What's New!

QM Updates

July 2025

Effective Now!	Coming Soon!	New/Updated Policies
• <u>For All Staff Who Submit ICC Referrals</u>: ROI for ICC referrals • <u>For All Staff and Contract Agencies:</u> QM Manager Vacancy	• <u>For Adult Services, Admin, AOD, Access & ODE Staff</u>: SAFE System to Solve • <u>For All Staff and Contract Agencies</u> QM Webinar Updates	• Stay tuned!

SAFE System to Solve — Coming Soon!

Phase 2 programs (Adult Services, Admin, AOD, Access & ODE) will go live in the SAFE System to Solve platform by KaiNexus July 21st. For Phase 2 programs, please review the relevant training on LMS by July 21st. Phase 2 programs will have access to the SAFE chicklet on July 14.

Here is the naming convention for the short descriptive title:

Type of Incident-Program-Ct Initials-Date 00/00/00
Ex. **Facilities-QM-XX-7-11-25**

ROI for ICC referrals — Effective: Now

When submitting an ICC screening form that is recommending ICC services, please also attach a signed ROI to communicate with the assigned ICC at Alternative Family Services (AFS).

QM Webinar Updates!

Due to recent changes in BHRS, the July QM training will be cancelled.

We will resume trainings in August. Stay tuned for possible updates to the training topic for August!

QM Manager Vacancy — Effective: Now

As many of you know, QM Manager Betty Ortiz-Gallardo's last day with BHRS was July 3, 2025. She will be greatly missed and we all wish her well on the next chapter of her journey! While BHRS works to fill the vacant position, staff and contract agency providers may contact BHRS Assistant Director, Scott Gruendl, at sgruendl@smcgov.org.

And, as always, the QM Ask Box at HS_BHRS_ASK_QM@smcgov.org is available for questions as well.