QUALITY IMPROVEMENT NEWSLETTER

MONTEREY COUNTY BEHAVIORAL HEALTH
Avanzando Juntos Forward Together

COVID-19 RESOURCES & INFORMATION CLICK HERE TO STAY UPDATED

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CalAIM - STAY INFORMED!

POLICY 22-065 ADULT AND YOUTH SCREENING AND TRANSITION OF CARE TOOLS

QI will be sending a memo in the coming days outlining the procedure, workflow, training opportunities, and implementation timeline.

The purpose of this Behavioral Health Information Notice (BHIN) is to provide guidance to Mental Health Plans (MHPs) on standardized, statewide Adult and Youth Screening and Transition of Care Tools to guide referrals of Adult and Youth beneficiaries to the appropriate Medi-Cal mental health delivery system and ensure that beneficiaries requiring transition between delivery systems receive timely coordinated care.

- The Adult Screening Tool for Medi-Cal Mental Health Services is required for use when an individual age **21 or older**, who is not currently receiving mental health services, contacts the Medi-Cal Managed Care Plan (MCP) or county Mental Health Plan (MHP) to seek mental health services.
- The Youth Screening Tool for Medi-Cal Mental Health Services is required for use when an individual **under age 21**, or a person on behalf of an individual under age 21, who is not currently receiving mental health services, contacts their Medi-Cal Managed Care Plan (MCP) or county Mental Health Plan (MHP) to seek mental health services.
- The Transition of Care Tool for Medi-Cal Mental Health Services (hereafter referred to as the Transition of Care Tool) leverages existing clinical information to document an individual's mental health needs and facilitate a referral to the individual's Medi-Cal Managed Care Plan (MCP) or county Mental Health Plan (MHP) as needed. The Transition of Care Tool is to be used when an individual who is receiving mental health services from one delivery system experiences a change in their service needs and 1) their existing services need to be transitioned to the other delivery system or 2) services need to be added to their existing mental health treatment from the other delivery system.

To learn more about CalAIM please visit: CalAIM | Monterey County, CA

CalAIM - Update

THE CalAIM IMPLEMENTATION MEMO: 004
Documentation Reform: CalAIM Problem List
and Treatment Planning
HAS BEEN UPDATED!

Please see updated highlights in blue below

PROBLEM LIST REQUIREMENTS UPDATE
1. **All beneficiaries shall have a problem list** (this does not apply to DMC-ODS).

TARGETED CASE MANAGEMENT REQUIREMENTS UPDATE
1. For SMHS, **all targeted case management** (TCM), which is the same as case management, **requires specific documentation in the progress note** that is based on the information collected through the assessment.
2. The TCM shall be imbedded in the narrative of the progress note and the following elements are required: **READ MORE**
3. As an added measure in supporting staff with meeting these TCM documentation requirements, a right click template has been included on the Clinical Progress Note MC form in Avatar.

ADDITIONAL TREATMENT PLAN REQUIREMENTS UPDATE
2. For DMC-ODC, all levels of care continue to require a Treatment Plan and the existing standards still apply (see Monterey County Behavioral Health Drug Medi-Cal Organized Delivery System Documentation Manual)

Please click here to view the complete updated version or visit the Policies and Procedures section of the QI Website QI.mtyhd.org

To learn more about CalAIM please visit: CalAIM | Monterey County, CA

POLICY 141 - HEALTH SERVICE RECORDS RETENTION

POLICY CORNER

"It is the policy of Monterey County Behavioral Health (MCBH) to retain client health service records of each service rendered under the Medi-Cal program or any other health care program administered by contracted providers. The records shall contain the client to whom the service was rendered, the date the service was rendered, and any additional information required. Records shall be retained for a period of 10 years from the final date of the contract period between the plan and the provider, from the date of completion of any audit, or from the date the service was rendered, whichever is later (California Welfare Institution Code 14124.1).

MCBH will dispose of client records, both electronic and physical records, in accordance to the records retention timeframe established by this policy." **To view the policy**, click here

POLICIES & PROCEDURES

To view this and all QI Memo's, Protocols and Policies in the Policies and Procedures section of the QI Website:

https://www.co.monterey.ca.us/government/departments-a-h/health/behavioral-health/quality-improvement/policies-procedures

REQUEST AN MSW/MFT/PCC LEVEL INTERN FOR 2023-2024

If you or one of your team members would like to have a PSW Intern for the 2023-2024 Academic Year, please complete this survey.

- **Deadline. Please complete the survey by January 20th, 2023.**
- **Eligibility:** PSW I, II and Seniors, Supervisors and Program Managers are able to take on an intern or interns.
- **Approval.** PSW staff must obtain Supervisor approval.
- **Successful Matches.** Field Instructors who attend Intern Fairs are most successful in obtaining an intern.
- Upcoming MSW fair dates:
    - ◊ **SJSU:** *Wednesday, January 18th, 2023 (via Zoom) 10am-3pm.*
    - ◊ **CSUMB:** *Wednesday, February 8th, 2023 (via Zoom) 4pm-6pm.*

***MCBH is in special need of Field Instructors who can supervise MFT/PCC interns. ***

If you would like to attend, email 415-Training@co.monterey.ca.us

CLICK HERE TO VIEW ALL THE DETAILS

SUD - CLINICAL DOCUMENTATION TRAINING

Description: These trainings will help participants begin to think intentionally about the services they deliver so they can document these services more efficiently and effectively and in accordance with the new CalAIM requirements.

Audience: SUD Provider Staff (LPHAs & SUD Counselors).
Registration: You may attend one or all three trainings.

To register, **click on the name of the TRAINING in the column to the right.**

All trainings have a separate Zoom link. You must register for EACH individual training to receive a Zoom link and Calendar invite (ensure you choose the correct date from the drop down).

JANUARY 23 & APRIL 24

SUD ASSESSMENT
9:00AM – 11:00AM

TREATMENT PLAN
1:00PM – 2:30PM

PROGRESS NOTES
3:00PM – 4:30PM

CLINICAL DOCUMENTATION TRAINING

Description: These trainings will help participants begin to think intentionally about the services they deliver so they can document these services more efficiently and effectively and in accordance with the new CalAIM requirements.

Audience: MCBH & Provider Staff.
Registration: You may attend one or all three trainings (all three are required for new employees).

To register, **click on the name of the TRAINING in the column to the right.**

All trainings have a separate Zoom link. You must register for EACH individual training to receive a Zoom link and Calendar invite.

Back Out: Avatar – Assessment: 802/7310; Treatment Planning & Problem List: 802/7410; Progress Note: 802/7510. Timesheet: 8###5 (Regular Program code ending in "5")

DECEMBER 19 & FEBRUARY 13

ASSESSMENT
9:00AM – 12:00AM

PROBLEM LIST & TREATMENT PLAN
1:00PM – 3:00PM

PROGRESS NOTES
3:00PM – 5:00PM

QUESTIONS:
CONTACT QI
831-755-4545
415QI@co.monterey.ca.us

UPCOMING TRAININGS

CPI NON-VIOLENT CRISIS INTERVENTION TRAINING IS BACK!
ENROLL THROUGH NEOGOV LEARN
CLASSES START FEBRUARY 1, 2023

Hybrid Learning
The Foundations course now has two components:

- **Online: Self-Paced Class**
  - Approx. 2 Hours
  - **Must be completed before the all-day on-site class**
  - Focus = Knowledge
- **On-Site: Live Classroom Experience**
  - 6.5 Hours
  - Focus = Practice

Course Content

CPI is an evidence-based de-escalation and crisis prevention training designed to provide you with the skills and knowledge to safely recognize and respond to everyday crisis situations along with providing the best possible Care, Welfare, Safety, and Security to all involved.

Enrollment

Participants will enroll in the On-Site, 6.5 Hour Course using NeoGov Learn.

- One week prior to their on-site live classroom training date, participants will receive an email with the link to the online training.
- Participants will only be accepted into the live classroom experience if the online training is done by **noon the prior day**.

To be certified, participants will need to complete both the online course and on-site class.

Course Announcement

TITLE: **MCBH- CPI Non-Violent Crisis Intervention - Foundation Course**
MCBH has a new team of amazing CPI Staff Instructors. 2-3 Instructors will teach each of the On-Site Full-Day Courses.

- Andi Ross
- Coral Velarde
- Jeremy Allred
- Jose Gonzales
- Guadalupe Alvarez
- Patricia Sosa
- Nancy Mendoza
- Rachel Amerault

CULTURAL COMPETENCE TRAININGS

MCBH - CULTURAL HUMILITY: FOUNDATIONS
JANUARY 30, 2023

Instructor:	Matthew Mock, Ph.D
Time:	9:00 AM to 4:30 PM
Location:	ZOOM
Enrollment:	**STEP ONE:** Enroll using **NeoGov Learn**.
	MCBH - Cultural Humility: Foundations

MCBH - CULTURAL PRACTICE: COMPLEXITIES IN ENGAGEMENT ASSESSMENT AND DIAGNOSIS
MARCH 27, 2023

Instructor:	Matthew Mock, Ph.D
Time:	9:00 AM to 4:30 PM
Location:	ZOOM
Enrollment:	**STEP ONE:** Enroll using **NeoGov Learn**.
	MCBH - Cultural Practice: Complexities in Engagement Assessment and Diagnosis

- *If you do not yet have access to NGL, email 415-Training@co.monterey.ca.us and the Training Team will enroll you.*

STEP TWO: **Once you've enrolled through NeoGov Learn, you will have access to the Zoom Registration Link.**

MCBH Back Out:	**Max Time**	6 Hours
Avatar	**Service Code:**	823
	Appt Code	2710
Time Sheet	**Override Code**	81440
CE Credits:	6 CE Credits BBS	

Special Instructions: **These courses count toward the 6 hours of Cultural Competence training MCBH Staff and Provider Staff are required to take each Fiscal Year.**

MYAVATAR TRAINING

MYAVATAR ONLINE TRAINING

JANUARY 20, 2022
9AM TO 12PM

ALL SESSIONS: 9:00 AM - 12:00 PM

MONTH	DAY
FEBRUARY	17
MARCH	17
APRIL	21
MAY	19

- For assistance navigating myAvatar, please use the myAvatar User Guide for Specialty Mental Health Services available in the QI website under "User Guides"
- For **Non Clinical** Questions or technical assistance with myAvatar, email 415-QA@co.monterey.ca.us
- For **Clinical** Questions, email 415QI@co.monterey.ca.us

If you are not familiar with NEOGOV, *click here to view the "How to" Guide for NeoGov Learn* for support navigating the enrollment process.

NEOGOV

To access NeoGov Learn, enter through County INFONET: https://countyofmonterey.sharepoint.com/sites/Infonet/

- To request enrollment in DBT Skills: Foundations Training, please read and complete DBT Enrollment Request.

CONTACT US IN QUALITY IMPROVEMENT.

MCBH - Quality Improvement
1611 Bunker Hill Way, Ste 120
Salinas, CA 93906

Telephone: (831) 755-4545
Fax Number: (831) 755-4350
Toll free: (844) 287-8041