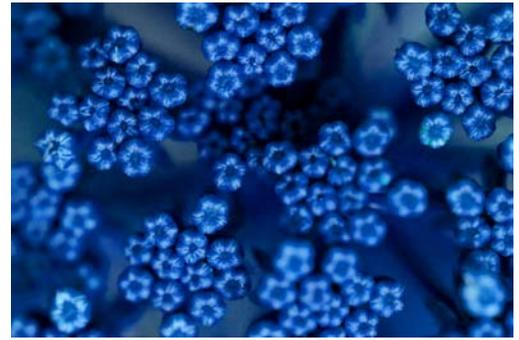


*Spring 2011*



*Network Connection  
Newsletter*

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## **EXCITING CHANGES AT SOC - The Managed Care Unit is moving!**

In an effort to reduce costs in these budget-challenged times, there will be a number of moves for various staffing units to other county-owned or leased buildings. The new address for the Managed Care Unit will be: 379 Nevada St. Auburn, CA. 95603

Unfortunately, our phone numbers must change as well with this re-location; however, the new phone numbers have yet to be assigned. The information regarding when the move is complete, when the new address is in effect, and the MCU staff's new phone numbers will be disseminated via e-mail. We anticipate the changes will happen soon, so please watch your e-mail closely over the month of April for this notification. We appreciate your attention to this matter!

Please note that, as of April 1<sup>st</sup>, the CAPP Unit has also relocated. Refer to [page 6](#) for more details on their move.

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## **The Importance of Family Therapy**

When Medi-Cal billing and documentation standards place a high significance on carefully documenting medical necessity for treating a specific mental health disorder, it may seem like this requirement necessarily compels a treating therapist to provide mostly individual counseling for the "identified patient." However, it is important to be aware that there is discretion for the clinician to request a balance of individual and family therapy, particularly when treating a younger child. The standard authorization for services for a three-month period includes 3 Family Therapy sessions for this purpose. As a provider, you may request a greater ratio of Family Therapy by notifying the assigned Placer County caseworker.

Clinicians recognize that children do not operate in an emotional vacuum, and the impact of the child's parents, siblings or other close family members can be quite significant. Therefore, the solutions to their emotional difficulties may well lie within those relations. The treating clinician should spend appropriate conjoint time with the parents and child in order to address issues such as behavior problems and communication difficulties. They may also choose to include family members that are deemed important to address the functional impairment of the child.

There are also often times when it is valuable to spend time speaking with the parents or other significant caregivers in the interest of a child in treatment. You may request a session of Family Therapy without Client Present (MSO CPT Code 90846) to facilitate time with caregivers to develop treatment goals and check on the progress of caregiver interventions. Though used less frequently, this involvement is strategic and important, and we want to support your best efforts to encourage our families to become healthy and self-sufficient. And, we are confident that you can use your professional judgment to properly balance individual and family therapy.

As you consider and implement your therapy approach, please remember to document your involvement in light of the clinical concerns of the child in treatment. You may wish to make clinical notes on family members and family dynamics. However, you must also include how the intervention is intended to ameliorate the child's mental health condition, in congruence with the established treatment goals and Biopsychosocial assessment. As long as you keep a clearly documented treatment path, you have the discretion to use your valuable training and experience to take into account the broader environment of the child and family you are treating.



## Drug Endangered Children Training

Drug Endangered Children (DEC) are those children who suffer physical, sexual or emotional harm or neglect resulting from exposure to an environment where adults are manufacturing, selling or using drugs. Exposure to these highly toxic substances and chemicals can cause serious short and long term health problems. Many times, the living conditions in these homes are deplorable. In response to this growing epidemic, counties throughout California and the nation are developing coordinated responses to remove these children from dangerous environments. The Drug Endangered Children (DEC) Program joins forces with law enforcement, social services and the district attorney's office to investigate and prosecute these violators.

Curriculum includes the identification of DEC children, protocols, MOU's, investigative methods, prosecution techniques, how each discipline can assist the other in rescuing children from drug environments, child abuse laws and Cal EMA grant requirements.

Who Should Attend: Law enforcement administrators/officers/detectives, social workers, prosecutors, code enforcement, fire/hazmat, medical and mental health professionals, probation/parole and other first responders.

Tuition: This is a free class. Plan ahead and reserve your spot. Class size limited to only 55 participants.

**Rocklin Police Department, 4080 Rocklin Road, Rocklin  
LIMITED PARKING! Corner of Rocklin Rd & South Grove St  
(In dirt parking lot of Finn Temperance Hall)  
Thursday, April 7, 2011 – 8:00 a.m. – 5 p.m.  
CLASS SIZE LIMITED TO 55**



## Next Provider Relations Meeting – June 8<sup>th</sup>

We invite you to attend the Network Provider Relations Committee meeting held the second Wednesday of every third month. The next meeting will be June 8<sup>th</sup> from 10:30 AM to 12:00 PM. We meet at the HHS Administration Building located at 379 Nevada Street, Auburn.

These meetings provide a great opportunity to stay updated on changes within the Managed Care Unit and Placer County Health and Human Services. They also provide a forum to ask questions, discuss concerns, and network with other Behavioral Health professionals and Placer County staff.

Also, we welcome Newsletter submissions from our Network Providers. Please limit your articles to approximately 500 words. You may e-mail your submissions to Tom Lind at [tlind@placer.ca.gov](mailto:tlind@placer.ca.gov), or fax it to (530) 886-5499.



### Managed Care / CAPP Contacts:

- Twylla Abrahamson**, Program Manager: (530) 886-5440
- Michelle Johnson**, Managed Care Unit Supervisor: (530) 886-5463
- Linda Helling**, Patients' Rights Advocate: (530) 886-5419
- Tom Lind**, CSOC Ombudsman/Network Provider Liaison: (530) 889-6752
- Derek Holley**: (530) 886-5407, **Margaret Chambers**: (530) 886-5406
- Wally Keller**: (530) 886-5410, **Kristin Kolster**: (530) 886-5403,
- Mary Coleman**: (530) 886-5421, **Cami Burke**: (530) 886-5455,
- Carolyn Sherman**: (530) 886-5439, **MCU FAX Number**: (530) 886-5499
- Tami Burns**, PC Accounting Unit Provider Liaison: **(530) 745-3136** (new)
- Erica Collins**, PC Accounting Unit: **(530) 745-3111** (new)

# COMPLIANCE CORNER

## EQRO On-Site Review March 23 and 24, 2011

Each year, Placer County undergoes a review with a state contracted "EQRO." EQRO stands for *External Quality Review Organization*. The federal government requires each state to contract with an EQRO to perform yearly reviews of every county and their mental health systems. The focus of these reviews concentrates on the quality aspects of the services and programs within the county. There are many federal and state requirements required of counties as they relate to the quality of client care, and it is the EQRO's responsibility to review each county for these requirements and to report their findings, in California, to the state Department of Mental Health (DMH).

DMH has recently renewed the California EQRO contract with an organization called APS Healthcare. APS Healthcare returned to Placer County on March 23<sup>rd</sup> and 24<sup>th</sup> of this year for the annual EQRO Review. There were several components of the EQRO Review, and many staff members were involved in its preparation for many months. Different portions of the review included two Performance Improvement Projects (comparable to SIP's in the CWS realm); two client focus groups; a review of Placer's information technology capabilities; tours and discussions with various consumer driven and culturally relevant programs; group interviews with various direct program staff; and much more. The EQRO Review was an excellent opportunity for Placer County to showcase the many wonderful programs and services that are offered to children, families and adult consumers.

While this type of review does not involve the recoupment of any monies (like the EPSDT Audit), it continues to be valuable since, as mentioned above, it is an opportunity for Placer to display the many great services that we have to offer to clients. And this includes those services provided by our network providers and other community organizations. If you are ever asked to participate in this important review, we hope that you will take the opportunity to talk with the reviewers about your experiences in serving the people of Placer County.

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## 2011 Client Satisfaction Survey

The California Department of Mental Health (DMH) requires all counties to conduct an annual survey of beneficiary satisfaction. Placer County achieves this through a telephone survey of both adult and child clients. Typically, this survey is completed by the Quality Improvement Subcommittee of the Mental Health Alcohol and Drug Board, although this year, the board delegated that responsibility to Placer County QI to carry out this requirement.

This year, a total of 96 respondents answered 10 different questions regarding the treatment and care they received from Placer County. The questions ranged from *Did you find county employees to be courteous and respectful?* to *Did the services that were provided help you with your problems?* Additional questions included information regarding returning phone calls; receiving services in their preferred language; working together to plan treatment; and if they were asked if additional services were needed. The respondents also had an opportunity to give more qualitative feedback rather than a simple Yes or No answer. Consider the following excerpts from the final report:

Did you find county employees to be courteous and respectful?

Total Responses	Yes	No
96	92	4

Were you able to get all the services from us that you thought you needed?

Total Responses	Yes	No
91	85	6

Did the services that were provided help you with your problems?

Total Responses	Yes	No	N/A
84	76	6	2





## TRAINING CORNER

### Early Childhood Trauma Prevention and Resilience Training

UC Davis Extension training that examines the power and strength of human resilience. Studies will be presented of adults who grew up under emotional and stressful conditions, but through resiliency they now enjoy meaningful productive lives. Topics include:

- Identifying sources of resilience and protective process
- Incorporating these protective processes
- Accessing programs, practices, and resources available
- Collaborating with schools and families
- Examining life lessons that contribute to resiliency

**Instructor:** *Mark Katz, Ph.D.*, is a clinical and consulting psychologist in San Diego and author of the book “*On Playing a Poor Hand Well.*” Mark is the recipient of the 1998 Rosenberry Award, a national award given yearly by Children’s Hospital in Denver. For the past 25 years, Mark has served as the Director of Learning Development Services, an educational, psychological, and neuropsychological center in San Diego. In addition, most recently, Mark has worked with colleagues from around the country on the *Stop Bullying Now!* campaign, a federally sponsored multi-year media campaign designed to increase public awareness of bullying and other forms of school violence.

**Date, Time, Location:** Thursday *or* Friday, April 28, 2011 *or* April 29, 2011 from 9:00 AM to 4:00 PM. PCOE, Nobli Room, 1700 Enterprise Drive, Auburn, CA.

**CEUs:** This course meets the qualifications for 6 (six) hours of continuing education credit for RN’s, MFT’s and/or LCSW’s as required by the California Boards of Registered Nursing and Behavioral Sciences.

**To Enroll:** SOC staff, please register online at this [location](#). Community partners, please register by contacting Mary Ann Medeiros at (530) 886.2865 or by e-mail at [MMedeiro@placer.ca.gov](mailto:MMedeiro@placer.ca.gov).

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### Attend the “Helping Support Families With Substance Abuse, Mental, and Co-Occurring Disorders” Workshop

This *UC Davis Extension* workshop is a learning opportunity for baseline knowledge on recognizing, understanding, and responding to families, involved in the Child Welfare System, who are affected by both substance abuse and mental health disorders. Workshop topics include the following:

- Understanding the multiple needs of families involved with the child welfare system
- Understanding and working with substance abuse disorders, treatment, and recovery
- Engaging and intervening with parents affected by substance abuse disorders, mental disorders, and co-occurring disorders
- Developing a comprehensive response for families affected by substance use disorders, mental disorders, and co-occurring disorders

**Instructor:** *Frances Afonin, PhD, LMFT*, is a therapist specializing in substance abuse, mental health and dual diagnosis. Having been a mental health clinician with Kaiser Permanente for some years, Afonin returned to this position in the fall of 2008 after a period of time contracting with adult day health care centers and other county supported facilities. Since 1990, she has been working as a service provider and administrator in community- and county-based organizations. She has also developed and implemented a treatment program for incarcerated minors.

**Date, Time, Location:** Wednesday and Thursday, May 11-12, 2011 from 9:00 AM to 4:00 PM. Auburn Justice Center, 2929 Richardson Dr, Auburn, CA.

**CEUs:** This course meets the qualifications for 12 (twelve) hours of continuing education credit for MFT’s and/or LCSW’s as required by the California Board of Behavioral Sciences.

**To Enroll:** SOC staff, please register online at this [location](#). Community partners, please register by contacting Mary Ann Medeiros at (530) 886.2865 or by e-mail at [MMedeiro@placer.ca.gov](mailto:MMedeiro@placer.ca.gov).

## GROUP CORNER

### Sutter Auburn Faith Hospice Offers Two Bereavement Events

Sutter Auburn Faith Hospice offers a **Children's Bereavement Art Group** for children and teens. The program is sponsored by generous donations from our community and is available for children ages 4 to 17 years, who have suffered a death of a loved one within the last year. This 10-session program is available at no cost to all participants. The program allows children and teens to express their loss through a variety of creative art activities. A Clinical Art Therapist leads the groups.

Participants are placed in groups by age, type of loss, and developmental level. The goal of the program is to provide a safe place for children and teens to process grief and loss through creative outlets that facilitate healing. If you know of a child or teen that might benefit from this program in the Auburn area, please contact: Trish Caputo, Bereavement Coordinator, at (530) 886-6650.

**Camp SAGE** will be held on June 11, 2011. Sutter Auburn Faith Hospice offers this one day retreat for bereaved families with children and teens, ages 8 to 16 years. The mission of Camp SAGE is to provide a safe environment for bereaved families to engage in fun and challenging activities that build inner strength and skills for renewed hope and meaning.

The camp will be held at an On Course Ropes course site in Grass Valley, CA. The program will be facilitated by On Course ropes staff, professional counselors, grief counselors, and trained volunteers. Activities include arts and crafts, games, challenging ropes course activities, opportunities for remembrance and healing, and hands-on team adventures. Lunch and T-shirt are included. Transportation is available upon request. This one day retreat is offered at **NO COST** due to the generous donations of Auburn Host Lions Club, The Caring Hearts Society and Sutter Auburn Faith Hospice Foundation. To register, please contact Trish Caputo, Bereavement Coordinator, at (530) 886-6650.



### New Mourning Counseling Services

New Mourning Counseling Services is a non-profit organization meeting the needs of those who experience loss through many transitions in life. Not only do we experience loss through death and dying, but losses occur from expectations which never come true, or divorce, separation, career, family and retirement transitions.

Most recently New Mourning Counseling Services, in conjunction with First Five Placer County, is expanding the availability of treatment for parents with children ages 0-5 suffering from depression or other perinatal mood disorders with emphasis on underserved populations (for example, isolated women; women who lack strong family and/or community support; families/women experiencing financial stress, military wives, teen parents, victims of domestic violence, and/or women with histories of substance abuse). Parents who qualify will be eligible for 12 sessions at no charge to the client.

Please refer adult clients to [sdouden@newmourning.org](mailto:sdouden@newmourning.org) for an evaluation. We look forward to serving clients in postpartum need.



## COMMUNITY CORNER

### HHS Administration and Administrative Services Has Moved!!

Health and Human Services Administration staff has moved to 11486 B Avenue, located in the Placer County “DeWitt” Government Center. The main telephone number for HHS Administration staff is (530) 889-7141.

Effective April 1<sup>st</sup>, the HHS Administrative Services (Fiscal, CAPP, and Contracts) will move to the CDRA Building located at 3091 County Center Drive, Suite 290, Auburn, CA 95603, also located in the Placer County “DeWitt” Government Center.

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### Community Forum on the Mental Health Services Act

The California Mental Health Services Oversight and Accountability Commission (MHSOAC), Client and Family Leadership Committee, and Cultural and Linguistic Competence Committee will hold a Community Forum on April 26<sup>th</sup> to discuss the progress of the Mental Health Services Act (MHSA) in Placer County. The forum begins at 4:00 and continues until 7:00 at the Maidu Museum located at 1970 Johnson Ranch Dr, Roseville, CA 95661.

Specifically, the MHSOAC Committees are interested in hearing from stakeholders about their experience with MHSA planning and implementation. Committee members and attending stakeholders will participate in a discussion in a semi-structured format designed to elicit feedback and diverse views. Information and ideas gleaned through this discussion will be used to provide feedback to the MHSOAC about how persons have experienced the MHSA in local communities throughout California. This information will be considered by the MHSOAC when developing future policy direction.

The Community Forum is neither a formal review nor an audit of MHSA programs in Placer County. The forum’s goal is to advance MHSOAC communication with Placer residents and provide opportunities to hear firsthand from stakeholders.

If you have questions regarding the Community Forum, please contact MHSOAC staff members Matt Lieberman at [matthew.lieberman@mhsoc.ca.gov](mailto:matthew.lieberman@mhsoc.ca.gov) and (916) 445-8696, or Peter Best at [peter.best@mhsoc.ca.gov](mailto:peter.best@mhsoc.ca.gov) and (916) 445-8696.

This invitation is extended to the community by Richard Van Horn, MHSOAC Vice-Chair, Eduardo Vega, MHSOAC Commissioner, and Ralph Nelson Jr., MD, MHSOAC Commissioner.

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## CAPP CORNER



### *We’ve Moved And Changed Our Name!!*

The CAPP Unit will no longer be known as CAPP but will be called HHS Fiscal Services, and as of April 1<sup>st</sup>, we will no longer work at the Nevada Street location. Our new office is in the CDRA Building located at the Placer County “DeWitt” Government Center. Please make note our new mailing address: 3091 County Center Drive, Suite 290, Auburn, CA 95603. Erica’s new phone number is (530) 745-3111, and Tami’s new number is: (530) 745-3136. Remember, claims mailed to our old Nevada Street address will be delayed.

On another note, please remember to attach the copy of your authorization to the back of your claim form, and also please review each new authorization you receive to ensure that you’ve been authorized for the correct amount of time, money, and services that were discussed with the client’s case manager. This way if a correction is needed, it’s more effective to request changes to that authorization right away, prior to services/payment being denied due to the provider not having enough units/sessions or money remaining on their authorization.

*Erica Collins and Tami Burns*



## COMMUNITY CORNER - Continued...

### Alcohol-Related Content Pervasive on Facebook; Most Accessible to Underage Users

Much of the alcohol-related content on Facebook is easily accessible by the approximately one-third of users who are under the age of 21, according to a qualitative study conducted by the Marin Institute. Despite guidelines requiring age restrictions, the study found that content promoting alcohol and dangerous drinking was accessible by underage users across all five of the most popular Facebook features — Advertisements, Pages, Applications, Events, and Groups.

- **Advertisements:** Alcohol companies buy ad space on Facebook, which allows them to access user's profile information and target their ads to specific audiences. One out of every eight ads were alcohol related, and all alcohol-related ads were displayed to under-21 users.
- **Pages:** Facebook pages are customizable profiles that can be made by an organization, product, or public personality. Facebook users can become fans of pages or "like" them, leaving the user with an affiliation to that topic. The ten top selling beer brands had 93 pages with a total of more than 1.1 million fans, while the ten top selling spirit brands had 334 pages for spirit brands with more than 3.2 million fans. Only 50% of the pages reviewed restricted access based on age. Six of the twelve top beer and spirit brands were accessible to under 21 users, allowing them to become a fan and receive marketing messages.
- **Applications:** Facebook applications are designed for interactive behavior—users can play games, take quizzes and rate brands. More than 500 Facebook applications are associated with the term alcohol. Four of the six alcohol applications reviewed by the study were accessible to underage users, allowing them to send virtual alcohol shots to other Facebook friends and be a virtual bartender.
- **Events:** Facebook events allow companies to advertise a time, location and description of a special occasion. Many events are ads for nightclubs, concerts or sporting events sponsored by an alcohol brand or companies. More than 4,400 events were found associated with the five best selling beer and liquor brands. There were no age restrictions found for these events.
- **Groups:** Facebook groups can be created by any Facebook user about almost any topic. Once an individual user joins the group, it is displayed on that member's profile. Groups have their own discussion boards, photos, videos, event listings, and web links. When searching Facebook groups using the term "alcohol," more than 58,000 results appear. Each group reviewed by the study advertised alcohol with hyperlinks, photos, and graphics; none of the groups were restricted based on age.

The study concludes that "Facebook's policies regarding alcohol ads and alcohol-related content in Pages, Applications, Events, and Groups do not effectively protect its users from exposure." The study authors recommend that Facebook stop accepting paid advertisements for alcohol products; stop allowing alcohol-related pages, applications, events and groups; and hire external monitors to enforce these regulations. They also suggest that "the alcohol industry must also question its affiliation with Facebook as a marketing tool when content so blatantly violates many of the industry's own advertising guidelines."

SOURCE: Adapted by Center for Substance Abuse Research from Mart, S., Mergendoller, J., Simon, M., "Alcohol Promotion on Facebook," *The Journal of Global Drug Policy and Practice*, 3 (3), 2009. Available online at <http://www.globaldrugpolicy.org/3/3/1.php>.

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### California's Ten Accredited Crisis Centers

California's 10 accredited crisis centers provide valuable community-based services to their local and surrounding counties. As accredited organizations, these crisis centers are held to the "gold standard" of service provision. Their services are based on evidence-based practices, using highly trained staff and volunteers.

California's crisis centers provide a broad range of services to the community, including: 24/7 suicide prevention hotlines; warm lines; online chat interventions; survivor support groups; grief counseling; mental health information and referral services; follow up services for high risk callers; suicide prevention training; and community outreach. Crisis centers may also partner with other organizations to provide help lines for specific populations, such as teens, lesbian, gay, bisexual, transgender or questioning (LGBTQ) youth, or individuals with HIV/AIDS. For more information visit them online: [The Office of Suicide Prevention Website](#).

# ANNOUNCEMENTS

## How Do You Care for a Wild Child? How Does A “Wild Child” Feel?

Thursday, April 7, 2011 @ 9:00 to 11:30 AM  
Brandman University

3011 Lava Ridge Ct, Roseville

Emmy nominated “Mia’s Story” - The Healing of a Severely Emotionally and Physically Damaged Child. Training covers:

- What Healing Requires
- The Formation of the “Healing Team”
- The Hunt for a Team Leader with a “ Saving One Child at a Time” Philosophy
- The Role of Foster Parents in Healing
- The Legal System
- The Message of Hope

Network Providers may register by contacting Patricia Douglass at (530) 889-7242, or [pdouglas@placer.ca.gov](mailto:pdouglas@placer.ca.gov).  
SOC staff please register online at

<http://placersoc.elearning.networkofcare.org/>

Course meets qualifications for two (2) CEUs for MFTs and LCSWs as required by the California BBS.

## Network Provider Collaborative

Friday, June 17, 2011

8:30 AM —12:00 PM

Brandman University, Roseville Campus

3011 Lava Ridge Court, Suite 250

## Community Forum on the Mental Health Services Act

Saturday, April 26, 2011, 4:00 PM — 7:00 PM

The Maidu Museum

1970 Johnson Ranch Dr, Roseville

Refer to [page 6](#) for more details.



## APRIL

**April 7 — Drug Endangered Children Training.** Refer to [page 2](#) for more information. 4080 Rocklin Rd, Rocklin. Call (530) 533-2260.

**April 7 — How Do You Care For a Wild Child? How Does A “Wild Child” Feel?** Refer to announcements. Brandman University, 3011 Lava Ridge Ct, Suite 250, Roseville.

**April 26 — MHSA Community Forum.** Refer to [page 6](#) for more details. The Maidu Museum, 1170 Johnson Ranch Dr, Roseville.

**April 28 — Early Childhood Trauma Prevention and Resilience.** Refer to [page 4](#) for more details. PCOE, Nobli Room, 17000 Enterprise Dr. Auburn.

**April 29 — Early Childhood Trauma Prevention and Resilience.** Refer to [page 4](#) for more details.

## MAY

**May 11 & 12 — Helping Support Families with Substance Abuse, Mental, and Co-Occurring Disorders.** Auburn Justice Center, 2929 Richardson Dr, Auburn. See [page 4](#) for more information.

**May 30 — Memorial Holiday.** County Offices closed.

## JUNE

**June 8 — Network Provider Relations Committee.** Held at 379 Nevada St, Auburn from 10:30 to Noon.

**June 17 — Network Provider Collaborative.** Brandman University, 3011 Lava Ridge Court, Suite 250, Roseville.