

Program Manager Meeting

Children, Youth and Families | Behavioral Health Services
November 14, 2019 | Scottish Rite Center | Claude Morrison Room
1895 Camino del Rio S., San Diego 92108
9:30 – 11:30 a.m.
Breakout Session - CANS Super User Group
11:30 a.m. – 12:30 p.m.

Agenda – Notes

- **Welcome** – Amanda Lance-Sexton

- **QM Updates (MH)** (handout) – Glenda Baez 10 minutes
 - QI PIT Memo – System of Care Application
SOC Application registration begins November 1, 2019
Completed registration is required for providers by November 30, 2019
Submission of all Mental Health NACTs via SOC application is due on December 2, 2019
Every 6 months, providers must attest to the accuracy of their information on the Provider Directory; attestation cannot be completed by administrative staff or the Program Manager
Questions can be directed to the Optum Helpdesk or QI Matters.
 - Optum Website Registration – *included in handouts*
 - UTTM – October, November – *Reviewed*

- **Pathways to Well-Being (PWB) (MH)** (handout) – Seth Williams 10 minutes
 - Progress Summary and Action Plan
The Progress Summary and Action Plan has been updated reformatted to additional lines to fit more information. As a reminder, the Progress Summary and Action plan is completed by the CFT Facilitator and then sent to CFT attendees
 - CFT Meeting Referral Form: addition-form located on Fred Finch CFT Meeting Facilitation Program website at <https://www.fredfinch.org/child-family-meeting-facilitation>
The CFT Meeting Referral form has been updated, and the most recent version can be found on the Fred Finch CFT Facilitation Program Website
The update includes additional people on the invitation list (including BHS Pathways Liaisons)
 - IHBS prior authorization: PWB reaching out to BHS Providers to assist
PWB will reach out to programs to focus on providing TA regarding IHBS services and completing the Prior Authorization IHBS form. Please make sure that staff completing the IHBS Prior Authorization form are checking all required boxes

- **40th Annual CMHACY (California Mental Health Advocates for Children and Youth) Conference (MH)** – Rose Woods 5 minutes
 - May 13-15, 2020, Asilomar, CA
Click [here](#) to apply for an opportunity for a Family, Parent, or Youth Support Partner currently employed by a BHS-CYF funded contract to receive a full scholarship to attend the California Mental Health Advocates for Children and Youth (CHMACY) Conference in Asilomar, CA from May 13-15, 2020. Full scholarship to this event includes conference fees, lodging, travel, and meals.
Applications must be submitted by January 31, 2020 and scholarship recipients will be contacted by February 14, 2020.
Please note that Children, Youth and Families Behavioral Health System of Care Council and TAY Council members (inclusive of alternates) from the Youth served by the public health system constituency, who complete an application for the annual California Mental Health Advocates for Children and Youth (CMHACY) conference scholarship, shall be given priority status for scholarship award.

- **Medi-Cal Program Overview (SOC) (handout)– Jennifer Fernandez** 20 minutes
Jennifer.Fernandez@sdcounty.ca.gov (619) 338-2933
 - Family Resource Centers, *County-wide locations*
Medi-Cal application resources and programs

- **ADAPT (Accessible Depression and Anxiety Peripartum Treatment) (SOC) (handout) – Marisa Katzman, Vista Hill Foundation** 20 minutes
Partnership with Behavioral Health Clinicians, peer partners and in-home visiting public health nurses. Program is located at HHS Public Health Nurse offices.

- **CADRE (Change Agents Developing Recovery Excellence (SOC) (handout) – Shannon Jackson**
Overview of CCISC Initiative, CADRE training, definition of co-occurring capable vs enhanced, and reporting requirements.
 - Committee Meetings schedule 10 minutes
 - Registration for CADRE XX
 Module 1 - February 6, Module 2 - February 27, Module 3 - March 19
 Module 4 - April 16, Module 5 - May 14, 2020
(Registration closes January 10, 2020)
cadre-RIHS@sdsu.edu

- **CANS (MH) (handout) – Eileen Quinn-O’Malley** 10 minutes
 - Certification/Recertification process – Zachary Shalit
New Microlearning designed to assist with the introduction to the CANS and the CANS Certification/Recertification Process
<https://theacademy.sdsu.edu/programs/rihs/cyf-outcomes/>

- CANS Assessment Session
An additional CANS/PSC assessment session will be added to the UM Cycle; converting from a 13 to 14 individual session model and 18 to 19 family session model. The intent of the additional CANS/PSC assessment session is to assist clinicians with completing thorough assessments including the completion of the BHA, CANS and PSC to inform treatment and formulate a meaningful Client Plan with client and family. The effective date is 1/1/20; a memo will be released prior to 1/1/20 which will outline changes to the UM cycle and any related form
- Posters – Assessing for Needs, Strengths
CANS posters are resources intended to assist clinicians with determining and understanding the needs and strengths of client and family. A memo will be released in November which will include PDFs of the CANS posters. The CANS posters distributed at the CYF program managers meeting should be made available to all program clinicians. Extra posters are available, please contact your COR if your program needs additional copies.

- **Teen Vaping (SOC) (handout) – Michael Miller** 10 minutes
Vaping update with focus on reports of increasing prevalence and severity of adverse health impacts, including VAPI (Vaping Associated Lung Injuries). Showed a news clip video and provided resource materials for program managers to bring back to their respective programs. Provided Vaping update with focus on reports of increasing prevalence and severity of adverse health impacts, including VAPI (Vaping Associated Lung Injuries). Showed a news clip video and provided resource materials for program managers to bring back to their respective programs.

ABC NEWS: Teen who was put on life-support for vaping says 'I didn't think of myself as a smoker'
<https://abcnews.go.com/US/teen-put-life-support-vaping-didnt-smoker/story?id=65522370>

From Public Health Services

- The California Smokers' Helpline recently launched a new vape cessation protocol for teen and adult e-cigarette users. Teens and adults can get cessation help by calling **1-844-8-NO-VAPE** (1-844-866-8273) or accessing their **CHAT NOW**, <https://helpline-vision.ucsd.edu/Chat> services. Any help to promote these vaping cessation resources is much appreciated.
- Youth and young adults can access the new e-cigarette quit program by texting "DITCHJUUL" to 88709.
- Parents and other adults looking to help young people quit should text "QUIT" to (202) 899-7550.
- Text coaching is a proven, powerful strategy to boost success and deliver behavior change. The new e-cigarette quit program will deliver tailored messages via text that give age-appropriate quitting advice, including information about nicotine replacement therapy. Text program users also have the option to connect with online communities and interactive tools for added support through [This is Quitting](https://truthinitiative.org/research-resources/quitting-smoking-vaping/quitting-e-cigarettes) and [BecomeAnEX](https://truthinitiative.org/research-resources/quitting-smoking-vaping/quitting-e-cigarettes). <https://truthinitiative.org/research-resources/quitting-smoking-vaping/quitting-e-cigarettes>

- Stanford Tobacco Prevention Toolkit – It's online, free, and includes vaping-specific modules. Theory-based and evidence-informed resources created by educators, parents, and researchers aimed at preventing middle and high school students' use of tobacco and nicotine. This is a good alternative to out-of-school suspensions and participatory learning opportunity. It comes with downloadable PowerPoint presentations and subject relevant materials (Fact Sheets, infographics, Kahoot quizzes). We will be offering an onsite training for the Toolkit on 3/16/20. <https://med.stanford.edu/tobaccopreventiontoolkit.html> In the interim, I'm happy to present an overview of the curriculum, or just certain modules (vaping ones) to interested groups.
- Health Alerts and weekly updates on the County's Vaping- Associated Lung Injury (VAPI) site; the newer term by the CDC is E-cigarette or vaping associated lung injury (EVALI)-- if that's of interest or helpful.
https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/community_epidemiology/dc/VAPI.html The link to the CDC site is accessible from the County site.

➤ **Announcements**

- Site Visits
- CYF Memo Program Holiday Closure FY19-20 (handout)
- 5th Annual Critical Issues in Child and Adolescent Mental Health Conference (CICAMH) March 12 - 13, 2020, Double Tree Mission Valley
- Upcoming CYF procurements
<https://buynet.sdcounty.ca.gov/>

Handouts at table:

- SchoolLink
<https://theacademy.sdsu.edu/rihs-schoolink>
- BHS brochures: Adolescent and Youth, Pregnant and Parenting Women, Adult and Older Adult, Prevention Services
https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/bhs_services.html
- How to Apply for Medi-Cal – Substance Use Disorder
- (DMC) Drug Medi-Cal - (ODS) Organized Delivery System and ASAM Criteria
- County inventory property stickers

➤ **Program Manager meeting Agenda - Notes and handouts**

- Available on-line at:
https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/bhs_provider_portal.html

➤ **Next Meeting: January 9, 2020**

Scottish Rite Center

Claude Morrison Room
1895 Camino del Rio So., San Diego, 92108
9:30 a.m. -11:30 a.m.

To: Mental Health System of Care Providers

Date: 10/31/19

From: Liz Miles, Ed.D, MSW, MPH - QI - Performance Improvement Team

Re: System of Care (SOC) Application

What is the SOC Application?

The SOC Application is a web application designed as a one-stop shop for providers to access and submit all information required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs. The following items will be accessible 24/7 via this application:

- Enrollment in Mental Health Plan (MHP)
- Data used for Re-Credentialing
- Network Adequacy Certification Tool (NACT) data review and submission
- Provider Directory attestation
- Quarterly Status Report (QSR) submission

NEXT STEPS:

1. SOC Application registration begins **November 1, 2019**
2. Completed registration is required for providers by **November 30, 2019**
3. Submission of all Mental Health NACTs via SOC application is due on **December 2, 2019**
4. Every **6 months**, providers must attest to the accuracy of their information on the Provider Directory; attestation cannot be completed by administrative staff or the Program Manager

In order to access the new SOC Application, program managers and providers must register on OptumSanDiego.com through the link below. All providers who qualify for credentialing are required to register and attest to their information on the directory.

What does this mean for Behavioral Health Services Providers?

Having one portal to manage all Mega-Reg requirements will streamline workflow and enhance accuracy of the submitted information. The SOC Application will reduce administrative burden and redundancy by combining several separate submissions into one system.

What does this mean for clients?

Through the enhanced provider directory, clients can now find programs based on location, provider specialties, languages spoken, etc. Clients can also access more up-to-date information, reducing inaccurate referrals.

To register in the SOC Application, go to www.OptumSanDiego.com and click on the **Register** link on the upper right corner of the webpage.



To access the Registration Tip Sheet, go to www.OptumSanDiego.com and click on the **Optum San Diego Registration Tip Sheet for Mental Health Providers** link towards the bottom of the page. You may also click [here](#) for the tip sheet.

Registration and Password Reset Tip Sheets

County of San Diego employees and behavioral health providers who need to access secure documents will be required to [register](#). Below are links to tip sheets to assist you with registration and password recovery.

- [Optum San Diego Registration Tip Sheet for Fee For Service Providers](#) 
- [Optum San Diego Registration Tip Sheet for Mental Health Providers](#) 
- [Optum San Diego Password Reset/Username Recovery Tip Sheet](#) 

Going forward, we will continue to roll out enhancements to the SOC Application to ensure constant adaptation to the evolving Health Care System. If you have any questions regarding registration, login, and the SOC Application, please reach out to the Optum Support Desk at 800-834-3792 or email sdhelpdesk@optum.com. Further instruction on how to use the SOC Application will be sent along with the upcoming NACT submission notices.

Please direct other questions and/or comments to QIMatters.HHSA@sdcounty.ca.gov

OPTUM WEBSITE REGISTRATION

WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

With the launch of the new site, we have integrated the Optum ID secure login system to ensure greater protection for secure files on the website. These secure files are reserved for County of San Diego's employees and Organizational Providers who have access to Cerner Community Behavioral Health (CCBH), the San Diego County's electronic health record. Optum ID also features self-service for password administration.

The registration process is a two-step process:

1. Optum ID registration form
2. Optum San Diego website registration form

PART ONE: OPTUM ID REGISTRATION FORM

The **Register** link is located on the top right of each webpage. The link will take you to the first page of the **Optum ID registration**.



Create an Optum ID

An Optum ID securely manages your account so that you can use one Optum ID and password to sign in to all integrated applications.

Profile Information

First name

Last name

Year of birth ?

Sign In Information

Your email address

Create Optum ID ?

Create password ?

Type password again ?

Username rules

- Must be 6-20 characters
- Must contain 1 alpha character
- May not contain spaces
- Only alphanumeric and hyphens

Password rules

- A minimum of 8 characters in length
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 numeric character
- At least 1 non-alphanumeric character

Note: The Security Questions will be used for future password reset or username recovery.

Once you submit the Registration Form, the next step is confirming your account.

1. Check your email inbox for your **confirmation email**.
 - If you haven't received the confirmation email in your inbox, check the spam folder.
 - If you haven't received an email after a few minutes, click on **Resend** on the Account Confirmation page.
 - Still haven't received an email? Click on **Update your email address** to check your email address or to use alternate email address.
2. Click on the **Confirm Email Address** link located in the email. This link will take you to a webpage to verify your email.
3. Once you have confirmed your account, click on **Continue** to forward to the **Optum San Diego website Registration form**.

OR

4. If the email link fails, click on the **Show Confirmation Code** field on the Account Confirmation webpage.
5. Copy the **Confirmation Code** from the email and paste it into the Primary Email Confirmation Code field. Click on **Confirm**. You will be forwarded to the **Optum San Diego website registration form**.

Account Confirmation

 Thank you! An email confirmation link has been sent to:
m**e@m**ejames.com
Check your email inbox for the confirmation link and click on it.

Didn't receive your confirmation? [Resend](#) or [Update email address](#)

If you prefer, you can click the link below to enter the confirmation code we have included in the email.
[Show Confirmation Code field](#)

Hello John,

Your email confirmation is almost complete. Please click on the link below to verify your email address and continue.
[Confirm Email Address](#)

If you prefer, you can copy and enter the confirmation code in your browser.
Confirmation Code: 4896862011
If you did not request a confirmation link or code, or if you have any questions,
[\(800\)834-3792](tel:8008343792)
sdhelpdesk@optum.com

Thank you,
Optum ID

Email Address Confirmed

 Thank you! Your email has been verified. You may now go to your application with your updated information.
For assistance, contact us at: (800)834-3792 or sdhelpdesk@optum.com

Account Confirmation

 Thank you! An email confirmation link has been sent to:
m**e@m**ejames.com
Check your email inbox for the confirmation link and click on it.

Didn't receive your confirmation? [Resend](#) or [Update email address](#)

If you prefer, you can click the link below to enter the confirmation code we have included in the email.
[Show Confirmation Code field](#)

[Hide Confirmation Code field](#)

Primary Email Confirmation Code *

Recognize this computer?

Yes, this computer or device is personal or private.

No, this is not my computer or device (public library, school).

PART TWO: OPTUM SAN DIEGO WEBSITE REGISTRATION FORM

Registration | Optum San Diego Network Portal

The new Optum San Diego network portal is an enhanced gateway to content and resources unique to multiple categories of Behavioral Health services. Please choose a role or roles for the network portal you wish to access. If you are unsure please consult with your supervisor or contact the Optum Support Desk at 1-800-834-3792. By registering in the Optum San Diego network portal, you attest that you are legally authorized to access this information.

Choose User Role(s)

MH Organizational Provider User SUD Provider User FFS User TERM Provider User Optum San Diego Admin

NPI Number

0000000000

Mental Health Organizational Providers Registration

The password protected area of the website is reserved for County employees and County's electronic health record. Only requests from an individual who is a County

The password protected area of the website is reserved for County employees and Organizational Providers who have access to CCBH (formerly Anasazi), the County's electronic health record. You are required to have a **CCBH (Staff) ID**. A request from an individual who is not a County employee or Organizational Provider will not be approved.

* indicates a required field

CCBH (Staff) ID Number*

MH Org Phone Number*

Legal Entity

Program name*

Supervisor*

Supervisor Phone*

Program Mgr

Program Mgr Phone

Add SOC Access

MH Org Verification Code

The "Add SOC Access" and "MH Org Verification Code" fields are not active at this time.

Register

You will need to complete the registration form for access to the Optum San Diego website. This Registration information is forwarded to the Optum Support Desk to confirm you are authorized to have access to the secure files.

Your request will be processed within one business day. You will receive an **email** once your account has been activated.

From: no-reply@optum.com [<mailto:no-reply@optum.com>]
Sent: Friday, August 16, 2019 1:35 AM
To:
Subject: Your Optum San Diego Secure Access has been Approved

Your Secure Access for the Optum San Diego website has been approved.

- On initial launch of the San Diego Optum website (<https://www.optumsandiego.com>) please click on **Logoff**.
- Using your Optum ID, login to view Secure Documents.

If you require assistance or have any questions please contact us at 800-834-3792 or email us at sdhelpdesk@optum.com
Thank you,
Optum San Diego Support Desk

On initial launch of the website please **Logoff** then **Login** to view Secure Documents.



Mental Health Services



Knowledge Sharing

UMDAP Update

- Completed annually on based on the UMDAP anniversary date.
- If a client is new to your program and there is already an UMDAP completed covering the current year, no updated UMDAP required.
- Would need to complete a new UMDAP within the year if there was a change in circumstances; i.e. change in income, addition or removal of a family member from the family unit.
- If client is full scope Medi-Cal with no share of cost, UMDAP is optional.
- If client loses their Medi-Cal eligibility an UMDAP must be completed.

OPOH Updates

- No current updates.

Management Information Systems (MIS)

Completing the Demographic Form

- Due to the amount of errors in Demographic Forms, some helpful tips:
 - Most common error is answering the Born in US question with “Unknown Country” when this question was answered “Yes.”
 - If you don’t know if the client was born in the US, answer “No,” then you may enter “Unknown Country.”
 - Do not include commas, hyphens, dashes, slashes, periods, parentheses, etc. in any field.
 - Remove any numerical data in the Middle Name or Suffix.
 - Update the education field.
 - Only include mother’s first name – no additional information in this field.
 - Check ALL fields for accuracy.

Optum Website Updates MHP Provider Documents

New Tabs

- 2 New Tabs have been added:
 - NOABD
 - STRTP

Beneficiary Tab

- Beneficiary Materials Order Form (moved from Forms Tab)
- Removed NOABD Forms

Communications Tab

- No updates

Forms Tab

- Removed Beneficiary Materials Order Form and added to Beneficiary Tab
- Removed IHBS and TBS Auth Forms and Explanation – moved to UCRM Tab

Manuals Tab

- No updates

OPOH Tab

- No updates

References Tab

- No updates

UCRM Tab

- Removed STRTP forms

UTTM Tab

- No updates

Cerner Reminder

- For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or SDHelpdesk@optum.com. **Please do not call Cerner directly!**

Training and Events

Documentation Training

- **A/OA Documentation Training:** Monday October 14, 2019, from 09:00 AM to 12:00 PM.
 - Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Documentation Practicum:** TBD. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Ramona Room.
- **QI Practicum:** TBD. Focus of this is for program level QI staff and PMs. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Suite 100.
- Notices will be sent 30 days before event dates.
- Coming Soon: in the near future registration for trainings will be done through Event Bright.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- Next QIP meeting will be held on **October 22nd**, at National University, 9388 Lightwave Avenue, San Diego, 92123.



Is this information disseminated to your clinical and administrative staff?
Please share UTTM with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov



Mental Health Services



Knowledge Sharing

System of Care Application

- The SOC Application is a web app designed as a one-stop 24/7 shop for providers to access & submit all required information by Medicaid & CHIP Managed Care Final Rule (Mega-Regs)
- **For Providers:** one portal to manage all Mega-Reg requirements means streamlined workflows and enhanced accuracy of the following submitted information:
 - Enrollment in MHP, Staff Credentialing, NACT data review and submission, Provider Directory Attestation, QSR submission
- **For Clients:** improved ability to find more up-to-date information re: programs based on location, provider specialties, languages, etc.
- **Next Steps:**
 - SOC Application registration begins **November 1, 2019**
 - Completed registration is required for providers **by November 20, 2019**
 - Submission of all Mental Health NACTs via SOC application is due on **December 2019**
 - Every **6 months**, providers must attest to the accuracy of their information on the Provider Directory. Attestation cannot be completed by admin staff or Program Manager.

Optum Helpdesk is available for assistance regarding the Application. You can direct questions or comments to QIMatters.HHSA@sdcounty.ca.gov

OPOH Updates

- **Section A:** Updated with information regarding Short Term and Bridge Housing.
- **Section I:** Updated with new system requirements. MIS Memo to follow.
- **Section J:** Updated to include required Federal and State Database Checks that are conducted for providers.
- **Section P:** Updated with the most current information on MHSA.
- **Section O:** Updated with removal of BHETA verbiage and links and replaced with RHIS.

Optum Website Updates MHP Provider Documents

Beneficiary Tab

- Relocated NOABD Beneficiary Non-Discrimination Notices from NOABD Tab
- Removed "NOABD" from title of form – Beneficiary Non-Discrimination Notice

Communications Tab

- QI – PIT Memo – SOC Application
- Optum Website Provider Registration Instructions

OPOH Tab

- **Section A** updated re: Short Term & Bridge Housing
- **Section I** updated with new system requirements
- **Section J** updated to include Federal & State Database Checks conducted for Providers
- **Section P** updated with most current information on MHSA
- **Section O** updated to remove BHETA verbiage and links, replaced with RHIS.

References Tab

- SOC Application – QIP Presentation

BHS Reports Tab

- MRR Trending Questions Report – Q1 FY 19-20

Reminder: Doctor's Home Page

- Use of the DHP is required for all programs in the System of Care who are utilizing the clinical module of CCBH to enter vitals, medication conditions and medications.

CANS Certification

- RHIS has created a CANS Microlearning that provides an introduction to the CANS and steps needed to obtain the certification. Please visit the following:
 - <https://theacademy.sdus.edu/programs/rihs/cyf-outcomes>

Documentation of Specialty Mental Health Services (SMHS) for Clients with co-occurring SUD Diagnoses

- When providing SMHS to clients with co-occurring SUD diagnoses, please remember that the focus of treatment must always be the included Title 9 mental health diagnosis.
- Interventions should document specific integrated treatment approaches that tie back to the Title 9 mental health diagnosis
- Without this tie back to the Title 9 mental health diagnosis, a service could risk disallowance

E-Prescribe

- Height and Weight Verification
- The system now prevents you from transmitting an electronic prescription when you have not recorded the height & weight of a patient 18 years of age or younger. Cerner recommends that all prescriptions include the consumer's height and weight and if present within the chart, these elements are included within the transmitted prescription regardless of the consumer's age.

Reminder: Post Discharge Coordination of Care

- Clients being discharged from crisis residential facility, psychiatric hospital, jail, EPU or locked/IMD placement must be screened **within 72 hours** of discharge.
- Clients that are screened as needing urgent services shall be seen within 48 hours.
Urgent is defined in Title 9 as a condition, which without timely intervention, is certain to result in a person being suicidal, homicidal or gravely disabled, and in need of emergency inpatient services.

Crisis Residential Programs – Date of Discharge Reminder

- Crisis Residential programs should not bill Medi-Cal for a bed hold day. Bed hold days are reimbursable by the County, not Medi-cal.
- The date of discharge is not reimbursable for Inpatient services, per Medi-Cal regulations.
- If a bed is held and the client does not return, the date of discharge would be that last date that the client was at the program.

“Provided At” Service Indicator

- If a client's living situation is temporary (ie: ILH, temporary shelter) programs should use “Other Community/Field Based” or “Homeless Emergency Shelter” for the Provided At Service Indicator.
 - If “Home” is chosen and the client leaves that housing/shelter and/or becomes homeless prior to the service having been billed, the place of service reflected as “Home” on the claim

and the service address would pull the PO Box which would cause the service to be denied as the system does not look at the address on date the service was provided, but rather the address at time of billing.

Optum Website Update to Consumer & Families section

- In an effort to ensure information and materials are easily accessible to our consumers, the Grievances and Appeals brochures and forms have been added to the Consumer & Families section of the Optum Website in all 6 threshold languages.
- Providers are still required to maintain visible and/or posted brochures, posters and forms related to Grievances/Appeals in common areas of their program sites, but are encouraged to inform consumers of their option to access these materials online and direct them to the Optum Website at www.optumsandiego.com for these and other resources including the MHP Beneficiary Handbook, Provider Directory, Quick Guides, and other community resources.

Management Information Systems (MIS)

Completing the Demographic Form

- Clarification regarding Clients with P.O. Box Addresses:
 - P.O. Boxes should go in the **Mailing address**, never in the physical address.
 - Demographics Form was updated to pull the correct physical address on the claims.

Cerner Reminder

- For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or SDHelpdesk@optum.com. **Please do not call Cerner directly!**

Training and Events

Documentation Training

- **RCA Documentation Training:** Thursday, November 21, 2019, from 09:00 AM to 12:00 PM.
 - Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
 - **RCA Training Session is at capacity**, all attendees have been registered and email confirmation to follow. New Registrations for future sessions are accepted **for waitlist only**.
- **Audit Lead Practicum:** December 12, 2019, from 8:30 AM to 12:30 PM. Focus of this training is to provide technical assistance to program level QI staff and PMs that conduct chart audits. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Suite 100.
- Notices will be sent 30 days before event dates.
- Coming Soon: in the near future registration for trainings will be done through Event Bright.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

QM . . . UP TO THE MINUTE
November 2019

- Next QIP meeting will be held on **November 26th, 2:30pm – 4:30pm**, at National University, 9388 Lightwave Avenue, San Diego, 92123.



Is this information disseminated to your clinical and administrative staff?
Please share UTTM with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hsa@sdcounty.ca.gov

Child and Family Team Meeting Referral Form

BHS Provider: Fax to (858) 335-3949
 Probation/CWS: Email to CFTreferrals@fredfinch.org

AGENCY INVOLVEMENT (check all that apply):

CWS BHS Provider Probation

Name of Person Making Referral: _____	Referring Agency Name: _____
Date of Referral: _____	Due Date of Meeting: _____
Preference for meeting date: #1: _____	#2: _____ Time: _____

Part A: To be completed by referring PSW/PO/BHS Provider

PSW/PO Name: _____	PSW/PO desk and cell #: _____
PSS/SPO Name: _____	PSS/SPO desk #: _____
BHS Provider/Program Name: _____	BHS Provider Contact Phone: _____
CWS Program: <select> _____	CWS Region: <select> _____
CWS 19-Digit Case/Referral #: _____	7-Digit State ID #: _____ HVC? <input type="checkbox"/>
Probation Region : <select> _____	Probation Case ID # _____
Family's Primary Language: _____	
Family Considerations (ICWA status, military, other cultural consideration such as values, beliefs, lifestyle, traditions, historical trauma, race, ethnicity, language, religion/spirituality, sexual orientation, gender identity expression, and/or learned behavior of a group passed on from generation to generation): _____	

Part B: To be completed for all referrals

<p>Reason for Referral. Check all that apply.</p> <p><input type="checkbox"/> At Risk of Removal</p> <p><input type="checkbox"/> Probation Pre-Disposition</p> <p><input type="checkbox"/> Initial Placement (Probation Post Disposition)</p> <p><input type="checkbox"/> CANS / Case Plan Discussion</p> <p><input type="checkbox"/> Change of Placement</p> <p><input type="checkbox"/> Pathways to Well-Being – Eligible for Enhanced Services <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Mental Health Treatment Needs</p> <p><input type="checkbox"/> GH/STRTP/RTF Placement Review (every 90 days)</p> <p><input type="checkbox"/> End of Voluntary Out of Home Case Plan</p> <p><input type="checkbox"/> Family Maintenance/Voluntary case planning/teaming</p> <p><input type="checkbox"/> Compliance with probation conditions</p> <p><input type="checkbox"/> Team member request for Child and Family Team Meeting</p> <p><input type="checkbox"/> Status Review/Case Plan Review and Update/Permanency Planning (including Finalization)</p> <p><input type="checkbox"/> Other (Please specify: post adoption sibling contact agreement, visitation, new team members, progress review): _____</p>
<p>CFT's first meeting? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Current case status and desired meeting outcomes/goals (e.g. Harm/Danger Statement, Safety Goal, Safety, and Risk information, current and/or needed services, etc.): _____</p>

Focus Child(ren)				
	Name	Date of Birth	Caregiver Name / Address	Caregiver Phone
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____
4.	_____	_____	_____	_____

Parent/Guardian				
	Name	Ethnicity	Relationship/To	Phone Number
1.	_____	_____	<Select> / _____	_____
2.	_____	_____	<Select> / _____	_____
3.	_____	_____	<Select> / _____	_____
4.	_____	_____	<Select> / _____	_____

Child and Family Team Meeting Referral Form

Alerts that must be reviewed prior to scheduling a CFT meeting. If yes to any of the following items, Facilitator must clear the attendee with the PSW/PO before inviting to CFT meeting.

- History of Violent Behavior (Specify): _____
- History or current use of alcohol/substances (Specify): _____
- Behavior Health Concerns (Specify): _____
- Domestic Violence: _____
- Current Restraining Order (between which parties?): _____
- Alleged Perpetrator of Sexual Abuse (Specify): _____

Please list all other required team members and other potential participants to be **invited**.

Name/Agency	Relationship to Child(ren)	Phone Number	Requested by: (PSW/PO/MH Provider, Family, Youth)
	FFA/STRTP Staff		
	Mental Health Treatment Provider for the Youth		
	CWS Pathways to Well-Being Worker		
	DSEP Specialist (all 0-5 years old)		
	BHS Pathways to Well-Being Liaison		
	Education Representative		
	Probation Officer		
	CASA		
	Tribal Representative		
	Additional Service Provider		
	Additional Support / Relationship		
	Additional Support / Relationship		
	Additional Support / Relationship		
	Additional Support / Relationship		
	Additional Support / Relationship		

Reminder: Other than required members, youth/family drive team membership. Facilitator will talk with youth/family and PSW/PO about requested team members before inviting other CFT members. Please list all other parties to be **noticed**:

Name/Agency	Relationship to Child(ren)	Phone Number/Email	Required by: (Policy, court order, etc.)
	Minor's Counsel		CWS Policy



- Is California's Medicaid health care program.
- Provides health coverage for people with low income and limited ability to pay for health coverage.
- Is supported by federal and state taxes.
- Eligibility is based on the Federal Poverty Level (FPL) amounts
- Covers dental benefits

WAYS TO APPLY



My Benefits CalWIN
www.mybenefitscalwin.org



CECs, CEEs, CIAs, PBEs



Contracted Hospitals

Application for Health Insurance
Your destination for affordable health insurance, including Medi-Cal

See inside

Things to know	1
Application	2-88
Assessment A/F	20-28
Frequency Based Questionnaire (FAQ)	29-33

You can get this application in other languages

Spanish	1-800-368-6212
Chinese	1-800-368-5133
Tamil	1-800-412-9128
Tagalog	1-800-310-5118
Vietnamese	1-800-963-8878
Polish	1-800-978-7881
English	1-800-994-1908
Arabic	1-800-912-8879
Urdu	1-800-964-8126
Hindi	1-800-771-2718
Urdu	1-800-628-6311

Apply faster through Covered California at CoveredCA.com
Or call 1-800-300-1506 (TTY: 1-888-889-4500)
You can call Monday to Friday, 8 a.m. to 8 p.m., and Saturday, 8 a.m. to 6 p.m.



Family Resource Centers



ACCESS
866-262-9881



Covered California
www.coveredca.com

FAMILY RESOURCE CENTERS (FRCS)



Centre City

1255 Imperial Avenue
San Diego, 92101

Chula Vista

690 Oxford Street
Chula Vista, 91911

El Cajon

220 S. First Street
El Cajon, CA

Fallbrook CRC

202 W. College Street
Fallbrook, 92028

Lemon Grove

7065 Broadway Avenue
Lemon Grove, 91945

Metro

1130 10th Avenue
San Diego, 92101

National City

401 Mile of Cars Way
National City, 91950

North Central

5055 Ruffin Road
San Diego, 92123

North Coastal

1315 Union Plaza Court
Oceanside, 92054

North Inland

649 West Mission Avenue
Escondido, 92025

Northeast

5001 73rd Street
San Diego, 92115

Ramona CRC

1521 Main Street
Ramona, 92065

Southeast

4588 Market Street
San Diego, 92102

MEDI-CAL PROGRAMS



MAGI (Modified Adjusted Gross Income)

- ✓ Based on taxable income and filing status
- ✓ Property is exempt
- ✓ No Share of Cost
- ✓ Four eligibility groups
 - Children - Coverage for children under the age of 19 (108% - 208% FPL)
 - Parents/Caretaker Relatives with dependent child (Income at or below 109% FPL)
 - Pregnant Women - Pregnant and post-partum services or full-scope depending on income (below 138% FPL *full-scope* 139% - 219% FPL *pregnancy services only*)
 - New Adult Group - Individuals between 19-64, not pregnant at application and not in receipt of Medicare (Income at or below 138%)

Optional Targeted Low-Income Children's Program (OTLICP)

- ✓ Children ages 1 to 19 years with a household income above 160% of the FPL will have a monthly premium.
- ✓ Premiums = \$13 per child, \$39 per family

Aged and Disabled FPL Program

- ✓ Aged or disabled, but not residing in a Long-Term Care (LTC) Facility.
- ✓ Income at or below 100% FPL
- ✓ Disabled children may be evaluated for this program
- ✓ Property within Medi-Cal limits



250 Percent Working Disabled Program

- ✓ **Must meet all non-financial Medi-Cal eligibility requirements**
- ✓ **Meets the federal definition of disability**
- ✓ **Has a job**
- ✓ **Income below 250% FPL**
- ✓ **Property within Medi-Cal limits**
- ✓ **Pays a monthly premium based on net countable income**

Department of Developmental Services (DDS) Waiver

- ✓ **Diagnosed as developmentally disabled prior to their 18th birthday**
- ✓ **Must live at home & meet admission criteria for an intermediate care facility**
- ✓ **Waiver eligibility is determined by the San Diego Regional Center 858-576-2996**
- ✓ **Allows an exemption of parent's income and property**

Medi-Cal based on Disability

- ✓ **Evaluated when eligibility to other programs does not exist**
- ✓ **May have a share of cost based on net non-exempt income**
- ✓ **Property within Medi-Cal limits**



This program covers a variety of dental services for Medi-Cal beneficiaries, such as:

- ✓ Diagnostic and preventive dental hygiene
- ✓ Emergency services for pain control
- ✓ Tooth extractions
- ✓ Fillings
- ✓ Root canal treatments (anterior/posterior)
- ✓ Crowns (prefabricated/laboratory)
- ✓ Scaling and root planning
- ✓ Periodontal maintenance
- ✓ Complete and partial dentures
- ✓ Orthodontics for children who qualify



Immigration status only affects the scope of service

- Citizens and immigrants who meet satisfactory immigration status (SIS) are eligible for full-scope benefits.
- Immigrants who do not meet SIS may still be eligible for Medi-Cal under restricted services.
- In May 2016, SB 75 was implemented. This law provides full scope coverage for ALL children in California regardless of immigration status.
- In early 2020, SB 104 will take effect. This bill expands full-scope Medi-Cal to young adults (ages 19-25) who do not have SIS.

MEDI-CAL BENEFIT LEVELS



Full-scope benefits

Comprehensive health care benefits including:

- Doctor visits
- Hospital care
- Immunization
- Pregnancy-related care
- Nursing home care
- Dental care

Restricted benefits

Emergency and pregnancy-related care



Most Medi-Cal recipients are required to be in a Managed Care Plan

The providers are:

- Care 1st
- Community Health Group
- Health Net Community Solutions
- Kaiser Permanente
- Molina Health Care of California
- United Health Care

THANK YOU!



ADAPT

ACCESSIBLE DEPRESSION AND ANXIETY
PERIPARTUM TREATMENT

VISTA HILL

MARISA KATZMAN, LCSW

PROGRAM MANAGER



LIVE WELL
SAN DIEGO

WHAT WE DO

- The new Vista Hill ADAPT Program introduces a partnership between behavioral health clinicians and peer partners and in-home visiting public health nurses
- This program will provide in-home therapeutic and Peer Support services in a setting most convenient for the client.
- ADAPT staff will be co-located within the Nurse Family Partnership (NFP) and Maternal Child Health (MCH) program sites

WHO WE ARE

- Program Manager – LCSW
- Clinical Supervisor – LMFT, PhD
- Quality Assurance Specialist
- Seven Clinicians
- Four Peer Supports
- Administrative Assistant

WHERE WE ARE LOCATED

The ADAPT program has a Clinician and a Peer Support staff at each of the six HHS Public Health Nurse offices to facilitate collaboration and involvement on a multi disciplinary team

- East County Public Health Center
- South Bay Public Health Center
- Central Public Health Center
- North Central Public Health Center
- North Coastal Public Health Center
- North Inland Public Health Center

San Diego County by Health and Human Service Agency (HHSA) Region



PROGRAM ELIGIBILITY

- Actively working with one of the Public Health Nursing Programs - Maternal Child Health or Nurse Family Partnership
- Must have current, at risk of, or history of peripartum mental health disorders such as anxiety or depression
 - Can also be referred for pre-existing disorders that are exacerbated by pregnancy/birth
- Issues related to bonding with a new baby, relationship issues surrounding the introduction of a new child or pregnancy

LEVELS OF SERVICE

- Level One High Need (treatment) services shall stabilize peripartum mood and anxiety disorders symptoms through therapy, provide access to a Peer Partner, and increase linkage to existing community resources and supports.
- Level Two Mild Need (linkage) services shall increase linkage to existing community resources and supports
- Level Two interventions are provided by Peer Support individuals who have lived experience that provide them the ability to help and support clients circumnavigate the resources and services available in San Diego

CLOSED REFERRAL PROCESS

- All referrals must come from one of the two Public Health Nursing Programs – Maternal Child Health or Nurse Family Partnership
- Referrals will be faxed to the ADAPT main office to be reviewed for level of service and assigned to a Clinician for intake

An example of an appropriate referral to the ADAPT program



Submit Form

Referral Form- ADAPT

Referral Date: 7/17/19
 Referral Source: Region EAST
 MCH
 NFP
 Name of Nurse: BOWEN
 Request for joint visit? Yes No

Client Information

Client Name: Sally Address: 2300 Center Dr.
 Insurance: Kaiser DOB: 3/2/81 Phone Number: 019-257-6141
 What is the best way to contact client? PHONE Who lives in residence? MOTHER, Boyfriend
 Primary Language: English Ethnicity: CAUCASIAN Other Agencies/Organizations Involved: MCH
 Emergency Contact: MAKE SURE Relationship: to complete Phone number: x x x

Clinical Information

Is the person interested in mental health services? Yes No Current Safety Plan: Yes No No Date: _____
 Substance Use: Yes No Substances used: Meth Date of Last use: 3/2018
 Medical Problems (including mental health): previous mental health dx / current medical dx
 Medications (currently taking and meds prescribed but not taking): NONE
 Presenting Peripartum Symptoms or Concerns (Including, but not limited to, pregnancy status, date of onset of symptoms, past/current mental/physical health diagnosis, any medication prescribed, any other relevant information)
Observations from nurse: CIT SEEMED IRRITABLE & DISINTERESTED in getting out of the house - HAS WORSENE DURING PREGNANCY
SELF-REPORTED SYMPTOMS FROM CIT: CIT STATES FEELS SAD AND tired regularly & has worsened since
 PHQ-9 score: 11 Date Administered: 7/1/19 Other Assessments conducted? giving Birth
 Current problems, barriers, challenges, or safety concerns? (Example: job status/income/housing/basic needs)
MOTHER STATES FEELS NEGATIVE & ANGRY FEELINGS TOWARD BABY. IS HAVING DIFFICULTY BONDING WITH BABY.

PHN Signature: Jaime Bowen Date: 7/17/19
 Phone: 019- Email: J.BOWEN...

ADAPT USE:

Level of care recommended? Level 1 Level 2

Level of care assigned? Level 1 Level 2 Therapist/Peer Partner Assigned: _____

Client Enrolled Yes No Date: _____ If no, why not? _____

QUARTERLY PRESENTATIONS

- Clinical Supervisor will be providing quarterly trainings to the PHN staff covering a variety of topics
- Topics derived from an online survey distributed to the nurses by the ADAPT clinical supervisor
- Some examples of potential training topics thus far are
 - PMADS 101 (perinatal mood and anxiety disorders)
 - Vicarious Trauma/Self Care
 - IPV (interpersonal violence)
 - Substance abuse and Co-occurring Disorders

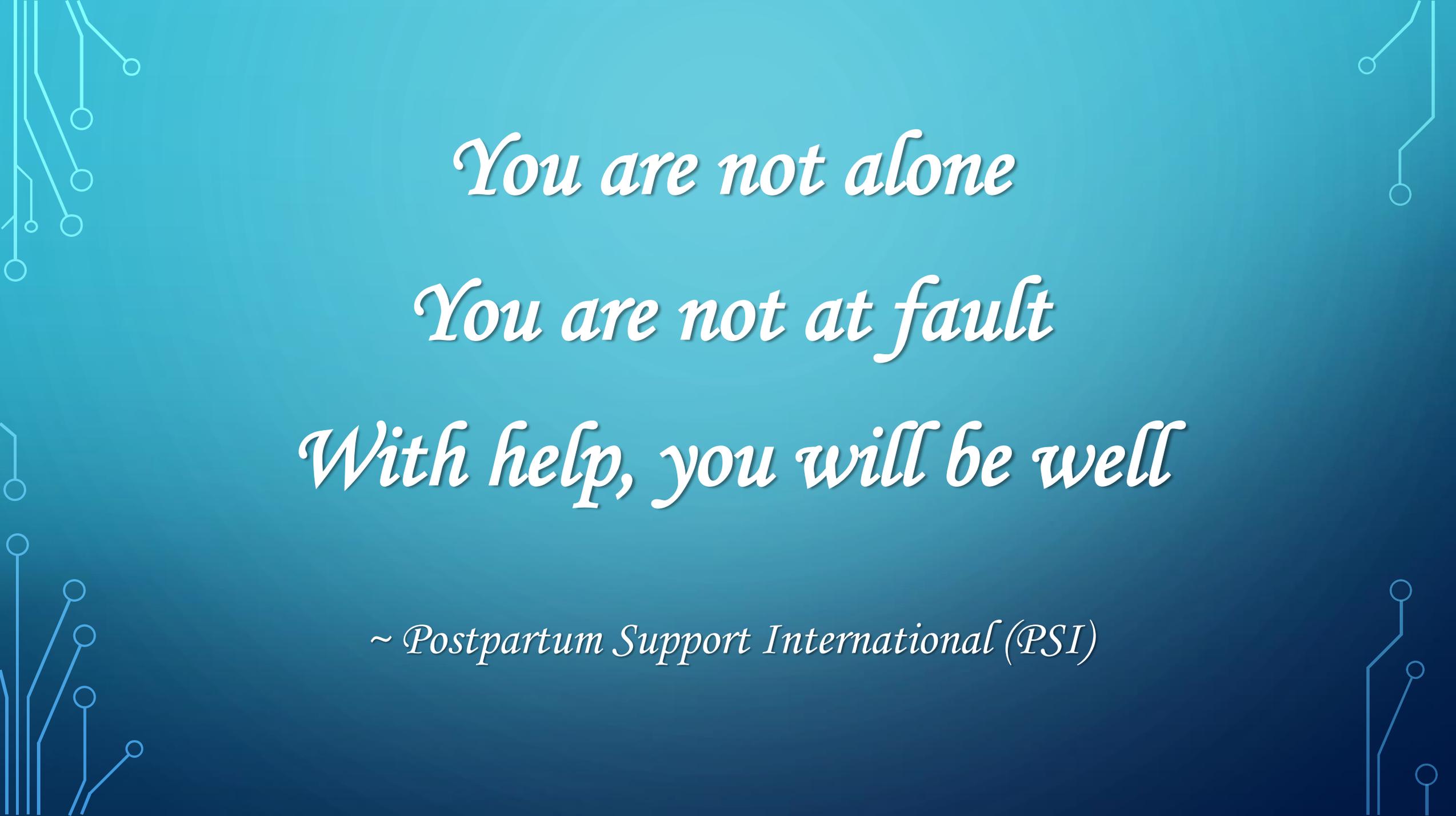
CONTACT INFORMATION

ADAPT Headquarters:

(619) 333-4250

Fax:

(619) 573-1226

The background is a dark teal gradient. In the corners, there are decorative white circuit-like lines with small circles at the ends, resembling a printed circuit board (PCB) layout. These lines are positioned in the top-left, top-right, bottom-left, and bottom-right corners.

You are not alone
You are not at fault
With help, you will be well

~ Postpartum Support International (PSI)



CCISC CADRE County of San Diego

Comprehensive, Continuous, Integrated System of Care(CCISC)

An Evidence--based Approach for Transforming Behavioral Health Systems by Building a Systemic Customer--oriented Quality Management Culture and Process

Description

The Comprehensive Continuous Integrated System of Care (CCISC) model has been developed over the last 15 years by ZiaPartners. It is an evidence-based model (Minkoff & Cline, 2004, 2005) that has been identified by SAMHSA as a “best practice” for system design, and has been used in dozens of local, regional, state or provincial systems of care internationally, including over 35 states in the U.S., 5 Canadian provinces, and several states in Australia. CCISC is designed to create a framework for systems to engage in this type of vision-driven transformation. It is built on the framework of the IOM Quality Chasm series, which has recommended the need for a customer-oriented quality improvement approach to inform all of health and behavioral health care.

History of CCISC CADRE

- ▶ December 2002 Dr. Ken Minkoff & Dr. Christie A. Cline (now ZIA Partners)
- ▶ CADRES II – XVI (2004–2016)
- ▶ 120 members in 2006 / over 400 today
- ▶ 2007 required committee attendance
 - Quarterly Meeting
 - Training & Implementation Committee
 - CYF Committee
- ▶ 2013 – Development of [CADRE Website](#)
[Facebook Page](#)
- ▶ 2015/16– Focus on Behavioral Health and Primary Healthcare integration, including Tobacco cessation

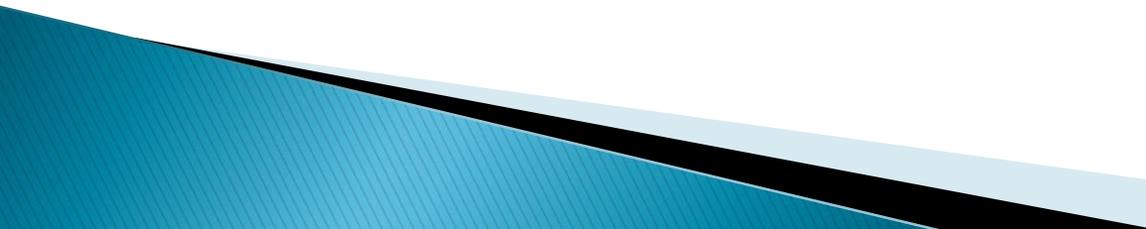
FOUR BASIC CHARACTERISTICS OF CCISC

- ▶ **1 System Level Change**
 - ▶ **2 Efficient Use of Existing Resources**
 - ▶ **3 Incorporation of Best Practices**
 - ▶ **4 Integrated Treatment Philosophy**
- 

System Level Change

- ▶ The CCISC model is designed for implementation throughout an entire system of care, not just for implementation of individual program or training initiatives. All programs are designed to become dual diagnosis capable (or enhanced) programs, generally within the context of existing resources, with a specific assignment to provide services to a particular cohort of individuals with co-occurring disorders.
- ▶ Implementation of the model integrates the use of system change technology with clinical practice technology at the system level, program level, clinical practice level, and clinician competency level to create comprehensive system change.

CADRE Mission

- ▶ CADRE functions as a team of change agents for the CCISC initiative.
 - ▶ Assist in the creation of empathic, hopeful, integrated services.
 - ▶ Understanding that co-occurring mental health and substance abuse disorders are an expectation not an exception.
 - ▶ Assist in the development and expansion of linkages between behavioral health and primary healthcare.
- 

Goals of CADRE

- ▶ Help individuals and programs evaluate where they are in working with clients with complex conditions
 - ▶ Explore ways in which we can improve as individuals, programs, and as a system
 - ▶ Provide support and assistance to one another during this journey
- 



Date	Time	Location	Mission/Purpose
Quarterly Committee – Co-Chairs Shannon Jackson & Myesha Barton			
Meets Quarterly-2nd Wednesday of Month (March, June, September, December)	12:00pm - 2:00pm	TBD	The mission of the CADRE (Change Agents Developing Recovery Excellence) is to function as a team of change agents for the Comprehensive Continuous Integrated System of Care (CCISC) initiative throughout San Diego County and to assist in the creation of empathic, hopeful and integrated services for clients and their families. The CADRE promotes the understanding that co-occurring mental health and substance abuse disorders, as well as the need for integrated health care, are expectations not exceptions.
Executive Committee – Co-Chairs Shannon Jackson & Myesha Barton (<i>This is a closed Committee</i>)			
Meets 2nd Wednesday of the Month*	12:00pm - 1:30pm	La Vista Room 3255 Camino Del Rio S San Diego CA, 92108	The mission of the Executive Sub-committee is to guide, oversee, and support all facets of the Cadre and <u>it's</u> subcommittees to ensure the implementation of the San Diego Comprehensive Continuous Integrated System of Care (CCISC) initiative.
Training and Implementation Subcommittee – Co-Chairs Alexis George & Maria Morgan			
Meets 3rd Wednesday of the month*	1:00pm - 2:30pm	Conference Room 6505 Alvarado Road, #107 San Diego, CA 92120	To develop integrated co-occurring training and technical assistance in accordance with CCISC and COCE standards; To create healthy communities using <u>evidence based</u> practices; To provide a vital link between systems, consumers and families.
CADRE CYF Subcommittee – Co-Chairs Julie McPherson & Marisa Varond			
Meets Quarterly 2nd Thursday of the month* (January, April, July, October)	1:30pm - 3:00pm	NAMI San Diego Conference Room 5095 Murphy Canyon Road, Suite 320 San Diego, CA 92123	The mission of the San Diego CADRE CYF Subcommittee is to strengthen the CCISC initiative in its vision to deliver wide-ranging services for children, youth and families. We will serve as a forum for service providers to enhance treatment for children and adolescents experiencing or impacted by co-occurring disorders in order to promote health and resiliency within our youth.

*No Subcommittee meetings on the same month as the CADRE Quarterly meetings.



HOME CADRE & MORE CONTACT US LOG IN

FOR CONSUMERS

Thank you for stopping by! As a consumer, you are our focal point and highest priority in everything we do. The San Diego County CADRE and all its member organizations are committed to improving the lives of people with mental health and substance use issues.

Our goal for consumers is a "No Wrong Door" policy when seeking treatment at any service provider in San Diego County! Feel free to explore this website or read more below to find useful links and information:

[Read More](#)

SERVICE PROVIDERS

Now over 300 members strong, this section is all about making things better for you, your organization, and your clients. Receive great benefits from attending Quarterly Meetings, participate in subcommittees to shape, develop and improve everyone's services, and much more!

Discover a professional and collaborative world by logging in to the member exclusive section. Please note: your agency or service provider is required to be a CADRE member for you to access the member-only section.

[Read More](#)

CADRE DEVELOPERS

The CADRE concept with its ideas, principles, and far-reaching positive impact on individuals, communities, and service providers is catching on across the Country.

There is no CADRE in your area or county yet? Do you have a CADRE initiative but are not sure how to move forward or grow? Let us inspire, motivate, and assist you on every level! CADRE San Diego is eager to get you started! Read more below or contact us directly!

[Read More](#)

LATEST ADDITIONS

NEXT CADRE TRAINING

CADRE XIX will start February 2019

TOBACCO CESSATION INITIATIVE

The CCISC CADRE and the Tobacco Cessation Workgroup are excited to

OUR SUCCESS STORIES



Image by Flickr/linh.ngan

ASK THE EXPERTS

Welcome to the Ask the Experts section - a place where curiosity gets nurtured as much as problem solving and out of the box thinking.

- › How do I become a CADRE member?
- › Questions and answers for Consumers
- › Questions and answers for Providers
- › Questions and answers for Developers
- › Things you always wanted to ask...!

SCREENING AND OTHER TOOLS & DOCUMENTS

Filename	Size	Date & Time
 CADRE Internal CADRE Training 2018-11-2.pdf	161.94 KB	2018-11-19
 CCISC-Principles-description-rev-111015.pdf	221.05 KB	2017-03-21
 CCISC Annual Report Template FY 18-19 - Master.xlsm	295.15 KB	2019-07-08
 CCISC Consensus Document 2017.pdf	200.97 KB	2017-06-06
 COC-WelcomeLtr-JMc-Client_English_Ltrhd.pdf	732.34 KB	2017-08-02
 CODECAT-EZv1.0.pdf	255.22 KB	2013-12-11
 COMPASS-PREVENTION-v1.pdf	179.6 KB	2016-12-16
 COMPASSEZv2.pdf	1.67 MB	2016-11-11
 Coc_Welcome_ltr_Clients_English_Span_McAlister_2017_08_10.pdf	1.48 MB	2017-08-11
 DDCATToolkit.pdf	1.35 MB	2014-12-11
 DDCMHT4Toolkit.pdf	1.4 MB	2014-12-11
 DDCMHT CYF Adjusted Scoring Summary 4.12.19.xls	357 KB	2019-06-28
 DualCapableandEnhancedDefinitions041414.pdf	212.58 KB	2014-10-19
 ILSAv12013.pdf	195.53 KB	2016-12-16
 MDSDAS07152015.pdf	206.69 KB	2016-11-11
 NIMHC Welcome Statement.pdf	185.16 KB	2017-08-08
 Telecare Corporation Welcome Letter.pdf	245.84 KB	2017-08-08
 Welcoming Statement 12.15.pdf	55.89 KB	2017-08-08
 cadre8principles.pdf	114.83 KB	2017-04-25



Comprehensive, Continuous, Integrated System of Care **FY 18-19**

The CCISC annual report serves as a summary of a program's efforts to provide care that aligns with the Comprehensive, Continuous, Integrated System of Care (CCISC) principles. Instructions are listed below on how to properly complete and submit this report.

Agency	
Program	
Contract Number	
Submitted by	
Job Title	

Instructions

- Report Due: July 15th, 2019
- Complete report cells in blue. Cells that are white are either calculated fields or prepopulated fields and are not meant for manual entry.
- Complete the Agency, Program, Contract Number, and Submitted By fields above.
- These fields will populate the header in the Goals tab.
- All programs will complete the Goals and Trainings tab.
- The COMPASS, DDCMHT and DDCAT tools should be completed at the program level, not at the agency level.
- For more information, please visit the [CADRE San Diego](#) website.

Goals

- Make sure to "Enable Content" when prompted by Excel. A yellow bar should appear prompting you to do so.
- Make sure to indicate if your program is in maintenance of its Action Plan goals or not by using the dropdown on the Goals tab in cell G10. This action will populate the necessary fields to be completed.
- Select "Yes" to complete the Maintenance section if your program is in maintenance of your Action Plan goals, making sure to indicate the goals that are being maintained.
- Select "No" to complete the Action Plan section if your program has a plan and is currently working on goals.
- Action Plan goals are initially developed from your COMPASS results.
- Goals should address areas that have low scores.
- Programs should outline Goals and steps to be taken to achieve this goal.
- A minimum of 75% of the action items shall be completed within 12 months. If a Goal is not completed in the review year, this goal should be re-evaluated to determine if new action steps need to be taken to achieve the goal or if the goal is still appropriate.
- A follow up COMPASS should be completed to demonstrate improvement in scores.
- Once all the Goals developed from the COMPASS are completed, programs are encouraged to complete the DDMHT or DDCAT.

Trainings Tab

- List all CCISC/Co-occurring trainings that your staff has attended during the fiscal year this report covers.
- Trainings listed should include those that have expanded staff knowledge of mental health and substance use disorders.
- Trainings can include both in-house trainings or external trainings.

Goals

- *Make sure to "Enable Content" when prompted by Excel. A yellow bar should appear prompting you to do so.*
- *Make sure to indicate if your program is in maintenance of its Action Plan goals or not by using the dropdown on the Goals tab in cell G10. This action will populate the necessary fields to be completed.*
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CADRE XX

Training Series Registration Form



Name:

Position:

Agency:

Program Name:

Program Address:

Work e-mail:

Program Manager's Name:

Program Manager's e-mail:

Check to verify you can attend all dates:

Check Region Program Serves:

Central N. Central East South N. Inland N. Coastal Countywide

License/Certification Number:

*Prerequisite: 11-hour Introduction to Motivational Interviewing through RIHS or another program/agency.

Registration closes on January 10, 2020

What to expect

Module 1	Module 2	Module 3	Module 4	Module 5
Feb 6 8:30am-12:30pm	Feb 27 8:30am-4:30pm	Mar 19 8:30am-4:30pm	Apr 16 8:30am-12:30pm	May 14 8:30am-4:30pm
CADRE Overview	CCISC Tools	Integrated Assessment	Stages of Change/ Stage Specific Plans	Change Management, Implementation of CCISC, Graduation



homework between sessions



site visits



supplemental eLearnings



training reminders

Address: The Academy for Professional Excellence, 6367 Alvarado Ct, St 105



To Register, email completed form to: yvonne.gage@scounty.ca.gov or via fax to (619)563-2775

Office Use Only:
CADRE XX Division -Rep

CYF MH CYF SUD

Questions?

*Thank
you!*

CADRE Committees Meeting Times and Dates

Updated: October 2019

Date	Time	Location	Mission/Purpose
Quarterly Committee – Co-Chairs Shannon Jackson & Myesha Barton			
Meets Quarterly-2nd Wednesday of Month (March, June, September, December)	12:00pm - 2:00pm	TBD	The mission of the CADRE (Change Agents Developing Recovery Excellence) is to function as a team of change agents for the Comprehensive Continuous Integrated System of Care (CCISC) initiative throughout San Diego County and to assist in the creation of empathic, hopeful and integrated services for clients and their families. The CADRE promotes the understanding that co-occurring mental health and substance abuse disorders, as well as the need for integrated health care, are expectations not exceptions.
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Meets 2nd Wednesday of the Month*	12:00pm - 1:30pm	La Vista Room 3255 Camino Del Rio S San Diego CA, 92108	The mission of the Executive Sub-committee is to guide, oversee, and support all facets of the Cadre and it's subcommittees to ensure the implementation of the San Diego Comprehensive Continuous Integrated System of Care (CCISC) initiative.
Training and Implementation Subcommittee – Co-Chairs Alexis George & Maria Morgan			
Meets 3rd Wednesday of the month*	1:00pm - 2:30pm	Conference Room 6505 Alvarado Road, #107 San Diego, CA 92120	To develop integrated co-occurring training and technical assistance in accordance with CCISC and COCE standards; To create healthy communities using evidence based practices; To provide a vital link between systems, consumers and families.
CADRE CYF Subcommittee – Co-Chairs Julie McPherson & Marisa Varond			
Meets Quarterly 2nd Thursday of the month* (January, April, July, October)	1:30pm - 3:00pm	NAMI San Diego Conference Room 5095 Murphy Canyon Road, Suite 320 San Diego, CA 92123	The mission of the San Diego CADRE CYF Subcommittee is to strengthen the CCISC initiative in its vision to deliver wide-ranging services for children, youth and families. We will serve as a forum for service providers to enhance treatment for children and adolescents experiencing or impacted by co-occurring disorders in order to promote health and resiliency within our youth.

*No Subcommittee meetings on the same month as the CADRE Quarterly meetings.

For further information, please contact CADRE Administrative Support at RIHS e-mail cadre-rihs@sdsu.edu.

CANS - Child and Adolescent Needs and Strengths

New Microlearning designed to assist with the introduction to the CANS and the CANS Certification/Recertification Process

<https://theacademy.sdsu.edu/programs/rihs/cyf-outcomes/>

The screenshot shows the Academy for Professional Excellence website. The header includes the logo and tagline "We create experiences that transform the heart, mind and practice." Below the header is a navigation menu with options: ACADEMY, APSWI, CWDS, LIA, RIHS, SACHS, and TRIBAL STAR. The main content area is titled "CYF Outcomes" and includes sections for "PSC-35 AND CANS", "CANS MICROLEARNING" (with a link to "Intro to CANS for BHS CYF Providers Microlearning"), and "USER GUIDE" (with a link to "CANS Certification User Guide (pdf)"). There is also an "LMS Login" section with "LOG INTO LMS" and "CREATE AN ACCOUNT" buttons.

The screenshot shows a video titled "Introduction to CANS for BHS CYF Providers". The video features a young girl and a woman sitting at a table, with the girl holding a tablet. The video is part of the "CANS MICROLEARNING" series. Logos for the Academy for Professional Excellence, RIHS, County of San Diego HHSA, and Live Well San Diego are visible at the bottom of the video frame.



We create experiences that transform the heart, mind and practice.

Date: November 14, 2019
CYF Memo: #13 - 19/20
To: CYF Providers
From: Yael Koenig, CYF Deputy Director
Re: **Holiday Closure FY19-20 for Children, Youth & Families Programs**

As we approach the holiday season we would like to review the office closure protocol for holidays or organizational events. Programs can locate specific program expectations in the contract Statement of Work and or the Substance Use Disorder Provider Operations Handbook (SUDPOH). Outpatient programs generally follow the County holiday schedule which is attached for your reference. Residential programs remain open 365 days a year. Substance Use Disorder programs generally are not closed for more than three consecutive days (including weekends). If staffing is reduced during the holidays, regular program activities (such as groups, individual sessions, or assessments) are expected to continue.

Programs who intend to have program closure that is not specified in the Statement of Work need to pro-actively reach out to the Contracting Officer Representative (COR) to provide rationale and obtain written approval.

For all Children, Youth and Families (CYF) Program closures, the following must be adhered to:

- All clients and/or caregiver to receive advance notice of closure
- Stakeholders and referral sources to be notified of closure in advance
- Visible and legible signs regarding closure to be displayed, minimally, at the entrance of the building/ program
- Outgoing phone messages to inform caller of closure and available resources (i.e. hotline numbers, cell phone numbers, or other emergency numbers)
- Closures of up to 2 hours do not need approval from Contracting Officer's Representative (COR)
- Proposed closures are finalized with written approval by the COR

The Children, Youth, and Families team wishes your team and the children and families you serve a happy and safe holiday season!

Attachment: County Holiday Schedule 2019-2020

County Holiday Schedule

2019

January 1	New Year's Day
January 21	Martin Luther King Day
February 18	President's Day
April 1	Cesar Chavez Day
May 27	Memorial Day
July 4	Independence Day
September 2	Labor Day
November 11	Veteran's Day
November 28 & 29	Thanksgiving
December 25	Christmas Day

2020

January 1	New Year's Day
January 20	Martin Luther King Day
February 17	President's Day
March 31	Cesar Chavez Day
May 25	Memorial Day
July 3	Independence Day
September 7	Labor Day
November 11	Veteran's Day
November 26 & 27	Thanksgiving
December 25	Christmas Day

How To Apply for Medi-Cal?



Online



www.mybenefitscalwin.org

At My Benefits CalWIN, you can:

- Find out if you are eligible for CalFresh and/or Medi-Cal benefits
- Start the application process by completing an online application
- Submit electronic copies of verifications



www.coveredca.com

At Covered California, you can:

- Apply online for Insurance Affordability Program
- This includes Medi-Cal and Subsidized Health Insurance

Via Mail



Mail-In applications may be requested by calling:

- **ACCESS Call Center: 866-262-9881**

Hours: 8 am – 5 pm, Mon – Fri

- **2-1-1**

Hours: 24 hours/7 days a week

Applications and/or verifications may be mailed to:

**County of San Diego
Health and Human Services Agency
APPLICATION**

P.O. Box 85025

San Diego, CA 92186-9918

You may also send questions or report case changes via email:
pubassist.HHSA@sdcounty.ca.gov

In Person



In-person applications may be obtained at the following facilities:

- Fallbrook Community Resource Center
- Ramona Community Resource Center
- Centre City Family Resource Center
- El Cajon Family Resource Center
- Lemon Grove Family Resource Center
- North Central Family Resource Center
- NorthCoastal Family Resource Center
- Northeast Family Resource Center
- North Inland Family Resource Center
- Chula Vista Family Resource Center
- Southeast Family Resource Center
- Live Well Center - National City

Hours: 7 am – 5 pm, Mon-Fri

Visit the link below for addresses:
[http://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/medi-cal/program/how to apply.html](http://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/medi-cal/program/how%20to%20apply.html)

COUNTY OF SAN DIEGO

SUBSTANCE USE DISORDER SERVICES

Free for Medi-Cal and Other County-Funded Eligible Youth and Adults
(Additional services covered by Medi-Cal effective July 1, 2018)

HOW TO FIND SERVICES?

- Call the toll-free **Access and Crisis Line (ACL)** at **(888) 724-7240**, 24-hours a day, 7 days a week for a Substance Use Disorder (SUD) screening and referrals to SUD services.
- Visit the County of San Diego Health & Human Services Agency SUD Services page to find providers near your preferred location: http://www.sandiegocounty.gov/hhsa/programs/bhs/alcohol_drug_services/

With either option, a SUD provider can be selected based on language, cultural, service, and/or location needs. An intake appointment should be scheduled no later than 10 business days from the screening or referral.

WHO IS ELIGIBLE?

Adolescents and adults can access no-cost or low cost SUD treatment services at any network provider if at least one of these criterias are met:

- San Diego County Resident
- Medi-Cal Eligible
- Other County Funded Program Participant

*Note: Pregnant women have **priority admission** to recovery and treatment programs.*

WHAT SERVICES ARE AVAILABLE?

Current SUD Services Covered by Drug Medi-Cal

- Outpatient treatment:
 - Individual
 - Group sessions
- Intensive Outpatient Treatment
- Residential Treatment:
 - Perinatal only (16 beds or less)

Covered Services After the Implementation of the Drug Medi-Cal Organized Delivery System (DMC-ODS) (Effective July 1, 2018)

- Outpatient treatment:
 - Individual
 - Group sessions
- Intensive Outpatient Treatment
- Residential Treatment:
 - Perinatal, Youth, Adult
- Medication Assisted Treatment
- Withdrawal Management (Detox)
- Case Management
- Recovery Support Services
- Physician Consultation

WHAT IS MEDICAL NECESSITY?

To receive services, individuals need to be assessed and diagnosed with a substance use disorder (SUD) by a qualified clinician and referred to services that do not exceed their level of need. Adolescents and young adults (ages 12-21) can also receive preventative services if at-risk for developing a SUD.



Drug Medi-Cal (DMC) Organized Delivery System (ODS)

Services starting July 1, 2018



What are DMC-ODS and ASAM Criteria?

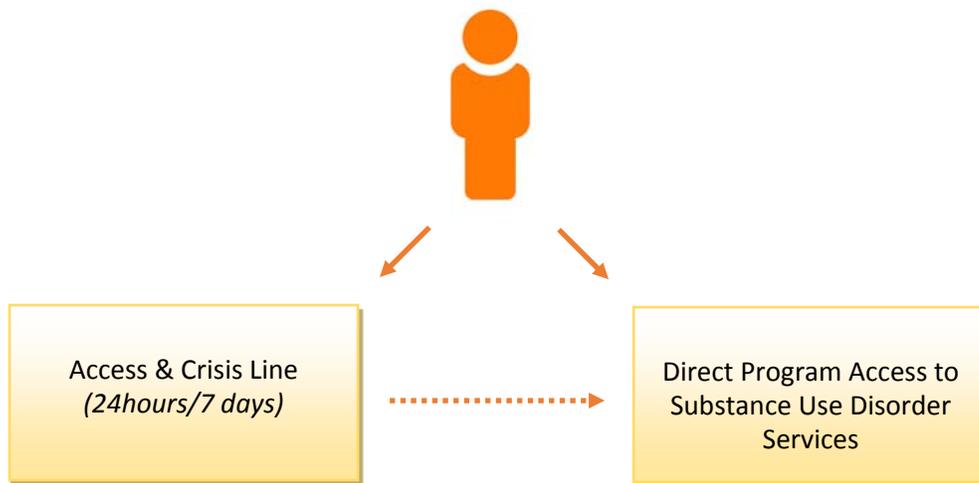
The Drug Medi-Cal Organized Delivery System

The DMC-ODS provides California counties the opportunity to expand access to high-quality care for Medi-Cal enrollees with substance use disorders (SUD). Counties participating in the DMC-ODS are required to provide access to a continuum of SUD benefits modeled after the American Society of Addiction Medicine (ASAM) Criteria. Through the DMC-ODS, eligible enrollees will have timely access to the care and services they need for a sustainable and successful recovery.

ASAM Criteria

The ASAM Criteria is a proven model in the SUD field, and is the most widely used and comprehensive set of guidelines for assessing patient needs and optimizing placement into SUD treatment. The ASAM Criteria provides a consensus based model of placement criteria and matches a patient's severity of SUD illness with treatment levels. Counties implementing the DMC-ODS are required to use the ASAM Criteria to ensure that eligible beneficiaries have access to the SUD services that best align with their treatment needs.

How do Clients Access Services?



Care Coordination

Case Managers at Substance Use Disorder Treatment Programs coordinate care to social, physical and mental health services to support whole person needs of the client.

Questions?

Info-DMC-ODS.HHSA@sdcounty.ca.gov

Drug Medi-Cal (DMC) Organized Delivery System (ODS)



	Pre-ODS SUD System	Post-ODS SUD System
TOTAL # of Admissions	15,724 admissions *	Projected increase in admissions by 30% within the next 3 fiscal years (includes OTPs)
TOTAL # of Unique clients	11,307 clients *	Projected increase in number of unique clients served by 30% within the next 3 fiscal years (includes OTPs)
Residential Beds	965 beds (includes 85 Withdrawal Management)	Projected Increase of 10% annually for the next 3 fiscal years (~1250 total beds)
Medi-Cal Reimbursable Services	<p>If provider is DMC certified:</p> <ul style="list-style-type: none"> • Outpatient treatment: <ul style="list-style-type: none"> ◇ Individual (crisis only) ◇ Group sessions • Intensive Outpatient Treatment • Residential Treatment: <ul style="list-style-type: none"> ◇ Perinatal only 	<ul style="list-style-type: none"> • Outpatient treatment: <ul style="list-style-type: none"> ◇ Individual (no limits) ◇ Group sessions • Intensive Outpatient Treatment • Residential Treatment: <ul style="list-style-type: none"> ◇ Perinatal ◇ Youth ◇ Adult • Opioid Treatment Programs • Medication Assisted Treatment • Withdrawal Management (Detox) • Case Management • Recovery Support Services (After Care) • Physician Consultation
Key Components	<ul style="list-style-type: none"> • Delivery system inconsistent • Services provided if capacity available • DMC certification not required -- Limited federal revenue • Low provider rates • Limited quality oversight by counties • No placement authorization & monitoring • Opioid (Narcotic) Treatment Programs (NTP): direct state contract, inconsistent county oversight & coordination of services • Limited individualized services 	<ul style="list-style-type: none"> • Organized, integrated system of care • Entitlement; increased access & timely service • DMC certification required -- Increased federal revenue • Increased provider rates • Increased quality oversight & accountability • Centralized placement authorization & monitoring • Opioid (Narcotic) Treatment Programs (OTP): direct county contract, county oversight, additional services & care coordination • Increased individualized treatments to meet the needs of Justice involved clients

* Reference: BHS Databook Fiscal Year 16/17 (Excludes OTP contracts with the State)