



El Dorado County Health & Human Services Agency,
Behavioral Health- Substance Use Disorder Services

Drug Medi-Cal Organized Delivery System Training Plan Rev. 7-1-22

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Purpose

The purpose of this plan is to ensure training opportunities are offered to all county and contracted providers within the EDCBH-SUDS DMC-ODS Provider Network (Providers) and to provide a guiding document for SUDS Quality Assurance (QA) staff to deliver and document a comprehensive training program. This plan will also inform Providers of elements of training, required by state and federal regulations, to be completed upon hire and/or annually. The Training Plan contains information about required trainings, schedule of training days and times, training outlines and objectives and if CEUs are offered. QA staff will ensure that trainings delivered, offered and/or recommended are done so in accordance with applicable service contract, state, and federal requirements. QA staff shall update the plan on an annual basis.

Training Requirements Upon Hire

Non-Professional Staff

Providers shall have a process to ensure that non-professional staff receive appropriate onsite orientation and training prior to performing assigned duties. Onsite orientation and training shall include, at minimum:

- Facility safety procedures and supplies, evacuation routes, emergency procedures
- Written job description or list of duties
- Code of Conduct
- Medical Director's Policy and Procedures document, location, and usage
- Training on Medication Policies and Procedures (if applicable)
- Other training as required by provider's policies and procedures

Non- Professional and Professional Staff

Provider shall ensure that professional and non-professional staff have appropriate experience and any necessary training at the time of hiring.

Documentation of job applications containing work history, education, trainings, certifications, and licensure shall be contained in personnel files at the provider site.

Staff Who Provide Services

Staff who provide services are required to complete ASAM training which includes two e-Training modules entitled “ASAM Multidimensional Assessment” and “From Assessment to Service Planning and Level of Care” or other County SUDS approved ASAM training equivalent.

Staff Who Access, Disclose and/or Work with PHI, PII, and PI

Staff who assist in the performance of contracted activities or access or disclose PHI, PII or PI must complete Information Privacy and Security Training, upon hire and at least annually. Each staff who receives information privacy and security training must sign a certification, indicating the staff’s name and the date on which the training was completed. The Providers must retain these certifications for a period of six (6) years following contract termination.

Staff who will be working with PHI, PII or PI must sign a Confidentiality Statement that includes, at a minimum, General Use, Security and Privacy Safeguards, Unacceptable Use, and Enforcement Policies. These topics are covered in the Information Privacy and Security Training. The statement must be signed by staff prior to access to DHCS PHI, PII or PI. The statement must be renewed annually. The Providers shall retain each person’s written confidentiality statement for a period of six (6) years following contract termination.

Verification of Training Requirements upon Hire

All documents which show evidence that these requirements have been met shall be contained in the staff’s personnel file. Personnel files shall be made available at annual monitoring and upon County or DHCS request. Provider agencies will attest those trainings have been completed during the credentialing/re-credentialing process and annually.

Training Curricula and Topics

Mandatory

All Providers must attend mandatory annual trainings as required per their service contract and referenced in this training plan. Attendance at training is monitored at least annually or more frequently. Failure to ensure that all agency staff complete mandatory training may result in a compliance deficiency for the provider agency.

Mandatory Annual trainings include at least the following topics:

- Information Privacy and Security Training and Confidentiality
- EDC BHSUDS Compliance Program (fraud, waste, abuse, ethical conduct)
- Drug Medi-Cal Organized Delivery System (DMC-ODS) requirements
- DMC-ODS documentation standards
- Practice Guidelines
- CalOMS Training

Mandatory - Evidence Based Practices

All Providers must implement at least two (2) Evidence Based Practices (EBPs) per service modality. Providers are responsible to train their staff in the two (2) EBPs being implemented for each service modality. Approved EBPs include for the DMC-ODS Network:

- Motivational Interviewing
- Relapse Prevention
- Trauma-Informed Treatment
- Cognitive Behavioral Therapy
- Psychoeducation

It is highly recommended that Providers attend the EDC BHSUDS Evidence Based Practices training held annually and upon request in order to ensure proper implementation of EBPs. The training's topics include:

- What are EBPs
- Description of EBPs
- Ensuring EBP Fidelity
- Ensuring EBP Integrity

Verification of Mandatory Trainings

All documents which show evidence that the annual mandatory trainings and EBP training have been completed shall be contained in the staff's personnel file. Providers shall make personnel files available at annual monitoring and upon County or DHCS request.

Other Training Available

- CLAS Standards - Cultural and linguistic competence
- Care Coordination
- Recovery Concepts
- Special Populations (e.g., older adults; PTSD; diverse populations)
- Suicide Prevention
- Crisis management
- Ethics

Continuing Education Requirements

EDCBH-SUDS supports the continuing education efforts of Provider's licensed and certified staff through in-person and online training opportunities. EDC BHSUDS is currently approved to provide CEUs for registered or certified SUD counselors.

Licensed Practitioners of the Healing Arts

Licensed Practitioners of the Healing Arts (LPHA) include Physicians, Nurse Practitioners, Physician Assistants, Registered Nurses, Registered Pharmacists,

Licensed Clinical Psychologists (LCP), Licensed Clinical Social Workers (LCSW), Licensed Professional Clinical Counselors (LPCC), and Licensed Marriage and Family Therapists (LMFT) and licensed-eligible practitioners working under the supervision of licensed clinicians.

- LPHAs are required to complete a number of continuing education hours at a level mandated by the California licensing board responsible for the individual's specific license.
- Physicians (LPHAs) are required to complete a minimum of five hours of continuing medical education related to addiction medicine each year.
- Professional staff (LPHAs) are required to complete a minimum of five hours of continuing education related to addiction medicine each year.

Provider staff will email verifications of the five (5) CMEs or CEs to sudsqualityassurance@edcgov.us upon completion of training.

Certified Alcohol and Drug Counselors

Registered or certified SUD counselors shall adhere to all requirements in CCR Title 9, §13000 et seq.

Training Procedures

EDC BHSUDS Trainings

1. Trainings will be conducted by Zoom platform or in person at a County or Provider location.
 - An email will be sent to the Provider Network email list announcing the training with a link to register.
 - A reminder to register is sent two weeks before the training
 - A calendar invite is sent out to registered attendees that will include Zoom or location information and may include training handouts.
 - The training will be recorded if on Zoom.

- During training on Zoom a start code and an end code will be provide to participants. These codes must be recorded on the evaluation to verify attendance.
- Participants are asked to complete a training evaluation and CE Quiz if applicable.
- Within seven (7) days, participants are provided with a Certificate of completion for Continuing Education Units or a Certificate of Attendance.
- All Zoom trainings will be posted on the EDC SUDS website for future review and/or reference.

2. For county employed staff only

- Notification of optional or mandatory training shall be provided by HHSA-Training, your Supervisor or SUDS QA Training Coordinator
- Staff shall register for mandatory trainings within 72 hours
- Staff shall attend and participate fully in mandatory trainings.
- Staff shall complete the BH Training Form for all trainings attended whether mandatory of optional and submit to the SUDS Training Coordinator
- Staff shall forward a copy of any certificates of completion attached to the training form.
- Staff shall retain copies of training certificates/verifications at their desk and present upon request of SUDS QA.

Training from Other Sources

The SUDS QA Training Coordinator will often send notices of available trainings provided by other training agencies that relate to substance use disorder treatment. Provider staff may choose to participate in those trainings or not. Any training or CEU costs related to these opportunities will be the responsibility of the trainee unless otherwise indicated by EDC BHSUDS. It is highly recommended that each Provider staff person and/or Provider QA unit maintain training files for storage of these certificates.

Reference: CA SUDS Alcohol and/or Other Drug Program Certification Standards; California Code of Regulations (CCR), Title 9, Chapter 8; CCR, Title 22, DMC regulations; EDCBH-SUDS DMC-ODS Implementation Plan; DMC-ODS Intergovernmental Agreement.

Training Topic Outlines

DMC-ODS Information Privacy and Security and Confidentiality Training

Mandatory

Confidentiality is a cornerstone of any treatment relationship. For people receiving SUD treatment, strict confidentiality protections mean that you can share information about past and current drug use without worrying that it will be used against you by the police or a landlord, employer, judge, or social worker. For people considering whether to enter treatment, studies consistently show that confidentiality and privacy are major considerations.

EDCBHSUDS will provide training that includes General Use, Security and Privacy Safeguards, Unacceptable Use, and Enforcement Policies applicable to the DMC-ODS Provider Network workforce. Each workforce member shall sign a HIPAA Privacy & Security Policy & Procedures Acknowledgement Form and Confidentiality Statement Form outlining their role and responsibilities to protect the privacy of SUDS clientele. Participation in training and signature forms are required on an annual basis.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. Privacy and Confidentiality of Client Information requirements for El Dorado County workforce members
2. General Use
3. Security and Privacy Safeguards
4. Unacceptable Use and Enforcement Policies
5. Confidentiality and ethical behavior

DMC-ODS Continuity and Care Coordination Training

DMC-ODS client care services are coordinated in a manner that secures timely care and placement in the appropriate to the ASAM Level of Care that meets behavioral and physical health care needs

EDCBHSUDS will provide training that will inform all QA, program, and provider staff on the requirements to ensuring continuity of care and care coordination in accordance with County Policy.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. How to ensure that care is coordinated
2. How to ensure plan members receive timely care appropriate to the ASAM Level of Care and behavioral and physical health care needs
3. How to coordinate care in-network
4. How to transition from one DMC ODS County to another DMC ODS County to prevent serious detriment to health or risk of hospitalization or institutionalization per procedures

Cultural Competency-CLAS Standards Training

Culturally and linguistically appropriate services (CLAS) are a way to improve the quality of services provided to all individuals. CLAS is about respect and responsiveness: Respect the whole individual and Respond to the individual's health needs and preferences. The National CLAS Standards are a set of 15 action steps intended to advance health equity, improve quality, and help eliminate health care disparities by providing a blueprint for individuals and health and health care organizations to implement culturally and linguistically appropriate services.

EDCBHSUDS will provide a CLAS Standards training that will help EDC DMC-ODS network providers to become more aware of their cultural identity and the cultural identity of their clients to increase their ability to engage, assess, and treat clients from diverse backgrounds.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. Structure of the CLAS Standards
2. The Principal CLAS Standard
3. CLAS Standards section breakdown
4. Application to SUD Treatment

DMC-ODS Compliance Training

Mandatory

El Dorado County Behavioral Health (EDCBH) is committed to comply with all applicable federal and state standards of professionalism, conduct, and integrity; and has created a Compliance Plan toward that effort. Compliance Plans are designed to establish a culture within the behavioral health system that promotes prevention, detection, and resolution of instances of conduct that do not conform to federal and state law, and ethical practices.

EDCBHSUDS will provide the mandatory training that will inform all network provider workforce members on compliance practice standards and procedures regarding applicable laws, regulations, and policies.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. What is Fraud; What is Waste; What is Abuse
2. Legal mandates for compliance activities
3. Effective Communication & Reporting
4. Monitoring, Auditing & Investigative process

DMC-ODS Requirements Training

Mandatory

EDCBHSUDS will provide annual mandatory training on all requirements of the DMC-ODS Intergovernmental Agreement between the county and state. All network providers are required to adhere to DMC-ODS requirements while delivering services to clients.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. Description of the required standards of practice and care
2. Access to services requirements
3. Descriptions of required services
4. Medical Necessity for Initial and Continuing Services
5. Grievances, appeals and NOABD
6. Data reporting requirements

DMC-ODS Clinical Documentation Standards Training

Mandatory

Clinical documentation refers to anything in the client's health record that describes the care provided to that client, and its rationale. It is observational and narrative in content. Clinical documentation is a critical component of quality healthcare delivery and serves multiple purposes, helping to ensure comprehensive and quality care, ensure an efficient way to organize and communicate with other providers, protect against risk, and minimize liability, comply with legal, regulatory, and institutional requirements, and facilitate quality improvement.

EDCBHSUDS will provide the training on the clinical documentation standards of the DMC-ODS system.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. The focus of documentation
2. The importance of documentation within DMC-ODS
3. Documentation requirements
4. Documentation timeframes

Evidence-Based Practices Training

Strongly Recommended

Evidence-based practices (EBPs) are interventions that have been shown to be effective and are supported by evidence. In El Dorado County it is required that each network provider implement—and assess fidelity to—at least two of the following evidenced-based practices per modality:

- Motivational Interviewing
- Cognitive Behavioral Therapy
- Relapse Prevention
- Trauma-Informed Treatment
- Psychoeducation.

Providers are also expected support the use of medication-assisted treatments as an evidence- based intervention, when clinically appropriate.

EDCBHSUDS will provide training that will support Provider’s clinical directors, QA, and direct service staff implementation of at least two evidenced-based practices per service modality.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. What are EBPs
2. Description of EBPs
3. Ensuring EBP fidelity
4. Ensuring EBP integrity

Perinatal Practice Guidelines Training

The purpose of the Perinatal Practice Guidelines (PPG) is to ensure California providers deliver quality SUD treatment services and adhere to state and federal regulations. The PPG provides guidance on perinatal requirements in accordance with Drug Medi-Cal (DMC), and the Substance Abuse Prevention and Treatment Block Grant (SABG). Perinatal Providers must adhere to the requirements as outlined in the PPG.

EDCBHSUDS will provide training the Perinatal Practice Guidelines to ensure that all Perinatal SUD treatment programs receive the information necessary to provide and deliver quality services in adherence to federal and state guidelines. This training will also provide an overview of the annual Perinatal Provider Monitoring conducted by El Dorado County Behavioral Health-Substance Use Disorder Services QA.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. Perinatal Service Delivery Requirements
2. Best Practices for Perinatal SUD Treatment Providers
3. Annual Perinatal Provider Monitoring

DMC-ODS Practice Guidelines Training

Mandated

The DMC-ODS Practice Guidelines represent a combination of local, State and Federal regulations, standards, and guidelines, as well as best practices for effectively treating substance use disorders. Contracted and County-operated providers are expected to adhere to all applicable regulations, standards, guidelines, policies, and practices.

EDCBHSUDS will provide the mandatory training that will inform all QA, program, and provider staff on Practice Guidelines as required under the DMC-DS Standards for Service Delivery.

Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. How the El Dorado County DMC-ODS Practice Guidelines are applied to an agency's day-to-day operations
2. Required standards and guidelines
3. Service Descriptions
4. Training Requirements
5. Required Duties and Documents for Licensed and Certified Providers

Recovery Residences Provider Guidelines Training

Recovery Residences (RR) programs are a safe, clean, sober, residential environment that promotes individual recovery through positive peer group interactions among house members and staff. Recovery Residences programs are affordable, alcohol and drug free and allow the residents to continue to their treatment and/or develop their individual recovery plans and to become self-supporting. In doing so, the Recovery Residences Program must co-exist in a respectful, lawful, non-threatening manner within residential communities in El Dorado County.

EDCBHSUDS will provide a training of the Recovery Residences Provider Guidelines to ensure that all recovery residence Providers receive the information necessary to provide and deliver quality recovery Residence services. This training will also provide an overview of the annual Recovery Residences Provider Monitoring conducted by El Dorado County Behavioral Health-Substance Use Disorder Services QA.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. Recovery Residences
2. Standards of Operation
3. House Rules
4. Required Policies
5. Performance Standards
6. Program Licensure, Certification, and Standards

Rural Ethics Training

Working in the substance use disorder treatment field presents dilemmas relating to personal beliefs, judgments, and values. The history of how society views persons with addiction issues is fraught with emotion, misperceptions, and biases. SUD counseling in a rural area such as El Dorado County can amplify these issues. Because of the very nature of SUD treatment in rural areas, concerns regarding professional competence, confidentiality, and multiple relationships are frequent when working in these types of communities.

EDCBHSUDS will provide a Training that will inform all QA, program, and provider staff on ethical behavior that adheres to the ethical codes of conduct of CADTP, CAADE, CCAPP and the California Uniform Code of Conduct for Substance Use Disorder Counselors and discuss the rural specific issues that must be considered when providing treatment services.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. Boundaries in SUDS Counseling
2. Boundary Crossing
3. Boundary Violations
4. Codes of Ethics for SUD Counselors
5. Dual Relationships

SUD Special Populations Training

Research studies increasingly show that certain groups of people may be more vulnerable to drug or alcohol abuse than members of the general population. These groups are sometimes referred to as “special populations” because their health concerns are unique and should be taken into consideration during addiction treatment. Special populations include LGBTQ, the Homeless, Veterans, Pregnant and Post-partum, the Elderly, the Disabled, Native Americans, Adolescents, and those with Co-Occurring Disorders.

EDCBHSUDS will provide an overview on providing treatment services that are relevant, empathetic, and evidence-based to a specific member of the special populations who may seek out substance use disorders treatment within the El Dorado County Substance Use Disorder Services DMC-ODS Provider Network.

Course Objectives

At the end of this 1.5 hour Continuing Education Training, participants will have the knowledge necessary to understand the following:

1. Unique aspects of a Special Population
2. Cultural considerations when working with Special Populations
3. Special Population engagement
4. Treatment approaches for Special Populations

CalOMS Training

Mandatory

CalOMS Treatment (CalOMS Tx) is California's data collection and reporting system for substance use disorder (SUD) treatment services. The California Department of Alcohol and Drug Programs (ADP) implemented CalOMS Tx in January 2006 to portray a comprehensive picture illustrating how alcohol and other drug treatment client's function with regard to alcohol and drug use, the criminal justice system, employment, education, and family, social, physical, and psychological problems. The data that counties and providers collect and submit play a critical role in contributing to the improvement of substance abuse treatment programs.

Course Objectives

This training is mandatory for all provider staff who enter CalOMS data into the system. Training is online and consists of six (6) training modules. EDCBHSUDS will contact appropriate provider staff to assign this training on an annual basis.

1. The Importance of CalOMS Tx
2. What Data are Required from Providers?
3. How CalOMS Tx Fits into Treatment Plans
4. CalOMS Tx Interviews
5. How to Collect CalOMS Tx Data at Treatment Admission
6. Annual Update and Discharge Data Collection

Training Information Table

| Topic of Training | Frequency | Target Staff | Training Facilitator | CEUs Offered |
|--|---|--|--|--|
| ASAM e-Modules I & II | Mandatory Prior to Service Delivery | All staff providing services to beneficiaries | Network Provider staff choice of provider(s) | Depends on provider |
| Information Privacy and Security and Confidentiality | Mandatory Upon hire and Annually | All clinical staff, all Quality Assurance staff | EDC SUDS | CADTP, CCAPP |
| Care Coordination | Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | CADTP, CCAPP |
| Compliance Program | Mandatory Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | CADTP, CCAPP |
| Continuing Medical Education | Mandatory Annual | Physicians/Medical Directors | Medical Director's choice of provider(s) | A minimum of five (5) CMEs are required to be submitted to the County each year. |
| Cultural Competency-CLAS Standards | Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | CADTP, CCAPP |
| DMC ODS Requirements | Mandatory Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | Certificate of Participation |
| DMC-ODS Documentation Standards | Mandatory Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | CADTP, CCAPP |
| Evidence-Based Practices | Strongly Recommended Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | CADTP, CCAPP |
| Practice Guidelines | Mandatory Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | Certificate of Participation |
| Perinatal Practice Guidelines | Annual | All perinatal programs staff | EDC SUDS | Certificate of Participation |
| Recovery Residence Guidelines | Annual | Recovery Residence Provider staff all Quality Assurance staff | EDC SUDS | Certificate of Participation |

| | | | | |
|---|----------------------------|---|--|--------------|
| Rural Ethics | Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | CADTP, CCAPP |
| SUD Treatment Special Populations* | Annual | All clinical staff, all Quality Assurance staff | EDC SUDS | CADTP, CCAPP |
| *Examples include LGBTQ Veterans Homeless Co-occurring Disorders Elderly Native Americans Suicide Prevention | | | | |
| CalOMS Training | Mandatory Annual | Provider staff that enter CalOMS data | Online – DHCS EDC SUDS will facilitate | N/A |