

STATE OF ALASKA DEPARTMENT OF HEALTH & SOCIAL SERVICES SENIOR AND DISABILITIES SERVICES POLICY & PROCEDURE MANUAL	Section: 3 Waivers	Number: 3-5	Page: 1
	Subject: Care Coordinator Training		
	Approved: <i>/s/ Rebecca J. Hilgendorf</i> Rebecca J. Hilgendorf, Director		Date: 3/11/2010

Purpose

To inform providers of care coordination services of training requirements.

To describe the care coordination training process.

Policy

The role of the care coordinator is central to the Senior and Disabilities Services (SDS) mission of securing services to meet the needs of Home and Community-Based Waiver Services program participants. Because it is responsible for ensuring that providers of services operate in accordance with applicable laws and regulations and furnish high quality care appropriate to participant needs, SDS offers training courses that cover topics related to these responsibilities and that prepare interested individuals to fill the care coordinator role.

To be certified as a care coordinator, an individual must enroll in the SDS basic training course and demonstrate his/her comprehension of course content through an examination. SDS encourages continuing education, and requires care coordinators to take at least one SDS training course every two years. At the time for renewal of his/her certification, a care coordinator must provide proof of successful completion of SDS training within the preceding two-year period. Advanced care coordination classes are offered for currently certified care coordinators who have worked for 24 months or longer in an agency that provides care coordination services.

Authority

AS 47.07.010 Purpose (Medical Assistance). 7 AAC 43.1030 Screening, assessment, plan of care, and level of care; 7 AAC 43.1041 Care coordination services; 7 AAC 43.1090 Provider certification and enrollment.

Definitions

“Home and Community Based Waiver Services Program” means the Medicaid program that includes the Adults with Physical Disabilities program, the Children with Complex Medical Conditions program, the Mental Retardation and Developmental Disabilities program, and the Older Alaskans program.

“Participant” means an individual enrolled in a Home and Community-Based Waiver Services program.

Responsibilities

1. **SDS** is responsible for
 - a. developing training for care coordinators, and
 - b. providing training availability information.

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2. The **SDS Trainer** is responsible for
 - a. scheduling training classes,
 - b. facilitating training,
 - c. issuing certificates of course completion,
 - d. evaluating training outcomes,
 - e. preparing a monthly report, and
 - f. revising training materials and processes as needed.
3. The **Care Coordinator/Applicant** is responsible for
 - a. completing a basic training course for certification, and
 - b. completing training course every two years for recertification.
4. The **SDS Quality Improvement Workgroup** is responsible for
 - a. reviewing the monthly training report, and
 - b. making recommendations regarding training improvement.

Procedures

A. Training process.

1. Notice.
 - a. SDS provides information regarding available training
 - i. on the SDS website, and
 - ii. through electronic alerts to providers.
 - b. Interested individuals can receive SDS e-alerts and e-newsletter by subscribing through listserv (available on the SDS website).
 - c. SDS offers training in three formats.
 - i. In-person training.
 - ii. On-line self-paced program.
 - iii. Combination on-line live classes and assignments.
2. Schedule.
 - a. In-person training. SDS schedules
 - i. Basic Care Coordination in-person training
 (A) in Anchorage, three times a year, and
 (B) in Fairbanks, Juneau, and Kenai, once a year; and
 - ii. Advanced Care Coordination training, twice a year in Anchorage.
 - b. On-line self-paced program. SDS makes this Basic Care Coordination training available at all times on the SDS website.

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- c. Combination on-line live classes and assignments. SDS schedules
 - i. Basic Care Coordination training twice a year, and
 - ii. Advanced Care Coordination training, twice a year.
- 3. Registration.
 - a. In-person training: On-line registration.
 - i. The care coordinator/applicant specifies the class in which he/she would like to enroll using the form provided on the SDS website.
 - ii. In-person classes are limited to 20 care coordinators/applicants.
 - iii. If the class is full, SDS notifies by e-mail the care coordinator/applicant who may chose
 - A) to wait for the next available in-person training,
 - B) to take the on-line self-paced program, or
 - C) to be notified of the next available combination on-line live classes.
 - b. No registration is required for the self-paced program.
 - c. Combination on-line live classes and assignments.
 - i. The care coordinator/applicant specifies the class in which he/she would like to enroll using the form provided on the SDS website.
 - ii. On-line classes are limited to 24 care coordinators/applicants.
 - iii. SDS notifies the care coordinator/applicant by email and provides a hyperlink/email address for the requested class.
 - iv. If the class is full, SDS notifies by e-mail the care coordinator/applicant who may chose
 - A) to wait for the next available in-person training,
 - B) to take the on-line self-paced program, or
 - C) to be notified of the next available combination on-line live classes.
- 4. Attendance.
 - a. The care coordinator/applicant
 - i. attends and participates in the class in which he/she has enrolled for the requisite number of hours, and
 - ii. demonstrates comprehension of course content through an examination or completion of an assignment.
 - b. The SDS Trainer
 - i. facilitates the learning process for both in-person and on-line courses,
 - ii. verifies class attendance and participation,
 - iii. evaluates training examinations and assignments, and
 - iv. issues certificates of completion.

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5. Certificate of Completion.

- a. SDS issues a certificate to all care coordinators/applicants who successfully complete training:
 - i. for Basic Care Coordination training, scoring 80 or higher on the examination, and
 - ii. for Advanced Care Coordination training, submission of an assignment that, in the view of the SDS Trainer, demonstrates comprehension of course content.
- b. The care coordinator/applicant submits a copy of the certificate as proof of training required for SDS certification and certification renewal.

B. **Course availability.**

1. Basic Care Coordination.

- a. SDS offers basic training to individuals interested in providing care coordination services and to certified care coordinators for the purpose of meeting the requirements for certification renewal.
- b. Required class time.
 - i. In-person training: 12 hours.
 - ii. Combination training: 10 hours of on-line training and time to complete the assignment.
- c. The curriculum is based on the Care Coordination Manual, and includes, but is not limited to, the following topics.
 - i. Care Coordinator Responsibilities and Standards.
 - ii. Conflicts of Interest.
 - iii. Home and Community-Based Waiver Services programs.
 - iv. Other programs administered by SDS: Adult Protective Services, Grants, Nursing Home Transition, and Personal Care Assistance.
 - v. Person-centered Planning.
 - vi. SDS Regulations and Service Principles.
 - vii. Writing a Plan of Care.

2. Advanced Care Coordination.

- a. SDS offers advanced care coordination training courses to currently certified care coordinators who have worked for 24 months or longer in an agency that provides care coordination services.
- b. Required class time.
 - i. In-person training: 6 hours.
 - ii. Combination training: 3 hours of on-line training and time to complete the assignment.
- c. The curriculum includes, but is not limited to the following topics.
 - i. Case Studies.
 - ii. Care Coordination from the Family Perspective.
 - iii. Community Resources.
 - iv. Review of Regulations.
 - v. Providing Care Coordination in Partnership with SDS.

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C. SDS monitoring of training activities.

1. The SDS Trainer
 - a. for evaluation purposes:
 - i. collects training evaluations from each class, and
 - ii. conducts surveys or other activities to obtain feedback about training;
 - b. for research analysis purposes:
 - i. maintains a database of care coordinators/applicants, training outcomes, and evaluations,
 - ii. provides evaluation and survey information upon request, and
 - ii. prepares a monthly report for the Quality Improvement Workgroup containing
 - (A) statistics regarding numbers of care coordinators/applicants and scoring ranges,
 - (B) trends in evaluation responses, and
 - (C) evaluation of effectiveness of training; and
 - c. for quality improvement purposes: revises training materials and processes as needed.
2. The Quality Improvement Workgroup
 - a. reviews the monthly training report, and
 - b. makes recommendations based on
 - i. analysis of the report, and
 - ii. training needs identified through activities related to the SDS Quality Improvement Plan.