

August 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.



GENERAL UPDATES

Children's Mobile Assessment Team (CMAT) Coordinator Announcement

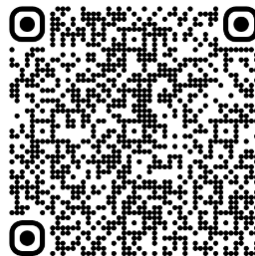
Please welcome Rosio Mejia, LCSW as the new Mental Health Coordinator for Children's Mobile Assessment Team (CMAT). Ms. Mejia has recently served as a Mental Health Clinician within CMAT and brings to this role a strong background in children's behavioral health. For additional details, see the 7/27/26 announcement sent by Sara Jacobo on behalf of Children System of Care Chief Kim Saing, LMFT.

Community Access Response and Engagement Team (CARE) Coordinator Announcement

BHRS is pleased to announce the appointment of Victoria Gonzalez, LPCC, as the new Mental Health Coordinator for the CARE team. Victoria has more than 20 years' experience serving multiple diverse populations. Please welcome Victoria. For additional details, please see the 7/29/26 announcement from Cynthia Bocage on behalf of Adult System of Care Chief Abraham Andres, LMFT.

5th Annual Not My Child 5K

The 5th Annual Stanislaus County Not My Child 5K Run/Walk is happening Saturday, August 29, 2026, at MJC West Campus from 8am-11am. This is a free, family-friendly event raising awareness of drug-related overdose and poisoning deaths. Far too many Stanislaus County lives have been lost to a fentanyl-related poisoning and overdose. Stanislaus County BHRS, in partnership with StanHOPE families, invites everyone to join the 5K to raise awareness of this critical community crisis. Please scan the below QR code or visit [Stanislaus County Rx Safety](#) for more information.



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

Medi-Cal Informing Materials: Grievance/Appeal/Expedited Appeal Reminder

Reminder that the Medi-Cal Grievance/Appeal/Expedited Appeal forms, and the Problem Resolution Process posters are color coded. For these forms, the English versions, both regular and large print, should always be printed on blue paper. The Spanish versions, both regular and large print, should always be printed on yellow paper. For more information, please contact QS Medi-Cal Certifications at BHRSMedi-CalCerts@stanbhrs.org.

Medi-Cal Certification Site Visits Findings

This is a friendly reminder resulting from top findings from the Quality Services Semi-Annual Site Visits, to always lock your desk and ensure that you “lock” your laptop when you step away from your desk so that there is never unsecured PHI. Some common places PHI should never be found is in unlocked desk drawers & cabinets, written on whiteboards, on tops of desks, in desk trays, on printers, in unsecured storage rooms, and on unlocked laptops. Please secure all PHI and remember to “Lock Before You Walk”. For more information on site visits please contact QS Medi-Cal Certifications at BHRSMedi-CalCerts@stanbhrs.org.

Medi-Cal Informing Materials – August

This month, we are highlighting the Notice of Availability of Language Assistance Services and Auxiliary Aids and Services available on the Stanislaus County BHRS website, intranet, and extranet. These forms provide information on how to get help in 19 different languages, as well as aids and services for members with disabilities. For more information, scan the QR code.



SMARTCARE UPDATES

SmartCare Update: BHRS 121 TADT Compliance Report

SmartCare has made several changes to the BHRS 121 TADT Compliance Report, including Routine and Urgent data sitting side by side, and highlights on records with Missing First Service Offer Date and Requests not meeting timeliness standards. For more information, please refer to the SmartCare email sent on 7/15/26, or contact the SmartCare team at smartcare@stanbhrs.org.

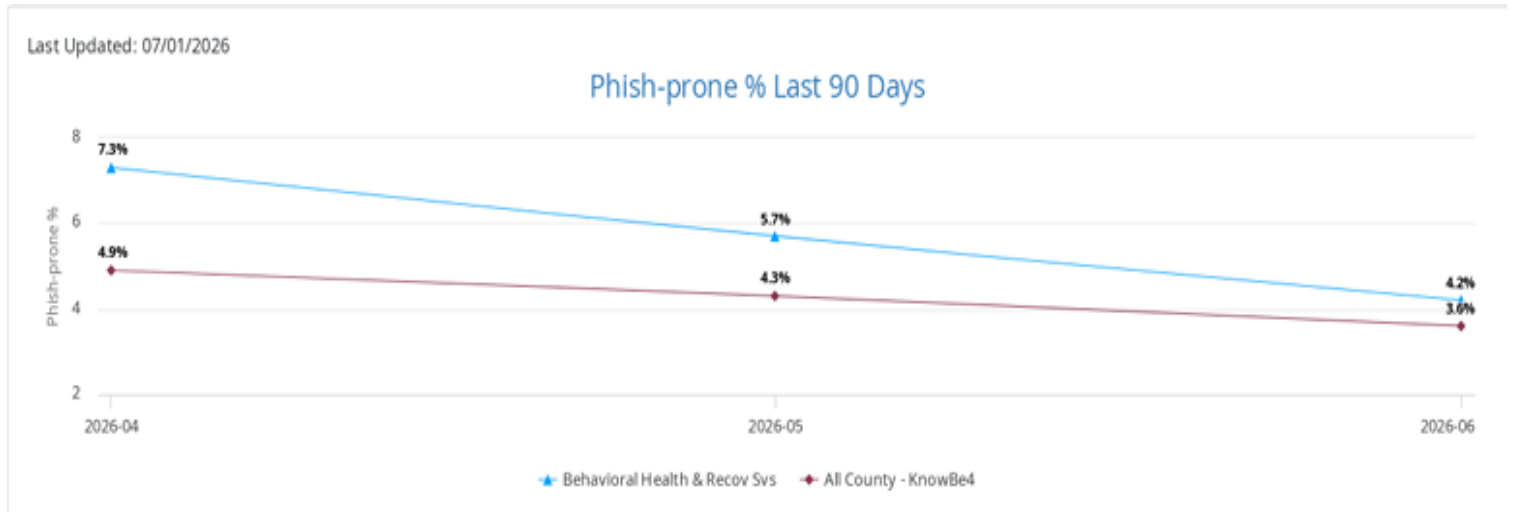
SmartCare Update: JIRA Ticket Updated

The JIRA Ticket used to request SmartCare user account changes has been updated. There are now options for Disable and Deactivate, and the ticket includes a mandatory Effective date. For more information, please see the SmartCare email sent on 7/27/26 or contact the SmartCare team at smartcare@stanbhrs.org.

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INFORMATION TECHNOLOGY & SECURITY UPDATES

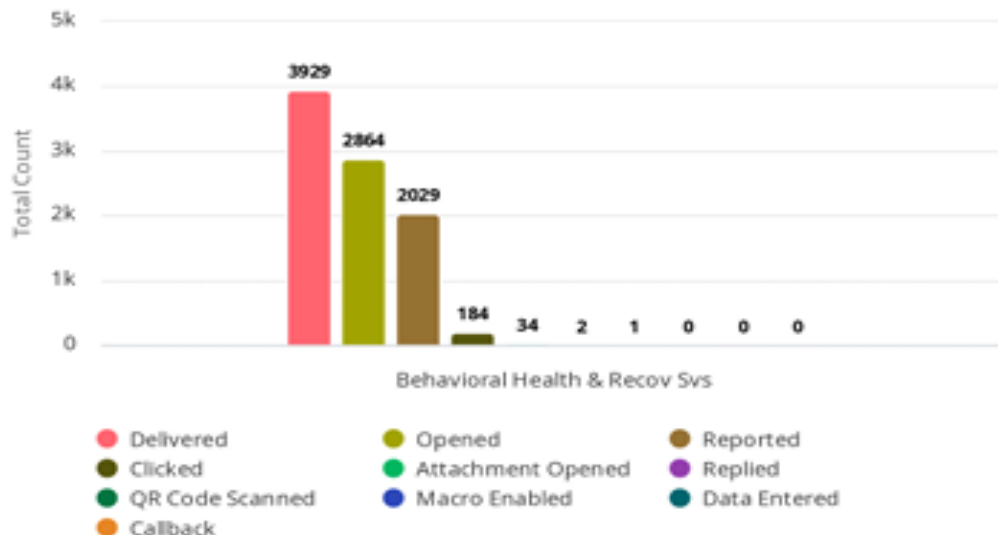
Phishing Test Results



Over the past 90 days, both Behavioral Health & Recovery Services and the All-County average reduced phish-prone percentages, with Behavioral Health dropping from 7.3% to 4.2% and All-County declining from 4.9% to 3.8%. These reductions lower overall organizational risk, decrease the likelihood of successful phishing attacks, and reflect improved security awareness across both groups.

Last Updated: 07/01/2026

Last 90 Days Phishing Test Results



Over the last 90 days, 3,929 phishing emails were delivered to BHRS staff, 2,864 were opened, and 2,029 were reported, while only 184 resulted in clicks.

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Lately, we've seen some promising improvements in the way our team responds to phishing tests. Staff are getting more familiar with what these emails look like, and that growing awareness is a great sign. There's still room to keep building confidence around spotting and reporting suspicious messages, and simple things like gentle reminders, regular practice, and celebrating those who report can help us continue moving in a positive direction. Together, we're steadily strengthening our security habits.

We extend our sincere appreciation to the IT Department for its continued leadership in promoting cybersecurity awareness through ongoing phishing-prevention campaigns. We are also grateful for the detailed data and reporting support that make these updates possible. Your commitment to safeguarding our organization is deeply valued.

For more information, please contact the Compliance, Privacy & Ethics team at BHRSCompliance@stanbhhs.org

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