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
- DMC-ODS Documentation Guide Update
- CalAIM Specialty & Transition of Care Tools
- CalAIM Add-on Resources
- MISTI

- Columbia Suicide Severity Rating Scale Training
- Clinical Documentation Training
- SUD Clinical Documentation Training
- CBT Trainings
- MyAvatar Training

NEW STAFF

Welcome to the Quality Improvement Team!

Please welcome Jennifer, "Jen", Ortega, Management Analyst II. Jen has deep roots in South County, born and raised in King City. She currently resides in Gonzales with her husband Manuel and daughter Vivian, 22-year-old Cat, and two Yorkies Kiki & Charles.

Jen was the first in her generation to obtain her MBA from Golden Gate University and has a bachelor's degree in business administration. Jen is happy to be a part of the behavioral health team and looks forward to learning and continuing to serve her community.

DMC-ODS DOCUMENTATION GUIDE & ADD-ON RESOURCE

The DMC-ODS Documentation Guide Fall 2023 and payment reform DMC-ODS Add-on Resource have been updated and are available to view in the QI website under the following tabs: CalAIM | Monterey County, CA and SUBSTANCE USE DISORDER (SUD) | Monterey County, CA. Additionally, the Payment Reform PPT has been updated and is located in the CalAIM tab in the QI website.

DMC-ODS Documentation Guide Updates (see Change Log for entire list of updates):
Below are a few significant changes that have been updated to the Guide
- Expansion of Co-Occurring Treatment chapter
- Clarification that CalOMS is required for all beneficiaries
- Removal of Treatment Plan requirements for all LOCs except NTP
- Addition of Problem List chapter that outlines Problem List requirement for all beneficiaries
- Removal of one time extension request limitation for Residential 3.1/3.5 LOCs
- Updates to WM including removal of justification for continued services and assessment flexibilities
- Updates to Extended Service Add-On requirements where counselors must use this for Care Coordination services
- Updates to Collateral and Collateral Add-On
- Updates to Same Day Billing Matrix

Updated documentation can be found here: Substance Use Disorders | Monterey County

CONTRACT PROVIDERS

MEDI-CAL CERTIFICATIONS/ RECERTIFICATIONS

AVATAR INFORMATION

BILLING

CLINICAL

NEW STAFF PROCEDURE

PROTOCOLS / BULLETINS

QUALITY ASSURANCE

SUBSTANCE USE DISORDER

CALAIM NEWS & UPDATES

SCREENING AND TRANSITION OF CARE TOOLS
FOR MEDI-CAL MENTAL HEALTH SERVICES

Effective 10/30/2023, QI will no longer be responsible for sending the Screening or Transition of Care Tool(s) to Carelon. The responsibility will fall on the person (or designee) finalizing the tool.

Please review the memos to understand the new process. The changes have been summarized below for your convenience:
- QI Memo: CalAIM Implementation 007 - Standardized Screening and Transition Tools
- QI Memo: CalAIM Implementation 008 - Transition Tools Contracted Providers

Procedure
Monterey County Behavioral Health
a. Adult/Youth Screening Tool for Medi-Cal Mental Health Services
    i. Prior to completing and finalizing the screening tool, the Financial Eligibility for the beneficiary must be completed accurately.
    ii. All required fields must be completed prior to finalizing and submitting.
    iii. The tool will automatically print after selecting "Submit" if the following are met: the beneficiary scored a 0-5 and the beneficiary has Medi-cal; if these are not met an error will appear.
    iv. MCBH staff will send the finalized tool to MC_CCAH@carelon.com within 24 business hours.
    v. MCBH staff will include in the body of the email correspondence to Carelon "Please confirm receipt".
    vi. MCBH staff will continue to coordinate with Carelon directly to ensure the beneficiary has been connected to a provider.

Monterey County Behavioral Health and MH Contracted Providers
b. Transition of Care Tool
    i. All required fields must be completed prior to finalizing and submitting
    ii. The tool will automatically print after selecting "Submit".
    iii. Staff will send the finalized tool to MC_CCAH@carelon.com within 24 business hours.
    iv. Staff will include in the body of the email correspondence to Carelon "Please confirm receipt".
    v. Staff will continue to coordinate with Carelon directly to ensure the beneficiary has been connected to a provider.

To view these QI Memos visit the QI Website
SPECIAL TOPICS | CalAIM | Monterey County

SPECIAL TOPICS

ACES
AUDITS
BIENESTAR
CalAIM
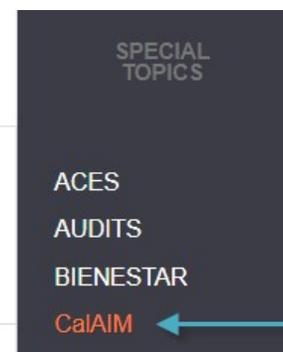
CALAIM continued

ADD-ON SINGLE PAGE RESOURCE

We want to take this opportunity to acknowledge the hard work that went into this new CalAIM initiative. A lot of learning has occurred into submitting services accurately by all staff providing direct care. This also applies to the continued work that QI and Billing have been performing behind the scenes.

As a way to support your continued work, QI developed a single page resource on add-ons to help you through this process.

- SMHS Add-on resource
- DMC-ODC Add-on resource
- MD Add-on resource

Additionally, QI will continue to work with the our EHR vendor to add logic to the progress note forms to make this easier on everyone involved. Here is what is in place now and what is to come:

- Active in Avatar:
  - If Interactive Complexity is selected, the add-on duration field is disabled; a duration is not required for Interactive Complexity
- Coming soon:
  - Extended Service logic to ensure the accurate maximum duration is captured on the primary duration field and the remaining time captured in the add-on field duration
  - When Interactive Complexity and Interpretation are selected as an add-on, Interpretation will override Interactive Complexity
  - Other wish list logic related to excluding the use of add-ons when certain primary codes are selected (if technically possible)

All Add-on resources available here / QI Website:
SPECIAL TOPICS | CalAIM | Monterey County

SPECIAL TOPICS

ACES
AUDITS
BIENESTAR
CalAIM
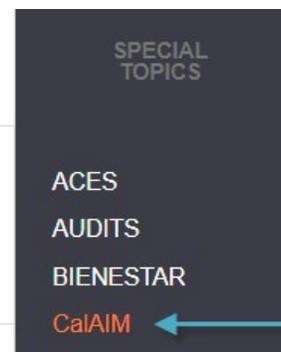
MISTI

MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

Since launching this initiative in May of 2022 we have held monthly Steering Committee meetings attended by a variety of programs and organizations, both within Monterey County Behavioral Health and Community-Based Organizations. In these meetings we have drafted a Charter and strategized both as a larger group and within the individual organizations and/or programs involved on how we can improve our ability in all interactions to provide welcoming, hopeful, and integrated services to individuals and families experiencing mental health and substance use challenges, as well as other health and human service needs. In September 2023 we have officially launched our Change Agent group (more information below). If you'd like more information for all things MISTI related email MISTI@co.monterey.ca.us.
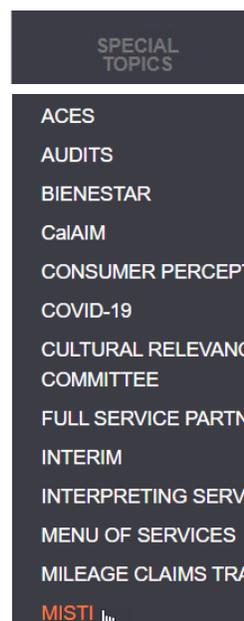
Current MISTI Updates:
  a. Our ZiaParnters consultants will be in-person on 12/12 & 12/13. If you'd like in-person consultation (i.e. COMPASS EZ action planning, etc.), please email MISTI@co.monterey.ca.us.
  b. Change Agent Meeting

      Date: Wednesday, December 13, 2023
      Time: 1:00PM - 5:00PM
      Location: Marina Training Center
                     299 12th St.
                     Marina, CA 93933

Before committing to this, you may be asking yourself "What is a 'change agent'?". These folks are typically those most energized and excited to make transformative change. Every member of this Team will have an equal voice and we want to ensure to be as inclusive as possible of all functions and all different levels of responsibility/authority – we want the Team to look like our larger system (i.e. direct service staff, leadership, administrative staff, etc.) as we collectively work with system leadership to transform the established order of the system!

SPECIAL TOPICS

- ACES
- AUDITS
- BIENESTAR
- CalAIM
- CONSUMER PERCEPT
- COVID-19
- CULTURAL RELEVANC COMMITTEE
- FULL SERVICE PARTN
- INTERIM
- INTERPRETING SERVI
- MENU OF SERVICES
- MILEAGE CLAIMS TRA
- MISTI

To view more information on MISTI, visit the QI Website
SPECIAL TOPICS | MISTI | Monterey County

CSSRS TRAINING

MCBH - COLUMBIA SUICIDE SEVERITY RATING SCALE (C-SSRS) FOUNDATIONS
Instructors: Carly Memoli & Benjamin Gray, M.Ed, BCBA

Prior to the use of the C-SSRS this training series is required for SWIII, MHRS, and Licensed/Licensed Eligible (PSW, Psychologists, MDs) Staff. In efforts to support raising awareness and understanding around suicide, trainings are open to ALL staff, including staff who may not be required to complete the C-SSRS.

Course Description: The Columbia Suicide Severity Rating Scale (C-SSRS) is an evidenced based tool that is used to assess for suicide and/or self-injurious behaviors. This series is designed to support MCBH workforce and contracted partner providers in effectively utilizing the Columbia Protocol as individuals and teams, across various care settings, and with the range of clientele served in our community.

Dates / Times: Click Here!   **Venue:** ZOOM

Enrollment: Enroll through NeoGov Learn: MCBH – Columbia Suicide Severity Rating Scale (C-SSRS): Foundations

ONCE YOU ENROLL THROUGH NGL, YOU WILL HAVE ACCESS TO THE ZOOM REGISTRATION LINK

PLEASE NOTE: This is a THREE-part series and you must attend all days (80%) to complete the course.

Please verify you can attend ALL dates listed when registering.

- If you are **not** available for one (or part) of these dates, please enroll for a different date.
- You will not be able to "swap" a day for credit.

MCBH Back out: Max:
Avatar: 9 hours
Timesheet Override: 823 / 4610
81440

Continuing Education: LCSW, LMFT, LPCC: 9 CE Credits available

Must attend at least 90% of class, complete evaluation and score >79% on exam (two attempts available)

BBS Requirements: *This course qualifies as the minimum **6-hour Suicide Risk Assessment and Intervention** Training required by the BBS for application and renewal*

MONTEREY COUNTY BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

MCBH IS OFFERING A VIRTUAL TRAINING

UNDERSTANDING LEGAL PROTECTIONS FOR LGBTQ STUDENTS

Presented by: Kelsey Pacha

THURSDAY, NOVEMBER 2
2:30-4:30 PM ON ZOOM

This training will inform educators and school-based providers about their legal responsibilities to protect LGBTQ youth within the educational system. While California has many robust state laws protecting students based on their gender identity and/or sexual orientation, among other identities, educators and providers may not have been trained on how to properly implement these laws. As school-based providers may experience confusion about what their individual legal obligations are, and how to manage personal beliefs versus these legal mandates. Participants will review 5 California state laws protecting LGBTQ children in the educational system, define one federal law (Title IX) & explore its applications, and familiarize themselves with 6 resources that can help them advocate for LGBTQ youth in California school-based settings.

LEARNING OBJECTIVES

1. Review 5 California state laws protecting LGBTQ children in the educational system.
2. Define one federal law (Title IX) and explore its applications towards all youth based on gender identity, gender expression, & sex assigned at birth.
3. Review 3 resources that can help them advocate for LGBTQ youth in California school-based settings.
4. Identify two strategies to effectively advocate for LGBTQ youth in schools.

REGISTER
HERE

CLINICAL DOCUMENTATION TRAINING

CLINICAL DOCUMENTATION TRAINING

DATES

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

MONTEREY COUNTY BEHAVIORAL HEALTH
Avanzando Juntos Forward Together

SUD CLINICAL DOCUMENTATION TRAINING
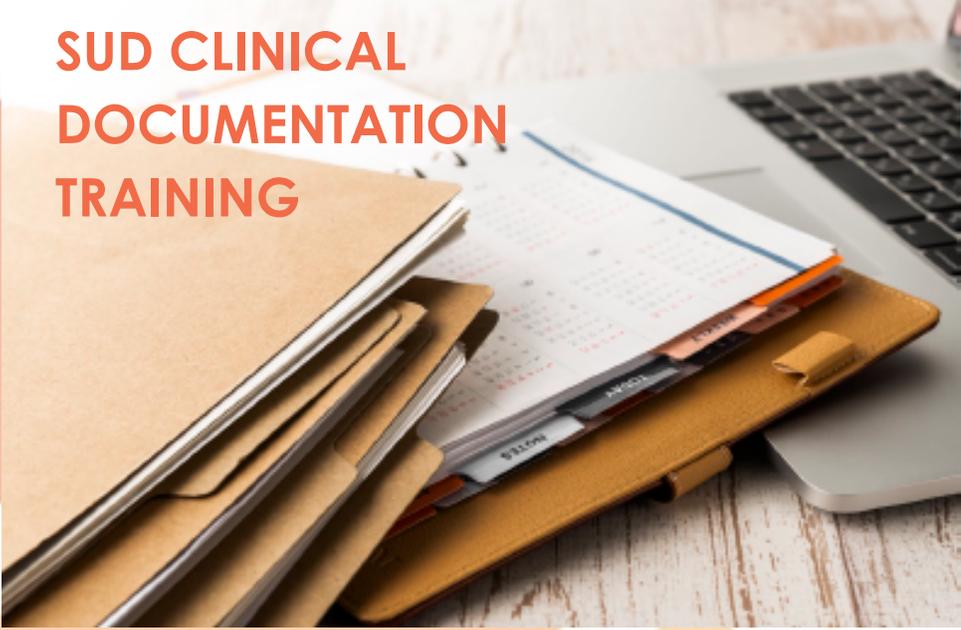
SUD CLINICAL DOCUMENTATION TRAINING

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).

QUESTIONS?
CONTACT QI

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

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

MONTEREY COUNTY BEHAVIORAL HEALTH
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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)**
    o   10/23/23

- **PTSD (Sudak)**
    o   11/27/23 – Interviewing & Dx
    o   12/4/23 – Conceptualization & Evidence
    o   12/11/23 – Prolonged Exposure
    o   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.*
    o   October 30 (8:45 AM to 12 Noon)
    o   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
  - ◊ 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
  - ◊ 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	**Training Clinician**	**Training Assistant**
Jill Walker	Celia Trujillo	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
- ♦ November 30th, 2023 1:15PM – 4:30PM

Telehealth
- ♦ 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.**

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
- ♦ 11/16/23: *How to Use MI & DBT Together*
  - ◊ 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
  - ◊ Next Offering: 11/17/23, 1/19/24, 3/22/24, 6/21/24

IF YOU HAVE ANY QUESTIONS OR FOR MORE INFORMATION CONTACT

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

Training Manager	Training Clinician	Training Assistant
Jill Walker	Celia Trujillo	Ariana Zamudio

MYAVATAR TRAINING 2023

MYAVATAR ONLINE TRAINING

OCTOBER 20, 2023
9AM TO 12PM

ALL SESSIONS: 9:00 AM 12:00 PM	
MONTH	DAY
NOVEMBER	17
DECEMBER	15
JANUARY 2024	19

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.

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