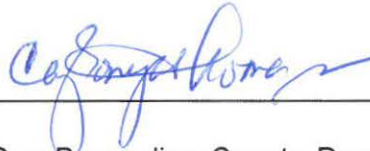


**San Bernardino County  
Department of Behavioral Health**

**Transformational Collaborative Outcomes Management  
(TCOM) Policy**

**Effective Date** 09/30/2015  
**Approval Date** 09/30/2015

 CaSonya Thomas, Director

**Policy** It is the policy of San Bernardino County Department of Behavioral Health (DBH) to utilize the Transformational Collaborative Outcomes Management (TCOM) framework and measures as a decision support and information management approach to support communication in a complex service delivery environment.

**Definitions** The TCOM measures to be utilized throughout the Department's mental health services are the Child and Adolescent Needs and Strengths - San Bernardino (CANS-SB) and the Adult Needs and Strengths Assessment - San Bernardino (ANSA-SB).

**CANS-SB** and **ANSA-SB** – comprehensive clinical tools that organize information collected during a behavioral health assessment in a consistent manner to improve communication among those involved in planning and providing care for a child or adolescent (CANS-SB) or an adult (ANSA-SB) as well as provide information useful for performance outcomes.

**TCOM User** – an individual trained and certified to use the CANS-SB and the ANSA-SB.

**Objective Arts** – a secured, proprietary, web-based data collection and reporting system that allows DBH and DBH contractors to provide regular periodic assessments to measure treatment outcomes of consumers as they participate in various mental health programs. The system includes immediate access to multiple providers, an online measurement tool, individual and collective data sharing, and the ability for users to access/monitor client information while complying with Health Insurance Portability and Accountability Act (HIPAA) of 1996 requirements.

**Objective Arts Users** – individuals possessing Objective Arts accounts with designated roles and responsibilities (see Objective Arts manual on the [TCOM website](#) for details).

**Subject Matter Experts (SMEs)** - designated TCOM Trainers who are assigned throughout DBH who are proficient and adept in CANS-SB and/or ANSA-SB to assist people who have questions regarding the clinical use of CANS-SB/ANSA-SB or certification for CANS-SB/ANSA-SB.

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- Primary Uses** TCOM measures have three primary uses:
- Decision support
  - Outcome monitoring
  - Quality improvement

As a decision support tool, the measures assist in the collaborative development of a Client Plan by clinical staff, consumers, families, Child and Family Teams, and treatment teams; help identify appropriate levels of care for consumers; and assist in identifying needed resources.

As an outcome monitoring tool, the measures assist in communicating and celebrating improvements in applicable levels of the consumer's network, including individual, family, and community improvements; track aggregate improvement by consumer and families; and may provide information on program performance.

As a quality improvement tool, the measures assist in the management and supervision of staff (e.g., ensuring strengths and needs are incorporated into the Client Plan) and programs (e.g., ensuring balance of workload); help identify areas of training needs; and help in planning program additions or modifications.

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- Database Use** TCOM users shall utilize Objective Arts to record and share information. Users have specific roles and duties, as designated in the unit. These responsibilities correspond to specific rights within Objective Arts and do not necessarily match employee classification titles. For example, a licensed clinical therapist may supervise an intern and therefore may need to have the role of "supervisor" to review and approve the intern's TCOM measures.

For role descriptions, refer to the Objective Arts Role Summary document in the [TCOM website](#).

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- Supervision Requirements for Objective Arts** Clinical supervisors shall incorporate the review of the TCOM measures within their supervision of clinical staff. This review has the following minimum expectations:
- Clinical Assessment documentation and scoring of the TCOM measure shall be consistent.
  - Diagnosis of record shall be consistent with the Clinical Assessment and TCOM measure.
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**Supervision  
Requirements  
for Objective  
Arts, continued**

- Needs identified on the TCOM measure shall be incorporated within the Client Plan as medically indicated. (NOTE: Not every Need may be incorporated, but the Client Plan should be consistent with the TCOM scores).
  - Strengths shall be incorporated within the Client Plan as appropriate.
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**Training and  
Certification**

TCOM certification will be a two part process including an interactive training and an online certification exam taken at [www.canstraining.com](http://www.canstraining.com). Continuing education credits (CEs) will be issued after each attendee has successfully passed the TCOM certification exam.

Most staff will attend in-person certification training and take the certification exam online. In the case that a staff member is not able to attend in-person training (upon program manager approval), the staff member will be given a coupon code to take the online training, followed by the online certification exam at [www.canstraining.com](http://www.canstraining.com). CEs will not be given to staff who do not attend in-person training. All DBH Interns will be trained by the Intern Supervisors as part of Intern Orientation.

Additionally, training in Objective Arts will be available for all staff who will utilize the system.

DBH and its contract agency partners have designated TCOM Trainers assigned throughout DBH who will act as SMEs for people who have questions regarding the clinical use of CANS-SB/ANSA-SB or TCOM certification.

**Note:** All staff utilizing a TCOM measure, as designated by the unit, must be certified in the measure within 7 days of training, and re-certified annually thereafter.

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**Completion  
Timelines**

Clients enrolled in any of the designated treatment programs shall have a complete TCOM measure (See [TCOM website](#) for updated list of designated treatment programs). Completion of the CANS-SB or ANSA-SB is determined by the consumer's age group and the type of program the consumer is enrolled in:

<b>Consumer Age Group</b>	<b>TCOM Measure</b>
0-17	CANS-SB
18-25 in a TAY or youth program	CANS-SB
18-25 in an adult program	ANSA-SB
26+	ANSA-SB

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**Completion  
Timelines,  
continued**

- The initial TCOM assessment shall be completed within the first 30 days of intake, unless the client is determined to not meet program eligibility (requiring the episode to be closed within 30 days of intake) and there is not sufficient information available to complete the assessment.
  - Updated assessments shall be completed every three months or every six months, depending upon the intensity of the program, or sooner, if needed to capture significant changes.
  - At discharge, a TCOM assessment must be completed unless one has been completed within 30 days, and there are no additional changes in the scores.
  - In no case shall a period of more than six months pass without a TCOM assessment being completed with a client.
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**References**

Adult Needs and Strengths Assessment-San Bernardino (ANSA-SB) manual – See ANSA-SB website (<http://www.sbcounty.gov/dbh/ansa/>).

Child and Adolescent Needs and Strengths-San Bernardino (CANS-SB) Comprehensive/Multisystem Assessment manual – See CANS-SB website (<http://www.sbcounty.gov/dbh/cans/>).

Transformational Collaborative Outcomes Management (TCOM) Department website with specialized pages for CANS-SB, ANSA-SB, and Objective Arts. (<http://www.sbcounty.gov/dbh/tcom/>)

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**Related Policy  
and/or  
Procedure**

DBH Standard Practice Manual:

- [CLP0836-1: Transformational Collaborative Outcomes Management \(TCOM\) Procedure](#)

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