



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

TO: County of Santa Clara Behavioral Health Services Department County Contracted Providers

FROM: Courtney Gray, Quality Director
Brian Wagner, Analytics and Reporting Director

DS
BW

8/26/2024

RE: BHSD Timeliness Tool

DATE: August 26, 2024

Summary

As of **June 1st, 2024**, the new **BHSD Timeliness Tool** went live in myAvatar and has been available for County Contracted Providers (CCPs) to complete through myAvatar PCNX. 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 agencies 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. The expectation is that the Timeliness Tool 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 providers having zero (0) forms completed since go-live.

BHSD is asking agencies to ensure that staff are clear on the requirements and 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 address listed below.

In future months, BHSD 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



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

Timeliness form:

- February 2024 – Met with volunteer County and CCP providers to train and begin piloting the form to improve the form and process before roll-out, this started in February 2024. We incorporated their feedback and made improvements 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 form (CCPs - 5/10 and 5/15).
- May 1, 2024 - Reminder emails were sent, forwarding training registration emails and memo to CCPs.
- May 10 & 15, 2024 - Training sessions were held for CCP staff.
- June 1, 2024 - The Timeliness Tool requirement went live in myAvatar.
- July 3, 2024 - Reminder emails were sent to CCPs that had at least one program that had not completed any expected Timeliness Tools 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 and CCP staff for Timeliness form feedback.
- August 6, 2024 - Reminder emails were sent regarding the open office hour for Timeliness form feedback on 8/13/2024.
- August 13, 2024 – Office hours were held to clarify and support any questions or issues about the implementation of the Timeliness Tool.

Questions:

- For any general questions on the Timeliness Form, please contact BHSD QI:
 - bhs_qi@hhs.sccgov.org
- For technical questions about the form in myAvatar, please contact:
 - BHSD_EHR_info@hhs.sccgov.org