



## Kentucky Level of Care System (KLOCS) Newsletter

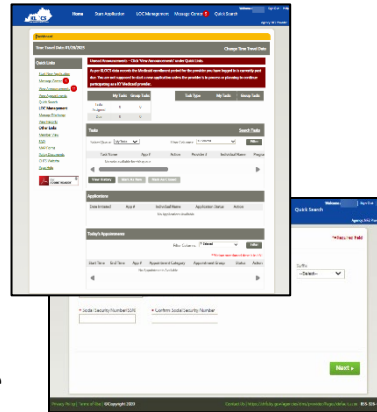
### What is the KLOCS Modernization Newsletter?

We hope this email finds you well! In an effort to provide KLOCS Users with the most up-to-date information regarding the Kentucky Level of Care System, the Department for Medicaid Services (DMS) and the Department for Behavioral Health, Developmental, and Intellectual Disabilities (DBHDID) are starting the bi-monthly KLOCS Newsletter. The newsletter is to inform you of any KLOCS system, process, or training changes and updates.



## What is the KLOCS Modernization Effort?

The KLOCS Modernization effort is in response to KLOCS feedback received from end users. In 2023, outreach was conducted via surveys and focus groups to better understand pain points experienced by KLOCS Users when using the system. Feedback revealed potential areas of improvement, such as KLOCS slowness, time-consuming navigation and usability, operational and systematic bottlenecks, and concern over KLOCS process roles and responsibilities. DMS and DBHDID are actively implementing changes within KLOCS to address these potential areas of improvement and make KLOCS a more user-friendly experience. These changes are expected to go live in the Fall of 2025.



## KLOCS Modernization Training

Training materials and activities are being developed for all KLOCS Users, to assist in preparing for the updated system. They are targeted to be distributed before the changes are implemented in the system. Please make sure to thoroughly read and participate in all trainings specific to your user group.

KLOCS materials and activities include:



### **Training Materials**

User Guides and Reference Guides that provide users with access to step-by-step navigation of tasks and activities that are specific to their role.



### **Web-Based Trainings**

Interactive trainings that allow users to walk through modules in KLOCS and understand how different roles interact in the system.

### What's Next?

The KLOCS Modernization changes are tentatively set to go live in the Fall of 2025. Before go-live, updates to the system and training materials will be communicated and made available to you, in addition to these bi-monthly newsletters. Our intention is that all KLOCS Users feel fully informed and prepared for the KLOCS Modernization changes. We look forward to sharing more information about this exciting new chapter for the Kentucky Level of Care System!



### Questions?

If you have any questions, please reach out to the KLOCS Administrative Inbox (KLOCsOrgAdmin@ky.gov).