




COUNTY OF SANTA CLARA  
**Behavioral Health Services**  
Supporting Wellness and Recovery

TO: County of Santa Clara Behavioral Health Services Department County Clinics/Programs

FROM: Courtney Gray, Quality Director  
Brian Wagner, Analytics and Reporting Director  8/26/2024

RE: BHSD Timeliness Tool

DATE: August 26, 2024

**Summary**

As of **June 1<sup>st</sup>, 2024**, the new **BHSD Timeliness Tool** went live in myAvatar and has been available for County staff to complete through myAvatar CWS (Clinical Workstations). This tool replaces the previous, manual Timeliness Access Data Tool (TADT) in Microsoft Excel, which was used for tracking and reporting both Specialty Mental Health Services and Substance Use Treatment Services within the BHSD system.

BHSD trained staff to complete a Timeliness Tool for each new referral or walk in with the expectation that 100% of tools would be fully completed for all beneficiaries. We expect that the Timeliness Tools would be entered into the system as soon as possible after contact is made with the client, and completed as soon as the final disposition is determined; maximum timeline for full completion of the tool is within 60 calendar days.

Two months post go-live we are seeing a low number of tool completions across the BHSD system with some programs having zero (0) forms completed since go-live.

This memo is being sent to ensure staff are clear on the requirements and that County programs have processes in place to capture BHSD Timeliness Tools for all referrals (Call Center or otherwise) and admissions. If there are any questions on the steps to complete these forms or the requirements that have been conveyed, reach out to inquire to either email below to navigate any issues that may arise.

In future months, A&R and QM will be creating completion reports and following up with required TA or other measures for programs that are not reaching acceptable rates of completion of the tools as this data is critical to assuring that the system is serving beneficiaries in a timely manner and able to report that information up to the State.

**Background on implementation**

The following is the timeline of events leading up to and through the implementation of this new



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Timeliness form:

- February 2024 – Met with volunteer County staff to train and begin piloting the form to improve the form and process before roll-out, this started in February 2024. Feedback was incorporated and improvements made to both the form and the supporting report(s).
- April 22, 2024 – BHSD sent out the initial memos notifying every one of the changes from the TADT tool via Excel to the Timeliness form in myAvatar, both processes were or are manual data entry.
- April 26, 2024 – Emails were sent out regarding training registrations for new Timeliness Tool (County 5/8 and 5/14).
- May 1, 2024 - Reminder emails were sent, forwarding training registration emails and memo to County staff.
- May 8 & 14, 2024 - Training sessions were held for County staff.
- June 1, 2024 - The Timeliness form reporting requirement went live in myAvatar.
- July 3, 2024 - Reminder emails were sent to County programs that had at least one program that had not completed any expected timeliness forms in myAvatar regarding go-live of new reporting requirements.
- July 16, 2024 – A drop-in open office hour session was scheduled on 8/13/2024 and communicated to County staff for Timeliness Tool feedback.
- August 6, 2024 - Reminder emails were sent regarding the open office hour for Timeliness Tool feedback on 8/13/2024.
- August 13, 2024 – Office hours for the Timeliness Tool and process were held to answer questions and support implementation.

**Questions:**

- For any general questions on the Timeliness Form, please contact BHSD QI:
  - [bhs\\_qi@hhs.sccgov.org](mailto:bhs_qi@hhs.sccgov.org)
- For technical questions about the form in myAvatar, please contact:
  - [BHSD.EHR.Help@hhs.sccgov.org](mailto:BHSD.EHR.Help@hhs.sccgov.org)