Substance Use Treatment Services
Our Mission and Philosophy

SUTS VISION
The goal of Santa Clara County's plan for an Organized Delivery System (ODS) is to create a robust continuum of care for substance use treatment that is:
- Client-centered
- Quality driven &
- Recovery-focused

Philosophy
- Learning Organization
- Participative Management
- Continuous Quality Improvement
- Measurable processes & Outcomes
- Plan, Do, Study, Act
- Data Driven
1115 Organized Delivery System (ODS) Wavier

- Continuum of Care based on American Society of Addiction Medicine (ASAM)
- Demonstrate that Substance Use TX Services will increase the health of beneficiaries and decrease other health care costs
- Continuing improvement of delivery system
- Excellent customer service and Care Coordination

MCO – Managed Care Organization

- Regulated by: 42CFR Part 438
- Contracted with: Ctr for Medicaid Services (CMS)
- Administered by: DHCS
- Evaluated by: UCLA & EQRO
  - ASAM fidelity is mandated
  - Medical Necessity is mandated

MCPs are “Beneficiary Facing”
- Responsible for “covered lives”
- ALL Medi-Cal beneficiaries in SCC
- Sponsored and unsponsored receive the same quantity and type of services (CGF expenditure)
Santa Clara County
We are part of a larger System of Care

CSCHS: County of Santa Clara Health System
Ambulatory Med
Inpatient Med
Public Health
TB clinic, HIV testing, WIC & more
Valley Homeless
BHSD: Behavioral Health Services Department
Substance Use Treatment Services
Mental Health Department

INTEGRATED CARE

Critical Components:
1. Multiple points of entry: Gateway, Open Access, Post Authentication referral sites, Primary Care.
2. A comprehensive bio-psychosocial assessment.
4. Multiple ASAM levels of care with corresponding criteria for placement.
6. Client Outcomes: Focus on data driven system improvement.
Methadone and Additional MAT

<table>
<thead>
<tr>
<th>Methadone Maintenance and Medically Managed Withdrawal</th>
<th>Additional MAT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Gateway at 1-800-488-9919 or Call Clinic/Walk In</td>
<td>Includes:</td>
</tr>
<tr>
<td>Central Valley Clinic 408-885-5400</td>
<td>•Naltrexone (Vivitrol)</td>
</tr>
<tr>
<td>Alexan Health Clinic 408-272-6577</td>
<td>•Naloxone</td>
</tr>
<tr>
<td>South County Clinic 408-886-2222</td>
<td>•Disulfiram</td>
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Movement through the Continuum

Access to Services
Entry into the System

Screening
Primary way to Obtain SUTS Services

Gateway: 1-800-488-9919
Additional Screening Sites

- Horizon South WM
- Medical Homes
- Mariposa WM
- Mental Health Court
- Reentry Centers
- Drug Court
- Juvenile Hall Providers
- Dependency Wellness Court
- CFCS OP

Who you going to call?

YOUTH
(405) 272-6518

For youth we currently have a separate "Gateway" number. Clients will be screened and referred to the appropriate Level of Care.

YOUTH SERVICE LOCATIONS

- OUTPATIENT CLINICS
- SCHOOLS
- JUVENILE HALL
- RESIDENTIAL
TAY CLIENTS
Transitional Age Youth, ages 18-25
- Are served in the Youth or in the Adult systems of care if over 16
- A thorough, developmentally appropriate assessment is completed to determine either ASOC or YSOC placement
- If 18 or over and not currently in residential will go to Adult Residential except in special circumstances

Who you going to call?
ADULT GATEWAY
1-800-488-9919

ADULT SERVICE LOCATIONS
- Clinic Sites:
  - Outpatient, Intensive OS and Partial Hospitalization
  - NTP and Additional MAT Outpatient
  - Perinatal/ Pregnant & Parents with children
- Reentry Centers-Probation/Parole
- DWC and Drug Treatment Court
- Residential
  - Withdrawal Management
  - Residential Treatment
Level of Care Determination

Treatment & Authorization

Levels of Care
Placement in all levels of care is based on the client's status in all 6 ASAM Dimensions

Treatment Services
Treatment is provided based on a ASAM Assessment with particular focus on client's Stage of readiness to Change.

In Level of Care Placement, the Rule of Heart is:
The least intensive level of care while still meeting treatment objectives and providing safety and security for the patient.

However,
Clients need not "fail" at outpatient to qualify for a more intense level of care.
Withdrawal Management

Clinicians help manage Withdrawal (WD) symptoms as part of Treatment whether in Outpatient or Residential.

**SUTS has residential 3.2 WM**

*WM clients call agency directly every 2 hours, no authorization required.*

(Note: If someone is intoxicated & not yet in Withdrawal, it is called Intoxication Management)

*New: Sobering Station-(not SUTS)*
ASSESSMENT LEVEL OF CARE (ALOC)

The ALOC is used to document and justify Level of Care placement.

It is done at:
- Admission
- Discharge
- Authorizations for Residential
- Transfers to another level of care or to the same level of care but different agency or clinic.

ASAM Criteria & Medical Necessity

- SUITS requires adherence to ASAM
- ASAM ASSESSMENT includes determination of medical necessity
- Medical necessity also includes determination of Diagnosis

Areas of significant impairment or distress within the last 12 months must be documented. Examples:
- Increased amounts of the drug used
- Withdrawal Symptoms
- Increased frequency of use
- Persistent use in spite of negative consequences

Documenting To Meet Medical Necessity for Residential LOC

- The client must have a primary SUD DSM diagnosis which is the cause of significant functional and psychosocial impairment.
- The client's condition requires residential supervision to ensure the development of effective coping skills to live safely in the community, to participate in self-care and treatment and to manage the effects of his/her disorder.
- The client's own resources & social support system are not adequate to provide the level of support and supervision needed to become abstinent and stabilize in his/her recovery.
- As a result of the client's clinical condition (impaired judgment, behavior control, or role functioning), there is a significant current risk of hospitalization and/or harm to self or others based on recent events.
Level of Care TIP 1

Counselors should consider increasing Services at client’s current level of care or a transfer to IOPS or PHS prior to seeking Res TX:

- Increase number of groups and add/increase individual sessions
- Address housing, does client need a Recovery Residence?
- Consult with Clinical Supervisor and/or Team
- Address + UA Test Results (care coordinate)
- Address Case Management issues
- Recommend additional outside support (Self help groups, Mental Health referral, Psychiatric care)

Level of Care TIP 2

More intense services, i.e. a higher Level of Care, is NOT given because:

The PO or Court Insists
It will Keep Someone out of Jail or Juvenile Hall

TRANSFERS

Refer to SUTS Documentation Manual
Quality Improvement & Authorization

Quality Improvement Team

- Authorize Placements to Residential
- Grievances & Consultation w/ Providers
- QI On-call Rotation 792-5670
- Trainings
- Care Coordination
- Quality Improvement Projects

AUTHORIZATION For Residential Placement

Quality Improvement Coordinators (QIC's) manage Authorization & Extension requests for Residential Treatment.

Ex: Moving from Outpatient to Residential or Direct Requests from Residential

Send authorization requests to:

SUTSAuthorization@hhs.sccgov.org

QI oversees placement but Capacity Management Team manages actual placement.
**PLACEMENT**

**Capacity Management Unit**

Consists of a Rehab Counselor and Office staff that track and manage referrals & placement for Recovery Residences and Residential Treatment

*Adult clients must call for Residential daily: Phone: (408) 792-5663*

*Recovery Residence Referrals are sent to: SUTSRR@hhs.sccgov.org*

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**Residential Referral**

**ALOC**

**QIC-Authorization**

Capacity management Unit  Residential

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**RECOVERY RESIDENCES**

- Short term, sober adult housing
- Provides safe housing for clients in unsafe living environments
- Client **must** be attending SUTS Outpatient Services or Recovery Services in order to stay in a Recovery Residence
Recovery Residence Referral

ALOC  OS Counselor

Capacity management Unit  Email  Recovery Residence

Clinical Standards of Practice and Training

TREATMENT SERVICES
- Bio-Psychosocial assessment inclusive of ASAM Dimensions
- Use ASAM placement criteria to determine level of care
- Individual (Includes: family, couple, collateral & crisis)
- Group therapy
- Case Management
- Coordination of care
- Co-occurring capable treatment at all sites
And Recovery Services (Aftercare)
RECOVERY SERVICES

- Criteria for admission -
  a. Medical necessity must be established and client is assessed as being in remission or partial remission and -
  b. Have attended treatment at some point in their lifetime for substance use disorders.
- Clients who have not been in OS treatment recently may be referred to RS, but they must meet the admission criteria.
- Recovery Services are to provide relapse prevention services, Case Management, monitoring of recovery progress and other services as needed.

Scope of Practice

<table>
<thead>
<tr>
<th>Service Related</th>
<th>Scope of Practice</th>
<th>Meth</th>
<th>Clinic</th>
<th>Out Reach</th>
<th>Intake</th>
<th>Interventions</th>
<th>Discharge Planning</th>
<th>Group Treatment</th>
<th>Group Pysch ED</th>
<th>Case Management</th>
<th>Diagnosic: STD</th>
<th>Diagnosic: Mental Health</th>
<th>Verifies Medical Insurance on TS Plans</th>
<th>Treatment Plan Must be Co-Signed by DR &amp; PA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual 1</td>
<td></td>
<td>X</td>
<td>X</td>
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Provider Trainings

1. For New Hires:
   a. ASAM Training, except Oncenter. ASAM based with completion required within 90 days of hire.
   b. ASAM Based on Documentation Training.
   c. Skills Intake, and Treatment Planning.
   d. Documentation and Medical Necessity for LOO placements and CDS.
2. Additional Training:
   b. Competency with HIPAA and HQR.
   c. Culture and Social Work Apprenticeships (CSAs).
   d. Board of Pharmacy, Counseling, and Alcohol and other drug trainings (as determined).
ScCLearn-Learning Partnership
https://scclearn.sfmtotal.host/Core/dash/home/Home_BHS

- Course Listings Are Available On-line Via Behavioral Health Website On Sco.gov
- Free To County And Contract Employees
- Provides CEUs
- Presents Latest, Evidence-based And Promising Material From Leading Experts
- Both Mental Health and SUD Topics
- Tracks for: Co-Occurring Treatment, Reflective Practice, ASAM & Motivational Interviewing, etc.
- Some Trainings Open To Other Interested Parties (Parents And Other Community Members)

Comments & Questions