



Network Development and Patient Access

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Substance Abuse Prevention and Control





PRESENTATION OUTLINE

- **Reminders: Monthly NACT/274 Data**
- **Diversity, Equity, and Inclusion efforts**
- **Call Center Centralization**
- **Updates: Appointment Disposition**
- **AI-Impics**

NACT COORDINATORS:

- ✓ Attend Monthly NACT Coordinator Meetings
When: Third Wednesday of the month 2PM-3PM
- ✓ Update all required fields in the NACA **MONTHLY**, including general information, accessibility, language capabilities, modalities, and associated practitioners.
- ✓ Ensure site and practitioners current/max beneficiaries reflect accurate data for your site.

For log-in assistance or changes to the NACT Coordinator please contact SAPC NACT Team:

SAPC_NACT@ph.lacounty.gov



Important Submission Dates

25th- last day of each month

Agency due date to complete monthly submission for all active sites.

1st of each month:

If update is not completed, delinquent email will be sent to all NACT Coordinators.

Submission Sample

General Information

Accessibility

Language Capabilities

Modality

Associated Practitioners

 Save

Below is a pre-populated list of practitioners associated with this specific site location.

- If a practitioner was recently onboarded, **but is not listed**: Use the "Associate New Practitioner" button to add them to the list.
- If a practitioner is listed, **but is no longer providing direct services at this location**: Use the down arrow button to disassociate them from the list.
- After reviewing all NACA sections, including the general information, accessibility, language capabilities, modalities, and associated practitioners, the NACT Coordinator **MUST click the "Confirm Monthly Submission"** button and SAVE each page in the upper right corner. Failure to meet the specified deadline, may result in consequences, including, but not limited to, the denial of augmentation requests and contract amendments.
- Confirmed Monthly Submission on: **July 24th, 6:47pm**

Failure to meet the specified deadline, may result in consequence, including, but not limited to, the denial of augmentation requests and contract amendments.

- ❑ **Toolkits** – guides to support providers in serving different populations
 - Two will be released July 2024 addressing people with disabilities and Trans Patients
 - Housed on the SAPC Providers/Manuals, Bulletins, and Forms webpage on the CRLA (cultural relevance and language assistance) Tab



- ❑ **SAPC IN #24-02: Requirements for Ensuring Culturally and Linguistically Appropriate Services**

- Released May 15, 2024
- Updates SAPC Bulletin 18-003



- ❑ **Language Assistance**

- Language Add-On training
- Payment Reform Capacity Building Initiative 1J-1 and 1J-2



SAPC | Substance Abuse
Prevention and Control



COUNTY OF LOS ANGELES
Public Health

MENU TRANSCRIPT RESOURCES



Welcome ✓

Purpose of This Toolkit

Main Menu

▶ **ADA Fundamentals**

▶ **Addressing Patients with
Service Animals**

▶ **Designing Welcoming Spaces
for ADA Accessibility**

▶ **Serving the Deaf and Hard of
Hearing Community**

▶ **ADA Accessible Websites**

☰ ADA Toolkit Course

ACCESSIBILITY (ALT + A)



Creating Accessibility: An ADA Toolkit for SAPC Providers

Ensuring Affirming and Culturally Responsive Care For Transgender Patients

A Toolkit for SUD Treatment Providers



This guide is based on the training series Providing Affirming and Culturally Responsive Care to Trans Patients presented between October 2022 and June 2023 to SAPC Network Providers. The Los Angeles County Department of Public Health, Substance Abuse Prevention and Control funded the training series.

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SAPC IN #24-02: Requirements for Ensuring CLAS

HIGHLIGHTS:

- **Complete/update the Network Adequacy Certification Application (NACA) regularly.**
- **Minimum of four (4) hours of cultural competence training annually for all staff.**
- **No-cost language assistance for individuals who are LEP, or non-English-speaking, when they request it.**
- **Develop/Update Equity Plan (formerly cultural competency plans) annually**
- **Offer appropriate accommodation in services and effective communication for individuals with disabilities.**



Payment Reform Capacity Building: Language Assistance

Language Assistance Plan (1I): Start-Up Funds

- Designed to build a clear executable process that offers people who have limited English proficiency or who are deaf or hard of hearing have equal access to the benefits of SUD treatment
- The LAP should include:
 - Description of processes for regular assessment of the language needs of the surrounding community and trends in the primary populations seeking treatment at your agency.
 - Protocols, policies & procedures (e.g., how and when to offer language assistance, identification of language assistance vendors for interpretation or translation services, etc.),
 - Training and monitoring of staff to ensure they are employing these procedures.
 - Methods (such as pay differentials, bilingual bonus, assessing language skills, etc.) that align with Assessing and Enhancing Financial Health(AEFH) strategies to support sustainability.

Payment Reform Capacity Building: Language Assistance

Bilingual Bonus for Direct Service Staff (1J) – Deliverable-Based (quarterly)

- Designed to support provider efforts to recruit/retain bilingual direct service staff and increase opportunities language matching.
 - **LPHA Direct Service Bilingual Staff** – Refers to licensed and licensed eligible psychologist, clinical social workers, marriage and family therapists, and clinical counseling practitioners who currently or will be able to offer direct services in at least one identified non-English threshold language and who has demonstrated proficiency in that language.
 - **SUD Counselor/Peer Direct Service Bilingual** – refers to registered/certified SUD counselor, peer support specialist who currently or will be able to offer direct services in at least one identified non-English threshold language and who has demonstrated proficiency in that language.
- Providers will be paid at **each quarter** for the number of direct service staff who obtained the bilingual bonus for the PRECEDING quarter and who has **evidence of language proficiency**, following submission of supporting documentation and completed Bilingual Attestation.

Payment Reform Capacity Building: Language Assistance

Bilingual Bonus Eligibility:

To be eligible for the bilingual bonus providers must ensure the following:

1. Provider site must indicate interest in providing individual and group counseling services in the languages.
2. The direct service staff **MUST** have evidence of language proficiency based on the standardized tests at the level of Advanced in speaking and listening.
3. Provider submits the Capacity Building 1F-2: Bilingual Bonus Submission Form by the 10th of the month (see below) for the prior quarter.

Bilingual Bonus Supporting documentation:

- Providers will be paid at the beginning of each quarter after submitting the quarterly Capacity Building 1J: Bilingual Bonus Submission Form, according to the specified schedule. Any delays in submission will result in delayed payment.

Payment Reform Capacity Building: Language Assistance

Description	#	Due Date	Max Units	Payment Per Unit	Fund Type
Language Assistance					
<u>Approved Language Implementation Plan (NEW)</u>	<u>1-I</u>	<u>8/15/2024</u>	<u>1</u>	<u>Tier 1 -\$30,000*</u>	<u>Start-Up</u>
				<u>Tier 2 -\$45,000*</u>	
				<u>Tier 3 -\$60,000*</u>	
<u>Bilingual Bonus Language Proficiency (NEW)</u>	<u>1-J</u>	<u>6/30/2025</u>	<u># of direct service staff</u>	<u>SUD Counselor - \$100/mo</u>	<u>Deliverable</u> <u>(paid quarterly)</u>
				<u>LPHA - \$150/mo</u>	

- Under the CalAIM Behavioral Health Administrative Integration, Counties are expected to operate a single 24/7 member access line.
 - **Effective July 9th**, the SASH call center and the Department of Mental Health ACCESS Help Line will become one centralized call center.
 - The new name will be the **Los Angeles County Help Line for Mental Health and Substance Use Services**.
 - Callers can access either mental health or substance use service assistance using the **800-854-7771** number.
- **The dedicate SASH phone number - 844-804-7500 - will remain accessible and will automatically route to centralized call center.**

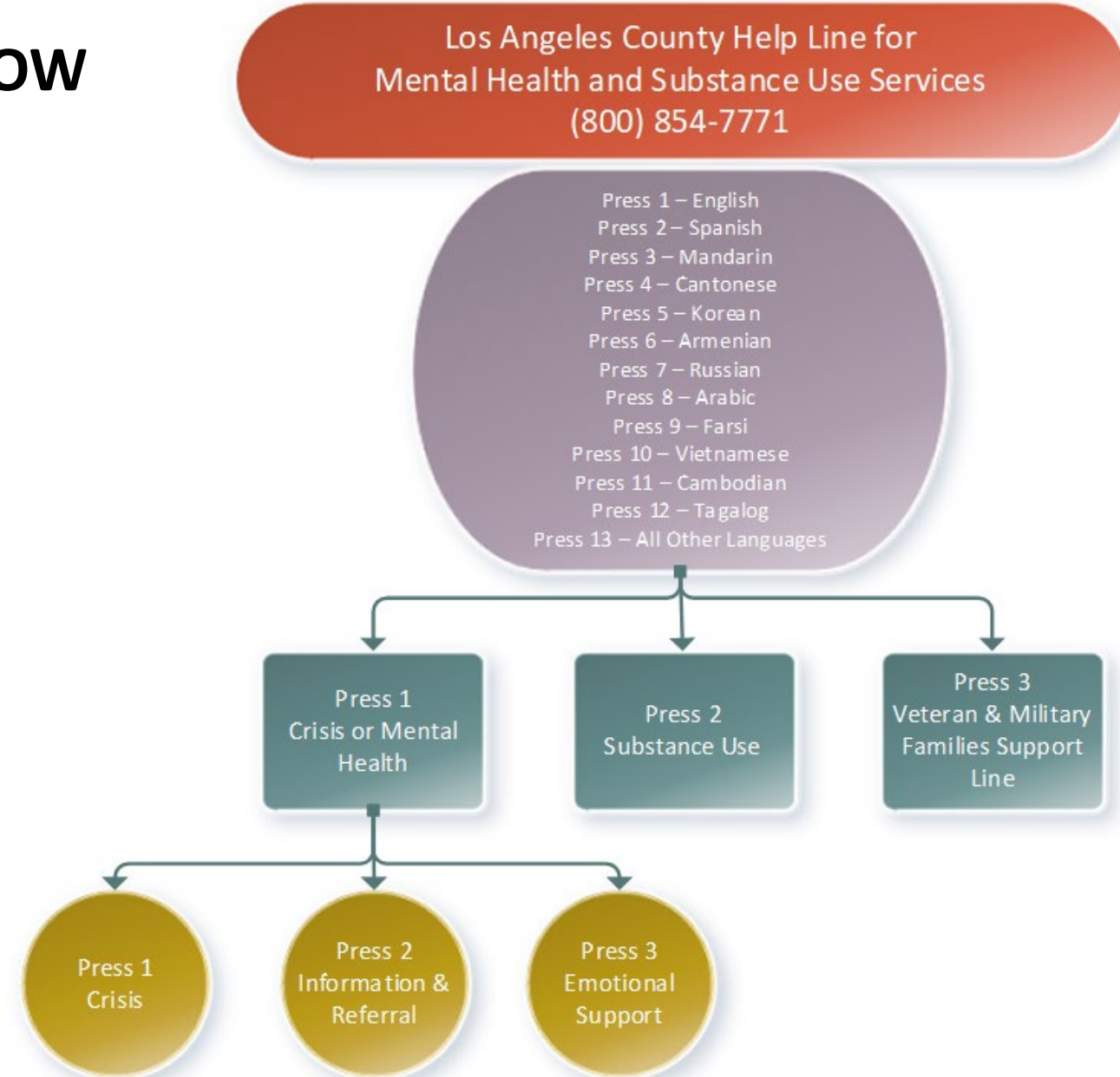


CHANGES TO CALL CENTER WORKFLOW

1. Callers will be asked to select a language toward the beginning
2. Callers will be asked to select which service they wish to receive.
3. Substance Use Services is Option 2

When using the 844-804-7500:

- Callers will be informed of the new call center name and automatically transferred.



Purpose: To meet federal and State requirements for timely access of patients from first request to assessment appointment.

- The “*Appointment Disposition Log*” offers providers and SAPC a means of better tracking appointment outcomes.
- “*Referral ID Report*” populated from the Referral Connection Form and Service Connection Log offers providers the ability to track metrics for appointments (show and no-show), assess efficiency of intake and admission workflows and other operational aspects for intakes.

UPDATE:

- For providers who wish to benefit from the Appointment Disposition Log and Referral ID Report it is LIVE and has launched and resources available at <http://ph.lacounty.gov/sapc/providers/sage/other-training-resources.htm> .
- Until further notice, SAPC IN #24-03 **AND** the requirement has been **postponed** to obtain additional feedback from provider network.

2024 AL-IMPICS

Date: Saturday, September 14

Location: Los Angeles Harbor College

Time: 8:00 am – 4:00 pm

JOIN US FOR A FUN
FILLED DAY OF ACTIVITIES



LOS ANGELES

AL-IMPICS

STRIVE TO DO MORE IN 2024

SATURDAY, SEPTEMBER 14, 2024

LOS ANGELES HARBOR COLLEGE

1111 FIGUEROA PL. WILMINGTON, CA 90744

