



2016 MENDOCINO COUNTY MENTAL HEALTH SYSTEM ADULT SERVICES TRANSITION PLAN – JUNE 21, 2016 UPDATE



Mendocino County Mental Health System– Adult Services Transition Plan					
	Service/Task	Description	Timeframe	Responsibilities	Status
1	Access Line	<ul style="list-style-type: none"> 800 line for 24/7 beneficiary access transfer from OMG to County 	June 30, 2016	OMG & County	<ul style="list-style-type: none"> Working on updating brochures and informational material in preparation for transition BHRS double-checking which lines were transferred to OMG initially (i.e. 800, Ukiah Main, Ft Bragg Main) 800 Line was transferred to ICMS, Ukiah Main and Ft Bragg Main was rolled to ICMS BHRS staff working with County IS on getting the 800 line moved back to the County starting July 1, 2016 BHRS and County working on getting the Ukiah Main and Ft Bragg Main lines to roll to RQMC starting July 1, 2016 In process of recruiting staff Developing central HHSA access programs Developing brochures, posters, and cards with Access and Crisis line number Creating posters for ICMS access center door directing clients to new location and providing phone numbers 7/1/16 Draft access cards created and being reviewed for edits.
2	Crisis Line	<ul style="list-style-type: none"> 855 line for 24/7 crisis and urgent conditions provided to public, hospitals, and law enforcement agencies. 	June 30, 2016	BHRS & RQMC	<ul style="list-style-type: none"> Exploring set-up of iCarol system. RQMC setting up 60 day trial Working on updating brochures and informational material in preparation for transition RQMC has spoken with iCarol and has a

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					<ul style="list-style-type: none"> 60-day trial of the system • Developing brochures, posters, and cards with Access and Crisis line number • BHRS to create call sheet for iCarol/Access calls • Working with iCarol on call sheet and library • RQMC once finished will give county access to iCarol • <i>Draft crisis cards created and being reviewed for edits</i> • <i>RQMC has implemented iCarol</i> • <i>BHRS will be getting access to see options</i>
4	Medication Services: Contracts with Med Service Providers	<ul style="list-style-type: none"> • County will create and finalize contracts with medication service providers. 	April 15, 2016	BHRS	<ul style="list-style-type: none"> • 3/29/2016 - Contract Amendments with Contract Unit for review • BHRS has been in contact with the two medication providers and have established their schedules starting July 1, 2016 • BHRS negotiated contract terms with medication providers and are drafting fiscal year 16/17 contracts. • One provider has decided not to contract with the County • County is researching other options • RQMC needs meds consent form for youth • Need MOU and Procedure between County & RQMC for medication providers • In conversation with a couple of providers about medication support. • <i>RQMC met with BHRS to work out schedule for medication management as of July 1, 2016</i> • <i>BHRS testing telecommunication equipment</i> • <i>BHRS in conversation with several providers</i>

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5	Medication Services: Transfer from OMG to County	<ul style="list-style-type: none"> Transfer of all medication support clients to County 	June 30, 2016	OMG & BHRS	<ul style="list-style-type: none"> County BHRS has started reviewing documentation, reestablishing medication room and provider rooms, taking inventory of items needed to provide services and be in compliance with State and Federal requirements. BHRS & OMG have established a schedule for medication appointments starting July 1st Notification sent 5/11/16 to pharmacies announcing transfer of medication services to BHRS Additional notification letter will be sent last week in June to pharmacies
6	Crisis Services	<ul style="list-style-type: none"> Transfer 24/7 adult crisis services to RQMC 	June 30, 2016	RQMC	<ul style="list-style-type: none"> RC3 has started recruitment process- 3/28/16. RC3 is exploring building options for expanded crisis services during the transition- currently working with realtors on buildings in Ukiah and Ft. Bragg. RC3 is updating program description, job duties, brochures, etc to reflect service transition. RQMC met with UVMC and RQMC will be moving ahead with the Sizzler building on Perkins Street to house RC3 crisis services and Dr. Timme’s medication management services beginning 7/1/16. RQMC continues to plan for provision of Crisis Respite and/or Crisis Stabilization at that site in the future. RQMC obtained a new building for crisis services RQMC hired nine (9) new crisis workers

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8	MHSA Contracted Providers: Contracts	<ul style="list-style-type: none"> RQMC to accept administration and oversight of adult MHSA service provision 	June 30, 2016	OMG & RQMC	<ul style="list-style-type: none"> RQMC has begun to outreach and discuss service planning with adult MHSA providers. RQMC has developed general plan for handling application assessment, assigning care manager, documentation, and reporting. This includes planning for client centered flex funds to be used for non-Medi-Cal client needs. RQMC meeting with County MHSA fiscal 5/26/16 to go over MHSA Plan regulations RQMC met with County MHSA fiscal to clarify MHSA plan and proposed contracts RQMC met with Coast Senior Peer Counseling and Redwood Coast Senior Center on contract
10	Adult Outpatient Providers: Contracts	<ul style="list-style-type: none"> RQMC to accept administration and oversight of adult outpatient service provision 	June 30, 2016	OMG & RQMC	<ul style="list-style-type: none"> RQMC has begun to outreach and discuss service planning with adult outpatient providers. RQMC has made contact with adult outpatient providers. RQMC has begun Adult Provider Training on 4/15/16, attended by Mendocino Coast Hospitality House, MCAVHN, Manzanita, Redwood Community Services, & RQMC Ford Street has decided not to provide mental health services through Medi-Cal at this time, though they will continue with their plan to provide drug/alcohol treatment. Transition contracts for RQMC in place for June 1 to June 30 with adult providers RQMC had a training on 5/20/16 for adult providers RQMC training Manzanita on electronic assessments and client plans

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12	Medi-Cal Site Certifications	<ul style="list-style-type: none"> • Certify all new sites 	June 30, 2016	BHRS	Pending- Currently there are no new sites in need of certification.
13	Medical Records	<ul style="list-style-type: none"> • County to obtain copies of medical records of clients served by OMG subcontractors 	June 30, 2016	BHRS	<ul style="list-style-type: none"> • County BHRS is drafting a letter to request medical records from OMG. • Established timeline OMG will provide BHRS w/a copy of all charts by June 15, 2016 (any documents created between June 15th & June 30th will be provided to BHRS by July 15, 2016) • BHRS received some charts on USB drive from OMG. Trying to sort through the drive to determine how many clients and what was provided.
16	Public Service Announcement about the transition with contact information	<ul style="list-style-type: none"> • County to complete a public service announcement to notify community of transition 	On Going	County	<ul style="list-style-type: none"> • Various announcements made in the paper and other public arenas (i.e. Board of Supervisors). CEO was interviewed for paper. Additional announcements will be made as progress moves forward. • BHRS will be releasing a special edition newsletter on the transition of services with details and contact information
17	LPS Placements	<ul style="list-style-type: none"> • LPS conserved placements begin working on transfer to County 	June 30, 2016	BHRS	<ul style="list-style-type: none"> • County BHRS developing a placement protocol and coordinating with Public Guardian's office. BHRS has engaged various adult residential facilities regarding contracting • BHRS has begun a dialogue with PG. • BHRS to start dialogue with OMG on LPS clients May 1, 2016 • BHRS and Public Guardian's Office meeting on 5/13/16 • BHRS has received list of LPS clients and their placements • In process of scheduling meeting with BHRS and OMG to clinically review LPS client cases • BHRS met with Public Guardian's

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					Office. Will be working on MOU <ul style="list-style-type: none"> • BHRM has designated a staff to work with ICMS and Public Guardian • Recruitment in process to hire staff to manage LPS conservatorships • BHRM in process of scheduling meeting with PG office regarding LPS changes
18	MHSA documentation	<ul style="list-style-type: none"> • OMG to provide County with all program and fiscal documentation to the County 	June 30, 2016	OMG	<ul style="list-style-type: none"> • County BHRM MHSA team is putting together an updated list of all pending items to provide to OMG. • BHRM has established a list of MHSA documents that need to be provided to BHRM from OMG. • Letter and e-mail sent to OMG on 5/23/16
19	Fiscal documentation	<ul style="list-style-type: none"> • OMG to provide County with all fiscal documentation 	June 30, 2016	OMG	<ul style="list-style-type: none"> • County BHRM Fiscal team is putting together an updated list of all pending items to provide to OMG. • BHRM has established a list of fiscal documents that need to be provided to BHRM from OMG • BHRM fiscal received OMG's March billing • BHRM fiscal received OMG's April billing
20	Adult hospitalization contracts	<ul style="list-style-type: none"> • RQMC to outreach and establish contracts with adult acute psychiatric hospitalizations 	June 30, 2016	RQMC	<ul style="list-style-type: none"> • RQMC currently contracts with adult acute inpatient psychiatric hospitals. RQMC will expand the age range in next FY's contracts. • Conversation with Aurora and St. Helena inpatient facilities • Agreement with Restpadd to contract two (2) beds for July & August – Preparing contract • Agreement with Restpadd completed
21	Outreach to MH Housing	<ul style="list-style-type: none"> • RQMC to outreach to RCHDC and other property owner/managers to inform them of transition 	June 30, 2016	RQMC	<ul style="list-style-type: none"> • 3/21/16 – Meeting schedule with RCHDC for April 5, 2016 to discuss transition and change in ASO.

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					<ul style="list-style-type: none"> • 4/5/16 - meeting held with RCHDC. Discussing Adult Services transition and brainstorming updates to MOU. • Setting up meeting for further introductions of RCHDC and other Housing managers to RQMC. • BHRS received contact landlord information • In process of scheduling 2nd meeting with landlords • Meeting with landlords scheduled for 6/28/16
22	MH Housing referral and placement	<ul style="list-style-type: none"> • RQMC to take over referral and placement oversight for all mental health housing independent living units that require specialty mental health referral 	June 30, 2016	RQMC	<ul style="list-style-type: none"> • RQMC working collaboratively with BHRS to identify clients needing this service. A more extensive plan will be created after the April 5, 2016 RCHDC meeting.
23	Transition of Treatment Authorization Request	<ul style="list-style-type: none"> • OMG to provide all original and signed inpatient and outpatient treatment authorization requests 	June 30, 2016	OMG	<ul style="list-style-type: none"> • BHRS is drafting a letter to OMG requesting all TARs. • BHRS is copying TARS to give to RQMC • 6/7/16 RQMC picked up OMG TARS from BHRS for February, March and April 2016. • County received OMG TARS for May
24	Law Enforcement Meeting	<ul style="list-style-type: none"> • RQMC to meet with Law Enforcement to discuss changes in Crisis Services 	May 1, 2015	RQMC	<ul style="list-style-type: none"> • RQMC is in the process of contacting law enforcement agencies to schedule a meeting regarding crisis changes. Collaborations will also be included in RQMC's MOU's with LE. RQMC will begin regularly attending the Chief's Meeting monthly. • See MOU Grid for details
25	Emergency Departments & Medical Departments Meeting	<ul style="list-style-type: none"> • RQMC to meet with Hospitals and Medical providers to discuss changes in Adult Mental Health Services 	May 1, 2015	RQMC	<ul style="list-style-type: none"> • RQMC is in the process of scheduling meetings with the local Hospitals and Emergency Departments to discuss the transition and on-going collaboration (these collaborations will be included in the MOUs with hospitals).

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					<ul style="list-style-type: none"> See MOU Grid for details
26	All Quality Assurance/Quality Improvement Logs	<ul style="list-style-type: none"> OMG to transfer all tracking logs to County 	June 30, 2016	OMG	<ul style="list-style-type: none"> BHRS is drafting a letter to OMG requesting all logs. BHRS has established a list of QA/QI documents that need to be provided to BHRS from OMG. Letter sent to OMG with list of deliverables 5/23/16.
27	All EQRO reporting information to June 30	<ul style="list-style-type: none"> OMG to transfer all EQRO tracking data to the County 	June 30, 2016	OMG	<ul style="list-style-type: none"> BHRS is drafting a letter to OMG requesting all EQRO data. BHRS has established a list of EQRO data that need to be provided to BHRS from OMG. Letter sent to OMG with list of deliverables 5/23/16.
28	Adult Services Transition Completion	<ul style="list-style-type: none"> Adults services transitioned from OMG to County and/or RQMC 	June 30, 2016	Executive Office/HHSA	<ul style="list-style-type: none"> 3/22/2016 - RQMC & County had telephone call with OMG to schedule a meeting to discuss transition. Meeting scheduled for 3/30/2016. 3/30/2016 - OMG did not attend the meeting. Another meeting was schedule for 4/5/16. 4/5/16 - RQMC, OMG. & BHRS met to discuss transition. Next meeting scheduled for 4/20/16. 4/18/16 - Amendment Contract sent to contracts unit for processing. Amendment to OMG contract to stop taking new clients as of June 1, 2016. RQMC to start taking all new adult clients as of June 1, 2016, pending contract amendment with OMG. Met with Ukiah Senior Center on 5/11/16 RQMC & BHRS met with Lee Kemper

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					<p>separately on 5/16/16 to discuss transition of adult services</p> <ul style="list-style-type: none"> • Finalized Contract Amendment # 8 from 6/1/16 to 6/30/16 for OMG to cease accepting new adult services clients • Set for BOS meeting 6/7/16 • RQMC has begun receiving referrals for new clients as of 6/3/16. • All adult subcontract provider agencies got their computers • Subcontractors have been meeting with RQMC on a bi-weekly basis to ensure transition moves forward • RQMC has been processing new adult referrals and testing systems as adult subcontracting agencies engage in full service specialty mental health services • Redwood Children’s Services staff provided EHR training for supervisor level staff at adult Subcontract agencies • RQMC has scheduled another clinical provider training on 6/17/16
29	Behavioral Health Court (BHC)	<ul style="list-style-type: none"> • OMG to outline all services provided to Behavioral Health Court both through MHSA and MPAR/JAG funded services and provide to County and RQMC 	June 30, 2016	OMG	<ul style="list-style-type: none"> • BHRS is drafting a letter to OMG requesting all BHC information, duties, and responsibilities. • County & RQMC met with Behavioral Health Court to discuss improving coordination and provided an update on transition • RQMC appraised BHC that they will start taking new BHC clients as of June 1, 2016 • RQMC has started taking referral and

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					providing services to new BHC clients.
30	Assisted Outpatient Treatment (AOT)	<ul style="list-style-type: none"> RQMC to provide all clinical and specialty mental health services to this program in coordination with County 	<p>June 30, 2016</p> <p>COMPLETED</p>	RQMC	<ul style="list-style-type: none"> RQMC has been in contact with the BHRS identified contact and will continue to collaborate on this as we transition. BHRS requested a meeting with OMG to discuss AOT. OMG to review and respond to BHRS regarding providing AOT services until 6/30/2016. BHRS was referred to Tom Ortner County spoke with Tom Ortner about providing AOT. OMG will not be providing AOT, as not part of their current contract. BHRS will contract with RQMC for AOT. RQMC has agreed to pick up any AOT/Laura’s Law clients effective immediately. RQMC & BHRS staff met with two (2) members of the MHAB to discuss and prepare for AOT and Laura’s Law Implementation New AOT coordinator started 5/23/16 RQMC ready to start working with Adult AOT clients
31	Electronic Health Records	<ul style="list-style-type: none"> County and RQMC to ensure that electronic medical records are in place for all specialty mental health clients served RQMC will coordinate inputting of all current adult service clients into Exym 	<p>June 30, 2016</p>	RQMC & BHRS	<ul style="list-style-type: none"> RQMC is in the process of (and has committed one time start-up dollars) to support the adult providers in fully integrating with the EHR, Exym, by June 30, 2016. RQMC exploring the use of a ‘Master Chart’ in Exym. Will work on training subcontractors on Exym. See EHR Table

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32	Assessment of Patient's Rights Advocate Position	<ul style="list-style-type: none"> County to assess the current duties for the PRA position , including community feedback regarding the PRA position, and develop a recommendation on how the position could be further developed 	June 30, 2016	BHRS	<ul style="list-style-type: none"> BHRS is researching other county standards and preparing contract for FY 2016/17 contracts. BHRS received information from other counties and sample contracts BHRS finalizing the PRA contract.
36	Contract with RQMC	<ul style="list-style-type: none"> County to create and execute a contract with RQMC to provide and/or arrange for Adult Mental Health Services for Adults 25 years and older. 	June 30, 2016	BHRS	<ul style="list-style-type: none"> PENDING- County is currently preparing contract and checking Kemper report to ensure recommendations are included. FY 16/17 Adults contract exhibits sent to Lee Kemper for review FY 16/17 Adults contract – Lee Kemper has reviewed and provided feedback FY 16/17 Adult Contract exhibits out to all parties for review FY 16/17 Adult Contract circulating for signatures RQMC contract for Children & Adult scheduled for BOS Agenda on 6/21/16
37	Contract with OMG	<ul style="list-style-type: none"> County to create and execute a four (4) month contract with OMG to provide time to process all required and needed billing and documentation. 	May 1, 2016	BHRS	<ul style="list-style-type: none"> PENDING- County is currently preparing contract. Placeholder requested for 6/7/16 BOS agenda Exhibit A sent to Lee Kemper for review 5/23/16 Exhibit B sent to Lee Kemper for review 5/31/16 Lee Kemper reviewed Contract and provided feedback Contract sent to contract unit and legal for review 5/31/16 Contract rescheduled for BOS Agenda on 6/21/16
39	Audit of Client Charts	<ul style="list-style-type: none"> BHRS to audit all client charts 	June 30, 2016	BHRS	<ul style="list-style-type: none"> April 5, 2016 notified OMG of upcoming client chart audit BHRS has put together a clinical audit

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					team. • BHRS program working with Fiscal on billing audit. • Email sent to OMG to request location to audit files. • Audit started 5/2/16

COMPLETED SERVICE/TASK

3	Medication Services: Contact Med Service Providers	<ul style="list-style-type: none"> County will contact existing service providers regarding transition and plan (Psychiatrists, LPT, injection Clinic Nurse) 	March 18, 2016 COMPLETE	BHRS	<ul style="list-style-type: none"> 3/8/2016 – Spoke with two medication providers. 3/18/2016 - Verbal agreement by 3 providers to resume services with County if/when needed.
7	MHSA Contracted Providers: Notifications	<ul style="list-style-type: none"> OMG & BHRS will do a joint letter to notify all OMG MHSA subcontractors of transition 	March 25, 2016 COMPLETE	OMG & BHRS	<ul style="list-style-type: none"> 3/15/16 - BHRS drafted letter and e-mailed to OMG for input. 3/16/16 - Both OMG & BHRS approved letter. 3/23/16 - Letters mailed to providers.
9	Adult Outpatient Providers: Notifications	<ul style="list-style-type: none"> OMG & BHRS will do a joint letter to notify all OMG Outpatient subcontractors of transition 	March 25, 2016 COMPLETE	OMG & BHRS	<ul style="list-style-type: none"> 3/15/16 – County BHRS drafted letter and e-mailed to OMG for input. 3/16/16 - Both OMG & BHRS approved letter. 3/23/16 - Letters mailed to providers.
11	QA/QI Performance Improvement Project- Latino Access	<ul style="list-style-type: none"> Transfer duties of Performance Improvement Project requirements from OMG to BHRS 	April 15, 2016 COMPLETE	OMG & BHRS	<ul style="list-style-type: none"> County has reached out to OMG to obtain PIP information. OMG has notified the County that they will no longer be participating in the PIP, but will be available for questions. BHRS Staff has taken over facilitation of the PIP with participation from RQMC. Surveys have gone out to several locations throughout the county and will be available for consumer input through 5/15/16.

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14	Notification to DHCS	<ul style="list-style-type: none"> County to notify DHCS of changes to system delivery and implications to Implementation Plan 	March 9, 2016 COMPLETE	BHRS	<ul style="list-style-type: none"> 3/9/2016 - Completed
15	Notification to Clients	<ul style="list-style-type: none"> OMG & ICMS to notify clients of transition 	March 24, 2016 COMPLETE	OMG	<ul style="list-style-type: none"> 3/29/2016 - Email sent to Mark Montgomery requesting OMG or ICMS send letters notifying clients of the transition. 4/11/16 – Email sent to Connie Drago, OMG requesting date of their draft letter to clients. 4/11/16 – Draft letter received from Connie Drago, OMG. County requesting changes to the letter. OMG sent letters to all ICMS clients
33	Letter to Ortner Management Group	<ul style="list-style-type: none"> County to prepare and send detailed letter to OMG 	April 15, 2016 COMPLETED	BHRS	<ul style="list-style-type: none"> County has emailed staff to obtain a list of all documents outstanding or that will need to be submitted by June 30, 2016. County is receiving information and drafting letter to be sent by April 15, 2016. Created and in review for finalization. Letter and e-mail sent to OMG 5/23/16
34	Designation of contract staff	<ul style="list-style-type: none"> County to designation of at least two staff members to prepare and process contracts needed for the transition. 	March 28, 2016 COMPLETE	BHRS	<ul style="list-style-type: none"> County has designated two contract staff to prepare and process contracts needed for the transition.
35	Designation of staff to monitor Transition Plan and Lee Kemper Report	<ul style="list-style-type: none"> County to designate a staff member to track and monitor transition plan and recommendations of Lee Kemper Report. 	March 28, 2016 COMPLETE	BHRS	<ul style="list-style-type: none"> County has designated an individual to track and monitor the transition plan and Lee Kemper recommendations.

38	Fiscal Review of Transition Cost	<ul style="list-style-type: none"> County to create a fiscal review of proposed transition cost. 	April 1, 2016 COMPLETE	BHRS	<ul style="list-style-type: none"> Transition team has completed review and it has been forwarded to the Executive Office- March 30, 2016.
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