

QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

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

IN THIS ISSUE:

- ◆ Welcome New Staff
- ◆ Policies and Procedures
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- ◆ Clarifying Interpretation Services
- ◆ Documentation Reform for DMC ODS Providers
- ◆ Centering Racial Justice in Trauma Informed Care
- ◆ Clinical Documentation Training
- ◆ SUD Clinical Documentation Training
- ◆ CBT Trainings
- ◆ MyAvatar Training

NEW STAFF

Welcome to the Quality Improvement Team!



Please welcome Cassandra Urieta, Patient Services Representative II (PSR) in Quality Improvement.

Cassandra started working with Monterey County Salinas Adult System of Care in 2014 as a PSR. Cassandra has been a resident of Monterey County for many years and is excited for a new start with Quality Improvement and continue helping the community.

POLICY CORNER

NEW POLICY: [Drug Medi-Cal Organized Delivery System \(DMC-ODS\) Requirements for the Period of 2022-2026](#). The purpose of this policy is to provide DMC-ODS program requirements pursuant to CalAIM, effective January 2022 through December 2026, including program updates, which replace the Section 1115 Special Terms and Conditions used to describe the DMC-ODS program for the years 2015-2021

NEW POLICY: [County Behavioral Health Intergovernmental Transfers \(IGT\)](#). The purpose of the procedure is to provide guidance related to the Department of Health Care Services' policies and associated processes related to Behavioral Health Intergovernmental Transfers.

POLICY UPDATE: [Policy 333 - Involuntary Treatment for Individuals with Mental Health Disorders](#)

- On September 30th, 2022, California implemented AB 2275 which modifies the LPS Act. It specifies that the "72-hour period of detention begins at the time when the person is first detained." It removes "the provisions for postponement of the certification review hearing," and specifically:
 - * *When a person has not been certified for 14-day intensive treatment and remains detained on a 72-hour hold, [a person] would require a certification review hearing to be held within 7 days of the date the person was initially detained and would require the person in charge of the facility where the person is detained to notify the detained person of specified rights.*

All Policies and Procedures available here: [Policies and Procedures | Monterey County](#)

TREATMENT PERCEPTION SURVEYS (TPS)

Providers within the network of each county/regional model participating in the DMC ODS waiver are required to administer the TPS on an annual basis.

THE ANNUAL TREATMENT PERCEPTION SURVEYS (TPS) FOR DMC ODS WILL BE COLLECTED FROM

OCTOBER 16, 2023, THROUGH OCTOBER 20, 2023.

We appreciate the feedback of our consumers, and your help in ensuring data be collected. We appreciate your support in helping collect this feedback.

THE SURVEYS ARE IN ENGLISH AND SPANISH:

SUN STREET CENTERS (SSC)

- [QR 272834 SUNST Adult Eng Span](#)
- [QR 272718 Sun Street Adult Eng Span](#)
- [QR 272717 SunSt Adult Eng Span](#)
- [QR 272716 Youth Sun St Youth Eng Span](#)
- [QR 272713 SUNST Adult Eng Span](#)
- [QR 272702 SUNST Adult Eng Span](#)
- [QR 272702 Sun Street Adult Eng Span](#)
- [QR 270010 SUNST Adult Eng Span](#)
- [QR 270010 DETOX SUNST Adult Eng Span](#)
- [QR 270002 Adults SUNST Adult Eng Span](#)

VALLEY HEALTH (VH)

- [QR 272799 VH Youth Eng Span](#)
- [QR 272799 VH Adult Eng Span](#)

DOOR TO HOPE (DTH)

- [QR 27001 DTH Adult Eng Span](#)

COMMUNITY HUMAN SERVICES (CHS)

- [QR 272735 CHS Adult Eng Span](#)
- [QR 272721 CHS Adult Eng Span](#)
- [QR 272709 CHS Adult Eng Span](#)
- [QR 272708 CHS Adult Eng Span](#)

CLICK ON THE LINKS BELOW TO VIEW/PRINT THE FALL 2023 SURVEYS

Adult

[English / Large Print \(2 pages\)](#)
[Spanish / Large Print \(2 pages\)](#)

Youth

[English / Large Print \(2 pages\)](#)
[Spanish / Large Print \(2 pages\)](#)

Thank you once again for your continued support and efforts to provide quality service to all the Monterey county residents.

Mail the completed paper survey forms to the following address:

Behavioral Health Quality Improvement
 1611 Bunker Hill Way Ste. 120
 Salinas CA 93906



Seneca Family of Agencies presents

Centering Racial Justice in Trauma-Informed Care

Facilitated by Dr. Janice Castro

Free for professionals working with youth in Monterey County

Tuesday
OCTOBER
10TH
9am-11am

Training via Zoom



Providing racially-conscious Trauma-Informed Care (TIC) can contribute to forming trusting relationships when serving BIPOC families and children who live in out-of-home care.

This session will delve into the intersection of trauma, cultural diversity, and systemic racism, highlighting the need for a holistic approach that addresses both healing and social justice.

Participants will gain a deeper understanding of how to provide services through a racial justice lens when providing TIC. In addition, participants will learn self-care tools and strategies to promote collective care to effect positive change within their professional roles.

By the end of the workshop, attendees will be equipped with actionable insights to promote racially conscious TIC for BIPOC families and children.

[CLICK HERE TO REGISTER](#)

For questions contact:
frankie_irvine@senecacenter.org

Policy Corner

QI Memo: Clarifying Interpretation Services

Interpretation as an Add On Code

The interpretation add on code is documented in a progress note by the rendering service provider when sign language/oral interpretation is provided by a third party used during the service. Interpretation time should be equal to the direct service duration. It is still good practice that the rendering provider indicates in their progress note that interpretation by a third party was used.

Interpretation in the AVATAR Scheduling Calendar

When the third party individual providing the interpretation is an MCBH staff, time spent interpreting for another rendering service provider, must be captured in the AVATAR scheduling calendar using **5002**. The third party individual will **not** write a corresponding progress note.

Rendering Service Provider	Third Party Individual Providing Interpretation
<ul style="list-style-type: none"> • Interpretation is needed to deliver the service • The provider rendering the service writes a progress note and uses the add on code “interpretation” • Interpretation time is equal to the direct service delivery • Documentation reflects the use of interpretation by a third party 	<ul style="list-style-type: none"> • Staff are providing an interpretation service • The staff providing interpretation uses the interpretation code in the AVATAR scheduling calendar • Interpretation time is equal to direct service delivery • Staff does not write progress note

To view the full QI Memo, [click here](#). / QI Website: [POLICIES and PROCEDURES | Monterey County](#)

QI Memo: Documentation Reform for DMC ODS Providers: CalAIM Problem List, Treatment and Care Planning

SUD Provider Agencies will implement the new documentation requirements for Problem List and Treatment & Care Planning. These new documentation requirements impact only certain Partner Provider programs and were established by the Department of Health Care Services (DHCS).

Problem list	Treatment Plan: NTP Only
<ul style="list-style-type: none"> • Helps facilitate continuity of care by providing a comprehensive and accessible list of problems to quickly identify the person’s care needs, including current diagnoses and key health and social issues • All beneficiaries shall have a problem list • Updated on an ongoing basis • All providers can contribute to a problem list • Consent signatures are not required • Claimed as Plan Development 	<ul style="list-style-type: none"> • Co created by the beneficiary and treatment providers and/or social supports and used to empower the beneficiary/family to achieve their recovery and resiliency goals • Only Narcotic Treatment Programs still require a treatment plan • Completed within 28 days of admission and updated at certain intervals (see below). • All staff may elicit treatment plan goals from beneficiary, treatment plan needs to be reviewed and countersigned by supervising counselor and Medical Director • Based on NTP treatment requirements, Treatment Plan Consent is still required Claimed as Plan Development

To view the full QI Memo, click here. / QI Website: [POLICIES and PROCEDURES | Monterey County](#)

CLINICAL DOCUMENTATION TRAINING

**CLINICAL
DOCUMENTATION
TRAINING**



DATES

October 16, 2023

December 18, 2023

**CLICK ON THE
TRAINING NAME
TO REGISTER**

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 802 / Timesheet 8###5

ASSESSMENT

9:00AM 12:00PM

**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**

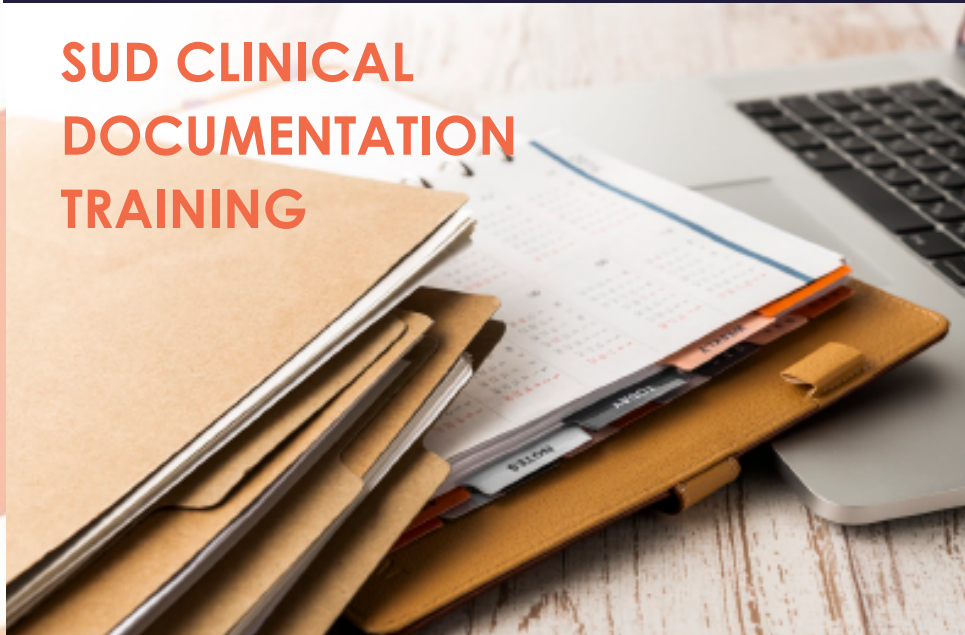


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BEHAVIORAL HEALTH**

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SUD CLINICAL DOCUMENTATION TRAINING

**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).

DATES

October 23, 2023

**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?
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MCBH TRAINING

COGNITIVE BEHAVIORAL THERAPY/ INTERVENTION COURSES ARE BEING SCHEDULED AGAIN!



- All the following courses are published on NeoGov.
- MCBH is offering two new Dx Series for Anxiety and for Pain.
- All courses are offered through ZOOM

CBT Foundations (Sokol) *This is a two day class.*

Learners are required to attend 9:00 AM – 4:30 PM each day to receive credit for the course.

- December 5 6, 2023

CBT Skills (Sokol)

This is a three hour course. 8:45 AM to 12:00 Noon.

- 10/26/23 Exposure

CBT Dx Series

Each series consists of three to four 2 hour courses. Learners can attend 1, 2, 3 or all 4 courses in each series AND need to enroll in each course in the series separately.

Each class is from 9:00 AM to 11:00 AM

• Pain (Sudak – New Series. Course Subtitles & Learning Objectives are Pending)

- 10/2/23
- 10/9/23
- 10/16/23
- 10/23/23

• PTSD (Sudak)

- 11/27/23 – Interviewing & Dx
- 12/4/23 – Conceptualization & Evidence
- 12/11/23 – Prolonged Exposure
- 12/18/23 – Cognitive Therapy

Special Topics

- CBT with Individuals who are Suicidal Two Day class. *Learners must attend both dates to receive credit for the course.*
 - October 30 (8:45 AM to 12 Noon)
 - November 6 (8:45 Am to 12 Noon)

**IF YOU HAVE ANY QUESTIONS OR FOR MORE INFORMATION CONTACT THE MCBH
TRAINING TEAM AT 415_TRAINING@CO.MONTEREY.CA.US**

Training Manager
Jill Walker

Training Clinician
Celia Trujillo

Training Assistant
Ariana Zamudio

MCBH TRAINING

DIALECTICAL BEHAVIOR THERAPY – SKILLS TRAINING



ENROLLMENT

- ◆ All courses are listed in NeoGov Learn the w/ Prefix **MCBH – DBT:**
- ◆ Course Confirmation and Reminders are now provided through NGL
- ◆ Zoom Registration Links will be provided through Behavioral Tech

COURSES

- ◆ **DBT Skills Training– Introduction: 2 Day Course** Focus is on Learning Skills
 - ◇ Sep 19 & 20 (Tues & Wed) 9:00 AM 4:30 PM, plus Pre Learning
 - ◇ Or Nov 13 & 14 (Mon Tues) 9:00 AM 4:30 PM, plus Pre Learning
- ◆ **DBT Skills Training – Fundamentals: 4 Day Course** Focus on Teaching Skills to Clients in Individual and Group Tx.
- ⇒ **Pre Requisite:** Must have attended or are enrolled for DBT Intro Course, or the Equivalent
 - ◇ October 5, 6 (Thurs & Fri) 9:00 AM – 4:30 PM
 - ◇ Nov 8, 9 (Wed & Thurs) 9:00 AM – 4:30 PM

CULTURAL HUMILITY AND CULTURAL COMPETENCE TRAININGS

CULTURAL HUMILITY: FOUNDATIONS

COURSE

- ◆ Monday, October 16, 2023
- ◆ 9:00 AM – 4:30 PM
- ◆ **Next Offering:** 12/18/23

COACHING:

- ◆ Wednesday, October 25, 2023
- ◆ 9:00 AM – 12:00 PM
- ◆ TBD

CULTURAL PRACTICE: COMPLEXITIES IN ENGAGEMENT ASSESSMENT AND DIAGNOSIS

COURSE

- ◆ Monday, November 20, 2023
- ◆ 9:00 AM – 4:30 PM
- ◆ **Next Offering:** 2/23/24

COACHING

- ◆ Wednesday, November 29, 2023
- ◆ 9:00 AM – 12:00 PM
- ◆ **Next Offering:** 2/28/24

IF YOU HAVE ANY QUESTIONS OR FOR MORE INFORMATION CONTACT

MCBH TRAINING TEAM AT 415_TRAINING@CO.MONTEREY.CA.US

Training Manager
Jill Walker

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Ariana Zamusion

MCBH TRAINING

LAW & ETHICS

ENROLLMENT

- ◆ All courses are listed in NeoGov Learn w/ the Prefix “**MCBH – Law & Ethics:**”
- ◆ All courses offer Continuing Education credits (BBS only at this time)
- ◆ Course Confirmation and Reminders are now provided through NGL
- ◆ *All courses will be virtual on the Demio System LMS (Provided by our trainers).*



COURSES

HIPAA/42 CFR Part 2.

- ◆ October 12th, 2023 8:45 AM – 12:00 Noon
- ◆ November 30th, 2023 1:15PM – 4:30PM

Telehealth

- ◆ October 12th, 2023 1:15PM – 4:30PM
- ◆ November 30th, 2023 8:45AM 12:00 Noon

**This course will meet the BBS 3 Hour Telehealth requirement for licensure/associate application & renewal*

Working With Minors

- ◆ February 22nd, 2024 8:45AM – 12:00 Noon

Mandated Reporting

- ◆ January 25th, 2024 8:45AM – 12:00 Noon

MOTIVATIONAL INTERVIEWING (MI)

Instructor: Kristin Dempsey, Ed.D.

MI FOUNDATIONS:

- ◆ **THIS WEEK:** 9/21/23 – 9/22/23: **Foundations (Classroom)** : 1.5 Day Training = 9 Hours
⇒ Next Offering: 2/15/24 – 2/16/24, 4/18/24 – 4/19/24
- ◆ Day One: 8:45 AM – 4:30 PM
- ◆ Day Two: 8:45 AM – 12:00 NOON

SPECIAL TOPICS:

- ◆ 10/24/23: **How to Use MI & Cognitive Behavioral Interventions Together**
◇ 8:45 AM – 12:00 PM
- ◆ 10/24/23: **MI: Identifying & Mobilizing Change Talk**
◇ 1:15 PM – 4:30 PM
◇ Next Offering: 11/16/23 & 3/21/24 8:45 AM – 12:00 PM

COACHING: ADVANCING MI SKILLS:

- ◆ 10/27/23: **MI: Advancing MI Skills Through Practice**
◇ 9:00 AM – 10:30 AM

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MYAVATAR TRAINING 2023

MYAVATAR ONLINE TRAINING

SEPTEMBER 15, 2023
9AM TO 12PM

ALL SESSIONS: 9:00 AM 12:00 PM

MONTH	DAY
OCTOBER	20
NOVEMBER	17
DECEMBER	15

This course is an introduction on how to navigate the MyAvatar Electronic Health Records (EHR) system. Organized in a way that follows a client from admission to discharge in MyAvatar HER.

The course offers training on how to log in to Avatar; search for clients; search for the various forms and reports available; and enter pertinent clinical information into the various forms in MyAvatar EHR.

- 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
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