

# 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 **Thursday, July 11 and Friday, July 12**. One-on-one consultation slots are filling up quickly and we recommend reaching out to [MISTI@co.monterey.ca.us](mailto:MISTI@co.monterey.ca.us) and/or completing this [SURVEY](#) ASAP if you'd like to schedule a time to meet with one of our consultants. Slots only available for Friday July 12.

While ZiaPartners are visiting, our monthly Change Agent Meeting time/location has changed (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](mailto:MISTI@co.monterey.ca.us).

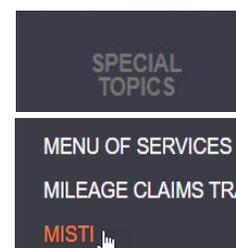
In efforts to create Change Agent training that is applicable to our dynamic group, we'd like to elicit feedback from you all around potential training topics ZiaPartners may offer during their. Please complete this [SURVEY](#) (2-3 minutes).

### CHANGE AGENT MEETING DETAILS

**Date:** Thursday, July 11  
**Time:** 1:00 PM - 5:00PM  
**Location:** Marina Training Center  
 299 12<sup>th</sup> St, Marina

To view more information on MISTI, visit the QI Website

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



Only licensed or licensed eligible staff can document using the Assessment 331CA code and contribute to the assessment of a beneficiary.



MHRS/SWIII staff may contribute to the assessment consistent with their scope of practice and under the direction of the LPHA (licensed/licensed eligible). MHRS/SWIII may bill 331CA (extended service not required) when gathering assessment information

## POLICIES AND PROCEDURES-QI MEMO

Monterey County Behavioral Health Quality Improvement department has developed the **FSP Eligibility Screening Tool** to establish and verify eligibility criteria for Full Service Partnership (FSP) programs. The FSP Eligibility Screening Tool identifies qualifying criteria that justify placement in an FSP level of care for children/youth (0-15), transition age youth (16-25), adults (26-59), and older adults (60+).

- Effective: **07/01/2024**.
- FSP Eligibility Screening Tool will be required to confirm eligibility criteria are met for beneficiaries receiving FSP (Full Service Partnership) level of care.
- Required for all beneficiaries, of any age, who are currently enrolled in or entering an FSP.
- Required for both Monterey County Behavioral Health and contracted provider programs.
- Must be completed prior to opening the beneficiary to any FSP episode, annually thereafter to re-establish eligibility, and/or to transition the beneficiary out of the FSP episode.
  - To note, if a beneficiary is transferred to a non-FSP episode, but subsequently requires FSP level of care at a later time, a new FSP Eligibility Screening Tool shall be completed
  - For beneficiaries aging out of one FSP age grouping (for example, a beneficiary turning 26 and moving from the TAY to the Adult age category), the indicated age grouping will be required during the annual update and this feature is automated in the form in AVATAR.
- For beneficiaries who are **already enrolled in an FSP program**, the FSP Eligibility Screening Tool **must be completed** within 30 days, **by 8/1/2024**.
  - [QI Memo: FSP Eligibility Screening Tool](#)

Effective **7/1/2024** the Reaching Recovery Level of care tools will no longer be required and will be removed from Avatar. This change is part of the ongoing quality improvement efforts to reduce documentation and bring our Behavioral health Organization into alignment with CalAIM. If you have any questions related to this change and caseloads please connect with your supervisor.

Click on the link below to view the full memo:

- [Retiring Reaching Recovery Level of Care Tools](#)

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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## POLICIES AND PROCEDURES-QI MEMO

**PAYMENT REFORM BILLING CHANGES****\*PLEASE READ - IMPORTANT INFORMATION\***

The Department of Health Care Services (DHCS) has communicated additional changes related to payment reform related to the extended service add-on. Although these changes are to take effect 7/1/2024, the impact to provider staff is limited, in fact, it should simplify data entry into Avatar. Please review the changes below:

- **Effective 7/1/2024**
- **Changes below apply to “Extended Service Add-ons” only – other add-ons remain unchanged**
- **For services starting 7/1/2024, the “Extended Service Add-on” for Assessment, Therapy, and Medication Support service codes will no longer be required**
  - Provider staff will **enter the entire service in the duration field**
  - Provider staff no longer need to memorize or refer to the extended service add-on rules
- **For services prior to 7/1/2024, provider staff will continue to use current rules related to extended service add-on (see Documentation Guide, Add-on Matrix)**
  - Provider staff will enter the **extended service add-on maximum duration in the service duration field and then will add the extended service add-on via the add-on section**
- **All other add-on rules still apply including interactive complexity, interpretation, collateral, psychotherapy for medication support, and case management for medication support**

In collaboration with MCBH services managers and staff, QI has created new AVATAR bundles in order to support staff with ensuring the required forms are completed when necessary. The bundles are available now and can be used by typing the name in the search box in AVATAR (see bolded name below).

The **Consent Bundle (Adult/Youth)**, for use when opening episodes and includes:

- Onset of Services
- WITHIN Authorization for Disclosure of Confidential Information
- General Authorization for Disclosure of Confidential Information
- Electronic Communication Consent
- Telehealth Consent Acknowledgement
- Unlicensed Clinician Consent

The **Assessment/Treatment Bundle (Youth)**, for use when completing the initial and annual assessment process for youth and includes:

- CalAIM Assessment
- (PEARLS) Pediatric ACEs and Related Life Events Screener
- PSC 35 Form
- CANS
- Diagnosis
- Problem List
- Monterey County Treatment Plan
- Treatment Plan Participation Consent
- Columbia suicide Severity Rating Scale
- Stanley Brown Safety Plan

The **Assessment/Treatment Bundle (Adults)**, for use when completing the initial and annual assessment process for adults and includes:

- CalAIM Assessment
- New Adverse Childhood Experiences ACE
- Diagnosis
- Problem List
- Monterey County Treatment Plan
- Treatment Plan Participation Consent
- CANS
- Columbia Suicide Severity Rating Scale
- Stanley Brown Safety Plan

**MCBH TRAINING****SLEEP COACHING  
PSYCHOSOCIAL APPROACH TO IMPROVING SLEEP HEALTH**

*Attend our Sleep Coaching Training and learn more!*

**Course:** Sleep Coaching: Psychosocial Approach to Improving Sleep Health

**Enrollment:** [Learner Catalog - Instructor Led - MCBH - Sleep Coaching - Session details \(neogov.com\)](#)

**Dates:**

- July 17, 2024 – 9:00 AM-2:00 PM (Lunch 12-1)
- October 30, 2024 – 1:00 PM-5:00 PM

**CEUs:** 4 hours for LMFT, LCSW, LPCC

**Back Out:**      **Category:** Elective

**Avatar Codes:** Service: 823 Training: 6190

**Timesheet Override:** 81440



**IF YOU HAVE ANY QUESTIONS OR FOR MORE INFORMATION CONTACT  
MCBH TRAINING TEAM AT [415\\_TRAINING@CO.MONTEREY.CA.US](mailto:415_TRAINING@CO.MONTEREY.CA.US)**

**Training Manager**  
Jill Walker

**Training Clinician**  
Celia Trujillo

**Training Assistant**  
Ariana Zamusion

## 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



# 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 CalAIM & DHCS Requirements.

**Audience:** SUD Provider Staff (LPHAs & SUD Counselors, Peer Support Specialists).

**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).

**July 22, &  
October 21**

Click on the **TRAINING NAME** to register

**SUD ASSESSMENT  
9:00AM – 11:00AM**

**SUD PROBLEM LIST &  
TREATMENT PLAN  
1:00PM – 2:30PM**

**PROGRESS NOTES  
3:00PM – 4:30PM**

**QUESTIONS?  
CONTACT QI**

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



MYAVATAR TRAINING 2024

MYAVATAR  
ONLINE TRAINING

JULY 19, 2024  
9AM TO 12PM

ALL SESSIONS  
9:00 AM 12:00 PM

MONTH	DAY
AUG	16
SEP	20
OCT	18

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.



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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