

JUNE 2026

PURPOSE: To keep Stanislaus County staff, contractors, and the community informed about updates to local, state, and federal programs, policies, and procedures, QS Information Notices will be distributed monthly and posted on the Stanislaus County website.



QUALITY SERVICES (QS) & RISK MANAGEMENT (RM) UPDATES

Telehealth Consent & Documentation Requirements Reminder

This is a reminder that all staff providing telehealth services must follow DHCS guidance, including BHIN 23-018, and the Behavioral Health Plan's Telehealth Policy. Telehealth consent must be obtained, documented, and followed by a signed Telehealth Consent Form after any initial verbal consent.

Key requirements:

- Document that telehealth consent was obtained.
- Note that the service was provided via telehealth and indicate the modality.
- Ensure the signed Telehealth Consent Form is placed in the member record after verbal consent.
- Follow up promptly on any missing or incomplete consent forms for active members.

Programs should incorporate monitoring of these requirements, which includes utilizing SmartCare report BHRS 140 Missing Documents and utilizing the Internal Program Review process as a secondary layer of oversight. Attention to timely and complete documentation supports regulatory compliance and continuity of care for our members. For more details, see the Quality Services email sent on 5/15/26 or speak with your supervisor.

Medi-Cal Informing Materials - June

This Month's Featured Medi-Cal Informing Resource is the NAR Your Rights Poster. The NAR (Notice of Adverse Resolution) Your Rights Poster informs Medi-Cal members of their rights when members disagree with a decision made by the Mental Health Plan or DMC-ODS Plan regarding behavioral health services. The poster explains how members can request a State Hearing, the timelines for filing an appeal, and the process for continuing services while an appeal is pending. It also provides information on expedited hearings, interpreter services, alternative communication formats, authorized representatives, and free legal assistance. This resource helps ensure members understand their rights and the options available to challenge adverse benefit determinations. For more information, scan the QR code.



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COMPLIANCE, PRIVACY, & ETHICS UPDATES

Are your Core Competency trainings up to date?

Staying current with required training ensures compliance with organizational policies and equips staff to provide ethical, informed, and high-quality care.

Staff Action Required:

Please review your role's Core Competency List and complete any outstanding or upcoming courses by their deadlines. Visit the BHRS Intranet and select the Training tab to view required trainings and timelines.

BHRS Core Competency Training Policy

- [BHRS Policy 60.3.103](#)

Core Competency Lists

- [Administrative and Non-Direct Services Staff](#)
- [Behavioral Health Direct Services & Supportive Staff](#)
- [Leadership Staff](#)
- [Student Interns](#)

Friendly Reminder:

All staff, including contracted personnel, are required to complete General Compliance and NOABD trainings annually, as well as the Trans-Inclusive Health Care training every two years. Please review your training records and ensure any overdue requirements are completed as soon as possible.

“Leadership and learning are indispensable to each other.” — John F. Kennedy

Thank you for supporting a culture of integrity, accountability, and privacy awareness.

FUNDING DEVELOPMENT UPDATES

How to Request Letters of Support for Grant Applications

BHRS Funding Development provides grant writing and grant management services for local, state, and federal funding awarded to the agency. The Division also provides Letters of Support for grant applications submitted by partner agencies for projects that align with BHRS goals and objectives.

Requests for letters must be submitted via email to fundingdev@stanbhrs.org at least two weeks prior to the application deadline. Each request must include the name of the grant opportunity, a brief project abstract, the total grant budget amount requested, and a sample letter. All requests are subject to review and approval by BHRS leadership, including an evaluation of alignment with BHRS priorities. Applicants will be notified once a determination has been made. For further details, please reach out to the Funding Development team at the email above.



STANISLAUS COUNTY BEHAVIORAL HEALTH & RECOVERY SERVICES: QUALITY SERVICES

QS INFORMATION NOTICE

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SMARTCARE UPDATES

Attention SmartCare Users:

Please ensure staff are completing the Documentation Time field in the Service Note section. Effective immediately, all Service Notes must include the total number of minutes taken to complete the note. This field should not be left blank.

Data Highlights for FY 25/26:

- 43% of Billable Service Notes had documentation time completed.
- 52% of all Service Notes (Billable and Non-Billable) had documentation time completed.
- 85% of Non-Billable Service Notes had documentation time completed.

Please refer to the email sent by the BHRS SmartCare team on 4/30/26 for additional information.

BEHAVIORAL HEALTH INFORMATION NOTICE (BHIN) UPDATES

BHIN 26-017 - Community Assistance, Recovery, and Empowerment (CARE) Act Data and Reporting Guidelines

This BHIN provides guidance to county behavioral health agencies on data collection and reporting requirements related to California's CARE Act, which establishes a civil court process to connect eligible adults with community-based behavioral health services. DHCS must publish an annual CARE Act report, conduct an independent evaluation, and must provide all necessary data in the format and frequency specified by DHCS. The BHIN introduces the CARE Act Data Dictionary, outlines required reporting timelines, and explains the processes for data submission, accuracy verification, privacy compliance, and technical assistance.

BHIN 26-018 - Medi-Cal Mobile Crisis Reporting Requirements

BHIN 26-018 provides detailed guidance to County Mental Health Plans (MHPs), Drug Medi-Cal (DMC) counties, and Drug Medi-Cal Organized Delivery System (DMC-ODS) plans on the data reporting requirements for Medi-Cal Mobile Crisis Services. It expands on earlier requirements from BHIN 23-025 by outlining the specific data elements that must be collected, the reporting format, the submission process, and the updated reporting frequency. The data must be submitted quarterly using a JSON schema beginning January 1, 2026, with counties required to maintain privacy standards and submit separate files for each delivery system (MHP vs. DMC/DMC-ODS). Noncompliance may result in corrective action or sanctions.

BHIN 26-019 - Mental Health Consumer Perception Survey (CPS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Treatment Perception Survey (TPS) data collection

This BHIN combines previously separate CPS and TPS requirements into one policy and reaffirms that Behavioral Health Plans (MHPs and DMC-ODS Plans) must continue conducting and submitting the Consumer Perception Survey (CPS) and Treatment Perception Survey (TPS) annually. These surveys are required under federal CalAIM 1915(b) Waiver rules and support state and federal reporting needs, including National Outcome Measures (NOMS) and DMC-ODS evaluations.

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BHIN 26-020 - Guidance for Requesting Inactive Status for Alcohol or Other Drug (AOD) Licenses and Certifications Following Declared Emergencies or Disasters

DHCS has issued new guidance allowing licensed AOD recovery or treatment facilities and certified AOD programs impacted by declared emergencies or disasters to request temporary inactive license or certification status. Facilities must apply within 90 days of the emergency and intend to reopen at the same location. The BHIN outlines application, reactivation, and compliance requirements, including maintaining client records and supporting continuity of care through referrals and discharge planning. During inactive status, facilities may not provide or advertise services. DHCS will also waive certain licensing and certification fees during the inactive period and reactivation process.

If you have any questions related to QS Information Notices, contact Quality Services by:

- Email: QSEmail@stanbhhs.org, PHONE: (209) 525-6043, or FAX: (209) 558-4324