



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

TO: County Contracted Mental Health Residential Treatment Facilities

FROM: Courtney Gray, Quality Director

DocuSigned by:

Courtney Gray
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RE: WebApp for Mental Health Residential Treatment Facilities

DATE: August 7, 2024

The Behavioral Health Services Department (BHSD) will be implementing a centralized data collection web application for providers to report facility information. The facility reporting requirements and frequency are described below. The data collection allows BHSD to monitor bed capacity and access, ensure the department meets its regulatory reporting, and allow sufficient data to strategize on improvements to its network adequacy for mental health residential treatment beds. The County established a goal of adding or increasing 43% of mental health community treatment beds accessed by or dedicated to County clients. These beds include crisis residential facilities and enhanced adult residential, which are licensed residential care facilities with onsite therapeutic and psychiatry services. Daily reporting on crisis residential will be required. Reporting on enhanced adult residential beds shall be made on Mondays and Thursdays of each week. This new process will replace the current capacity reporting.

Background

BHSD as a Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) is required to collect and report network adequacy to the State Department of Health Care Services (DHCS). Details of this requirement can be found on this DHCS website link: [BHIN 22-032 \(ca.gov\)](https://www.dhcs.ca.gov/Programs/Pages/BHIN-22-032.aspx) In addition, general information related to 274 network adequacy reporting by providers to BHSD can be found on the BHSD website link: [Update and report provider data | Behavioral Health Services | County of Santa Clara \(santaclaracounty.gov\)](https://www.santaclaracounty.gov/behavioral-health-services/update-and-report-provider-data)

The data that will be entered into the system include the following :

- Licensed Bed Count
- Available Bed Count
- Staffed Bed Count
- Contracted Bed Count
- # of Clients Placed
- # of Non-Conserved Clients (in beds, anticipated discharge in next 5 days, clients pending admission)
- # of Conserved Clients (in beds, anticipated discharge in next 5 days, clients pending admission)



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This process does not replace the concurrent review process that you are engaged in with BHSD Utilization Management.

Implementation Timeline

<u>Target Date</u>	<u>Activity</u>
August 7, 2024	Memo distribution
Week of August 19, 2024	Training and Office Hours for crisis residential and enhanced adult residential
September 16, 2024	Go-live for all facilities

Trainings and office hours will be scheduled to present the web application reporting process and answer questions. Please see schedule below:

Training: August 20, 2024 4pm – 430pm

Microsoft Teams [Need help?](#)

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Meeting ID: 282 985 144 636

Passcode: yoGWjy

Dial in by phone

[+1 408-791-0743,,90638245#](tel:+1408791074390638245) United States, San Jose

[Find a local number](#)

Phone conference ID: 906 382 45#

Office Hours: August 22, 2024 930am – 10am

Microsoft Teams [Need help?](#)

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Meeting ID: 267 441 877 003

Passcode: d9Eyj6

Dial in by phone

[+1 408-791-0743,,560299602#](tel:+14087910743560299602) United States, San Jose

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The definitions of above data elements will be included in the documents that will be shared at the



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trainings and office hours. Resource documents will also be available for reference.

Access Requests

By August 14, 2024, please email the BHSD Business Office a BHSDBusinessOffice@hhs.sccgov.org. We request 2-3 staff per agency to have access for back up purposes. Please provide the following for staff access:

- First name
- Last name
- Work E-mail

For any questions, please contact BHSD Provider Relations Operations by email BHSDBusinessOffice@hhs.sccgov.org