

# QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY  
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

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## MONTEREY INTEGRATED SYSTEMS TRANSFORMATION INITIATIVE (MISTI)

MCBH, contract providers and community partners continue to make progress towards the vision of providing welcoming, strength-based, recovery oriented and co-occurring capable care for the individuals and families we all serve. The MCBH management team has developed an action plan for 2024 and QI Leadership is receiving monthly consultation with ZiaPartners to grow our ability in supporting this continuous quality improvement initiative. In addition, MISTI change agents continue to meet and identify where and how they can bring tools, knowledge, and strategies to their organizations and programs to advance and support change.

If your program or organization would like some support, please reach out to us at [MISTI@co.monterey.ca.us](mailto:MISTI@co.monterey.ca.us). In addition, ZiaPartners, our MISTI consultants, is scheduled for an in person visit on Thursday, July 11 and Friday, July 12. If you are interested in scheduling a consultation for your program or organization please contact us at [MISTI@co.monterey.ca.us](mailto:MISTI@co.monterey.ca.us).

### CHANGE AGENT MEETING DETAILS

**Date:** Tuesday, June 25  
**Time:** 9:00 AM - 10:30 AM  
**Location:** United Way, 232 Monterey St.,  
 Suite 200, Salinas

To view more information on MISTI, visit the QI Website

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

SPECIAL  
TOPICS

MENU OF SERVICES

MILEAGE CLAIMS TRA

MISTI

## MISTI Myth Busting



311 Collateral is used to submit notes for services when a provider communicates with anyone who gives them information or “collateral” on the client’s history, symptoms, etc.



311 Collateral codes are not for collecting “collateral data”, rather these codes should be used to document services provided when meeting with a non-professional support person (i.e. parent, guardian, grandparent, family member, etc.) with the intent of improving or maintaining the mental health of the person in care.

## POLICIES AND PROCEDURES-QI MEMO

In alignment with California Advancing and Innovating Medi-Cal (CalAIM) payment reform billing and to continue making steps towards improved integration in the electronic health record with Specialty Mental Health Services (SMHS) and Drug Medi-Cal Organized Delivery System (DMSODS), SUD Provider Agencies, Residential LOC's only, will continue to transition from using the SUD Res Daily Doc Individual and SUD Res Daily Dog Group forms to using the Clinical Progress Note MC and Inpatient Progress Note MC forms. This change also comes about to remedy technical challenges recently discovered as a result of the use of the custom forms created years ago.

1. These revisions **only apply to Residential LOCs (3.1, 3.2, and 3.5).**
2. **Effective 7/1/2024.**
  - a. The SUD Res Daily Doc Individual and SUD Res Daily Doc Individual forms will no longer be available.
  - b. DMC-ODS providers for the Residential LOCs will be required to use the Clinical Progress Note MC and Inpatient Progress Note MC form to document all services.
  - c. Additional service codes/descriptions will be available when documenting services (see memos for full list).

Office hours to learn about this transition and to view a demonstration will be offered on following dates/times. To register, click either of the links below. Staff only need to attend one of the office hours.

Progress Note Form Transition for Residential LOCs: [6/11/2024 at 11am](#)

Progress Note Form Transition for Residential LOCs: [6/13/2024 at 2pm](#)

Click on the links below to view the full QI Memos:

- [Transitioning from SUD Group Progress Note form to Progress Notes \(Group and Individual\) form](#)
- [Transitioning from SUD Progress Note form to Clinical Progress Note MC and Inpatient Progress Note MC forms](#)

In alignment with CalAIM (California Advancing and Innovating Medi-Cal) and as a way to promote improvements on documentation time, Monterey County Behavioral Health will no longer require the completion of the Mental Status MC form in Avatar however a Mental Status Exam (MSE) is still needed as part of the CalAIM Assessment.

1. **Effective 6/1/2024.**
2. The **Mental Status MC form in Avatar will no longer be required** and will be deactivated.
3. The **MSE will continue to be integrated into CalAIM Assessment** and will have a separate narrative box under **Domain 1: Presenting Problem(s)**.

Click on the link below to view the full memo:

- [QI Memo: Discontinuation of the Mental Status MC form in Avatar](#)



You can find these memos as well as other policies, procedures and protocols in the [Policies and Procedures](#) section of the [Quality Improvement website](#).

POLICY CLARIFICATION MEMOS -  
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## FRIENDLY REMINDER

As a friendly reminder, regarding email encryption when sending Protected Health Information (PHI) and Personally Identifiable Information (PII).

- MCBH requires all staff, employees, volunteers, students, and business associates to encrypt emails containing PHI/PII when corresponding between county staff members, contracted providers, and other external entities.
- When sending PHI/PII using email, consider the following:
  - ◆ Whether it is necessary for the email to disclose PHI/PII
  - ◆ Use only the minimum necessary PHI/PII in your email communications
  - ◆ When sending/replying/forwarding emails be sure to review for PHI/PII and encrypt if necessary
  - ◆ Limit beneficiary identifiers
  - ◆ PHI/PII in the subject line is not permissible, this includes PATID
  - ◆ Double check email address(es) before you click send, reply, reply all, or forward
  - ◆ Delete emails that are not encrypted and contain PHI/PII when done
  - ◆ Ensure the confidentiality statement is on your email signature

## IMPORTANT REMINDER REGARDING SUBPOENAS

- **Never ignore a subpoena/court order** no matter how improper it may appear to be
- All subpoenas/court orders for MCBH staff seeking personal appearance to testify in a court hearing shall be personally served
- All subpoena/court orders seeking release of information of the health records shall be delivered to QI
- All subpoenas originating from the Public Guardian's office shall be delivered to QI
- Telephonic, electronic, and written request for information and/or testimony by MCBH staff is not permissible without proper court-order and/or subpoena
- MCBH staff shall not respond directly to the requestor without prior direction from QI and/or county counsel
- Staff shall complete the following:
  - **Notify supervisor and/or manager about the subpoena as soon as possible**
  - **Notify QI team via telephone or by email to [415-QA@co.monterey.ca.us](mailto:415-QA@co.monterey.ca.us)**
  - **Collaborate with QI team member of guidance to addressing subpoena**

Please feel free to review the policy in its entirety.

[Policy 314 Subpoenas](#)



# CORE Program

*(Community Reaching for Equity)*



Funded by the California Reinvestment Grant

## ABOUT US

The CORE program is dedicated to providing a wide range of social services, wellness linkage, and care coordination support to all members of the Monterey County community.

### *Whom do we Help:*

Individuals must be 18 or older and reside in Monterey County

## OUR SERVICES

### Systems Navigation

- Identify community resources to address individual needs

### Linkage to Health Care

- Medi-Cal application support and access to healthcare

### Workshops

- Topics such as Narcan training, mental health, etc.

## SUPPORT WITH

- Public Benefits Applications
- Substance Use Treatment and Services Linkage
- Legal Service Referrals
- Immigration Service Referrals
- Mental Health Resources
- Education Resources
- Employment Support
- Housing Resources
- Reentry/Post-release Transition Supports
- And Much More

**Not sure if we can help? Call us!**

**For more information or to enroll, reach us at:**

**Email:** [coreprogram@co.monterey.ca.us](mailto:coreprogram@co.monterey.ca.us)

**Phone:** (831) 809-9870

**Website:** <https://bit.ly/COREMCHD>





# CORE Program

## (Community Reaching for Equity)



Funded by the California Reinvestment Grant

### **SOBRE NOSOTROS**

El programa CORE se dedica a brindar varios servicios sociales, coordinacion y acceso a servicios de bienestar para todos los miembros de la comunidad del Condado de Monterey.

### ***A Quién Ayudamos:***

Personas deben tener 18 años o más y vivir en el condado de Monterey

### **NUESTROS SERVICIOS**

#### **Navegacion de Recursos**

- Identificar recursos comunitarios para apoyar con sus necesidades

#### **Conexión a la atención médica**

- Apoyo con aplicaciones de Medi-Cal y conexion a servicios de salud

#### **Talleres**

- Varios temas sobre naloxona (Narcan), salud mental, etc.

### **APOYAMOS CON**

- Solicitudes para Beneficios Publicos
- Conexion a Servicios para el Uso de Sustancias
- Referencias a Servicios Legales y de Inmigracion
- Recursos para la Salud Mental
- Recursos de Educacion
- Apoyo para el Empleo
- Recursos de Vivienda
- Apoyo con Reingreso/Transiciones
- Y Mucho Mas

**¿No estás seguro si podemos ayudarte? ¡Llámanos!**

Para más información o para inscribirse, contáctenos en:

**Email:** [coreprogram@co.monterey.ca.us](mailto:coreprogram@co.monterey.ca.us)

**Telefono :** (831) 809-9870

**Sitio Web:** <https://bit.ly/COREMCHD>



# Helping Families To Reduce Risk & Increase Well-Being For LGBTQ Children & Youth

*A One-Day Introduction to the Family Acceptance Project®*

**A One-day Training**

**AUDIENCE:** For Behavioral Health Staff

## Date:

**Thursday, June 20, 2024**

**9:00 am - 4:30 pm**

ZOOM access opens at **8:50 am**. Please log on before 9:00 am since key background information will be provided in the first part of the training.

## Register:

**Click here to register through NeoGov Learn!**

**Our trainings are FREE!**



This course meets the qualifications for 6 hours of continuing education credit for LMFTs, LCSWs, LPCCs and/or LEPs as required by the California Board of Behavioral Sciences.

Monterey County's Behavioral Health Services (MCBHS) Department is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for this course, Helping Families To Reduce Risk & Increase Well-Being For LGBTQ Children & Youth. MCBHS maintains responsibility for this program / course and its content.

CE certificates will be available 2-3 weeks after the course ends.

### Contact Information:

MCBH Training Department: 831-796-1271 or 415-Training@co.monterey.ca.us.

Concerns or Grievances

Jill Walker, Ph.D., MCBH Training Manager, at 831-796-1271 or walkerj@co.monterey.ca.us

OR

MCBH Quality Improvement, 831-755-4545

MCBH's Policy regarding CE credits (Policy 207):

## GOAL & LEARNING OBJECTIVES:

*Increase the knowledge of providers, educators and others to help diverse families to decrease family rejection and health risks and to increase family acceptance and well-being of LGBTQ children and youth.*

**After the completion of this training, participants will be able to:**

- Explain the role of family rejection and acceptance on risk and well-being for LGBTQ youth and how this relates to trauma.
- Identify 3 family behaviors that contribute to increased health risks for LGBTQ youth, including suicidality, depression, substance abuse and homelessness and 3 family behaviors help protect against risk and promote well-being.
- Identify 2 Family Acceptance Project® strategies & resources to help diverse parents to decrease family rejection and health risks and to increase family acceptance and well-being for LGBTQ children and youth.

**-- 6 CEs ARE AVAILABLE --**

**Caitlin Ryan, PhD, ACSW** is a clinical social worker, educator and researcher and director of the Family Acceptance Project® (FAP) at San Francisco State University. With her team, Dr. Ryan conducted the first research and developed the first evidence-based family support model to help diverse families to support their LGBTQ children and youth - in the context of their families, cultures and faith communities. Her work has established the field of family intervention and acceptance for LGBTQ children & youth and is being implemented across systems of care.

**Antonia Barba, LCSW** is a consultant, educator and clinician who has worked in the community mental health field for more than 15 years. She is co-chair of the National Child Traumatic Stress Network's (NCTSN) Sexual Orientation, Gender Identity and Expression Collaborative Group and has trained extensively on trauma-informed care with LGBTQ+ youth and their families. Antonia collaborates with Caitlin Ryan to provide FAP trainings and to implement FAP's family support model to help diverse families to prevent health risks & increase well-being for LGBTQ children and youth.



The Family Acceptance Project's research shows that family rejection contributes to serious health risks for LGBTQ youth, including suicidal behavior, depression, illegal drug use, sexual health risks and HIV, while family acceptance helps protect against risk and promote well-being.

This trauma-informed training will provide an overview of key evidence-based approaches and strategies to increase family support for racially and culturally diverse LGBTQ children and youth, and an opportunity to increase skills for working with their families.

## MCBH TRAINING

### COGNITIVE BEHAVIORAL THERAPY (CBT) / INTERVENTION COURSES



- All the following courses are published on NeoGov.
- All courses are offered through ZOOM

#### CBT Dx Series

*Each series consists of three to four 2-hour courses. Learners need to enroll in each course in the series separately.*

- **PTSD (Sudak) 9:00 AM – 11:00AM**
  - ◇ June 3, 2024 Prolonged Exposure
  - ◇ June 10, 2024 Cognitive Therapy

### MOTIVATIONAL INTERVIEWING (MI)

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

#### SPECIAL TOPICS:

- **MI: MI as Trauma Informed Care**
  - ◇ June 18, 2024, 8:45 AM – 4:30 PM

### LAW & ETHICS

#### COURSES

- **Annual / Legal Updates**
  - ◇ June 27, 2024, 8:45 AM - 12:00 PM

## MCBH TRAININGS AT A GLANCE

## July - September 2024

Date	Topic/Title: Follow Link to enroll on NeoGov Learn	Start Time	End Time	CE Credits
July 2024				
17	<a href="#">LPS: 72-Hour Involuntary Holds: Qualification Course (5150/5585)</a>	9:00 AM	12:00 PM	None
17	<a href="#">Sleep Coaching</a>	9:00 AM	2:00 PM	BBS
23	<a href="#">CBT: Personality Disorder &amp; Anger</a>	8:45 AM	12:00 PM	BBS & BOP
25	<a href="#">L&amp;E: Telehealth</a>	8:45 AM	12:00 PM	BBS & BOP
August 2024				
5	<a href="#">CBT: Dx Series - Pain (Part 1 of 3)</a>	9:00 AM	11:00 AM	BBS & BOP
15	<a href="#">L&amp;E: Legal Updates</a>	8:45 AM	12:00 PM	BBS & BOP
19	<a href="#">CBT: Dx Series - Pain (Part 2 of 3)</a>	9:00 AM	11:00 AM	BBS & BOP
20	<a href="#">MI: Engaging and Supporting People with Co-Occurring Conditions</a>	8:45 AM	4:30 PM	BBS & BOP
21	<a href="#">LPS: 72-Hour Involuntary Holds: Qualification Course (5150/5585)</a>	9:00 AM	12:00 PM	None
22	<a href="#">L&amp;E: Working with Minors</a>	8:45 AM	12:00 PM	BBS & BOP
27-28	<a href="#">CBT: Foundations (2 Day Session)</a>	8:45 AM	4:30 PM	BBS & BOP
September 2024				
9	<a href="#">DEI: Cultural Complexities in Engagement, Assessment &amp; Diagnosis</a>	9:00 AM	4:30 PM	BBS & BOP
9	<a href="#">CBT: Dx Series - Pain (Part 3 of 3)</a>	9:00 AM	11:00 AM	BBS & BOP
17	<a href="#">CBT: Anxiety &amp; PTSD</a>	8:45 AM	4:30 PM	BBS & BOP
18	<a href="#">LPS: 72-Hour Involuntary Holds: Qualification Course (5150/5585)</a>	9:00 AM	12:00 PM	None
18	<a href="#">CPI: Non-Violent Crisis Intervention</a>	8:30 AM	4:30 PM	BBS & BOP
19-20	<a href="#">MI: Foundations</a>	8:45 AM	4:30 PM	BBS & BOP
23	<a href="#">CBT: Using CBT with Individuals who are Suicidal</a>	8:45 AM	4:30 PM	BBS & BOP
26	<a href="#">L&amp;E: SUD - 42 CFR/HIPAA</a>	8:45 AM	12:00 PM	BBS & BOP
26	<a href="#">CPI: Verbal Intervention</a>	9:00 AM	12:00 PM	None



## MYAVATAR TRAINING 2024

## MYAVATAR ONLINE TRAINING

**JUNE 21, 2024**  
**9AM TO 12PM**

ALL SESSIONS  
9:00 AM 12:00 PM

MONTH	DAY
JULY	19
AUG	16
SEP	20

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](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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Salinas, CA 93906

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