



SOLANO COUNTY QUALITY IMPROVEMENT QI INFORMATION NOTICE 21-02

JULY 1, 2021

PURPOSE: To inform our Solano County staff, contractors and general community of changes in programs, policies, or procedures at the local, State and Federal levels. QI Information Notices (INs) are sent out monthly and posted on our [website](#).

GENERAL UPDATES

21-02(A) MOBILE CRISIS SERVICE PROGRAMS (COUNTY & CONTRACTOR):

1. Announcing two new Mobile Crisis Services in Solano County. The goal of these programs is to stabilize the person in the community and avoid need for further crisis services, arrests or hospitalization.
 - a. **Community-Based Mobile Crisis** - Uplift Mobile Crisis Response Team hours: Mon-Fri 11am – 10pm
 - Service for all county residents, children and adults, regardless of immigration or insurance status
 - Currently serving Fairfield and Suisun City, with plans to expand regionally in the coming months
 - Anyone can access through 911 (law enforcement dispatch) with plans for direct number accessible for all community members soon
 - Plans to expand service to 365 days a year 7 days a week as staffing expands
 - More information at <https://www.solanocounty.com/depts/mhs/aot.asp>
 - b. **School-Based Mobile Crisis** – Solano County Office of Education (SCOE) School-Based Crisis Response Team
 - Service for K-12 students, regardless of immigration or insurance status
 - Service only provided during school day on school campuses, in all six school districts
 - SCOE crisis number will be advertised to school sites and districts

21-02(B) FAMILY URGENT RESPONSE SYSTEM – FURS (COUNTY & CONTRACTOR):

1. This is a service for current and past Child Welfare and Probation involved children/youth and caretakers. [BHIN-21-013-ACIN-I-29-21-Joint-CDSS-DHCS-FURS-Guidance.pdf \(ca.gov\)](#)
 - a. A State call center answers the FURS number (365 days a year 24/7), provides phone support, and if in-person service is requested, the service in corresponding county is contacted. For Solano County this is the Seneca FURS Response Team
 - b. FURS materials and flyers available in multiple languages including Spanish and Tagalog at [Outreach Materials \(ca.gov\)](#)

21-02(C) TELEHEALTH AND FACE TO FACE CODES (COUNTY & CONTRACTOR):

1. Telehealth service location codes are causing some billing errors. In order to clarify, a chart has been created to guide service providers on what location code to use when providing telehealth.
 - ◆ County staff can access this resource under [Billing Codes and Scope of Practice on SharePoint](#)
 - ❖ Contractor staff will be able to access this resource on the [Network of Care in the near future](#)

AVATAR UPDATES

21-02(D) REFERRAL FOR PSYCH SERVICES IN AVATAR (COUNTY & CONTRACTOR):

1. The *Referral for Psych Services* form in Avatar has been updated effective June 9, 2021. This form is for psychiatric referrals being made to youth programs within the County, not for adult programs.
2. Please refer to email sent from QualityImprovement@SolanoCounty.com June 7, 2021, for instructions including County and Contractor checklists.
 - ◆ County staff can access instructions under item 13 in the [Avatar Manual on SharePoint](#)

CONTACT QI:

QUALITYIMPROVEMENT@SOLANOCOUNTY.COM PHONE: (707) 784-8323 FAX: (707) 427-2774

- ❖ Contractor staff can access instructions under [“EHR Training Material” on the Network of Care](#)
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21-02(E) NEW LANGUAGE DROP DOWN LIST FOR PROGRESS NOTES (COUNTY & CSU/UPLIFT CRISIS STAFF ONLY):

1. The “Service Language” list in Avatar Progress Notes has been updated effective June 16, 2021.
 2. Any time all or part of a service is provided in a language other than English, this should be indicated using the drop-down list. Please refer to email sent from QualityImprovement@SolanoCounty.com 6/15/21.
 3. A resource has been created to explain the new options and a list of progress notes updated.
 - ◆ County staff can access instructions under item 14 in the [Avatar Manual on SharePoint](#)
 - ❖ CSU & Uplift Mobile Crisis staff can access instructions under [“EHR Training Material” Network of Care in the near future](#)
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We look forward to continuing to partner or implementing this and future State and Federally mandated initiatives that help to inform and protect the rights of those we serve.

Approved by Rob George, LCSW
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