

# QCM Tidbits

## Alcohol and Drug Program Edition

### Kudos

**TPS Survey Week** is over and together we received 585 surveys of beneficiaries who gave feedback including adults and youth. We want to thank everyone who helped give our beneficiaries an opportunity to give us confidential feedback about the services they are receiving. While it is fresh in your mind, please feel free to give QCM feedback on the process of what worked and any areas for improvement to increase numbers next year! Surveys have been mailed and received by UCLA and once we get the data we will be sharing our County's findings. Thanks! With regret, we announce that FSA has closed their DMC-ODS adolescent program. Thanks to Coast Valley and CADA in Santa Maria for working with FSA to transition those adolescents for continued support.

### Staff Spotlight of the Month

QCM would recognize **Melissa Wilkins** with ADP and **Miwa Gutierrez** with QCM! Melissa and Miwa worked diligently, combing through each line of our provider contracts, Intergovernmental Agreement, and SABG requirements to update our Administrative Monitoring Tool to ensure our new tool will help all of our programs be in compliance with state requirements!



Do you need to contact QCM?  
Please email the team at  
[BWELLQCMADP@SBCBWELL.org](mailto:BWELLQCMADP@SBCBWELL.org)

Information on  
Beneficiary  
Rights and  
New  
Requirements!

Please send all Incident Reports, Appeals, Grievances, and **NOABDs** to [BwellQCMADP@SBCBwell.org](mailto:BwellQCMADP@SBCBwell.org). Brush up on our Bwell P&Ps at <https://www.countyofsb.org/behavioral-wellness/policy/4469>. See the new DMC-ODS Care Coordination P&P!

**MEMOS**- ADP gets important information including new requirements to you through Memos. We have uploaded important memos onto our website for you to easily reference. Find them here: <http://www.countyofsb.org/behavioral-wellness/qcmcommunications.sbc> under the Quality Care Management/ Communications- Info Notices / ADP Memos tab.

**Reminder about State Guidelines for prioritizing admissions to treatment:** Pregnant injecting drug users; pregnant substance users; injection drugs users; and all others.

### Performance Improvement Projects (PIPs)

BWell is inviting all stakeholders (YOU) to join in an upcoming planning meeting to develop and get input into our DMC-ODS PIPs. We will be working on a clinical PIP around increasing Recovery Services and a non-clinical PIP around "slippage," attrition of clients from Access Line referrals to CBO intakes. Research and Evaluation will present at the upcoming ADP User Group meeting 11/1/2019 and save the date for our next stakeholder PIP meeting 12/9/2019 at 12:30- 2pm. Location TBD.

### Group Topics on Sign in Sheets and in C.G. Notes

All group topics on sign in sheets must reflect evidence based practices and approved curriculum. Topics on sign in sheets must match Topic in "Describe Service" section of group D.I.R.T. notes.

### Corrective Action Plan (CAP) Requirements

- List deficiency *finding*
- Describe *how* each finding will be corrected and what plan will be in place to avoid findings in the future
- *Who* will make correction or follow up with implementing plan
- *Date* correction will be implemented

Please see attached revised 2019-20 Training Calendar  
Access Line: (888) 868-1649