

Quality Improvement Newsletter

County of Monterey



MONTEREY COUNTY BEHAVIORAL HEALTH
 Avanzando Juntos
 Forward Together

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IT'S TAX SEASON



DON'T LET YOUR MONEY GO DOWN THE DRAIN. GET FREE TAX PREP!

United Way's Volunteer Income Tax Assistance service (VITA) is focused on putting more money into the pockets of working families. IRS-trained volunteers offer FREE Tax Prep for families and individuals who earned less than \$54,000 in 2017! Their goal is to make sure you get your FULL refund, claim all your eligible credits, and learn to use taxes to grow your assets! You can count on VITA to provide the highest quality tax service to families, individuals, and some small business owners.

There are TWO ways to file: Online using their FREE software (myfreetaxes.com), or in person at one of their many tax sites ([Click here for list of sites](#)) throughout Monterey County. It's YOUR money!

You earned it, They'll help you keep it.

MAINTENANCE OF CREDENTIALS - (PROTOCOL)

As part of our ongoing Quality Improvement we have designed a report with information on the credentials/title staff have in Avatar. Staff credentials/title should be updated in the Avatar system when changes occur to accurately reflect the staff scope of practice. Additionally, staff credentials are used to determine what forms staff may access in Avatar as well as used for ongoing utilization and audit reviews.

Each program is responsible for maintaining staff credentials/title up-to-date to avoid disallowance, scope of practice concerns, reimbursement issues, and just plain misunderstandings.

PROCEDURES:

- For **County** Programs: Each program may run *844 Current Team List* report to see the most up-to-date list of staff in your program and credentials/title.
- For Contracted **Providers**: Each provider program may run report *675 Provider Active Users* report to see the most up-to date list of staff and credentials/title.

*Please refer to the memo for complete procedural details.

ROLE-BASED ACCESS TO AVATAR - (PROTOCOL)

As part of our ongoing Quality Improvement we have made some modification and strengthened permission to access of forms in Avatar to comply with scope of practice. Effective 1/1/18, staff members have access to forms in accordance with credentials/title and scope of practice. We refer to this as “role-based” designation. This means that staff members have access to forms based on their roles within the organization and/or within the treatment team. For example, if your role designation is that of a NON-licensed, licensed-eligible, waived staff (SWIII, MHR, MHRS, BHA, administrative, etc.), then your assigned designation would **not** authorize access or use of the Universal Assessment form as this form is intended to be completed by licensed/licensed-eligible/waivered staff.

CPI Non-Violent Crisis Intervention



With CPI certified trainers, Melanie Rhodes and Mandy Briseño, the first 2018 CPI training was a success.

With the focus on prevention, the trainers provided great scenarios and opportunities for staff to learn and try some proven strategies that support safety and may help defuse situations to help reduce the risk of injury. This first cohort of students included our Behavioral Health Director, Amie Miller, Deputy Directors for Access, Children, Adult Systems of Care, along with Managers and Supervisors across the organization. This training provided an opportunity for staff to work together and even enjoy a few laughs along the way.

CPI Training is available.

CPI Non-Violent Crisis Intervention Training

April 27, 2018 @ 8:30 am – 4:30 pm

Marina Training Center
299 Twelfth St
Marina, CA 93933

Course Description

The Nonviolent Crisis Intervention® program is a safe, non-harmful behavior management system designed to aid human service professionals in the safe management of potentially disruptive and assaultive behavior, even during the most intense moments. It has been developed and taught by the Crisis Prevention Institute, a training organization devoted to training staff in the safe management of potentially violent behavior.

Course Objective

- Train staff with evidence based techniques effective in identifying and intervening with an agitated individual
- Explore what staff can do before, during and after crisis situations occur
- Provide nonverbal, paraverbal, verbal communication skills and physical safety skills to allow the staff to maintain the best possible care, welfare, safety and security, for all involved

Registration is done through the myLearningPointe learning system. <https://www.mylearningpointe.com/>

2018 March & Trainings

PROGRESS NOTE WRITTING

March 6, 2018 8:30 am - 12:00 pm

Whitney Conference Rooms A, B, & C
1270 Natividad Road
Salinas, CA 93906

5150 LEGAL REQUIREMENTS

March 21, 2018 1:00 pm - 3:00 pm

Whitney Conference Room B
1270 Natividad Road
Salinas, CA 93906

TREATMENT PLANNING

March 22, 2018 1:00 pm - 5:00 pm

Whitney Conference Rooms A, B, & C
1270 Natividad Road
Salinas, CA 93906

UNIVERSAL PSYCHOSOCIAL ASSESSMENT

March 22, 2018 8:00 am - 12:00 pm

Whitney Conference Rooms A, B, & C
1270 Natividad Road
Salinas, CA 93906

5150 PRACTICAL ASPECTS

March 23, 2018 2:00 pm - 5:00 pm

Marina Training Center
299 Twelfth St
Marina, CA 93933

To Register for any of
these trainings, [click here](#)

For instructions on how
to register [click here](#)

Avatar Training

myAVATAR

March 16, 2018
9:00 am - 4:30 pm

[Click here to register](#)

myAVATAR

April 20, 2018
9:00 am - 4:30 pm

[Click here to register](#)

Location for both trainings:

MCHD - Whitney Rooms
1270 Natividad Road
Salinas, CA 93906

CONTACT US IN QUALITY IMPROVEMENT.



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