

**Monterey County Health Department  
Behavioral Health Bureau  
FACILITIES PROTOCOL**

- A. Maintenance Emergency:** Contact the Health Dept Facilities Help Desk at 831-755-4566
- B. To Site Managers, Supervisors, Coordinators: for Urgent/Immediate Facility Issues from 8am to 5pm:** Contact the Facilities Help Desk at 755-4566. *To document issue for Health Facilities' records, submit a "FootPrint" by clicking on the following link: [FootPrint](#)*
1. Optional: *Notify Gloria Rodriguez (managing Behavioral Health Facilities Manager ("BH Facility Manager")) at 831-755-8986 of the maintenance emergency and/or security event issue.*
  2. **For personal health & safety emergencies contact 911.**
- C. Site Coordinator Contact Information**
1. Site Coordinator names & contact information can be found by clicking the following link: [BH Facilities Site Coordinators and Site Managers List](#)
  2. The Site Coordinator List is part of a larger spreadsheet entitled "BH Facilities Tracking Sheet" that also includes facility lease agreement names & facility contact information.
    - Click here for the [BH Facilities Tracking Sheet](#)
- D. Site Coordinators submit all Facility Requests (having to do with the function of building/office), Telephone and IT requests, & changes to Global Outlook Profiles using the Health Information Technology Service Management (ITSM) solution aka FootPrint.**  
*Web-form can also be found by clicking the following link:*  
<http://411vweb001.in.co.monterey.ca.us:9080/footprints/servicedesk/>  
Access the "FootPrint Service Desk Quick Reference Guide" by clicking the following link:  
[Footprints Service Desk Quick Reference Guide](#)
- **For Wall Hangings:**
    1. State if wall hardware is required.
    2. Use Command Strips when at all possible.
    3. Submit a facility request by clicking on [FootPrint](#)
- E. New, Used Furniture and Furniture Move Requests**  
*ATTN: Hiring Managers – New Workstation Requests take approximately four (4) months to implement/install. Plan and submit your new workstation request at least 4 months in advance.*
1. There are **no emergency or urgent furniture requests**. All furniture requests are to be planned for under the All-inclusive Comprehensive Furniture request protocol as follows:
  2. Address furniture requests as an All-inclusive Comprehensive Furniture Plan per Fiscal Year: Site Coordinators email BH Facility Mgr New or Used Furniture and Furniture Move requests as an all- inclusive Comprehensive Furniture Plan for the respective Fiscal Year.
  3. Site Coordinators must email Facility Mgr New or Used Furniture and Furniture Move request. New furniture must meet County approved furniture standards. Site Coordinator's role is to submit filled-in, fully approved Purchase Request (PR) to the BH Facility Manager. **Do not send requests to the 415-Purchase Request email box.**

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- a. Contact BH Facility Manager to discuss request/details before submitting PR, if needed.
  - b. “How to Request New or Used Furniture” can be found by clicking the following link: [How to Request New or Used Furniture](#)
  - c. “How to Request Furniture Removal or Relocation” can be found by clicking the following link: [How to Request to Remove and/or Relocate Furniture](#)
    - Contact the BH Facility Manager when Form has been completed or if you have any questions.
  - d. The PR can have electronic or scanned original signatures and submitted via email with ‘approval statement’ made in email.
  - e. PR must be approved/signed by Facility Site Manager and Deputy Director.
  - f. When Furniture Request has been finalized – Go to SharePoint to fill out the Health Department Move Matrix. The “Move Matrix Template Ver 151123.xls” Form can be found and saved under a new file name in *SharePoint* by clicking on the following link: [SharePoint](#)
4. ***Delivery/Receipt of New Furniture***: To avoid receiving wrong deliveries have delivery crew verify all items listed in Delivery Order and note any missing items that will be delivered at a later date. Keep a copy of Delivery Order for further reference as needed. Do Not Accept any items not included in Delivery Order.

**F. New Multifunction Printer/Copier (MFP) Machine Requests**

1. Site Coordinators submit email to BH Facility Manager requesting MFP needs.
2. Click on the following link for: [Copier/Printer Multi-Function \(MFP\) Machine Installation/Lease Work Flows](#)

**G. Ergonomic Requests**

1. For Ergonomic Requests, click on the following link: [How to request an Ergonomic Evaluation](#)
  - Provide Attachment #6 to new employees and employees having special needs.
2. Contact Marti Lugo via e-mail or at 831-755-4645 for information regarding an ergonomic evaluation, keyboard trays, mouse equipment, desk adjustments, and/or dual monitor arms.

**H. Mandated Annual Inventory**

1. All Inventory is due each year. Furniture Inventory is due posted to K Drive by no later than end of third week in June of each year.
2. Add, Delete, Update furniture inventory throughout the year to avoid year-end issues and ensure submittal by requested due date in June.
3. Update Inventory at the following link: [INVENTORY](#)

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**I. New Leases, Lease Renewals, and Contact with Lessor**

1. New Leases and lease renewals and negotiations are handled by Chris LeVenton, Health Department Facility Manager.
2. All contact with property owners, property managers and real estate agents are to be made through the Dept. Facility Manager or designee.
3. All property inquiries must be coordinated with the site Deputy Chief who is the direct source contact to the Dept. Facility Manager.

**J. Keys**

1. Send all Manager approved key requests with identifying information via the following link: [FootPrint](#) (do not contact a key shop directly).  
**If key request is an urgent or an emergency request, please contact the Health Facility Help-Desk at 831-755-4566.**
2. The Protocol for Scan Card Keys and regular Keys can be found by clicking the following link: [How to Request External and Internal Building Access](#)

**K. Monterey County Health Department On-Boarding or Off-Boarding**

1. For an On-Boarding or Off-Boarding Request, Hiring Managers or designee fills in a request by clicking on [FootPrint](#).
2. Add to On-Boarding Request IT Information: “Access to what User Groups (specific to the Directory Name) and Permission Levels (i.e. 415-BH Read, Modify, Write); for more information contact: x4343

**L. Medi-Cal Site Certification**

1. The Medi-Cal Certification workflows are the standards needed for opening, developing, and establishing a new site where Medi-Cal services are delivered and to recertify sites to continue delivery of Medi-Cal services.
2. Medi-Cal Certification Workflows can be found by clicking the following link: [Medi-Cal Certification](#)

**M. Records & Retention**

1. Index files and label boxes in accordance with Records & Retention Policy and Procedures. Contact BH Facility Mgr at 831-755-8986 for questions.
2. Non-Medical Records: e-mail [RRRequests@co.monterey.ca.us](mailto:RRRequests@co.monterey.ca.us) and [MorenoJ@co.monterey.ca.us](mailto:MorenoJ@co.monterey.ca.us) to request empty boxes and to have file/record boxes removed/archived. In email specify the number of boxes that need to be removed.
3. Medical Records, if applicable: email [415-QA@co.monterey.ca.us](mailto:415-QA@co.monterey.ca.us) for boxing/labeling instructions and to schedule pickup.

**N. PC/Laptop Equipment & Telephone Hardware**

1. Do not move PC Equipment and telephone hardware.
2. Use new Health Department Information Technology Service Management solution “Footprints” to submit all IT related requests, includes telephone moves. “Workflow for Requesting Technology Items” can be found by clicking the following link: [How To Request Technology Items](#)

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- O. IT Emergency (non-Avatar) Requests:** Call 831-755-4343
  
- P. Health Admin at Natividad (Whitney Conference Room) Opening/Closing of Meeting Room Dividers contact one of the following staff, per availability:**
  - Chantel DeLay, x4581
  - Andria Sumpter, x4509
  - Lizbeth Martinez, x4561