



Case Study

The **Right** Approach for CCMC's Testing Accommodations

Background

The Commission for Case Manager Certification (CCMC) is the first and largest nationally accredited organization that certifies more than 30,000 professional case managers. The Commission is a nonprofit, volunteer organization that oversees the process of case manager certification with its CCM® credential. The Commission is positioned as the most active and prestigious certification organization supporting the practice of case management.

Challenge

In April 2011, an eligible test taker who wanted to sit for the CCM exam submitted a request, under the Americans with Disabilities Act, for *Special Accommodations* during the exam. Specifically, the candidate requested special aids that included “text to speech” software as well as font enlargement software.

CCMC reached out to Prometric for guidance on approving the request and on setting up a secure workstation that would meet the candidate’s needs within the desired timeframe. Because of the combination of accommodations requested, there was no “in the box” solution, or even a computer workstation that already had the necessary components.

Solution

Working closely with CCMC, Prometric developed a computer workstation that would not only contain all appropriate software and security protocols to protect the exam itself, but would also incorporate the text to speech and font enlargement software. Once the custom-made laptop was ready, Prometric staff personally delivered the workstation to the test center where the candidate would be taking her exam.

After setting up the temporary workstation in a secure test center environment, Prometric launched and tested all the special software applications to ensure that the candidate would experience a flawless delivery on the day of the exam.

The exam deployed flawlessly, and the candidate scored extremely well on the exam.

“It makes us feel good to be able to assist candidates who need special accommodations to have a positive testing experience,” said Julie Kernan, Vice President of Prometric’s Healthcare portfolio.

“In this case, Prometric was able to come up with a creative, timely and out of the box solution to serve a candidate in the best possible manner.”

“When Prometric proposed a cost-effective solution for this **Testing Accommodations** request, I could not have been more impressed.”

Lisa Trofe, *Assistant Vice President, CCMC*

CCMC Fast Facts:

Location: Mt. Laurel, NJ

Challenge: To provide Testing Accommodations arrangements within a short time frame for delivering a quality test taking experience while meeting all regulatory requirements.

Outcome: With a customized desk top solution, the exam deployed flawlessly, and the candidate scored extremely well on the exam.

Lisa Trofe, Assistant Vice President at CCMC, stated, “Throughout our three year relationship, CCMC has always been extremely pleased with the expertise and customer service provided by Prometric. When our client services manager shared this Testing Accommodations request with me and proposed a cost-effective solution, which included her flying halfway across the country herself, I could not have been more impressed. Prometric continually meets and exceeds our candidates’ requests, which is a huge part of our program’s success.”

Find Out More

Learn more about our *Testing Accommodation Solutions* by visiting www.prometric.com or by calling toll-free 1-855-855-2241.