



KERN HEALTH SYSTEMS POLICY AND PROCEDURES			
Policy Title	Community Supports Services (CSS) Training and Education Plan	Policy #	17.07-P
Policy Owner	Community Supports Services	Original Effective Date	01/01/2022
Revision Effective Date	06/09/2025	Approval Date	08/26/2025
Line of Business	<input checked="" type="checkbox"/> Medi-Cal <input type="checkbox"/> Medicare <input type="checkbox"/> Corporate		

I. PURPOSE

The purpose of the Kern Health Systems (KHS) Community Supports Services (CSS) Training and Education Plan is to provide a comprehensive guide that identifies the available Community Supports, Member population, required training programs, initial and routine training schedule, and training documentation for reporting requirements.

II. POLICY

- A. To assure that all individuals participating in the administration of CSS understand the program goals and key service expectations in order to effectively support the CSS Program.

III. DEFINITIONS

TERMS	DEFINITIONS
CSS Team	Internal KHS Staff working to assign Members identified for CSS, coordinating with CSS Community Based Organizations (CBOs), and connecting Members to all available resources

IV. PROCEDURES

- A. KHS's Training and Education Plan for CSS will include education for new and existing staff, contracted providers, and CBOs.
- B. KHS will utilize various training methods and modalities to ensure that the training sessions are

customized to the target audience's roles and responsibilities taking into consideration accommodations for time and availability. Examples of training methods and modalities include, but are not limited to, in-person presentations, webinars, and self-study modules. Presentations may be conducted by KHS staff and contracted, or external, subject matter experts.

C. Structure of training programs will be as follows:

1. New CSS CBO Orientation: – To establish and adhere to a standardized procedure for the purpose of ensuring that all CSS CBOs are informed and complete all required trainings to support the objectives and requirements set forth in the Department of Health Care Services (DHCS) CSS Program guidelines.
2. General Staff Training on CSS - Focus will be to provide company-wide training on the basics of CSS that are applicable to all job functions. The general training will include an overview of all benefits offered for CSS with an emphasis on coordination of referrals to community and social support services.
3. Specialized Training: Focus will be on specific program and authorization requirements for Provider Network Management staff, CSS Team and Community Health Workers.
4. CSS actively engages in community education by providing comprehensive training on available services and the referral process. These trainings are conducted through formal presentations, workshops, and participation in local events. The goal is to increase awareness among community partners, healthcare providers, and service organizations, ensuring they are well-informed and equipped to connect eligible members with appropriate supports.

D. Training will include a CSS program overview that consists of: eligibility and referral requirements, resource directories that outline populations served, services provided, and any KHS contracted agreements with the community CBOs. Additional topics identified by KHS based on program, regulatory, and business requirements will be provided as necessary.

E. Training materials will be developed at an appropriate level to engage and speak to the targeted audiences supporting the CSS Program:

Training Materials	
CSS Program Overview All Managed Care Plan (MCP) and Community Supports CBOs and staff participating in the administration of CSS are required to receive training on the program. Required training shall	To cover basic program components outlined in the Community Supports Policy Guides

describe the goals and scope of CSS, CSS CBO role, delivery and coordination expectations, and how CSS intersects with other California State care coordination programs. The training shall introduce topics specific to the care for KHS Members eligible for CSS benefits.	
Community Resources and Referrals This training is required for KHS and CSS CBOs. It is KHS's intent to provide information about available community resources, how to develop relationships with community partners, and best practices for connecting members to community services.	To include a comprehensive and current directory of Kern County community resources

F. Trainings will be supported by:

- a. Supportive training materials selected as appropriate for audience in attendance
- b. Training handouts
- c. Appropriate training environments
- d. Educational handouts
- e. New Program CBO Orientation Meetings

V. ATTACHMENTS

Attachment A: N/A

VI. REFERENCES

Reference Type	Specific Reference
Choose an item.	
Choose an item.	

VII. REVISION HISTORY

Action	Date	Brief Description of Updates	Author
Revised	05-2025	Policy updated to comply with DHCS Community Supports Policy Guide 4/2025	Community Supports Services
Revised	07-2023	Policy updated to comply with the DHCS 2024 Medi-Cal Managed Care Plan Contract.	-
Revised	08-2021	Policy created to outline processes regarding Training and Education. General approval for MOC Part 1-3 received 11/30/21 by DHCS to implement Community Supports Program on January 1, 2022.	-

VIII. APPROVALS

Committees Board (if applicable)	Date Reviewed	Date Approved
Choose an item.		
Choose an item.		

Regulatory Agencies (if applicable)	Date Reviewed	Date Approved
Department of Health Care Services (DHCS)	06/27/2025, Jan 2026 CS MOC	
Department of Health Care Services (DHCS)	2024 Medi-Cal Managed Care Plan Contract (R.0146)	09/01/2023