



SOLANO COUNTY QUALITY ASSURANCE

QA INFORMATION NOTICE 25-03

MARCH 1, 2025

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. QA Information Notices (INs) are sent out monthly and posted on our [website](#).

GENERAL UPDATES

25-03 (A) QA OFFICE HOURS (COUNTY & CONTRACTOR)

QA Office Hours in December will be Wednesday, March 12, from 9:00-9:30 AM. Please join us and submit questions ahead of time using this [Survey Monkey link](#) that is also in the Outlook invitation or bring your questions to the meeting.

25-03 (B) SOLANO COUNTY TRANSITION TO .GOV AS OF MARCH 1, 2025 (COUNTY & CONTRACTOR)

Starting March 1, 2025, all Solano County email addresses will transition from the current @solanocounty.com to @solanocounty.gov. The shift to .gov domains aligns with state regulations (Assembly Bill 1637) and ensures our communications are recognized as official and trustworthy.

The official launch of the new Solano County website will be in June 2025 but www.solanocounty.gov is already working (pointing to current site).

Here are some of the changes you may notice during this transition phase:

- Contacts from the County will start using the @solanocounty.gov as their work email address. Their @solanocounty.com email will remain active for at least another year, and they will continue to receive emails sent to this address, but please start updating your contacts as of March 1
- You may start seeing updated materials such as business cards, brochures, flyers, social media/marketing materials, etc. with www.solanocounty.gov
- You may hear announcements about this change in meetings, outreach events and presentations to the community conducted by the County

We ask that you update your County Contact lists to reflect this change. Please reach out to QualityAssurance@SolanoCounty.gov with any questions.

25-03 (C) REMINDER – USE OF ADD-ON CODE FOR SIGN LANGUAGE OR ORAL INTERPRETIVE SERVICES (T1013) (COUNTY & CONTRACTOR)

As stated in the [September 2024 QA IN](#), the add-on code of *Sign Language or Oral Interpretive Services* (T1013) should be used in conjunction with other service codes when the staff providing services is interpreting, e.g. bilingual staff, or when an interpreter is used for the service, e.g. Language Link. This would not be used if family members are providing the interpretation.

The code can only be used in conjunction with another service code and the duration of the T1013 add-on time must match or be less than the duration for the primary service code dependent on the length of interpretation. The duration of the add-on can never exceed the duration of the primary service code being used and it must reflect the actual time of translation during the service.

T1013 is available for staff to use in Avatar progress notes and for batch upload services. When in the *Individual Progress Note CalAIM23* or the *Medication Progress Note CalAIM23* in Avatar, staff will select T1013 from the add-on drop down in the form, enter the duration of the add-on in minutes, and then select "Save Add-On Service". Written instructions for this process are available for County staff in the [Avatar Manual on SharePoint](#)

and will be posted on [the Network of Care](#) in the section on EHR Training Materials for Contractors. The same steps apply to contractors using the Contractor Service Entry PM form in Avatar.

The batch upload service spreadsheet was previously updated to accommodate the T1013 add-on code.

If you have any additional questions regarding how or when to use this add-on code, please contact QualityAssurance@SolanoCounty.gov.

25-03 (D) PATHWAYS SCREENING PROCESS UPDATES (COUNTY & CONTRACTOR)

All youth aged 0-20 who are receiving ongoing Medi-Cal SMHS in the Solano BHP need to be screened to determine if they qualify for Intensive Care Coordination (ICC) services using the Pathways Survey Assessment.

For programs in the Solano BHP serving youth age 0-20, please note the following updates and reminders regarding the Pathways screening process:

- As of March 2025, **all** PSC programs will complete the Pathways Survey when services begin within the Solano BHP (e.g. a PSC program receives a referral from CAT)
 - The Survey should be completed within the first 1 or 2 meetings
 - Only limited-term programs are exempt (CSU, Hospital Liaison, Mobile Crisis, SCOE Crisis, FURS, Qualified Individual, etc.)
 - Surveys will *not* be completed by CAT during intake assessment
- All programs will continue to be prompted to complete a Pathways survey for every open client every six months by the Foster Care Treatment Unit Supervisor
 - For County programs this is in April and October
 - For Contractor programs this is in January and July
- If staff complete the Survey upon receiving a case and the 6-month cycle request for all clients comes soon after, program can use clinical judgements as to if an additional Survey should be completed at that time or if they will wait for the next 6-month request (i.e. if something has changed since the initial Survey that would impact services, a new Survey should be completed; if nothing has changed, an additional Survey would not be required)
- On an ongoing basis, if a youth is being served by multiple programs, the PSC program is responsible for doing the Pathways Survey

If you have questions regarding the Pathways Survey, please contact FosterCareUnit@SolanoCounty.gov

25-03 (E) CARE ACT COURT IN SOLANO COUNTY (COUNTY & CONTRACTOR)

The CARE Act program is a civil court created by the California Community Assistance, Recovery, and Empowerment (CARE) Act. Both the Solano County Superior Court and Solano County Behavioral Health (SCBH) are responsible for managing the CARE Act. The CARE Act serves individuals diagnosed with Schizophrenia and other psychotic disorders. The goal of CARE Act is to support individuals in diverting away from conservatorship, hospitalizations, and incarceration. Therefore, CARE Act serves as an access point to behavioral health services. CARE Act allows members of the community to file a petition with the courts in an effort to support an individual, often a loved one, with getting mental health services. Individuals who meet the CARE Act criteria are supported in linkage to behavioral health services, housing, and other identified needs.

CARE Act does not create direct access to conservatorship, nor does the program force mental health treatment. Rather, the program is designed to work collaboratively with individuals who participate in the program. Individuals who meet criteria and are accepted into CARE Act court follow a court process that includes a treatment plan and supports the individual in working with the court judge, public defender, behavioral health, and a volunteer support (such as a family member or friend, if they choose), in an effort to improve quality of life. Should an individual not meet criteria and be willing to engage voluntarily in mental health treatment, they can then be connected to the appropriate level of care, within the behavioral health system. CARE Act may serve as a least restrictive alternative to the stability and recovery of the individual involved.

In the Solano BHP the CARE Act Court program comes under the ACT FSP program. Clients could be open to the CARE Act reporting unit as well another program if their treatment is being followed by the CARE Act program as they are linked to a PSC program. If you have questions about the CARE Act program or reporting unit, please contact the Solano County ACT program manager or supervisor, or email the team at BHCareAct@solanocounty.gov.

AVATAR UPDATES

25-03 (F) SCANNING CATEGORY REMINDER (COUNTY AND CONTRACTOR)

Reminder that the majority of forms that need to be scanned in Avatar have a footer on the form that indicates the category where the form should be scanned. Please make sure to reference the specific form to know where to scan each item.

For example, the *Child and Adolescent Screening Tool – Youth* needs to be scanned in the “MH – Confidential – Don't Release” folder in Avatar. Please ensure that this particular form is being scanned correctly. QA is working on confirming that the *Document Types and Naming Convention* guide is accurate and matches form footers.

If documents have been scanned into an inaccurate category, please complete a NOBE to correct this or reach out to your QA Liaison for consult.

25-03 (G) UPDATED CAT REPORTING UNITS (COUNTY ONLY)

Please note that there are now 2 CAT Reporting Units (RUs). One is for clients being assessed by an adult program and one for clients being assessed by a youth program:

- Adult Programs: 48597 - Central Adult Assessment Svcs
- Youth Programs: 48596 – Central Assessment Services

Please refer to email sent from QA on February 13, 2025, for the updated information and protocols for how these 2 RUs are to be utilized. Please reach out to QualityAssurance@SolanoCounty.gov with any questions.

We look forward to continuing to partner on 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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