



Policy Title: Subcontractor Training		
Department: Contracts		
Date Issued: 02/07/2012	Revised Date: 7/24/2020 Review Date: 7/24/2020	
CEO Approval: 	Effective Date: 10/15/2021	

POLICY:

It is the policy of Central Florida Cares Health Systems, Inc. (CFCHS) to provide training to Subcontractors as needed.

RELATED POLICIES: None

REFERENCES: Contract GHME1

PURPOSE:

CFCHS has a responsibility to the community and to the people it serves to ensure that all Subcontractors are knowledgeable of the system of care services, how to navigate those services, proper referral and transfer procedures throughout the system of care, contract requirements, and offering technical assistance on an as-needed basis.

PROCEDURES:

1. CFCHS will conduct training on an as-needed basis. Examples of a need for training could include:
 - a. Launch of a new automation
 - b. Implementation of new software
 - c. Change in process or procedure
 - d. Changes in contractual requirements
 - e. Clarification requests by the Subcontractors
 - f. Completion and submission of required reports
 - g. Provider refresher training, as deemed necessary
 - h. Education behavioral health services, assessments, best practices, etc.

2. Training may be delivered by any of the following means:
 - a. Face-to-face
 - b. Webinar
 - c. Conference Call
 - d. Virtual Modality (ie: Zoom, MS Teams Meeting)

3. Topics may include any of the following, but not limited to:
 - a. Provider Monitoring
 - b. Data Submission/Management
 - c. Incident Reporting
 - d. Child Welfare

- e. Co-Occurring Services
 - f. SOAR
 - g. Marchman Act
 - h. Baker Act
 - i. Emerging technologies
 - j. Evidence-Based Practices
 - k. Performance and Outcomes measurement
 - l. Forensic System
 - m. Coordination of case management
 - n. SIPP admissions
 - o. New and/or revised network wide policies
 - p. Five Points modules
4. Depending on the topic, a CFCHS employee will be assigned the lead and will be responsible for preparing the training, scheduling, and informing the appropriate contact at the Subcontractor's agency of the training details.
5. Each department is responsible for maintaining documentation of its applicable training sessions. Documentation consists of:
- a. Attendance Logs of Participants
 - b. Handouts and/or Training Materials distributed