

QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

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

IN THIS ISSUE:

- ◆ Initial Psychiatry Request
- ◆ Employee Activity Report
- ◆ MISTI
- ◆ MCBH Community Crisis Services Changes and Expansion
- ◆ Medi-cal Expansion
- ◆ MCBH Trainings
- ◆ MyAvatar Training

INITIAL PSYCHIATRY REQUEST

QI MEMO: Initial Psychiatry Appointment Timeliness: The Department of Health Care Services (DHCS) requires Monterey County Behavioral Health to develop and enforce network adequacy standards that meet standards of timely access to care for initial psychiatry appointments. In order to improve and demonstrate compliance with the timeliness standards, starting 12/18/2023, there will be a new process in place for when a beneficiary requests an initial psychiatry service. This process impacts all systems of care and it's important to become familiar with the [memo](#) which outlines the procedure.

QI will no longer be hosting Office Hours for the Initial Psychiatry Request Timeliness procedure. Instead, staff are being asked to review the following [presentation video](#) which is intended to help you learn what to do when a beneficiary requests psychiatry services for the first time, what form to submit in Avatar, and how the Patient Service Representative (PSR) will continue to support in the scheduling of the appointments. The time you spend viewing the informational video and reviewing the memo can be coded as 802 QI time for a duration of 30 minutes.

POLICIES & PROCEDURES



If you have questions at the conclusion of this presentation, please email 415QI@co.monterey.ca.us and a response will be provided. Additionally, QI will be organizing a "Frequently Asked Questions (FAQ)" document which will later be posted on the QI website.

https://montereycty.zoom.us/rec/share/7YE04VPFOIQuEGSFQ3Nj5xZBc07J9AcBQPLJ5INIIvINbEwF9d5EV32RGxR7cNCj.Of_r44nKkLLtxczq?startTime=1702082788000



EMPLOYEE ACTIVITY REPORT

The Quality team has developed a new Service Activity Report for all of our use. As we are learning our system under CalAIM, this report will help everyone who uses Avatar capture and see how their time maps out in a user friendly way. We are asking each of you who “lives” in Avatar to use your Avatar Scheduling Calendar to ensure that 90% - 100% of your time is captured. This will help us better understand employee by employee, assignment by assignment, where and how you spend time – direct service? Transportation? Quality Improvement? Documentation? Interpretation? Etc. etc. None of this right now is intended to set any type of a new standard (except actually capturing the info about how you are spending your time). It is intended to bring transparency to how staff spend time and help us all understand better what the needs are for particular roles and assignments.

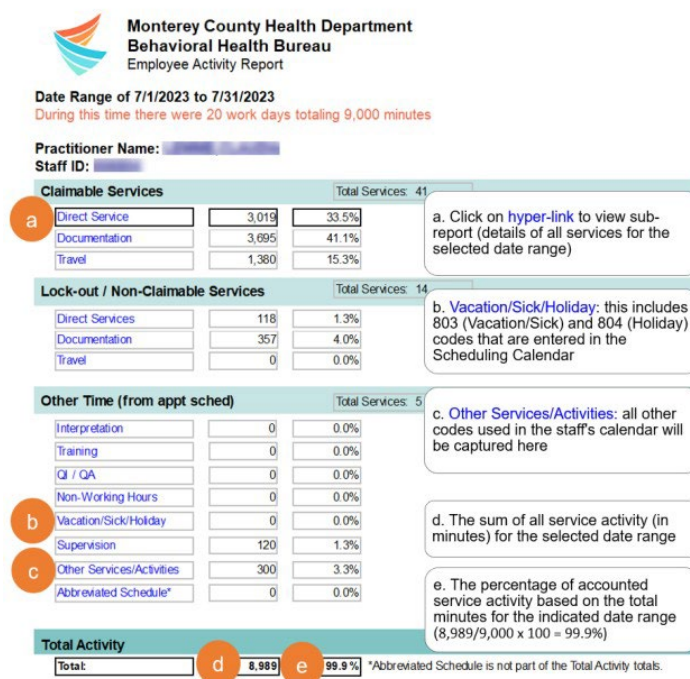


Details: CalAim payment reform is an opportunity for our bureau to examine our day-to-day activities in a new way. In response, the Monterey County Behavioral Health Quality Improvement Department has co-authored a new tool called the [Employee Activity Report](#) with Behavioral Health Leadership to capture a wide array of activities to reflect services and events captured within Avatar and display these activities in a user-friendly way. This report includes (1) a summary level of services and (2) detailed sub-reports that reflect various activities staff complete throughout their workday for a selected date range. We are using this tool as a learning opportunity for our bureau to host conversations on employee activity based on your unique role and team to better support direct services.

Please ensure your Avatar Scheduling Calendar is up to date from July 1st- present and your progress notes are finalized with 72 hours. I would like all BHAs, SWIII, PSWI&II, and Sr. PSW from all departments to also aim for the following:

- September 60% of your total time accounted for
- October and forward: 90%+ of your time accounted for

Exhibit A



If you discover codes are not available to your program, please notify your supervisor/manager directly and these requests will be consolidated and sent to the Quality Improvement Team for review.

For additional support, the Quality Improvement Department will be hosting several office hours via Zoom in November and December 2023 (flyer to be sent out this week) on how this tool works and guide new staff on the use of the Avatar Scheduling Calendar accurately. Instructions on how to use the Avatar Scheduling Calendar begin on page 144 of the [Avatar User Guide for Specialty Mental Health Services](#).

MISTI

MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

Our MISTI Consultants, ZiaPartners, visited Monterey County in person on 12/12 & 12/13. They had a packed agenda supporting a wide variety of service providers within Monterey County. To support our transparency and communication around the implementation of MISTI across the County, we'd like to share a high-level summary of their visit.

- ZiaPartners met with the MCBH Management Team to support our efforts at building a partnership for change throughout MCBH. A list of Action Priorities was developed to continue movement forward.
- After meeting virtually for about 1 and half years, the Steering Committee met in-person for the first time! We were able to have in-depth discussions around Programs' progress, challenges, questions, and successes. Most importantly, we used the in-person platform to support our developing partnerships and create more concrete goals for the Committee's work in the new year.
- The Change Agent group of 30+ membership came together for a half-day of learning that was focused on approaching our work in a more hopeful, welcoming, and co-occurring/complexity focused manner. The group was able to leave with tools to bring to their Agencies/Programs to support this effort on a larger scale.
- The following individual Agencies/Programs met with ZiaPartners for one-on-one consultation: Community Human Services (SUD Services), Interim Inc., Sun Street Centers, The Door to Hope (SUD Services), & MCBH Post-Hospital Team.

Thank you to everyone that participated in any of the visits above, we couldn't have done this without you all!. We are looking forward to the next on-site visit and consultation ZiaPartners will provide our County in this very important collaboration with all of community providers!

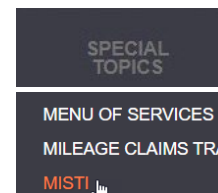


Stay tuned for the dates of ZiaPartners next visit in early 2024. Interested in meeting with them during this next visit? It's never too early to let us know of your interest!

Please email us at MISTI@co.monterey.ca.us

To view more information on MISTI, visit the QI Website

[SPECIAL TOPICS | MISTI | Monterey County](#)



MISTI Myth Busting



Myth: "Using alcohol and/or drugs is a choice, so if someone gets addicted, it's their fault. "



Real Deal: No one would choose to become addicted to alcohol and/or drugs any more than they'd choose to get cancer. Addiction can be a consequence of many contributing factors, including genetics, childhood upbringing, trauma and other environmental influences

MCBH Community Crisis Services changes & expansion

We would like to share recent and exciting changes that are happening with our crisis continuum of services here in the County of Monterey.

First, we have successfully launched our *new Community Crisis Line of Monterey County*. The *new* toll-free number is 866-615-1060.

The Community Crisis Line of Monterey County allows callers to connect to a real person, in real time to receive support for a behavioral health crisis. Monterey County Behavioral Health has contracted with Family Service Agency of the Central Coast, who is also our regional 988 Suicide & Crisis Lifeline provider, to answer the new Community Crisis Line of Monterey County. This line provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week. The public can call for support for themselves or someone else.

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

1-866-615-1060



Call to help yourself or someone else.



COUNTY OF MONTEREY
HEALTH DEPARTMENT



MONTEREY COUNTY
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

Línea de Crisis Comunitaria del Condado de Monterey

brinda apoyo emocional gratuito 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 al

1-866-615-1060



Llame para ayudarse a sí mismo o a otra persona.



CONDADO DE MONTEREY
DEPARTAMENTO DE SALUD



MONTEREY COUNTY
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

This line will be able to link callers, *when clinically appropriate*, to our *new* Mobile Crisis Dispatch Hub for a mobile crisis in person field response once we “Go Live” with mobile crisis expansion at the end of this month.

Please add this number to your crisis resource list, business cards, email, and voicemail messages / out of office notification, etc. Please also feel free to share this information widely with your clients, community partners and other stakeholders. Behavioral Health will be distributing promotional materials to our partners and posting this information in our clinics very soon. In the meantime, please feel free to print out and post the attached (in English and Spanish) and make the information available on your websites.

MCBH Community Crisis Services changes & expansion (continued)

Second, we are rapidly approaching the end of the year and our “Go Live” date of December 31, 2023 for the expansion of Mobile Crisis Services in the County of Monterey to 24 hours a day, 7 days a week for the first time ever!

To help us accomplish this, Behavioral Health has contracted with our *new* partners Sierra Mental Wellness Group. They will be operating our *new* Mobile Crisis Dispatch Hub as well as launching a *new* two-person team of mobile crisis responders that will provide in person field response countywide, serving all ages, 24 hours a day, 7 days a week. They will also provide a two-person team of mobile crisis responders for Behavioral Health’s *new* pilot project with the City of Salinas which will provide 40 hours per week (*hours of operation still to be determined*) of additional coverage specifically in the City of Salinas.

Sierra Mental Wellness Group personnel will be integrated with our existing team and work alongside Behavioral Health staff. They will be based out of our offices located at 1441 Constitution Blvd., bldg. 400 suite 200 in Salinas and responding out in mobile crisis county cars.

Seneca Family of Agencies (DBA Kinship Center) Children/Youth Mobile Response Team is also a key partner in this effort as the provider of specialized services for children and youth up to 21 years of age and their families. Their direct 24-hour support line number is (831) 687-4379. They are also Monterey County’s link to the Statewide Family Urgent Response System (FURS) Program. The FURS hotline number is (833) 939-3877 and is available to all current and former foster youth and youth involved with Juvenile Probation, up to age 21, and their caregivers.

Finally, our internal Behavioral Health Mobile Crisis Team continues to excel as our liaisons throughout the county and in supporting law enforcement as well as other internal and external partners manage a wide array of situations in the community. We will continue to build our internal capacity to serve the community and further expand service delivery. As a result, this will include opportunities for full time and per diem employment for internal and external candidates.

We are breaking down the silos and developing an integrated system where Monterey County Behavioral Health and our contract provider partners can work seamlessly together, as well as in partnership with both the 9-8-8 and 9-1-1 systems to provide crucial crisis services to our community in a timely, safe, and coordinated manner.



¿Tiene Medi-Cal de emergencia? ¡Pronto podría recibir Medi-Cal completo!



A partir del 1 de enero de 2024, mas personas seran elegibles para Medi-Cal completo.

No importa su estatus migratorio.

Si usted califica y actualmente tiene Medi-Cal de emergencia:

- En diciembre de 2023, recibirá una carta por correo diciéndole si va a recibir Medi-Cal completo y cuando lo recibirá.
- No tiene que llenar una solicitud nueva para Medi-Cal completo. Si califica, lo inscribirán automáticamente.

Medi-Cal completo es distinto al Medi-Cal de emergencia que posiblemente tenga ahora. Medi-Cal de emergencia solo cubre servicios de emergencia. Medi-Cal completo cubre:

- Visitas medicas
- Medicamentos recetados
- Vacunas
- Atención de salud mental
- Atención por consumo de sustancias
- Cuidado de la vista/anteojos
- Cuidado dental
- Servicios de emergencia
- Consultas con especialistas

Pronto podria ser elegible si:

- Vive en California
- Tiene entre 26 y 49 años*
- Cumple con los requisitos de elegibilidad par ingreso familiar

*Los californianos menores de 26 años y mayores de 49 ya son elegibles para Medi-Cal completo.



Mas información en
ObtengaMedi-Cal.dhcs.ca.gov



Para mas información, llame a:

1-877-410-8823



Have restricted Medi-Cal? You could soon get full Medi-Cal!



Starting January 1, 2024, more people will be eligible for full Medi-Cal benefits.

Immigration status doesn't matter.

If you qualify and currently have restricted Medi-Cal:

- In December 2023, you will get a letter in the mail telling you if and when you will get full Medi-Cal.
- You do not need to fill out a new application for full Medi-Cal. If you qualify, you will be automatically enrolled.

Full Medi-Cal is different from the restricted Medi-Cal you may have now. Restricted Medi-Cal only covers emergency services. Full Medi-Cal covers:

- Doctor visits
- Prescribed medications
- Vaccines
- Mental health care
- Substance use care
- Vision care/eyeglasses
- Dental care
- Emergency services
- Referrals to specialists

You may soon be eligible if you:

- Live in California
- Are 26 to 49 years old*
- Meet household income eligibility requirements

*Californians under the age of 26 or over 49 are already eligible for full Medi-Cal.



Learn more at

[GetMedi-CalCoverage.dhcs.ca.gov](https://www.getmedicalcoverage.dhcs.ca.gov)



For more information, call:
1-877-410-8823



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

Mandated Reporting: January 25th, 2024, 8:45AM – 12:00 Noon

Working With Minors: February 22nd, 2024 8:45AM – 12:00 Noon

MOTIVATIONAL INTERVIEWING (MI)

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

SPECIAL TOPICS:MI: Identifying and Mobilizing Change Talk with Youth

- January 18, 2024
- 1:15 PM – 4:30 PM

MI: Working with Values & Strengths

- January 18, 2024
- 8:45 AM – 12:00 PM

COACHING: ADVANCING MI SKILLS:MI: Advancing MI Skills Through Practice

- January 19, 2024
- 9:00 AM – 10:30 AM
- Next Offering: 3/22/24, 6/21/24

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

Date: February 7, 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
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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 2023

MYAVATAR ONLINE TRAINING

JANUARY 19, 2024
9AM TO 12PM

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.

NEO GOV

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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