



What's New!

QM Updates

May 2025

Effective Now!

- For Avatar users: ICC Avatar Alert
- For Contracted Providers, Including Staff in Contracted Agencies Who Have smcgov Email Addresses: Contractor Email List

Coming Soon!

- For MH and SUD Staff: Progress Notes Training
- For Youth Teams, Interface, and Puente: System to Solve (SAFE)

New/Updated Policies

- 24-05: Provision of ICC, IHBS, & TFC Services
- 99-03: Medication Room Management

System to Solve (SAFE)

Coming Soon

Phase 1 is getting ready to roll out and we have the following teams ready to join us for the following training dates. This is only for the Youth Teams, Interface and Puente:

- Frontline Staff – Wednesday May 21 at 11am
- Supervisors – Friday May 23 at 10:45am
- Managers – Friday May 30 at 10:15am

If you are not able to join the training live, it will be recorded and available via LMS.

Contractor Email List

Effective: Now

QM & WET are updating our Email List for Contracted Agencies/Providers. Please fill out this [form](#) by **June 30th** to continue receiving email updates from WET or QM.

For BHRS staff who aren't receiving QM's monthly email, please submit an ISD Service now & request to be added to the "HS_BHRS_AllStaff" email list.

ICC Avatar Alert

Effective: Now

When a client has been approved for ICC services, a client alert will appear in their chart as a reminder to use the applicable ICC service codes.

See the [Service Code Cheat Sheet](#) for more information.

Progress Notes Training

05/15/25

Please join us for our next CalAIM Training: Progress Notes Training
This training is for both MH and SUD.

See you Thursday 05/15/25 at 10:30 AM- 12:00 PM!

New/Updated Policies

Effective: Now

New: 24-05 Provision of ICC, IHBS, & TFC Services
Outlines the eligibility criteria and provision of ICC, IHBS and TFC services.

- **ICC, CFT, IHBS & TFC FAQs** are now available [here](#).

Updated: 99-03 Medication Room Management
Updates related to management of medication, training and emergency procedures.