



KERN HEALTH SYSTEMS					
POLICY AND PROCEDURES					
SUBJECT: Community Supports Services (CSS) Training and Education Plan				POLICY #: 17.07-P	
DEPARTMENT: Community Supports Services					
Effective Date: 01/01/2022	Review/Revised Date: 10/16/2023	DMHC		PAC	
		DHCS	X	QI/UM COMMITTEE	
		BOD		FINANCE COMMITTEE	

Emily Duran Chief Executive Officer	Date _____
Chief Medical Officer	Date _____
Senior Director of Provider Network	Date _____
Director of Claims	Date _____
Director of Community and Social Services	Date _____

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 ILOS services, Member population, required training programs, initial and routine training schedule, and training documentation for reporting requirements.

A. GOAL

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.

B. TARGET AUDIENCE

KHS’s Training and Education Plan for CSS will include education for new and existing staff, contracted providers, and community providers.

C. TRAINING METHODS

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.

D. STRUCTURE OF TRAINING PROGRAMS

1. New Community Based Organization (CBO) or CSS Provider Orientation: – To establish and adhere to a standardized procedure for the purpose of ensuring that all CSS Providers 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 Care Team and Community Health Workers.

E. TRAINING TOPICS

1. 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 Providers. Additional topics identified by KHS based on program, regulatory, and business requirements will be provided as necessary.
2. Training materials will be developed at an appropriate level to engage and speak to the targeted audiences supporting the CSS Program:

Training Materials	
<p>CSS Program Overview</p> <p>All Managed Care Plan (MCP) and ILOS Providers and staff participating in the administration of CSS are required to receive training on the program.</p> <p>Required training shall describe the goals and scope of CSS, CSS Provider role, delivery and coordination expectations, and how CSS intersects with other California State care coordination programs.</p>	<p>To cover basic program components outlined in the Community Supports (ILOS) Policy Guide</p>

<p>The training shall introduce topics specific to the care for KHS Members eligible for CSS benefits.</p>	
<p>Community Resources and Referrals</p> <p>This training is required for KHS and CSS Providers. 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.</p>	<p>To include a comprehensive and current directory of Kern County community resources</p>

3. 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 Provider Orientation Meetings

REFERENCE

Revision 2023-07: Policy updated to comply with the DHCS 2024 Medi-Cal Managed Care Plan Contract, approval received on 9/1/2023 per R.0146. **Revision 2021-08:** 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.