remember what is required:

10 ACTION ITEMS TO BECOME A BOARD CERTIFIED CASE MANAGER

THE Commission | CCM

- 01. Determine eligibility**

Review the CCM exam application checklist and the certification guide to verify your eligibility.

 - Licensure/Certification:** Holds a current, active, unrestricted U.S. (or territory) license or certification in a relevant health or human services discipline. It must remain active through your exam.
 - Degree pathway:** If licensure isn't required, you must have a baccalaureate or graduate degree in a health or human services field.
- 02. Verify professional status**

Employment experience requirements must be fully satisfied at the time the application is submitted:

 - Category 1:** 12 months of full-time case management under a certified CCM supervisor
 - Category 2:** 24 months of full-time case management (supervision not required)
 - Category 3:** 12 months as a supervisor of case managers
- 03. Understand employment requirements**

Your experience must include:

 - ≥ 20% of work focused on case management practice
 - Involvement, in at least five of six core components, performing all eight essential activities with direct client contact, across a continuum of care, and interaction with other healthcare stakeholders
- 04. Know job practice requirements**

Provide the names, job titles, company and email address of your current or previous supervisors that can verify your work listed on the application.
- 05. Obtain employer verification**

Must answer a series of questions that align with the Code of Professional Conduct for Case Managers to ensure good moral character.
- 06. Verify moral character standing**

Gather the necessary details and documentation for your application.
- 07. Prepare your documentation**

Submit your CCM exam application within the window timeframe. Complete your application online via our website under "My Account."
- 08. Submit your application**

Once you have submitted your application, you will receive an email from us informing you of approval status. If approved you will also receive your Candidate ID.
- 09. Await approval**

If approved, begin studying for the CCM exam using our resources, which include an 8-week Prep Circuit, CMHQ Quiz and Glossary app, exam practice items, and more.
- 10. Start studying**

For more info contact a Certification Coordinator at (856) 380-6836 or contact@yourcommission.org

Note: As an exam candidate, you are not required to take any courses or purchase any study materials. Purchasing study materials is optional and not required to take the exam. Attending or purchasing courses or study materials is not a guarantee of passing the exam. The Commission does not endorse or approve any study materials.

HSAT • 2025

Reference:

The Commission. (n.d.). About The Commission™. <https://yourcommission.org/about-commissiontm>





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

New Board Members

Hot off the Press !!!

Proudly Introducing CMSA Sacramento 2026 - 2027 Board

President - Jade Walters-Nash, MHA, BS

**Vice President- Anupama Shojaei, VBC,
CSA, CPRS, CDP**

**Immediate Past President: Paul Borja, RN,
PHN, DHA, DNP, EdD, DBA, PhD, CCM, ACM,
CMAC, CNML, CMGT-BC, CMCN, CDONA,
FAACM, FACDONA, FSIEN, FADLN**

Treasurer: Arleen Barker, ACM-RN, MPA

Secretary: Theresa Hernandez, CCM

Administrative Assistant: Kelley Blackwell

Director - Ruby Wilson, MSN, BSN, RN

Director - Teresa Capina, MSN, RN

**Director - Rebecca Boyd Anderson, MSN,
RN, PHN, CCM**

Director - Debi Moroles

Director - Monika Goins, BA, RCFE, CMDCP

Director - Erin Weitzenberg

Director - Daniel Larkins, BSN, RN

Director - Jen Lee

Committee Member - Cynthia Newton

Committee Member - Johanna Maggetti, RN





THE CASE COMPASS

ELEVATING STANDARDS, ONE ISSUE AT A TIME

4th Edition - April 2026

Special Awards & Recognition



CMSA National Announced the 2026 Board of Directors – Hot Off the Press!

Exciting news, the Case Management Society of America recently announced the official election results for the 2026-2027 National Board of Directors! As the leading authority for the professional practice of case management, CMSA continues its mission to improve the health of individuals, families, caregivers, and support systems by setting standards of practice, influencing policy, and providing evidence-based tools and resources across the healthcare continuum.

We extend our heartfelt congratulations to Wiara Jackson, MSW, LCSW, CCM, CLCP, Susane Hao, MSN, RN, CCM, CLCP, and Nannette Green, MHA, BHA, RN, CCM on their election to the 2026 National Board. What an honor to be voted into the National Board of Directors. Your leadership, dedication, and commitment to advancing the field of case management are truly inspiring. We look forward to the meaningful impact you will bring to CMSA National and the profession as a whole. Congratulations from the CMSA Sacramento Board and Committee!

- CMSA Board and Committee





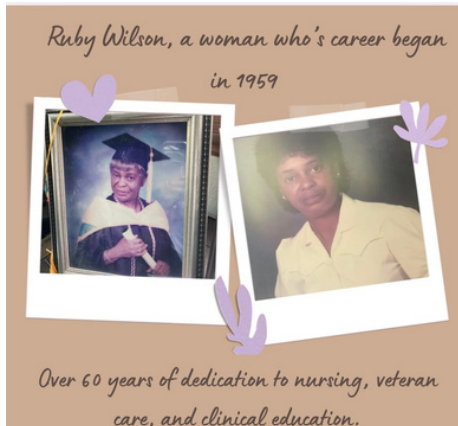
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Honoring a Legacy of Service: Ruby Wilson Receives Lifetime Achievement Recognition



The Case Management Society of America Sacramento Chapter proudly recognizes Ruby Wilson, RN, MSN, as a nominee for its Lifetime Achievement Award, an honor that reflects more than six decades of extraordinary service, leadership, and unwavering commitment to patient care. Ruby's career is not only a testament to professional excellence, but also to a life driven by compassion, advocacy, and a deep-rooted passion for advancing healthcare.

Ruby's journey in nursing began in 1959 in Corpus Christi, Texas, where she earned her LVN and launched her career in OB-GYN at Spohn Hospital. Her early years laid a strong clinical foundation that would expand across specialties and continents. In 1963, she moved to San Diego, serving in pediatrics at County and Mercy Hospitals before taking her skills overseas to the U.S. Navy Hospital in Yokosuka, Japan. There, she provided care in pediatrics, labor and delivery, demonstrating both versatility and a global commitment to healthcare service.

Returning to the United States, Ruby continued her work in Texas before

relocating to California, where she joined the Northern California Health Care System in Martinez. Her dedication to lifelong learning is evident in her academic achievements: earning her RN from Napa Valley College in 1988, her BSN from Sonoma State University in 1994, where she was inducted into Sigma Theta Tau, and her MSN from Sacramento State in 2004. These accomplishments supported her transition into impactful leadership roles, including Nurse Manager at the VA ward in David Grant Medical Center and liaison nurse in the Air Force Radiation/Oncology Department.

Throughout her distinguished career with the VA, Ruby's influence extended far beyond bedside care. She served on numerous committees, mentored aspiring nurses, and contributed innovative, cost-saving solutions that improved patient care systems. Her excellence was recognized through multiple honors, including Employee of the Month, the National Excellence in Nursing Award, and various innovation awards. As an Emergency Disaster Nurse, she answered the call during critical moments, including deployment during a flood threat in Georgia and standby service for Hurricane Katrina.

In 2005, Ruby stepped into the role of Primary Care Case Manager at the VA, where she coordinated care for complex patient populations. She became a trusted educator and advocate, guiding patients through chronic disease management and HIV testing with empathy and expertise. Even after her retirement

in 2019, Ruby's commitment to service did not slow, rather, it evolved.

For over 12 years, Ruby has been an integral member of the CMSA Sacramento Chapter and has served as a dedicated board member for more than a decade. Her passion for case management is rooted in advocacy, education, and community-building. Reflecting on her involvement, Ruby shares, "As a healthcare professional nurse, it allows me to serve as a patient advocate and coordinate care for patients and families."

Her impact on CMSA Sacramento is immeasurable. She has helped shape the chapter into a thriving, supportive network for professionals committed to improving patient outcomes. Ruby views her board service as one of the most rewarding experiences of her career and remains deeply invested in mentoring the next generation of leaders. Her vision ensures the continued strength and sustainability of both the chapter and the profession as a whole.

Ruby Wilson's legacy is one of resilience, leadership, and heart. As she is honored with this Lifetime Achievement nomination, CMSA Sacramento celebrates not only her remarkable career, but the countless lives she has touched along the way. Her story serves as an enduring inspiration, and a powerful reminder of the difference one dedicated individual can make in healthcare and beyond.

~Monika Goins

