

**DFW CMSA  
Award of Service Excellence  
Nomination Criteria**

**The nominee must provide all information requested within the criteria in a typewritten format with substantiating documentation where required. Materials must be bound in a three-ring binder and forwarded to the previous year's AOSE recipient thirty (30) days prior to the Annual Educational Conference. (Possible 100 points)**

**Minimum criteria (required):**

- Type "A" membership in National CMSA and the DFW CMSA Chapter, in good standing, for two (2) years at the time of nomination
- At least one (1) national healthcare related license/certification at the time of nomination
- Nominee is currently actively managing cases
- Current curriculum vitae

**Professional criteria (required):**

- Licensed in a clinical professional field of healthcare
- Hold a "Certified Case Manager (CCM)" designation
- Demonstrate at least three (3) years of current case management experience
- Three (3) letters of recommendation for the award explaining why the candidate should receive the recognition of AOSE

**Distinguished service (possible 20 points):**

- Current or past DFW CMSA officer (titles & dates of service)
- Current or past DFW CMSA Board member (dates of service)
- Current or past DFW CMSA committee chairperson (committees & dates of service)
- Current or past DFW CMSA committee member (committees & dates of service)
- Current or past national CMSA officer or Board member (titles & dates of service)
- Current or past national CMSA committee chairperson or committee member (committees & dates of service)

**Excellence in Case Management practice (possible 80 points):**

- Enhances the practice of case management through specific contributions to the profession
- Significantly and positively impacts the practice of case management in a particular setting
- Exemplifies the role of case managers by participating with various task forces, committees or advisory panels advancing integrated care management strategies
- Exemplifies the role of case managers through proven involvement in appropriate transitions of care for managed clients
- Develops new & innovative management approaches to commonly recognized barriers to effective case management practice
- Demonstrates service excellence to clients & the case management community on a daily basis through frontline practice
- Incorporate innovation, creativity and resourcefulness in case management practice
- Serves others in the community through volunteer activities