SANTA CRUZ COUNTY AVATAR INFORMATION NOTICE

TOPIC: Service Request And Disposition Log Form Update

Avatar Service Request and Disposition Log UPDATE in LIVE Thursday, 2/13/20

Avatar Form(s), Process and/or Users Affected

Date	2/10/2020
Avatar Form(s)	**Service Request and Disposition Log**
Change	Multiple Changes to Form to Comply with State Data Collection, starting on **2/13/2020**
Users Affected	Anyone who uses the form, gate programs, includes administrative staff.

Summary/Introduction

Changes have been made to the Service Request and Disposition Log (SRADL), in order to comply with state data collection requirements and to facilitate other uses of the SRADL (e.g., crisis contacts for non-open clients). Changes include new questions, improved and added lightbulbs, changes to question list items.

Reason/Rationale for Changes to the Service Request and Disposition Log

Per Medi-Cal regulations (MHSUDS INFORMATION NOTICE NO.: 18-011) **when a Medi-Cal beneficiary calls or walks-in (or when a request for services is made by a legal representative on the client's behalf), behavioral health plans must conduct an assessment. After the assessment, if the client meets criteria, follow-up appointments must be scheduled within specific timeframes.** The required timeframe varies depending on the service being requested. See the Avatar Service Request and Disposition Log manual on the Avatar Web Page for more information. **Changes have been made to the Service Request and Disposition Log (SRADL) to track these appointments and to see if they have been scheduled within the required timeframes.**

Other changes have been made to facilitate the other use of the SRADL, which is to provide an information repository for contacts with non-open clients. These can be clients or others calling for information about services, but not necessarily requesting an appointment. Other contacts might be crisis contacts or requests from third parties such as criminal justice, public health, schools or hospitals. For these types of contacts, the SRADL provides a convenient place to organize information about a particular client who is not (yet) receiving services.

If the client does end up receiving services, all of the unique SRADL entries for an individual client describe the client's path into the system, culminating in the Access assessment and finally, the first treatment appointment(s).

Detailed Description of Changes to the Service Request and Disposition Log

The changes to the SRADL are too numerous to be described here, but in general, questions have been added and expanded to facilitate the functions of the log, as it is used in Santa Cruz County, as described above. (See the Avatar Service Request and Disposition Log manual on the Avatar Web Page for more details.)

More questions have been added to the form allow specific input about follow up appointments.

Many dictionaries (questions where you select from a list of options) have been updated and expanded. For example, the question, "Reason for Inquiry" has several new additional options, including: 1) "Community information received" (for receipt of records among other things); 2) NTP/MAT Req for Svcs (for Narcotic Tx Programs or Medication Assisted Tx); 3) CSP Lobby Contact (for individuals who present at the CSP, but are not admitted).

Lightbulbs have been updated and expanded. 💡

The location of some questions has changed to be more in line with current workflows. Several questions have been moved out of the "clerical" area of the form and into the "clinical" area of the form.

Documentation that describes the use of the form has been added to the Avatar Web Page. Click the link here to see => **Service Request and Disposition Log**

Reason for Inquiry
- Community Information Received
- Client/Legal Guardian Req for Services
- Req for 2nd opinion from client/guardian
- Request for Psychiatry
- NTP/MAT Req for Svcs (3-days)
- Engagement/Outreach Contacts
- Crisis Services
- Info requested or provided to
- SUD Interim Perinatal Services (48 hrs)
- CSP Lobby Contact

For More Information Contact

Many county and contract agency supervisors have been trained in the changes; please check with your supervisor for technical assistance. You may also contact the QI help desk at *askqi@santacruzcounty.us*

Resources

See the Santa Cruz Avatar webpage.

http://www.santacruzhealth.org/hsahome/hsadivisions/behavioralhealth/avatarresources.aspx

Look for the document, Service Request and Disposition Log,near the top of the page.

Avatar Implementation and Tech Resources

| Home | Avatar Information Notices (Updates) | Training Resources | Meetings | Archiv |

How-to Guides, Manuals and Tips
- Avatar Clinicians Manual (updated 10/07/2019)
- Avatar Corrections Manual (updated 2/7/2018)
- *New!* Avatar Service Request and Disposition Log
- Avatar Group Progress Notes (updated 1/23/2020)
- *New!* Avatar Group Progress Notes - Quick User Guide
- *New!* Workflow and Instructions for LPHA Signing of SC MH Episodic Treatment Plan

The easy way to get to the web page is to type Avatar into the Search Forms blank when you are in Avatar. Click on Avatar Resources and this will launch the web page.

Search Forms

avatar

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Avatar Resources	Avatar PM / Resources

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