



# STANISLAUS COUNTY BEHAVIORAL HEALTH & RECOVERY SERVICES: QUALITY SERVICES

## QS INFORMATION NOTICE

MAY 2025

**PURPOSE:** To inform our Stanislaus County staff, contractors, and general community of changes in programs, policies, or procedures at the local, State and Federal levels. QS Information Notices will be sent out monthly and posted on the Stanislaus County website.



### GENERAL INFORMATION

#### Access, Crisis and Support Line (ACSL) Program Brochures

The Access, Crisis and Support Line (ACSL) program brochures (English and Spanish) are now available and can be distributed in your program, shared with contracted providers, members, and the community.

To access the ACSL brochure, scan the following QR code:

English:



Spanish:



#### Dignity Village

Established under AB 179 in 2022, the Behavioral Health Bridge Housing (BHBH) Program provides funding for housing solutions tailored to individuals experiencing homelessness who are living with serious behavioral health conditions, including serious mental illness (SMI) and substance use disorders (SUD).

Utilizing this funding, BHRS developed **Dignity Village**—a 42-unit tiny home community featuring private cabins and shared communal areas with onsite security. Rooted in the Housing First model, Dignity Village offers more than just shelter. Residents have access to peer support services, wellness groups, and community-based activities designed to promote recovery, stability, and a strong sense of belonging.

All referrals are being coordinated through the BHRS Housing Support Services (HSS) Office. Referrals can be submitted by:

- BHRS mental health and substance use disorder treatment teams
- Outreach Teams (BHOE and CARE 1.0 & 2.0)
- Contracted mental health and substance use disorder (MH/SUD) provider agencies

For additional information and/or referral assistance, please contact Charles Insko directly at **Cinsco@stanbhrs.org** or call the HSS office at (209) 525-6150.



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### **Maximizing Service Opportunities**

Quality Services has developed a new tool to help translate client check-ins into comprehensive Service Notes for Specialty Mental Health Services. This supports our ongoing efforts to enhance care quality and documentation practices. This tool is now available to all BHRS staff and contracted providers via the Intranet and Extranet on the Quality Services Tab under Quality Services Resources. Refer to the email sent on March 13, 2025, from BHRS QS for full details.

### **DHCS AUDIT/REVIEW UPDATES**

#### **External Quality Review (EQR)**

Stanislaus County Behavioral Health and Recovery Services is set to participate in a virtual audit review conducted by Health Services Advisory Group, Inc. (HSAG) on May 2, 2025, as mandated by Centers for Medicare & Medicaid Services (CMS) and California Department of Healthcare Services (DHCS). This comprehensive review will evaluate the Mental Health (MH) and Drug Medical Organized Delivery System (DMC-ODS) plans, with a primary focus on Performance Measure Validation (PMV) and Network Adequacy Validation (NAV).

### **UTILIZATION MANAGEMENT (UM) UPDATES**

#### **Updated: NOABD Templates**

The Notice of Adverse Benefit Determination (NOABD) templates have been updated with the most current letterhead. Please cease to use the previous versions and effective immediately utilize the updated versions. Program Coordinators and Contractors, please review this information with your staff immediately.

REMINDER: The NOABD forms in SmartCare are **NOT** to be utilized to create NOABD's. Refer to the email sent on April 15, 2025, from BHRS UM for full details.

### **MEDICAL RECORDS (MR) UPDATES**

#### **Requesting Legacy Records**

Medical Records had implemented a process for requesting legacy records (records stored in Cerner) due to the limitations of previous (EHR). This has been implemented to ensure compliance with confidentiality regulations. Refer to email sent on February 28, 2025, for full details.

**If you have any questions related to QS Information Notices, contact Quality Services by:  
Email: [QSEmail@stanbhhs.org](mailto:QSEmail@stanbhhs.org), PHONE: (209) 525-6043, or FAX: (209) 558-4324**