







# M-TAC Office Hours October 5<sup>th</sup>, 2023

# Housekeeping

-  **This event is being recorded.** Audio is now broadcasting. 01
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-  **Need help or have questions for our presenters?** Please type in the Q&A box! 06



# Webinar Policies

## Participation

We welcome your participation through the methods outlined in the housekeeping introduction. Please note that disruptive behavior is not aligned with the purpose of this session and will not be tolerated. Any individuals disrupting the meeting may be removed without warning. In the event of a security incident, this session will end immediately and will not resume. If this occurs, a separate email will be sent to all participants with further instructions.

## Chat

Participant comments in the chat box do not reflect the views or policies of the presenters, the California Department of Health Care Services (DHCS), or their affiliates or contractors. By using this chat box, you agree to keep your comments relevant to the topic of today's event. While a variety of diverse perspectives are welcome, we do not tolerate disruptive comments not aligned with the purpose of this meeting, and users creating disruption may be removed without warning.

# Center for Applied Research Solutions (CARS) Team



Miranda March  
Project Director



Danielle Raghieb  
Field Director



David Lopez  
TTA Specialist



Andrew Ha  
Project Manager

*Additionally, CARS works with consultants and subject matter experts in the field of crisis care on both the state and national levels.*

# What we will cover today...

IMPLEMENTATION PLAN REVIEW

FREQUENTLY ASKED QUESTIONS IMPLEMENTATION PLAN

STANDARDIZED TOOLS REVISION PROCESS

Q&A

# Implementation Plan

- » IP template and instructions are available on our website
- » Medi-Cal Mobile Crisis TA Center (M-Tac)
- » [camobilecrisis.org](http://camobilecrisis.org)

# Implementation Plan Review

- » Review of each sections and general expectations for submission
- » How much and what to include in each section
- » What to highlight if the requirement of each section is not yet met
  - Important to tell us in your IP what you have in place and what you do not yet have in place. Include your plan to meet the requirement and by when.

# Implementation Plan Review

- » Overview of review/approval process for IPs and what to expect
  - We will use a scoring system to review all IPs against the BHIN requirements for implementation of the benefit.
    - Each element of the IP is scored separately
    - All elements are assigned a priority of "high," "medium," and "low"
      - High priority elements are those that are required by CMS or necessary for team and member safety
  - The M-TAC Team will review each IP and offer suggestions and requests for edits in a back-and-forth with the county before the IP is submitted to DHCS for final review
  - Consultation with the M-TAC TA Specialists is available to support the revision process



# Review and Approval

- M-TAC is working with DHCS to ensure that approval is offered as quickly as possible while still ensuring member and team safety
- The goal is to help all counties be ready to implement within the required time frames
- In some instances, approval may be contingent on engaging in one-on-one coaching with the M-TAC Team to build specific competencies

# Implementation Plan

## Frequently Asked Questions

- » Do we have to be 24/7 in order to implement?
- » What if all of our team members have not yet completed the required trainings, like new hires?
- » We are waiting for the DCHS standardized tools to determine what we will use; what should we do?
- » Can we contract out the 24/7 mobile crisis access line?
- » We are having a hard time understanding team composition requirements, and who needs to go out on the call?
- » Is it possible to get an extension to submit the IP?
- » Is it possible to get an extension on implementation of the benefit?
- » Are we required to implement this benefit?
- » If our IP is not approved initially, are we able to revise and re-submit?

# Standardized Tools Update

## » Development of standardized tools

- Crisis Assessment
- Dispatch & Triage
- Safety planning
- All tools include a companion guide which includes additional guidance and prompts.

The second drafts of tools were disseminated and shared for county feedback as of 10/4/2022- Sent out via CBHDA and the M-TAC listserv

- **Note: Counties and behavioral health agencies may also develop their own standardized tool subject to DHCS approval.**

# Reminder: How to access trainings

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- » Trainings are located on the Medi-Cal Mobile Crisis Services benefit Training and Technical Assistance Website (M-TAC)
- » <https://camobilecrisis.org/>
- » Certificates of Completion (CoCs)- After each training and completion of each training evaluation participants will receive a link to request their CoC.
- » For those completing the trainings online, they will need to email the M-TAC email address to request their CoC.
- » **IMPORTANT NOTE:** Counties are responsible for monitoring, compliance, and record keeping of their staff's completion of each training.

# Q&A

# Office Hours

Office Hours will be held on the first Thursday of every month at 11:00 am.



**Thank you!**

