

# QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY  
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

## COVID-19 RESOURCES & INFORMATION [CLICK HERE TO STAY UPDATED](#)

### IN THIS ISSUE:

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- SMHS Documentation Trainings (**Required for all New Staff**)
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- ◆ Update Policy:143 - Psychologist Waivers and Licensure Requirements
- ◆ Informed Consent Update
- ◆ Monterey County Beneficiary Handbooks
- ◆ Communicating with MC Jail about Inmate Medication Needs
- ◆ Monterey County Community Crisis Line
- ◆ MCBH Adult Post Hospital Team
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- ◆ Cultural Competence Training
- ◆ Interim Free Workshop: Mental Illness and Navigating the Criminal Justice System
- ◆ myAvatar Training

## CALAIM - STAY INFORMED!

Effective January 1, 2023, the Department of Health Care Services California Advancing and Innovating Medi-Cal (CalAIM) initiative implemented the “Screening and Transition of Care Tools for Medi-Cal Mental Health Services” which aims to ensure all Medi-Cal beneficiaries receive timely, coordinated services across Medi-Cal mental health delivery systems and improve beneficiary health outcomes. The goal is to ensure beneficiary access to the right care, in the right place, at the right time.

- [Adult Screening Tool for Medi-Cal Mental Health Services](#)
- [Youth Screening Tool for Medi-Cal Mental Health Services](#)
- [Transition of Care Tool for Medi-Cal Mental Health Services \(Adult and Youth\)](#)

### Transition Process for Implementing these Changes

- The **Screening and Transition Tools** will be made available and **shall be used by MCBH starting 2/21/2023**.
- **All new beneficiaries** (new to MCBH or closed longer than 365 days) **will require a screening tool**.
- The **Transition Tool shall be used when transitioning beneficiaries and/or when services are being added to Beacon**.

Training Requirements - Please complete the following courses through the CalMHSA LMS system ([LINK](#)) **prior** to using the screening and transition tool. [CalMHSA LMS instructions](#)

## CALAIM - CONTINUED!

The **802 back out** may be used on the scheduler (30 minutes per module) and should match your timesheet.

- Module 7: Screening  
⇒ **(Must be completed by current and new staff who are providing a service.)**
- Module 8: Transition of Care Tool  
⇒ **Must be completed by current and new all staff who are providing a service.**
- Module 9: Discharge: **Must be completed by current and new all staff who are providing a service.**

### Additional Resources

Memos, samples, office hour presentations, etc. related to CalAIM changes are posted on the QI Website ([Click here](#)).

## SMHS CLINICAL DOCUMENTATION TRAINING: ASSESSMENT, TREATMENT PLANNING & PROBLEM LIST, AND PROGRESS NOTES

<b>Instructor:</b>	MCBH QI Clinical Team
<b>Audience:</b>	MCBH Staff and SMHS Contracted Providers
<b>Description:</b>	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.
<b>Dates:</b>	April 17, 2023 June 26, 2023 August 21, 2023 October 16, 2023 December 18, 2023
<b>Times:</b>	<a href="#">Clinical Doc: Assessment - 9:00 AM - 12:00 PM</a> <a href="#">Clinical Doc: Treatment Plan - 1:00 PM - 3:00 PM</a> <a href="#">Clinical Doc: Progress Notes - 3:00 PM - 5:00 PM</a>
<b>Enrollment:</b>	To enroll through <a href="#">NeoGov Learn</a> , click on the name of the training above.
<b>Continuing Ed:</b>	None



## 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**

**CLICK ON THE  
TRAINING NAME  
TO REGISTER**

**SUD ASSESSMENT**  
**9:00AM – 11:00AM**

**TREATMENT PLAN**  
**1:00PM – 2:30PM**

**PROGRESS NOTES**  
**3:00PM – 4:30PM**

**Questions?  
Contact QI**

**831-755-4545  
415QI@co.monterey.  
ca.us**





**WEDNESDAY  
APRIL 19TH,  
2023**

**9:00 - 10:30 AM**

**OR 3:00 - 4:30 PM**

**REGISTER AT:  
NEOGOV LEARN**

**IF YOU NEED  
ACCESS TO  
NEOGOV LEARN,  
PLEASE REACH OUT  
TO:  
415-TRAINING  
FOR ASSISTANCE**

## **PROBLEM RESOLUTION PROCESS**

### **Description:**

This training will help participants understand the options that beneficiaries have when a problem has been identified that requires action. Participants will learn what the processes related to: Change of Clinician, Grievance, NOABD, Appeal, and State Fair Hearings.

### **Target Audience:**

MCBH and Contract Provider Staff for both Specialty Mental Health and Substance Use Disorder Services.

### **Registration:**

This course is being offered in both the Spring and Fall of 2023. To register, go to Neogov Learn. You *must* register to receive a Zoom link and Calendar invite.

### **Back Out for BH Staff:**

Avatar – 802. No CEU's or certificates will be offered however attendance will be recorded.

**Questions?  
Contact QI**

**831-755-4545  
415QI@co.monterey.ca.us**

## POLICY CORNER

### UPDATE Policy 143 - PSYCHOLOGISTS WAIVERS AND LICENSURE REQUIREMENTS

**POLICY** - It is the policy of Monterey County Behavioral Health (MCBH) to comply with all relevant State statutes and regulations regarding waivers and licensure of psychologists.



Licensed Psychologists - All licensed psychologists will either:

1. Possess and maintain licensure from the California Board of Psychology (CA BOP); or,
2. If licensed in another state, obtain in cooperation with MCBH Quality Improvement (QI) a waiver from the California Department of Health Care Services (CA DHCS) in accordance with California Welfare and Institutions Code (CA W&I) 5751.2.

Psychologist Candidates (Unlicensed)

Per CA W&I 5751.2, each psychologist candidate who meets the minimum requirements specified by statute or regulation and gaining experience required for licensure must obtain, in cooperation with MCBH QI, a waiver from the CA DHCS.

Obtaining Waivers

All out-of-state licensed psychologists and psychologist candidates not in possession of a valid CA license must obtain in cooperation with MCBH QI a waiver from the CA DHCS.

Verification of Licensure and Waivers

Refer to MCBH Policy 107 – Licensure Requirements and Verification of Licensure.

Psychology Licensing Supervision

A person other than a licensed psychologist may perform psychological functions in preparation for licensure as a psychologist only if all of the following conditions are met (Section 2913).:

**[CLICK HERE](#) to read the **COMPLETE POLICY****

## INFORMED CONSENT UPDATE

QI has made updates to the Informed Consents forms located on our website. Some of the updates include: a shift in the use of language from “client” to “person in care” to align with the spirit of CalAIM and the crisis information, which now includes how to reach MCBH’s Crisis Team through the 24/7 Access Line and information for the Child and Adolescent Mobile Response Team (MRT). The latter update is vital to the community so please ensure the forms that your Teams are distributing are the updated versions with this correct information in them

## MONTEREY COUNTY BENEFICIARY HANDBOOKS

The Department of Health Care Services has updated the Specialty Mental Health Services and Drug Medi-Cal Organized Delivery System Beneficiary Handbooks and Monterey County has adopted these new versions. In accordance with 42 CFR § 438.10, counties must provide each beneficiary with a handbook at the time the beneficiary first accesses services. Please discard old handbooks and replace with the ones attached.

Be prepared and have printed copies of both handbooks available at your clinic sites.

Although it is currently available in English; Spanish translation coming in the near future.

The Beneficiary Handbooks are located in the following websites:

- [How to get started | Monterey County, CA](#)
- [PRINTABLE DOCUMENTS | Monterey County, CA](#)
- [SUBSTANCE USE DISORDER \(SUD\) | Monterey County, CA](#)

## COMMUNICATING WITH MONTEREY COUNTY JAIL ABOUT INMATE MEDICATION NEEDS

This Monterey County Sheriff’s Office form may be completed by family members of incarcerated individuals to provide important medical and psychiatric information including diagnosis, prescribed medications, medication schedule, and adverse effects of medication.

- **This form must be faxed** (This form must contain contact information for the person completing the form to be valid)
- **This form is completed and submitted online** through Monterey County Sheriff’s Office.



**MONTEREY COUNTY COMMUNITY CRISIS LINE NUMBER****\*\*\* IMPORTANT \*\*\***

**PLEASE UPDATE THE BEHAVIORAL HEALTH CRISIS LINE CONTACT INFORMATION YOU ARE PROVIDING TO CLIENTS AND COMMUNITY MEMBERS.**

- ⇒ Please be sure to review and update your voicemail messages, email signature blocks, out of offices messages, and any other sources of information or resources you are providing.
- ⇒ Natividad Hospital does **not** operate a community crisis line that is a Behavioral Health responsibility. Please do **not** refer callers, clients, families or community members to call the Natividad Crisis Team.
- ⇒ For Crisis needs, staff should be referring callers, clients, families and community members to our Behavioral Health **24/7 Access line 888-258-6029** and direct them to follow the prompts to reach the **Crisis Team**.

As a friendly reminder, we also have the **Child and Adolescent Mobile Response Team (MRT)** that is operated by Seneca for community crisis response for that age group and they can be reached at **831-687-4379**.

**NEW TO BEHAVIORAL HEALTH: MCBH ADULT POST HOSPITAL TEAM**

The Adult Post Hospital Team provides support to beneficiaries who are transitioning from hospital inpatient or emergency department care due to a primary psychiatric or substance use condition, and are in need of establishing new outpatient Behavioral Health services.

The Adult Post Hospital Team provides discharge coordination support for adults newly referred to Behavioral Health to help ensure timely access and linkage to follow-up outpatient Behavioral Health care by providing assessment, short term case management, linkage, referrals, medication management, and other supportive services to help individuals access needed resources to help them stabilize in the community following discharge from a hospital setting. Established clients will be redirected to their existing treatment teams for ongoing care coordination and discharge planning support.

**CPI NON-VIOLENT CRISIS INTERVENTION: FOUNDATIONS**

**ENROLL THROUGH NEOGOV LEARN  
CLASSES START FEBRUARY 1, 2023**

[Click here to enroll thru NeoGov Learn.](#)

- Yearly attendance at a class is mandatory. Talk with your supervisor regarding when to attend.
- Classes are offered almost every month.
- Classes have two components:
  - ⇒ a Two-hour on-line, on-demand class
  - ⇒ Full-day on-site, live class

**Clinical Staff Members - Clinical Staff members must** take Non-Violent Crisis Intervention every calendar year.

- 2023 & 2024: Foundations Class (Full Day Plus)
- 2025: Refresher Class (Half Day)

**CULTURAL COMPETENCE TRAININGS**

**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](mailto: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.**

<b>MCBH Back Out:</b>	<b>Max Time</b>	6 Hours
<b>Avatar</b>	<b>Service Code:</b>	823
	<b>Appt Code:</b>	2710
<b>Time Sheet</b>	<b>Override Code:</b>	81440
<b>CE Credits:</b>		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.**



## MENTAL ILLNESS AND NAVIGATING THE CRIMINAL JUSTICE SYSTEM

“Are you close to someone living with a mental illness and responsible for their care? Have you ever thought about what might happen to them if they were arrested? Have they been arrested and you didn't know what to do or what was going to happen to them? Then this workshop is for you!



Family members/caretakers of someone living with a mental illness will find the content especially useful in the event of a mental health crisis or arrest of their loved one.

The information in this workshop will also benefit members of Monterey County law enforcement and the legal community.”

**FREE VIRTUAL  
EDUCATIONAL  
WORKSHOP**

**WHEN: MARCH 9, 2023**

**5:30 - 7:00 PM**

**REGISTRATION: [HTTPS://  
NAVCRIMJUST.EVENTBRITE.COM](https://navcrimjust.eventbrite.com)**

**QUESTIONS: (831) 649-4522, EXT. 205**

### LEARN VALUABLE INFORMATION THAT CAN HELP YOUR LOVED ONES IN A CRISIS

- How to engage with Law Enforcement during a Crisis arrest
- Alternatives to incarceration
- Access to Treatment following an arrest
- **Care Courts:** Where is Monterey County headed?
- AND MORE

### OUR SPEAKERS:

- Mickey Roobash, Sergeant, Monterey Police Department
- Greg Peterson, Assistant District Attorney, Monterey County
- Melanie Rhodes, Deputy Directory, Monterey County Behavioral Health Bureau

**INTERIM, INC.  
PO BOX 3222  
MONTEREY, CA 93942  
WWW.INTERIMINC.ORG**

**[CLICK HERE FOR MORE INFORMATION OR TO REGISTER](#)**

**FLYERS: [ENGLISH](#) [SPANISH](#)**

## MYAVATAR TRAINING 2023

MYAVATAR  
ONLINE TRAININGMARCH 17, 2023  
9AM TO 12PM

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

MONTH	DAY
APRIL	21
MAY	19
JUNE	16
JULY	21

- 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](mailto:415-QA@co.monterey.ca.us)
- For **Clinical** Questions, email [415QI@co.monterey.ca.us](mailto: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.

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