

QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY
BEHAVIORAL HEALTH
Avanzando Juntos Forward Together

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MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

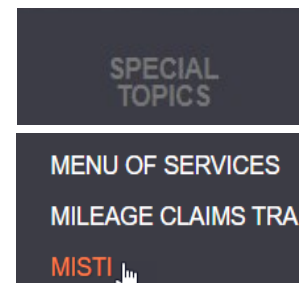
ZiaPartners are scheduled for their next in person visit on **Tuesday, March 26 and Wednesday, March 27**. One-on-one consultation slots are filling up quickly and we recommend reaching out to MISTI@co.monterey.ca.us ASAP if you'd like to schedule a time to meet with one of our consultants.

While ZiaPartners are visiting, our monthly Change Agent Meeting time/location will change (see below). All current Change Agents should have received an email notification and calendar invite. If you're interested in joining our Change Agent Team or would simply like to learn more, please reach out to us at MISTI@co.monterey.ca.us.

MARCH CHANGE AGENT MEETING DETAILS

Date: Tuesday, March 26
Time: 1:00 PM - 5:00 PM
Location: Marina Training Center
 299 12th St, Marina

To view more information on MISTI, visit the QI Website
[SPECIAL TOPICS | MISTI | Monterey County](#)



MISTI Myth Busting



Myth: "If I work for a mental health (MH) provider, I can only treat the MH condition and vice versa."



Real Deal: Regardless of what organization you work with, and as a result of CalAIM claiming flexibilities for co-occurring disorder, it is acceptable to treat the whole person (within your scope of practice, of course) as determined by their individualized needs.

MCBH Community Crisis Services

MCBH Community Crisis Services updates

1. The Community Crisis Line of Monterey County has been operational for nearly a month. We have posters featuring the new contact number ready for your clinic locations, and efforts are underway to distribute them to our community partners. If you're interested in obtaining posters for your location, kindly inform us by sending an email to mobilecrisis@co.monterey.ca.us. We offer two sizes (24x18 and 17x11) in both English and Spanish. Additionally, we'll be contacting our various sites and program supervisors/managers.
2. Your assistance in spreading awareness about the new hotline accessible to the entire community for 24/7 crisis phone support (including appropriate mobile crisis response) would be greatly appreciated. We kindly request you to update your email signatures, voicemails, resource lists, business cards, etc. We encourage individuals to reach out to the hotline at the earliest opportunity for support, rather than waiting for a situation to escalate to the point where a 911 response is necessary.
3. To avoid confusion and differentiate between the two operational helplines serving distinct purposes:
 - a. For 24/7 crisis support, contact the Community Crisis Line at (866) 615-1060.
 - b. Individuals and families seeking to initiate services with Behavioral Health should reach out to the Access Line at (888) 258-6029.
4. We're excited to introduce our new collaborators, Sierra Mental Wellness Group, who commenced their official operations on 12/31/23. They manage a Mobile Crisis Dispatch Center along with two mobile crisis in-person field response teams, organized as follows:
 - a. A 24/7 team of two staff members stationed at building 400 in Salinas.
 - b. Another team of two staff members providing services Monday to Friday, from 8 am to 5 pm, as part of the City of Salinas pilot project.
5. Kindly be aware that the mentioned services are supplementary to our ongoing operations with the MCBH Mobile Crisis Team and the Seneca Children/Youth Mobile Response Team, both of which remain fully operational.
6. The introduction of the Mobile Crisis Dispatch Center marks a significant advancement for us. This initiative is pivotal in transitioning towards a more integrated crisis response system that seamlessly serves the community. Whether calls come through 988, 911, the Community Crisis Line, or the Seneca support line, our efforts are focused on enhancing coordination and communication on the backend. While there is still considerable work ahead, we are making tangible progress in this direction.

Community Crisis Line of Monterey County

provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

To talk to someone now call

Linea de Crisis del Condado de Monterey

brinda apoyo emocional gratis y confidencial a personas en crisis suicida o angustia emocional 24 horas al día, 7 días a la semana.

Para hablar con alguien llame ahora a

1-866-615-1060

Behavioral Health and Narcan

Behavioral Health & Narcan:



Narcan is a critical component of the public health response to the opioid overdose epidemic & evidenced based strategy. What does it do? This life-saving medication offers a temporary reversal from the effects of opioid overdose while awaiting emergency medical services.

Did you know? In nearly 40% of overdose deaths, someone else was present. Behavioral Health supports use of Narcan, increasing knowledge about this medication, and reducing stigma associated with its use for an opioid overdose. Behavioral Health developed two Narcan policies.

1) 701-Administration of Naloxone in the Event of a Suspected Overdose

a. Quick policy overview:

- i. Procedure for obtaining & maintaining emergency Narcan supply for all BH programs.
- ii. **Steps for administration of nasal Narcan**, by behavioral health staff, in the event of an emergency overdose & administration of nasal Narcan **is strictly voluntary**.
- iii. BH is providing **training to administer nasal Narcan. This training is required and appropriate for staff at all levels**. All BH staff have been assigned a quick (less than 10 min) training in NGL. **For current staff, training must be completed no later than January 31st, 2024**. (For new employees: Training must be completed within the first 60 days of employment).

2) 702-Narcan Distribution: Non-Emergency

a. Quick Policy Overview:

- i. Procedure for obtaining & maintaining non-emergency Narcan for all BH programs/teams.
- ii. information on distributing NARCAN to beneficiaries.

Please note: Contracted providers should request NARCAN through the DHCS NDP at: https://www.dhcs.ca.gov/Documents/CSD_YV/NDP/DHCS-5280.pdf



CENTER FOR HOMELAND
DEFENSE AND SECURITY
NAVAL POSTGRADUATE SCHOOL

The WeBe Life Foundation in collaboration with
the Center for Homeland Defense and Security's Executive
Leaders Program invites you to a special screening of

THE LISTENER

FEBRUARY 7TH, 2024

LIGHTHOUSE CINEMA

525 Lighthouse Ave, Pacific Grove, CA 939504

5:30pm: Doors Open

6:00pm: Screening

7:30pm: Panel Discussion moderated by Dr. Barbara Van Dahlen,
CEO WeBe Life Inc, Chair WeBe Life Foundation,
and Former Executive Director of PREVENTS

- RSVP HERE -



CLINICAL DOCUMENTATION TRAINING

CLINICAL
DOCUMENTATION
TRAINING



DATES

CLICK ON THE
TRAINING NAME
BELOW TO VIEW
AVAILABLE DATES
AND
REGISTRATION

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

Feb 05, 2024 9 AM - 12 PM

April 01, 2024 9 AM - 12 PM

PROBLEM LIST &
TREATMENT PLAN

Feb 07, 2024 9 AM - 11:30 AM

April 03, 2024 9 AM - 11:30 AM

PROGRESS NOTES

Feb 09, 2024 9 AM - 11:30 AM

April 05, 2024 9 AM - 11:30 AM

QUESTIONS?
CONTACT QI

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



MONTEREY COUNTY
BEHAVIORAL HEALTH

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MCBH TRAINING

COGNITIVE BEHAVIORAL THERAPY (CBT) / INTERVENTION COURSES



- All the following courses are published on NeoGov.
- All courses are offered through ZOOM
- Please search for courses using “Key Words”

CBT Skills (Sokol) - *These are three hour courses. Each class is from 8:45 AM to 12:00 Noon.*

- 3/19/24 **Behavioral Activation**
- 3/20/24 **Guided Discovery**
- 4/23/24 **Exposure**

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.*

- February 20th-21st, 2024
- May 7th-8th, 2024

CBT Dx Series

Each series consists of three to four 2-hour courses.

Learners need to enroll in each course in the series separately.

- 1/30/24 **Anxiety (Sokol)** 8:45 AM – 4:30PM

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

Working With Minors:

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

MOTIVATIONAL INTERVIEWING (MI)

Instructor: **Kristin Dempsey, LMFT, LPCC, Ed.D.**

SPECIAL TOPICS:

.Using CBT with Individuals who are Suicidal

Four Day class. Learners must attend all FOUR dates to receive credit for the course.

- January 8th (9 AM – 11AM)
- January 22nd (9 AM – 11AM)
- January 29th (9 AM – 11AM)
- February 5th (9 AM – 11AM)

MI FOUNDATIONS:

Foundations (Classroom)

- February 15 & 16, 2024 (1.5 Day Training = 9 Hours)
 - * Day One: 8:45 AM – 4:30 PM
 - * Day Two: 8:45 AM – 12:00 NOON
- Next Offering: 4/18/24 – 4/19/24

MCBH TRAININGS

MCBH - CPI Non-Violent Crisis Intervention - Foundations Course
**** This training is for MCBH Staff ONLY****

Instructors:

A Team – Jeremy, Andi, Rachel

B Team – Nancy, Lupita, Jose, Coral

Dates:

- **February 7, 2024** **Time: 8:30 AM - 4:30 PM**
- **February 13, 2024** **Time: 8:30 AM - 4:30 PM**

CPI Non-Violent Crisis Intervention Training is now a Hybrid Learning Experience. The Foundations course now has two components:

- * Online: Self-Paced Class (Approx. 2 Hours)
- * On-Site: Live Classroom Experience (6.5 Hours)

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.

Prerequisites:

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

Enroll in NeoGov: <https://learn.neogov.com/learner/catalog/course/instructor-led/25e22bc4d4cbc0b642c3561a868f43ca>

Location:

Marina Training Center
299 12th St
Marina, CA 93933

Hartnell Ed. Center
117 N 2nd St
King City, CA 93930



CEU's: None

Backout Codes: Avatar: 823/4410 - Timesheet Override: 81440

Next Training Dates: February 7, 2024, February 13, 2024, March 5, 2024, May 7, 2024, May 15, 2024, September 18, 2024, Oct 9, 2024

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

Training Manager
Jill Walker

Training Clinician
Celia Trujillo

Training Assistant
Ariana Zamusion

MYAVATAR TRAINING 2024

**MYAVATAR
ONLINE TRAINING**

**FEBRUARY 16, 2024
9AM TO 12PM**

ALL SESSIONS: 9:00 AM 12:00 PM

MONTH	DAY
JANUARY	19
FEBRUARY	16
MARCH	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.



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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