



What's New!

December 2025

QM Updates

Effective Now!

- All Staff and Contracted Agencies: November Ask QM Webinar Survey
- All Staff and Contracted Agencies: Documentation Manual Update
- All Staff and Contracted Agencies: Annual Compliance Bundle

Coming Soon!

- All Staff and Contracted Agencies: January QM Training – Timely Access

New/Updated Policies

- Stay tuned!

November Ask QM Webinar Survey

**Available:
Now**

For those who attended the Ask QM Webinar on November 20th, please complete the survey! The recording is also available in LMS [here](#).

This was a special webinar covering a range of topics & we would like your feedback to determine if QM should offer more of this type of webinar <https://www.surveymonkey.com/r/WSM3F9B>

Documentation Manual Update

**Available:
Now**

The BHRS [MH Documentation Manual](#) has been updated as of 11/20/2025!! New updates include: Priority Z-Code List (including codes that indicate unhoused status that may be impacting their functioning), information on the Problem List to help programs better understand feedback from internal audit findings about the problem list, and more!

Also, remember that even though BHRS hasn't fully implemented the Problem List, you can still add Z-Codes to the client's record through the Diagnosis Form in Avatar. Check out the right hand column of the table of contents to see all the new & updated content! Additional resources: [Z-Code recording](#), [PPT](#) & [Recording](#) of November Webinar.

Annual Compliance Training Bundle

**Effective:
Now**

The Annual Compliance Training launched December 1, 2025. All BHRS employees & contractors are required to complete the full training bundle by Friday, January 2, 2026. For questions, contact HS_BHRS_QM@smcgov.org.

January QM Training – Timely Access

Coming Soon

Mandatory Timely Access Training will be held on **1/15/2026 from 10:30 a.m. – 12:00 p.m.**

We'll be updating staff on the new Timely Access form and process that will go LIVE in February 2026!

New/Updated Policies

TBD

Stay tuned!