

County of Monterey

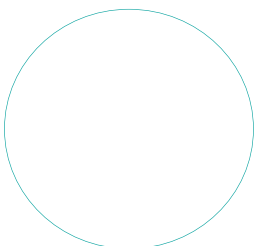
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*"A customer is the most important visitor on our premises.*

*He is not dependent on us. We are dependent of him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so"*

*-Mahatma Gandhi*



## AVATAR: DIAGNOSIS FORM TRAINING

On September 14, 2015, Monterey County Behavioral Health will be using an improved myAvatar diagnosis form. The new diagnosis form is designed to be easier to use and will operate differently from past versions. This change is the result of a HIPAA requirement that mandates the use of ICD-10 code sets. ICD-10 code sets have updated medical terminology and classifications which will

provide better data for measuring the care provided to our clients and for making clinical decisions. A new user guide, and training videos are available on the [QI website](#) to assist you in using the new form. Training in the use of the new diagnosis form will be done remotely using GoToMeeting and will take only 10 minutes.

### My Avatar New Diagnosis Form Training Details

Tuesday	Wednesday	Thursday
10:00 am	10:00 am	10:00 am
2:00 pm	2:00 pm	2:00 pm
4:00 pm	4:00 pm	4:00 pm

Please join the meeting from your computer, tablet or smartphone: <https://global.gotomeeting.com/join/300885053>. You can also dial in using your phone. **US: 1 (224) 501-3212 Access Code: 300-885-053**

## QUALITY IMPROVEMENT HELPLINE



The Quality Improvement staff have been busy answering your calls on the QI Helpline.

The Helpline was designed as a resource for staff to get support on an array of topics, including information on trainings, AVATAR support, and clinical consultation.

During the last fiscal year (7/1/14-6/30/15) we received **11,209** calls! We answered 88% of those calls. Our team's goal for the current fiscal year is to have a 90% answer rate of the calls we receive through the QI Helpline.

## D3 FY 2014/15

The new D3 FY 14/15 is available for you to view in the Data section of the QI website or by [clicking here](#).

The data in this report reflects services entered in myAvatar, regardless of Insurance coverage. (Medi-Cal, Uninsured clients, Medicare, etc...)

The D3 report is helpful in determining the needs of our organization.



## NEW UMDAP REPORT

Report 182 Client UMDAP History has been added to Avatar. This report displays the client's Family Registration Number as well as the history of previously entered UMDAP's. An on demand hyperlinked report can be launched from within the report to view detailed information for the client's UMDAP.



### Monterey County Behavioral Health Client UMDAP History 800292- CLIENT,TESTFIRSTNAME

Family Registration Number: 8623

Start Date	End Date	Total Gross Income	Total Monthly Liquid Assets	Total Gross + Liquid Assets (Monthly)	Total Allowable Expenses	Adjusted Gross Income	Calculated UMDAP Annual Liability	UMDAP Annual Liability	Approved By							
01/09/14	01/08/15	1000.00	0.00	1000.00	0.00	1000.00	100.00	100.00	Sally Cermeno	<a href="#">Click here to view details for this year</a>						
01/09/13	01/08/14	2000.00	0.00	2000.00	0.00	2000.00	1142.00	475.80	NK	<a href="#">Click here to view details for this year</a>						
01/09/12	01/08/13	1000.00	0.00	1000.00	0.00	1000.00	111.00	111.00	Rossi, Jennifer	<a href="#">Click here to view details for this year</a>						
Start Date	Gross Monthly Inc Resp Person	Gross Monthly Inc Spouse	Gross Monthly Inc Other	Number Dependent On Income	Saving	Bank Balances	Market Value Of Stocks	Market Value Of Bonds	Market Value Of Mutual Savings	Market Value Of Other	Court Ordered Obligations paid Monthly	Monthly Child Care	Monthly Dependent Support Payments	Monthly Medical Expense Payments	Amount Of Medical Expenses Excluded	Monthly Deductions For Retirement Plans
1/9/2014																
1/8/2015																
	834.00			1							52.00			42.72		

## THE AVATAR APPLICATION IS MOVING TO THE CLOUD.

During the Labor Day weekend, QI Staff and county ITD Staff will be working with Netsmart Inc. to move the Avatar application from the Monterey County Data Center to the cloud-based Netsmart Data centers. This change is being made to improve our disaster recovery preparedness. This transition will take place between Friday September 4<sup>th</sup> at 7:00 P.M. and Tuesday, September 8 at 7 A.M.

**Avatar will be available on Tuesday, Sept 8, at 7:00 am**

This move will not cause any major changes to the functionality of the Avatar application. All users will receive instructions on how to access the cloud based Avatar soon. Page 3

## MENTAL HEALTH LOAN ASSUMPTION PROGRAM (MHLAP)

The Health Professions Education Foundation (HPEF) is excited to share that the MHLAP and LMHSPEP loan repayment programs will be open from **August 3<sup>rd</sup> through September 30<sup>th</sup> 2015.**

Recipients of the **MHLAP** award receive **up to \$10,000** in exchange for a one year service obligation in the public mental health system of California.

Recipients of the **LMHSPEP** award receive **up to \$15,000** in exchange for a two year service obligation in a qualified facility

[Click here for more information](#)

## NEW E-TRAINING ON INTERPRETATION & SCREENING, BRIEF INTERVENTION AND REFERRAL TO TREATMENT

If you would like to register for the following courses, [click here](#) to submit your information. [Click here](#) to view more Information regarding the course descriptions.

- Principles of Effective e-learning
- Overview of the Behavioral Health System for Behavioral Health Interpreters
- Cultural Diversity
- Legal Procedures and Client Rights for Behavioral Health Interpreters
- SBIRT: Intervention and Treatment Services for Individuals with Substance use issues.

## 2015 QI TRAININGS

The 2015 MCBH QI trainings are now open for enrollment on the MCBH QI Website!

The following QI trainings are being offered in

### **September**

- ◆ Sep 17, 2015 – **WRAP Training**
- ◆ Sep 18, 2015 – **myAvatar Training**
- ◆ Sep 25, 2015 – **Clinical Documentation Overview**

### **October**

- ◆ Oct 16, 2015 - **myAvatar Training**
- ◆ Oct 27-28, 2015 – **Clinical Supervision Training** (5.5 CEU's for LCSW and LMFT are pending approval as required by the California Board of Behavioral Sciences. Provider # PCE806)
- ◆ Oct 30, 2015 – Psychosocial Assessment Training

[2015 MCBH QI Trainings](#) [QI Website training calendar](#) [myLearningPointe](#)

### **MCBH QI Contact Information**

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