

Department of Behavioral Health ANNOUNCEMENT



Compliance



Behavioral Health

Compliance Corner

Stay in-the-know, by reading below.

Newly Posted Departmental Policies, Procedures, and Forms

The following are newly posted departmental policies, procedures, notices, and forms from August through September 2025.

Please review, as each DBH staff member is responsible for familiarization with department notices, policies, procedures, and forms. These items can be found on the DBH Website, under the "For Agencies" drop down menu in the section titled "Documents." You can locate each document by clicking the appropriate tab and typing the title or number into the search box on the right. You can also search by sorting the column titled "Name" (by clicking on it) and locating the document alphabetically.

New Policies and Procedures:

- IT5015 System Administrator Account Policy
- IT5020 myAvatar Contingency Plan Policy

- IT5020-1 myAvatar Contingency Plan Procedure

Revised Policies and Procedures:

- CLP0818 Authorization and Designation Pursuant to the Lanterman-Petris-Short (LPS) Act Policy

New Forms:

- QM088 Case Study Request Form

Revised Forms:

- BOP032 Contracted Provider 90-Day Rule for Other Healthcare Coverage (OHC) Claims Attestation
- CUL002 Translation Service Request
- CUL006 Interpretation Service Request
- CUL010 Client Comment Card
- CUL011 Interpreter Feedback for DBH Staff

For more information, contact Policy Management Unit by email or phone at DBHPMUquestions@dbh.sbcounty.gov or (909) 388-0879.

Newly Posted Departmental Policies, Procedures, and Forms

Guidelines for Reporting Grievances and Complaints

The intent of these guidelines is to help the Department of Behavioral Health (DBH) staff assist clients to submit grievances/ complaints. Please refer to the guidelines below for routing a grievance and/or complaint within DBH. Please be advised, due to the confidentiality of investigations you may not be entitled to the outcome of the investigation.

Guidelines for Reporting Grievances and Complaints

42 CFR Part 2 Updates – Supplemental Guidance

42 CFR Part 2 is a federal regulation that safeguards the privacy of those seeking treatment for substance use disorders (SUD). It restricts the disclosure and use of client records to ensure individuals are not deterred from seeking treatment due to fear of discrimination or prosecution. On February 8, 2024, the U.S. Department of Health & Human Services (HHS) through the Substance Abuse and Mental Health Services Administration (SAMHSA) and the Office for Civil Rights, announced a final rule modifying the Confidentiality of SUD records. These modifications were made in an effort to align disclosure of Part 2 records with HIPAA requirements and must be implemented by April 16, 2026.

42 CFR Part 2 – What You Need to Know

Department of Behavioral Health - WEBMASTER
(909) 386-9730

Our job is to create a county in which those who reside and invest can prosper and achieve well-being.

www.SBCounty.gov/DBH

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