



INFORMATION NOTICE 23-04

Date June 05, 2024

To Department of Behavioral Health Staff
Department of Behavioral Health Contract Agency Staff

From Georgina Yoshioka, DSW, LCSW, MBA Director

DocuSigned by:
Dr. Georgina Yoshioka
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Subject Changes Made to the Initial Contact Log (ICL) and Substance Use Disorder and Recovery Services (SUDRS) Initial Contact Log (SUDRS ICL) in myAvatar.

Purpose To inform and instruct all San Bernardino County (County) DBH staff and contract agencies who handle requests for SMHS or SUDRS appointments and their leadership of changes regarding the Initial Contact Log (ICL) and documentation requirements per California Code of Regulations (CCR) Title 9 § 51810.405 and Title 28 § 1300.67.2.2.

This IN applies to Specialty Mental Health Services (SMHS) and SUDRS and became effective August 1, 2023. This IN supersedes any written or verbal instructions previously issued by DBH until the requirements are updated in the applicable DBH manual(s).

Background California Code of Regulations (CCR) Title 9, § 1810.405 – Access Standards for Specialty Mental Health Services require DBH to record certain information about the initial contact for service. DBH documents these initial contacts on the Initial Contact Log (ICL) in myAvatar.

The ICL is required for all initial requests for SMHS. The Mental Health Plan (MHP) must maintain a written log of initial requests for SMHS that includes requests made by phone, in person, or in writing. (CCR, Title. 9, § 1810.405, Subd. (f). This process is important for DBH and contract providers to capture the timeliness of appointment scheduling and timeliness for actual appointments.

The ICL is required for all initial requests for SUDRS as well as per regulation Title 28 regarding timely access for SUD services.

The ICL form is hosted on myAvatar, the county’s electronic health record (EHR). The initial myAvatar ICL form replicated the original paper form process. The new revised ICL form expands on the level of details captured and introduces a new section that documents interpreter services.

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Introduction

Beginning August 1, 2023, mandatory fields have been added to the ICL form in myAvatar and must be completed by staff.

DBH or contract provider staff who handle requests for SMHS appointments and their leadership are required to complete myAvatar Initial Contact log Bundle online Module training in RELIAS.

DBH or contract provider staff who handle requests for SUD appointments and their leadership are required to complete myAvatar SUD Initial Contact log Bundle online Module training in RELIAS.

Note: Before accessing this training in RELIAS, the myAvatar Basics Online Module must be completed.

Notification of Initial Contact Log Changes

The following tables include the mandatory fields that have been added and must be completed for all ICL form entries in myAvatar.

New/Potential Clients ("P") Caller Only

Form	Section	Field	Field	Note
Information Contact log	"P" Caller Only	Date of Call	Call Time	No new fields now required

Caller Information

Form	Section	Field	Field	Field	Note
Caller information	Program Type	Program	Contact Reason	Priority	Required
	Contact Beneficiary				Required
Caller information	Beneficiary Disposition	Scheduled Appointment	Date/Time of Second Offered Appointment	Date/Time of Third Offered Appointment	New
	Beneficiary Disposition	Date of Scheduled Appointment	Time of Scheduled Appointment		Required

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Notification of Initial Contact Log Changes, continued

Additional Options for Beneficiary Disposition

Form	Section	Field	Note
Caller Information	Beneficiary Disposition	Caller Declined scheduled Appointment	Drop down Field
	Beneficiary Disposition	Access call inadvertently disconnected call	Drop down Field
	Beneficiary Disposition	Caller disconnected call	Drop down Field
	Beneficiary Disposition	Clinics inadvertently disconnected call	Drop down Field
Caller Information	Beneficiary Disposition	Linked caller to SUD services	Drop down Field
	Beneficiary Disposition	Provided caller general information	Drop down Field

Interpreter Services

Form	Section	Field	Field	Note
Interpreter Services	Interpreter Offered	Interpreter Offered	Interpreter Accepted	Required
	Interpreter Language			Required
	Other language	Who Provided the Interpretation service?		Required
		Other language		Required –if the language used Interpretation was not selected

Note: Increased available options are added to the drop-down field.

For additional reference to changes noted above, please see the How-To ICL Form Document and the ICL Cheat Sheet.

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**Reference(s)
Policies and
Procedures and
Additional
Resources**

DBH Standard Practice Manual and Departmental Forms:

- Timely Access Policy QM (QM6041)
- Timely Access Procedure QM (QM6041-1)

DBH Documents-Resources

- How-To ICL Form Guide
- ICL Cheat Sheet

RELIAS Training

- myAvatar Initial Contact log Bundle online Module
 - myAvatar Basics Online Module
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Questions

For questions regarding this Information Notice, please contact DBH Office of Quality Management Division at (909) 386-8227 or via email at QualityManagementDivision@dbh.sbcounty.gov.

If you need ICL training and RELIAS access, please e-mail DBH Workforce Education and Training using the following e-mail address: DBHTraining@dbh.sbcounty.gov.