

Access to Treatment Call Center

July 5, 2019

Why the Change?

- After reviewing the data, we noticed the call volume was not as heavy
- Improve efficiency
- Supports current workflows
- Standardizes process across all regions

Wait, what's happening?

Affects the 24/7 toll-free number during normal business hours

Community continues to call the centralized number 1-888-258-6029

Message asks if person wants Spanish or English

Message asks the regional clinic the person will like to contact (Salinas, Marina, Soledad, King City)

Calls answered by PSR

Calls transferred to Clinician of the Day (usual workflow standard)

Change: All Clinicians of the Day are part of the "Call Center" support

What is Solidus

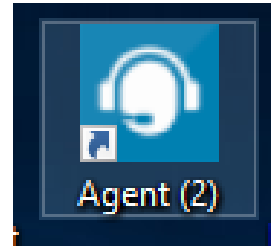
- Program supports data collection (data required for State requirement)
 - Number of calls (call volume)
 - Time spent on calls
 - Location of calls
 - Calls diverted to voicemail
- Program allows multiple staff to receive calls
 - Program is launched from your desktop (called Agent)
 - Staff log on to Solidus to be available to take calls
 - Program divers calls to voicemail

What will remain unchanged?

- Alameda Crisis Center will continue to answer telephone calls from the 24/7 telephone number during non-normal business hours and holidays
- The 24/7 telephone number is used by individuals requesting services or information about services we provide
- All clinics presently have a designated telephone number which will remain in place
 - Clients/family can continue to call directly to those lines
 - These numbers are not on Solidus. This means, PSRs will continue to receive these calls

Okay, let's see this Solidus

- Agent icon will be on your desktop
- Click the Agent icon
- The log in window will launch
 - Click OK

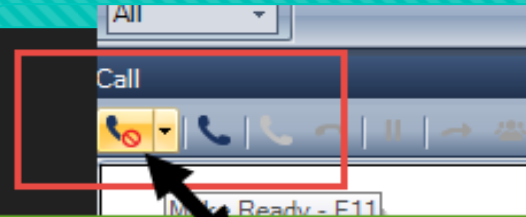


User Logon

Logon ID:	<input type="text" value="RoblesL"/>
Password:	<input type="password" value="....."/> <input type="button" value="..."/>
Extension Number:	<input type="text"/>
Extension Password:	<input type="text"/>
Extension Type:	<input type="text" value="Desktop Phone"/> ▼

Red, Green, Red.....

- Green telephone symbol means READY
- Red telephone symbol means NOT Ready

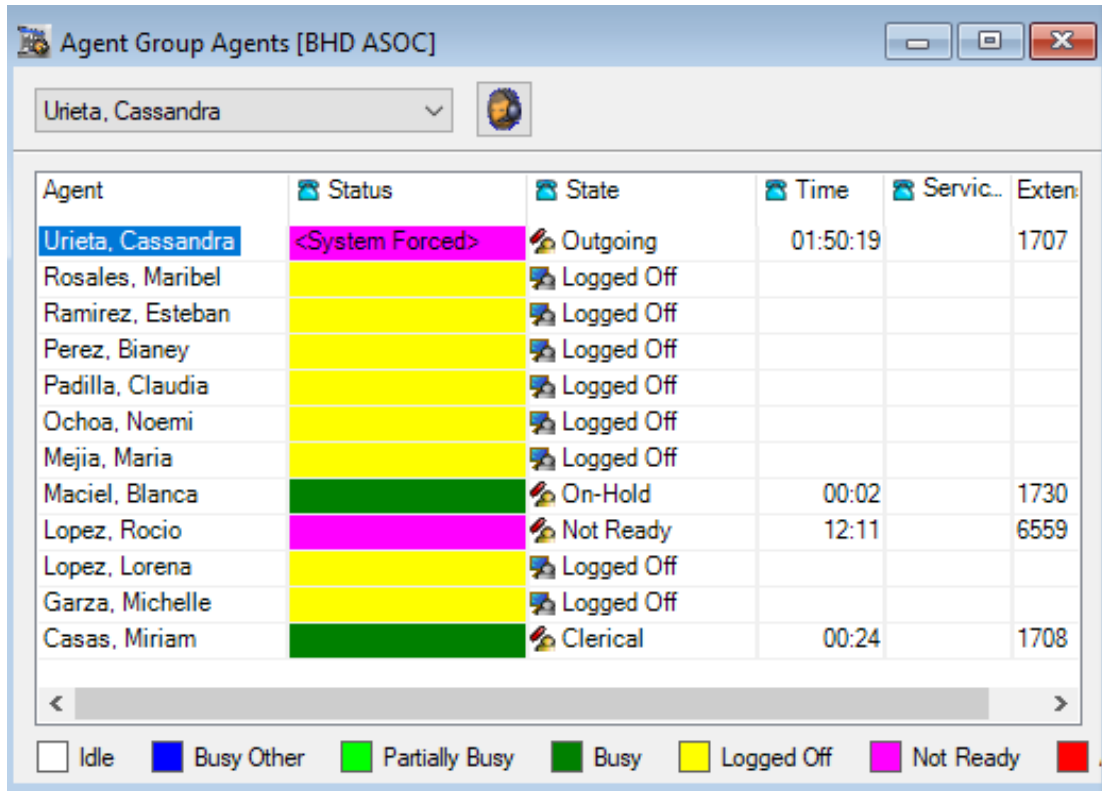


Click on the telephone symbol. Make sure you see a **green check**. This lets the software know you are ready to take calls.



Click on the telephone symbol, making sure it has the **red-NOT READY** symbol when taking your breaks. When you return, click the telephone symbol to green to let the software know you are ready to take calls again.

At a Glance



Agent	Status	State	Time	Servic..	Exten.
Urieta, Cassandra	<System Forced>	Outgoing	01:50:19		1707
Rosales, Maribel	Logged Off	Logged Off			
Ramirez, Esteban	Logged Off	Logged Off			
Perez, Bianey	Logged Off	Logged Off			
Padilla, Claudia	Logged Off	Logged Off			
Ochoa, Noemi	Logged Off	Logged Off			
Mejia, Maria	Logged Off	Logged Off			
Maciel, Blanca	On-Hold	On-Hold	00:02		1730
Lopez, Rocio	Not Ready	Not Ready	12:11		6559
Lopez, Lorena	Logged Off	Logged Off			
Garza, Michelle	Logged Off	Logged Off			
Casas, Miriam	Clerical	Clerical	00:24		1708

Legend:
Idle (white) | Busy Other (blue) | Partially Busy (light green) | Busy (dark green) | Logged Off (yellow) | Not Ready (pink) | Idle (red)

System Forced means you did not log out before leaving your desk and you were offered a call. You will need to log on again to make yourself ready to take a call

Logged Off means you need to click on the green telephone

Idle means you are ready to take calls

- This dashboard gives you a quick look at all the happenings
- This is way to support each other and remind each other of the Green and Red telephone icons

Standardization

- Standardizing is helpful.
 - Supports callers receiving same information/greeting when calling
 - Improves efficiencies when covering any region
 - We have developed a script to help this standardization (English and español)

PSR Script (English)

GREETING	
Thank you for calling Monterey County Behavioral Health. My name is _____.	
In case we get disconnected, can I get your FULL Name, Phone Number, and Date of Birth of the person whom you are calling about? Thank you	
Are you currently receiving services with us?	
Yes	No
Do you know the name of the worker? Get worker's name	For address, telephone, clinic hours, and directions to clinics ➤ PSR to provide this information
Contact SW directly ➤ Transfer call (if caller knows name of worker)	Locate Clinician of the Day and transfer caller ➤ If not available, send call to "generic" voicemail

Using the Script

Things to Know

We offer both, mental health (MH) or substance use disorder (SUD) services. A variety of services are available for all ages.

General Information:

To access services, you can call the clinic during normal business hours 8AM – 5PM or call 1-888-258-6029. Or you can walk-in to our regional clinics.

A staff member will assess whether you qualify for services. They will ask you questions about your needs and questions about your insurance benefits.

All resources and information is found here:

<https://www.co.monterey.ca.us/government/departments-a-h/health/behavioral-health/how-to-get-started>

Problem Resolution Process

- You have the right to let us know if you are unhappy or dissatisfied. We have a formal grievance process. You can walk in or call during normal business hours to a member of our Quality Improvement team. Grievance forms are available in our lobby.
 - If caller has a complaint or grievance:
 - Would you like a staff member to call you back?
 - You may also contact our QI department at (831) 755-4545
- Additionally, you have the right to appeal a decision. An appeal is a request for a review if your services have been reduced, suspended, terminated or if you are denied MH services.
 - There is an expedited appeal process if your health and wellness may be in danger from a reduction in services
 - There is also a State Fair Hearing process if you are not getting what you need from your county.
- You may call or walk in during normal business hours to speak with a QI team member. Would you like their address and phone number?
 - 1611 Bunker Hill Way, Suite 120, Salinas, CA 93906 (831)755-4545
- Would you like a staff member to call you back?

All resources and forms are found here:

<https://www.co.monterey.ca.us/government/departments-a-h/health/behavioral-health/client-resolution-process>

Things to Know- Additional Information

Resources can be found here

