



Policy Title: Subcontractor Training		
Department: Contracts		
Date Issued: 02/07/2012	Revised Date: 07/24/2020 Review Date: 05/11/2024	
CEO Approval: 	Effective Date: 9/22/2024	

POLICY:

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

RELATED POLICIES: None

REFERENCES: Master Contract between CFCHS and the Florida Department of Children and Families (Department)

PURPOSE:

CFCHS has a responsibility to the community and to the people it serves to ensure 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, and contract requirements, as well as a responsibility to offer technical assistance on an as-needed basis.

PROCEDURES:

1. CFCHS conducts training on an as-needed basis. Examples of a need for training could include:
 - a. Launching a new automation
 - b. Implementing new software
 - c. Changes in processes or procedures
 - 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 on 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 (i.e. Zoom, Microsoft Teams)

3. Topics may include any of the following, but are 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
 - q. Department systems
4. A CFCHS employee is assigned as lead based on the training topic and the associated employee's areas of expertise. This employee is 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